Have your say about council services 2023

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Executive summary

Have your say about council services 2023

This report presents the findings of a survey, carried out over June and July 2023, designed to help the Council find out what residents think about the services the Council provides, where they live and how well the Council communicates with them.

2,500 randomly selected residents received postal surveys, 738 were returned, giving a 30% response rate. Based on the completed surveys, we can be 95% confident the findings are statistically correct, with a margin of error of + or − 3.7% (please see Appendix B − statistical reliability).

Summary of key findings

The number in brackets ( ) is the percentage response from the same questions asked in a survey carried out in 2021. If there is no bracket that question was not asked in 2021.

Section 1: Your local area and provision of services
- 80% (82%) are satisfied with the area as a place to live.
- 52% (57%) are satisfied with the way the Council runs things, 29% are neither satisfied or dissatisfied.
- 41% (33%) agree or strongly agree the Council provides value for money. 34% neither agree or disagree.
- 60% (66%) think the Council keeps them well informed.

Section 2: Community Safety
- 66% (66%) feel very or fairly safe outside in the local area after dark.
- 90% (90%) feel very or fairly safe outside during the day.
- 90% (87%) don't think noisy neighbours or loud parties are a problem.
- 76% (76%) don't think vandalism, graffiti or other deliberate damage to property or vehicles is an issue.

Section 3: Our services
- 83% feel ensuring the district's needs are heard by government, county council, police and other service providers is extremely or very important.
- 80% feel protecting and improving the environment is extremely or very important.
- 80% feel supporting a thriving local economy is extremely or very important.
- 72% feel providing high quality council services designed around people's needs is extremely or very important.
- When asked to choose three options from a list 44% said protecting the countryside was most important to them, followed by recycling and rubbish (34%) and infrastructure to support new development (30%).
- When asked to choose five options from a list, 48% would like business and job opportunities to improve by attracting more businesses and jobs into the area, 43% want stronger links between schools and employers, 41% more people to start-up a local business in the district, 29% for the district to be promoted as a great place to invest and be successful in business and 27% stronger links between employers and training providers.

Section 4: Getting information
- 43% (48%) had contacted the council up to three times, 12% (11%) up to six times and 4% (4%) seven or more times. 41% (38%) had not contacted the Council.
- 88% (89%) usually contact the Council by phone, 84% (82%) by e-mail and 84% (75%) use the website.
- 38% contacted the Council for general information or advice, 32% to report an issue or problem, 19% to apply for a service.
- 95% find out about the Council and its services from the website, 86% from Council leaflets, while 78% also rely on word of mouth.

Section 5: Using online services and information
- 90% feel confident using a search engine on the internet, 88% buying items or services, 76% buying and installing apps on a device, 72% commenting and sharing information online.
- 74% (70%) use the Council's website at least once every few months.
- 62% (63%) are satisfied with the website, while 29% (31%) are neither satisfied or dissatisfied.
- 73% (80%) would be more likely to use the website if it meant their concern or issue was processed more quickly, 25% (37%) if it was clear contacting the council online was cheaper than calling or visiting us.
- 77% would be very or fairly likely to get information about the Council from its website, 70% would use the website to order a service/pay a bill/report a problem and 45% would use an app.
- 85% visited the website to get advice or information, 29% to comment on a consultation/planning application, 28% to report a problem.
- 70% would consider ordering a service/paying a bill/reporting a problem through the council's website and 77% would getting information about the council.
- 45% would order a service/paying a bill/reporting a problem through an app on their smartphone or tablet.
- 53% would read the Council's e-newsletters.

Section 6: About you
- 42% (43%) were male and 56% (55%) were female.
- 50% (48%) were over 65 years old, 20% (21%) were between 55 and 64, 13% (14%) were between 45 and 54 and 10% (11%) were between 35 and 44.
- 6% (6%) are registered disabled or receiving disability allowance.

Benchmarking
The Council benchmarks against the Local Government Association's (LGA) national resident satisfaction. For more details please see Appendix C.

1. Introduction

This report presents the findings of a survey, carried out over June and July 2023, designed to help the Council find out what residents think about the services the Council provides, the area they live and how well the Council communicates with them.

2. Methodology

A random sample of 2,500 households was chosen from the council tax register of approximately 37,402 households.

A postal survey (Appendix A), designed and printed in-house, was distributed to the selected properties. A follow-up reminder letter and survey were sent to encourage a higher level of response. A news release was issued to raise awareness of the consultation exercise, alongside social media posts.

Residents could also request a copy of the survey to complete or fill in online. We received 109 questionnaires online which were not part of the postal sample. These responses will be considered alongside the postal returns.

3. Format of report

The report contains a brief validation of the random sample, followed by an analysis of the main findings. All percentages are based on the number of respondents answering the particular question. It is important to remember not all respondents answer every question.

Where percentages do not add up to 100, this is due to computer rounding and/or incomplete questionnaires. The use of an * is to indicate responses were received, but totalled less than 1%.

4. Validation of sample

When carrying out any survey it is important the sample should closely mirror the general characteristics of the population. Any bias in the sample should be identified and clearly highlighted where it may be a significant factor in any of the responses.

Detailed analysis of the demographic data can be undertaken on request.

5. Statistical reliability

2,500 randomly selected residents received postal surveys. Based on 738 completed questionnaires, we can be 95% confident the findings are statistically correct, with a margin of error of + or – 3.7%. (Please see Appendix B – statistical reliability).

It is widely recognised by market research agencies that 500 replies will produce sufficient accuracy for forecasting purposes. Only samples of households were surveyed. This means all results are subject to sampling tolerances.

6. Main findings

The use of an * is to indicate that responses were received, but they totalled less than 1%. The number in brackets ( ) is the percentage from questions asked in a survey carried out in 2021.

6.1 Section 1: Your local area and provision of services

Question 1: Overall how satisfied or dissatisfied are you with your local area as a place to live?

Very satisfied	Fairly satisfied	Neither satisfied or dissatisfied	Fairly dissatisfied	Very dissatisfied	Don't know
30% (34%)	51% (48%)	11% (8%)	6% (7%)	3% (3%)	0.14% (*%)

Question 2: Overall, how satisfied or dissatisfied are you with the way Tandridge District Council runs things?

Very satisfied	Fairly satisfied	Neither satisfied or dissatisfied	Fairly dissatisfied	Very dissatisfied	Don't know
9% (10%)	43% (47%)	29% (23%)	11% (12%)	6% (5%)	3% (3%)

Question 3: To what extent do you agree or disagree that Tandridge District Council provides value for money?

Strongly agree	Tend to agree	Neither agree or disagree	Tend to disagree	Strongly disagree	Don't know
4% (5%)	37% (28%)	34% (33%)	14% (21%)	7% (9%)	5% (5%)

Question 4: To what extent do you think Tandridge District Council acts on the concerns of local residents?

A great deal	4% (5%)
A fair amount	40% (41%)
Not very much	30% (31%)
Not at all	7% (6%)
Don't know	19% (17%)

Question 5: Overall, how well informed do you think Tandridge District Council keeps residents about the services and benefits it provides?

Very well informed	9% (11%)
Fairly well informed	51% (55%)
Not very well informed	24% (22%)
Not well informed at all	8% (5%)
Don't know	8% (8%)

Question 6: If you don't think Tandridge District Council keeps residents well informed about the services and benefits it provides, please explain why and include suggestions for how we could improve.

Responses covered lack of direct communication, reference to preferring through the door contact rather than social media, issues with services such as temporary accommodation, hedge cutting, drain clearing, road repair and health care.

6.2 Section 2: Community safety

Question 7: How safe or unsafe do you feel when outside in your local area after dark?

Very safe	Fairly safe	Neither safe/unsafe	Fairly unsafe	Very unsafe	Don't know
14% (14%)	52% (52%)	15% (14%)	11% (13%)	5% (4%)	3% (4%)

Question 8: How safe or unsafe do you feel when outside in your local area during the day?

Very safe	Fairly safe	Neither safe/unsafe	Fairly unsafe	Very unsafe	Don't know
47% (43%)	43% (47%)	6% (6%)	3% (2%)	1% (1%)	0.14% (1%)

Question 9: Thinking about your local area, how much of a problem do you think each of the following are?

	A very big problem	A fairly big problem	Not a very big problem	Not a problem at all	Don't know, no opinion
Noisy neighbours or loud parties	3% (3%)	5% (8%)	38% (38%)	52% (49%)	2% (2%)
Rubbish or litter lying around	11% (13%)	29% (28%)	41% (42%)	18% (16%)	0.42% (1%)
Vandalism, graffiti and other deliberate damage to property or vehicles	5% (4%)	15% (16%)	46% (47%)	31% (27%)	3% (4%)
People using or dealing drugs	6% (6%)	14% (14%)	26% (24%)	29% (27%)	25% (29%)
People being drunk or rowdy in public places	2% (2%)	7% (8%)	37% (39%)	41% (36%)	13% (14%)
Groups hanging around the streets	3% (3%)	10% (13%)	39% (36%)	37% (33%)	12% (15%)

6.3 Section 3: Our services

Question 10: Which of the following are important to you?

	Extremely important	**Very important**	**Important**	**Somewhat important**	**Not important at all**
Delivering affordable housing for local people	23%	20%	23%	19%	15%
Providing high quality council services designed around people's needs	39%	33%	21%	7%	*
Protecting and improving the environment	49%	31%	17%	3%	*
Promoting safe, healthy and inclusive communities	35%	33%	25%	5%	1.4%
Supporting a thriving local economy	43%	37%	17%	3%	1.12%
Ensuring the district's needs are heard by government, county council, police and other service providers	51%	32%	14%	2%	*

Question 11: Which of the following are most important to you? Please select up to three options.

Protecting the countryside	44%
Recycling and rubbish	34%
Infrastructure to support new development eg health facilities and roads	30%
Health and wellbeing	29%
High speed digital broadband network	21%
Public transport	20%
Affordable homes	18%
Street cleaning	17%
Planning enforcement	14%
Children's play areas	11%
Vibrant high streets	11%
Support for local businesses	10%
Electric vehicle charging points	8%
Sport and leisure facilities	7%
Sustainability (climate change)	7%
Cycle paths and cycle racks in town centres	5%
Access to free training and an opportunity to upskill	4%
Other, please give details. Responses included fixing the roads, footpaths, public safe spaces for young people, parking enforcement.	3%
Theatre and the arts	1%

Question 12: Please tell us how you would like business and job opportunities to improve in the area. Please select up to five options.

Attracting more businesses and jobs into the area.	48%
Encourage stronger links between schools and employers.	43%
Encouraging more people to start-up a local business in the district.	41%
Actively promoting the district as a great place to invest and be successful in business	29%
Encourage stronger links between employers and training scheme providers.	27%
Attracting businesses and jobs in key growth sectors (eg IT, construction, healthcare).	25%
Having the right infrastructure (eg quality office accommodation and high speed digital connectivity) to support businesses.	24%
Helping local businesses work better together, encouraging networking groups.	24%
A greater focus on vocational and job ready skills.	23%
More higher skilled and higher paid jobs in the district.	19%
Provide access to workspace and meeting space for skills training and development.	15%
Enabling more existing businesses to find the space to expand.	15%
Other, please give details. Responses provided included transport links for businesses, apprentice schemes, not over populating spaces with businesses, opportunities and support for those who struggle to enter work. eg ex-offenders and long term unemployed, cost of renting.	13%
Provide, encourage and promote business networking events and job fairs.	8%

Question 13: What is the single most important thing the Council could do differently to improve the quality of life in your community?

Issues mentioned include dealing with fly tipping, potholes, road repair and street cleaning. Other topics included more affordable housing and more police presence in the area.

6.4 Section 4: Getting information

Question 14: How many times have you contacted the Council in the last year?

43% (48%) had contacted the Council up to three times, 12% (11%) up to six times and 4% (4%) seven or more times. 41% (38%) had not contacted the Council.

Question 15: How do you usually contact the Council?

Method	2023	2021	2019
Telephone	88%	89%	91%
E-mail	84%	82%	80%
Website	84%	75%	79%
Personal visit	36%	18%	39%
Letter	19%	24%	24%
Text	6%	7%	2%
Twitter	*	2%	4%
Facebook	3%	5%	3%
Nextdoor	3%	4%	

Question 16: What did you last contact the Council about?

For general information or advice	38%
To complain about a service	12%
To apply for a service	19%
To report an issue or problem	32%

Question 17: If you contacted the Council for information or to complain, which service was it about? Please tick one response.

Recycling and rubbish	30%
Planning	14%
To report an issue or problem	14%
Council tax or benefits	12%
Other, please give details. Responses included potholes, speeding in residential area, disabled parking, trees, burial plot.	8%
Housing	4%
Parking	4%
Street cleaning	4%
Elections	3%
Environmental health	3%
Community safety/crime prevention	2%
Business rates	1%
Licensing	1%
Out of hours service	*
Leisure	*

Question 18: How satisfied were you with our response to your enquiry and with the method you used to contact us? Please tick one response.

Method	Very satisfied	Fairly satisfied	Neither satisfied or dissatisfied	Fairly dissatisfied	Very dissatisfied
Telephone	33%	29%	14%	11%	13%
E-mail	25%	34%	15%	11%	15%
Website	29%	33%	18%	7%	13%
Personal visit	30%	34%	24%	1%	11%
Letter	22%	22%	32%	6%	18%
Text	15%	10%	60%	5%	10%
Twitter	6%	*	82%	*	12%
Facebook	6%	6%	71%	6%	12%
NextDoor	*	6%	78%	6%	11%

Question 19: How do you currently find out about Tandridge District Council and the services it provides?

Method	Yes	No
Council website	95% (85%)	5% (15%)
Printed information provided by the council	86% (75%)	14% (25%)
Word of mouth (eg friends, neighbours, relations)	79% (73%)	21% (27%)
Local media (eg newspapers, TV, radio)	54% (36%)	46% (64%)
E-newsletters	49%	51%
From your local councillor	38% (26%)	62% (75%)
Direct contact with staff, public meetings, events	34% (16%)	66% (84%)
Council's social media sites (eg Facebook, Twitter, Nextdoor)	34% (16%)	66% (84%)
Social media outside the council	28% (18%)	72% (82%)
Southern Building Control Partnership website	9% (6%)	91% (94%)
Other please specify. Answers included the Tandridge Magazine (*which has not been published since spring 2022*), councillors on Facebook, free magazine.		

Question 20: How would you like to receive information about the council? Please tick as many as apply.

Method	Yes	No
Website	94%	6%
E-newsletter or e-mail	90%	8%
Through your door (leaflet, letter)	90%	10%
Social media	44%	56%
Face to Face	40%	60%
Text	29%	71%
Chatbot on the website	10%	90%
Other, please give details/ Responses included a letter, council section in local paper.		

6.5 Section 5: Using online services and information

Question 21: If you use the internet, how confident are you in doing the following online?

	Very confident	Fairly confident	Not very confident	Not at all confident	N/A
Using a search engine	73% (67%)	17% 18%)	3% (4%)	2% (3%)	4% (8%)
Downloading/saving a photo	60% (53%)	19% (19%)	9% (11%)	5% (8%)	6% (9%)
Finding a website you have visited before	70% (67%)	21% (19%)	3% (3%)	2% (3%)	5% (7%)
Sending a message	75% (72%)	15% (15%)	4% (3%)	2% (3%)	5% (7%)
Commenting and sharing information online	54% (51%)	18% (17%)	11% (10%)	4% (7%)	12% (15%)
Buying items or services from a website	68% (66%)	20% (16%)	5% (5%)	3% (5%)	5% (8%)
Buying and installing apps on a device	56% (54%)	20% (16%)	8% (11%)	8% (9%)	8% (10%)
Solving a problem using online help	38% (38%)	24% (23%)	20% (16%)	11% (14%)	6% (9%)
Verifying information	39% (39%)	19% (26%)	17% (15%)	9% (11%)	6% (10%)
Completing online forms with personal details	53% (51%)	25% (23%)	9% (8%)	8% (9%)	5% (9%)
Creating something from images, music or video	25% (24%)	16% (14%)	22% (21%)	18% (22%)	19% (19%)
Identifying possible scams in e-mails and text	33% (35%)	44% (39%)	14% (10%)	6% (9%)	4% (7%)

Question 22: How often do you use the Council's website?

0% (0%) use the Council's website every day, 2% (3%) once a week, 13% (11%) once a month, 59% (55%) every few months and 26% (30%) never use the website.

Question 23: For which of the following reasons did you visit Tandridge District Council's website?

To get information or advice	85% (87%)
To comment on a consultation/planning application	29% (28%)
To report a problem	28% (34%)
To apply for a service	20% (34%)
To make a payment	18% (21%)
To find out about your councillor	7% (9%)
To view committee agendas, minutes and reports	6% (8%)
To apply for a benefit	4% (7%)
To make a compliment/comment/suggestion about the Council	3% (4%)
To make a complaint about the Council	3% (6%)
Other (please specify) answers included FOI's, cesspit emptying, library book renewal, planning permission.	2% (5%)
To make a booking	(2%)

Question 24: If you use the website how satisfied or dissatisfied are you with the website overall?

Very satisfied	Fairly satisfied	Neither satisfied or dissatisfied	Fairly dissatisfied	Very dissatisfied
15% (13%)	48% (49%)	29% (31%)	6% (4%)	3% (2%)

Question 25: If you have selected fairly or very dissatisfied with the website in question 32, please give details.

Answers included being hard to navigate or find the information they needed, in particular planning applications, making payments, not enough or out-of-date information.

Question 26: Which of the following, if any, would make you more likely to use the internet for council services?

If it meant your concern or issue was processed more quickly	73% (80%)
If you could deal with the council at a time which suits you, outside of normal office hours.	42% (42%)
If the website was better designed and easier to navigate.	37% (37%)
If you could find out about the status of a transaction or request.	35%
If it was clear contacting us online was cheaper for the Council than calling or visiting us.	25%
If there were apps for completing transactions easily	21% (26%)

Question 27: How likely would you be to use the following ways of engaging with us in the future?

	Very likely	Fairly likely	Neither likely or unlikely	Fairly unlikely	Very unlikely
Ordering a service/paying a bill/reporting a problem through the council's website.	38%	32%	11%	7%	12%
Getting information about the council from its website.	39%	38%	10%	4%	10%
Ordering a service/paying a bill/reporting a problem through an app on your smartphone or tablet.	22%	23%	15%	15%	26%
Reading the council's e-newsletters.	20%	33%	21%	9%	18%
Signing up for e-mail messages and alerts on services that are relevant to you.	18%	32%	16%	14%	20%
Signing up for text alerts on relevant services on your mobile phone.	11%	19%	21%	18%	31%
Attending a local public forum to ask questions about the council.	5%	12%	23%	22%	38%
Contacting the council through social media.	5%	8%	14%	20%	53%
Getting information about the council from a website chatbot.	4%	9%	18%	18%	51%

6.6 Section 6: About you

Question 28: Would you like to sign up to our e-newsletters?

42% (45%) of respondents said they wanted to sign up for our e-newsletters.

Question 29: Would you like to take part in any focus or discussion groups we run?

8% (11%) of respondents would take part in a focus group.

Question 30: Gender

42% (43%) of respondents were male and 56% (55%) were female, 2% (2%) preferred not to say.

Question 31: Age

Respondents fell into the following age categories.

Age range	%	Census data (Surreyi)	Census data %
Under 15	0%	Under 15	18%
15-24	0%	15-24	10%
25-34	4%	25-34	10%
35-44	10%	35-44	13%
45-54	13%	45-54	14%
55-64	20%	55-64	14%
65-74	24%	65-74	11%
75-84	20%	75-84	7%
85+	7%	85+	3%
Prefer not to say	3%		

Question 32: Are you registered disabled or receiving disability allowance?

6% (6%) are registered disabled or receiving disability allowance, while 94% (94%) are not.

Question 33: Does this illness or disability limit your activities in any way?

Of those who answered yes to question 39, 9% (8%) find their activities are limited by their disability.

Question 34: How would you describe your ethnic origin?

Ethnic origin	2023	Census data (Surreyi)
White	90% (92%)	(94%)
Asian or Asian British	1% (1%)	
Black or Black British	1% (1%)	
Chinese	*%	
Indian or Indian British	1% (1%)	(6%)
Mixed	1% (1%)	
Other	1% (0%)	
Prefer not to say	6% (4%)	

Tandridge
District Council

Aspirational for our people, our place and ourselves

The Resident

Date: 22 June 2023

Unique reference number:

Reminder - Have your say about council services 2023

We recently sent you a survey to help us find out what you think about the services we provide, the area you live in and how well we communicate with you.

As we have not yet received your completed survey, I am writing to ask if you could spare a few minutes to complete and return it. Please take this opportunity to have your say. It's important we hear everybody's views.

Please return the completed survey in the Freepost envelope provided (no stamp needed) by Friday 14 July 2023.

Alternatively, you can complete the survey online at **www.tandridge.gov.uk/survey**, but please make sure you use the unique reference number at the top of this page.

We will use some of the findings from this survey to help shape our new Corporate Plan 2024-2028. Your responses will help identify the key priorities for us to focus on. Sign up to our newsletters at **www.tandridge.gov.uk/signup** to stay up to date with our survey results and the development of the new Corporate Plan.

To ensure personal information about you is secure, all your answers will be treated in the strictest confidence and will be stored securely.

If you have any questions about this survey, please do not hesitate to contact Customer Services on 01883 722000 or e-mail **customerservices@tandridge.gov.uk.**
I very much hope you will be able to take part and thank you for your help in advance.

If you have already sent your questionnaire back in the last few days, thank you.

Yours faithfully,

David Ford
Chief Executive

Section 1: Your local area and provision of services

Tandridge District Council is committed to providing the best possible local services for our residents and businesses. Just under 250 staff deliver services, which include benefits, community safety, council housing, council tax, environmental health, car parks, grants, planning, street cleaning, parks and open spaces, recycling and rubbish collection, as well as many others.

Surrey County Council is responsible for roads, education, social care, health and libraries.

This survey is only asking for your views about the services provided by Tandridge District Council.

Question 1: Overall how satisfied or dissatisfied are you with your local area as a place to live? Please tick one response.

Very satisfied	Fairly satisfied	Neither satisfied or dissatisfied	Fairly dissatisfied	Very dissatisfied	Don't know
☐	☐	☐	☐	☐	☐

Question 2: Overall, how satisfied or dissatisfied are you with the way Tandridge District Council runs things? Please tick one response.

Very satisfied	Fairly satisfied	Neither satisfied or dissatisfied	Fairly dissatisfied	Very dissatisfied	Don't know
☐	☐	☐	☐	☐	☐

Question 3: While Tandridge District Council collects the council tax on behalf of Surrey County Council and Surrey Police we keep just under 11%. For 2023/2024, our share of band D council tax is **£237.88**.

Surrey County Council's share is £1,675.08 and Surrey Police £310.57. The rest is the amount collected for parish councils.

Thinking about the range of services Tandridge District Council provides to the community, as well as the services your household uses, to what extent do you agree or disagree that Tandridge District Council provides value for money? Please tick one response.

Strongly agree	Tend to agree	Neither agree or disagree	Tend to disagree	Strongly disagree	Don't know
☐	☐	☐	☐	☐	☐

Question 4: To what extent do you think Tandridge District Council acts on the concerns of local residents? Please tick one response.

A great deal	A fair amount	Not very much	Not at all	Don't know
☐	☐	☐	☐	☐

Question 5: Overall, how well informed do you think Tandridge District Council keeps residents about the services and benefits it provides? Please tick one response.

Very well informed	Fairly well informed	Not very well informed	Not well informed at all	Don't know
☐	☐	☐	☐	☐

Question 6: If you don't think Tandridge District Council keeps residents well informed about the services and benefits it provides, please explain why and include suggestions for how we could improve.

Section 2: Community safety

Question 7: How safe or unsafe do you feel when outside in your local area after dark? Please tick one response.

Very safe	Fairly safe	Neither safe or unsafe	Fairly unsafe	Very unsafe	Don't know
☐	☐	☐	☐	☐	☐

Question 8: How safe or unsafe do you feel when outside in your local area during the day? Please tick one response.

Very safe	Fairly safe	Neither safe or unsafe	Fairly unsafe	Very unsafe	Don't know
☐	☐	☐	☐	☐	☐

Question 9: Thinking about your local area, how much of a problem do you think each of the following are? Please tick one response on each line.

	A very big problem	A fairly big problem	Not a very big problem	Not a problem at all	Don't know/ no opinion
Noisy neighbours or loud parties	☐	☐	☐	☐	☐
Rubbish or litter lying around	☐	☐	☐	☐	☐
Vandalism, graffiti and other deliberate damage to property or vehicles	☐	☐	☐	☐	☐
People using or dealing drugs	☐	☐	☐	☐	☐
People being drunk or rowdy in public places	☐	☐	☐	☐	☐
Groups hanging around the streets	☐	☐	☐	☐	☐

Section 3: Our services

Question 10: Which of the following are important to you? This will help us identify what is most important to residents when we are developing our new Corporate Plan. Please tick one response on each line.

	Extremely important	Very important	Important	Somewhat important	Not important at all
Delivering affordable housing for local people (building more council homes, enabling affordable housing, supporting other social housing, ensuring new homes are well designed)	☐	☐	☐	☐	☐
Providing high quality council services designed around people's needs (financially stable, forward thinking, providing the right services in the right way)	☐	☐	☐	☐	☐
Protecting and improving the environment (parks and open spaces, climate change measures, planning regulation and enforcement	☐	☐	☐	☐	☐
Promoting safe, healthy and inclusive communities (health and wellbeing, thriving, safe and inclusive communities, support for leisure provision)	☐	☐	☐	☐	☐
Supporting a thriving local economy (supporting local businesses, high streets, regeneration, attract new businesses, develop skills and encourage growth)	☐	☐	☐	☐	☐
Ensuring the district's needs are heard by government, county council, police and other service providers (lobbying government and other agencies about health, education, transport, roads, youth provision, crime and safety)	☐	☐	☐	☐	☐

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Question 11: Which of the following are most important to you? Please select up to three options.

Access to free training and an opportunity to upskill... ☐   Protecting the countryside .... ☐

Affordable homes .... ☐   Public transport .... ☐

Children's play areas .... ☐   Recycling and rubbish .... ☐

Cycle paths and cycle racks in town centres .... ☐   Sport and leisure facilities .... ☐

Electric vehicle charging points .... ☐   Street cleaning .... ☐

Health and wellbeing .... ☐   Support for local businesses .... ☐

High speed digital broadband network .... ☐   Sustainability (climate change) .... ☐

Infrastructure to support new development   Theatre and the arts .... ☐
eg health facilities and roads .... ☐

                                  Vibrant high streets .... ☐

Planning enforcement .... ☐

Other, please give details

Question 12: Please tell us how you would like business and job opportunities to improve in the area. Please select up to five options.

Attracting more businesses and jobs into the area .... ☐

Enabling more existing businesses to find the space to expand .... ☐

Encouraging more people to start-up a local business in the district .... ☐

Helping local businesses work better together, encouraging networking groups .... ☐

A greater focus on vocational and job ready skills .... ☐

Encourage stronger links between schools and employers .... ☐

Encourage stronger links between employers and training scheme providers .... ☐

Provide, encourage and promote business networking events and job fairs .... ☐

Attracting businesses and jobs in key growth sectors (eg IT, construction, healthcare) .... ☐

Having the right infrastructure (eg quality office accommodation and high speed
digital connectivity) to support businesses .... ☐

Actively promoting the district as a great place to invest and be successful in business .... ☐

More higher skilled and higher paid jobs in the district .... ☐

Provide access to workspace and meeting space for skills training and development .... ☐

Other, please give details

Question 13: What is the single most important thing Tandridge District Council could do differently to improve the quality of life in your community?

Section 4: Getting information

Question 14: How many times have you contacted the Council in the last year? Please tick one response.

1-3 times	4-6 times	7 or more times	Not contacted the council
☐	☐	☐	☐

Question 15: How do you usually contact the Council? Please tick as many as apply.

	Yes	No		Yes	No
Telephone	☐	☐	Text	☐	☐
E-mail	☐	☐	Twitter	☐	☐
Website	☐	☐	Facebook	☐	☐
Personal visit	☐	☐	Nextdoor	☐	☐
Letter	☐	☐			

Question 16: What did you last contact the Council about? Please tick one response.

For general information or advice ☐   To complain about a service ☐

To apply for a service ☐   To report an issue or problem ☐

Question 17: If you contacted the Council for information or to complain, which service was it about? Please tick one response.

Business rates ☐   Licensing ☐

Community safety/crime prevention ☐   Out of hours service ☐

Council tax or benefits ☐   Parking ☐

Elections ☐   Planning ☐

Environmental health ☐   Recycling and rubbish ☐

Housing ☐   Street cleaning ☐

Leisure ☐   To report an issue or problem ☐

Other, please give details

Question 18: How satisfied were you with our response to your enquiry and with the method you used to contact us? Please tick as many as apply.

	Very satisfied	Fairly satisfied	Neither satisfied or dissatisfied	Fairly dissatisfied	Very dissatisfied
Telephone	☐	☐	☐	☐	☐
E-mail	☐	☐	☐	☐	☐
Website	☐	☐	☐	☐	☐
Personal visit	☐	☐	☐	☐	☐
Letter	☐	☐	☐	☐	☐
Text	☐	☐	☐	☐	☐
Twitter	☐	☐	☐	☐	☐
Facebook	☐	☐	☐	☐	☐
NextDoor	☐	☐	☐	☐	☐

Question 19: How do you currently find out about Tandridge District Council and the services it provides?
Please tick as many as apply.

	Yes	No		Yes	No
Council website	☐	☐	E-newsletters	☐	☐
Southern Building Control Partnership website	☐	☐	Printed information provided by the council (eg leaflets, flyers, public notices)	☐	☐
Council's social media sites (eg Facebook, Twitter, Nextdoor)	☐	☐	Social media outside the council (eg Facebook, Twitter, YouTube)	☐	☐
Direct contact with the council (eg contact with staff, public meetings and events)	☐	☐	From your local councillor	☐	☐
Local media (eg newspapers, TV, radio)	☐	☐	Word of mouth (eg friends, neighbours, relations)	☐	☐
Other (please specify)					

Question 20: How would you like to receive information about the council? Please tick as many as apply.

	Yes	No		Yes	No
Website	☐	☐	Chatbot on the website	☐	☐
E-newsletter or e-mail	☐	☐	Text	☐	☐
Social media (Facebook, Twitter, NextDoor)	☐	☐	Face to face	☐	☐
Through your door (leaflet, letter)	☐	☐			
Other, please give details:					

Section 5: Using online services and information

Question 21: If you use the internet, how confident are you in doing the following online?

	Very confident	Fairly confident	Not very confident	Not at all confident	Not applicable
Using a search engine eg Google or Bing, to look for information online	☐	☐	☐	☐	☐
Downloading/saving a photo you found online	☐	☐	☐	☐	☐
Finding a website you have visited before	☐	☐	☐	☐	☐
Sending a personal message to another person via e-mail or online messaging service for example using Facebook Messenger or WhatsApp	☐	☐	☐	☐	☐
Making comments and sharing information online	☐	☐	☐	☐	☐
Buying items or services from a website	☐	☐	☐	☐	☐
Buying and installing apps on a device	☐	☐	☐	☐	☐
Solving a problem you have with a device or digital service using online help	☐	☐	☐	☐	☐
Verifying sources of information you found online	☐	☐	☐	☐	☐
Completing online application forms which include personal details	☐	☐	☐	☐	☐
Creating something new from existing online images, music or video	☐	☐	☐	☐	☐
Identifying possible scams in e-mails and text messages	☐	☐	☐	☐	☐

Question 22: How often do you use the Council's website? Please tick one response.

Every day	Once a week	Once a month	Every few months	Never use the website (please go to question 26)
☐	☐	☐	☐	☐

Question 23: For which of the following reasons did you visit Tandridge District Council's website?

To get information or advice (eg recycling and rubbish collection, local events)	☐
To make a payment (eg council tax, business rates, planning application)	☐
To apply for a service (eg bulky waste collection, requesting a parking permit)	☐
To make a booking (eg hiring a sports pitch)	☐
To comment on a consultation/planning application	☐
To apply for a benefit (eg housing, council tax discount or exemption)	☐
To find out about your councillor	☐
To view committee agendas, minutes and reports	☐
To report a problem	☐
To make a compliment/comment/suggestion about the Council	☐
To make a complaint about the Council	☐
Other (please specify)	

Question 24: If you use the website how satisfied or dissatisfied are you with the website, overall? Please tick one response.

Very satisfied	Fairly satisfied	Neither satisfied nor dissatisfied	Fairly dissatisfied	Very dissatisfied
☐	☐	☐	☐	☐

Question 25: If you have selected fairly or very dissatisfied with the website in question 24, please give details.

Question 26: Which of the following, if any, would make you more likely to use the internet for council services?

If it meant we dealt with your concern or issue more quickly	☐
If there were apps for completing transactions easily on-the-go	☐
If you could find out about the status of a transaction or request	☐
If it was clear contacting us online was cheaper for the Council than calling or visiting us	☐
If the website was easier to navigate	☐
If you could deal with the council at a time which suits you, outside of normal office hours	☐

Question 27: How likely would you be to use the following ways of engaging with us in the future?

	Very likely	Fairly likely	Neither likely or unlikely	Fairly unlikely	Very unlikely
Ordering a service/paying a bill/reporting a problem through the council's website	☐	☐	☐	☐	☐
Ordering a service/paying a bill/reporting a problem through an app on your smartphone or tablet	☐	☐	☐	☐	☐
Signing up for text alerts on relevant services on your mobile phone	☐	☐	☐	☐	☐
Signing up for e-mail messages and alerts on services that are relevant to you	☐	☐	☐	☐	☐
Contacting the council through social media	☐	☐	☐	☐	☐
Getting information about the council from its website	☐	☐	☐	☐	☐
Getting information about the council from a website chatbot	☐	☐	☐	☐	☐
Reading the council's e-newsletters	☐	☐	☐	☐	☐
Attending a local public forum to ask questions about the council	☐	☐	☐	☐	☐

Question 28: Would you like to sign up for our e-newsletters, if you do not already receive them?

☐ Yes - please add me to your e-mail subscription list for the following e-newsletters. Please tick the ones you would like to receive and add your details below.	☐ No - please do not add my details to your e-mail subscription list.

News and events	☐
Business newsletter	☐
Housing news	☐

Question 29: Would you like to take part in any focus or discussion groups we run?

Yes (please complete your details below) ☐	No ☐

Name: ....

E-mail: .... Tel no: ....

Section 6: About you

Question 30: Gender

Female ☐	Male ☐	Prefer not to say ☐

Question 31: Age

Under 16	16-24	25-34	35-44	45-54	55-64	65-74	75-84	85+	Prefer not to say
☐	☐	☐	☐	☐	☐	☐	☐	☐	☐

Question 32: Are you registered disabled or receiving disability allowance?

Yes ☐	No ☐

Question 33: Does this illness or disability limit your activities in any way?

Yes ☐	No ☐

Question 34: How would you describe your ethnic origin?

White	Asian or Asian British	Black or Black British	Chinese	Indian or Indian British	Mixed	Other	Prefer not to say
☐	☐	☐	☐	☐	☐	☐	☐

Appendix B

Statistical reliability

The respondents to the questionnaire are only a sample of the total population so we cannot be certain the figures obtained are as accurate as if all households had been interviewed (the "true" values).

We can predict the variation between the returned sample and the "true" values from knowing the size of the sample on which the results are based and the number of times that a particular answer is given.

The confidence level within which we can make this prediction is usually chosen to be 95% - that is, the chances are 95 in 100 that the "true" value will fall within a specified range.

The table below illustrates the predicted ranges for different sample sizes and percentage results at the "95% confidence interval":

Number of respondents	Approximate sampling tolerances applicable to percentages
1100	±3%
600	±4%
100	±9.8%
50	±13%

For example, with a returned sample size of 600, the chances are 19 in 20 that the "true" value (which would have been obtained if the whole population had been interviewed) will fall within the range of ±4 percentage points from the sample result.

Appendix C

Benchmarking with national data

Understanding resident or customer views is a key element of assessing the effectiveness of an authority, alongside cost and performance information. It can help make informed comparisons which can strengthen local accountability and helps with managing performance.

The Local Government Association (LGA) measures resident satisfaction with councils every three to four months. There is a key set of questions and criteria, which needs to be met to ensure these questions can be benchmarked. The LGA carries out its survey by telephone, while the Council uses a postal survey.

Questions 1-3 are compulsory, the rest are optional.

Question 1: Overall how satisfied or dissatisfied are you with your local area as a place to live?

Question 2: Overall, how satisfied or dissatisfied are you with the way Tandridge District Council runs things?

Question 3: To what extent do you agree or disagree that Tandridge District Council provides value for money?

Question 4: To what extent do you think Tandridge District Council acts on the concerns of local residents?

Question 5: Overall, how well informed do you think Tandridge District Council keeps residents about the services and benefits it provides?

Question 6: How safe or unsafe do you feel when outside in your local area after dark?

Question 7: How safe or unsafe do you feel when outside in your local area during the day?

Organisation	Satisfied with area	Satisfied with way council runs things	Value for money*	Acts on concerns	Well informed	Safe after dark	Safe during day
Tandridge 2023 (2021) Postal survey	80% (82%)	52% (57%)	41% (33%)	44% (46%)	60% (66%)	66% (66%)	90% (90%)
LGA June 2023 (2021) telephone survey	73% (82%)	60% (68%)	42% (49%)	52% (62%)	55% (61%)	71% (79%)	90% (94%)

* Tandridge DC 34% neither agree or disagree. LGA 32% neither agree or disagree.

For more information please contact Giuseppina Valenza, Head of Policy and Communications, on 01883 732704, e-mail communications@tandridge.gov.uk.

Tandridge
District Council

Aspirational for our people, our place and ourselves