

# Have your say about council services 2021



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# Executive summary

## Have your say about council services 2021

This report presents the findings of a survey, carried out in July and August 2021, 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.

Approximately 2,510 randomly selected residents received postal surveys, 914 were returned, giving a 36% response rate. Based on the completed surveys, we can be 95% confident the findings are statistically correct, with a margin of error of + or – 3.3% (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 2019. If there is no bracket that question was not asked in 2019.

#### Section 1: Your local area and provision of services

- 82% (84%) are satisfied with the area as a place to live.
- 57% (59%) are satisfied with the way the Council runs things.
- 33% (35%) agree or strongly agree the Council provides value for money. 33% neither agree or disagree.
- 66% (68%) think the Council keeps them well informed.
- 75% (75%) strongly feel they belong to their local area.
- 57% (56%) trust the Council.

#### Section 2: Community Safety

- 66% (69%) feel very or fairly safe outside in the local area after dark.
- 90% (91%) feel very or fairly safe outside during the day.
- 87% (89%) don't think noisy neighbours or loud parties are a problem
- 76% (79%) don't think vandalism, graffiti or other deliberate damage to property or vehicles is an issue.

#### Section 3: Climate change and environmental issues.

- 86% think it is important the council does whatever it can to tackle climate change.
- 2% drive an electric vehicle and 6% a hybrid vehicle.
- 40% are likely to buy an electric vehicle next time they buy a car.
- 59% want more electric charging points in the district.

#### Section 4: Getting information

- 48% (50%) had contacted the council up to three times, 11% (12%) up to six times and 4% (5%) seven or more times. 38% (32%) had not contacted the Council.
- 89% (91%) usually contact the Council by phone, 82% (80%) by e-mail and 75% (79%) use the website.
- 85% want information through their door, 80% by e-mail and 72% online.
- 82% (85%) of respondents read the Tandridge Magazine.
- 77% (83%) think it keeps them informed about the Council's work and local services.

## **Section 5: Using online services and information**

- 70% use the Council's website at least once every few months.
- 63% are satisfied with the website, while 31% are neither satisfied or dissatisfied.
- 80% would be more likely to use the website if it meant their concern or issue was processed more quickly, 37% if it was clear contacting the council online was cheaper than calling or visiting us.

## **Section 6: About you**

- 43% (40%) were male and 55% (57%) were female.
- 48% (46%) were over 65 years old, 21% (20%) were between 55 and 64, 14% (19%) were between 45 and 54 and 11% (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 in July and August 2021, 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 2,510 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 was 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 one in online. We received 156 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

Approximately 2,510 randomly selected residents received postal surveys. Based on 914 completed questionnaires, we can be 95% confident the findings are statistically correct, with a margin of error of + or – 3.3%. (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 2019.

### 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
34% (33%)	48% (52%)	8% (7%)	7% (5%)	3% (2%)	*% (8%)

**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
10% (10%)	47% (49%)	23% (19%)	12% (12%)	5% (6%)	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
5% (4%)	28% (31%)	33% (34%)	21% (18%)	9% (5%)	5% (6%)

**Question 4:** On balance, which of the following statements comes closest to how you feel about Tandridge District Council?

I speak positively of the council without being asked	6% (5%)
I speak positively of the council if I am asked about it	29% (32%)
I have no views one way or another	42% (36%)
I speak negatively about the council without being asked	8% (5%)
I speak negatively about the council if I am asked about it	12% (17%)
Don't know	4% (5%)

**Question 5:** To what extent do you think Tandridge District Council acts on the concerns of local residents?

A great deal	5% (5%)
A fair amount	41% (40%)
Not very much	31% (29%)
Not at all	6% (8%)
Don't know	17% (18%)

**Question 6:** Overall, how well informed do you think Tandridge District Council keeps residents about the services and benefits it provides?

Very well informed	11% (9%)
Fairly well informed	55% (59%)
Not very well informed	22% (18%)
Not well informed at all	5% (6%)
Don't know	8% (7%)

**Question 7:** 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, over and underuse of social media, issues with services such as recycling, planning, Local Plan, roads, buses, speeding, traffic, not being able to get through on the phones or a lack of response.

**Question 8:** How strongly do you feel you belong to your local area?

Very strongly	23% (26%)
Fairly strongly	52% (50%)
Not very strongly	19% (15%)
Not at all strongly	4% (4%)
Don't know	3% (3%)

**Question 9:** How much do you trust Tandridge District Council?

A great deal	7% (8%)
A fair amount	50% (52%)
Not very much	21% (22%)
Not at all	8% (6%)
Don't know	13% (17%)

**Question 10:** To what extent do you agree or disagree that your local area is a place where people from different ethnic backgrounds get on well together? By getting on well together, we mean treating each other with respect.

Definitely agree	13% (13%)
Tend to agree	43% (47%)
Neither agree nor disagree	18% (14%)
Tend to disagree	5% (5%)
Definitely disagree	2% (2%)
Too few people in local area	4% (4%)
All the same ethnic background	3% (4%)
Don't know	12% (10%)



**Question 11:** To what extent would you agree or disagree that people in this local area pull together to improve the local area?

Definitely agree	14% (15%)
Tend to agree	47% (45%)
Neither agree nor disagree	19% (21%)
Tend to disagree	9% (9%)
Definitely disagree	3% (2%)
Nothing needs improving	*% (*%)
Don't know	7% (8%)

## 6.2 Section 2: Community safety

**Question 12:** 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% (15%)	52% (54%)	14% (12%)	13% (12%)	4% (5%)	4% (2%)

**Question 13:** 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
43% (47%)	47% (44%)	6% (6%)	2% (2%)	1% (0%)	1% (1%)

**Question 14:** 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% (2%)	8% (7%)	38% (38%)	49% (52%)	2% (2%)
Rubbish or litter lying around	13% (10%)	28% (24%)	42% (44%)	16% (21%)	1% (1%)
Vandalism, graffiti and other deliberate damage to property or vehicles	4% (5%)	16% (16%)	47% (49%)	27% (30)	4% (3%)
People using or dealing drugs	6% (4%)	14% (12%)	24% (29%)	27% (26%)	29% (29%)
People being drunk or rowdy in public places	2% (2%)	8% (6%)	39% (43%)	36% (36%)	14% (14%)
Groups hanging around the streets	3% (3%)	13% (7%)	36% (43%)	33% (36%)	15% (12%)

### 6.3 Section 3: Climate change and environmental issues

**Question 15:** How important is it to you the district council does whatever it can to tackle climate change and sustainability?

Very important	49%
Important	37%
Neither important or unimportant	9%
Unimportant	2%
Very unimportant	2%

**Question 16:** In our climate change policy we have committed to the following actions. Do you agree these are a priority?

Actions	Yes	No	Not sure
Installing electric vehicle charging points in our car parks	73%	11%	16%
Reporting greenhouse gas emissions from our buildings and business activities	64%	14%	23%
Switching our energy supply to green tariffs which use renewable energy	80%	6%	14%
Working with partners to implement key flood alleviation schemes and other climate mitigation where possible	82%	5%	13%
Finding ways to support community-led energy schemes	74%	6%	20%
Working to engage younger residents on climate change	74%	10%	16%
Finding ways to make our buildings and council homes more carbon neutral	81%	7%	12%
Exploring the potential for renewable energy generation in the district	78%	6%	16%

**Question 17:** Do you drive an electric vehicle?

2% of respondents drive an electric car, 6% a hybrid car, while 92% drive neither.

**Question 18:** If you are a car owner, how likely are you to buy an electric vehicle next time you buy a car?

Very likely	Fairly likely	Neither likely/unlikely	Fairly unlikely	Very unlikely	Don't know
15%	25%	15%	14%	21%	10%

**Question 19:** Would you like to see more electric vehicle charging points in the area?

59% of respondents would like to see more electric vehicle charging points, 8% would not, 23% might and 10% don't know.

**Question 20:** Would you like changes in the use of parks which would mean dogs must be kept on a lead, kept out altogether eg in children’s playgrounds, dogs’ mess cleared up and restricting the number of dogs one person can walk at a time?

52% of respondents would like these changes to be made, 26% would not and 22% might.

**Question 21:** Did you know you can use any litter bin or your household waste bin to get rid of dogs’ mess?

36% were aware they could put dogs mess in litter bins and household waste bins, 55% were not and 9% were not sure.

## 6.4 Section 4: Getting information

**Question 22:** How many times have you contacted the Council in the last year?

48% (50%) had contacted the Council up to three times, 11% (12%) up to six times and 4% (5%) seven or more times. 38% (32%) had not contacted the Council.

**Question 23:** How do you usually contact the Council?

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

**Question 24:** How do you currently find out about Tandridge District Council and the services it provides?

Method	Yes	No
Council website	85%	15%
Southern Building Control Partnership website	6%	94%
Tandridge Magazine	79%	21%
Printed information provided by the council	75%	25%
Council e-mails and e-newsletters	49%	51%
Direct contact with staff, public meetings, events	16%	84%
Council’s social media sites (eg Facebook, Twitter, Nextdoor)	16%	84%
Social media outside the council	18%	82%
From your local councillor	26%	75%
Local media (eg newspapers, TV, radio)	36%	64%
Word of mouth (eg friends, neighbours, relations)	73%	27%
Other (please specify) Answers included CR3 Magazine, parish councils, local magazine.	5%	95%

**Question 25:** How would you like to receive information about the council? Please tick as many as apply.

Method	Yes	No
E-mail	80%	20%
Text	24%	76%
Online (website and social media)	72%	28%
Through your door (magazine, leaflet, letter)	85%	15%
Face to face	26%	74%
Other	5%	95%

**Question 26:** Have you heard of the Tandridge Magazine, the Council's magazine delivered to homes twice a year?

Yes, I have heard of it and always read it	53% (58%)
Yes, I have heard of it and sometimes read it	29% (27%)
Yes, I have heard of it, but don't read it	5% (4%)
No, I haven't heard of it	13% (10%)

**Question 27:** If you have read the Tandridge Magazine, how well informed does it keep you about Tandridge District Council activities?

Very well informed	17% (22%)
Fairly well informed	60% (60%)
Not very informed	9% (7%)
Not at all informed	2% (2%)
I don't read it	12% (9%)

**Question 28:** Would you prefer to receive the magazine electronically, for example in e-newsletter format?

22% of respondents would like to receive the magazine electronically, 61% would not and 17% might.

## 6.5 Section 5: Using online services and information

**Question 29:** If you use the internet, how confident are you in doing the following online?

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

**Question 30:** How often do you use the Council's website?

0% (0%) use the Council's website every day, 3% (4%) once a week, 11% (13%) once a month, 55% (52%) every few months and 30% (33%) never use the website.

**Question 31:** For which of the following reasons did you visit Tandridge District Council's website? *Please tick one response on each line.*

To get information or advice	87%
To make a payment	21%
To apply for a service	34%
To make a booking	2%
To comment on a consultation/planning application	28%
To apply for a benefit	7%
To find out about your councillor	9%
To view committee agendas, minutes and reports	8%
To report a problem	34%
To make a compliment/comment/suggestion about the Council	4%
To make a complaint about the Council	6%
Other (please specify) Answers included to find recycling and rubbish dates, report flytipping, look up job vacancies, bus pass information, look at planning applications, review council tax bill.	

**Question 32:** 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
13% (11%)	(49%) 49%	31% (32%)	4% (6%)	2% (2%)

**Question 33:** If you have selected fairly or very dissatisfied with the website in question 32, please give details.

Answers included hard to navigate or find the information they needed, some sections being hard to use such as the planning search, no access to council tax account details.

**Question 34:** 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	80%
If there were Apps for completing transactions easily	26%
If it was clear contacting us online was cheaper for the Council than calling or visiting us	37%
If the website was better designed and easier to navigate	42%

## 6.6 Section 6: About you

**Question 35:** Would you like to sign up to our e-newsletters?

45% (47%) of respondents said they wanted to sign up for our e-newsletters.

**Question 36:** Would you like to take part in any focus or discussion groups we run?

11% (12%) of respondents would take part in a focus group.

**Question 37:** Gender

43% (40%) of respondents were male and 55% (57%) were female, 2% preferred not to say.

**Question 38:** Age

Respondents fell into the following age categories.

Age range	%	Census data (Surrey)	%
Under 16	*%	Under 16	19%
16-24	*%	16-17	3%
25-34	4% (5%)	18-24	7%
35-44	11% (11%)	18-64	59%
45-54	14% (19%)		
55-64	21% (20%)		
65-74	22% (24%)	65+	18%
75-84	20% (16%)		
85+	6% (5%)	85+	3%
Prefer not to say	2%		

**Question 39:** Are you registered disabled or receiving disability allowance?

6% (7%) are registered disabled or receiving disability allowance, while 94% (93%) are not.

**Question 40:** Does this illness or disability limit your activities in any way?

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

**Question 41:** How would you describe your ethnic origin?

<b>Ethnic origin</b>	<b>2021</b>	<b>Census data (Surreyi)</b>
White	92%	94%
Asian or Asian British	1%	
Black or Black British	1%	
Indian or Indian British	1%	6%
Mixed	1%	
Other	0%	
Prefer not to say	4%	

**Question 42.** Do you have any other comments?

Comments covered traffic, poor road surfaces, pot holes, lorries, grass and hedge cutting, parking, bus services and transport, finances of the council, recycling and waste service, planning issues.

## Appendices

A. Survey

B. Statistical reliability

C. Benchmarking with national data



## Appendix A



Aspirational for our people, our place and ourselves

Date:

Unique reference number:

Dear Resident,

### **Have your say about council services**

We are inviting you to take part in this 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.

We will use the findings of this research to see how you think we are doing and to help us decide if we need to do anything differently in future.

Please take this opportunity to have your say. It doesn't matter if you've only just moved into the area or if you don't pay council tax. It's important we hear everybody's views.

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 or concerns about this survey, please do not hesitate to contact Customer Services on 01883 722000 or e-mail [customerservices@tandridge.gov.uk](mailto:customerservices@tandridge.gov.uk).

Please return the completed survey in the FREEPOST envelope provided (no stamp needed) as soon as possible.

Alternatively, you can complete the survey online at [www.tandridge.gov.uk/survey](http://www.tandridge.gov.uk/survey), but please make sure you use the unique reference number at the top of this page.

I very much hope you will be able to take part and thank you for your help in advance.

Yours faithfully,

A handwritten signature in black ink, appearing to read "David Ford".

David Ford  
Chief Executive

**customerservices@tandridge.gov.uk** **www.tandridge.gov.uk**

Tandridge District Council, Council Offices, 8 Station Road East, Oxted, Surrey RH8 0BT  
Tel: 01883 722000 - Monday-Thursday 8.30-5pm, Friday 8.30-4.30pm - Dx: 39359 OXTED

## 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? *Please tick one response.*

Very satisfied <input type="checkbox"/>	Fairly satisfied <input type="checkbox"/>	Neither satisfied or dissatisfied <input type="checkbox"/>	Fairly dissatisfied <input type="checkbox"/>	Very dissatisfied <input type="checkbox"/>	Don't know <input type="checkbox"/>
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**Question 2:** Overall, how satisfied or dissatisfied are you with the way Tandridge District Council runs things? *Please tick one response.*

Very satisfied <input type="checkbox"/>	Fairly satisfied <input type="checkbox"/>	Neither satisfied or dissatisfied <input type="checkbox"/>	Fairly dissatisfied <input type="checkbox"/>	Very dissatisfied <input type="checkbox"/>	Don't know <input type="checkbox"/>
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**Question 3:** To what extent do you agree or disagree that Tandridge District Council provides value for money? *Please tick one response.*

Strongly agree <input type="checkbox"/>	Tend to agree <input type="checkbox"/>	Neither agree or disagree <input type="checkbox"/>	Tend to disagree <input type="checkbox"/>	Strongly disagree <input type="checkbox"/>	Don't know <input type="checkbox"/>
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**Question 4:** On balance, which of the following statements comes closest to how you feel about Tandridge District Council? *Please tick one response.*

I speak positively of the council without being asked	<input type="checkbox"/>
I speak positively of the council if I am asked about it	<input type="checkbox"/>
I have no views one way or another	<input type="checkbox"/>
I speak negatively about the council without being asked	<input type="checkbox"/>
I speak negatively about the council if I am asked about it	<input type="checkbox"/>
Don't know	<input type="checkbox"/>

**Question 5:** To what extent do you think Tandridge District Council acts on the concerns of local residents? *Please tick one response.*

A great deal <input type="checkbox"/>	A fair amount <input type="checkbox"/>	Not very much <input type="checkbox"/>	Not at all <input type="checkbox"/>	Don't know <input type="checkbox"/>
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**Question 6:** 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 <input type="checkbox"/>	Fairly well informed <input type="checkbox"/>	Not very well informed <input type="checkbox"/>	Not well informed at all <input type="checkbox"/>	Don't know <input type="checkbox"/>
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**Question 7:** 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.

**Question 8:** How strongly do you feel you belong to your local area? *Please tick one response.*

Very strongly <input type="checkbox"/>	Fairly strongly <input type="checkbox"/>	Not very strongly <input type="checkbox"/>	Not at all strongly <input type="checkbox"/>	Don't know <input type="checkbox"/>
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**Question 9:** How much do you trust Tandridge District Council? *Please tick one response.*

A great deal <input type="checkbox"/>	A fair amount <input type="checkbox"/>	Not very much <input type="checkbox"/>	Not at all <input type="checkbox"/>	Don't know <input type="checkbox"/>
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**Question 10:** To what extent do you agree or disagree that your local area is a place where people from different ethnic backgrounds get on well together? By getting on well together, we mean treating each other with respect. *Please tick one response.*

Definitely agree <input type="checkbox"/>	Tend to agree <input type="checkbox"/>	Neither agree nor disagree <input type="checkbox"/>	Tend to disagree <input type="checkbox"/>	Definitely disagree <input type="checkbox"/>	Too few people in local area <input type="checkbox"/>	All the same ethnic background <input type="checkbox"/>	Don't know <input type="checkbox"/>
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**Question 11:** To what extent would you agree or disagree that people in your local area pull together to improve the local area? *Please tick one response.*

Definitely agree <input type="checkbox"/>	Tend to agree <input type="checkbox"/>	Neither agree nor disagree <input type="checkbox"/>	Tend to disagree <input type="checkbox"/>	Definitely disagree <input type="checkbox"/>	Nothing needs improving <input type="checkbox"/>	Don't know <input type="checkbox"/>
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## Section 2: Community safety

**Question 12:** How safe or unsafe do you feel when outside in your local area after dark? *Please tick one response.*

Very safe <input type="checkbox"/>	Fairly safe <input type="checkbox"/>	Neither safe or unsafe <input type="checkbox"/>	Fairly unsafe <input type="checkbox"/>	Very unsafe <input type="checkbox"/>	Don't know <input type="checkbox"/>
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**Question 13:** How safe or unsafe do you feel when outside in your local area during the day? *Please tick one response.*

Very safe <input type="checkbox"/>	Fairly safe <input type="checkbox"/>	Neither safe or unsafe <input type="checkbox"/>	Fairly unsafe <input type="checkbox"/>	Very unsafe <input type="checkbox"/>	Don't know <input type="checkbox"/>
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**Question 14:** 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	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Rubbish or litter lying around	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Vandalism, graffiti and other deliberate damage to property or vehicles	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
People using or dealing drugs	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
People being drunk or rowdy in public places	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Groups hanging around the streets	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

## Section 3: Climate change and environmental issues

**Question 15:** How important is it to you Tandridge District Council does whatever it can to tackle climate change and sustainability? *Please tick one response.*

Very important <input type="checkbox"/>	Important <input type="checkbox"/>	Neither important or unimportant <input type="checkbox"/>	Unimportant <input type="checkbox"/>	Very unimportant <input type="checkbox"/>
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**Question 16:** In our climate change action plan we have committed to the following actions. Do you agree these are a priority? *Please tick one response on each line.*

	Yes	No	Not sure
Installing electric vehicle chargepoints in our car parks	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Reporting greenhouse gas emissions from our buildings and business activities	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Switching our energy supply to green tariffs which use renewable energy	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Working with partners to implement key flood alleviation schemes and other climate mitigation where possible	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Finding ways to support community-led energy schemes	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Working to engage younger residents on climate change	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Finding ways to make our buildings and council homes more carbon neutral	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Exploring the potential for renewable energy generation in the district	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

**Question 17:** Do you drive an electric vehicle? *Please tick one response.*

Yes <input type="checkbox"/>	No <input type="checkbox"/>	Hybrid <input type="checkbox"/>
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**Question 18:** If you are a car owner, how likely are you to buy an electric vehicle next time you buy a car? *Please tick one response.*

Very likely <input type="checkbox"/>	Fairly likely <input type="checkbox"/>	Neither likely or unlikely <input type="checkbox"/>	Fairly unlikely <input type="checkbox"/>	Very unlikely <input type="checkbox"/>	Don't know <input type="checkbox"/>
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**Question 19:** Would you like to see more electric vehicle charging points across the district? *Please tick one response.*

Yes <input type="checkbox"/>	No <input type="checkbox"/>	Maybe <input type="checkbox"/>	Don't know <input type="checkbox"/>
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**Question 20:** Would you like changes in the use of parks which would mean dogs must be kept on a lead, kept out altogether eg in children's playgrounds, dogs' mess cleared up and restricting the number of dogs one person can walk at a time? *Please tick one response.*

Yes <input type="checkbox"/>	No <input type="checkbox"/>	Maybe <input type="checkbox"/>
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**Question 21:** Did you know you can use any litter bin or your household waste bin to get rid of dogs' mess? *Please tick one response.*

Yes <input type="checkbox"/>	No <input type="checkbox"/>	Not sure <input type="checkbox"/>
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## Section 4: Getting information

**Question 22:** How many times have you contacted the Council in the last year? *Please tick one response.*

1-3 times <input type="checkbox"/>	4-6 times <input type="checkbox"/>	7 or more times <input type="checkbox"/>	Not contacted the council <input type="checkbox"/>
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**Question 23:** How do you usually contact the Council? *Please tick as many as apply.*

Method	Yes	No
Telephone	<input type="checkbox"/>	<input type="checkbox"/>
E-mail	<input type="checkbox"/>	<input type="checkbox"/>
Website	<input type="checkbox"/>	<input type="checkbox"/>
Personal visit	<input type="checkbox"/>	<input type="checkbox"/>
Letter	<input type="checkbox"/>	<input type="checkbox"/>

Method	Yes	No
Text	<input type="checkbox"/>	<input type="checkbox"/>
Twitter	<input type="checkbox"/>	<input type="checkbox"/>
Facebook	<input type="checkbox"/>	<input type="checkbox"/>
Nextdoor	<input type="checkbox"/>	

**Question 24:** How do you currently find out about Tandridge District Council and the services it provides? *Please tick as many as apply.*

Method	Yes	No
Tandridge District Council website	<input type="checkbox"/>	<input type="checkbox"/>
Southern Building Control Partnership website	<input type="checkbox"/>	<input type="checkbox"/>
Tandridge Magazine	<input type="checkbox"/>	<input type="checkbox"/>
Printed information provided by the Council (eg leaflets, magazines, flyers, public notices)	<input type="checkbox"/>	<input type="checkbox"/>
Council e-mails and e-newsletters	<input type="checkbox"/>	<input type="checkbox"/>
Direct contact with the Council (eg contact with staff, public meetings and events)	<input type="checkbox"/>	<input type="checkbox"/>
Council's social media sites (eg Facebook, Twitter, Nextdoor)	<input type="checkbox"/>	<input type="checkbox"/>
Social media outside the Council (eg other Facebook, Twitter, YouTube accounts)	<input type="checkbox"/>	<input type="checkbox"/>
From your local councillor	<input type="checkbox"/>	<input type="checkbox"/>
Local media (eg newspapers, TV, radio)	<input type="checkbox"/>	<input type="checkbox"/>
Word of mouth (eg friends, neighbours, relatives)	<input type="checkbox"/>	<input type="checkbox"/>
Other (please specify)	<input type="checkbox"/>	<input type="checkbox"/>

**Question 25:** How would you like to receive information about the Council? *Please tick as many as apply.*

Method	Yes	No
E-mail	<input type="checkbox"/>	<input type="checkbox"/>
Text	<input type="checkbox"/>	<input type="checkbox"/>
Online (website and social media)	<input type="checkbox"/>	<input type="checkbox"/>
Through your door (magazine, leaflet, letter)	<input type="checkbox"/>	<input type="checkbox"/>
Face to face	<input type="checkbox"/>	<input type="checkbox"/>
Other	<input type="checkbox"/>	<input type="checkbox"/>

**Question 26:** Have you heard of the Tandridge Magazine, the Council's magazine delivered to homes twice a year? *Please tick one response.*

Yes, I have heard of it and always read it <input type="checkbox"/>	Yes, I have heard of it and sometimes read it <input type="checkbox"/>	Yes, I have heard of it but don't read it <input type="checkbox"/>	No, I haven't heard of it <input type="checkbox"/>
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**Question 27:** If you have read the Tandridge Magazine, how well informed does it keep you about Tandridge District Council activities? *Please tick one response.*

Very informed <input type="checkbox"/>	Fairly informed <input type="checkbox"/>	Fairly informed <input type="checkbox"/>	Not at all informed <input type="checkbox"/>	I don't read it <input type="checkbox"/>
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**Question 28:** Would you prefer to receive the magazine electronically, for example in e-newsletter format?

Yes <input type="checkbox"/>	No <input type="checkbox"/>	Maybe <input type="checkbox"/>
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## Section 5: Using online services and information

**Question 29:** If you use the internet, how confident are you in doing the following online? *Please tick one response on each line.*

	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	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Downloading/saving a photo you found online	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Finding a website you have visited before	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Sending a personal message to another person via e-mail or online messaging service for example using Messenger or WhatsApp	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Carefully making comments and sharing information online	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Buying items or services from a website	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Buying and installing apps on a device	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Solving a problem you have with a device or digital service using online help	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Verifying sources of information you found online	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Completing online application forms which include personal details	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Creating something new from existing online images, music or video	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Identifying possible scams in e-mails and text messages	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

**Questions 30:** How often do you use the Council's website? *Please tick one response.*

Every day <input type="checkbox"/>	Once a week <input type="checkbox"/>	Once a month <input type="checkbox"/>	Every few months <input type="checkbox"/>	Never use the website (please go to question 34) <input type="checkbox"/>
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**Question 31:** For which of the following reasons did you visit Tandridge District Council's website? *Please tick one response on each line.*

To get information or advice (eg waste collection, local events)	<input type="checkbox"/>
To make a payment (eg council tax, business rates, penalty charge notice)	<input type="checkbox"/>
To apply for a service (eg get an additional recycling bin)	<input type="checkbox"/>
To make a booking (eg hiring a sports pitch)	<input type="checkbox"/>
To comment on a consultation/planning application	<input type="checkbox"/>
To apply for a benefit (eg housing, council tax discount or exemption)	<input type="checkbox"/>
To find out about your councillor	<input type="checkbox"/>
To view committee agendas, minutes and reports	<input type="checkbox"/>
To report a problem	<input type="checkbox"/>
To make a compliment/comment/suggestion about the Council	<input type="checkbox"/>
To make a complaint about the Council	<input type="checkbox"/>
Other (please specify)	<input type="checkbox"/>

**Question 32:** If you use our website, how satisfied or dissatisfied are you with the website, overall? *Please tick one response.*

Very satisfied <input type="checkbox"/>	Fairly satisfied <input type="checkbox"/>	Neither satisfied nor dissatisfied <input type="checkbox"/>	Fairly dissatisfied <input type="checkbox"/>	Very dissatisfied <input type="checkbox"/>
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**Question 33:** If you have selected fairly or very dissatisfied with the website in question 32, please give details.

**Question 34:** 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	<input type="checkbox"/>
If there were Apps for completing transactions easily	<input type="checkbox"/>
If it was clear contacting us online was cheaper for the Council than calling or visiting us	<input type="checkbox"/>
If the website was better designed and easier to navigate	<input type="checkbox"/>

## Section 6: About you

**Question 35:** Would you like to sign up to receive our e-newsletters, if you do not already?

	<b>Yes</b> - please add me to your e-mail subscription list for the following e-newsletters. Please tick as many as you would like to receive. <input type="checkbox"/>	<b>No</b> - please do not add my details to your e-mail subscription list <input type="checkbox"/>
News and events	<input type="checkbox"/>	
Business newsletter	<input type="checkbox"/>	
Caterham and North Tandridge Regeneration news	<input type="checkbox"/>	
Housing Tenants news	<input type="checkbox"/>	
Planning Committee updates	<input type="checkbox"/>	
Recycling and rubbish collections updates	<input type="checkbox"/>	
Tandridge Local Plan	<input type="checkbox"/>	
Tandridge Magazine	<input type="checkbox"/>	

**Question 36:** Would you like to take part in any focus or discussion groups we run?

Yes <input type="checkbox"/>	No <input type="checkbox"/>
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**Question 37:** If you answered yes to questions 35 or 36, please complete your details below:

Name: .....

E-mail: .....

Address: .....

Postcode: .....

**Question 38:** Gender

Male <input type="checkbox"/>	Female <input type="checkbox"/>	Prefer not to say <input type="checkbox"/>
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**Question 39:** Age

Age range									
Under 16 <input type="checkbox"/>	16-24 <input type="checkbox"/>	25-34 <input type="checkbox"/>	35-44 <input type="checkbox"/>	45-54 <input type="checkbox"/>	55-64 <input type="checkbox"/>	65-74 <input type="checkbox"/>	75-84 <input type="checkbox"/>	85+ <input type="checkbox"/>	Prefer not to say <input type="checkbox"/>

**Question 40:** Are you registered disabled or receiving disability allowance?

Yes <input type="checkbox"/>	No <input type="checkbox"/>
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**Question 41:** Does this illness or disability limit your activities in any way?

Yes <input type="checkbox"/>	No <input type="checkbox"/>	Not applicable <input type="checkbox"/>
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**Question 42:** How would you describe your ethnic origin?

Ethnic origin						
White <input type="checkbox"/>	Asian or Asian British <input type="checkbox"/>	Black or Black British <input type="checkbox"/>	Indian or Indian British <input type="checkbox"/>	Mixed <input type="checkbox"/>	Other <input type="checkbox"/>	Prefer not to say <input type="checkbox"/>

**Question 43:** Do you have any other comments?



## 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”:

<b>Number of respondents</b>	<b>Approximate sampling tolerances applicable to percentages</b>
1100	$\pm 3\%$
600	$\pm 4\%$
100	$\pm 9.8\%$
50	$\pm 13\%$

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  $\pm 4$  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. Tandridge District Council used all the questions in its 2021 survey.

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

**Question 6:** How safe or unsafe do you feel when outside in your local area during the day?

**Question 7:** Overall, how well informed do you think Tandridge District Council keeps residents about the services and benefits it provides?

**Question 8:** To what extent do you think Tandridge District Council acts on the concerns of local residents?

**Question 9:** How much do you trust Tandridge District Council?

Organisation	Satisfied with area	Satisfied with way council runs things	Value for money	Safe after dark	Safe during day	Well informed	Acts on concerns	Trusts local council
<b>Tandridge 2021 (2019)</b> Postal survey	82% (84%)	57% (59%)	33% (35%)	66% (69%)	90% (91%)	66% (68%)	46% (44%)	57% (56%)
<b>LGA June 2021 (2019)</b> telephone survey	82% (80%)	68% (63%)	49% (48%)	79% (76%)	94% (94%)	61% (59%)	62% (59%)	64% (59%)

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