



Residents' Panel Survey: Spring 2009

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1 Executive Summary

Below is a summary of the findings of the Residents' Panel Survey, Spring 2009. In total, 771 panel members responded to the survey, representing a response rate of 61%. The Residents' Panel, in line with good practice, will be refreshed in the autumn.

Community safety

77% of residents felt safe in their local area after dark (16% very safe, 61% fairly safe and 13% felt unsafe (10% fairly unsafe, 3% very unsafe). 93% felt safe in their local area during the day (60% very safe, 33% fairly safe).

Panel members were asked if, during the past year, they had ever felt fearful about the possibility of becoming a victim of crime. The majority of residents, 63% had not felt fearful. Panel members were also asked to think about all types of crime in general and to say how worried they were about being a victim of crime. 34% were worried (3% very worried and 31% fairly worried) and 66% were not worried (58% not very worried and 8% not at all worried). 13% of respondents reported that they or someone in their household had been the victim of crime in the past 12 months. There has been a downward trend since 2007 (18%) and 2008 (16%) and the difference in figures between 2007 and 2009 is statistically significant.

Panel members were asked if they or someone in their household had been the victim of anti-social behaviour in the past 12 months and 31% indicated that this was the case.

Residents were asked if they agreed or disagreed that police and other local public services were successfully dealing with issues of anti-social behaviour and crime in their local area. 50% of residents agreed (4% strongly agreed, 46% tend to agree) and 18% disagreed (14% tend to disagree, 4% strongly disagree).

Internet Access

The majority of members (91%) had access to the Internet either at home, work, friends/relatives house or elsewhere. 86% had access at home. Less than 4% of our Residents' Panel under the age of 45 have no Internet access. This increases to 16% for 65-74 age group and 47% for the 75+ age group. This may have implications for service delivery, communication and online payments for the more elderly group.

Parks and recreation grounds

The Residents' Panel were asked if they had visited any Elmbridge parks or recreation grounds in the past 12 months and 71% of panel members had done so. The parks most visited were Hurst Park/Hurst Meadows, Cowey Sale, West End Recreation Ground, Churchfields Recreation Ground, Oatlands Recreation Ground and Hersham Green.

Nearly half of residents that visited a park had used it for walking, 40% had visited to use the play area and 29% for exercise. Although nearly a quarter would only visit a park less than once a month, 38% visited a park at least once a week and 62% at least

every couple of weeks. The most popular time to visit was the afternoon (72%) followed by the morning (49%).

93% agreed that the parks were green, 85% agreed they were clean and 84% thought they were safe. 33% of residents were very satisfied overall with the parks and recreation grounds, 55% fairly satisfied, 10% neither satisfied nor dissatisfied and 2% fairly dissatisfied. No one was very dissatisfied.

Taxi Licensing

Residents were asked if they checked that their taxi or minicab was properly licensed before getting in. Only 20% always checked, 20% sometimes checked and 22% never checked. The licensing division wanted to know if our residents were aware that they could hail a taxi (hackney carriage) in Elmbridge as long as it has its 'for hire' light on (even if it isn't a black London-type cab) 73% of the Residents' Panel did not know this.

Housing Strategy for Older People

This data was collected specifically for the housing division to feed into their housing strategy for older people and was only asked of those panel members aged 55+.

In this sample, the majority of residents (83%) lived in a house, 7% lived in a bungalow and 9% in a flat (5% ground floor, 4% above ground/basement). Most of these residents (80%) had lived in their current property for 10+ years. 8% had lived in the property for 6-9 years, a further 9% for 2-5 years and only 4% had lived there less than 2 years. 91% were owner occupiers.

85% of respondents would prefer to remain in their current home as they get older. 70% of respondents anticipate that they would be living in Elmbridge, 10% elsewhere in Surrey, 16% another part of the Country and 3% abroad.

Residents would primarily consider moving house to downsize (17%), followed by concerns about maintaining house (15%) and garden (14%). Nearly a third of respondents thought they would need help with cleaning and gardening if they remained in their home.

Respondents were asked if they had heard of various services. Generally, awareness levels were surprisingly low, considering that this question was only asked of the 55+ age group. Only 27% were aware of the community alarm service, 25% sheltered housing and 3% extra care housing. Whilst all of the services for older people were important in some degree to most respondents, community alarms, handy person services, transport, gardening and delivery services were the top five.

2 Introduction and methodology

Background

The Elmbridge Residents' Panel consists of 1,258 residents aged 18 or over. Membership of the panel is open to all Elmbridge residents and they are invited to join via the Elmbridge Borough Council website, invitations on the Council Tax booklet, the Elmbridge Review and random postal invitations from panel refreshing exercises. Whilst the primary function of the panel is to provide a cost effective and statistically robust method of seeking the views of our residents the secondary purpose of the panel is as a mechanism to engage residents in Council and partnership activities.

Members are consulted bi-annually on issues concerning the Council's priorities and services provided. The spring surveys primarily consult members on aspects of our service delivery and partnership issues and the autumn surveys consult members on more corporate issues such as the Council's priorities and our customer satisfaction.

The key objectives of this survey were to determine residents' views on:

- Community safety
- Computer and internet access
- Parks and recreation grounds
- Taxi Licensing
- Housing strategy for older people

Survey Methodology

A self-completion survey was sent out to the entire Resident's Panel of 1,258 residents. Each survey pack consisted of a questionnaire with covering letter, a pre-paid envelope printed with the return address and a Residents' Panel newsletter. The survey questionnaire is given in Appendix 1.

Panel members were given a choice to complete a paper questionnaire or to complete the survey on-line. In all 101 panel members completed the on-line version (13% of those who responded) and it is hoped that this will increase in the future. The cost efficiency savings of an on-line survey is approximately £1.50 per respondent (data input and postage savings). Data entry was contracted out to SNAP Surveys. Each questionnaire was given a unique identity number so that the survey data could be linked to the panel database, allowing analysis by demographic characteristics. The data input file, the on-line survey data and the demographic information from the panel database was joined together in SNAP (the Council's survey soft ware).

The fieldwork took place between 15th April and 8th May. In total, 771 panel members responded to the survey. This represents a response rate of 61%. To ensure that the Residents' Panel continues to return a good response rate the panel will be refreshed in Autumn 2009.

Presentation and Interpretation of the data

It should be remembered that a sample of panel members, not the population of Elmbridge, has been surveyed. As such, the results are subject to margins of error due to non-response. Therefore, not all observed differences shown are statistically significant.

The standard statistical reliability for the achieved sample of 771 at the 95% confidence interval is +/- 2.2%. This means that, for example, if 50% of panel members stated that they were satisfied with the service they received at Elmbridge Borough Council's offices, we know that between 47.8% and 52.2 % of all panel members – including those that did not participate in the survey – hold this view.

The tables in the report show the weighted percentage figures, which have been rounded up to the nearest percent. For this reason, the total may sometimes not add up to 100%. Where more than one response could be made, percentages may also add up to more than 100%.

In some instances a net percentage has also been given. This number is calculated after removing the number of 'don't know' responses and non-responses from the base number of 865.

As with previous surveys, the profile of the Panel members tended to bias towards older people. This is typical of many resident and panel surveys, whereby it is harder to get a response from young people, particularly men. Data has been weighted by age to the known profile of the population according to Elmbridge Borough Council's 2001 census data to rectify any non-response bias. See Table 2.1 below.

Table 2.1: Age profile

Age	% pop (2001 Census Data)	Spring 2009 Respondent profile
18 - 24	8%	4%
25 - 34	17%	6%
35 - 44	22%	12%
45 - 54	19%	17%
55 - 64	14%	20%
65+	21%	41%

Benchmarking

As the community safety questions will be repeated in future years, the mean score has been calculated to benchmark satisfaction on community safety rating scales. This enables progress to be tracked more accurately than just comparing percentages.

To produce a single benchmark figure, responses are weighted and the mean calculated. Questions 1 and 2 were allocated a weight of very safe=2, fairly safe=1, neither safe nor unsafe=0, fairly unsafe= -1, very unsafe =-2. Don't knows are excluded from the calculation. Question 5 was allocated a weight of very worried=4, fairly worried=3, not very worried=2 and not at all worried =1.

Refreshing the panel 2009

The Elmbridge Residents' Panel will be refreshed in Autumn 2009. In line with good practice, the Elmbridge Residents Panel is refreshed every 2 - 3 years. Best practice suggests refreshing the entire panel every two years. However, as our members only receive two surveys a year (some other panels receive four surveys a year) and refreshing is a time consuming and expensive exercise, the Elmbridge panel is refreshed every 2 - 3 years as a balance between best practice methodology and cost effectiveness. Also due to financial constraints and the secondary purpose of utilising the panel as a method of resident engagement, members are not automatically asked to resign after 2 - 3 years on the panel. Recruitment for the 2009 refreshing exercise will be a two-fold process:

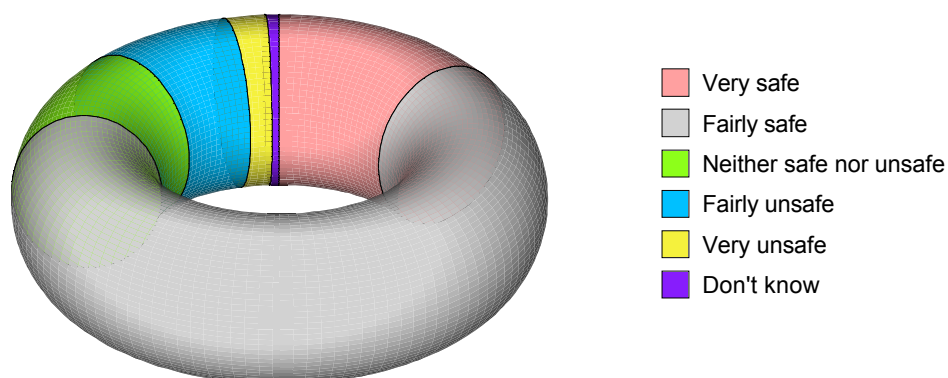
- A letter will be sent out with the Autumn 2009 Residents' Panel survey asking existing members if they wish to remain on the panel. They will also be sent a short questionnaire and an online link to update their contact and demographic details and to indicate social topics they are interested in (the Council uses the later to recruit focus groups).
- New members will be recruited from the electoral register and the 2008 Place Survey PAF (postal address file). The electoral register sample (4,000 addresses) will be stratified so that each area within the Borough is equally represented. The Place Survey PAF file (5,000 addresses) will be utilised as this is a more inclusive sampling frame than the electoral register. This sample will then be sent an invitation letter, the short questionnaire and an online link to record their contact and demographic details and to indicate topics they were interested in.

3 Community safety

Feelings of safety – after dark

Residents were asked how safe they felt when outside in their local area after dark. Overall, 77% of residents felt safe (16% very safe, 61% fairly safe and 13% felt unsafe (10% fairly unsafe, 3% very unsafe). A further 10% said they felt neither safe nor unsafe and 1% did not know, Chart 3.1.

Chart 3.1 Residents who felt safe or unsafe when outside after dark



Mean score: 0.77

These figures are considerably higher than the 2008 Place Survey, when 60% of residents reported feeling safe (10% very safe, 50% fairly safe and 23% felt unsafe (18% fairly unsafe, 5% very unsafe).

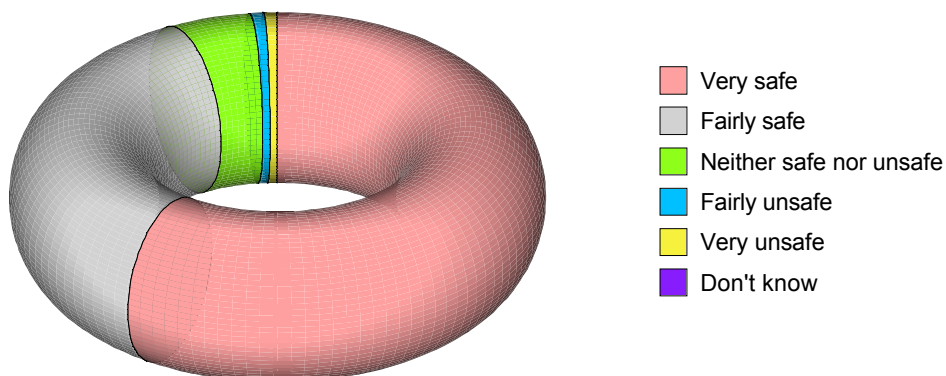
Less females (71%) than males (82%) felt safe. Residents in A/B tax band were more likely to feel safe than those in the other tax bands.

Feelings of safety – during the day

Residents were asked how safe they felt when outside in their local area during the day. The majority of residents 93% felt safe (60% very safe, 33% fairly safe). Only 1% felt unsafe and 1% felt very unsafe, Chart 3.2. These are similar to the Place Survey figures when 91% felt safe (47% very safe, 44% fairly safe) and only 3% felt unsafe and 0% felt very unsafe. There were no discernable trends by other demographic characteristics.

Mean score: 2.23

Chart 3.1 Residents who felt safe or unsafe when outside in their local area during the day



Crime and fear of crime

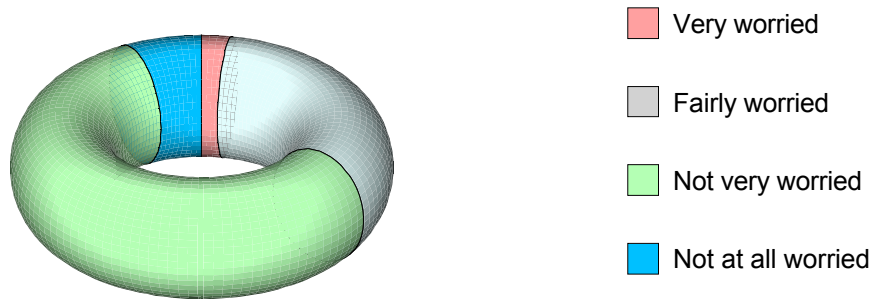
Panel members were asked if, during the past year, they had ever felt fearful about the possibility of becoming a victim of crime. The majority of residents, 63% (60%, 2008 Place Survey) had not felt fearful, 36% fearful (38% 2008 Place Survey). More panel members in the younger and older age groups had not felt fearful. Women tended to have felt fearful more than men.

Panel members who had felt fearful were asked how many times they had felt like this in the last year. 56% of these panel members had felt fearful once or twice, 29% three or four times, 5% five to six time and 10% more than seven times. This is similar to the 2008 Residents' Panel survey when 51% of panel members had felt fearful once or twice, 24% three or four times, 14% five to six time and 11% more than seven times.

Panel members were asked to think about all types of crime in general and to say how worried they were about being a victim of crime. 34% were worried (3% very worried and 31% fairly worried) and 66% were not worried (58% not very worried and 8% not at all worried), Chart 3.3. Mean score: 2.28 (the higher the mean the more worried residents are).

Panel members were asked if they or someone in their household had been the victim of crime in the past 12 months and 13% indicated that this was the case. There has been a downward trend since 2007 (18%) and 2008 (16%) and the difference in figures between 2007 and 2009 is statistically significant.

Chart 3.3 Worry about crime



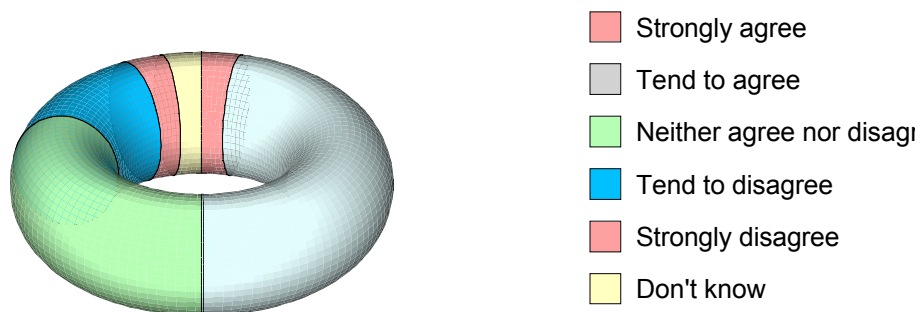
Anti-social behaviour

Panel members were asked if they or someone in their household had been the victim of anti-social behaviour in the past 12 months and 31% indicated that this was the case. There is no significant change in these figures from 2007 (25%) and 2008 (30%).

Police and local public services dealing with issues

Residents were asked if they agreed or disagreed that police and other local public services were successfully dealing with issues of anti-social behaviour and crime in their local area, Chart 3.4. 50% of residents agreed (4% strongly agreed, 46% tend to agree) and 18% disagreed (14% tend to disagree, 4% strongly disagree). Only 4% said don't know. This figure is higher than the Place Survey figures, when 32% of residents agreed, 19% disagreed and 22% didn't know (even if don't knows are excluded from both sets of figures). Mean score:0.32

Chart 3.4: Dealing with crime and anti-social behaviour



4 Internet Access

Panel members were asked about their Internet access, Table 4.1. The majority of members 91% had access to the Internet either at home, work, friends/relatives house or elsewhere. 86% had access at home. This question was asked in the Spring 2006 Residents' Panel and the number of the Residents' Panel members with Internet access has increased from 86% to 91% and only 80% had access at home.

Table 4.1: Internet access

At home	86%
At work	47%
Elsewhere (e.g. cafe, library)	22%
At a friends/relatives house	21%
I have no internet access	9%

Analysis by age shows that less than 4% of our Residents' Panel under the age of 45 records have no Internet access. This increases to 16% for 65-74 age group and 47% for the 75+ age group. This may have implications for service delivery, communication and online payments for the more elderly group. As only half of this group have access to the Internet the more traditional methods of communicating with the Council will still be required.

Panel members were also asked about the type of Internet connection. The vast majority had broadband connection at the various places where they had access to the Internet and 97% of those that had Internet access at home had broadband connection. This has increased since the 2006 Residents' Panel when only 80% of those that had Internet access at home had broadband connection.

4 Parks and recreation grounds

The Residents' Panel were asked if they had visited any of the Elmbridge parks or recreation grounds in the past 12 months and 71% of panel members had done so.

Respondents were asked which parks and playgrounds they (or someone in their household) had visited at some point in the past year. The top six are listed in the Table 4.1. The result for the entire list of parks/recreation grounds is at Appendix 3.

Table 4.1: Most visited parks/recreation grounds

Park/recreation ground	% that someone in household had visited during past year
Hurst Park/Hurst Meadows	31
Cowey Sale	23
West End Recreation Ground	22
Churchfields Recreation Ground	21
Oatlands Recreation Ground	22
Hersham Green	16

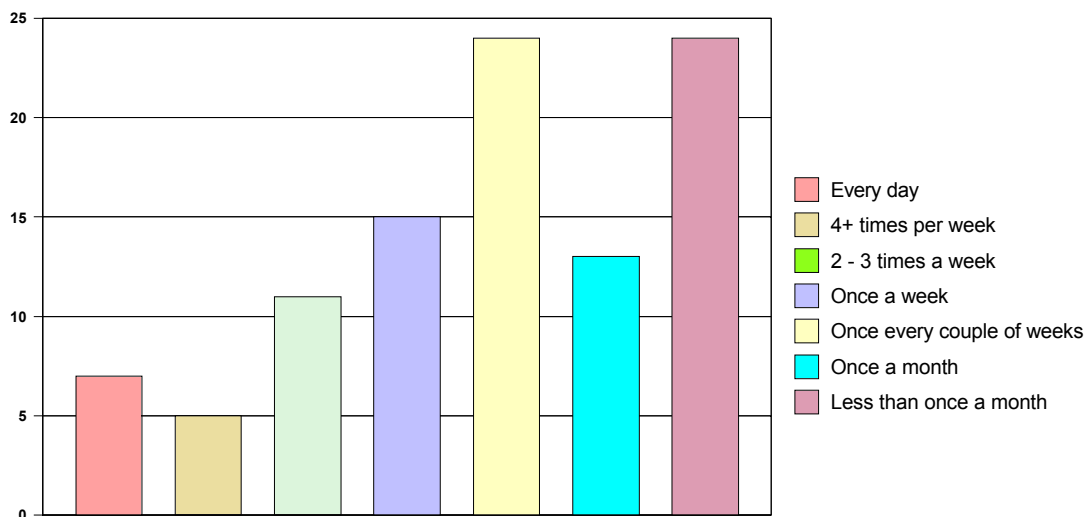
Residents were asked about their reason(s) for visiting parks. Nearly half that visited a park had used it for walking (49%), 40% had visited to use the play area and 29% for exercise Table 4.2. The result for the entire list of parks/recreation grounds and how they are used is at Appendix 3.

Table 4.2: Reason for visiting parks

Walking	49%
To use the play area	40%
Exercise	29%
Dog walking	21%
As a short cut	18%
Sport	13%
Socialising	9%
Other	7%
To use the paddling pool	6%

Residents were also asked about the frequency of their visits. Although nearly a quarter would only visit a park less than once a month, 38% visited a park at least once a week and 62% at least every couple of weeks. The result for the entire list of parks/recreation grounds and how frequently they are used is at Appendix 3.

Chart 4.1: Frequency of visiting parks



Residents were asked about the times of day that they (or anyone else in their household) visited a park. The most popular time was the afternoon (72%) followed by the morning (49%), Table 4.3.

Table 4.3: Times of day that park was visited

Early morning	12%
Morning	49%
Afternoon	72%
After school	20%
Tea time	9%
Evening	15%

Residents were asked if they agreed or disagreed that the parks they visited were clean, green and safe, Table 4.4. 93% agreed that the parks were green, 85% agreed they were clean and 84% thought they were clean. Very few people disagreed. When asked how safe they thought the parks were now compared to four years (when the Security Team was introduced), 60% thought they were about the same, 12% thought safer, 2% less safe and 26% didn't know.

Table 4.4: Parks are green, clean and safe

	Strongly agree	Tend to agree	Neither agree nor disagree	Tend to disagree	Strongly disagree	Don't know
Green	35%	58%	5%	1%	-	1%
Clean	21%	64%	8%	5%	1%	0%
Safe	25%	59%	11%	4%	1%	1%

Resident were asked about their satisfaction overall with the Elmbridge Parks and Recreation grounds. 33% were very satisfied, 55% fairly satisfied, 10% neither satisfied nor dissatisfied and 2% fairly dissatisfied. No one was very dissatisfied.

All the residents were invited to give their comments, views or ideas on the Boroughs parks and recreation grounds even if they did not use them. These literal comments are in Appendix 3. A number of comments were made but themes emerged in particular around the following:

- More facilities for young people
- More control over anti-social behaviour
- Not aware of Security Team
- Dog mess and uncontrolled dogs

5 Taxi Licensing

Residents were asked if they checked that their taxi or minicab was properly licensed before getting in. Only 20% always checked, 20% sometimes checked and 22% never checked. The remaining 31% did not use taxis. These findings would suggest that the Council needs to emphasis the need for checking with our residents.

The licensing division wanted to know if our residents were aware that they could hail a taxi (hackney carriage) in Elmbridge as long as it has its 'for hire' light on (even if it isn't a black London-type cab). 73% of the residents panel said that did not know this and so this is another area that the Council may wish to emphasise with residents.

6 Housing Strategy for Older People

Only residents who were aged 55+ were asked to complete this section and 531 members did so. This data was collected specifically for the housing division to feed into their housing strategy for older people.

Age data

The age data was weighted to correct non-response bias. The 55-64 age group was under represented compared to the older age groups and so the data was weighted in accordance with Census data.

Type of accommodation

Residents were asked about the type of accommodation they currently occupy. The vast majority of residents (83%) lived in a house, 7% lived in a bungalow and 9% in a flat (5% ground floor, 4% above ground/basement). None of the respondents lived in a bed-sit. The majority of these residents (80%) had lived in their current property for 10+ years, 8% had lived in the property for 6-9 years, a further 9% for 2-5 years and only 4% had lived there less than 2 years.

The vast majority of respondents owned their accommodation (91%), Only a very small number privately rented (2%) or rented from a housing association (5%) or other arrangement (2%). Due to the small numbers in the sample, analysis by owner-occupiers versus renters is not viable.

Accommodation - likes

Residents were asked if there was anything they particularly liked about their accommodation, see literals, Appendix 2. There were a number of themes but most notably having a garden, location, access to amenities, neighbours and having their own front door.

Accommodation - dislikes

Residents were asked if there was anything they particularly disliked about their accommodation, see literals, Appendix 2. There were no particular themes other than traffic and parking.

Neighbourhood – likes

Residents were asked if there was anything they particularly liked about their neighbourhood, see literals, Appendix 2. Many comments were made and these were mostly around, greenery, quiet opens spaces, local amenities, friendliness and neighbours.

Neighbourhood - dislikes

Residents were asked if there was anything they particularly disliked about their neighbourhood, see literals, Appendix 2. There were no particular themes other than traffic, parking and transport.

Future Plans

85% of respondents would prefer to remain in their current home as they get older. Respondents were asked if they were to move from their current home in how many years this would be. 8% said in the next two years, 21% in 2-5 years, 28% 6-10 years and 21% 15-20 years. A further 22% said they would not consider moving under any circumstances. When asked about the type of accommodation they would be considering moving into, 4% said a care home, 7% extra care sheltered housing and 19% sheltered housing, Table 6.1. There was no discernable 'other' categories, see literals, Appendix 2. As might be expected, as age increases far less envisage moving to a house and more envisage moving into sheltered housing, extra care sheltered housing or residential care.

Table 6.1: Type of accommodation

Type of accommodation	
House	23%
Bungalow	24%
Flat	18%
Bedsit	1%
Sheltered housing	19%
Extra care sheltered housing (similar to sheltered but with a care team onsite)	7%
Residential care home ('traditional' care home)	4%
Other	5%

Respondents were asked about their future preferred tenure. 75% would prefer owned, 8% rented, 3% shared ownership and 14% said they did not know/not applicable. 70% of respondents anticipate that they would be living in Elmbridge, 10% elsewhere in Surrey, 16% another part of the Country and 3% abroad.

Reasons for moving and relocation considerations

Those respondents who would consider moving from their current home at some point in the future were asked about the reasons why they would anticipate moving. A range of answers were given and the most popular reason was to move to somewhere smaller (17%), Table 6.2. This was followed by concerns about maintaining house (15%) and garden (14%). Some respondents also recognised that ill health and associated need

for care services might also be a factor (14%). Concern about personal safety in their neighbourhood was only a concern for a very small number of respondents. There were no particular themes in the 'other reasons' response, see literals Appendix 2. As might be expected, ill health and associated need for care services is cited increasingly as a reason for moving as respondents become older.

Table 6.2: Reasons would anticipate moving

Moving to a smaller property	17%
Concern about maintaining current property	15%
Concern about maintaining garden	14%
Concern about personal safety in current neighbourhood	2%
Need to move nearer to friends/family	6%
Ill health and associated need for care services	14%
Need for level access e.g. bungalow, flat	11%
Need to move nearer to amenities e.g. shops	7%
To release equity in property	9%
Other	6%

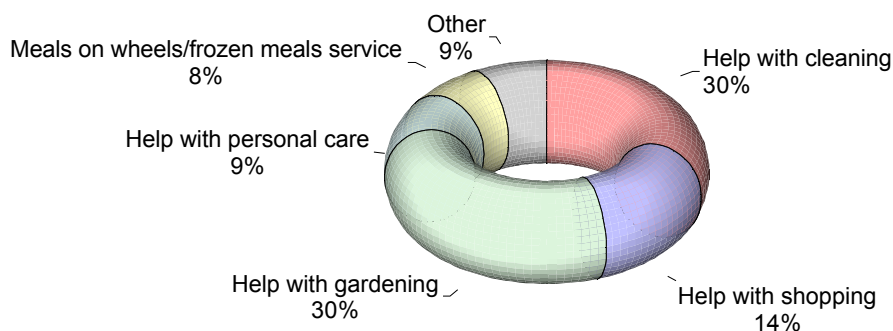
Respondents were asked about how important various aspects were when considering where to relocate. Access to shops and other amenities was considered very important by 84% of respondents, Table 6.3. Access to public transport was considered very important (62%) and access to friends and family (56%) to a slightly lesser extent. Less than half (47%) considered access to care and support services to be very important. Access to social activities was the least important. All these aspects become more important as residents become older, with the exception of social activities that become less important after the age of 80+.

Table 6.3: Important aspects when relocating

	Very important	Important	Not important
Access to shops and other amenities (e.g. post office, GP surgery)	84%	15%	1%
Access to public transport	62%	31%	6%
Access to friends/family	56%	36%	8%
Access to social activities (e.g. exercise classes, arts and crafts, outings etc)	34%	42%	24%
Access to care and support services	47%	42%	11%

Respondents were asked, if they intended to remain in their current property for the foreseeable future, what kind of help they thought they might need, Chart 1. Nearly a third of respondents mentioned help with cleaning and gardening. Adaptations and help with transport were mentioned in the literals, Appendix 2.

Chart 1: Help required in the future



Awareness of services

Respondents were asked if they had heard of various services, Table 5.4. Generally, awareness levels were surprisingly low, considering that this question was only asked of the 55+ age group. Only 27% were aware of the community alarm service, 25% sheltered housing and 3% extra care housing. It might have been expected that the

older age groups would be more aware of these services as they become increasingly relevant to them, but this was not the case.

Table 6.4: Awareness of services

Community alarms (e.g. to call for help in an emergency).	27%
Sheltered Housing	25%
Equipment and adaptations	12%
Shared ownership	12%
Home improvement Agency/Care and Repair	9%
Handy Person Service	6%
Telecare (sensors that monitor well-being)	6%
Extra Care Housing	3%

Residents were asked if they thought there was currently enough choice and support for older people in Elmbridge to remain living independently in their own home and 62% thought 'yes'. Residents were asked to comment on the types of choices and support they would like to see available. There were many comments and below is a flavour of the themes, see literals, Appendix 2:

- help with transport
- help in home
- services available to those not on financial support
- more sheltered housing and sheltered housing to rent
- relief carers
- not closing day centres
- more carers
- befriending services
- publicity on what is available

Importance of services

Residents were asked how important they thought certain services would be as they got older, Table 6.5. Whilst all of the services listed were important in some degree to most panel members, community alarms, handyperson services, transport, gardening and delivery services were the top five.

Table 6.5: Important services as get older

	Very important	Important	Not important	Don't know
Community alarms (e.g. to call for help in an emergency)	61%	30%	4%	5%
Handyperson services (carrying out small home repairs)	40%	43%	11%	5%
Transport (e.g. dial-a -ride, hospital transport, community taxi scheme)	45%	40%	8%	6%
Gardening services	35%	46%	14%	5%
Delivery services (e.g. prescriptions, shopping, meals)	37%	48%	8%	7%
Visiting services e.g. befriending, hairdresser, chiropody	27%	45%	19%	9%
Day centres	25%	45%	18%	13%
Telecare (sensors and detectors that monitor well-being)	29%	38%	12%	21%
Adaptations/major repairs	25%	40%	22%	13%
Financial advice	13%	31%	42%	14%
Housing advice	10%	31%	40%	19%
Live-in Care Services	13%	28%	32%	27%

Appendix 1: Questionnaire



Section A: Community Safety

Elmbridge Borough Council works in partnership with Surrey Police and Surrey County Council, the Primary Care Trusts and the Fire and Rescue Service to tackle crime and fear of crime. We work with organisations from the public, private and voluntary sectors as well as with the local community to make your community safer.

Q1 How safe or unsafe do you feel when outside in your local area after dark?

Very safe Fairly safe Neither safe nor unsafe Fairly unsafe Very unsafe Don't know

Q2 How safe or unsafe do you feel when outside in your local area during the day?

Very safe Fairly safe Neither safe nor unsafe Fairly unsafe Very unsafe Don't know

Q3 In the past year, have you ever felt fearful about the possibility of becoming a victim of crime?

Yes No Can't remember

Q4 How frequently have you felt like this in the last year? Please give the number of times below?

1 -2 3- 4 5- 6 7+

Q5 Thinking about all types of crime in general, how worried are you about being a victim of crime?

Very worried Fairly worried Not very worried Not at all worried

Q6 Have you or someone in your household been the victim of a crime in the last 12 months?

Yes No

Q7 Anti-social behaviour includes a variety of undesirable behaviours, for example, vandalism, substance misuse, hoax calls, fly tipping, noise nuisance, racial abuse, rowdy behaviour, verbal abuse. Have you or someone in your household been the victim of anti-social behaviour in the last 12 months?

Yes No

Q8 How much would you agree or disagree that the police and other local public services are successfully dealing with crime and anti-social behaviour in your local area?

Strongly agree Tend to agree Neither agree nor disagree Tend to disagree Strongly disagree Don't know

Section B: Computer and Internet Access

Q9 Do you have access to the Internet at any of the following places? Please tick all that apply.

At home.....	<input type="checkbox"/>	Elsewhere (e.g. cafe, library).....	<input type="checkbox"/>
At work.....	<input type="checkbox"/>	I have no internet access.....	<input type="checkbox"/> Go to Q11
At a friends/relatives house.....	<input type="checkbox"/>		

Q10 At the places where you have access to the Internet, how is the computer connected to the internet?

	Broadband	Dial-up	Don't know
Home	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Work	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Friends/relatives	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Elsewhere	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Section C: Parks and recreation grounds

Q11 Have you (or anyone else in your household) visited any of Elmbridges parks or recreations grounds in the last 12 months.

Yes..... Go to Q12 No..... Go to Q19

Q12 Which parks or recreation grounds have you (or anyone else in your household) visited. Please tick all that were visited in the last 12 months.

Brooklands Community Park... <input type="checkbox"/>	Hersham Recreation Ground... <input type="checkbox"/>	Neilsons Field <input type="checkbox"/>
Churchfields Recreation Ground..... <input type="checkbox"/>	Hurst Park/Hurst Meadows..... <input type="checkbox"/>	Oatlands Recreation Ground... <input type="checkbox"/>
Claygate Recreation Ground... <input type="checkbox"/>	Hurst Meadows Minor (dog free area) <input type="checkbox"/>	Riverhouse Gardens..... <input type="checkbox"/>
Cobham Recreation Ground... <input type="checkbox"/>	Leg O Mutton <input type="checkbox"/>	Station Road Recreation Ground..... <input type="checkbox"/>
Coronation Recreation Ground <input type="checkbox"/>	Littlehealth Recreation Ground <input type="checkbox"/>	Stoke Recreation Ground <input type="checkbox"/>
Cowey Sale..... <input type="checkbox"/>	Long Ditton Recreation Ground..... <input type="checkbox"/>	Summer Road Recreation Ground..... <input type="checkbox"/>
Cricket way <input type="checkbox"/>	Lower Green Recreation Ground..... <input type="checkbox"/>	Thrupps Lane..... <input type="checkbox"/>
Elmgrove Recreation Ground.. <input type="checkbox"/>	Lynwood Road Recreation Ground..... <input type="checkbox"/>	West End Recreation Ground.. <input type="checkbox"/>
Giggs Hill Field..... <input type="checkbox"/>	Molesey Hurst Recreation Ground..... <input type="checkbox"/>	West Molesey Recreation Ground..... <input type="checkbox"/>
Grovelands Recreation Ground..... <input type="checkbox"/>		
Hersham Green <input type="checkbox"/>		

Q13 Why did you (or anyone else in your household) visit these parks. Please tick all that apply.

To use the play area.. <input type="checkbox"/>	Exercise..... <input type="checkbox"/>	As a short cut <input type="checkbox"/>
To use the paddling pool..... <input type="checkbox"/>	Dog walking <input type="checkbox"/>	Socialising <input type="checkbox"/>
Sport..... <input type="checkbox"/>	Walking <input type="checkbox"/>	Other..... <input type="checkbox"/>

Q14 How often would you (or anyone else in your household) usually visit these parks/recreations grounds?

Every day <input type="checkbox"/>	Once a week <input type="checkbox"/>	Once a month <input type="checkbox"/>
4+ times per week..... <input type="checkbox"/>	Once every couple of weeks..... <input type="checkbox"/>	Less than once a month <input type="checkbox"/>
2 - 3 times a week..... <input type="checkbox"/>		

Q15 What time of day do you (or anyone else in your household) usually visit these parks/recreation grounds? Please tick all that apply.

Early morning Afternoon Tea time
 Morning After school Evening

Q16 Thinking about all the parks and recreation grounds you visit overall would agree or disagree that they are green, clean and safe?

	Strongly agree	Tend to agree	Neither agree nor disagree	Tend to disagree	Strongly disagree	Don't know
Green	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Clean	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Safe	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Q17 In 2005 we introduced a Security Team to patrol the parks. In comparison to 4 years ago, how safe do you feel the parks and recreation grounds are now ?

Safer About the same Less safe Don't know

Q18 Overall, how satisfied are you with the Elmbridge Parks and Recreation Grounds?

Very satisfied	Fairly satisfied	Neither satisfied nor dissatisfied	Fairly dissatisfied	Dissatisfied
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Q19 Please let us have any comments, views or ideas you might have about the Borough's parks and recreations grounds.

Section D: Environmental Health - Taxi Licensing

Q20 Do you check that your taxi or minicab is properly licensed (i.e. displaying a taxi licence plate on the rear of the vehicle) before you get into it.

Always Sometimes Never Don't use taxis

Q21 Did you know that you can hail a taxi (hackney carriage) in Elmbridge as long as it has its 'for hire' light on, even if it isn't a black London-type cab?

Yes No

Section E: Housing and Support for Older People in Elmbridge

Q22 Are you over or under 55 years old?

Under 55 Go to end of survey 55 and over Go to Q23

Elmbridge Borough Council is developing a housing strategy for older people. The questions below will help us plan for the next fifteen years and more. Please only complete this if you are 55 or over.

Q23 Your age

55-59	<input type="checkbox"/>	65-69	<input type="checkbox"/>	75-79	<input type="checkbox"/>	85+	<input type="checkbox"/>
60-64	<input type="checkbox"/>	70-74	<input type="checkbox"/>	80-84	<input type="checkbox"/>		

Q24 What type of accommodation do you currently occupy?

House	<input type="checkbox"/>	Flat - ground floor	<input type="checkbox"/>
Bungalow	<input type="checkbox"/>	Flat - above ground floor/basement	<input type="checkbox"/>
Bedsit - ground floor	<input type="checkbox"/>	Other	<input type="checkbox"/>
Bedsit - above ground floor/basement	<input type="checkbox"/>		

Q25 How long have you lived in your current property?

Under 2 years	<input type="checkbox"/>	2 - 5 years	<input type="checkbox"/>	6 - 9 years	<input type="checkbox"/>	10+ years	<input type="checkbox"/>
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Q26 Is there anything you particularly like about your accommodation?

Q27 Is there anything you particularly dislike about your accommodation?

Q28 Is there anything you particularly like about your neighbourhood?

Q29 Is there anything you particularly dislike about your neighbourhood?

Q30 Would you prefer to remain in your current home as you get older?

Yes..... No

Q31 If you were to move from your current home, in how many years time do you think this would be?

In next 2 years Go to Q32 15-20 years Go to Q32
2 - 5 years Go to Q32 Would not consider
6-10 years Go to Q32 moving under any
circumstances Go to Q37

Q32 What type of accommodation would you consider moving into? Please tick all that apply

House *Sheltered housing.....
Bungalow Extra care sheltered housing (similar to
sheltered but with a care team onsite).....
Flat..... Residential care home ('traditional' care home) ...
Bedsit..... Other, please specify below

*Sheltered housing is self-contained housing for older people, with an emergency alarm system and sometimes a warden who regularly visits residents.

Q33 What would be your preferred tenure?

Rented.....
Owned
Shared ownership (part rented/ part owned).....
Don't know/not applicable.....

Q34 Where would you anticipate living?

Elmbridge
Elsewhere in Surrey
Another part of the Country
Abroad

Q35 For what reasons would you anticipate moving? Please tick all that apply

Moving to a smaller property Ill health and associated need for care
services
Concern about maintaining current property Need for level access e.g. bungalow, flat
Concern about maintaining garden Need to move nearer to amenities e.g. shops..
Concern about personal safety in current
neighbourhood..... To release equity in property
Need to move nearer to friends/family Other, please specify below

Q36 If you were to move, how important are the following to where you would relocate? Please tick all that apply.

	Very important	Important	Not important
Access to shops and other amenities (e.g. post office, GP surgery)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Access to public transport	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Access to friends/family	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Access to social activities (e.g. exercise classes, arts and crafts, outings etc)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Access to care and support services	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Q37 If you intend to remain in your current property for the foreseeable future, what kind of help do you think you might need? Please tick all that apply.

- | | | | |
|---------------------------|--------------------------|---|--------------------------|
| Help with cleaning..... | <input type="checkbox"/> | Help with personal care | <input type="checkbox"/> |
| Help with shopping | <input type="checkbox"/> | Meals on wheels/frozen meals service..... | <input type="checkbox"/> |
| Help with gardening | <input type="checkbox"/> | Other, please specify below | <input type="checkbox"/> |

Q38 Have you heard of the following services? Please tick all those you have heard about?

- | | | | |
|---|--------------------------|----------------------------|--------------------------|
| Telecare (sensors that monitor well-being) | <input type="checkbox"/> | Extra Care Housing | <input type="checkbox"/> |
| Community alarms (e.g. to call for help in an emergency)..... | <input type="checkbox"/> | Handy Person Service | <input type="checkbox"/> |
| Home improvement Agency/Care and Repair..... | <input type="checkbox"/> | Sheltered Housing | <input type="checkbox"/> |
| Equipment and adaptations..... | <input type="checkbox"/> | Shared ownership..... | <input type="checkbox"/> |

Q39 Do you think there is currently enough choice and support for older people in Elmbridge to remain living independently in their own home?

- Yes..... No.....

Q40 What type of choices and or support would you like to see available?

