

1. Response

In September 2016, the annual Residents' Panel survey was sent via email to 1240 Panel members and 308 members were sent the survey via post. Of the 1548 surveys sent out, responses were received from 535 Panel members, giving a response rate of 35%.

Year	No. of responses	%
2016	535	35
2015	602	38
2014	645	43
2013	544	45
2012	620	51

2. Headline Results

- 73% of respondents believe Elmbridge provides value for money.
- 86% of respondents were satisfied with the way in which we run our services.
- There has been no change in the priorities that are most important to Residents.
- Only 49% of respondents felt staff kept them informed about progress of an enquiry.
- 94% of respondents recognise Elmbridge as a 'good place to live and work'.

3. Satisfaction with our services

Residents were asked how far they agreed or disagreed that the Council provides value for money for the services for which it is responsible, 73% agreed and 19% disagreed. Both of these results show a slight change, with a 2% decrease for those who agreed and a 4% increase for those who disagreed.

Value for Money %	2012	2013	2014	2015	2016	Difference 2015 – 16
Strongly agree	10	8	7	10	8	-2
Tend to Agree	56	65	66	65	65	-
Neither agree nor disagree	26	-	-	-	-	-
Tend to Disagree	7	15	15	13	16	+3
Strongly disagree	1	3	3	2	3	+1
Don't know	N/A	10	9	10	8	-2

Residents' Panel members were asked to think about the last 12 months and let us know how satisfied they were with a number of Council services. The table below shows the percentage of respondents who said they were satisfied with the services.

In some cases, there is a higher proportion of those who ticked don't know/not sure, which can be seen in the full results in **Appendix A**.

Satisfaction with services (%)	2012	2013	2014	2015	2016	Difference 2015 – 16
Environmental Services (includes noise nuisance, food hygiene, pest control, licensing and removal of graffiti)	66	76	85	73	76	+3
Waste Collection, recycling, refuse and food collection	-	-	-	89	86	-3
Street Cleaning	-	-	-	75	66	-9
Planning Services	39	39	44	41	43	+2
Community Support Services	32	31	29	32	33	+1
Leisure and Cultural Services	60	68	68	63	64	+1
Housing Services	14	17	13	18	17	-1
Local Taxation	56	75	78	77	77	-

Residents were also asked overall how satisfied or dissatisfied they are with the way Elmbridge runs the services for which it is responsible. 86% of residents said they were satisfied with the way Elmbridge runs its services and 12% dissatisfied. This represents little change year on year but remains high.

Overall Satisfaction (%)	2012	2013	2014	2015	2016	Difference 2015 – 16
Net satisfied	79	86	88	88	86	-2
Very satisfied	18	18	16	15	13	-2
Fairly satisfied	61	68	72	73	73	-
Fairly Dissatisfied	6	9	7	10	11	+1
Very dissatisfied	1	2	2	1	1	-
Don't know	-	2	3	2	3	+1
Net dissatisfied	7	11	9	11	12	+1

Respondents were asked to provide details on areas that they weren't satisfied with. A number of comments were provided, with the main issues centring around:

- Increases in cost but no improvement in services.
- Maintenance of roads and pavements.
- Appearance of the Borough, including grass cutting and street cleaning
- Planning applications and number of developments.
- Missed refuse and recycling collections.



Most of these comments were similar to those in previous years, with the exception of grass-cutting.

3.1 Council priorities

Respondents were asked what issues are the most important for Elmbridge over the next five years. In the question they were able to tick up to three answers. The most popular were:

- Protecting the character of the area from inappropriate building development (63%)
- Working with the Police to keep crime and anti-social behaviour low (45%)
- Minimise council tax (33%)

This represents no change from 2015.

Priorities for the next five years (%)	2012	2013	2014	2015	2016	Difference 2015 – 16
Protecting the character of the area from inappropriate building development	53	52	57	62	63	+1
Working with the Police to keep crime and anti-social behaviour low	55	52	50	46	45	-1
Minimise council tax	36	41	33	35	33	-2
Providing services for our elderly residents	29	26	29	32	29	-3
Providing more affordable housing	13	17	16	23	25	+2
Helping local businesses to prosper	26	33	26	24	17	-7
Providing activities for young people	27	23	22	18	16	-2
Improving open spaces and indoor leisure facilities	16	15	19	17	18	+1
Cleaning the streets more	15	13	17	14	18	+4
Better refuse collections/recycling services	10	7	9	11	16	+5
Keeping you better informed about what we do	5	8	10	8	7	-1
Better customer service from the Council	5	4	6	7	6	-1
Monitoring pollution and licensing pubs and restaurants	7	7	8	5	8	+3

Respondents were also asked if there were any other priorities that the Council should include, over 211 comments were recorded and the most frequent suggestions included:

- Improve traffic flow and road safety.



- Working with Surrey County Council specifically around repairing the roads and pavements.
- Better verge and green spaces grass cutting.
- Ensure Streets are cleaned and litter removed.

These comments are similar to comments made in previous years.

3.2 Customer care

Residents' Panel members were asked if they had contacted the Council in the last 12 months. Where this had been the case (65%), residents were asked to indicate their reason for contact, the most common answer given was to report a problem/issue (41%), which shows an increase of 4% since 2015. Increases were seen in all reasons for contact with the exception of making a complaint, which saw a decrease of 3%.

Reason for contact (%)	2012	2013	2014	2015	2016	Difference 2015 – 16
To report an issue or problem	34	42	38	37	41	+4
To request a service	23	24	29	27	28	+1
To ask for advice/information	32	33	28	25	33	+8
To pay a bill/payment	16	16	21	18	20	+2
To make a query about a service	-	15	15	16	19	+3
To make a complaint	9	9	12	13	10	-3

Most of the 'Other' reasons given for contacting the Council included commenting on a planning matter.

Panel members were also asked the main way they had most recently contacted the Council. The majority of respondents said that they had used telephone as their method of contact (56%), with email and website also being common choices. However, all methods of contact saw minor decreases, with the exception of the respondent visiting the Council in person, which saw an increase of 3%.

Method of contact (%)	2012	2013	2014	2015	2016	Difference 2015 – 16
Telephone	52	49	44	57	56	-1
Email	20	22	23	21	20	-1
Letter	4	4	3	4	3	-1
In person	9	7	9	9	12	+3
Website	14	18	18	28	28	-
Social Media	-	-	-	-	1	-

Those who did not make contact through an online channel were asked if they would have been happy to contact us via the website and 44% agreed. The most common reason for not contacting the Council in this way was that the respondent 'preferred to speak to someone (65%).



Residents' Panel members were asked to rate their experience of contacting the Council on a number of criteria. All the questions had a proportion of 'not applicable/don't know' responses.

The table below shows the percentages of respondents who agreed with each of the statements compared to previous years.

Customer Service (%)	2012	2013	2014	2015	2016	Difference 2015 – 16
I waited an acceptable amount of time	75	78	80	80	82	+2
I was able to speak/write to an appropriate member of staff/services without difficulty	75	75	77	76	73	-3
I dealt with an acceptable number of people to get the service I required	70	71	74	70	73	+3
The number of times I had to contact the Council was acceptable	74	76	73	75	76	+1
I was treated fairly	76	78	77	76	81	+5
I felt confident that my privacy was fully protected	66	68	71	71	75	+4
Staff were competent/capable	76	74	71	72	75	+4
Staff were polite	79	77	77	78	84	+6
Staff kept me informed about progress	40	48	50	45	49	+4
The information I received was accurate and comprehensive	65	65	66	63	70	+7
The final outcome of my query/complaint was satisfactory	63	64	68	64	66	+2
Staff handled any problems or queries in a satisfactory way	67	68	68	62	67	+5

This year the criteria that asked about the accuracy and comprehensiveness of information were combined, therefore the two scores from previous years have been averaged and included in the table to provide a comparison to previous years.

Results for most of the criteria have seen a reasonable increase since 2015. While there has been an increase in the number of people who felt that they were kept informed of progress, the result is still significantly lower than the others.

Overall, 80% of respondents who had contacted the Council in the last 12 months stated that they were satisfied with the way they were treated as a customer.

Panel members were also given the opportunity to note any comments where they had been dissatisfied with the service they had received, common answers included:



- Not kept up to date on progress/no feedback given on actions taken
- Had to contact the council several times
- Still awaiting a reply

These reasons were similar to last year.

4. Communicating with you

Respondents were asked about their internet usage and the ways that they kept up to date with news from the Council, with 89% of respondents saying that they have access to the internet. The different ways that Panel members access the internet can be seen in the table below.

Method of contact (%)	2015	2016	Difference 2015 – 16
PC/laptop (including notebooks, netbooks and ultrabooks)	93	89	-4
iPad or other tablet	49	53	+4
Mobile phone or other handheld device	47	47	-
Other	2	2	-

Panel members were also asked questions about their website usage, with the majority of respondents (49%) saying that they visited the website several times a year.

This year the possible answers were slightly changed to better represent the frequency of visits. In this case, the results in previous years for visiting the website 'everyday' and 'several times a week' have been combined so a year on year comparison can be made.

Visiting the website (%)	2014	2015	2016	Difference 2015 – 16
At least once a week	5	2	3	+1
Several times a month	13	11	10	-1
Several times a year	48	47	49	+2
Less often	26	33	32	-1
Never	8	8	7	-1

Respondents were also asked the main reasons for visiting the Council website. Of those who responded, most used the website to access information on planning (33%) and recycling (14%).



Reason for Visiting the website (%)	2014	2015	2016	Difference 2015 – 16
Check bin collection	6	16	6	-10
Recycling information	12	20	14	-6
Planning information	29	38	33	-5
Contact details	8	15	8	-7
Find out about events	7	18	8	-10
Report a problem	10	16	8	-8
Council Tax information	3	7	3	-4
Pay for a service	8	11	9	-2
Read Council news	3	6	2	-4
Leisure/open spaces information	4	7	3	-4
Other	10	9	5	-4

The most common 'Other' reason stated for using the website was finding information on parking.

This year the Panel were asked about what ways they received information about the Council and how often they used each method. This was the first year this question asked about the frequency.

Ways of receiving information about the Council (%)	At least once a week	Several times a month	Several times a year	Less often	Never
Local newspapers	12	7	16	20	44
Local radio	3	3	5	17	73
Council magazine (The Elmbridge Review)	3	7	47	26	17
Free local magazines	3	7	35	23	33
Council noticeboards	2	8	19	27	44
Council website	2	8	45	23	21
Public meetings	0	1	8	38	54
Facebook	1	2	3	7	87
Twitter	3	2	3	4	88
Streetlife	7	7	6	8	72
By email	1	4	27	27	40
Local websites	1	4	17	19	59
Flyer sent to your home	1	4	30	38	27
E:review (Council digital newsletter)	0	3	16	15	66

While many respondents said that they never use the methods of receiving information about the council, 64% felt that the Council keeps them informed. It should be noted that many respondents did not answer all of the sub-questions.

The most popular ways that respondents received information about the Council was through The Elmbridge Review, our website and flyers, with the majority of people saying they used them at least several times a year.



4.1 New Website

Following the launch of our new website in July 2016, new questions around the ease of use were added to the survey. 40% of respondents stated that they had used the new website since July, with 86% stating it was easy to access what they were looking for on it.

Reasons given for finding the new website difficult to access information and services on included the change in layout, headings and links, and information no longer being available.

5. Social Media

For the third year running the Panel were asked about their use of social media, as it is becoming an increasingly popular method of contacting the Council.

When asked if they used social media, 44% stated that they did, which is no change from 2015.

The most popular type of social media was Facebook (77%) and the other results can be seen below.

Types of social media (%)	2014	2015	2016	Difference 2015 – 16
Twitter	38	38	40	+2
Facebook	84	79	77	-2
Pinterest	10	10	14	+4
Instagram	8	11	18	+7
Snapchat	-	-	4	-
Streetlife	18	34	42	+8
YouTube	39	28	37	+9
Flickr	7	2	3	+1
Other	4	2	1	-1

It should also be noted that Facebook remains the most popular type of social media, popularity of Streetlife and Twitter are continuing to increase. 75% of respondents who said they used social media stated that they followed the main Council Twitter account, while 32% followed the Your Elmbridge Facebook page.

When asked what they would like us to post on social media the top five answers were:

- News
- Events
- Emergency information
- Planning
- Consultations



6. National trends and benchmarking (LG Inform)

For the past 3 years, Panel members have been asked two questions based on satisfaction questions contained in guidance issued by the Local Government Association.

Each year the LGA collects information on Residents Satisfaction through the LG Inform and we are able to access this data to provide a comparison with our Residents Panel Annual Survey results.

It must be noted however, that the data provided by the LGA is based on surveys that have been collected through a random selection of residents and not a panel. As our data is collected through a Panel, we are unable to upload our data onto LG Inform and is not directly comparable the that which is on the site.

Below are two comparison tables for the pre-release data we are able to access for 2015/16 (2016/17 data will be available in 2017):

Percentage of people who think their local council provides value for money (including those that answered 'don't know) (2015/16)

Area	Strongly agree	Tend to agree	Net agreement
Elmbridge	10	65	75
Bournemouth	7	44	51
Chesterfield	14	46	60
East Hertfordshire	3	41	44
Northumberland	3	32	35
Stevenage	7	38	45
Tandridge	5	45	50
Wirral	3	30	33
Average (Excluding Elmbridge)	6	39	45

Percentage of people who are satisfied with their area as a place to live (including those that answered 'don't know) (2015/16)

Area	Very Satisfied	Fairly Satisfied	Net satisfaction
Elmbridge	52	41	93
Bournemouth	33	49	82
Chesterfield	37	50	87
East Hertfordshire	37	51	88
Northumberland	28	48	76
Stevenage	21	58	79
Tandridge	37	50	87
Wirral	29	50	79
Average (Excluding Elmbridge)	32	51	83

While not directly comparable, these results demonstrate that satisfaction in Elmbridge remains high and compares favourably to other local authorities.



Residents' Panel Survey 2016

Elmbridge Borough Council is an organisation of 400 staff, 48 Councillors and countless volunteers.

As a Borough Council, Elmbridge is responsible for services such as waste collection and recycling, housing, planning, community support services, parks, playgrounds and green spaces.

As an organisation at the centre of the Elmbridge community, we are committed to delivering our vision for a confident, cohesive and thriving Elmbridge.

While we work closely with Surrey County Council on many areas, they are responsible for education, social care, transport planning, local highways and pavements, fire services, consumer protection and libraries.

Please remember to put your Residents' Panel ID code in the box below.

ID
code

Section 1: Satisfaction with our services

Elmbridge Borough Council is committed to providing a high standard of service and delivering good value for money to its residents. In order to do this we need to know how satisfied you are with the services we deliver.

1	To what extent do you agree or disagree that Elmbridge Borough Council provides value for money for the services for which it is responsible?									
	43 (8%)	Strongly agree	347 (65%)	Tend to agree	84 (16%)	Tend to disagree	14 (3%)	Strongly disagree	45 (8%)	Don't know

2 **To what extent do you think Elmbridge Borough Council acts on the concerns of local residents?**
 41 (8%) A great deal 315 (60%) A fair amount 110 (21%) Not very much 13 (2%) Not at all 50 (9%) Don't know

3 **Please look at the statements below (listed in no particular order) and indicate which THREE you think are the most important for Elmbridge over the next five years.**

32 (6%)	Better customer service from the Council	41 (8%)	Monitoring pollution and licensing pubs and restaurants
38 (7%)	Keeping you better informed about what we do	94 (18%)	Improving open spaces and indoor leisure facilities
94 (18%)	Cleaning the streets more regularly	335 (63%)	Protecting the character of the area from inappropriate building development
243 (45%)	Working with the Police to keep crime and anti-social behaviour low	83 (16%)	Better refuse collections/recycling services
155 (29%)	Providing services for our elderly residents	132 (25%)	Providing more affordable housing
175 (33%)	Minimise council tax increases	91 (17%)	Helping local businesses to prosper
85 (16%)	Providing activities for young people		

4 **Are there any other key priorities that Elmbridge Borough Council should include? Please specify below.**
 211 (100%)

5 **Thinking about the LAST 12 MONTHS and your personal experience, please indicate whether you are satisfied or dissatisfied with each of the services provided by Elmbridge Borough Council.**

	Very satisfied	Fairly satisfied	Fairly dissatisfied	Very dissatisfied	Not used/Don't know
Environmental Services e.g. noise nuisance, food hygiene, pest control, licensing and recycling, removal of graffiti	106 (20%)	296 (56%)	28 (5%)	8 (2%)	89 (17%)
Waste collection (recycling, refuse and food collection)	215 (41%)	234 (45%)	56 (11%)	16 (3%)	3 (1%)

9 **Which of these describes the reasons why you made your most recent contact with the Council? (Please tick all that apply)**

95 (28%)	To request a service	69 (20%)	To pay a bill/make a payment
112 (33%)	To ask for advice/information	64 (19%)	To make a query about a service
142 (41%)	To report a problem/issue	24 (7%)	Other (please tick and specify below)
33 (10%)	To make a complaint		

21 (100%)

10 **How did you contact the Council? (Please tick the main way you contacted the Council. Tick ONE box)**

193 (56%)	By telephone	43 (12%)	In person
70 (20%)	By email	98 (28%)	Via the Council's website
9 (3%)	By letter	3 (1%)	Via social media

11 **Would you have been happy to contact us via our website?**

108 (44%)	Yes	137 (56%)	No
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12 **On this occasion, why did you decide not to contact us via the website?**

26 (11%)	Did not have access to the internet	19 (8%)	Did not know how to contact online
152 (65%)	Prefer to speak to someone	50 (21%)	Other (please tick and specify below)

51 (100%)

13 **Thinking about your most recent contact with the Council, to what extent do you agree or disagree with the following statements?**

	Strongly agree	Tend to agree	Tend to disagree	Strongly disagree	NA/Don't know
I waited an acceptable amount of time	110 (33%)	163 (49%)	24 (7%)	15 (5%)	20 (6%)
I was able to speak/write to an appropriate member of staff/service without difficulty	110 (33%)	134 (40%)	32 (10%)	17 (5%)	38 (11%)
I dealt with an acceptable number of people to get the service I required	110 (33%)	130 (40%)	34 (10%)	11 (3%)	44 (13%)

The number of times I had to contact Elmbridge Borough Council was acceptable	114 (35%)	134 (41%)	38 (12%)	18 (5%)	25 (8%)
I was treated fairly	126 (38%)	141 (43%)	18 (5%)	8 (2%)	38 (11%)
I felt confident that my privacy was fully protected	113 (34%)	134 (41%)	8 (2%)	3 (1%)	70 (21%)
Staff were competent/capable	113 (34%)	135 (41%)	33 (10%)	11 (3%)	38 (12%)
Staff were polite	144 (44%)	131 (40%)	8 (2%)	2 (1%)	42 (13%)
Staff kept me informed about progress	67 (21%)	90 (28%)	41 (13%)	23 (7%)	100 (31%)
The information I received was accurate and comprehensive	100 (31%)	127 (39%)	46 (14%)	14 (4%)	38 (12%)
The final outcome of my query/complaint was satisfactory	105 (32%)	112 (34%)	45 (14%)	33 (10%)	36 (11%)
Staff handled any problems or queries in a satisfactory way	106 (32%)	115 (35%)	44 (13%)	18 (5%)	46 (14%)

14 **Thinking about your most recent contact with the Council, overall how satisfied or dissatisfied were you with the way you were treated as a customer?**

- 126 (37%) Very satisfied
- 145 (43%) Fairly satisfied
- 43 (13%) Fairly dissatisfied
- 18 (5%) Very dissatisfied
- 9 (3%) Don't know

15 **Please could you tell us why you were dissatisfied with the service you received?**

55 (100%)

Section 2: Communicating with you

- 16 **Do you have access to the internet?**
 473 (89%) Yes 60 (11%) No
- 17 **How do you access the internet? (Please tick all that apply)**
 420 (89%) PC/laptop 251 (53%) iPad or other tablet
 220 (47%) Mobile phone or other handheld device 9 (2%) Other
- 18 **How often do you visit Elmbridge Borough Council's website?**
 12 (3%) At least once a week
 45 (10%) Several times a month
 229 (49%) Several times a year
 151 (32%) Less often
 35 (7%) Never
- 19 **What did you last use the website for?**
 24 (6%) Check my bin collection 15 (3%) Council tax
 61 (14%) Recycling information 38 (9%) Pay for a service
 143 (33%) Planning information 9 (2%) Read Council news
 36 (8%) Find contact details 15 (3%) Leisure/open spaces
 36 (8%) Find out about events in Elmbridge 21 (5%) Other **(please tick and specify below)**
 36 (8%) Report a problem
 25 (100%)
- 20 **Have you used the Council's new website (launched in July)?**
 174 (40%) Yes 264 (60%) No

21 **Thinking about the most recent time you used the Council's new website, how easy or difficult was it for you to access what you were looking for?**

47 (27%) Very easy
 103 (59%) Fairly easy
 18 (10%) Fairly difficult
 7 (4%) Very difficult

22 **Please could you tell us what you found difficult about using the website? What were you unable to find/use?**

24 (100%)

23 **How often do you use the following to receive information about Elmbridge Borough Council?**

	At least once a week	Several times a month	Several times a year	Less often	Never
Local newspapers	61 (12%)	35 (7%)	82 (16%)	99 (20%)	220 (44%)
Local radio	13 (3%)	12 (3%)	23 (5%)	75 (17%)	328 (73%)
Council magazine (The Elmbridge Review)	16 (3%)	36 (7%)	235 (47%)	129 (26%)	85 (17%)
Free local magazines	13 (3%)	34 (7%)	172 (35%)	113 (23%)	162 (33%)
Council noticeboards	11 (2%)	38 (8%)	92 (19%)	134 (27%)	213 (44%)
Council website (elmbridge.gov.uk)	12 (2%)	41 (8%)	219 (45%)	109 (23%)	103 (21%)
Public meetings	2 (0%)	3 (1%)	37 (8%)	183 (38%)	260 (54%)
Facebook	7 (1%)	10 (2%)	13 (3%)	32 (7%)	414 (87%)
Twitter	14 (3%)	10 (2%)	15 (3%)	19 (4%)	421 (88%)
Streetlife	32 (7%)	34 (7%)	29 (6%)	40 (8%)	353 (72%)
By email	7 (1%)	20 (4%)	131 (27%)	133 (27%)	193 (40%)
Local websites	7 (1%)	17 (4%)	80 (17%)	91 (19%)	275 (59%)
Flyer sent to your home	6 (1%)	20 (4%)	148 (30%)	186 (38%)	136 (27%)
e:review (Council digital newsletter)	2 (0%)	14 (3%)	74 (16%)	70 (15%)	313 (66%)

24 **Overall, how well do you think the Council keeps you informed?**

65 (12%)	Keeps me well informed	32 (6%)	Doesn't tell me about what it does
274 (52%)	Keeps me fairly informed	37 (7%)	Don't know
121 (23%)	Only gives me a limited amount of information		

25 **Please could you tell us a bit more about what you don't feel you're kept informed of?**

120 (100%)

Section 3: Social Media

- 26 **Do you use social media? e.g. Twitter, Facebook, Instagram, Streetlife**
 235 (44%) Yes 296 (56%) No
- 27 **If yes, what types of social media do you use? (Please tick all that apply)**
 93 (40%) Twitter 98 (42%) Streetlife
 182 (77%) Facebook 87 (37%) YouTube
 32 (14%) Pinterest 7 (3%) Flickr
 42 (18%) Instagram 3 (1%) Other (please tick and specify below)
 9 (4%) Snapchat
 2 (100%)
- 28 **When do you mainly use social media?**
 74 (31%) All day 49 (21%) Once a day
 10 (4%) Morning 51 (22%) A few times a week
 32 (14%) Evening 20 (8%) I have an account but rarely use it
- 29 **Do you follow or look at any of the following Elmbridge social media accounts? (Please tick all that apply)**
 47 (75%) @ElmbridgeBC 0 (0%) ElmbridgeBC Instagram account
 3 (5%) @DiscoverElmb 20 (32%) Your Elmbridge Facebook page
 4 (6%) @EnterpriseElmb 5 (8%) Elmbridge Shout! Holiday Activities Facebook page
- 30 **What topics would you like us to post about on social media?(Please tick all that apply)**
 156 (76%) News 126 (61%) Planning
 96 (47%) Consultations 133 (65%) Emergency information
 139 (67%) Events 90 (44%) Places to visit
 50 (24%) Democracy 59 (29%) Budget information

86 (42%) Community Safety
44 (21%) Jobs

62 (30%) Information about local businesses
9 (4%) Other **(please tick and specify below)**

11 (100%)

Section 4: Your neighbourhood

In this section we want to know what you think of your local neighbourhood. When answering please consider your local area to be the area within 15 - 20 minutes walking distance of your home.

31 **To what extent are you satisfied with your local area as a place to live?**

266 (50%) Very satisfied
228 (43%) Fairly satisfied
26 (5%) Fairly dissatisfied
10 (2%) Very dissatisfied
1 (0%) Don't know

32 **To what extent do you agree that Elmbridge is a good place to live and work?**

265 (50%) Strongly agree
234 (44%) Tend to agree
18 (3%) Tend to disagree
5 (1%) Strongly disagree
9 (2%) Don't know

33 **If you would like to receive our monthly e-newsletter please provide us with your email address below.**

273 (100%)

Thank you for completing this survey. If you would like to be entered into our prize draw please ensure that you have entered your Residents' Panel ID number at the beginning of this survey.

To submit the survey, please click the button below.