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# Elmbridge

## Knowing Our Communities

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2017



**Elmbridge**  
Borough Council  
*... bridging the communities ...*

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**This document and other Council services can be accessed at [elmbridge.gov.uk](http://elmbridge.gov.uk).**

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# Introduction

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This document draws together information and intelligence about Elmbridge and its residents with the purpose of providing the Council, our partners, businesses and residents with an overview of the demographic characteristics of the place and the people that live in Elmbridge.

The aim of the document is to work as a reference to inform our Council planning process, decision-making and customer focus. It is not designed to outline our policies and strategies.

Please note that where applicable actual figures in this document are rounded to the nearest 10 and therefore may not sum.

In addition to this document it is recommended that readers refer to the [Surrey-i website](#), as the database is regularly updated and its contents expanded. Surrey-i contains multiple data sets, information, specialist reports, summary analysis and headline statistics, covering Surrey's demographics, economy and public services.

# Place

## Key facts:

Close to London, M25, Heathrow and Gatwick airports.

Significantly higher number of properties in Council Tax bands G and H than other Surrey boroughs and districts.

The majority of dwellings in Elmbridge are either detached or semi-detached houses or bungalows, the average house price is £505,000.

Thriving cultural scene with a number of heritage sites.

## Location and geography

Map of Elmbridge Borough



# Elmbridge - Location and geography



**17 miles**

south west of  
central London  
in north Surrey



**Close to**

Central London,  
Heathrow and  
Gatwick airports,  
the M3, M25, M23  
and the A3



**5 towns**

Cobham, Esher, Molesey,  
Walton-on-Thames and  
Weybridge

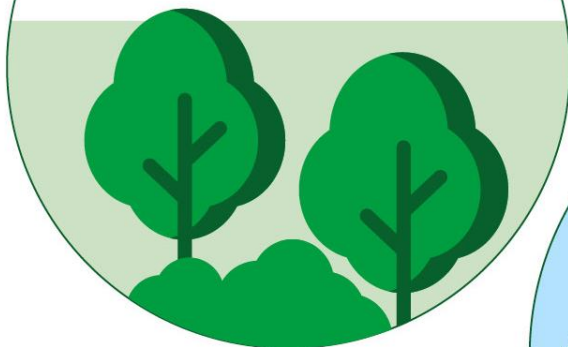


**8 villages and  
communities of**

Claygate, Hersham, Hinchley  
Wood, Long Ditton, Thames  
Ditton, Oatlands, Oxshott and  
Stoke D'Abernon

**57%**

of Elmbridge is green belt



Some areas are at a

**high risk of  
flooding**



The **River Thames** flows through the north of the Borough,  
along with a number of other rivers and waterways.

## Council tax bands

Number of properties in each Council Tax band by area <sup>1</sup>									
Local Authority	A	B	C	D	E	F	G	H	Total Properties
<b>Elmbridge</b>	<b>380</b>	<b>1,770</b>	<b>7,530</b>	<b>13,310</b>	<b>10,860</b>	<b>7,760</b>	<b>11,170</b>	<b>4,020</b>	<b>56,810</b>
Epsom & Ewell	160	1,210	5,110	8,870	7,630	4,580	3,950	140	31,660
Guildford	1,070	3,390	11,750	15,870	9,910	6,440	7,330	1,710	57,460
Mole Valley	1,630	2,470	3,900	7,950	7,000	6,100	7,510	1,000	37,560
Reigate & Banstead	1,060	3,720	11,780	17,080	10,570	7,200	7,220	1,040	59,660
Runnymede	1,580	1,320	6,680	11,190	6,590	3,940	2,900	1,070	35,280
Spelthorne	430	1,620	8,720	14,450	9,960	4,550	2,080	110	41,910
Surrey Heath	580	2,080	5,810	9,590	6,610	5,660	4,970	490	35,790
Tandridge	910	2,150	4,960	8,630	7,350	4,760	6,070	1,190	36,030
Waverley	960	3,270	9,630	12,320	9,270	6,770	8,150	2,030	52,390
Woking	320	3,320	10,500	11,950	6,010	4,160	5,020	720	41,990
<b>Surrey</b>	<b>9,080</b>	<b>26,300</b>	<b>86,380</b>	<b>131,220</b>	<b>91,750</b>	<b>61,920</b>	<b>66,380</b>	<b>13,520</b>	<b>486,540</b>

In 2016/17 Elmbridge had a collection rate of 98% for Council Tax and 98.9% for Business Rates.<sup>2</sup>

<sup>1</sup> Table CTSOP1.0: Number of properties by Council Tax band and region, county and local authority district, September 2016, Valuation Office Agency.

<sup>2</sup> Elmbridge Council Tax Data, April 2017.

# Housing

Dwelling Type <sup>3</sup>	
Category	Number of dwellings
Whole house or bungalow: Detached	18,820 (33.7%)
Whole house or bungalow: Semi-detached	14,250 (25.5%)
Whole house or bungalow: Terraced (including end-terrace)	9,390 (16.8%)
Flat, maisonette or apartment: Purpose-built block of flats or tenement	10,940 (19.6%)
Flat, maisonette or apartment: Part of a converted or shared house (including bed-sits)	1,490 (2.7%)
Flat, maisonette or apartment: In a commercial building	850 (1.5%)
Caravan or other mobile or temporary structure	50 (0.1%)
<b>Total</b>	<b>55,730</b>

## Median House Price



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<sup>3</sup> 2011 Census (KS401EW - Dwellings, household spaces and accommodation type), 2011, Office for National Statistics

<sup>4</sup> Table 2.1, Strategic Housing Market Assessment for Kingston upon Thames and North East Surrey Authorities, June 2016, Cobweb Consulting

Housing Tenure <sup>5</sup>	
Category	Number of households
Owned outright	18,120
Owned with a mortgage or loan or shared ownership	20,930
Social rented	5,220
Private rented or living rent free	8,650
<b>Total</b>	<b>52,920</b>

500 long term empty homes (0.9% of total dwellings)<sup>6</sup>

9,480 new homes are required to meet housing demand in Elmbridge between 2015 and 2035, this equates to 474 per annum.<sup>7</sup>

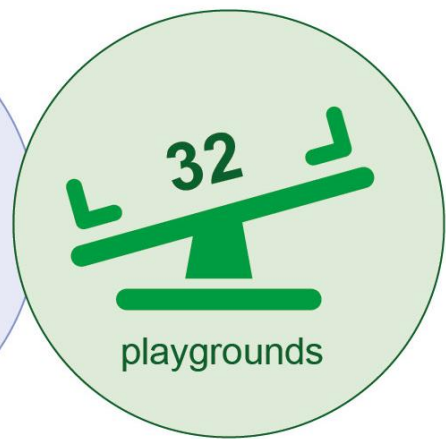
<sup>5</sup> 2011 Census (LC4405EW - Tenure by household size by number of bedrooms), 2011, Office for National Statistics

<sup>6</sup> CBT1 Forms, October 2016, Elmbridge Borough Council

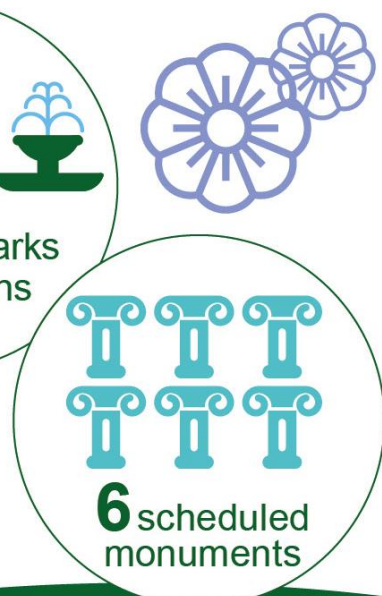
<sup>7</sup> Shaping Elmbridge: A New Local Plan: Strategic Options Consultation, December 2016, Elmbridge Borough Council



# Elmbridge - Leisure and culture



**20** countryside sites covering **550** hectares



# People

## Key facts:

Elmbridge has a population of 132,670.

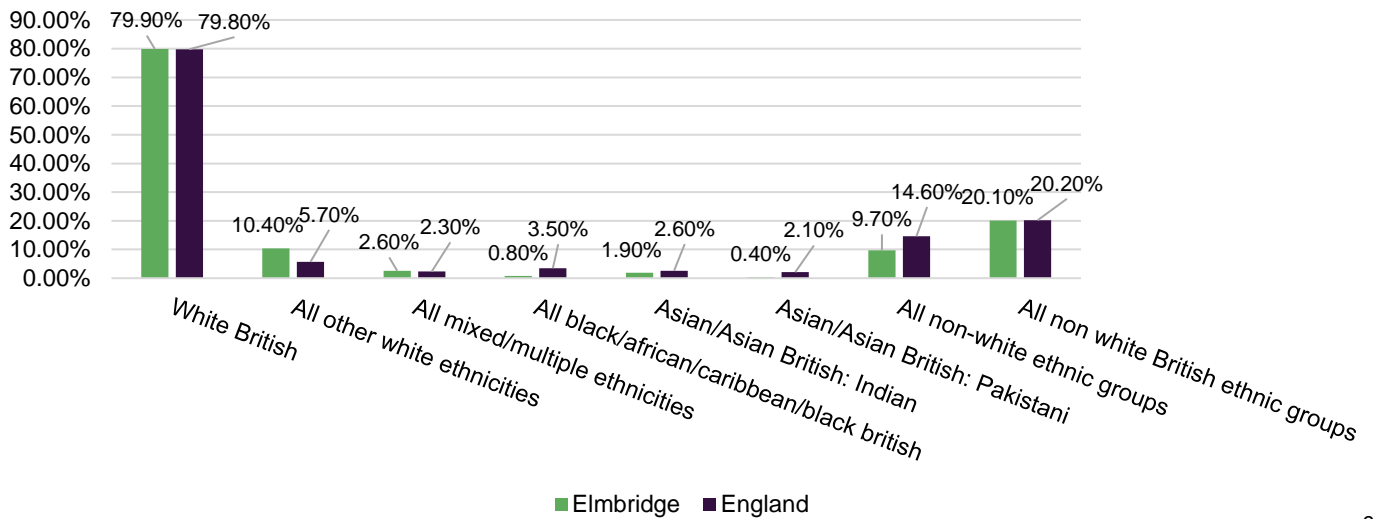
59.2% have a higher education qualification.

The health of people in Elmbridge is generally better than the England average and the level of deprivation is significantly lower than the rest of England.

## Population

Age & Gender Profile <sup>8</sup>			
	Female	Male	Total
Children (0-15)	14,530	15,300	29,830 (22.5%)
Working age (16-64)	40,800	38,320	79,110 (59.6%)
Older people (65+)	13,260	10,460	23,720 (17.9%)
<b>Total</b>	<b>68,590 (51.7%)</b>	<b>64,090 (48.3%)</b>	<b>132,670</b>

### Ethnicity in Elmbridge and England

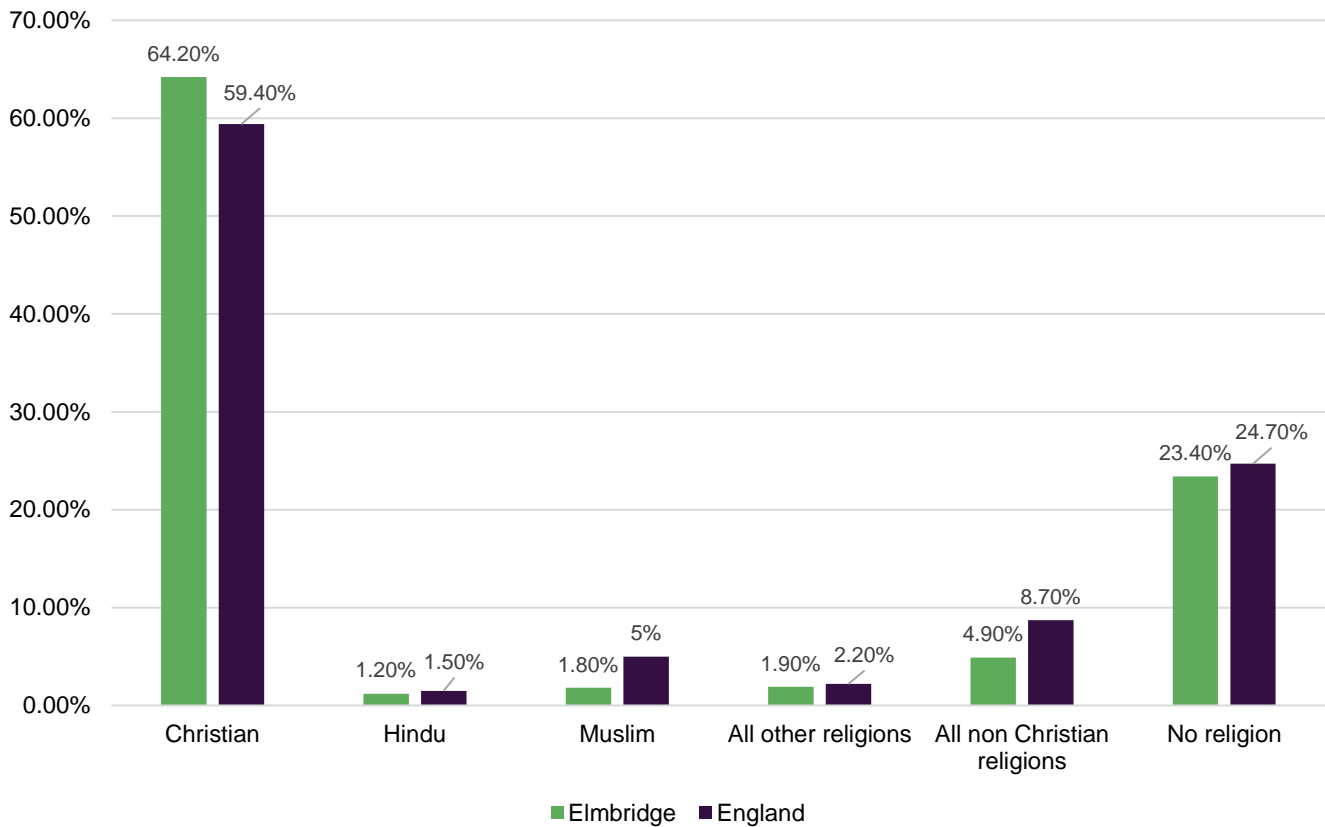


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<sup>8</sup> Population estimates by broad age and gender, July 2016, Office for National Statistics

<sup>9</sup> 2011 Census key statistics (Ethnicity), 2011, Office for National Statistics

## Religion in Elmbridge and England



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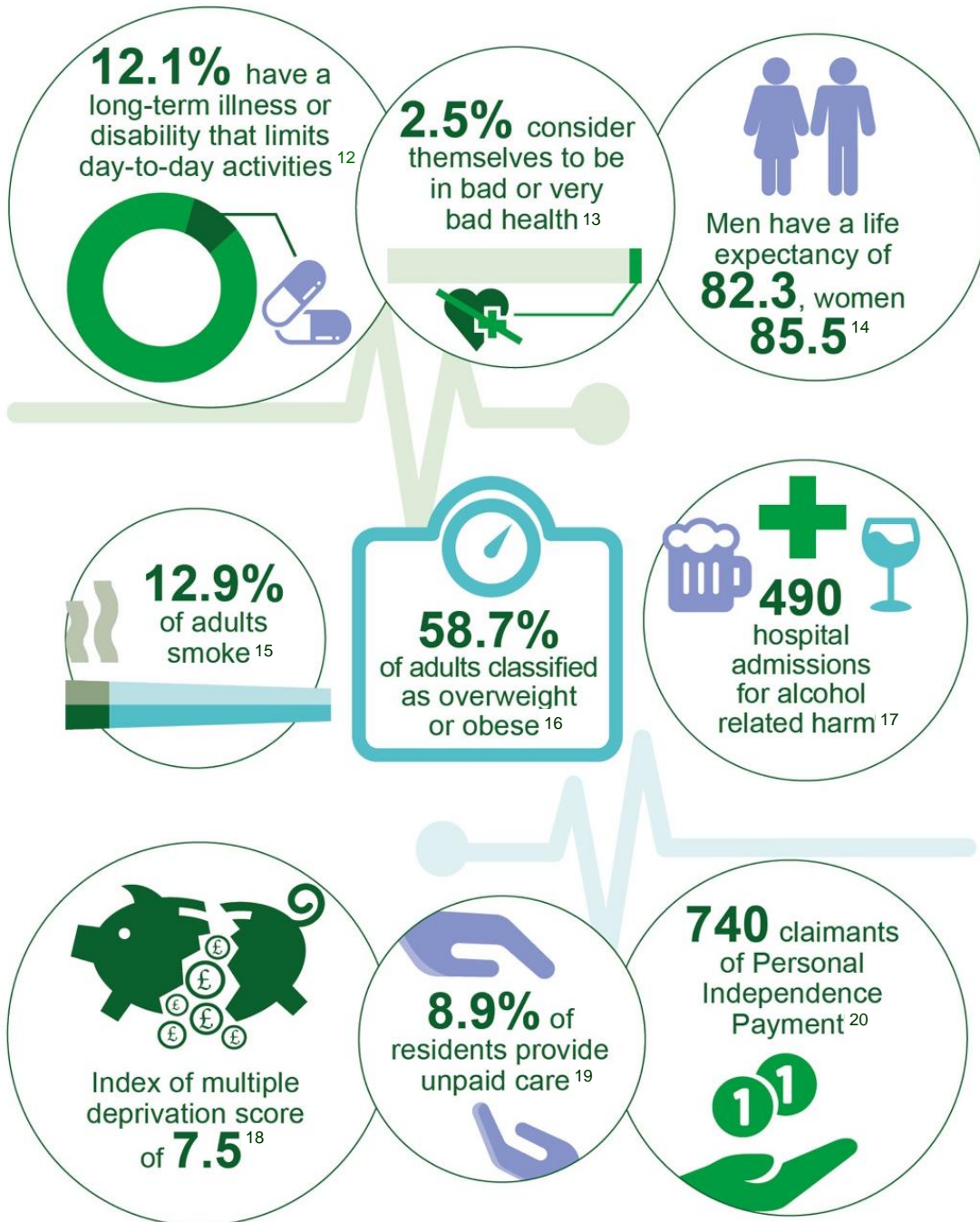
### Individuals aged 16-64 with a higher education qualification<sup>11</sup>

	Number	Percentage of population
Elmbridge	46,400	59.2%
South East	2,182,500	39.8%
England	12,594,200	36.8%

<sup>10</sup> 2011 Census key statistics (Religion), 2011, Office for National Statistics

<sup>11</sup> Annual Population Survey, December 2015, Office for National Statistics

# Elmbridge - Health



<sup>12</sup> 2011 Census key statistics (Disability and Health), 2011, Office for National Statistics

<sup>13</sup> Ibid.

<sup>14</sup> Elmbridge Health Profile, 2015, Public Health England

<sup>15</sup> Ibid.

<sup>16</sup> Ibid.

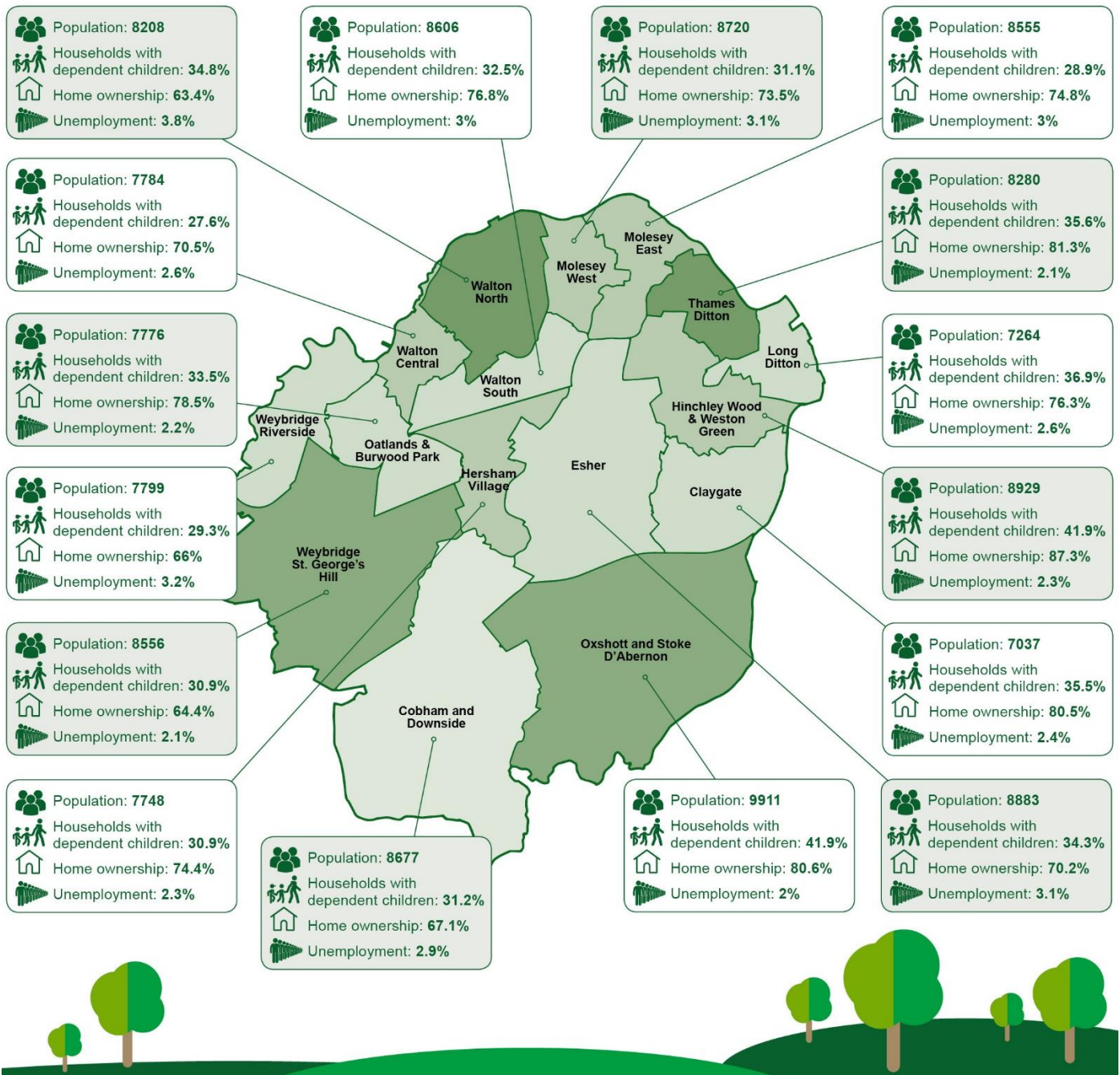
<sup>17</sup> Ibid.

<sup>18</sup> Ibid.

<sup>19</sup> 2011 Census key statistics (Carers), 2011, Office for National Statistics

<sup>20</sup> Disability Living Allowance and Personal Independence Payment by age - cases in payment, September 2016, DWP Information and Analysis Directorate

# Ward Summary<sup>21</sup>



<sup>21</sup> Data from the following sources has been aggregated to 2016 wards on a best fit basis by the Surrey-i team and the estimates may differ from any subsequently produced by the Office for National Statistics:

- Mid-2014 Population Estimates for Census Output Areas in the South East region of England by Single Year of Age and Sex, 2015, Office for National Statistics.
- 2011 Census key statistics for Census Output Areas, 2011, Office for National Statistics.

# Economy

## Key facts:

75.3% of Elmbridge's residents are economically active, and on average have significantly higher earnings than the England average.

9,600 residents work as corporate managers and directors.

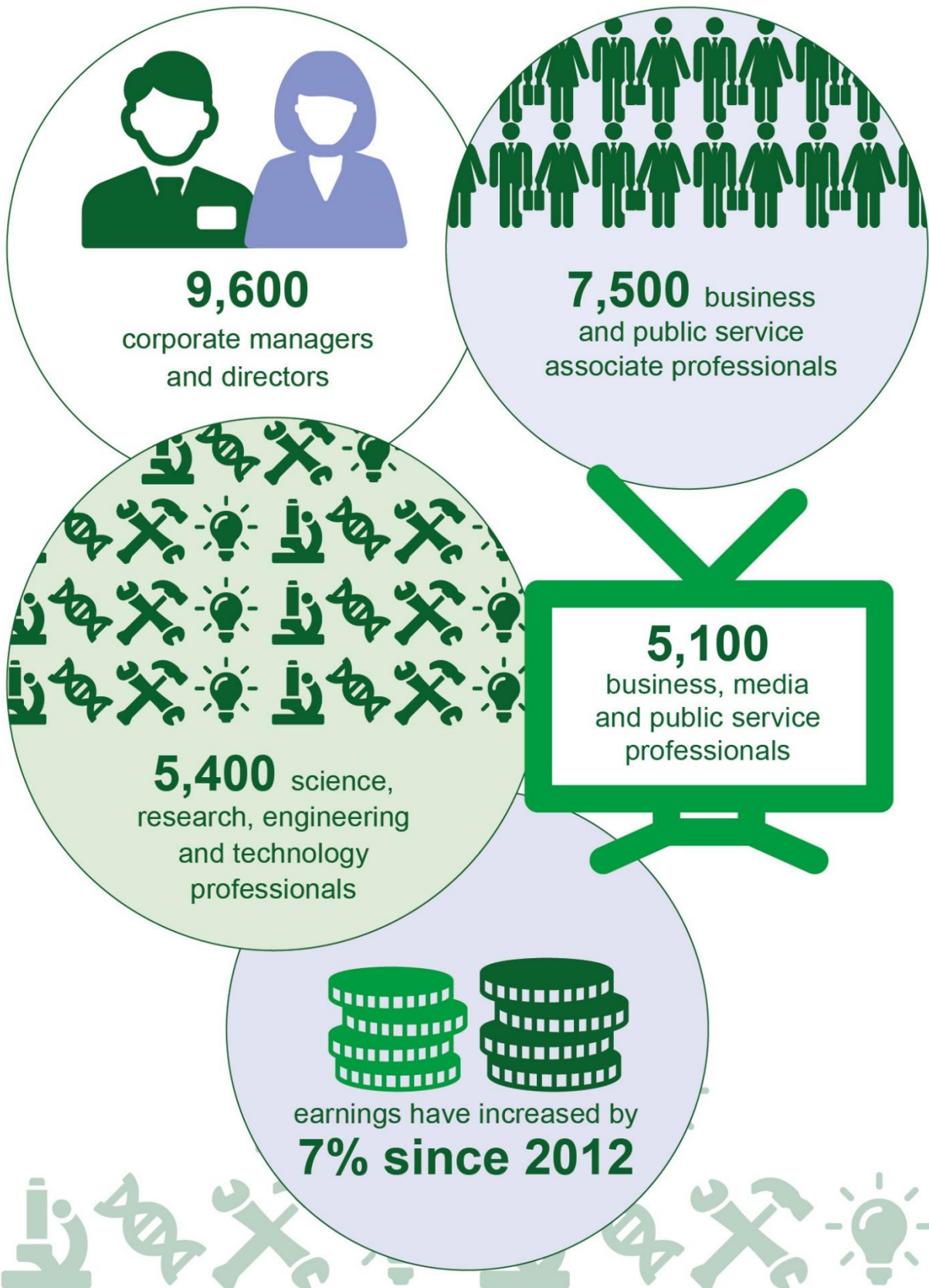
5,560 Housing Benefit claimants and 5,360 Council Tax support claimants.

Elmbridge has 9,450 active businesses and was rated 16<sup>th</sup> in the 2016 UK Competitiveness Index.

## Employment

Economic Activity <sup>22</sup>			
	Female	Male	Total
Economically active	28,000 (68.2%)	33,000 (82.6%)	61,000 (75.3%)
In employment	27,200 (66.2%)	32,100 (80.1%)	59,300 (73.1%)
Employees	21,000 (50.5%)	25,200 (65.7%)	46,300 (58.0%)
Self employed	6,200 (15.7%)	6,800 (14.3%)	13,000 (15.0%)
Economic Inactivity			
Economically inactive	19,100 (24.7%)		
Student	7,700 (40.3% of those economically inactive)		
Looking after family/home	7,500 (39.3% of those economically inactive)		

<sup>22</sup> Annual Population Survey, September 2016, Office for National Statistics



<sup>23</sup> Annual Population Survey, September 2016, Office for National Statistics

Earnings and Hours <sup>24</sup>				
	Female		Male	
	Gross annual pay	Total hours worked	Gross annual pay	Total hours worked
Elmbridge	£23,488	34.1	£40,014	37.5
England	£18,000	33.9	£28,801	37.5

In Elmbridge, there are 470 claimants of out-of-work benefits, this constitutes 0.6% of the resident population who are of working age. 280 of these claimants are male while 190 are female.<sup>25</sup>

## Council Tax and Housing Benefit

5,560 claimants in total: 3,850 social housing tenants; 1,700 private rented tenants<sup>26</sup>

5,360 in receipt of Council Tax Support: 2,940 working age; 2,420 older people<sup>27</sup>

<sup>24</sup> Annual Population Survey, September 2016, Office for National Statistics

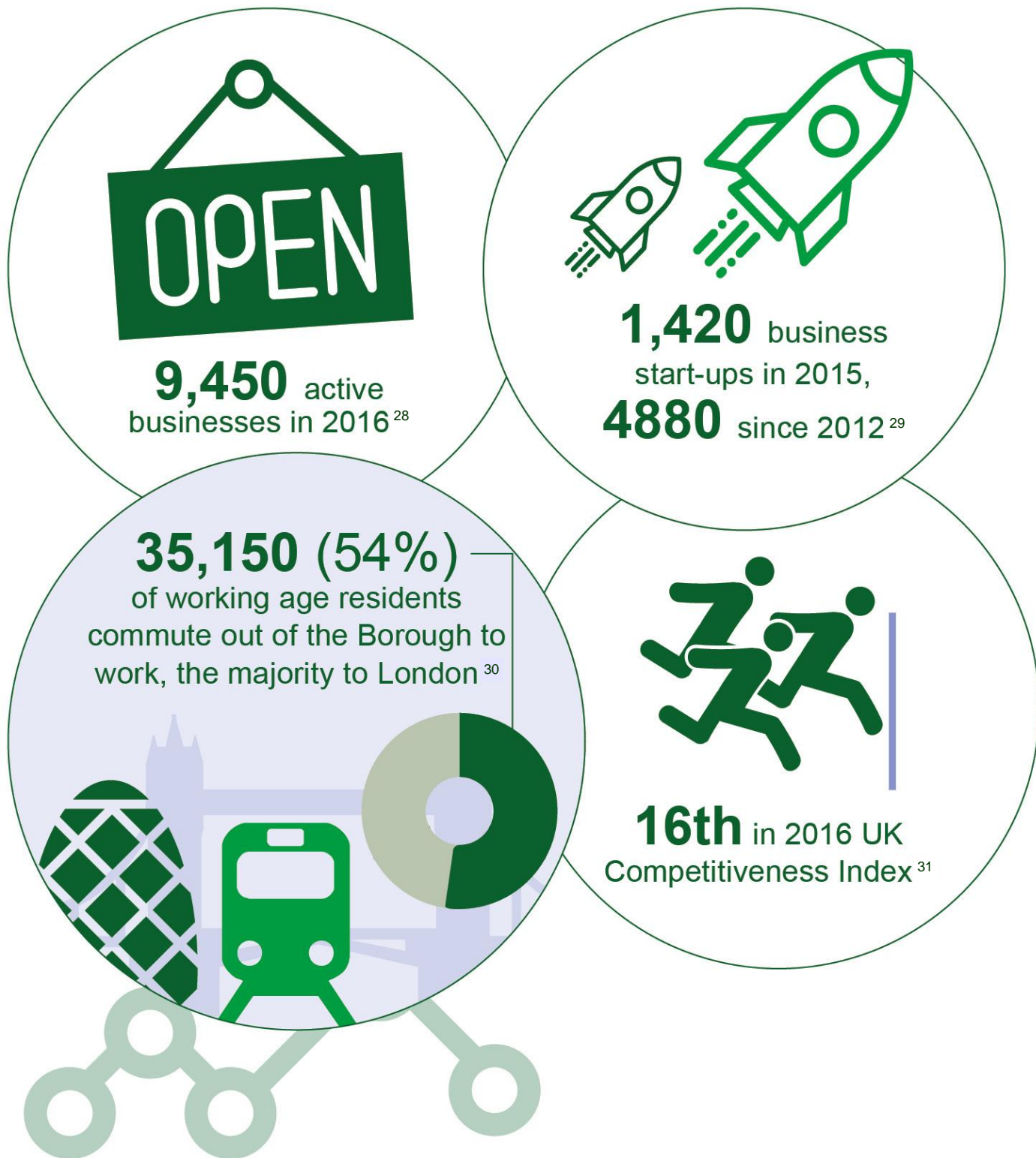
<sup>25</sup> Claimant count by sex and age, February 2017, Office for National Statistics

<sup>26</sup> Housing Benefit caseload statistics, February 2017, Department for Work and Pensions

<sup>27</sup> Council Tax Support data, February 2017, Elmbridge Borough Council



# Business



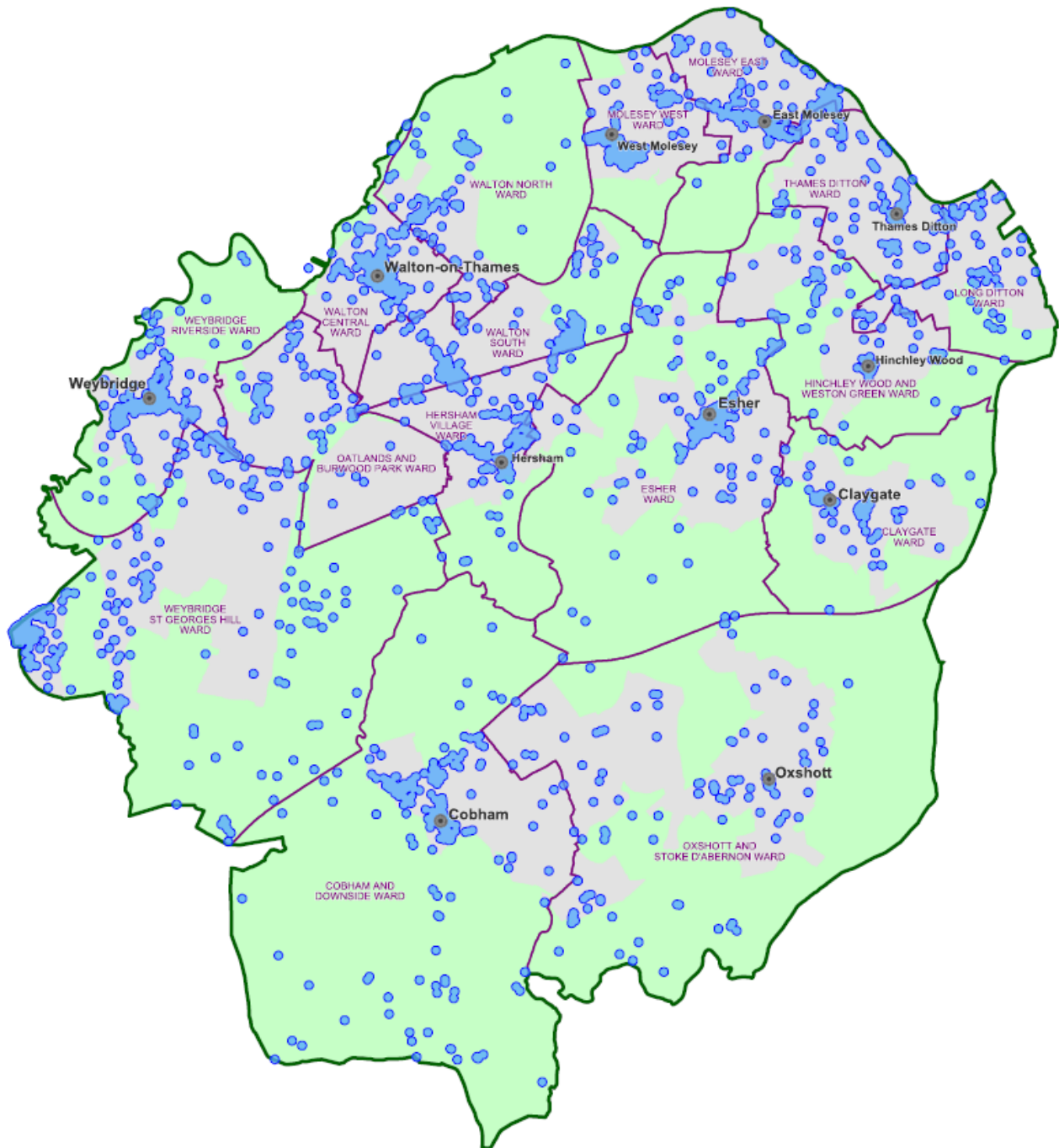
<sup>28</sup> Inter Departmental Business Register, 2016, Office for National Statistics

<sup>29</sup> Table 1.1a & 1.1b, Business Demography, November 2016, Office for National Statistics

<sup>30</sup> 2011 Census (Community Patterns in the UK), 2011, Office for National Statistics, <http://www.neighbourhood.statistics.gov.uk/HTMLDocs/dvc193/#sty=true&flow=flow1&period=0&fix=E07000207&view=475.625,237.8125,78.75,79.375&tr=-86.21051025390625,-198.6710205078125&sc=1>

<sup>31</sup> UK Competitiveness Index 2016, 2016, Nottingham Business School, Nottingham Trent University

The map below shows business activity throughout the Borough based on business rates data.



<b>Business by Industry<sup>32</sup></b>		
	<b>Actual</b>	<b>Percentage</b>
<b>Agriculture, forestry &amp; fishing</b>	40	0.5
<b>Mining, quarrying &amp; utilities</b>	10	0.1
<b>Manufacturing</b>	245	2.9
<b>Construction</b>	740	8.7
<b>Motor trades</b>	105	1.2
<b>Wholesale</b>	310	3.6
<b>Retail</b>	455	5.3
<b>Transport &amp; storage (inc postal)</b>	140	1.6
<b>Accommodation &amp; food services</b>	260	3.0
<b>Information &amp; communication</b>	1,185	13.9
<b>Financial &amp; insurance</b>	180	2.1
<b>Property</b>	335	3.9
<b>Professional, scientific &amp; technical</b>	2,520	29.5
<b>Business administration &amp; support services</b>	855	10.0
<b>Public administration &amp; defence</b>	5	0.1
<b>Education</b>	135	1.6
<b>Health</b>	320	3.7
<b>Arts, entertainment, recreation &amp; other services</b>	710	8.3

<sup>32</sup> UK Business Counts, 2016, Office for National Statistics

# Community Safety

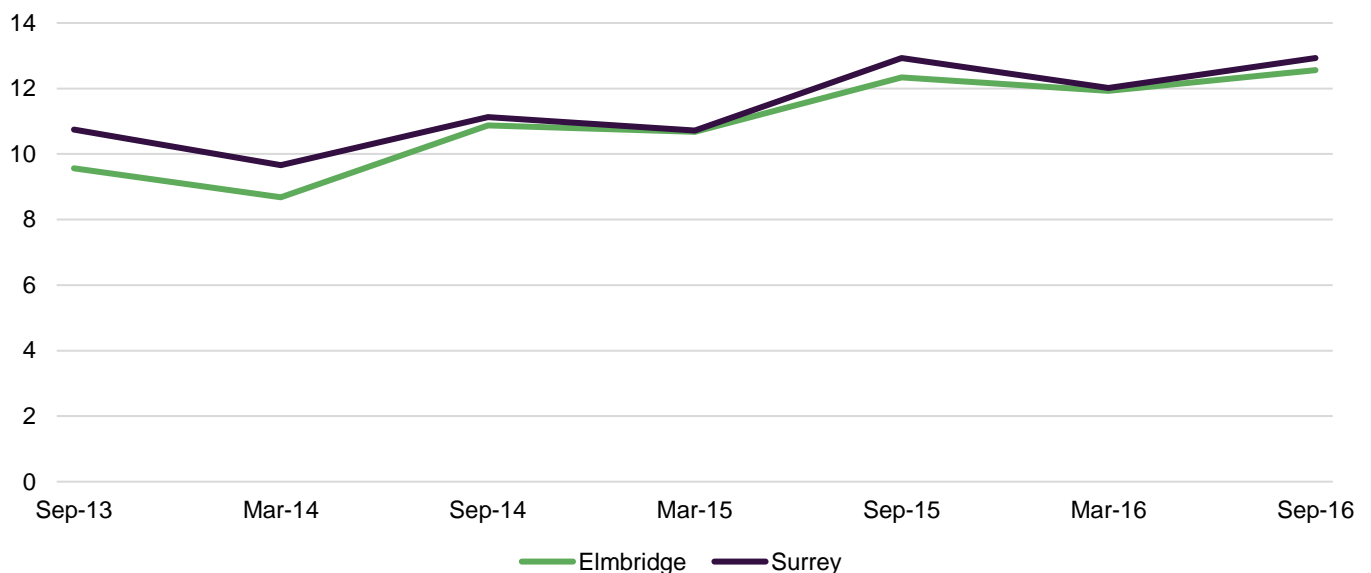
## Key facts:

Reported crimes per 1,000 population is gradually increasing however, there has been a 29% reduction in reported anti-social behaviour incidents, the second best annual reduction in Surrey.

Elmbridge has a large proportion of affluent households which attracts both local and out of Borough offenders who target high profile and high quality houses and vehicles.

Residents feel that the crime rate is lower in Elmbridge than the rest of the UK and that crime, disorder and anti-social behavior is tackled effectively in the Borough.

Police recorded crimes per 1,000 population



33

There has been a 29% reduction in the number anti-social behaviour incidents from 15/16-16/17<sup>34</sup>

<sup>33</sup> Crime in Elmbridge compared with crime in other similar areas, police.uk (Office of National Statistics), 2016, Home Office, <https://www.police.uk/surrey/ELEC/performance/compare-your-area/>

<sup>34</sup> Surrey Police Crime Statistics (April 2015-March 2017), April 2017, Surrey Police

## Resident Perceptions of Crime and Community Safety

73% of respondents felt that the crime rate in Elmbridge is lower than the UK average.

79% of respondents felt that crime, disorder and anti-social behaviour are being tackled effectively.

Perceptions of Safety						
	Very safe	Fairly safe	Neither safe or unsafe	Fairly unsafe	Very unsafe	Don't know
Outside in the respondent's local area during the day	346 (67%)	143 (28%)	24 (5%)	3 (1%)	2 (<1%)	1 (<1%)
Outside in the respondent's local area after dark	247 (48%)	104 (20%)	84 (16%)	51 (10%)	24 (5%)	9 (2%)

43% of respondents felt that more public information on crime and community safety would make no difference to their perceptions while 35% felt that it would reassure them.<sup>35</sup>

<sup>35</sup> Elmbridge Community Safety Survey, 2017, Elmbridge Borough Council

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# Resident Perceptions

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## Key facts:

86% of respondents were satisfied with the way in which the Council runs its services.

94% of respondents recognised Elmbridge as a 'good place to live and work'.

There has been no change to the priorities of residents since 2012.

The 2016 Residents' Panel survey received 535 responses. Result highlights and figures from previous years can be seen in the following sections.

## Satisfaction with Council Services

Overall satisfaction (%) <sup>36</sup>					
Response	2012	2013	2014	2015	2016
Net satisfied	<b>79</b>	<b>86</b>	<b>88</b>	<b>88</b>	<b>86</b>
Very satisfied	18	18	16	15	13
Fairly satisfied	61	68	72	73	73
Fairly Dissatisfied	6	9	7	10	11
Very dissatisfied	1	2	2	1	1
Don't know	-	2	3	2	3
Net dissatisfied	<b>7</b>	<b>11</b>	<b>9</b>	<b>11</b>	<b>12</b>

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<sup>36</sup> Elmbridge Residents' Panel Survey Results, October 2016, Elmbridge Borough Council

Satisfaction with services (%) <sup>37</sup>					
Service	2012	2013	2014	2015	2016
Environmental Services (includes noise nuisance, food hygiene, pest control, licensing and removal of graffiti)	66	76	85	73	<b>76</b>
Waste Collection, recycling, refuse and food collection	-	-	-	89	<b>86</b>
Street Cleaning	-	-	-	75	<b>66</b>
Planning Services	39	39	44	41	<b>43</b>
Community Support Services	32	31	29	32	<b>33</b>
Leisure and Cultural Services	60	68	68	63	<b>64</b>
Housing Services	14	17	13	18	<b>17</b>
Local Taxation	56	75	78	77	<b>77</b>

Value for Money (%) <sup>38</sup>					
Response	2012	2013	2014	2015	2016
Strongly agree	10	8	7	10	<b>8</b>
Tend to Agree	56	65	66	65	<b>65</b>
Neither agree nor disagree	26	-	-	-	-
Tend to Disagree	7	15	15	13	<b>16</b>
Strongly disagree	1	3	3	2	<b>3</b>
Don't know	N/A	10	9	10	<b>8</b>

<sup>37</sup> Elmbridge Residents' Panel Survey Results, October 2016, Elmbridge Borough Council

<sup>38</sup> Ibid.

# Neighbourhood

Elmbridge is a good place to live and work (%) <sup>39</sup>					
Response	2012	2013	2014	2015	2016
Strongly agree	N/A	52	53	52	<b>50</b>
Tend to Agree		43	42	43	<b>44</b>
Tend to Disagree		4	3	4	<b>3</b>
Strongly disagree		1	0	1	<b>1</b>
Don't know		0	0	1	<b>2</b>

## Council Priorities

Since 2012, the top 3 priorities of residents have remained the same:

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

Priorities for the next five years (%) <sup>40</sup>					
Priority	2012	2013	2014	2015	2016
Protecting the character of the area from inappropriate building development	53	52	57	62	<b>63</b>
Working with the Police to keep crime and anti-social behaviour low	55	52	50	46	<b>45</b>
Minimise council tax	36	41	33	35	<b>33</b>
Providing services for our elderly residents	29	26	29	32	<b>29</b>
Providing more affordable housing	13	17	16	23	<b>25</b>
Helping local businesses to prosper	26	33	26	24	<b>17</b>

<sup>39</sup> Elmbridge Residents' Panel Survey Results, October 2016, Elmbridge Borough Council

<sup>40</sup> Ibid.



<b>Providing activities for young people</b>	27	23	22	18	<b>16</b>
<b>Improving open spaces and indoor leisure facilities</b>	16	15	19	17	<b>18</b>
<b>Cleaning the streets more</b>	15	13	17	14	<b>18</b>
<b>Better refuse collections/recycling services</b>	10	7	9	11	<b>16</b>
<b>Keeping you better informed about what we do</b>	5	8	10	8	<b>7</b>
<b>Better customer service from the Council</b>	5	4	6	7	<b>6</b>
<b>Monitoring pollution and licensing pubs and restaurants</b>	7	7	8	5	<b>8</b>