



West Surrey Council

West Surrey Council Corporate Strategy Survey

October 2026

Large Print

Overview

We want West Surrey to be a place where people thrive, communities flourish, opportunity is shared, and residents can trust their council to deliver.

The vision and priorities for the future West Surrey Council are still being developed, and we want them to reflect what matters most to you, our residents.

Through this survey, we want to understand the:

- key issues in your local area
- changes you would like to see across West Surrey
- what you think the new council should prioritise

Your views will help shape West Surrey Council's priorities and plans for the future.

To check whether this is the correct survey for you, you should check whether your current Borough Council is either:

Guildford, Runnymede, Spelthorne, Surrey Heath, Waverley, or Woking (you can find this on your council tax bill).

This survey should take approximately 10-15 minutes to complete.

Further details about this survey and your rights as a someone completing the survey can be found in the FAQs section on page 27.

How to use this Large Print survey

This questionnaire has been created to help people who need information to be provided in Large Print.

Most questions will contain a list of possible answers for you to select from. We will then confirm whether you should select just **one** answer or **more than one** answer from this list. Under each of these questions there will be a space indicated by a blank line for you to give your answer.

For questions where we would like you to write your own answer or comment, there will be a larger space provided underneath the question for you to do this.

The 'submitting your answers' section on page 26 provides details about how you can submit your answers.

Alternative formats

Alternative versions of this questionnaire and related documents are available to download in a range of formats from the [Surrey Says online platform](#).

If you would like a hard copy of any of the alternative formats, please use the contact details provided on page 26.

Privacy

All responses are strictly confidential, and your data will be used in-line with our privacy notice available online (<http://www.surreycc.gov.uk/engagementprivacynotice>). You

can also request a copy using the contact details provided on page 26.

For more information on the privacy of Surrey Says, please see the Zencity Privacy Policy (<https://zencity.io/privacy-policy/>).

Closing date

This questionnaire is open from **Monday 19th October 2026** and will close at **23:59** on **Sunday 15th November 2026**.

Questions

Question 1.

Are you completing this survey as...

- a. A permanent resident of West Surrey
- b. A temporary resident of West Surrey (e.g. student)

Please state **one** answer.

Question 2.

What is the first part of your postcode? (e.g. GU21)

In this questionnaire we will ask your views on the draft ambitions for the new West Surrey Council, which are split into four themes (see below). We will ask about each set of ambitions in turn.

Theme 1: A thriving and sustainable West Surrey

We want West Surrey to be a great place to live, now and in the future. We want people to feel proud of their local area, connected to their community, and able to help shape where they live. We want to protect our environment and green spaces and be ready for the impacts of climate change.

Theme 2: A supportive West Surrey

We want West Surrey to be a place where everyone can live well. This means having access to health and care support and the housing people need to live happy, healthy and independent lives.

Theme 3: A prosperous West Surrey

We want West Surrey to be a place with good jobs, successful businesses and opportunities for everyone. We want people and communities to benefit from a strong local economy.

Theme 4: A trusted and well-run council

We want people to trust their council. This means providing reliable services, spending public money wisely, listening to residents and making good decisions for local communities.

Theme 1: A Thriving and Sustainable West Surrey

We want West Surrey to be a great place to live, now and in the future. We want people to feel proud of their local area, connected to their community, and able to help shape where they live. We want to protect our environment and green spaces and be ready for the impacts of climate change.

Question 3.

To make West Surrey a great place to live, now and in the future, which **three** of the following draft council ambitions are most important to you?

- a. Protecting the environment and preparing for climate change
- b. Making town and village centres more attractive and welcoming
- c. Making it easier and safer to travel around West Surrey
- d. Improving community spaces such as leisure centres, libraries and community buildings
- e. Building the homes and services local people need
- f. Helping people feel part of their community
- g. Giving people more say in decisions about their area

Please state **up to three** answers:

Question 4.

We would like to understand how you currently feel about living in your local area.

When we say “your local area”, we mean the area around your home that you use in your day-to-day life.

Question 4a.

To what extent do you agree or disagree with the following?

I feel that I belong in my local area

- a. Definitely agree
- b. Tend to agree
- c. Neither agree nor disagree
- d. Tend to disagree
- e. Definitely disagree
- f. Don't know
- g. Prefer not to say

Please state **one** answer:

Question 4b.

To what extent do you agree or disagree with the following?

I am proud to live in this area

- a. Definitely agree
- b. Tend to agree
- c. Neither agree nor disagree
- d. Tend to disagree
- e. Definitely disagree
- f. Don't know
- g. Prefer not to say

Please state **one** answer:

Question 4c.

To what extent do you agree or disagree with the following?

I would recommend my local area to others as a good place to live

- a. Definitely agree
- b. Tend to agree
- c. Neither agree nor disagree
- d. Tend to disagree
- e. Definitely disagree
- f. Don't know
- g. Prefer not to say

Please state **one** answer:

Question 4d.

To what extent do you agree or disagree with the following?

People from different backgrounds get on well in my local area

- a. Definitely agree
- b. Tend to agree
- c. Neither agree nor disagree
- d. Tend to disagree
- e. Definitely disagree
- f. Don't know
- g. Prefer not to say

Please state **one** answer:

Question 4e.

To what extent do you agree or disagree with the following?

I feel safe in my local area

- a. Definitely agree
- b. Tend to agree
- c. Neither agree nor disagree
- d. Tend to disagree
- e. Definitely disagree
- f. Don't know
- g. Prefer not to say

Please state **one** answer:

Question 4f.

To what extent do you agree or disagree with the following?

My local town or village centre is easy to get around if you have accessibility needs

- a. Definitely agree
- b. Tend to agree
- c. Neither agree nor disagree
- d. Tend to disagree
- e. Definitely disagree
- f. Don't know
- g. Prefer not to say

Please state **one** answer:

Question 4g.

To what extent do you agree or disagree with the following?

I believe I can personally influence decisions affecting my local area

- a. Definitely agree

- b. Tend to agree
- c. Neither agree nor disagree
- d. Tend to disagree
- e. Definitely disagree
- f. Don't know
- g. Prefer not to say

Please state **one** answer:

Question 5.

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

- a. Very satisfied
- b. Fairly satisfied
- c. Neither satisfied nor dissatisfied
- d. Fairly dissatisfied
- e. Very dissatisfied
- f. Prefer not to say

Please state **one** answer:

Question 6.

Is there anything else you feel the new West Surrey Council should focus on to make your local area a great place to live?
Please write your answer in the space below:

Theme 2: A Supportive West Surrey

We want West Surrey to be a place where everyone can live well. This means having access to health and care support and the housing people need to live happy, healthy and independent lives.

Question 7.

To make West Surrey a place where everyone can live happy, healthy and independent lives, which **three** of the following draft council ambitions are most important to you?

- a. Making sure people get the support they need at every stage of life
- b. Making sure disabled people and people who need extra support can get the help they need
- c. Helping people get support early, before problems become bigger
- d. Making sure housing, health and care services work well together
- e. Helping older people stay independent for longer
- f. Working with the NHS and other organisations to improve people's health
- g. Providing more affordable, high-quality social housing

Please state **up to three** answers:

Question 8.

Is there anything else the new West Surrey Council should focus on to make your local area a place where people get to live happy, healthy and independent lives? Please write your answer in the space below:

Theme 3: A Prosperous West Surrey

We want West Surrey to be a place with good jobs, successful businesses and opportunities for everyone. We want people and communities to benefit from a strong local economy.

Question 9.

To make West Surrey a place with good jobs, successful businesses and opportunities for everyone, which three of the following draft council ambitions are most important to you?

- a. Helping local businesses grow and create jobs
- b. Helping people find good jobs and do well at work
- c. Helping people gain the skills they need for future jobs
- d. Making sure young people have good job and career opportunities
- e. Making sure everyone benefits when the area becomes more successful
- f. Helping town and village centres stay lively, with good shops, services and businesses
- g. Bringing more investment into the area to create jobs and improve services

Please state **up to three** answers:

Question 10.

Is there anything else the new West Surrey Council should focus on to make your local area a more prosperous place (i.e. good job opportunities and strong local economy)? Please write your answer in the space below:

Theme 4: A Trusted and Well-Run Council

We want people to trust their council. This means providing reliable services, spending public money wisely, listening to residents and making good decisions for local communities.

Question 11.

To help people to trust the new West Surrey Council, which three of the following draft council ambitions are most important to you?

- a. Use public money wisely and be honest about spending
- b. Be open and honest about the decisions it makes
- c. Listen to residents and take their views into account when making decisions
- d. Provide services that work well and are easy to use
- e. Provide helpful information and support online and by phone, and resolving problems quickly
- f. Recognise that different communities have different needs

Please state **up to three** answers:

Question 12.

What can the new West Surrey Council do to gain the trust of local residents? Please write your answer in the space below:

Concerns & Priorities

We want West Surrey to be a place where people thrive, communities flourish, opportunity is shared, and residents can trust their council to deliver.

Question 13.

Which of the following issues are you most concerned about in your local area? Please state **all that apply** in each section.

Community and place

- a. Crime and anti-social behaviour
- b. Difficulties getting around locally
- c. Lack of shops, services and places to eat in town and village centres
- d. Availability of community and leisure centres and recreational facilities
- e. Environmental issues like pollution, poor air quality and fly-tipping
- f. Roads and pavements needing repair
- g. Loneliness and social isolation
- h. Community tensions (e.g. people not getting on well together)
- i. People not having enough say in local decisions
- j. None of these

Please state **all that apply**:

Health and support

- a. Not everyone being able to get the health support they need

- b. Access to social care support for adults and older people
- c. Access to social care support for children
- d. Access to homelessness support and prevention
- e. Access to support for children and young people with special educational needs and disabilities (SEND)
- f. Cost of living and ability to make ends meet
- g. None of these

Please state **all that apply**:

Housing and local economy

- a. Availability of good quality social housing
- b. Availability of affordable homes
- c. Availability of good local jobs and employment
- d. Access to training and skill development
- e. Amount of support for villages and rural communities
- f. Not enough investment in the local area
- g. Local resilience for extreme weather events like flooding, wildfires, higher temperatures
- h. None of these

Please state **all that apply**:

Question 14.

Which three of the following do you think the new West Surrey Council should focus on as a priority **in their first year** to improve the lives of local people?

- a. Supporting the delivery of more affordable, high-quality social housing

- b. Working with partners to help people live healthy, safe and independent lives
- c. Focusing support on people and communities who need it most
- d. Helping build stronger communities where people feel welcome and supported
- e. Working with partners to help people get support early, before problems get worse
- f. Leading and supporting action to protect the environment and prepare for climate change
- g. Supporting opportunities for people and businesses to succeed
- h. Supporting vibrant town and village centres with shops, activities and places to meet
- i. Giving local people more say in decisions about their area

Please state **up to three** answers:

Question 15.

Have we missed anything that you would like the new West Surrey Council to focus on in your area? Please write your answer in the space below:

About you

We will now ask a few questions about you, such as your age. This helps us check that we have heard from a range of people and understand what people from different communities and backgrounds across West Surrey think and need. Your answers will not identify you. You can skip these questions if you want to.

Question 16a.

What is your sex? (This is your sex as assigned at birth. A question about gender identity will follow)

- a. Female
- b. Male
- c. Prefer not to say

Please state **one** answer:

Question 16b.

What is your gender identity?

- a. Female
- b. Male
- c. Non-binary
- d. Prefer to self-describe (please write in)
- e. Prefer not to say

Please state **one** answer, if you stated 'other', please provide details:

Question 17.

What is your ethnic group?

White

- a. White - British, English, Northern Irish, Scottish or Welsh
- b. White - Irish
- c. White - Gypsy or Irish Traveller
- d. Any other White background

Mixed or Multiple ethnic groups

- e. White and Black Caribbean
- f. White and Black African
- g. White and Asian
- h. Any other mixed or multiple ethnic background

Asian or Asian British

- i. Asian or Asian British - Indian
- j. Asian or Asian British - Pakistani
- k. Asian or Asian British - Bangladeshi
- l. Asian or Asian British - Chinese
- m. Any other Asian background

Black, Black British, Caribbean or African

- n. Black or Black British - Caribbean
- o. Black or Black British - African
- p. Any other black British, Caribbean or African background

Other Ethnic Group

- q. Arab
- r. Other ethnic group (please specify below)

Prefer not to say

- s. Prefer not to say

Please state **one** answer, if you stated 'other', please provide details:

Question 18.

How old are you?

- a. Under 18
- b. 18-24
- c. 25-34
- d. 35-44
- e. 45-54
- f. 55-64
- g. 65-74
- h. 75-84
- i. 85+
- j. Prefer not to say

Please state **one** answer:

Question 19a.

Do you or your household own or rent where you currently live?

- a. Own outright
- b. Own with a mortgage or loan
- c. Part-own and part rent (shared ownership)
- d. Rent (including housing benefit or universal credit)
- e. Live here rent-free
- f. Don't know
- g. Prefer not to say

Please state **one** answer:

Question 19b.

If you rent where you live, who is your landlord?

- a. Housing association, housing co-operative, charitable trust, or registered social landlord
- b. Council or local authority
- c. Private landlord or letting agency
- d. Relative or friend of a household member
- e. Other
- f. Don't know
- g. Prefer not to say

Please state **one** answer:

Question 20.

What is your current working status? (select any that apply)

- a. Working full time (30+ hours a week)
- b. Working part time (less than 30 hours a week)
- c. On government supported training
- d. Unemployed and looking for work
- e. On maternity, paternity, or shared parental leave
- f. Retired and not working at all
- g. Full-time education at school, college or university
- h. Not working – Looking after home or family
- i. Not working - Permanently sick or disabled
- j. Other (please specify below)
- k. Don't know
- l. Prefer not to say

Please state one answer, if you stated 'other', please provide details:

Question 21a.

The following question is seeking to find out if people may be disabled, as such this includes people who identify as Deaf, disabled, neurodivergent, have a learning disability, mental ill health or any other physical or sensory impairment as well as those with long term health conditions.

Do you have any physical or mental health conditions or illnesses lasting or expected to last 12 months or more?

- a. Yes
- b. No
- c. Prefer not to say

Please state **one** answer, if you have answered 'yes' and are happy to do so, please describe your long-standing illness or disability:

Question 21b.

Do any of your conditions or illnesses reduce your ability to carry out day-to-day activities?

- a. Yes, a lot
- b. Yes, a little
- c. No
- d. Prefer not to say

Please state **one** answer:

Question 22.

How well would you say you are managing financially these days?

- a. Living comfortably
- b. Doing alright
- c. Just about getting by
- d. Finding it quite difficult
- e. Finding it very difficult
- f. Prefer not to say

Please state **one** answer:

Question 23.

Do any children aged under 18 live in your household?

- a. Yes
- b. No
- c. Prefer not to say

Please state **one** answer:

Question 24a.

Do you have any connection to the Armed Forces?

- a. Yes
- b. No

Please state **one** answer:

Question 24b.

What is your connection for the Armed Forces?

‘Other than UK’ refers to Service personnel who are foreign nationals—primarily citizens of Commonwealth countries, the Republic of Ireland, or Nepal (Gurkhas)—who serve in the British Armed Forces

- c. Currently serving (UK)
- d. Currently serving (other than UK)
- e. Member of a current/former military personnel's immediate family/household. (UK)
- f. Member of a current/former military personnel's immediate family/household (other than UK)
- g. No longer serving (UK)
- h. No longer serving (other than UK)
- i. Reservist (UK)
- j. Reservist (other than UK)
- k. Prefer not to say

Please state **one** answer:

Further research

We may wish to contact you about this survey or similar research over the next two years.

If you agree, West Surrey Council will securely store your name and email address and/or phone number for up to two years. Your contact details will only be used for research purposes and will not be linked to your survey responses.

Agreeing does not commit you to taking part in any future research, and you can opt out at any time.

Are you happy for us to contact you?

- a. Yes
- b. No

Please state **one** answer:

If you answered 'yes', please enter your name and email address or phone number below:

Name:

Email address:

Submitting your answers

This consultation will close at **23:59** on **Sunday 15th November 2026**.

Thank you for completing this questionnaire, your participation is greatly appreciated.

If you are completing this questionnaire electronically, it can be **emailed** to:

- **Email:** devolutionandlgr@surreycc.gov.uk

If you are completing this questionnaire via paper, please return your form to your local library or post to Strategy and Corporate Services, Guildford Borough Council, Millmead House, Millmead, GU2 4BB by **Sunday 15th November**.

Further information

If you have any questions or you would like the questionnaire in a different format including hard copy with a stamped addressed envelope, please contact us as follows:

- **Telephone:** 03456 009 009
- **Textphone (via Relay UK):** 18001 03456 009 009
- **Text SMS:** 07860 053 465
- **British Sign Language:** www.surreycc.gov.uk/bsl

Hard copy printed surveys can be picked up and dropped back at all Surrey libraries find your nearest library here:-

<https://www.surreycc.gov.uk/libraries/your-library/find-your-nearest>

FAQs

Who can take part?

Anyone who lives in West Surrey can take part.

You live in West Surrey if your current Borough Council is either: **Guildford, Runnymede, Spelthorne, Surrey Heath, Waverley**, or **Woking** (you can find this on your council tax bill).

Why should I take part?

We want West Surrey to be a place where people thrive, communities flourish, opportunity is shared, and residents can trust their council to deliver. This is your chance to have your say in shaping decisions about the priorities for the new West Surrey Council.

We want to hear from people with a wide range of backgrounds.

How will the survey data be stored and used?

Your answers will be stored securely by Surrey County Council. Only the survey team (made up of officers from county and borough councils) will have full access to all answers.

We will handle your information in line with data protection law, including the Data Protection Act 2018 and UK GDPR.

The survey team will use the survey findings to help develop the new strategy for West Surrey Council. The findings may also be used to inform other decisions by the new Council as they develop plans to deliver the strategy.

Reports will only use combined results. We will not identify individual people. We may use short quotes from written text

responses within our reports to help decision makers to better understand resident views. We will not use any quotes that refer to people or organisations by names.

We may compare answers from different groups of people, such as different age groups, to understand whether their needs and priorities differ.