

East Surrey Council Strategy Survey

October 2026

Screen Reader Accessible

Overview

The creation of East Surrey Council gives us a unique opportunity for a fresh start, with new ways of working and delivering services that better meet the needs of local communities.

Our vision is for East Surrey to be an inclusive place where people are heard and supported, communities are strong, people are proud of where they live and growth is sustainable.

From April 2027, East Surrey Council will begin putting its five-year Council Strategy into action.

Your views will help us focus on what matters most to local communities and inform East Surrey Council's delivery plan for 2027-2032, which will include the actions the council will take and how progress will be measured. The East Surrey Council Strategy is focused around three areas:

People: helping people get the support, education, housing and opportunities they need, as early as possible.

Place: Improving local places, helping provide the homes people need, strengthening the local economy and minimising the impacts of climate change.

Council: Making services easy to use, managing money responsibly and reporting progress openly.

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 Question & Answers section on page 25.

To check whether this is the correct survey for you, you should check whether your current Borough Council is either: **Elmbridge, Epsom & Ewell, Mole valley, Reigate & Banstead and Tandridge** (you can find this on your council tax bill).

How to use this Screen Reader Accessible questionnaire

This questionnaire has been created so that it can be used by people using screen reader technology.

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 23 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 24.

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 24.

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. Person who lives in East Surrey
- b. Person who works in East Surrey but lives elsewhere
- c. Person who studies in East Surrey but permanently lives elsewhere
- d. Business or private sector organisation in East Surrey
- e. Non-profit organisation in East Surrey
- f. Public Sector organisation in East Surrey

Please state **one** answer:

Question 2.

What is the first part of your postcode?

Section 1: Your local area

Local area: Please think of the wider area around your home that you can usually reach and use in your day-to-day life, using your normal means of getting around.

Question 3.

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. Don't know

Please state **one** answer:

Question 4.

How strongly do you feel you belong to your local area?

- a. Very strongly
- b. Fairly strongly
- c. Not very strongly
- d. Not at all strongly
- e. Don't know

Please state **one** answer:

Question 5.

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

- a. Strongly Agree
- b. Agree
- c. Neither Agree nor Disagree
- d. Disagree
- e. Strongly Disagree
- f. Don't know

Please state **one** answer:

Question 6.

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

- a. Strongly Agree
- b. Agree
- c. Neither Agree nor Disagree
- d. Disagree
- e. Strongly Disagree
- f. Don't know

Please state **one** answer:

Section 2: Key areas of focus

Question 7.

What do you think are the most significant challenges facing East Surrey over the next 5-10 years?

- a. Housing affordability and availability
- b. Transport, congestion and connectivity
- c. Infrastructure keeping pace with growth
- d. Economic growth and productivity
- e. Skills and employment
- f. Health and wellbeing
- g. Adult social care and an ageing population
- h. Children's services
- i. Opportunities for young people
- j. Inequality and deprivation
- k. Cost of living
- l. Climate change and environmental pressures
- m. Protecting the character of our towns and villages
- n. Town centre and high street vitality
- o. Community safety
- p. Demand pressure on public services
- q. Financial pressures on public services
- r. Digital exclusion

s. Other: _____

Please state **up to five** answers:

Question 8.

East Surrey Council has identified a number of priorities (People, Place, Council). These are areas the council will either be responsible for delivering, be able to influence, or work with partners to deliver.

Which of the following do you think East Surrey Council should focus on most over the next five years?

- a. Affordable and suitable housing
- b. Homelessness prevention
- c. Children and young people
- d. Special educational needs and disabilities (SEND) support
- e. Adult social care and carers
- f. Health inequalities and wellbeing
- g. Community safety
- h. Stronger communities
- i. Jobs, skills and economic growth
- j. Town and village centres
- k. Roads and pavements
- l. Public transport and connections
- m. Clean streets, parks and public spaces
- n. Waste and recycling
- o. Climate resilience
- p. Nature and biodiversity
- q. Culture, leisure, libraries and community facilities
- r. Accessible council services
- s. Responsible use of public money
- t. None of the above
- u. Other: _____

Please state **up to five** answers:

Question 9.

What matters most to you in how East Surrey Council will work?

- a. Maintain services while the new council is set up
- b. Make services work well together
- c. Be easy to contact
- d. Give help online, by phone and in person
- e. Keep people updated
- f. Consult local people before big decisions
- g. Cut unneeded rules and steps
- h. Manage contracts well
- i. Use public money carefully
- j. Explain hard choices honestly
- k. Tell people what work has been done
- l. Quality of services
- m. None of these
- n. Don't know

Please state **up to five** answers:

Question 10.

How would you describe East Surrey you'd like to see in the long term?

- a. A place where people feel heard
- b. A place where people can get help when they need it
- c. Communities are strong and connected
- d. A place where people feel proud of their local area
- e. A place where new homes and growth are planned with care
- f. Local places are cleaner, greener and well cared for
- g. None of these

h. Don't know

Please state **up to three** answers:

Section 3: Turning priorities into actions

Question 11.

How should the East Surrey council support jobs and the local economy?

- a. Protect existing employment land and business premises
- b. Provide more flexible office and workspace for small businesses
- c. Make it easier for businesses and start-ups to establish, operate and grow
- d. Support industrial, warehousing and logistics space in suitable locations
- e. Plan new homes close to existing and future employment opportunities
- f. Encourage investment in town and local centres
- g. Improve transport, digital and utility infrastructure to support businesses
- h. Support training, skills and access to local employment opportunities
- i. Other: _____

Please state **up to three** answers:

Question 12.

Which housing issues should the council focus on most?

- a. More homes
- b. More homes people can afford
- c. More council and social homes
- d. Stopping homelessness
- e. Better quality homes
- f. Homes for key workers
- g. Homes for young people
- h. None of these
- i. Don't know

Please state **up to three** answers:

Question 13.

What should East Surrey do to help respond to climate change?

- a. Include policies on energy-efficient buildings
- b. Include policies on renewable energy
- c. Ensure energy statements are submitted
- d. Ensure carbon assessments are submitted
- e. Avoid development in areas at risk of flooding
- f. Include local standards for water efficiency
- g. Advice and support on insulating houses
- h. Invest in active cooling, including air conditioning, heat pumps and green shading, across key public services.
- i. None of the above
- j. Other: _____

Please state **all that apply**:

Section 4: Keeping you informed and involved

Question 14.

What should the council tell people about?

- a. The financial challenges facing the council and how that could affect services
- b. How money is spent and savings are made
- c. How decisions are made and who is responsible
- d. How services are performing
- e. What local people think of services
- f. How the council uses feedback to improve services
- g. Work completed and work still to do
- h. Complaints and how quickly they are resolved
- i. Support available for people who need help
- j. Work to protect the environment
- k. What the council is doing to support local businesses
- l. None of these
- m. Don't know
- n. Other: _____

Please state **up to three** answers:

Question 15.

What should East Surrey Council do to make its services fair and inclusive?

- a. Make services easy to use for people with different needs
- b. Treat people fairly and with respect

- c. Involve different communities when services are planned
- d. Check how decisions may affect different groups
- e. Make sure people can get help online, by phone and in person
- f. Make services affordable to use
- g. None of these
- h. Don't know

Please state **up to three** answers:

Question 16.

To what extent do you agree or disagree that you personally can influence decisions affecting your local area?

- a. Strongly Agree
- b. Agree
- c. Neither Agree nor Disagree
- d. Disagree
- e. Strongly Disagree
- f. Don't know

Please state **one** answer:

Question 17.

Is there anything else East Surrey Council should think about when putting these priorities into action? (Please write here in up to 500 words)

Section 5: For stakeholders

The following questions are only for the stakeholders (Business or private sector organisation in East Surrey, Non-profit organisation in East Surrey or Public Sector organisation in East Surrey).

Please skip to the next section if you are completing this survey as a resident or someone who works in East Surrey.

Question 1.

What is the name of your organisation?

Please state:

Question 2.

Which best describes your organisation's focus?

- a. Arts, culture or heritage
- b. Business or private sector
- c. Business representative body
- d. Community or residents' organisation
- e. Education or skills
- f. Environmental organisation
- g. Faith organisation
- h. Health or social care
- i. Housing provider or housing association
- j. Parish or town council
- k. Public sector organisation
- l. Transport provider
- m. Voluntary, community or social enterprise (VCSE)
- n. Other: _____

Please state **all that apply**:

Question 3.

Which areas of East Surrey does your organisation cover?

- a. Elmbridge
- b. Epsom & Ewell
- c. Mole valley
- d. Reigate & Banstead
- e. Tandridge
- f. Elsewhere in Surrey
- g. Outside of Surrey (please specify)_____

Please state **all that apply**:

Question 4.

What do you see as the three greatest barriers to achieving better outcomes across East Surrey?

- a. Lack of funding
- b. Lack of joined-up working
- c. Lack of capacity
- d. Skills shortages
- e. Lack of data and intelligence
- f. Policy and regulatory barriers
- g. Difficulty engaging communities
- h. Infrastructure constraints
- i. Service demand pressures
- k. Other: _____

Please state **up to three** answers:

Question 5.

How could your organisation work with East Surrey Council to help achieve its ambitions?

- a. Share expertise and knowledge
- b. Share data and intelligence
- c. Develop joint projects
- d. Jointly commission or deliver services
- e. Support community initiatives
- f. Support economic development and investment
- g. Provide funding or resources
- h. Support volunteering
- i. Help shape future policy and strategy
- j. Participate in partnership boards or forums
- k. Advocate for East Surrey

l. Other: _____

Please state **all that apply**:

Section 6: About you

We want to understand the views and experiences of people from different backgrounds. The following questions will help us learn more about who has taken part in this survey. You do not have to answer these questions if you would prefer not to.

The information is collected anonymously and cannot be used to identify you personally.

Question 1.

What age group are you in?

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

Please state **one** answer:

Question 2.

What is your sex?

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

Please state **one** answer:

Question 3.

Is the gender you identify with the same as your sex registered at birth?

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

Please state **one** answer:

Question 4.

What is your ethnic group?

White

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

Mixed or Multiple ethnic groups

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

Asian or Asian British

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

Black, Black British, Caribbean or African

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

Other Ethnic Group

- r. Arab
- s. Other ethnic group (please specify): _____
- t. Prefer not to say

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

Question 5.

What is your current working status?

- 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. Looking after home or family
- i. Long-term sick or disabled
- j. Doing something else
- k. Don't know
- l. Prefer not to say

Please state **one** answer:

Question 6.

Are you a carer? Do you look after, or give any help or support to anyone because they have long-term physical or mental health conditions or illnesses, or problems related to old age (exclude anything you do as part of your paid employment)

- a. No
- b. Yes, 9 hours a week or less
- c. Yes, 10-19 hours a week
- d. Yes, 20-34 hours a week
- e. Yes, 35-49 hours a week
- f. Yes, 50 or more hours a week
- g. Prefer not to say

Please state **one** answer:

Question 7.

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

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.

- a. Yes
- b. No
- c. Don't know
- d. 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, East 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.

Question 8a.

Are you happy for us to contact you?

- a. Yes
- b. No

Please state **one** answer:

Question 8b.

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 **by Sunday 15th November** to:

FAO East Surrey Survey
c/o Strategy and Policy Team
Woodhatch Place
11 Cockshot Hill
Woodhatch
Reigate
RH2 8EF

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: [Libraries in Surrey - Surrey County Council](#)

Questions and Answers

Who can take part?

Anyone who lives in East Surrey can take part.

You live or work in East Surrey if your current Borough Council is either: **Elmbridge, Epsom and Ewell, Mole Valley, Reigate and Banstead and Tandridge** (you can find this on your council tax bill).

Why should I take part?

This is your chance to have your say in shaping decisions about the priorities for the new East Surrey Council.

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

How will the survey data be 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.

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. To help protect your privacy, please avoid including personal information such as names, addresses, phone numbers or email addresses in your comments.

The findings may also be used to inform other decisions by the new council as it develops plans to deliver the strategy.