



**Easy
Read**

West Surrey Council Corporate Strategy Survey

Tell us what you think



**Easy
Read**

Easy Read

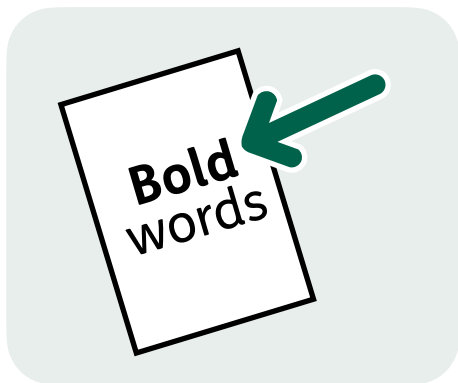


This is an Easy Read version of some information.

It uses easier words and pictures.



Some people may still want help to read it.



Some words are **bold** to show they are important.



We explain bold words if they are hard to understand.

What is in this booklet

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About this survey



West Surrey Council is a new council that will start in April 2027.



We want to write a plan for the next 3 years, 2027 to 2030.



We want to hear from people who live and work in West Surrey to help us write the plan.



This survey will tell you about our ideas and ask you some questions.

We need your answers by Sunday, 15 November 2026 at 11:59pm.

Taking part in the survey



West Surrey

We want to hear from people who live in West Surrey.

West Surrey includes Guildford, Runnymede, Spelthorne, Surrey Heath, Waverley and Woking.

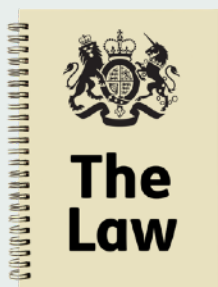
**Council
Tax**

£

You can find this information on your council tax bill.



We want to hear from people from different backgrounds so that we know we are being fair to everyone.



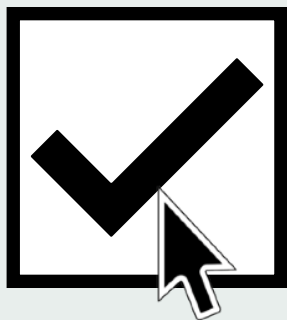
We will follow the law about keeping your answers safe and private.

How to use this survey on a computer



You can complete this survey on your computer.

First, you will need to download it.



Then open the survey on your computer.

You will be able to click or write in the boxes.



When you have finished the survey, save it to your computer.

Then email a copy to:

devolutionandlgr@surreycc.gov.uk

How to send your answers by post or library



You can write your answers on a paper copy of this survey and post it to us.



Or you can print the survey you completed on your computer and post it to:

Strategy and Corporate Services
Guildford Borough Council
Millmead House
Millmead
GU2 4BB



Or take your completed survey to your local library.

You can find a list of libraries on our website:

www.surreycc.gov.uk/libraries/your-library/find-your-nearest

Before we ask you about the plan



Please answer these questions before we ask you about our plan.



Question 1: Which of these answers best describes you?

Please tick 1 box.

☐

I live in West Surrey

☐

I live in West Surrey sometimes - for example, if you are a student



Question 2: What is the first part of your postcode?

For example, GU21

Please write your answer.

Tell us what you think



We are going to tell you about our ideas for the plan and ask what you think.

Our ambitions



Our ambitions are the things we want to make happen.



We have split our ambitions into 4 groups, called **themes**.



Theme 1 - a supportive West Surrey

This is about making West Surrey a great place for everyone now and in the future.



Theme 2 - a thriving and sustainable West Surrey

This is about making sure everyone has the support they need to make the most of their lives.



Theme 3 - a prosperous West Surrey

This is about supporting people and businesses to do well.



Theme 4 - trusted and well-run council

This is about helping everyone to trust the council by working in the right way.



Next we will ask what you think about our ambitions for each theme.

Theme 1 - a supportive West Surrey



Theme 1 is about making West Surrey a great place for everyone now and in the future.



Question 3: Thinking about Theme 1, which of the council's ambitions is most important to you?

Please tick up to 3 boxes.

☐

Looking after the planet and our green spaces

☐

Making town and village centres nicer places to visit

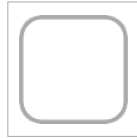
☐

Making it easier and safer to travel around West Surrey

There are more answers on the next page.



Making places like leisure centres, libraries and community centres better



Building the homes and providing the services local people need



Helping people feel they belong in their local area



Helping people to take part in decisions about their local area

Question 4a: Thinking about the local area where you live, how much do you agree with the next sentence?



I feel that I belong in my local area.

Please tick 1 box.

☐

Agree a lot

☐

Agree a bit

☐

Neither

☐

Do not agree much

☐

Do not agree at all

☐

I do not know

Question 4b: Thinking about the local area where you live, how much do you agree with the next sentence?



I am proud to live in my local area.

Please tick 1 box.

☐

Agree a lot

☐

Agree a bit

☐

Neither

☐

Do not agree much

☐

Do not agree at all

☐

I do not know

Question 4c: Thinking about the local area where you live, how much do you agree with the next sentence?



I would recommend my local area to other people.

Please tick 1 box.

☐

Agree a lot

☐

Agree a bit

☐

Neither

☐

Do not agree much

☐

Do not agree at all

☐

I do not know

Question 4d: Thinking about the local area where you live, how much do you agree with the next sentence?



People from different backgrounds get on well in my local area.

Please tick 1 box.

☐

Agree a lot

☐

Agree a bit

☐

Neither

☐

Do not agree much

☐

Do not agree at all

☐

I do not know

Question 4e: Thinking about the local area where you live, how much do you agree with the next sentence?



I feel safe in my local area.

Please tick 1 box.

☐

Agree a lot

☐

Agree a bit

☐

Neither

☐

Do not agree much

☐

Do not agree at all

☐

I do not know

Question 4f: Thinking about the local area where you live, how much do you agree with the next sentence?



My local town or village centre is easy to get around if you have accessibility needs. For example, if you are disabled.

Please tick 1 box.

☐

Agree a lot

☐

Agree a bit

☐

Neither

☐

Do not agree much

☐

Do not agree at all

☐

I do not know

Question 4g: Thinking about the local area where you live, how much do you agree with this sentence?



I can take part in decisions that affect my local area.

Please tick 1 box.

☐

Agree a lot

☐

Agree a bit

☐

Neither

☐

Do not agree much

☐

Do not agree at all

☐

I do not know



Question 5: How happy are you with your local area as a place to live?

Think about the area around where you live.

Please tick 1 box.

☐

Very happy

☐

Quite happy

☐

Neither

☐

Quite unhappy

☐

Very unhappy

☐

I do not know



Question 6: What else can the council do to make your local area a great place to live?

Please write your answer.

Theme 2 - a thriving and sustainable West Surrey



Theme 2 is about making sure everyone has the support they need to make the most of their lives.



Question 7: Thinking about Theme 2, which of the council's ambitions is most important to you?

Please tick up to 3 boxes.

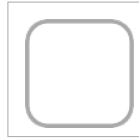
☐

Making sure people get the help they need throughout their lives

☐

Making sure disabled people and others who need extra support can get help

There are more answers on the next page.



Helping people early, before their problems get worse



Making sure housing, health and care services work well together



Helping older people do more for themselves for longer



Working with the NHS and other organisations to help people be healthier



Providing more good-quality **social housing** that people can afford to live in

Social housing is homes that cost less to rent and are provided by the council or housing associations.



Question 8: What else can the council do to make your local area a place where everyone can make the most of their lives?

Please write your answer.

Theme 3 - a prosperous West Surrey



Theme 3 is about supporting people and businesses to do well.



Question 9: Thinking about Theme 3, which of the council's ambitions is most important to you?

Please tick up to 3 boxes.

☐

Helping local businesses grow and create jobs

☐

Helping people find good jobs and do well at work

There are more answers on the next page.

☐

Helping people learn the skills they need for jobs in the future

☐

Helping young people find good jobs

☐

Making sure life gets better for everyone as the area does well

☐

Keeping town and village centres busy, with good shops, services and businesses

☐

Bringing more money into the area to create jobs and improve services



Question 10: What else can the council do to make your local area a place where people and businesses can do well?

Please write your answer.

Theme 4 - a trusted and well-run council



Theme 4 is about helping everyone to trust the council by working in the right way.



Question 11: Thinking about Theme 4, which of the council's ambitions is most important to you?

Please tick up to 3 boxes.

☐

Using public money carefully and being honest about how it is spent

☐

Being clear and honest about its decisions

There are more answers on the next page.



Listening to local people when the council is making decisions



Providing services that work well and are easy to use



Giving helpful information and support online and by phone, and sorting out problems quickly



Understanding that different groups of people need different things



Question 12: What else can we do to help local people trust West Surrey Council?

Please write your answer.

Priorities



Priorities are the most important things that need to be done.



We want to know what people are worried about so that we can work on the most important things first.



Question 13a: Thinking about your local area, which of these things are you most worried about?

Tick as many boxes as you want.

☐

Crime and behaviour that harms or upsets other people

There are more answers on the next page.

☐

Problems getting around the local area

☐

Not enough shops, services and places to eat in town and village centres

☐

Not enough places for people to meet, exercise and enjoy activities

☐

Problems like dirty air and rubbish dumped where it should not be

☐

Roads and pavements that need fixing

☐

Feeling lonely or not having enough contact with other people

☐

People in the local area not getting on well together

There are more answers on the next page.

☐

People not being involved in decisions about their local area

☐

None of these things

☐

Something else. Please say what:



Question 13b: Thinking about people's health and support, which of these things are you most worried about?

Tick as many boxes as you want.

☐

People not being able to get the health support they need

☐

Getting care and support for adults and older people

☐

Getting care and support for children

☐

Getting help if you have no home or could lose your home

☐

Getting support with special educational needs and disabilities, called SEND for short

There are more answers on the next page.

☐

Having enough money to pay for everyday things

☐

None of these things

☐

Something else. Please say what:



Question 13c: Thinking about housing and having enough money to live, which of these things are you most worried about?

Tick as many boxes as you want.

☐

Having good-quality social housing

☐

Having homes people can afford to buy or rent

☐

Having good jobs in the local area

☐

Getting training and learning new skills

☐

How much help villages and people living in the countryside get

There are more answers on the next page.

☐

Not enough money being put into improving the local area

☐

Being ready to deal with floods, wildfires and very hot weather

☐

None of these things

☐

Something else. Please say what:



Question 14: What do you think are the most important things that West Surrey Council should think about in the first year?

Please tick up to 3 boxes.

☐

Helping provide more good-quality social housing that people can afford to live in

☐

Working with other organisations to help people stay healthy, safe and do more for themselves

☐

Giving support to people and areas that need it most

☐

Helping local people support each other and feel welcome

There are more answers on the next page.

☐

Working with other organisations to help people early, before their problems get worse

☐

Working to help protect the planet and tackle **climate change**

Climate change is big changes in the weather, such as more storms and floods.

☐

Helping people and businesses do well

☐

Helping town and village centres have good shops, activities and places for people to meet

☐

Involving people in decisions about their local area



Question 15: Is there anything else you want the council to focus on in your area?

Please write your answer.

About you



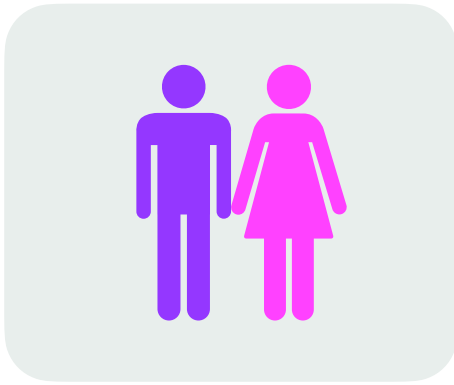
Please answer these questions about yourself.



We want to make sure we hear from lots of different groups of people in West Surrey.



You do not have to answer any of these questions if you do not want to.



Question 16: What sex were you born as?

Please tick 1 box.

☐

Female

☐

Male

☐

I do not want to say



Question 17: What is your gender?

Gender is whether you are a man, a woman or use a different word to describe yourself.

Please tick 1 box.

☐

Female

☐

Male

☐

Non-binary - this means you do not feel yourself to be male or female

☐

I use another word. Please say what:

☐

I do not want to say



Question 18: What is your **ethnic group**?

Your **ethnic group** is your race and the country that your family comes from.

Please tick 1 box.

There are answers over the next 3 pages.



White

☐

English, Welsh, Scottish, Northern Irish or British

☐

Irish

☐

Gypsy or Irish Traveller

☐

Roma

☐

Any other White background



Mixed ethnic group

☐

White and Black Caribbean

☐

White and Black African

☐

White and Asian

☐

Any other mixed ethnic group



Asian or Asian British

☐

Indian

☐

Pakistani

☐

Bangladeshi

☐

Chinese

☐

Any other Asian background



Black, African, Caribbean or Black British

☐

Caribbean

☐

African

☐

Any other black British,
Caribbean or African
background



Other ethnic background

☐

Arab

☐

Other ethnic group - please
tell us your ethnic group
below:

☐

I do not want to say



Question 19: How old are you?

Please tick 1 box.

☐

Under 18

☐

18 to 24

☐

25 to 34

☐

35 to 44

☐

45 to 54

☐

55 to 64

☐

65 to 74

☐

75 to 84

☐

85 or over

☐

I do not want to say



Question 20a: Do you own or **rent** your home?

Remember, **rent** is when you pay a person or organisation to live in their home.

Please tick 1 box.

☐

I own my home and have paid for it in full

☐

I own my home and paying for it with a mortgage or loan

☐

I part own and part rent my home

☐

I rent my home

☐

I live in someone else's home for free

☐

I do not know

☐

I do not want to say



Question 20b: If you rent your home, who is your **landlord**?

Your **landlord** is the person or organisation that owns the home you live in.

Please tick 1 box.

☐

A housing association, housing co-operative, charitable trust, or social landlord

☐

The council

☐

A private landlord or letting agency

☐

A friend or family member

☐

Something else

☐

I do not know

☐

I do not want to say



Question 21: Which of these answers best describes your working situation?

Please tick 1 box.

☐

I work full time, for 30 hours or more a week

☐

I work part time, for less than 30 hours a week

☐

I am on government supported training

☐

I do not have a job and I am looking for work

☐

I am off work because I have a new baby

☐

I am retired and not working at all

There are more answers on the next page.

☐

I am at school, college or university

☐

Not working - I look after my home or family

☐

Not working - I am on long-term sick leave, or I am disabled

☐

I am doing something else.
Please say what:

☐

I do not know

☐

I do not want to say



Question 22: Are you a **carer**?

By **carer**, we mean you look after someone with a long-term health condition or old age, and do not get paid for it.

Please tick 1 box.

☐

No

☐

Yes, for 9 hours a week or less

☐

Yes, for 10 to 19 hours a week

☐

Yes, for 20 to 34 hours a week

☐

Yes, for 35 to 49 hours a week

☐

Yes, for 50 or more hours a week

☐

I do not want to say



Question 23a: Do you have a disability or long-term health condition?

This includes physical impairments like being Deaf or blind, and other conditions such as Autism and mental ill health.

Please tick 1 box.

☐

Yes

☐

No

☐

I do not want to say



Question 23b: If you have a disability or long-term health condition, does it make things difficult in your everyday life?

Please tick 1 box.

☐

Yes, a lot

☐

Yes, a bit

☐

Not at all



Question 24: Thinking about having enough money to live on, how well are you doing?

Please tick 1 box.

☐

I am doing very well

☐

I am doing quite well

☐

I am just about coping

☐

I am not doing very well

☐

I am not doing well at all

☐

I do not want to say



Question 25: Do any children aged under 18 live in your household?

Please tick 1 box.

☐

Yes

☐

No

☐

I do not want to say



Question 26a: Have you been in the Armed Forces?

Please tick 1 box.

☐

Yes

☐

No



Question 26b: What is your connection to the Armed Forces?

Please tick 1 box.

☐

I am in the Armed Forces

☐

I am a **reservist** in the Armed Forces - this means I am trained to help if needed

☐

I used to be in the Armed Forces

☐

I used to be a reservist in the Armed Forces

☐

My family member is in the Armed Forces, or used to be

☐

I do not want to say

Thank you



Thank you for taking part in this survey.



Please now send your answers by Sunday, 15 November 2026 at 11:59pm.



If you are happy for us to contact you about other council plans in the future, please write your name, email address or contact number:

This booklet follows the UK Easy Read Standards.

It was made by easy-read-online.co.uk

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