



Easy
Read

East Surrey Council Strategy Survey

Tell us what you think



Easy
Read

Easy Read

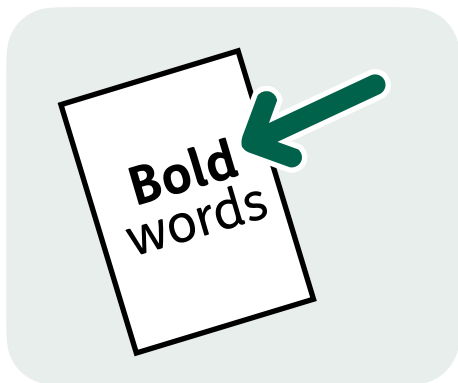


This is an Easy Read version of some information.

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



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



We have written a plan for the next 5 years, 2027 to 2032.



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



This survey will ask about what is important to you.

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

About our plan



Our vision

Our vision is what we want things to be like in the future.

We want East Surrey to be a place where:

- People feel heard and included.
- Communities come together and take pride in their local area.
- Everyone feels supported to grow and develop now and in the future.



Priorities



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

We have 3 main priorities:



1. **People** - we want people to get the support they need to make the most of their lives.



2. **Place** - we want to provide the homes and buildings that people need now and in the future.



3. **Council** - we want to provide the best possible services for people in East Surrey.

Principles



Our **principles** are the way we will think about all the work we do.

We will:



- Work together with local communities, businesses and organisations.



- Give everyone the chance to speak up and listen to their ideas.



- Be clear and honest about the work we are doing.



We will also provide high-quality services and keep improving.

Taking part in the survey



We want to hear from people who live or work in East Surrey.

East Surrey includes:

- Elmbridge.
- Epsom and Ewell.
- Mole Valley.
- Reigate and Banstead.
- Tandridge.



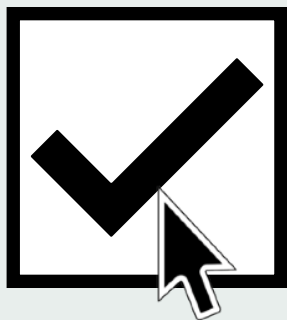
We will follow the law about keeping your answers safe and private.

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:



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



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

Tell us what you think



Please answer these questions to tell us what you think.



You do not have to answer all of the questions if you do not want to.



Question 1: Do you agree to take part in this survey?

Please tick 1 box.

☐

Yes

☐

No



East Surrey

Question 2: Which of these answers best describes you?

Please tick 1 box.

☐

I live in East Surrey

☐

I work in East Surrey

☐

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

☐

I am answering for a
business or private company
in East Surrey

There are more answers on the next page.



I am answering for a **non-profit organisation** in East Surrey

A **non-profit organisation** does not make money for its owners.

It uses the money it makes to support the work it does.



I am answering for a public service in East Surrey



Question 3: What is the first part of your postcode? For example, RH6

Please write your answer.

Local area



Question 4: How happy are you with your local area as a place to live?

Think about the area around where you live or work.

Please tick 1 box.

☐

Very happy

☐

Quite happy

☐

Neither

☐

Quite unhappy

☐

Very unhappy

☐

I do not know



Question 5: How much do you feel a part of your local area?

Please tick 1 box.

☐

A lot

☐

A bit

☐

Neither

☐

Not much

☐

Not at all

☐

I do not know



Question 6: In your local area, how much do you agree that people from different **ethnic backgrounds** treat each other with respect?



Ethnic backgrounds are people's race and the country that their family comes from.

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 7: How much do you agree that local people work together to improve the 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

Priorities and vision



Remember, **priorities** are the most important things that need to be done.



Our vision is what we want things to be like in the future.



Question 8: Which of these things do you think are the biggest problems for East Surrey over the next 5 to 10 years?

Please tick up to 5 boxes.

☐

Having enough housing that people can afford

☐

Transport and getting around easily

There are more answers on the next page.

☐

Making sure roads, transport and services can keep up with what people need

☐

Helping businesses grow and do more work

☐

Providing new skills and jobs

☐

Health and wellbeing

☐

Support for adults and more people living longer who will need care as they get older

☐

Children's services

☐

Support for young people

☐

Making sure everyone is treated fairly

☐

The cost of living

☐

Big changes in the weather and harming the planet

There are more answers on the next page.

☐

Keeping what makes our towns and villages special

☐

Making town centres and high streets busy places where shops and businesses do well

☐

Keeping people safe in their local area

☐

More people needing public services, like schools and care

☐

Not having enough money to run public services

☐

People being unable to use the internet or online services

☐

Something else. Please say what:



Question 9: Which of these things do you think East Surrey Council should focus on in the next 5 years?

Please tick up to 5 boxes.

☐

Providing enough housing that people can afford

☐

Stopping people becoming homeless

☐

Children and young people

☐

Special educational needs and disabilities, called SEND for short

☐

Adult **social care** and carers

Social care is the extra support some people need in their daily lives.

There are more answers on the next page.

☐

Helping everyone to be happy and healthy

☐

Safety in local areas

☐

Local communities that work together

☐

Jobs, skills and helping businesses and people to do well

☐

Town and village centres

☐

Roads and pavements

☐

Public transport and getting to different areas

☐

Clean streets, parks and public spaces

☐

Waste and recycling

There are more answers on the next page.

☐

Tackling **climate change** - this is big changes in the weather, such as more storms and floods

☐

Nature and wildlife

☐

Libraries, community centres, and places for arts, sport and other activities

☐

Council services that are easy for everyone to use

☐

Spending money carefully

☐

None of these things

☐

Something else. Please say what:



Question 10: What matters most to you in how East Surrey Council will work?

Please tick up to 5 boxes.

☐

Keep services running while the new council is set up

☐

Make different services work well together

☐

Be easy to contact

☐

Give help online, by phone and in person

☐

Keep people updated

☐

Listen to local people before making big decisions

☐

Cut any rules and steps that are not needed

There are more answers on the next page.

☐

Manage **contracts** well

Contracts are agreements with organisations that provide a service on behalf of the council.

☐

Use public money carefully

☐

Explain hard choices honestly

☐

Tell people what work has been done

☐

Make sure the quality of services is good enough

☐

None of these things

☐

I do not know



Question 11: How would you like to be able to describe East Surrey in the future?

Please tick up to 3 boxes.

☐

A place where people feel heard

☐

A place where people can get help when they need it

☐

Local communities work together

☐

A place where people feel proud of their local area

☐

A place where new homes and buildings are planned with care

☐

Local places are cleaner, greener and well cared for

☐

None of these things

☐

I do not know

Making the plan work



Question 12: How should East Surrey Council help people find jobs and help local businesses do well?

Tick as many boxes as you want.

☐

Keep land and buildings for businesses to use

☐

Provide more workspaces for small businesses

☐

Support businesses and help new businesses to start up

☐

Make space for factories and places to store goods and move them around

☐

Help bring money into town centres and local shopping areas to improve them

There are more answers on the next page.

☐

Plan new homes close to places where people can get jobs now and in the future

☐

Supply water and electricity, and improve transport and internet to help businesses

☐

Help people learn skills and find jobs in their local area

☐

Something else. Please say what:



Question 13: Which problems with housing should East Surrey Council focus on the most?

Please tick up to 3 boxes.

☐

More homes

☐

More homes people can afford

☐

More council and social homes

☐

Stopping homelessness

☐

Better quality homes

☐

Homes for key workers, like nurses

☐

Homes for young people

☐

None of these things

☐

I do not know



Question 14: What should East Surrey Council do to tackle **climate change**?

Remember, **climate change** is big changes in the weather, such as more storms and floods.

Tick as many boxes as you want.

☐

Make sure public services spend money on **active cooling** - this is things like fans and pumps that remove heat, such as air conditioning

☐

Set rules to make sure buildings use less energy

☐

Set rules about getting energy from things like the sun and wind

☐

Ask for information about how new buildings will use energy

There are more answers on the next page.

☐

Check how much new buildings could add to climate change

☐

Avoid building in places that could flood

☐

Set local rules to make sure buildings use less water

☐

Give advice and support to help people keep their homes warm

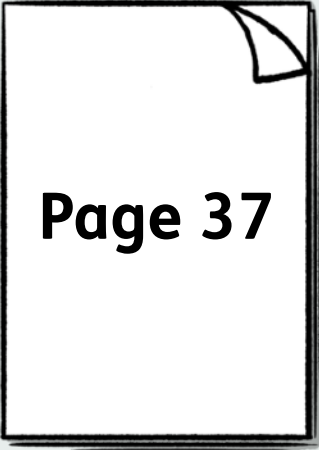
☐

None of these things

☐

Something else. Please say what:

Businesses, organisations and services



Page 37

You only need to answer these questions if you are answering for a business, organisation or public service.

If you are not, please go to Question 17 on page 37.



3 main things

Question 15: What do you think are the 3 main things stopping the council from improving East Surrey?

Please tick up to 3 boxes.

☐

Not enough money

☐

The council and other organisations not working well together

There are more answers on the next page.

☐

Not enough staff or time to do the work

☐

Not enough people with the skills needed

☐

Not enough information to understand what is needed

☐

Rules that make it harder to do the work

☐

Difficulty getting local people involved

☐

Roads, transport and other services not meeting people's needs

☐

More people needing services than those services can support

☐

Something else. Please say what:



Question 16: How could your organisation work with the council to make East Surrey a better place for everyone?

Tick as many boxes as you want.

☐

Share skills and knowledge

☐

Share information to help understand what is needed

☐

Work together on projects

☐

Work together to arrange or provide services

☐

Support projects run by local people

☐

Help businesses grow and bring money into the area

☐

Provide money, equipment or other support

There are more answers on the next page.

☐

Help people **volunteer**

A **volunteer** is someone who gives their time to help without getting paid.

☐

Help decide future rules and plans

☐

Join groups where organisations discuss ideas and make decisions together

☐

Speak up for East Surrey

☐

Something else. Please say what:

Communication



We want to be clear and honest about the work we are doing.

Question 17: What do you think is important for the council to tell local people about?

Please tick up to 3 boxes.

☐

The council's money problems and how these could affect services

☐

How the council spends and saves money

☐

How decisions are made and who makes them

☐

How services are working

☐

What local people think of the council's services

There are more answers on the next page.

☐

What the council does when local people say what they think

☐

Work that is finished and work still to do

☐

Complaints and how quickly the council deals with them

☐

What help is available for people who need it

☐

What work is being done to help protect the planet

☐

How the council helps local businesses

☐

None of these things

☐

I do not know

☐

Something else. Please say what:

Accessibility



We want everyone to be able to get the services they need from the council.

Question 18: What should East Surrey Council do to make its services fair for everyone?

Please tick up to 3 boxes.

☐

Make services easy to use for people with different needs

☐

Treat people fairly and with respect

☐

Include people from different backgrounds when planning services

☐

Check how decisions could affect different groups of people

There are more answers on the next page.

☐

Make sure people can get help online, by phone and in person

☐

Make sure services do not cost too much to use

☐

None of these things

☐

I do not know

Living and working in East Surrey



Question 19: How much do you agree that you can take part in decisions that affect your 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

Other comments



Question 20: Is there anything else the council should think about when we start to work on our plan for East Surrey?

Please write your answer in up to 500 words.

About you



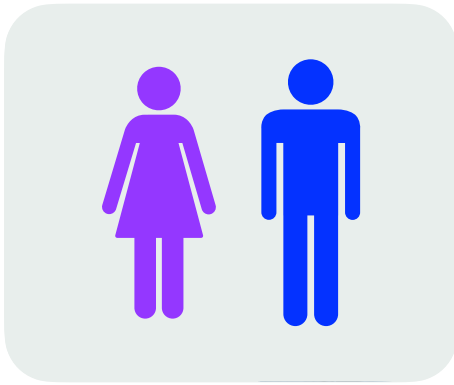
Please answer these questions about yourself.



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



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



Question 21: What sex were you born as?

Please tick 1 box.

☐

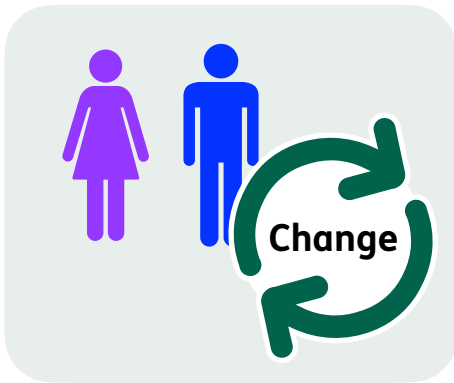
Female

☐

Male

☐

I do not want to say



Question 22: Has your **gender** changed since you were born?

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

Please tick 1 box.

☐

Yes

☐

No

☐

I do not want to say



Question 23: 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 24: 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 25: 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

☐

I look after my home or family

☐

I am on long-term sick leave or I am disabled

☐

I am doing something else

☐

I do not want to say

☐

I do not know



Question 26a: Do you have a disability or long-term health condition?

Please tick 1 box.

☐

Yes

☐

No

☐

I do not want to say

Question 26b: If you have a disability or long-term health condition, does it make things difficult in your everyday life?

Please tick 1 box.

☐

Yes, very difficult

☐

Yes, quite difficult

☐

Not at all

☐

I do not want to say



Question 27: 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

☐

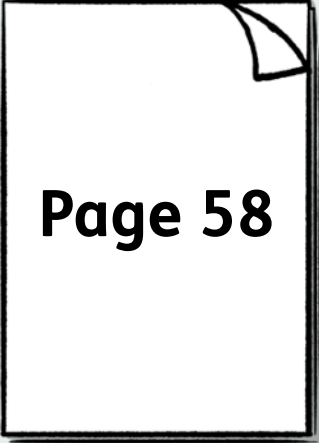
Yes, for 50 or more hours a week

☐

I do not want to say



Businesses, organisations and services



Page 58

You only need to answer these questions if you are answering for a business, organisation or public service.

If you are not, please go to the end of the survey.



**My
organisation
is called...**

Question 28: What is the name of your organisation?

Please write in the box.



Question 29: Which of these answers best describes your organisation?

Please tick 1 box.

☐

An organisation working in arts, culture or local history

☐

A business or private company

☐

An organisation that speaks up for businesses

☐

A group that supports local people

☐

An organisation that provides education or training

☐

An organisation that works to protect the environment

☐

A religious organisation

There are more answers on the next page.

☐

An organisation that provides health or social care

☐

An organisation that provides homes for people

☐

A parish or town council

☐

An organisation that provides public services, like the NHS or a council

☐

An organisation that provides transport

☐

A charity, community group or **social enterprise**

A **social enterprise** is a business that uses the money it makes to help people.

☐

Something else. Please say what:



East Surrey

Question 30: Which area of East Surrey does your organisation work in?

Please tick all that apply.

☐

Mole valley

☐

Reigate and Banstead

☐

Elmbridge

☐

Epsom and Ewell

☐

Tandridge

☐

Somewhere else in Surrey

☐

Outside of Surrey. Please say where:

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 the council's 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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