Aldershot and Farnborough

Results from the Resident Surveys 2026 split by towns

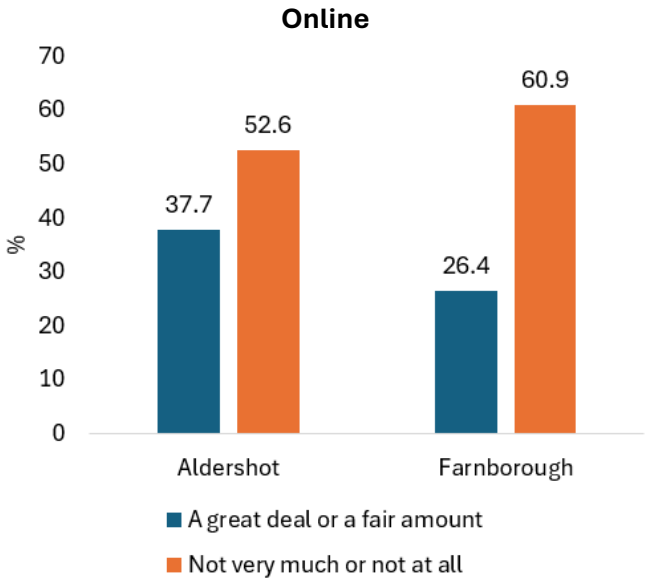
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Satisfaction with the Council

To what extent do you think Rushmoor Borough Council acts on the concerns of local residents?

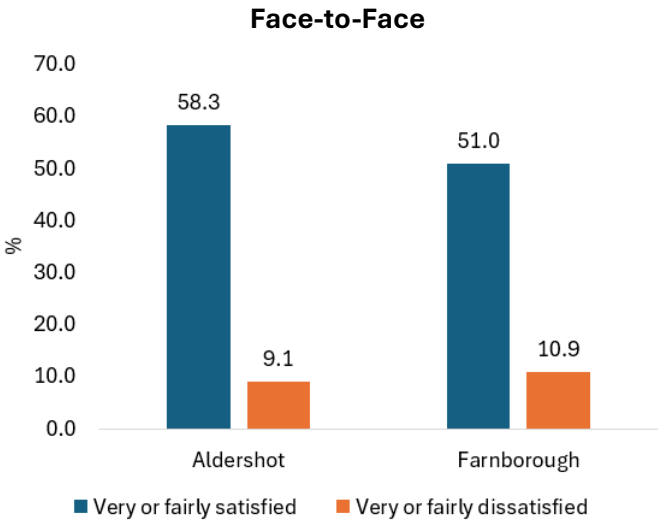
In both surveys a higher % of Aldershot residents thought the council acted on the concerns of local residents, more than Farnborough residents.

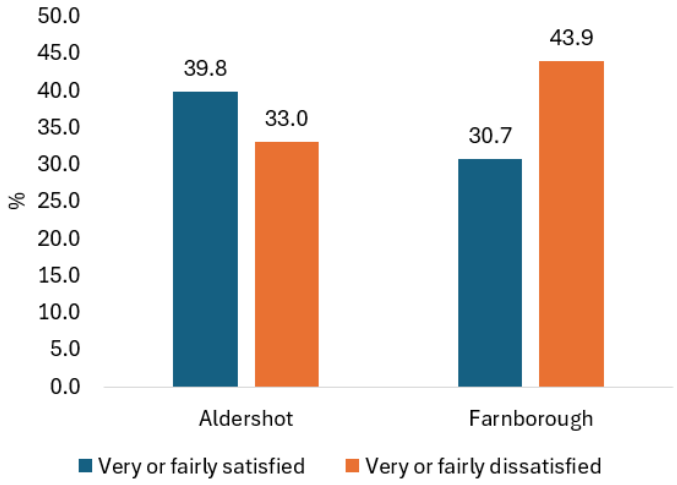




Considering everything, how satisfied or dissatisfied are you with the way Rushmoor Borough Council runs things?

In both surveys a higher % of Aldershot residents were satisfied with the council, more than Farnborough residents.





Satisfaction with services

Services with highest rate of satisfaction

Face-to-Face

Aldershot

1. Parks, woodlands, open spaces and playgrounds (93%)
2. Household recycling and rubbish collections (86%)
3. Arts and culture (67%)
4. Environment health (63%)
5. Keeping the area clean and tidy (63%)

Farnborough

1. Parks, woodlands, open spaces and playgrounds (87%)
2. Household recycling and rubbish collections (86%)
3. Environment health (72%)
4. Keeping the area clean and tidy (64%)
5. Parking (58%)

Online

Aldershot

1. Arts and culture (70%)
2. Household recycling and rubbish collections (69%)
3. Parks, woodlands, open spaces and playgrounds (68%)
4. Environment health (56%)
5. Crematorium and cemeteries (54%)

Farnborough

1. Household recycling and rubbish collections (74%)
2. Parks, woodlands, open spaces and playgrounds (67%)
3. Environment health (57%)
4. Crematorium and cemeteries (45%)
5. Arts and culture (42%)

Services with highest rate of dissatisfaction

Face-to-Face

Aldershot

1. Town centres (47%)
2. Creating safer communities (26%)
3. Keeping the area clean and tidy (22%)
4. Community facilities (16%)
5. Parking (15%)

Farnborough

1. Town centres (47%)
2. Sports and leisure facilities (31%)
3. Creating safer communities (24%)
4. Keeping the area clean and tidy (21%)
5. Community facilities (20%)

Online

Aldershot

1. Town centres (66%)
2. Creating safer communities (58%)
3. Keeping the area clean and tidy (44%)
4. Community facilities (42%)
5. Housing (31%)

Farnborough

1. Town centres (75%)
2. Sports and leisure facilities (56%)
3. Keeping the area clean and tidy (52%)
4. Creating safer communities (46%)
5. Community facilities (46%)

Net favourability face-to-face

Aldershot	**671**	**Farnborough**	**550**
Parks, woodlands, open spaces and playgrounds	90	Parks, woodlands, open spaces and playgrounds	83
Household recycling and rubbish collections	78	Household recycling and rubbish collections	76
Arts and culture	66	Environment health	69
Environment health	61	Keeping the area clean and tidy	43
Sports and leisure facilities	57	Parking	42
Health and well-being activities	41	Arts and culture	40
Parking	41	Health and well-being activities	35
Keeping the area clean and tidy	40	Crematorium and cemeteries	31
Community facilities	38	Markets in Aldershot and Farnborough, car boot sales and craft fayres	30
Crematorium and cemeteries	38	Planning	23
Markets in Aldershot and Farnborough, car boot sales and craft fayres	37	Community facilities	23
Supporting businesses and residents to find work	26	Promoting biodiversity and responding to climate change	22
Planning	23	Creating safer communities	18
Promoting biodiversity and responding to climate change	20	Housing	18
Creating safer communities	19	Supporting businesses and residents to find work	12
Housing	15	Sports and leisure facilities	0
Town centres	-19	Town centres	-14

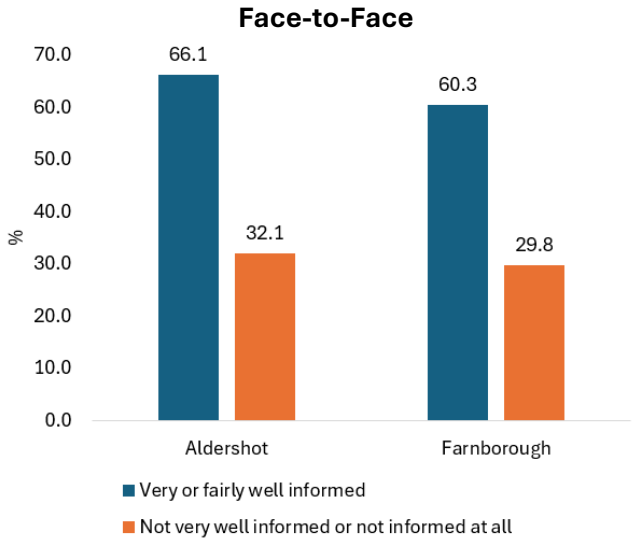
Net favourability online

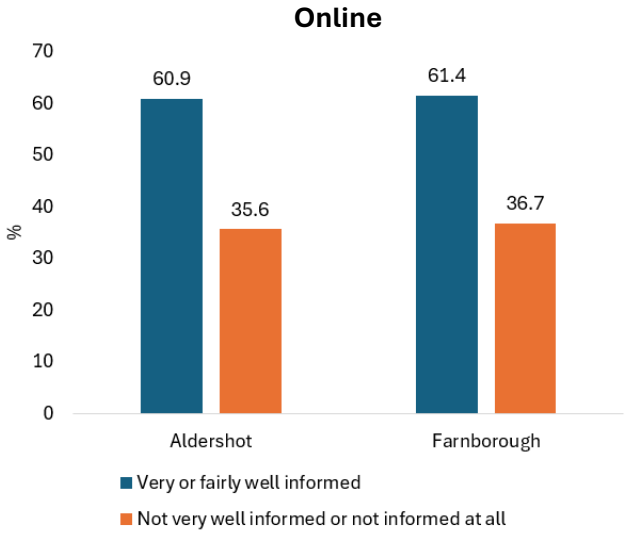
Aldershot	**211**	**Farnborough**	**-24**
Arts and culture	60	Household recycling and rubbish collections	55
Parks, woodlands, open spaces and playgrounds	53	Parks, woodlands, open spaces and playgrounds	47
Crematorium and cemeteries	51	Environment health	46
Household recycling and rubbish collections	47	Crematorium and cemeteries	42
Environment health	36	Arts and culture	20
Sports and leisure facilities	29	Parking	-5
Parking	20	Markets in Aldershot and Farnborough, car boot sales and craft fayres	-5
Markets in Aldershot and Farnborough, car boot sales and craft fayres	19	Promoting biodiversity and responding to climate change	-7
Promoting biodiversity and responding to climate change	4	Planning	-14
Keeping the area clean and tidy	-2	Keeping the area clean and tidy	-16
Planning	-3	Housing	-18
Supporting businesses and residents to find work	-7	Supporting businesses and residents to find work	-19
Housing	-10	Community facilities	-20
Community facilities	-12	Creating safer communities	-23
Creating safer communities	-32	Sports and leisure facilities	-41
Town centres	-42	Town centres	-66

Keeping residents informed

How well informed do you think Rushmoor Borough Council keeps you about their services and what is happening in the area?

In the face-to-face survey a higher % of Aldershot residents felt informed, more than Farnborough residents.

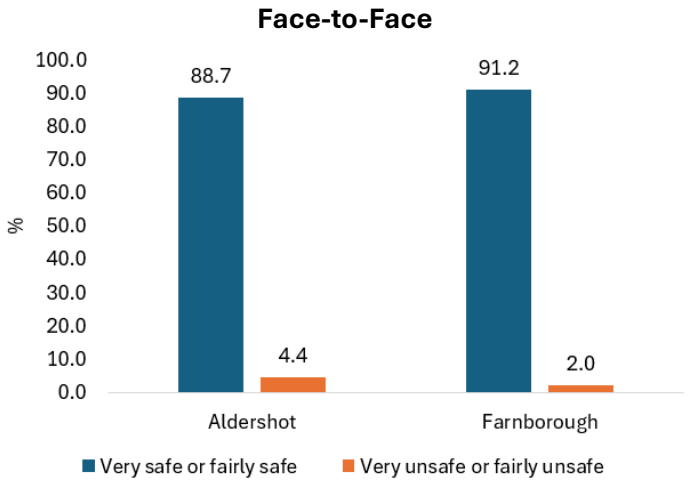


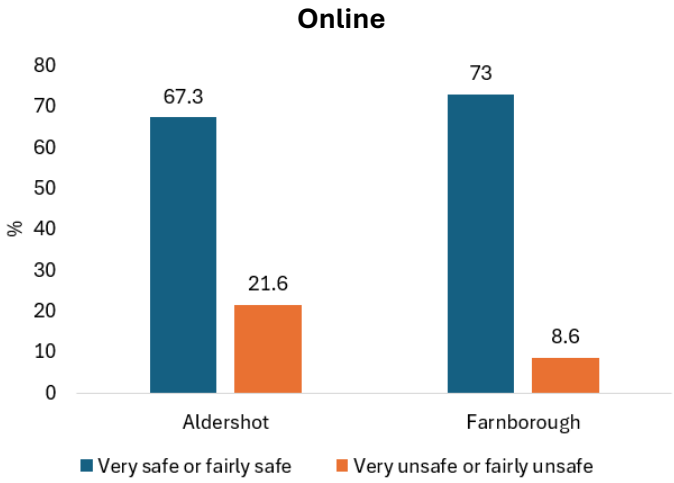


Community based questions

How safe or unsafe do you feel when outside in your local area during the day?

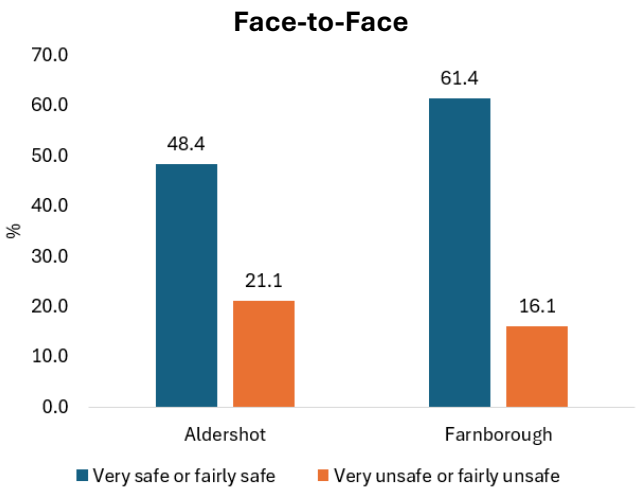
In both surveys a higher % of Farnborough residents felt safe during the day, more than Aldershot residents.





How safe or unsafe do you feel when outside in your local area after dark?

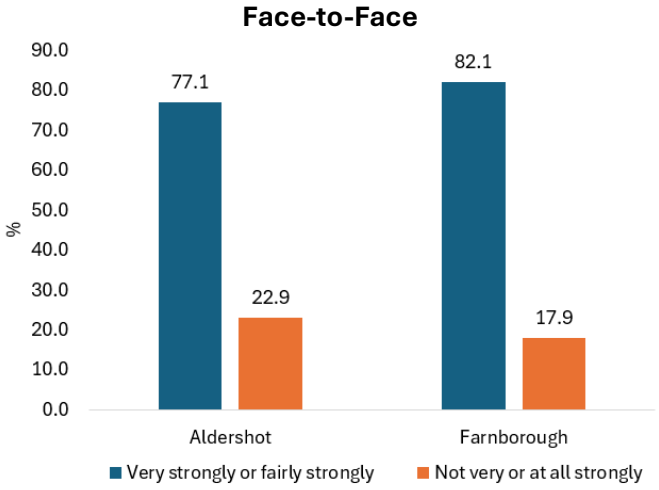
In both surveys a higher % of Farnborough residents felt safe after dark, more than Aldershot residents.

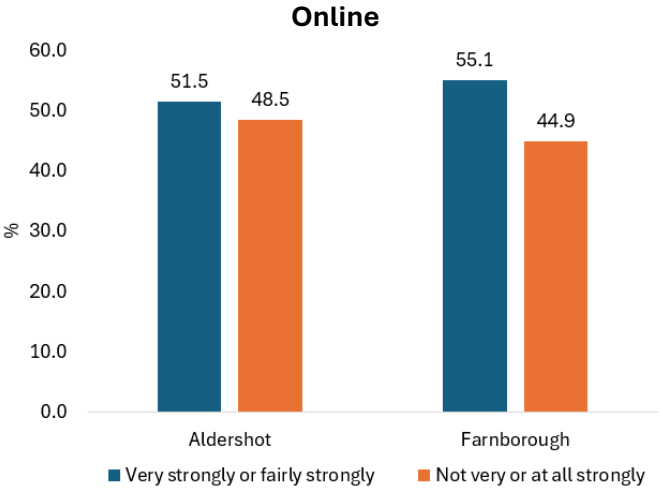




How strongly do you feel you belong to your local area?

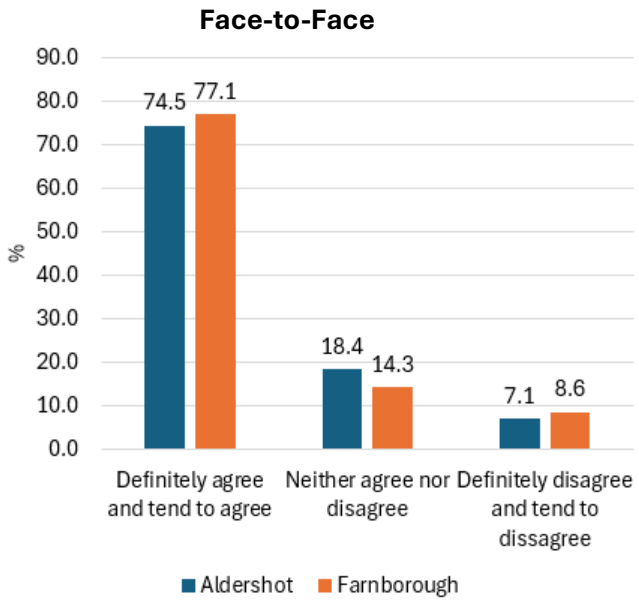
In both surveys a higher % of Farnborough residents felt they belonged to their local area, more than Aldershot residents.

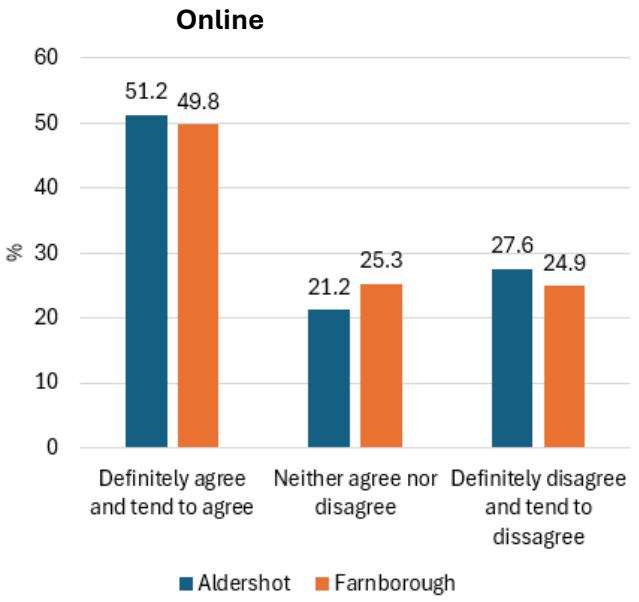




To what extent do you agree or disagree that your local area is a place where people from different backgrounds get on well together?

The results in both surveys are quite similar between towns.

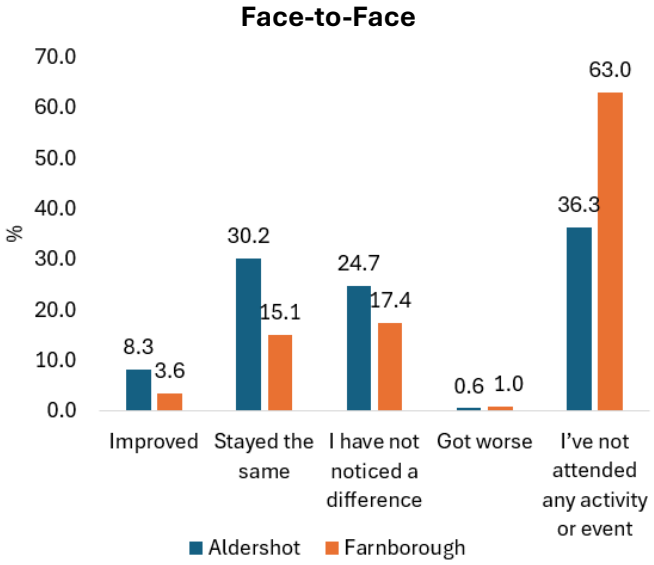


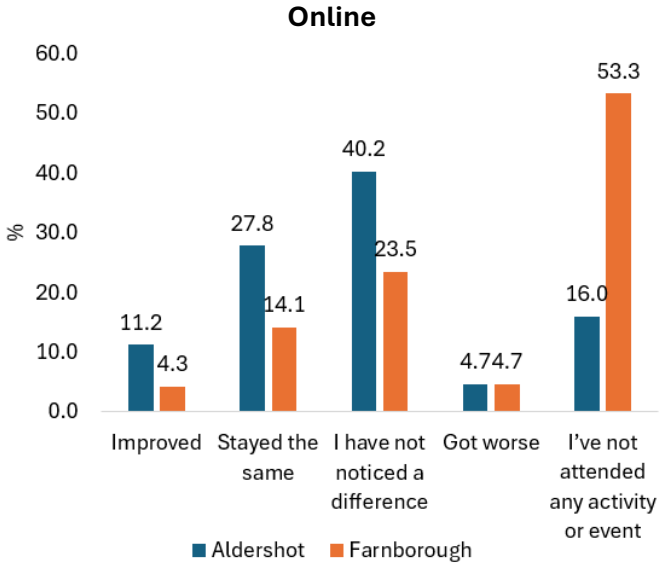


Aldershot town centre

Over the last 12 months, do you think that arts and culture-based activities and events in Aldershot have:

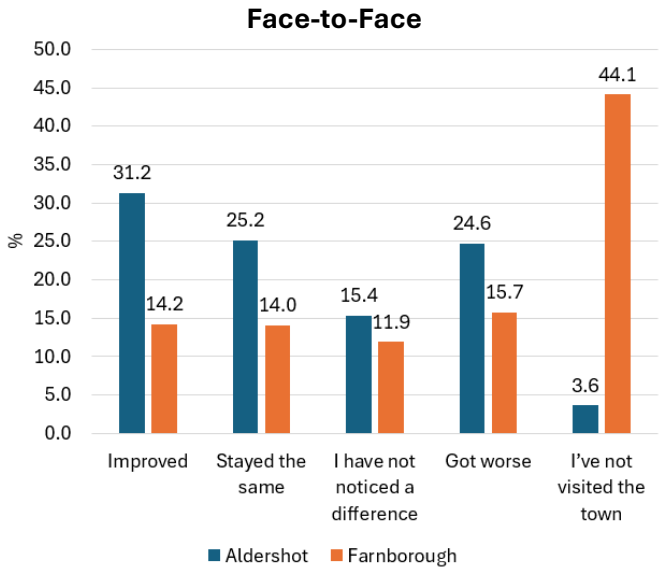
In both surveys a higher % of Aldershot residents thought arts and cultural events in Aldershot had improved.

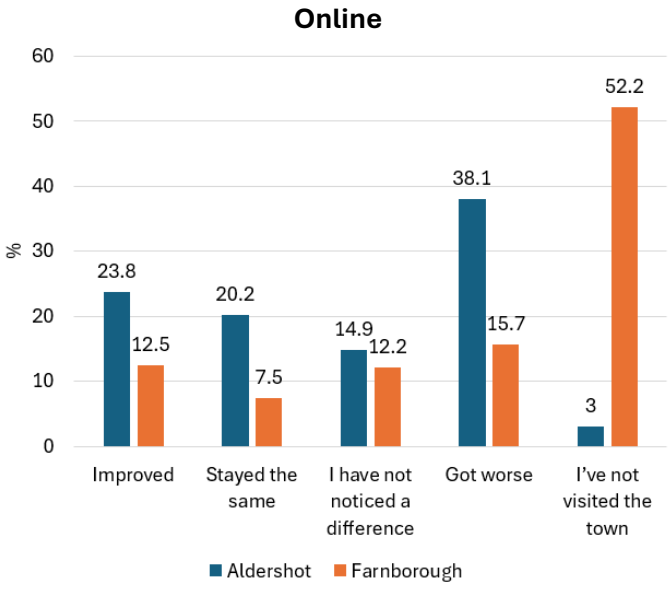




Over the last 12 months, do you think the look of Aldershot town centre has:

In both surveys a higher % of Aldershot residents thought the look of Aldershot had improved

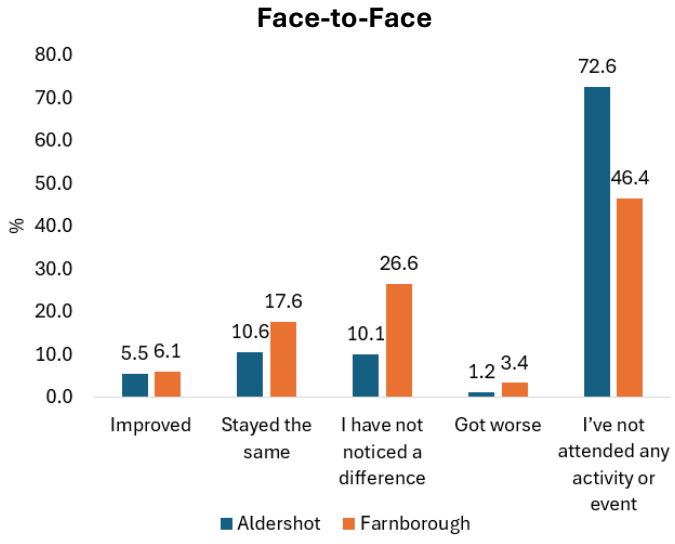


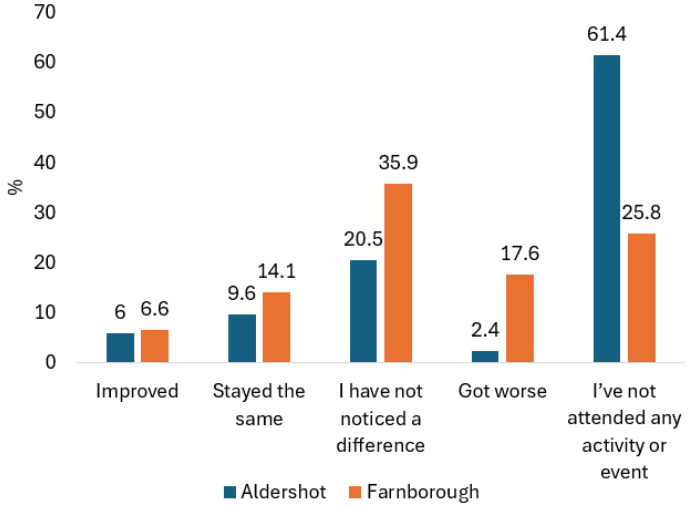


Farnborough town centre

Over the last 12 months, do you think that arts and culture-based activities and events in Farnborough have:

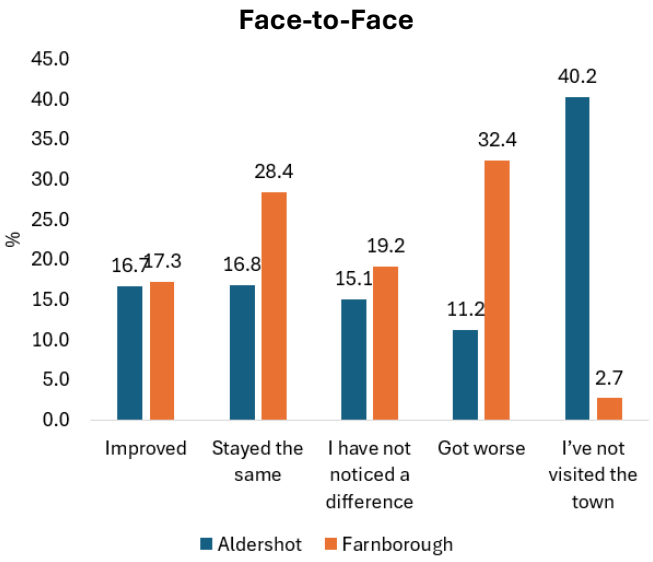
In both surveys, there was a similar % of Aldershot and Farnborough residents thought arts and cultural events in Farnborough had improved.

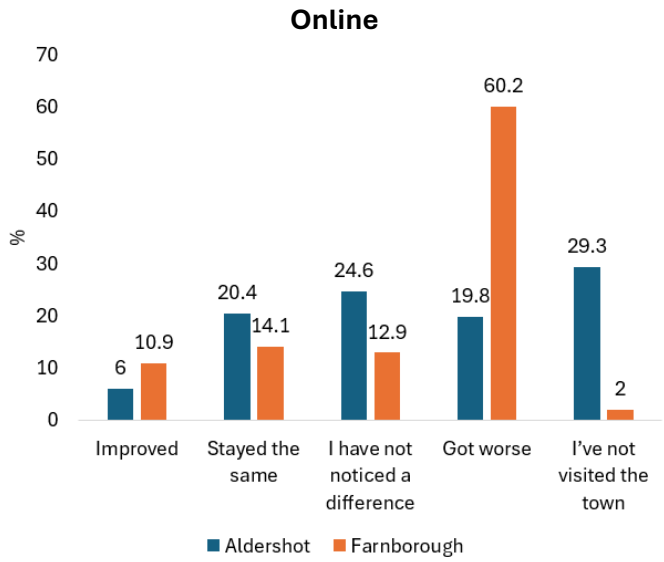




Over the last 12 months, do you think the look of Farnborough town centre has:

In the face-to-face survey, there was a similar % of Aldershot and Farnborough residents thought the look of Farnborough had improved. In the online survey there was a difference in the % from the two towns.





Conclusions

- We know from survey analysis of the results of the two surveys that those responding to the face-to face survey were more satisfied than those responding online.
- From looking at the results between the two the towns, those from Aldershot are generally more satisfied and positive, compared to those from Farnborough. This is in both surveys.
- However, when it comes to feelings of safety those from Farnborough feel safer and those from Farnborough were more likely to feel that they belong to their local area.
- Farnborough residents are more dissatisfied with sports and leisure facilities than Aldershot residents. Aldershot had a positive net favourability score for this service in both surveys and Farnborough didn't.
- Although, both those from Aldershot and Farnborough had a net positivity score for art and culture, there was a much higher net positivity score from Aldershot residents. This is reflected in the those who have attended community events and activities, with Aldershot residents more likely to have attended than those from Farnborough. Also, a higher percentage of Aldershot residents thought arts and culture-based activities and events in Aldershot, had improved than Farnborough residents on arts and culture-based activities and events in Farnborough.
- A higher percentage of Aldershot respondents thought the look of Aldershot had improved in the past 12 months. This was not reflected by Farnborough residents thinking the look of Farnborough had improved.

More information

To see the full results of the surveys and results of other consultations, please visit our Results from our consultations webpage.