

Tell us what you think about the services we provide – 2023

(Survey report August 2023)

Survey report by Risk, Performance & Procurement

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Introduction

Regularly undertaking residents' surveys is a useful tool to gauge residents' satisfaction with Council services, which can help inform decisions and allow better allocation of service resources. Rushmoor carries out a residents survey each year, alternating between a service satisfaction-based survey and a place-based survey. In 2021 we carried out a service satisfaction survey and the questions from this survey have been repeated in this survey to identify any changes in views. This is especially useful when there have been service changes.

In addition, community safety questions have been included, to build on the results of the Community Safety survey carried out in February 2023, which identified possible low perception of safety among the respondents in comparison to other survey results. This lower perception of safety could be due to several factors, including the focus of the survey and the survey methodology.

Methodology

The survey was designed as an online survey (annex A) but was also available as a paper version on request. The survey was launched at Victoria Day in Aldershot on the 10 June, with posters and postcards advertising the survey (annex B), and paper copies available for competition. The survey was advertised in an article in the Summer edition of Arena (annex C) and on the Council's website and through social media channels. Details about the survey were also emailed out to the residents who have signed up to receive news from the Council or to take part in Council consultations.

To further engagement with our communities the survey was emailed to our contacts in community groups in Rushmoor, and a press release was sent out.

The survey ran for eight weeks from the Saturday 10 June to Friday 4 August 2023. The deadline was extended to Sunday 6 August 2032, so details of the survey could be included in the Council's email news on the Friday 4 August.

In addition, a smaller survey aimed at secondary school pupils in the Borough was carried out. This survey asked the importance and satisfaction with services questions and the community safety questions. This survey was emailed to Alderwood, Cove, Fernhill and Wavell secondary schools for the school to share with their pupils.

Responses

In total 1,509 people completed the survey, with 1,498 completing the survey online with a completion rate of 83% (this is the percentage that got to the end of the survey), 11 completed paper versions of the survey.

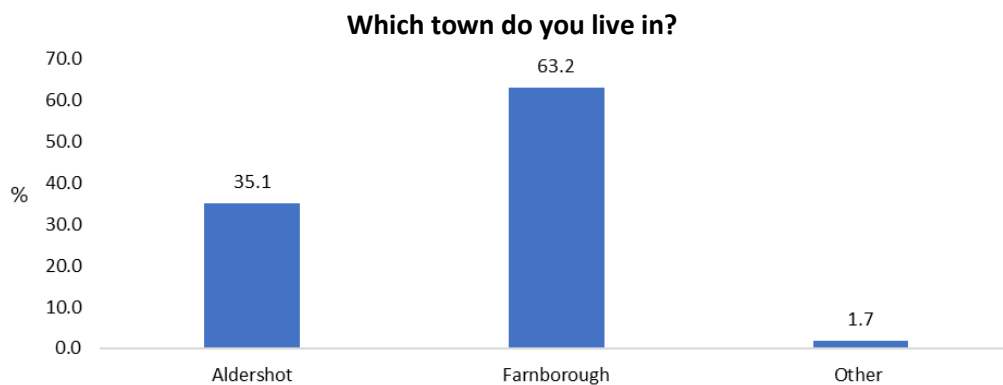
This a good response to a residents' survey and over 400 more responses than the 2022 residents survey (1,058 reposes), and a very similar amount to the 2021 residents survey (1,518 responses).

In total 51 respondents completed the secondary school survey, with a completion rate of 63%.

Characteristics of respondents

Which town do you live in?

All 1,509 respondents completed this question. According to the 2021 Census, 59.9% of Rushmoor residents lived in Farnborough and 40.2% lived in Aldershot. 63.2% (953) of respondents indicated that they were Farnborough residents and 35.1% (530) of respondents indicated that they were Aldershot residents. This suggests that Farnborough residents are overrepresented in the survey and Aldershot residents are underrepresented.



Of the 26 respondents (1.7%) that ticked other, the main themes of the answers were:

- 5 respondents indicated that they lived in North Camp
- 3 respondents indicated they lived in Cove
- 3 respondents indicated they lived in Farnham
- 2 respondents indicated that they lived in Ash

This question was also asked in the secondary school survey. In total, 84.3% (43) respondents identified that they lived in Farnborough and 11.8% (6) respondents identified that they lived in Aldershot. Two respondents (3.7%) identified that they lived 'other' than just in Aldershot or Farnborough.

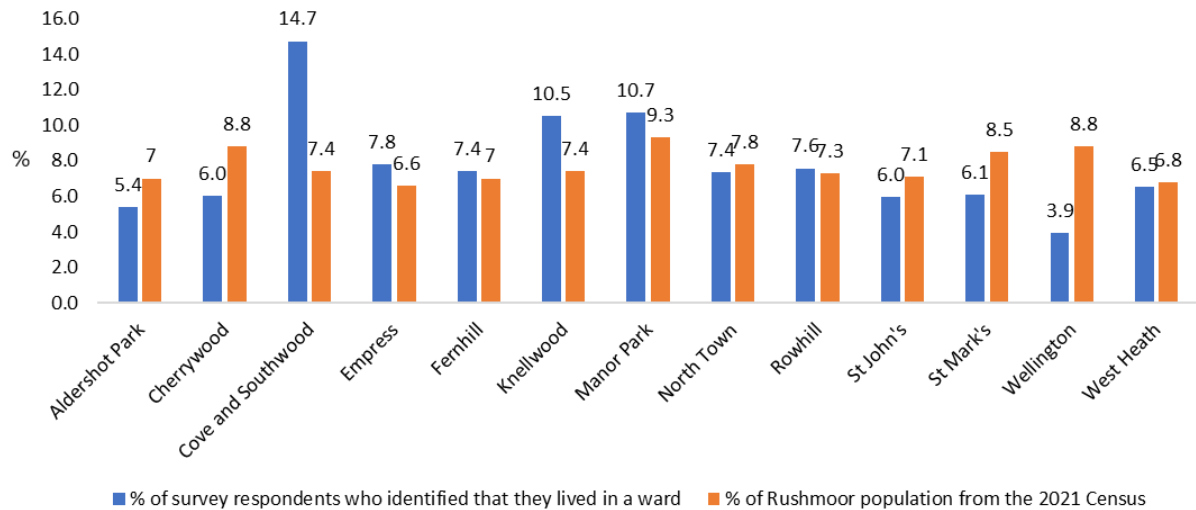
Ward responses rate

In total 1,427 respondents indicated which ward they lived in, 42 respondents didn't know what ward they lived in, 22 respondents preferred not to say and 12 respondents indicated that they didn't live in a Rushmoor ward. The number of respondents varied between wards with the highest being Cove and Southwood ward (210 respondents) and the lowest being Wellington ward with 56 respondents.

The following chart is the percentage of respondents per ward compared to percentage of Rushmoor's population in each ward. The chart shows that Cove and Southwood,

Knellwood, Manor Park and Empress wards are all over-represented in the survey. Wellington, Cherrywood, St Mark's, Aldershot Park and St.John's ward are under-represented.

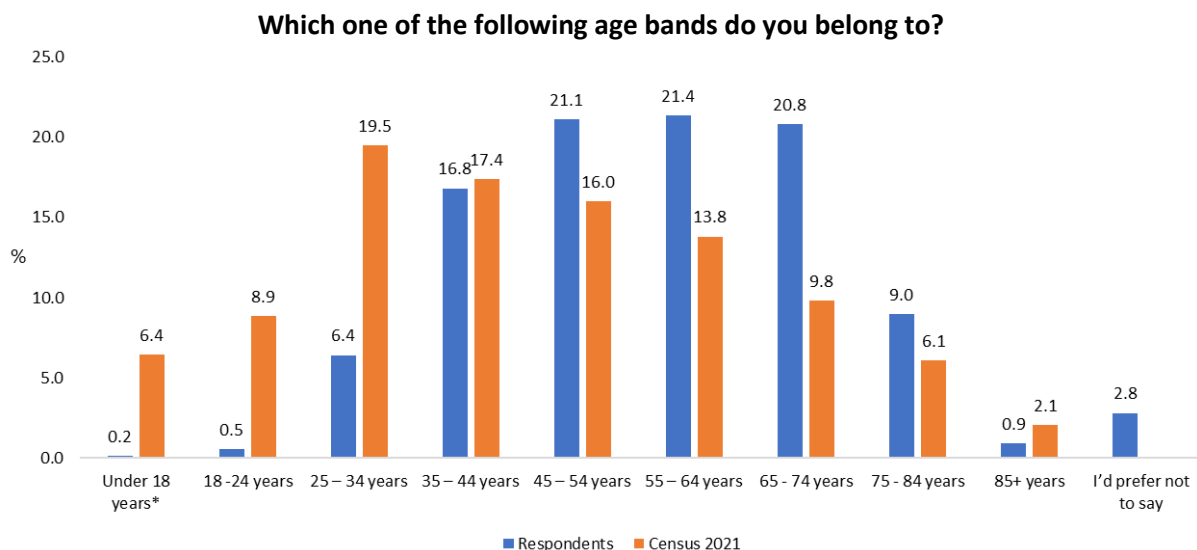
Percentage of respondents per ward compared to percentage of Rushmoor's population in each ward



Although some wards are under-represented and the number of respondents is low in some wards, some of results are shown by ward in annex D of this report. These figures should only be used as an indication to what some residents of the ward think or feel and should not be considered representative.

Which one of the following age bands do you belong to?

In total 1,278 respondents completed this question. Those under 34 years of age are under-represented and those over 55 years of age are over-represented.

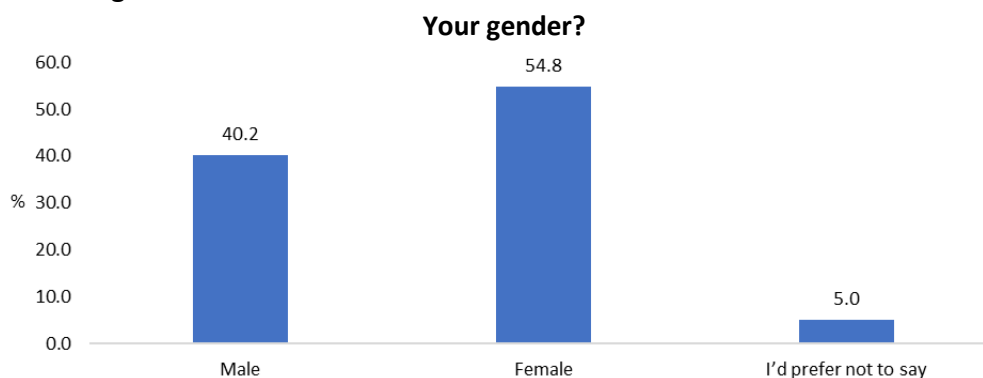


* As the survey was advertised by social media the 2021 Census age percentage for under 18 years is from 13 years of age, which the minimum age for most social media platforms.

This question was asked in the secondary school survey. In total, 51.0% (26) respondents identified that they were 13- 14 years old, 17.7% (9) respondents identified that they were 15- 16 years old, 11.8% (6) respondents identified that they were 11- 12 years old. 10 respondents (19.6%) identified that they preferred not to say.

Your gender

In total 1,277 respondents completed this question. 54.8% (700) of respondents indicated that they were female and 40.2% (513) of respondents indicated that they were male. Females are over-represented in the survey as 49.9% of the population of Rushmoor are female according to the 2021 Census.



What is your ethnic group?

In total 1,277 respondents completed this question. When compared to the data from the 2021 Census, those who identified as white are over-represented and those who identified in the groups other than white are under-represented. The Nepali population is very under-represented, 0.5% of respondents identified as Nepali (7 respondents), compared to the 10.6% of the population who identified as Nepali in the 2021 Census.

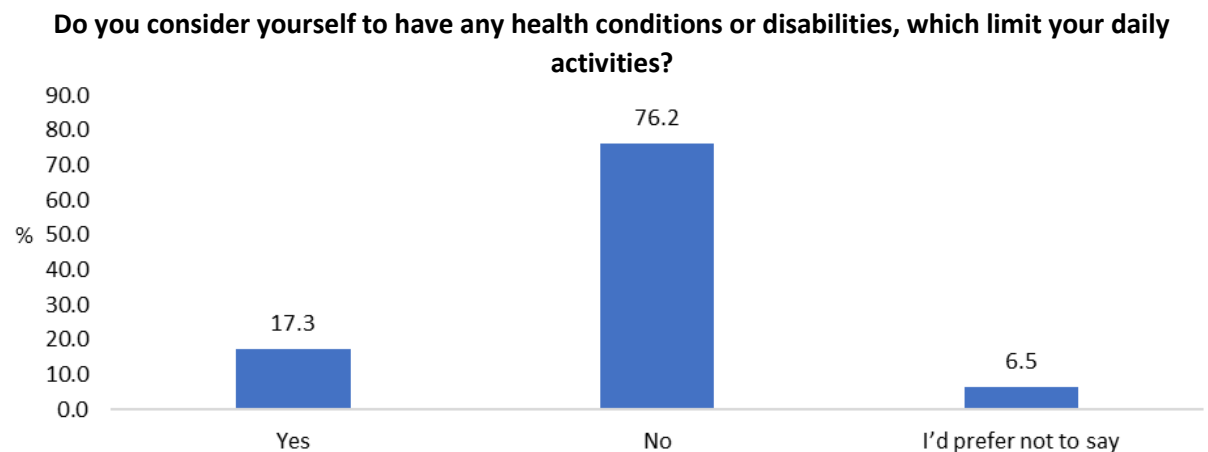
Ethnic group	Number	%	Census 2021
White - British	1,066	83.5	71.1
White – Irish	11	0.9	0.7
White – Gypsy/Traveller	4	0.3	0.2
White – other	42	3.3	5.4
Mixed - white and black Caribbean	4	0.3	0.7
Mixed - white and black African	1	0.1	0.4
Mixed - White and Asian	4	0.3	0.8
Mixed – other	8	0.6	0.6
Asian or British Asian – Nepali	7	0.5	10.6
Asian or British Asian – Indian	15	1.2	2.1
Asian or British Asian – Pakistani	8	0.6	1.2
Asian or British Asian – Bangladeshi	2	0.2	0.3
Asian or British Asian – Chinese	3	0.2	0.5
Asian – other	6	0.5	1.6
Black or British black – Caribbean	3	0.2	0.7
Black or British black – African	6	0.5	1.5
Black – other	1	0.1	0.4
Arab	1	0.1	0.2

Any other background	18	1.4	1.0
I'd prefer not to say	67	5.2	-
Total identified as white	1,123	87.9	77.4
Total identified as other ethnic groups	69	5.4	22.6

Of the 18 respondents that identified as any other ethnic group the main theme of responses was white English and English (mentioned in 11 comments).

Do you consider yourself to have any health conditions or disabilities, which limit your daily activities?

In total 1,278 respondents completed this question. 76.2% (974) of respondents indicated that they didn't have any health conditions or disabilities, which limited their daily activities. 17.3% (221) of respondents indicated that they did have health conditions or disabilities, which limited their daily activities. For reference purposes, 14.3% of residents in the 2021 Census indicated that had a long-term health problem or disability that limited their day-to-day activities a little or a lot.



Survey responses

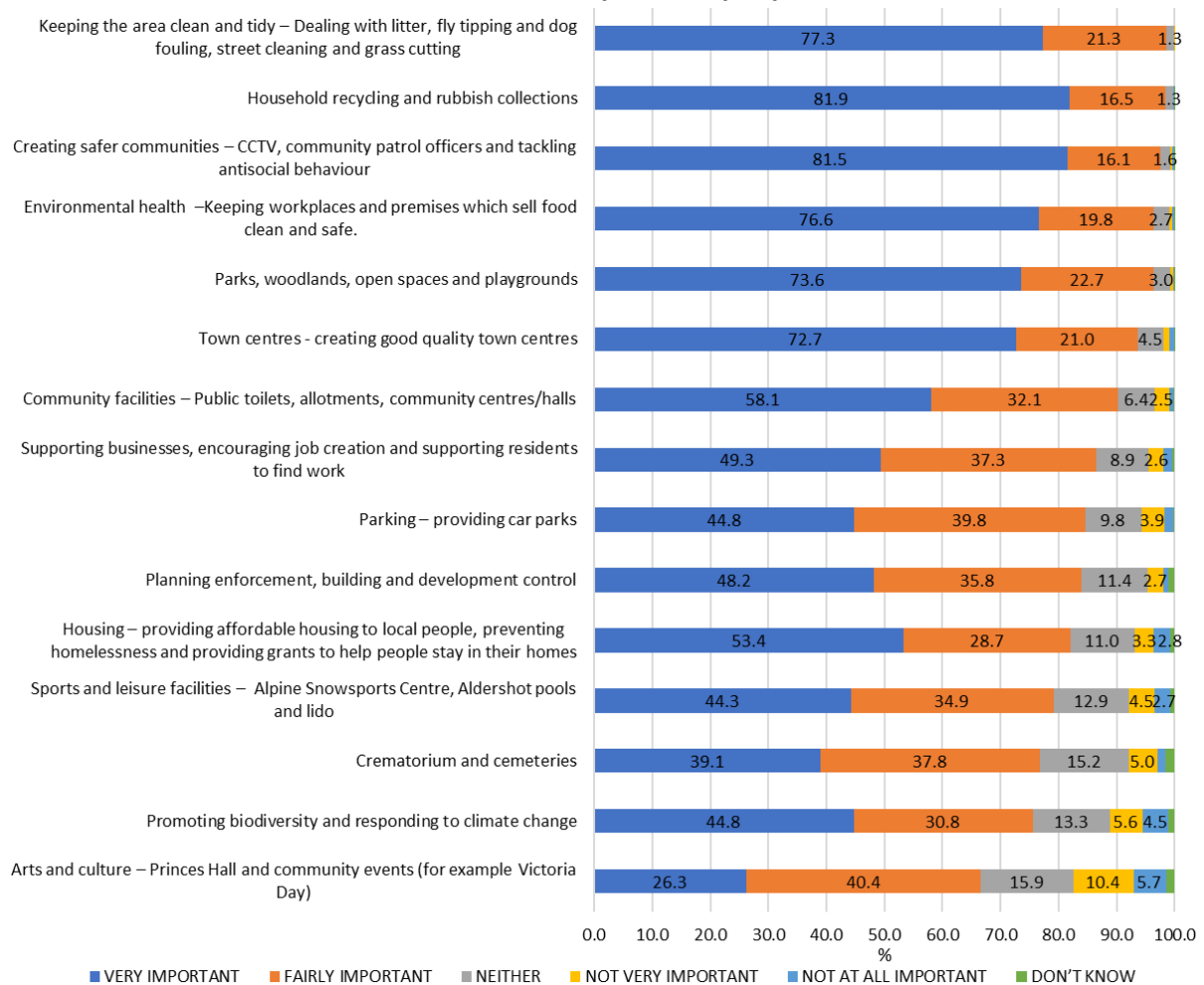
Responses to questions where appropriate have been spilt by the town respondents live in, the gender of respondents, the age of respondents and respondents that identified as white and those who identified as other ethnic groups. We have also included data for those who identified as having health conditions or disabilities, which limit daily activities. This is to see if different groups in Rushmoor have different views about the services the Council provides. Information from the different wards can be found in annex D.

Question 3: Looking at the list below, please can you tell us how important or not you consider each of these to be?

In total 1,419 respondents completed this question. The most important service to respondents was 'Keeping the area clean and tidy – Dealing with litter, fly tipping and dog fouling, street cleaning and grass cutting' (98.6% thought this was very or fairly important), followed by 'Household recycling and rubbish collections' (98.4% thought this was very or

fairly important) and then by ‘Creating safer communities – CCTV, community patrol officers and tackling antisocial behaviour’(97.6% thought this was very or fairly important).

Looking at the list below, please can you tell us how important or not you consider each of these to be? In order of very and fairly important



Just looking at the services that were identified as very important by respondents, the top three services were:

1. ‘Household recycling and rubbish collections’ (81.9% thought this was very important)
2. ‘Creating safer communities – CCTV, community patrol officers and tackling antisocial behaviour’ (81.5% thought this was very important)
3. ‘Keeping the area clean and tidy – Dealing with litter, fly tipping and dog fouling, street cleaning and grass cutting’ (77.3% thought this was very important)

The least important services were ‘Arts and culture – Princes Hall and community events (for example Victoria Day)’ (16.1% thought that this was not very important or not important all), followed by ‘Promoting biodiversity and responding to climate change’ (10.1% thought that this was not very important or not important all), and then by ‘Sports and leisure facilities – Alpine Snowsports Centre, Aldershot pools and lido’ (7.2% thought that this was not very important or not important all). It is worth noting however that for

each of these services, over 65% of respondents considered them either very or fairly important.

Change in importance since 2021

Some of the wording used in the survey was amended slightly from 2021 to 2023, and promoting biodiversity and responding to climate change was added.

Just looking at the three most important services, 'Parks, woodlands, open spaces and playgrounds' is no longer in the top three (now the fifth most important service) and 'Creating safer communities' has gone from the sixth most important service in 2021, to the third most important service in 2023.

Very or fairly important

2021		2023
Keeping the area clean and tidy – Dealing with litter, fly tipping and dog fouling, street cleaning and grass cutting (98.3%)	1st	Keeping the area clean and tidy – Dealing with litter, fly tipping and dog fouling, street cleaning and grass cutting (98.6%)
Household recycling and rubbish collections (97.8%)	2nd	Household recycling and rubbish collections (98.4%)
Parks, woodlands, open spaces and playgrounds (96.8%)	3rd	Creating safer communities – CCTV, community patrol officers and tackling antisocial behaviour (97.6%)
Town centres - creating good quality town centres (95.7%)	4th	Environmental health –Keeping workplaces and premises which sell food clean and safe (96.4%)
Environmental health –Keeping workplaces and premises which sell food clean and safe (95.3%)	5th	Parks, woodlands, open spaces and playgrounds (96.3%)
Creating safer communities – CCTV, community patrol officers and tackling antisocial behaviour (91.6%)	6th	Town centres - creating good quality town centres (93.7%)
Supporting businesses, encouraging job creation and supporting residents to find work (91.6%)	7th	Community facilities – Public toilets, allotments, community centres/halls (90.2%)
Community facilities – Public toilets, allotments, community centres/halls (89.4%)	8th	Supporting businesses, encouraging job creation and supporting residents to find work (86.6%)
Housing – providing affordable housing to local people, preventing homelessness and providing grants to help people stay in their homes (85.1%)	9th	Parking – providing car parks (84.5%)
Parking – providing car parks and managing on-street parking (84.5%)	10th	Planning enforcement, building and development control (84.0%)
Planning enforcement, building and development control (81.9%)	11th	Housing – providing affordable housing to local people, preventing homelessness and providing grants to help people stay in their homes (82.1%)
Sports and leisure facilities – Alpine Snowsports Centre, Aldershot pools and lido (79.8%)	12th	Sports and leisure facilities – Alpine Snowsports Centre, Aldershot pools and lido (79.2%)
Crematorium and cemeteries (73.7%)	13th	Crematorium and cemeteries (76.8%)

Arts and culture – Princes Hall and community events (for example Victoria Day) (65.9%)	14th	Promoting biodiversity and responding to climate change (75.6%)
	15th	Arts and culture – Princes Hall and community events (for example Victoria Day) (66.6%)

The results by different groups

The three most important services, for the majority of groups are ‘Keeping the area clean and tidy’, ‘Household recycling and rubbish collections’ and ‘Creating safer communities’ in their top three but in different orders. The difference between the top three is very close in some of the groups, that we have used the figures to two decimal places.

There is a difference between for those who identified as other ethnic groups and the results from the school survey. However, sample size that completed this for these two groups are small (69 respondents for those who identified as other ethnic groups and 37 respondents for the school survey).

Most important services (very or fairly important)	1st	2nd	3rd
All respondents	Keeping the area clean and tidy (98.6%)	Household recycling and rubbish collections (98.4%)	Creating safer communities (97.6%)
Aldershot residents	Keeping the area clean and tidy (98.99%)	Household recycling and rubbish collections (98.59%)	Creating safer communities (98.58%)
Farnborough residents	Household recycling and rubbish collections (98.44%)	Keeping the area clean and tidy (98.43%)	Creating safer communities (97.00%)
Female respondents	Keeping the area clean and tidy (99.71%)	Household recycling and rubbish collections (99.43%)	Creating safer communities (98.96%)
Male respondents	=Keeping the area clean and tidy (97.26%)		Household recycling and rubbish collections (96.88%)
	=Creating safer communities (97.26%)		
Respondents under 44 years of age	Keeping the area clean and tidy (99.34%)	Creating safer communities (99.02%)	Household recycling and rubbish collections (98.04%)
Respondents 45 to 64 years of age	Household recycling and rubbish collections (98.89%)	Creating safer communities (98.15%)	Keeping the area clean and tidy (97.97%)
Respondents over 65 years of age	Keeping the area clean and tidy (98.98%)	Creating safer communities (99.02%)	Household recycling and rubbish collections (98.04%)
Respondents who identified as white	Household recycling and rubbish collections (98.84%)	Keeping the area clean and tidy (98.22%)	Creating safer communities (98.21%)
Respondents that identified as other ethnic groups*	=Creating safer communities (98.55%)		= Household recycling and rubbish collections (97.1%)
	=Parks, woodlands, open spaces and playgrounds (98.55%)		= Keeping workplaces and premises which sell food clean and safe (97.1%)
			=Keeping the area clean and tidy (97.1%)

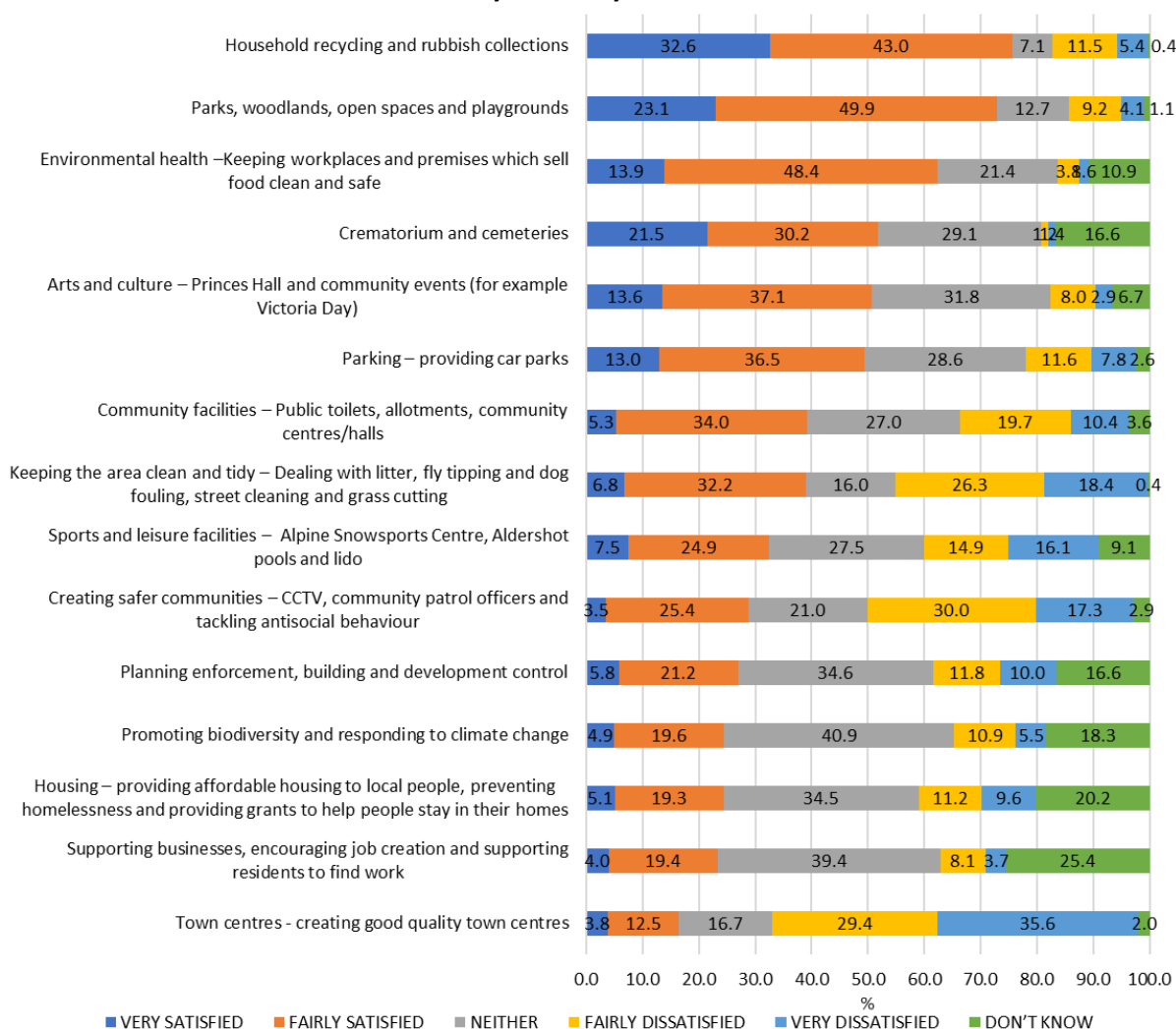
			=Town centres (97.1%)
Respondents with health conditions or disabilities, which limit daily activities	Keeping the area clean and tidy (99.55%)	Creating safer communities (99.45%)	Household recycling and rubbish collections (99.01%)
All respondents to the question in the school survey*	Keeping workplaces and premises which sell food clean and safe (94.59%)	=Keeping the area clean and tidy (89.19%)	
		=Sports and leisure facilities (89.19%)	
		=Community facilities (89.19%)	

*small sample size

Question 4: Now looking at the same list again, please could you tell us how satisfied or dissatisfied you are with these services and facilities in Rushmoor?

In total 1,338 respondents completed this question. Respondents were most satisfied with 'Household recycling and rubbish collections' (75.5% were fairly and very satisfied with this), followed by 'Parks, woodlands, open spaces and playgrounds' (72.9% were fairly and very satisfied with this) and then 'Environmental health – Keeping workplaces and premises which sell food clean and safe' (62.3% were fairly and very satisfied with this).

How satisfied or dissatisfied you are with these services and facilities in Rushmoor? In order of very and fairly satisfied



The services that respondents were most dissatisfied with were ‘Town centres - creating good quality town centres’ (65.0% were fairly or very dissatisfied with this), followed by ‘Creating safer communities – CCTV, community patrol officers and tackling antisocial behaviour’ (47.3% were fairly or very dissatisfied with this), and then by ‘Keeping the area clean and tidy – Dealing with litter, fly tipping and dog fouling, street cleaning and grass cutting’ (44.7% were fairly or very dissatisfied with this).

Just looking at the services that were identified by respondents that they were very dissatisfied with, the top three services were:

1. ‘Town Centres – creating good quality town centres’ (35.6% were very dissatisfied with this)
2. ‘Keeping the area clean and tidy – Dealing with litter, fly tipping and dog fouling, street cleaning and grass cutting’ (18.4% were very dissatisfied with this)
3. Creating safer communities – CCTV, community patrol officers and tackling antisocial behaviour (17.3% were very dissatisfied with this)

For one of the services a quarter of respondents indicated that they didn’t know if they were satisfied with the services. 25.5% (337 respondents) selected ‘don’t know’ for ‘Supporting businesses, encouraging job creation and supporting residents to find work’. This could be because they don’t use the services, or they don’t know enough about the services.

Change in satisfaction since 2021

Some of the wording used in the survey was amended slightly from 2021 to 2023, and promoting biodiversity and responding to climate change was added.

Looking at the three most important services, ‘Parking – providing car parks and managing on-street parking’ is no longer in the top three (now the sixth service most satisfied with). Satisfaction with ‘Household recycling and rubbish collections’ has increased by nearly 7 percentage points, it is worth noting that in between the two surveys, food waste collection and alternate weekly general waste collection was introduced.

Fairly or very satisfied

2021		2023
Parks, woodlands, open spaces and playgrounds (74.6%)	1st	Household recycling and rubbish collections (75.5%)
Household recycling and rubbish collections (68.6%)	2nd	Parks, woodlands, open spaces and playgrounds (72.9%)
Parking – providing car parks and managing on-street parking (57.6%)	3rd	Environmental health –Keeping workplaces and premises which sell food clean and safe (62.3%)
Environmental health –Keeping workplaces and premises which sell food clean and safe (52.9%)	4th	Crematorium and cemeteries (51.7%)
Crematorium and cemeteries (49.8%)	5th	Arts and culture – Princes Hall and community events (for example Victoria Day) (50.6%)

Keeping the area clean and tidy – Dealing with litter, fly tipping and dog fouling, street cleaning and grass cutting (41.8%)	6th	Parking – providing car parks (49.5%)
Community facilities – Public toilets, allotments, community centres/halls (39.9%)	7th	Community facilities – Public toilets, allotments, community centres/halls (39.3%)
Arts and culture – Princes Hall and community events (for example Victoria Day) (38.9%)	8th	Keeping the area clean and tidy – Dealing with litter, fly tipping and dog fouling, street cleaning and grass cutting (38.9%)
Sports and leisure facilities – Alpine Snowsports Centre, Aldershot pools and lido (35.1%)	9th	Sports and leisure facilities – Alpine Snowsports Centre, Aldershot pools and lido (32.5%)
Planning enforcement, building and development control (29.2%)	10th	Creating safer communities – CCTV, community patrol officers and tackling antisocial behaviour (28.9%)
Creating safer communities – CCTV, community patrol officers and tackling antisocial behaviour (26.5%)	11th	Planning enforcement, building and development control (27.0%)
Supporting businesses, encouraging job creation and supporting residents to find work (21.9%)	12th	Promoting biodiversity and responding to climate change (24.5%)
Housing – providing affordable housing to local people, preventing homelessness and providing grants to help people stay in their homes (21.7%)	13th	Housing – providing affordable housing to local people, preventing homelessness and providing grants to help people stay in their homes (24.5%)
Town centres - creating good quality town centres (18.5%)	14th	Supporting businesses, encouraging job creation and supporting residents to find work (23.4%)
	15th	Town centres - creating good quality town centres (16.4%)

The results by different groups

The majority of groups have ‘Town centres’, ‘Keeping the area clean and tidy’ and ‘Creating safer communities’ in their top three services that they are most dissatisfied with. ‘Town centres’ is first then the other two either come second or third.

Again, there is a difference between for those who identified as other ethnic groups and the results from the school survey. However, sample size that completed this question for these two groups are small (69 respondents for those who identified as other ethnic groups and 32 respondents for the school survey).

Services most dissatisfied with (very or fairly dissatisfied)	1st	2nd	3rd
All respondents	Town centres (65.0%)	Creating safer communities (47.3%)	Keeping the area clean and tidy (44.7%)
Aldershot residents	Town centres (65.2%)	Creating safer communities (53.1%)	Keeping the area clean and tidy (43.2%)

Farnborough residents	Town centres (66.0%)	Keeping the area clean and tidy (45.7%)	Creating safer communities (44.7%)
Female respondents	Town centres (68.1%)	Creating safer communities (46.4%)	Keeping the area clean and tidy (44.1%)
Male respondents	Town centres (58.8%)	Keeping the area clean and tidy (45.4%)	Creating safer communities (44.3%)
Respondents under 44 years of age	Town centres (68.3%)	Creating safer communities (52.3%)	Keeping the area clean and tidy (42.2%)
Respondents 45 to 64 years of age	Town centres (69.9%)	Creating safer communities (49.8%)	Keeping the area clean and tidy (44.3%)
Respondents over 65 years of age	Town centres (53.2%)	Keeping the area clean and tidy (41.9%)	Creating safer communities (36.8%)
Respondents who identified as white	Town centres (65.1%)	Creating safer communities (46.2%)	Keeping the area clean and tidy (43.6%)
Respondents that identified as other ethnic groups*	Town centres (36.2%)	= Sports and leisure facilities (26.1%)	
		= Housing (26.1%)	
Respondents with health conditions or disabilities, which limit daily activities	Town centres (61.2%)	Creating safer communities (46.4%)	Keeping the area clean and tidy (45.9%)
All respondents to the question in the school survey*	Community facilities (43.75%)	Sports and leisure facilities (43.33%)	Keeping the area clean and tidy (37.50%)

*small sample size

Importance vs dissatisfaction

‘Keeping the area clean and tidy – Dealing with litter, fly tipping and dog fouling, street cleaning and grass cutting’ is the most important service to respondents but is also the third service that respondents are most dissatisfied with. ‘Creating safer communities – CCTV, community patrol officers and tackling antisocial behaviour’ is the third most important service to respondents and the second service respondents are most dissatisfied with. The service respondents are most dissatisfied with is ‘Town centres - creating good quality town centres’, this is the sixth most important service.

Very and fairly important		Very and fairly dissatisfied
Keeping the area clean and tidy – Dealing with litter, fly tipping and dog fouling, street cleaning and grass cutting (98.6%)	1st	Town centres - creating good quality town centres (65.0%)
Household recycling and rubbish collections (98.4%)	2nd	Creating safer communities – CCTV, community patrol officers and tackling antisocial behaviour (47.3%)

Creating safer communities – CCTV, community patrol officers and tackling antisocial behaviour (97.6%)	3rd	Keeping the area clean and tidy – Dealing with litter, fly tipping and dog fouling, street cleaning and grass cutting (44.7%)
Environmental health – Keeping workplaces and premises which sell food clean and safe (96.4%)	4th	Sports and leisure facilities – Alpine Snowsports Centre, Aldershot pools and lido (31.0%)
Parks, woodlands, open spaces and playgrounds (96.3%)	5th	Community facilities – Public toilets, allotments, community centres/halls (30.1%)
Town centres - creating good quality town centres (93.7%)	6th	Planning enforcement, building and development control (21.8%)
Community facilities – Public toilets, allotments, community centres/halls (90.2%)	7th	Housing – providing affordable housing to local people, preventing homelessness and providing grants to help people stay in their homes (20.8%)
Supporting businesses, encouraging job creation and supporting residents to find work (86.6%)	8th	Parking – providing car parks (19.4%)
Parking – providing car parks (84.5%)	9th	Household recycling and rubbish collections (16.8%)
Planning enforcement, building and development control (84.0%)	10th	Promoting biodiversity and responding to climate change (16.4%)
Housing – providing affordable housing to local people, preventing homelessness and providing grants to help people stay in their homes (92.1%)	11th	Parks, woodlands, open spaces and playgrounds (13.3%)
Sports and leisure facilities – Alpine Snowsports Centre, Aldershot pools and lido (79.2%)	12th	Supporting businesses, encouraging job creation and supporting residents to find work (11.8%)
Crematorium and cemeteries (76.8%)	13th	Arts and culture – Princes Hall and community events (for example Victoria Day) (10.8%)
Promoting biodiversity and responding to climate change (75.6%)	14th	Environmental health – Keeping workplaces and premises which sell food clean and safe (5.3%)
Arts and culture – Princes Hall and community events (for example Victoria Day) (66.6%)	15th	Crematorium and cemeteries (2.6%)

Question 5: If you are dissatisfied with any of our services, please tell why?

In total 815 respondents completed this question the main themes of the responses were (all those mentioned over 10 times):

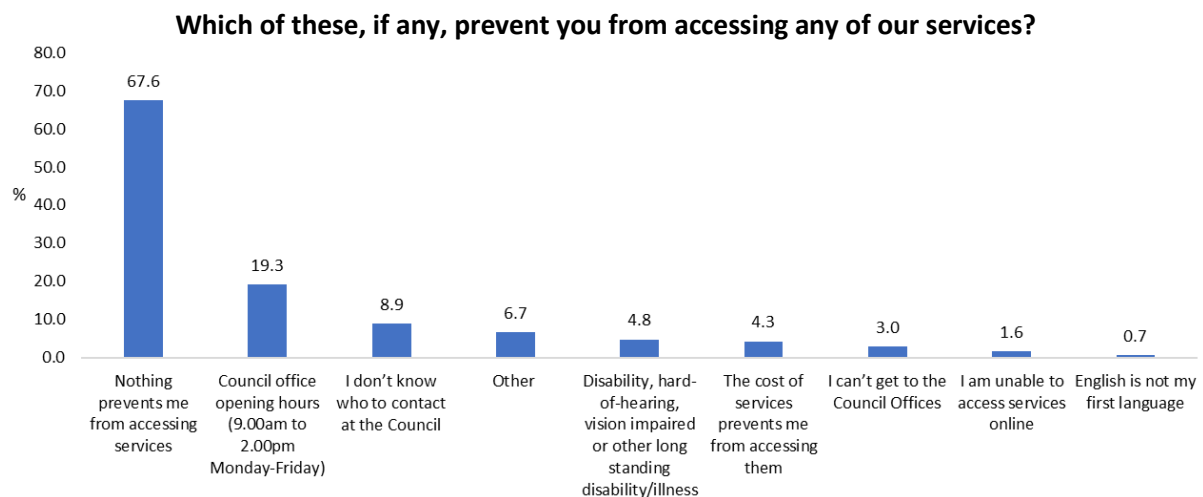
- Issues with the town centres (mentioned in around 385 comments). Comments included the town centres being rundown or in a state / poor shopping facilities and lack of shops / lack of restaurants and bars / some people can see the council is trying but it is taking time to regenerate, others are not convinced the regeneration plans will work

- Issues and comments round the demolition of Farnborough leisure centre / lack of sports and leisure centre and the need for a new one / need for a swimming pool (mentioned in around 170 comments)
- Issues with litter / rubbish / the area being untidy / messy (mentioned in around 135 comments)
- Issues with antisocial behaviour (mentioned in around 85 comments)
- Issues with grass not being cut and weeds growing / bushes overgrown / not being dealt with (mentioned in around 70 comments)
- Issue with the lack of police presence and action (mentioned in around 60 comments)
- Issues with on street parking / residential parking / antisocial parking / parking enforcement (mentioned in around 55 comments)
- Issues with the state of the roads and pavements, including pot holes (mentioned in around 45 comments)
- Respondents wanting to recycle more/ recycle more plastics (mentioned in around 45 comments)
- Issues with the closure of public toilets / unclean public toilets (mentioned in around 40 comments)
- Issues with respondents not feeling safe / the area needs to be safer (mentioned in around 40 comments)
- Issue with planning decisions /enforcement (mentioned in around 35 comments)
- Issues with dog mess (mentioned in around 35 comments)
- Issues with drugs / drug users / drug taking (mentioned in around 35 comments)
- Issues with lack of infrastructure for current and new housing (mentioned in around 30 comments)
- Issues with housing not affordable / no affordable housing / need more affordable housing (mentioned in around 30 comments)
- Issue with town centre parking being too expensive / free parking needed / need more parking (mentioned in around 30 comments)
- The need for more arts and culture / events (mentioned in around 30 comments)
Also, mentioned by some respondents was the lack of arts and culture / events in Farnborough
- Issues with crime / crime rate (mentioned in around 25 comments)
- Issues with the lack of things for teenagers to do (mentioned in around 25 comments)
- Comments about loss of trees and green space / need more (mentioned in around 25 comments)
- Issue with loss of community space /centre and the need for community spaces (mentioned in around 25 comments)
- Issues with traffic congestion (mentioned in around 20 comments)
- Comments about not knowing what the council's doing for climate change and biodiversity / not doing enough (mentioned in around 20 comments)
- Issues and comments about the Esso pipeline (mentioned in around 20 comments)

- Issues with speeding in the area (mentioned in around 15 comments)
- The closure of Aldershot bus station (mentioned in around 15 comments)
- Issues with fly tipping (mentioned in around 15 comments)
- Issues with drunks /drinkers (mentioned in around 15 comments)
- Issues with the homeless (mentioned in around 10 comments)
- Issues with overflowing litter and dog poo bins (mentioned in around 10 comments)
- Need to return to weekly bin collections (mentioned in around 10 comments)

Question 6: We are keen to make sure that everyone can access the services we provide. Which of these, if any, prevent you from accessing any of our services?

In total 1,209 respondents completed this question and the majority of respondents indicated that nothing prevented them from accessing services (67.6% - 817 respondents). Of the barriers the largest two barriers are opening times (19.3% -233 respondents) and not knowing who to contact (8.9% - 107 respondents).



It should be noted that the Council is open during normal office hours (8.30am to 5.00pm Mon-Thurs, up to 4.30pm on Fridays). However, the reception for walk-in customers is open 9.00am to 2.00pm Monday to Fridays. **This will be made clearer in future surveys.**

The question had a comment section for those who had ticked other, 81 respondents completed the box and the main themes of responses were (all those mentioned over five times):

- The opening hours (mentioned in around 15 comments)
- A poor response from the council (mentioned in around nine comments)
- Comments about Hampshire services or which council has responsibility (mentioned in around eight comments)
- Not needed to access/contact the council (mentioned in around 5 comments)

The survey did not ask what services respondents had issues accessing/contacting, this will be included in the in future surveys.

The results by different groups

The vast majority in all groups indicated that they had no difficulty accessing Rushmoor services. 25.5% of those under 44 years of age cited Council opening hours as being a reason why they had difficulty accessing services, compared to 10.5% of those over 65 years of age.

Prevention from accessing services	1 st issue after no difficulty accessing services
All respondents	Council opening hours (9.00am to 2.00pm Monday to Fridays) (19.3%)
Aldershot residents	Council opening hours (9.00am to 2.00pm Monday to Fridays) (18.9%)
Farnborough residents	Council opening hours (9.00am to 2.00pm Monday to Fridays) (19.5%)
Female respondents	Council opening hours (9.00am to 2.00pm Monday to Fridays) (18.2%)
Male respondents	Council opening hours (9.00am to 2.00pm Monday to Fridays) (18.1%)
Respondents under 44 years of age	Council opening hours (9.00am to 2.00pm Monday to Fridays) (25.5%)
Respondents 45 to 64 years of age	Council opening hours (9.00am to 2.00pm Monday to Fridays) (20.4%)
Respondents over 65 years of age	Council opening hours (9.00am to 2.00pm Monday to Fridays) (10.5%)
Respondents who identified as white	Council opening hours (9.00am to 2.00pm Monday to Fridays) (18.2%)
Respondents that identified as other ethnic groups *	Council opening hours (9.00am to 2.00pm Monday to Fridays) (20.9%)
Respondents with health conditions or disabilities, which limit daily activities	Disability, hard-of-hearing, vision impaired or other long standing disability/illness (26.1%)

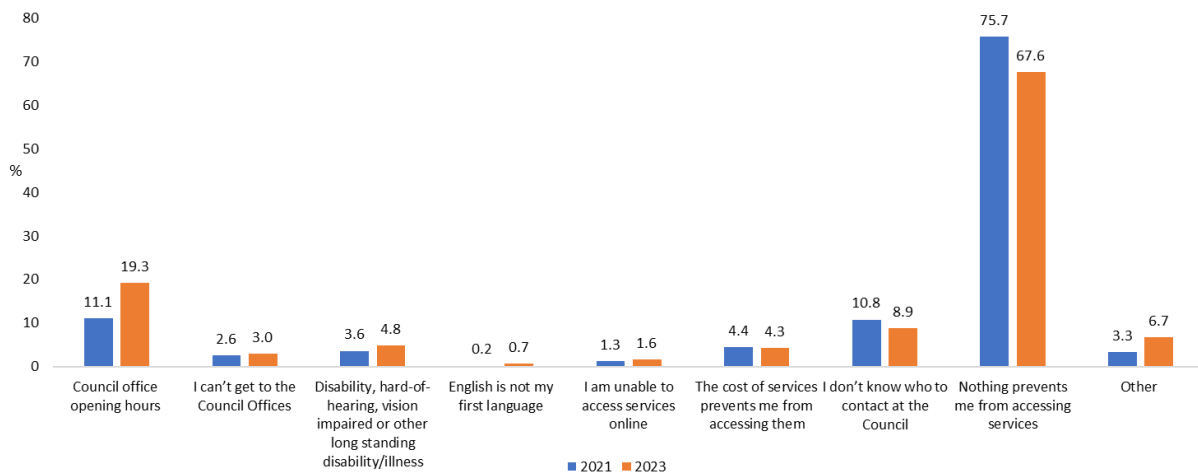
*small sample size

Change in results from 2021

When the question was asked in 2021 the council office's reception opening hours were 8.30am to 5.00pm Mon-Thurs, up to 4.30pm on Fridays. In 2023, the reception hours changed to 9.00am to 2.00pm Monday to Fridays.

The following chart shows that the percentage of respondents that have been prevented in accessing the council's services due to the council office opening hours has increased from 2021 to 2023.

Which of these, if any, prevent access to our services in 2021 and 2023



Question 7: What would make accessing services easier for you?

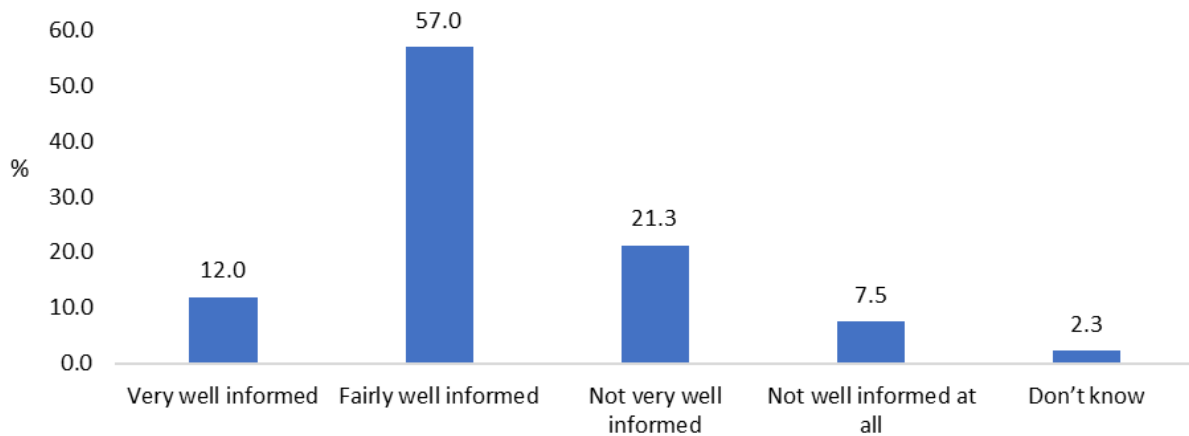
In total 364 respondents completed this question, the main theme of the answers which would make accessing services easier were (all those mentioned over five times):

- Open longer hours / normal office hours / evening opening / weekend opening / open when people aren't at work (mentioned in around 115 comments)
- Nothing / N/A / can access services (mentioned in around 80 comments)
- More information about services / who to contact / direct email / increased transparency (mentioned in around 40 comments)
- Easier to navigate or better website / better online services / though online or email (mentioned in around 30 comments)
- Comments around not getting through / issues with calling / not getting a response for the council (mentioned in around 20 comments)
- Better public transport (mentioned in around 15 comments)
- Having an office in Aldershot (mentioned in around 10 comments)
- Attitude of staff / issues with staff (mentioned in around 10 comments)
- Cost of services / should be free services (mentioned in around 10 comments)
- Not everyone can use / access online services (mentioned in around 5 comments)

Question 8: How well informed do you think we keep you about our services and what is happening in the area?

In total 1,297 respondents completed this question. Overall, 68.9% (894 respondents) respondents thought the Council kept them very or fairly informed, 28.8% (373 respondents) thought the Council kept them not very well informed or not at all informed and 2.3% (30 respondents) didn't know how well informed the Council kept them about what is happening in the area.

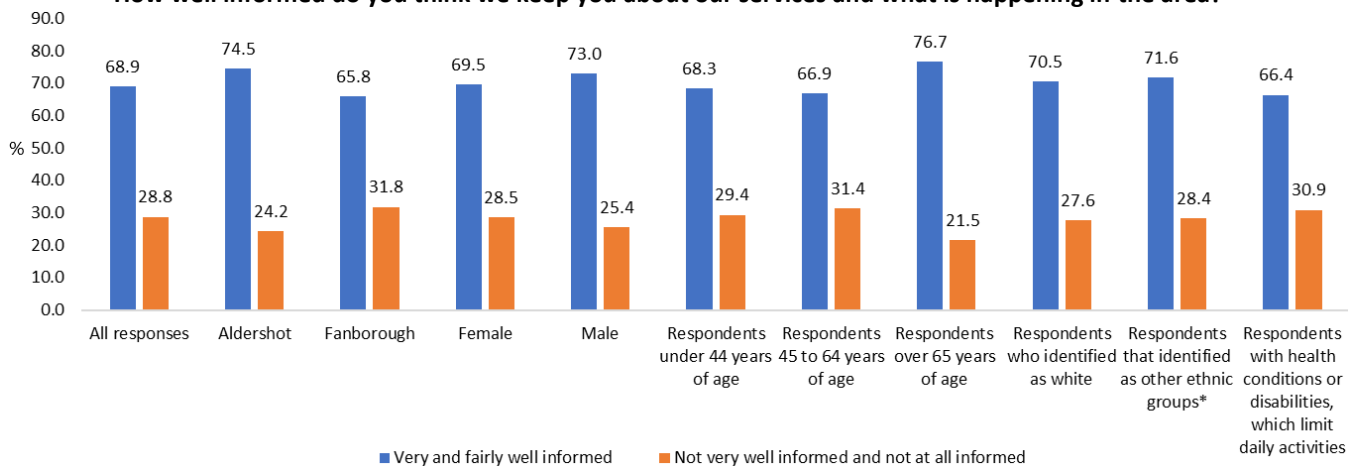
How well informed do you think we keep you about our services and what is happening in the area?



The results by different groups

Those over 65 years of age are the group that are most informed (76.7%), followed by Aldershot residents (74.5%). Farnborough residents felt the least informed (31.8%), followed by those aged 45 to 65 years of age (31.4%).

How well informed do you think we keep you about our services and what is happening in the area?

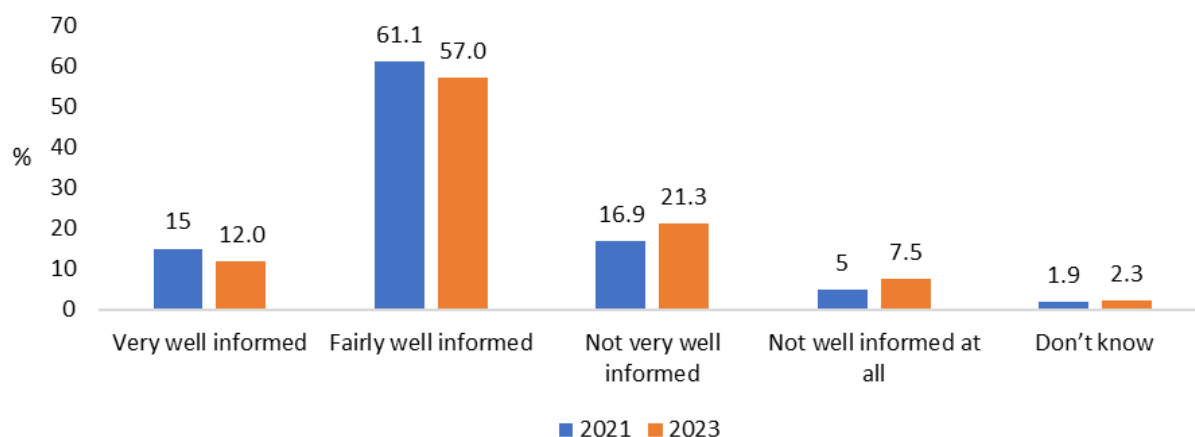


*small sample size

Change in results from 2021

There has been a slight reduction in the percentage of respondents that felt very well informed or fairly well informed, from 2021 to 2023.

How well informed respondents were in 2021 and 2023



Comparisons to other surveys

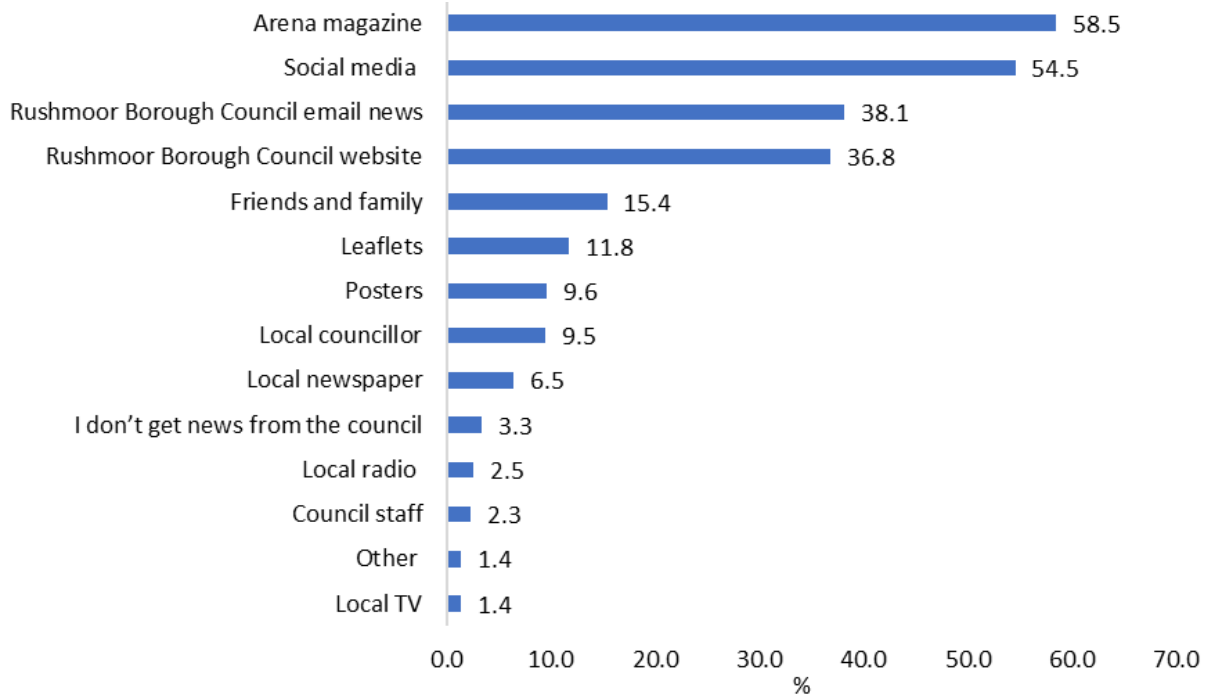
The Local Government Association (LGA) carry out a regular residents' satisfaction survey, this was last carried out in June 2023 and a similar question was included (Overall, how well informed do you think your local council(s) keeps residents about the services and benefits it provides?). This survey is based on a random sample of around 1,000 adults and is carried out via telephone. The surveys are not directly comparable due to the methodology and wording of the question. Also, the LGA question doesn't include a 'don't know' option when it is read out in the telephone survey but respondents can choose to say 'don't know'. If you exclude the don't know answers from both surveys around 56% of respondents to the LGA survey thought that they were very or fairly informed, compared to around 71% from the Rushmoor 2023 residents survey.

(Source: [Polling on resident satisfaction with councils – Round 35 | Local Government Association](#))

Question 9: Where do you get news about the Council and what we are doing in Aldershot and Farnborough?

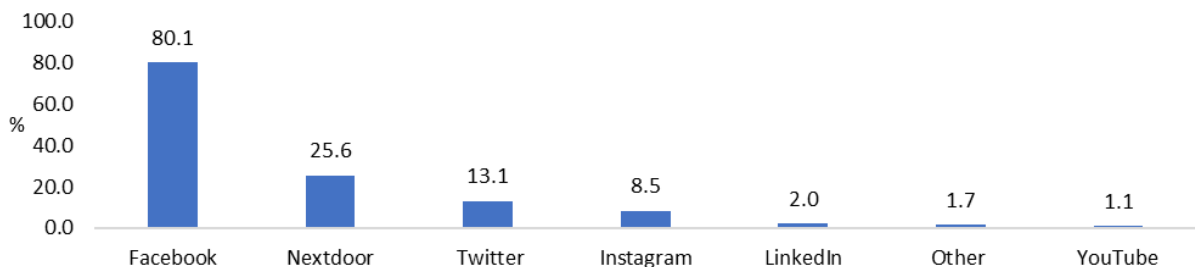
In total 1,298 respondents completed this question. The most popular way to receive news is via Arena magazine (58.5% - 759 respondents), followed by social media (58.4%- 708 respondents) and then by Rushmoor Borough Council Email news (31.1%- 495 respondents).

Where do you get news about the Council and what we are doing in Aldershot and Farnborough?



The social media question was split between the different platforms. Of the 761 respondents who get news via social media the most popular platform is via Facebook (80.1% - 567 respondents), followed by Nextdoor (25.6% - 181 respondents) and then by Twitter (13.1% - 93 respondents).

Which social media platforms are used by respondents to get news about the Council



The question contained a comment box for respondents to tell us which other social media the respondents used to get news, which radio station the respondent used, and any other places respondents got news from. In total 97 respondents left a comment, the main theme of the answers were (all those mentioned over five times):

- Emails (mentioned in around 15 comments)
- Councillors not being around /seen and positive comments about councillors (mentioned in around 15 comments)
- Arena magazine (mentioned in around 15 comments). The comments varied from very positive about arena, to Arena not being objective, to querying the cost of Arena and a respondent not receiving Arena.
- News is late or after the event (mentioned in around 10 comments)

The results by different groups

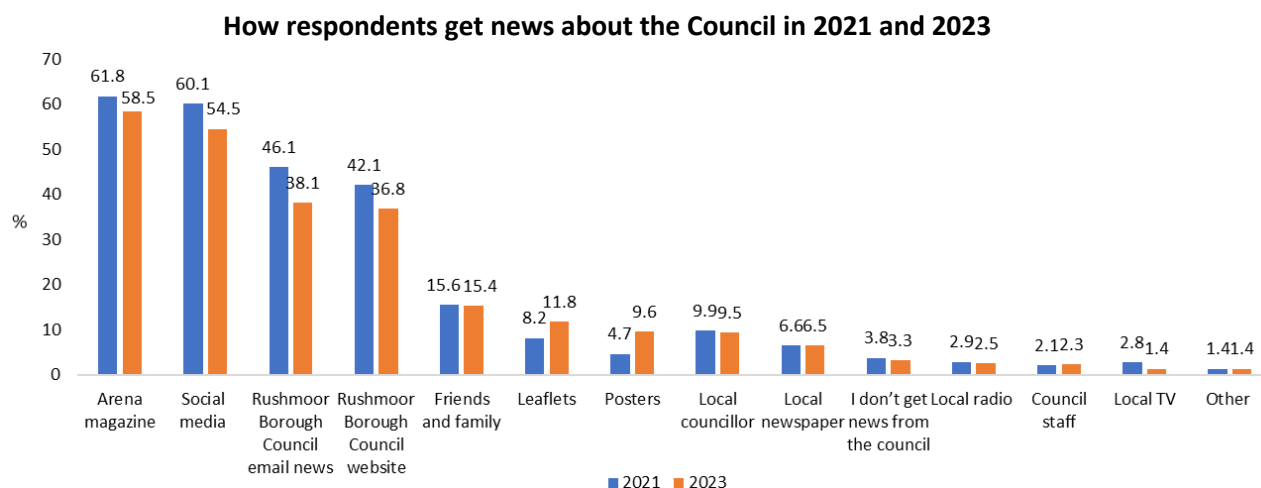
There are a few differences between the three most popular ways groups of respondents get news about the Council. All groups had Arena magazine in the top three. If a group didn't have Facebook or email news in their top three, it was in fourth position.

Most popular	1 st	2nd	3rd
All respondents	Arena Magazine (58.5%)	Facebook (43.7%)	Email News (38.1%)
Aldershot residents	Arena Magazine (58.2%)	Facebook (50.2%)	Email News (37.0%)
Farnborough residents	Arena Magazine (59.1%)	Facebook (40.3%)	Email News (39.1%)
Female respondents	Arena Magazine (61.2%)	Facebook (51.4%)	Council website (34.2%)
Male respondents	Arena Magazine (56.1%)	Email News (47.1%)	Council website (41.6%)
Respondents under 44 years of age	Facebook (52.1%)	Arena Magazine (38.7%)	Email News (36.1%)
Respondents 45 to 64 years of age	Arena Magazine (59.7%)	Facebook (46.3%)	Council website (37.5%)
Respondents over 65 years of age	Arena Magazine (74.5%)	Email News (47.2%)	Council website (46.7%)
Respondents who identified as white	Arena Magazine (60.7%)	Facebook (44.3%)	Email News (39.0%)
Respondents that identified as other ethnic groups *	Email News (46.4%)	Arena Magazine (37.7%)	Facebook (33.3%)
Respondents with health conditions or disabilities, which limit daily activities	Arena Magazine (59.8%)	Facebook (45.7%)	Council website (40.2%)

*small sample size

Change in results from 2021

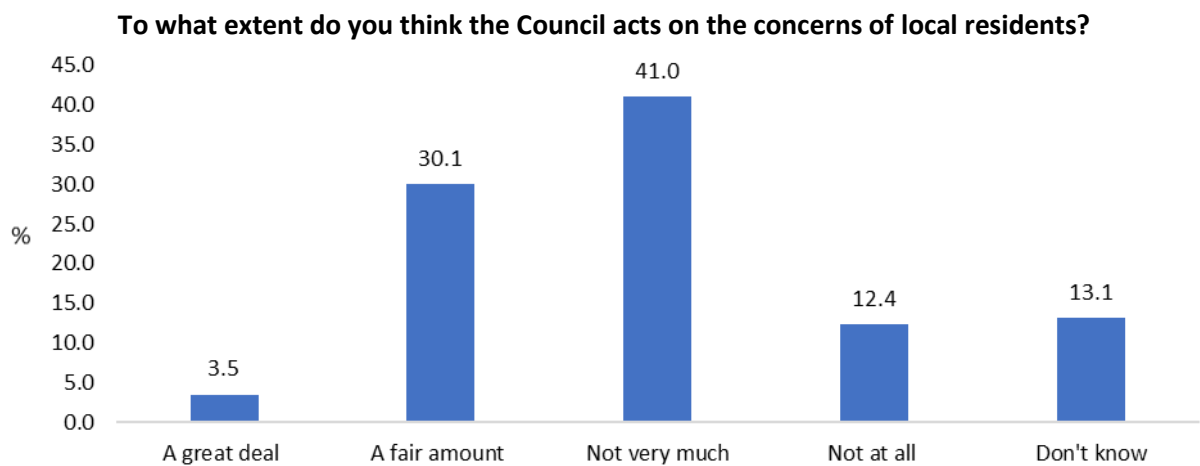
Since 2021 there has been a slight drop in the percentage of respondents that get news about the council from Arena magazine, social media, the councils email news and website. There has been a rise in the percentage of respondents that get news from leaflets and posters.



As for the social media platforms respondents use, there was an increase in percentage of respondents using Facebook (76.1% to 80.1%) and Instagram (4.2% to 8.5%) but a decrease in the percentage of respondents using Nextdoor (32.5% to 25.6%) from 2021 to 2023.

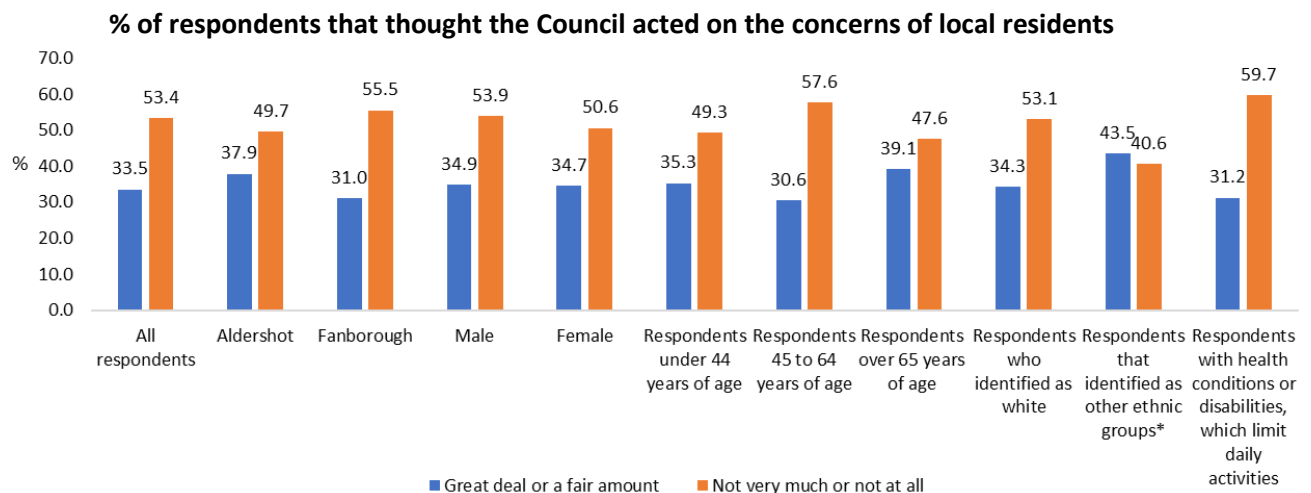
Question 8: To what extent do you think the Council acts on the concerns of local residents?

In total 1,291 respondents completed this question. 33.5% (433) of respondents thought that the Council acted on the concerns of local residents, either a great deal or a fair amount. 53.4% (688) of respondents thought that the Council acted on the concerns of local residents, either not very much or not at all.



The results by different groups

All groups thought the Council acted on concerns of residents not at all or not very much, more than thought Council acted on concerns of residents a great deal or fair amount, except those who identified as other ethnic groups (although this is a small sample size). Those aged with health conditions or disabilities, which limit daily activities had the highest percent of those thought the Council acted on concerns of residents not at all or not very much (59.7%).

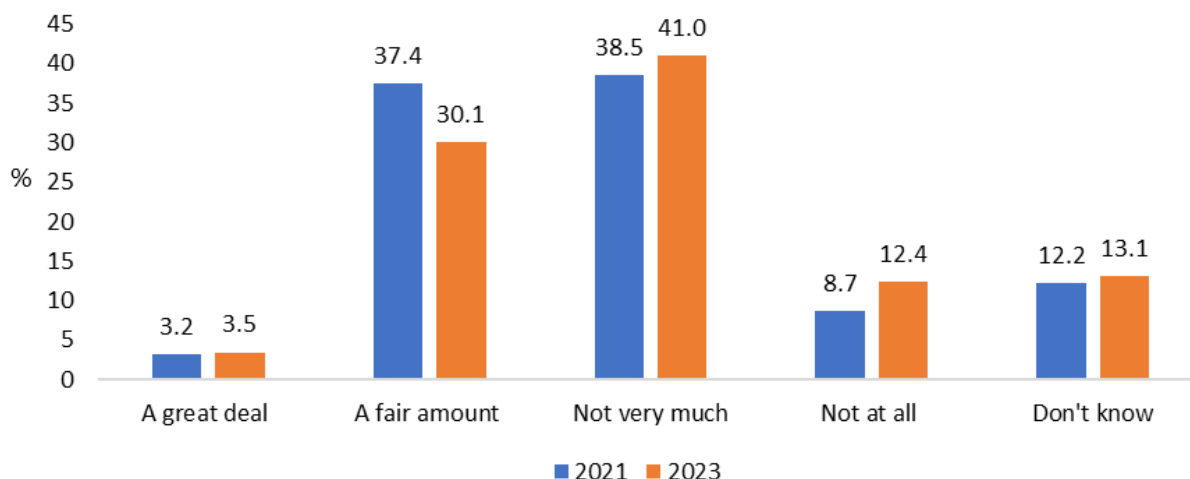


*small sample size

Change in results from 2021

In the 2021 residents survey, 40.7% (515) of respondents thought that the Council acted on the concerns of local residents, either a great deal or a fair amount compared. This dropped to 33.5% (433) in the 2023 survey.

% of respondents that thought the Council acted on the concerns of local residents in 2021 and 2023



Comparison to other surveys

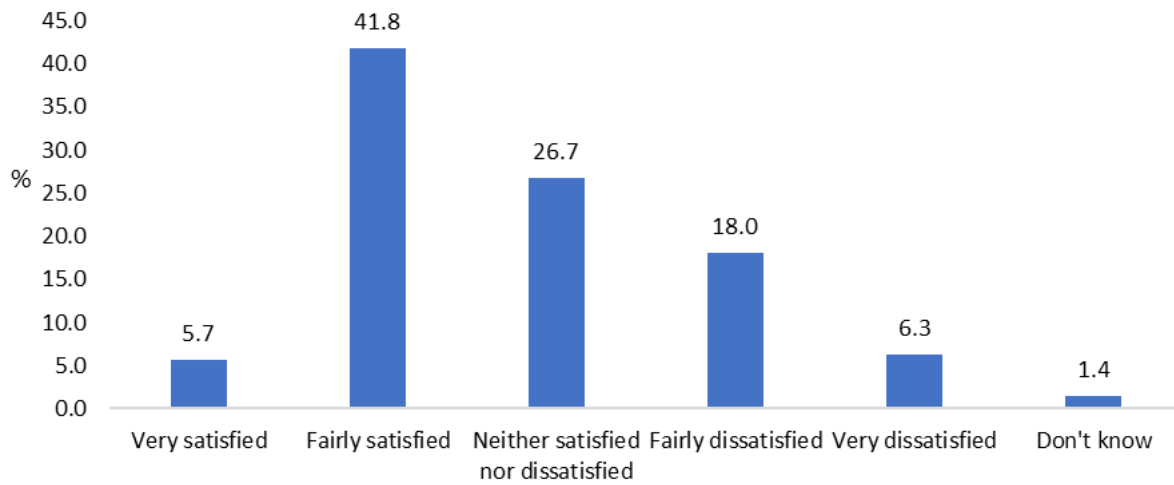
The Local Government Association (LGA) carry out a regular residents satisfaction survey, this was last carried out in June 2023 and this question was included. The surveys are not directly comparable due to the methodology and wording of the question (the LGA question doesn't include a 'don't know' option when it is read out in the telephone survey but respondents can choose to say 'don't know'). If you exclude the 'don't know' answers from both surveys around 54% of respondents to the LGA survey thought that the Council acted on the concerns of local residents, either a great deal or a fair amount, compared to around 39% from the Rushmoor 2023 residents survey. This would appear to suggest that in comparison, respondents to the 2023 residents survey are less likely to think the council acts on the concerns of residents.

(Source: [Polling on resident satisfaction with councils – Round 35 | Local Government Association](#))

Question 9: Considering everything, how satisfied or dissatisfied are you with the way Rushmoor Borough Council runs things?

In total 1,298 respondents completed this question. 36.8% (478) of respondents were satisfied (very or fairly satisfied), with the way the Council runs things and 32.4% (421) of respondents were dissatisfied (very or fairly dissatisfied) with the way the Council runs things. 29.0% (376) of respondents were neither satisfied or dissatisfied.

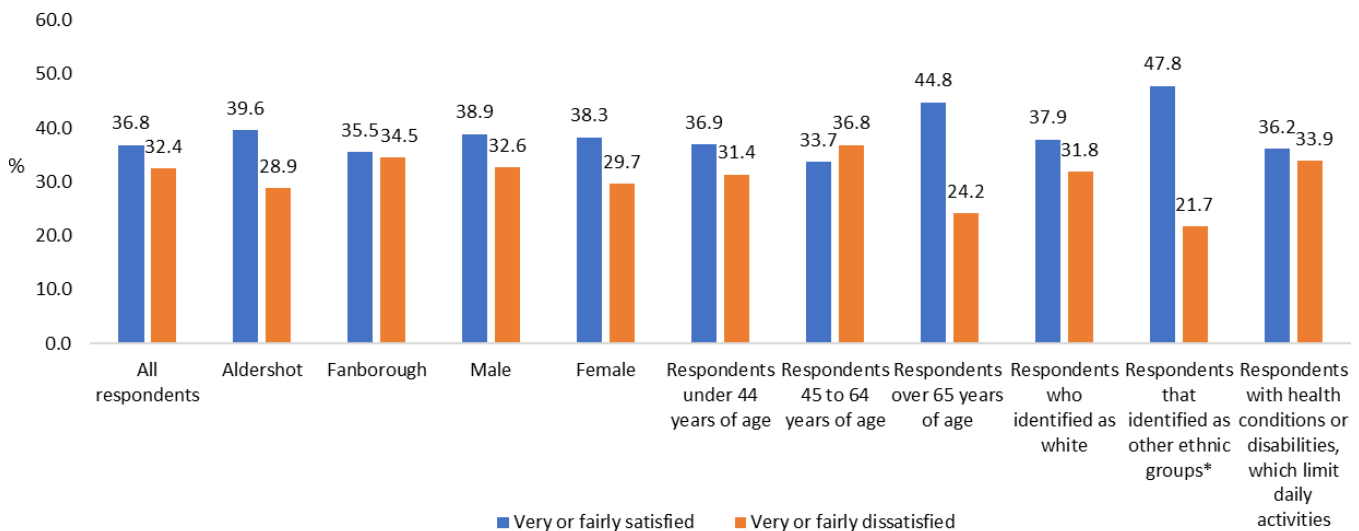
Considering everything, how satisfied or dissatisfied are you with the way Rushmoor Borough Council runs things?



The results by different groups

The groups with the highest level of satisfaction with the Council are respondents that identify as other ethnic groups (47.8% very or fairly satisfied), respondents over 65 years of age (44.8% very or fairly satisfied) and Aldershot respondents (39.6% very or fairly satisfied). The groups with the highest level of dissatisfaction with the Council are respondents aged between 45 and 64 years of age (36.8% very or fairly dissatisfied) and Farnborough residents (34.5% very or fairly dissatisfied) and respondents with health conditions or disabilities, which limit daily activities (33.9% very or fairly dissatisfied).

% of respondents that are satisfied and dissatisfied with the way the Council runs things



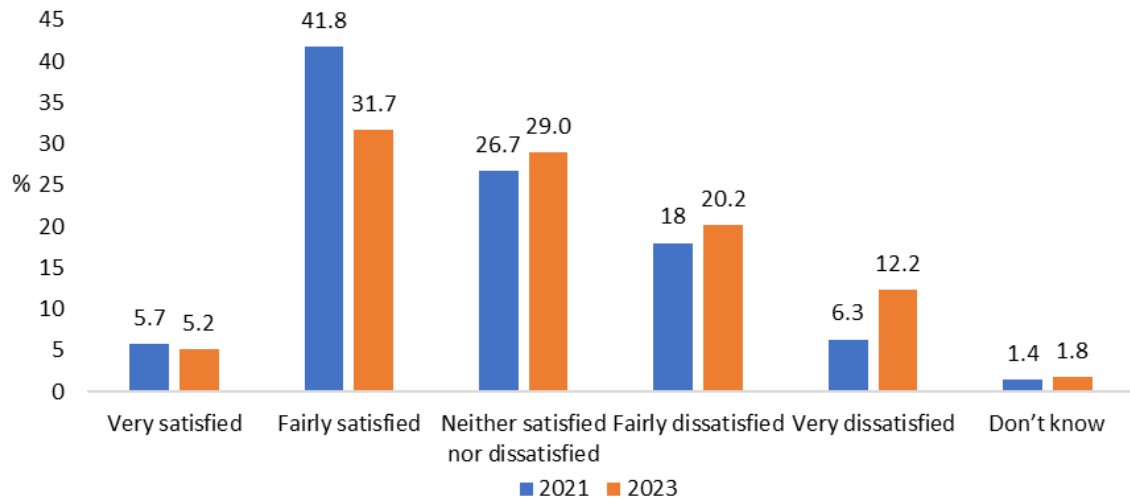
*small sample size

Change in results from 2021

From 2021 there appears to be a reduction in satisfaction with how the council runs things. In the 2021 residents survey, 47.5% of respondents were very or fairly satisfied with the way the Council runs things, this dropped to 36.8% in 2023. In 2021, 24.3% of respondents were

very or fairly dissatisfied with the way the Council runs things, this increased to 32.4% in 2023.

% of respondents that are satisfied and dissatisfied with the way the Council runs things, in 2021 and 2023



Comparison to other surveys

A similar question was included in LGA’s residents satisfaction survey, this was last carried out in June 2023. The surveys are not directly comparable due to methodology and the wording of the question (the LGA question doesn’t include a ‘don’t know’ option when it is read out in the telephone survey but respondents can choose to say ‘don’t know’). If you exclude the don’t know answers from both surveys around 61% were very or fairly satisfied with the way their Council(s) runs things, compared to around 38% in 2023 residents survey. This would appear to suggest that in comparison respondents to the 2023 residents survey are less satisfied with the way the council runs things.

(Source: [Polling on resident satisfaction with councils – Round 35 | Local Government Association](#))

Question 10: Do you have any further comments about Council services?

In total 388 respondents completed this question. The main themes of the responses were (mentioned more than 10 times):

- Positive comments about the council including: the council is doing a good/ok job, the council is doing the best it can with budgets, respondents pleased and satisfied with services (mentioned in around 50 comments)
- Comments about roads, including comments about closures and potholes (mentioned in around 50 comments)
- Comments around the state of the town centres or the town centres need improving (mentioned in around 35 comments)
- The council needs to communicate, listen and engage better/more (mentioned in around 30 comments)
- Comments about the closure of Farnborough Leisure Centre and the need for it to be rebuilt (mentioned in around 30 comments)

- Negative comments about the council including: the council needs to do better/improve, the council not being value for money, nothing gets done, the council don't care (mentioned in around 25 comments)
- Comments about the cleanliness of the borough/litter/rubbish/fly tipping mentioned in around 25 comments)
- Comments either saying no/none/nothing (mentioned in around 20 comments)
- Positive and negative comments about councillors (mentioned in around 20 comments)
- Comments around community safety, crime, lack of police and antisocial behaviour (mentioned in around 20 comments)
- Respondents wanting to recycle more (mentioned in around 15 comments)
- Comments round planning issues and the planning service (mentioned in around 10 comments)

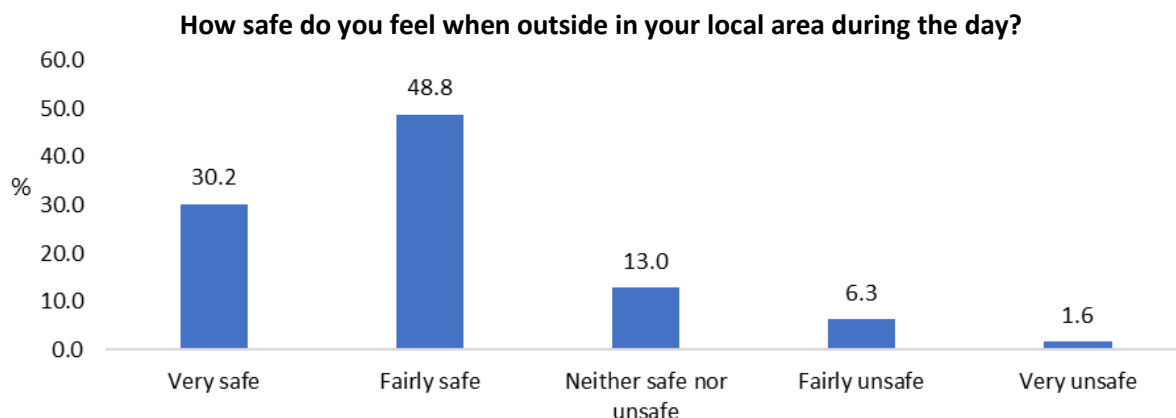
Community safety

The community safety questions have been included in the resident's survey to identify whether the answers to questions to a community safety specific survey differed from the answers to the questions included in a general survey, the results for these questions haven't been broken down by different groups. The community safety survey carried out in February 2023 had 605 respondents.

Note: Local area is considered to be within 15-20 minutes walking distance from home

Question 13. How safe do you feel when outside in your local area during the day?

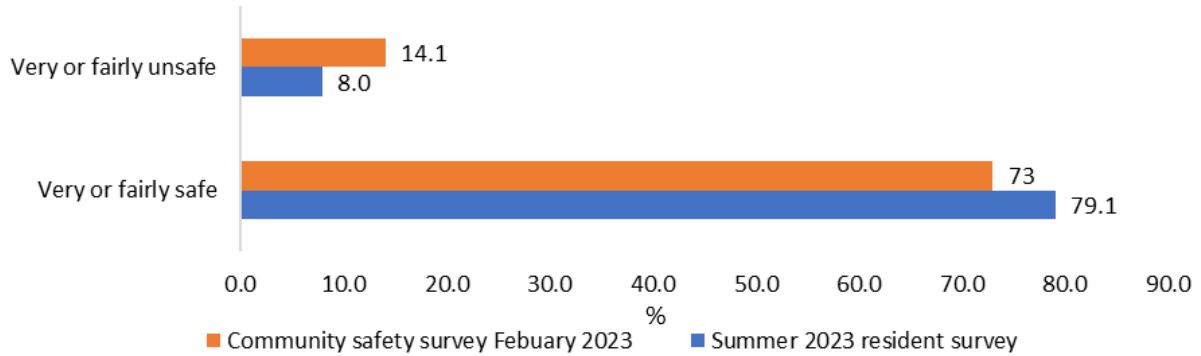
In total 1,280 respondents completed this question. Overall, 79.1% (1,012 respondents) felt very safe or fairly safe when outside in their local area during the day, and 8.0% felt very unsafe or fairly unsafe (102 respondents).



Comparison to other surveys

In the 2023 community safety survey 73.0% felt very safe and fairly safe when outside in their local area during the day, and 14.1% felt very unsafe and fairly unsafe. The result from the 2023 residents survey carried out in the summer, are an improvement from the results from the Community Safety survey carried out in February 2023.

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



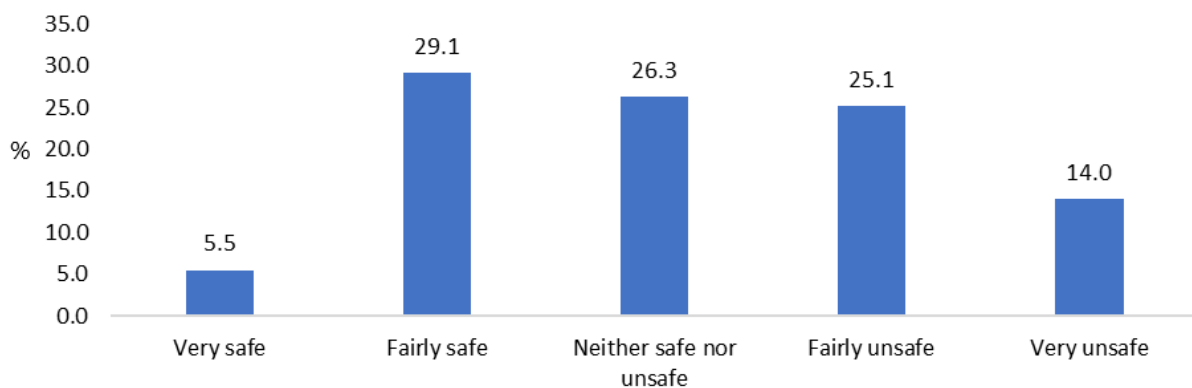
However, a similar question was included in LGA’s residents’ satisfaction survey, this was last carried out in June 2023. The surveys are not directly comparable due to methodology and the wording of the question (the LGA question allowed for a ‘don’t know’ response). The LGA survey results showed that around 90% felt safe (very or fairly safe) during the day and around 4% felt unsafe (very or fairly unsafe).

(Source: [Polling on resident satisfaction with councils – Round 35 | Local Government Association](#))

Question 14. How safe do you feel when outside in your local area after dark?

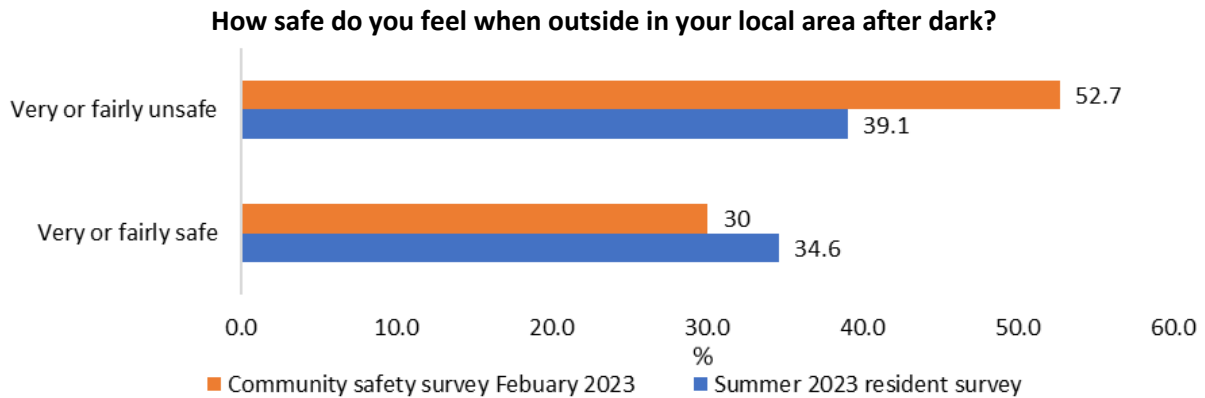
In total 1,274 respondents completed this question. Overall, 34.6% (441 respondents) felt very safe or fairly safe when outside in their local area after dark, 39.1% felt very unsafe or fairly unsafe (498 respondents).

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



Comparison to other surveys

In the 2023 Community safety survey, 30.0% felt very safe or fairly safe when outside in their local area after dark, 52.7% felt very unsafe or fairly unsafe. The result from the 2023 residents survey carried out in the summer, are an improvement from the results from the Community Safety survey carried out in February 2023.



However, a similar question was included in LGA’s residents’ satisfaction survey, this was last carried out in June 2023. The surveys are not directly comparable due to methodology and the wording of the question (the LGA question allowed for a ‘don’t know’ response). The LGA survey results showed that around 71% felt safe (very or fairly safe) outside after dark and around 17% felt unsafe (very or fairly unsafe).

(Source: [Polling on resident satisfaction with councils – Round 35 | Local Government Association](#))

Question 15. If you feel unsafe in your local area, please can you tell us why?

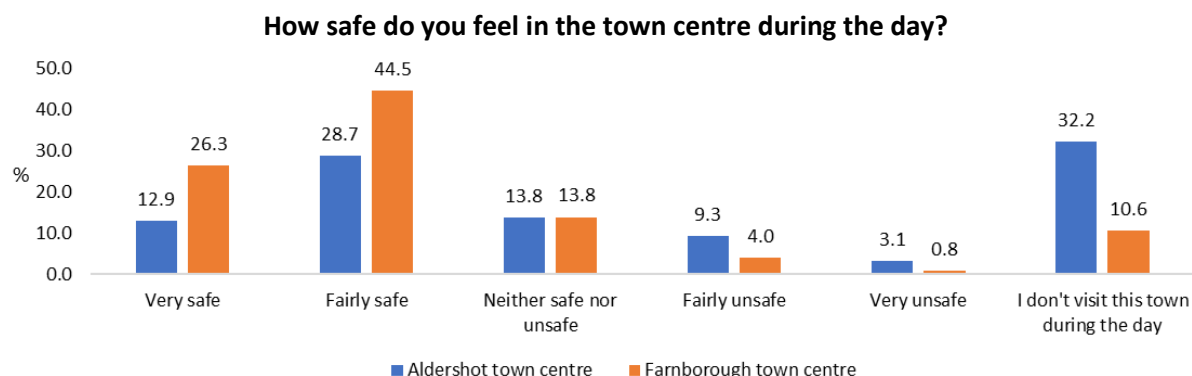
In total 514 respondents completed this question. The main themes of the response were (all those mentioned over 10 times):

- Because of crime/antisocial behaviour (mentioned in around 130 comments)
- Because of the lack of police presence / lack of police response / need more police (mentioned in around 130 comments)
- Because of lack of / poor street lighting and no lighting after 1am (mentioned in around 125 comments)
- Because of drugs/addicts/drug dealing (mentioned in around 115 comments)
- Because of youths/teenagers/men hanging around or gangs/groups (mentioned in around 100 comments)
- Because of drunks/street drinkers (mentioned in around 50 comments)
- Because roads and paths need to be safer/speeding cars/bikes/scooters (mentioned in around 30 comments)
- Because they are a female/woman and don’t feel safe (mentioned in around 30 comments)
- Because of the homeless and beggars (mentioned in around 25 comments)
- The respondent doesn’t go out / doesn’t go out alone after dark (mentioned in around 15 comments)
- Because of the lack of CCTV (mentioned in around 10 comments)

Question 16. How safe do you feel in the town centre during the day?

In total 1,284 respondents completed this question. Overall, respondents felt safer in Farnborough Town Centre (70.8% felt very safe or fairly safe – 79.2% of users) during the

day compared to Aldershot town centre (41.6% felt very safe and fairly safe -61.3% of users).



Over 30% of respondents didn't visit Aldershot town centre during the day. However, a higher percentage of respondents lived in Farnborough.

Comparison to other surveys

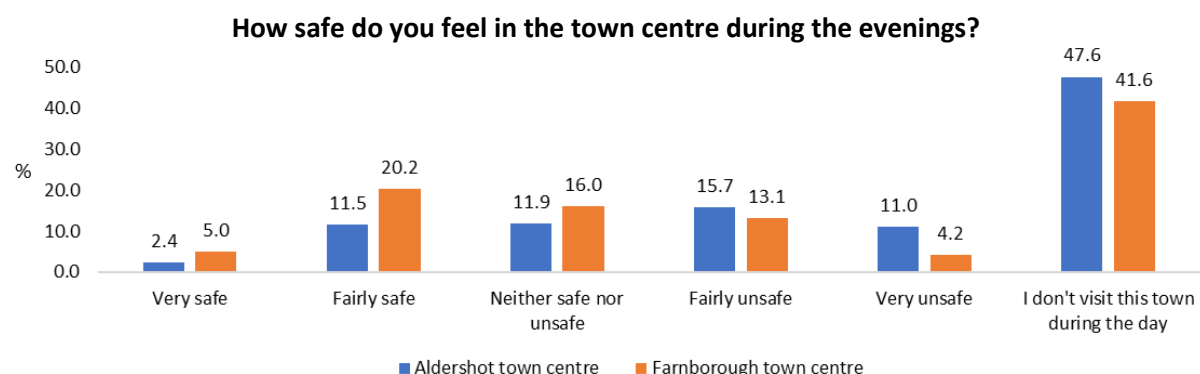
Of the users of the town centres a higher percentage felt safe and a lower percentage felt unsafe, in the 2023 residents survey compared to the community safety survey carried out in February.

Users of Aldershot town centre during the day	Community safety survey (February 2023)	2023 residents survey
Very or fairly safe	56.3%	61.3%
Very or fairly unsafe	24.5%	18.3%

Users of Farnborough town centre during the day	Community safety survey (February 2023)	2023 residents survey
Very or fairly safe	76.8%	79.2%
Very or fairly unsafe	8.2%	5.3%

Question 17. How safe do you feel in the town centre during the evenings?

In total 1,281 respondents completed this question. Overall, respondents felt safer in Farnborough Town Centre (25.2% felt very safe or fairly safe – 43.1% of users) during the evening to Aldershot town centre (13.9% felt very safe or fairly safe -26.5% of users).



A high percentage of respondents didn't visit Aldershot or Farnborough town centre during the evening.

Comparison to other surveys

Of the users of the town centres a higher percentage felt safe and a lower percentage felt unsafe, in the 2023 residents survey compared to the community safety survey carried out in February.

Users of Aldershot town centre during the evening	Community safety survey (February 2023)	2023 residents survey
Very or fairly safe	25.0%	26.5%
Very or fairly unsafe	55.8%	50.9%

Users of Farnborough town centre during the evening	Community safety survey (February 2023)	2023 residents survey
Very or fairly safe	37.4%	43.1%
Very and fairly unsafe	38.7%	29.6%

Question 18. If you feel unsafe in in Aldershot of Farnborough, please can you tell us why.

In total 403 respondents completed this question. The main themes of the response were (all those mentioned over 10 times):

- Because of drugs/addicts/drug dealing (mentioned in around 90 comments)
- Because of youths/teenagers/men hanging around or gangs/groups (mentioned in around 85 comments)
- Because lack of police / police presence (mentioned in around 85 comments)
- Because of drunks/street drinkers (mentioned in around 80 comments)
- Because of crime/antisocial behaviour (mentioned in around 75 comments)
- Because of the homeless and beggars (mentioned in around 55 comments)
- As mentioned before / above (mentioned in around 40 comments)
- Don't go in the evenings / avoid (mentioned in around 30 comments)
- Because there's nothing to visit for in evenings / quiet (mentioned in around 20 comments)
- Because its dark / lack street lighting (mentioned in around 15 comments)

Summary

Although there was a good response to the survey (over 1,500 people), the responses from those who identified as other than the 'white' ethnic groups were low. Only 0.5% of respondents identified as Nepali but the Nepali community makes up 10.6% of the population of Rushmoor. Responses from those living in Wellington ward were also low. Farnborough residents, older people and females were over-represented in the survey.

The school survey also had a small number of responses. However, this was the first year a school survey was done, it may be something to build on in future surveys.

The three most important services to respondents were 'Keeping the area clean and tidy – Dealing with litter, fly tipping and dog fouling, street cleaning and grass cutting', followed by 'Household recycling and rubbish collections' and then by 'Creating safer communities – CCTV, community patrol officers and tackling antisocial behaviour'.

In 2021 'Parks, woodlands, open spaces and playgrounds' was the third most important service, this now fifth but there hasn't been much of a change in the percentage that thought it was very or fairly important. 'Creating safer communities' was the 6th important service in 2021 (91.6% thought it was very or fairly important and in 2023, 97.6% thought it was very or fairly important).

There was not much difference between the different groups, only the respondents that identified as other ethnic groups and the school children had different services their top three. However, these were both small sample sizes.

The three services respondents were most satisfied with were 'Household recycling and rubbish collections', followed by 'Parks, woodlands, open spaces and playgrounds' and then 'Environmental health – Keeping workplaces and premises which sell food clean and safe'.

Satisfaction with 'Household recycling and rubbish collections' increased from 68.6% very or fairly satisfied in 2021, to 75.5% very or fairly satisfied in 2023, and dissatisfaction decreased 6%. In between the two surveys the council introduced food waste collection an alternatively weekly collection for general waste.

In 2021 'Parking – providing car parks and managing on-street parking' was third service respondents were most satisfied with (57.6% very or fairly satisfied), in 2023 'Parking – providing car parks' dropped to the 6th most satisfied service (49.5% fairly or very satisfied). However, dissatisfaction also decreased by 5%. It should be noted that from April 2023 management of on-street parking was no longer the responsibility of Rushmoor.

The services that respondents were most dissatisfied with were 'Town centres - creating good quality town centres', followed by 'Creating safer communities – CCTV, community patrol officers and tackling antisocial behaviour', and then by 'Keeping the area clean and tidy – Dealing with litter, fly tipping and dog fouling, street cleaning and grass cutting'.

The majority of groups had 'Town centres', 'Keeping the area clean and tidy' and 'Creating safer communities' in their top three services that they are most dissatisfied with. 'Town centres' is first then the other two either come second or third. Again, there is a difference between those who identified as other ethnic groups and the results from the school survey. However, again the sample size that completed this question for these two groups are small.

Services that are high in the importance list and have high levels of dissatisfaction were:

- Keeping the area clean and tidy – Dealing with litter, fly tipping and dog fouling, street cleaning and grass cutting
- Town centres - creating good quality town centres
- Creating safer communities – CCTV, community patrol officers and tackling antisocial behaviour

The key themes from the open question asking why respondents were dissatisfied with the services were about the town centres, followed by the closure of Farnborough Leisure Centre and followed by the cleanliness of the area.

The majority of respondents didn't report any issues with accessing Council services, it should be remembered that the survey was carried out online. This is down from 75.7% in 2021 to 67.6% in 2023. Of those who indicated that there was a barrier to accessing services, additional opening hours evenings or weekends would make accessing services easier. However, it should be noted that in 2021 the council offices reception opening hours were 8.30am to 5.00pm Mon-Thurs, up to 4.30pm on Fridays. In 2023, the reception hours changed to 9.00am to 2.00pm Monday to Fridays the council offices are still open normally office hours. This change between reception and council offices opening times was not made clear in the question.

The majority of respondents felt informed, and the results compare well with other surveys although the methodology is different. Those over 65 years of age felt most informed, while those from Farnborough felt least informed.

The most popular way to receive news is via Arena magazine, followed by social media and then Rushmoor Borough Council email news. Facebook was the most popular social media channel. The most common way to receive news for most groups was Arena magazine, except for those under 44 years of age who responded that the most popular way for them was Facebook, and the most popular way for those who identified as other ethnic groups (small sample size) was email news.

33.5% of respondents thought that the Council acted on the concerns of local residents, either a great deal or a fair amount. This is a decrease from 40.7% in 2021 and although not directly comparable this is a lower figure than other surveys. The group that thought that the Council acted on the concerns of local residents the most were those who identified as other ethnic groups (small sample size). The group that thought that the Council acted on the concerns of local residents the least were those who identified as having a health condition or disabilities, which limit daily activities.

From 2021 there appears to be a reduction in satisfaction with how the council runs things. In the 2021 residents survey, 47.5% of respondents were very or fairly satisfied with the way the Council runs things, this dropped to 36.8% in 2023. Although not directly comparable this is a lower figure than other similar surveys. The most satisfied group were those who identified as other ethnic groups (small sample size) and the least satisfied group were those 45 and 64 years of age.

The key themes from the open question asking for any further comments were positive comments about the council, followed by comments about roads, including comments about closures and potholes.

Community safely

79.1% of respondents felt safe outdoors in their local area after dark, this was higher than the 73.0% in the Community Safety survey carried out in February 2023, but this still didn't compare well to the LGA survey results 90% (surveys are not directly comparable due to methodology).

34.6% of respondents felt safe outdoors in their local area after dark, this was higher than the 30.0% in the Community Safety survey carried out in February 2023, but again this still didn't compare well to the LGA survey results 71% (surveys are not directly comparable due to methodology).

The key themes from the open question asking why respondents feel unsafe outside in their local area are because of crime/antisocial behaviour, followed by lack of police presence then followed by lack of / poor street lighting.

The result for feelings of safety in the town centres during the day and in the evenings are also slightly higher in this survey compared to the Community Safety survey carried out in February 2023.

The key themes from the open question asking why respondents feel unsafe in their town centre is because of drugs/addicts/drug dealing, followed by youths/teenagers/men hanging around or gangs/groups and because of the lack of police / police presence.

Annex A: Copy of Survey

Tell us what you think about the services we provide - 2023

We want to make sure we do the right things to support our residents, local communities and businesses - now and going forward.

To do this, we recognise we need to understand what you think of the services we currently provide. The survey will ask you how important you think our services are and how satisfied you are with them.

The survey is open until Friday 4 August.

To view our consultation survey privacy notice, please visit www.rushmoor.gov.uk/consultationprivacynotice

* 1. Which town do you live in? (please tick one)

- Aldershot
- Farnborough
- Other (please tell us where)

2. So we can tell if there any differences between areas, please tell us what ward you live in.

- | | |
|------------------------------------------|----------------------------------------------------------|
| <input type="radio"/> Aldershot Park | <input type="radio"/> Rowhill |
| <input type="radio"/> Cherrywood | <input type="radio"/> St John's |
| <input type="radio"/> Cove and Southwood | <input type="radio"/> St Mark's |
| <input type="radio"/> Empress | <input type="radio"/> Wellington |
| <input type="radio"/> Fernhill | <input type="radio"/> West Heath |
| <input type="radio"/> Knellwood | <input type="radio"/> I don't know what ward I live in * |
| <input type="radio"/> Manor Park | <input type="radio"/> I'd prefer not to say |
| <input type="radio"/> North Town | <input type="radio"/> I don't live in a ward in Rushmoor |

*You can check what ward you live in using the [address look-up feature on our website](#)

Tell us what you think about the services we provide - 2023

Importance of council services

Rushmoor Borough Council is a key provider of public services locally and we would like your views on some of our services.

3. Looking at the list below, please can you tell us how important or not you consider each of these to be? *Please tick one per row*

	Very important	Fairly important	Neither	Not very important	Not at all important	Don't know
Arts and culture - Princes Hall and community events (for example Victoria Day)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Community facilities - Public toilets, allotments, community centres/halls	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Creating safer communities - CCTV, community patrol officers and tackling antisocial behaviour	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Crematorium and cemeteries	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Environmental health - Keeping workplaces and premises which sell food clean and safe.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Household recycling and rubbish collections	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Housing - providing affordable housing to local people, preventing homelessness and providing grants to help people stay in their homes	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Keeping the area clean and tidy - Dealing with litter, fly tipping and dog fouling, street cleaning and grass cutting	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Parking - providing car parks	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Parks, woodlands, open spaces and playgrounds	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Planning enforcement, building and development control	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Promoting biodiversity and responding to climate change	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Sports and leisure facilities - Alpine Snowsports Centre, Aldershot pools and lido	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Supporting businesses, encouraging job creation and supporting residents to find work	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Town centres - creating good quality town centres	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Tell us what you think about the services we provide - 2023

Satisfaction with council services

4. Now looking at the same list again, please could you tell us how satisfied or dissatisfied you are with these services and facilities in Rushmoor? *Please tick one per row*

	Very satisfied	Fairly satisfied	Neither	Fairly dissatisfied	Very dissatisfied	Don't know
Arts and culture - Princes Hall and community events (for example Victoria Day)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Community facilities - Public toilets, allotments, community centres/halls	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Creating safer communities - CCTV, community patrol officers and tackling antisocial behaviour	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Crematorium and cemeteries	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Environmental health - Keeping workplaces and premises which sell food clean and safe	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Household recycling and rubbish collections	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Housing - providing affordable housing to local people, preventing homelessness and providing grants to help people stay in their homes	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Keeping the area clean and tidy - Dealing with litter, fly tipping and dog fouling, street cleaning and grass cutting	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Parking - providing car parks	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Parks, woodlands, open spaces and playgrounds	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Planning enforcement, building and development control	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Promoting biodiversity and responding to climate change	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Sports and leisure facilities - Alpine Snowsports Centre, Aldershot pools and lido	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Supporting businesses, encouraging job creation and supporting residents to find work	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Town centres - creating good quality town centres	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

5. If you are dissatisfied with any of our services, please tell why? *(please write in the box below)*

Tell us what you think about the services we provide - 2023

Contact with the council

6. We are keen to make sure that everyone can access the services we provide. Which of these, if any, prevent you from accessing any of our services? *(please tick all that apply)*

- Council office opening hours (9.00am to 2.00pm Monday-Friday)
- I can't get to the Council Offices
- Disability, hard-of-hearing, vision impaired or other long standing disability/illness
- English is not my first language
- I am unable to access services online
- The cost of services prevents me from accessing them
- I don't know who to contact at the Council
- Nothing prevents me from accessing services
- Other (please specify)

7. What would make accessing services easier for you? *(please write in the box below)*

8. How well informed do you think we keep you about our services and what is happening in the area?

- Very well informed
- Fairly well informed
- Not very well informed
- Not well informed at all
- Don't know

9. Where do you get news about the Council and what we are doing in Aldershot and Farnborough? (please tick all that apply)

- Social media - Facebook
- Social media - Twitter
- Social media - Instagram
- Social media - Nextdoor
- Social media - LinkedIn
- Social media - YouTube
- Social media - other (if ticked, please tell us which in the box below)
- Local newspaper
- Local radio (if ticked, please tell us which in the box below)
- Local TV
- Rushmoor Borough Council website
- Rushmoor Borough Council email news
- Arena magazine
- Posters
- Leaflets
- Local councillor
- Council staff
- Friends and family
- Other - (if ticked, please tell us where in the box below)
- I don't get news from the council

Comment box

Tell us what you think about the services we provide - 2023

10. To what extent do you think the Council acts on the concerns of local residents?

- A great deal
- A fair amount
- Not very much
- Not at all
- Don't know

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

- Very satisfied
- Fairly satisfied
- Neither satisfied nor dissatisfied
- Fairly dissatisfied
- Very dissatisfied
- Don't know

12. Do you have any further comments about Council services? *(please write in the box below)*

Tell us what you think about the services we provide - 2023

Community safety

Rushmoor Borough Council is committed to helping make Farnborough and Aldershot a safe place to live, work and visit.

When answering the following three questions, please consider your local area to be the area within 15-20 minutes walking distance from your home.

13. How safe do you feel when outside in your local area during the day?

- Very safe
- Fairly safe
- Neither safe nor unsafe
- Fairly unsafe
- Very unsafe

14. How safe do you feel when outside in your local area after dark?

- Very safe
- Fairly safe
- Neither safe nor unsafe
- Fairly unsafe
- Very unsafe

15. If you feel unsafe in your local area, please can you tell us why? *(please write in the box below)*

16. How safe do you feel in the town centre during the day?

	Very safe	Fairly safe	Neither safe nor unsafe	Fairly unsafe	Very unsafe	I don't visit this town during the day
Aldershot town centre	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Farnborough town centre	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

17. How safe do you feel in the town centre during the evenings?

	Very safe	Fairly safe	Neither safe nor unsafe	Fairly unsafe	Very unsafe	I don't visit this town during the evening
Aldershot town centre	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Farnborough town centre	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

18. If you feel unsafe in Aldershot or Farnborough town centre, please can you tell us why? *(please write in the box below)*

Tell us what you think about the services we provide - 2023

About you

As part of the Equality Act 2010, we must make sure our services are open and accessible to everyone, that we treat people fairly and appropriately and in consultations, we hear all views.

The following questions will help us to check that we are doing this and will also help us to understand better the answers we receive. We will treat this information as anonymous and confidential and will not identify individuals.

You do not have to answer these questions if you would prefer not to.

19. Which one of the following age bands do you belong to?

- Under 18 years
- 18 -24 years
- 25 - 34 years
- 35 - 44 years
- 45 - 54 years
- 55 - 64 years
- 65 - 74 years
- 75 - 84 years
- 85+ years
- I'd prefer not to say

20. Your gender

- Male
- Female
- I'd prefer not to say

21. What is your ethnic group?

- White - British
- White - Irish
- White - Gypsy/Traveller
- White - other
- Mixed - white and black Caribbean
- Mixed - white and black African
- Mixed - White and Asian
- Mixed - other
- Asian or British Asian - Nepali
- Asian or British Asian - Indian
- Asian or British Asian - Pakistani
- Asian or British Asian - Bangladeshi
- Asian or British Asian - Chinese
- Asian - other
- Black or British black - Caribbean
- Black or British black - African
- Black - other
- Arab
- I'd prefer not to say
- Any other background (Please specify)

22. Do you consider yourself to have any health conditions or disabilities, which limit your daily activities?

- Yes
- No
- I'd prefer not to say

Tell us what you think about the services we provide - 2023

Thank you for completing our survey

We would like to keep you up-to-date with the latest council news and information about events and activities taking place in Aldershot and Farnborough. You can also sign up to take part in council consultations. To sign up please follow the link below:

[Sign up to news from the council](#)

Annex B: Copy of the poster and postcard



Tell us what you think!

Scan the QR code to fill in our survey online, or complete a paper copy here.



RUSHMOOR
BOROUGH COUNCIL



Tell us what you think!

Please take part in our household survey.

[www.rushmoor.gov.uk/
currentconsultations](http://www.rushmoor.gov.uk/currentconsultations) or scan the QR code to go to the online survey.



The survey is open until **Friday 4 August.**

RUSHMOOR
BOROUGH COUNCIL

Annex C: Article in Arena



Share your views

We want you! We want to make sure that we are making the right decisions for our residents, businesses and communities, so we'd like to invite you to tell us what you think of us!

Our household survey asks a series of questions about the services that we provide to find out what you think

of them and how satisfied you are.

Areas covered include our town centres, access to affordable housing and parks and open spaces, sports and leisure facilities, littering and clean streets and climate change. We'd like to hear about your contact with the council and how well informed you feel we keep

you about our services and the local area. The survey also includes questions about how safe you feel in your local area and in our town centres.

This is your chance to tell us, so please seize the day and let us know your views.

The closing date for the survey is Friday 4 August and it is available on our website at www.rushmoor.gov.uk/currentconsultations. You can also call us for a paper copy of the survey on **01252 398 399**.



Annex D: Ward information

Most important services (very or fairly important)

Most important services (very or fairly important)	1 st	2nd	3rd
Aldershot Park	Household recycling and rubbish collections (100%)	Keeping the area clean and tidy (100%)	Parks, woodlands, open spaces and playgrounds (100%)
Cherrywood	Household recycling and rubbish collections (98.8%)	Keeping the area clean and tidy (98.8%)	Creating safer communities (97.6%)
Cove and Southwood	Creating safer communities (97.5%)	Household recycling and rubbish collections (96.9%)	Parks, woodlands, open spaces and playgrounds (96.9%)
Empress	Keeping the area clean and tidy (100%)	Keeping workplaces and premises which sell food clean and safe (99.0%)	Household recycling and rubbish collections (98.0%)
Fernhill	Household recycling and rubbish collections (100%)	Keeping the area clean and tidy (99.0%)	Keeping workplaces and premises which sell food clean and safe (97.1%)
			Parks, woodlands, open spaces and playgrounds (97.1%)
Knellwood	Parks, woodlands, open spaces and playgrounds (99.31%)	Keeping the area clean and tidy (99.30%)	Household recycling and rubbish collections (98.6%)
Manor Park	Household recycling and rubbish collections (99.31%)	Creating safer communities (99.30%)	Keeping the area clean and tidy (98.6%)
North Town	Creating safer communities (98.0%)	Household recycling and rubbish collections (98.0%)	Parks, woodlands, open spaces and playgrounds (98.0%)
Rowhill	Creating safer communities (99.0%)	Keeping the area clean and tidy (99.0%)	Household recycling and rubbish collections (98.0%)
			Keeping workplaces and premises which sell food clean and safe (98.0%)
St John's	Household recycling and rubbish collections (100%)	Keeping the area clean and tidy (100%)	Keeping workplaces and premises which sell food clean and safe (98.8%)
St Mark's	Creating safer communities (100%)	Keeping the area clean and tidy (98.7%)	Household recycling and rubbish collections (97.5%)
Wellington*	Keeping the area clean and tidy (100%)	Town centres (100%)	Creating safer communities (98.1%)
West Heath	Creating safer communities (98.9%)	Household recycling and rubbish collections (98.9%)	Keeping the area clean and tidy (98.9%)

*small sample size

Note: if the services have the same score they are in alphabetical order.

Services most dissatisfied with (very or fairly dissatisfied)

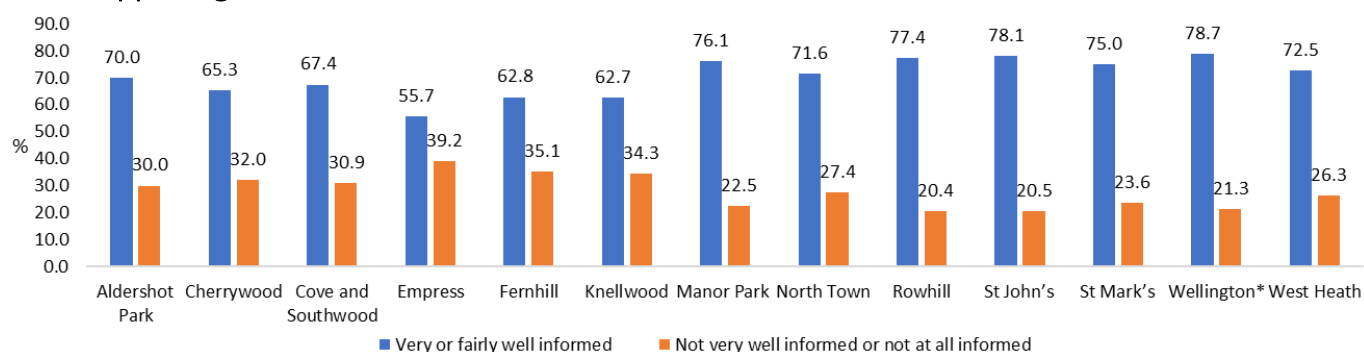
Services most dissatisfied with (very or fairly dissatisfied)	1 st	2nd	3rd
Aldershot Park	Town centres (70.0%)	Creating safer communities (63.9%)	Keeping the area clean and tidy (49.2%)
Cherrywood	Keeping the area clean and tidy (58.2%)	Town centres (57.7%)	Creating safer communities (53.2%)
Cove and Southwood	Town centres (64.9%)	Creating safer communities (45.4%)	Keeping the area clean and tidy (43.8%)
Empress	Town centres (71.4%)	Creating safer communities (52.0%)	Sports and leisure facilities (51.5%)
Fernhill	Town centres (63.3%)	Keeping the area clean and tidy (49.0%)	Sports and leisure facilities (47.4%)
Knellwood	Town centres (73.9%)	Sports and leisure facilities (41.8%)	Keeping the area clean and tidy (38.8%)
Manor Park	Town centres (69.%)	Creating safer communities (46.8%)	Keeping the area clean and tidy (36.0%)
North Town	Town centres (72.4%)	Creating safer communities (57.1%)	Keeping the area clean and tidy (51.0%)
Rowhill	Town centres (58.1%)	Creating safer communities (45.8%)	Keeping the area clean and tidy (43.8%)
St John's	Town centres (52.0%)	Keeping the area clean and tidy (38.7%)	Creating safer communities (37.3%)
St Mark's	Town centres (63.0%)	Keeping the area clean and tidy (50.7%)	Creating safer communities (40.5%)
Wellington	Creating safer communities (67.3%)	Town centres (55.1%)	Keeping the area clean and tidy (44.9%)
West Heath	Town centres (67.5%)	Creating safer communities (54.2%)	Keeping the area clean and tidy (44.6%)

*small sample size

Which of these, if any, prevent you from accessing any of our services?

The vast majority of respondents in all wards indicated that they had no difficulty accessing services.

How well informed do you think we keep you about our services and what is happening in the area?



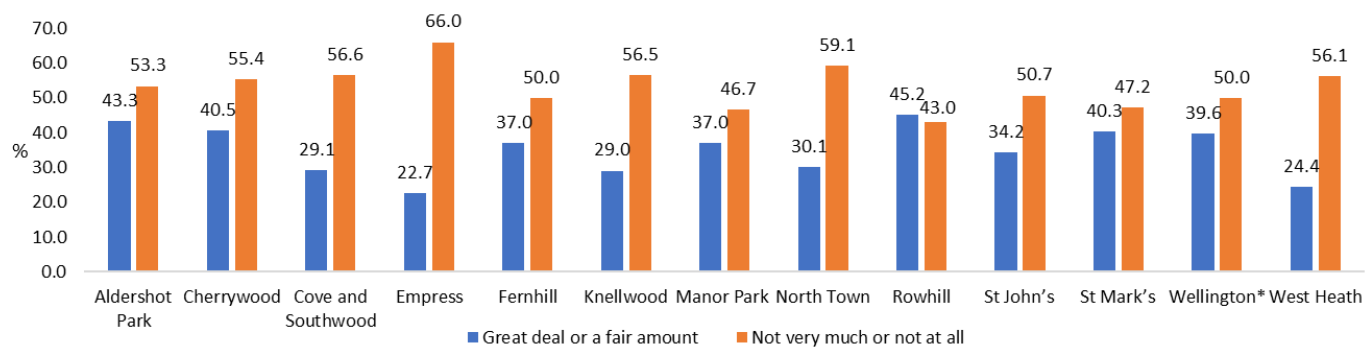
*small sample size

Where do you get news about the Council and what we are doing in Aldershot and Farnborough?

Most popular	1 st	2nd	3rd
Aldershot Park	Facebook (61.7%)	Arena Magazine (55.0%)	Email News (31.7%) Council website (31.7%)
Cherrywood	Arena Magazine (55.4%)	Facebook (43.2%)	Email News (32.4%)
Cove and Southwood	Arena Magazine (64.6%)	Facebook (45.6%)	Council website (42.3%)
Empress	Arena Magazine (57.7%)	Email News (41.2%)	Facebook (36.1%)
Fernhill	Arena Magazine (55.4%)	Facebook (43.2%)	Email News (32.4%)
Knellwood	Arena Magazine (59.0%)	Email News (44.0%)	Council website (41.8%)
Manor Park	Arena Magazine (64.2%)	Facebook (48.2%)	Email News (40.2%)
North Town	Facebook (63.8%)	Arena Magazine (61.7%)	Council website (30.9%)
Rowhill	Arena Magazine (62.6%)	Email News (44.0%)	Council website (36.3%)
St John's	Arena Magazine (54.1%)	Council website (41.9%)	Facebook (40.5%) Email News (40.5%)
St Mark's	Arena Magazine (61.1%)	Facebook (45.8%)	Email News (43.1%)
Wellington	Facebook (47.9%)	Arena Magazine (45.8%)	Council website (39.6%)
West Heath	Arena Magazine (62.2%)	Email News (43.9%)	Facebook (39.0%) Council website (39.0%)

*small sample size

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



*small sample size

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



*small sample size