

Tell us what you think about the services we provide – 2026

(Survey report July 2026)

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Introduction

Regular residents' surveys are a useful tool for gauging residents' satisfaction with Council services, which can help inform Council priorities, decisions, and the allocation of resources. Rushmoor carries out a residents' survey each year. In 2026, the survey focused on service satisfaction, as well as questions to assess the success of UK Shared Prosperity Fund projects.

In addition to this survey, the Council also carried out 500 face-to-face residents' surveys, with a representative sample of the population using an external company. Both surveys included the same questions. This report relates to the open online survey carried out alongside the representative sample survey, whose report is available on the [Council website](#).

Methodology

While the face-to-face survey was being carried out, an online version of the survey (Appendix A) was available for residents to complete.

The online survey was advertised in an article in the summer edition of Arena (Appendix B) and on the Council's website and through social media channels. Details about the survey were also emailed to residents who have signed up to receive news from the Council or to take part in Council consultations. Paper copies were available at the Council offices on request and were available at some Council events.

The online survey ran for seven weeks from Monday, 1 June to Sunday, 19 July 2026.

Responses

In total, 543 people completed the survey, with 526 completing the survey online and 17 completing paper version of the survey.

The last online residents' survey was carried out in December 2025; this only gained 269 responses. The response rate for the survey this year was an improvement. However, in 2024, the response rate was 1,686.

Executive Summary

There was an improvement in the response rate for the 2026 residents' survey. At the same time, a face-to-face residents' survey was carried out, the results of which will be compared to the results of this survey.

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.'

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

Overall, respondents tended to be a little less satisfied with services than they were in 2025. However, there were noticeable improvements in satisfaction for a few services, such as 'Arts and culture,' 'Sports and leisure facilities and Crematorium and cemeteries.'

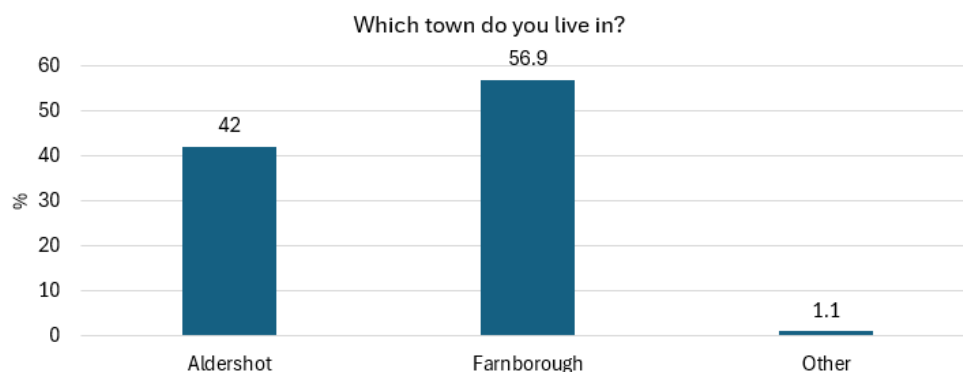
Overall, Farnborough respondents were more dissatisfied with their town centres than Aldershot residents. Arts and culture were the service that Aldershot respondents were most satisfied with, and Aldershot respondents were also more likely to have attended an activity or event in their town.

The two-community cohesion-based questions around belonging to the area and getting on well together showed a small improvement.

Characteristics of respondents

Which town do you live in?

All 543 respondents completed this question. According to the 2021 Census, 59.9% of Rushmoor residents lived in Farnborough, and 40.2% lived in Aldershot. 56.9% (309) of respondents indicated that they were Farnborough residents, and 42% (228) of respondents indicated that they were Aldershot residents.



Of the 6 respondents (1.1%) who selected 'Other', the main themes of the responses were:

- 3 respondents indicated that they lived in North Camp
- 1 respondent indicated they lived in North Town
- 1 respondent indicated they lived in Blackwater
- 1 respondent indicated that they lived in Fleet

Ward responses rate

A total of 517 respondents indicated which ward they lived in, 14 respondents didn't know what ward they lived in, seven respondents preferred not to say, and two respondents indicated that they didn't live in a Rushmoor ward.

The number of respondents varied between wards, with the highest number being in Kellwood ward (66 respondents) and the lowest being in St Mark's and Fernhill wards (27 respondents).

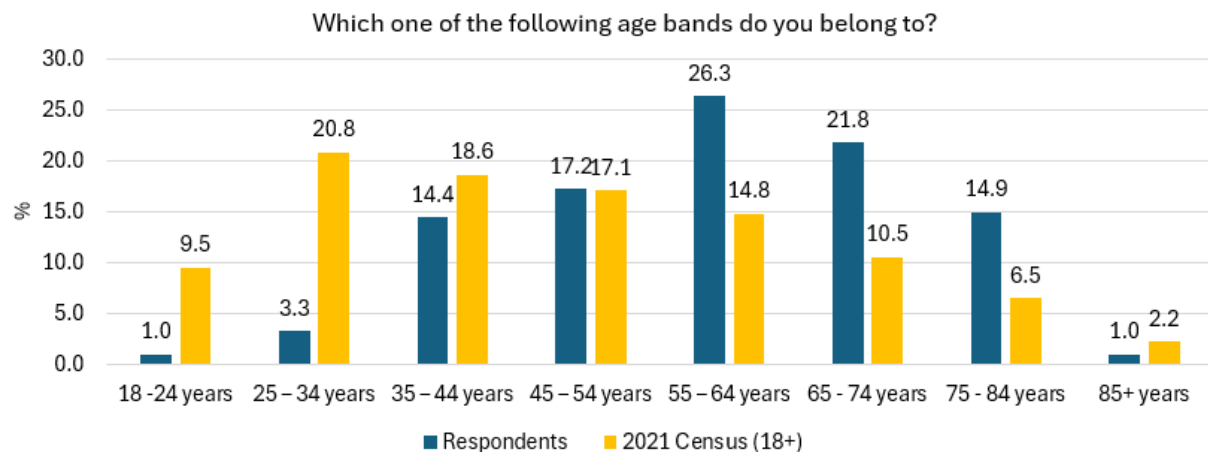
Ward	Number of responses
Aldershot Park	32
Cherrywood	32
Cove and Southwood	55
Empress	32
Fernhill	27
Knellwood	66
Manor Park	65
North Town	29
Rowhill	52
St John's	28
St Mark's	27
Wellington	34
West Heath	38

The response rate is low in some wards, so the data will not be split by ward.

Note: The following questions were only open to respondents aged 18 or over

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

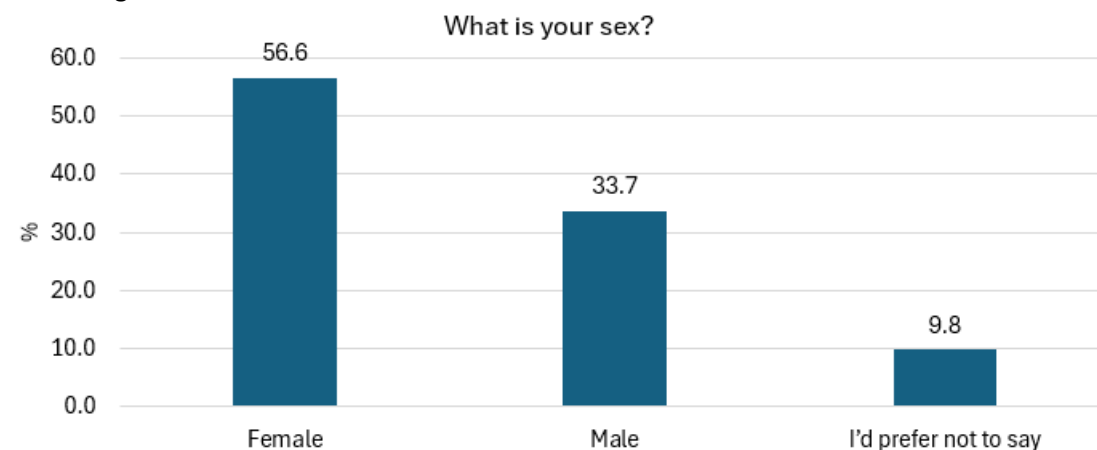
In total, 395 respondents completed this question and gave their age. Respondents under 44 years of age are under-represented, and those over 55 to 84 years of age are over-represented. 33 respondents preferred not to give their age.



Although the age groups are not representative of the wider population, some of the data will be split by broad age groups to indicate differences in views.

Your sex

A total of 419 respondents completed this question. 56.6% (237) of respondents indicated that they were female, and 33.7% (141) of respondents indicated that they were male. Females are over-represented in the survey as 50.5% of Rushmoor's population aged 18 and over are female, according to the 2021 Census.



Although females and males are not representative of the wider population, some of the data will be split by sex to give an indication of differences in views.

What is your ethnic group?

In total, 425 respondents completed this question. When compared to the data from the 2021 Census, those who identified as white British are over-represented, and those who identified as belonging to groups other than White British are under-represented. The Nepali population, which makes up most of the Other Asian group, is under-represented.

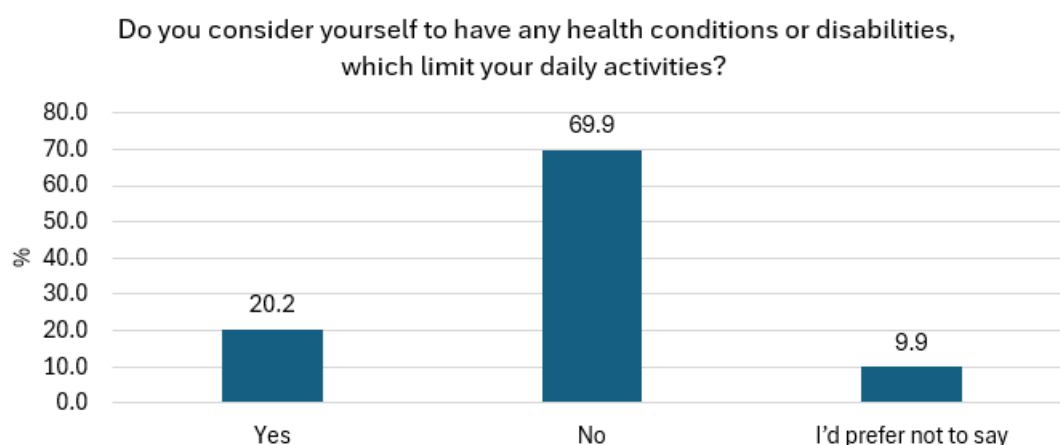
Respondents	Number	%	2021 Census (18+)
Asian, Asian British or Asian Welsh: Bangladeshi	0	0.0	0.3
Asian, Asian British or Asian Welsh: Chinese	0	0.0	0.5
Asian, Asian British or Asian Welsh: Indian	2	0.5	2.0
Asian, Asian British or Asian Welsh: Other Asian	10	2.4	11.2
Asian, Asian British or Asian Welsh: Pakistani	0	0.0	1.0
Black, Black British, Black Welsh, Caribbean, or African: African	0	0.0	1.4
Black, Black British, Black Welsh, Caribbean, or African: Caribbean	0	0.0	0.7
Black, Black British, Black Welsh, Caribbean, or African: Other Black	0	0.0	0.2
Mixed or Multiple ethnic groups: Other Mixed or Multiple ethnic groups	4	0.9	0.5
Mixed or Multiple ethnic groups: White and Asian	1	0.2	0.5
Mixed or Multiple ethnic groups: White and Black African	0	0.0	0.2
Mixed or Multiple ethnic groups: White and Black Caribbean	0	0.0	0.5
Other ethnic group: Any other ethnic group	8	1.9	2.9
Other ethnic group: Arab	0	0.0	0.2
White: English, Welsh, Scottish, Northern Irish or British	351	82.6	71.3
White: Gypsy or Irish Traveller	0	0.0	0.2
White: Irish	1	0.2	0.8
White: Other White	14	3.3	5.7
I'd prefer not to say	34	8.0	

Of the 8 respondents who identified as any other ethnic group, the main theme of responses was white English or English (mentioned in 4 comments).

Due to the low numbers in ethnic groups, data will not be split by ethnic groups.

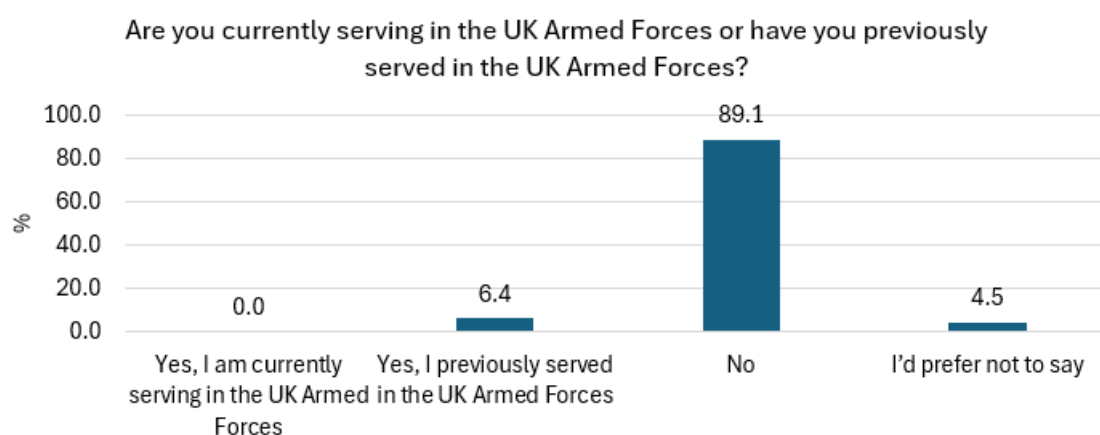
Do you consider yourself to have any health conditions or disabilities which limit your daily activities?

In total, 425 respondents completed this question. 69.9% (297) of respondents indicated that they didn't have any health conditions or disabilities, which limited their daily activities. 20.2% (86) of respondents indicated that they did have health conditions or disabilities, which limited their daily activities. For reference purposes, 16.4% of residents over 18 in the 2021 Census indicated that they were disabled under the Equality Act.



Are you currently serving in the UK Armed Forces, or have you previously served in the UK Armed Forces?

In total, 421 respondents completed this question. 89.1% of respondents (375) have not served in the UK armed forces. 6.4% (27 respondents) indicated that they previously served in the armed forces. No respondent indicated that they were currently serving. For reference purposes, the 2021 Census indicated that 6.7% of Rushmoor adults have previously served in the UK armed forces as a regular and/or reserve.



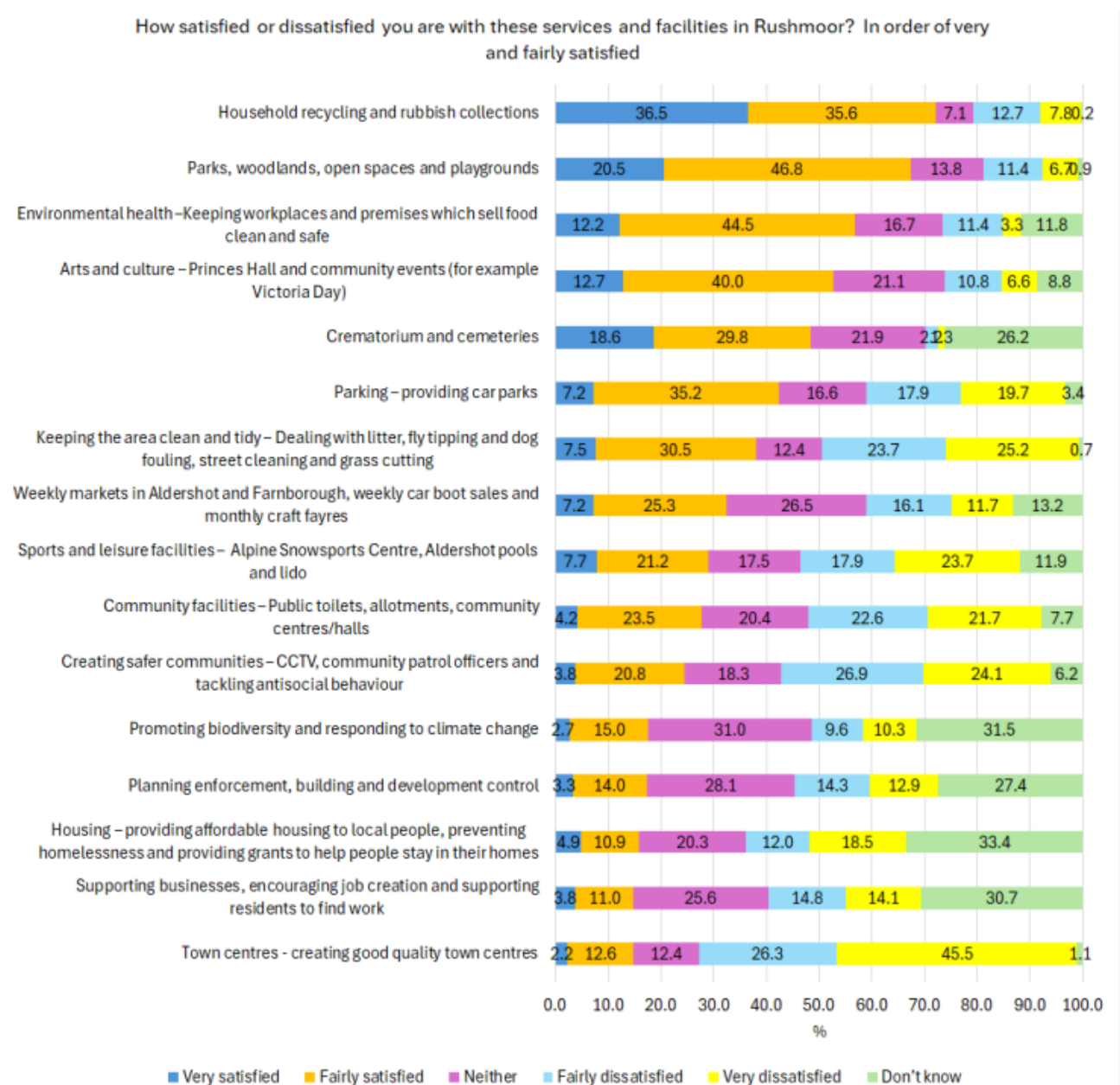
Due to the low numbers, data will not be split by those previously serving in the UK Armed Forces.

Survey responses

Responses to questions where appropriate, have been split by the town where respondents live, age, sex and whether they have health conditions or disabilities.

Question 3: Please could you tell us how satisfied or dissatisfied you are with these services and facilities in Rushmoor?

In total, 459 respondents completed this question. Respondents were most satisfied with 'Household recycling and rubbish collections' (72.2% were fairly and very satisfied with this), followed by 'Parks, woodlands, open spaces and playgrounds' (67.3% were fairly and very satisfied with this), followed by 'Environmental health – Keeping workplaces and premises which sell food clean and safe' (56.8% were fairly and very satisfied with this).



The services that respondents were most dissatisfied with were:

1. 'Town centres - creating good quality town centres' (71.7% were fairly or very dissatisfied with this)
2. 'Creating safer communities – CCTV, community patrol officers and tackling antisocial behaviour' (51.0% were fairly or very dissatisfied with this)
3. 'Keeping the area clean and tidy – Dealing with litter, fly tipping and dog fouling, street cleaning and grass cutting' (48.9% were fairly or very dissatisfied with this).

For three of the services, over 30% of respondents indicated that they didn't know if they were satisfied with the services. 33.4% (150 respondents) selected 'don't know' for 'Housing – providing affordable housing to local people, preventing homelessness and providing grants to help people stay in their homes', 31.5% (141 respondents) selected 'don't know' for 'Promoting biodiversity and responding to climate changes', and 31.7% (137 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 those services, or they don't know enough about the services.

Net favourability score

The net favourability score is calculated by subtracting the dissatisfaction percentage from the satisfaction percentage.

Score	Service
51.7	Household recycling and rubbish collections
49.2	Parks, woodlands, open spaces and playgrounds
44.7	Crematorium and cemeteries
42.1	Environmental health – Keeping workplaces and premises which sell food clean and safe
35.4	Arts and culture – Princes Hall and community events (for example Victoria Day)
4.7	Parking – providing car parks
4.7	Weekly markets in Aldershot and Farnborough, weekly car boot sales and monthly craft fayres
-2.2	Promoting biodiversity and responding to climate change
-9.8	Planning enforcement, building and development control
-10.8	Keeping the area clean and tidy – Dealing with litter, fly tipping and dog fouling, street cleaning and grass cutting
-12.6	Sports and leisure facilities – Alpine Snowsports Centre, Aldershot pools and lido
-14.1	Supporting businesses, encouraging job creation and supporting residents to find work
-14.7	Housing – providing affordable housing to local people, preventing homelessness and providing grants to help people stay in their homes
-16.6	Community facilities – Public toilets, allotments, community centres/halls
-26.5	Creating safer communities – CCTV, community patrol officers and tackling antisocial behaviour
-57.0	Town centres - creating good quality town centres

There are seven services that have a positive net favourability score and nine services with a negative score.

The same five services are at the top of the list but in a slightly different order, and 'Town Centres' is still at the bottom. 'Community facilities' and 'Creating safer communities, have moved to the bottom five from the middle of the list for % satisfied.

Change in satisfaction since 2023

Some of the wording used in the survey was amended slightly from 2023 to 2026. In 2025, questions on ‘Weekly markets in Aldershot and Farnborough, weekly car boot sales and monthly craft fayres’ were added.

There appears to be increased satisfaction from 2025 to 2026 with ‘Arts and culture’ (up 8.9 percentage points from 2025), ‘Sports and leisure facilities – Alpine Snowsports Centre, Aldershot pools and lido’ (up 8.5 percentage points from 2025), ‘Crematorium and cemeteries’ (up 6.4 percentage points from 2025), ‘Housing – providing affordable housing to local people, preventing homelessness and providing grants to help people stay in their homes, (up 2.6 percentage points from 2025), ‘Supporting businesses, encouraging job creation and supporting residents to find work’ (up 2.0 percentage points from 2025), and ‘Keeping the area clean and tidy – Dealing with litter, fly tipping and dog fouling, street cleaning and grass cutting’ (up 1.9 percentage points from 2025).

Fairly or very satisfied

	2023	2025	2026
1st	Household recycling and rubbish collections (75.5%)	Parks, woodlands, open spaces, and playgrounds (75.2%)	Household recycling and rubbish collections (72.2%)
2nd	Parks, woodlands, open spaces, and playgrounds (72.9%)	Household recycling and rubbish collections (73.3%)	Parks, woodlands, open spaces, and playgrounds (67.3%)
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 (57.1%)	Environmental health –Keeping workplaces and premises which sell food clean and safe (56.8%)
4th	Crematorium and cemeteries (51.7%)	Parking – providing car parks (48.4%)	Arts and culture – Princes Hall and community events (52.7%)
5th	Arts and culture – Princes Hall and community events (50.6%)	Arts and culture – Princes Hall and community events (43.8%)	Crematorium and cemeteries (48.3%)
6th	Parking – providing car parks (49.5%)	Crematorium and cemeteries (41.9%)	Parking – providing car parks (42.4%)
7th	Community facilities – Public toilets, allotments, community centres/halls (39.3%)	Keeping the area clean and tidy – Dealing with litter, fly tipping and dog fouling, street cleaning and grass cutting (36.2%)	Keeping the area clean and tidy – Dealing with litter, fly tipping and dog fouling, street cleaning and grass cutting (38.1%)
8th	Keeping the area clean and tidy – Dealing with litter, fly tipping and dog fouling, street cleaning and grass cutting (38.9%)	Weekly markets in Aldershot and Farnborough, weekly car boot sales, and monthly craft fayres (32.4%) (new in 2025)	Weekly markets in Aldershot and Farnborough, weekly car boot sales, and monthly craft fayres (32.5%)
9th	Sports and leisure facilities – Alpine Snowsports Centre, Aldershot pools and lido (32.5%)	Community facilities – Public toilets, allotments, community centres/halls (29.5%)	Sports and leisure facilities – Alpine Snowsports Centre, Aldershot pools and lido (29.0%)
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 (25.1%)	Community facilities – Public toilets, allotments, community centres/halls (27.7%)
11th	Planning enforcement, building and development control (27.0%)	Planning enforcement, building and development control (23.5%)	Creating safer communities – CCTV, community patrol officers and tackling antisocial behaviour (24.5%)
12th	Promoting biodiversity and responding to climate change (24.5%)	Sports and leisure facilities – Alpine Snowsports Centre, Aldershot pools and lido (20.5%)	Promoting biodiversity and responding to climate change (17.6%)

13th	Housing – providing affordable housing to local people, preventing homelessness, and providing grants to help people stay in their homes (24.5%)	Promoting biodiversity and responding to climate change (19.7%)	Planning enforcement, building and development control (17.4%)
14th	Supporting businesses, encouraging job creation, and supporting residents to find work (23.4%)	Town centres - creating good quality town centres (17.9%)	Housing – providing affordable housing to local people, preventing homelessness, and providing grants to help people stay in their homes (15.8%)
15th	Town centres - creating good quality town centres (16.4%)	Housing – providing affordable housing to local people, preventing homelessness, and providing grants to help people stay in their homes (13.2%)	Supporting businesses, encouraging job creation, and supporting residents to find work (14.8%)
16th		Supporting businesses, encouraging job creation, and supporting residents to find work (12.8%)	Town centres - creating good quality town centres (14.8%)

It should be noted that the 2025 survey had a smaller number of respondents and the 2023 survey had a higher number of respondents.

Change Net favourability score

The score change for net favourability reflects the change in satisfaction with ‘Sports and leisure facilities’, ‘Arts and culture’, ‘Crematorium and cemeteries’ and ‘Housing’ having improvements in score. However, unlike the satisfaction percentage ‘Parks, woodlands, open spaces, and playgrounds’, ‘Parking’ and ‘Creating safer communities’ have larger drops in net favourability.

Change in score 2025-2026	Services
16.7	Sports and leisure facilities – Alpine Snowsports Centre, Aldershot pools and lido
12.6	Arts and culture – Princes Hall and community events (for example Victoria Day)
10.7	Crematorium and cemeteries
5.4	Housing – providing affordable housing to local people, preventing homelessness and providing grants to help people stay in their homes
1.1	Keeping the area clean and tidy – Dealing with litter, fly tipping and dog fouling, street cleaning and grass cutting
0.1	Promoting biodiversity and responding to climate change
-1.8	Community facilities – Public toilets, allotments, community centres/halls
-1.8	Household recycling and rubbish collections
-2.2	Environmental health – Keeping workplaces and premises which sell food clean and safe
-3.5	Weekly markets in Aldershot and Farnborough, weekly car boot sales and monthly craft fayres
-4.2	Town centres - creating good quality town centres
-5.8	Supporting businesses, encouraging job creation and supporting residents to find work
-8.0	Planning enforcement, building and development control
-10.7	Creating safer communities – CCTV, community patrol officers and tackling antisocial behaviour
-13.2	Parks, woodlands, open spaces and playgrounds

-16.7	Parking – providing car parks
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It should be noted that the 2025 survey had a smaller number of respondents.

Satisfaction by different groups

Most groups have 'Household recycling and rubbish collections,' 'Parks, woodlands, open spaces, and playgrounds' and 'Environmental health' as the top three services they are most satisfied with.

The exceptions are Aldershot residents who have 'Arts and Culture' as the service they are most satisfied with, and those 18 to 44 years of age also have 'Arts and Culture' as a service they are satisfied with in their top three. Those with health conditions or disabilities have 'Crematorium and cemeteries' as the service they are second most satisfied with.

Services most satisfied with (very or fairly satisfied)	1st	2 nd	3rd
All respondents	Household recycling and rubbish collections (72.2%)	Parks, woodlands, open spaces, and playgrounds (67.3%)	Environmental health (56.8%)
Aldershot residents	Arts and culture (66.9%)	Household recycling and rubbish collections (69.1%)	Parks, woodlands, open spaces, and playgrounds (68.0%)
Farnborough residents	Household recycling and rubbish collections (74.1%)	Parks, woodlands, open spaces, and playgrounds (66.9%)	Environmental health (56.8%)
Female respondents	Household recycling and rubbish collections (72.1%)	Parks, woodlands, open spaces, and playgrounds (70.2%)	Environmental health (62.6%)
Male respondents	Household recycling and rubbish collections (77.0%)	Parks, woodlands, open spaces, and playgrounds (68.1%)	Environmental health (56.8%)
18-44 years of age	Household recycling and rubbish collections (69.0%)	Parks, woodlands, open spaces, and playgrounds (66.2%)	Environmental health (53.4%) and Arts and culture (53.4%)
45-64 years of age	Household recycling and rubbish collections (71.9%)	Parks, woodlands, open spaces, and playgrounds (68.4%)	Environmental health (56.4%)
65+ years of age	Household recycling and rubbish collections (77.6%)	Parks, woodlands, open spaces, and playgrounds (73.5%)	Environmental health (69.2%)
Those with health conditions or disabilities	Household recycling and rubbish collections (69.0%)	Crematorium and cemeteries (62.4%)	Environmental health (61.9%)
Those without health conditions or disabilities	Household recycling and rubbish collections (77.1%)	Parks, woodlands, open spaces, and playgrounds (71.3%)	Environmental health (59.7%)

Dissatisfaction by different groups

All groups have 'Town centres' as the service they are most dissatisfied with. The other services that most groups are dissatisfied with are 'Creating safer communities' and 'Keeping the area clean and tidy.'

The exceptions are that Farnborough respondents who have 'Sports and leisure facilities' in the top three services they are most dissatisfied with, as do those aged 18 to 44 years of age. Both those over 65 and those with health conditions or disabilities are dissatisfied with 'Community facilities'.

Services most dissatisfied with (very or fairly dissatisfied)	1st	2 nd	3rd
All respondents	Town centres (71.7%)	Creating safer communities (51.0%)	Keeping the area clean and tidy (48.9%)
Aldershot residents	Town centres (65.7%)	Creating safer communities (57.7%)	Keeping the area clean and tidy (44.2%)
Farnborough residents	Town centres (75.3%)	Sports and leisure facilities (56.0%)	Keeping the area clean and tidy (51.5%)
Female respondents	Town centres (77.2%)	Creating safer communities (48.9%)	Keeping the area clean and tidy (45.5%)
Male respondents	Town centres (62.1%)	Keeping the area clean and tidy (52.1%)	Creating safer communities (46.0%)
18-44 years of age	Town centres (65.8%)	Creating safer communities (57.5%)	Sports and leisure facilities (54.8%)
45-64 years of age	Town centres (74.4%)	Creating safer communities (53.8%)	Keeping the area clean and tidy (50.9%)
65+ years of age	Town centres (69.4%)	Community facilities (43.2%)	Keeping the area clean and tidy (40.9%)
Those with health conditions or disabilities	Town centres (72.3%)	Creating safer communities (52.9%)	Community facilities (48.2%)
Those without health conditions or disabilities	Town centres (69.3%)	Keeping the area clean and tidy (49.0%)	Creating safer communities (48.1%)

Question 4: If you are dissatisfied with any of our services, please tell us why?

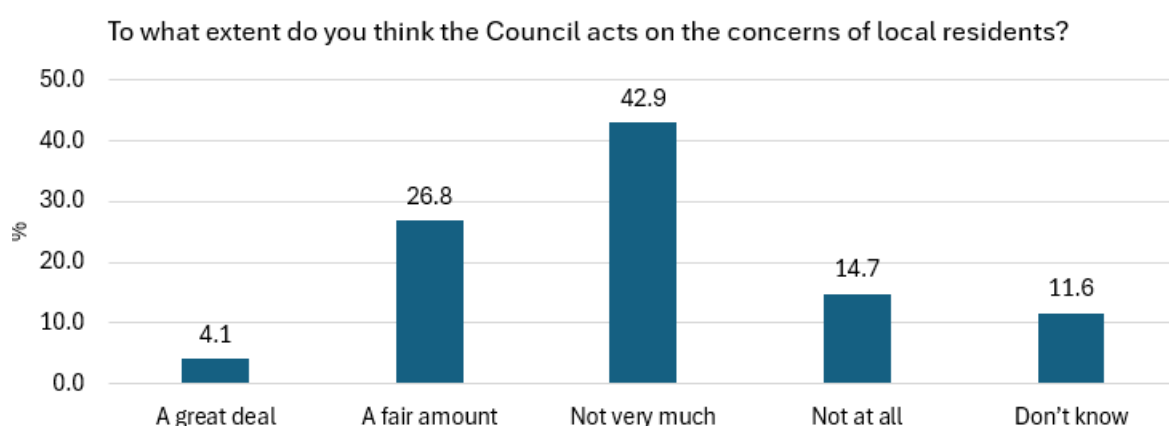
In total, 253 respondents completed this question. The main themes of the responses were (all those mentioned over 5 times):

- Issues with the town centres (mentioned in around 93 comments). Comments included the town centres being rundown or in a state / poor shopping facilities, and a lack of shops.
- Issues with the cleanliness of the area/litter (mentioned in around 54 comments). Fly tipping was mentioned in 14 of these comments.
- Respondents unhappy with the plans for the new leisure centres/lack of leisure centre/speed of development (mentioned in around 47 comments). The need for a sports hall is mentioned in 7 of these comments.
- Lack of parking in town/residential areas, parking too expensive, antisocial parking, and lack of traffic wardens (mentioned in around 46 comments)
- Comments around grass/buses/trees being overgrown and weeds (mentioned in around 28 comments)
- Issues with crime and antisocial behaviour (mentioned in around 27 comments)
- Issues with drug users and dealers (mentioned in around 18 comments)

- Not enough public toilets / poor state of toilets (mentioned in around 16 comments)
- Lack of community facilities/activities (mentioned in around 15 comments)
- Issues with the state of the roads/pavements/potholes (mentioned in around 15 comments)
- The council doesn't listen/ care /respond, or is out of touch (mentioned in around 13 comments)
- The need for more police patrols/action (mentioned in around 12 comments)
- Issues with waste collections (mentioned in around 12 comments)
- Issues with affordable housing availability (mentioned in around 11 comments)
- Respondents unhappy with the markets (mentioned in around 11 comments)
- Issues with speed or anti-social driving (mentioned in around 9 comments)
- Issue with accessing the HWRC / the booking system (mentioned in around 8 comments)
- Issues with dog fouling (mentioned in around 7 comments)
- Respondents wanting to recycle more things (mentioned in around 7 comments)
- Public bins are overflowing or not enough (mentioned in around 7 comments)
- Unhappy with the flags on lampposts (mentioned in around 7 comments)
- Issues with graffiti (mentioned in around 7 comments)
- Public transport (buses) needs to be improved (mentioned in around 6 comments)
- The state of Aldershot Pool or how it is run (mentioned in around 6 comments)
- Concern about the homeless people (mentioned in around 5 comments)
- Concern about foreign businesses/people (mentioned in around 5 comments)
- Respondents wanting more help to get into work / more jobs (mentioned in around 5 comments)

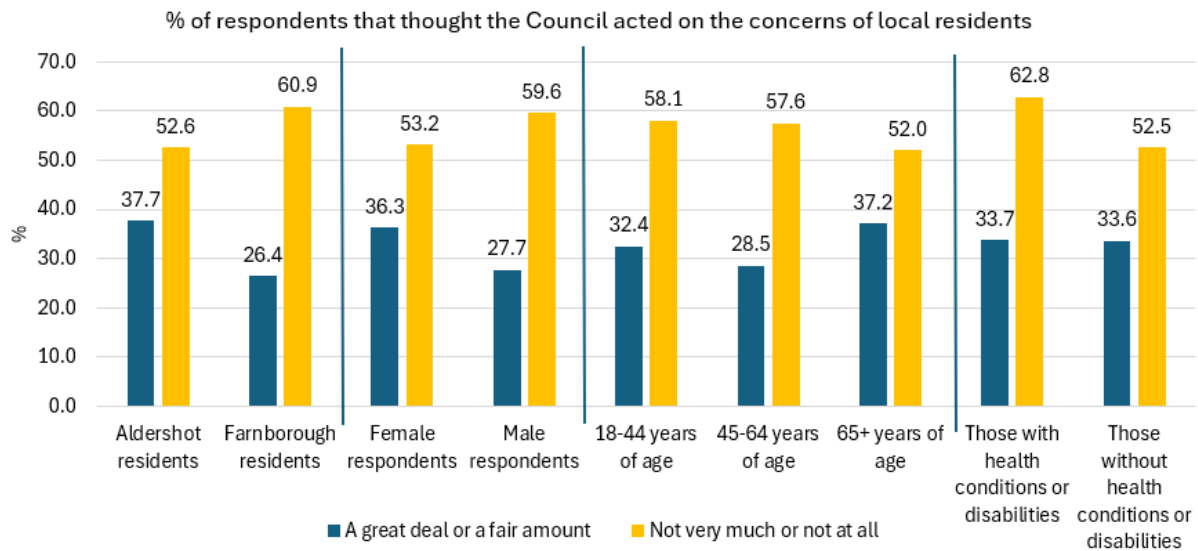
Question 5: To what extent do you think the Council acts on the concerns of local residents?

In total, 441 respondents completed this question. 30.8% (136) of respondents thought that the Council acted on the concerns of local residents, either a great deal or a fair amount. 57.6% (254) of respondents thought that the Council acted on the concerns of local residents, either not very much or not at all.



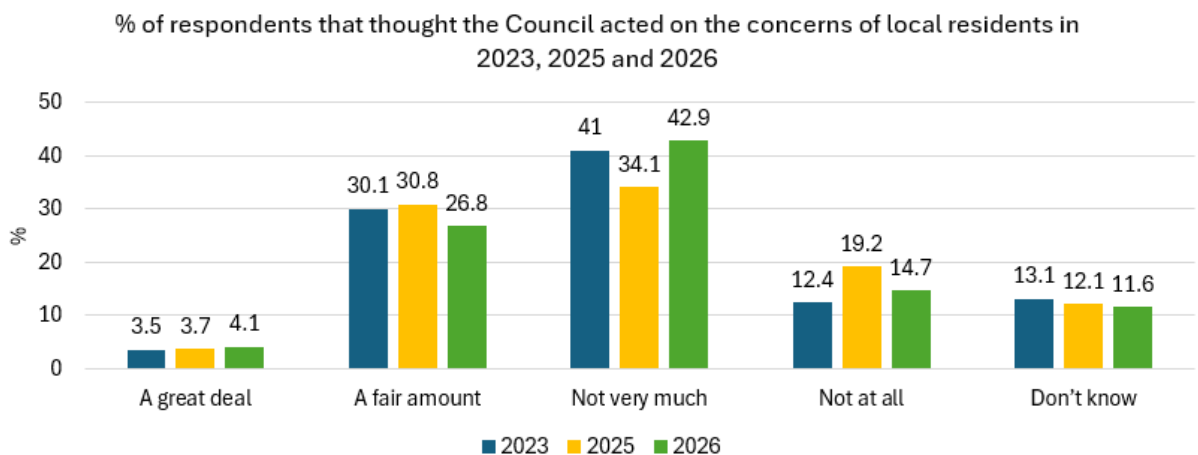
The results by different groups

All groups thought the Council acted on local residents' concerns either not at all or not very much, rather than a great deal or fair amount. Those from Aldershot thought the Council acted on local residents' concerns a great deal or fair amount (33.7%), more than those from Farnborough (26.4%).



Change in results from 2023

In the 2023 residents' survey, 33.6% of respondents thought that the Council acted on the concerns of local residents, either a great deal or a fair amount. This increased to 34.5% in the 2025 survey but has now dropped to 30.8% in 2026. However, the percentage of respondents who answered 'not at all' has dropped to 14.7% from 19.2% in 2025.



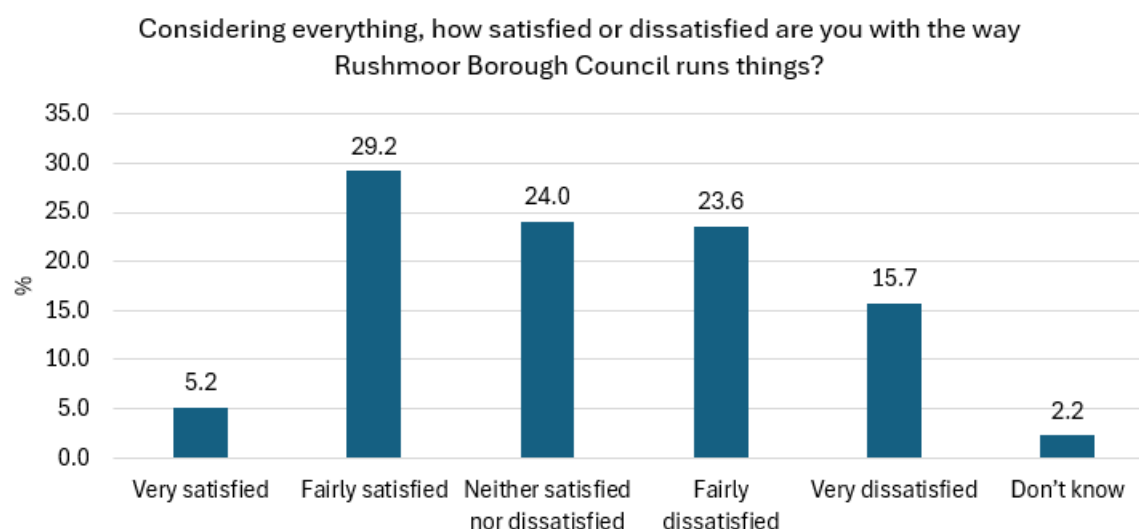
Comparison to other surveys

The Local Government Association (LGA) carry out a regular residents' satisfaction survey, which was last carried out in October 2025, and this question was included. The surveys are not directly comparable due to the methodology and wording of the questions (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.' 53% 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 30.8% from the Rushmoor 2026 residents' survey.

(Source: [PPolling on resident satisfaction with councils: Round 40](#))

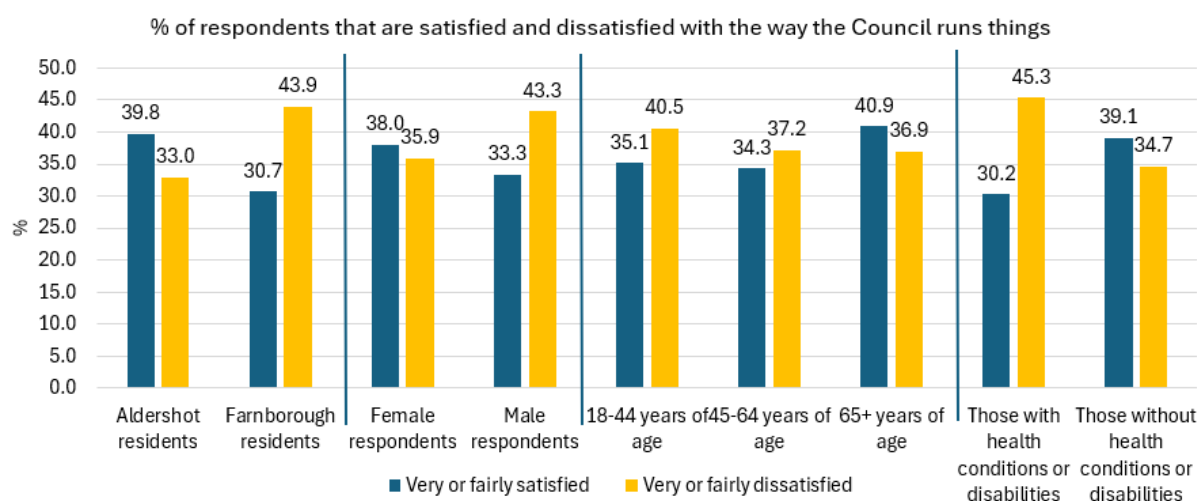
Question 6: Considering everything, how satisfied or dissatisfied are you with the way Rushmoor Borough Council runs things?

In total, 445 respondents completed this question. 34.4% (153) of respondents were satisfied (very or fairly satisfied) with the way the Council runs things, and 39.3% (175) of respondents were dissatisfied (very or fairly dissatisfied) with the way the Council runs things. 24.0% (107) of respondents were neither satisfied nor dissatisfied.



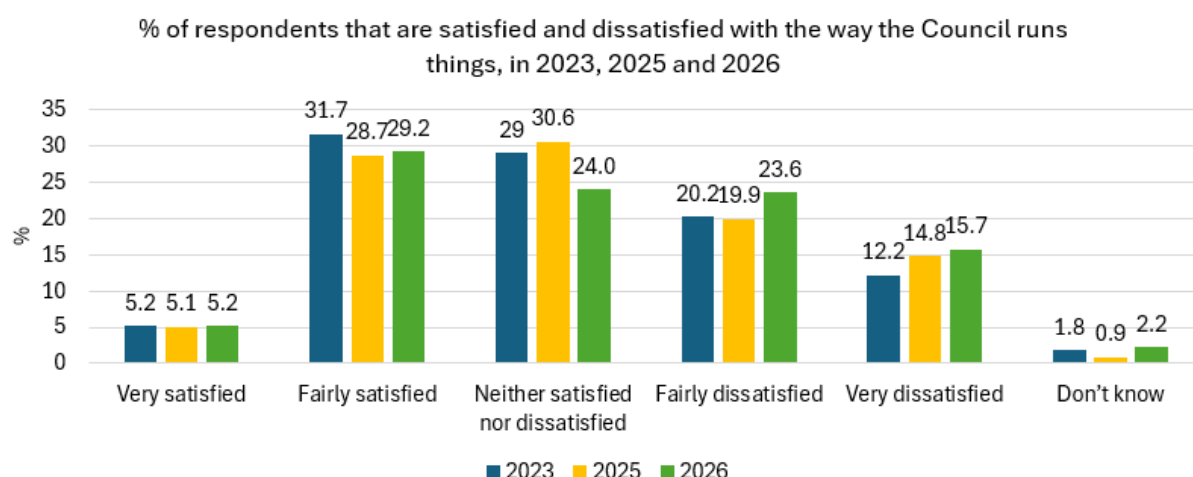
The results by different groups

Those from Aldershot, females, those over 65 years of age and those without health conditions were more satisfied than dissatisfied with how the Council runs things. The group with the highest level of dissatisfaction with the Council are respondents with health conditions (45.3% very or fairly dissatisfied).



Change in results from 2023

In the 2023 residents' survey, 36.8% of respondents were very or fairly satisfied with the way the Council runs things. This dropped to 33.8% in 2025 and rose to 34.4% in 2026.



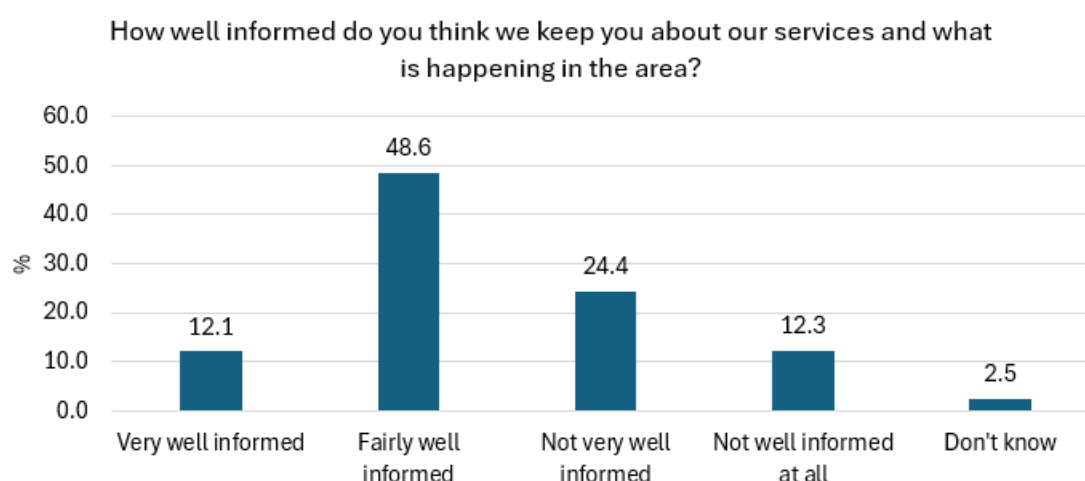
Comparison to other surveys

A similar question was included in LGA's residents' satisfaction survey, which was last carried out in October 2025. The surveys are not directly comparable due to the 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'). 51% of respondents to the LGA survey were very or fairly satisfied with the way their council runs things, compared to 34.4% from the Rushmoor 2026 residents' survey.

(Source: [Polling on resident satisfaction with councils: Round 40s](#))

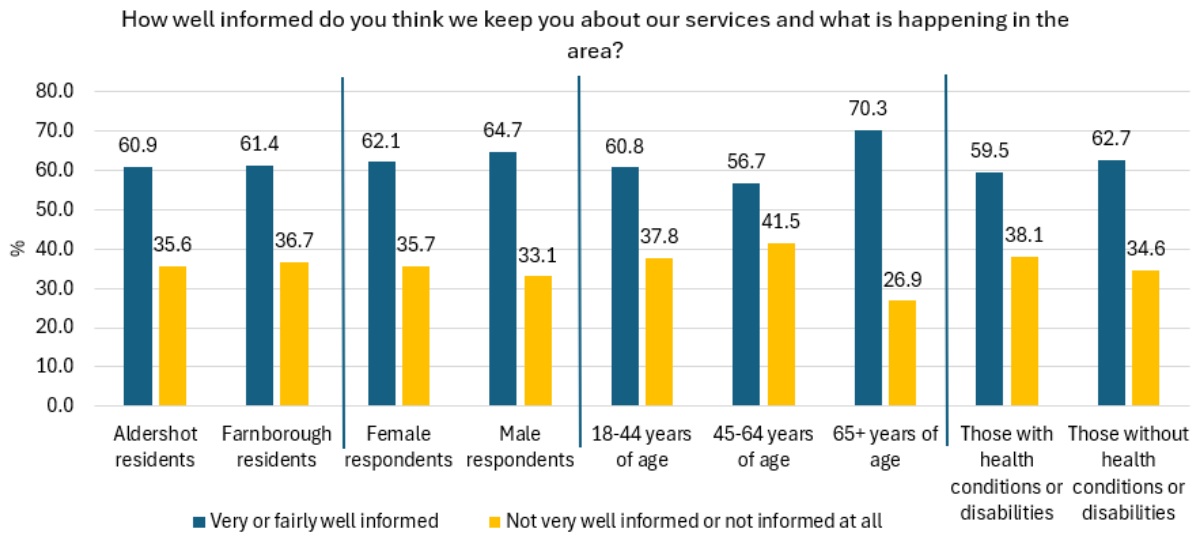
Question 7: How well informed do you think we keep you about our services and what is happening in the area?

In total, 438 respondents completed this question. Overall, 60.7% (266 respondents) thought the Council kept them very or fairly well informed, 36.8% (161 respondents) thought the Council kept them not very well informed or not informed at all and 2.5% (11 respondents) didn't know how well informed the Council kept them about what is happening in the area.



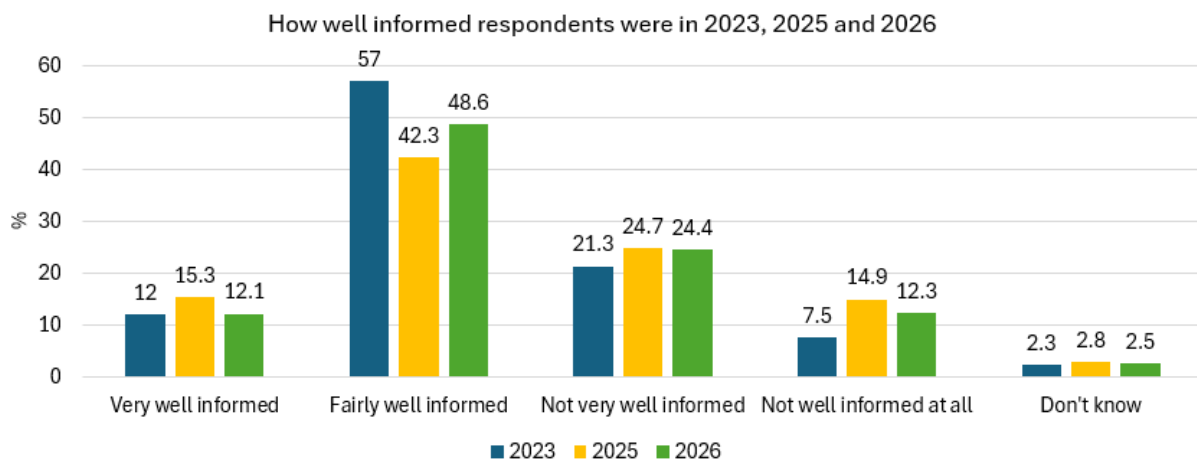
The results by different groups

Those over the age of 65 were the most informed (70.3%), followed by Male respondents (64.7%). Those aged 45 to 64 years of age felt the least informed (41.5%).



Change in results from 2023

There has been an increase in the percentage of respondents who felt very well informed or fairly well informed, from 2025 to 2026.



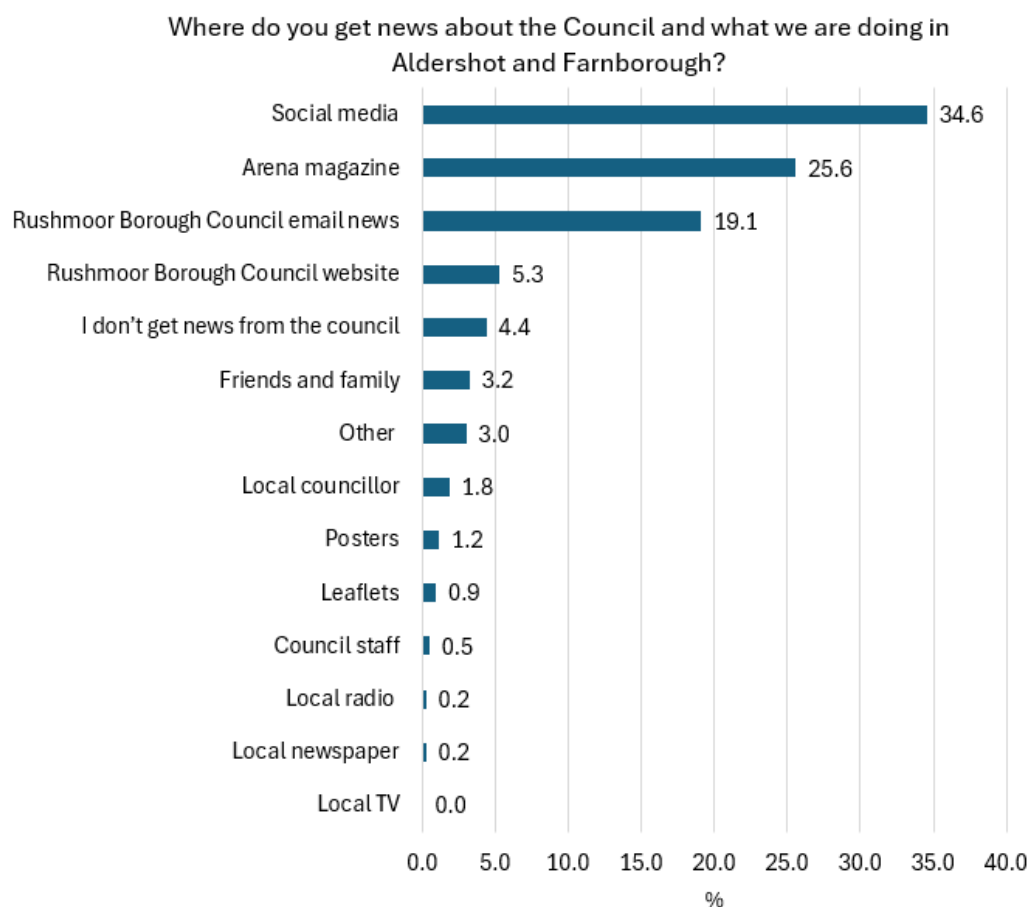
Comparisons to other surveys

A similar question was included in LGA's residents' satisfaction survey, which was last carried out in October 2025. The surveys are not directly comparable due to the 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'). 49% of respondents to the LGA survey felt very well informed or fairly well informed, compared to 60.7% from the Rushmoor 2026 residents' survey.

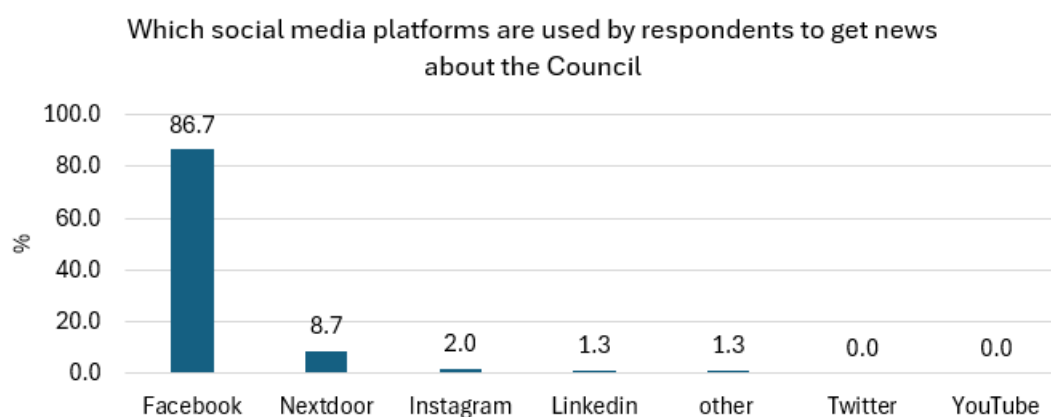
(Source: [Polling on resident satisfaction with councils: Round 40](#))

Question 8: What is the main way you get news about Rushmoor Borough Council and what they are doing in Aldershot and Farnborough?

In total, 434 respondents completed this question. The most popular way to receive news is via social media (34.6% -150 respondents), followed by Arena magazine (25.6%- 111 respondents) and then by Rushmoor Borough Council email news (19.1%- 83 respondents).



The social media question was split between the different platforms. Of the 150 respondents who get news via social media, the most popular platform is via Facebook (86.7% - 130 respondents), followed by Nextdoor (8.7% - 13 respondents) and then by Instagram (2.0% - 3 respondents).



The question contained a comment box for respondents to tell us which other social media platforms they used to get news, which radio station the respondents used, and any other places respondents got news from. A few of the paper respondents ticked more than one way they received news, and this was noted in the comments; their results have not been added to this

question. There were 9 comments; the only theme was local councillors, who were mentioned in two of the comments.

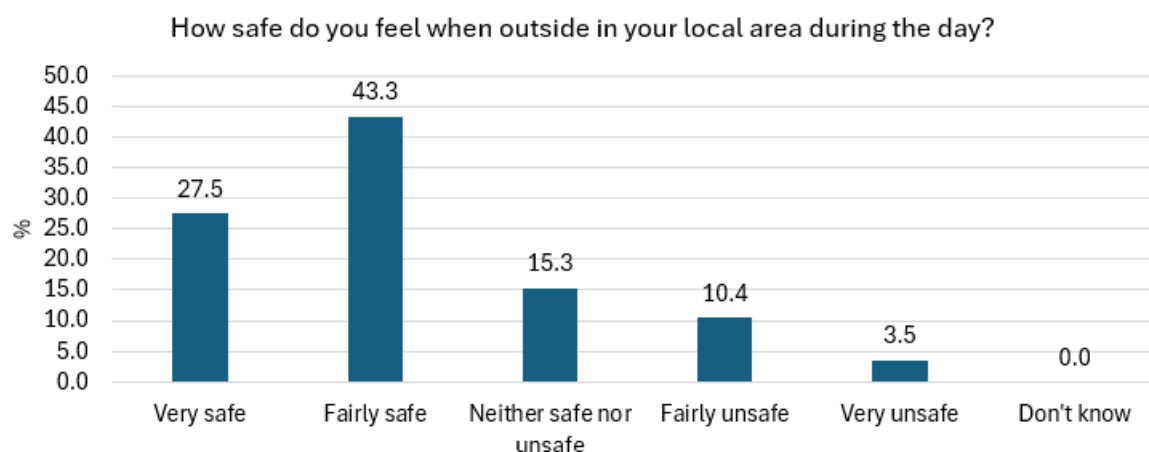
The results by different groups

The main difference between the groups is that those over 65 years of age and those with health conditions had Arena as the main way to receive news, and males had email news as their main way.

Most popular	1st	2nd	3rd
All respondents	Facebook (30.0%)	Arena Magazine (25.6%)	Email News (19.1%)
Aldershot residents	Facebook (32.7%)	Arena Magazine (21.6%)	Email News (16.4%)
Farnborough residents	Facebook (28.3%)	Arena Magazine (27.9%)	Email News (21.3%)
Female respondents	Facebook (33.8%)	Arena Magazine (26.5%)	Email News (15.4%)
Male respondents	Email News (28.3%)	Arena Magazine (22.5%)	Facebook (21.0%)
18-44 years of age	Facebook (43.8%)	Email News (21.9%)	Arena Magazine (13.7%)
45-64 years of age	Facebook (32.4%)	Arena Magazine (22.9%)	Email News (17.1%)
65+ years of age	Arena Magazine (34.0%)	Email News (22.2%)	Facebook (16.7%)
Those with health conditions or disabilities	Arena Magazine (25.0%)	Facebook (23.8%)	Email News (21.4%)
Those without health conditions or disabilities	Facebook (32.2%)	Arena Magazine (25.3%)	Email News (19.2%)

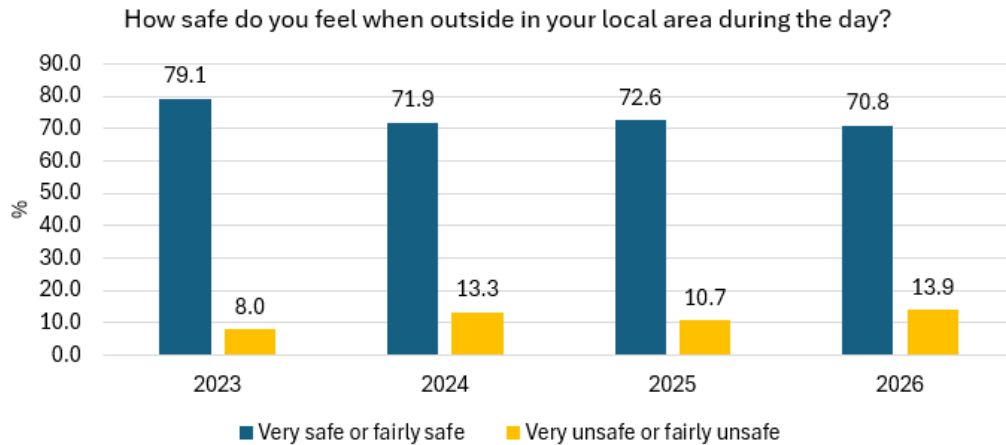
Question 9. How safe do you feel when outside in your local area during the day?

In total, 432 respondents completed this question. Overall, 70.8% (306 respondents) felt very safe or fairly safe when outside in their local area during the day, and 13.9% felt very unsafe or fairly unsafe (60 respondents).



Comparison to other surveys

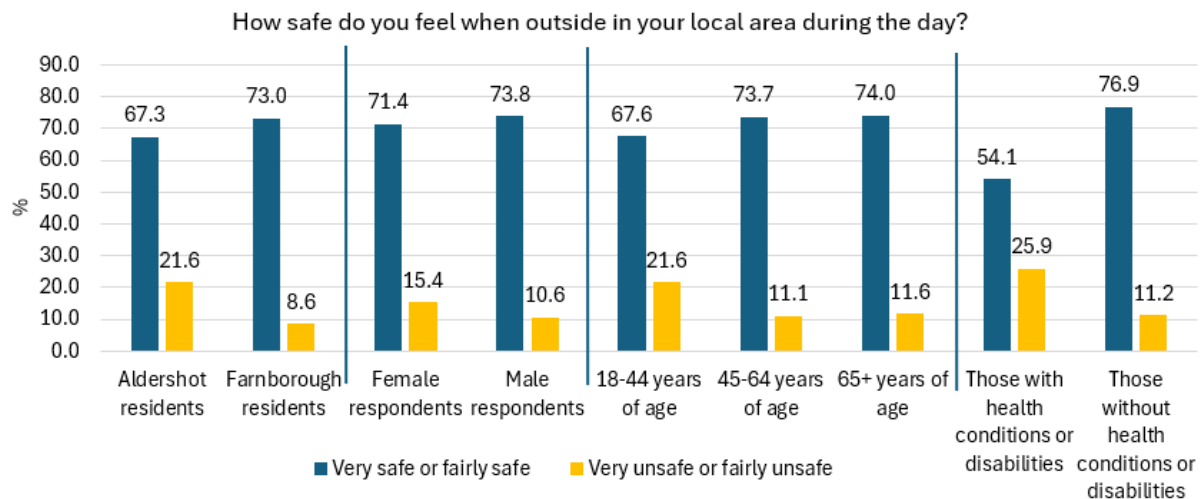
The following table shows the results from the last four resident surveys, which were mainly conducted online. The result from the 2026 residents' survey shows a small reduction in the feelings of safety over the last four years.



It should be noted that the % of those feeling safe is higher in the annual Community Safety Survey, which has a high number of younger respondents (under 18 years of age). The % is also higher in the representative residents' survey.

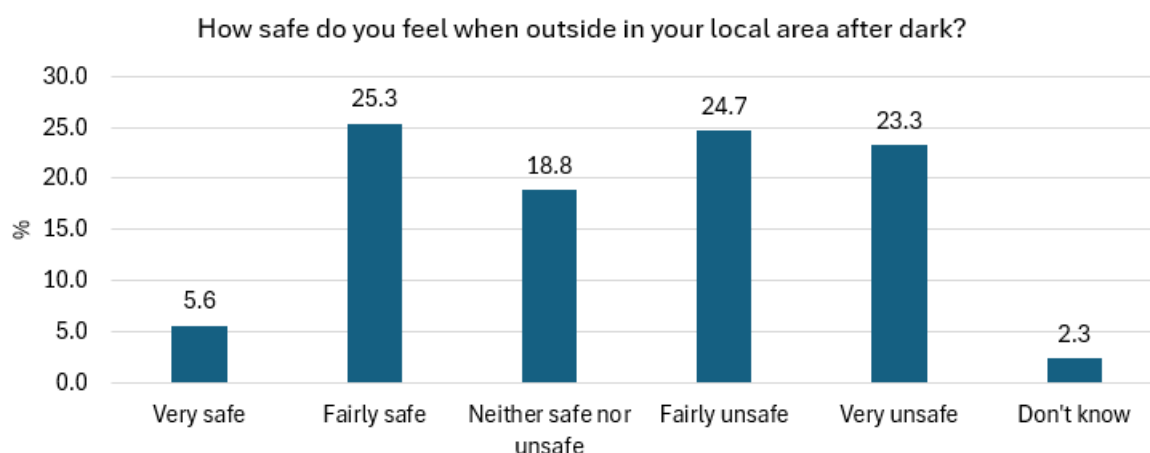
The results by different groups

Male respondents, those from Farnborough, those over 45 years of age and those without health conditions tended to feel safer.



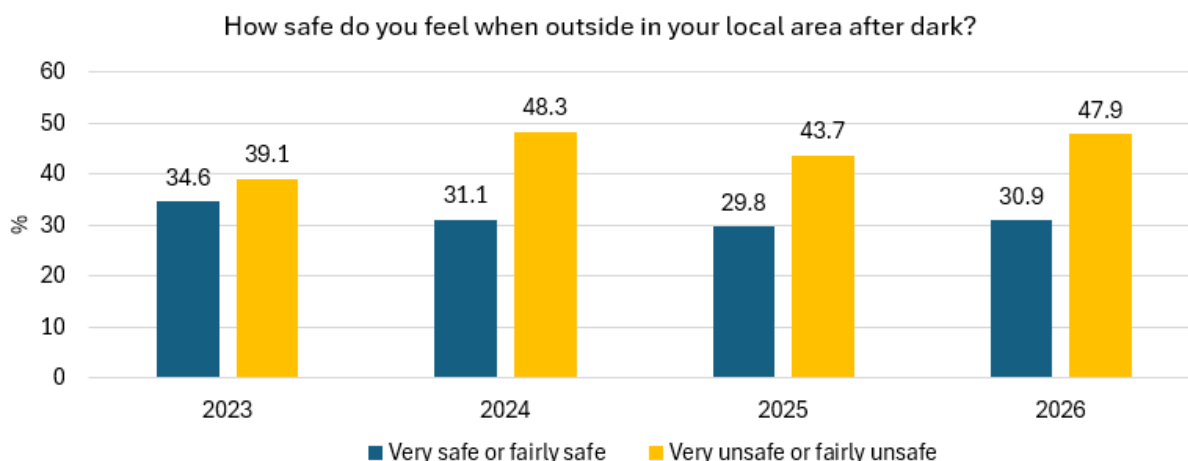
Question 14. How safe do you feel when outside in your local area after dark?

In total, 432 respondents completed this question. Overall, 30.9% (133 respondents) felt very safe or fairly safe when outside in their local area after dark, 47.9% felt very unsafe or fairly unsafe (206 respondents).



Comparison to other surveys

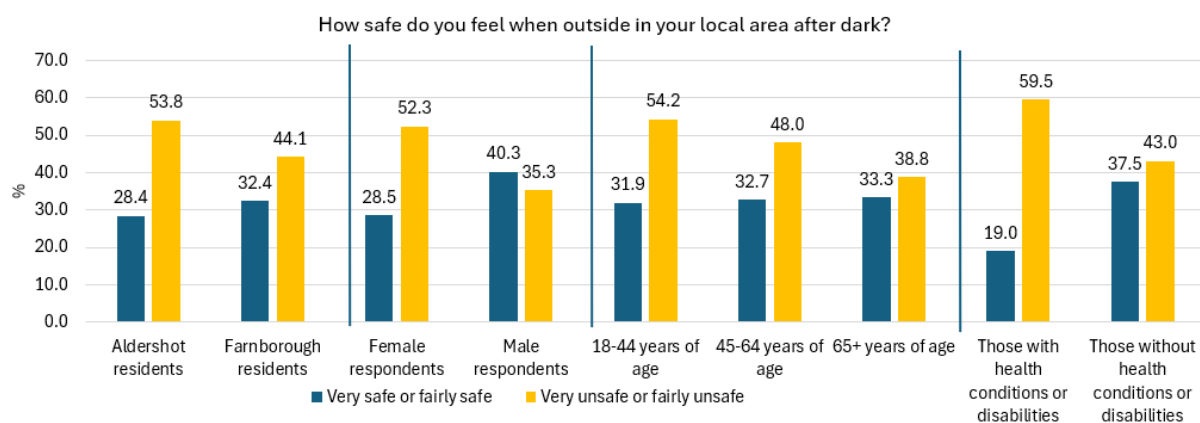
The following table shows the results from the last four resident surveys, which were mainly conducted online. There has not been much change in the percentage of those feeling safe over the past 3 years; there is a rise in those feeling unsafe from 2025 to 2026.



It should be noted that the % of those feeling safe is higher in the annual Community Safety Survey, which has a high number of younger respondents (under 18 years of age). The % is also higher in the representative residents' survey.

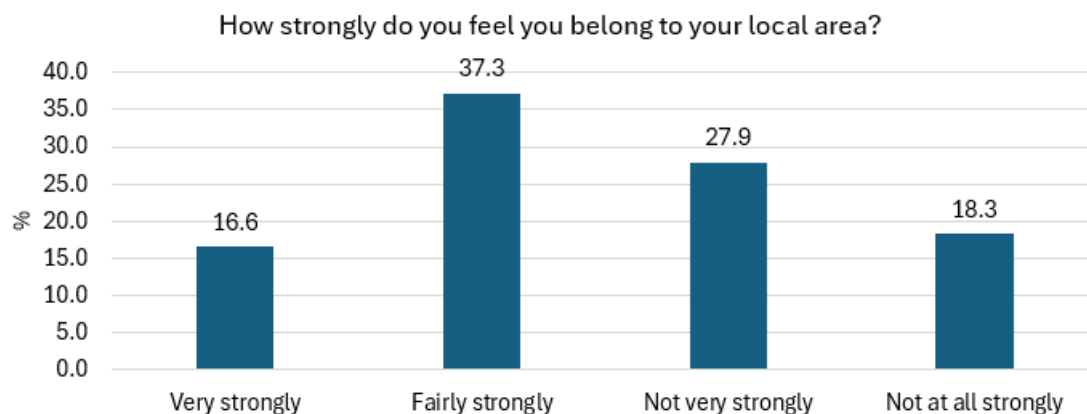
The results by different groups

Male respondents and those from Farnborough tended to feel safer than those from Aldershot and female respondents. Those under 44 years of age felt more unsafe than the other age groups. Those with health conditions felt the most unsafe.



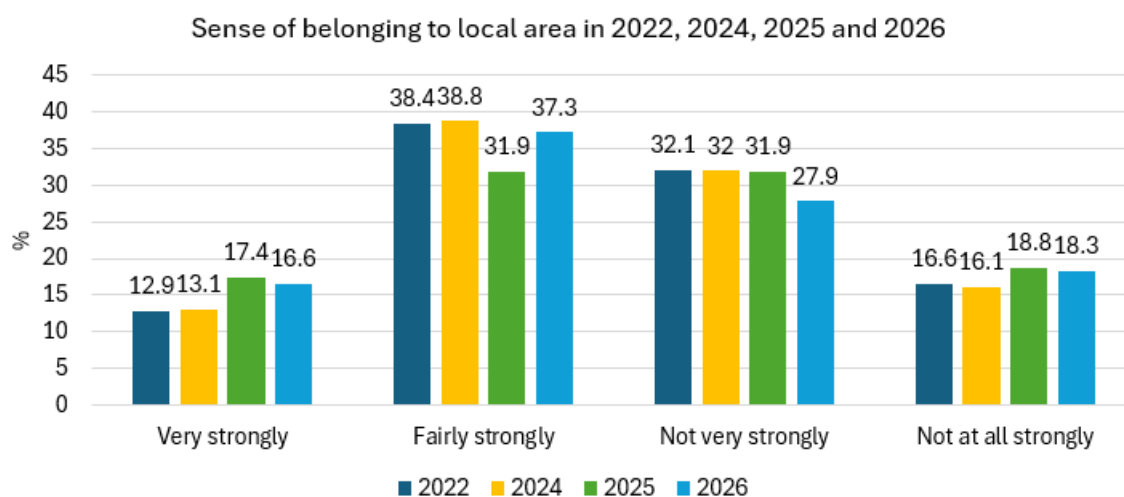
Question 11: How strongly do you feel you belong to your local area?

In total, there were 416 valid responses to this question (excluding the 16 “don’t know” responses). Overall, 53.8% (224) of respondents felt they very strongly or fairly strongly belonged to their local area, 46.2% (192) of respondents did not feel very strongly, or at all strongly.



Comparison to other surveys

There appears to be a rise in those who feel very and fairly strongly that they belong to their local area. In 2022, it was 51.3%, in 2024 it was 51.9%, in 2025 it was 49.3%, and in 2026 it was 53.8%.

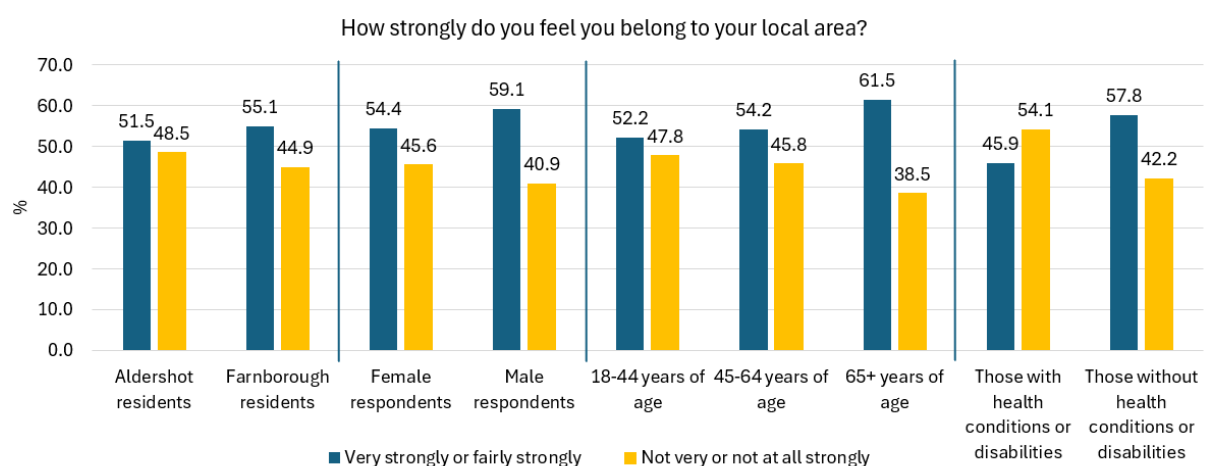


The question was asked in the Community Life Survey by the Department for Culture, Media, and Sport 2024/25. The surveys are not directly comparable due to method and slight differences in the wording (local area vs neighbourhood). The survey estimates that 50% of people aged 16 and over in Rushmoor said they felt strongly or fairly strongly that they belonged to their neighbourhood, and 62% in England. The results from the 2025 residents' survey are lower than the average for England but slightly higher than the results for Rushmoor in the Community Life Survey, annual statistics.

(Source: [Community Life Survey - GOV.UK \(www.gov.uk\)](https://www.gov.uk))

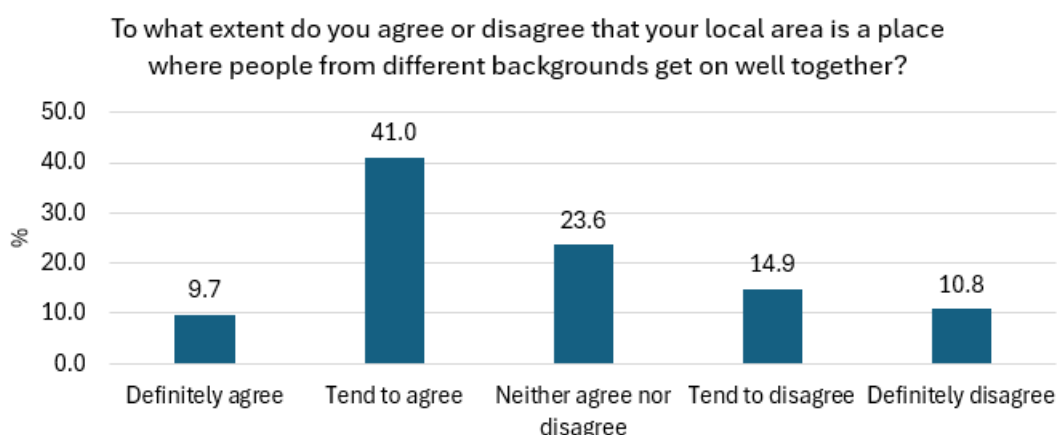
The results by different groups

Male respondents and those from Farnborough tend to feel that they belong to their local area more than those from Aldershot, and female respondents. Those over 65 years of age are the most likely to feel like they belong, and those with health conditions are most likely not to feel like they belong in their local area.



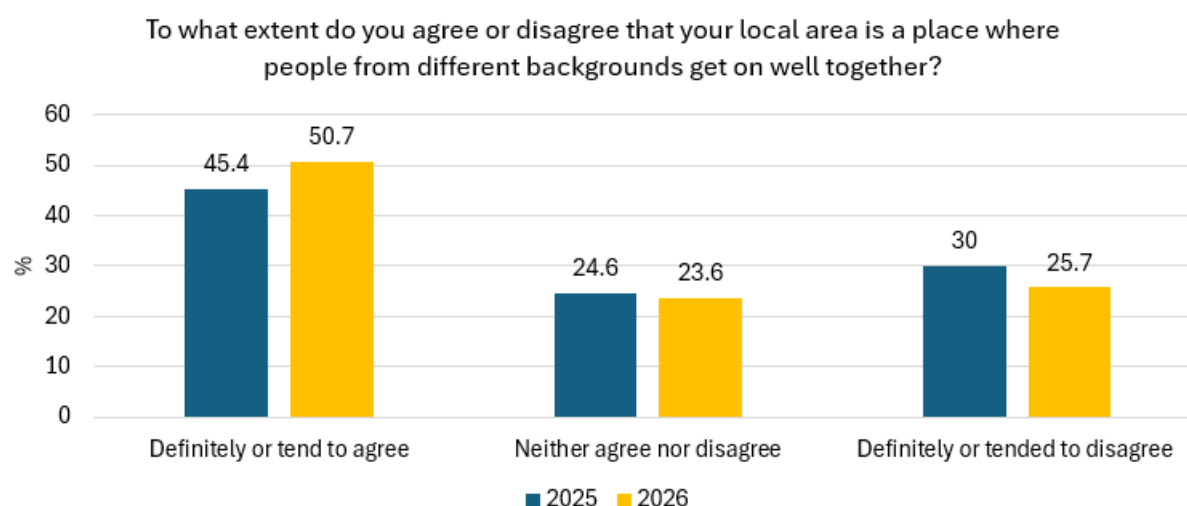
Question 12: To what extent do you agree or disagree that your local area is a place where people from different backgrounds get on well together? By getting on well, we mean treating each other with respect.

In total, there were 424 valid responses to this question (excluding the 10 "don't know" responses). Overall, 50.7% (215) of respondents definitely or tend to agree, 25.7% (109) of respondents definitely or tend to disagree, and 23.6% (100) of respondents neither agree nor disagree.



Comparison to other surveys

There appears to be an increase in those who think those from different backgrounds get on well together in this local area from 2025 to 2026.

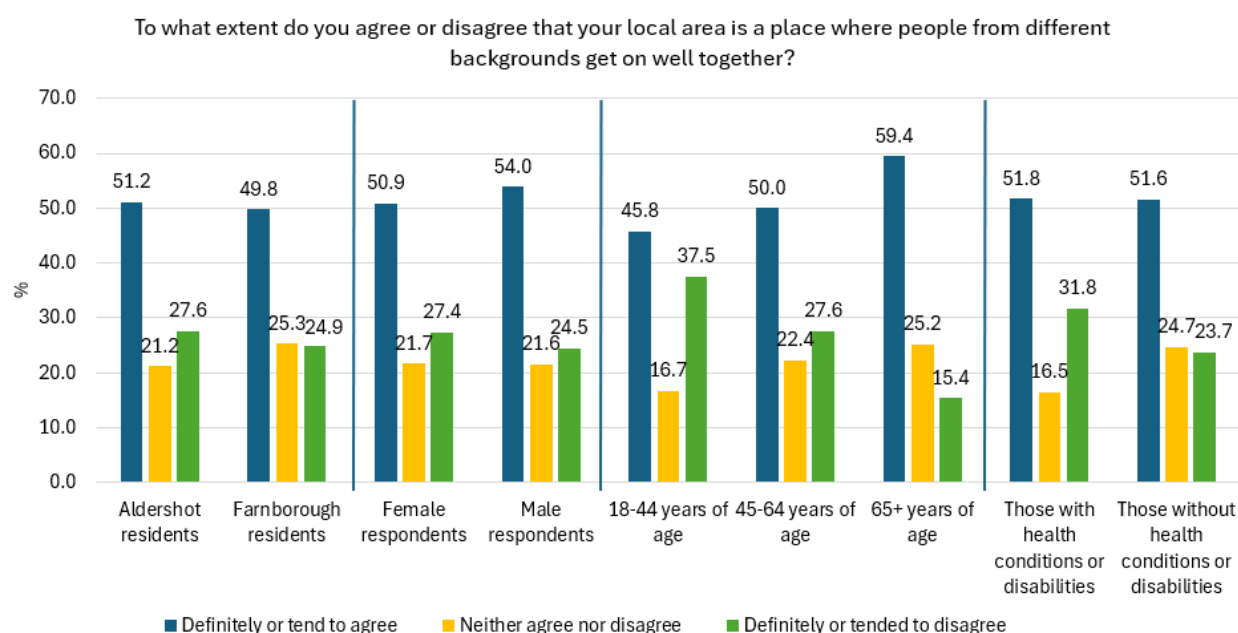


A similar question is asked in the Community Life Survey by the Department for Culture, Media, and Sport 2024/25. The surveys are not directly comparable due to method and differences in the wording (including additional options of 'there are too few people in the local area' and 'people in this area are all of the same background'). The survey estimates that 77% of people aged 16 and over in Rushmoor agree that their local area is a place where people from different backgrounds get on well together, and 81% in England. At 50.7%, the results from the 2026 residents' survey are lower than the Community Life Survey annual statistics. However, due to question differences, they are not comparable.

(Source: [Community Life Survey - GOV.UK \(www.gov.uk\)](https://www.gov.uk/government/statistics/community-life-survey))

The results by different groups

Those over 65 years of age are more likely to agree that their local area is a place where people from different backgrounds get on well together, and those under 44 years of age are more likely to disagree. All groups agreed more than disagreed.



Question 13: Have you attended any community events or activities in your local area or town in the past 12 months?

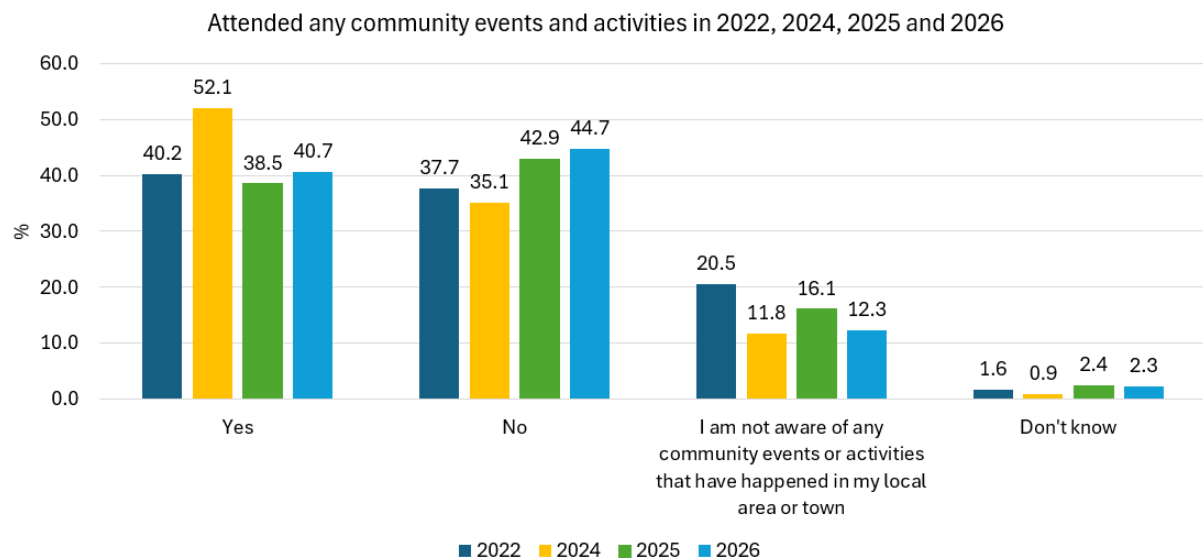
In total, 430 respondents completed this question. 40.7% (175 respondents) had attended community events or activities in their local area or town in the past 12 months, 44.7% (192 respondents) hadn't, 53 respondents (12.3%) were not aware of any community events or activities in their local area, or town, and 10 respondents (2.3%) didn't know.



Comparison to other surveys

This question was first asked in the 2022 resident survey. The question was changed from “Have you attended any community events or activities in your local area or town in the past year?” to “Have you attended any community events, activities or markets in your local area or town in the past year?” This then changed to “Have you attended any community events, activities in your local area or town in the past 12 months?” The wording of the question may have affected the results.

Although it does appear that the percentage of those attending events and activities has increased, the change in the time of year is important. The 2024 and 2026 survey was carried out in the summer, and copies of the survey were handed out and advertised at events and activities. This may have increased the number who said they have attended events and activities. The 2025 survey was also not taken to any events or activities.

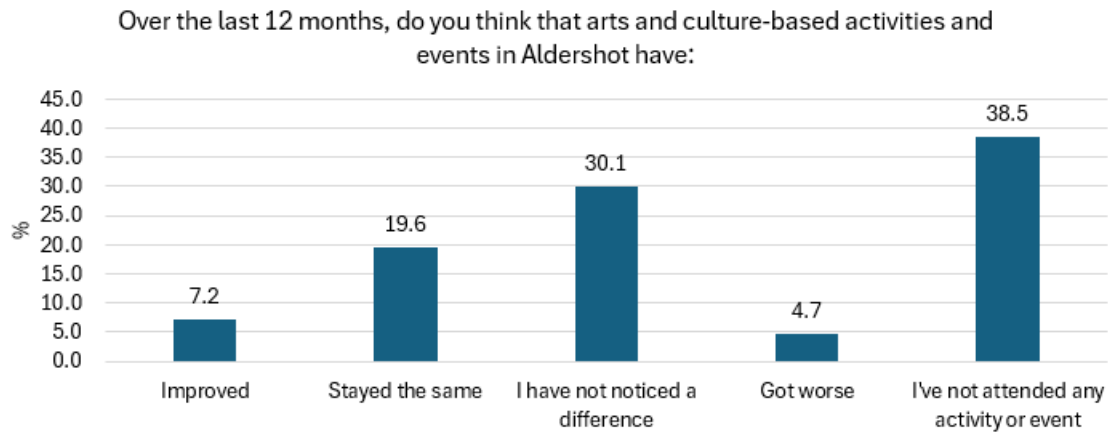


The question asked what event the respondents had attended; in total, 138 respondents completed this part of the question. Below are all the events mentioned over 5 times:

- Armed Forces Day / Army show (mentioned in around 48 comments)
- Victoria Day (mentioned in around 43 comments)
- Christmas events (mentioned in around 15 comments)
- Craft fayres (mentioned in around 14 comments)
- Donkey Derby (mentioned in around 10 comments)
- Events/shows at Princes Hall (mentioned in around 7 comments)
- Markets (mentioned in around 6 comments)

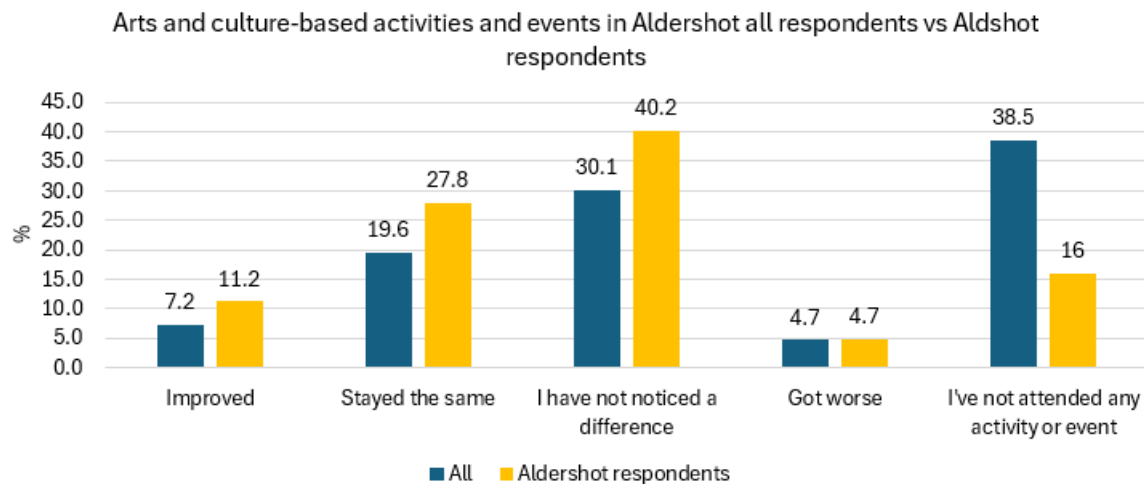
Question 14: Over the last 12 months, do you think that arts and culture-based activities and events in Aldershot have:

In total, 429 respondents completed this question. 31 respondents (7.2%) indicated that they thought arts and culture-based activities and events had improved in the past 12 months. 20 respondents (4.7%) thought they had got worse.



Thoughts from those from Aldershot

169 respondents from Aldershot completed the question. Overall, a higher percentage of respondents from Aldershot thought arts and culture-based activities and events in Aldershot have improved, in comparison to all respondents.

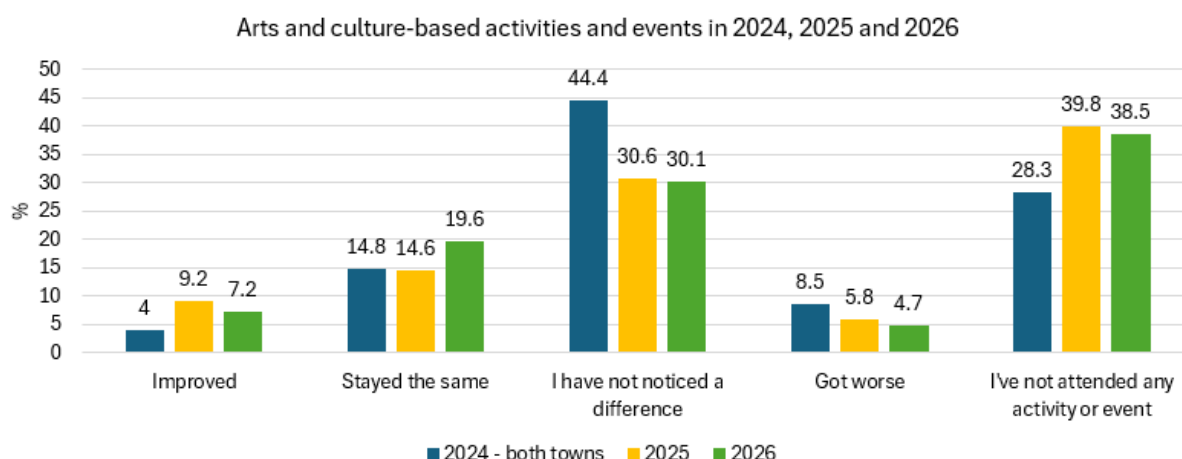


Comparison to other surveys

Overall, 56.9 % of respondents thought that arts and culture-based activities and events in Aldershot have improved or stayed the same, or they had not noticed a difference. This was 54.4% in 2025.

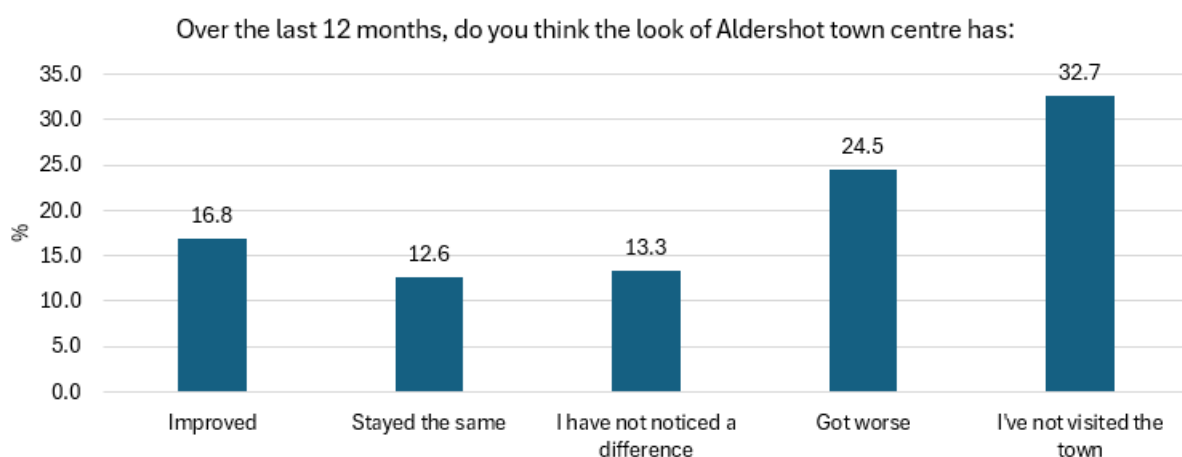
4.7% thought that they had got worse, which is slightly down from 5.8% in 2025.

Note: The question in 2024 mentioned Aldershot and/or Farnborough, and from the 2025 survey, split the question into two.



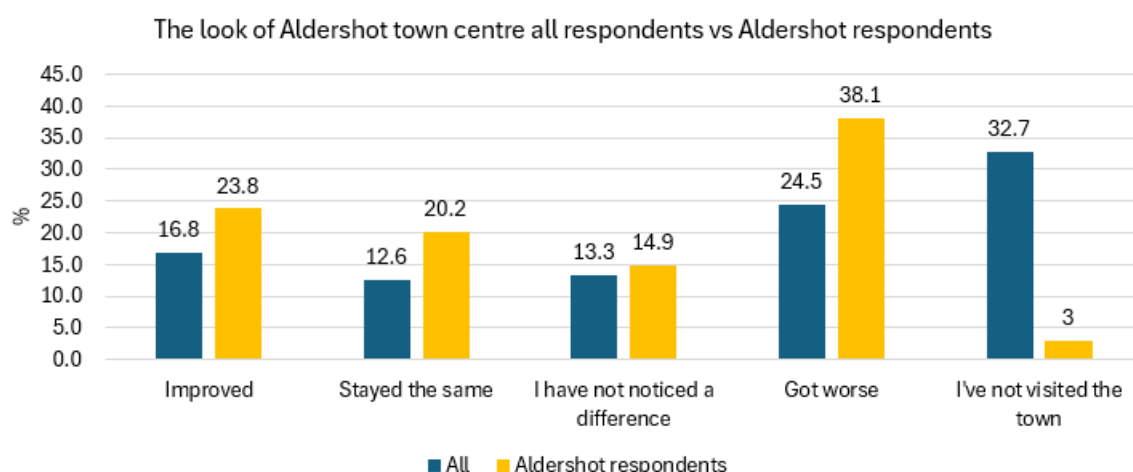
Question 15: Over the last 12 months, do you think the look of Aldershot town centre has:

In total, 428 respondents completed this question. 72 respondents (16.8%) indicated that they thought the look of Aldershot Town Centre had improved over the past 12 months. 105 respondents (24.5%) thought it had got worse.



Thoughts from those from Aldershot

256 respondents from Aldershot completed the question. Overall, although a higher percentage of respondents from Aldershot thought the town centre had improved, a much higher percentage thought it had got worse.

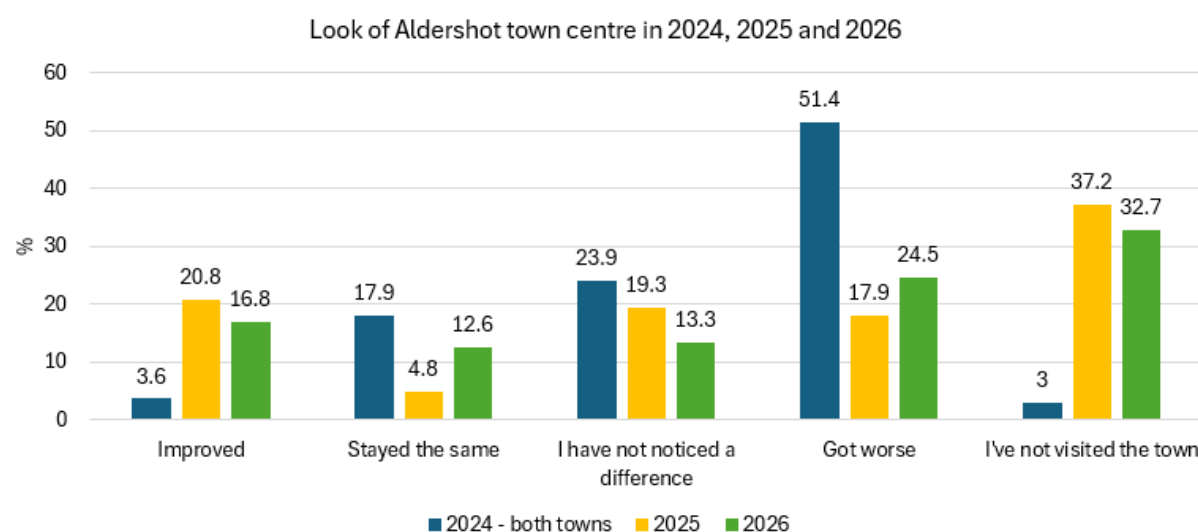


Comparison to other surveys

Overall, 42.7 % of respondents thought that the look of Aldershot town centre has improved or stayed the same, or they had not noticed a difference. This was 44.9% in 2025.

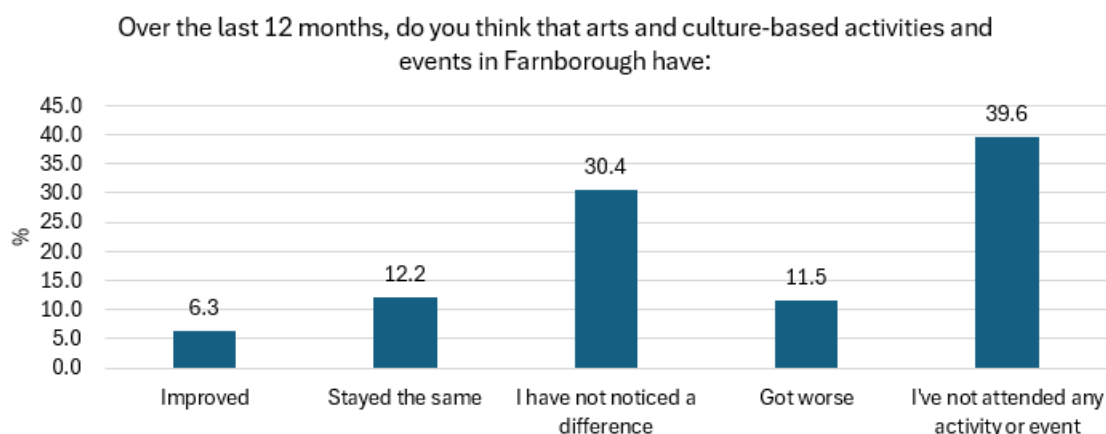
24.5% thought that the look of Aldershot town centre had got worse, this is up from 17.9% in 2025.

Note: The question in 2024 mentioned Aldershot and/or Farnborough, and from the 2025 survey, split the question into two



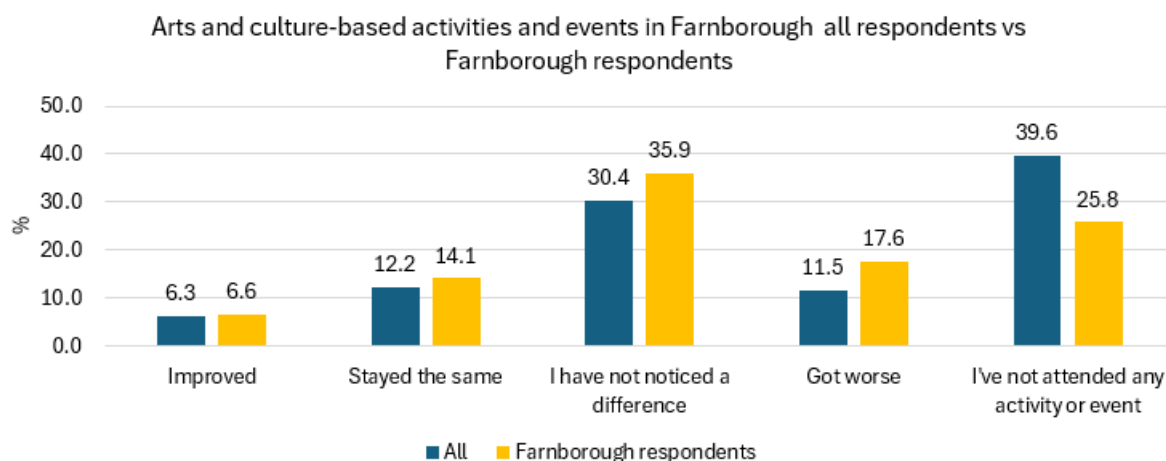
Question 16: Over the last 12 months, do you think that arts and culture-based activities and events in Farnborough have:

In total, 428 respondents completed this question. 27 respondents (6.3%) indicated that they thought arts and culture-based activities and events had improved in the past 12 months. 49 respondents (11.5%) thought they had got worse.



Thoughts from those from Farnborough

256 respondents from Farnborough completed the question. Overall, a higher percentage of respondents from Farnborough thought arts and culture-based activities and events in Farnborough have got worse, in comparison to all respondents.

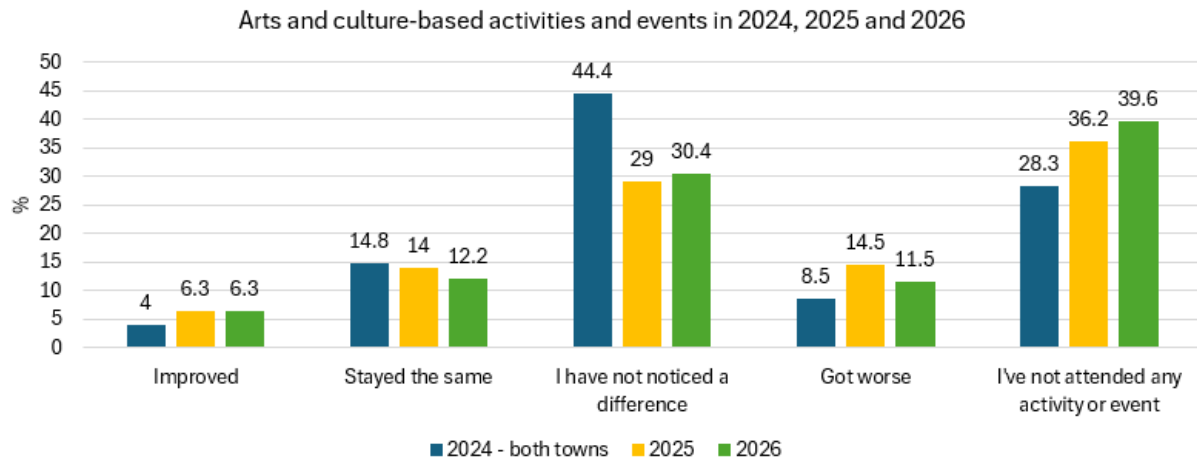


Comparison to other surveys

Overall, 48.9 % of respondents thought that arts and culture-based activities and events in Farnborough have improved or stayed the same, or they had not noticed a difference. This was 49.3% in 2025.

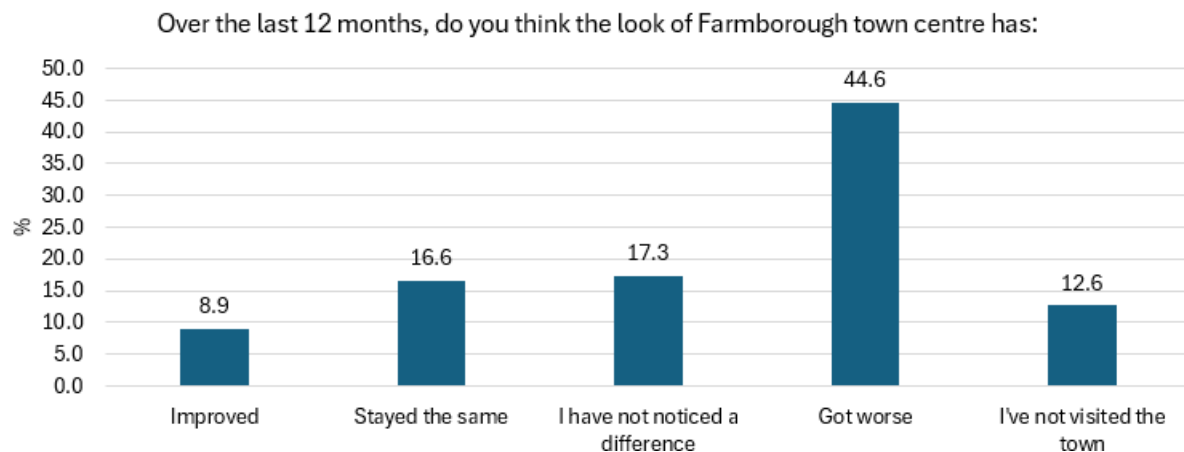
11.5% thought that they had got worse; this is down from 14.5% in 2025.

Note: The question in 2024 mentioned Aldershot and/or Farnborough, and from the 2025 survey, split the question into two.



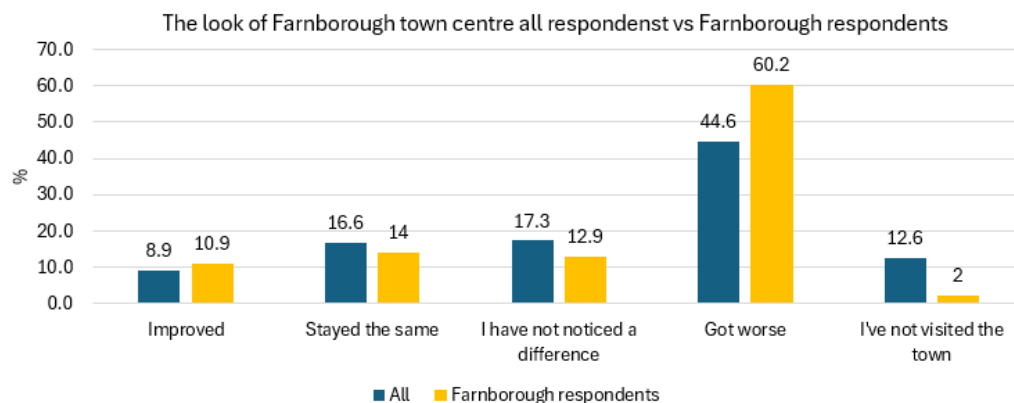
Question 17: Over the last 12 months, do you think the look of Farnborough town centre has:

In total, 428 respondents completed this question. 38 respondents (8.9%) indicated that they thought the look of Farnborough town centre had improved over the past 12 months. 191 respondents (44.6%) thought it had got worse.



Thoughts from those from Farnborough

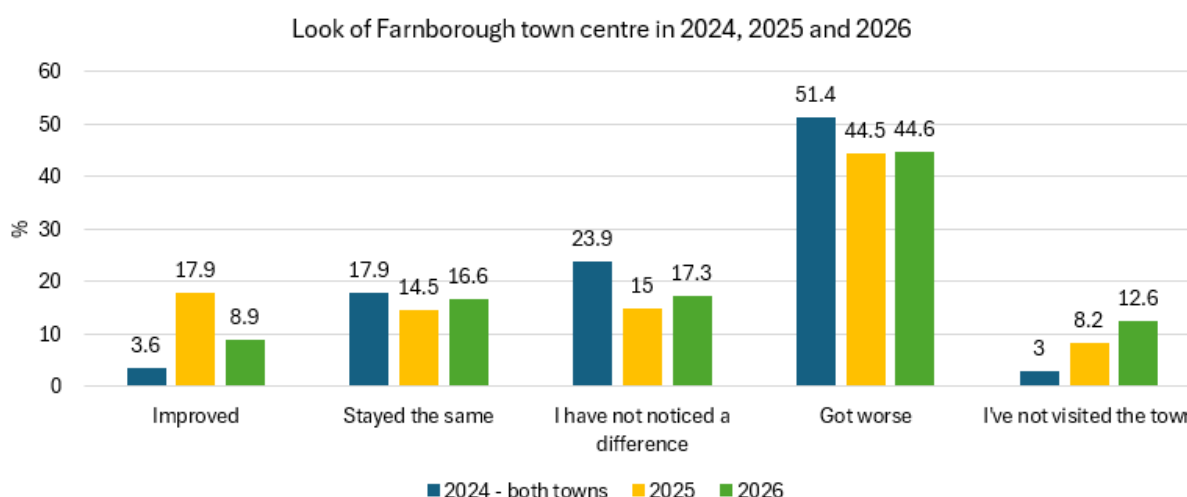
256 respondents from Farnborough completed the question. Overall, although a higher percentage of respondents from Farnborough thought the town centre had improved, a much higher percentage thought it had got worse.



Comparison to other surveys

Overall, 42.8 % of respondents thought that the look of Farnborough town centre has improved or stayed the same, or they had not noticed a difference. This was 47.4% in 2025.

Note: The question in 2024 mentioned Aldershot and/or Farnborough, and from the 2025 survey, split the question into two.



Question 16: Do you have any further comments about Council services?

In total, 152 respondents completed this question. The main themes of the responses were (mentioned more than 5 times):

- Town centres are in a poor state and need improving (mentioned in around 25 comments)
- More /better shops needed (mentioned in around 21 comments)
- Negative comments around the location/size of the new Farnborough leisure centre (mentioned in around 15 comments)
- There were around 12 negative comments about the flags. Either for being untidy or divisive
- The place is untidy / not clean / fly-tipping is a concern (mentioned in around 11 comments)
- Issues with parking, both on street and in car parks (mentioned in around 11 comments)
- State of the roads and pavements (mentioned in around 10 comments)
- The council needs to listen to residents (mentioned in around 10 comments)
- Positive comments about the town or council (mentioned in around 5 comments)
- An issue with immigration and the area not catering for British residents (mentioned in around 5 comments)

Summary

The response rate was better than the online survey carried out last year. Females were over-represented, and younger residents, those under 44 years of age, were under-represented. The Nepali community was also unrepresented.

The three services respondents were most satisfied with were 'Household recycling and rubbish collections' (72.2% very or fairly satisfied), followed by 'Parks, woodlands, open spaces and playgrounds' (67.3% very or fairly satisfied), and 'Environmental health – Keeping workplaces and premises which sell food clean and safe' (56.8% very or fairly satisfied). These were the same three services as in 2023 and 2025, although the order was slightly different in 2025.

Town centres remain the service respondents are most dissatisfied with, 67.5% of Aldershot respondents were very or fairly dissatisfied with 'Town centres - creating good quality town centres' compared to 75.3% of Farnborough respondents.

Overall, there was a small fall in satisfaction for many of the services. There was a notable increase in satisfaction from 2025 with 'Arts and culture - Princes Hall and community events' (up 8.9 percentage points), 'Sports and leisure facilities – Alpine Snowsports Centre, Aldershot pools and lido' (up 8.5 percentage points) and 'Crematorium and cemeteries' (up 6.4 percentage points). It should be noted that Aldershot Crematorium was closed when the last survey was carried out and work on the new leisure centre has now started. There has also been a wide range of community events in the past year, including the National Armed Forces Day, which was held while the survey was underway.

Over 30% of respondents indicated that they didn't know if they were satisfied with three services. 'Housing – providing affordable housing to local people, preventing homelessness, and providing grants to help people stay in their homes,' 'Supporting businesses, encouraging job creation, and supporting residents to find work' and Promoting biodiversity and responding to climate changes' suggesting lower awareness or usage.

In responses to the open question about dissatisfaction with council services, the four main themes were about the town centres, the cleanliness of the area, the Farnborough leisure centre, and issues with parking, both residential and in car parks.

Overall, 30.6% of respondents thought that the Council acted on the concerns of local residents, either a great deal or a fair amount. This is a small drop from 2025 (34.5%). However, there has been a small drop in those who think the council acts on the concerns of residents, not a lot, from 19.2% in 2025 to 14.7% in 2026. No group of respondents thought the Council acted on concerns of residents' great deal or fair amount, more than they thought Council acted on concerns of residents not at all or not very much.

A slightly higher percentage of respondents were dissatisfied with how the council runs things (39.3%), compared to those who are satisfied (34.4%). However, those from Aldershot, female respondents, and those over 65 years of age were more likely to be satisfied than dissatisfied with how the council runs things.

There has been a rise in the percentage of respondents who are very well and fairly well informed. At 60.7%, this remains higher than other surveys (although not directly comparable).

The percentage of respondents feeling unsafe in their local area during the day and after dark has risen slightly. Respondents from Aldershot tended to feel more unsafe than those from Farnborough.

Overall, 53.8% of respondents felt they very strongly or fairly strongly belonged to their local area, 46.2% of respondents did not feel very strongly, or at all strongly. Compared to the survey in 2025, there appears to be a rise in those who feel strongly that they belong to their local area. All groups, except for those with health conditions, felt very and fairly strongly more than, not very or not strongly at all.

Overall, 45.4% of respondents definitely or tended to agree that their local area is a place where people from different backgrounds get on well together (this was 45.4% in 2025). 25.7% of respondents who definitely or tended to disagree (this was 30.0% in 2025).

Both the belonging question and the getting along well questions show a positive direction of travel.

Overall, 40.7% of respondents had attended community events or activities in their local area or town in the past 12 months, with the most popular events being Armed Forces Day and Victoria Day.

Only 4.7 % of respondents thought arts and cultural events had got worse in Aldershot compared with 11.5% in Farnborough. However, 17.6% of Farnborough respondents thought arts and cultural events had got worse in Farnborough over the past 12 months.

A higher percentage of respondents thought the look of Farnborough town centre had got worse (44.6%) than those who thought the look of Aldershot town Centre had got worse (24.5%).

The key theme from the open question asking for further comments was about the state of the town centres, a lack of shops and the quality of the shops.

Tell us what you think about the services we provide - 2026



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.

In addition, we would like to know how safe you feel in your local area and about local events.

The survey is open until Sunday 19 July 2026.

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.

- | | |
|--|--|
| ☐ Aldershot Park | ☐ Rowhill |
| ☐ Cherrywood | ☐ St John's |
| ☐ Cove and Southwood | ☐ St Mark's |
| ☐ Empress | ☐ Wellington |
| ☐ Fernhill | ☐ West Heath |
| ☐ Knellwood | ☐ I don't know what ward I live in * |
| ☐ Manor Park | ☐ I'd prefer not to say |
| ☐ North Town | ☐ 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](#)

Satisfaction with 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. 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)	☐	☐	☐	☐	☐	☐
Community facilities - Public toilets, allotments, community centres/halls	☐	☐	☐	☐	☐	☐
Creating safer communities - CCTV, community patrol officers and tackling antisocial behaviour	☐	☐	☐	☐	☐	☐
Crematorium and cemeteries	☐	☐	☐	☐	☐	☐
Environmental health - Keeping workplaces and premises which sell food clean and safe	☐	☐	☐	☐	☐	☐
Household recycling and rubbish collections	☐	☐	☐	☐	☐	☐
Housing - providing affordable housing to local people, preventing homelessness and providing grants to help people stay in their homes	☐	☐	☐	☐	☐	☐
Keeping the area clean and tidy - Dealing with litter, fly tipping and dog fouling, street cleaning and grass cutting	☐	☐	☐	☐	☐	☐
Parking - providing car parks	☐	☐	☐	☐	☐	☐
Parks, woodlands, open spaces and playgrounds	☐	☐	☐	☐	☐	☐
Planning enforcement, building and development control	☐	☐	☐	☐	☐	☐
Promoting biodiversity and responding to climate change	☐	☐	☐	☐	☐	☐
Sports and leisure facilities - Alpine Snowsports Centre, Aldershot pools and lido	☐	☐	☐	☐	☐	☐
Supporting businesses, encouraging job creation and supporting residents to find work	☐	☐	☐	☐	☐	☐
Town centres - creating good quality town centres	☐	☐	☐	☐	☐	☐
Weekly markets in Aldershot and Farnborough, weekly car boot sales and monthly craft fayres	☐	☐	☐	☐	☐	☐

4. If you are unhappy with any of our services, please tell why? *Please write in the box below*

5. To what extent do you think the Council acts on the concerns of local residents? *Please tick one*

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

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

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

7. How well informed do you think we keep you about our services and what is happening in the area? *Please tick one*

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

8. Where do you get news about Rushmoor Borough Council and what they are doing in Aldershot and Farnborough? *Please tick all that apply*

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

Local area

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

9. How safe do you feel when outside in your local area during the day? *Please tick one*

- ☐ Very safe
- ☐ Fairly safe
- ☐ Neither safe nor unsafe
- ☐ Fairly unsafe
- ☐ Very unsafe
- ☐ Don't know

10. How safe do you feel when outside in your local area after dark? *Please tick one*

- ☐ Very safe
- ☐ Fairly safe
- ☐ Neither safe nor unsafe
- ☐ Fairly unsafe
- ☐ Very unsafe
- ☐ Don't know

11. How strongly do you feel you belong to your local area? *Please tick one*

- ☐ Very strongly
- ☐ Fairly strongly
- ☐ Not very strongly
- ☐ Not at all strongly
- ☐ Don't know

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

- ☐ Definitely agree
- ☐ Tend to agree
- ☐ Neither agree nor disagree
- ☐ Tend to disagree
- ☐ Definitely disagree
- ☐ Don't know

Town centers and events

13. Have you attended and community events, activities in your local area or town in the past 12 months? *Please tick one*

- ☐ Yes
- ☐ No
- ☐ I am not aware of any community events or activities that have happened in my local area or town
- ☐ Don't know

If yes, please tell us which community events or activities. Please write in the box below

14. Over the last 12 months, do you think that arts and culture-based activities and events in Aldershot have: *please tick one*

- ☐ Improved
- ☐ Stayed the same
- ☐ I have not noticed a difference
- ☐ Got worse
- ☐ I've not attended any activity or event

15. Over the last 12 months, do you think the look of Aldershot town centre has : *please tick one*

- ☐ Improved
- ☐ Stayed the same
- ☐ I have not noticed a difference
- ☐ Got worse
- ☐ I've not visited the town

16. Over the last 12 months, do you think that arts and culture-based activities and events in Farnborough have: *please tick one*

- ☐ Improved
- ☐ Stayed the same
- ☐ I have not noticed a difference
- ☐ Got worse
- ☐ I've not attended any activity or event

17. Over the last 12 months, do you think the look of Farnborough town centre has : *please tick one*

- ☐ Improved
- ☐ Stayed the same
- ☐ I have not noticed a difference
- ☐ Got worse
- ☐ I've not visited the town

Further comments

18. Do you have any further comments? *Please write in the box below*

Tell us what you think about the services we provide

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. Please only complete these questions if you are over 18 years of age

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

- ☐ 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

21. What is your sex?

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

23. Are you currently serving in the UK Armed Forces or have you previously served in the UK Armed Forces?

- ☐ Yes, I am currently serving in the UK Armed Forces
- ☐ Yes, I previously served in the UK Armed Forces
- ☐ No
- ☐ I'd prefer not to say

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

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

22. 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)

**Thank you for
completing our survey**



We want your views!

We provide more than 100 local services to you, and we'd like to know what you think of them.

Whether you are satisfied or dissatisfied with what we do, we'd like to hear your views so we know how we're doing and where we may need to improve.

You can give us your thoughts by taking part in our residents' survey, which covers areas including our town centres, affordable housing, parks and open spaces, leisure facilities, bins and recycling, community safety, street cleaning and local events.

The survey is available on our website, www.rushmoor.gov.uk/currentconsultations until Sunday 19 July. You will also find us at this weekend's Victoria Day event or give us a call on **01252 398 399** and we can pop a paper survey in the post.

This is your chance to tell us what you think, and we hope you'll take a few minutes to help us make sure our services are right for you.

