

August 2009

**SURVEY RESULTS**  
**RESIDENTS PANEL SURVEY 11**

June/July 2009

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## **INTRODUCTION**

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# INTRODUCTION

## **Aims, Objectives, Methodology & Timing**

This was the 11<sup>th</sup> survey of the 'Sevenoaks District Council Residents Panel' and was undertaken as a postal survey. As part of its continual commitment to local residents, Sevenoaks District Council aims to regularly consult with its population regarding important key issues - and this is predominantly why the panel was established and very recently refreshed.

JB Market Research Services was commissioned by Sevenoaks District Council to undertake the survey. The questionnaire was designed by Sevenoaks District Council and was printed in booklet format. A C4 FREEPOST response envelope was supplied for the replies as it was considered that the questionnaires when folded would be thicker than the specified 5mm thickness for C5 envelopes.

A total of 803 questionnaires were sent out to panel members on Friday 19<sup>th</sup> June 2009 and the deadline for receipt of the completed responses was Tuesday 7<sup>th</sup> July 2009. A total of 428 completed questionnaires were received by JB Market Research Services, by Tuesday 21<sup>st</sup> July 2009, representing a response rate of 53.3% in overall terms. Any completed questionnaires received after this time were too late to be included.

As part of the survey process, a total of 11 of the original mailings were returned to us as 'addressee unknown', 3 questionnaires were returned with a note from the panelist to state that they had moved away from the Sevenoaks district, 2 called or emailed to ask to be removed from the panel and 10 arrived more than two weeks after the deadline for the survey.

All of these changes, along with any further changes/additional information supplied by respondents on the questionnaires, will be supplied to Sevenoaks District Council with the survey results so that the panel database can be kept up-to-date with panelists information and requests.

During the fieldwork, none of the respondents requested large print copies of the questionnaire or indeed telephoned about the questionnaire itself, although we did offer a telephone helpline throughout the project.

The questionnaire sought views on the following topics: 'Keeping You Informed' which included questions about "*In Shape*", the Council's magazine; 'Treating People Fairly'; 'Travelling by Taxi'; 'Local Services' and 'Managing the Panel'. More specifically, the questions asked about the following:

#### *'Keeping You Informed'*

- The first question sought to establish from which sources respondents receive information about Sevenoaks District Council
- Of these sources, which do respondents find to be most useful
- How well informed do respondents feel they are about a range of Council services
  - Overall, how well informed do respondents feel they are about the Council
  - Respondents were asked for any further comments or suggestions as to how Sevenoaks District Council could improve how it makes information available to them

#### *'In Shape'*

- Did respondents receive their copy of the Spring 2009 issue of '*In Shape*'
- How long do respondents normally spend reading their copy of '*In Shape*'
- How do respondents feel about a range of statements about '*In Shape*'
- How do respondents feel about the frequency of publication of '*In Shape*' which is currently three times per year
- Respondents were asked for any further comments or suggestions about '*In Shape*' they would like to make

#### *'Treating People Fairly'*

- Do respondents feel that Sevenoaks District Council treats various different sectors of the population in a fair way, by asking them to respond to a range of statements about how the Council treats these different sectors
- If respondents disagreed with any of these statements, to please explain why
- Respondents were asked for any further comments or suggestions about valuing diversity, promoting equality they would like to make

### *'Travelling by Taxi'*

- Respondents were asked how often they travelled by taxi within the district
- What distance was their average taxi journey, if respondents used taxis within the district
- How respondents arranged their taxi journeys, if they used taxis within the district
- What reasons respondents had for using taxis within the district
- How respondents felt about a range of statements regarding taxis and different sectors of the population
- If respondents disagreed with any of these statements, to please explain why
- Respondents were asked for any further comments or suggestions about travelling by taxi in the district that they would like to make

### *'Local Services'*

- Respondents were asked whether or not they had used a range of Council services in the last 12 months
- Respondents were then asked to indicate their satisfaction levels with regard to these same services, irrespective of whether they had actually used them within the last 12 months or not
- Respondents were asked how they felt about a range of statements regarding Sevenoaks District Council
- Respondents were asked how satisfied they were with the way Sevenoaks District Council runs things, when taking everything into account
- Respondents were asked for any further comments or suggestions they would like to make about the way the Council runs things

### *'Managing the Panel'*

- Respondents were asked how they felt about certain aspects of the questionnaire and the topics covered

Respondents were also asked if there was anything else they would like to add or comment upon as a final catch-all question.

In order to fully understand what the various services offered by the Council entailed, respondents were given an explanation of the services provided at the beginning of the questionnaire. A copy of the questionnaire can be found in Appendix 1 (green section) of this document.

The completed questionnaires were data entered in SNAP software and the panel reference number shown on the questionnaire was cross-referenced with the panel database to give the required demographic information, which was also included in the data entry. The latter included age, gender, disability, children under 18 in household, ethnicity, employment status, housing tenure and ward lived in.

In addition, for those recruited most recently in the Panel refreshment, sexual orientation and faith/religion/belief were also known and noted. All closed-ended questions in the survey have been cross-tabulated by these same ten profiling questions in Appendix 3 (red section) of this document.

Where 400 or more respondents answered any individual question, from the panel population of 803 potential respondents, this gives a significant representation of the panel at the 95% confidence level and a maximum error level of +/-3.5% for each question (this means that if we were to repeat this exercise 100 times, amongst the panel members, we would get the same answers to each question 95 times +/-3.5%).

Furthermore we can extrapolate this to the overall population of the Sevenoaks District (approximately 113,000 taken from the Mid 2001 Population Estimates for Kent, Office for National Statistics), again where there are 400 or more respondents who answered any individual question, this gives a significant representation of the district population at the 95% confidence level and a maximum error level of +/-4.9% for each question.

## Profile of Respondents

The following frequency tables show the profile of respondents.

### **Gender**

*Noted for ALL respondents*

Absolute Break % Respondents	
<b>Base</b>	<b>428</b>
<b>Gender</b>	
<b>Male</b>	203 47.4%
<b>Female</b>	225 52.6%

### **Disability**

*Noted for ALL respondents*

Absolute Break % Respondents	
<b>Base</b>	<b>428</b>
<b>Disability</b>	
<b>Yes</b>	23 5.4%
<b>No</b>	397 92.8%
<b>Not provided</b>	8 1.9%

## Age Group

*Noted for ALL respondents*

Absolute Break % Respondents	
<b>Base</b>	<b>428</b>
<b>Age Group</b>	
<b>18-19</b>	5 1.2%
<b>20-24</b>	7 1.6%
<b>25-34</b>	33 7.7%
<b>35-44</b>	58 13.6%
<b>45-54</b>	127 29.7%
<b>55-64</b>	117 27.3%
<b>65-74</b>	70 16.4%
<b>75+</b>	11 2.6%

## Employment Status

*Noted for ALL respondents*

*In descending order*

Absolute Break % Respondents	
<b>Base</b>	<b>428</b>
<b>Employment Status</b>	
<b>Full-time employment</b>	136 31.8%
<b>Retired</b>	113 26.4%
<b>Part-time employment</b>	64 15.0%
<b>Self employed</b>	64 15.0%
<b>Looking after the home/family</b>	25 5.8%
<b>Long term sick/disabled</b>	7 1.6%
<b>Unemployed not claiming</b>	6 1.4%
<b>Not provided</b>	5 1.2%
<b>Full -time education</b>	4 0.9%
<b>Unemployed claiming</b>	2 0.5%
<b>Carer</b>	1 0.2%
<b>Government training</b>	1 0.2%

## Housing Tenure

*Noted for ALL respondents*

*In descending order*

Absolute Break % Respondents	
<b>Base</b>	<b>428</b>
<b>Housing Tenure</b>	
<b>Bought outright</b>	219 51.2%
<b>Mortgage</b>	176 41.1%
<b>Rented from housing association</b>	15 3.5%
<b>Rented from private landlord</b>	10 2.3%
<b>Not provided</b>	5 1.2%
<b>Other</b>	3 0.7%

## Children Under 18 in Household

*Noted for ALL respondents*

Absolute Break % Respondents	
<b>Base</b>	<b>428</b>
<b>Children Under 18 in Household</b>	
<b>Yes</b>	108 25.2%
<b>No</b>	316 73.8%
<b>Not provided</b>	4 0.9%

## Ethnicity

*Noted for ALL respondents*

*In descending order*

<b>Absolute Break % Respondents</b>	
<b>Base</b>	<b>428</b>
<b>Ethnicity</b>	
<b>British</b>	245 57.2%
<b>White British</b>	162 37.9%
<b>White Other</b>	14 3.3%
<b>Mixed other</b>	2 0.5%
<b>Not provided</b>	2 0.5%
<b>Caribbean</b>	1 0.2%
<b>Chinese</b>	1 0.2%
<b>White Irish</b>	1 0.2%

## Ward

Noted for ALL respondents

Absolute Break % Respondents	
	<b>Base 428</b>
	<b>Ward</b>
	<b>Ash</b> 23 5.4%
	<b>Brasted, Chevening &amp; Sundridge</b> 22 5.1%
	<b>Cowden &amp; Hever</b> 7 1.6%
	<b>Crockenhill &amp; Well Hill</b> 9 2.1%
	<b>Dunton Green &amp; Riverhead</b> 21 4.9%
	<b>Edenbridge North &amp; East</b> 12 2.8%
	<b>Edenbridge South &amp; West</b> 11 2.6%
	<b>Eynsford</b> 8 1.9%
	<b>Farningham, Horton Kirby &amp; South Darenth</b> 10 2.3%
	<b>Fawkham &amp; West Kingsdown</b> 24 5.6%
	<b>Halstead, Knockholt &amp; Badgers Mount</b> 11 2.6%
	<b>Hartley &amp; Hodsoll Street</b> 28 6.5%
	<b>Hextable</b> 19 4.4%
	<b>Kemsing</b> 16 3.7%
	<b>Leigh &amp; Chiddingstone Causeway</b> 5 1.2%
	<b>Otford &amp; Shoreham</b> 23 5.4%
	<b>Penshurst, Fordcombe &amp; Chiddingstone</b> 11 2.6%
	<b>Seal &amp; Weald</b> 17 4.0%
	<b>Sevenoaks Eastern</b> 22 5.1%
	<b>Sevenoaks Kippington</b> 24 5.6%
	<b>Sevenoaks Northern</b> 20 4.7%
	<b>Sevenoaks Town &amp; St.Johns</b> 29 6.8%
	<b>Swanley Christchurch &amp; Swanley Village</b> 24 5.6%
	<b>Swanley St.Mary's</b> 11 2.6%
	<b>Swanley White Oak</b> 12 2.8%
	<b>Westerham &amp; Crockham Hill</b> 9 2.1%

### Sexual Orientation

*Noted and only known for those for those 119 respondents who were recruited to the panel most recently*

Absolute Break % Respondents	
<b>Base</b>	<b>119</b>
<b>Sexual Orientation</b>	
<b>Heterosexual</b>	111 93.3%
<b>Prefer not to say</b>	8 6.7%

### Faith/Religion/Belief

*Noted and only known for those 119 respondents who were recruited to the panel most recently*

Absolute Break % Respondents	
<b>Base</b>	<b>119</b>
<b>Faith/Religion/Belief</b>	
<b>Christian</b>	85 71.4%
<b>No religion</b>	26 21.8%
<b>Prefer not to say</b>	5 4.2%
<b>Other</b>	2 1.7%
<b>Muslim</b>	1 0.8%

## **Notes for the Reader**

All data contained herein is unweighted.

All percentages are based on the number of respondents who actually answered each question.

The percentages do not always add to exactly 100% due to rounding or multiple response options.

In the summary of findings, the percentages have been rounded for ease of reference and for publishing in future residents' panel questionnaires and again do not always add to exactly 100% due to rounding.

Some opinion based questions offered the respondents a 'don't know' option and we were asked to include such responses in the data file. Any 'don't know' responses are therefore included in the percentages stated, in line with previous surveys.

Caution should be applied when considering the responses of subgroups, especially when the subgroup size is of less than 50 respondents.

As with all self-completion surveys, there was a small incidence of illegible hand writing and hence these comments are not included in the results. There were no more than 7 instances of this in relation to this survey.

From Question 21 onwards the numbering on the questionnaire and the question numbering in both the data file and results document differ (because Q21a-g asked two questions: whether respondents had used certain services in the last 12 months, and then regardless of whether the services had been used or not, how satisfied they were with them - and in both the data file and results document, we have treated these as two separate questions, Q21a-g and then Q22a-g).

The Top Line Results (blue section) of this document gives the basic results to all questions, the responses to the open-ended questions have been coded and are presented in descending order of frequency mentioned.

See Appendix 1 (green section) for a copy of the questionnaire.

The 'Other' comments to Questions 25 and 27 (Questions 24 and 26 on the questionnaire) have also been presented in Appendix 2 (yellow section) alphabetically by topic (and also in descending order of frequency mentioned).

The cross-tabulations, contained in Appendix 3 (separate folder if looking at the results on paper) add across the page apart from those relating to Question 1 and Question 2 which add down the page. Note: The cross-tabulations for Question 1 and Question 2 are extremely small and are best viewed electronically.

## SUMMARY OF FINDINGS

*Please note that all percentages have been rounded to whole numbers.*

### **'Keeping You Informed'**

- Respondents were asked to indicate from which of a list of resources they receive information about Sevenoaks District Council, the six most frequently selected responses were:
  - 73% of respondents said 'from the District Council's magazine In Shape'
  - 54% of respondents said 'from a leaflet delivered to your home'
  - 54% of respondents said 'from a local newspaper'
  - 48% of respondents said 'from information enclosed with the Council Tax bill'
  - 44% of respondents said 'by visiting the Council's website'
  - 42% of respondents said 'by telephoning the District Council'
  - All of the other options were selected by less than 33% of respondents
  
- Respondents were then asked to indicate from which of the same list of resources, was information was most useful to them, the five most frequently selected responses were:
  - 50% of respondents said 'from the District Council's magazine In Shape'
  - 31% of respondents said 'by visiting the Council's website'
  - 24% of respondents said 'by telephoning the District Council'
  - 23% of respondents said 'from a leaflet delivered to your home'
  - 20% of respondents said 'from a local newspaper'
  - All of the other options were selected by less than 13% of respondents
  
- When asked how well informed respondents felt about the Council's services and activities:
  - 90% of respondents said they felt 'very well informed' or 'fairly well informed' about 'Refuse collection and recycling'
  - 34% of respondents said they felt 'very well informed' or 'fairly well informed' about 'Community safety and development'
  - 28% of respondents said they felt 'very well informed' or 'fairly well informed' about 'Street cleaning'

- 20% of respondents said they felt 'very well informed' or 'fairly well informed' about 'Environmental Health and Licensing'
  - 44% of respondents said they felt 'very well informed' or 'fairly well informed' about 'Planning'
  - 19% of respondents said they felt 'very well informed' or 'fairly well informed' about 'Housing'
  - 35% of respondents said they felt 'very well informed' or 'fairly well informed' about 'Parking and related services'
  - 51% of respondents said they felt 'very well informed' or 'fairly well informed' about 'Leisure and Arts'
  - 52% of respondents said they felt 'very well informed' or 'fairly well informed' about 'Local tax collection'
  - 13% of respondents said they felt 'very well informed' or 'fairly well informed' about 'Benefits'
  - 13% of respondents said they felt 'very well informed' or 'fairly well informed' about 'Economic development'
- 52% of respondents said that overall they felt either 'very well informed' or 'fairly well informed' about the Council
- When spontaneously asked for comments or suggestions about 'how Sevenoaks District Council could improve how it makes information available to you', of those who answered, the six most frequently given responses were:
    - 11% of respondents said 'an online newsletter'
    - 7% of respondents said 'further develop the website'
    - 7% of respondents said 'I generally look for information when required/needed'
    - 6% of respondents said 'local press'
    - 6% of respondents said 'make *In Shape* more informative'
    - 5% of respondents said 'leaflets'
    - All of the other responses were mentioned by less than 4% of respondents

### **'In Shape' - The Council's Magazine**

- 91% of respondents said that they had received a copy of the Spring 2009 issue of *In Shape*
- When asked how long they normally spend reading their copy of *In Shape*, some 56% of respondents said they spend '10 minutes or less' reading it; some 39% of respondents said that they spend 'more than 10 minutes' reading it; and, 5% said that they 'don't read it'

- When asked how strongly they agreed or disagreed with the following statements about *In Shape*:
  - 73% of respondents said that they either 'strongly agree' or 'agree' that *In Shape* 'only covers the Council's successes, not its failures'
  - 93% of respondents said that they either 'strongly agree' or 'agree' that *In Shape* is 'easy to read'
  - 19% of respondents said that they either 'strongly agree' or 'agree' that *In Shape* 'simply repeats news I have already read in my local paper'
  - 89% of respondents said that they either 'strongly agree' or 'agree' that *In Shape* 'is colourful and well produced'
  - 80% of respondents said that they either 'strongly agree' or 'agree' that *In Shape* 'helps to keep me informed about the Council's work and local services'
  - 16% of respondents said that they either 'strongly agree' or 'agree' that *In Shape* 'is a waste of money'
  
- 66% of respondents felt that the production of *In Shape* three times a year was 'about right'; some 15% said this was 'not often enough'; 12% said it was 'too often'; and, the remaining 7% of respondents said that they had 'no opinion'
  
- When spontaneously asked for comments or suggestions regarding *In Shape*, of those who answered, the four most frequently given responses were:
  - 7% of respondents said 'produce an email alternative'
  - 5% of respondents said that 'most of the magazine seems to be about matters relating to Sevenoaks and the immediate area, not elsewhere in the district'
  - 5% of respondents said 'produce it twice a year only'
  - 5% of respondents said 'not had a copy'
  - All of the other responses were mentioned by less than 5% of respondents

### **'Treating People Fairly'**

- When asked if Sevenoaks District Council treats the following groups fairly:
  - 43% of respondents either 'strongly agree' or 'agree' that Sevenoaks District Council treats 'people of different races' fairly
  - 52% of respondents either 'strongly agree' or 'agree' that Sevenoaks District Council treats 'people with disabilities' fairly
  - 62% of respondents either 'strongly agree' or 'agree' that Sevenoaks District Council treats 'males and females' fairly

- 54% of respondents either 'strongly agree' or 'agree' that Sevenoaks District Council treats 'people of different ages' fairly
  - 41% of respondents either 'strongly agree' or 'agree' that Sevenoaks District Council treats 'people with different faiths or beliefs' fairly
  - 31% of respondents either 'strongly agree' or 'agree' that Sevenoaks District Council treats 'people with diverse sexual orientations' fairly
- When those respondents who said they 'disagree' or 'strongly disagree' with one or more of the above, were asked why this was, the most frequently given response, by 18% of those who answered, was that there is 'not enough in the area for young people to do/too little done for youngsters (16 and under)'; the remaining comments were made by less than 9% of respondents
- When spontaneously asked for comments or suggestions about 'valuing diversity, promoting equality', of those who answered, the four most frequently given responses were:
    - 14% of respondents said 'can't comment/need more information/never been involved in such issues to form an opinion'
    - 10% of respondents said 'treat all equally without bias and ensure that the majority are not alienated/ignored/forgotten/discriminated against'
    - 6% of respondents said 'equality must mean equality for all, not for promoting one group at the expense of others as usually happens'
    - 6% of respondents said 'courtesy to all, too much emphasis on form filling regarding diversity and equality'
    - All of the other responses were mentioned by less than 5% of respondents

### **'Travelling by Taxi'**

- When asked how often respondents travelled by taxi in the District: some 43% of respondents said 'never'; 26% said 'annually' and 16% said 'monthly' and these were the three most frequently given answers, all of the other options or 'other' responses were given by less than 6% of respondents
- Of those who travel by taxi, the most likely average journey distance was 'less than 5 miles' as stated by 59% of respondents; a further 27% of respondents said they travelled on average '5-10 miles' in a taxi within the district; the longer distances given on the questionnaire were each travelled by less than 7% of respondents on an average taxi journey

- 78% of respondents said that they arrange their taxi journeys by 'telephone booking' and 42% said they made arrangements 'at a taxi rank' (*respondents could select both options for this question*)
- When asked 'in the last year, why have you travelled by taxi' the most frequent response was by 61% of respondents who said 'to access other types of public transport'; closely followed by some 57% who said for 'social/leisure' reasons. Some 9% said for 'business' purposes; 8% 'to access health services'; 3% 'to get to the airport'; 1% of respondents said 'because of a lack of public transport' and less than 1% said because their 'car had broken down' (*respondents could select one or more options for this question*)
- When asked how strongly those respondents, who had travelled by taxi in the District, agreed or disagreed with the following statements, the following results were found:
  - 37% of respondents either 'strongly agree' or 'agree' that taxi vehicles are safe, comfortable and accessible for 'people with disabilities'
  - 34% of respondents either 'strongly agree' or 'agree' that taxi vehicles are safe, comfortable and accessible for 'people with mobility difficulties'
  - 39% of respondents either 'strongly agree' or 'agree' that taxi vehicles are safe, comfortable and accessible for 'people with pushchairs'
  - 64% of respondents either 'strongly agree' or 'agree' that taxi vehicles are safe, comfortable and accessible for 'people in rural areas'
  - 59% of respondents either 'strongly agree' or 'agree' that taxi vehicles are safe, comfortable and accessible for 'all residents'
- When those respondents who said they 'disagree' or 'strongly disagree' with one or more of the above, were asked why this was, the most frequently given response, by 40% of those who answered, was that 'not all taxis are able to take disabled people/wheelchairs'; the remaining comments were made by less than 14% of respondents
- When all respondents were spontaneously asked for comments or suggestions about 'travelling by taxi in the District', of those who answered, the four most frequently given responses were:
  - 40% of respondents said taxis were 'over priced/expensive'
  - 8% of respondents said 'the taxi rank at the station is chaos'
  - 5% of respondents said 'very difficult to get a taxi for evening social events unless booked well in advance'
  - 5% of respondents said 'taxi charges are high in rural areas'
  - All of the other responses were mentioned by 3% or less of respondents

## **'Local Services'**

- The following percentages of respondents said they had used the following services within the last 12 months:
  - 98% of respondents had used 'Refuse and recycling'
  - 63% of respondents had used 'Street cleaning'
  - 8% of respondents had used 'Environmental Health and Licensing'
  - 24% of respondents had used 'Planning'
  - 73% of respondents had used 'Council tax collection'
  - 6% of respondents had used 'Benefits'
  - 2% of respondents had used 'Housing'
- Regardless of whether respondents had used these same Council services within the last 12 months, respondents were asked what they thought of them:
  - 95% of respondents were 'very satisfied' or 'fairly satisfied' with 'Refuse and recycling'
  - 55% of respondents were 'very satisfied' or 'fairly satisfied' with 'Street cleaning'
  - 17% of respondents were 'very satisfied' or 'fairly satisfied' with 'Environmental Health and Licensing'
  - 30% of respondents were 'very satisfied' or 'fairly satisfied' with 'Planning'
  - 63% of respondents were 'very satisfied' or 'fairly satisfied' with 'Council tax collection'
  - 9% of respondents were 'very satisfied' or 'fairly satisfied' with 'Benefits'
  - 5% of respondents were 'very satisfied' or 'fairly satisfied' with 'Housing'
- Respondents were asked to what extent they thought the following statements applied to Sevenoaks District Council:
  - 11% of respondents said they felt that the statement 'my Council is making the local area a better place to live' applies to the Council 'a great deal'; and a further 65% felt that it applies 'to some extent'
  - 13% of respondents said they felt that the statement 'my Council is working to make the area safer' applies to the Council 'a great deal'; and a further 58% felt that it applies 'to some extent'
  - 16% of respondents said they felt that the statement 'my Council is working to make the area cleaner and greener' applies to the Council 'a great deal'; and a further 54% felt that it applies 'to some extent'
  - 14% of respondents said they felt that the statement 'my Council is efficient and well run' applies to the Council 'a great deal'; and a further 51% felt that it applies 'to some extent'

- 10% of respondents said they felt that the statement 'my Council provides good value for money' applies to the Council 'a great deal'; and a further 43% felt that it applies 'to some extent'
  - 14% of respondents said they felt that the statement 'my Council is trustworthy' applies to the Council 'a great deal'; and a further 48% felt that it applies 'to some extent'
  - 9% of respondents said they felt that the statement 'my Council acts on the concerns of local residents' applies to the Council 'a great deal'; and a further 46% felt that it applies 'to some extent'
- 63% of respondents were either 'very satisfied' or 'fairly satisfied' with the way Sevenoaks District Council runs things, when asked to take everything into account
- When spontaneously asked for comments or suggestions about 'the way the Council runs things', of those who answered, the five most frequently given responses were:
  - 8% of respondents said 'Highways Maintenance: Better/more road/pavement/grass verge maintenance/repairs'
  - 4% of respondents said 'Council General: Swanley seems to be the poor relation to Sevenoaks District Council'
  - 3% of respondents said 'Planning: Planning needs to have more communication with residents'
  - 3% of respondents said 'Street Cleaning: More street cleaning off main routes/in smaller roads'
  - 3% of respondents said 'Future Consultation: Council should be on the streets asking local residents for their views/more contact with people'
  - All of the other responses were mentioned by less than 3% of respondents

### **'Managing the Panel'**

- When asked to give feedback on the questionnaire, the following responses were gathered:
  - 96% of respondents said that they either 'strongly agree' or 'slightly agree' that 'the questionnaire is clearly laid out'
  - 95% of respondents said that they either 'strongly agree' or 'slightly agree' that 'the questionnaire was easy to complete'
  - 65% of respondents said that they either 'strongly agree' or 'slightly agree' that 'the topic areas in the questionnaire are interesting to me'

- 60% of respondents said that they either 'strongly agree' or 'slightly agree' that 'the topic areas in the questionnaire are relevant to me'
- 79% of respondents said that they either 'strongly agree' or 'slightly agree' with the statement 'overall I am satisfied with the quality of the survey questionnaire'

### **'Other Comments and Suggestions'**

- When spontaneously asked 'is there anything else you would like to add', of those who answered, the three most frequently given responses were:
  - 6% of respondents said 'Survey/Questionnaire: Would like to see questionnaire results to know how answers influence local Council decision making'
  - 3% of respondents said 'Survey/Questionnaire: Some questions are unanswerable without more information'
  - 3% of respondents said 'Council Tax: Reduce the Council Tax by cutting waste and non essential services'
  - All of the other responses were mentioned by less than 3% of respondents

## **TOP LINE RESULTS**

Top line results to all questions.

Any relevant notes for the reader to consider are shown below the question wording.

## Question 1

**From which of the following sources do you receive information about Sevenoaks District Council? (n=425)**

*Respondents could give more than one response*

*In descending order of frequency mentioned*

The top line results for this question are displayed on the next page due to the size of the results table

Absolute Break % Respondents	
	<b>Base 425</b>
<b>Q1. From which of the following sources do you receive information about Sevenoaks District Council?</b>	
From the District Council's magazine In Shape	309 72.7%
From a leaflet delivered to your home	231 54.4%
From a local newspaper	230 54.1%
From information enclosed with the Council Tax bill	203 47.8%
By visiting the Council's website	187 44.0%
By telephoning the District Council	179 42.1%
Word of mouth from friends/family/colleagues	137 32.2%
From a leaflet picked up in a library/other location	91 21.4%
By going into a District Council office	81 19.1%
By e-mailing the District Council	64 15.1%
By writing to the District Council	44 10.4%
From contact with a District Councillor	44 10.4%
From local radio	24 5.6%
From having a meeting with District Council staff	15 3.5%
From local television	13 3.1%
From the Citizens' Advice Bureau	10 2.4%
By going to a District Council road show or listening day	8 1.9%
Parish council	4 0.9%
None	3 0.7%
Don't know	1 0.2%
Listening to Your Views questionnaire	1 0.2%

## Question 2

**Looking at the sources of information about the Council that you have ticked in Question 1, which do you find the most useful? (n=403)**

*Respondents could give more than one response*

*In descending order of frequency mentioned*

The top line results for this question are displayed on the next page due to the size of the results table

Absolute Break % Respondents	
	<b>Base 403</b>
<b>Q2. Looking at the sources of information about the Council that you have ticked, which do you find the most useful?</b>	
<b>From the District Council's magazine In Shape</b>	200 49.6%
<b>By visiting the Council's website</b>	125 31.0%
<b>By telephoning the District Council</b>	98 24.3%
<b>From a leaflet delivered to your home</b>	91 22.6%
<b>From a local newspaper</b>	80 19.9%
<b>From information enclosed with the Council Tax bill</b>	52 12.9%
<b>By going into a District Council office</b>	37 9.2%
<b>By e-mailing the District Council</b>	32 7.9%
<b>Word of mouth from friends/family/colleagues</b>	23 5.7%
<b>From a leaflet picked up in a library/other location</b>	22 5.5%
<b>From contact with a District Councillor</b>	21 5.2%
<b>By writing to the District Council</b>	11 2.7%
<b>From local television</b>	8 2.0%
<b>From having a meeting with District Council staff</b>	7 1.7%
<b>From local radio</b>	6 1.5%
<b>From the Citizens' Advice Bureau</b>	4 1.0%
<b>By going to a District Council road show or listening day</b>	3 0.7%
<b>Don't know</b>	3 0.7%
<b>Parish Council</b>	2 0.5%
<b>None</b>	1 0.2%
<b>Listening to Your Views questionnaire</b>	1 0.2%

### Question 3

How well informed are you about the Council's services and activities?

#### Q3a. Refuse collection and recycling (n=428)

Absolute Break % Respondents	
<b>Base</b>	<b>428</b>
<b>Q3a. Refuse collection and recycling</b>	
<b>Very well informed</b>	140 32.7%
<b>Fairly well informed</b>	243 56.8%
<b>Not very well informed</b>	32 7.5%
<b>Not well informed at all</b>	10 2.3%
<b>Don't know</b>	3 0.7%

**Q3b. Community safety and development (n=417)**

<b>Absolute Break % Respondents</b>	
<b>Base</b>	<b>417</b>
<b>Q3b. Community safety and development</b>	
<b>Very well informed</b>	11 2.6%
<b>Fairly well informed</b>	130 31.2%
<b>Not very well informed</b>	164 39.3%
<b>Not well informed at all</b>	88 21.1%
<b>Don't know</b>	24 5.8%

**Q3c. Street cleaning (n=422)**

<b>Absolute Break % Respondents</b>	
<b>Base</b>	<b>422</b>
<b>Q3c. Street cleaning</b>	
<b>Very well informed</b>	14 3.3%
<b>Fairly well informed</b>	103 24.4%
<b>Not very well informed</b>	170 40.3%
<b>Not well informed at all</b>	117 27.7%
<b>Don't know</b>	18 4.3%

**Q3d. Environmental Health and Licensing (n=413)**

<b>Absolute Break % Respondents</b>	
<b>Base</b>	<b>413</b>
<b>Q3d. Environmental Health and Licensing</b>	
<b>Very well informed</b>	5 1.2%
<b>Fairly well informed</b>	79 19.1%
<b>Not very well informed</b>	152 36.8%
<b>Not well informed at all</b>	141 34.1%
<b>Don't know</b>	36 8.7%

**Q3e. Planning (n=422)**

<b>Absolute Break % Respondents</b>	
<b>Base</b>	<b>422</b>
<b>Q3e. Planning</b>	
<b>Very well informed</b>	39 9.2%
<b>Fairly well informed</b>	146 34.6%
<b>Not very well informed</b>	128 30.3%
<b>Not well informed at all</b>	92 21.8%
<b>Don't know</b>	17 4.0%

### Q3f. Housing (n=410)

Absolute Break % Respondents	
Base	410
<b>Q3f. Housing</b>	
Very well informed	10 2.4%
Fairly well informed	69 16.8%
Not very well informed	135 32.9%
Not well informed at all	137 33.4%
Don't know	59 14.4%

**Q3g. Parking and related services (n=416)**

Absolute Break % Respondents	
<b>Base</b>	<b>416</b>
<b>Q3g. Parking and related services</b>	
<b>Very well informed</b>	16 3.8%
<b>Fairly well informed</b>	130 31.3%
<b>Not very well informed</b>	128 30.8%
<b>Not well informed at all</b>	104 25.0%
<b>Don't know</b>	38 9.1%

**Q3h. Leisure and Arts (n=414)**

<b>Absolute Break % Respondents</b>	
<b>Base</b>	<b>414</b>
<b>Q3h. Leisure and Arts</b>	
<b>Very well informed</b>	21 5.1%
<b>Fairly well informed</b>	189 45.7%
<b>Not very well informed</b>	99 23.9%
<b>Not well informed at all</b>	76 18.4%
<b>Don't know</b>	29 7.0%

**Q3i. Local tax collection (n=416)**

Absolute Break % Respondents	
<b>Base</b>	<b>416</b>
<b>Q3i. Local tax collection</b>	
<b>Very well informed</b>	45 10.8%
<b>Fairly well informed</b>	173 41.6%
<b>Not very well informed</b>	93 22.4%
<b>Not well informed at all</b>	75 18.0%
<b>Don't know</b>	30 7.2%

**Q3j. Benefits (n=419)**

<b>Absolute Break % Respondents</b>	
<b>Base</b>	<b>419</b>
<b>Q3j. Benefits</b>	
<b>Very well informed</b>	10 2.4%
<b>Fairly well informed</b>	45 10.7%
<b>Not very well informed</b>	123 29.4%
<b>Not well informed at all</b>	152 36.3%
<b>Don't know</b>	89 21.2%

**Q3k. Economic development (n=417)**

<b>Absolute Break % Respondents</b>	
<b>Base</b>	<b>417</b>
<b>Q3k. Economic development</b>	
<b>Very well informed</b>	3 0.7%
<b>Fairly well informed</b>	49 11.8%
<b>Not very well informed</b>	132 31.7%
<b>Not well informed at all</b>	158 37.9%
<b>Don't know</b>	75 18.0%

#### Question 4

Overall, how well informed are you about the Council? (n=426)

Absolute Break % Respondents	
<b>Base</b>	<b>426</b>
<b>Q4. Overall, how well informed are you about the Council?</b>	
<b>Very well informed</b>	6 1.4%
<b>Fairly well informed</b>	214 50.2%
<b>Not very well informed</b>	158 37.1%
<b>Not well informed at all</b>	43 10.1%
<b>Don't know</b>	5 1.2%

## Question 5

**Do you have any further comments or suggestions about how Sevenoaks District Council could improve how it makes information available to you? (n=85)**

*Respondents could give more than one response  
In descending order of frequency mentioned*

An online newsletter	9
	10.6%
Further develop the website	6
	7.1%
I generally look for information when required/needed	6
	7.1%
Local press	5
	5.9%
Make In Shape more informative	5
	5.9%
Leaflets	4
	4.7%
If I need to know something I will phone	3
	3.5%
I am as well informed as I want to be	3
	3.5%
Village notice boards	2
	2.4%
Local church magazines	2
	2.4%
Leaflets in schools/doctors surgeries/clinics/libraries	2
	2.4%
Annual report with accounts and details of what the Council has achieved in the year	2
	2.4%
Leaflets to homes	2
	2.4%
Local sources	2
	2.4%
By post	2
	2.4%

Reply to correspondence, very poor performance	2
	2.4%
Need for dramatic improvements in planning process	2
	2.4%
Make information available locally regarding planning applications before decisions are made	1
	1.2%
The only way we hear information about Sevenoaks District Council is in the In Shape magazine	1
	1.2%
Use In Shape and The Orchid to their full potential, they have a wonderful audience and great producers	1
	1.2%
I think the Council does well to give us information	1
	1.2%
I seldom contact the Council except to complain	1
	1.2%
The people who contact the Council are mostly on benefits, the rest have little need to make contact	1
	1.2%
Informing local groups, such as Women's Institute etc.	1
	1.2%
More direct household communications	1
	1.2%
I cannot know how well informed I am unless I know how much more there is to know	1
	1.2%
The Council's own regular page in local paper listing meetings, decisions, planning information, road works etc.	1
	1.2%
Information on Bank Holiday refuse collection could be on Sevenoaks District Council paper bands around the bin bags when they are delivered	1
	1.2%

Planning application site is very difficult to access	1
	1.2%
More proactive assistance and information is needed to tell people which benefits they can claim	1
	1.2%
Simple book sent to all outlining services available, something to keep for reference	1
	1.2%
Informed by the Parish more than the District Council	1
	1.2%
Communications in large print	1
	1.2%
Monthly newsletter delivered by post	1
	1.2%
Via the Parish Council	1
	1.2%
Local meetings, advertise them and give notice	1
	1.2%
Age Concern	1
	1.2%
Better services to north east part of district	1
	1.2%
The Council informing householders how it can improve services ie. street lighting, amenities for the young	1
	1.2%
District Councillors need to make more contact with the public	1
	1.2%
No information given about withdrawal of Saturday refuse collection	1
	1.2%
Living in Hartley we feel very much on the edge of Sevenoaks	1
	1.2%
Timetable for garden refuse collections	1
	1.2%
We do not all need to be informed about all aspects	1
	1.2%

Information regarding Sevenoaks Festival of Music is less available than previously	1
	1.2%
The information is available, the individual must read	1
	1.2%
Support a Gateway Project in Swanley	1
	1.2%
When I checked on the website after voting there was no information as to who won and who was voted in locally	1
	1.2%
I would rather Sevenoaks District Council spent less money on information and more on the services, as if the services are good the public are satisfied and don't need expensive literature	1
	1.2%
Citizens Advice Bureau	1
	1.2%
District Council offices	1
	1.2%
Gear leaflets for firstly the town of Sevenoaks and secondly the villages, so different versions	1
	1.2%
Council should be more proactive	1
	1.2%
I wish it could present its information as simply as this questionnaire, the website is good, most leaflets look good but lack the real structured information	1
	1.2%
Ordinary person's clear guide to services on offer	1
	1.2%
Personal contact	1
	1.2%
Information on parking facilities should be made available particularly near the station	1
	1.2%
Social networking sites on the internet	1
	1.2%

### Question 6

Did you receive a copy of the Spring 2009 issue of *In Shape*? (n=427)

Absolute Break % Respondents	
Base	427
Q6. Did you receive a copy of the Spring 2009 issue of In Shape ?	
Yes	390 91.3%
No	15 3.5%
Don't know	22 5.2%

### Question 7

How long do you normally spend reading your copy of *In Shape*? (n=421)

Absolute Break % Respondents	
Base	421
Q7. How long do you normally spend reading your copy of <i>In Shape</i> ?	
10 minutes or less	237 56.3%
More than 10 minutes	163 38.7%
Don't read it	21 5.0%

### Question 8

Please tell us how strongly you agree or disagree with the following statements about *In Shape*:

**Q8a. It only covers the Council's successes, not its failures (n=410)**

Absolute Break % Respondents	
Base	410
<b>Q8a. It only covers the Council's successes, not its failures</b>	
Strongly agree	52 12.7%
Agree	245 59.8%
Disagree	38 9.3%
Strongly disagree	1 0.2%
Don't know	74 18.0%

**Q8b. It is easy to read (n=417)**

*Please note: none of the respondents said “strongly disagree” to this question*

<b>Absolute Break % Respondents</b>	
<b>Base</b>	<b>417</b>
<b>Q8b. It is easy to read</b>	
<b>Strongly agree</b>	85 20.4%
<b>Agree</b>	302 72.4%
<b>Disagree</b>	14 3.4%
<b>Don't know</b>	16 3.8%

**Q8c. It simply repeats news I have already read in my local paper (n=412)**

Absolute Break % Respondents	
<b>Base</b>	<b>412</b>
<b>Q8c. It simply repeats news I have already read in my local paper</b>	
<b>Strongly agree</b>	8 1.9%
<b>Agree</b>	72 17.5%
<b>Disagree</b>	253 61.4%
<b>Strongly disagree</b>	17 4.1%
<b>Don't know</b>	62 15.0%

**Q8d. It is colourful and well produced (n=415)**

Absolute Break % Respondents	
<b>Base</b>	<b>415</b>
<b>Q8d. It is colourful and well produced</b>	
<b>Strongly agree</b>	64 15.4%
<b>Agree</b>	307 74.0%
<b>Disagree</b>	18 4.3%
<b>Strongly disagree</b>	2 0.5%
<b>Don't know</b>	24 5.8%

**Q8e. It helps to keep me informed about the Council's work and local services (n=413)**

Absolute Break % Respondents	
<b>Base</b>	<b>413</b>
<b>Q8e. It helps to keep me informed about the Council's work and local services</b>	
<b>Strongly agree</b>	51 12.3%
<b>Agree</b>	281 68.0%
<b>Disagree</b>	52 12.6%
<b>Strongly disagree</b>	1 0.2%
<b>Don't know</b>	28 6.8%

**Q8f. It is a waste of money (n=415)**

<b>Absolute Break % Respondents</b>	
<b>Base</b>	<b>415</b>
<b>Q8f.It is a waste of money</b>	
<b>Strongly agree</b>	31 7.5%
<b>Agree</b>	33 8.0%
<b>Disagree</b>	209 50.4%
<b>Strongly disagree</b>	103 24.8%
<b>Don't know</b>	39 9.4%

### Question 9

***In Shape* is produced three times a year. Do you think this is: (n=422)**

Absolute Break % Respondents	
Base	422
<b>Q9. <i>In Shape</i> is produced three times a year. Do you think this is:</b>	
Too often	51 12.1%
About right	278 65.9%
Not often enough	63 14.9%
No opinion	30 7.1%

## Question 10

**Do you have any further comments or suggestions about *In Shape*?  
(n=92)**

*Respondents could give more than one response  
In descending order of frequency mentioned*

Produce an email alternative	6
	6.5%
Most of the magazine seems to be about matters relating to Sevenoaks and the immediate area, not elsewhere in the district	5
	5.4%
Twice a year only	5
	5.4%
Not had a copy	5
	5.4%
Make it quarterly	4
	4.3%
Much valued and informative	4
	4.3%
Needs to be more factual	4
	4.3%
It's well presented	4
	4.3%
Make it more frequent	4
	4.3%
More information, more concise, more in-depth	4
	4.3%
Does not need to be a "glossy" publication	3
	3.3%
Please continue if possible	3
	3.3%
I would prefer to see my rates spent on services rather than publicity	3
	3.3%
In Shape should only be delivered to those who want it	2
	2.2%
Better summary of all services, responsibilities and contacts	2
	2.2%
Needs less "glossy" stories	2
	2.2%

No names or contacts for local Councillors	2
	2.2%
Make In Shape available in libraries, supermarkets etc	2
	2.2%
It covers such a large area that it's only relevant to some people	2
	2.2%
How much does it cost to produce and deliver ?	2
	2.2%
Put information on website instead	2
	2.2%
It is not always delivered, I quite often miss an issue	1
	1.1%
Make it a smaller size	1
	1.1%
It has fun, interesting articles	1
	1.1%
Summary of other services eg. Highway Agency for potholes	1
	1.1%
Instead of propaganda for the Council, it could contain more information on Council grants and schemes to help people through the recession	1
	1.1%
It's expensive looking	1
	1.1%
Should include details regarding Bank Holiday and Christmas refuse collections	1
	1.1%
Don't post to houses	1
	1.1%
Needs to be more comprehensive	1
	1.1%
Clearly state Council's policies	1
	1.1%
Tell us what you are not doing well and what you are doing about it	1
	1.1%
Is it value for money at this present time when money is scarce ?	1
	1.1%
It should ring the praises of the Council less	1
	1.1%
The focus should be on the Community and not the Council	1

	1.1%
It's useful	1
	1.1%
I think the design and layout could be improved - please contact me as I am a graphic designer with very competitive rates	1
	1.1%
It's all about spending money. I would be far more impressed if it was about saving money, our money	1
	1.1%
It should cover more items, if you don't personally know the people mentioned you aren't interested in their stories	1
	1.1%
Research within the publication may help establish who reads it and for how long, better than this survey might	1
	1.1%
Would like to see in one edition per year, a full list of youth organisations for 7-18 year olds and where they meet in the Sevenoaks District Council area	1
	1.1%
It does appear to be like a house magazine but it does tend to emphasise the successes	1
	1.1%
If produced more frequently, I think less people would read it	1
	1.1%
It should give a brief overview of all areas that Sevenoaks District Council is responsible for	1
	1.1%
Needs to cover items of interest to local people	1
	1.1%
More information on recycling and what happens to our rubbish after collection, would help people to understand and commit to recycling	1
	1.1%
Leaflets (plain) on specific items would be better, leave "newsy" items to the local paper	1
	1.1%
When I lived in Riverhead I hardly ever received copies eg. about 1 every 18 months	1
	1.1%

A readers correspondence page could be introduced, perhaps including input from Councillors	1
	1.1%
Put services and people in touch with each other, offer cheap local advertising	1
	1.1%
I want to keep Council Tax low	1
	1.1%
An A4 sized card would be better with vital information on it and contact numbers	1
	1.1%
Poorly presented	1
	1.1%
Can find out information from other sources	1
	1.1%
Keeps me up to date on Council matters	1
	1.1%
Include subjects of interest to non-politically motivated people in a non-political way	1
	1.1%
Fewer pictures	1
	1.1%
Large print	1
	1.1%
I'd like to see accurate figures on spending and what the money is being spent on	1
	1.1%
Biased as it only informs residents what the Council wants us to hear	1
	1.1%
Have a front contents page so people keep it for information rather than see it as junk mail	1
	1.1%
More information on local businesses	1
	1.1%
I would like to see more information regarding retired people	1
	1.1%
The cost to produce should be covered by local advertising	1
	1.1%

### Question 11

Overall, thinking about how Sevenoaks District Council treats you and other people, do you think the Council treats the following groups fairly?

#### Q11a. People of different races (n=426)

Absolute Break % Respondents	
<b>Base</b>	<b>426</b>
<b>Q11a. People of different races</b>	
<b>Strongly agree</b>	27 6.3%
<b>Agree</b>	154 36.2%
<b>Disagree</b>	6 1.4%
<b>Strongly disagree</b>	5 1.2%
<b>Don't know</b>	234 54.9%

**Q11b. People with disabilities (n=425)**

Absolute Break % Respondents	
<b>Base</b>	<b>425</b>
<b>Q11b. People with disabilities</b>	
<b>Strongly agree</b>	24 5.6%
<b>Agree</b>	199 46.8%
<b>Disagree</b>	19 4.5%
<b>Strongly disagree</b>	4 0.9%
<b>Don't know</b>	179 42.1%

**Q11c. Males and females (n=425)**

Absolute Break % Respondents	
<b>Base</b>	<b>425</b>
<b>Q11c. Males and females</b>	
<b>Strongly agree</b>	31 7.3%
<b>Agree</b>	234 55.1%
<b>Disagree</b>	6 1.4%
<b>Strongly disagree</b>	1 0.2%
<b>Don't know</b>	153 36.0%

**Q11d. People of different ages (n=422)**

Absolute Break % Respondents	
<b>Base</b>	<b>422</b>
<b>Q11d. People of different ages</b>	
<b>Strongly agree</b>	22 5.2%
<b>Agree</b>	204 48.3%
<b>Disagree</b>	35 8.3%
<b>Strongly disagree</b>	8 1.9%
<b>Don't know</b>	153 36.3%

**Q11e. People with different faiths or beliefs (n=424)**

Absolute Break % Respondents	
<b>Base</b>	<b>424</b>
<b>Q11e. People with different faiths or beliefs</b>	
<b>Strongly agree</b>	26 6.1%
<b>Agree</b>	149 35.1%
<b>Disagree</b>	10 2.4%
<b>Strongly disagree</b>	3 0.7%
<b>Don't know</b>	236 55.7%

**Q11f. People with diverse sexual orientations (n=422)**

Absolute Break % Respondents	
<b>Base</b>	<b>422</b>
<b>Q11f. People with diverse sexual orientations</b>	
<b>Strongly agree</b>	18 4.3%
<b>Agree</b>	111 26.3%
<b>Disagree</b>	9 2.1%
<b>Strongly disagree</b>	1 0.2%
<b>Don't know</b>	283 67.1%

## Question12

**If you have answered 'Disagree' or 'Strongly disagree' to any of the above in Question 11 please say why (n=49)**

*Respondents could give more than one response*

*In descending order of frequency mentioned*

*As some respondents disagreed with more than one of the options in Question 11, as well as giving more than one response to Question 12, it is not possible to directly attribute each comment to which of the option(s) they disagreed with, although this is fairly obvious in most cases*

Not enough in the area for young people to do/too little done for youngsters (16 and under)	9
	18.4%
Don't give enough information about benefits you are entitled to	4
	8.2%
Don't believe that older people are always treated fairly	2
	4.1%
I think the travelling community are given special treatment	2
	4.1%
Too little done for aged	2
	4.1%
Minorities are treated with positive discrimination	2
	4.1%
Those who don't usually make a fuss are not heard	2
	4.1%
Bus service is not good and Sevenoaks District Council could work with providers to improve this	2
	4.1%
My wife is African and reporting racist remarks gets us nowhere	1
	2.0%
Single men are not housed if they are in need but single women are, I believe there is an institutional bias against men	1
	2.0%
Poor parking facilities for disabled at GP surgery sites	1

	2.0%
Poor access to buses for disabled	1
	2.0%
Poor access to railway station for disabled	1
	2.0%
Sevenoaks is in line with National legislation and the Christian heritage is disappearing	1
	2.0%
A lot more work is needed to get the younger generation to be part of the community	1
	2.0%
My mother wanted to know if she would be allowed any benefits, a woman went to see her and treated her really badly, my mother was left very upset	1
	2.0%
Only focus on elderly and young, no focus on 18-60 year olds, people with diversity issues are put to back of the queue	1
	2.0%
Could we know where different religious venues are, such as mosques	1
	2.0%
Need to do more work on ensuring age, gender and disabled groups are treated fairly	1
	2.0%
People from different races are given priority over local people	1
	2.0%
Able bodied people use disabled parking, need wardens to stop this	1
	2.0%
By overly sticking to government guidelines ie. minimum is cheapest therefore it's alright	1
	2.0%
Sexual orientation seems to be ignored	1
	2.0%
Insignificant funding for youth work	1
	2.0%
Transport is difficult in rural areas for elderly people without cars	1
	2.0%
Very disappointed the Council decided against free swimming for under 16's and over 60's	1

	2.0%
There are lots of age limits on things like using the leisure facilities	1
	2.0%
The financial handouts go to the same people, the ones in the know	1
	2.0%
Strong bias in favour of Christian church goers	1
	2.0%
Not enough on the social scene for ages 18-30 years eg, bars and clubs	1
	2.0%
Lack of information about what's available for the elderly	1
	2.0%
Training in deaf awareness does not seem to exist amongst staff apart from those trained several years ago	1
	2.0%
I think more can be done to make life easier for those with disability	1
	2.0%
Transport and access is not always fair for disabled	1
	2.0%
Not enough diverse activities	1
	2.0%
Those over 60 are disadvantaged with no free local rail travel in areas where there are few buses but frequent trains	1
	2.0%
Freedom Pass not being available to sixth form students	1
	2.0%
The young do not have enough say	1
	2.0%
The old do not have enough say	1
	2.0%
Basic provision isn't enough, build age groups and impairment into basic decision making	1
	2.0%
In our village seating around would help disabled who want to walk but need a rest (respondent lives in Hextable)	1
	2.0%

Wheelchair access problems	1
	2.0%
Can't say I have seen anything positive	1
	2.0%
Spouses of disabled people are not counted for rate reduction	1
	2.0%
With public transport cut backs, routes have been stopped making it hard for people with disabilities to get about	1
	2.0%

### Question 13

#### Do you have any further comments or suggestions about valuing diversity, promoting equality? (n=63)

*Respondents could give more than one response*

*In descending order of frequency mentioned*

Can't comment/need more information/never been involved in such issues to form an opinion	9
	14.3%
Treat all equally without bias and ensure that the majority are not alienated/ignored/forgotten/discriminated against	6
	9.5%
Equality must mean equality for all, not for promoting one group at the expense of others as usually happens	4
	6.3%
Courtesy to all, too much emphasis on form filling regarding diversity and equality	4
	6.3%
I think this is political correctness which the vast majority of people think is taken too far and undoubtedly wastes money	3
	4.8%
Don't go over the top	3
	4.8%
I like to think that everyone is treated fairly/equally	3
	4.8%
Whatever our views, this is 2009 and tolerance should be the word on diversity	2
	3.2%
The Council is doing a good job in this area	2
	3.2%
It is currently one of the most important issues/is paramount	2
	3.2%
Please use the STAG for youth activities around Sevenoaks, give them interesting, well managed arenas in which to pass their time, teenagers have so much to offer, I feel we as a community always start by assuming the worst and are later surprised by their qualities	1

	1.6%
All who live in England are treated as English which reflects all other countries points of view	1
	1.6%
Sevenoaks district has not recognised the rapid rise in number of ethnic minorities in Swanley or addressed issues of race, hence BNP elected at by election in February 2009	1
	1.6%
I would like to think they do value diversity but this has to be seen	1
	1.6%
You must aim to make old people and teenagers feel wanted and valued in society	1
	1.6%
Recruit people with the ability to do the job	1
	1.6%
The paying Council Tax payer feels that they do all the paying whilst others get the benefits	1
	1.6%
Young people who work and unmarried mothers should be given the same help with housing	1
	1.6%
As a parent I feel the Freedom Pass would discourage my son from riding in cars with inexperienced young drivers, my son uses public transport which is expensive, especially by bus to school before 9am	1
	1.6%
Over 60's should have free local rail travel, the same as they do in London	1
	1.6%
More buses for those who can't drive	1
	1.6%
Promotion of more diverse activities such as music, sport, theatre, for 14-18 year olds especially	1
	1.6%
We can't all keep apologising for being able bodied, normal, white etc etc	1
	1.6%
Just listen and help where and when necessary	1
	1.6%
Using existing public buildings more fully for youths	1
	1.6%

Adult Education in Swanley has all but been lost, as a provider of creative writing classes I go to Dartford to run classes as venue prices in Sevenoaks and Swanley are too expensive	1
	1.6%
Do not accept any guidelines as a standard, they are a minimum	1
	1.6%
I do not feel that the Council care about the needs of heterosexual white British residents	1
	1.6%
Another thing which Councils worry about unnecessarily and another source of expenditure which could be knocked on the head	1
	1.6%
Council doesn't cater as well as it should for people who work in London which is a high percentage of Sevenoaks population	1
	1.6%
Think the age aspect could be better catered for, perhaps with what's happening for young, middle aged and older people split out	1
	1.6%
Cyclists are treated unfairly compared to motorists and pedestrians, busy main roads require cycle paths	1
	1.6%
Having mixed race grandchildren, I have never come across racism from the Council in any form	1
	1.6%
Do not overlook people with no faiths or beliefs, consult with the secular society as much as with faith groups	1
	1.6%
Sevenoaks District Council is far too accommodating to travellers at the expense of ordinary residents	1
	1.6%
All tax payers should be treated equally	1
	1.6%
Age should be the only criteria for special treatment	1
	1.6%
Council doesn't cater as well as it should for people who can't afford private transport	1
	1.6%

**Question 14**

**On average, how often do you use taxis to travel in the District? (n=426)**

*In descending order of frequency mentioned*

*If 'Never' go to Question 20*

Absolute Break % Respondents	
<b>Base</b>	<b>426</b>
<b>Q14. On average, how often do you use taxis to travel in the District?</b>	
<b>Never</b>	183 43.0%
<b>Annually</b>	109 25.6%
<b>Monthly</b>	70 16.4%
<b>Varies/depends</b>	25 5.9%
<b>Weekly</b>	13 3.1%
<b>2-3 times a year</b>	12 2.8%
<b>4-6 times a year</b>	9 2.1%
<b>Daily</b>	3 0.7%
<b>Fortnightly</b>	2 0.5%

### Question 15

What distance do you travel on an average taxi journey? (n=237)

Absolute Break % Respondents	
<b>Base</b>	<b>237</b>
<b>Q15. What distance do you travel on an average taxi journey?</b>	
<b>Less than 5 miles</b>	139 58.6%
<b>5-10 miles</b>	63 26.6%
<b>11-20 miles</b>	16 6.8%
<b>21-30 miles</b>	14 5.9%
<b>More than 30 miles</b>	5 2.1%

### Question 16

**How do you arrange your taxi journey(s)? (n=240)**

*Respondents could give more than one response*

Absolute Break % Respondents	
Base	240
<b>Q16. How do you arrange your taxi journey(s)?</b>	
Telephone booking	187 77.9%
At a taxi rank	101 42.1%

**Question 17**

**In the last year, why have you travelled by taxi? (n=239)**

*Respondents could give more than one response*

*In descending order of frequency mentioned*

<b>Absolute Break % Respondents</b>	
<b>Base</b>	<b>239</b>
<b>Q17. In the last year, why have you travelled by taxi?</b>	
<b>To access other types of public transport</b>	145 60.7%
<b>Social/leisure</b>	135 56.5%
<b>Business</b>	22 9.2%
<b>To access health services</b>	19 7.9%
<b>Airport</b>	8 3.3%
<b>Lack of public transport</b>	3 1.3%
<b>Car broken down</b>	1 0.4%

### Question 18

Please tell us how strongly you agree or disagree with the following statements about taxis in the District: Taxi vehicles are safe, comfortable and accessible for:

#### Q18a. People with disabilities (n=240)

Absolute Break % Respondents	
Base	240
<b>Q18a. People with disabilities</b>	
Strongly agree	12 5.0%
Agree	76 31.7%
Disagree	29 12.1%
Strongly disagree	5 2.1%
Don't know	118 49.2%

**Q18b. People with mobility difficulties (n=239)**

Absolute Break % Respondents	
<b>Base</b>	<b>239</b>
<b>Q18b. People with mobility difficulties</b>	
<b>Strongly agree</b>	13 5.4%
<b>Agree</b>	68 28.5%
<b>Disagree</b>	33 13.8%
<b>Strongly disagree</b>	3 1.3%
<b>Don't know</b>	122 51.0%

**Q18c. People with pushchairs (n=239)**

<b>Absolute Break % Respondents</b>	
<b>Base</b>	<b>239</b>
<b>Q18c. People with pushchairs</b>	
<b>Strongly agree</b>	10 4.2%
<b>Agree</b>	84 35.1%
<b>Disagree</b>	30 12.6%
<b>Strongly disagree</b>	2 0.8%
<b>Don't know</b>	113 47.3%

**Q18d. People in rural areas (n=238)**

Absolute Break % Respondents	
<b>Base</b>	<b>238</b>
<b>Q18d. People in rural areas</b>	
<b>Strongly agree</b>	16 6.7%
<b>Agree</b>	136 57.1%
<b>Disagree</b>	12 5.0%
<b>Strongly disagree</b>	4 1.7%
<b>Don't know</b>	70 29.4%

**Q18e. All residents (n=236)**

Absolute Break % Respondents	
<b>Base</b>	<b>236</b>
<b>Q18e. All residents</b>	
<b>Strongly agree</b>	20 8.5%
<b>Agree</b>	119 50.4%
<b>Disagree</b>	26 11.0%
<b>Strongly disagree</b>	1 0.4%
<b>Don't know</b>	70 29.7%

## Question 19

**If you have answered 'Disagree' or 'Strongly disagree' to any of the above in Question 18 please say why (n=58)**

*Respondents could give more than one response*

*In descending order of frequency mentioned*

*As some respondents disagreed with more than one of the options in Question 18, as well as giving more than one response to Question 19, it is not possible to directly attribute each comment to which of the option(s) they disagreed with, although this is fairly obvious in most cases*

Not all taxis are able to take disabled people/wheelchairs	23
	39.7%
Most taxis don't have child seats	8
	13.8%
Not all taxis can take pushchairs	7
	12.1%
Most taxis are ordinary/saloon cars	6
	10.3%
Access to taxis is sometimes limited	4
	6.9%
Taxis are expensive	4
	6.9%
Taxis are quite high off the ground	3
	5.2%
It is difficult to obtain a taxi in a rural area	3
	5.2%
Accessing/adjusting the back seat of a taxi can be difficult for the elderly and those of limited mobility	2
	3.4%
A taxi driver sneered at a woman about her guide dog	1
	1.7%
Unable to accept that they meet the requirements of all residents	1
	1.7%
Not all taxis can accommodate the person in the wheelchair to remain seated at all times whilst loading	1

	1.7%
Last time I tried Swantax I was unable to book a taxi when I wanted it	1
	1.7%
Depends very much on the helpfulness of the taxi driver	1
	1.7%
There is no local taxi in Penshurst	1
	1.7%
Taxis are more expensive in rural areas	1
	1.7%
Several taxi companies told me they don't make journeys in time for an early train	1
	1.7%
Not all drivers can help or are willing to	1
	1.7%
They are generally old cars with fat unhelpful drivers	1
	1.7%
You can't get a taxi in Edenbridge in the evening, we use out of town taxis	1
	1.7%
Taxis are often late or let us down in Riverhead	1
	1.7%
Not all taxis have sufficient space	1
	1.7%

## Question 20

### Do you have any further comments or suggestions about travelling by taxis in the District? (n=66)

*Respondents could give more than one response*

*In descending order of frequency mentioned*

Over priced/expensive	26
	39.4%
The taxi rank at the station is chaos	5
	7.6%
Very difficult to get a taxi for evening social events unless booked well in advance	3
	4.5%
Taxi charges are high in rural areas	3
	4.5%
Some taxis are not clean	2
	3.0%
Occasionally drivers are surly	2
	3.0%
Would be useful for the charges to be published (per mile, extras etc) say in the In Shape magazine once a year	2
	3.0%
Reduce the number of taxis licensed to operate from train station	2
	3.0%
By and large taxi drivers give an excellent service	2
	3.0%
Have been let down by taxis arriving late or not at all	2
	3.0%
Web ordering	1
	1.5%
Text ordering	1
	1.5%
Most vehicles are comfortable and safe for agile people	1
	1.5%
There is a shortage of taxis during unsociable hours	1
	1.5%
Make child seats in taxis compulsory	1
	1.5%

They often travel very fast for short journeys so they can return for another fare	1
	1.5%
Thanks to poor availability of bus infrastructure and provision, taxis are the major form of public transport in Sevenoaks and need to be treated as such	1
	1.5%
Mystery shops would be a good idea as some drivers take longer routes to charge more	1
	1.5%
In the town they toot outside clubs and bars at 1am when they are collecting their fares	1
	1.5%
Should be better service and costs for senior citizens needing the facility for attending hospital	1
	1.5%
Travelling alone after dark, a taxi is the safest option especially for senior citizens	1
	1.5%
On the whole taxi drivers are great people	1
	1.5%
They seem to be well regulated	1
	1.5%
I have a guide dog in training and twice have had drivers refuse to pick me up	1
	1.5%
Prices went up with fuel tax increases but haven't decreased as they have dropped	1
	1.5%
Prices are more for "mini cabs" than they are for "black taxis" in London	1
	1.5%
Very expensive to use taxis from Sevenoaks station	1
	1.5%
Punctuality on collection by one firm late at night is very poor	1
	1.5%
Station queue is not sheltered	1
	1.5%
Would need fewer taxi trips if rail connections worked	1
	1.5%
Taxis in other areas are a lot cheaper	1
	1.5%

More taxis required in rural areas	1
	1.5%
Taxis are very expensive over short distances	1
	1.5%
Charges before 6.30am can vary widely	1
	1.5%
Costs should be investigated	1
	1.5%
Taxi drivers should be able to escort the less able to and from the taxi without being given a ticket for parking in the wrong place	1
	1.5%
Some of the taxis, Beeline in particular are so old, noisy and badly maintained	1
	1.5%
The local drivers appear to be regulated but others from outside the district appear to operate in the town and station at nights and weekends	1
	1.5%
There are too many of them	1
	1.5%

**Question 21**

**Please tell us which of the following services you have used in the last 12 months**

**Q21a. Refuse and recycling (n=420)**

<b>Absolute Break % Respondents</b>	
<b>Base</b>	<b>420</b>
<b>Q21a. Refuse and recycling</b>	
<b>Used in the last 12 months</b>	410 97.6%
<b>Not used in the last 12 months</b>	10 2.4%

**Q21b. Street cleaning (n=363)**

<b>Absolute Break % Respondents</b>	
<b>Base</b>	<b>363</b>
<b>Q21b. Street cleaning</b>	
<b>Used in the last 12 months</b>	229 63.1%
<b>Not used in the last 12 months</b>	134 36.9%

**Q21c. Environmental Health and Licensing (n=391)**

<b>Absolute Break % Respondents</b>	
<b>Base</b>	<b>391</b>
<b>Q21c. Environmental Health and Licensing</b>	
<b>Used in the last 12 months</b>	32 8.2%
<b>Not used in the last 12 months</b>	359 91.8%

**Q21d. Planning (n=398)**

<b>Absolute Break % Respondents</b>	
<b>Base</b>	<b>398</b>
<b>Q21d. Planning</b>	
<b>Used in the last 12 months</b>	94 23.6%
<b>Not used in the last 12 months</b>	304 76.4%

**Q21e. Council tax collection (n=392)**

<b>Absolute Break % Respondents</b>	
<b>Base</b>	<b>392</b>
<b>Q21e. Council tax collection</b>	
<b>Used in the last 12 months</b>	285 72.7%
<b>Not used in the last 12 months</b>	107 27.3%

**Q21f. Benefits (n=387)**

<b>Absolute Break % Respondents</b>	
<b>Base</b>	<b>387</b>
<b>Q21f. Benefits</b>	
<b>Used in the last 12 months</b>	23 5.9%
<b>Not used in the last 12 months</b>	364 94.1%

**Q21g. Housing (n=385)**

<b>Absolute Break % Respondents</b>	
<b>Base</b>	<b>385</b>
<b>Q21g. Housing</b>	
<b>Used in the last 12 months</b>	7 1.8%
<b>Not used in the last 12 months</b>	378 98.2%

## Question 22

**We would like to know how satisfied or dissatisfied you are with these services even if you yourself have not had direct experience of them**  
*Question number differs to that on the questionnaire*

### Q22a. Refuse and recycling (n=419)

Absolute Break % Respondents	
<b>Base</b>	<b>419</b>
<b>Q22a. Refuse and recycling</b>	
<b>Very satisfied</b>	249 59.4%
<b>Fairly satisfied</b>	149 35.6%
<b>Neither satisfied nor dissatisfied</b>	12 2.9%
<b>Fairly dissatisfied</b>	5 1.2%
<b>Very dissatisfied</b>	3 0.7%
<b>Don't know</b>	1 0.2%

**Q22b. Street cleaning (n=368)**

Absolute Break % Respondents	
<b>Base</b>	<b>368</b>
<b>Q22b. Street cleaning</b>	
<b>Very satisfied</b>	66 17.9%
<b>Fairly satisfied</b>	135 36.7%
<b>Neither satisfied nor dissatisfied</b>	67 18.2%
<b>Fairly dissatisfied</b>	37 10.1%
<b>Very dissatisfied</b>	18 4.9%
<b>Don't know</b>	45 12.2%

**Q22c. Environmental Health and Licensing (n=231)**

Absolute Break % Respondents	
<b>Base</b>	<b>231</b>
<b>Q22c. Environmental Health and Licensing</b>	
<b>Very satisfied</b>	10 4.3%
<b>Fairly satisfied</b>	30 13.0%
<b>Neither satisfied nor dissatisfied</b>	37 16.0%
<b>Fairly dissatisfied</b>	4 1.7%
<b>Very dissatisfied</b>	5 2.2%
<b>Don't know</b>	145 62.8%

**Q22d. Planning (n=264)**

Absolute Break % Respondents	
<b>Base</b>	<b>264</b>
<b>Q22d. Planning</b>	
<b>Very satisfied</b>	19 7.2%
<b>Fairly satisfied</b>	59 22.3%
<b>Neither satisfied nor dissatisfied</b>	30 11.4%
<b>Fairly dissatisfied</b>	32 12.1%
<b>Very dissatisfied</b>	18 6.8%
<b>Don't know</b>	106 40.2%

**Q22e. Council tax collection (n=342)**

Absolute Break % Respondents	
<b>Base</b>	<b>342</b>
<b>Q22e. Council tax collection</b>	
<b>Very satisfied</b>	90 26.3%
<b>Fairly satisfied</b>	124 36.3%
<b>Neither satisfied nor dissatisfied</b>	75 21.9%
<b>Fairly dissatisfied</b>	6 1.8%
<b>Very dissatisfied</b>	2 0.6%
<b>Don't know</b>	45 13.2%

**Q22f. Benefits (n=225)**

<b>Absolute Break % Respondents</b>	
<b>Base</b>	<b>225</b>
<b>Q22f. Benefits</b>	
<b>Very satisfied</b>	9 4.0%
<b>Fairly satisfied</b>	12 5.3%
<b>Neither satisfied nor dissatisfied</b>	32 14.2%
<b>Fairly dissatisfied</b>	4 1.8%
<b>Very dissatisfied</b>	2 0.9%
<b>Don't know</b>	166 73.8%

**Q22g. Housing (n=220)**

<b>Absolute Break % Respondents</b>	
<b>Base</b>	<b>220</b>
<b>Q22g. Housing</b>	
<b>Very satisfied</b>	4 1.8%
<b>Fairly satisfied</b>	8 3.6%
<b>Neither satisfied nor dissatisfied</b>	28 12.7%
<b>Fairly dissatisfied</b>	4 1.8%
<b>Very dissatisfied</b>	2 0.9%
<b>Don't know</b>	174 79.1%

### Question 23

**To what extent do you think these statements apply to Sevenoaks District Council?**

*Question number differs to that on the questionnaire*

#### **Q23a. My council is making the local area a better place to live (n=423)**

Absolute Break % Respondents	
<b>Base</b>	<b>423</b>
<b>Q23a. My council is making the local area a better place to live</b>	
<b>A great deal</b>	48 11.3%
<b>To some extent</b>	273 64.5%
<b>Not very much</b>	72 17.0%
<b>Not at all</b>	12 2.8%
<b>Don't know</b>	18 4.3%

**Q23b. My council is working to make the area safer (n=423)**

<b>Absolute Break % Respondents</b>	
<b>Base</b>	<b>423</b>
<b>Q23b. My council is working to make the area safer</b>	
<b>A great deal</b>	56 13.2%
<b>To some extent</b>	245 57.9%
<b>Not very much</b>	73 17.3%
<b>Not at all</b>	11 2.6%
<b>Don't know</b>	38 9.0%

**Q23c. My council is working to make the area cleaner and greener (n=424)**

Absolute Break % Respondents	
<b>Base</b>	<b>424</b>
<b>Q23c. My council is working to make the area cleaner and greener</b>	
<b>A great deal</b>	69 16.3%
<b>To some extent</b>	229 54.0%
<b>Not very much</b>	88 20.8%
<b>Not at all</b>	18 4.2%
<b>Don't know</b>	20 4.7%

**Q23d. My council is efficient and well run (n=420)**

Absolute Break % Respondents	
<b>Base</b>	<b>420</b>
<b>Q23d. My council is efficient and well run</b>	
<b>A great deal</b>	60 14.3%
<b>To some extent</b>	212 50.5%
<b>Not very much</b>	62 14.8%
<b>Not at all</b>	16 3.8%
<b>Don't know</b>	70 16.7%

**Q23e. My council provides good value for money (n=422)**

Absolute Break % Respondents	
<b>Base</b>	<b>422</b>
<b>Q23e. My council provides good value for money</b>	
<b>A great deal</b>	44 10.4%
<b>To some extent</b>	181 42.9%
<b>Not very much</b>	100 23.7%
<b>Not at all</b>	38 9.0%
<b>Don't know</b>	59 14.0%

**Q23f. My council is trustworthy (n=424)**

Absolute Break % Respondents	
<b>Base</b>	<b>424</b>
<b>Q23f. My council is trustworthy</b>	
<b>A great deal</b>	60 14.2%
<b>To some extent</b>	204 48.1%
<b>Not very much</b>	44 10.4%
<b>Not at all</b>	16 3.8%
<b>Don't know</b>	100 23.6%

**Q23g. My council acts on the concerns of local residents (n=424)**

<b>Absolute Break % Respondents</b>	
<b>Base</b>	<b>424</b>
<b>Q23g. My council acts on the concerns of local residents</b>	
<b>A great deal</b>	38 9.0%
<b>To some extent</b>	194 45.8%
<b>Not very much</b>	98 23.1%
<b>Not at all</b>	34 8.0%
<b>Don't know</b>	60 14.2%

## Question 24

**Taking everything into account, how satisfied are you with the way Sevenoaks District Council runs things? (n=426)**

*Question number differs to that on the questionnaire*

Absolute Break % Respondents	
Base	426
<b>Q24. Taking everything into account, how satisfied are you with the way Sevenoaks District Council runs things ?</b>	
Very satisfied	39 9.2%
Fairly satisfied	229 53.8%
Neither satisfied nor dissatisfied	116 27.2%
Fairly dissatisfied	33 7.7%
Very dissatisfied	6 1.4%
Don't know	3 0.7%

## Question 25

### Do you have any further comments or suggestions about the way the Council runs things? (n=130)

*Respondents could give more than one response*

*In descending order of frequency mentioned*

*Question number differs to that on the questionnaire*

Highways Maintenance: Better/more road/pavement/grass verge maintenance/repairs	10
	7.7%
Council General: Swanley seems to be the poor relation to Sevenoaks District Council	5
	3.8%
Planning: Planning needs to have more communication with residents	4
	3.1%
Street Cleaning: More street cleaning off main routes/in smaller roads	4
	3.1%
Future Consultation: Council should be on the streets asking local residents for their views/more contact with people	4
	3.1%
Council General: Scrapping of bulky refuse collection service was a big mistake/unpopular	3
	2.3%
Council General: New Ash Green is ignored by the Council	3
	2.3%
Refuse/Recycling: Recycling items seem to go in same section of lorry as household waste, is it kept separate ?	3
	2.3%
Future Consultation: More notice must be taken of local community views	3
	2.3%
Council Spending: Wastes money	3
	2.3%
Refuse/Recycling: Recycling collection to include glass	3
	2.3%
Crime/Community Safety: Work with police to stop vandalism	3

	2.3%
Parking: Better parking facilities will attract people to town for work and leisure	2
	1.5%
Environment: More could be done on environmental issues	2
	1.5%
Other: More visible police personnel/community officers	2
	1.5%
Refuse/Recycling: Recycle all plastic	2
	1.5%
Environment: Keep countryside clear of fly tipping	2
	1.5%
Council Performance: Emails not always answered by the Council	2
	1.5%
Council General: Facilities better in town than everywhere else, town is priority	2
	1.5%
Planning: Planning decisions not uniform	2
	1.5%
Highways Management: Lack of co-ordination on local road works always causes chaos	2
	1.5%
Planning: Planning department has dreadful reputation	2
	1.5%
Council Performance: Sevenoaks District Council don't do a bad job	2
	1.5%
Council General: I believe there is an issue of remuneration for top officers of the Council and pension deficits	1
	0.8%
Council General: Council workforce should be more ambassadors and perhaps less inspectors only	1
	0.8%
Parking: I replied to a note last autumn asking about parking restrictions in our area but haven't heard anymore about it	1
	0.8%
Council General: I bet your pensions are big fat and juicy and you get lovely holidays, good luck to you all	1
	0.8%

Council Tax: I would like to get more than just my refuse collected for my Council Tax, I now have to walk my rubbish 500 yards to the end of the lane	1
	0.8%
Council General: I believe too many Council employees do not live in Sevenoaks	1
	0.8%
Planning/Housing Provision: Too many housing estates being built	1
	0.8%
Other: Not enough schools to cope with new builds	1
	0.8%
Other: Not enough hospitals to cope with new builds	1
	0.8%
Planning: Needs a period of stability, a better paid head of department	1
	0.8%
Council Spending: Yes it costs too much money and probably employs too many people	1
	0.8%
Street Cleaning: If we knew when our street was due to be cleaned we could move cars and stop build up around kerbs	1
	0.8%
Leisure: Very disappointed Sevenoaks District Council was unable to offer free swimming for senior citizens as promised by Government	1
	0.8%
Environment: Clean up Clock House Lane	1
	0.8%
Council Spending: Budgets, I see unnecessary spending taking place	1
	0.8%
Housing Allocation: My husband and I have been on the housing list for 35 years but outsiders seem to get priority	1
	0.8%
Council General: Take note of country residents	1
	0.8%
Parking/Traffic Management: Need traffic warden in Hever Avenue, West Kingsdown to stop parking on double yellow lines	1
	0.8%
Other: Police need to stop speeding	1
	0.8%

Maintenance: Environmental Park and also the corner of London Road was nicely planted but now it is a mess	1
	0.8%
Highways Maintenance: Try to get KCC highways to do more	1
	0.8%
Environment: Council taking ages to sort conservation area for Hartlands	1
	0.8%
Council Tax: Council Tax is too high	1
	0.8%
Environment: Otford Pond problem been going on for 10 months and still not sorted	1
	0.8%
Council General: North of the district is ignored	1
	0.8%
Council General: It seems to depend on which part of the district you live in	1
	0.8%
Other: Free rail travel for over 60's	1
	0.8%
Parking: Make parking free for the first hour in the town centre	1
	0.8%
Other: More and cheaper parking at the station	1
	0.8%
Council Performance: Had a problem with refuse which only got sorted when reported it to a District Councillor	1
	0.8%
Council General: Appalled at Councillors taking increases at this time	1
	0.8%
Council General: Hartley seems to be ignored	1
	0.8%
Other: Get rid of plastic sheets on fields or change colour to black	1
	0.8%
Council General: The Council charges for services I think should be free ie. mediation over hedges and trees	1
	0.8%
Highways Management: Remove speed bumps	1
	0.8%
Council General: Send booklet to all houses detailing services	1

	0.8%
Other: Events in Swanley are super ie. in the park, fireworks, town centre events	1
	0.8%
Planning: Would like to see planning application details in local paper	1
	0.8%
Council General: When making decisions put yourself in the customer's shoes	1
	0.8%
Council General: Improve public toilets in the Westerham area	1
	0.8%
Highways Management: When doing work in roads, repairs should be taking place all day and night to keep disruption to a minimum	1
	0.8%
Refuse/Recycling: Would like recycle bins next to litter bins in streets	1
	0.8%
Parking: If Stag is to be a success don't charge parking in evenings	1
	0.8%
Council Performance: London Borough of Bexley do a better job	1
	0.8%
Council General: Dog fouling is a major problem in my area (respondent lives in Otford and Shoreham ward)	1
	0.8%
Refuse/Recycling: Disappointed to find Tear Drop site not much improved, had to wait last time I visited	1
	0.8%
Environment: Clean up needed at rear of Cherry Tree shops	1
	0.8%
Council Performance: The rate support grant makes it difficult for the Council to do a good job and provide value for money	1
	0.8%
Council General: Needs more transparency, less red tape	1
	0.8%
Council Performance: It should have responded to consultation by Kent County Council on proposals to close two local schools	1

	0.8%
Leisure: I'm most concerned about leisure and children's activities	1
	0.8%
Parking/Traffic Management: Parking and stopping in London Road and the High Street during normal business hours is not controlled and is creating more and more of a nuisance to other road users	1
	0.8%
Council Performance: Too many people doing too little about things that matter	1
	0.8%
Parking: Parking is expensive in town especially in the evenings	1
	0.8%
Refuse/Recycling: Please introduce wheelie bins	1
	0.8%
Refuse/Recycling: Well done for retaining weekly collections	1
	0.8%
Refuse/Recycling: Good recycling scheme, well done	1
	0.8%
Council General: Could delegate more to Parish Councils	1
	0.8%
Council General: Closing public toilets in the district was a bad decision	1
	0.8%
Council General: Lost and stolen dog problems not handled well	1
	0.8%
Council General: Market day in Swanley is dangerous for pedestrians and Sevenoaks District Council should monitor this better	1
	0.8%
Street Cleaning: Street cleaning and footpath clearance is poor in Seal	1
	0.8%
Council Performance: Letter that was sent to residents re:changes to parking regulations was poorly written	1
	0.8%
Other: I prefer to get unbiased and non political views of the Council's services and effectiveness	1

	0.8%
Leisure: Leisure centre is not good value for money	1
	0.8%
Public Transport: Bus network not good value for money	1
	0.8%
Planning: Some planning decisions appear to be unsatisfactory eg. redevelopment of West Kent Cold Store and increased traffic	1
	0.8%
Crime/Community Safety: Do something about drunks in residential roads at night	1
	0.8%
Council General: Councillors ineffective and controlled by Officers and Officers are not accountable	1
	0.8%
Highways Maintenance: Culvert and drain cleaning could improve down side roads	1
	0.8%
Council Spending: Cut waste by not printing leaflets in foreign languages	1
	0.8%
Council General: Our local shopping area in New Ash Green has still not been sorted	1
	0.8%
Planning: Not completely clear on Council's stance on "travellers sites" or brown/green field development policies	1
	0.8%
Council Performance: Continue to reduce administration costs	1
	0.8%
Other: Make the residents aware of their responsibilities ie. rubbish and hedges, recycling and a healthier lifestyle	1
	0.8%
Council General: The Council should act when environmental complaints are made	1
	0.8%
Council General: More information on decisions and issues	1
	0.8%
Council General: Keep information boards up to date	1
	0.8%

Planning: Put planning plans on the website and decisions that have been made	1
	0.8%
Council General: Need a more pleasant reception when visiting Edenbridge office and it needs to be open more for tourists	1
	0.8%
Parking: More car parking spaces needed in central Sevenoaks	1
	0.8%
Council Performance: One assumes everything is run as you would expect until you find out differently	1
	0.8%
Council General: Sevenoaks is well represented at all levels, more help and facilities please for other locations	1
	0.8%
Council Tax: What does my Council Tax pay for, I would like to see more information on this	1
	0.8%
Council General: Should assist hard working people more and not just those on benefits	1
	0.8%

## Question 26

**We are interested in receiving feedback on the questionnaires we send out. To what extent do you agree with the following:**

*Question number differs to that on the questionnaire*

### **Q26a. The questionnaire is clearly laid out (n=421)**

*Please note: none of the respondents said “strongly disagree” or “don’t know” to this question*

Absolute Break % Respondents	
Base	421
<b>Q26a. The questionnaire is clearly laid out</b>	
Strongly agree	314 74.6%
Slightly agree	89 21.1%
Neither agree nor disagree	17 4.0%
Slightly disagree	1 0.2%

**Q26b. The questionnaire was easy to complete (n=423)**

*Please note none of the respondents said "don't know" to this question*

Absolute Break % Respondents	
<b>Base</b>	<b>423</b>
<b>Q26b. The questionnaire was easy to complete</b>	
<b>Strongly agree</b>	303 71.6%
<b>Slightly agree</b>	98 23.2%
<b>Neither agree nor disagree</b>	13 3.1%
<b>Slightly disagree</b>	6 1.4%
<b>Strongly disagree</b>	3 0.7%

**Q26c. The topic areas in the questionnaire are interesting to me  
(n=422)**

Absolute Break % Respondents	
<b>Base</b>	<b>422</b>
<b>Q26c. The topic areas in the questionnaire are interesting to me</b>	
<b>Strongly agree</b>	109 25.8%
<b>Slightly agree</b>	164 38.9%
<b>Neither agree nor disagree</b>	102 24.2%
<b>Slightly disagree</b>	40 9.5%
<b>Strongly disagree</b>	6 1.4%
<b>Don't know</b>	1 0.2%

**Q26d. The topic areas in the questionnaire are relevant to me  
(n=421)**

Absolute Break % Respondents	
<b>Base</b>	<b>421</b>
<b>Q26d. The topic areas in the questionnaire are relevant to me</b>	
<b>Strongly agree</b>	78 18.5%
<b>Slightly agree</b>	174 41.3%
<b>Neither agree nor disagree</b>	99 23.5%
<b>Slightly disagree</b>	54 12.8%
<b>Strongly disagree</b>	14 3.3%
<b>Don't know</b>	2 0.5%

**Q26e. Overall I am satisfied with the quality of the survey questionnaire (n=423)**

Absolute Break % Respondents	
<b>Base</b>	<b>423</b>
<b>Q26e. Overall I am satisfied with the quality of the survey questionnaire</b>	
<b>Strongly agree</b>	157 37.1%
<b>Slightly agree</b>	176 41.6%
<b>Neither agree nor disagree</b>	69 16.3%
<b>Slightly disagree</b>	8 1.9%
<b>Strongly disagree</b>	11 2.6%
<b>Don't know</b>	2 0.5%

## Question 27

### Is there anything else you would like to add? (n=88)

*Question number differs to that on the questionnaire*

*Respondents could give more than one response*

*In descending order of frequency mentioned*

Survey/Questionnaire: Would like to see questionnaire results to know how answers influence local Council decision making	5
	5.7%
Survey/Questionnaire: Some questions are unanswerable without more information	3
	3.4%
Council Tax: Reduce the Council Tax by cutting waste and non essential services	3
	3.4%
Council General: Would like to see more activities for teenagers, especially in light of employment issues at the current time	2
	2.3%
Survey/Questionnaire: These surveys seem to be about trivial activities and are a waste of money/are a waste of tax payers money	2
	2.3%
Survey/Questionnaire: Would be useful to include views about bus services and the District Council support for them in a future questionnaire	2
	2.3%
Refuse/Recycling: Excellent service regarding refuse/men very professional and efficient	2
	2.3%
Survey/Questionnaire: It should state what you hope to gain from each question	2
	2.3%
Survey/Questionnaire: General tick box questions produce expected answers and results, I therefore question the use of this questionnaire	2
	2.3%
Survey/Questionnaire: I thought the questionnaire would be anonymous with just the reference number not my name	2
	2.3%

Survey/Questionnaire: I like the section for comments and suggestions on the questionnaire	2
	2.3%
Survey/Questionnaire: I find these residents panel surveys very good, I hope this scheme continues	2
	2.3%
Survey/Questionnaire: Questions should be clearer	1
	1.1%
Future Consultation: We should have more face-to-face meetings with Councillors	1
	1.1%
Survey/Questionnaire: Some questions make unwarranted assumptions eg. Q11 does not ask if any of these are important or what "fairly" means - equality of input or outcome eg. How much to spend per head	1
	1.1%
Planning/Housing Provision: Commit and adhere to a refusal of housing development in the green belt	1
	1.1%
Council General: The Council needs to personalise its web offering	1
	1.1%
Survey/Questionnaire: Questionnaire concentrates too much on services and not enough on community	1
	1.1%
Survey/Questionnaire: This sort of thing is what you do when you don't really have a job to do. You wouldn't have the time for this rubbish if you were fighting for your life like me	1
	1.1%
Future Consultation: Council should hold open day/mornings for people to go along and ask questions, air their views and generally understand how the Council works	1
	1.1%
Street Cleaning: Street cleaning in our village is done well (respondent lives in Penshurst)	1
	1.1%
Survey/Questionnaire: Some questions are leading and stilted	1
	1.1%

Council General: You should have some quality control to get benefits	1
	1.1%
Survey/Questionnaire: I don't really think my comments can alter life in Sevenoaks, are the statistics given on page 2 seen as satisfactory and therefore no further input is required	1
	1.1%
Survey/Questionnaire: Would it be possible to complete the questionnaire online or via email	1
	1.1%
Highways Maintenance: Repair of potholes in local roads needs improving if funds are available	1
	1.1%
Survey/Questionnaire: Why not write your own answers, how can you slightly agree, you either do or you don't	1
	1.1%
Council General: I feel the Council is doing its best to improve local children's areas	1
	1.1%
Refuse/Recycling: It would help to have a garden wheelie bin collection	1
	1.1%
Council General: The Council is doing its best to keep green	1
	1.1%
Refuse/Recycling: The Council should be making more effort to enable all plastic to be recycled	1
	1.1%
Refuse/Recycling: Excellent service regarding recycling	1
	1.1%
Other: The Council is letting the elderly and infirm down dramatically by outsourcing residential care	1
	1.1%
Highways Maintenance: Road surfaces are very dangerous for bikes	1
	1.1%
Other: Improve bus service to Sevenoaks from Toys Hill and Brasted Chart	1
	1.1%
Survey/Questionnaire: You need to spell out what topics such as "treating different groups fairly" actually involves	1

	1.1%
Other: Surprised no mention of speed restrictions especially in Sevenoaks Road, Otford, past Sainsbury's to Otford Pond is a speed track as is the High Street	1
	1.1%
Parking: More car parking in Otford streets close to railway station	1
	1.1%
Survey/Questionnaire: How much did the survey cost and was the feedback worth it, was it money well spent ?	1
	1.1%
Leisure: Thanks for sorting out the Stag Theatre	1
	1.1%
Survey/Questionnaire: I realise through completing the questionnaire that I don't know very much about the District Council	1
	1.1%
Council General: Road safety is of critical importance, unless and until this area is included in the remit of the District Council, questions about safety only address part of the overall issue	1
	1.1%
Planning/Housing Provision: Housing, like the schemes going up, allow more building at the edges of towns and keep green spaces inside town envelopes	1
	1.1%
Survey/Questionnaire: Questionnaires have almost dried up, there used to be 2 a year	1
	1.1%
Survey/Questionnaire: Survey should include comments on decisions made by Council to gage support ie parking charges	1
	1.1%
Survey/Questionnaire: Often a neutral option is missing in the questions	1
	1.1%
Survey/Questionnaire: Most of the issues I'm interested in are not addressed in your questionnaire	1
	1.1%
Survey/Questionnaire: I don't feel services are improving from the results of these surveys	1
	1.1%

Survey/Questionnaire: Q1 and Q2 layout was confusing	1
	1.1%
Council General: Strive to reduce bureaucracy	1
	1.1%
Council Spending: Council must learn to cut back and save money and tell us what they have done to do so	1
	1.1%
Survey/Questionnaire: Add a box to each question to accommodate specific areas of concern to see if common theme	1
	1.1%
Council General: When is Sevenoaks District Council going to help our village association and Parish Council rejuvenate our local shopping area (respondent lives in New Ash Green)	1
	1.1%
Planning: Encourage new building development to be in tune with the local buildings	1
	1.1%
Highways Maintenance: Drain cleaning before winter arrives	1
	1.1%
Refuse/Recycling: Monthly refuse collection used to take place, not certain now	1
	1.1%
Highways Maintenance: Roads in Edenbridge are in a terrible state	1
	1.1%
Crime/Community Safety: Do something about the drunken louts	1
	1.1%
Planning: Council needs to address vacant and boarded up building sites where planning permission has been given for speculative development	1
	1.1%
Other: Overall Sevenoaks is a pleasant, safe place to live	1
	1.1%
Other: In Sevenoaks there are problems regarding transport for people without cars who live outside the central area	1
	1.1%
Leisure: Encourage arts in Swanley	1

	1.1%
Council General: More facilities are available in other Council parts than Swanley	1
	1.1%
Council General: The constitution should be amended to allow opposition parties greater representation on scrutiny committees	1
	1.1%
Other: I will no longer support the current administration at the ballot box due to issues I have highlighted and lack of police presence in rural areas	1
	1.1%
Council General: Councillors should live in areas they serve	1
	1.1%
Highways Management: Road works should be completed in a timely fashion	1
	1.1%
Council Tax: I would like to know why Swanley residents pay more Council Tax than Sevenoaks yet Sevenoaks is better maintained	1
	1.1%
Parking: There is no facility for overnight parking if one has a drink and does the responsible thing in using a taxi to get home	1
	1.1%
Other: Decline in local pubs	1
	1.1%
Highways Management: Cycle lanes	1
	1.1%
Other: Earlier train to London on Sundays for work	1
	1.1%
Highways Maintenance: Regular road maintenance	1
	1.1%
Other: Asda trolleys nuisance in alleyway near Lilac Gardens	1
	1.1%
Council General: We need to understand clear policies	1
	1.1%
Economic Development: Do more to support business in Sevenoaks town, better access, one way system, parking, lower business rates, expand facilities for Wednesday market	1

	1.1%
Highways Management: During winter my village had no salt for roads and paths (respondent lives in Hextable)	1
	1.1%
Other: Concessionary rail travel	1
	1.1%
Refuse/Recycling: Is recycling fully carried out	1
	1.1%
Survey/Questionnaire: Questions covering traffic and local road safety would be welcomed	1
	1.1%
Other: Senior Citizens in Sevenoaks area get much less provided for them than other areas eg. leisure activities, funding of grants for home upkeep etc.	1
	1.1%

## APPENDIX 1

Copy of the Questionnaire

# Listening to your views!

Dear <Panel member salutation>

Welcome to our latest Residents' Panel survey.

This questionnaire focuses on:

- Keeping you informed
- Treating people fairly
- Travelling by taxi
- Local services

A few of these questions have been asked in previous Panel surveys. By asking them again we are able to update our understanding of the issues and see what impact changes to services have had on your opinions.

When you have completed the questionnaire please return it to JB Market Research Services in the enclosed envelope – no stamp required - by **Tuesday 7<sup>th</sup> July 2009**.

All the information you give will be treated in the strictest confidence. When JB Market Research Services presents the results to the District Council, no answers will be attributed to individuals. JB Market Research Services will never pass on any personal information to any other organisation.

If you have any queries, you can contact:  
JB Market Research Services helpline on 01303 249334  
(e-mail: [judy@jbmarketresearch.co.uk](mailto:judy@jbmarketresearch.co.uk))

I hope you enjoy completing this questionnaire and I look forward to hearing your views.

Thank you to all those Panel members who took the time to complete our last Panel survey. A summary of the results is included on page 2.

Thank you very much for your help in advance.

Yours sincerely



Robin Hales  
Chief Executive



**Asking for and listening to the views of local people**

## Residents' Panel Survey 10 – summary of results

### Our Countryside service

You said: *When referring to one or more of the countryside sites managed by the Council that respondents had visited:*

- 75% said that they 'strongly agree' or 'slightly agree' that the site is/sites are well maintained
- 87% said that they 'strongly agree' or 'slightly agree' that it is appropriate for the countryside site(s) to be owned, maintained and managed by Sevenoaks District Council
- 37% of respondents, when spontaneously asked, felt that in order to improve the countryside services offered by the Council, they should be 'advertised/promoted/publicised'

We will: • Use the results to inform a review of our services and target future spending and budgeting

### Contacting Sevenoaks District Council

You said: *Of those who visited a Council office:*

- 73% said that overall they either 'strongly agree' or 'slightly agree' that they were satisfied with the visit

*Of those who telephoned:*

- 70% said that overall they either 'strongly agree' or 'slightly agree' that they were satisfied with the telephone call

*Of those who emailed/used the website:*

- 63% said they either 'strongly agree' or 'slightly agree' that the reply told them what they needed to know

We will: • Use your answers to help us improve areas where customer needs and expectations are not being met to a high standard

### Housing

You said: • 87% of respondents said 'yes' people with local connections should be given additional priority for housing in Sevenoaks District

- 70% of respondents said 'no' green belt land should not be released to help meet the housing needs of its residents

- When asked to spontaneously say what the most important housing issue in the District is, the most cited issue was 'affordability for first time buyers/lack of property available for first time buyers [affordability]' by 8% of respondents

We will: • Use your answers as evidence to inform the Council's new housing strategy

### Sevenoaks District Sustainable Community Action Plan

You said: • 95% of respondents said they felt either 'very safe' or 'fairly safe' in the District of Sevenoaks 'outside during the day', 65% 'outside after dark'

- 56% said they either 'strongly agree' or 'slightly agree' with the statement that "My local area is a place where people from different backgrounds and cultures get on well together"

We will: • Use the results to measure performance and target community safety activities, particularly regarding the geographic distribution of 'fear of crime'

Please note that all percentages have been rounded to whole numbers.

For full results see: [www.sevenoaks.gov.uk/residentspanel](http://www.sevenoaks.gov.uk/residentspanel)

## Helpful hints for completing this questionnaire

- The questionnaire should be completed by the person to whom it is addressed.
- Please read each question carefully and tick a box to indicate your answer. In most cases you will only have to tick one box but please read the questions carefully, as sometimes you will need to tick more than one box.
- The survey consists of 12 pages and should take no longer than 20 minutes to complete. Once you have completed the questionnaire please take a minute to check you have answered all the questions that you should have answered.
- Please return your completed questionnaire, in the FREEPOST envelope supplied, by **Tuesday 7<sup>th</sup> July 2009**.
- You do not need to add a stamp. If you cannot find the FREEPOST envelope please send your completed questionnaire to: JB Market Research Services, FREEPOST NAT5473, PO Box 568, Folkestone CT20 3BR
- If you have any queries about the questionnaire please contact JB Market Research Services on their telephone helpline 01303 249334 or by e-mailing [judy@jbmarketresearch.co.uk](mailto:judy@jbmarketresearch.co.uk). Alternatively contact Lucy Baldwin on 01732 227000, email: [panel@sevenoaks.gov.uk](mailto:panel@sevenoaks.gov.uk) or visit [www.sevenoaks.gov.uk/residentspanel](http://www.sevenoaks.gov.uk/residentspanel)
- If you require a large print copy please contact the JB Market Research Services helpline on 01303 249334

### Have your contact details changed?

First of all, we would like to ensure that the contact details we have for you are correct. Please look at the address label on the envelope in which you received this questionnaire, and if you would like to make any amendments, please write them in the relevant section below.

Your name:

Your address:

Your postcode:

There may be times when we would like to contact you at short notice. Please let us have your e-mail address and telephone number.

Your e-mail address:

Your telephone number:

## Section 1: Keeping you informed

Sevenoaks District Council provides a wide range of services to residents and businesses across the District. We are keen to find out how you receive information about the Council and how well informed you feel you are about Council services.

This section summarises the key services provided by Sevenoaks District Council:

### **Refuse collection and recycling**

Collection of household waste, Household waste recycling services

### **Community safety and development**

Community safety, CCTV, Health and environmental projects, Edenbridge Local Warden, Grants for voluntary groups, Activities for young people

### **Street cleaning**

Cleaning streets and footpaths, Removal of fly tipped waste, Removal of abandoned vehicles

### **Environmental Health and Licensing**

Food safety, Health & Safety at work, Public health issues, Pest control, Animal welfare, Dog Control, Noise and other nuisance, Licensing

### **Planning**

Planning applications, Advice on planning matters, Conservation Areas, Building regulations, Land Charge Searches, Tree Preservation Orders

### **Housing**

Advice or assistance, "Decent Homes Standard", Housing Strategy, Licensing of mobile homes, caravans and houses of multiple occupation

### **Parking and related services**

Parking, Sevenoaks Bus Station, Concessionary fares, Minibus services, Street naming and numbering

### **Leisure and Arts**

Arts development, STAG theatre and cinema, Parks and open spaces, Leisure centres (with Sencio Community Leisure Trust)

### **Local tax collection**

Council Tax collection

### **Benefits**

Housing Benefit and Council Tax Benefit

### **Economic development**

Support to businesses and encouragement of inward investment, Markets, Promotion of tourism

**Q1. From which of the following sources do you receive information about Sevenoaks District Council?** Please ✓ all the boxes that apply

	<b>Q1</b>	<b>Q2</b>
By telephoning the District Council	<input type="checkbox"/> <sub>1</sub>	<input type="checkbox"/> <sub>1</sub>
By writing to the District Council	<input type="checkbox"/> <sub>2</sub>	<input type="checkbox"/> <sub>2</sub>
By e-mailing the District Council	<input type="checkbox"/> <sub>3</sub>	<input type="checkbox"/> <sub>3</sub>
By visiting the Council's website	<input type="checkbox"/> <sub>4</sub>	<input type="checkbox"/> <sub>4</sub>
Word of mouth from friends / family / colleagues	<input type="checkbox"/> <sub>5</sub>	<input type="checkbox"/> <sub>5</sub>
From contact with a District Councillor	<input type="checkbox"/> <sub>6</sub>	<input type="checkbox"/> <sub>6</sub>
From a leaflet picked up in a library / other location	<input type="checkbox"/> <sub>7</sub>	<input type="checkbox"/> <sub>7</sub>
From a leaflet delivered to your home	<input type="checkbox"/> <sub>8</sub>	<input type="checkbox"/> <sub>8</sub>
From the Citizens' Advice Bureau	<input type="checkbox"/> <sub>9</sub>	<input type="checkbox"/> <sub>9</sub>
From a local newspaper	<input type="checkbox"/> <sub>10</sub>	<input type="checkbox"/> <sub>10</sub>
From local radio	<input type="checkbox"/> <sub>11</sub>	<input type="checkbox"/> <sub>11</sub>
From local television	<input type="checkbox"/> <sub>12</sub>	<input type="checkbox"/> <sub>12</sub>
By going into a District Council office	<input type="checkbox"/> <sub>13</sub>	<input type="checkbox"/> <sub>13</sub>
From having a meeting with District Council staff	<input type="checkbox"/> <sub>14</sub>	<input type="checkbox"/> <sub>14</sub>
From the District Council's magazine <i>In Shape</i>	<input type="checkbox"/> <sub>15</sub>	<input type="checkbox"/> <sub>15</sub>
By going to a District Council road show or listening day	<input type="checkbox"/> <sub>16</sub>	<input type="checkbox"/> <sub>16</sub>
From information enclosed with the Council Tax bill	<input type="checkbox"/> <sub>17</sub>	<input type="checkbox"/> <sub>17</sub>
None	<input type="checkbox"/> <sub>18</sub>	<input type="checkbox"/> <sub>18</sub>
Don't know	<input type="checkbox"/> <sub>19</sub>	<input type="checkbox"/> <sub>19</sub>
Other Please write in below	<input type="checkbox"/> <sub>20</sub>	<input type="checkbox"/> <sub>20</sub>
<div style="border: 1px solid black; height: 20px; width: 100%;"></div>		

**Q2. Looking at the sources of information about the Council that you have ticked, which do you find the most useful?** Please ✓ one or more of the boxes under Q2 above

**Q3. How well informed are you about the Council's services and activities?** Please

✓ one box on each row

	Very well informed	Fairly well informed	Not very well informed	Not well informed at all	Don't know
Refuse collection and recycling	<input type="checkbox"/> <sub>1</sub>	<input type="checkbox"/> <sub>2</sub>	<input type="checkbox"/> <sub>3</sub>	<input type="checkbox"/> <sub>4</sub>	<input type="checkbox"/> <sub>5</sub>
Community safety and development	<input type="checkbox"/> <sub>1</sub>	<input type="checkbox"/> <sub>2</sub>	<input type="checkbox"/> <sub>3</sub>	<input type="checkbox"/> <sub>4</sub>	<input type="checkbox"/> <sub>5</sub>
Street cleaning	<input type="checkbox"/> <sub>1</sub>	<input type="checkbox"/> <sub>2</sub>	<input type="checkbox"/> <sub>3</sub>	<input type="checkbox"/> <sub>4</sub>	<input type="checkbox"/> <sub>5</sub>
Environmental Health and Licensing	<input type="checkbox"/> <sub>1</sub>	<input type="checkbox"/> <sub>2</sub>	<input type="checkbox"/> <sub>3</sub>	<input type="checkbox"/> <sub>4</sub>	<input type="checkbox"/> <sub>5</sub>
Planning	<input type="checkbox"/> <sub>1</sub>	<input type="checkbox"/> <sub>2</sub>	<input type="checkbox"/> <sub>3</sub>	<input type="checkbox"/> <sub>4</sub>	<input type="checkbox"/> <sub>5</sub>
Housing	<input type="checkbox"/> <sub>1</sub>	<input type="checkbox"/> <sub>2</sub>	<input type="checkbox"/> <sub>3</sub>	<input type="checkbox"/> <sub>4</sub>	<input type="checkbox"/> <sub>5</sub>
Parking and related services	<input type="checkbox"/> <sub>1</sub>	<input type="checkbox"/> <sub>2</sub>	<input type="checkbox"/> <sub>3</sub>	<input type="checkbox"/> <sub>4</sub>	<input type="checkbox"/> <sub>5</sub>
Leisure and Arts	<input type="checkbox"/> <sub>1</sub>	<input type="checkbox"/> <sub>2</sub>	<input type="checkbox"/> <sub>3</sub>	<input type="checkbox"/> <sub>4</sub>	<input type="checkbox"/> <sub>5</sub>
Local tax collection	<input type="checkbox"/> <sub>1</sub>	<input type="checkbox"/> <sub>2</sub>	<input type="checkbox"/> <sub>3</sub>	<input type="checkbox"/> <sub>4</sub>	<input type="checkbox"/> <sub>5</sub>
Benefits	<input type="checkbox"/> <sub>1</sub>	<input type="checkbox"/> <sub>2</sub>	<input type="checkbox"/> <sub>3</sub>	<input type="checkbox"/> <sub>4</sub>	<input type="checkbox"/> <sub>5</sub>
Economic development	<input type="checkbox"/> <sub>1</sub>	<input type="checkbox"/> <sub>2</sub>	<input type="checkbox"/> <sub>3</sub>	<input type="checkbox"/> <sub>4</sub>	<input type="checkbox"/> <sub>5</sub>

**Q4. Overall, how well informed are you about the Council?** Please ✓ one box only

Very well informed	Fairly well informed	Not very well informed	Not well informed at all	Don't know
<input type="checkbox"/> <sub>1</sub>	<input type="checkbox"/> <sub>2</sub>	<input type="checkbox"/> <sub>3</sub>	<input type="checkbox"/> <sub>4</sub>	<input type="checkbox"/> <sub>5</sub>

**Q5. Do you have any further comments or suggestions about how Sevenoaks District Council could improve how it makes information available to you?**

Please write in the box below

*In Shape* is the Council's magazine, which is sent to residents and businesses three times a year. Its purpose is to inform about Council activities and services. On average, *In Shape* costs 18.5p per copy to design, print and distribute.

**Q6. Did you receive a copy of the Spring 2009 issue of *In Shape*?** Please ✓ one box only

Yes	No	Don't know
<input type="checkbox"/> <sub>1</sub>	<input type="checkbox"/> <sub>2</sub>	<input type="checkbox"/> <sub>3</sub>

**Q7. How long do you normally spend reading your copy of *In Shape*?** Please ✓ one box only

10 minutes or less	More than 10 minutes	Don't read it
<input type="checkbox"/> <sub>1</sub>	<input type="checkbox"/> <sub>2</sub>	<input type="checkbox"/> <sub>3</sub>

**Q8. Please tell us how strongly you agree or disagree with the following statements about *In Shape*.** Please ✓ one box on each row

	Strongly agree	Agree	Disagree	Strongly disagree	Don't know
It only covers the Council's successes, not its failures	<input type="checkbox"/> <sub>1</sub>	<input type="checkbox"/> <sub>2</sub>	<input type="checkbox"/> <sub>3</sub>	<input type="checkbox"/> <sub>4</sub>	<input type="checkbox"/> <sub>5</sub>
It is easy to read	<input type="checkbox"/> <sub>1</sub>	<input type="checkbox"/> <sub>2</sub>	<input type="checkbox"/> <sub>3</sub>	<input type="checkbox"/> <sub>4</sub>	<input type="checkbox"/> <sub>5</sub>
It simply repeats news I have already read in my local paper	<input type="checkbox"/> <sub>1</sub>	<input type="checkbox"/> <sub>2</sub>	<input type="checkbox"/> <sub>3</sub>	<input type="checkbox"/> <sub>4</sub>	<input type="checkbox"/> <sub>5</sub>
It is colourful and well produced	<input type="checkbox"/> <sub>1</sub>	<input type="checkbox"/> <sub>2</sub>	<input type="checkbox"/> <sub>3</sub>	<input type="checkbox"/> <sub>4</sub>	<input type="checkbox"/> <sub>5</sub>
It helps to keep me informed about the Council's work and local services	<input type="checkbox"/> <sub>1</sub>	<input type="checkbox"/> <sub>2</sub>	<input type="checkbox"/> <sub>3</sub>	<input type="checkbox"/> <sub>4</sub>	<input type="checkbox"/> <sub>5</sub>
It is a waste of money	<input type="checkbox"/> <sub>1</sub>	<input type="checkbox"/> <sub>2</sub>	<input type="checkbox"/> <sub>3</sub>	<input type="checkbox"/> <sub>4</sub>	<input type="checkbox"/> <sub>5</sub>

**Q9. *In Shape* is produced three times a year. Do you think this is ...?** Please ✓ one box only

Too often	About right	Not often enough	No opinion
<input type="checkbox"/> <sub>1</sub>	<input type="checkbox"/> <sub>2</sub>	<input type="checkbox"/> <sub>3</sub>	<input type="checkbox"/> <sub>4</sub>

**Q10. Do you have any further comments or suggestions about *In Shape*? Please write in the box below**

**Section 2: Treating people fairly**

Sevenoaks District Council is committed to providing services appropriate for the needs of the local population. We would like to know whether you think you are treated fairly by the Council so we can establish whether we are meeting the needs of all individuals.

**Q11. Overall, thinking about how Sevenoaks District Council treats you and other people, do you think the Council treats the following groups fairly? Please ✓ one box on each row**

	Strongly agree	Agree	Disagree	Strongly disagree	Don't know
People of different races	<input type="checkbox"/> <sub>1</sub>	<input type="checkbox"/> <sub>2</sub>	<input type="checkbox"/> <sub>3</sub>	<input type="checkbox"/> <sub>4</sub>	<input type="checkbox"/> <sub>5</sub>
People with disabilities	<input type="checkbox"/> <sub>1</sub>	<input type="checkbox"/> <sub>2</sub>	<input type="checkbox"/> <sub>3</sub>	<input type="checkbox"/> <sub>4</sub>	<input type="checkbox"/> <sub>5</sub>
Males and females	<input type="checkbox"/> <sub>1</sub>	<input type="checkbox"/> <sub>2</sub>	<input type="checkbox"/> <sub>3</sub>	<input type="checkbox"/> <sub>4</sub>	<input type="checkbox"/> <sub>5</sub>
People of different ages	<input type="checkbox"/> <sub>1</sub>	<input type="checkbox"/> <sub>2</sub>	<input type="checkbox"/> <sub>3</sub>	<input type="checkbox"/> <sub>4</sub>	<input type="checkbox"/> <sub>5</sub>
People with different faiths or beliefs	<input type="checkbox"/> <sub>1</sub>	<input type="checkbox"/> <sub>2</sub>	<input type="checkbox"/> <sub>3</sub>	<input type="checkbox"/> <sub>4</sub>	<input type="checkbox"/> <sub>5</sub>
People with diverse sexual orientations	<input type="checkbox"/> <sub>1</sub>	<input type="checkbox"/> <sub>2</sub>	<input type="checkbox"/> <sub>3</sub>	<input type="checkbox"/> <sub>4</sub>	<input type="checkbox"/> <sub>5</sub>

**Q12. If you have answered 'Disagree' or 'Strongly disagree' to any of the above, please say why. Please write in the box below**

**Q13. Do you have any further comments or suggestions about valuing diversity, promoting equality? Please write in the box below**

### Section 3: Travelling by taxi

The Council is responsible for licensing all hire vehicles which operate in Sevenoaks District. We would like to find out about your experience of using taxis in the District so we can establish whether current provision is in line with demand.

**Q14. On average, how often do you use taxis to travel in the District?** Please ✓ one box only

Daily	<input type="checkbox"/> <sub>1</sub>	
Weekly	<input type="checkbox"/> <sub>2</sub>	
Monthly	<input type="checkbox"/> <sub>3</sub>	
Annually	<input type="checkbox"/> <sub>4</sub>	
Never	<input type="checkbox"/> <sub>5</sub>	Go to Q20
Other	<input type="checkbox"/> <sub>6</sub>	Please write in <input style="width: 150px; height: 20px;" type="text"/>

**Q15. What distance do you travel on an average taxi journey?** Please ✓ one box only

Less than 5 miles	5-10 miles	11-20 miles	21-30 miles	More than 30 miles
<input type="checkbox"/> <sub>1</sub>	<input type="checkbox"/> <sub>2</sub>	<input type="checkbox"/> <sub>3</sub>	<input type="checkbox"/> <sub>4</sub>	<input type="checkbox"/> <sub>5</sub>

**Q16. How do you arrange your taxi journey(s)?** Please ✓ all that apply

Telephone booking	At a taxi rank	Other	Please write in
<input type="checkbox"/> <sub>1</sub>	<input type="checkbox"/> <sub>2</sub>	<input type="checkbox"/> <sub>3</sub>	<input style="width: 250px; height: 30px;" type="text"/>

**Q17. In the last year, why have you travelled by taxi?** Please ✓ all that apply

To access other types of public transport e.g. train / bus stations	<input type="checkbox"/> <sub>1</sub>	
Social / leisure	<input type="checkbox"/> <sub>2</sub>	
Business	<input type="checkbox"/> <sub>3</sub>	
To access health services	<input type="checkbox"/> <sub>4</sub>	
Other please write in	<input type="checkbox"/> <sub>5</sub>	<input style="width: 300px; height: 30px;" type="text"/>

**Q18. Please tell us how strongly you agree or disagree with the following**

**statements.** Please ✓ one box on each row

Taxi vehicles are safe, comfortable and accessible for:	Strongly agree	Agree	Disagree	Strongly disagree	Don't know
People with disabilities	<input type="checkbox"/> <sub>1</sub>	<input type="checkbox"/> <sub>2</sub>	<input type="checkbox"/> <sub>3</sub>	<input type="checkbox"/> <sub>4</sub>	<input type="checkbox"/> <sub>5</sub>
People with mobility difficulties	<input type="checkbox"/> <sub>1</sub>	<input type="checkbox"/> <sub>2</sub>	<input type="checkbox"/> <sub>3</sub>	<input type="checkbox"/> <sub>4</sub>	<input type="checkbox"/> <sub>5</sub>
People with pushchairs	<input type="checkbox"/> <sub>1</sub>	<input type="checkbox"/> <sub>2</sub>	<input type="checkbox"/> <sub>3</sub>	<input type="checkbox"/> <sub>4</sub>	<input type="checkbox"/> <sub>5</sub>
People in rural areas	<input type="checkbox"/> <sub>1</sub>	<input type="checkbox"/> <sub>2</sub>	<input type="checkbox"/> <sub>3</sub>	<input type="checkbox"/> <sub>4</sub>	<input type="checkbox"/> <sub>5</sub>
All residents	<input type="checkbox"/> <sub>1</sub>	<input type="checkbox"/> <sub>2</sub>	<input type="checkbox"/> <sub>3</sub>	<input type="checkbox"/> <sub>4</sub>	<input type="checkbox"/> <sub>5</sub>

**Q19. If you have answered 'Disagree' or 'Strongly disagree' to any of the above, please say why.** Please write in the box below

**Q20. Do you have any further comments or suggestions about travelling by taxis in the District?** Please write in the box below

**Section 4: Local services**

Sevenoaks District Council provides many services to the local community and also has a role in planning, supporting, encouraging or overseeing many other services. We would like to hear your views on those services. For more information, please see the list of services on page 4.

**Q21. Please tell us which of the following services you have used in the last 12 months, then tell us your opinion of these services. We would like to know how satisfied or dissatisfied you are with these services even if you yourself have not had direct experience of them.** Please ✓ two boxes on each row

	Have used in last 12 months?		Very satisfied	Fairly satisfied	Neither satisfied nor dissatisfied	Fairly dissatisfied	Very dissatisfied	Don't know
	Yes	No						
Refuse collection and recycling	<input type="checkbox"/> <sub>1</sub>	<input type="checkbox"/> <sub>2</sub>	<input type="checkbox"/> <sub>1</sub>	<input type="checkbox"/> <sub>2</sub>	<input type="checkbox"/> <sub>3</sub>	<input type="checkbox"/> <sub>4</sub>	<input type="checkbox"/> <sub>5</sub>	<input type="checkbox"/> <sub>6</sub>
Street cleaning	<input type="checkbox"/> <sub>1</sub>	<input type="checkbox"/> <sub>2</sub>	<input type="checkbox"/> <sub>1</sub>	<input type="checkbox"/> <sub>2</sub>	<input type="checkbox"/> <sub>3</sub>	<input type="checkbox"/> <sub>4</sub>	<input type="checkbox"/> <sub>5</sub>	<input type="checkbox"/> <sub>6</sub>

	Have used in last 12 months?		Very satisfied	Fairly satisfied	Neither satisfied nor dissatisfied	Fairly dissatisfied	Very dissatisfied	Don't know
	Yes	No						
Environmental Health and Licensing	<input type="checkbox"/> <sub>1</sub>	<input type="checkbox"/> <sub>2</sub>	<input type="checkbox"/> <sub>1</sub>	<input type="checkbox"/> <sub>2</sub>	<input type="checkbox"/> <sub>3</sub>	<input type="checkbox"/> <sub>4</sub>	<input type="checkbox"/> <sub>5</sub>	<input type="checkbox"/> <sub>6</sub>
Planning	<input type="checkbox"/> <sub>1</sub>	<input type="checkbox"/> <sub>2</sub>	<input type="checkbox"/> <sub>1</sub>	<input type="checkbox"/> <sub>2</sub>	<input type="checkbox"/> <sub>3</sub>	<input type="checkbox"/> <sub>4</sub>	<input type="checkbox"/> <sub>5</sub>	<input type="checkbox"/> <sub>6</sub>
Council Tax collection	<input type="checkbox"/> <sub>1</sub>	<input type="checkbox"/> <sub>2</sub>	<input type="checkbox"/> <sub>1</sub>	<input type="checkbox"/> <sub>2</sub>	<input type="checkbox"/> <sub>3</sub>	<input type="checkbox"/> <sub>4</sub>	<input type="checkbox"/> <sub>5</sub>	<input type="checkbox"/> <sub>6</sub>
Benefits	<input type="checkbox"/> <sub>1</sub>	<input type="checkbox"/> <sub>2</sub>	<input type="checkbox"/> <sub>1</sub>	<input type="checkbox"/> <sub>2</sub>	<input type="checkbox"/> <sub>3</sub>	<input type="checkbox"/> <sub>4</sub>	<input type="checkbox"/> <sub>5</sub>	<input type="checkbox"/> <sub>6</sub>
Housing	<input type="checkbox"/> <sub>1</sub>	<input type="checkbox"/> <sub>2</sub>	<input type="checkbox"/> <sub>1</sub>	<input type="checkbox"/> <sub>2</sub>	<input type="checkbox"/> <sub>3</sub>	<input type="checkbox"/> <sub>4</sub>	<input type="checkbox"/> <sub>5</sub>	<input type="checkbox"/> <sub>6</sub>

**Q22. To what extent do you think these statements apply to Sevenoaks District Council? My council....** Please ✓ one box on each row

	A great deal	To some extent	Not very much	Not at all	Don't know
...is making the local area a better place to live	<input type="checkbox"/> <sub>1</sub>	<input type="checkbox"/> <sub>2</sub>	<input type="checkbox"/> <sub>3</sub>	<input type="checkbox"/> <sub>4</sub>	<input type="checkbox"/> <sub>5</sub>
...is working to make the area safer	<input type="checkbox"/> <sub>1</sub>	<input type="checkbox"/> <sub>2</sub>	<input type="checkbox"/> <sub>3</sub>	<input type="checkbox"/> <sub>4</sub>	<input type="checkbox"/> <sub>5</sub>
...is working to make the area cleaner and greener	<input type="checkbox"/> <sub>1</sub>	<input type="checkbox"/> <sub>2</sub>	<input type="checkbox"/> <sub>3</sub>	<input type="checkbox"/> <sub>4</sub>	<input type="checkbox"/> <sub>5</sub>
...is efficient and well run	<input type="checkbox"/> <sub>1</sub>	<input type="checkbox"/> <sub>2</sub>	<input type="checkbox"/> <sub>3</sub>	<input type="checkbox"/> <sub>4</sub>	<input type="checkbox"/> <sub>5</sub>
...provides good value for money	<input type="checkbox"/> <sub>1</sub>	<input type="checkbox"/> <sub>2</sub>	<input type="checkbox"/> <sub>3</sub>	<input type="checkbox"/> <sub>4</sub>	<input type="checkbox"/> <sub>5</sub>
...is trustworthy	<input type="checkbox"/> <sub>1</sub>	<input type="checkbox"/> <sub>2</sub>	<input type="checkbox"/> <sub>3</sub>	<input type="checkbox"/> <sub>4</sub>	<input type="checkbox"/> <sub>5</sub>
...acts on the concerns of local residents	<input type="checkbox"/> <sub>1</sub>	<input type="checkbox"/> <sub>2</sub>	<input type="checkbox"/> <sub>3</sub>	<input type="checkbox"/> <sub>4</sub>	<input type="checkbox"/> <sub>5</sub>

**Q23. Taking everything into account, how satisfied are you with the way Sevenoaks District Council runs things?** Please ✓ one box only

Very satisfied	Fairly satisfied	Neither satisfied nor dissatisfied	Fairly dissatisfied	Very dissatisfied	Don't know
<input type="checkbox"/> <sub>1</sub>	<input type="checkbox"/> <sub>2</sub>	<input type="checkbox"/> <sub>3</sub>	<input type="checkbox"/> <sub>4</sub>	<input type="checkbox"/> <sub>5</sub>	<input type="checkbox"/> <sub>6</sub>

**Q24. Do you have any further comments or suggestions about the way the Council runs things?** Please write in the box below

## Section 5: Managing the Panel

We are committed to strengthening how we consult with local people. Part of this work centres on how we consult using the Residents' Panel.

**Q25. We are interested in receiving feedback on the questionnaires we send out. To what extent do you agree with the following ...?** Please ✓ one box for each row

	Strongly agree	Slightly agree	Neither agree nor disagree	Slightly disagree	Strongly disagree	Don't know
The questionnaire is clearly laid out	<input type="checkbox"/> <sub>1</sub>	<input type="checkbox"/> <sub>2</sub>	<input type="checkbox"/> <sub>3</sub>	<input type="checkbox"/> <sub>4</sub>	<input type="checkbox"/> <sub>5</sub>	<input type="checkbox"/> <sub>6</sub>
The questionnaire was easy to complete	<input type="checkbox"/> <sub>1</sub>	<input type="checkbox"/> <sub>2</sub>	<input type="checkbox"/> <sub>3</sub>	<input type="checkbox"/> <sub>4</sub>	<input type="checkbox"/> <sub>5</sub>	<input type="checkbox"/> <sub>6</sub>
The topic areas in the questionnaire are interesting to me	<input type="checkbox"/> <sub>1</sub>	<input type="checkbox"/> <sub>2</sub>	<input type="checkbox"/> <sub>3</sub>	<input type="checkbox"/> <sub>4</sub>	<input type="checkbox"/> <sub>5</sub>	<input type="checkbox"/> <sub>6</sub>
The topic areas in the questionnaire are relevant to me	<input type="checkbox"/> <sub>1</sub>	<input type="checkbox"/> <sub>2</sub>	<input type="checkbox"/> <sub>3</sub>	<input type="checkbox"/> <sub>4</sub>	<input type="checkbox"/> <sub>5</sub>	<input type="checkbox"/> <sub>6</sub>
Overall, I am satisfied with the quality of the survey questionnaire	<input type="checkbox"/> <sub>1</sub>	<input type="checkbox"/> <sub>2</sub>	<input type="checkbox"/> <sub>3</sub>	<input type="checkbox"/> <sub>4</sub>	<input type="checkbox"/> <sub>5</sub>	<input type="checkbox"/> <sub>6</sub>

## Section 6: Other comments and suggestions

**Q26. Is there anything else you would like to add?** If so, please write in the box below

**Important note:**

- Due to data protection issues, no answers will be attributed to individuals. We are therefore unable to respond directly to the comments, requests or enquiries you include on this questionnaire.
- If you would like to contact Sevenoaks District Council ...

Call:	01732 227000
E-mail:	information@sevenoaks.gov.uk
Visit:	www.sevenoaks.gov.uk
Write to:	Sevenoaks District Council, Council Offices, Argyle Road, Sevenoaks, Kent TN13 1HG

**Thank you very much for taking part**

**Please return your completed questionnaire in the FREEPOST envelope supplied by Tuesday 7<sup>th</sup> July 2009**

**You do not need to add a stamp** If you cannot find the FREEPOST envelope, please send your completed questionnaire to: *JB Market Research Services, FREEPOST NAT5473, PO Box 568, Folkestone CT20 3BR*

June 2009

## APPENDIX 2

Question 25 and Question 27

Prefixed responses grouped by topic and in descending order of frequency

## Question 25

### Do you have any further comments or suggestions about the way the Council runs things? (n=130)

*Responses prefixed and grouped by topic*

*Respondents could give more than one response*

*In descending order of frequency mentioned and by topic*

*Question number differs to that on the questionnaire*

<b>Council General:</b> Swanley seems to be the poor relation to Sevenoaks District Council	5
	3.8%
Council General: Scrapping of bulky refuse collection service was a big mistake/unpopular	3
	2.3%
Council General: New Ash Green is ignored by the Council	3
	2.3%
Council General: Facilities better in town than everywhere else, town is priority	2
	1.5%
Council General: I bet your pensions are big fat and juicy and you get lovely holidays, good luck to you all	1
	0.8%
Council General: Hartley seems to be ignored	1
	0.8%
Council General: More information on decisions and issues	1
	0.8%
Council General: Keep information boards up to date	1
	0.8%
Council General: Councillors ineffective and controlled by Officers and Officers are accountable	1
	0.8%
Council General: Our local shopping area in New Ash Green has still not been sorted	1
	0.8%
Council General: The Council should act when environmental complaints are made	1
	0.8%
Council General: Could delegate more to Parish Councils	1
	0.8%
Council General: Closing public toilets in the district was a bad decision	1

	0.8%
Council General: Lost and stolen dog problems not handled well	1
	0.8%
Council General: Market day in Swanley is dangerous for pedestrians and Sevenoaks District Council should monitor this better	1
	0.8%
Council General: Needs more transparency, less red tape	1
	0.8%
Council General: The Council charges for services I think should be free ie. mediation over hedges and trees	1
	0.8%
Council General: When making decisions put yourself in the customer's shoes	1
	0.8%
Council General: Improve public toilets in the Westerham area	1
	0.8%
Council General: Send booklet to all houses detailing services	1
	0.8%
Council General: Need a more pleasant reception when visiting Edenbridge office and it needs to be open more for tourists	1
	0.8%
Council General: Sevenoaks is well represented at all levels, more help and facilities please for other locations	1
	0.8%
Council General: Should assist hard working people more and not just those on benefits	1
	0.8%
Council General: Dog fouling is a major problem in my area (respondent lives in Otford and Shoreham ward)	1
	0.8%
Council General: I believe there is an issue of remuneration for top officers of the Council and pension deficits	1
	0.8%
Council General: Council workforce should be more ambassadors and perhaps less inspectors only	1
	0.8%
Council General: I believe too many Council employees do not live in Sevenoaks	1
	0.8%
Council General: Take note of country residents	1
	0.8%

Council General: North of the district is ignored	1
	0.8%
Council General: It seems to depend on which part of the district you live in	1
	0.8%
Council General: Appalled at Councillors taking increases at this time	1
	0.8%

<b>Council Performance:</b> Emails not always answered by the Council	2
	1.5%
Council Performance: Sevenoaks District Council don't do a bad job	2
	1.5%
Council Performance: Continue to reduce administration costs	1
	0.8%
Council Performance: One assumes everything is run as you would expect until you find out differently	1
	0.8%
Council Performance: Too many people doing too little about things that matter	1
	0.8%
Council Performance: Letter that was sent to residents re:changes to parking regulations was poorly written	1
	0.8%
Council Performance: The rate support grant makes it difficult for the Council to do a good job and provide value for money	1
	0.8%
Council Performance: It should have responded to consultation by Kent County Council on proposals to close two local schools	1
	0.8%
Council Performance: London Borough of Bexley do a better job	1
	0.8%
Council Performance: Had a problem with refuse which only got sorted when reported it to a District Councillor	1
	0.8%

<b>Council Spending:</b> Wastes money	3
	2.3%
Council Spending: Cut waste by not printing leaflets in foreign languages	1
	0.8%
Council Spending: Budgets, I see unnecessary spending taking place	1
	0.8%
Council Spending: Yes it costs too much money and probably employs too many people	1
	0.8%

<b>Council Tax:</b> What does my Council Tax pay for, I would like to see more information on this	1
	0.8%
Council Tax: Council Tax is too high	1
	0.8%
Council Tax: I would like to get more than just my refuse collected for my Council Tax, I now have to walk my rubbish 500 yards to the end of the lane	1
	0.8%

<b>Crime/Community Safety:</b> Work with police to stop vandalism	3
	2.3%
Crime/Community Safety: Do something about drunks in residential roads at night	1
	0.8%

<b>Environment:</b> Keep countryside clear of fly tipping	2
	1.5%
Environment: More could be done on environmental issues	2
	1.5%
Environment: Council taking ages to sort conservation area for Hartlands	1
	0.8%
Environment: Otford Pond problem been going on for 10 months and still not sorted	1
	0.8%
Environment: Clean up Clock House Lane	1
	0.8%
Environment: Clean up needed at rear of Cherry Tree shops	1
	0.8%

<b>Future Consultation:</b> Council should be on the streets asking local residents for their views/more contact with people	4
	3.1%
Future Consultation: More notice must be taken of local community views	3
	2.3%

<b>Highways Maintenance:</b> Better/more road/pavement/grass verge maintenance/ repairs	10
	7.7%
Highways Maintenance: Culvert and drain cleaning could improve down side roads	1
	0.8%
Highways Maintenance: Try to get KCC highways to do more	1
	0.8%

<b>Highways Management:</b> Lack of co-ordination on local road works always causes chaos	2
	1.5%
Highways Management: Remove speed bumps	1
	0.8%
Highways Management: When doing work in roads, repairs should be taking place all day and night to keep disruption to a minimum	1
	0.8%

<b>Housing Allocation:</b> My husband and I have been on the housing list for 35 years but outsiders seem to get priority	1
	0.8%

<b>Leisure:</b> Leisure centre is not good value for money	1
	0.8%
Leisure: I'm most concerned about leisure and children's activities	1
	0.8%
Leisure: Very disappointed Sevenoaks District Council was unable to offer free swimming for senior citizens as promised by Government	1
	0.8%

<b>Maintenance:</b> Environmental Park and also the corner of London Road was nicely planted but now it is a mess	1
	0.8%

<b>Other:</b> More visible police personnel/community officers	2
	1.5%
<b>Other:</b> I prefer to get unbiased and non political views of the Council's services and effectiveness	1
	0.8%
<b>Other:</b> Make the residents aware of their responsibilities ie. rubbish and hedges, recycling and a healthier lifestyle	1
	0.8%
<b>Other:</b> Events in Swanley are super ie. in the park, fireworks, town centre events	1
	0.8%
<b>Other:</b> Get rid of plastic sheets on fields or change colour to black	1
	0.8%
<b>Other:</b> Police need to stop speeding	1
	0.8%
<b>Other:</b> More and cheaper parking at the station	1
	0.8%
<b>Other:</b> Free rail travel for over 60's	1
	0.8%
<b>Other:</b> Not enough schools to cope with new builds	1
	0.8%
<b>Other:</b> Not enough hospitals to cope with new builds	1
	0.8%

<b>Parking:</b> Better parking facilities will attract people to town for work and leisure	2
	1.5%
<b>Parking:</b> Parking is expensive in town especially in the evenings	1
	0.8%
<b>Parking:</b> More car parking spaces needed in central Sevenoaks	1
	0.8%
<b>Parking:</b> If Stag is to be a success don't charge parking in evenings	1

	0.8%
Parking: Make parking free for the first hour in the town centre	1
	0.8%
Parking: I replied to a note last autumn asking about parking restrictions in our area but haven't heard anymore about it	1
	0.8%

<b>Parking/Traffic Management:</b> Parking and stopping in London Road and the High Street during normal business hours is not controlled and is creating more and more of a nuisance to other road users	1
	0.8%
Parking/Traffic Management: Need traffic warden in Hever Avenue, West Kingsdown to stop parking on double yellow lines	1
	0.8%

<b>Planning:</b> Planning needs to have more communication with residents	4
	3.1%
Planning: Planning department has dreadful reputation	2
	1.5%
Planning: Planning decisions not uniform	2
	1.5%
Planning: Some planning decisions appear to be unsatisfactory eg. redevelopment of West Kent Cold Store and increased traffic	1
	0.8%
Planning: Not completely clear on Council's stance on "travellers sites" or brown/green field development policies	1
	0.8%
Planning: Needs a period of stability, a better paid head of department	1
	0.8%
Planning: Put planning plans on the website and decisions that have been made	1
	0.8%
Planning: Would like to see planning application details in local paper	1
	0.8%

<b>Planning/Housing Provision:</b> Too many housing estates being built	1
	0.8%

<b>Public Transport:</b> Bus network not good value for money	1
	0.8%

<b>Refuse/Recycling:</b> Recycling items seem to go in same section of lorry as household waste, is it kept separate ?	3
	2.3%
Refuse/Recycling: Recycling collection to include glass	3
	2.3%
Refuse/Recycling: Recycle all plastic	2
	1.5%
Refuse/Recycling: Please introduce wheelie bins	1
	0.8%
Refuse/Recycling: Well done for retaining weekly collections	1
	0.8%
Refuse/Recycling: Good recycling scheme, well done	1
	0.8%
Refuse/Recycling: Would like recycle bins next to litter bins in streets	1
	0.8%
Refuse/Recycling: Disappointed to find Tear Drop site not much improved, had to wait last time I visited	1
	0.8%

<b>Street Cleaning:</b> More street cleaning off main routes/in smaller roads	4
	3.1%
Street Cleaning: Street cleaning and footpath clearance is poor in Seal	1
	0.8%
Street Cleaning: If we knew when our street was due to be cleaned we could move cars and stop build up around kerbs	1
	0.8%

## Question 27

### Is there anything else you would like to add? (n=88)

*Responses prefixed and grouped by topic*

*Respondents could give more than one response*

*In descending order of frequency mentioned and by topic*

*Question number differs to that on the questionnaire*

<b>Council General:</b> Would like to see more activities for teenagers, especially in light of employment issues at the current time	2
	2.3%
Council General: The Council needs to personalise its web offering	1
	1.1%
Council General: You should have some quality control to get benefits	1
	1.1%
Council General: I feel the Council is doing its best to improve local children's areas	1
	1.1%
Council General: When is Sevenoaks District Council going to help our village association and Parish Council rejuvenate our local shopping area (respondent lives in New Ash Green)	1
	1.1%
Council General: The Council is doing its best to keep green	1
	1.1%
Council General: Road safety is of critical importance, unless and until this area is included in the remit of the District Council, questions about safety only address part of the overall issue	1
	1.1%
Council General: Strive to reduce bureaucracy	1
	1.1%
Council General: We need to understand clear policies	1
	1.1%
Council General: More facilities are available in other Council parts than Swanley	1
	1.1%
Council General: The constitution should be amended to allow opposition parties greater representation on scrutiny committees	1
	1.1%

Council General: Councillors should live in areas they serve	1
	1.1%

<b>Council Spending:</b> Council must learn to cut back and save money and tell us what they have done to do so	1
	1.1%

<b>Council Tax:</b> Reduce the Council Tax by cutting waste and non essential services	3
	3.4%
Council Tax: I would like to know why Swanley residents pay more Council Tax than Sevenoaks yet Sevenoaks is better maintained	1
	1.1%

<b>Crime/Community Safety:</b> Do something about the drunken louts	1
	1.1%

<b>Economic Development:</b> Do more to support business in Sevenoaks town, better access, one way system, parking, lower business rates, expand facilities for Wednesday market	1
	1.1%

<b>Future Consultation:</b> We should have more face-to-face meetings with Councillors	1
	1.1%
Future Consultation: Council should hold open day/mornings for people to go along and ask questions, air their views and generally understand how the Council works	1
	1.1%

<b>Highways Maintenance:</b> Repair of potholes in local roads needs improving if funds are available	1
	1.1%
Highways Maintenance: Road surfaces are very dangerous for bikes	1
	1.1%
Highways Maintenance: Regular road maintenance	1

	1.1%
Highways Maintenance: Drain cleaning before winter arrives	1
	1.1%
Highways Maintenance: Roads in Edenbridge are in a terrible state	1
	1.1%

<b>Highways Management:</b> Road works should be completed in a timely fashion	1
	1.1%
Highways Management: Cycle lanes	1
	1.1%
Highways Management: During winter my village had no salt for roads and paths (respondent lives in Hextable)	1
	1.1%

<b>Leisure:</b> Encourage arts in Swanley	1
	1.1%
Leisure: Thanks for sorting out the Stag Theatre	1
	1.1%

<b>Other:</b> Improve bus service to Sevenoaks from Toys Hill and Brasted Chart	1
	1.1%
Other: Surprised no mention of speed restrictions especially in Sevenoaks Road, Otford, past Sainsburys to Otford Pond is a speed track as is the High Street	1
	1.1%
Other: Overall Sevenoaks is a pleasant, safe place to live	1
	1.1%
Other: In Sevenoaks there are problems regarding transport for people without cars who live outside the central area	1
	1.1%
Other: Concessionary rail travel	1
	1.1%
Other: Senior Citizens in Sevenoaks area get much less provided for them than other areas eg. leisure activities, funding of grants for home upkeep etc.	1
	1.1%
Other: Asda trolleys nuisance in alleyway near Lilac Gardens	1

	1.1%
Other: Earlier train to London on Sundays for work	1
	1.1%
Other: Decline in local pubs	1
	1.1%
Other: I will no longer support the current administration at the ballot box due to issues I have highlighted and lack of police presence in rural areas	1
	1.1%
Other: The Council is letting the elderly and infirm down dramatically by outsourcing residential care	1
	1.1%

<b>Parking:</b> There is no facility for overnight parking if one has a drink and does the responsible thing in using a taxi to get home	1
	1.1%
Parking: More car parking in Otford streets close to railway station	1
	1.1%

<b>Planning:</b> Council needs to address vacant and boarded up building sites where planning permission has been given for speculative development	1
	1.1%
Planning: Encourage new building development to be in tune with the local buildings	1
	1.1%

<b>Planning/Housing Provision:</b> Housing, like the schemes going up, allow more building at the edges of towns and keep green spaces inside town envelopes	1
	1.1%
Planning/Housing Provision: Commit and adhere to a refusal of housing development in the green belt	1
	1.1%

<b>Refuse/Recycling:</b> Excellent service regarding refuse/men very professional and efficient	2
	2.3%
Refuse/Recycling: Is recycling fully carried out	1
	1.1%
Refuse/Recycling: Monthly refuse collection used to take place, not certain now	1

	1.1%
Refuse/Recycling: The Council should be making more effort to enable all plastic to be recycled	1
	1.1%
Refuse/Recycling: Excellent service regarding recycling	1
	1.1%
Refuse/Recycling: It would help to have a garden wheelie bin collection	1
	1.1%

<b>Street Cleaning:</b> Street cleaning in our village is done well (respondent lives in Peshurst)	1
	1.1%

<b>Survey/Questionnaire:</b> Would like to see questionnaire results to know how answers influence local Council decision making	5
	5.7%
Survey/Questionnaire: Some questions are unanswerable without more information	3
	3.4%
Survey/Questionnaire: These surveys seem to be about trivial activities and are a waste of money/are a waste of tax payers money	2
	2.3%
Survey/Questionnaire: Would be useful to include views about bus services and the District Council support for them in a future questionnaire	2
	2.3%
Survey/Questionnaire: It should state what you hope to gain from each question	2
	2.3%
Survey/Questionnaire: General tick box questions produce expected answers and results, I therefore question the use of this questionnaire	2
	2.3%
Survey/Questionnaire: I thought the questionnaire would be anonymous with just the reference number not my name	2
	2.3%
Survey/Questionnaire: I like the section for comments and suggestions on the questionnaire	2
	2.3%
Survey/Questionnaire: I find these residents panel surveys very good, I hope this scheme continues	2

	2.3%
Survey/Questionnaire: Questions should be clearer	1
	1.1%
Survey/Questionnaire: Questions covering traffic and local road safety would be welcomed	1
	1.1%
Survey/Questionnaire: Some questions make unwarranted assumptions eg. Q11 does not ask if any of these are important or what "fairly" means - equality of input or outcome eg. How much to spend per head	1
	1.1%
Survey/Questionnaire: Add a box to each question to accommodate specific areas of concern to see if common theme	1
	1.1%
Survey/Questionnaire: Questionnaires have almost dried up, there used to be 2 a year	1
	1.1%
Survey/Questionnaire: Survey should include comments on decisions made by Council to gauge support ie parking charges	1
	1.1%
Survey/Questionnaire: Often a neutral option is missing in the questions	1
	1.1%
Survey/Questionnaire: Most of the issues I'm interested in are not addressed in your questionnaire	1
	1.1%
Survey/Questionnaire: I don't feel services are improving from the results of these surveys	1
	1.1%
Survey/Questionnaire: Q1 and Q2 layout was confusing	1
	1.1%
Survey/Questionnaire: I realise through completing the questionnaire that I don't know very much about the District Council	1
	1.1%
Survey/Questionnaire: You need to spell out what topics such as "treating different groups fairly" actually involves	1
	1.1%
Survey/Questionnaire: Some questions are leading and stilted	1
	1.1%
Survey/Questionnaire: How much did the survey cost and was the feedback worth it, was it money well spent ?	1
	1.1%
Survey/Questionnaire: I don't really think my comments can alter life in Sevenoaks, are the	1

statistics given on page 2 seen as satisfactory and therefore no further input is required	
	1.1%
Survey/Questionnaire: Would it be possible to complete the questionnaire online or via email	1
	1.1%
Survey/Questionnaire: Questionnaire concentrates too much on services and not enough on community	1
	1.1%
Survey/Questionnaire: This sort of thing is what you do when you don't really have a job to do. You wouldn't have the time for this rubbish if you were fighting for your life like me	1
	1.1%
Survey/Questionnaire: Why not write your own answers, how can you slightly agree, you either do or you don't	1
	1.1%

