

April 2008

Survey Results

Residents' Panel Survey 10

February/March 2008

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INTRODUCTION

Aims, Objectives, Methodology & Timing

This was the 10th 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 its population regarding important key issues - and this is predominantly why the panel was established.

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 967 questionnaires were sent out to panel members on Monday 11th February 2008 and the deadline for receipt of the completed responses was Monday 3rd March 2008. A total of 476 completed questionnaires had been received by JB Market Research Services, by the deadline, representing a response rate of 49.2% in overall terms.

As part of the survey process, a total of 42 of the original mailings were returned to us as 'addressee unknown'/or with a note to state that they had moved/were moving away from the area; 3 panellists provided a new address within the District; and 4 panellists had sadly passed away. All of this information has been supplied to Sevenoaks District Council so that the panel database can be kept up-to-date with panellists information and requests.

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

The questionnaire sought views on the following topics:

- 'Our Countryside Service'
- 'Contacting Sevenoaks District Council'
- 'Housing'
- 'Sevenoaks District Sustainable Community Action Plan'
- 'Managing the Panel'

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More specifically, the questions asked about the following:

'Our Countryside Service':

- The first question sought to establish which countryside sites respondents were aware were managed by Sevenoaks District Council
- How often each of these sites were visited by respondents, if at all
- If they had visited any of these sites, how much respondents agreed or disagreed with a range of statements about the countryside site(s) they had visited
- How important respondents felt the Council's countryside ranger services are
- Respondents were asked for any suggestions as to how they felt the Council could improve its countryside services

'Contacting Sevenoaks District Council':

- If respondents were to contact the Council by phone, within how many rings is it reasonable to wait for the phone to be answered
- If respondents were to visit the Council offices without an appointment, within how many minutes is it reasonable to wait for reception/customer services staff to deal with the query
- If respondents were to write to the Council by first class post, how many days is it reasonable to wait to receive an answer
- If respondents were to e-mail the Council, how many days is it reasonable to wait to receive an answer
- If respondents were to contact the Council the day after completing the survey, by which means would they prefer to do so
- When respondents last contacted the Council, if they ever had done, what was their main reason for doing so
- When respondents last contacted the Council, if they ever had done, how did they actually make contact
- Why did respondents choose to make contact in this way, if they ever had contacted the Council
- Did they agree or disagree with various statements concerning the most recent contact they had had with the Council, if they had ever contacted the Council
- *Note: These questions were asked in a previous Panel Survey in 2003 and as such the results from that survey and this survey are compared in Appendix 4 in this document*

'Housing':

- What type of housing respondents think the Council should be promoting through its policies
- What types of housing respondents think should be built in the District
- Whether respondents felt that people with local connections should be given additional priority for housing in the Sevenoaks District
- Should Sevenoaks District Council release green belt land to help meet the housing needs of its residents
- If green belt land were to be released, through what policy should housing be provided

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- Should Sevenoaks District Council continue to provide, where appropriate, housing in rural locations for rural residents
- Should the Council change its planning policy with regard to extensions (particularly in the green belt) to allow residents to extend their property to provide the accommodation they want
- Respondents were asked to identify what they felt to be the most important housing issue in Sevenoaks District

'Sevenoaks District Sustainable Community Action Plan':

- How safe do respondents feel in the District both 'outside during the day' and 'outside after dark'
- How do respondents feel about the statement: 'My local area is a place where people from different backgrounds and cultures get on well together'

'Managing the Panel':

- How respondents feel 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

A copy of the questionnaire can be found in Appendix 1 of this document.

The 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 16 in household, ethnicity, employment status, housing tenure and ward lived in. All closed-ended questions in the survey are cross-tabulated by these same eight profiling questions in Appendix 3 of this document.

For some questions we received 476 responses from a panel of 967 residents. This is a significant representation of the panel at the 95% confidence level - +/- 3.3% error level (this means that if we were to repeat this exercise 100 times we would get exactly the same answers 95 times +/- 3.3%). 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), where this same number of responses for each question is significant at the 95% confidence level and there is a maximum of + or - 4.5% error.

Profile of Respondents

The following frequency tables show the profile of respondents.

Gender

Absolute Break % Respondents	
Base	476
Gender	
Male	230 48.3%
Female	246 51.7%

Age

Absolute Break % Respondents	
Base	476
Age Group	
18-19	8 1.7%
20-24	6 1.3%
25-34	31 6.5%
35-44	85 17.9%
45-54	142 29.8%
55-64	116 24.4%
65-74	72 15.1%
75+	15 3.2%
Not provided	1 0.2%

Disability

Absolute Break % Respondents	
Base	476
Disability	
Yes	38 8.0%
No	429 90.1%
Not provided	9 1.9%

Employment status

Absolute Break % Respondents	
Base	476
Employment Status:	
Full-time employment	162 34.0%
Retired	128 26.9%
Part-time employment	71 14.9%
Self employed	46 9.7%
Looking after the home/family	37 7.8%
Not provided	9 1.9%
Long term sick/disabled	7 1.5%
Full -time education	5 1.1%
Unemployed not claiming	5 1.1%
Carer	4 0.8%
Government training	1 0.2%
Unemployed claiming	1 0.2%

Housing Tenure

Absolute Break % Respondents	
Base	476
Housing Tenure	
Mortgage	220 46.2%
Bought outright	218 45.8%
Rented from private landlord	14 2.9%
Rented from housing association	13 2.7%
Not provided	8 1.7%
Other	3 0.6%

Children under 16 in household

Absolute Break % Respondents	
Base	476
Children Under 16 in Household	
Yes	129 27.1%
No	341 71.6%
Not provided	6 1.3%

Ethnicity

Absolute Break % Respondents	
Base	476
Ethnicity	
British	340 71.4%
White British	108 22.7%
White Other	12 2.5%
Chinese	3 0.6%
White Irish	3 0.6%
Not provided	3 0.6%
Black British	2 0.4%
Caribbean	2 0.4%
Indian	1 0.2%
Irish	1 0.2%
Mixed other	1 0.2%

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Ward

Absolute Break % Respondents	
	Base 476
	Ward
	Ash 23 4.8%
	Brasted, Chevening & Sundridge 29 6.1%
	Cowden & Hever 7 1.5%
	Crockenhill & Well Hill 17 3.6%
	Dunton Green & Riverhead 22 4.6%
	Edenbridge North & East 13 2.7%
	Edenbridge South & West 11 2.3%
	Eynsford 9 1.9%
	Farningham, Horton Kirby & South Darent 15 3.2%
	Fawkham & West Kingsdown 27 5.7%
	Halstead, Knockholt & Badgers Mount 13 2.7%
	Hartley & Hodsoll Street 29 6.1%
	Hextable 22 4.6%
	Kemsing 15 3.2%
	Leigh & Chiddingstone Causeway 8 1.7%
	Otford & Shoreham 25 5.3%
	Penshurst, Fordcombe & Chiddingstone 12 2.5%
	Seal & Weald 17 3.6%
	Sevenoaks Eastern 19 4.0%
	Sevenoaks Kippington 21 4.4%
	Sevenoaks Northern 22 4.6%
	Sevenoaks Town & St.Johns 42 8.8%
	Swanley Christchurch & Swanley Village 25 5.3%
	Swanley St.Mary's 12 2.5%
	Swanley White Oak 10 2.1%
	Westerham & Crockham Hill 11 2.3%

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.

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

The cross-tabulations have been transposed to fit into word in portrait format, so please note that the figures add across the page and not down the page.

The responses to the open-ended questions (Questions 5, 18, 21 and 25) have been coded and are presented in descending order of frequency mentioned in the main body of findings.

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 10 instances of this in relation to this survey.

The 'Other' comments to Question 25 have also been presented in Appendix 2 alphabetically by topic (and also in descending order of frequency mentioned).

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

Please note that in Appendix 4 of this document, the 2003 survey results included the 'not provided' responses so the results are not strictly comparable. However for most questions, the 'not provided' responses represented less than 1% of respondents and therefore the affect of this is minimal. Again all percentages have been rounded in this section for ease of reference.

In Appendix 3, the cross-tabulations, the column headings for Questions 10 and 11 are not totally legible due to exporting from SNAP to word electronically. Please see the relevant frequency table in the top line results for the full wording, the options are in the same order.

SUMMARY OF FINDINGS

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

'Our Countryside Service'

- 42% of respondents knew that 'Shoreham Woods' was managed by Sevenoaks District Council (and this was the countryside site respondents were most likely to know was managed by the Council)
- Only 19% of respondents knew that 'Edenbridge Riverside' was managed by Sevenoaks District Council (and this was the countryside site respondents were least likely to know was managed by the Council)
- Apart from 'Shoreham Woods' and 'Oxenhill Shaw & Meadow (near Otford)', all of the countryside sites were visited 'daily' by at least 1 respondent
- When referring to one or more of the countryside sites managed by the Council that respondents had visited:
 - 87% said that they 'strongly agree' or 'slightly agree' that the site is/sites are important for recreation
 - 62% said that they 'strongly agree' or 'slightly agree' that the site is/sites are free of litter
 - 92% said that they 'strongly agree' or 'slightly agree' that the site is/sites are an area of landscape beauty
 - 90% said that they 'strongly agree' or 'slightly agree' that the site is/sites are an important area for nature conservation
 - 40% said that they 'strongly agree' or 'slightly agree' that the site is/sites are an important area for producing wood materials, such as fence posts and firewood
 - 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
- 35% of respondents felt that the District Council's Countryside & Ranger services were 'very important' and a further 41% felt they were 'important'
- 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'

'Contacting Sevenoaks District Council'

- 43% of respondents felt that it was reasonable for their call to be answered within 6 rings (18 seconds) should they contact Sevenoaks District Council by telephone; this was followed by 27% who felt that within 4 rings (12 seconds) was a reasonable timescale
- 45% of respondents felt that it was reasonable to wait '3 to 5 minutes' for a receptionist/customer services member of staff to deal with their query, if they visited the District Council's offices without an appointment; this was followed by some 25% who felt that '1 to 2 minutes' was reasonable
- 42% felt that a response to a letter, sent to SDC by first class post, should be received 'within 5 working days'; followed by a further 36% who felt a response should be received 'within 7 working days'
- 64% of respondents felt a response to an email, sent to SDC, should be received 'within 3 working days'; followed by a further 22% who felt a response to an email should be received 'within 5 working days'
- 56% of respondents said that if they were to contact the Council tomorrow, doing so by 'telephone' would be their preferred method of contact, followed by a further 22% who would prefer to do so by 'letter or email'
- 51% of those who had contacted the Council had most recently done so 'for information or advice', followed by 14% who had done so 'to apply for something'
- Of those respondents who had made contact with the Council, the two most popular ways of doing so were as follows: 31% had 'visited the Council office at Argyle Road in Sevenoaks' and 28% had 'telephone the Council staff direct'
- Some 55% of respondents contacted the Council by the method they did because 'it was the easiest way' and 48% had made contact in that way because 'it was the quickest way'

Of those who visited a Council office:

- 81% said they either 'strongly agree' or 'slightly agree' that the office was fairly easy to get to
- 83% said they either 'strongly agree' or 'slightly agree' that they had visited at a time that was convenient for them
- 68% said they either 'strongly agree' or 'slightly agree' that it was easy to see the right person
- 81% said they either 'strongly agree' or 'slightly agree' that the person they spoke to was polite

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- 78% said they either 'strongly agree' or 'slightly agree' that the person they spoke to listened carefully
- 80% said they either 'strongly agree' or 'slightly agree' that the person they spoke to spoke in a way that they understood
- 73% said they either 'strongly agree' or 'slightly agree' that the person they spoke to took responsibility/dealt with their enquiry
- 58% said they either 'strongly agree' or 'slightly agree' that if the matter was private, it was dealt with in private (*to put this in context, a further 26% of respondents answered 'don't know' to this question*)
- 70% said they either 'strongly agree' or 'slightly agree' that their enquiry was handled reasonably quickly
- 73% said that overall they either 'strongly agree' or 'slightly agree' that they were satisfied with the visit

Of those who telephoned:

- 56% said they either 'strongly agree' or 'slightly agree' that the automatic telephone message and options were clear and easy to use
- 74% said they either 'strongly agree' or 'slightly agree' that they had telephoned at a time that was convenient for them
- 65% said they either 'strongly agree' or 'slightly agree' that it was easy to get hold of the right person
- 77% said they either 'strongly agree' or 'slightly agree' that the person they spoke to was polite
- 76% said they either 'strongly agree' or 'slightly agree' that the person they spoke to listened carefully
- 78% said they either 'strongly agree' or 'slightly agree' that the person they spoke to spoke in a way that they understood
- 70% said they either 'strongly agree' or 'slightly agree' that the person they spoke to took responsibility/dealt with their enquiry
- 71% said they either 'strongly agree' or 'slightly agree' that their enquiry was handled reasonably quickly
- 70% said that overall they either 'strongly agree' or 'slightly agree' that they were satisfied with the telephone call

Of those who wrote in:

- 36% said they either 'strongly agree' or 'slightly agree' that the reply they received was in plain language
- 48% said they either 'strongly agree' or 'slightly agree' that the reply told them what they needed to know
- 37% said they either 'strongly agree' or 'slightly agree' that they were told who to contact to find out more
- 41% said they either 'strongly agree' or 'slightly agree' that they received the reply in good time
- 31% said that overall they either 'strongly agree' or 'slightly agree' that they were satisfied with the reply they received

Of those who emailed/used the website:

- 69% said they either 'strongly agree' or 'slightly agree' that the reply they received was in plain language
- 63% said they either 'strongly agree' or 'slightly agree' that the reply told them what they needed to know
- 54% said they either 'strongly agree' or 'slightly agree' that they were told who to contact to find out more
- 53% said they either 'strongly agree' or 'slightly agree' that they received the reply in good time
- 59% said that overall they either 'strongly agree' or 'slightly agree' that they were satisfied with the reply they received

'Housing'

- 56% of respondents felt that Sevenoaks District Council should be promoting 'both a) affordable units and b) owner occupied units, with affordable housing required within private development of more than a certain number of units' through their policies
- When asked which types of housing should be built in the Sevenoaks District, 65% of respondents said '2 bed terraced houses' and 65% of respondents said '3 bed terrace/semi houses' - these were the two most likely types of housing to be selected by respondents

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- 87% of respondents said 'yes' people with local connections should be given additional priority for housing in Sevenoaks District
- Some 70% of respondents said 'no' green belt land should not be released to help meet the housing needs of its residents
- 90% of respondents felt that housing should be provided by 'releasing unused and uneconomic commercial/industrial land', if green belt land is not released
- 89% of respondents felt that the Council should continue to provide, where appropriate, housing in rural locations for local residents
- 54% of respondents felt that the Council should consider changing planning policy regarding extensions (particularly in the green belt) to allow residents to extend their property to provide the accommodation they want
- 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

'Sevenoaks District Sustainable Community Action Plan'

- 95% of respondents said they felt either 'very safe' or 'fairly safe' in the District of Sevenoaks 'outside during the day'
- 65% of respondents said they felt either 'very safe' or 'fairly safe' in the District of Sevenoaks '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"

'Managing the Panel'

- 92% of respondents either 'strongly agree' or 'slightly agree' that the questionnaire is clearly laid out
- 90% said that they either 'strongly agree' or 'slightly agree' that the questionnaire was easy to complete
- 85% of respondents said that they either 'strongly agree' or 'slightly agree' that the topic areas were interesting to them
- 73% said that they either 'strongly agree' or 'slightly agree' that the topic areas were relevant to them
- 85% respondents said that in overall terms, they either 'strongly agree' or 'slightly agree' that they were satisfied with the quality of the survey questionnaire

TOP LINE RESULTS

Section 1: Our Countryside service

Question 1

Before you received this questionnaire, were you aware of the countryside sites managed by Sevenoaks District Council?

Q1a. Crockhamhill Commons (Westerham) (n=448)

Absolute Break % Respondents	
Base	448
Q1a. Crockhamhill Commons (Westerham)	
Yes	98 21.9%
No	350 78.1%

Q1b. Edenbridge Riverside (n=449)

Absolute Break % Respondents	
Base	449
Q1b. Edenbridge Riverside	
Yes	87 19.4%
No	362 80.6%

Q1c. Farningham Woods (n=452)

Absolute Break % Respondents	
Base	452
Q1c. Farningham Woods	
Yes	174 38.5%
No	278 61.5%

Q1d. Hanging Bank (near Ide Hill) (n=450)

Absolute Break % Respondents	
Base	450
Q1d. Hanging Bank (near Ide Hill)	
Yes	130 28.9%
No	320 71.1%

Q1e. Kemsing Downs (n=453)

Absolute Break % Respondents	
Base	453
Q1e. Kemsing Downs	
Yes	169 37.3%
No	284 62.7%

Q1f. Oxenhill Shaw & Meadow (near Otford) (n=446)

Absolute Break % Respondents	
Base	446
Q1f. Oxenhill Shaw & Meadow (near Otford)	
Yes	110 24.7%
No	336 75.3%

Q1g. Seal Chart, Fawke & Bitchet and Hosey Commons (n=451)

Absolute Break % Respondents	
Base	451
Q1g. Seal Chart, Fawke & Bitchet and Hosey Commons	
Yes	139 30.8%
No	312 69.2%

Q1h. Shoreham Woods (n=456)

Absolute Break % Respondents	
Base	456
Q1h. Shoreham Woods	
Yes	192 42.1%
No	264 57.9%

Question 2

How often do you visit:

Q2a. Crockhamhill Commons (Westerham) (n=434)

Absolute Break % Respondents	
Base	434
Q2a. Crockhamhill Commons (Westerham)	
Daily	1 0.2%
Weekly	3 0.7%
Monthly	14 3.2%
Annually	54 12.4%
Never	349 80.4%
Don't Know	13 3.0%

Q2b. Edenbridge Riverside (n=434)

Absolute Break % Respondents	
Base	434
Q2b. Edenbridge Riverside	
Daily	2 0.5%
Weekly	12 2.8%
Monthly	9 2.1%
Annually	34 7.8%
Never	365 84.1%
Don't Know	12 2.8%

Q2c. Farningham Woods (n=439)

Absolute Break % Respondents	
Base	439
Q2c. Farningham Woods	
Daily	1 0.2%
Weekly	2 0.5%
Monthly	17 3.9%
Annually	87 19.8%
Never	313 71.3%
Don't Know	19 4.3%

Q2d. Hanging Bank (near Ide Hill) (n=441)

Absolute Break % Respondents	
Base	441
Q2d. Hanging Bank (near Ide Hill)	
Daily	1 0.2%
Weekly	7 1.6%
Monthly	24 5.4%
Annually	85 19.3%
Never	308 69.8%
Don't Know	16 3.6%

Q2e. Kemsing Downs (n=440)

Absolute Break % Respondents	
Base	440
Q2e. Kemsing Downs	
Daily	3 0.7%
Weekly	6 1.4%
Monthly	25 5.7%
Annually	92 20.9%
Never	297 67.5%
Don't Know	17 3.9%

Q2f. Oxenhill Shaw & Meadow (near Otford) (n=434)

None of the respondents said "Daily" to this question

Absolute Break % Respondents	
Base	434
Q2f. Oxenhill Shaw & Meadow (near Otford)	
Weekly	7 1.6%
Monthly	27 6.2%
Annually	53 12.2%
Never	327 75.3%
Don't Know	20 4.6%

Q2g. Seal Chart, Fawke & Bitchet and Hosey Commons (n=440)

Absolute Break % Respondents	
Base	440
Q2g. Seal Chart, Fawke & Bitchet and Hosey Commons	
Daily	2 0.5%
Weekly	7 1.6%
Monthly	32 7.3%
Annually	77 17.5%
Never	307 69.8%
Don't Know	15 3.4%

Q2h. Shoreham Woods (n=445)

None of the respondents said "Daily" to this question

Absolute Break % Respondents	
Base	445
Q2h. Shoreham Woods	
Weekly	9 2.0%
Monthly	37 8.3%
Annually	101 22.7%
Never	281 63.1%
Don't Know	17 3.8%

Question 3

To what extent do you agree or disagree to the following statements

Q3a. It is an important site for recreation (n=273)

Absolute Break % Respondents	
Base	273
Q3a. It is an important site for recreation	
Strongly agree	171 62.6%
Slightly agree	66 24.2%
Neither agree nor disagree	24 8.8%
Slightly disagree	3 1.1%
Strongly disagree	1 0.4%
Don't know	8 2.9%

Q3b. It is free of litter (n=273)

Absolute Break % Respondents	
Base	273
Q3b. It is free of litter	
Strongly agree	82 30.0%
Slightly agree	86 31.5%
Neither agree nor disagree	46 16.8%
Slightly disagree	22 8.1%
Strongly disagree	6 2.2%
Don't know	31 11.4%

Q3c. It is an area of landscape beauty (n=275)

Absolute Break % Respondents	
Base	275
Q3c. It is an area of landscape beauty	
Strongly agree	198 72.0%
Slightly agree	54 19.6%
Neither agree nor disagree	15 5.5%
Slightly disagree	2 0.7%
Strongly disagree	1 0.4%
Don't know	5 1.8%

Q3d. It is an important area for nature conservation (n=274)

Absolute Break % Respondents	
Base	274
Q3d. It is an important area for nature conservation	
Strongly agree	192 70.1%
Slightly agree	54 19.7%
Neither agree nor disagree	16 5.8%
Slightly disagree	1 0.4%
Strongly disagree	1 0.4%
Don't know	10 3.6%

Q3e. It is an important area for producing wood materials e.g. fence posts, firewood (n=270)

Absolute Break % Respondents	
Base	270
Q3e. It is an important area for producing wood materials eg. fence posts, firewood	
Strongly agree	43 15.9%
Slightly agree	65 24.1%
Neither agree nor disagree	95 35.2%
Slightly disagree	10 3.7%
Strongly disagree	5 1.9%
Don't know	52 19.3%

Q3f. It is well maintained (n=270)

None of the respondents said “Strongly disagree” to this question

Absolute Break % Respondents	
Base	270
Q3f. It is well maintained	
Strongly agree	94 34.8%
Slightly agree	109 40.4%
Neither agree nor disagree	45 16.7%
Slightly disagree	8 3.0%
Don't know	14 5.2%

Q3g. It is appropriate for Sevenoaks District Council to own, maintain and manage these sites (n=273)

Absolute Break % Respondents	
Base	273
Q3g. It is appropriate for Sevenoaks District Council to own, maintain and manage these sites	
Strongly agree	194 71.1%
Slightly agree	43 15.8%
Neither agree nor disagree	24 8.8%
Slightly disagree	5 1.8%
Strongly disagree	2 0.7%
Don't know	5 1.8%

Question 4

Please tell us how important to you are the District Council's Countryside & Ranger services (n=467)

Absolute Break % Respondents	
Base	467
Q4. Please tell us how important to you are the District Council's Countryside & Ranger services	
Very important	162 34.7%
Important	193 41.3%
Not important	41 8.8%
Don't know	71 15.2%

Question 5

Do you have any suggestions of how we can improve our Countryside services ?

(n=174)

In descending order of frequency mentioned

Please ignore the two decimal places, this is because the results have been exported into excel and then into word

Advertise them/promote them/publicise them	64 36.80%
More litter bins	15 8.60%
Better sign posts for walks/areas to visit/way marking/car parking	10 5.70%
Improve access	7 4.00%
More vigilance on fly-tipping/look out for fly-tippers	6 3.40%
Keep trees and shrubs from overhanging pavements/highways	6 3.40%
Keep areas "litter free"/keep rubbish from verges and hedges	6 3.40%
Provide maps of walks	6 3.40%
I don't know anything about them/I'm unaware of these sites	6 3.40%
Keep paths free of mud/keep paths clear	5 2.90%
Create volunteer groups who have interest in countryside conservation/organise volunteer days/friends of countryside services	5 2.90%
Good well managed areas/good standards	4 2.30%
More information boards/interest points to educate children	3 1.70%
'What to look for' leaflets	3 1.70%
Increase publicity via council news magazine/newsletter	3 1.70%
Increase ranger services	3 1.70%

Sevenoaks District Residents' Panel – Survey 10 results (Apr08)

Land should be managed by specialists eg. The Wildlife Trust/managed in partnership with Kent Wildlife Trust, The Woodland Trust etc	3 1.70%
Display a telephone number for the public to report wrong doing or dangers	3 1.70%
Nice picnic areas	2 1.10%
Litter patrols	2 1.10%
Try to stop people with dogs messing the walkways	2 1.10%
Maintain ranger services	2 1.10%
Ensure distance views are maintained	2 1.10%
Involve local schools	2 1.10%
Council organised walks with a guide	2 1.10%
For Tourist Information Centres to have maps and walks in these areas	2 1.10%
Educational information on website	2 1.10%
Put long term benefits people onto clearing litter and help maintaining areas so they then receive their benefits, even just one or two days a week	2 1.10%
Keep road signs clear from trees and shrubs	2 1.10%
Keep areas "dog free"	2 1.10%
More bird nesting boxes	2 1.10%
Ensure the areas are always tidy	2 1.10%
Don't sanitise the areas too much	2 1.10%
Maintenance of styles	2 1.10%
More visitor centres	1 0.60%
Act upon information received faster	1 0.60%
Toilets in some areas	1 0.60%
I was under the impression that these places were looked after by the parish councils alone	1 0.60%
Place articles in Sevenoaks Chronicle	1 0.60%

Sevenoaks District Residents' Panel – Survey 10 results (Apr08)

Liaise with KCC who have better knowledge, understanding, resources and expertise	1 0.60%
Better advertising of sites in the Kent Magazine or Kent on Sunday newspaper	1 0.60%
Concentrate on certain areas regularly to maintain litter free zones	1 0.60%
Get owners of open spaces and woodland to maintain their responsibility	1 0.60%
List areas of natural beauty to preserve their age and existence like houses are "listed"	1 0.60%
By providing sites near New Ash Green and not keeping everything near Sevenoaks	1 0.60%
Protect them from development	1 0.60%
Carry out regular surveys to monitor all wildlife species found at these sites	1 0.60%
Safer footpaths near to or beside country roads	1 0.60%
Stricter speed limits on all minor roads eg. 40mph	1 0.60%
I wasn't aware of these countryside sites, do they have any facilities ?	1 0.60%
Provide transport to get to them	1 0.60%
Give local pensioners free local rail travel so they can go out in the countryside as buses are too infrequent	1 0.60%
Activity weekends	1 0.60%
Good safe parking facilities	1 0.60%
More car parking areas	1 0.60%
I never realised until now the efforts SDC go to to maintain our countryside sites	1 0.60%
Privately owned hedges should be kept trimmed within boundaries and reminders could be sent with the annual rates reminder	1 0.60%
Put South Ash parish into the Kent Downs AONB	1 0.60%
North of Marlpit Hill, the main road is full of litter, it never gets cleared	1 0.60%

Sevenoaks District Residents' Panel – Survey 10 results (Apr08)

Take this responsibility seriously, I was astounded that SDC pulled out of servicing Lullingstone Visitor Centre as it's not an essential service	1 0.60%
Prevent further building on green belt land	1 0.60%
Prevent use of parking space by travellers	1 0.60%
I could not find the information on the website regarding these sites	1 0.60%
Make them more child friendly	1 0.60%
Run events, such as rambles and cycle races occasionally	1 0.60%
Police presence	1 0.60%
There seems to be some overlap between KCC and SDC	1 0.60%
Arrange visits such as bus trips for those who feel vulnerable going alone, women, young mothers, the elderly	1 0.60%
Put local walks on SDC website	1 0.60%
By closing off car parks with gates, it makes it more difficult to visit sites	1 0.60%
Advertise in "In Shape" magazine	1 0.60%
Do more near the fringes of the SDC area	1 0.60%
Include more for the people who live in Crockenhill as other sites are too far if transport is not available	1 0.60%
Stop asking about things that are irrelevant, focus on things that matter like health and road safety	1 0.60%
You have not mentioned Lullingstone Park and golf course, I enjoy walking the footpaths there	1 0.60%
Supply dog litter bins	1 0.60%
Improve signage to show that "dog fouling" is not allowed	1 0.60%
Draw attention through local press to what has been done or enhanced whilst highlighting what remains outstanding and why, such as lack of funding or public support	1 0.60%
Include more of them	1 0.60%
Extend the services to other areas	1 0.60%

Sevenoaks District Residents' Panel – Survey 10 results (Apr08)

Patrols for rural car parks	1 0.60%
Tree planting	1 0.60%
Promote local walking for exercise	1 0.60%
Keep vandalism under control	1 0.60%
Car free apart from car parks	1 0.60%
Publish the management plan	1 0.60%
Clean toilets	1 0.60%
Walking groups for women	1 0.60%

Section 2: Contacting Sevenoaks District Council

Question 6

If you were to contact Sevenoaks District Council by telephone, how long do you think it is reasonable to wait for your call to be answered ? (n=471)

Absolute Break % Respondents	
Base	471
Q6. If you were to contact Sevenoaks District Council by telephone, how long do you think it is reasonable to wait for your call to be answered	
Within 2 rings (6 seconds)	8 1.7%
Within 4 rings (12 seconds)	128 27.2%
Within 6 rings (18 seconds)	201 42.7%
Within 8 rings (24 seconds)	67 14.2%
Within 10 rings (30 seconds)	56 11.9%
Don't know	11 2.3%

Question 7

If you were to visit the District Council's offices without an appointment, how long do you think it is reasonable to wait before our Reception / Customer Services staff deal with your query ? (n=470)

Absolute Break % Respondents	
Base	470
Q7. If you were to visit the District Council's offices without an appointment, how long do you think it is reasonable to wait before our Reception/Customer Services staff deal with your query	
Less than one minute	18 3.8%
One to two minutes	117 24.9%
Three to five minutes	211 44.9%
Six to ten minutes	91 19.4%
More than ten minutes	25 5.3%
Don't know	8 1.7%

Question 8

If you were to contact the District Council in the following ways, how long do you think it is reasonable to wait before you receive a response

Q8a. A letter sent by 1st class post (n=467)

Absolute Break % Respondents	
Base	467
Q8a. A letter sent by 1st class post	
Within 3 working days	55 11.8%
Within 5 working days	196 42.0%
Within 7 working days	166 35.5%
Within 10 working days	46 9.9%
More than 10 working days	2 0.4%
Don't know	2 0.4%

Q8b. An e-mail (n=440)

Absolute Break % Respondents	
Base	440
Q8b. An e-mail	
Within 3 working days	281 63.9%
Within 5 working days	95 21.6%
Within 7 working days	25 5.7%
Within 10 working days	8 1.8%
More than 10 working days	1 0.2%
Don't know	30 6.8%

Question 9

If you were to contact the District Council tomorrow, how would you prefer to contact us ? (n=476)

In descending order of frequency mentioned.

Absolute Break % Respondents	
Base	476
Q9. If you were to contact the District Council tomorrow, how would you prefer to contact us	
Telephone	265 55.7%
Letter or e-mail	105 22.1%
Face to face	68 14.3%
Via the website	21 4.4%
Depends/varies on the reason for making contact	12 2.5%
Depends on the importance/urgency of the matter	3 0.6%
Don't know	2 0.4%

Question 10

When you last contacted Sevenoaks District Council, what was your main reason for doing so ? (n=476)

In descending order of frequency mentioned.

Absolute Break % Respondents	
Base	476
Q10. When you last contacted Sevenoaks District Council, what was your main reason for doing so	
For information or advice	242 50.8%
To apply for something	67 14.1%
To request or book a service	45 9.5%
Have never contacted the District Council	32 6.7%
To make or query a payment	28 5.9%
Can't remember	24 5.0%
To make a complaint about a Council service	14 2.9%
To report a complaint ie. noise complaint	12 2.5%
To collect something ie. black sacks	7 1.5%
To respond to consultation	2 0.4%
To bring in and/or drop off something ie. sample for EH	2 0.4%
To advise of a change of circumstances	1 0.2%

Question 11

How did you contact the District Council ? (n=440)

Absolute Break % Respondents	
Base	440
Q11. How did you contact the District Council	
Visited the Council office at Argyle Road, Sevenoaks	135 30.7%
Visited the surgeries at Edenbridge	3 0.7%
Visited the Council office at Swanley	7 1.6%
Visited a District Councillor	3 0.7%
Telephoned the Council staff direct	122 27.7%
Telephoned the Council contact centre	86 19.5%
Telephoned a District Councillor	2 0.5%
Wrote a letter to the Council	27 6.1%
Wrote a letter to a District Councillor	1 0.2%
E-mailed Council staff	21 4.8%
E-mailed a District Councillor	3 0.7%
Used the Council website	21 4.8%
Other	3 0.7%
Can't remember	6 1.4%

The 3 'other' responses were 'returned a flyer on garden waste', 'to complete an application form' and 'via a special SDC website'.

Question 12

Why did you make contact in this way ? (n=425)

*None of the respondents said "Don't know" to this question
 Respondents could give more than one response to this question.*

Absolute Break % Respondents	
Base	425
Q12. Why did you make contact in this way	
It was the quickest way	203 47.8%
It was the easiest way	234 55.1%
Have always done it that way	52 12.2%
Was unable to do it any other way	37 8.7%
No particular reason	9 2.1%

Question 13

Thinking about your last contact with Sevenoaks District Council, how strongly do you agree or disagree with the following statements?

Q13 - Q13i refer to those who visited a council office

Q13. Office: The office was fairly easy to get to (n=144)

Absolute Break % Respondents	
Base	144
Q13. Office: The office was fairly easy to get to	
Strongly disagree	9 6.3%
Slightly disagree	7 4.9%
Neither disagree nor agree	9 6.3%
Slightly agree	43 29.9%
Strongly agree	73 50.7%
Don't know	3 2.1%

Q13a. Office: I visited at a convenient time for me (n=145)

Absolute Break % Respondents	
Base	145
Q13a. Office: I visited at a convenient time for me	
Strongly disagree	10 6.9%
Slightly disagree	6 4.1%
Neither disagree nor agree	6 4.1%
Slightly agree	33 22.8%
Strongly agree	87 60.0%
Don't know	3 2.1%

Q13b. Office: It was easy to see the right person (n=142)

Absolute Break % Respondents	
Base	142
Q13b. Office: It was easy to see the right person	
Strongly disagree	13 9.2%
Slightly disagree	9 6.3%
Neither disagree nor agree	15 10.6%
Slightly agree	44 31.0%
Strongly agree	52 36.6%
Don't know	9 6.3%

Q13c. Office: The person I spoke to was polite (n=144)

Absolute Break % Respondents	
Base	144
Q13c. Office: The person I spoke to was polite	
Strongly disagree	9 6.3%
Slightly disagree	9 6.3%
Neither disagree nor agree	6 4.2%
Slightly agree	28 19.4%
Strongly agree	88 61.1%
Don't know	4 2.8%

Q13d. Office: The person I spoke to listened carefully (n=143)

Absolute Break % Respondents	
Base	143
Q13d. Office: The person I spoke to listened carefully	
Strongly disagree	10 7.0%
Slightly disagree	9 6.3%
Neither disagree nor agree	8 5.6%
Slightly agree	32 22.4%
Strongly agree	80 55.9%
Don't know	4 2.8%

Q13e. Office: The person I spoke to spoke in way I understood (n=143)

Absolute Break % Respondents	
Base	143
Q13e. Office: The person I spoke to spoke in a way I understood	
Strongly disagree	11 7.7%
Slightly disagree	5 3.5%
Neither disagree nor agree	8 5.6%
Slightly agree	30 21.0%
Strongly agree	85 59.4%
Don't know	4 2.8%

Q13f. Office: The person I spoke to took responsibility / dealt with my enquiry (n=140)

Absolute Break % Respondents	
Base	140
Q13f. Office: The person I spoke to took responsibility/dealt with my enquiry	
Strongly disagree	9 6.4%
Slightly disagree	9 6.4%
Neither disagree nor agree	16 11.4%
Slightly agree	30 21.4%
Strongly agree	72 51.4%
Don't know	4 2.9%

Q13g. Office: If the matter was private, it was dealt with in private (n=98)

Absolute Break % Respondents	
Base	98
Q13g. Office: If the matter was private it was dealt with in private	
Strongly disagree	2 2.0%
Slightly disagree	3 3.1%
Neither disagree nor agree	11 11.2%
Slightly agree	21 21.4%
Strongly agree	36 36.7%
Don't know	25 25.5%

Q13h. Office: My enquiry was handled reasonably quickly (n=137)

Absolute Break % Respondents	
Base	137
Q13h. Office: My enquiry was handled reasonably quickly	
Strongly disagree	14 10.2%
Slightly disagree	12 8.8%
Neither disagree nor agree	12 8.8%
Slightly agree	33 24.1%
Strongly agree	63 46.0%
Don't know	3 2.2%

Q13i. Office: Overall, I was satisfied with the visit (n=142)

Absolute Break % Respondents	
Base	142
Q13i. Office: Overall, I was satisfied with the visit	
Strongly disagree	11 7.7%
Slightly disagree	12 8.5%
Neither disagree nor agree	12 8.5%
Slightly agree	33 23.2%
Strongly agree	71 50.0%
Don't know	3 2.1%

Q13j. Telephoned: Automatic telephone message and options were clear and easy to use (n=161)

Q13j – Q13r refer to those who telephoned the council

Absolute Break % Respondents	
Base	161
Q13j. Telephoned: Automatic telephone message and options were clear and easy to use	
Strongly disagree	15 9.3%
Slightly disagree	17 10.6%
Neither disagree nor agree	22 13.7%
Slightly agree	44 27.3%
Strongly agree	46 28.6%
Don't know	17 10.6%

Q13k. Telephoned: I telephoned at a convenient time for me (n=188)

Absolute Break % Respondents	
Base	188
Q13k. Telephoned: I telephoned at a convenient time for me	
Strongly disagree	28 14.9%
Slightly disagree	11 5.9%
Neither disagree nor agree	8 4.3%
Slightly agree	35 18.6%
Strongly agree	104 55.3%
Don't know	2 1.1%

Q13I. Telephoned: It was easy to get hold of the right person (n=185)

Absolute Break % Respondents	
Base	185
Q13I. Telephoned: It was easy to get hold of the right person	
Strongly disagree	26 14.1%
Slightly disagree	13 7.0%
Neither disagree nor agree	24 13.0%
Slightly agree	53 28.6%
Strongly agree	67 36.2%
Don't know	2 1.1%

Q13m. Telephoned: The person I spoke to was polite (n=191)

Absolute Break % Respondents	
Base	191
Q13m. Telephoned: The person I spoke to was polite	
Strongly disagree	26 13.6%
Slightly disagree	7 3.7%
Neither disagree nor agree	9 4.7%
Slightly agree	46 24.1%
Strongly agree	101 52.9%
Don't know	2 1.0%

Q13n. Telephoned: The person I spoke to listened carefully (n=188)

Absolute Break % Respondents	
Base	188
Q13n. Telephoned: The person I spoke to listened carefully	
Strongly disagree	23 12.2%
Slightly disagree	8 4.3%
Neither disagree nor agree	10 5.3%
Slightly agree	52 27.7%
Strongly agree	91 48.4%
Don't know	4 2.1%

Q13o. Telephoned: The person I spoke to spoke in way I understood (n=189)

Absolute Break % Respondents	
Base	189
Q13o. Telephoned: The person I spoke to spoke in a way I understood	
Strongly disagree	24 12.7%
Slightly disagree	8 4.2%
Neither disagree nor agree	7 3.7%
Slightly agree	47 24.9%
Strongly agree	101 53.4%
Don't know	2 1.1%

Q13p. Telephoned: The person I spoke to took responsibility / dealt with my enquiry (n=189)

Absolute Break % Respondents	
Base	189
Q13p. Telephoned: The person I spoke to took responsibility/dealt with my enquiry	
Strongly disagree	31 16.4%
Slightly disagree	11 5.8%
Neither disagree nor agree	14 7.4%
Slightly agree	37 19.6%
Strongly agree	95 50.3%
Don't know	1 0.5%

Q13q. Telephoned: My enquiry was handled reasonably quickly (n=186)

Absolute Break % Respondents	
Base	186
Q13q. Telephoned: My enquiry was handled reasonably quickly	
Strongly disagree	32 17.2%
Slightly disagree	8 4.3%
Neither disagree nor agree	12 6.5%
Slightly agree	46 24.7%
Strongly agree	86 46.2%
Don't know	2 1.1%

Q13r. Telephoned: Overall, I was satisfied with the telephone call (n=198)

Absolute Break % Respondents	
Base	198
Q13r. Telephoned: Overall, I was satisfied with the telephone call	
Strongly disagree	38 19.2%
Slightly disagree	9 4.5%
Neither disagree nor agree	12 6.1%
Slightly agree	44 22.2%
Strongly agree	94 47.5%
Don't know	1 0.5%

Q13s. Wrote in: Our reply was in plain language (n=22)

*None of the respondents said "Don't know" to this question
 Q13s – Q13w refer to those who wrote to the council*

Absolute Break % Respondents	
Base	22
Q13s: Wrote in: Our reply was in plain language	
Strongly disagree	5 22.7%
Slightly disagree	2 9.1%
Neither disagree nor agree	7 31.8%
Slightly agree	2 9.1%
Strongly agree	6 27.3%

Q13t. Wrote in: It told me what I needed to know (n=21)

None of the respondents said "Don't know" to this question

Absolute Break % Respondents	
Base	21
Q13t. Wrote in: It told me what I needed to know	
Strongly disagree	3 14.3%
Slightly disagree	7 33.3%
Neither disagree nor agree	1 4.8%
Slightly agree	5 23.8%
Strongly agree	5 23.8%

Q13u. Wrote in: It told me who to contact to find out more (n=19)

Absolute Break % Respondents	
Base	19
Q13u. Wrote in: It told me who to contact to find out more	
Strongly disagree	5 26.3%
Slightly disagree	2 10.5%
Neither disagree nor agree	4 21.1%
Slightly agree	2 10.5%
Strongly agree	5 26.3%
Don't know	1 5.3%

Q13v. Wrote in: I received the reply in good time (n=22)

Absolute Break % Respondents	
Base	22
Q13v. Wrote in: I received the reply in good time	
Strongly disagree	5 22.7%
Slightly disagree	5 22.7%
Neither disagree nor agree	2 9.1%
Slightly agree	3 13.6%
Strongly agree	6 27.3%
Don't know	1 4.5%

Q13w. Wrote in: Overall, I was satisfied with the reply (n=26)

Absolute Break % Respondents	
Base	26
Q13w. Wrote in: Overall, I was satisfied with the reply	
Strongly disagree	8 30.8%
Slightly disagree	8 30.8%
Neither disagree nor agree	1 3.8%
Slightly agree	3 11.5%
Strongly agree	5 19.2%
Don't know	1 3.8%

Q13x. Emailed/Website: Our reply was in plain language (n=29)

None of the respondents said "Don't know" to this question

Q13x – Q13ab refer to those who contacted the council by email or via the website

Absolute Break % Respondents	
Base	29
Q13x. Emailed/Website: Our reply was in plain language	
Strongly disagree	1 3.4%
Slightly disagree	6 20.7%
Neither disagree nor agree	2 6.9%
Slightly agree	6 20.7%
Strongly agree	14 48.3%

Q13y. Emailed/Website: It told me what I needed to know (n=30)

None of the respondents said "Don't know" to this question

Absolute Break % Respondents	
Base	30
Q13y. Emailed/Website: It told me what I needed to know	
Strongly disagree	3 10.0%
Slightly disagree	4 13.3%
Neither disagree nor agree	4 13.3%
Slightly agree	5 16.7%
Strongly agree	14 46.7%

Q13z. Emailed/Website: It told me who to contact to find out more (n=28)

Absolute Break % Respondents	
Base	28
Q13z. Emailed/Website: It told me who to contact to find out more	
Strongly disagree	3 10.7%
Slightly disagree	5 17.9%
Neither disagree nor agree	4 14.3%
Slightly agree	7 25.0%
Strongly agree	8 28.6%
Don't know	1 3.6%

Q13aa. Emailed/Website: I received the reply in good time (n=34)

None of the respondents said "Don't know" to this question

Absolute Break % Respondents	
Base	34
Q13aa. Emailed/Website: I received the reply in good time	
Strongly disagree	8 23.5%
Slightly disagree	5 14.7%
Neither disagree nor agree	3 8.8%
Slightly agree	3 8.8%
Strongly agree	15 44.1%

Q13ab. Emailed/Website: Overall, I was satisfied with the reply (n=32)

None of the respondents said "Don't know" to this question

Absolute Break % Respondents	
Base	32
Q13ab. Emailed/Website: Overall, I was satisfied with the reply	
Strongly disagree	4 12.5%
Slightly disagree	5 15.6%
Neither disagree nor agree	4 12.5%
Slightly agree	4 12.5%
Strongly agree	15 46.9%

Section 3: Housing

Question 14

What type of housing do you think Sevenoaks District Council should be promoting through our policies ? (n=463)

Absolute Break % Respondents	
Base	463
Q14. What type of housing do you think Sevenoaks District Council should be promoting through our policies	
Affordable units (shared ownership, intermediate rent, discounted market purchase)	97 21.0%
Owner occupied units (suitable for all groups, singles, couples, and families)	108 23.3%
Both of the above, with affordable housing required within private development of more than a certain number of units	258 55.7%

Question 15

In your opinion, what types of housing units should be built in Sevenoaks District ? (n=462)

Respondents could give more than one response to this question.

Absolute Break % Respondents	
Base	462
Q15. In your opinion, what types of housing units should be built in Sevenoaks District	
Studio apartments	96 20.8%
1 Bed flats	179 38.7%
2 Bed flats	216 46.8%
1 Bed starter homes	221 47.8%
2 Bed terraced houses	302 65.4%
3 Bed terrace/semi house	298 64.5%
4 Bed house terrace/semi	124 26.8%

Question 16

Do you think people with local connections should be given additional priority for housing in Sevenoaks District ? (n=470)

Absolute Break % Respondents	
Base	470
Q16. Do you think people with local connections should be given additional priority for housing in Sevenoaks District	
Yes	411 87.4%
No	59 12.6%

Question 17

Do you think Sevenoaks District Council should release Green Belt land to help meet the housing needs of its residents ? (n=475)

Absolute Break % Respondents	
Base	475
Q17. Do you think Sevenoaks District Council should release Green Belt land to help meet the housing needs of its residents	
Yes	16 3.4%
Yes, only if there is no other land supply available locally and there is a proven need	127 26.7%
No	332 69.9%

Question 18

If Green Belt land is not released, should housing be provided by ? (n=471)

In descending order of frequency mentioned

Please ignore the two decimal places, this is because the results have been exported into excel and then into word

Note: The two options in blue were given in the question, the other responses were given spontaneously by respondents

Releasing unused and uneconomic commercial/industrial land	422 89.60%
Higher densities on new development	12 2.50%
Brown field development needs active encouragement	4 0.80%
Not by building in everyone's gardens	3 0.60%
Using empty properties	3 0.60%
Refurbishing currently unusable/unsuitable property, bring empty units into use	2 0.40%
An amount of accommodation in Sevenoaks, over shops, is not now used as living accommodation	2 0.40%
Restrict all future immigration, redefine asylum rules, report illegal immigrants/reduce immigration by 75%, this will reduce the need for land	2 0.40%
Population control	1 0.20%
We should look more closely at the reasons for all this new housing	1 0.20%
Create incentives for people to move out of the district	1 0.20%
Farm buildings on agricultural land close to existing amenities	1 0.20%
Do not allow houses to be used by businesses	1 0.20%

Sevenoaks District Residents' Panel – Survey 10 results (Apr08)

Not on flood plain land but land of poor agricultural use	1 0.20%
Higher densities result in unhappy anti-social behaviour, they are knocking down houses in some areas of the north, relocate people there	1 0.20%
No more building in Sevenoaks	1 0.20%
Social units under Section 106 built on brown field sites with private development	1 0.20%
Set-aside from land not tilled	1 0.20%
Infilling of large urban sites making more intense use of existing residential areas	1 0.20%
Anywhere a supermarket is applying for permission in preference to said supermarket	1 0.20%
Less supermarkets, more houses	1 0.20%
Infill between houses but in keeping with surrounding architecture	1 0.20%
Releasing unused land provided it does not reduce commercial or employment potential and opportunities	1 0.20%
Redevelopment of current housing areas	1 0.20%
Sensible and sensitive development on existing plots in the green belt should be considered	1 0.20%
Use government owned land, such as military	1 0.20%
Better use of hospital grounds	1 0.20%
Good supply of unused commercial and shop buildings could be converted to housing	1 0.20%
Redevelop existing sub-standard housing sites	1 0.20%

Question 19

Do you think Sevenoaks District Council should continue to provide, where appropriate, housing in rural locations for local residents ? (n=470)

Absolute Break % Respondents	
Base	470
Q19. Do you think Sevenoaks District Council should continue to provide, where appropriate, housing in rural locations for local residents	
Yes	419 89.1%
No	51 10.9%

Question 20

Do you think Sevenoaks District Council should consider changing planning policy regarding extensions (particularly in the Green Belt) to allow residents to extend their property to provide the accommodation they want ? (n=465)

Absolute Break % Respondents	
Base	465
Q20. Do you think Sevenoaks District Council should consider changing planning policy regarding extensions (particularly in the Green Belt) to allow residents to extend their property to provide the accommodation they want	
Yes	251 54.0%
No	214 46.0%

Question 21

Please tell us what you think is the most important housing issue in Sevenoaks District (n=371)

In descending order of frequency mentioned

Please ignore the two decimal places, this is because the results have been exported into excel and then into word

This was a single response question and where more than one response was given, the first response was coded

Affordability for first time buyers/lack of property available for first time buyers [affordability]	30 8.10%
Affordability/affordable housing/more affordable housing	28 7.50%
More affordable housing for young couples/young people	22 5.90%
Preservation of green belt land/the green belt	19 5.10%
Provide for local people/people with strong links with the district/priority to locals	13 3.50%
Over crowding/over development/Too much housing/development/infill	13 3.50%
Price/cost/high cost	12 3.20%
Reasonable planning control/clear guidelines/fair to all	10 2.70%
Homes for key workers/public sector workers	8 2.20%
Lack of provision of housing for first time buyers/lack of starter homes for first time buyers	8 2.20%
Ensure that the infrastructure is in place	8 2.20%
To provide affordable housing for everyone	7 1.90%
Affordable housing for low income singles, couples and families	7 1.90%
Affordable housing for young locally born people	7 1.90%
Ensuring adequate services are in place to support new building, such as doctors, dentists, bus services	7 1.90%

Sevenoaks District Residents' Panel – Survey 10 results (Apr08)

Housing for local young families/couples	6 1.60%
Too much additional house building in existing gardens	5 1.30%
One person flats/accommodation for single people	5 1.30%
Helping people to get started/helping people "starting out" /help people get onto the housing ladder	4 1.10%
Sheltered housing for elderly residents	4 1.10%
Provision of affordable housing for those in genuine need/the most needy families	3 0.80%
Stop building large 5+ bed detached homes	3 0.80%
Maintain a realistic level of population	3 0.80%
Keeping the right people, decent people living in the same area	3 0.80%
Inadequate supply of social housing	3 0.80%
Affordable housing for families	3 0.80%
Young people being able to afford to stay in villages close to their families	2 0.50%
Provision for single people with no children who are on a low wage	2 0.50%
Excessive housing proposals for Port Halstead site	2 0.50%
Affordable housing for lower paid young people	2 0.50%
Provision for elderly residents	2 0.50%
Maintain standards in housing, some areas appear to be dragged down	2 0.50%
All new houses should have a garage or off-street parking/adequate parking facilities	2 0.50%
Affordable housing for local people	2 0.50%
Let householders make changes to their properties with less fuss	2 0.50%
Affordable housing for young families who want to get on housing market	2 0.50%

Sevenoaks District Residents' Panel – Survey 10 results (Apr08)

Preventing over-development, keeping the district a desirable place to live	2 0.50%
Affordable housing for first time buyers on low wages	2 0.50%
Re:use derelict properties rather than build new properties on new land	2 0.50%
Housing for families, recently married with or without children	2 0.50%
I don't think it right that council houses should be sold, they should be kept available for people who can't buy in this area	2 0.50%
Affordable housing for local first time buyers	2 0.50%
Use of Sevenoaks gardens as brown field sites for flats and houses	2 0.50%
Lack of suitable land for development/lack of space for new homes	2 0.50%
Housing in a local district	2 0.50%
Too many travellers	2 0.50%
Too many big and expensive houses in small areas creates "them and us" feelings	2 0.50%
Ensure council tenants look after and maintain council properties	2 0.50%
To maintain the integrity of the varied communities within the district and not sacrifice their individuality in the race to build more housing	1 0.30%
To ensure correct usage and care of properties	1 0.30%
Providing planning permission to meet increased housing needs, quickly and efficiently	1 0.30%
Speed up the planning approval process	1 0.30%
Affordable housing for average working families	1 0.30%
Affordable houses for my grandchildren and family	1 0.30%
Corrupt council officials	1 0.30%
Removal of "travellers"	1 0.30%
Homes which are affordable to young single people	1 0.30%

Sevenoaks District Residents' Panel – Survey 10 results (Apr08)

Seem to let developers do what they want to, without regard for residents	1 0.30%
Single people should get help urgently	1 0.30%
Local control of planning issues	1 0.30%
Children in flats, gardens are required for safe play	1 0.30%
The mix of people should be better spread in the whole district	1 0.30%
The release of family homes occupied by singles	1 0.30%
Don't destroy lovely villages with extra homes, roads and traffic	1 0.30%
Ensuring a mix of housing to allow a "cycle of usage" from starter homes, to family homes, to retirement homes	1 0.30%
Starter homes for local residents	1 0.30%
Use or redevelopment of existing buildings with the council taking over private dwellings if they are not used or let out	1 0.30%
Ensure affordable housing is included in all development	1 0.30%
Enough smaller units to enable down sizing	1 0.30%
Too many large over priced homes are being built for commuters	1 0.30%
Inadequate car parking allowance for new developments	1 0.30%
Relaxing the 50% rule on green belt property alterations as it is unfair	1 0.30%
Continual building of large houses in the price range of £700,000+ and not helping single parent and small families to find suitable properties to buy	1 0.30%
Creation of housing density that is too high	1 0.30%
Priority to those working on a low income as opposed to those on benefits	1 0.30%
Limited availability of shared ownership homes in Sevenoaks	1 0.30%
Lack of availability of first time buyer housing in rural communities	1 0.30%

Sevenoaks District Residents' Panel – Survey 10 results (Apr08)

The council needs to resist pressure to expand the scope of the town, it's fine as it is	1 0.30%
Allow bungalows on Castle Hill, Hartley to become houses	1 0.30%
Properties purchased by housing associations	1 0.30%
Providing sufficient housing without compromising on quality	1 0.30%
Providing affordable housing for those who qualify for it, not those who know someone or property developers	1 0.30%
Shortage	1 0.30%
Need has probably been over assessed, the south east has a high number of immigrants who work here but have no actual known need to permanently settle	1 0.30%
People abiding by planning rules and not doing what they want, disregarding local residents and the council	1 0.30%
The extra housing going up in the villages around Otford and Dunton Green is unnecessary	1 0.30%
Lack of eco-friendly designs at affordable prices for low income families	1 0.30%
More bungalows and starter homes	1 0.30%
The central Sevenoaks area is becoming too densely populated with single houses being replaced with multiple units	1 0.30%
Rooms to be of a reasonable size	1 0.30%
Concentrate on the local community	1 0.30%
Keep all development in style and character of local areas	1 0.30%
Shared ownership housing for young local couples	1 0.30%
Affordable housing for young working couples	1 0.30%
Affordable housing for local workers	1 0.30%
Appalling behaviour of private residents to rip down perfectly good houses and rebuild	1 0.30%
Keep the character of Sevenoaks	1 0.30%

Sevenoaks District Residents' Panel – Survey 10 results (Apr08)

Land made available for use by gypsies could be used for housing development	1 0.30%
To cater for all needs	1 0.30%
Flats for older people	1 0.30%
Multi-storey units, such as flats, in areas of houses, such as Mount Harry Lane	1 0.30%
I don't believe there is one for locals	1 0.30%
Too many office blocks	1 0.30%
Lack of police presence in or around council estates	1 0.30%
Lack of affordable rental accommodation	1 0.30%
Infill in villages about to lose their shop or pub, more residents should make these viable	1 0.30%
Unused unsightly areas of land where buildings are knocked down but nothing happens	1 0.30%
Lack of new builds at reasonable prices	1 0.30%
Too many new houses being build with no consideration to the pollution generated by more vehicles	1 0.30%
Houses for young couples	1 0.30%
Ask residents if they want additional housing built	1 0.30%
Affordable housing for single people	1 0.30%
The influx of problem families from out of the area causing trouble in Edenbridge	1 0.30%
To help lower income families or singles to relocate to provide a labour market	1 0.30%
Increased density of housing units over loading existing finite services	1 0.30%
Lack of 3 bedroom houses	1 0.30%
OAPs somewhere safe and suitable within the area they are used to	1 0.30%
Re:use ex-commercial and industrial land for new housing	1 0.30%

Sevenoaks District Residents' Panel – Survey 10 results (Apr08)

I have been on the housing list for over 30 years and because my husband and I were unable to have children it excluded us from being offered a council property, we have always lived in Edenbridge	1 0.30%
Being happy in the house and area in which you live	1 0.30%
Stop permission to knock down one house and build huge multi properties on the site	1 0.30%
People should not be able to extend houses by more than 15-20%, especially above ground level	1 0.30%
The 150% rule should be eased to 250% but no additional housing should be built	1 0.30%
Getting the balance right between sympathetic housing development and the green belt	1 0.30%
All your efforts are put into domestic dwellings and not put into commercial development and creating employment	1 0.30%
Social housing for young people	1 0.30%
Developers trying to build unsuitable types of properties in semi-rural areas, like flats in large blocks	1 0.30%
Building on flood planes and land not suitable for building houses	1 0.30%
That housing estates should not be built in such areas as Fort Halstead	1 0.30%
Teenage and single parent mums taking priority in social housing	1 0.30%
Build on brown field sites	1 0.30%
Quality of buildings, new buildings are not built to last	1 0.30%
Shoreham, a lack of larger properties	1 0.30%
A balance, not like Edenbridge where the social housing is far too great	1 0.30%

Section 4: Sevenoaks District Sustainable Community Action Plan

Question 22

On a day to day basis how safe from crime and disorder do you feel in the District of Sevenoaks ?

Q22a. Outside during the day (n=472)

Absolute Break % Respondents	
Base	472
Q22a. Outside during the day	
Very safe	268 56.8%
Fairly safe	180 38.1%
Neither safe nor unsafe	21 4.4%
Fairly unsafe	2 0.4%
Very unsafe	1 0.2%

Q22b. Outside after dark (n=468)

Absolute Break % Respondents	
Base	468
Q22b. Outside after dark	
Very safe	64 13.7%
Fairly safe	240 51.3%
Neither safe nor unsafe	91 19.4%
Fairly unsafe	60 12.8%
Very unsafe	13 2.8%

Question 23

**Please indicate how strongly you agree or disagree with the following statement:
 “My local area is a place where people from different backgrounds and cultures
 get on well together” (n=467)**

Absolute Break % Respondents	
	Base 467
Q23. Please indicate how strongly you agree or disagree with the following statement: My local area is a place where people from different backgrounds and cultures get on well together	
Agree strongly	126 27.0%
Agree slightly	136 29.1%
Neither agree nor disagree	138 29.6%
Disagree slightly	28 6.0%
Disagree strongly	16 3.4%
Don't know	23 4.9%

Section 5: Managing the Panel

Question 24

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

Q24a. The questionnaire is clearly laid out (n=472)

None of the respondents said "Don't know" to this question

Absolute Break % Respondents	
Base	472
Q24a. The questionnaire is clearly laid out	
Strongly agree	330 69.9%
Slightly agree	106 22.5%
Neither agree nor disagree	22 4.7%
Slightly disagree	12 2.5%
Strongly disagree	2 0.4%

Q24b. The questionnaire was easy to complete (n=468)

None of the respondents said "Don't know" to this question

Absolute Break % Respondents	
Base	468
Q24b. The questionnaire was easy to complete	
Strongly agree	312 66.7%
Slightly agree	111 23.7%
Neither agree nor disagree	26 5.6%
Slightly disagree	17 3.6%
Strongly disagree	2 0.4%

Q24c. The topic areas in the questionnaire are interesting to me (n=467)

None of the respondents said "Don't know" to this question

Absolute Break % Respondents	
Base	467
Q24c. The topic areas in the questionnaire are interesting to me	
Strongly agree	185 39.6%
Slightly agree	213 45.6%
Neither agree nor disagree	45 9.6%
Slightly disagree	21 4.5%
Strongly disagree	3 0.6%

Q24d. The topic areas in the questionnaire are relevant to me (n=463)

Absolute Break % Respondents	
Base	463
Q24d. The topic areas in the questionnaire are relevant to me	
Strongly agree	116 25.1%
Slightly agree	221 47.7%
Neither agree nor disagree	76 16.4%
Slightly disagree	36 7.8%
Strongly disagree	12 2.6%
Don't know	2 0.4%

Q24e. Overall, I am satisfied with the quality of the survey questionnaire (n=471)

None of the respondents said "Don't know" to this question

Absolute Break % Respondents	
Base	471
Q24e. Overall I am satisfied with the quality of the survey questionnaire	
Strongly agree	213 45.2%
Slightly agree	185 39.3%
Neither agree nor disagree	48 10.2%
Slightly disagree	16 3.4%
Strongly disagree	9 1.9%

Section 6: Other comments and suggestions

Question 25

Is there anything else you would like to add ? (n=149)

In descending order of frequency mentioned

Please ignore the two decimal places, this is because the results have been exported into excel and then into word

Panel member comment (with subject code)	Frequency	%
Planning/Housing Provision: <i>The preservation of the green belt should not be jeopardised by building more houses/protect the green belt</i>	6	4.0%
Highways Maintenance: <i>The condition of many roads in the area</i>	4	2.7%
Survey/Questionnaire: <i>More opportunity to comment on specific questions would be useful</i>	4	2.7%
Survey/Questionnaire: <i>Tick boxes inevitably produce simplistic opinions, I'm not sure if anything meaningful can be deduced from this/boxes of simple answers are inappropriate for some of the questions/some questions warrant more than tick boxes/the questions are poorly couched and there are tick boxes, not sure if you get meaningful responses</i>	4	2.7%
Survey/Questionnaire: <i>Reduce the size of the questionnaire to A5 to reduce high postage cost and waste less paper</i>	4	2.7%
Survey/Questionnaire: <i>These questionnaires force responses that are curtailed or narrowed because of the wording of the questions Question 18/Question 18 and Question 14</i>	4	2.7%
Other: <i>We're too remote to feel part of Sevenoaks/on the boundary and feel left out</i>	3	2.0%
Planning/Housing Provision: <i>When planning permission is given for housing development, more consideration should be given to architectural content to avoid having housing of nearly all the same design, such as at Riverhead which is terrible</i>	3	2.0%
Survey/Questionnaire: <i>Helpful to know that the survey results actually change policies as opposed to you "considering" how to respond</i>	3	2.0%
Survey/Questionnaire: <i>Questions are asked that cannot be answered rationally without the necessary background information</i>	3	2.0%
Survey/Questionnaire: <i>There are a number of instances where multiple answers would be more appropriate</i>	3	2.0%
Survey/Questionnaire: <i>Why did 'strongly agree' change from the left hand side to the right hand side and then back again, very misleading</i>	3	2.0%
Survey/Questionnaire: <i>Q23 is difficult to answer in Sevenoaks as the community does not contain many different cultures or ethnic backgrounds/regarding Question 23, my area is not culturally diverse/racial integration is not a big problem in the Sevenoaks area</i>	3	2.0%
Survey/Questionnaire: <i>Question 13 should include an option 'did not receive any reply'/'still awaiting a reply'</i>	3	2.0%

Sevenoaks District Residents' Panel – Survey 10 results (Apr08)

Panel member comment (with subject code)	Frequency	%
Survey/Questionnaire: Question 3 refers to one place but you could tick several places in Question 2/Question 3 "it" is not clear as it could cover one or more sites	3	2.0%
Council Performance: I think SDC does a good job in all areas/a job well done	2	1.3%
Council General: It is important that SDC maintain the high level of amenities they provide, especially refuse collection to reflect the rising cost of Poll Tax	2	1.3%
Council General: Tackle graffiti	2	1.3%
Refuse/Recycling: Lack of action on fly-tippers/litter offences	2	1.3%
Highways Maintenance: Concerns re:state of footpaths and pavements	2	1.3%
Highways Maintenance: Rural area road surfaces are in very poor repair/address rural road maintenance	2	1.3%
Other: The South East is getting too crowded, housing wise	2	1.3%
Survey/Questionnaire: Include questions relating to local services and facilities	2	1.3%
Survey/Questionnaire: Some questions are ambiguous	2	1.3%
Survey/Questionnaire: Survey about Brands Hatch	2	1.3%
Survey/Questionnaire: The questionnaire is limiting, face-to-face consultation would be better	2	1.3%
Survey/Questionnaire: There should a section of questions relating to specific areas	2	1.3%
Survey/Questionnaire: Big difference between "strongly agree" and "slightly agree", why not add "agree" in between	2	1.3%
Survey/Questionnaire: These surveys should be done on the website or by email	2	1.3%
Survey/Questionnaire: Q13 did not allow for contact via the website	2	1.3%
Survey/Questionnaire: There is a big difference between monthly and annually in Question 2	2	1.3%
Other: Concern over lack of parking around the train station/more car parks needed by the station	2	1.3%
Planning: Continue to allow builders to build but in keeping with the surrounding areas visually	2	1.3%
Other: Need better public transport	2	1.3%
Crime/Community Safety: I am 73 years young but never go out after dark as it is very frightening	1	0.7%
Crime/Community Safety: Obsession with personal safety, it's not a big problem in Sevenoaks area	1	0.7%
Council General: SDC have no regard for residents of Sevenoaks who pay Council Tax	1	0.7%
Council Performance: Moving to Tunbridge Wells but have been satisfied by SDC over the last 10 years	1	0.7%
Council Performance: The council have always been very helpful	1	0.7%
Other: Can the existing infrastructure develop fast enough to cope with the influx of European immigrants over the last 12 months	1	0.7%
Other: Having moved here in 1983 from inner London, I was astonished at the lack of black faces	1	0.7%

Sevenoaks District Residents' Panel – Survey 10 results (Apr08)

Panel member comment (with subject code)	Frequency	%
Other: <i>I am happy living in Sevenoaks</i>	1	0.7%
Other: <i>I would prefer to keep Sevenoaks area rural</i>	1	0.7%
Other: <i>Jobs and houses are needed in areas "north of the Thames and beyond"</i>	1	0.7%
Council General: <i>Forum on the website for residents to communicate with each other</i>	1	0.7%
Council General: <i>Is there a monthly newsletter on the internet which deals with the day to day news of the council</i>	1	0.7%
Council General: <i>My last contact was via the website, an enquiry about forthcoming bus pass arrangements and my experience was not good</i>	1	0.7%
Council General: <i>The telephone system did not work for me, I tried to call three times and could only hear people in the background</i>	1	0.7%
Council Tax: <i>Concern over the level of Council Tax</i>	1	0.7%
Council Tax: <i>Reduce Council Tax burden</i>	1	0.7%
Other: <i>We have an "eyesore" in Swanley, "Deja Vu Nightclub" why can't it be turned into something the residents can enjoy such as ten pin bowling or an ice rink</i>	1	0.7%
Council General: <i>Electricity could be saved by turning off the street lights from 1am-5am</i>	1	0.7%
Council General: <i>To be able to renew garden waste license on-line and other renewable items also</i>	1	0.7%
Council General: <i>Something needs to be done about the Teardrop Centre queues</i>	1	0.7%
Countryside Management: <i>Address rural community issues by getting the urban population to respect the countryside and rights of landowners</i>	1	0.7%
Council General: <i>Address rural community issues, such as controlling large vehicles unsuitable for small country lanes</i>	1	0.7%
Council General: <i>More needs to be provided for younger children, I am pleased to see that three playgrounds will be developed</i>	1	0.7%
Council General: <i>Update the play area in Hollybush, some equipment has been removed or boarded up for over a year</i>	1	0.7%
Maintenance: <i>More attention to maintaining lower profile areas of the countryside</i>	1	0.7%
Countryside Management: <i>Higher profile wardens to patrol walking areas to deter people from leaving dog mess</i>	1	0.7%
Countryside Management: <i>Provide dog bag dispensers in all walking areas</i>	1	0.7%
Economic Development: <i>Traders need to be encouraged to remain in Sevenoaks</i>	1	0.7%
Other: <i>Concerns over water shortages, houses now have more than one shower and bathroom</i>	1	0.7%
Maintenance: <i>Spend some money on green areas in towns</i>	1	0.7%
Street Cleaning: <i>Street cleaning is good</i>	1	0.7%
Planning: <i>Perhaps the council should purchase some land to preserve and protect green belt areas</i>	1	0.7%

Sevenoaks District Residents' Panel – Survey 10 results (Apr08)

Panel member comment (with subject code)	Frequency	%
Other: <i>We desperately need a doctor in the village of Knockholt, the last one retired and has never been replaced</i>	1	0.7%
Highways Maintenance: <i>Concerns regarding road closures</i>	1	0.7%
Highways Maintenance: <i>The roads on Bradbourne Estate are pot holed and cracked and the pavements are so uneven it is easy to trip over</i>	1	0.7%
Highways Maintenance: <i>The state of Sevenoaks main road, potholes and sunken drains</i>	1	0.7%
Highways Management: <i>Concerns regarding the number of road closures in Sevenoaks</i>	1	0.7%
Highways: <i>Need more speed restrictions through villages</i>	1	0.7%
Highways: <i>Should Seal Hollow Road be made one way from the golf club turning to Chart Way ?</i>	1	0.7%
Highways: <i>Should the High Street, Pembroke Road and London Road be made into a one-way system ?</i>	1	0.7%
Maintenance: <i>Improved pavements in Sevenoaks High Street and London Road</i>	1	0.7%
Highways: <i>Very few cycle lanes, urgent need for more</i>	1	0.7%
Highways: <i>Concerned about road safety on A25, I have written but not received an acknowledgement</i>	1	0.7%
Housing Allocation: <i>Stop giving better housing to unmarried mums and benefit receivers, couples who work are not given the same treatment</i>	1	0.7%
Housing Management: <i>Control of anti-social behaviour tenants</i>	1	0.7%
Housing Provision: <i>In desperate need of more housing for local families so they can stay in the area</i>	1	0.7%
Housing Provision: <i>There's a shortage of social housing in Sevenoaks</i>	1	0.7%
Planning/Housing Provision: <i>When developing there should be a combination of private/public housing which is well thought out and designed so people will want to live there</i>	1	0.7%
Survey/Questionnaire: <i>I have some problems looking at priorities as I live locally but am a social worker covering part of the district</i>	1	0.7%
Survey/Questionnaire: <i>Ask us what issues we are interested in</i>	1	0.7%
Survey/Questionnaire: <i>Given the time and expense involved in producing questionnaires, this seems rather short, you could have asked further questions and for more detailed responses</i>	1	0.7%
Survey/Questionnaire: <i>How can the costs of these surveys be controlled relative to objectives, costs need to be reduced</i>	1	0.7%
Survey/Questionnaire: <i>It's difficult to make a judgement on topics that are completely irrelevant to me and of no interest</i>	1	0.7%
Survey/Questionnaire: <i>Membership of a "discussion group" for greater depth of information</i>	1	0.7%
Survey/Questionnaire: <i>None of the questions require much in-depth thought, I fail to see the survey improving things in the district</i>	1	0.7%
Survey/Questionnaire: <i>Questions are not relevant to us</i>	1	0.7%
Survey/Questionnaire: <i>Save money by not doing surveys and spend it better on saving money for workers on minimum wage</i>	1	0.7%
Survey/Questionnaire: <i>Some questions concerning Sevenoaks do not apply to me as I live in Swanley</i>	1	0.7%

Sevenoaks District Residents' Panel – Survey 10 results (Apr08)

Panel member comment (with subject code)	Frequency	%
Survey/Questionnaire: <i>The questionnaire is good but not specific enough for all areas</i>	1	0.7%
Survey/Questionnaire: <i>The topics do not feel interesting to DA3 [residents], we look to neighbouring district councils for much more day-to-day service</i>	1	0.7%
Survey/Questionnaire: <i>There should be a comments box after each section of the questionnaire</i>	1	0.7%
Survey/Questionnaire: <i>Answers may vary according to age and income group but perhaps you can add these from other sources</i>	1	0.7%
Survey/Questionnaire: <i>Future questionnaires should address one topic, this one covers two issues, housing and culture/relaxation</i>	1	0.7%
Survey/Questionnaire: <i>It is a waste of time to ask questions about the questionnaire itself, you shouldn't send it out unless you are confident it's OK</i>	1	0.7%
Survey/Questionnaire: <i>Never a response to our reports</i>	1	0.7%
Survey/Questionnaire: <i>Surveys do cause you to think of others less fortunate than yourself, how many complete the surveys ?</i>	1	0.7%
Survey/Questionnaire: <i>Question 13 could have been clearer</i>	1	0.7%
Survey/Questionnaire: <i>Question 13: there's no reason respondents could not respond to all the methods they have made contact by in the last few months</i>	1	0.7%
Survey/Questionnaire: <i>Questions 6 to 13 are too general, response times depend of the query or question</i>	1	0.7%
Survey/Questionnaire: <i>Regarding contacting SDC, there should have been an option "method used was the most appropriate for the matter to be discussed" as the method may well vary from subject to subject</i>	1	0.7%
Survey/Questionnaire: <i>Cannot answer questions relating to local countryside as I do not visit the area</i>	1	0.7%
Survey/Questionnaire: <i>Question 1 was not altogether clear, I am aware of some of the sites but not of the management</i>	1	0.7%
Survey/Questionnaire: <i>Question 3 is badly worded, I assume the statements apply to the countryside sites visited or known by the panel member</i>	1	0.7%
Survey/Questionnaire: <i>The questionnaire is easy to complete but doesn't flow logically in places, such as Questions 2 to 3</i>	1	0.7%
Survey/Questionnaire: <i>Future questionnaires to include questions regarding the condition of the roads in the area</i>	1	0.7%
Survey/Questionnaire: <i>Questions regarding road safety</i>	1	0.7%
Survey/Questionnaire: <i>Questions relating to traffic</i>	1	0.7%
Survey/Questionnaire: <i>Survey on the quality of roads and footpaths</i>	1	0.7%
Survey/Questionnaire: <i>Regarding Question 15, I have been informed that the strategy has already been launched, is this true ?</i>	1	0.7%
Survey/Questionnaire: <i>Questions relating to parking issues</i>	1	0.7%
Parking: <i>Concerns over cars parking on pavements in Otford, pedestrians have to walk on roads</i>	1	0.7%
Parking: <i>Lack of traffic wardens patrolling ad hoc parking</i>	1	0.7%

Sevenoaks District Residents' Panel – Survey 10 results (Apr08)

Panel member comment (with subject code)	Frequency	%
<i>Parking: More thought to parking charges, such as when long stay car parks are used by shop workers on a minimum wage, it's unaffordable to them</i>	1	0.7%
<i>Parking: Stop introducing parking restrictions</i>	1	0.7%
<i>Parking: This is a greedy money grabbing council that is trying to rob us blind through car parking charges, I won't go into Sevenoaks if I can avoid it</i>	1	0.7%
<i>Other: Swanley Town Council are to be praised for their part in the parks and garden displays</i>	1	0.7%
<i>Planning: Concerns regarding development in villages of natural beauty</i>	1	0.7%
<i>Planning: Convert unused buildings</i>	1	0.7%
<i>Planning: Develop brown field sites</i>	1	0.7%
<i>Planning: Extra housing should not be built particularly in the grounds of current properties</i>	1	0.7%
<i>Planning: I congratulate SDC on the quality of its contact form for objecting to planning applications</i>	1	0.7%
<i>Planning: I feel strongly that the council should look at each planning application regarding extensions on its own merits</i>	1	0.7%
<i>Planning: Infrastructure must be addressed now as many more homes in Halstead, Dunton Green and Riverhead is a possibility</i>	1	0.7%
<i>Planning: Officers make planning decisions without visiting sites</i>	1	0.7%
<i>Planning: Officers not making consistent planning decisions</i>	1	0.7%
<i>Planning: Out of town developments should be restricted</i>	1	0.7%
<i>Planning: Planners are reluctant to grant "change of use" permission, this can only benefit the area if use is for housing</i>	1	0.7%
<i>Planning: Planning appeals should be less difficult and initially informal</i>	1	0.7%
<i>Planning: SDC gives the impression it is acceptable to develop less popular developments in and around Swanley rather than spreading them around the district</i>	1	0.7%
<i>Planning: SDC planning department is not up to the standard expected of the council overall</i>	1	0.7%
<i>Planning: SDC relies too heavily upon the opinion of the Parish Councils in planning matters, Parish Councillors represent a narrow view and are poorly informed on the law and rules</i>	1	0.7%
<i>Planning: You should insist renewable energy is included in all new builds and extensions</i>	1	0.7%
<i>Planning: Access to planning officers is very limited at one-and-a-half hours per day</i>	1	0.7%
<i>Other: More police on the streets</i>	1	0.7%
<i>Other: The police station in Swanley should be open 24 hours a day and manned, this will improve local and surrounding areas</i>	1	0.7%
<i>Other: Fix the toilets at the bus station, they are an absolute disgrace</i>	1	0.7%
<i>Public Transport: Buses are infrequent and expensive</i>	1	0.7%
<i>Public Transport: Difficulties with access to public transport services</i>	1	0.7%
<i>Public Transport: SDC must keep up pressure on the bus companies to provide good services in and around Sevenoaks</i>	1	0.7%

Sevenoaks District Residents' Panel – Survey 10 results (Apr08)

Panel member comment (with subject code)	Frequency	%
Public Transport: <i>SDC must put pressure on Southern Trains to impose services to London from outlying stations, such as Edenbridge</i>	1	0.7%
Public Transport: <i>We want our children to get the freedom pass now, not wait until June 2009</i>	1	0.7%
Public Transport: <i>£10 off a Senior Citizen rail card is pathetic, don't you want us to go by train ?</i>	1	0.7%
Public transport: <i>Free bus passes are good but many elderly folk in rural areas are disabled and have trouble getting to the bus stop</i>	1	0.7%
Public Transport: <i>Free bus travel for pensioners with fewer buses is not worthwhile</i>	1	0.7%
Public Transport: <i>Why can't pensioners have some train concessions as in Greater London</i>	1	0.7%
Refuse/Recycling: <i>I am pleased SDC got high results in refuse collection and recycling</i>	1	0.7%
Refuse/Recycling: <i>I feel SDC is "behind the times" in refuse and recycling collections</i>	1	0.7%
Refuse/Recycling: <i>I have considerable trouble receiving rubbish sacks, why can't you leave them at my garden gate at regular intervals ?</i>	1	0.7%
Refuse/Recycling: <i>No fortnightly rubbish collection please</i>	1	0.7%
Refuse/Recycling: <i>We should have boxes for compostable waste</i>	1	0.7%
Refuse/Recycling: <i>Concerns about fly-tipping if fortnightly collections</i>	1	0.7%
Planning/Housing Provision: <i>SDC should pay more attention to the wishes and recommendations of local councils when considering housing and planning matters</i>	1	0.7%
Other: <i>Concern over traffic</i>	1	0.7%
Other: <i>Increased traffic in Kent</i>	1	0.7%
Other: <i>Transport issues are important</i>	1	0.7%
Other: <i>Taxi fares are too expensive for pensioners</i>	1	0.7%
Other: <i>Better policing mainly of young groups after dark</i>	1	0.7%