

Annexe A

Surrey Residents' Survey – Satisfaction with the quality of vehicle parking,

Figure 1: Quarter 2, 3 and 4 2013/14 compared

	Percentage satisfied			Percentage point change Q2 – Q3	Percentage point change Q3 – Q4
	Quarter 2 (Jul-Sep 2013)	Quarter 3 (Oct-Dec 2013)	Quarter 4 (Jan-Mar 2014)		
Elmbridge	61.3%	41.9%	38.8%	-19.4	-3.1
Epsom & Ewell	46.7%	40%	44.2%	-6.7	4.2
Guildford	46.7%	50.8%	41%	4.1	-9.8
Mole Valley	62.7%	37.3%	51.3%	-25.4	14
Reigate & Banstead	56%	42%	40.7%	-14	-1.3
Runnymede	54.7%	53.3%	51.4%	-1.4	-1.9
Spelthorne	58.7%	53.3%	57.1%	-5.4	3.8
Surrey Heath	56%	63.1%	52.9%	7.1	-10.2
Tandridge	69.3%	53.8%	42.3%	-15.5	-11.5
Waverley	60%	49.5%	60.6%	-10.5	11.1
Woking	54.5%	47.4%	43.4%	-7.1	-4
Surrey total	57.3%	48.6%	47.2%	-8.7	-1.4

Figures based on telephone interviews with a random sample of 2523 (827 in Quarter 2, 872 in Quarter 3, 824 in Quarter 4). Interviews distributed in proportion to the overall population aged 16 and over, across the 11 districts and boroughs, and across the 9-month period July 2013 to March 2014. The percentage 'satisfied' reported in the table is the combined total of residents who reported being "very satisfied" and "fairly satisfied".

Figure 2: 2012/13 and 2013/14 compared

	Percentage satisfied		Percentage point change year-on-year
	2012/13	2013/14	
Elmbridge	51%	45.6%	-5.4
Epsom & Ewell	58.1%	47.3%	-10.8
Guildford	55.1%	44.7%	-10.4
Mole Valley	59.1%	52.5%	-6.6
Reigate & Banstead	50.8%	47.3%	-3.5
Runnymede	57.2%	54.3%	-2.9
Spelthorne	59.4%	58.1%	-1.3
Surrey Heath	56.9%	58.6%	1.7
Tandridge	49.8%	51.8%	2
Waverley	54.5%	51.4%	-3.1
Woking	55.1%	48.4%	-6.7
Surrey total	55.2%	50.8%	-4.4

Figures based on telephone interviews with a random sample of 6661 (3316 in 2012/13 and 3345 in 2013/14). Interviews distributed in proportion to the overall population aged 16 and over across the 11 districts and boroughs. The percentage 'satisfied' reported in the table is the combined total of residents who reported being "very satisfied" and "fairly satisfied".

A note on these results

The Surrey Residents' Survey provides an accurate measure, over a period of several years, of resident satisfaction with vehicle parking in Surrey, and allows a drill-down to compare the perceptions of residents of different districts and boroughs in the county. The survey's purpose is to gauge and describe resident satisfaction with the council's services but being a short, quantitative telephone-based survey it is not within its scope to explore or explain the reasons *why* satisfaction has risen or fallen over time. For this reason, the COSC Performance & Finance Sub-Group has

asked the Environment & Transport Select Committee to scrutinise parking issues in the four Boroughs/Districts which saw a reduction in parking satisfaction of more than 10% between quarters two and three of 2013/14 (i.e. Elmbridge, Mole Valley, Tandridge, Waverley).

It is important to highlight that although there were several quarter-on-quarter falls in satisfaction with vehicle parking between quarters 2 and 3 of 2013/14 that were greater than 10 percentage points (Figure 1), that in some cases these were followed by improvements of a similar scale in quarter 4. The satisfaction scores for residents of Mole Valley are the most obvious example.

For this reason, Figure 2 is also provided to show year-on-year change. There are still some large percentage-point changes in year-on-year satisfaction expressed by the residents of some districts and boroughs, especially Epsom and Ewell and Guildford, but overall these changes are smaller than the quarterly comparisons shown in Figure 1. The larger sample size involved in comparing one whole year's data with another also gives greater confidence that the change over time is significant because there is a smaller margin for error on survey results with a larger sample size.

The Sub-Group also requested whether the Environment & Transport Select Committee can be given an idea of what further analysis of the survey data would be appropriate. In the opinion of the author of this report (the manager of the Residents' Survey contract) the analysis presented here is as detailed as the survey's sample design allows. Any further drill-down (for example to compare the responses of different sub-groups of residents *within* a single district/borough) would involve comparing the views of relatively small groupings of residents and the accompanying large margins for error on these results that would mean very few observed differences between sub-groups would be statistically significant.

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