

# **Creating a fairer, more compassionate and inclusive Surrey**

## **A Surrey County Council survey – large print version**

### **Introduction**

Surrey County Council (SCC) is committed to being a fair, compassionate and inclusive council that genuinely values difference and makes everyone feel safe and they belong. We have published an equality, diversity and inclusion (EDI) action plan, which aims to make EDI central to the council's working culture to support our mission to ensure no-one is left behind.

We are committed to supporting all residents to have the same chances for a high quality of life and feel they belong in their communities. We will also champion our most vulnerable residents, including those who may suffer from prejudice and discrimination because of who they are or their circumstances. We have launched this survey to get your views on:

- How we need to change to meet our aspirations to being a fair, compassionate and inclusive council;
- What are the key inequalities facing Surrey's residents that we should work with partners to prioritise our focus on

This survey should take no more than 15 minutes to complete. We will use these results to inform how we work with Surrey's communities and our partners to make Surrey a better place for everyone to live, work and study.

The closing date for your submission is Monday 4 July 2022. Please email your response to [research@surreycc.gov.uk](mailto:research@surreycc.gov.uk). Alternatively, you can post your response to:

FAO Research Team

Woodhatch Place  
11 Cockshot Hill  
Woodhatch  
Reigate  
RH2 8EF

### **Privacy and accessibility**

All responses are strictly confidential, and your data will be used in line with our [corporate privacy notice](#).

This is a version of an online survey designed for respondents with screen readers who would prefer to complete a hard copy.

If you require a version of this survey in an alternative format, please contact [research@surreycc.gov.uk](mailto:research@surreycc.gov.uk) and we will do our best to assist you. For more information on the accessibility of Surrey Says, please see the [Delib Accessibility Policy](#).

### **About you**

1. Are you responding as:
  - a. A resident?
  - b. As a representative for an organisation in Surrey?
2. If you are responding on behalf of an organisation, please give the name of your organisation.

## About Surrey County Council's EDI ambitions

3. Before this survey, had you heard about SCC's ambitions for the Council to be a fairer, more compassionate and inclusive organisation to strengthen equality, diversity and inclusion (EDI) for all residents and staff?
  - a. Yes
  - b. No
  
4. To what extent do you agree or disagree that SCC's EDI action plan is focused on the right issues? Please [read the EDI action plan](#) before answering this question.
  - a. Strongly agree
  - b. Agree
  - c. Disagree
  - d. Strongly disagree
  
5. In your opinion, what more could we do that would best raise more awareness of SCC's commitment and progress on EDI? Select all the answers that apply.
  - a. Councillors discussing SCC's EDI ambitions and related local issues with residents
  - b. Social media posts
  - c. Surrey Matters
  - d. News stories on the council's website
  - e. Other
  - f. None of the above

If you selected 'Other', please specify:

6. To what extent would you agree or disagree that SCC's approach to communications and engagement are accessible and inclusive?
- a. Strongly agree
  - b. Agree
  - c. Disagree
  - d. Strongly disagree

**About SCC's services**

7. To what extent would you agree or disagree that the SCC services you use/the people you work with use are effective at meeting your/their needs?
- a. Strongly agree
  - b. Agree
  - c. Disagree
  - d. Strongly disagree

If you would like to explain your answer, please use the box below:

8. To what extent would you agree or disagree that SCC is effective at designing and delivering services that meet your needs or the needs of the residents you work with?
- a. Strongly agree
  - b. Agree
  - c. Disagree

d. Strongly disagree

If you would like to explain your answer, please use the box below:

9. If you have interacted with any SCC staff members over the last 12 months, to what extent would you agree or disagree that they understood and responded to your needs/the needs of the residents you work with?

- a. Strongly agree
- b. Agree
- c. Disagree
- d. Strongly disagree
- e. Not applicable

If you would like to explain your answer, please use the box below:

10. To what extent would you agree or disagree that SCC's buildings are accessible and inclusive?

- a. Strongly agree
- b. Agree
- c. Disagree

d. Strongly disagree

If you would like to explain your answer, please use the box below:

11. To what extent would you agree or disagree that SCC's approach to engaging communities makes it easy for you/residents you work with to participate in decision-making that affects their local community?

- a. Strongly agree
- b. Agree
- c. Disagree
- d. Strongly disagree

If you would like to explain your answer, please use the box below:

## About Surrey

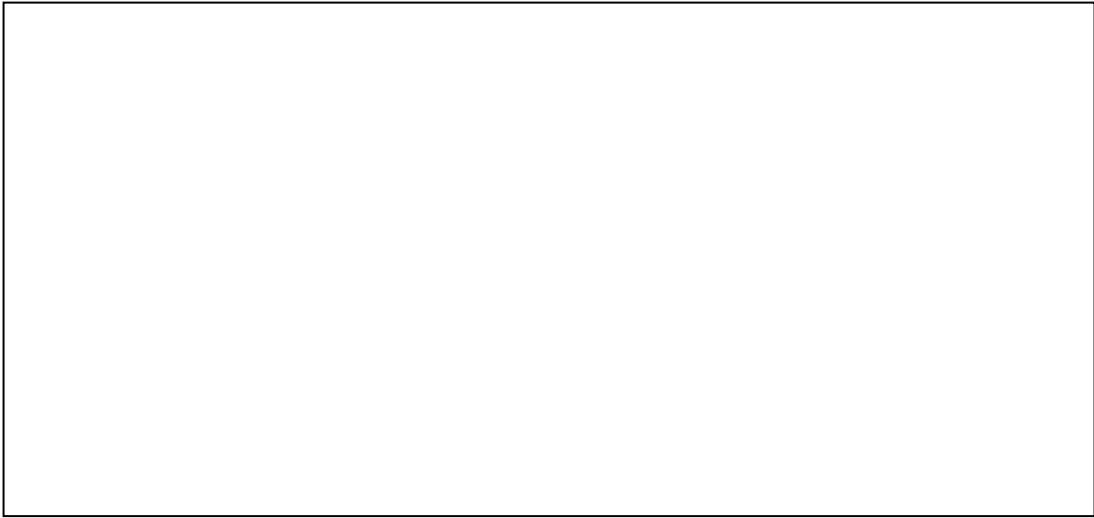
12. In your view, what are the **top three** EDI issues facing Surrey residents today?

- a. Loneliness/social isolation
- b. Domestic abuse
- c. Homelessness and rough sleeping

- d. Quality of social housing
- e. Quality of private rented housing
- f. Housing affordability
- g. Stigma based on one or more protected characteristics, such as age, race and disability
- h. Mental health
- i. Physical health
- j. Digital inclusion
- k. Physical access to services
- l. Access to green spaces
- m. Cost of living excluding housing affordability
- n. Access to transport
- o. Inequality of participation in the democratic process
- p. Inequality of participation in decisions affecting local communities
- q. Access to employment
- r. Access to education
- s. Access to health and social care
- t. Hate crime
- u. Other

If you selected 'Other', please specify:

13. Are there any other EDI issues you want to raise that have not been covered elsewhere in this survey?





## Demographics

By telling us a little bit more about you, we can ensure that we are speaking to a broad range of Surrey residents.

14. Which of these age groups do you belong to?
  - a. 13 to 17
  - b. 18 to 24
  - c. 25 to 34
  - d. 35 to 44
  - e. 45 to 54
  - f. 55 to 64
  - g. 65 to 74
  - h. 75 to 84
  - i. 85 and over
  - j. Prefer not to say
  
15. Do you have a disability or health condition that limits your daily activities? Please select all that apply
  - a. No
  - b. Hearing impairment
  - c. Vision impairment
  - d. Physical health condition
  - e. Mental health condition
  - f. My mobility is limited
  - g. Prefer not to say
  
16. Which of these ethnic groups do you self-identify with?
  - a. White – English/Welsh/Scottish/Northern Irish/British
  - b. White – Irish
  - c. White – Gypsy or Irish Traveller
  - d. Other White
  - e. Mixed/multiple ethnic groups – White and Black Caribbean

- f. Mixed/multiple ethnic groups – White and Black African
- g. Mixed/multiple ethnic groups – White and Asian
- h. Other mixed/multiple
- i. Asian/Asian British – Indian
- j. Asian/Asian British – Pakistani
- k. Asian/Asian British – Bangladeshi
- l. Asian/Asian British – Chinese
- m. Other Asian
- n. Black/African/Caribbean/Black British – African
- o. Black/African/Caribbean/Black British – Caribbean
- p. Other Black/African/Caribbean
- q. Other ethnic group – Arab
- r. Other ethnic group
- s. Prefer not to say

If other, please specify:

17. This question is about your gender identity. Do you identify as:

- a. Woman/Girl
- b. Man/Boy
- c. Transwoman/Transgirl
- d. Transman/Transboy
- e. Non-binary/Genderqueer/Agender/Gender fluid
- f. Prefer not to say

g. Other

If other, please specify:

18. How would you describe your sexual orientation?

- a. Bisexual
- b. Gay man
- c. Gay woman/Lesbian
- d. Heterosexual/Straight
- e. Other
- f. Prefer not to say

If other, please specify:

19. What is your religion?

- a. No religion
- b. Christian
- c. Buddhist
- d. Hindu
- e. Jewish
- f. Muslim
- g. Sikh
- h. Other religion or belief

i. Prefer not to say

If other, please specify:

20. Are you pregnant or have you had a baby in the last 12 months?

- a. Yes
- b. No
- c. Prefer not to say

21. Do you look after, or give any help or support to, anyone because they have any long-term physical or mental health conditions or illnesses, or problems related to old age?

- a. No
- b. Yes, between 1 and 19 hours a week
- c. Yes, between 20 and 49 hours a week
- d. Yes, 50 or more hours a week
- e. Prefer not to say

22. What is your total household annual income, from all sources, before tax and other deductions?

- a. £10,000 to £24,999
- b. £25,000 to £49,999
- c. £50,000 to £74,999
- d. £75,000 or more
- e. Prefer not to say