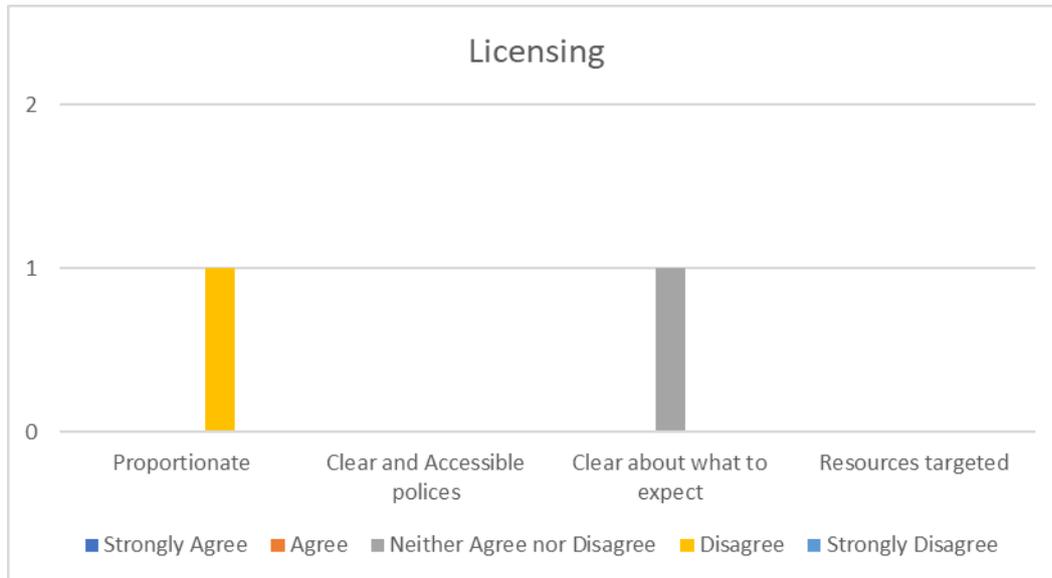


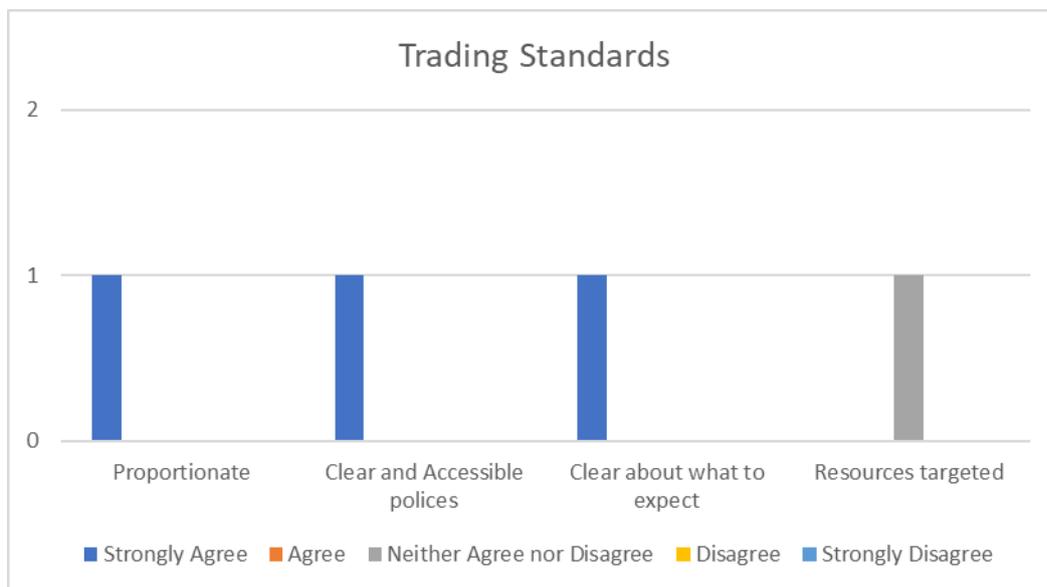
23 people responded to the survey. This is a relatively small sample size, meaning that the sample is not massively representative of the borough as a whole. Out of the 23 respondents, 16 identified as a resident, 6 identified as a business owner and 1 identified as other (unspecified). This means that the majority of the participants are residents within the borough. Questions related to the housing service saw the most responses, and questions related to licensing saw the least responses. Despite the relatively small sample size, feedback to service managers has been provided.

**Licensing**



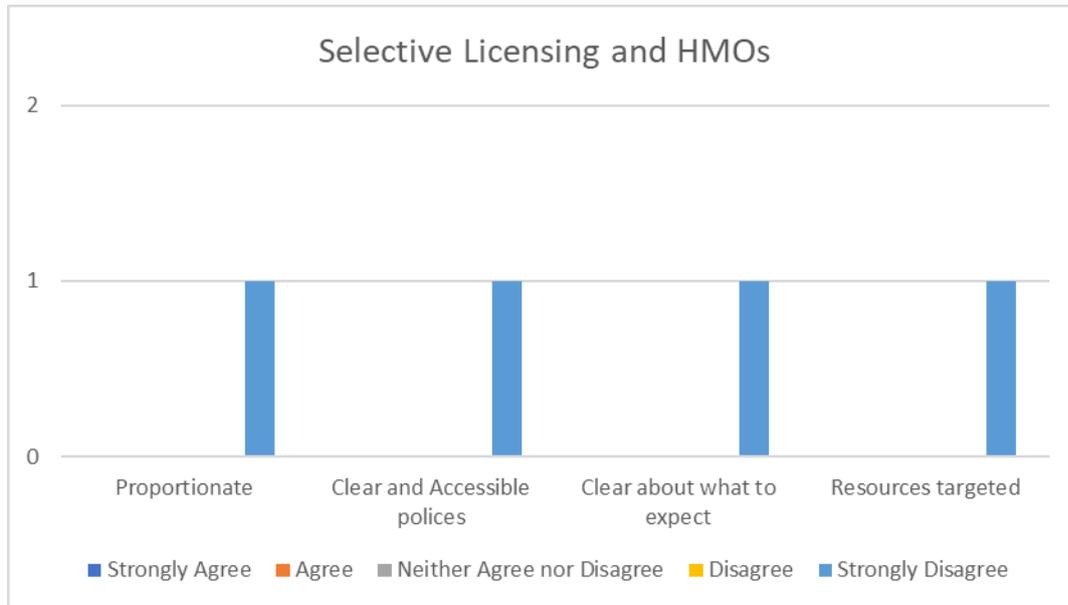
There were 2 responses to the questions related to licensing. 1 respondent disagreed that their experience with the licensing service was proportionate. 1 respondent answered neither agree nor disagree that in their experience with the licensing service, that the service was transparent about what to expect and what can be expected from them. There was no response to questions related to whether the respondent felt it the service has clear and accessible policies, or that resources are targeted to reflect the need in their local area.

**Trading Standards**



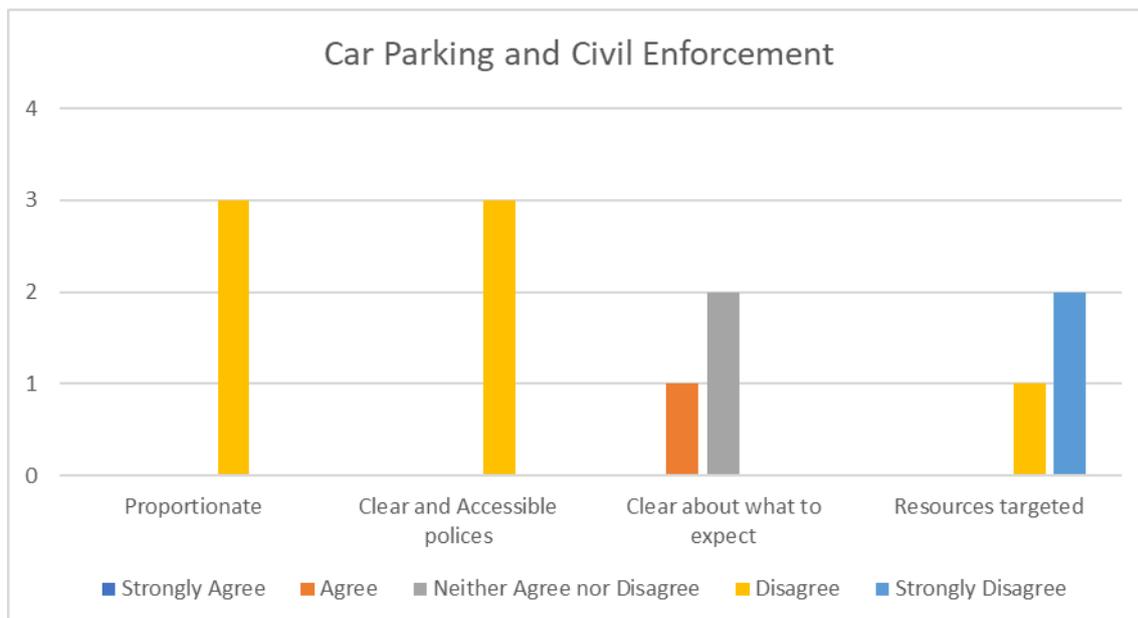
There were 4 responses to the questions related to trading standards. 1 respondent strongly agreed that their experience with trading standards was proportionate. 1 respondent strongly agreed that in their experience this service has clear and accessible policies. 1 respondent strongly agreed that that the service was transparent about what to expect and what can be expected from them. 1 respondent answered neither agree nor disagree that in their experience with trading standards, that they felt resources were targeted to reflect the need in their local area.

**Selective Licensing & Houses of Multiple Occupancy (HMOs)**



There was 1 response (strongly disagree) for each question in the Selective Licensing and HMOs section of the survey.

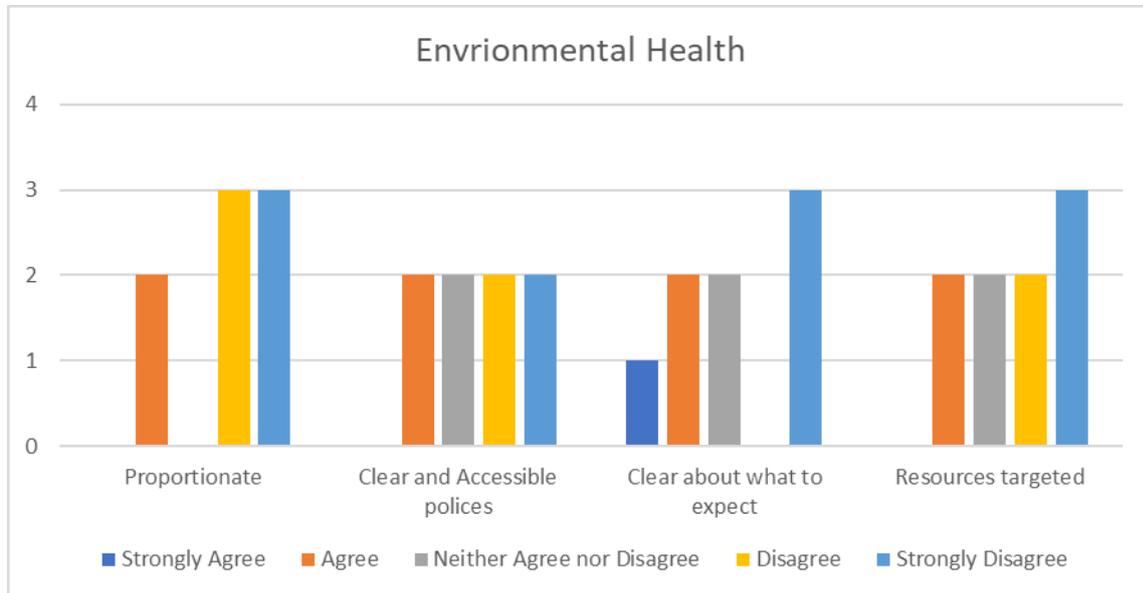
**Car Parking and Civil Enforcement**



3 respondents disagreed that in their experience this service has been proportionate. 3 respondents disagreed that in their experience, that the service had clear and accessible policies. 1 respondent agreed that, and 2 answered neither agree or disagree, that the service was transparent about what

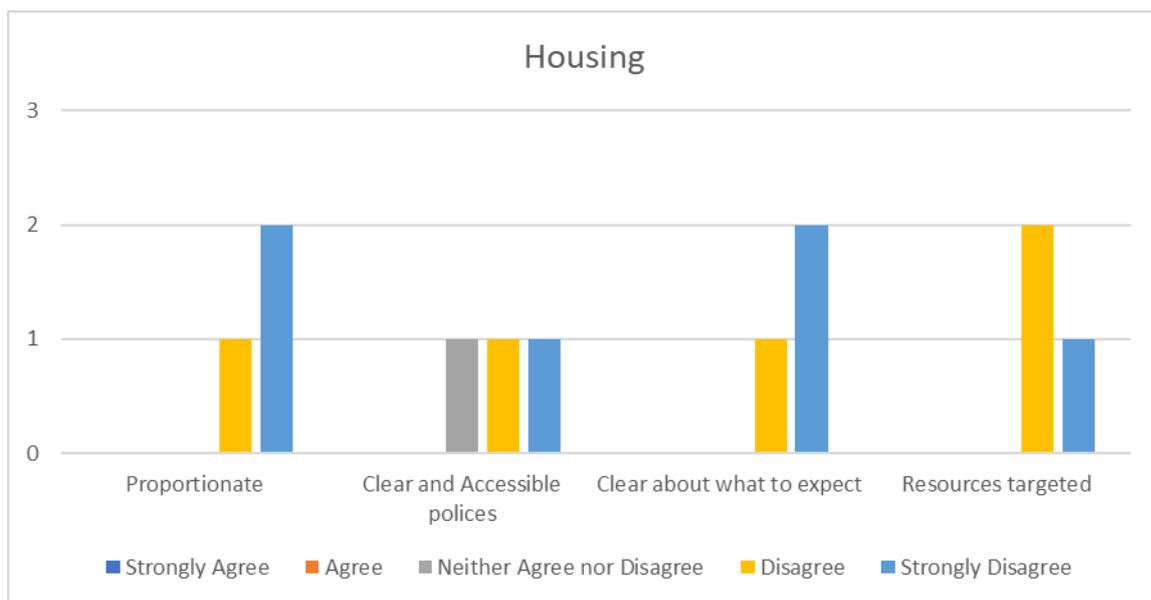
to expect and what can be expected from them. 1 respondent disagreed and 2 respondents strongly disagreed that in their experience with this service, resources were targeted to reflect the need of their local area.

**Environmental Health**



2 respondents agreed, 3 disagreed and 3 strongly agreed that in their experience with the environmental health service was proportionate. 2 respondents answered agree, disagree, strongly disagree and neither agree nor disagree to whether this service has clear and accessible policies. 1 respondent strongly agreed, 2 answered agree, 2 answered neither agree nor disagree and 2 respondents strongly disagreed that in their experience with their experience, the service was transparent about what to expect and what can be expected from them. 2 respondents agreed, 2 respondents answered neither agree nor disagree, 2 respondents disagreed, and 3 respondents strongly disagreed, that the service allocated resources to reflect the need of their local area.

**Housing**



2 respondents disagreed and 2 respondents strongly disagreed that in their experience the housing service was proportionate. 1 respondent answered for each disagree, strongly disagree and neither agree nor disagree to the service having clear and accessible policies. 1 respondent disagreed and 2 respondents answered strongly disagree to the service being transparent about what to expect and what can be expected from them. 2 respondents answered disagree and 1 respondent answered strongly disagree, that the service allocated resources to reflect the need of their local area.

