

Business Intelligence

Joint Neighbourhood Survey

Borough Results

Year End 25/26

(April 25 to March 26)



Version 1.0 : Research and Survey Insights Team
06/05/2026

This report presents the **Borough level** Year End 24/25 (4420 responses) and Year End 25/26 results (4424 results) for the **Joint Neighbourhood Survey (JNS)**. The telephone survey asks Surrey residents about their confidence, trust, perception of policing, feelings of safety and communications relating to the policing of their local area.

Percentage point changes are reported only where differences have been found to be statistically significant. Where a difference between results is not found to be statistically significant, we have described it as consistent or similar. This does not mean that results were exactly the same but that any differences were consistent with random variation and not an indication of an actual increase or decrease. Further information on the statistical methodology used in this report is provided in Appendix A.

For further information, please contact the Research & Survey Team (Research@surrey.police.uk)

Summary:

- There were four measures that saw statistically significant increases or decreases in one or more boroughs between YE 24/ 25 and YE 25/26:
 - **Confidence** (+6.8% points in Tandridge)
 - **Treating everyone fairly** (-7.8% points in Elmbridge and -2.1% points in Reigate & Banstead)
 - **Feeling safe walking alone in their neighbourhood after dark** (-6.0% points in Runnymede and -5.7% points in Surrey Heath)
 - **Seeing police patrol on foot or bicycle at least monthly** (-5.3% points in Mole Valley and -3.0% points in Runnymede)
- The remaining measures remained consistent across all boroughs between YE 24/25 and YE 25/26. These were trust, feeling that Police would respect you, dealing with things that matter to the community, being friendly and approachable, keeping residents informed and agreement that their area is a safe place for women and girls.

Table 1. Taking everything into account, how confident are you in the policing of your local area? (% very/fairly confident)

	Year End 24/25	Base	Qtr.3 25/26	Base	Qtr.4 25/26	Base	Year End 25/26	Base	% change Year End
Force	73.2%	4332	72.8%	1092	75.7%	1080	72.9%	4334	-
Elmbridge	69.1%	392	69.0%	100	73.2%	97	70.7%	393	-
Epsom & Ewell	71.4%	395	73.0%	100	74.0%	96	70.4%	395	-
Mole Valley	75.4%	391	67.7%	99	83.2%	101	73.4%	398	-
Reigate & Banstead	71.4%	385	72.7%	99	69.7%	99	69.9%	392	-
Tandridge	66.8%	398	81.1%	95	74.5%	98	73.6%	386	+6.8%
Guildford	77.2%	394	79.2%	101	76.5%	98	77.6%	392	-
Runnymede	75.1%	406	68.0%	100	79.0%	100	71.0%	393	-
Spelthorne	69.5%	393	73.0%	100	69.1%	97	67.7%	396	-
Surrey Heath	77.1%	393	75.5%	98	81.4%	97	77.6%	397	-
Waverley	76.7%	391	68.3%	101	75.5%	98	74.7%	396	-
Woking	75.8%	393	73.7%	99	76.8%	99	75.8%	396	-

There was a statistically significant increase of +6.8% points in confidence in Tandridge from 66.8% for YE 24/25 to 73.6% for YE 25/26. Confidence remained consistent in all other boroughs.

Table 2. To what extent do you agree or disagree that Surrey Police is an organisation you can trust? (% strongly agree/tend to agree)

	Year End 24/25	Base	Qtr.3 25/26	Base	Qtr.4 25/26	Base	Year End 25/26	Base	% change Year End
Force	69.7%	4321	68.1%	1084	69.9%	1078	69.6%	4288	-
Elmbridge	69.0%	397	59.0%	100	70.4%	98	67.4%	386	-
Epsom & Ewell	68.0%	397	62.8%	94	74.7%	95	67.2%	384	-
Mole Valley	73.1%	386	70.7%	99	74.3%	101	70.7%	396	-
Reigate & Banstead	69.8%	388	72.0%	100	60.4%	101	68.6%	392	-
Tandridge	67.3%	395	68.7%	99	69.4%	98	69.1%	382	-
Guildford	70.2%	392	69.7%	99	70.3%	101	72.2%	389	-
Runnymede	72.6%	402	68.0%	100	80.0%	100	72.2%	396	-
Spelthorne	64.1%	393	71.0%	100	54.2%	96	65.2%	391	-
Surrey Heath	72.4%	395	71.9%	96	77.1%	96	71.7%	389	-
Waverley	71.7%	389	71.1%	97	69.1%	97	71.5%	390	-
Woking	68.4%	386	64.0%	100	69.5%	95	69.5%	393	-

Trust remained consistent across all boroughs between YE 24/25 and YE 25/26.

Table 3. To what extent do you agree or disagree that Police in your local area would respect you if you had contact with them for any reason? (% strongly agree/tend to agree)

	Year End 24/25	Base	Qtr.3 25/26	Base	Qtr.4 25/26	Base	Year End 25/26	Base	% change Year End
Force	84.2%	4269	84.4%	1061	85.8%	1070	85.2%	4221	-
Elmbridge	84.0%	387	78.6%	98	86.3%	95	82.4%	380	-
Epsom & Ewell	82.3%	395	84.4%	96	87.5%	96	85.2%	386	-
Mole Valley	83.4%	380	81.8%	99	90.8%	98	87.3%	385	-
Reigate & Banstead	82.6%	379	82.5%	97	81.4%	97	82.0%	378	-
Tandridge	83.9%	391	88.4%	95	87.9%	99	86.5%	385	-
Guildford	82.9%	391	84.7%	98	87.9%	99	85.9%	390	-
Runnymede	87.9%	398	83.5%	97	89.9%	99	86.7%	384	-
Spelthorne	84.8%	387	87.8%	98	79.4%	97	83.5%	388	-
Surrey Heath	86.2%	391	86.2%	94	86.6%	97	87.5%	377	-
Waverley	83.9%	385	84.6%	91	83.5%	97	84.3%	381	-
Woking	84.6%	384	85.7%	98	82.3%	96	86.0%	387	-

Agreement that Police would respect you if you had contact with them remained consistent across all boroughs between YE 24/25 and YE 25/26.

Table 4. To what extent do you agree or disagree that police in your local area would treat everyone fairly? (% strongly agree/tend to agree)

	Year End 24/25	Base	Qtr.3 25/26	Base	Qtr.4 25/26	Base	Year End 25/26	Base	% change Year End
Force	63.0%	4056	62.0%	1015	60.1%	1012	61.9%	3948	-1.1%
Elmbridge	66.0%	371	53.9%	89	53.3%	92	58.2%	347	-7.8%
Epsom & Ewell	61.3%	364	58.9%	95	58.9%	90	60.3%	365	-
Mole Valley	64.1%	368	58.8%	97	73.4%	94	63.2%	364	-
Reigate & Banstead	62.0%	366	60.2%	98	55.4%	92	59.9%	364	-2.1%
Tandridge	63.7%	369	53.3%	92	62.2%	90	59.4%	347	-
Guildford	62.5%	373	68.4%	95	63.5%	96	63.5%	367	-
Runnymede	63.1%	379	60.9%	87	64.6%	96	64.1%	357	-
Spelthorne	60.6%	368	66.7%	90	49.4%	89	60.6%	358	-
Surrey Heath	66.2%	376	67.0%	91	56.5%	85	65.0%	354	-
Waverley	59.6%	366	61.6%	86	63.3%	98	61.8%	361	-
Woking	64.2%	355	71.6%	95	58.9%	90	64.6%	364	-

There were statistically significant decreases in agreement that police in your local area would treat everyone fairly in two boroughs between YE 24/25 and YE 25/26. These were in Elmbridge (-7.8% points) and Reigate & Banstead (-2.1% points). Agreement that police in their area would treat everyone fairly remained consistent between YE 24/ 25 and YE 25/26 in all other boroughs.

Table 5. To what extent do you agree or disagree that police in your local area deal with things that matter in the community? (% strongly agree/tend to agree)

	Year End 24/25	Base	Qtr.3 25/26	Base	Qtr.4 25/26	Base	Year End 25/26	Base	% change Year End
Force	43.9%	4044	44.2%	999	47.2%	987	45.9%	3888	-
Elmbridge	42.7%	375	43.2%	88	43.5%	85	43.7%	343	-
Epsom & Ewell	40.3%	370	37.4%	91	47.9%	94	45.3%	360	-
Mole Valley	46.2%	353	44.3%	88	50.6%	87	46.2%	346	-
Reigate & Banstead	44.2%	369	39.6%	91	46.2%	91	44.6%	359	-
Tandridge	44.0%	361	40.2%	92	47.1%	85	41.7%	343	-
Guildford	41.3%	368	51.6%	95	44.1%	93	44.7%	360	-
Runnymede	46.5%	383	51.6%	93	56.4%	94	54.1%	355	-
Spelthorne	39.8%	374	48.9%	92	43.3%	90	45.2%	363	-
Surrey Heath	46.1%	375	43.8%	89	45.5%	88	47.8%	356	-
Waverley	46.8%	365	38.2%	89	42.4%	92	42.2%	348	-
Woking	45.1%	350	47.3%	91	52.3%	88	49.6%	355	-

Agreement that Police deal with things that matter in the community remained consistent across all boroughs between YE 24/25 and YE 25/26.

Table 6. To what extent do you agree or disagree that police in your local area are friendly and approachable? (% strongly agree/tend to agree)

	Year End 24/25	Base	Qtr.3 25/26	Base	Qtr.4 25/26	Base	Year End 25/26	Base	% change Year End
Force	78.6%	4125	77.9%	1018	76.6%	1032	78.3%	4037	-
Elmbridge	78.7%	376	78.4%	88	79.3%	92	78.6%	355	-
Epsom & Ewell	76.3%	379	77.9%	95	74.5%	94	76.5%	374	-
Mole Valley	80.4%	358	77.7%	94	80.6%	93	78.5%	363	-
Reigate & Banstead	73.4%	380	72.9%	96	68.5%	92	75.7%	367	-
Tandridge	79.3%	376	73.3%	90	76.8%	95	77.3%	357	-
Guildford	75.7%	374	84.2%	95	79.2%	96	81.0%	374	-
Runnymede	81.5%	384	77.9%	95	82.5%	97	79.8%	371	-

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Spelthorne	79.6%	378	81.1%	95	69.6%	92	76.5%	375	-
Surrey Heath	81.8%	380	82.4%	85	86.7%	90	85.0%	354	-
Waverley	76.4%	368	73.0%	89	70.8%	96	74.7%	372	-
Woking	81.1%	371	78.1%	96	73.7%	95	78.1%	375	-

Agreement that Police are friendly and approachable remained consistent across all boroughs between YE 24/25 and YE 25/26.

Table 7. To what extent do you agree or disagree that police in your local area keep residents informed? (% strongly agree/tend to agree)

	Year End 24/25	Base	Qtr.3 25/26	Base	Qtr.4 25/26	Base	Year End 25/26	Base	% change Year End
Force	36.1%	4211	33.9%	1064	35.0%	1051	35.0%	4172	-
Elmbridge	36.8%	386	34.4%	96	39.6%	96	35.6%	382	-
Epsom & Ewell	33.5%	394	34.0%	97	39.6%	96	36.0%	386	-
Mole Valley	36.9%	369	39.8%	98	40.0%	95	37.8%	378	-
Reigate & Banstead	35.5%	383	25.8%	97	32.7%	98	30.2%	374	-
Tandridge	36.9%	385	33.3%	99	34.4%	96	34.5%	377	-
Guildford	30.8%	383	39.2%	97	26.3%	95	33.8%	379	-
Runnymede	42.9%	389	43.2%	95	44.3%	97	41.3%	378	-
Spelthorne	39.0%	385	34.7%	98	25.8%	93	33.6%	384	-
Surrey Heath	36.3%	383	28.7%	94	33.0%	94	34.6%	376	-
Waverley	33.0%	379	28.1%	96	26.0%	96	30.6%	376	-
Woking	36.1%	374	32.0%	97	43.2%	95	37.2%	382	-

Agreement that Police keep residents informed remained consistent across all boroughs between YE 24/25 and YE 25/26.

Table 8. How safe do you feel walking alone in your neighbourhood after dark? (% Safe)

	Year End 24/25	Base	Qtr.3 25/26	Base	Qtr.4 25/26	Base	Year End 25/26	Base	% change Year End
Force	83.0%	4363	78.4%	1095	83.2%	1091	81.9%	4354	-
Elmbridge	81.8%	396	85.0%	100	84.2%	101	84.0%	394	-
Epsom & Ewell	78.1%	402	77.6%	98	82.8%	99	80.6%	396	-
Mole Valley	88.0%	393	83.7%	98	91.9%	99	88.3%	394	-
Reigate & Banstead	80.6%	391	76.0%	100	86.1%	101	79.8%	396	-

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Tandridge	83.7%	399	76.8%	99	81.0%	100	81.4%	398	-
Guildford	86.2%	398	81.0%	100	85.0%	100	85.1%	397	-
Runnymede	82.8%	406	77.0%	100	75.8%	99	76.8%	393	-6.0%
Spelthorne	73.9%	394	64.6%	99	74.2%	97	72.7%	396	-
Surrey Heath	88.7%	397	80.8%	99	82.7%	98	83.0%	395	-5.7%
Waverley	89.3%	394	81.2%	101	86.9%	99	86.9%	398	-
Woking	79.8%	392	79.2%	101	84.7%	98	82.6%	397	-

There were statistically significant decreases in feeling safe after dark in two boroughs between YE 24/25 and YE 25/26. These were in Runnymede (-6.0% points) and Surrey Heath (-5.7% points). Feeling safe after dark remained consistent between YE 24/ 25 and YE 25/26 in all other boroughs.

Table 9. To what extent do you agree or disagree that your local area is a safe place for women and girls? (% Safe)

	Year End 24/25	Base	Qtr.3 25/26	Base	Qtr.4 25/26	Base	Year End 25/26	Base	% change Year End
Force	72.7%	4339	68.2%	1090	68.5%	1085	71.0%	4316	-
Elmbridge	70.9%	392	69.1%	97	75.8%	99	73.1%	390	-
Epsom & Ewell	65.2%	399	70.7%	99	67.3%	98	70.5%	396	-
Mole Valley	77.9%	390	74.5%	98	79.8%	99	80.5%	389	-
Reigate & Banstead	69.3%	394	62.6%	99	59.6%	99	64.2%	388	-
Tandridge	73.2%	396	59.2%	98	66.7%	102	69.0%	397	-
Guildford	75.6%	394	73.7%	99	74.5%	98	73.7%	388	-
Runnymede	71.4%	406	65.0%	100	67.7%	99	67.2%	390	-
Spelthorne	61.1%	391	60.0%	100	51.1%	94	57.2%	390	-
Surrey Heath	75.6%	398	66.3%	98	69.4%	98	72.0%	393	-
Waverley	84.3%	388	81.2%	101	76.0%	100	81.5%	400	-
Woking	74.9%	390	67.3%	101	64.6%	99	71.6%	395	-

Agreement that their local area is a safe place for women and girls remained consistent across all boroughs between YE 24/25 and YE 25/26.

Table 10. On average, how often do YOU see the police PATROLLING ON FOOT or BICYCLE in your local area? (% At least monthly)

	Year End 24/25	Base	Qtr.3 25/26	Base	Qtr.4 25/26	Base	Year End 25/26	Base	% change Year End
Force	11.3%	4400	11.9%	1100	9.6%	1089	10.5%	4387	-

Elmbridge	12.3%	397	11.9%	101	9.0%	100	12.5%	400	-
Epsom & Ewell	13.3%	405	17.8%	101	11.2%	98	11.3%	399	-
Mole Valley	11.8%	397	5.0%	100	4.9%	102	6.5%	402	-5.3%
Reigate & Banstead	13.1%	397	9.9%	101	9.0%	100	11.1%	397	-
Tandridge	5.0%	403	6.1%	98	9.0%	100	7.3%	397	-
Guildford	11.3%	398	16.8%	101	6.0%	100	11.3%	398	-
Runnymede	15.0%	407	16.8%	101	13.0%	100	12.0%	401	-3.0%
Spelthorne	14.3%	399	14.0%	100	12.4%	97	13.0%	400	-
Surrey Heath	10.2%	403	11.1%	99	10.4%	96	9.8%	398	-
Waverley	7.1%	397	6.0%	100	9.0%	100	7.3%	399	-
Woking	11.1%	396	15.3%	98	11.5%	96	13.9%	396	-

There were statistically significant decreases for seeing police patrols on foot or bicycle in two boroughs between YE 24/25 and YE 25/26. These were in Mole Valley (-5.3% points) and Runnymede (-3.0% points). Seeing police patrols on foot or bicycle at least monthly remained consistent between YE 24/ 25 and YE 25/26 in all other boroughs.

Appendices

Appendix A. Key statistical terms used in this report:

Base	The number of respondents who answered the question.
Statistical significance	Where results are broken down by groups, statistical significance testing has been applied where possible. A statistically significant result indicates that the difference observed is unlikely to be due to random variation and may reflect a real difference in the wider population, despite not all residents participating in the survey. Note on significance: In this report, the term “<i>significant</i>” is used only when referring to statistical significance.
95% confidence level	A 95% confidence level means that the survey method used is dependable, and that if the same survey were repeated many times, around 95 out of 100 times the results would fall close to the true value for the wider population. It indicates a high level of confidence in the findings while recognising that results based on samples are never perfectly precise.

Aggregation	For clarity, some response categories have been combined. These include: ‘At least daily’, ‘At least weekly’, ‘At least fortnightly’ and ‘At least monthly’ as ‘At least monthly’ ‘Very safe’ and ‘Fairly safe’ as ‘Safe’ and ‘Fairly unsafe’ and ‘Very unsafe’ as ‘Unsafe’
Consistent	Where a difference between results is not found to be statistically significant, we have described it as consistent. This does not mean that results were exactly the same but that any differences were consistent with random variation and not an indication of an actual increase or decrease