

Cllr Barbara Jones-Williams Report February

Annual Residents' Survey Results

As you'll be aware, our 2025 Annual Residents' survey ran from 12 October to 9 November last year. We received 1,810 responses, which is our best response rate.

We've now carried out some analysis of the results which, very positively, show that we have either exceeded or equalled 2024 results in almost every area, including satisfaction with the way we run things (65%) and how the council is rated (55% said 'good' or 'very good', with a further 35% saying the council is 'fair').

Satisfaction with individual council services remains generally high, particularly for parks and open spaces (94%), Malvern Theatres (93%), waste and recycling (90%), and community safety (82%). Other services have seen significant increases in satisfaction compared with 2024, including dealing with fly-tipping, housing support services, planning and building control, and Regulatory Services. Very positively, no service areas have worsened in the view of residents in 2025.

For the first time in 2025 we asked for additional feedback from residents who said they are dissatisfied with any council services. Further analysis has now been undertaken on the free text responses received from those residents.

The headline results will be reported to Overview & Scrutiny and Executive Committees in the quarter 3 performance report, and shared with staff and residents at the same time with a view to building feedback into planning for service delivery in 2026/27.

Carbon Reduction Progress – Malvern Depot

Prior to October 2022 the Malvern vehicle fleet produced approx. 750 tonnes of co2.

Starting with a budget of £46k and trialling HVO (Hydrogenated Vegetable Oil) on five refuse freighters, we have continued to increase the use of HVO and replace aging diesel-only vehicles with HVO-compatible vehicles.

As of January 2026, over 90% of the fuel that the fleet uses is HVO, and our carbon footprint this financial year is anticipated to be less than 100 tonnes, with more vehicle replacements still to come.

Online Council Tax Bill

We are encouraging residents to sign up to e-billing to receive their Council Tax bill online, instead of a paper copy through the post. The benefits of e-billing include:

- Helps reduce council spending by saving printing and postage costs
- Residents receive their bill as soon as it is available
- Bills can be viewed on a preferred device and at a time that suits
- Easy access to latest bill and previous bills
- Saves paper

Visit <https://www.malvern hills.gov.uk/council-tax/paperless-council-tax-bill>