



Appendix one
Uttlesford District Council

Council Spending

A report on the public survey about council spending priorities for the year 2016-17



November 2015



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1. Executive summary

This is the fifth year that a consultation asking for residents' views on the headline priorities for setting the budget for the approaching financial year has been run. In order to obtain as wide a body of opinion as possible a multi-directional approach has been taken comprising a telephone survey of over 500 residents, online and paper questionnaires and on-the-ground research carried out in a number of the key population centres. A copy of the survey was also included in the summer Citizens Panel questionnaire.

In a departure from the format of previous years, in which questions were based on high level corporate priorities, the consultation on the direction for spending in 2016-17 concentrated on asking for residents' views on their prerogatives for the future resourcing of specific service areas. An additional question was provided for consultees to comment on the level of Council Tax that Uttlesford District Council should be setting in the coming year.



Uttlesford residents' survey 2015

Preparing the council's budget is a process that takes many months - and it can't be done without the input of the district's residents.

This survey gives you the chance to have your say on what should be the priorities for Uttlesford District Council and what we should spend your council tax on. The results of this consultation will help design the budget for April 2016 to March 2017, which councillors will be asked to approve in February next year.

The closing date for this survey is Thursday 24 September 2015 at 5pm

If you have any queries regarding this questionnaire, please contact the Consultation Team at Uttlesford District Council on 01799 510670 or Email: consultation@uttlesford.gov.uk

Please answer the questions below by ticking in the appropriate boxes.

Q1 Below is a list of services Uttlesford District Council has to provide or has to ensure are provided by another organisation. For each service, please indicate whether you consider it to be a high priority, a medium priority or a low priority. (Please select one option for each service).

	High Priority	Medium priority	Low priority	No opinion
Dealing with noise complaints, air and water quality issues and other environmental health issues	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Emptying your bins and emptying public litter and dog bins (The town or parish councils in Saffron Walden, Dunmow and Stansted are responsible for public litter bins in their areas)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Sweeping the streets, litter picking, clearing up fly-tipping and keeping district council-owned land tidy	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Results summary

The results for each of the different consultation streams – telephone survey, public consultation and Citizens Panel survey – are being reported separately. This report summary records an overview of these three consultative strands.

Responses from panellists have been analysed using a rating system which weights the options selected by residents. Rating is a system particularly recommended by Snap Surveys following the introduction of Version 11 of their software earlier in 2014. This system is used to collate the majority of the council's general survey work throughout the year and was employed on the analysis of the current Council Spending Survey results.

A rating system¹ is an appropriate analysis tool for the Council Spending Survey since the same area of spending might have been chosen by different respondents at a different level of priority; more weight is thus given to that selection if it is selected as the 'Highest Priority' than if the same spending area is still chosen as priority, but at a lower level. Consequently, a fair analysis is achieved by allocating 3 points to each vote for the 'High Priority', 2 points to each vote for the 'Medium Priority' and 1 point to each vote for the 'Low Priority'. Those offering a 'No Opinion' have been attributed a zero score value reflecting their neutral response to the question.

Uttlesford District Council administers a wide range of services. Many of these must be provided either by the council itself or by another organisation. There is also a portfolio of services which are deemed to be non-statutory, in that the council is not required to offer these facilities but may do so to the benefit of the community. For the purposes of the consultation, residents were asked to comment on statutory services and non-statutory services separately. A final and distinct question sought respondents' views on the level of Council Tax charge that should be levied by the district council in the forthcoming financial year.

¹ See Appendix 4 for an explanation of rating system calculations

The combined results across the three survey strands - the telephone survey, public consultation and Citizens Panel survey - are given below:

Results priorities

Statutory Services

Headline	Spending Area – ranked top three priorities
High priority	<p>“Emptying your bins and emptying public litter and dog bins” - (93.78 %)</p> <p>“Planning how the district will develop in the coming decades, including where new housing and businesses will be located” - (86.94 %)</p> <p>“Sweeping the streets, litter picking, clearing up fly-tipping and keeping district council-owned land tidy” - (86.47 %)</p>

Headline	Spending Area – ranked as ‘low priority’ by the most respondents
Low priority	Running car parks and on-street parking such as residents permit schemes” - (60.63 %)

Non-statutory Services

Headline	Spending Area – ranked top three priorities
High priority	<p>“Helping older/vulnerable people live independently by providing the Lifeline service, through which users can raise an alarm if assistance is required” - (88.63%)</p> <p>“Working with the police and other organisations to keep Uttlesford safe” - (88.01%)</p> <p>“Educating young people about the dangers of drugs and alcohol” - (81.58 %)</p>

Headline	Spending Area – ranked as ‘low priority’ by the most respondents
Low priority	“Running Saffron Walden Museum” - (57.75 %)

Council Tax 2016-17

Headline	Council Tax priority
Headline result	“Keep the amount of council tax the same” – (69.09 %)

Results priority analysis

Previous surveys conducted in 2013 for the 2014-15 budget and in 2014 for the 2015-16 budget were conducted using the priorities within the Council’s long term strategy as promoted in the Corporate Plan. It is therefore difficult to make direct comparisons with opinions given by residents in the current consultation where a different baseline has been applied, though some general observations may be made on trends.

Statutory Services Top Three Priorities:

The headline results from the current piece of market research demonstrate that across the three consultative streams respondents manifested a marked preference for supporting spending on “Emptying your bins and emptying public litter and dog bins” with 93.78 % considering this to be a high priority. As one of the principal universal services provided to residents, the collection of waste and recycling represents a consistent concern amongst all consultees. This is broadly in line with the results of the 2015-16 (conducted in 2014) budget survey where the core priority including “maintaining or improving services” was selected as the primary direction of travel for the council’s budgetary provision².

Planning and development formed the headline view for the second highest spending priority. Using the rating system to analyse the results “Planning how the district will develop in the coming decades, including where new housing and businesses

² Cf. *Council Spending. Budget Consultation Results*, September 2014

will be located” scored 86.94% support. This result is perhaps indicative of the continuing interest in the planning process and in particular the formulation of the Local Plan. Although not a noted concern in the 2015-16 (conducted in 2014) budget survey, in 2013, an option (rendered as question C in the survey - “Provide affordable housing for local people through a robust Local Plan”) was returned as a joint second highest priority.

“Sweeping the streets, litter picking, clearing up fly-tipping and keeping district council-owned land tidy” was selected by just a very slightly reduced number of respondents (86.47%) to come in as the third of the top priorities. Again, this partly reflects a persistent trend in feedback from previous years when caring for the local transport infrastructure formed the headline view for the second highest spending priority.

Respondents were also offered the option to select a “lowest priority” category of spending to consider where the council should be curtailing resources. Here, some 60.63% were of the opinion that “Running car parks and on-street parking such as residents permit schemes” should be an area in which savings might be made.

Non-statutory Services Top Three Priorities:

There are a number of services which are provided by Uttlesford District Council for which there is no statutory requirement. These are offered for the better benefit of the local community.

Within the basket of non-statutory services residents considered that “Helping older/vulnerable people live independently by providing the Lifeline service, through which users can raise an alarm if assistance is required” to be highly important and worthy of future resourcing. This view was supported by an 88.63% majority. The secondary priority - “Working with the police and other organisations to keep Uttlesford safe” (selected by 88.01%) – also reflects a concern with supporting local communities. In previous years this had been covered by the corporate objective towards “Reducing crime and antisocial behaviours in partnership with the police and others”. In the 2015-16 budget survey (conducted in 2014) this was ranked fourth

as the highest priority by those who answered the question. Again in the area of community safety, for 2016-17, 81.58% of people supported the council's work in "Educating young people about the dangers of drugs and alcohol" with such events as 'Crucial Crew' and 'Motorwise'.

Within the non-statutory services "Running Saffron Walden Museum" was rated as the lowest priority.

Council Tax spending direction:

Consultees were also asked to indicate their preference reading the future setting of Council Tax for the forthcoming budget period. For 2016-17, 69.09% were of the opinion that there should be no change in the amount of Council Tax levied by the District Council.

2. Purpose methodology

The council is obliged to consult with the residents of the district when setting the budget for the forthcoming year and the results of this consultation will inform the decisions made by officers and councillors when setting spending for the year April 2016 to March 2017.

In a departure from the format of questions employed in previous years, based on high level corporate priorities, the consultation on the direction for spending in 2016-17 concentrated on asking for residents' views on their prerogatives for the future resourcing of specific service areas.

This is the fifth year that a consultation asking for residents' views on the headline priorities for setting the budget for the approaching financial year has been run. For a number of years the consultation had been run via a single survey distributed

via the council's community newsletter, *Uttlesford Life*. For the 2016-17 budget survey a multi-directional approach was taken comprising a telephone survey of over 500 residents, online and paper questionnaires and on-the-ground research undertaken in a number of the key population centres. A copy of the survey was also included in the summer Citizens Panel questionnaire.

The consultation was run over the period 7 to 24 September 2015. Respondents were asked to select their highest, mid-range and lowest spending priorities from a list of 11 statutory and 14 non-statutory service options covering the full range of the council's activities. They were also offered the opportunity to indicate a preference for raising, reducing or maintaining the current level of Council Tax levied by the District Council. For profiling purposes they were also invited to include postcode, gender and age data.

The following consultative methods were used, in all cases the same questions were asked:

- Telephone survey undertaken by a professional market research company, NWA Social and Market Research Ltd on behalf of Uttlesford District Council.
- Open public consultation. The survey was promoted on the council's website from 7 to 24 September via an interactive form using the Snap 11 consultation platform. Paper copies were also distributed to the council's main contact points at the Great Dunmow Library, Thaxted CIC and the CSC in Saffron Walden. A face to face consultation was also carried out with staff on hand to answer questions and to distribute surveys at Great Dunmow Carnival and on Saffron Walden and Thaxted markets.
- The budget 2016-17 questions were also included as part of Uttlesford Voices 11, the half-yearly consultation questionnaire sent out to 450 members of the Uttlesford Citizens Panel.

General promotion was carried out with direct mailings to the members of the Citizens Panel, press releases, exposure via the council's social media channels and prominent half-page advertisements in local papers.

By the close of the consultation period, 533 telephone responses had been registered; 79 submissions had been received from the public; and 208 by members of the Citizens Panel. This represents a significant increase in overall submissions on the previous year when the consultation was available only via *Uttlesford Life* and as an online survey. It should be remembered that not all respondents chose to answer all of the questions and that in a small number cases residents opted to submit a statement rather than selecting any of the stated spending options.

3. Survey results, detailed findings

3.1 Survey results across all streams

The results for each of the different consultation streams – telephone survey, public consultation and Citizens Panel survey – are reported below.

3.1.1 Telephone survey results summary

A telephone survey of 533 residents from across the district was carried out by NWA Social and Market Research Ltd on behalf of Uttlesford District Council

Key results from the survey are as follows:

Statutory Services

Headline	Spending Area – ranked top three priorities
High priority	<p>“Emptying your bins and emptying public litter and dog bins” - (93.75%)</p> <p>“Planning how the district will develop in the coming decades, including where new housing and businesses will be located” - (88.19%)</p> <p>“Providing council housing and providing sheltered housing for older people” - (87.94%)</p>

Headline	Spending Area – ranked as ‘low priority’ by the most respondents
Low priority	Running car parks and on-street parking such as residents permit schemes” - (67.75%)

Non-statutory Services

Headline	Spending Area – ranked top three priorities
High priority	“Helping older/vulnerable people live independently by providing the Lifeline service, through which users can raise an alarm if assistance is required” - (91.95%)

	<p>“Working with the police and other organisations to keep Uttlesford safe” - (89.77%)</p> <p>“Educating young people about the dangers of drugs and alcohol” - (84.69%)</p>
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Headline	Spending Area – ranked as ‘low priority’ by the most respondents
Low priority	“Running Saffron Walden Museum” - (58.72%)

Council Tax 2016-17

Headline	Council Tax priority
Headline result	“Keep the amount of council tax the same” – (71.19%)

3.1.2. Public Survey

An online interactive consultation was available via the council’s website. Paper copies were also distributed to the authority’s main contact points in Great Dunmow Library, Thaxted CIC and the Saffron Walden CSC where they were available to all visitors. Over 525 copies of the paper survey were distributed at Great Dunmow carnival, Saffron Walden market and Thaxted market. Across all distribution points 77 surveys were submitted.

Key results from the survey are as follows:

Statutory Services

Headline	Spending Area – ranked top three priorities
High priority	<p>“Emptying your bins and emptying public litter and dog bins” - (94.02%)</p> <p>“Planning how the district will develop in the coming decades, including where new housing and businesses will be located” - (89.78%)</p> <p>“Providing council housing and providing sheltered housing for older people” - (84.65%)</p>

Headline	Spending Area – ranked as ‘low priority’ by the most respondents
Low priority	Running car parks and on-street parking such as residents permit schemes” - (58.44%)

Non-statutory Services

Headline	Spending Area – ranked top three priorities
High priority	“Working with the police and other organisations to keep Uttlesford safe” - (83.12%)

	<p>“Helping older/vulnerable people live independently by providing the Lifeline service, through which users can raise an alarm if assistance is required” - (80.26%)</p> <p>“Providing the Highway Rangers service which carries out small jobs such as keeping road verges tidy through hedge cutting, mowing and strimming, repainting and repairing road signs” - (76.62 %)</p>
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Headline	Spending Area – ranked as ‘low priority’ by the most respondents
Low priority	“Running Saffron Walden Museum” - (62.04%)

Council Tax 2016-17

Headline	Council Tax priority
Headline result	“Keep the amount of council tax the same” – (60.00%)

3.1.3. Citizens Panel Survey

An online interactive consultation and paper surveys were made available to the 450 registered members of the Uttlesford District Council Citizens Panel. Across all online and paper streams a total of 205 surveys were submitted.

Key results from the survey are as follows:

Statutory Services

Headline	Spending Area – ranked top three priorities
High priority	<p>“Emptying your bins and emptying public litter and dog bins” - (93.79%)</p> <p>“Sweeping the streets, litter picking, clearing up fly-tipping and keeping district council-owned land tidy” - (85.78%)</p> <p>“Enforcement work including prosecuting people for not paying council tax or council house rent, benefit fraud, fly-tipping” - (83.08%)</p>

Headline	Spending Area – ranked as ‘low priority’ by the most respondents
Low priority	Running car parks and on-street parking such as residents permit schemes” - (58.58%)

Non-statutory Services

Headline	Spending Area – ranked top three priorities
High priority	<p>“Working with the police and other organisations to keep Uttlesford safe” - (85.26%)</p> <p>“Helping older/vulnerable people live independently by providing the Lifeline service, through which users can raise an alarm if assistance is required” - (83.09%)</p> <p>“Educating young people about the dangers of drugs and alcohol” - (76.57 %)</p>

Headline	Spending Area – ranked as ‘low priority’ by the most respondents
Low priority	“Running Saffron Walden Museum” - (53.54%)

Council Tax 2016-17

Headline	Council Tax priority
Headline result	“Keep the amount of council tax the same” – (66.84 %)

3.2. Results analysis across all streams

This analysis comments on whether the responses received from telephone respondents are similar or different to those received via other consultation channels. Results are broadly in line with the views of residents across all three consultation streams with only minor variation in feedback rates against the top statutory and non-statutory priorities. As with the public consultation, emptying bins, planning how the district will develop and providing council housing form the three top priorities for statutory services. Members of the Citizens Panel, by contrast, saw sweeping the streets as one of the main priorities, together with enforcement work. Their weighting of these priorities means that overall support for council housing is eclipsed by considerations for cleaner streets across the district.

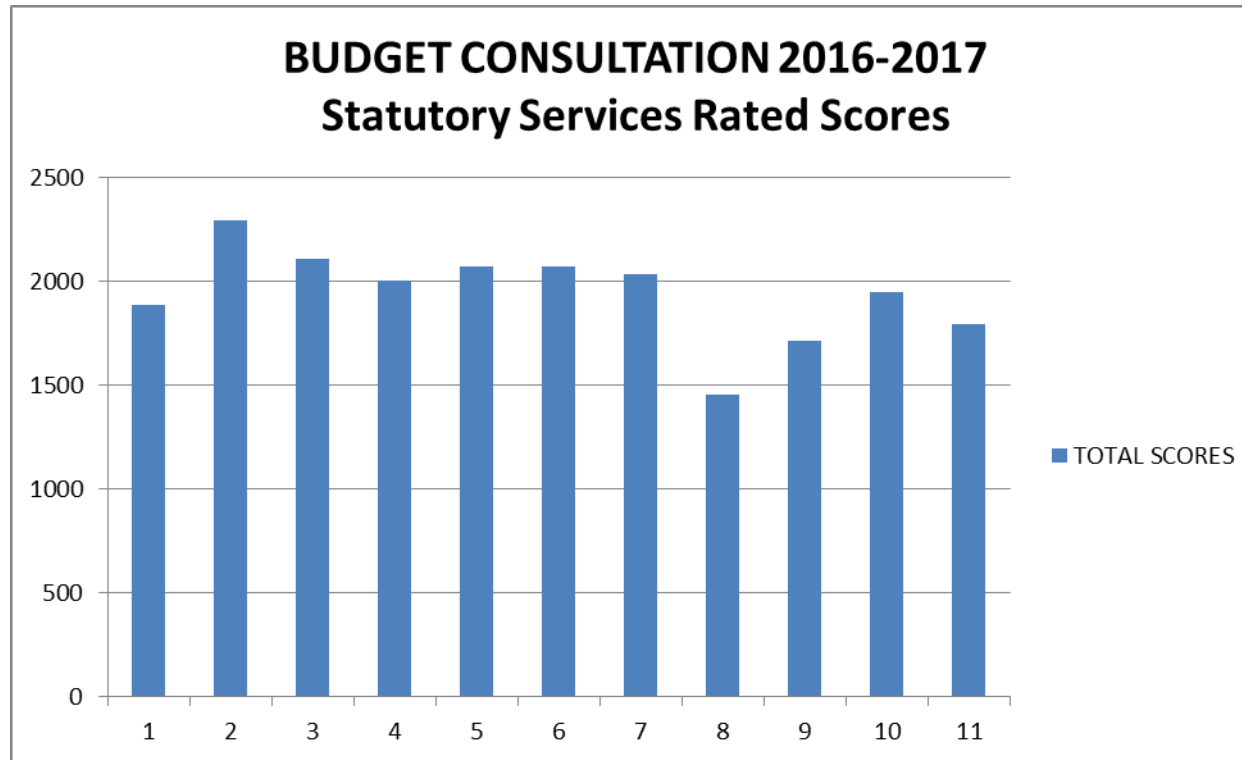
Across the board residents considered running car parks as being the lowest priority form amongst the basket of statutory services.. Response rates varied from 61.75% support for this option from amongst telephone respondents, to 58.44% from the public.

In the overall results, helping older people emerged as the foremost area for non-statutory services. This was ranked in first place by telephone respondents, but as only the second most important service by both the public and panellists. By comparison, members of the Citizens Panel and the public considered working with the police to be of primary importance. In the top three priorities, the public felt that the Highway Ranger service warranted support, whereas telephone interviewees and panellists all agreed that educating young people about the dangers of drugs and alcohol should be a well-resourced area of work.

Amongst the non-statutory services there was a universal body of opinion that running Saffron Walden Museum should be considered the lowest priority.

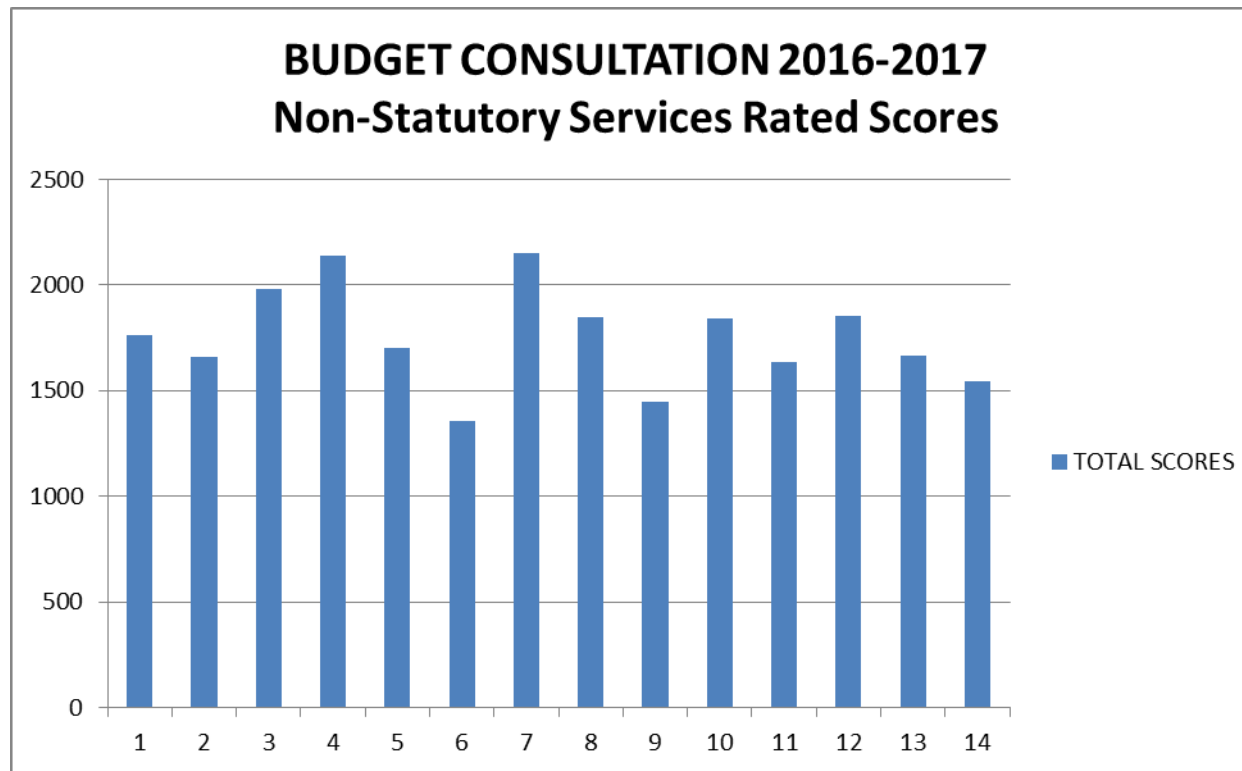
Over the past three years Uttlesford District Council has consistently reduced its share of the council tax bill. Residents were asked for their opinions on the future direction of council tax changing in the district. Universally across all three consultation streams respondents were of the opinion that the District Council's portion of the council tax should remain unchanged in the coming financial year. This opinion was most marked amongst those contacted by telephone with 71.19% of those answering this question opting for a freeze. The public were slightly more reticent with only 60.00% support, whilst amongst members of the Citizens Panel there was support for this course of action by 66.84%. Again amongst panellists, only 16.58% supported an increase in Council Tax with the same percentage, 16.58% viewing a decrease as being preferable. By contrast, 17.89% of telephone respondents supported an increase as against 10.92% who thought a decrease an advisable course of action.

Overall detailed results across all questions



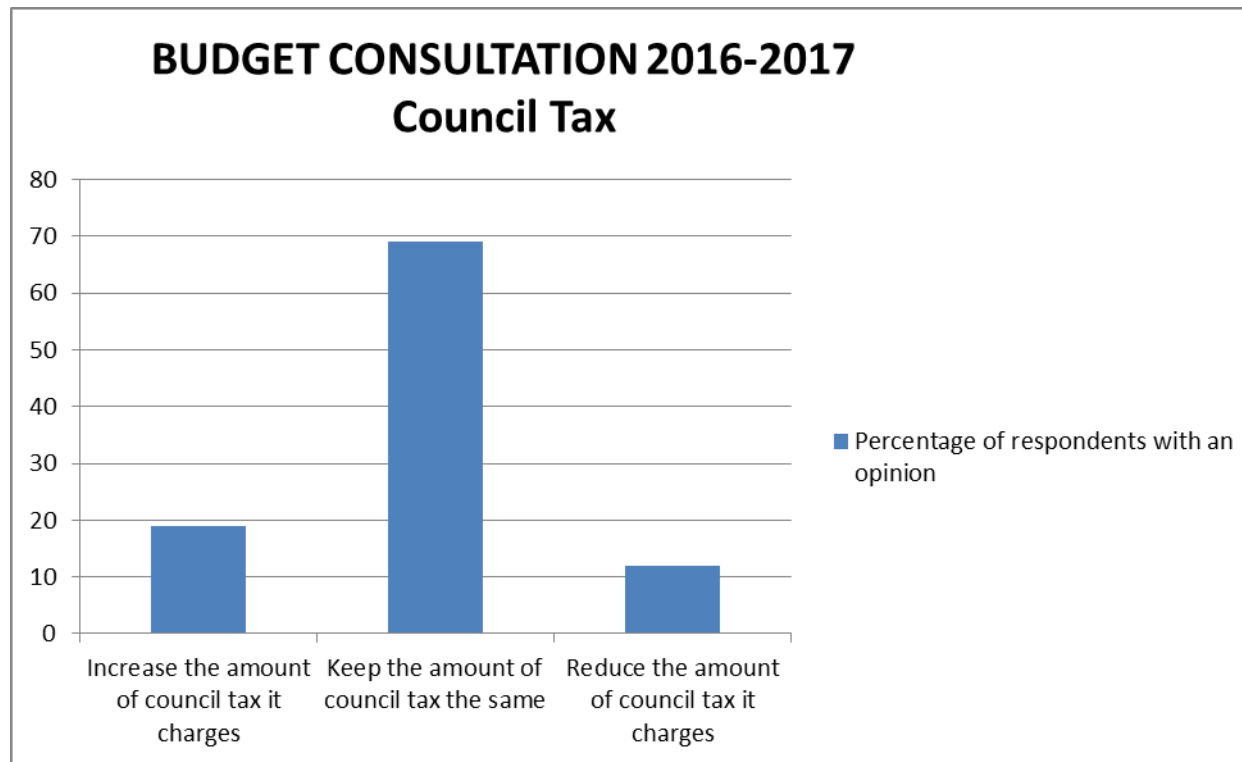
Budget Consultation 2015

Priority	1-1_Noise	1-2_Bins	1-3_Street_Sweeping	1-4_Planning_Apps	1-5_Development	1-6_Housing	1-7_Enforcement	1-8_Car_Parks	1-9_Tax_Calculation	1-10_Tax_Collection	1-11_License_Inspection
High (response x3)	1098	2028	1524	1392	1590	1524	1428	396	786	1278	945
Medium (response x 2)	718	252	560	550	434	504	552	784	802	602	720
Low (response x1)	72	13	25	59	47	44	56	277	125	68	130
No Opinion (zero score)	0	0	0	0	0	0	0	0	0	0	0
TOTAL	1888	2293	2109	2001	2071	2072	2036	1457	1713	1948	1795
Potential Score	2391	2445	2439	2394	2382	2412	2424	2403	2364	2385	2415
Priority score (percentage)	78.96%	93.78%	86.47%	83.58%	86.94%	85.90%	83.99%	60.63%	72.46%	81.68%	74.33%



Budget Consultation 2015

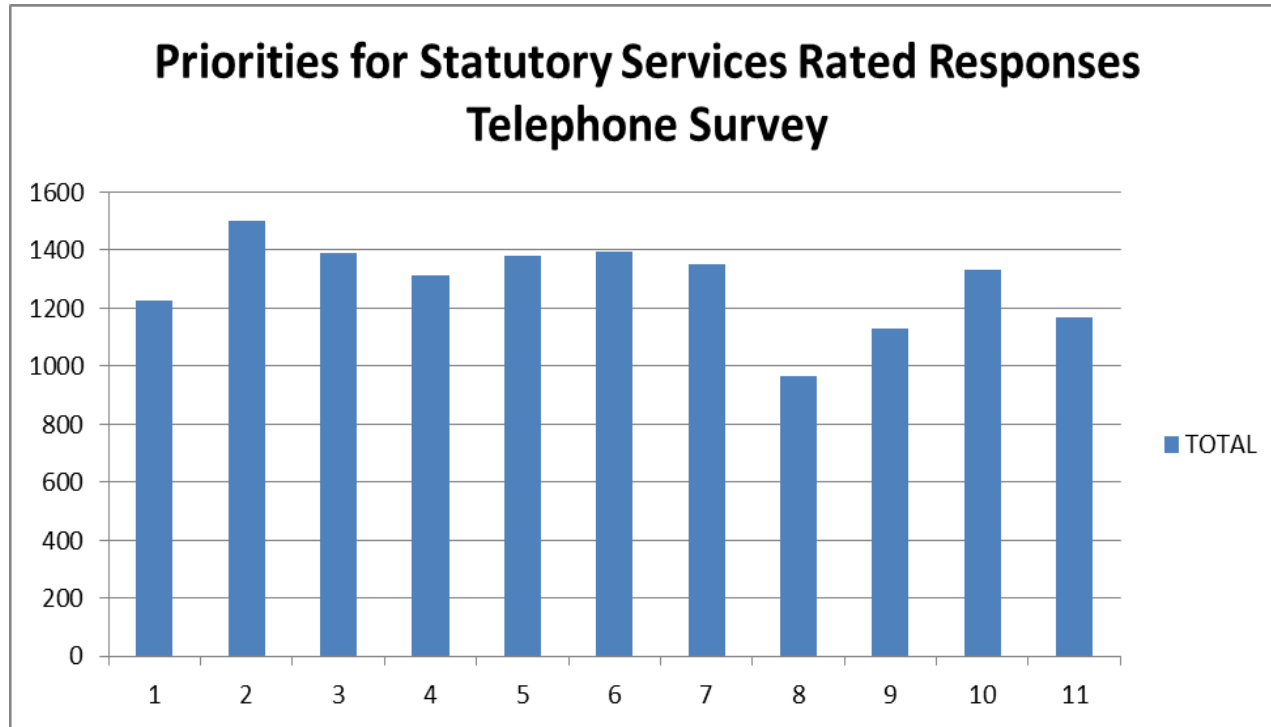
Priority	2-1_Grants	2-2_Health_Classes	2-3_Drug_Education	2-4_Police_Work	2-5_PubHealth_Work	2-6_Museum	2-7_Lifeline_Service	2-8_Day_Centres	2-9_Stray_Animals	2-10_Rejuv_Homes	2-11_Business_Bins	2-12_Highway_Rangers	2-13_Promoting_Businesses	2-14_Listed_Buildings
High (response x3)	852	711	1392	1677	768	336	1689	984	465	1170	720	984	738	531
Medium (response x 2)	780	752	486	418	764	696	432	770	674	520	726	764	748	772
Low (response x1)	131	196	102	41	167	321	30	92	308	154	189	103	180	239
No Opinion (zero score)	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Total Score	1763	1659	1980	2136	1699	1353	2151	1846	1447	1844	1635	1851	1666	1542
Potential Score	2415	2427	2427	2427	2415	2343	2427	2415	2400	2412	2376	2439	2400	2406
Priority score (percentage)	73.00%	68.36%	81.58%	88.01%	70.35%	57.75%	88.63%	76.44%	60.29%	76.45%	68.81%	75.89%	69.42%	64.09%



Budget Consultation 2015

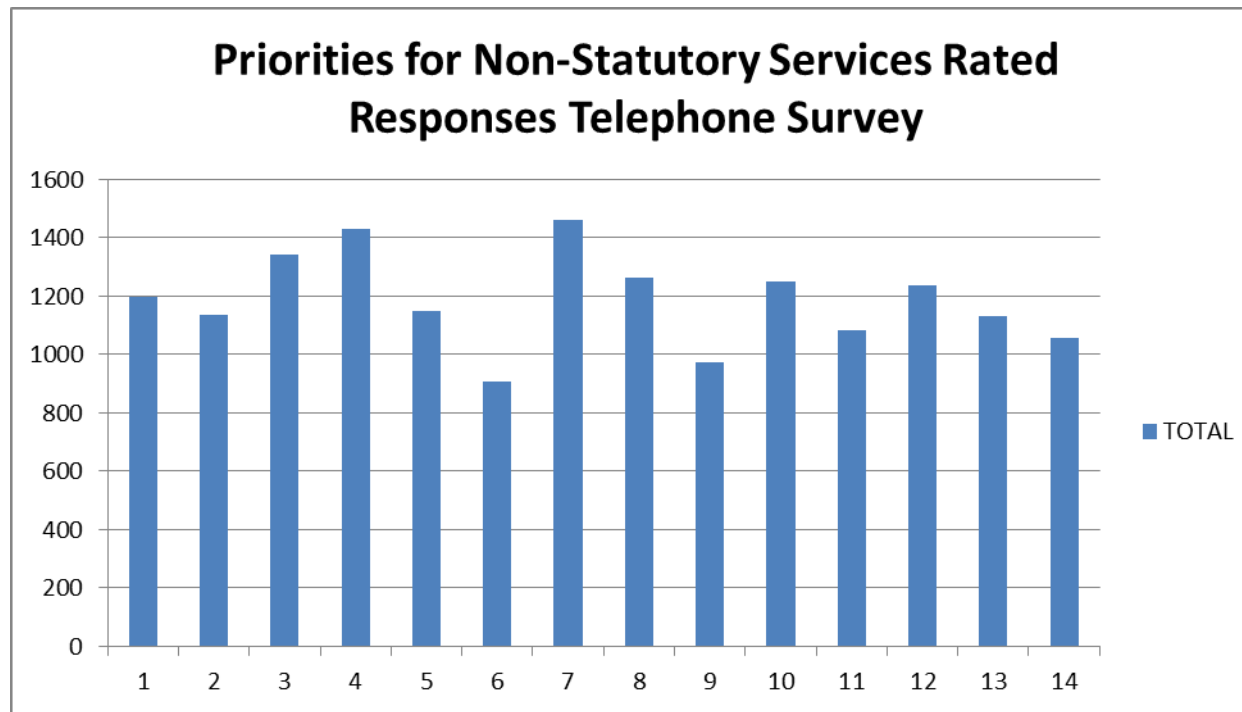
Priority		Counts	Percentage of those with an opinion
Increase the amount of council tax it charges		151	18.90%
Keep the amount of council tax the same		552	69.09%
Reduce the amount of council tax it charges		96	12.02%
No opinion		10	
Total		809	
Total excluding "no opinion"		799	

Telephone Survey - detailed results across all questions



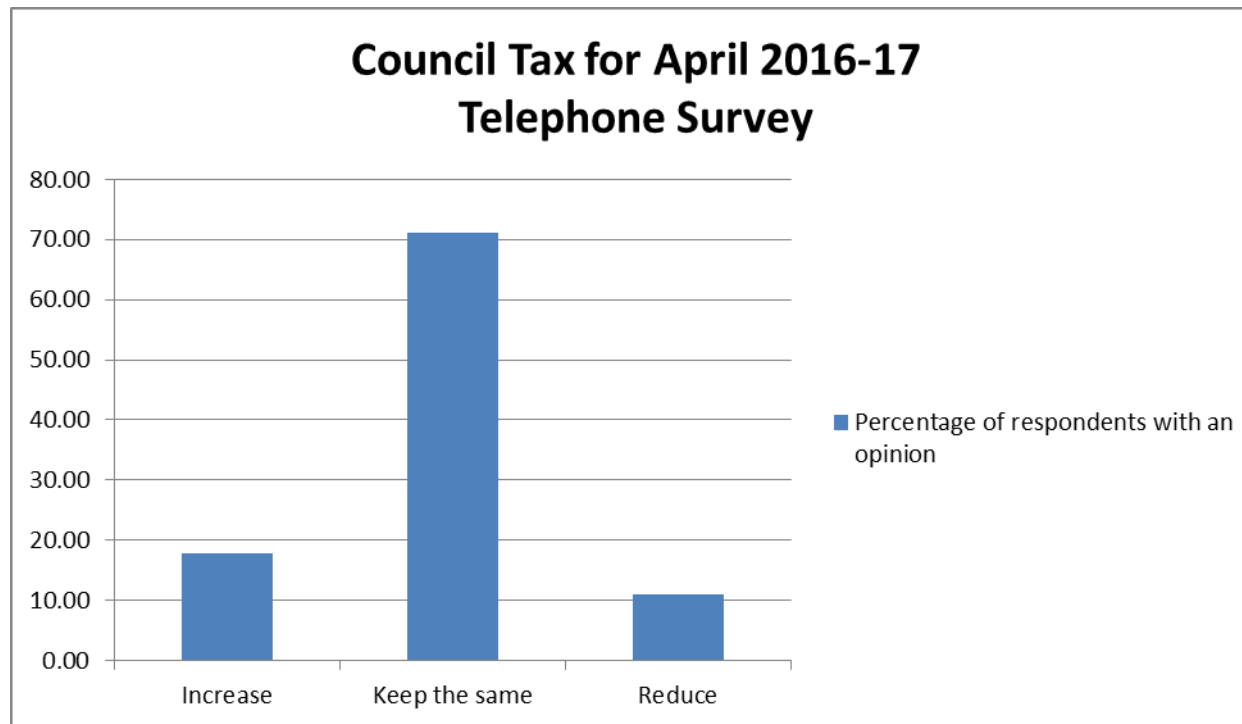
Budget Consultation 2015

Priority	1-1_Noise	1-2_Bins	1-3_Street_Sweeping	1-4_Planning_Apps	1-5_Development	1-6_Housing	1-7_Enforcement	1-8_Car_Parks	1-9_Tax_Calculation	1-10_Tax_Collection	1-11_License_Inspection
High (response x3)	684	1326	1020	936	1092	1056	969	297	537	930	615
Medium (response x 2)	488	164	354	336	262	322	352	494	518	376	470
Low (response x1)	54	9	15	39	27	15	31	176	74	25	83
No Opinion (zero score)	0	0	0	0	0	0	0	0	0	0	0
TOTAL	1226	1499	1389	1311	1381	1393	1352	967	1129	1331	1168
Potential Score	1578	1599	1596	1557	1566	1584	1590	1566	1536	1569	1569
Priority score (percentage)	77.69%	93.75%	87.03%	84.20%	88.19%	87.94%	85.03%	61.75%	73.50%	84.83%	74.44%



Budget Consultation 2015

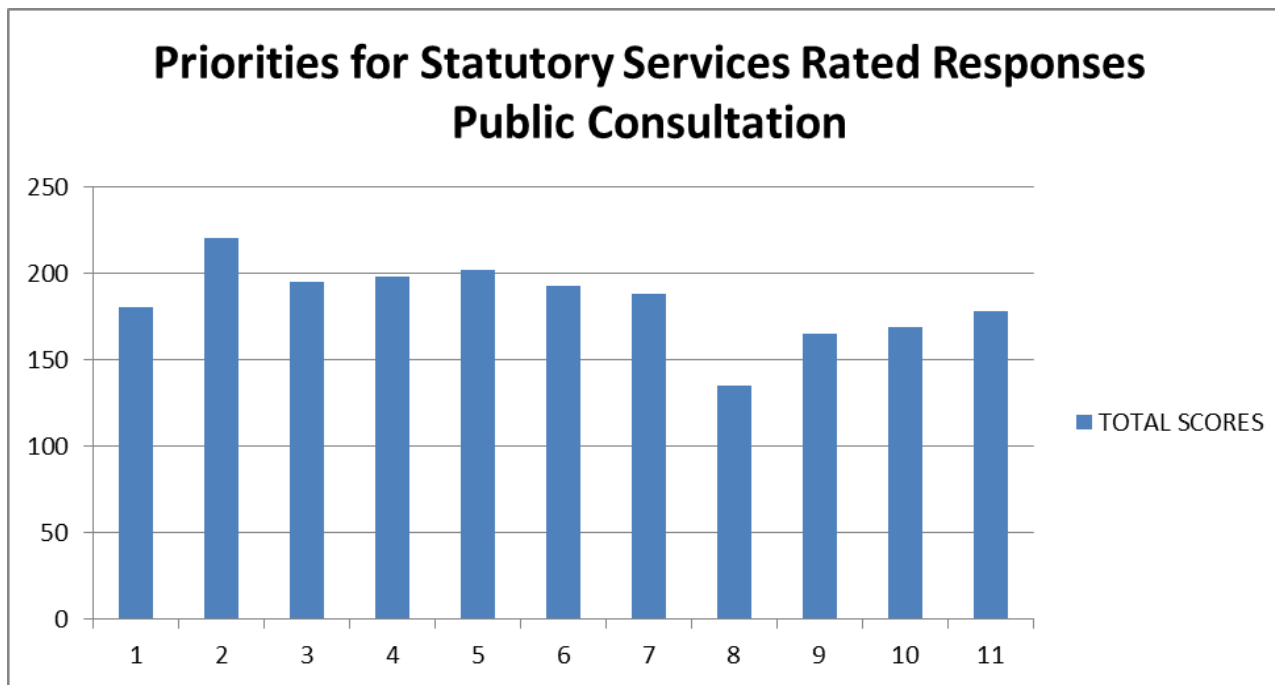
Priority	2-1_Grants	2-2_Health_Classes	2-3_Drug_Education	2-4_Police_Work	2-5_PubHealth_Work	2-6_Museum	2-7_Lifeline_Service	2-8_Day_Centres	2-9_Stray_Animals	2-10_Rejuv_Homes	2-11_Business_Bins	2-12_Highway_Rangers	2-13_Promoting_Businesses	2-14_Listed_Buildings
High (response x3)	630	537	1026	1167	567	228	1236	729	360	837	516	693	540	414
Medium (response x 2)	498	498	262	242	490	482	216	508	416	330	438	482	492	506
Low (response x1)	68	101	56	21	94	199	10	28	198	83	131	60	101	136
No Opinion (zero score)	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Total	1196	1136	1344	1430	1151	909	1462	1265	974	1250	1085	1235	1133	1056
Potential Score	1581	1587	1587	1593	1584	1548	1590	1575	1578	1581	1566	1596	1581	1581
Priority score (percentage)	75.65%	71.58%	84.69%	89.77%	72.66%	58.72%	91.95%	80.32%	61.72%	79.06%	69.28%	77.38%	71.66%	66.79%



Budget Consultation 2015

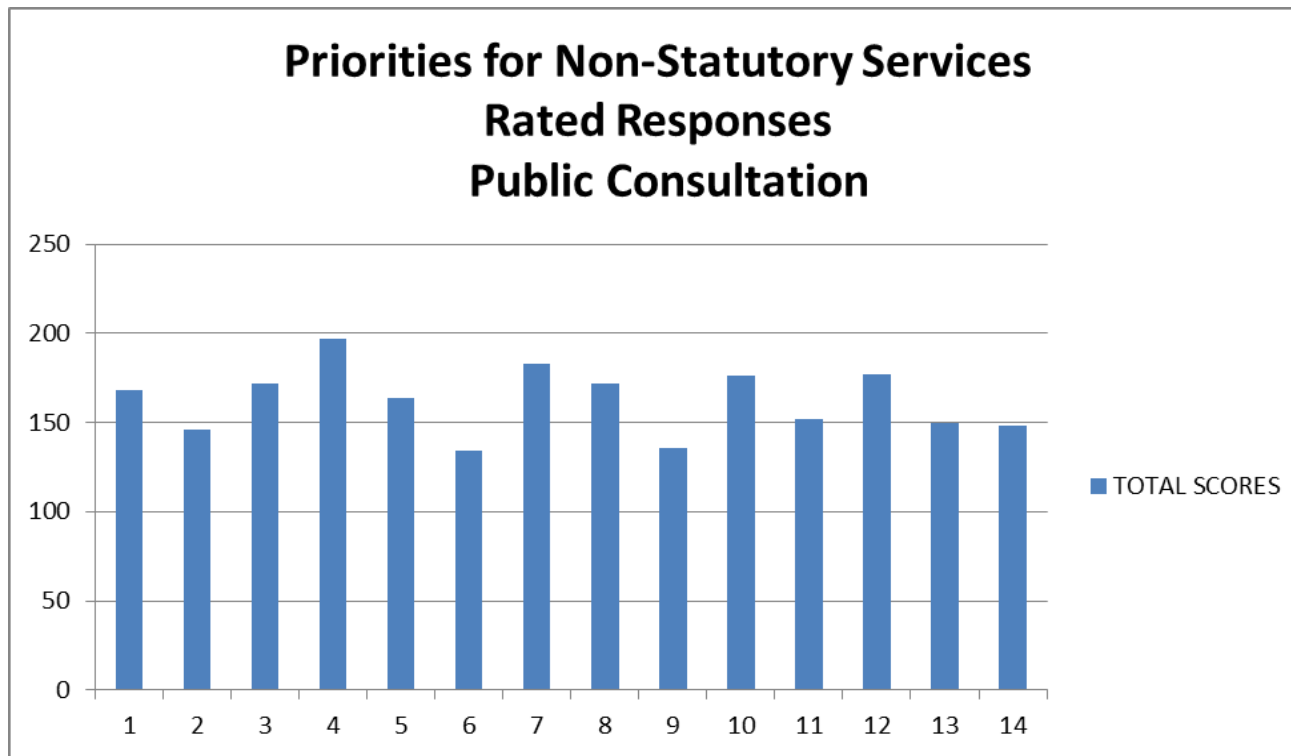
Priority		Counts	Percentage of those with an opinion
Increase the amount of council tax it charges		95	17.89%
Keep the amount of council tax the same		378	71.19%
Reduce the amount of council tax it charges		58	10.92%
No opinion		2	
Total		533	
Total excluding "no opinion"		531	

Public Consultation - detailed results across all questions



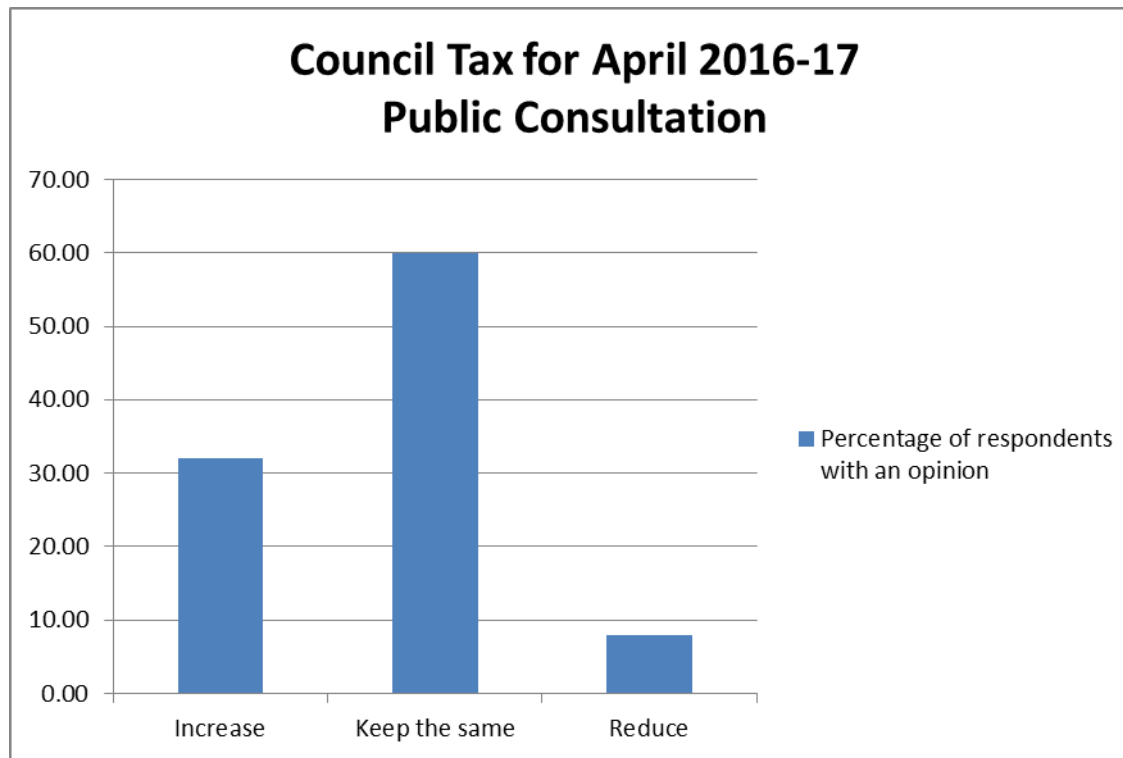
Budget Consultation 2015

Priority	1-1_Noise	1-2_Bins	1-3_Street_Sweeping	1-4_Planning_Apps	1-5_Development	1-6_Housing	1-7_Enforcement	1-8_Car_Parks	1-9_Tax_Calculation	1-10_Tax_Collection	1-11_License_Inspection
High (response x3)	120	195	129	138	162	144	117	27	84	93	96
Medium (response x 2)	54	24	64	56	38	42	62	80	64	58	70
Low (response x1)	6	1	2	4	2	7	9	28	17	18	12
No Opinion (zero score)	0	0	0	0	0	0	0	0	0	0	0
TOTAL	180	220	195	198	202	193	188	135	165	169	178
Potential Score	219	234	231	234	225	228	237	231	231	234	237
Priority score (percentage)	82.19%	94.02%	84.42%	84.62%	89.78%	84.65%	79.32%	58.44%	71.43%	72.22%	75.11%



Budget Consultation 2015

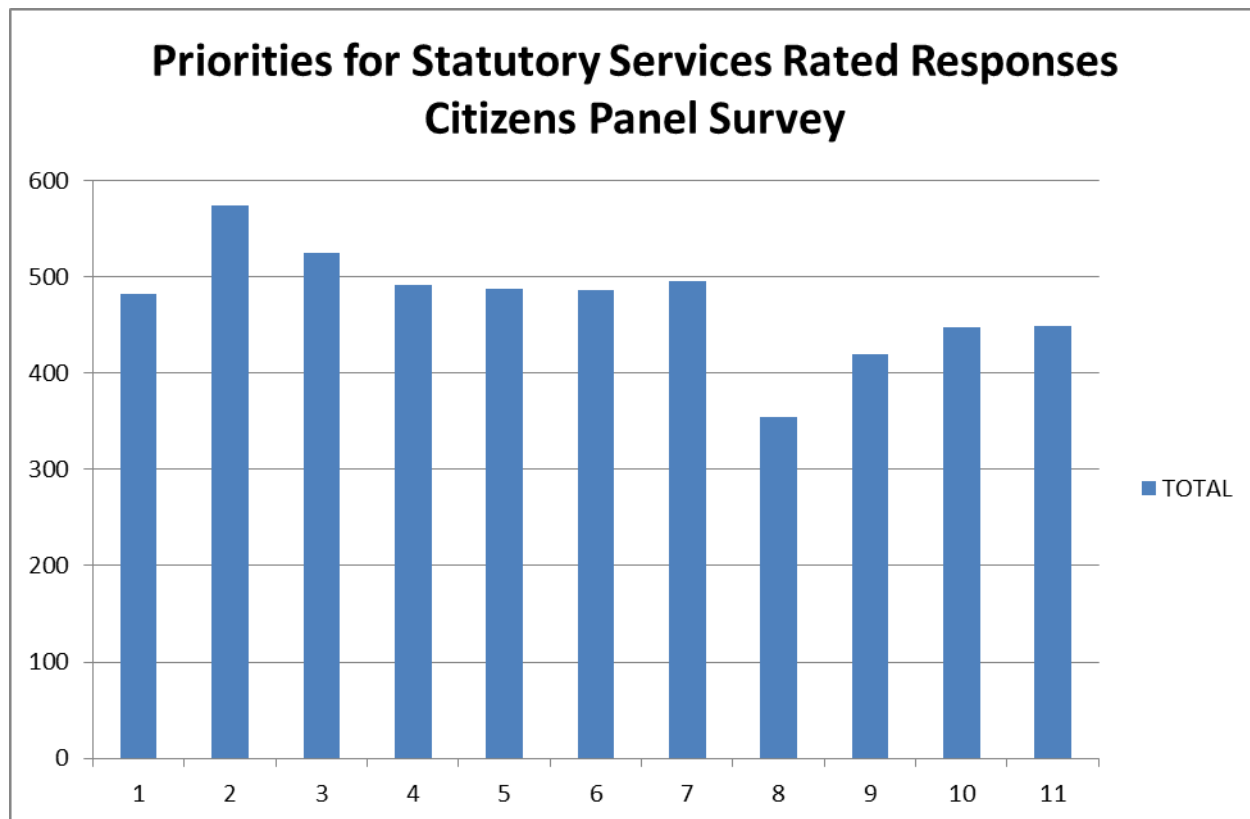
Priority	2-1_Grants	2-2_Health_Classes	2-3_Drug_Education	2-4_Police_Work	2-5_PubHealth_Work	2-6_Museum	2-7_Lifeline_Service	2-8_Day_Centres	2-9_Stray_Animals	2-10_Rejuv_Homes	2-11_Business_Bins	2-12_Highway_Rangers	2-13_Promoting_Businesses	2-14_Listed_Buildings
High (response x3)	87	57	90	138	72	42	114	93	36	114	66	99	72	57
Medium (response x 2)	66	62	68	52	76	68	62	66	76	44	68	68	56	70
Low (response x1)	15	27	14	7	16	24	7	13	24	18	18	10	22	21
No Opinion (zero score)	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Total Score	168	146	172	197	164	134	183	172	136	176	152	177	150	148
Potential Score	231	231	234	237	234	216	228	231	222	234	222	231	222	225
Priority score (percentage)	72.73%	63.20%	73.50%	83.12%	70.09%	62.04%	80.26%	74.46%	61.26%	75.21%	68.47%	76.62%	67.57%	65.78%



Budget Consultation 2015

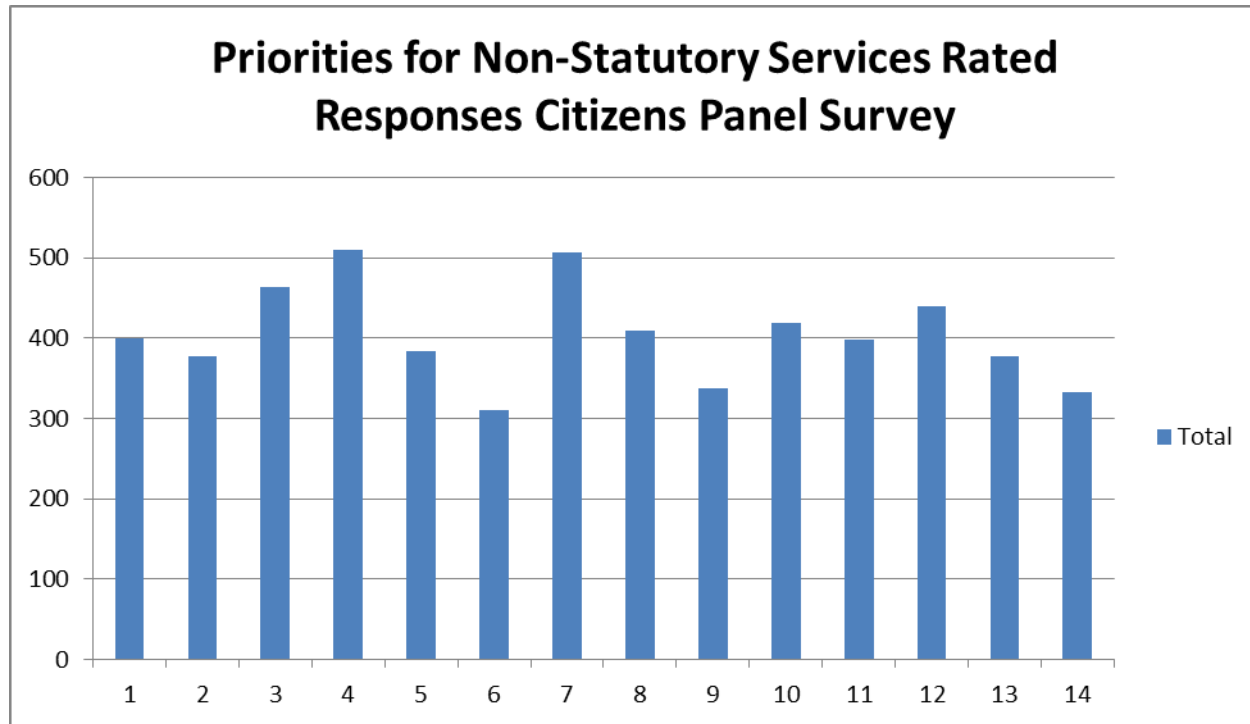
Priority		Counts	Percentage of those with an opinion
Increase the amount of council tax it charges		24	32.00%
Keep the amount of council tax the same		45	60.00%
Reduce the amount of council tax it charges		6	8.00%
No opinion		3	
Total		78	
Total excluding "no opinion"		75	

Citizens Panel detailed results across all questions



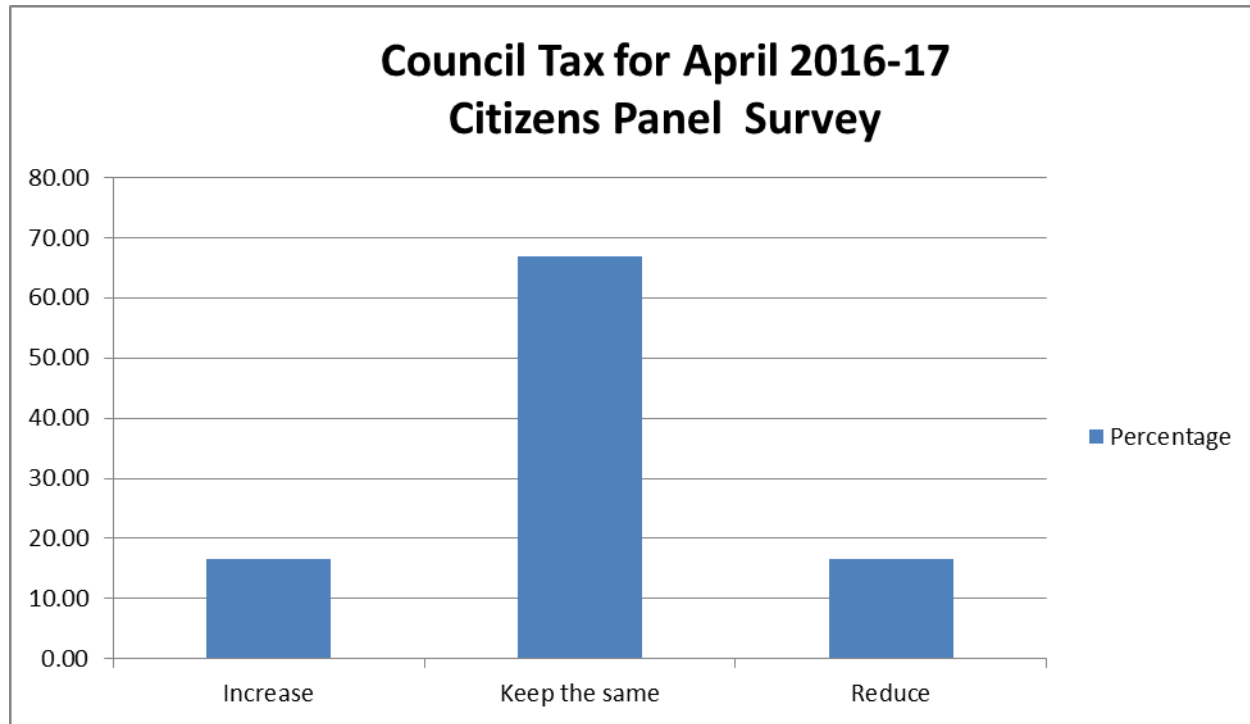
Budget Consultation 2015

Priority	1-1_Noise	1-2_Bins	1-3_Street_Sweeping	1-4_Planning_Apps	1-5_Development	1-6_Housing	1-7_Enforcement	1-8_Car_Parks	1-9_Tax_Calculation	1-10_Tax_Collection	1-11_License_Inspection
High (response x3)	294	507	375	318	336	324	342	72	165	255	234
Medium (response x 2)	176	64	142	158	134	140	138	210	220	168	180
Low (response x1)	12	3	8	16	18	22	16	73	34	25	35
No Opinion (zero score)	0	0	0	0	0	0	0	0	0	0	0
TOTAL	482	574	525	492	488	486	496	355	419	448	449
Potential Score	594	612	612	603	591	600	597	606	597	582	609
Priority score (percentage)	81.14%	93.79%	85.78%	81.59%	82.57%	81.00%	83.08%	58.58%	70.18%	76.98%	73.73%



Budget Consultation 2015

Priority	2-1_Grants	2-2_Health_Classes	2-3_Drug_Education	2-4_Police_Work	2-5_PubHealth_Work	2-6_Museum	2-7_Lifeline_Service	2-8_Day_Centres	2-9_Stray_Animals	2-10_Rejuv_Homes	2-11_Business_Bins	2-12_Highway_Rangers	2-13_Promoting_Businesses	2-14_Listed_Buildings
High (response x3)	135	117	276	372	129	66	339	162	69	219	138	192	123	57
Medium (response x 2)	216	192	156	124	198	146	154	196	182	146	220	214	198	194
Low (response x1)	48	68	32	13	57	98	13	51	86	53	40	33	57	82
No Opinion (zero score)	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Total Score	399	377	464	509	384	310	506	409	337	418	398	439	378	333
Potential Score	603	609	606	597	597	579	609	609	600	597	588	612	597	600
Priority score (percentage)	66.17%	61.90%	76.57%	85.26%	64.32%	53.54%	83.09%	67.16%	56.17%	70.02%	67.69%	71.73%	63.32%	55.50%



Budget Consultation 2015

Priority		Counts	Percentage of those with an opinion
Increase the amount of council tax it charges		32	16.58%
Keep the amount of council tax the same		129	66.84%
Reduce the amount of council tax it charges		32	16.58%
No opinion		5	
Total		198	
Total excluding "no opinion"		193	

4. Appendices

4.1 Open text responses received

The following open text responses were provided where the respondent did not choose from the listed priorities, or submitted a separate letter/email:

Responses received:

A member of the public

I have just received a phone call from NWA in regards to a survey being conducted on your behalf.

I could not help but notice that there were no questions relating to housing for younger people within the town, but were loads of housing questions in connection with the elderly and people claiming benefits.

I agree that people that need help should get help, but what about younger people who have grown up in the town, do they not deserve housing within Saffron Walden also?

I am a hard working individual who contributes to the council through my taxes, but I will never be able to afford a house here due to the lack of affordable housing for young professionals. This is going to push such individuals out of the town, taking their council tax payments with them.

Can you please tell me what steps are being taken to address this situation.

A member of the public

Q1 (Car Parks...) Need to be able to pay by cheque or cash. Not everyone has computer!

Q2. (Highway Rangers...) Maintain rural pavements.

A member of the public

Q2. (Highway Rangers...) Road signs need cleaning

A member of the public

Q1 (Providing council housing...) Very high priority

A panellist

Section 1) Q3)

Day Centres - important for those who benefit in the town centres but not widespread enough to benefit the rural community where there are no Day Centres and no facilities to get there.

Microchipping - should not be done by the council but should be a legal requirement for the owner to get it done.

Emptying bins for businesses - if they are paying for it they should get the service but what they are paying should cover the service.

Highway Rangers - it seems every time in our parish when they have been asked to do something they can't do it! If evidence had been seen of them doing the work it would be a high priority!

Section 2 Q5)

Animal Warden - Have had dealings and although she would have liked to have helped she couldn't as she didn't get the support from the council. Not her fault at all.

Building control - Do not seem to take any notice of comments made by people affected in the area.

Day Centres - Would be very satisfied if those in rural areas could easily use them.

Housing Benefits - should be reviewed more carefully.

Council Housing Repairs - Totally dissatisfied as know of two elderly tenants who couldn't get anything done but when they passed away it seems that a lot of work has been carried out for the new tenants after they moved in. Also aware of repairs to houses being carried out on properties as a result of children abusing the properties. Believe that the council properties should be inspected periodically with no warning given. Money being spent on properties unnecessarily.

Tenant Liaison - don't understand that when there is a tenancy agreement in place the council do not ensure that it is adhered to.

Leisure Centres - Very dissatisfied as our council tax is spent on them but people in the rural community do not get the same benefit as those living close to them.

4.2 Questionnaire

Questionnaire forms for the telephone, public and Citizens Panel followed an identical format.

The screenshot shows the Uttlesford District Council website header. It includes the council logo, navigation links (Skip Navigation, Home, Login, A to Z of Services, Search, Apply for it, Report it, MyUttlesford), and a main menu with tabs for Resident, Business, Your Council (selected), and Pay for it. Below the tabs is a search bar and a secondary menu with links to About the Council, Elections and Voting, Finance and Accounts, Consultation (selected), Emergency Planning, and Councillors and Committees. A breadcrumb trail shows: You are in: Your Council > Consultation > Council Spending - have your say!

The banner features the Uttlesford District Council logo on the left and the text "Uttlesford District Council citizens Panel - Uttlesford Voices 11" in white on a dark blue background.

Statutory Services

Q2 Below is a list of services Uttlesford District Council has to provide or has to ensure are provided by another organisation. For each service, please indicate whether you consider it to be a high priority, a medium priority or a low priority. (Please select one option for each service).

	High Priority	Medium priority	Low priority	No opinion
Dealing with noise complaints, air and water quality issues and other environmental health issues	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Emptying your bins and emptying public litter and dog bins (The town or parish councils in Saffron Walden, Dunmow and Stansted are responsible for public litter bins in their areas)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Sweeping the streets, litter picking, clearing up fly-tipping and keeping district council-owned land tidy	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Council Spending - have your say!

Have your say on what the council's top spending priorities should be during 2016-17.

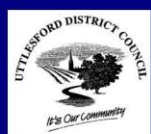
Uttlesford District Council sets a budget to decide how to allocate money to the wide range of services that the council

[Take part in the Uttlesford residents' survey here >>](#)

Results of the survey will be available from the Council Offices in Saffron Walden, the district council's customer service centre, the Saffron Walden Library and the Thaxted Community Information Centre, or residents can request a copy by calling 01799 525252 or emailing consultation@uttlesford.gov.uk

For any queries regarding this questionnaire, please contact the Consultation Team at Uttlesford District Council on 01799 525252 or email: consultation@uttlesford.gov.uk

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Council Spending - have your say!

Uttlesford residents' survey 2015

Preparing the council's budget is a process that takes many months - and it can't be done without the input of the district's residents.

This survey gives you the chance to have your say on what should be the priorities for Uttlesford District Council and what we should spend your council tax on. The results of this consultation will help design the budget for April 2016 to March 2017, which councillors will be asked to approve in February next year.

**The closing date for this survey is
Thursday 24 September 2015 at 5pm**

If you have any queries regarding this questionnaire, please contact the Consultation Team at Uttlesford District Council on 01799 510670 or Email: consultation@uttlesford.gov.uk

Please answer the questions below by ticking in the appropriate boxes.

Q1 Below is a list of services Uttlesford District Council has to provide or has to ensure are provided by another organisation. For each service, please indicate whether you consider it to be a high priority, a medium priority or a low priority. (Please select one option for each service).

	High Priority	Medium priority	Low priority	No opinion
Dealing with noise complaints, air and water quality issues and other environmental health issues	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Emptying your bins and emptying public litter and dog bins (The town or parish councils in Saffron Walden, Dunmow and Stansted are responsible for public litter bins in their areas)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Sweeping the streets, litter picking, clearing up fly-tipping and keeping district council-owned land tidy	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

	High Priority	Medium priority	Low priority	No opinion
Deciding planning applications and making sure new buildings and extensions are built according to approved plans and following building regulations	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Planning how the district will develop in the coming decades, including where new housing and businesses will be located	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Providing council housing and providing sheltered housing for older people	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Enforcement work including prosecuting people for not paying council tax or council house rent, benefit fraud, fly-tipping	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Running car parks and on-street parking such as residents permit schemes (this is done in partnership with other councils)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Working out how much people should receive in housing and council tax benefits and paying those benefits	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Collecting council tax for Essex County Council, the police, the fire service, town or parish councils and Uttlesford District Council and collecting business rates on behalf of the government	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Inspecting restaurants, pubs and other businesses which sell food and issuing various licences such as those needed for pubs, off-licenses, taxis, kennels and tattoo parlours and making sure people do not break the terms of those licences	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Q2 Below is a list of services Uttlesford District Council currently provides, but does not have to. For each service please indicate whether you think it is a high priority, a medium priority or a low priority. (Please select one option for each service).

	High Priority	Medium priority	Low priority	No opinion
Giving grants to voluntary and community organisations such as the Citizens Advice, Uttlesford Community Travel and the Council for Voluntary Service Uttlesford	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Running health and fitness classes, particularly to help people with medical conditions and/or older people	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Educating young people about the dangers of drugs and alcohol	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Working with the police and other organisations to keep Uttlesford safe	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Working with public health bodies on projects to keep people in the district healthy	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Running Saffron Walden Museum	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Helping older/vulnerable people live independently by providing the Lifeline service, through which users can raise an alarm if assistance is required	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

	High Priority	Medium priority	Low priority	No opinion
Supporting the volunteer committees who run day centres in Great Dunmow, Saffron Walden, Stansted Mountfitchet, Takeley and Thaxted	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Collecting stray animals, microchipping dogs and cats and dealing with complaints from the public about pet and animal-related issues	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Bringing privately-owned homes that have been empty for a long time back into use	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Emptying bins for businesses (businesses are charged for this service)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Providing the Highway Rangers service which carries out small jobs such as keeping road verges tidy through hedge cutting, mowing and strimming, repainting and repairing road signs	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Promoting and supporting businesses in the area	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Giving advice on work to listed buildings and work to protected trees	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Q3 **Just under 10 per cent of the council tax you pay goes to Uttlesford District Council, with about 70 per cent going to Essex County Council and the remainder to the police, the fire authority and your town or parish council.**

Over the last three years the district council has cut its share of council tax by a total of 6 per cent and froze the amount in the two years before that.

For next year (April 2016 to March 2017), do you think Uttlesford District Council should (please select one option only):

Increase the amount of council tax it charges

Keep the amount of council tax the same

Reduce the amount of council tax it charges

No opinion

Thank you for your responses.

It is hoped that a cross-section of Uttlesford residents will participate in this survey. To determine how effectively we have reached different age groups, genders and electoral wards within our district, it would greatly assist us in collating the responses to this questionnaire if you would answer a few questions on the following page.

Please proceed to the next page...

For office use only

About you:

You can choose not to answer any questions in this section. However, all the answers to the survey and the 'About You' section are anonymous and it is not possible for us to identify individuals from their response.

Please enter your postcode:

What is your gender?

Male Female

What is your age?

<input type="checkbox"/> 16-19	<input type="checkbox"/> 45-54
<input type="checkbox"/> 20-24	<input type="checkbox"/> 55-64
<input type="checkbox"/> 25-34	<input type="checkbox"/> 65+
<input type="checkbox"/> 35-44	

Please submit your questionnaire by 5pm, Thursday 24 September 2015

**Thank you for taking part in our survey.
Now please return your completed questionnaire in the envelope provided.**

For office use only:

Scanning Calibration

4.3 Profiling

Telephone survey

Gender

Male	256
Female	273
Not provided	4

Age

Age Range	
18 to 29 years	71
30 to 49 years	190
50 to 74 years	209
75 years and over	62
Not provided	1

Public consultation

Gender

Counts			Percents		
What is your gender?			What is your gender?		
Base		75	Base		100.00%
What is your gender?	Male	32	What is your gender?	Male	42.67%
	Female	43		Female	57.33%

Age

Counts			Percents		
What is your age?			What is your age?		
Base		77	Base		100.00%
What is your age?	16-19	1	What is your age?	16-19	1.30%
	20-24	1		20-24	1.30%
	25-34	7		25-34	9.09%

	35-44	6		35-44	7.79%
	45-54	19		45-54	24.68%
	55-64	9		55-64	11.69%
	65+	35		65+	45.45%

Citizens Panel

The Citizens Panel is profiled so as to represent in microcosm then macrocosm of the district for all of the principal protected characteristics and as recorded by the Census 2011 and subsequent revised datasets.

4.4 How rating scores are calculated

Rating is a system recommended by Snap, the company who provide the consultation system used to collate and make the analysis of the 2016-2017 Budget Consultation results.

To establish the overall views of all those participating in this survey, priority selections made by respondents are given extra weight if chosen as a 'high priority' compared with those chosen as 'low priority'. This is called 'rating' and is achieved by attributing a weighted score (+3 for 'high priority', +2 for 'medium priority', +1 for 'low priority' and 0 for 'no opinion') to the number of responses received.

The overall score for each priority is therefore calculated to exclude all respondents who did not express an opinion.

For example:

Regarding priorities for Statutory Services, 'Dealing with noise complaints, air and water quality issues and other environmental health issues':

366 respondents selected this as 'high priority' = $(+3) \times 363 = 1098$

359 selected 'medium priority' = $(+2) \times 359 = 718$

72 selected 'low priority' = $(+1) \times 72 = 72$

14 had 'no opinion' = $0 \times 14 = 0$

So, the overall rating for this priority

$$1098 + 718 + 72 + 0 = 1888$$

To achieve a maximum 100%, all respondents with an opinion would need to have selected a priority as 'high priority' resulting in a rating score of $(+3) \times (\text{number of respondents})$ i.e. $(+3) \times (366 + 359 + 72)$ or 2391

The overall priority score, expressed as a percentage, for "Dealing with noise complaints, air and water quality issues and other environmental health issues" is therefore $1888/2391 = 78.96\%$