

**Uttlesford District Council**



# **Council Spending**

**A report on the survey of businesses about council spending priorities  
for the year 2017-18**

**November 2016**





## Contents

### 1. Executive summary

Introduction

Results summary

Results priorities

Results priority analysis

### 2. Purpose methodology

### 3. Survey results, detailed findings

Survey results across all streams

Comparative data across 2016 residents' and businesses' surveys

### 4. Appendices –Tables and charts

Open text responses

Questionnaire

Profiling

How rating scores are calculated

## 1. Executive summary

This is the first year that a dedicated consultation asking for businesses' views on the headline priorities for setting the budget for the approaching financial year has been run. It should be noted that in previous years only business networking groups had been contacted as district from individual business. This approach, it is hoped, will provide a better overview of opinion from the business community in the district.

In order to obtain as wide a body of opinion as possible, a multi-directional approach was taken comprising an online consultation promoted to all enterprises registered on the Uttlesford Business Directory, local business support groups and the two Town Teams. Paper questionnaires were additionally made available at the council's annual business breakfast event which was attended by some 50 delegates.

The business consultation followed the same principal lines as the residents' survey which was carried out earlier in the autumn. In this businesses were asked for their views on the prerogatives for the future resourcing of specific service areas. They were not, though, asked to comment on the level of Council tax that Uttlesford District Council should be levying in the coming year as this is only applicable to residents within the district. An additional option was provided to permit consultees to leave general comments about the council's spending priorities for 2017-18.



Each year the council has to prepare its budget for the following financial year and decide how much should be spent on council services. These decisions cannot be made without the input of the district's residents and businesses.

As a local business this survey gives you the chance to have your say on what should be the priorities for Uttlesford District Council and how we should be spending your money in the forthcoming year. The results of this consultation will help to inform the budget for April 2017 to March 2018, which councillors will be asked to approve in February 2017.

The questionnaire should only take about 5 to 10 minutes to complete. All the information you provide will be kept entirely confidential. It will only be used by Uttlesford District Council and the main findings from the survey will be published on the council website. However, your own views and opinions will not be passed on to anyone else.

**Please complete this questionnaire by clicking in the appropriate box(es) for each question and when you have finished the survey to your satisfaction\*, press the "Submit" button.**

\*If you only complete part of the survey and would like to return to it at a later date, click on the "Save" button at the foot of the webpage. This will exit you from the online questionnaire and provide you with a link which will enable you to return to the survey and answer the remaining questions at your convenience.

**The closing date for this survey is Monday 21 November 2016 at 12 noon**

If you have any questions or queries about the Uttlesford District Council Citizens Panel or this questionnaire, please contact:  
Louise Miles or Bruce Tice at Uttlesford District Council on 01799 510381 or 01799 510670

### Council Spending - have your say! Uttlesford Survey of Businesses 2016

We are asking you, as local business, to tell us what you think should be the priorities for Uttlesford District Council and how we should be spending your money in the forthcoming year.

Take part at:  
[www.uttlesford.gov.uk/budgetconsultation2016](http://www.uttlesford.gov.uk/budgetconsultation2016)

The survey closes at 12 noon on Monday 21 November.

## Results summary

Together with the residents' survey this 2016 business consultation will inform the setting of the council's budget for the financial year April 2017 – March 2018. The results for each of the different consultation streams – online survey and paper forms – are being reported as a capsulization of these two consultative strands. This provides a headline view of the spending priorities for the forthcoming financial year as identified by the majority of those who responded to the survey.

Responses 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. 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 system<sup>1</sup> 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 relating to Planning, Housing and the local environment must be provided either by the council itself or by another organisation. These may be considered as being 'key' services. There is also a portfolio of other services that are offered by the council to the benefit of the community. For the purposes of the consultation, businesses were asked to comment on aggregations of 'key' services and 'other' services

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<sup>1</sup> See Section 4 for an explanation of rating system calculations

separately. A final and distinct question sought respondents' general comments on how the district council might apportion its spending in the forthcoming financial year.

The coalesced results across the two survey strands are given below:

## Results priorities

### Key Services

*Q1 For each service, please indicate whether you consider it to be a high priority, a medium priority or a low priority.*

Headline	Spending Area – ranked top three priorities
Ranked priority	<p>Planning how the district will develop in the coming decades, including where new housing and businesses will be located - (90.26%)</p> <p>Emptying your bins and emptying public litter and dog bins - (83.07%)</p> <p>Sweeping the streets, litter picking, clearing up fly-tipping and keeping district council-owned land tidy - (83.06%)</p>

Headline	Spending Area – ranked by the least respondents
Ranked priority	Giving advice on work to listed buildings and work to protected trees - (59.14 %)

## Other Services

*Q2 For each service, please indicate whether you consider it to be a high priority, a medium priority or a low priority.*

Headline	Spending Area – ranked top three priorities
Ranked priority	<p>Working with the police and other organisations to keep Uttlesford safe - (85.00%)</p> <p>Promoting and supporting businesses in the area – (80.56%)</p> <p>Enforcement work including prosecuting people for not paying council tax or council house rent, benefit fraud, fly-tipping - (75.56%)</p>

Headline	Spending Area – ranked by the least respondents
Ranked priority	<p>Collecting stray animals, microchipping dogs and cats and dealing with complaints from the public about pet and animal-related issues - (52.63%)</p>

## Any other comments

*Q3 Thinking about how you answered the previous questions, for next year (April 2017 to March 2018), do you have any further comments on how Uttlesford District Council should be spending your money? (Consultees were then invited to leave open text comments).*

Headline	Any other comments
Response	<p>Developing transport infrastructure, improving broadband speeds and supporting retail areas emerged as some of the dominant themes.</p> <p>All open text responses are reported in full at Section 4.1</p>

## Results priority analysis

This is the first year that the council has specifically sought the views of businesses in order to help inform how it will set the budget in the forthcoming year. Accordingly there is no previous data with which to make any comparison.

### Key services top three priorities:

Businesses were asked to identify the priority - 'high', 'medium' or 'low' - that they might ascribe to each of a basket of 11 service areas operated by the council. An analysis of the results using a rated scheme indicates that across the two consultative streams 90.26% of consultees considered 'Planning how the district will develop in the coming decades, including where new housing and businesses will be located' to be of importance. This was identified as the leading service area by a 7% margin, though it is impossible from this piece of research to ascertain to what extent respondents were supporting the future resourcing of all planning activities or only those related to developing the provision for businesses.

The secondary and tertiary priorities as identified here both relate to the cleanliness and presentation of the district. 'Emptying your bins and emptying public litter and dog bins' came in with 83.07% support and just very marginally behind, 'Sweeping the

streets, litter picking, clearing up fly-tipping and keeping district council-owned land tidy' made an 83.06% score. At the other end of the scale and across all the key services 'Giving advice on work to listed buildings and work to protected trees' polled the least consistent backing with a ranked score of 59.14%.

### Other 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.

Many of these 'other' services are delivered by the council in partnership with other bodies such as the police, public health teams and the North Essex Parking Partnership. From the 12 services identified in this part of the consultation businesses indicated that they considered 'Working with the police and other organisations to keep Uttlesford safe' should be the most worthy of future resourcing. This was supported by an 85.00% majority. The secondary priority; 'Promoting and supporting businesses in the area' was selected by 80.56% of those who expressed an opinion. Given the target audience of this piece of research work it is not surprising that many respondees ranked business support as a prerogative for future work in the area. Finally, 'Enforcement work including prosecuting people for not paying council tax or council house rent, benefit fraud, fly-tipping' was ranked in third place by 75.56% of those completing the consultation whilst 'Collecting stray animals, microchipping dogs and cats ... and animal-related issues' was the least popular service, only gaining a 52.63%% support rating.

### Any other comments

Consultees were also asked to include any appropriate comments to support their choices made in the service prioritisation section. Feedback here was typically eclectic ranging from support for developing transport infrastructure - 'Sorting out parking on roads around the town' to increasing the provision of high speed broadband – 'Push for high speed broadband connectivity in new build areas and mobile connectivity too'. Some responses covered areas outside of the remit of the council,



concentrating on NNDR – ‘encouraging and giving businesses tax breaks to ensure they move to Uttlesford’ and ‘the valuation office have now gone and put the rates up for a lot of small businesses ... it really is unfair to penalise businesses like this’. Other feedback was a bit more enigmatic moving from a pithy ‘No’ to the forceful ‘Uttlesford should stop paying out large sums of money for consultants who don't seem to no (sic) anymore than anyone else’.

## 2. Purpose methodology

The council is obliged to consult with the residents of the district when setting the budget for the forthcoming year. As part of the 2016 consultation local businesses were also encouraged to feedback via a dedicated survey so as to provide a better overview of opinion across all users of the authority's services. The results of this consultation will inform the decisions made by officers and councillors when setting spending for the year April 2017 to March 2018.

This is the first year that a consultation asking for businesses' views on the headline priorities for setting the budget for the approaching financial year has been run, whereas in previous years only business networking groups had been contacted as district from individual business. This approach, it is hoped, will provide a better overview of opinion from the business community in the district.

In order to obtain as wide a body of opinion as possible, a multi-directional approach was taken comprising an online consultation promoted to all enterprises registered on the Uttlesford Business Directory, local business support groups and the two Town Teams. Paper questionnaires were additionally made available at the council's annual business breakfast event which was attended by some 50 delegates.

The consultation was run over the period 12 to 21 November 2016. Respondents were asked to select their highest, mid-range and lowest spending priorities from a list of 11 key services and 12 other service options covering the full range of the council's activities. They were also offered the opportunity to provide additional comments on how the council might allocate funding during the forthcoming year. For profiling purposes they were also invited to include a postcode.

The following consultative methods were employed. In both cases the same questions were asked:

- Open public consultation. The survey was promoted by email to all enterprises registered on the Uttlesford Business Directory. Consultees were able to respond via an interactive form using the Snap 11 consultation platform. This resulted in 63 responses.
- The budget questions were also circulated as a printed survey to all delegates who attended the council's annual business breakfast which was held at Saffron Walden Golf Club on 17 November. This resulted in 17 responses.

General promotion was carried out to all businesses via the council's business directory and fliers. It should be remembered that not all respondents chose to answer all of the questions. A number of supplementary comments were received and are reported.

By the close of the consultation period a total of 80 responses had been received.

### **3. Survey results, detailed findings**

#### **Survey results across all steams**

The combined results for each of the different consultation streams – online consultation and paper survey – are reported in full below.

## Key Services

*Q1 For each service, please indicate whether you consider it to be a high priority, a medium priority or a low priority.*

<b>Service</b>	<b>Priority Score (percentage)</b>
1. Dealing with noise complaints, air and water quality issues and other environmental health matters	72.58%
2. 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)	83.07%
3. Emptying bins for businesses (businesses are charged for this service)	79.53%
4. Sweeping the streets, litter picking, clearing up fly-tipping and keeping district council-owned land tidy	83.06%
5. Deciding planning applications and making sure new buildings and extensions are built according to approved plans and following building regulations	75.90%
6. Planning how the district will develop in the coming decades, including where new housing and businesses will be located	90.26%
7. Giving advice on work to listed buildings and work to protected trees	59.14%
8. Providing council housing and providing sheltered housing for older people	79.57%

9. Provide advice to people who are homeless or at risk of becoming homeless and in some circumstances, provide emergency accommodation	76.72%
10. Bringing privately-owned homes that have been empty for a long time back into use	70.37%
11. 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	65.61%

### Other Services

*Q2 For each service, please indicate whether you consider it to be a high priority, a medium priority or a low priority.*

<b>Service</b>	<b>Priority Score (percentage)</b>
1. Giving grants to voluntary and community organisations such as the Citizens Advice Bureau, Uttlesford Community Travel and the Council for Voluntary Service Uttlesford	63.93%
2. Educating young people about the dangers of drugs and alcohol	74.01%
3. Working with the police and other organisations to keep Uttlesford safe	85.00%
4. Working with public health bodies on projects to keep people in the district healthy	68.36%
5. Supporting the volunteer committees who run day centres in Great Dunmow, Saffron Walden, Stansted Mountfitchet, Takeley and Thaxted	61.67%

## Budget Consultation of Businesses 2016

6. Enforcement work including prosecuting people for not paying council tax or council house rent, benefit fraud, fly-tipping	75.56%
7. Running car parks and on-street parking such as residents permit schemes (this is done in partnership with other councils)	61.02%
8. Working out how much people should receive in housing and council tax benefits and paying those benefits	69.64%
9. 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	69.70%
10. 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	67.78%
11. Collecting stray animals, microchipping dogs and cats and dealing with complaints from the public about pet and animal-related issues	52.63%
12. Promoting and supporting businesses in the area	80.56%

## Comparative data across 2016 residents' and businesses' surveys

*Note: Businesses were not asked to comment on the priority for setting Council Tax.*

\* See Section 4 for an explanation of rating system calculations

Results in **red** indicate top three priorities in the service area. Those in **black** indicate the least popular priority in that service area.

*Q1 For each service, please indicate whether you consider it to be a high priority, a medium priority or a low priority.*

Service	Total Rated score* for 2016 residents' survey (2017-18 budget)	Total Rated score* for 2016 businesses' survey (2017-18 budget)
1. Dealing with noise complaints, air and water quality issues and other environmental health matters	84.23%	72.58%
2. 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)	<b>93.88%</b>	<b>83.07%</b>
3. Emptying bins for businesses (businesses are charged for this service)	72.44%	79.53%
4. Sweeping the streets, litter picking, clearing up fly-tipping and keeping district council-owned land tidy	87.44%	<b>83.06%</b>
5. Deciding planning applications and making sure new	86.61%	75.90%

## Budget Consultation of Businesses 2016

buildings and extensions are built according to approved plans and following building regulations		
6. Planning how the district will develop in the coming decades, including where new housing and businesses will be located	<b>88.36%</b>	<b>90.26%</b>
7. Giving advice on work to listed buildings and work to protected trees	<b>71.68%</b>	<b>59.14%</b>
8. Providing council housing and providing sheltered housing for older people	<b>89.26%</b>	79.57%
9. Provide advice to people who are homeless or at risk of becoming homeless and in some circumstances, provide emergency accommodation	87.21%	76.72%
10. Bringing privately-owned homes that have been empty for a long time back into use	80.64%	70.37%
11. 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	76.50%	65.61%

## Other Services

Q2 For each service, please indicate whether you consider it to be a high priority, a medium priority or a low priority.

Service	Total Rated score* for 2016 residents' survey (2017-18 budget)	Total Rated score* for 2016 businesses' survey (2017-18 budget)
1. Giving grants to voluntary and community organisations such as the Citizens Advice Bureau, Uttlesford Community Travel and the Council for Voluntary Service Uttlesford	73.48%	63.93%
2. Educating young people about the dangers of drugs and alcohol	<b>84.53%</b>	74.01%
3. Working with the police and other organisations to keep Uttlesford safe	<b>91.03%</b>	<b>85.00%</b>
4. Working with public health bodies on projects to keep people in the district healthy	79.98%	68.36%
5. Supporting the volunteer committees who run day centres in Great Dunmow, Saffron Walden, Stansted Mountfitchet, Takeley and Thaxted	78.33%	61.67%
6. Enforcement work including prosecuting people for not paying council tax or council house rent, benefit fraud, fly-tipping	<b>85.36%</b>	<b>75.56%</b>
7. Running car parks and on-street parking such as residents permit schemes (this is done in partnership with other councils)	66.16%	61.02%



## Budget Consultation of Businesses 2016

8. Working out how much people should receive in housing and council tax benefits and paying those benefits	77.42%	69.64%
9. 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	81.03%	69.70%
10. 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	79.10%	67.78%
11. Collecting stray animals, microchipping dogs and cats and dealing with complaints from the public about pet and animal-related issues	<b>67.07%</b>	<b>52.63%</b>
12. Promoting and supporting businesses in the area	74.27%	<b>80.56%</b>

## 4. Appendices

### 4.1 Open text responses received

All open text responses received as part of this consultation.

*Q3. Thinking about how you answered the previous questions, for next year (April 2017 to March 2018), do you have any further comments on how Uttlesford District Council should be spending your money?*

Especially in Stansted making rented workspaces for small businesses more available and affordable.

The previous questions list all the things that the UDC should be doing. The priority will depend on total funds available but everything should be covered to some extent. The only thing seemingly not covered is ensuring that administration is efficient and there is no waste, overstaffing and overspending.

If you don't give the businesses more support and help maintain the appearance of the high st in years to come you will have a boarded up high st small business are struggling with rates electricity insurances

Focus on improving the experience of visitors - not just those from outside the district, but also those from inside the district visiting areas outside their own parish. This can be achieved, for example, through information boards, blue plaques, parking availability and signage, footpath maintenance and signage, replacement of stiles with user-friendly gates, encouraging town and village trails, support of tourist offices.

Responsibly, balanced and measured. Keep away from 'pet projects' and focus on statutory responsibilities.

Please please could you provide re-cycling bins for businesses instead of these large containers that are provided for all refuse. I can't believe our local pub don't have the facility to re-cycle their glass and other recyclable material. Everything (food glass bottles, etc) go into one large container across the road. Surely you should provide this as you do for all Uttlesford residence. Thank you.

Where does the potential use of Carver Barracks, now due to close fit in to the overall Uttlesford future plan. Car Parking is a major problem everywhere

Finding a way to increase parking and for longer times to help small businesses that are really struggling. you seem to have all the right priorities

Forget trying to help businesses. They are much better operating freely within a free market. Government intervention whether local, regional or national is an expensive waste of time. By all means regulate for safety but otherwise do as little as possible. A pound collected through taxation delivers less than £1 value to the community because of fiscal drag. A pound left in a business's coffers can be used to create extra value.

Uttlesford should stop paying out large sums of money for consultants who don't seem to no anymore than anyone else encouraging and giving businesses tax breaks to ensure they move to Uttlesford for job. This should exclude Stansted Airport, as this is a special business and economic development area. Develop Shire Hill into a respectable business park, or develop one around Takeley that could develop future small businesses and incubate start-ups so that they have somewhere to go, develop in a hub and then expand into the Uttlesford once grown. Suitable areas for business development hubs could be Great Chesterford [near M11, trains], Newport [M11 and trains], Takeley [M11 and Stansted Airport].

The government has brought in rates relief as of 2017 for small businesses, so anyone with a rateable business of under £12,000 is exempt from paying business rates next year. Which is good news for small businesses in a tough economic climate, However at the same time the valuation office have now gone and put the valuation rates up of a lot of small businesses which means we now fall outside of this bracket. It really is unfair to penalise businesses like this. The high business rates will put a lot of local small businesses out of business and force the, to close down.

The rubbish collection service to businesses should be free of charge (paid for out of business rates) or allow business owners to use local tip facilities for small waste quantities (except, hard-core and garden waste)

Spend money on what is considered priority by the residents of Uttlesford. Consultations should be ongoing through survey research in order to take views on board for making evidence-based decisions. Some spend can be prevented - For example; if collections department for council tax etc is effective, there will be no need for enforcement in that area.

Infrastructure to support all the new build developments area. Push for high speed broadband connectivity in new build areas and mobile connectivity too

Sorting out parking on roads around the town. The town is getting choked and a good start to help which wouldnt cost much money would be to get all the on street parked cars gone.

As a business (not a private UDC resident) these questions are largely irrelevant. How about asking about actual business related issues, such as broadband coverage, availability and suitability of office space, traffic congestion etc? In Saffron Walden, the primary business/industrial area on Shirehill is bursting at the seams, with frequent traffic congestion and insufficient parking. Infrastructure for high-tech businesses in north Uttlesford is very poor; lack of suitable office space, patchy

broadband and mobile phone coverage. Look at eSpace in Ely & Littleport for an example of a district council helping support a start-up and small businesses.

Keeping the town clean and tidy together with incentives to attract new businesses and making sure the town dose not tolerate antisocial behaviour must always be the council objectives. Who wants to live in a dirty, lawless, jobless society where people do not care. Caring about our society and the people who live in it is how we will always enjoy our great town.

Better roads

No

Assisting businesses' with how they deal with refuse to help keep town centres clean.

Investing in small local/mediyum independent businesses, supporting their growth.

Try to promote tourism and allow more short term accommodation

Get high speed broadband in Newport!

improve parking in Stansted M businesses are suffering in Lower St + Cambridge Rd

Pot holes

Coordinate works such as road improvements in a timely and convenient manner, such as not closing roads for works on the day school holidays end when they could have taken place during school holidays when the roads are less used. Ensuring that

fast broadband comes to rural areas. Assessing applications for large-scale housing developments against the need to retain the character and level of public services which makes the district a great place to live. Ensuring a balance is made between retaining local services with the minimum of cuts, and an appropriate level of Council taxation. I am in favour of Council tax reflecting the quality of services in the District.

## 4.2 Questionnaire

Questionnaire forms for online and paper surveys followed an identical format.

### Council Spending - have your say! Uttlesford Businesses 2016

As a local business, to tell us what you think  
priorities for Uttlesford District Council and how  
you are planning your money in the forthcoming year.

[www.uddc.gov.uk/budgetconsultation2016](http://www.uddc.gov.uk/budgetconsultation2016)

Responses close at 12 noon on Monday 21



Q1 Below is a list of key services Uttlesford District Council provides to the public relating to Planning, Housing and the local environment. As a business, 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 matter	<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"/>
Emptying bins for businesses (businesses are charged for this service)	<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"/>
Deciding planning applications and making sure new buildings and extensions are built according to approved plans and following building regulations	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Planning how the district will develop in the coming decades, including where new housing and businesses will be located	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Giving advice on work to listed buildings and work to protected trees	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Providing council housing and providing sheltered housing for older people	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Provide advice to people who are homeless or at risk of becoming homeless and in some circumstances, provide emergency accommodation	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Bringing privately-owned homes that have been empty for a long time back into use	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
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="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

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Each year the council has to prepare its budget for the following financial year and decide how much should be spent on council services. These decisions cannot be made without the input of the district's residents and businesses.

As a local business this survey gives you the chance to have your say on what should be the priorities for Uttlesford District Council and how we should be spending your money in the forthcoming year. The results of this consultation will help to inform the budget for April 2017 to March 2018, which councillors will be asked to approve in February 2017.

The questionnaire should only take about 5 to 10 minutes to complete. All the information you provide will be kept entirely confidential. It will only be used by Uttlesford District Council and the main findings from the survey will be published on the council website. However, your own views and opinions will not be passed on to anyone else.

**Please complete this questionnaire by clicking in the appropriate box(es) for each question and when you have finished the survey to your satisfaction\*, press the "Submit" button.**

\*If you only complete part of the survey and would like to return to it at a later date, click on the "Save" button at the foot of the webpage. This will exit you from the online questionnaire and provide you with a link which will enable you to return to the survey and answer the remaining questions at your convenience.

**The closing date for this survey is Monday 21 November 2016 at 12 noon**

If you have any questions or queries about the Uttlesford District Council Citizens Panel or this questionnaire, please contact:  
 Louise Milns or Bruce Tice at Uttlesford District Council on 01799 510381 or 01799 510670 or email [consultation@uttlesford.gov.uk](mailto:consultation@uttlesford.gov.uk)

**Q1 Below is a list of key services Uttlesford District Council provides to the public relating to Planning, Housing and the local environment. As a business, 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 matter	<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"/>
Emptying bins for businesses (businesses are charged for this service)	<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"/>
Deciding planning applications and making sure new buildings and extensions are built according to approved plans and following building regulations	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Planning how the district will develop in the coming decades, including where new housing and businesses will be located	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Giving advice on work to listed buildings and work to protected trees	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Providing council housing and providing sheltered housing for older people	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Provide advice to people who are homeless or at risk of becoming homeless and in some circumstances, provide emergency accommodation	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Bringing privately-owned homes that have been empty for a long time back into use	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
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="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Continued on the next page.



**Q2 Below is a further list of services provided by the Council. As a business, 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 Bureau, Uttlesford Community Travel and the Council for Voluntary Service, Uttlesford	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Educating young people about the dangers of drugs and alcohol	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Working with the police and other organisations to keep Uttlesford safe	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Working with public health bodies on projects to keep people in the district healthy	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Supporting the volunteer committees who run day centres in Great Dunmow, Saffron Walden, Stansted Mountfitchet, Takeley and Thaxted	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Enforcement work including prosecuting people for not paying council tax or council house rent, benefit fraud, fly-tipping	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Running car parks and on-street parking such as residents permit schemes (this is done in partnership with other councils)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Working out how much people should receive in housing and council tax benefits and paying those benefits	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
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="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Inspecting restaurants, pubs and other businesses which sell food and issuing various licences such as those needed for pubs, off-licences, taxis, kennels and tattoo parlours and making sure people do not break the terms of those licences	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Collecting stray animals, microchipping dogs and cats and dealing with complaints from the public about pet and animal-related issues	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Promoting and supporting businesses in the area	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Continued on the next page.

**Q3 Any other comments**

**Thinking about how you answered the previous questions, for next year (April 2017 to March 2018), do you have any further comments on how Uttlesford District Council should be spending your money? Please add any comments in the box below.**

**About You:**

It is hoped that a cross-section of Uttlesford businesses will participate in this survey. To determine how effectively we have reached different businesses within our district it would greatly assist us in collating the responses to this questionnaire if you would answer the following questions.

**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.

**Q4** Please enter the postcode of your business (using upper case letters e.g. CB11 4ER)

**Thank you for taking part in our survey.**

**Now please click on the "Submit" button and submit your completed survey by:**

**Monday 21 November 2016 at 12 noon**

## 4.3 Profiling

### Postcodes of respondees

*Note: Not all respondees chose to enter postcode data*

CM24 8LN
CB11 4DX
CM6 1AH
CM24 8AH
CB11 3FB
CM24 8JG
CB10 1PF
CB11 4JL
CB11 4RT
CB10 1JB
CB10 1HQ
CB10 1AY
CM6 1FF
SG8 8QJ
CB11 4QU
CM6 1AB
cb11 3BQ
CB11 4JL
CM6 1NA
CB11 3JT
CB11 3AQ

## Budget Consultation of Businesses 2016

CB11 3HT
CM7 4TS
CM22 7WE
CM23 3BG
CB11 3AD
CO3 8AQ
CM24 1QW
CM24 8GF
CB10 1HB
CB10 1XL
CB11 3AQ
SG13 8EQ
CB10
CM24 1QW
CB11 3TL
CB10 1EH
CM6 1NA
CB11 3AQ

## 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 2017-2018 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  $1888/2391 = 78.96\%$