



# Uttlesford District Council

Chief Executive: Dawn French

## Scrutiny Committee

**Date:** Tuesday, 20th November, 2018

**Time:** 7.30 pm

**Venue:** Council Chamber - Council Offices, London Road, Saffron Walden,  
CB11 4ER

**Chairman:** Councillor A Dean

**Members:** Councillors H Asker, G Barker (Vice-Chair), R Chambers, J Davey,  
P Davies, S Harris, G LeCount, M Lemon, B Light and E Oliver

**Substitutes:** Councillors A Gerard, A Mills, G Sell and L Wells

### Public Speaking

At the start of the meeting there will be an opportunity of up to 15 minutes for members of the public to ask questions and make statements subject to having given notice by 12 noon two working days before the meeting. A time limit of 3 minutes is allowed for each speaker. Please refer to further information overleaf.

## AGENDA PART 1

### Open to Public and Press

#### **1 Apologies for Absence and Declarations of Interest**

To receive any apologies for absence and declarations of interest.

#### **2 Minutes of the Previous Meeting**

5 - 12

To consider the minutes of the previous meeting and Scrutiny status report.

#### **3 Responses of the Executive to reports of the Committee**

To consider any responses of the Executive to reports of the Committee.

**4 Consideration of any matter referred to the Committee in relation to call in of a decision**

To consider any matter referred for call in.

**5 Invited reports from the Executive**

To consider any invited reports from the Executive.

**6 Cabinet Forward Plan** 13 - 20

To receive the Cabinet Forward Plan.

**7 Scrutiny Work Programme** 21 - 28

To receive the Scrutiny Work Programme.

**8 Local Council Tax Support Scheme and Consultation Responses 2019-20** 29 - 50

To receive the Local Council Tax Support Scheme and Consultation Responses 2019-20 report.

**9 Budget Update and Consultation Responses 2019-20** 51 - 176

To receive the Budget Update and Consultation Responses 2019-20 report.

**10 Airport Car Parking** 177 - 184

To receive the Airport Car Parking report.

## **MEETINGS AND THE PUBLIC**

Members of the public are welcome to attend any of the Council's Cabinet or Committee meetings and listen to the debate. All agendas, reports and minutes can be viewed on the Council's website [www.uttlesford.gov.uk](http://www.uttlesford.gov.uk). For background papers in relation to this meeting please contact [committee@uttlesford.gov.uk](mailto:committee@uttlesford.gov.uk) or phone 01799 510548/369.

Members of the public and representatives of parish and town councils are permitted to speak or ask questions at any of these meetings. You will need to register with the Democratic Services Officer by midday two working days before the meeting.

The agenda is split into two parts. Most of the business is dealt with in Part I which is open to the public. Part II includes items which may be discussed in the absence of the press or public, as they deal with information which is personal or sensitive for some other reason. You will be asked to leave the meeting before Part II items are discussed.

Agenda and Minutes are available in alternative formats and/or languages. For more information please call 01799 510510.

### **Facilities for people with disabilities**

The Council Offices has facilities for wheelchair users, including lifts and toilets. The Council Chamber has an induction loop so that those who have hearing difficulties can hear the debate.

If you are deaf or have impaired hearing and would like a signer available at a meeting, please contact [committee@uttlesford.gov.uk](mailto:committee@uttlesford.gov.uk) or phone 01799 510548/369 as soon as possible prior to the meeting.

### **Fire/emergency evacuation procedure**

If the fire alarm sounds continuously, or if you are instructed to do so, you must leave the building by the nearest designated fire exit. You will be directed to the nearest exit by a designated officer. It is vital you follow their instructions.

#### **For information about this meeting please contact Democratic Services**

Telephone: 01799 510369 or 510548

Email: [Committee@uttlesford.gov.uk](mailto:Committee@uttlesford.gov.uk)

#### **General Enquiries**

Council Offices, London Road, Saffron Walden, CB11 4ER

Telephone: 01799 510510

Fax: 01799 510550

Email: [uconnect@uttlesford.gov.uk](mailto:uconnect@uttlesford.gov.uk)

Website: [www.uttlesford.gov.uk](http://www.uttlesford.gov.uk)

This page is intentionally left blank

**SCRUTINY COMMITTEE held at COMMITTEE ROOM - COUNCIL OFFICES, LONDON ROAD, SAFFRON WALDEN, ESSEX CB11 4ER, on TUESDAY, 25 SEPTEMBER 2018 at 7.30 pm**

Present: Councillor A Dean (Chairman)  
Councillors R Chambers, J Davey, P Davies, S Harris,  
G LeCount, M Lemon and B Light

Officers in attendance: R Auty (Assistant Director – Corporate Services), B Ferguson (Democratic Services Officer), S Payne (Planning Policy – Project Manager), J Snares (Housing Strategy and Operations Manager) and A Webb (Director of Finance and Corporate Services).

Also Present: Councillors S Barker (Cabinet Member for Environmental Services), S Howell (Cabinet Member for Finance and Administration) and J Redfern (Cabinet Member for Housing).

## SC8 **APOLOGIES FOR ABSENCE AND DECLARATIONS OF INTEREST**

Apologies for absence were received from Councillors Asker, G Barker and Oliver.

## SC9 **MINUTES OF THE PREVIOUS MEETING**

The minutes of the meeting held on 1 May 2018 were signed and approved as a correct record subject to the following amendment to the resolution of minute S7:

RESOLVED to **recommend to Cabinet** the following draft proposals:

- i. The 2019/20 LCTS scheme is set on the same basis as the 2018/19 scheme and therefore the contribution rate is frozen for the fifth consecutive year.
- ii. The Council continues to protect Vulnerable and Disabled Residents and Carers on a low income.
- iii. The empty homes premium is increased from 50% to 100% after 2 years of non-occupancy.

## SC10 **CABINET FORWARD PLAN**

The Committee noted the updated Forward Plan.

## SC11 **SCRUTINY WORK PROGRAMME 2018-19**

The Committee considered the Scrutiny Work Programme for 2018-19 and the suggested topics list.

Members discussed the suggested topic 'Review of the Cabinet System' which had been on the potential scrutiny programme for two years but had yet to be added to the formal programme. Concerns were raised that this project would be resource intensive and could not be carried out in 2018. Furthermore, 2019 was an election year and Members discussed whether it would be appropriate for this Committee to put forward an item that would be addressed by a new Council.

A motion was proposed and seconded to formally add this item to the work programme for 2019.

The motion was defeated.

## SC12 **STREET SERVICES UPDATE**

The Cabinet Member for Environmental Services presented the report to the Committee.

Members noted that the recycling rate had fallen and residual waste had increased in the past two years. In part, this was attributed to housing growth in the district. An action plan for waste education and awareness was being implemented to discourage littering, increase participation in the Council's recycling services and to help reduce contamination levels. Directing education at school age children was seen as an effective strategy in changing attitudes towards waste disposal and culture, although there was a consensus that a wide-ranging campaign would also be helpful.

To increase recycling rates and minimise residual waste, Members suggested engaging with the public by using the following methods:

- Engaging with the retail sector to encourage more sustainable commercial waste practices and the reduction of littering e.g. providing fewer disposable cups or using recyclable plastic packaging. Businesses who had signed up to the Saffron Walden BID were cited as potential partners.
- Clarifying the Household Waste list to minimise the potential of fly tipping.
- To canvass the opinion of the Youth Council with regards to educational schemes directed at children and schools.
- To include information relating to recycling on the Housing trailer that visited developments across the district.
- To include information relating to recycling in the Tenants' Newsletter.
- To increase the presence of littering and recycling campaigns such as the 'Campaign for a Cleaner Essex'.

The Chairman moved item 10 forward in proceedings for the benefit of those present.

The Cabinet Member for Housing introduced the report to the Committee. She said whilst there was much work to be done on the Council's affordable housing policy, the findings of the Affordable Housing Discussion Group were a good starting point and should be taken into account in the forthcoming review of the Council's Housing Strategy.

Members discussed the content of the report.

In response to a Member question, the Project Manager - Planning Policy said the proposed Affordable Housing Policy would be referenced in the Local Plan. The Local Plan aspired to include 40% affordable housing in the proposed garden communities but what had yet to be decided upon was the eligibility criteria for these affordable properties. He said this was the opportunity for Members to comment on the policy and he asked Members to contact him if they had any questions.

The Housing Strategy and Operations Manager said the Discussion group had agreed to the Joseph Rowntree Foundation measure of housing affordability. This defined affordable housing costs as being less than 35% of household income. She said the real question was not how to define 'affordable' but how to deliver homes at such a cost, and it would be for Members to decide upon what affordable housing model would be used.

The Chairman tabled an alternative recommendation to that which was in the report. The Committee accepted this recommendation.

RESOLVED that the Scrutiny Committee notes the findings and work to date of the Scrutiny Committee Affordable Housing Discussion Group and considers that this is work still in progress. The committee recommends that the work be continued and, in due course, is considered when refreshing the Uttlesford Housing Strategy and in the delivery stages of Garden Communities.

The committee notes in particular the following interim ideas from the report:

(i). Changes to the eligibility criteria of the allocations policy and the creation of a new 'Intermediate' Housing Register. All existing employees within Uttlesford District on permanent contracts would be eligible for the Council's 'Intermediate' Housing Register and associated affordable housing, providing the household can evidence that they cannot afford (even with tax credits) private rented housing because it costs more than 35% (gross) of their total weekly household income, but could afford the weekly rental at truly affordable levels at Local Housing Authority rates or

at rates available from a Community Land Trust or similar scheme, ideally avoiding the need for Housing Benefit.

(ii). Adopt the term truly affordable homes to distinguish future home delivery that meets local income criteria and achieves home availability that equates to costs that are equivalent to traditional social provision or cheaper.

(iii). In the case of the two Garden Communities that adjoin the district boundary, then consideration could be given to enable permanent employees working within the immediate vicinity (still to be defined) access to the truly affordable housing provision.

(iv). The council could consider allowing under-occupation for families with opposite sex children below the age of 10. The question of the “Bedroom Tax” would be relevant, though this impediment could be circumvented by providing homes from a Community Land Trust.

(v). Investigate and deliver alternative intermediate home ownership products such as Community Land Trust homes not delivered by HA partners. For example, models that link housing costs to local median income with a resale covenant in place to be delivered permanently in this way and therefore, to be truly affordable in perpetuity and available by avoiding Right to Buy mechanisms.

(vi). Adopt strategies and policies that are adaptable over time to meet changing employment and social circumstances so that the best truly affordable objectives can be maintained. To achieve this, put in place mechanisms that monitor over time changes in housing need, economic circumstances and required housing mix.

The Chairman said he would be in contact with Officers to assist in taking this work forward.

#### SC14 **CENTRE FOR PUBLIC SCRUTINY - ACTION PLAN**

The Assistant Director – Corporate Services presented the report to the Committee. As there were implications for both Scrutiny and Cabinet Members, a meeting would take place to discuss implementation of the Action Plan in the near future.

Members discussed the content of the Action Plan.

In response to a question from Councillor Light, the Assistant Director – Corporate Services said the Corporate Management Team monitored the Scrutiny work programme to provide oversight. He said this had been approved by the Scrutiny Committee at a previous meeting.

The Chairman said he and Councillor G Barker would be meeting with relevant Officers to ensure the recommendations of the CfPS were realised.

RESOLVED that the Committee endorses the approach and actions proposed in the action plan to address the points raised by the CfPS.

## SC15 **INVESTMENT STRATEGY**

The Cabinet Member for Finance and Administration introduced the report on the Council's Investment Strategy.

In response to a question from Councillor LeCount, the Director of Corporate and Financial Services said the largest piece of land the Council owned was large enough to build fourteen houses. With regards to purchasing land for the building of market houses, he said they were not ruling out the option but there were high risks involved.

The Chairman asked whether the Council had a risk register relating to its investments.

The Assistant Director – Corporate Services said there was a risk register for Chesterford Research Park and a similar approach would be taken for other acquisitions.

In response to a question regarding the risks to the Council's investment following Britain's withdrawal from the European Union, the Cabinet Member for Finance and Administration said reserves were in place and a covenant of tenancy had been agreed to safeguard the Council's position. He added that the tenants were not overly concerned as they were research, rather than manufacturing, companies and would not be adversely impacted by a withdrawal from the customs union. In general, he said, good progress had been made and the park was attracting new tenants.

The Chairman said he had asked for feedback from the non-executive directors of Aspire on the progress and risks of the Council's investment at Chesterford Research Park. This feedback would be brought to Members at a future committee meeting.

In response to a Member question, the Cabinet member for Finance and Administration said there were no imminent investment opportunities but the Council were on the look-out. He said as soon as something was found that was compliant with the Council's Investment Strategy, it would be brought before Members for approval.

The meeting ended at 9.35pm.

This page is intentionally left blank

## Scrutiny Items – November 2018 Status Report

Item	Status with Scrutiny	Latest note	Status
Affordable Housing	Report presented to September 2018 committee meeting	Committee considers this to be a work in progress. Discussions to be held with relevant officers to ascertain how best to take it forward.	Open
CfPS review	Draft high level action plan presented to September 2018 committee meeting	Meeting to be held between officers, chairman of committee and Cabinet representative to further develop proposals	Open
Investment Strategy	Report presented at September 2018 committee meeting	During discussion, committee chairman said he would seek feedback from non-executive directors of Aspire regarding risks of council's investment in Chesterford Research Park and would report this back at a future meeting.	Open

This page is intentionally left blank

## UTTLESFORD DISTRICT COUNCIL CABINET FORWARD PLAN

Item	Meeting	Date	Brief information about the item and details of documents submitted for consideration	Key Decision?	Part 2?	Portfolio Holder	Contact officer from where the documents can be obtained
2018/19 Budget Monitoring - Qtr 2 Forecast Outturn	Cabinet	29 Nov	To present the actual spend for Quarter 2 2018/19 (July – Sep) and provide a predicted outturn position	No	Open	Portfolio Holder for Finance and Administration	Angela Knight, Assistant Director - Resources aknight@uttlesford.gov.uk
Budget Priorities 2019/20 Consultation responses	Cabinet	29 Nov	To review Residents and Businesses responses to Budget priorities for the 2019/20 budget setting	No	Open	Portfolio Holder for Finance and Administration	Angela Knight, Assistant Director - Resources aknight@uttlesford.gov.uk
Environmental Health (Housing) Civil Penalty Notice Policy	Cabinet	29 Nov	To adopt a policy for the use of civil penalty notices for Housing Act offences	No	Open	Portfolio Holder for Environmental Services	Marcus Watts, Environmental Health Manager - Protection mwatts@uttlesford.gov.uk

Item	Meeting	Date	Brief information about the item and details of documents submitted for consideration	Key Decision?	Part 2?	Portfolio Holder	Contact officer from where the documents can be obtained
Land at Parkers, Berden	Cabinet	29 Nov	To consider a request from Berden Parish Council to take ownership of the road that provides the vehicular access to the council houses at Parkers in Berden, and remove a restrictive covenant in respect of the recreation ground that was imposed when the land was transferred to the Parish Council	No	Open	Portfolio Holder for Housing	Roz Millership, Assistant Director - Housing, Health and Communities rmillership@uttlesford.gov.uk
LCTS consultation responses 2019/20	Cabinet	29 Nov	To review the LCTS scheme proposals and consultation responses for 2019/20 and agree recommendation for Full Council	Yes	Open	Portfolio Holder for Finance and Administration	Angela Knight, Assistant Director - Resources aknight@uttlesford.gov.uk

Item	Meeting	Date	Brief information about the item and details of documents submitted for consideration	Key Decision?	Part 2?	Portfolio Holder	Contact officer from where the documents can be obtained
Thaxted Neighbourhood Plan	Cabinet	29 Nov	Cabinet to consider the Independent Examiner's recommended modifications to the Thaxted Neighbourhood Plan and to consider the recommendation that the Plan proceed to a referendum of voters within the Parish of Thaxted to establish whether the plan should form part of the Development Plan for Uttlesford District Council.	Yes	Open	Portfolio Holder for Environmental Services	Demetria Macdonald, Planning Policy Officer dmacdonald@uttlesford.gov.uk
Treasury Management - 2018/19 Mid Year Review	Cabinet	29 Nov	To provide an update on the Treasury Management function and financial position for the first 2 qtrs. of 18/19. Includes any requests for updates to processes within the strategy	No	Open	Portfolio Holder for Finance and Administration	Angela Knight, Assistant Director - Resources aknight@uttlesford.gov.uk
Walden Place Redevelopment	Cabinet	29 Nov	Cabinet to consider details of Joint Venture proposals in respect of the proposed redevelopment of the existing sheltered housing scheme at Walden Place	Yes	Fully exempt	Portfolio Holder for Housing	Roz Millership, Assistant Director - Housing, Health and Communities rmillership@uttlesford.gov.uk

Item	Meeting	Date	Brief information about the item and details of documents submitted for consideration	Key Decision?	Part 2?	Portfolio Holder	Contact officer from where the documents can be obtained
Corporate Plan Delivery Plan Q3 Progress report	Cabinet	10 Jan	To note latest progress against the Corporate Plan Delivery Plan	No	Open	Leader of the Council, Lead for Strategy, Strategic Partnerships and the Local Plan	Dawn French, Chief Executive dfrench@uttlesford.gov.uk
Budget Covering Report 2019/20	Cabinet	12 Feb	This provides details of all the reports and their purpose that will be presented to members as part of the budget setting process.  Appendix: Equalities Impact Assessment	No	Open	Portfolio Holder for Finance and Administration	Angela Knight, Assistant Director - Resources aknight@uttlesford.gov.uk
Budget Monitoring Qtr 3 - Forecast Outturn 2018/19	Cabinet	12 Feb	To present actual spend for qtr. 3 (Oct - Dec) and provide a predicted outturn forecast.	No	Open	Portfolio Holder for Finance and Administration	Angela Knight, Assistant Director - Resources aknight@uttlesford.gov.uk

Item	Meeting	Date	Brief information about the item and details of documents submitted for consideration	Key Decision?	Part 2?	Portfolio Holder	Contact officer from where the documents can be obtained
Capital Strategy	Cabinet	12 Feb	Sets out the council plans for managing the 5 year plan for expenditure and financing of capital assets/projects.  Appendices - 5 Year Capital Programme and Capital Financing	Yes	Open	Portfolio Holder for Finance and Administration	Angela Knight, Assistant Director - Resources aknight@uttlesford.gov.uk
General Fund Revenue and Council Tax - 2019/20 Budget	Cabinet	12 Feb	Budget details for all services except Council Housing, incorporating funding and council tax.  Schedule of Fees and Charges  The Full Council version of the report will include the formal Council Tax Resolution 2019/20	Yes	Open	Portfolio Holder for Finance and Administration	Angela Knight, Assistant Director - Resources aknight@uttlesford.gov.uk
Investment Strategy - 2019/20	Cabinet	12 Feb	The council's plan for external investment and commercialisation	Yes	Open	Portfolio Holder for Finance and Administration	Angela Knight, Assistant Director - Resources aknight@uttlesford.gov.uk

Item	Meeting	Date	Brief information about the item and details of documents submitted for consideration	Key Decision?	Part 2?	Portfolio Holder	Contact officer from where the documents can be obtained
Medium Term Financial Strategy (MTFS)	Cabinet	12 Feb	<p>A five year financial strategy, including indicative levels of Council Tax.</p> <p>The strategy provides a forward looking financial position based on current information and includes narrative on issues, pressures and savings.</p>	Yes	Open	Portfolio Holder for Finance and Administration	Angela Knight, Assistant Director - Resources aknight@uttlesford.gov.uk
Section 25 - Robustness of Estimates & Adequacy of Reserves	Cabinet	12 Feb	<p>A statutory report which sets out the key risks in the General Fund budget, and provides the S151 Officers recommendations of the safe levels of contingency reserves.</p> <p>Appendix - Reserves Strategy, details the reserves held and the purpose/criteria of the reserves.</p>	Yes	Open	Portfolio Holder for Finance and Administration	Angela Knight, Assistant Director - Resources aknight@uttlesford.gov.uk

Item	Meeting	Date	Brief information about the item and details of documents submitted for consideration	Key Decision?	Part 2?	Portfolio Holder	Contact officer from where the documents can be obtained
Treasury Management Strategy - 2019/20	Cabinet	12 Feb	Cash flow management, and a strategy for prudent borrowing and investment.	Yes	Open	Portfolio Holder for Finance and Administration	Angela Knight, Assistant Director - Resources aknight@uttlesford.gov.uk
Corporate Plan delivery plan progress report annual report	Cabinet	9 Apr	Cabinet Members to report as part of the annual reporting to Council	No	Open	Leader of the Council, Lead for Strategy, Strategic Partnerships and the Local Plan	Dawn French, Chief Executive dfrench@uttlesford.gov.uk



**Work Programme 2018/19**

Date	20 November 2018	31 January 2019	21 March 2019
Standard agenda items	Responses of the Executive to reports of the Committee	Responses of the Executive to reports of the Committee	Responses of the Executive to reports of the Committee
	Consideration of any matter referred to the Committee in relation to call in of a decision	Consideration of any matter referred to the Committee in relation to call in of a decision	Consideration of any matter referred to the Committee in relation to call in of a decision
	Invited reports from the Executive	Invited reports from the Executive	Invited reports from the Executive
	Cabinet Forward Plan	Cabinet Forward Plan	Cabinet Forward Plan
	Scrutiny Work Programme	Scrutiny Work Programme	Scrutiny Work Programme
Page 21 Agenda items	Local Council Tax Support Scheme 2019/20	2019/20 Budget	2018/19 Scrutiny Annual Report
	Budget Overview 2019/20		Day Centre Report
	Airport Parking		Waste Education action plan update

This page is intentionally left blank

SCRUTINY COMMITTEE WORK PROGRAMME 2018/19 SUGGESTED TOPICS

Topic		Reason for review	Scrutiny Action(s):	Notes
1.	<b>Recycling</b>	<p>Understanding reasons for failing rates and impact on the MTFS</p> <p>Inform Council when making decisions about future recycling</p>	<p><b>Consider:</b> What the performance is today What the market situation is</p> <p><b>Required:</b> Status report from Street Services.</p> <p>To include the current service performance, costs, market situation and risks (financial and otherwise). Report to determine state of service – what is the contamination situation, what’s the potential for improving the service compared to where we are now. Solutions to problems should not be identified at this stage, just details of the issues. If remedial work is underway in some areas then this should be identified and progress determined.</p> <p><b>Further action:</b> Develop a Scoping Report</p>	<p>Initial report considered at 1/5/18 Scrutiny Committee.</p> <p>Further report covering proposed education programme considered at 25/9/18 meeting.</p> <p>Update report timetabled for 21/3/19 meeting</p>
2.	<b>Investment Strategy</b>	<p>To understand the Council’s approach to large scale investment projects</p>	<p><b>Consider:</b> The criteria in place for making investments to secure the Council’s long term economic stability</p> <p><b>Required:</b> Status Report from Commercial Team</p> <p>To include an overview of the Strategy and the decision-making process and an update on the investments made or proposed over the last two or three years, e.g. CRP and commercial opportunities.</p> <p>Return for UDC</p> <p>Is there sufficient audit and governance in place to ensure minimisation of loss and waste</p> <p><b>Further action:</b> TBC</p>	<p>Strategy discussed at 25/9/18 meeting</p>
3.	<b>Large Scale Grants</b>	<p>To understand the Council’s approach to the allocation of large scale grants</p>	<p><b>Consider:</b> The process for the allocation of large scale grants</p> <p><b>Required:</b> Status Report from Lead Officers of projects</p> <p>To include an overview of the allocation process and an update on the grants that have been made or proposed e.g. Carver Barracks, Broadband, Stansted College etc.</p> <p><b>Further action:</b> TBC</p>	

SCRUTINY COMMITTEE WORK PROGRAMME 2018/19 SUGGESTED TOPICS

Topic		Reason for review	Scrutiny Action(s):	Notes
4.	<b>Section 106</b>	To understand if s106 process is being applied effectively	<p><b>Consider:</b> Effectiveness of S.106 agreements. Is now the time for the council to adopt CIL?</p> <p><b>Requirement:</b> Informally ask whoever is recruiting 106 Officer what are the terms of reference. A full review of the process is required.</p> <p><b>Further Action:</b> TBC</p>	<p>CIL legislation is changing and new regulations will be put in place. Therefore this item has for now been removed from the forward plan.</p>
5.	<b>Social/ Affordable Housing</b>	What can/can't we deliver with regards to the allocation of Social/Affordable Housing in new developments	<p><b>Consider:</b> Council in a situation now where it isn't able to meet the needs of everyone who wants a home. That will change over a period of time due to local plan, the rate of house building increasing, more people moving to district etc.</p> <p>Need to identify what groups of people we are expecting to move into District? Are we developing new housing for them e.g. people who work at the airport can live closer to their work-place. Is there going to be a rebalancing of the demographics? Have to know what the need is and work out if we are providing for that need or continuing with 40% affordable policy. Should we be considering alternatives to Right to Buy such as housing associations/local housing companies? How is percentage allocation calculated? What are others doing? A clear definition is needed to inform Housing policies.</p> <p><b>Requirement:</b> Scoping Report from Housing</p> <p><b>Further Action:</b> TBC</p>	<p>Scoping document taken to 1/5/18 Scrutiny Committee.</p> <p>Update on meetings reported at 18/6/18 meeting.</p> <p>Report was presented at 25/9/18 meeting</p> <p>Further discussion required as to how this work can usefully be taken forward</p>
6.	<b>Airport Parking</b>	Understand the limitations/ opportunities for the council in addressing airport related parking issues	<p><b>Consider:</b> Enforcement capability under legislation Planning controls How is it managed beyond the council? Contract to agency?</p> <p><b>Required:</b> Status Report from Environmental Health</p> <p>Report to include council's enforcement responsibilities and capability and details of</p>	<p>Report on agenda for 20/11/18 meeting</p>

**SCRUTINY COMMITTEE WORK PROGRAMME 2018/19 SUGGESTED TOPICS**

			any new byelaws which could impact. <b>Further Action:</b> TBC	
--	--	--	--	--

Topic		Reason for review	Scrutiny Action(s):	Notes
7.	<b>Review of Cabinet system</b>	Understand its effectiveness in UDC	<b>Consider:</b> Is the Cabinet system the right system for UDC? If not, why not? <b>Requirement:</b> Scoping Report from Democratic Services? Ask LGA about trends at other authorities. Completion by end 2018/19 before new council. <b>Further Action:</b> TBC	At its meeting on 25/9/18 the committee voted against a motion to add this topic to the work programme for 2019
8.	<b>Street cleaning/ littering</b>	Area of concern for public - Pride in Place initiative	<b>Consider:</b> Will the Council's Pride in Place initiative achieve meaningful outcomes? What is being done at the moment? Cleanliness of public spaces, how clean are our streets? How often are they cleaned? How do we compare with other districts? How are resources allocated? <b>Requirement:</b> TBC <b>Further Action:</b> TBC	It was commented at Scrutiny Committee on 27/3/18 that this had already been the subject of a Scrutiny review
9.	<b>Energy efficiency of council homes</b>	Has the council reached the limits of what it can achieve in making council housing energy efficient?	<b>Consider:</b> What energy efficiency schemes/projects does/has the council run? Why is budget now zero? What have been the CO2 reductions over time? Do we educate our Tenants? What more could be done? <b>Requirement:</b> Status Report <b>Further Action:</b> TBC	
10.	<b>Economic Development Strategy</b>	Mid-year review of progress against action plan	<b>Consider:</b> Progress against actions Constraints in progressing actions (where relevant). Priorities. <b>Requirement:</b> TBC <b>Further Action:</b> TBC	

SCRUTINY COMMITTEE WORK PROGRAMME 2018/19 SUGGESTED TOPICS

Topic		Reason for review	Scrutiny Action(s):	Notes
11.	<b>Corporate Plan Delivery Plan</b>	Review progress of actions	<p><b>Consider:</b> Review of 2018/19 CPDP Q2 actions status at November meeting</p> <p><b>Requirement:</b> TBC</p> <p><b>Further Action:</b> TBC</p>	
12.	<b>Day Centres</b>	Review of plans for new operating models to deliver best possible service	<p><b>Consider:</b> How the Council aims to maintain and improve day centre service provision.</p> <p><b>Requirement:</b> End of year status report for March 2019 meeting</p> <p><b>Further Action:</b> TBC</p>	<p>It was commented at Scrutiny Committee on 27/3/18 that this had already been the subject of a Scrutiny review</p> <p>Annual summary report timetabled for 21/3/19 meeting</p>
13.	<b>Email</b>	Member of staff said he received 200+emails a day	<p><b>Consider:</b> Time wasted? Right to disconnect Increase staff efficiency and well being</p> <p><b>Requirement:</b> TBC</p> <p><b>Further Action:</b> TBC</p>	
14.	<b>'Charitable' giving</b>	How much do we give to charity/voluntary sector/professional bodies	<p><b>Consider:</b> Process Service level agreement Aligns with corporate plan Governance Ensure taxpayers money is equitable and give good value for money</p> <p><b>Requirement:</b></p>	

**SCRUTINY COMMITTEE WORK PROGRAMME 2018/19 SUGGESTED TOPICS**

			TBC <b>Further Action:</b> TBC	
15.	<b>Budget Role of Scrutiny</b>	Scrutiny and GAP review the 'Budget'	<b>Consider:</b> Why duplicate? Scrutiny could be critical friend, GAP could take on 'corporate scrutiny' <b>Requirement:</b> TBC <b>Further Action:</b> TBC	
16.	<b>Business development</b>	How the council helps businesses in the district	<b>Consider:</b> Value for money Audit trail Evidence of impact Audit and Governance can ensure minimisation of loss and waste <b>Requirement:</b> TBC <b>Further Action:</b> TBC	
17.	<b>Statutory/ Non-statutory service review.</b>	Understanding of which services provided by the council are statutory	<b>Consider:</b> Awareness when Council is judging service provision <b>Requirement:</b> TBC <b>Further Action:</b> TBC	
18.	<b>Relevant and relative responsibilities of Scrutiny and GAP</b>	Clarity around roles of both committees – when does one committee refer an item to the other?	<b>Consider:</b> Both committees working effectively for the benefit of the community. <b>Requirement:</b> TBC <b>Further Action:</b> TBC	

This page is intentionally left blank

# Agenda Item 8

**Committee:** Scrutiny Committee

**Date:**

**Title:** Local Council Tax Support Scheme and Consultation Responses 2019-20

Tuesday, 20  
November 2018

**Report Author:** Angela Knight, Assistant Director - Resources  
aknight@uttlesford.gov.uk

## Summary

1. There is a requirement to annually review the Local Council Tax Support (LCTS) Scheme, and propose changes to the scheme for the following financial year. The decisions made, even if no change is proposed, must then be consulted upon before a decision is taken on the final scheme for the following financial year.
2. A consultation was carried out during the summer on the Cabinet's proposals for the 2019/20 LCTS scheme.
3. This report enables Scrutiny Committee to review the outcome of the consultation and comment on detailed proposals for consideration by the Cabinet on 29 November and Full Council on 4 December.

## Recommendations

4. It is recommended that Members provide feedback on the outcome of the consultation for inclusion in the final 2019/20 LCTS Scheme proposal to be presented to Cabinet.

## Financial Implications

5. Detailed in the main body of this report.

## Background Papers

6. None

## Impact

- 7.

Communication/Consultation	Proposals to be subject to public consultation and discussions with major preceptors
Community Safety	None.
Equalities	An equalities impact assessment has been

	completed
Health and Safety	None.
Human Rights/Legal Implications	Compliance with relevant legislation.
Sustainability	The objective is to achieve a financially sustainable set of arrangements.
Ward-specific impacts	None.
Workforce/Workplace	Ongoing demands on the Revenues & Benefits, Housing and Customer Service teams

### **Local Council Tax Support (LCTS)**

8. LCTS replaced Council Tax Benefit (CTB) from 1 April 2013. The Council has adopted a scheme which has the following key elements:
  - a) Pensioners on low income protected from adverse changes (as required by Government)
  - b) Disabled people, carers and blind people on a low income receive discretionary protection from adverse changes
  - c) Working age people pay no more than 12.5% of the council tax bill
  - d) £25 per week of earned wages income disregarded from assessment (to provide a work incentive)
  - e) Child Benefit and Child Maintenance disregarded from assessment (to minimise exacerbation of child poverty, or accusations of same)
  - f) Hardship Policy to enable additional support for cases of extreme hardship
9. In 2017/18 it was agreed that the LCTS scheme would adopt the following principals in line with Housing Benefit legislation;
  - i. Removal of the family premium for all new working age claimants
  - ii. Reduction of backdating of a claim from 6 months to 1 month
  - iii. Removal of the element of the work related work activity component in the calculation of the current scheme for new employment and support allowance applicants
  - iv. Period of absence from Great Britain reduced from 13 weeks to 4 weeks whilst still being able to claim benefits

## Contribution Rates across Essex

10. The council has the lowest percentage liability cap within Essex.

	Contribution Rate (%)			
	2013/14	2014/15 & 2015/16	2016/17	2017/18 & 2018/19
Basildon	15	25	25	25
Braintree	20	20	20	24
Brentwood	20	20	20	20
Castle Point	30	30	30	30
Chelmsford	20	23	23	23
Colchester	20	20	20	20
Epping Forest	20	20	25	25
Harlow	24	24	26	24
Maldon	20	20	20	20
Rochford	20	20	20	28
Southend-on-Sea	25	25	25	25
Tendring	15	15	20	20
Thurrock	25	25	25	25
Uttlesford	8.5	12.5	12.5	12.5

## LCTS Claimant Caseload

11. The following table shows the caseload as at 1 April for each year and shows a significant drop in the number of Working Age claimants through the life of the scheme. Although there is an increase in the number of vulnerable and disabled claimants since the introduction of the scheme, the caseload has been consistent since 2015 with only marginal increases.

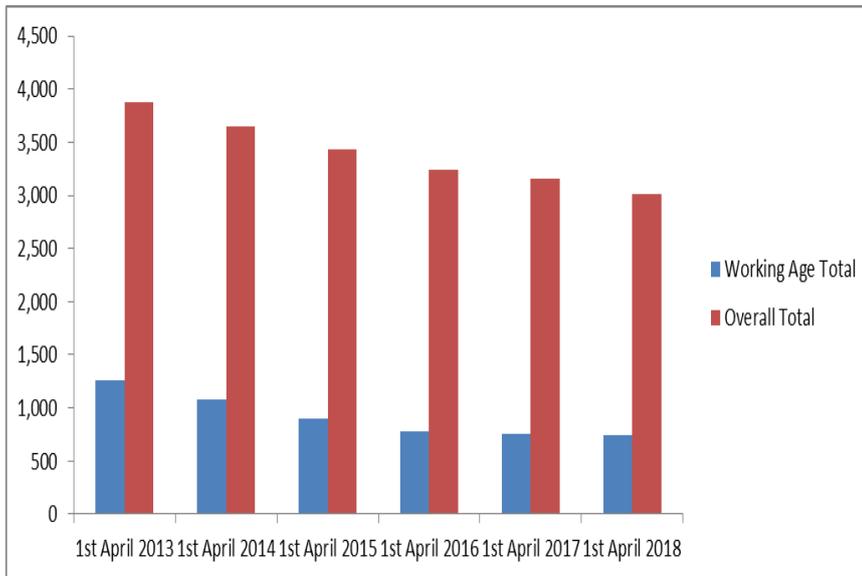
	1st April 2013	1st April 2014	1st April 2015	1st April 2016	1st April 2017	1st April 2018
Pensionable	2,093	1,984	1,881	1,807	1,735	1,621
Vulnerable	522	582	651	653	667	651
Working Age Employed	508	470	406	359	334	341
Working Age Other	752	612	498	417	419	400
<b>Working Age Total</b>	<b>1,260</b>	<b>1,082</b>	<b>904</b>	<b>776</b>	<b>753</b>	<b>741</b>
<b>Overall Total</b>	<b>3,875</b>	<b>3,648</b>	<b>3,436</b>	<b>3,236</b>	<b>3,155</b>	<b>3,013</b>

The drop in pensioner may be a consequence of the change in retirement age from 65 to 66

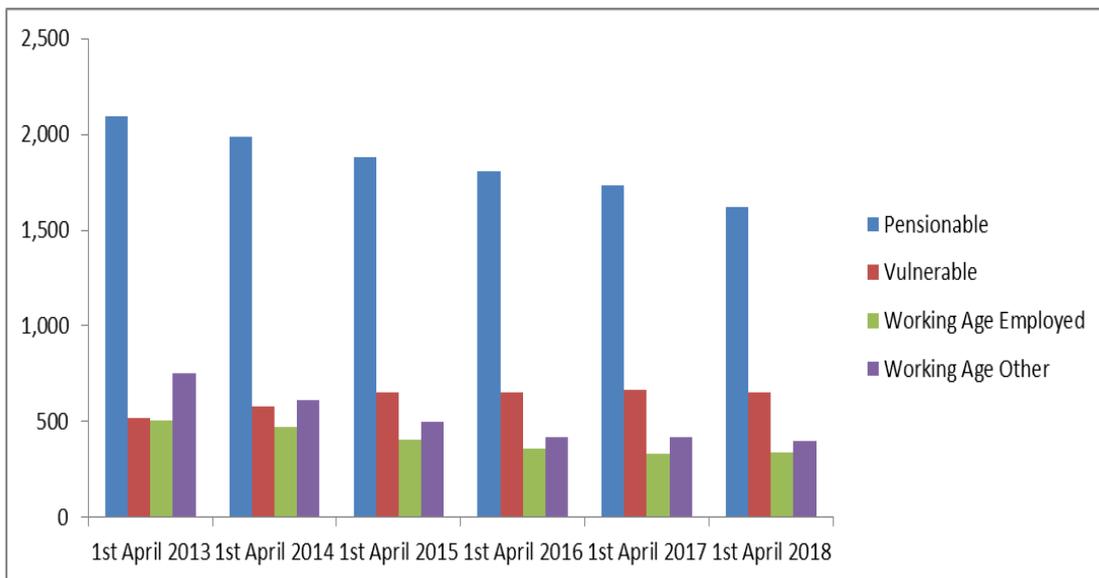
12. Whilst the decrease in working age claimants is positive it does mean any future changes to the scheme are directly impacting on a much smaller group of people. In addition, as the group is smaller the revenue raised from increasing the contribution rate has also decreased.

13. The charts below give a breakdown of caseload by total claimants and then by category of claimants.

### Total Caseload



### LCTS Claimants by category



### Increasing the Contribution Rate

14. If the contribution cap is increased from 12.5% the scheme would generate more income. However as the Working Age group is reducing in size the amount of additional income per percentage point is also decreasing.

15. For each increase of 2.5% in the contribution rate it would generate additional council tax income of £31,409 across all the major preceptors. The council tax distribution between the precepting authorities is shown in the following table.

<b>Precepting Authority</b>	<b>Council Tax share</b>	
		<b>£</b>
Essex County Council	72%	22,614
<b>Police, Fire and Crime Commissioner</b>		
Policing and Community Safety	10%	3,141
Fire and Rescue Authority	4%	1,256
Town and Parish Councils	5%	1,570
Uttlesford District Council	9%	2,827
	<b>100%</b>	<b>31,409</b>

16. The impact of each 2.5% increase on a Working Age claimant who receives the maximum LCTS award would be an additional 81p per week to pay, equating to £42.39 for a full year.
17. The financial gain and the claimant impact are detailed in the table below; the costings are based on all working age claimants paying the full contribution and uses the average band D equivalent for calculation. It is impossible to identify and calculate precise figures as the contribution level and council tax band varies dependant on the claimant's circumstances.

<b>Contribution Rate</b>	<b>Average total liability income due</b>	<b>Increase @ 2.5% increments</b>	<b>Cost per year to claimant</b>	<b>Cost per week to claimant</b>
<b>%</b>	<b>£</b>	<b>£</b>	<b>£</b>	<b>£</b>
12.50	157,045	0	211.94	4.08
15.00	188,454	31,409	254.32	4.89
17.50	219,863	62,818	296.71	5.71
20.00	251,272	94,227	339.10	6.52

18. If the contribution rate is increased then we would risk a reduction in the amount of income collected.

### **Income Sharing Agreement**

19. An Essex wide income sharing agreement was entered into with all billing authorities and major preceptors at the time of implementation of the new LCTS scheme.
20. The main principles of the agreement are to ensure a joint approach in maximising income collection, reduce fraud and ensure compliance.
21. By working proactively on fraud and compliance this ensures that our Taxbase is maintained at the maximum level to generate extra revenue for both the major preceptors and billing authorities.
22. Preceptors receive a share of all income generated for Council Tax and this is allocated through the Collection Fund at year end.

23. The increased income generated specifically from these activities and internal decisions by UDC each year is monitored by Essex County Council and the preceptors have agreed to share an element of their extra income with the Local Authorities.
24. We are currently working with Essex County and other Local Authorities on the 'Next Steps for the Sharing Agreement'. Due to the success of this agreement for all parties it is anticipated that this will continue, although discussions are ongoing regarding the current share back percentage reducing from 16% to 14%.
25. In addition to the share back income, two dedicated Fraud and Compliance Officers are also being funded through this agreement.
26. As part of the scheme the major preceptors (County, Fire and Police) provide funding of £34,000 per annum to employ an officer to ensure the efficient administration of the LCTS scheme. The officer also works with those people affected by the scheme to provide support in managing their payments and thereby avoid costly recovery action being taken.
27. Essex County Council contributes £7,000 per annum towards the running of the hardship scheme which has a £15,000 annual budget (£8,000 UDC element).

### Cost of LCTS scheme

28. In 2013 when the LCTS scheme was introduced the cost of providing this benefit was added to Local Authorities Revenue Support Grant (RSG), this grant has since been reducing year on year and in 2018/19 the council no longer received any RSG.
29. To account for this funding reduction government adjusted the Business Rates baselines through the tariffs and top-ups, but due to complexity of the calculation it is impossible to identify how much we actually retain in real monetary terms regarding the LCTS scheme. In total the council has seen funding reductions over the previous 4 years including the adjusted baselines of over £2.5m.
30. The table below shows the predicted financial impact of the scheme for 2019/20, using a mix of current and previous year data.

£ '000	LCTS Expenditure 2018/19	County, Fire and Police Share	UDC Share 2018/19
LCTS Discounts	3,177	2,732	445
Major Preceptors - Sharing Agreement (16%)	0	108	(108)
<b>Net of LCTS Scheme &amp; Discounts</b>	<b>3,177</b>	<b>2,840</b>	<b>337</b>
Major Preceptor LCTS Funding (Admin & Recovery)	0	34	(34)
LCTS Hardship Scheme	15	7	8
ECC Funding of Hardship Scheme	0	5	(5)
<b>Total Net Cost</b>	<b>3,192</b>	<b>2,886</b>	<b>306</b>

## Consultation responses

31. The consultation for the LCTS scheme was included in the Budget consultation. The total number of responses was nearly double that of last year with 1,713 responses received; the full report is attached as Appendix A.

32. A multi directional approach was taken using the following methods:

- Paper questionnaire in Uttlesford Life
- Online via the Council website
- Telephone Survey
- Survey included in the summer Citizens Panel questionnaire
- A dedicated survey was sent to the Key Preceptors, Town and Parish Councils with an extended deadline to allow time to present the survey at their committees

33. The LCTS element of the questionnaire asked residents whether we should continue to provide full protection to vulnerable and disabled people (pensioners on low income automatically receive full protection as part of the central government scheme legislation). It also asked if we should maintain the current contribution rate of 12.5% that non protected resident's that are out of work or on a low income are required to pay.

- 94.5% of responses agreed that we should continue to protect vulnerable and disabled as part of our local scheme
- 68.09% of responses agreed that the current contribution rate should be kept at 12.5%

34. The Council currently charges a 50% premium on Empty Homes that have been unoccupied for longer than 2 years (exceptions apply, e.g. Armed Forces, special circumstances). This means that owners of empty properties currently pay the normal full council tax liability and after the 2 year period an additional 50% premium is applied.

35. In the summer Government announced a new scheme giving Local Authorities the discretionary power to increase the premium from 50% to 100% if a property is left empty for a period of 2 years or more. The new bill became an act of Parliament on the 1 November and is a key driver for the Governments initiative in bringing empty properties back into use and help reduce the housing shortages.

36. The will mean that residents with an empty property for more than a 2 year period will be required to pay double the council tax on the property.

- 83.59% agreed that the premium applied should be increased to 100%

37. The 4 responses received from the key preceptors, including Town and Parish Councils is shown below:

- 100% of responses agreed that we should continue to protect vulnerable and disabled as part of our local scheme
- 100% of responses disagreed that the current contribution rate should be kept at 12.5%. The survey provided the option to agree or disagree with the current contribution rate
- 1 of the 4 respondees agreed that the premium applied should be increased to 100%

### Risk Analysis

38.

Risk	Likelihood	Impact	Mitigating actions
Assumptions about costs and income levels are incorrect	2 (a high degree of variability and estimation is involved)	2 (adverse or favourable cost affecting the council budget/collection fund)	Monitor trends closely and review scheme each year to make necessary adjustments.

1 = Little or no risk or impact

2 = Some risk or impact – action may be necessary.

3 = Significant risk or impact – action required

4 = Near certainty of risk occurring, catastrophic effect or failure of project.



# Local Council Tax Support (LCTS) and Empty Homes Survey

**A summary report on the public survey about Local Council Tax Support (LCTS) provision in Uttlesford and the Council Tax premium charged for empty homes for the financial year 2019-2020.**

Uttlesford District Council has been consulting local residents regarding the Local Council Tax Support Scheme since 2012 during which time the Scheme has undergone various changes.

Questions regarding the Scheme were included in the Council Spending questionnaire which was distributed district wide in 16 July to 6 August 2018 as an insert in the Summer Edition of the council's newsletter *Uttlesford Life*. Residents who preferred to participate electronically were provided with a link to an online version of this section of the questionnaire. In Appendix 2 a direct comparison can be seen between the responses from this year's survey and those from the 2017 survey. Overall the results show that the views of residents have changed little in the last twelve months.

Feedback was also sought from residents regarding a proposed amendment to the Council Tax premium charged on properties within the district which have been empty and unfurnished for two years or more. The results tabulated below show a distinct appetite from respondents to adopt the imposition of an increased premium.

## Results

### Questionnaire Responses

Overall submissions	Result counts (percentage)
Total number of paper submissions:	<b>1696 (99.01%)</b>
Total number of web submissions:	<b>17 (0.99%)</b>
Total number of submissions:	<b>1713 (100%)</b>
Postcodes data entered:	<b>1544</b>

Headline question	Result (percentage)
<p><b>Q3a</b> The Government has said pensioners on low income must be given full protection from the implications of the Local Council Tax Support (LCTS) scheme. Uttlesford's current scheme also protects disabled people on a low income and carers on a low income.</p> <p>Do you agree with this?</p>	<p><b>Yes (94.50%)</b></p> <p>No (5.50%)</p>
<p><b>Q3b</b> In the past few years the level that working age recipients in Uttlesford contribute towards their Council Tax bill has been set at 12.5%. This is the lowest contribution of any council in Essex.</p> <p>For each 2.5% of increase the LCTS recipient(s) will need to pay, on average, an additional £38 of Council Tax each year.</p> <p>The cost to the council of keeping the rate at 12.5% would be approximately £204,000. For each 2.5% increase recipients have to pay, the cost of the scheme for the council would reduce by approximately £3,958.</p> <p>Should the council keep the rate at 12.5%?</p>	<p><b>Yes (68.09%)</b></p> <p>No (31.91%)</p>

Headline question	Result (percentage)
<p><b>Q3c</b> Since 1 April 2013, councils have been allowed to charge a 50% premium on properties that have been empty and unfurnished for two years or more. The purpose of this is to bring empty homes back into use and help address the housing shortfall. Uttlesford District Council already charges the maximum premium allowed. From 1 April 2019, councils will be allowed to increase the premium to 100% – this means homeowners will be paying double Council Tax on a property if it is left empty after two years rather than one and a half times Council Tax as they have to at the moment.</p> <p>Should the council increase the premium on properties that have been empty and unfurnished for 2 years or more to 100% of the council tax?</p>	<p><b>Yes (83.59%)</b></p> <p>No (16.41%)</p>

In summary, response to the Local Council Tax Support Scheme questions indicates a majority view that the current scheme should remain unchanged but that the Council Tax premium on properties which have been empty and unfurnished for two years or more should be increased from 50% to 100% in the financial year 2019-2020.

More detail regarding the questionnaire, postcode profiling, comparative data from the previous year's LCTS survey and charts to illustrate response may be viewed in the accompanying Appendices.

This page is intentionally left blank

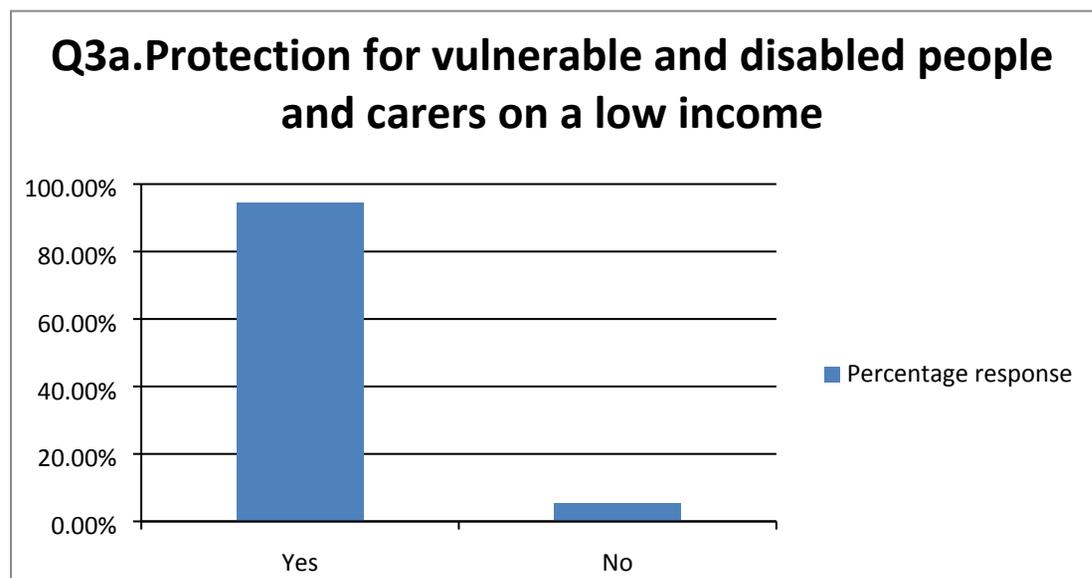
# LCTS (2019-20) and Empty Homes Survey

## Appendix 1 - Charts to show resident response

Consultees were asked three questions:

The government has said pensioners on a low income must be given full protection from the implications of the Local Council Tax Support (LCTS) scheme. Uttlesford's current scheme also protects vulnerable and disabled people on a low income and carers on a low income. Do you agree with this?

Page 41



### 3. Local Council Tax Support

The Local Council Tax Support (LCTS) scheme was introduced in 2013 to replace the previous national council tax benefit system. The scheme forms part of a wider reform on the welfare system and is designed to help more people in work while supporting the most vulnerable.

The scheme is managed by local councils, who have some discretion over how LCTS is set. The council is considering making a small number of changes to the LCTS scheme for 2019/20 and wants to hear your views on these proposals.

Please complete the questions below by ticking the appropriate box.

The results will be presented to councillors in the autumn with the final scheme for 2019/20 being agreed in December 2018, to start 1 April 2019.

a) The government has said pensioners on a low income must be given full protection from the implications of the Local Council Tax Support (LCTS) scheme. Uttlesford's current scheme also protects vulnerable and disabled people on a low income and carers on a low income.

**Do you agree with this?**

Yes  No

b) In the past few years the level that working age recipients in Uttlesford contribute towards their Council Tax bill has been set at 12.5%. This is the lowest contribution of any council in Essex.

For each 2.5% increase, the LCTS recipients will need to pay, on average, an additional £16 of Council Tax each year. The cost to the council of keeping the rate at 12.5% would be approximately £154,200. For each 2.5% increase recipients have to pay, the cost of the scheme for the council would reduce by approximately £1,358.

**Should the council keep the rate at 12.5%?**

Yes  No

c) Since 1 April 2013, councils have been allowed to charge a 50% premium on properties that have been empty and unfurnished for two years or more. The purpose of this is to bring empty homes back into use and help address the housing shortfall. Uttlesford District Council already charges the maximum premium allowed.

From 1 April 2019, councils will be allowed to increase the premium to 75% - this means homeowners will be paying double Council Tax on a property if it is left empty for more than two years rather than one and a half times Council Tax as they have to at the moment.

**Should the council increase the premium on properties that have been empty and unfurnished for 2 years or more to 75% of the council tax?**

Yes  No

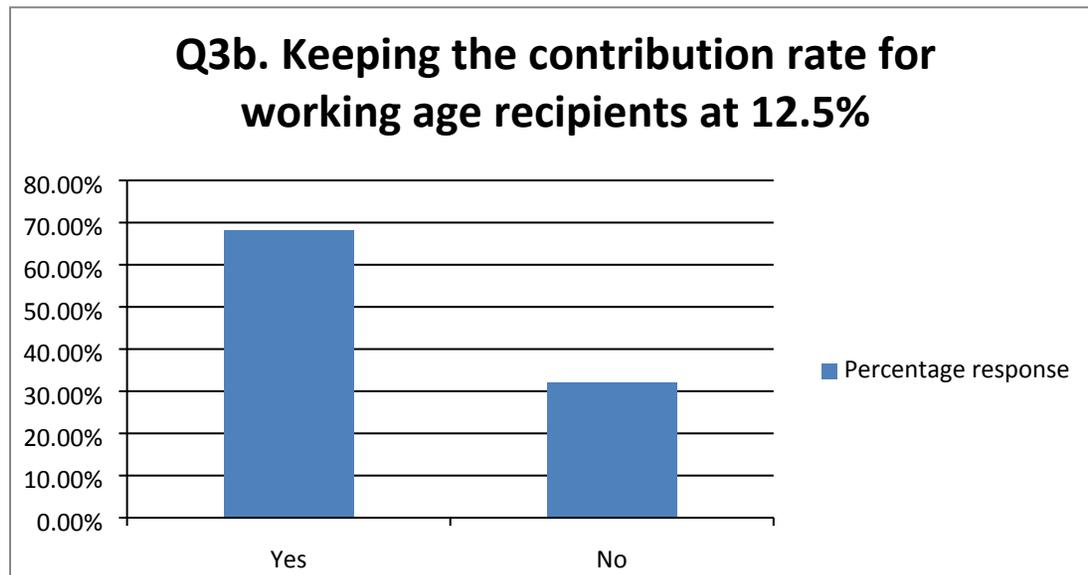
### 4. About you

It is hoped that residents from across the district will take part in this survey. It would greatly assist us in collating responses in this questionnaire if you could provide your postcode.

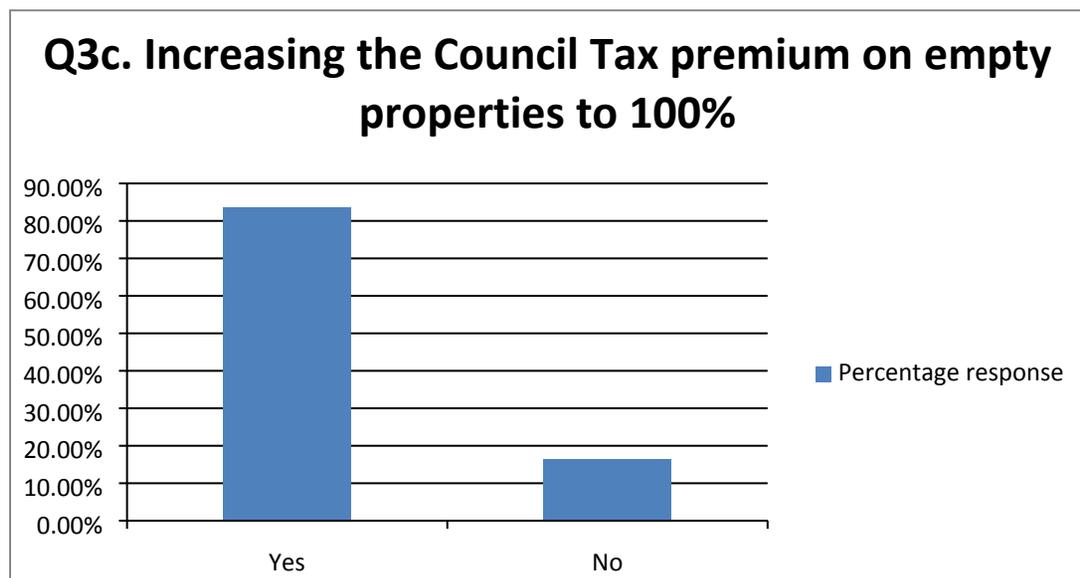
You can choose not to provide this, however it is not possible for us to identify individuals from their response.

Please enter your postcode here:

In the past few years the level that working age recipients in Uttlesford contribute towards their Council Tax bill has been set at 12.5%. This is the lowest contribution of any council in Essex.  
For each 2.5% of increase the LCTS recipient(s) will need to pay, on average, an additional £38 of Council Tax each year. The cost to the council of keeping the rate at 12.5% would be approximately £204,000. For each 2.5% increase recipients have to pay, the cost of the scheme for the council would reduce by approximately £3,958.  
Should the council keep the rate at 12.5%?



Since 1 April 2013, councils have been allowed to charge a 50% premium on properties that have been empty and unfurnished for two years or more. The purpose of this is to bring empty homes back into use and help address the housing shortfall. Uttlesford District Council already charges the maximum premium allowed. From 1 April 2019, councils will be allowed to increase the premium to 100% – this means homeowners will be paying double Council Tax on a property if it is left empty after two years rather than one and a half times Council Tax as they have to at the moment. Should the council increase the premium on properties that have been empty and unfurnished for 2 years or more to 100% of the council tax?



This page is intentionally left blank

## LCTS (2019-2020) and Empty Homes Survey

### Appendix 2 - Survey trends 2018/19 versus 2019/20 schemes

A comparison is made between the results of the consultation run in 2017 for the 2018/19 scheme and that run in 2018 for the 2019/20 scheme. A direct correlation of any responses is only reported here where the same question was asked in both surveys.

Overall submissions	Result (percentage)		Trend
	2018/19 scheme	2019/20 scheme and trend	
Total number of paper submissions:	(98.19%)	(99.01%)	
Total number of web submissions:	(1.81%)	(0.99%)	
Total number of submissions:	(100%)	(100%)	

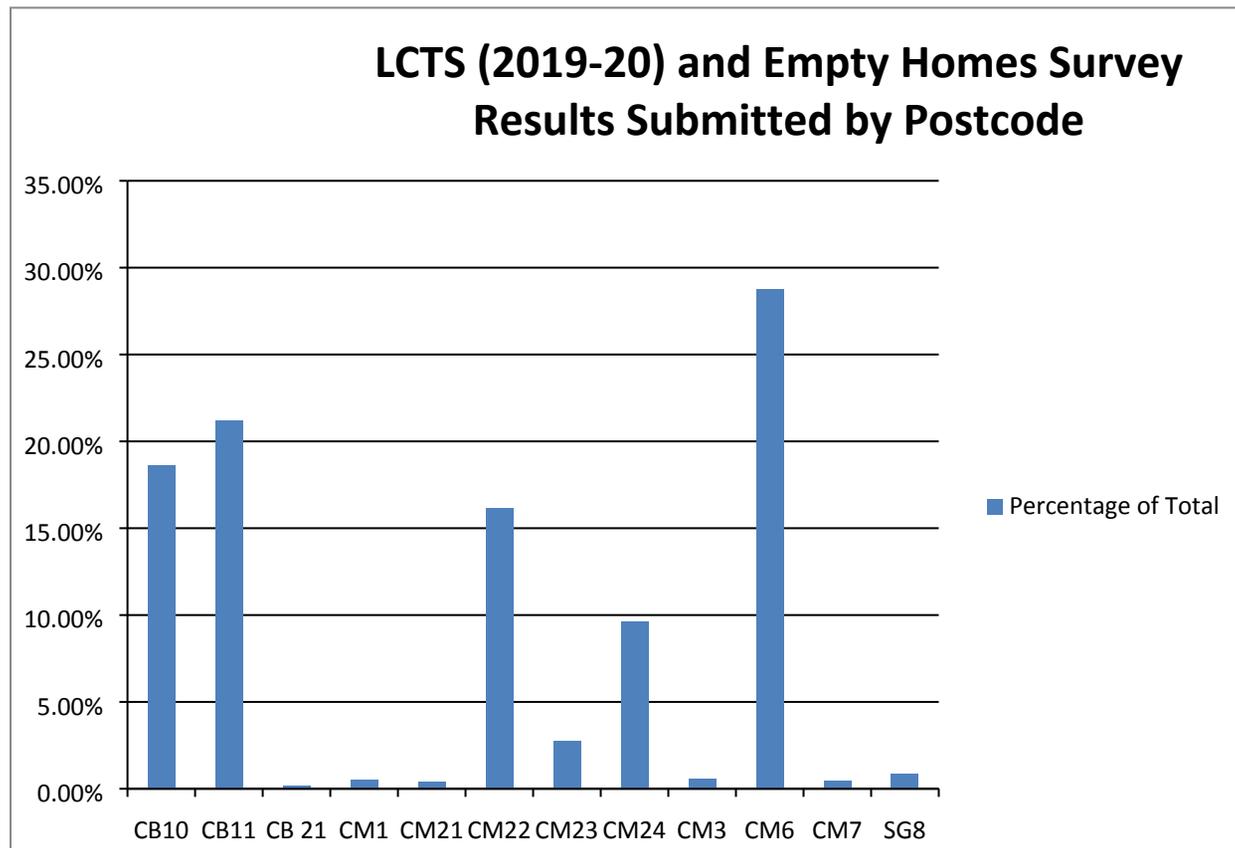
Headline question	Result counts (percentage)		
<p><b>Q3a</b> The Government has said pensioners on low income must be given full protection from the implications of this scheme. Uttlesford's current scheme also protects disabled people on a low income and carers on a low income.</p> <p>Do you agree with this?</p>	<p>Yes (94.66%)</p> <p>No (5.34%)</p>	<p><b>Yes (94.50%)</b></p> <p>No (5.50%)</p>	 
<p><b>Q3b</b> For each 2.5% of increase the LCTS recipient(s) will need to pay, on average, an additional £38 of Council Tax each year. The cost to the council of keeping the rate at 12.5% would be approximately £204,000. For each 2.5% increase recipients have to pay, the cost of the scheme for the council would reduce by approximately £3,958. Should the council keep the rate at 12.5%?</p>	<p>Yes (71.6%)</p> <p>No (28.1%)</p>	<p><b>Yes (68.09%)</b></p> <p>No (31.91%)</p>	 

<p><b>Q3c</b> Should the council increase the premium on properties that have been empty and unfurnished for 2 years or more to 100% of the council tax?</p>	<p>(This question was not included in the Local Council Tax Support Scheme Survey for 2018-2019)</p>	<p><b>Yes (83.59%)</b>  No (16.41%)</p>	

This page is intentionally left blank

## LCTS (2019-20) and Empty Homes Survey Appendix 3– Profile Data by Postcode

It was hoped that residents from across the district would take part in the survey so all consultees were invited to enter their postcode. 1544 post codes were entered. Some participants preferred not to supply any postcode data or not to provide the full postcode. The table below shows the general spread of participation across the district.





# Agenda Item 9

**Committee:** Scrutiny Committee

**Date:**

**Title:** Budget Update and Consultation Responses  
2019-20

Tuesday, 20  
November 2018

**Report  
Author:** Angela Knight, Assistant Director - Resources  
aknight@uttlesford.gov.uk

---

## Summary

1. At its meeting on 31 January 2019, the Scrutiny Committee will be invited to comment on detailed proposals for the 2019/20 budget, ahead of consideration by the Cabinet on 12 February and determination by the Full Council on 21 February.
2. This report provides an overview of the budget setting process, and the documentation that will be coming forward for review, including any funding implications.
3. The Scrutiny Committee's role is to provide an independent review of the budget process and consultation outcomes for consideration by Cabinet. This should ordinarily be an apolitical process; any alternative budget proposals from Opposition Members should be formulated away from the Scrutiny process and presented to Cabinet and Full Council at the appropriate time.
4. The report includes the results of the recent budget consultation.

## Recommendation

5. No recommendations; this report is for information only and for members to note.

## Financial Implications

6. None.

## Background Papers

7. None

## Impact

- 8.

Communication/Consultation	Public consultation carried out with Residents, Businesses and Precptors
----------------------------	--

Community Safety	None
Equalities	None
Health and Safety	None
Human Rights/Legal Implications	None
Sustainability	None
Ward-specific impacts	None
Workforce/Workplace	None

### Budget Setting Process and Timetable

9. The 2019/20 budget relates to the financial year that will run from 1 April 2019 to 31 March 2020. The Full Council meeting on 21 February will set the budget, taking into account recommendations from the Cabinet. The Scrutiny Committee will have an opportunity to review the budget proposals at their meeting on 31 January 2019 before the Cabinet determines its recommendations.

10. This report will cover the following key areas:

- Budget timetable
- Budget papers for consideration by Members,
- Finance Update
- Budget Assumptions 2019/20, including a high level forecast of the financial position
- Budget consultation outcomes

11. The following are the key activities carried out in order to set the budget

August/September 2018	Budget consultation with Public and Local Businesses carried out
20 November 2018	Briefing for Scrutiny Committee (this report)
29 November 2018	Financial Outlook and Budget Consultation outcomes presented to the Cabinet taking into consideration any guidance from this Scrutiny meeting
6 December 2018	Provisional Local Government Finance Settlement released by DCLG
January 2019	Confirmation of Local Government Finance Settlement Finalisation of budget proposals. Formal consideration

	of budget proposals by Scrutiny Committee
February 2019	Formal consideration of budget proposals by Cabinet and Full Council
March 2019	Council Tax bills issued
1 April 2019	Financial year commences

### **Budget papers for consideration by Members**

12. Below is a summary of the separate components of the budget papers and the key factors and considerations within each.

#### 13. Robustness of Estimates and Adequacy of Reserves

- By law, the Council must set its General Fund budget and Council Tax having given due regard to advice from its Section 151, Chief Financial Officer (CFO) on the robustness of estimates and adequacy of reserves.
- The report will summarise the key risks in the Council budget, and the assumptions that are most volatile. This will be translated into advice about the minimum safe level of contingency reserves that should be maintained, and whether other reserves are needed to meet expected pressures in the coming years.
- The Secretary of State has powers to intervene if the CFO's advice is disregarded by Members, in the event of inappropriately low levels of reserves being maintained.

#### 14. Medium Term Financial Strategy (MTFS)

- The MTFS relates to the General Fund (all services except Council Housing) and sets out forecasts for the next five years.
- It includes estimates of income and expenditure, and quantifies the extent of any surpluses or deficits anticipated during the five year period.
- The MTFS sets out in outline the Council's strategy for addressing deficits, or using surpluses, in order to ensure that Corporate Plan priorities are underpinned by sound finances.
- The key reason for having an MTFS is to anticipate potential difficulties in the medium term before they arise and ensure that robust plans are in place to address them. This is of particular importance because of expected future changes in Government funding of local government.

Key factors to budget setting:

- Future year's income, expenditure and central funding are estimates based on the latest and most accurate information or predictions.

## 15. Investment Strategy

- The aim of the Investment Strategy is to identify areas to generate income to underpin the Council's core budget, this is a direct response to the significant reductions in Local Authorities funding.

Key factors to budget setting:

- The Strategy currently restricts investments to within the Uttlesford area; this clearly impacts on the number of potential investments.

## 16. General Fund Budget and Council Tax

- The General Fund covers budgeted expenditure and income for all Council services except council housing.
- General Fund expenditure is funded in the main from fees & charges, Business Rates income, government grant(s) and investment income. The balance is funded by Council Tax. By law the Council must set a balanced budget.
- The report will set out in detail proposed budgets for all General Fund services, proposed fees & charges, and a Council Tax resolution.

Key factors for budget setting:

- To ensure that the budget is consistent with the Medium Term Financial Strategy and the CFO's advice on the level of reserves within the Robustness of Estimates and Adequacy of Reserves report.
- To ensure that the budget supports the Corporate Priorities and the consultation responses have been taken into account.

▪

## 17. Housing Revenue Account (HRA)

- Income and expenditure budget for council housing only, which by law are kept in a ring-fenced account, separate from other council services.
- Expenditure on council housing is funded by rents and service charges payable by council tenants.
- HRA finances underwent substantial reform on 1 April 2012. Negative housing subsidy was abolished, replaced by the Council having to take on a share of the national housing debt.
- The first five years of the loan were on an interest only basis; this was to allow for investment and development of the housing stock. 2019/20 will be the second year of the principal loan repayment.
- The HRA has a 30-year business plan which sets out plans to maintain and improve housing stock and provide services to tenants, and plans for funding new council houses. The business plan allocates the

revenue headroom and ensures that the debt is repaid within the 30-year period.

- HRA budgets are discussed by the Tenants Forum and Housing Board prior to consideration by Cabinet.

Key factors for budget setting:

- Removal of the debt cap and effective use of reserves and right to buy receipts
- Maintaining the 30 year business plan and the continued development of the housing stock

#### 18. Capital Strategy

- This is a new report for 2019/20, giving a high-level overview of how capital expenditure, capital financing and treasury management activity contribute to the provision of local public services along with an overview of how associated risk is managed and the implications for future financial sustainability.

#### 19. Capital Programme

- Capital expenditure is the spending on schemes or assets that have long term value to the Council and the community. Examples include council housing, vehicles, IT systems, building improvements, or grants to outside bodies and individuals such as disabled adaptations.
- Capital expenditure is financed by contributions from the HRA or General Fund, capital receipts (sale of Council assets), external funding such as S106 contributions or government grant, or by borrowing.
- The Capital Programme sets out capital expenditure plans for the next 5 years, together with details of how this is to be financed.

Key factors of budget setting

- The capital programme is in line with the corporate priorities and the service delivery requirements.
- Identifying the most cost effective funding of the capital programme, whether internal borrowing, revenue contributions, grant funding or external borrowing.

#### 20. Treasury Management Strategy

- Significant cash flows in and out of the council's bank accounts, including monies collected for other organisations. Inevitably, the council holds large cash balances throughout the year.

- In addition, the Council holds financial reserves, including its own balances, and S106 funds.
- Treasury management is the process by which these cash flows and balances are managed.
- The Council is required to approve a Treasury Management strategy that ensures appropriate risk management including a safe approach to investing surplus funds and borrowing to cover in year shortfalls.
- Treasury management strategy also governs how long term borrowing is used to fund capital expenditure.
- The strategy is accompanied by mandatory “prudential indicators” which are technical measures of the affordability and sustainability of the Council’s borrowings and investments.
- The Council is advised in its treasury management activity by independent consultants, Arlingclose Ltd.

#### Key factors of budget setting

- To ensure security of funds, sufficient liquidity to enable commitments to be met, and capacity to earn income on the balances held and minimise interest on balances borrowed.

21. Scrutiny Committee Members are invited to familiarise themselves with the Council’s existing Budget Book that can be found on the Council’s website at: [www.uttlesford.gov.uk/finance](http://www.uttlesford.gov.uk/finance)

22. Adrian Webb, Director of Finance and Corporate Services (S151 Officer) shall be pleased to meet with Members individually or in groups to discuss any aspect of the Council’s finances.

#### The current Financial Picture

23. The Government is currently carrying out a full review of the way Local Authority (LA) funding is allocated ready for the 2020/21 financial year. There are four main areas of change that could have significant impact on the amount of money the Council receives from Government.

- **The Fair Funding Review** will affect how funding is allocated and redistributed between local authorities from 2020 onwards. It is expected to use three main ‘cost drivers’: population, deprivation and sparsity, together with additional cost drivers related to specific local authority services.
- The review will inform the setting of new baseline funding allocations through the **Business Rates Retention (BRR) scheme** and this coincides with the increase of income retention from 50% to 75%. This is intended to encourage councils to try to increase their business rate revenues instead of being dependent on the Government for grants.

- The Government has announced that 2019/20 will be the last year of **New Homes Bonus (NHB)**. Consultation on any replacement scheme will be conducted during 2019.
  - The **Rural Services Delivery Grant** is ceasing to be paid as a separate income stream from 2020/21 and will be included in the BRR scheme. Previous experience of this happening has often seen the amount included in the new scheme being lower than that previously paid.
- 24.** The 2016/17 settlement gave councils the opportunity to enter into a four year funding agreement, which provided greater certainty on future funding by giving settlement figures up to and including the financial year 2019/20. It was proposed that unless there are any exceptional circumstances these funding commitments would not be altered.
- 25.** Uttlesford took this opportunity along with 97% of other councils to sign up for the four year agreement and it included Revenue Support Grant, Rural Services Delivery Grant and the Business Rates baseline and top up/tariffs. It is likely that a new offer of a four year funding agreement will be offered as part of the 2020/21 settlement.

### **Business Rates Income**

- 26.** The Business Rates Retention Scheme is currently administered on 50% being retained within the local area, split between UDC (40%), Essex County Council (9%) and Essex Fire Authority (1%).
- 27.** In addition the current scheme allows for Local Authorities to retain 50% of all growth within the district. The growth is calculated as total income collected above our baseline need and we are then required to pay a levy charge to Government on the growth at 50%.
- 28.** Uttlesford are currently a member of the Essex Business Rates Pool, members of a pool combine their funding under the business rate scheme, effectively adding their numbers together for all elements of the funding calculation, such as the tariff and top-ups. The benefit to be gained is that collectively, it produces a lower percentage levy charge and this allows us to benefit further from the growth income.
- 29.** Central government announced that they were inviting further applications for authorities to become pilot areas for increased Business rates retention, for 2019/20 the retention of income has been reduced from 100% to 75%. The preferred criteria remains consistent with last years and applications should include;
- Two tier Areas
  - Functional Economic Areas
  - Promote Financial Stability
  - Evidence of how the growth will be reinvested

30. An Essex wide (all Essex Authorities, plus County and Fire but excluding Thurrock) application was unsuccessful in 2018/19; the pilot group have submitted a new application for 2019/20
31. If the Essex wide bid is successful this would enable 75% of growth income to be retained within Essex.
32. If the bid is unsuccessful the authorities participating in the pilot bid will continue with the pool, which still allows for an increased benefit in our levy payment albeit at a lower value.
33. The announcements of which areas have been successful in becoming a pilot are expected to be announced as part of the provisional settlement on 6<sup>th</sup> December.

### **New Homes Bonus**

34. In 2017/18 government amended the New Homes Bonus scheme, by introducing a 'deadweight factor' of 0.4% (this is deemed as natural growth) and a change of scheme from 6 years to 4 years, with 2017/18 being a transitional year of a 5 year scheme. There were no further changes in 2018/19.
35. Consultation is being carried out for 2019/20 funding allocations. The consultation contains a specific question relating to an increase in the deadweight factor, this has the potential to adversely affect the level of grant we receive. We currently have no indication on the level of increase being considered for the dead weight factor or whether there will be any further revisions to the overall allocation of the grant.

### **Budget assumptions – 2019/20**

36. Detailed in the table below is an extract of the latest MTFS, which provides a summary of the 5 year position based on the latest information available. The MTFS will be updated following the Finance settlement due to be announced on the 6 December.
37. The Council's current budget is supported by a mix of internal and external income/funding streams and this will continue in 2019/20. The current funding streams the council receives are:
  - Business Rates Income
  - New Homes Bonus
  - Council Tax
  - Rural Services Delivery Grant
  - Service Generated Income through our schedule of 'fees and charges'
  - Investment Income

38. The budgets for 2019/20 have been based on the following assumptions and are subject to amendment following the Finance Settlement announcement in early December.

- Council Tax increase – 2.99%, (Government have given LA's the option to increase up to 2.99% or £5, to increase by £5 would generate approx. £21,000 additional revenue)
- Income and expenditure has been inflated using September 18 inflation indices and salaries have been increased in line with incremental increases and the cost of living pay award
- Business Rates Retained Income – consistent with previous years collection/retention and will be updated should we be successful in becoming a Pilot area
- New Homes Bonus (NHB)
  - i. assumes dead weight factor will rise to 0.8%, (each increase/decrease of 0.1% in the deadweight factor equates to approx. £55,000 loss/gain of funding to the council)
  - ii. NHB has been based on a 4 year scheme

39. The MTFs presented for 2018/19 budget setting included a forecast saving requirement of £150,000 for both 2019/20 and 2020/21, over the year a programme of work has been actioned to support these saving targets. Corporate Management Team have been working closely with service managers and this is reflected in the budget monitoring reports which now incorporates a specific reporting item on savings achieved both on off and ongoing.

40. Budgets are currently being collated for 2019/20, this includes the evaluation of growth bids and saving options, the outcome of these will be reported in the final budgets presented to members in January 2019.

	2018/19	2019/20	2020/21	2021/22	2022/23	2023/24
	£ '000	£ '000	£ '000	£ '000	£ '000	£ '000
Gross Service Expenditure	37,573	37,053	36,357	35,409	33,285	29,692
Gross Service Income	(24,591)	(24,119)	(23,434)	(22,059)	(19,518)	(15,401)
Demand Growth		50	100	150	200	350
<b>Service Expenditure</b>	<b>12,982</b>	<b>12,984</b>	<b>13,023</b>	<b>13,500</b>	<b>13,967</b>	<b>14,641</b>
Capital Financing Costs	3,572	1,786	1,827	1,885	1,874	1,155
Pension Fund	85	85	535	535	535	535
Recharge to HRA/Corporate Core	(2,073)	(2,207)	(2,214)	(2,295)	(2,374)	(2,489)
Investment Income	(2,100)	(2,000)	(2,100)	(2,200)	(2,300)	(2,300)
Investment Cost	456	616	897	1,243	1,525	1,525
<b>Corporate Costs</b>	<b>(60)</b>	<b>(1,720)</b>	<b>(1,055)</b>	<b>(832)</b>	<b>(740)</b>	<b>(1,574)</b>
<b>Total Net Expenditure</b>	<b>12,921</b>	<b>11,263</b>	<b>11,969</b>	<b>12,669</b>	<b>13,227</b>	<b>13,067</b>
Business Rates Retention	(2,576)	(2,200)	(2,400)	(2,400)	(2,400)	(2,400)
Business Rates prior year Balance	534					
New Homes Bonus	(2,864)	(2,837)	(2,889)	(2,842)	(2,608)	(2,278)
Rural Services Grant	(225)	(225)				
Council Tax prior year Balance	(14)					
<b>Funding</b>	<b>(5,145)</b>	<b>(5,262)</b>	<b>(5,289)</b>	<b>(5,242)</b>	<b>(5,008)</b>	<b>(4,678)</b>
<b>Total Net Operating Costs</b>	<b>7,776</b>	<b>6,001</b>	<b>6,680</b>	<b>7,426</b>	<b>8,219</b>	<b>8,388</b>
Movement in Reserves	(1,995)	(475)	(250)	(100)	(100)	(200)
MTFS Reserve	(450)	450				
<b>Council Tax Requirement</b>	<b>5,331</b>	<b>5,976</b>	<b>6,430</b>	<b>7,326</b>	<b>8,119</b>	<b>8,188</b>
Council Tax Income	(5,331)	(5,597)	(5,827)	(6,071)	(6,309)	(6,531)
<b>(Surplus) / Deficit</b>		<b>380</b>	<b>603</b>	<b>1,255</b>	<b>1,810</b>	<b>1,657</b>

## Budget Consultation 2019/20

41. The council carried out two consultations, one for Residents and one for Local Businesses on their views for the budget priorities for the 2019/20 financial year.
42. The full budget consultation reports are attached as follows:
- Residents – Appendix A
  - Local Business – Appendix B
43. A multi directional approach was taken using the following methods:
- Paper questionnaire in Uttlesford Life
  - Online via the Council website
  - Telephone Survey
  - A survey was included in the summer Citizens Panel questionnaire
  - A link to the online survey was sent to all Businesses registered on the Uttlesford Business Directory
  - A dedicated survey was sent to the Key Preceptors, Town and Parish Councils with an extended deadline to allow time to present the survey at their committees

44. A total of 2,448 responses were received from Residents and Businesses on Budget Priorities. The table below shows how this compares to responses received in 2017.

	<b>2018</b>	<b>2017</b>
Residents	2,422	1,779
Businesses	26	21

45. The responses showed a similar trend to the previous year's priorities with the focus on Emptying bins and keeping our district clean and tidy. Working with the Police and keeping Uttlesford safe has gone up in residents' priorities and is now ranked as the second highest priority and this has also received a high number of literal comments.

46. The table below details the priorities in order of importance with comparative data for 2017.

	<b>Residents</b>		<b>Businesses</b>	
<b>Priority</b>	<b>2018</b>	<b>2017</b>	<b>2018</b>	<b>2017</b>
Highest	Emptying bins/running recycling service	Emptying your bins and running the recycling service	Planning district development, new housing and business locations	Emptying your bins and running the recycling service
Second	Working with the Police and other organisations to keep Uttlesford safe	Sweeping the streets, Litter picking, fly tipping and dog bins	Emptying bins/running recycling service	Emptying bins for some businesses (paid for service)
Third	Sweeping the streets, Litter picking, fly tipping and dog bins	Planning district development, new housing and business locations	Planning applications built to approved plans and follow building regs.	3 priorities received equal ranking.  1. Planning district development, new housing and business locations  2. Sweeping the streets, Litter picking, fly tipping and dog bins  3. Planning applications built to

				approved plans and follow building regs.
Lowest	Stray animals, microchipping pets and animal related complaints	Giving advice on work to listed buildings and work to protected trees	Exploring external commercial opportunities	Giving advice on work to listed buildings and work to protected trees

47. In addition to the Resident and Local Businesses, we also received 4 responses from Key Preceptors, this included Town and Parish Councils, their priorities are listed below in order of highest to lowest:

- I. Providing Council houses and sheltered housing for the elderly
- II. Emptying bins and recycling service
- III. Educating young people on the dangers of drugs and alcohol
- IV. Stray animals, microchipping pets and animal related complaints was the lowest priority

#### **Council Tax 2019/20**

48. Residents were also asked whether the Uttlesford element of the council tax should be increased and the outcomes of these responses are detailed below and again a comparison to last year's responses has been included.

<b>UDC Council Tax</b>	<b>2018</b>	<b>2017*</b>
Increase	21.65%	N/A
Keep the same	62.42%	59.66%
Decrease	15.93%	N/A

*\*in 2017 this question was presented differently, 'Thinking about how you answered the previous questions (budget priorities), for next year (April 2018 to March 2019), do you think Uttlesford District Council should keep the Council Tax the same (consultees were then invited to select one option only)'*

49. The responses from the key preceptors, 3 said that the Uttlesford element of Council tax should be increased and 1 to keep it the same.

**Risk Analysis**

Risk	Likelihood	Impact	Mitigating actions
None – this is a report for members to note			

- 1 = Little or no risk or impact
- 2 = Some risk or impact – action may be necessary.
- 3 = Significant risk or impact – action required
- 4 = Near certainty of risk occurring, catastrophic effect or failure of project.

This page is intentionally left blank



## Council Spending – have your say

### A survey of Uttlesford residents

This is the 8th year that a consultation asking for residents' views on the headline priorities for setting the budget has been run. In order to obtain as wide a body of opinion as possible, a multi-directional approach has been taken comprising a district-wide distribution of paper questionnaires within the council's magazine *Uttlesford Life*, an online consultation and a telephone survey of over 500 residents undertaken by a professional market research company, NWA Social and Market Research Ltd on behalf of the council. A copy of the survey was also included in the summer Citizens Panel questionnaire. A total of 2422 responses were received.

The *Uttlesford Life* consultation was run over the period 16 July to 6 August 2018. The telephone survey took place over a three week period in July 2018 and the Citizens Panel survey ran from 12 September to 1 October 2018.

The consultation concentrated on asking for residents' views on the prerogatives for the future resourcing of specific service areas and, as in previous years, consultees were asked their views regarding the level of Council Tax that Uttlesford District Council should be levying in the coming financial year. An open text box was provided for respondents to offer additional comments regarding the questions posed in the survey.

The questionnaire distributed within *Uttlesford Life* included additional questions regarding the Local Council Tax Support Scheme

and a question on the proposed increase to the Council Tax premium charged for properties which have been empty for more than 2 years. The results from these questions are reported separately.

Questions posed in the 2018 budget consultation are similar to those asked in previous years and the coalesced results from the different survey streams will inform the setting of the council's budget for the financial year April 2019 – March 2020. As in previous years, the collective data was analysed using rated scores where more weight is given if a service area is selected as “High Priority” and a reduced weight for those selected as “Low Priority”. For a full explanation of this method of calculation, please see Appendix 4.

## Spending priorities for the financial year 2019 to 2020

Consultees were provided with a list of council services and asked:

*“For each service, please indicate whether you consider it to be a high, medium or low priority (please select one option for each service)”*

Priority	Spending Area
Highest priority	Emptying your bins and running the recycling service (96.49%)
Second highest priority	Working with the police and other organisations to keep Uttlesford safe (91.93%)
Third highest priority	Sweeping the streets, litter picking, clearing up fly-tipping 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) (90.36%)
Lowest priority	Collecting stray animals, microchipping dogs and cats and dealing with complaints from the public about pet and animal-related issues (64.18%)

The top three priorities selected by participants were identical to those chosen in the Council Spending survey conducted in the summer of 2017. Similarly, participants in the 2017 Council Spending survey also chose “Collecting stray animals, microchipping dogs and cats and dealing with complaints from the public about pet and animal-related issues “ as the lowest priority.

A comparison of the results across all the listed services may be seen in Appendix 3. Scores across all the services which had also appeared in the 2017 survey have increased in the current consultation. This demonstrates that participants selected more services as ‘High’ or ‘Medium’ priority than in the previous year’s survey and fewer services were viewed as a ‘Low’ priority.

## Council Tax 2019 -2020

Consultees were asked their views regarding the level of Council Tax that Uttlesford District Council should be levying in the coming financial year. The results are tabulated below.

“Just under 9% of the Council Tax you pay goes to Uttlesford District Council. About 72% goes to Essex County Council, with the rest going to the Police, Fire and Crime Commissioner for Essex, and to your town or parish council, For next year (April 2019 to March 2020) do you think Uttlesford should... *(consultees were then invited to select one option only)*”

Headline	Percentage
Increase the amount of council tax Uttlesford District Council charges	21.65%
Keep the amount of council tax the same	<b>62.42%</b>
Reduce the amount of council tax Uttlesford District Council charges	15.93%

The results showed a marked preference from almost two thirds of those who expressed an opinion to “Keep the amount of council tax the same” (62.42%)\*.

\*Rating was not used in the calculation of these results as selection was based on a direct choice from three options.

## Additional Comments Received

Consultees were also invited to submit further comments additional to the formalised questions. 701 comments (29% of the total number of participants) were received from respondents to the *Uttlesford Life* and Citizens Panel questionnaires. These responses, appended verbatim to the full report, covered a wide range of subjects but generally show a topical preoccupation with Police presence within the district and infrastructure, including comments on maintaining community services and roads. Further comments covered concerns over the cost of Council Tax, particularly for the elderly.

Participants were asked (on a voluntary basis only) to provide a postcode in order to provide a profile of the response across the district. In line with the recent guidelines for the General Data Protection Legislation, no other personal data was collected through the questionnaires.

The following appendices provide detailed results from this survey.

- Appendix 1: Residents' Survey results, detailed findings
- Appendix 2: Literal Responses
- Appendix 3: Comparative data across 2017 (for 2018-19) and 2018 (for 2019-2020) surveys
- Appendix 4: How rating scores are calculated
- Appendix 5: Questionnaire
- Appendix 6: Response profile by postcode

## Appendix 1 – Residents’ Survey results, detailed findings

### Survey results across all streams

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

The results appearing in the tables below are based on rated scores where more weight is given if a service area is selected as “High Priority” and a reduced weight for those selected as “Low Priority”. For a full explanation of this method of calculation, please see Appendix 4.

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

### Council Services

Service	Percentage
<b>Street Services</b>	
1. Emptying bins and running the recycling service	<b>96.49%</b>
2. Emptying bins for businesses (businesses are charged for this service)	81.05%
3. Sweeping the streets, litter picking, clearing up fly-tipping 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>90.36%</b>
4. 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	78.91%

Council Spending – have your say! Residents’ survey 2018

<b>Planning</b>	
1. Deciding planning applications and making sure new buildings and extensions are built according to approved plans and following building regulations	85.74%
2. Planning how the district will develop in the coming decades, including where new housing and businesses will be located	86.70%
3. Giving advice on work to listed buildings and work to protected trees	69.73% (joint 3 <sup>rd</sup> lowest priority)
<b>Housing</b>	
1. Providing council housing and providing sheltered housing for older people	82.63%
2. Advising people who are homeless or at risk of becoming homeless and in some circumstances, providing emergency accommodation	83.07%
3. Bringing privately-owned homes that have been empty for a long time back into use	78.18%
<b>Environmental Health</b>	
1. Dealing with noise complaints, air and water quality issues and other environmental health matters	82.63%
2. 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	78.21%
3. Collecting stray animals, microchipping dogs and cats and dealing with complaints from the public about pet and animal-related issues	64.18%

## Council Spending – have your say! Residents’ survey 2018

<b>Finance and Business</b>	
1.Continuing to explore external commercial opportunities, such as the 50% purchase of Chesterford Research Park, to bring in extra income for the council	<b>66.45%</b>
2.Ensuring car parking fees are set at a fair level that also aim to support local business communities	79.72%
3.Promoting and supporting businesses in the area	75.40%
<b>Working in the Community</b>	
1. Giving grants to voluntary and community organisations	<b>69.73%</b> (joint 3 <sup>rd</sup> lowest priority)
2. Educating young people about the dangers of drugs and alcohol	82.94%
3. Working with the police and other organisations to keep Uttlesford safe	<b>91.93%</b>
4. Working with public health bodies on projects to keep people in the district healthy	75.92%
5. Supporting the volunteer committees who run day centres	76.89%

## Council tax

Q2 For next year (April 2019 to March 2020), do you think Uttlesford District Council should (consultees were then invited to select one option only)\*

Headline	Percentage
Increase the amount of council tax Uttlesford District Council charges	21.65%
Keep the amount of council tax the same	<b>62.42%</b>
Reduce the amount of council tax Uttlesford District Council charges	15.93%

\*Rating was not used in the calculation of these results as selection was based on a direct choice from three options.

## Appendix 2

### Council Spending Survey 2018 (for 2019-20 Budget) - Literal Responses

#### Paper (Uttlesford Life) Responses

Increase in Council Tax should be moderate

If the increase in Council Tax means providing essential services for the community I am quite happy provided increase are not excessive. We are on low incomes.

As with most authorities I this country I expect budgets are always squeezed, so some modest increase in charges would seem to be justified to maintain current levels of service.

What do we get for the 72% in Elsenham? When are the roads in Elsenham going to be repaired? Why don't developers of new houses pay for extra infrastructure costs, waste, sewage, electricity etc. Why do we have to pay for them?

Maximum effort to properly resurface roads. Not just tar and grit.

I UNDERSTAND YOU HAD A LOT TO DO – BUT REALLY I THINK YOU OFTEN DO NOT SEE THE BIG PICTURE – WHEN I DRIVE AROUND I AM OFTEN APPALLED HOW WE TREAT OUR COUNTRYSIDE – PEOPLE NEED TO BE MORE RESPONSIBLE . WE ONLY HAVE THIS LAND - ONCE WE REALLY NEED TO LOOK AFTER – LITTER – RUBBISH. YOU NEED TO FINE PEOPLE MAKE EXAMPLES.

Bishops Stortford householders are given free garden waste wheelie bins whilst we have access to garden waste collections once a week. There council tax is no more expensive than ours. It is quite onerous, especially if you are a pensioner to take garden waste to collection. Why can't we have FREE Garden waste wheelie bins??

Reduce top salaries to a ceiling of £100,000

In my area, over several years, the councillors have £2000.00 each to give to local causes/charities – why? How much does this cost UDC? They give these monies to causes/charities run by friends, not necessarily the neediest or the most worthwhile.!! Why have you also got an outside organisation phoning and asking Sections 1 & 2? How much is this costing UDC?

I live in Hatfield Broadoak and already see a large % of my council tax goes to the Village Green which as a very contentious issue in the village and causes much argument.

I know that Essex County Council are responsible for traffic but my biggest concern is the volume of the traffic and the narrow roads that were only designed for light and farm traffic

Pot holes must be repaired quickly

Council Spending – have your say! Residents’ survey 2018

Page 74

<p>We in this area (Parish) are still waiting for the Highway Rangers to clear path having been requested for the last 1 year or 2. I live in a listed building and did not hear about Advice on work or if grants are available. We did not request to be listed. When people are allowed to enlarge their property I think their Council Tax should be increased so that if you live in the same road and lonely have a small 2 bedroom house, why should you have to pay the same amount because you have the same post code.</p>
<p>The only comment we would make is that when letters/emails are sent concerning trees in car parks damaging our cars due to birds/berries etc because the trees branches overhang our vehicles and are not ever pruned, complaints fall on deaf ears and never responded to – consequently very annoying!!!</p>
<p>STREET SERVICES. WHAT A COMPLETE JOKE, WHERE I LIVE THE STREETS ARE NEVER SWEEP OR CLEANED OF LITTER YOU CAN’T EVEN WALK DOWN THE FOOTPATH FUE TO OVERGROWN VEGETATION. OUR COMMUNITY HAVE TO WALK IN THE ROAD! AND CLEAN OUR OWN LITTER. IT’S A DISGRACE</p>
<p>Many residents of Uttlesford are very rich but for many other who are on low incomes or fixed pensions with little or no %age increase in their incomes, any increase to CT could be the straw that breaks the camel’s back</p>
<p>Stop wastage and over paid staff. Stop building on farm land. Think more of us then yourselves. We pay more than enough and with these hundreds of homes the tax you are getting means we should not pay more!</p>
<p>We would like to see a letter box on site at Takeley Park. This would help the old and disabled.</p>
<p>We all know it is the costcutting of austerity that is casuing the funding issues for ALL councils. That is why I have opted for reduced C Tax. Not because I believe it is cheap to run a council But the Tories will simply deep going until privatisation is called for. (Please excuse the handwriting. I was recently injured and the wonderful staff of NHS have put me back together again. Tax well spent!!!)</p>
<p>Council Tax has become an ever increasing burden. I expressed my concerns in writing to Sir Alan Haselhurst MP some years ago, particularly the unfairness of the system. Continued increases just pushes more people into poverty. As a loving son I gave 15 years together with my devoted wife coming doing the best for my father who managed 92 years. We never asked for anything and just did the right thing. Why should we now be asked to endure hardship to pay for others who may have not prepared for old age and some case may never have paid council tax in their lives. An overhaul is required for the benefit of the public.</p>
<p>STREET SERVICES – REPAIR OF POT HOLES OF THIS ESSEX CC RESPONSIBILITY? HOUSING – BRINGING AFFORDABLE HOUSING SCHEMES (REALLY AFFORDABLE!) TO ENABLE PEOPLE TO ESCAPE THE PRIVATE RENTED SECTOR ENTRAPMENT.</p>
<p>Better provision of dog waste bins. Repair to roads – i.e. pot holes</p>
<p>PLAN CAREFULLY AND DON’T’ LET UTTLESFORD BECOME AN ANNEX OF LONDON</p>

Council Spending – have your say! Residents’ survey 2018

Reduce the % of council tax paid to our defunct and useless Parish Council this allowing for greater funds to be allocated to UDC and ECC.
The services are getting less visable but the council tax continues to rise. I struggle to see the link.
Money raised should be prioritised on service spending and not on increasing office jobs or apparent new job titles.
We are alarmed at the (alleged) ease that Stansted Airport owners have achieved agreement to their wishes to expand the numbers of passengers allowed to fly from the airport, which means corresponding increases in flights, noise, pollution, traffic etc. This is not in the interests of residents who pay council tax!
I have only lived in Elsenham for a short while, but in that time I have had four missed bin collections. As this is a regular occurence I would say a reduction in CT would be more than fair to appease residents. I know bin collections are a problem in other local town as well.
Council tax is already high
Street Services - it would be nice if the verges were kept tidy. Not an awful lot of verges seem to be cut on a regular basis.
I am a 68-year-old autistic man. I have belonged to the National Autistic Society for many years. They do a lot for young people but very little for older people. Things have been said about this in some of their magazines but nothing much has been done. I am not computer literate. I am a slow learner, and every effort I have made over this last 12 years to get computer literate has failed.
These are the views of only one person in the household! Hence not a true reflection of everyone who pays council tax.
Why take so long before you cut the grass verges. Country lanes first and then main roads.
The emptying of the bins has been missed on several occasions recently. No explanation given when reported.
If an increase were to be implemented it would only be beneficial if UDC could receive a higher percentage than 9%, so the local area receives the attention/support it needs.
The black bins should be emptied every week. Ours are overflowing/swarming with maggots. The dog wardens need more powers. Our neighbour has three pitbulls for over four years. They have killed other dogs (including ours) and injured at least four others. And yet still he has them. They will kill children too and no one does anything.
Increase council tax in line with inflation.
19% for Police, Fire and Crime and parish council does not seem a fair proportion of the rates. We need more policing in evidence - too many stations have been sold off and petty and knife crime is consequently increasing.

## Council Spending – have your say! Residents’ survey 2018

<p>Planning: We've received excellent guidance and support from Uttlesford Planning &amp; Building regs people since moving into the area. We are following and abiding by every rule and law (it's costing us a fortune!) and it's a shame when those neighbours around you don't seem to! Perhaps the website could be simplified? We have found speaking on the phone to be the greatest tool for success in building, and generally avoid the website (we're mid-30s so we aren't the oldies either!)</p>
<p>Additional houses in our area have led to additional pressure on street services. Increased investment in this area is necessary given the additional population e.g. more bin lorries</p>
<p>Poor value for money. Essential services only should be provided.</p>
<p>No more houses please in Elsenham - enough is enough. The roads and infrastructure is now terrible (in places)</p>
<p>The % going to the Police, Fire and Crime Commissioner should stop and the funds used for this purpose should go to the sharp end that actually performs the role. As soon as you appoint a commissioner, immediately you have the building of an empire which claims funds for those that actually do the work. It is the same as the NHS, there is a blown up administration.</p>
<p>Continue/increase support for voluntary and community organisations - they are essential for many vulnerable people.</p>
<p>In urban areas, it is rare to see a policeman. In non-urban areas, they are unknown, an extinct species.</p>
<p>My main interests - poor and vulnerable people, health and environment. I am a pensioner and used to being on a low income all my life but still willing to pay more council tax to help the above. have never been in debt and know how to be careful with budgeting and still have a wonderful life!</p>
<p>NB Ensure any increases in council tax charges is retained by UDC.</p>
<p>Stop building huge estates, our villages are no longer villages and newcomers are expecting the facilities of a town! Keep large developments in the towns, small developments of 10-15 houses in the villages.</p>
<p>1. A small percentage increase in council tax; 2. More awareness and support of volunteer groups; 3. Back office staff rationalisation (e.g legal dept); 4. More publicity to Keep Britain Tidy and support recycling.</p>
<p>Litter picking on roadside and in hedgerows needs to be improved. When roadside grass is cut it exposes a lot of rubbish which is never picked up. UDC should be more pro-active in getting road repairs and potholes fixed sooner.</p>
<p>More police in area</p>
<p>Ensure that adequate infrastructure is in place and completed when areas of housing development is approved for over 50 new homes. This should include adequate roads, water supply, electricity and gas supplies and most important, health centres and new doctors surgeries!</p>

## Council Spending – have your say! Residents’ survey 2018

Lack of follow up to complaints. Towns seem to receive more services than rural communities, who constantly pick up litter and keep areas tidier whilst still paying for so-called council services. M11 area an ongoing embarrassment, and creates a bad impression for passengers from Stansted Airport. Council should also be fighting to get 'no night flights' so residents get a break from the devastation this blight on the community causes.
Stop trying to be all things to all people and all organisations to a low standard. Spread large new developments over larger area and villages in smaller clusters. It seems that nice villages with nice people are exempt from development with current policy.
Residing in Great Hallingbury (borders Essex and Hertfordshire). We are in an area totally forgotten. The grass verges overgrown, footpaths reducing. Speeding traffic and volume major problem. Never see police - no speeding enforcement. Road condition and surface always poor. Litter is another issue. Apart from refuse collection we get very little.
Council Tax too high for those on low income. It's about time the air ambulance were financed never mind Essex Council and the others so much.
We have not lived here long enough to judge whether there should be an increase in council tax.
Develop a programme that encourages parents and young to take more responsibility for themselves, rather than relying on the state!
Cannot pass an opinion on question 2 without further information
Sort out the dysfunctional Hatfield Broad Oak Parish Council!
Make sure cars are not parked on pavements so people with disabilities can use their scooters and mums can push their pushchairs on the pavement instead of the roads. Also stop cars parking outside schools, more yellow lines needed. If people pick rubbish up outside their homes this would save money.
What can be done re dogs barking especially at late night. Do we have a dog warden in the Hatfield Heath area?
Important to build affordable purpose built small houses for those who now elderly with houses they find difficult to upkeep. Not flats!
Only if you consider it necessary
Policing the district and maintaining safety is very important. Keeping areas clean and providing housing that is within the income of young people is now more needed than ever. Trying to help small businesses to succeed and flourish so that our towns and villages have character and individualism.
Why does this council not collect glass containers separately like other councils. Do on a weekly collection day.

## Council Spending – have your say! Residents’ survey 2018

Page 78

<p>With a mixture of low cost housing and private housing, we always have problems with the low cost especially if the council farm this out to agents such as 'Moat'. Constant drug drops, overcrowding and more cars etc than allocated to each house and yet no policing or check ups. Devalues house prices/ Council rates stay the same or even reduced because of this.</p>
<p>Uttlesford need to be more aware of their duties to the local people.</p>
<p>Takeley - please deal with numerous pot holes, high levels of litter and overgrown verges</p>
<p>Given the amount of council tax we pay all of the items in this survey should be treated as a high priority.</p>
<p>I am concerned that many areas of Uttlesford are being heavily built on and this will spoil the Uttlesford and beautiful countryside that we love. Most people that live in the villages wish them to stay that way, not become mini towns.</p>
<p>Council tax increases as does other bills, rent, gas, electric, every year, but wages gone down. At some point wages will not cover all bills in future and so a breaking point will happen at some point.</p>
<p>Please try and restore the Stansted Library functions fully as quickly as possible.</p>
<p>Put CCTV where dog and owners walked and fine them heavily.</p>
<p>We wish you every success in all your endeavours. Thank you.</p>
<p>Time to re-evaluate the property bandings for council tax charges.</p>
<p>Expensive service for what we get but more so ECC. I expect reduction in rates.</p>
<p>Cut down on councillor's salaries. Keep the roads in a better state of repair - i.e not use surface dressing as already newly laid tarmac is coming up due to recent hot weather.</p>
<p>I can't believe you are asking the public to respond to these questions - you are the local authority and you don't know what's important priority - god save us all!</p>
<p>Stop wasting paper on magazines, stop paying wages above the Prime Minister. Stop circling potholes with red paint (fill them instead), stop filling the area with new builds with no in infrastructure.</p>
<p>Show where council spending is going and the benefit it is bringing to the area.</p>
<p>As I said last year Uttlesford should increase council to cover all these services in the community and increase funding to those in need and care.</p>
<p>The owners in the top bands should pay even more. We are a wealthy District.</p>
<p>Bin collections should be outside hours when people going to work and children to/from school in major communities and along main roads/bus routes i.e 7.15-9am + 2.45-6pm.</p>

Council Spending – have your say! Residents’ survey 2018

Page 79

We fail to understand the necessity to acquire the old school building in Takeley when a perfectly good new hall is almost next door at a cost to the local residents. Plus our bin collections have been very poor of late and have necessitated my husband taking our rubbish to the local recycling centre.
We need more police. Internal combustion engine vehicles should be banned from byways as these byways are, or are being, absolutely ruined.
Improve infrastructure ie roads, schools and public services to accommodate the greatly increased building in Essex.
Check that in particular senior salaries are not way out of line for the area - many appear far too high.
We desperately need more council homes, not homes that are out of reach for most young couples. Affordable housing as they call it is a joke - housing is so important to alleviate so many problems!
Provide more tangible evidence of improvement through council spending.
In Thaxted traffic calming measures are urgently needed. HGVs often exceed the 30mph limit. Pedestrians have no safe means of crossing Town Street.
We have no street lights. No public transport. No amenities but have to pay like people in towns. No policing.
Re: Council Tax? Elderly simple people. Reduce planning and building until you arrange more doctors and dentists, schools etc. Drainage and water extended. Parking and improve roads. I have no evidence anyone will read or act upon this!
It is wrong to assume 'garden' communities are needed, look after what we all have. We don't want or need a 'town/garden' built in Gt Chesterford villages. I won't put down that, accept it, neither does anyone else want it. Our village is that, not a town.
Not enough is being done to salve and prevent rural crime - certain members of our community seem to be beyond the law.
Please put pressure on highways to improve the condition of pavements and our roads. Some of the potholes are 6 foot long! And our cars are suffering!
Resurface all our roads around Saffron Walden, no box for roads? Potholes are a disgrace. Patches are useless.
Do better housekeeping with less wastefulness.
The council's attitude towards the roads' condition is a disgrace. We are now worse than a third world country. Stop the glad handling for council members and mend the roads.
Rural areas do not have street lighting, mains, sewerage or gas. Appalling broadband - some reflection on services should be reflected in rural charges.
Simplify the tender system and give work to local companies to keep the money spent in the area.

Council Spending – have your say! Residents’ survey 2018

Page 80

<p>1) Push Elsenham builders to fix potholes on main roads between Stansted Mount and Elsenham. 2) Pursue additional entry/exit road to Elsenham Vale development (Franklin Drive becoming 'race track' for vehicles at far end!)</p>
<p>For God's sake - stop covering the countryside with concrete!</p>
<p>1) Parking in Weaverhead Road (on both sides) makes it difficult for the drivers, yellow lines need on one side. 2) Bench/seating needed by bus stop for the elderly whilst waiting for the bus (near phone box by The Guildhall building) High Street, Thaxted. 3) Cars parking on pavements either side Newbiggen Street. Unable to walk down safely now/pushchairs/prams/buggy and elderly people.</p>
<p>Infrastructure of the towns and villages. No mention of this!!!</p>
<p>The cheaper the car parks are the more people will use them and this benefits shops, cafes, restaurants etc. All car parks should have a free period. Dunmow car parks need a 2 hour slot not just one hour or three hours. If you do signposts please them (lettering) large enough to read. The one to Lindsell is useless.</p>
<p>1) An increase is needed to keep services at even their present level - but local council tax support needs to be accessible for those who can't afford the increase. 2) End the scandal of empty homes - use them to re-house those in need. 3) Some properties in this area have been empty for over 30 years. Council tax should be cumulative for empty more than 5-6 years!</p>
<p>The local council is failing on all fronts but especially on the massive increase in crime in the area. There are not enough school places, doctors surgeries, good roads, police presence in this town. Meanwhile its a race to cram every corner and green space with overpriced housing. An increase in C.Tax! If you were a private company you would be in breach of contract. You should be embarrassed. I will be voting against you in the next local election.</p>
<p>I am fed up with the hype about 'superfast broadband'. When we have desperate people needing food banks and emergency housing, it is an insult to spend so much on soon-to-be obsolete technology. Put people first.</p>
<p>Please use the Friends School for educational purposes - it was gifted to our town and it is shameful that it is not used for our young people.</p>
<p>For police, fire and dealing with crime</p>
<p>Saffron Walden has grown so much but there is less free parking (to support shops), more yellow lines and permit parking, no more doctors surgeries, more congested roads. Please ensure the quality of life of those who have lived here for 20 years + does not get worse.</p>
<p>Recycling is nonsense - incinerate. Well done for struggling on in a hopeless system. Counties are redundant, we should have larger regional councils with increased delegated powers to local areas.</p>

Council Spending – have your say! Residents’ survey 2018

Maintain the level of services.
Please prioritise litter picking, fly tipping and put more speed limits on some of our country roads, particularly those around Littlebury Green, Strethall and Catmere End which are used as rat runs. 30mph on country roads as no pavements.
I am happy to pay more tax if we actually have a local police station!
A high priority must be to ensure infrastructure such as roads, sewage, water and flood plans are in place before agreeing to planning. Infill housing is preferable to large new estates - Uttlesford should not become an urban area.
The higher they go the more people will struggle to pay. People living on their own should only pay 50%!
1) Fly tipping would cost less if there was a clear deterrent to those who stoop to do this. 2) Don't see much Highway Ranger activity here (Barnston) eg speed limit signs obscured. Thinking of doing the job myself..
Remember that Uttlesford is an attractively rural area and not go overboard in permitting excessive house building - have the guts to say 'no' to excessive government housebuilding targets. And keep the lid on Stansted Airport expansion.
No one likes to pay more money but if it is essential (to keep essential services going) then we have to pay for it. However budgeting should come first and ensuring that money is not wasted.
So - local people have a say in emptying bins and stray animals but not about our council spending millions on a 50% share of Chesterford Research Park! Local democracy in action.
Seems all the questions are slanted to keep the councillors happy, not the people. You increased council tax to pay the police more. I have not seen a policeman in S/Walden for years. You haven't asked questions about your lack of anything. I guess this opinion will go in the bin. I think there is a lot more people with stronger views than mine.
We should not have to pay tax for police we don't have. So the tax should be reduced.
1) Potholed roads still need addressing. 2) HQ needs vacating for smaller and cheaper premises with fewer staff.
1) Please make sure planning inspectors are as zealous in their monitoring of housing developments as they are of individual extensions. 2) Introduce 30 minutes free car parking to encourage people to park off road. 3) Clamp down on fly parking.
Increase should be ring-fenced for policing and housing and supporting those in need.
Dispense with the crime commissioner for Essex and put more police officers in the area.
Please can the grass/shrubs be maintained down Walson Way, Forest Hall, Stansted. We pay good money and these have been left to overgrow and look shabby and neglected for months now. I'm assuming you will be obtaining a credit but we want to live in a well kept village. Thank you.

## Council Spending – have your say! Residents’ survey 2018

For private roads there should be a reduction as the council do not adopt our roads and the cost is left to the homeowner.
Aim to keep council tax charge at same level as current, but would agree to rise in charge if services cannot be maintained at similar level also.
We've just moved into the area and it is beautiful but far too many 'for sale' signs or 'to let' signs which spoils the look of the area. Follow same stance as Cornwall who banned these signs - we recently visited Cornwall and it makes a massive difference.
Some parts of Stansted receive more attention than others e.g Forest Hall Park always appears clean and litter free, on the other hand Silver St/Pines Hill, road, pootpath are filthy. Parts are quite unwalkable. Pavement too narrow in fact dangerous, particularly for wheelchair and pushchair uses. Impossible to walk with a child and buggy in Silver St and users of 510 bus have a very uneven walk along Pines Hill.
Would be nice for the council to support older people first who have gave a lot to the country before seeking to help younger people who are not contributing and people who have only just moved to the United Kingdom.
I'd be willing to pay extra if a noticeable difference was made i.e police presence in the village.
The area around Foresthall Park Stansted is a mess. Since Taylor Wimpey left the site, the landscaping has not been kept properly and grass cut infrequently. As I understand, handover to Uttlesford should have been carried out last year. There has been no communication from builders/Uttlesford DC as to when, if, this has yet taken place. If handover has not yet taken place then Uttlesford should contact builders to make sure estate is properly maintained.
I think a higher amount of the council tax should be given to Uttlesford District Council.
Love Stansted, but would like more green areas around new build - not to let them cram everything into one large area and no green sites. Some places are being ruined because of large housing developments. So sad.
The council needs to look hard at 'wastage' - over-indulgence in overall pay/benefits/pensions of the public sector are too wasteful - 'money for the boys'. Review scales/age levels/general pay etc compared to the private sector where people have to pay own pension and support. Too high benefits/tax arrangements in the public sector generally!
You should make it crystal clear how much of the c/tax we pay goes to the pension schemes of Uttlesford District Council and Essex County Council employees. Websites say it is high. If is it not, smash this urban myth. If it is, be open about it and let taxpayers say if it is right. One rubbish collection per week is utterly woeful and indefensible. It should be minimum once per week. Some countries have it every day. I pay significant council tax and should expect weekly collection of all rubbish.
Use the money more productively and less on higher wages for top councillors.

Council Spending – have your say! Residents’ survey 2018

<p>I seriously think that the Bishop's Stortford and Stansted areas have had more than their share of new building sites in the last ten years. This is an agricultural area for a start, and secondly it can be foreseen in the near future that the Stansted/Ugley/Elsenham areas will be merged. Enough is enough! We shouldn't be expected to house all these migrant workers that land on our doorstep.</p>
<p>Local council duties are to empty bins, keep streets clean and footpaths in built up areas useable - anything else is vanity projects/making councillors feel important.</p>
<p>Both the Essex Co. Co. and Uttlesford DC obtain a constant from new housing yet they cannot keep the roads in good repair. Residents are fleeced with high rates. Mine are £2440 a year. In 1968 when I moved to Clavering and lived in a larger house they were £68 a year. Why does UDC have a cabinet.</p>
<p>Parking by holding makers going to airport and daily train users parking in Mountfitchet Road and St Marys Drive is a big issue. They should be made to park in the airport car parks and village car park. Many residents have had no place to park after work because of this problem. We need double yellow lines to stop the problem and like the new estates up the road. Elms Farm have them so why can't our estate. The lines that were put down make no difference at all.</p>
<p>On two occasions in the last three months bins have not been emptied and no reason has been given!!</p>
<p>You should give nothing to business. Boss of Amazon is the richest man in the world. If he sets up here will you give him a handout?</p>
<p>Reduce all voted in members fees to zero. Then we will get real people in that are dedicated. This will save money and get in people that want a community and not party politics.</p>
<p>As pointed out by the BBC programme Rip off Britain, it should be your responsibility to remove any recycle garden waste free of charge. I recently moved here from Hertfordshire where they do so. If they can do it, should/can you. There is very little difference in the council tax.</p>
<p>If I could see that in what I pay is used for all of the above I wouldn't mind paying - but on occasion bins are not emptied, the roads are a mess and there is rubbish everywhere.</p>
<p>Build more council houses</p>
<p>Council services - all these services, in my opinion, are essential except dealing in real estate.</p>

## Council Spending – have your say! Residents’ survey 2018

<p>The council is seen by taxpayers as generally inefficient and with odd priorities. Too often issues which need to be resolved quickly seem to be ignored or dealt with inappropriately. A prime example of Uttlesford DC total ineffectiveness is the recent 'health centre' and car park. Most people I have spoken to in the village were fully supportive of the need to have such a facility but were astonished at firstly, the massive building that was permitted, followed closely by overwhelming disaster of the car park, I have no need to elaborate the issue! Notwithstanding the false information given to interested residents, the developer got away with so many deviations from the planning approval that it is a joke. How can we residents of Stansted ever trust the council to do what is right for the community and not to pander to the wishes of developers? We were led to understand a crossing would be provided, when?</p>
<p>Please ensure large and small developments keep within the planning regulations that were approved at the outset.</p>
<p>A small increase in CT to make our roadsides cleaner and tidier must be a good idea. We are becoming a very scruffy place to live which is a pity as it's a beautiful area and could be so much cleaner.</p>
<p>It is difficult to allocate priorities when some items are mandatory and some discretionary.</p>
<p>I would support a modest increase in council tax to support essential services.</p>
<p>These responses are not an endorsement of your current expenditure programme.</p>
<p>We can't expect to get the same service for the same money when costs such as wages have increased. If you don't increase council tax, services will get cut and everyone will complain. Be realistic!</p>
<p>I am not happy about the way Stansted Airport/MAG are apparently encouraging emails to be sent to Uttlesford which suggest there is a massive support for airport expansion permission. I think these planning decisions should be made by central government not local government.</p>
<p>I have indicated that nearly all services have a high priority but of these some are higher than others. Highest, I think, must be housing - for the young not just the old. Make it possible for young people to live in the area and work here.</p>
<p>Planning: feel that UDC should be tougher on developers when they ride roughshod over planning, and ask for more community benefits when offering planning. We are giving them the opportunity to make profits - it always feels like they think they are doing us a favour when there are hundreds of other companies we could choose. They never add to the community; just build more lego houses with few amenities.</p>
<p>Having previously lived in Wandsworth (London) with one of the lowest council tax charges in the country, we find the annual overall charge very high here for the services received and for the general community costs.</p>
<p>This question is over-simplified/unclear. Does it mean 'overall' or 'per household'? Assuming the latter, the economies of scale that should arise through housebuilding should allow the council to reduce the charge per house, all other matters being equal.</p>

Council Spending – have your say! Residents’ survey 2018

<p>Very sadly this lovely area is being ruined by ugly, badly designed houses and huge, greedy, over-development without adequate infrastructure. Our lives are being ruined. One example is the hideous Magna Carta School - whoever designed it? It will ruin life for residents in St John's Road and Burnells Way.</p>
<p>Council Tax is too high, reduce your office staff and admin and cut bonus for bosses, then you can reduce Council Tax and pay for police to be seen in Essex.</p>
<p>Not enough of so called low cost housing or council rented accommodation for elderly people.</p>
<p>More money should be made available by ECC for local and district hands-on policing.</p>
<p>Uttlesford is a beautiful, friendly place to live. Unfortunately the volume of traffic, the number of building sites, the constant dust, fumes, noise (includes the airport) etc from these things are beginning to impinge on the health and quality of life in this wonderful area. Deal with this and many problems will solve themselves.</p>
<p>Provide free brown bin collections for garden waste</p>
<p>Issues: traffic management, interfaced planning with East Herts, bus subsidies - network improvements, drugs - young people.</p>
<p>Increase (CT) providing this can be full justified</p>
<p>Less should be taken by ECC, less should be given to police seeing as how they are almost extinct!</p>
<p>I think police and emergency should get a larger % of council tax; they are important for life-saving actions. Street services (4) - I have put high priority because, again, it is life-saving. As I walk along pavements e.g Cambridge Road between Ugley and Stansted Mountfitchet (and other roads without pavements) I have to step on main toad to avoid nettles and brambles, and also on minor roads to ask (sign for) cars to slow down so I can tentatively balance on uncut sidings. These sidings narrow the road also. I see mums with pushchairs - accidents waiting to happen.</p>
<p>New developments have strangled Stansted village, damaged the roads. The villagers and local businesses have suffered. No benefit to the village whatsoever – local houses are unsold due to preference of new development. Unadopted roads damaged by Bloor/large trucks are unsupported by the council. Repairs need to be paid for by the council or new developers.</p>
<p>but ensure resources really do their job.</p>
<p>Minimise overlap with services provided by other agencies (schools, NHS, Police, etc) see “Working in the Community” above. We live in an affluent area. It’s ok to increase Council Tax to provide a high standard of services and support vulnerable people.</p>
<p>The quality of the air in this community is of great concern. There should be no increase in the planes flying in our skies and all decisions must be consulted on for any changes.</p>

<p>Bring in more permit parking for the Stansted area. We are being inundated with airport and station parkers. This could bring an additional fund to the council.</p>
<p>It is essential that all houses can provide 2 parking places. Also all new estates have clear visibility and not have slight bends. Schools should have vehicular drop off points so local roads do not get congested thereby causing road rage.</p>
<p>Perhaps give out small fines for people who let their gardens become an eyesore due to uncut grass, rubbish or dumped unused vehicles visible from the road.</p>
<p>Train the refuse collectors to empty wheelie bins and food caddies correctly to avoid leaving waste on the road behind them which gets blown around the environment. Then you ask for volunteer to give u their free time to pick up litter! You should make the bin mend do it in their free time, or bring back good old fashioned roadsweepers. Employing people to keep all roads clean. Also to enforce parking tickets to vehicles parked on kerbs, pavements and outside takeaways on traffic light area!</p>
<p>I have completed a similar form on at least 2 previous occasions and in my experience like many others my thoughts have been ignored. Too much housing development and no improvements to roads anywhere in the area. Sadly, any number of questionnaires you as a council produce will be totally ignored by the councillors (OUR SO CALLED REPRESENTATIVES)</p>
<p>I have completed a similar form on at least 2 previous occasions and in my experience like many others my thoughts have been ignored. Too much housing development and no improvements to roads anywhere in the area. Sadly, any number of questionnaires you as a council produce will be totally ignored by the councillors (OUR SO CALLED REPRESENTATIVES)</p>
<p>I think the council has let us down keeping all around Dunmow clean. We never see the pavements clean, or doing anything about neighbours loud music, building extensions on property without permission who I know and have reported. They block the view and have no consideration for us elderly. Every Sunday we have the motorbikes. Dunmow I think have gone down, sorry to say: I am a OAP , I do not ask for much but all we get it nothing from the council. First time I’ve complained.</p>
<p>Re Housing: Why not provide an incentive to encourage owners of empty houses to take in tenants. Find out directly from the owners why they are doing it and see if you can come to an arrangement , e.g. to provide emergency accommodation - e.g. after a housefire.</p>
<p>IN my eighties I pay full rent Council tax, water etc, this is because I worked 35 years and receive a private pension. I am not a complained and ask for very little, but living in Cranham Road council bungalow for the past 4 years, the road and overgrown hedges have been attended to once along with large pot holes, it gives a bad impression.</p>
<p>Population in south and east is unsustainable. Too many houses being build – birth rate and immigration should be controlled. England is being ruined.</p>
<p>Get tougher on illegal traveller encampments.</p>

Council Spending – have your say! Residents’ survey 2018

Review of services and administration should be on-going to ensure good financial management. Increased working with commercial organisations should be developed with a view for new initiatives often ‘cross-party’ to encourage wider views and input.
Reduce the amount Planning consents in the Uttlesford area. This is destroying our market towns and villages.
We need to see more tangible improvements and benefits of extra tax revenue.
Planning department should be more sensitive to public opinion on expansion of housing. Council should recognise the vast majority who rejected expansion of Stansted Airport. Charity contributions should be the responsibility of individuals and not paid from Council Tax.
The council should help reduce spending by asking residents to improve the areas that they live in e.g. Painting road name signs, tidying up green areas in front of their houses. Community litter picking days – or failing this getting people on Benefits to do some of these things.
Household waste to be collected every week during summer months. Grass verges to be cut more regularly.
I think that it is most important that places like Little Dunmow who have taken just over 1000 new homes since 1999 to date do not have to have large developments just odd infill.
Promote transport links between Chesterford to London along with cheaper fares. Promote Park and Ride with a better timetable for commuting to London. Promote Schools and better Education.
Why do Essex County Council get so much of the Council Tax. What are they doing to improve the life of people in Uttlesford.
Half council tax for single not 25%,
When you move to a place that quiet you pay for the pleasure, then 230 houses are built next door and opposite and you can’t hear yourself think. I think my COUNCIL TAX should be lowered because I’m on a state NOW.
Not all people can keep paying extra Council Tax. We can’t keep supporting people who don’t pay any, lone occupancy should have more than 25% reduction. Some households have more than 6 people residing in them and more that 2 working adults.
Streets should be kept tidy more frequently, just as grass verges cut regularly, like Woodlands Walk. More free parking (even for one hour) will encourage trade.
I pay over £200 per month and all I see is my bins emptied. Since being widowed I have not reductions because my sons live with me earning very little – NOT FAIR! Less you do or have the more help you get.
It has gone up significantly in the last year or so, so definitely not an increase. Reduce it or keep it the same.

Council Spending – have your say! Residents’ survey 2018

<p>Potholes – Broxsted roads been marked up since March 2018. Local villages ruined by to many houses – no thought about infrastructure, water, sewers etc and interests of local people. Stansted and Bishops Stortford are building sites for next five years – to many speeding tipper lorries, nothing provided for children to play at holiday times – you need to sort out Council Tax bands where houses have had extensions and still pay low tax bands.</p>
<p>Uttlesford District Council – disclose the percentage of our council tax that goes towards: A: Pensions B: Salaries C: Salaries – Disclose pay grade amounts , Number of people in each grade.</p>
<p>The amount of Council Tax charged should be the amount you need to maintain or improve your standards. We cannot possibly know what this amount is.</p>
<p>For the Planning Dept – please think about the parking when looking at plans for new housing estates. People will park in the roads because their garages are used for everything but parking. Provide laybys instead of grass verges which need cutting. It is like the dodgems in places like Woodlands Park Drive and the new developments in Little Dunmow.</p>
<p>It would be good if Essex C. council comes down High X Lane East Little Canfield and clears the drains we now have flooding on this narrow lane (Been online complaining of this). Trimming hedges down this lane very dangerous on bends.</p>
<p>Cap pay to executives.</p>
<p>Allocate more percent to Police and Fire Commissioner. People need to be more sensible i.e. not dropping litter then less would need to be spent clearing up. The same with health and overweight issues. Walk more and eat less. Less money spent on ‘working with public health bodies to keep people healthy’!!</p>
<p>You pay my rent and council tax as I only have my state pension, but I am willing to pay a small amount towards it.</p>
<p>Relating to 2 above, one can understand that I would say that of course as most residents would...however, one must be fully aware that to keep all the high priority services active and efficient may require a ‘modest’ increase in the Council Tax; such services are increasingly expensive to provide as any sensible resident should understand. Your question is certainly not easy!</p>
<p>UDC could reduce the council’s precept by insisting the Police, Fire and Crimes Commissioner pays for his own staff rather than charging, essentially, residents twice for policing!! It’s disgusting that the Essex Police charge has increased so much yet UDC and S.W.T.C. and others are asked to contribute to PCSOs!!</p>
<p>Reduce the amount of Council Tax for old age pensioners as a majority have limited incomes and the tax is a big chunk to take.</p>
<p>My car parks free, you’d get more people going into small towns . i.e. Great Dunmow.</p>
<p>Uttlesford DC needs to listen to the voice of those who elect them and act in accordance with their wishes!!</p>

Council Spending – have your say! Residents’ survey 2018

Page 89

<p>1Dunmow high Street footpaths need urgent attention - people always falling. 2Car parking needs a free 30 mins or 1 hr to encourage people to shop in Dunmow</p>
<p>NEVER SEEN SWEEPERS UP DUCK STREET ALSO SPEED RESTRICTIONS SHOULD BE in place as people speed up and down DUCK STREET. The 30 mile hour signs in some places CAN’T BE SEEN Why can we have speed guns up this Road DUCK STREET including WARWICK CLOSE and TOP ROAD, NEEDS DOING NOW BEFORE BAD ACCIDENT HAPPENS.</p>
<p>I live in Flich Green and is very nice. However it is about time something was done about Parking, all the houses have Parking facilities but do not use them and Park their cars in the streets. Which is dangerous up Pavements on roundabouts Blocking roads. Double yellow lines should be put at least on roundabouts and corners.</p>
<p>This is to go towards the Police presence which is currently nil in Thaxted and similar villages/towns. Crime Commissioner costs would be better spent on my above comment.</p>
<p>Increase allocation to Police Forces to put more Police on streets and vehicle patrols.</p>
<p>Concentrate on things not being done by other agencies.</p>
<p>Residents have to pay for the services we expect and deserve. If we get the best levels of service then we have to pay a fair amount for them. Most of the problems lie with Essex on the state of the roads and maintenance, lack of police and social support services.</p>
<p>Stop the plan to build 10,000 homes on Easton Park.</p>
<p>YES BUT THIS MAY BE A POLICE MATTER MOBILE SPEED CAMERAS ONCE/TWICE PER YEAR ON HIGH EASTER RD IN BARNSTON!</p>
<p>I think all are high priority and should be costed. Street Services 4 seems to have a low priority currently.</p>
<p>Supporting local services in the area is important to me. Especially children’s services such as play groups and support groups. I believe cutting these would create more expense for councils in the long run as issues would not be dealt with when they first arise.</p>
<p>The demands of an aging population need recognising and addressing especially in terms of providing supported housing.</p>
<p>The council own 12 empty properties – now in a derelict state – empty for approx. 18 months. How about the council paying 100% rates when they have been empty for 2 years?? See question 3c!! Just a thought!</p>
<p>Where health and safety is concerned we cannot keep relying on help of volunteers to fill the gap created by govnt imposed cuts. It looks as if there should be fairer division of funds between local and national services.</p>
<p>Increase on the basis the efficiency are found throughout the council services including back office to ensure frontline services are maintained. Maximise retention of domestic and non domestic rates.</p>
<p>Council Tax should not exceed 1% above inflation.</p>

Council Spending – have your say! Residents’ survey 2018

Page 90

I feel that England is becoming a third world country. The roads, cleanliness, crime and society. In general people don’t appear to be concerned about where we are going. We’ve lost pride in our country and austerity hasn’t helped. A small increase in tax is well overdue to fund the failing infrastructure.
I was unable to find the online form at the web address given
All the issues you identify are so important to the community. I wanted to tick the High Priority box for everything and can certainly understand how difficult it is for you as an organisation (can’t please all the people etc.!) Thinking of cause and effect I know that giving high priority to some , e.g. working in the community will impact on others.
Ensuring affordable housing for the disabled and elderly is always available a.s.a.p. to help safeguard them in good housing at reasonable rents.
You need to charge what is needed to provide the services you cover in an efficient and timely manner. So if current rates are enough, don’t charge any more – but if services and efficiency are being compromised by underfunding , increase the tax. We cannot make a sensible answer without access to this information.
You do a marvellous job. But we need more police and a re-opening of the Dunmow Police Station. Bananas to build such a new place then close it.
No more holes in the roads! Improve quality of ‘B’ roads in the area. It’s a bumpy ride from Bran End to Dunmow.
A small increase for improvements that are visible.
Very poor road surfaces in local towns. E.g. Great Dunmow. 2 Trees are not pruned on the entrance to Dunmow, getting out from Normansfield is dangerous as the tree overhangs blocks your view of “speeding” traffic coming down the bridge from Dunmow. 3 Traffic parked on the Bridge mean you have to almost drive on the wrong side of the road. It’s only going to be time when there is an accident.
Increase spending on youth council/services.
Would pay more for council tax if local services, e.g. Police , fire were made more locally accessible.
I believe that families with children under 16 should be housed in accommodation with a garden and not in flats and people who have resided in Uttlesford for over five years should have priority over newcomers too the district on social housing.
As long as we see libraries, amenities maintained and continue. Community wants value for money and services continued.
Timely repair of pot holes should be a priority.

## Council Spending – have your say! Residents’ survey 2018

Page 91

<p>Most people are willing to pay more if they can be guaranteed to get better services. These services must be ‘visible and there must be transparency about how the additional monies are being used. This transparency allows people to be more engaged and willing to fund future increases.</p>
<p>Dunmow needs another Doctors surgery. It was supposed to have been built with Woodlands Park! Along with another major supermarket. Tesco have had the monopoly far too long. With all these homes to be built there needs to be better choice.</p>
<p>Increase spending on social services, esp for elderly people living in their own homes.</p>
<p>More support for local business. Cheaper rates. More parking. Reductions in prices.</p>
<p>I think that our Council Tax should be increased to pay for services provided by Uttlesford District Council – so long as the increase is retained by Uttlesford District Council.</p>
<p>Although I do not wish to see an increase in Council tax, I would support an increase, if it ensured an improvement in services, in particular the elderly and very young.</p>
<p>Happy to pay more so long as it’s not wasted and get better services.</p>
<p>Too much money goes to ECC. UDC should receive more of the pot, to police our area, repair our roads properly. Ban dogs from all playing fields and sports areas. Employ a dog warden to patrol these areas and pathways leading into Dunmow. Thoughtless owners who don’t pick up should be fined heavily and named. Putting up signs will have a minimal effect. Come down heavy. Don’t pussy foot about</p>
<p>I live in High Fields, at Dunmow CM6 1EE. We have a traffic / parking problem. When Mrs Barker was canvassing here a year or so ago, she promised to deal with the problem. Nothing changed so far!</p>
<p>I believe the council tax should be on each individual person residing in house/flat and not per residence. As a single elderly occupant I have to pay 75% of the rates. The scheme the late Mrs Thatcher implemented was the fairest way to pay rates. Sometimes there are several adults living in one house.</p>
<p>You keep building hundreds of houses in Uttlesford. They are all way too expensive that normal people cannot afford and when these houses are built the roads are ?? more congested and still never any more amenities like schools, hospitals, Dr surgeries, dentists, and proper large size food shops or petrol stations.</p>
<p>Why are our Council Tax going up when there are more houses being build and some services are being cut?</p>
<p>Verges/ Hedges very rarely get cut OFTEN in Little Canfield / Priors Green / Stortford roundabout (A120) GD. Council Tax is getting out of hand. What do we get for our money? Little of any of the above.</p>

## Council Spending – have your say! Residents’ survey 2018

Page 92

I am really concerned about the condition of the pavements and walk ways they are a danger to people falling and tripping. Your answer at the moment is to fill in gaps with tarmac, I live in a conservation area and you don't look after it.
Road surface in general are awful – Pot holes everywhere. These should be a much higher priority to fix considering the amount of road tax I pay.
Council Tax should be reduced especially for those on J S allowances of only £73 per week.
Stop paying the police share of Council Tax as there are no police in Dunmow? What do they do with the money. Private landlord rents should be capped to the same price as local council house rents.
Street cleaning a priority, having lived in Upper Millfield for 18 years weed in parking area and have never seen a road sweeper down here – but see street cleaner every morning going through the High Street ----WHY
Too many takeaways, hairdressers, estate agents in Dunmow. We need hardware shops, a good shoe shop, and a clothing shop for middle age and older. The whole town needs a good makeover, needs to be like it was in the late sixties. Then it was a good town.
Please look carefully at all budgets – to identify ways to reduce the spending in a fair way, e.g. minimise number of managers but still maintain ??? the staff/services.
Most people would like a reduction but realistically at least not increasing it would be good! Our house currently pays £200 per month (x12) which is sometimes a struggle.
Council Tax is too high for pensioners. Police do not uphold the law regarding most problems. Essex Council do not keep the road free from decay.
Housing for people born in this area.
Grass cutting and weeding pavements /road verges and emptying bins are the only items that affect me. I constantly have to cut council grass and bushes as well as public footpaths.
Voluntary and Community organisations are “voluntary” so should not be given grants. “Advising” on homelessness can be done by CAB. They need actual help not advice. How exactly does the council help to keep us safe and healthy? The council is not involved in education so why drugs and drink?
Ideal option would be to keep at same amount but with the ever increasing costs of everything it will likely increase.
Keep council tax the same but make it more efficient.
Police funding should be performance based. Business rates reviewed annually to fairer levels.
I think you do an excellent job considering the difficulties with which you are faced.

## Council Spending – have your say! Residents’ survey 2018

Page 93

Very little evidence of street services .Vital to retain the same Council Tax for 2019-20.
I don't mind paying for a service if I actually get to see the difference it makes. I am constantly frustrated by waste management (lack of collection and therefore a build up) and would like to see more recycling opportunities encouraged.
Reduce litter by razing fines and prosecute every case – fine £5000. Charge companies that put up signs especially new house estate signs which are never taken down – say £20 per week.
Planning: how energy efficient are new builds? I think every effort should be made to build houses for the future, with solar panels fitted as standard. To help with water conservation , New houses should have grey water reuse systems to flush toilets and water the gardens! We cannot continue to be blind to environmental issues.
Maintain current level of Council Tax for a 2year period, during which time seen to make operations across the board more efficient and cost effective, then review.
All workers at Uttlesford Council Offices should have to pay to park their transport to work like everybody else has too.
I would like to see the encouragement of the provision of private sheltered accommodation for older people in small units all over the area. This would help free up other existing properties rather than building new communities. This may also help the operation of carers in the community. "Downsizers" do not want to move away from their area.
Ensure all traveller site occupants pay their portion.
If the council tax is a %age more housing will increase the take without needing to increase council tax.
Page 1: S/Services, verges, roundabouts etc. Strimming not too obvious as yet. Planning. Have you ever seen developers worry about trees etc. Environmental Health. Much more attention needed regarding health care. Development is not taking account of the general lack of surgeries many of which have had to close doors to new patients due largely to lack of GPs.
I think the charge to stay the same but less goes to Essex CC where you are providing more services in the town council.
Long may the council carry on the excellent work it does. 9% of CT is not enough and Essex CC should take less – the Police deserve more.
If I was to put a caravan onto the playing fields in Dunmow, I would be moved on pretty sharpish. Why on earth do we let the traveller community get away with so much, get a low like they have in Harlow. I am sick of my dog eating human crap when they finally leave.
Keep cost down for the small amount of services we receive from the council tax.
To see more Police would be good. To see more Enforcement Officers checking on Planning. To see the Street Sweeper a little more often.

## Council Spending – have your say! Residents’ survey 2018

Page 94

<p>Pot holes in area need to be sorted out! They are a great danger. Also noise of all sorts needs to be addressed Planes, Noisy garden tools (weekends). Also parking dangerously in small villages (New Schools) etc.</p>
<p>We moved to this area because we love the openness so please do not take good agricultural land to build more towns.</p>
<p>With the huge amount of new homes being built in the district the council tax “pot” will increase significantly. Emphasis should therefore be on providing services and amenities to support the new housing as well as improving on those already provided. Concurrently the council MUST now draw a line under the amount of new housing to prevent what is fast becoming an urban sprawl along the A120 corridor.</p>
<p>Limit or decrease councillors expenses.</p>
<p>The refurb of sign post in the High Roding must have cost a fortune in the length of time it took. Was this really necessary?</p>
<p>Why have we got no garden bins with the council tax. Braintree supplies these in with their tax?</p>
<p>Planning consent for extensions should be looked at more carefully due to the effect on surrounding properties and how it affects privacy.</p>
<p>Every year we have gypsies turning up in the park. They cause damage, noise Walking y dog is a nightmare. The council has to clear up a huge amount of rubbish which is paid for in our rates while they pay nothing. They should have to be made to pay fines on the spot.</p>
<p>I do resent having to pay more Council Tax for a service that is practically non existence in Uttlesford. i.e. Police Force and ECC Highways Dept.</p>
<p>I live in a rural area and pay a significant amount without many benefits. My lane is always overgrown each side by bushes, trees and verges only cut when I complain to Highways. The only service I receive is having the bins emptied and this is sporadic.</p>
<p>I have lived here for 33 years and have never seen the keep left bollards, roundabouts and grass verges just outside the town centre looking so dreadful (and all the litter, it’s disgusting)!!! This is not the area I remember.</p>
<p>The pavements along Dunmow High Street are in a poor even dangerous condition, many pedestrian falling. Also the condition of the tarmac service is in need of resurfacing! Also potholes!!</p>
<p>Although the bus stop/shelters in Chelmsford Road look very good, I feel that the money used could have been used to help pay for security gates/fence to stop travellers from using the recreation ground as a temporary home and therefore save money on the clear up.</p>
<p>Rather than charge more, the division of council tax should be reviewed so more goes to Uttlesford and less to Essex CC.</p>
<p>More affordable housing for young people to buy. More rubbish and dog bins</p>

Council Spending – have your say! Residents’ survey 2018

Page 95

<p>Please start collecting garden waste or open the recycling centre every day or for longer periods. Working full time makes it very difficult to dispose of garden waste especially with long queues. Please make quicker repairs to pot holes, last winter was awful and I + many other suffered punctures/burst tyres due to the poor state of the roads in our area</p>
<p>To ensure that all monies collected are used to carry our essential works and not used to support ‘jolly ups’ for councillors.</p>
<p>Verge and hedge cutting should be a priority to ensure good visibility on roads for drivers and pedestrians.</p>
<p>Parking for the bungalows at Waldgrooms</p>
<p>unable to have an opinion without knowing how Essex County Council and other services arrive at their costs.</p>
<p>I emailed as requested after phoning 26.2.18 regarding ditches along my road being significantly higher in water and water not flowing. I had an email back acknowledging but never any other contact or ditches cleaned out.</p>
<p>Why can't you decrease the 72% going to Essex CC and increase the amount to UDC . Alos you could decrease the amount to the Police as I gave lived here for 30 years and never seen a Policeman on the beat. Fire Service are worth every penny. Crime Commissioner?</p>
<p>In order for town high streets to flourish, parking should be free from 11am to 3pm each day. Shops on high streets need the custom to counteract the high rents.</p>
<p>I am deeply concerned about the planned building in the areas it will put extra pressure on an already overstretched infrastructure mand there are not sufficient or satisfactory public transport options in place to handle over flow and encourage shared commuting. More buses are needed and incentives should be in place to reduce private car use and improve traffic flow.</p>
<p>If you follow my advice I am sure Uttlesford Council will have a far better financial outcome for the year, Please don't get involved in investing our money, leave that to the people that know. Leave the advice to young people to parents and family.</p>
<p>This is a mad questionnaire! Many things bundled together aren't comparable. Also most people aren't going to question fair car parking tariffs, working with the police, supporting volunteers etc. It's not what you do but how you do it! Most of your list is motherhood and apple pie – no-one's going to give it low priority.</p>
<p>Although not directly related to spending, Dunmow has to stop growing. If growth keeps at the rate it is, we will look like Harlow, or some other dreadful place. This town is no longer a nice place to live, with roadworks, traffic, building etc. Making life here dreadful.</p>
<p>I feel priority should be given to “updating “ bungalows in the “Broadfield Dunmow, High Roding” area, as they are not serving the occupants that live in them at today’s standards, “Kitchen need complete updating”.</p>
<p>Re 3c over the page. The 100% premium should apply but after a longer timescale. Selling the home of an elderly person (who is in care/died) can take much longer than 2 years as homes often in disrepair due to their incapability. Would suggest 3 years or more.</p>

Council Spending – have your say! Residents’ survey 2018

<p>People of retirement age should be given council tax reduction, not to be left to pay full Council Tax. When so many people for whatever reason, and who ‘know the system’ can get away ‘scot free’ or get large reductions. It’s not fair</p>
<p>Tax is a necessary evil. The test council ask themselves not what they can spend, but rather what can they not spend. It is not their money.</p>
<p>Ensuring life quality remains the same. Protecting our country-side and especially local footpaths. More people fly-tipping!! I strongly object to west of Braintree development!!</p>
<p>There has been an empty property between the Star and the Pond for over a decade. It is about time something happened with it as it is just boarded up at the door. Also the old pub near to the pond. There are not enough public bins. The ones we have are too small. In the southern end of town (Dunmow – Chelmsford Road) one dog poo bin (by the pizza place) and 1 large bin by the bus stop have been removed. Litter is just now left NOT in a bin.</p>
<p>A freeze on council tax for a year or two following this year’s increase, then a small increase each year would be preferable.</p>
<p>More Police on actual foot patrol around streets, paths and alleyways at different times of the day. (Not set times) This way they can keep a check and catch the Drug Dealers, who operate on the estates.</p>
<p>Ensure our green spaces are able to keep up with the increased housing so people can walk in the open spaces, and helps keep good mental health. Ensure defences against illegal traveller encampments.</p>
<p>Explore to see if there is any way The Chase can become an adopted road, maybe with support from Essex CC and Barnston Parish Council.</p>
<p>I live alone, so only one income. Council Tax cannot keep increasing as people also have mortgages to pay -NOT EVERYONE ARE ON HIGH SALARIES, and I would assume some DON’T PAY ANYTHING! Be fair! Also 25% off for sole occupancy is not enough when other households have large families. You cannot out price what people can pay on top of their other household bills. Poll tax much fairer!</p>
<p>Airport parking. Bennett Canfield road Takeley/Little Canfield. This should be controlled as this road is becoming dangerous.</p>
<p>Planning for new houses should take into roads/schools/hospitals/ doctors. Those items seem to be largely neglected.</p>
<p>I think Uttlesford District Council do an excellent job. P.s. You can’t keep everyone happy but you do me.</p>
<p>I am concerned about the increase in crime support of any kind for Police should be high on the list of priorities.</p>
<p>I do not think the Council has the expertise or personnel to run 3 separate community village projects at the same time. The development Plan is over optimistic and ill conceived. It will not work!</p>

## Council Spending – have your say! Residents’ survey 2018

Page 97

We are struggling to see the value in this survey other than to produce figures that will inevitably show that what residents want cannot be achieved within the existing budget.
Tax rises should only be made either in line with living costs/inflation or for a specific and legitable area that needs extra financing
Uttlesford is the worst Council be far I have ever lived in. All they are interested in is building houses everywhere collecting rubbish sometimes. Atrocious how much we pay and how little we get.
The police support for this area seems to be non existent. Phoning 101 is useless. When calling personally to the police desk at the council offices the response was totally negative and any actions were refused due to LACK OF RESOURCES (QUOTE) This was to report a banned driver in a car with no MOT or tax.
More council tax needs to fund the Police particularly in Saffron Walden where the population is increasing rapidly and no Police presence is see and little is done in crime prevention etc.
UDC has been a shambles over the last 10 years. Planning has been given without any thought of whether the roads or services can cope. How much section 106 money has not been collected? Example of shambles – Sainsburys turned down. 2 years later Aldi built!!
Cut back on Essex County Council taxes – such as – High salaries to high level officers who are on career path – only interest in themselves. Not listen – will want to further careers with larger areas.
PLEASE REPAIR OUR POT HOLES. GREAT CHESTERFORD.
Increase road repairs. Stop pavement parking and introduce lower a speed for traffic in residential areas.
Maintain key services, even if increase in CT is required.
1.Traffic is becoming an increasing problem/concern for Saffron Walden - A ring road like Bishops Stortford/ Cambridge would help a great deal to ease air pollution and congestion. 2. Empty/unfurnished properties should be charged 100% after 1 year – not 2 years, unless a county court decides otherwise in individual cases.
Increase by rate of inflation. Overall Uttlesford is a tidy and attractive area, and well looked after. Most residents are proud of the area and wish to keep it that way. Penny - ??? will gradually spoil it.
The district needs more and better maintenance, enforcement and development. If this needs extra funding, Council Tax should rise. E.g.s: Police, roads, council housing, recycling, tourism etc.
Look at changing the way Council Tax is determined. Because of huge rise in value of house some people find themselves with a huge council tax burden even tho’ they are not on a high income. They should not feel they have to lose their home. Also re-assess all houses. Re Street Services No 4 . Communities could be encouraged to get involved instead of leaving it all to the council.

Council Spending – have your say! Residents’ survey 2018

Page 98

I feel that the only way to provide better services is for those people who can do so to pay more. Some people are less able to pay and provision should be made for them to pay less.
If we need services, we must pay for them!
Until such time as Central Government raise taxes for the better off (like me) AND revise Council Tax bands local taxes should rise, alas, to keep up reasonable standards.
I am very concerned that will all the new house building we are not increasing the schools, GP surgeries and the road system will not be able to cope! New house yes but with the correct services in place. We seem to be spoiling the lovely town we have and becoming a London suburb!!
Highway Rangers service is a JOKE. I have been trying for years to get the roadside footpath along B184 which is tarmac type surface (under all the grass, weeds and bushes which render it unusable) It runs from Broadoaks Manor drive to Rowneys Corner. But I would use it for my scooter to get to the White Hart Pub or even to go to Church or Tye Green . I have been nagging Tina Knight for ages about it...waste of time. Nothing happens! Disabled Forget it No-one cares or gives a damn!
I would not mind an increase in Council Tax to keep our lovely area safe and well cared for, However, the proposed so called new Garden Village in Great Chesterford is to my mind a ridiculous idea. There is no work in this area so all the inhabitants would travel to London, Cambridge or Stansted Airport and Bishops Stortford and the roads and rail services etc. simply would not cope. The beautiful countryside would be lost forever. Wrong plan, wrong place entirely.
Stop vehicles from obstructing public footpaths, forcing pedestrians out into fast and heavy traffic. With the number of new houses in construction this is essential, the speed limit is ignored. A pedestrian crossing would help.
Can priority be given to Anti social behaviour – more Police and PCOs as we are being seen as a “soft touch” in Saffron Walden and villages throughout Uttlesford.
We have too many empty shops in Saffron Walden mainly because business rates are too high. I am told by shop owners it is not the rent they pay that is too high but it is the business rate. So please consider reducing this for a least shops not part of big chains.
Parking = If Lavenham don’t charge to park why does Saffron Walden have such high charges?
Improve local infrastructure before approving housing developments.
ABOUT THE CULVERT – ON FRONT OF WALDEN LOCAL. GOING FROM SLADE UNDER ABBEY LANE SHOPS AND HOUSES ALRMAMRS HOUSES. ON THE FRON OF WALDEN LOCAL ABOUT SWIMMING BATHS SOWN GEORGE STREET SHOULD NEVER HAD BEEN REMOVED.
SPEND THE MONEY WISELY!

## Council Spending – have your say! Residents’ survey 2018

Page 99

<p>I think it’s really important to inform the public as to why council tax may go up. If it’s to invest in the things that are high priority the that’s arguably fair enough. However, what annoys people is no seeing where their tax is spent e.g. Police – there’s no presence in Saffron Walden at all!!! Crime surely has gone up because of this.</p>
<p>A lot of these services should be provided by charities whom the public can freely donate to. They are not the responsibility of the taxpayer or the Nanny State. The taxpayer should not be responsible for cleaning up fly tippers or Travellers’ mess. These costs should be taken from fines supported by cameral evidence. Cameras should be placed in problem areas where these things happen often.</p>
<p>Dogs Environmental Issue: at one entrance only from my window Dogs fouling in the park or near at Parkside. 85 dogs per day, 595 dogs per week, 30940 dogs per year. This is only one entrance? 3 more to go. Dogs should be on lead.</p>
<p>More doctors surgeries required and/ or a main clinic such as Sawston Cambs!!</p>
<p>BRING BACK POLICE! Give us what we are paying for. Friends &amp; Police Station were gifted to town. We need Police Station &amp; more school places!</p>
<p>Increase the percentage of Council tax for Uttlesford to 20% and lower the percentage f or ECC to 61%.</p>
<p>With inflation (however low) and the ever increasing demand on Public Services holding Council Tax at the current level would be equivalent to a reduction.</p>
<p>Schools already educate young people about the dangers of drugs and alcohol.</p>
<p>Reduce the Police Premium rate in the Council tax. No benefit for Saffron Walden residents!</p>
<p>No one wants tax increase but those less fortunate need to be helped.</p>
<p>The roads are shocking. I work in Cambridge and Saffron Walden is awful in comparison. Review the business you use as not sustainable their repairs; they do small sections + then come back 3 months later for another hold which cannot be cost effective.</p>
<p>With respect to dog fouling the worst offenders walk their dog at night when they don’t see or care where their dog is and what it is doing.</p>
<p>Council tax should stay the same or be reduced because families with low income and pensioners who have only state pension find it hard to pay extra.</p>
<p>The condition or state of our roads in and around Saffron Walden and Wimbish is so poor. These need to be taken care of.</p>
<p>If the council could streamline and become more efficient then the council tax could be reduced and services offered could be improved. Why post these magazines and other items when they could be emailed for free?</p>

## Council Spending – have your say! Residents’ survey 2018

More resources for existing infrastructure less for ‘refugees’ and corrupt charities. Very ill mannered men now running the recycle – Tip – Centre – Get rid of them!
Council Tax is too high in Ashdon.
I would like to see UDC taking responsibility for our ROADS & POLICE away from Essex CC. (Reducing the PPN of C/Tax that goes to ECC)
When is something going to be done about the state of the pavements in town as they are very dangerous. There are a lot of loose tiles which are very dangerous.
The Council has a duty to supply the highest service and high – low priority is nonsense.
Uttlesford Planning Dept need to conform to Essex County Council Guidelines.
I am very concerned to learn that UDC is funding PCSO(s) using District Council tax. We already pay for Police Service in our Essex County Council tax. The Police numbers have been sadly depleted over many years, and the Police responsibilities have been devolved to local councils and other organisations e.g. stray dogs, parking and highway/motorway work. Yet – we still pay Police precept at County level. UDC , by funding PCSO(s) is paying twice!! Also – the service delivered by Police is less! Not good!
The District Council should continue to take a fair but imaginative view of the Saffron Walden of the future as well as the present. It should also listen to and as much as possible carry out the wishes of its inhabitants and also of surrounding villages. Adequate infrastructure should accompany any new developments!
Being elderly and living in Sheltered housing I’m in favour of anything that benefits me, but you can’t please everyone!
How is this being used? Reducing Council Tax? Asking about priorities is fine, but more importantly it is about how things are done and the quality of services. Do not overlook transport, joining the area up and assisting community cohesion.
Question 3c overleaf: Can you increase to 75% premium as a first step to see if it makes any difference?
With government cut-backs you need more money from us.
This is a low tax, low service Council. An increase wouldn’t cost much overall – increasing CTax by 9% would only mean an overall increase of 1%
In small increments rather than one “big hike”
An increase of 2% seems reasonable.
As national government continues to reduce the money it gives to local authorities, the only way to maintain services is to increase council tax.
Rephrase the questionnaire so that residents can give opinion on ALL Council services.

## Council Spending – have your say! Residents’ survey 2018

Page 101

<p>I would be prepared to pay more Council Tax if I could be sure that the extra money finds its way to the Saffron Walden Area and on the Priority issues listed as high above but especially bins, pollution and Police. Unfortunately, I fear it ends up in a big pot, si spent elsewhere on low priority services. It would be great if UDC could hold ECC to account for the 73% it collects on their behalf. Difficult to see the added value provided by the various councils.</p>
<p>Need to increase Council Tax to support maintenance of key services + especially housing services &amp; support for the most vulnerable in our community. Action also needed to lobby/pressurise on transport services in Uttlesford.</p>
<p>Re-introduce – Bobby’s on the Beat!! (Vital)</p>
<p>Bring back Poll TAX. Jail all those that won’t pay but charge them fees. Detail how much is needed for increased Police presence and have a local referendum to get local support. You don’t get “ out for nowt” therefore increase Council Tax (preferably Poll Tax) to a level so we can get a High Class Premium Service to make Uttlesford stand proud.</p>
<p>There is no way the Chesterford Garden Village should be built under any circumstances. It will destroy an already vulnerable area.</p>
<p>Get rid of the Police Fire and Crime Commissioner. Complete waste of money!</p>
<p>Traffic - sort the traffic problems in Saffron Walden before building any more houses. Air quality in the town is very bad. Where is the plan to reduce traffic in the town centre?</p>
<p>When new housing is being considered make sure there are Schools, Doctors, Dentist, Roads. Adi for town! We have no Police</p>
<p>Finance and business. 2. Car parking /Fees = Businesses should/could be charged/pay for parking for their staff (to park at Swan Meadow) (keeping them away from domestic areas) this charge should/could be included in the S Walden (Uttlesford) Council/Licence fees for business in our town/area. Each business should have a figure of staff required to operate their business . It’s up to the business how they recoup from their staff the value of the parking!</p>
<p>No new housing to be allowed unless a reasonable cash sum is provided in advance to the authority for vital services. Ideally the latter should be a legal requirement!</p>
<p>Saffron Walden is becoming a bad place to live in. Too many new housing developments and not enough new facilities e.g. doctors, sports facilities. Benefits of sport are huge, why do we have to travel to local villages and other towns to find good sports facilities? Traffic is also a problem, Saffron Walden is too congested and the pollution because of it is unbearable. I don’t mid housing development if infrastructure and facilities are improved.</p>
<p>Firm believer in higher taxes for those that can afford. But decisions by Uttlesford e.g. Chesterford Park Investment and “Garden” villages reduce confidence in council.</p>

## Council Spending – have your say! Residents’ survey 2018

Page 102

<p>Too many unaffordable houses being planned to be built whilst there is insufficient infrastructure to support this in the town - e.g. doctors, schools, roads etc.</p>
<p>Roads!! High Priority. All local roads are in an appalling state!! WATER. Does the rush to build even more houses recognise the problems already evident concerning the provision of water?</p>
<p>Willing to pay more council tax as and when a proper Police Force within the town is reinstated. This needs to be an urgent priority on the Council’s agenda!!!</p>
<p>1.Development plans should include road/by pass plans. 2. Increased traffic = increased pollution. Any plans to solve this problem? 3. Are the opinions of people living/working in Uttlesford actually considered?</p>
<p>Charge more for new houses being built. E.g. Planning no. 3 Listed Buildings/Trees. The home owner can pay that bill.</p>
<p>There is a serious drug problem in Saffron Walden and a lot of deals are done right outside our house and also Audley End Park. This really needs to be addressed.</p>
<p>I’m sure this is a ECC issue but we pay enough Council Tax to them to sort out the road network around and in town – it is ridiculous!</p>
<p>1.Of the Finance &amp; Business. Depends on how much will be invested and any guarantee there will be no loss to the local tax payer. Sooner or later the issue of a bypass is going to have to be addressed. The roads in our town cannot cope with the high increase of new build in S/Walden and the surrounding area.</p>
<p>Do not increase the salary of UDC staff, then Council Tax will go further</p>
<p>Reduce number of redundant road signs/lamp posts etc. cluttering the roadsides.</p>
<p>Do the basic services and do them well. Do not try to branch out into a plethora of welfare services. Your bin emptying service is first class. Your housing (roads, schools, healthcare planning agreed not your function) is a farce.</p>
<p>Educating young people - covered with schools. No more building required! No new houses needed as recently many more have been built in district. Focus on services.</p>
<p>The Council should continue to diversify its income by seeking other opportunities (i.e. Chesterford Research Park) to secure future income. In the present climate there can be no expectation that Central Government funding is going to increase.</p>
<p>When flytippers are caught make the court give maximum sentences.</p>
<p>It is difficult to provide a reasoned answer to the above without details of the consequences.</p>
<p>We seem to get a lot less for our money than we did 30 years ago. More checks need to be made on benefit fraud. It is not fair for hard working honest people. This questionnaire is a waste of money too.</p>

Council Spending – have your say! Residents’ survey 2018

Page 103

<p>UDC should start taking pride in the appearance of the district – If you want to attract people to the area then at least make it inviting, clean and then people may come. Some of the older buildings which are in fact businesses are a disgrace – the Coach Depot in Bridge Street is a complete eyesore!</p>
<p>MORE INVESTMENT MAINTAIN BANKS – DITCHES CLEAR DITCHES – FREE FLOWING TO RIVERS LESS FLOODING CLEAR DEBRIS FROM RIVERS NEED CLEANING OUT ALSO REDUCE FLOODING.</p>
<p>As a bracket “G” council tax payer and pensioner, I believe my £298 per month is sufficient and expect the Uttlesford District Council to meet its commitments from existing revenue.</p>
<p>It’s a priority to maintain the character of Saffron Walden and close villages – it is a fantastic attractive town and we should ensure we do not lose this through over development of the area, and rethink planning that is going to alter a beautiful area. Great Chesterford is being threatened by such development and nothing seems to be able to stop it despite the local reactions – people’s feelings are not being heard.</p>
<p>It would be nice to see a greater police presence in Saffron Walden. There are younger people openly smoking cannabis and a greater police presence could help to combat the buying/selling/smoking of drugs in the area.</p>
<p>I think Uttlesford D.C. should consider bringing “parking back in house” instead of using the “Private Parking Partnership”. It would be cost effective and answerable to the local people. Also “long term planning” never seems to come to anything and is often changed anyway!</p>
<p>Council tax is a property tax and people who do not own property should not have to pay it. The reduction of grants from Central Government is making council tax an increasingly contentious issue. 70% of expenditure used to come from Central Government grants. But since 2010 this has been phased out and will end completely by 2020. Central Government needs to alter its policy.</p>
<p>The Council should help schemes for children for things to do in summer holidays and to make sure that children are getting proper meals in summer holidays as parents struggle to feed their children in school holidays as most are on low incomes.</p>
<p>The Council Tax we pay is much above than we expect. Considering there is no garden waste collections no matter how small the waste. Also the roads are unsafe in Tanners Way where we live. Super craters are damaging vehicles and are highly dangerous to older people in the area.</p>
<p>Still waiting for something to be done re the speeding through the village, everyone thinks it’s the minimum speed limit 30mph that you must drive, suggestion if a Police speeding officer were to be there around 7.00 am they would be fining the majority of motorists.</p>
<p>More parking at Uttlesford for public to use as visitor</p>

## Council Spending – have your say! Residents’ survey 2018

Compliance with Planning Regulations is a high priority for us. If you live in the countryside as we do, we are unaware of the work of most voluntary and community organisations – excellent as they may be – Council services are largely urban based, and apart from bin collection we see little benefit from them.
Prioritise the improvement of the town’s road system – in order to reduce congestion.
Wow a whole 19% goes to actual area in which we live, and work in those services who protect and support. But it’s all okay because you see the parking company around all the time checking that cars haven’t out-stayed their welcome in SW and heaven forbid be spending money in LOCAL shops in town.
Make sure owners of holiday home / holiday rental businesses are paying Council Tax as appropriate. NB Southwold Scandal!
Where is the pot hole mending services mentioned?
Subject to specifying what the extra income will be used for.
UDC needs to increase its council tax to be able to retain and recruit good staff in the face of the biggest planning disaster this part of Essex has seen in a generation. If the developers of the Garden Settlements are not held to account we are all going to be in trouble and all of UDC’s bin collection, health initiatives will be for nothing!
Due to my choosing High Priority to so many questions this will, I consider only be achieved by an increase in residents’ contributions.
Most of these questions should actually be considered as duties / responsibilities and not be a matter for prioritisation.
Need extra income from Council Tax to keep our services ???
I would support an increase in the council tax if it was directed to recycling business waste, ensuring that people littering from cars/flytipping were more likely to be caught and prosecuted, ensuring that sustainability appraisals were credible, enforcing terms and conditions of planning approvals, providing council housing, and safeguarding land adjacent to railway lines (e.g. Chesterford, Newport, Stansted ) for business development.
The council should not be afraid to increase the council tax provided the council makes it clear the benefits to taxpayers and overheads are kept to a minimum.
Visible Police presence . Cutting verges earlier. No need to cut verges in Oct/Nov. Pot hole repairs / Our roads are appalling.
Abolish spare room tax for the elderly and disabled. If elderly and disable have a spare room this is a good thing as they may need family to stay with them.
Too many new houses but no infrastructure. Too much traffic in the town – not enough parking.

## Council Spending – have your say! Residents’ survey 2018

Invisible Police – next to zero affordable housing for our children – local businesses on the High St closing – only interest seem to be in building more houses in an area already overhabited.
It is more about making the Council more efficient and using technology that raising more in tax – stop outsourcing everything
More visible community policing. Need for transparent planning decisions on Friends School site. Don’t forget that many residents have not had real salary increases for a decade or more!
PLEASE CONCENTRATE ON ROAD INFRASTRUCTURE! We are becoming gridlocked!
The state of outer roads is dismal. There is too many houses being built and the roads cannot cope the town has more than doubled in my lifetime and is no longer a nice place to live I will no longer vote in local elections as none address this view.
Digging up of our roads are better planned, holes appear with a set of lights and then are left with no-one working for up to a week at time. There is a ‘muppet’ ub a van doing nothing! at our cost!!
I am not satisfied that Uttlesford Council is an efficient council. I would agree to an increase purely to ensure a Police deterrent and presence on our streets and towns and villages.
Consider reduced charges on Council Tax for O.A.P.
The houses being built for affordable housing is a good idea, but we desperately need Doctors Surgeries, Schools and the road bought up to date. The amount of families now living here with 2 cars family, larger family and commercial lorries etc passing through this town is far too much. We need to deal with this urgently.
It’s high enough, especially for those on quite low incomes , single parents & their children turning 18+ on low incomes or apprenticeships themselves.
As for Planning local knowledge has no say about how many houses are built in one area once our roads are at grid lock and sewers overflowing houses given permission without way of getting rid of surface water. Will the council take blame when other houses in area are flooded.
The roads in Saffron Walden area are a disgrace. You failed to ask a highways question. There are no questions on increased buildings and infrastructure effects on the community. You disrespect citizens for your own political goals conservatives.
I think local Councils should pressure governments to increase its contribution to them via County Council.
Focus on improving one or two things at a time . This has more chance of producing positive outcomes that trying to cover so many things. Fight to reduce contribution to policing, we get a very poor service. Don’t’ pump money into things that don’t provide the services.

## Council Spending – have your say! Residents’ survey 2018

The Council’s services are essential and mostly need a high priority.
Make sure that the Police we are paying twice for are deployed in S/Walden. Listen to the public on issues such as traffic, air pollution, schools surgeries all of what have an input on the quality of life in S/Walden.
NB – F + B item 1: Beware the lifecycle costs of maintain these building with regards to the plant and services. I worked in one building on site for a year and all plant is due replacement. This included pipework that is porous. This could cost the council anywhere up to a million pounds to do! – Does the ‘rent’ cover this additional costing? Or has it even been considered?
Planning: no 1 Significantly speed up the process. Local Council Tax Support (c) Discretion should be used in exceptional cases. E.g. where a legal process is running it’s course or similar situation.
With all these new houses coming on stream you will increase your revenue naturally. Use some of your reserves to increase ??? of local housing.
With the ever increasing local population and a consequent rise in crime, why was our Police Station closed? We now pay for a service that does not exist.
Please ensure developers don’t build on ancient wooded areas also beautiful green areas which are disappearing too quickly.
As we have not seen a Policeman in town for the last 18 months no more money to Police.
Police to clamp down on open drug selling in Saffron Walden selling to school children.
Please complete the Local Plan, particularly concerning Planning without delay.
Recycling for business and flats should be made available. My son lives in a flat, but has to recycle himself as there are no options to in the bin area of the flat. Many businesses could recycle more, my own was told we could take home the recycling and put it in our bins at home but that would mean having another bin, with no room for one. Other areas recycle much more that we do and I feel it is very important to be making young people aware.
I would like to see Police resent on our streets. Police speed checks. Street Cleaners.
Higher police presence needed in the town (Saffron Walden) to reduce rubbish /glass left on the common after weekends.
Limit all new housing development to a maximum of 1000 homes per year spread over all of Uttlesford and have in place new roads, schools, medical centres and shops in place before developments start.
I really believe it is imperative that the residents have street lighting at night again. For safety reasons and to reduce anxiety. It’s 2018 not 1818.

Council Spending – have your say! Residents’ survey 2018

<p>Unfortunately, I believe it’s the Council’s priority to provide support across the board, especially regarding street services, planning , housing, and environmental health. I think the Recycling/refuse systems are still very behind other European Countries and needed serious consideration.</p>
<p>Cheaper houses for young people so that they stay in the their area where they are living. Too many high prices in villages.</p>
<p>Requests to dig highways and footpaths to be charged by bonds paid prior to action for ongoing maintenance for up to 5 years not be at the taxpayers’ expense.</p>
<p>We need more Police on show. Drugs are a problem, if police were making themselves on show, it might deter drug users/pushers. It’s a big threat to our young generation.</p>
<p>I would really like to see less unnecessary cutting of verges and hedges. Unless needed for visibility / safety, these could be left to grown and just be cut once a year, providing a better habitat for wildlife and saving the council time and money.</p>
<p>We do not have sufficient information on the state of UDC finances to make an informed judgement on monies required.</p>
<p>The Council Tax should be flexible to meet problems as they arise and any increase should e related directly to meet a problem.</p>
<p>Council Tax should be pro-rata as to which services we receive. The only service we get is bins emptied. We are not on mains sewage! We do not get our street swept , have not street lighting or guttering/curb. Fire and Police service if required urgently would have significant delay before attending! Etc. etc. Etc.</p>
<p>Having lived in the area for over 50 years I hope it will not change too much before I go! I’ve enjoyed the ups and downs.</p>
<p>Why is the Police, Fire and Crime Commissioner not part of the Essex %?</p>
<p>ECC Seem unaware that some areas – Uttlesford exist / have previously questioned whether the area comes under ECC and are often useless when contacted regarding issues ECC are responsible for in this area. Why, when Uttlesford Planning Office rejects and application following a visit to site, can an appeal to the Secretary of State be approved by someone in Bristol, with no knowledge of the situation?</p>
<p>You say about keeping the streets clean (where?) to walk down South Road for instance one has to dodge over hanging shrubs etc. from front gardens where a house is having building done there is sand and stones over the pavement it’s a disgrace surely householder should be made to clean rubbish off of the front of their house and cut back trees etc overhanging (where are you).</p>
<p>Housing more 1 / 2 bed builds.</p>
<p>The state of the roads in S.Walden is APPALLING. Patches are a false economy : with heavy frost they lift off having cracked and disintegrated. Pavements are so bad they are dangerous, especially for elderly or disabled people.</p>

## Council Spending – have your say! Residents’ survey 2018

I think more that 9% of our tax should go to Uttlesford and less to Essex CC. More should go to the town or parish council and to the Police, Fire and Crime Commissioner. Local Police should have more help.
I am disappointed that with the increase in housing in this area that the infrastructure has not been upgraded to support the increase. i.e. roads, doctors and schools.
Council tax should go along with cost of living. Also build up surplus cash for future. Councils are not a bottomless purse.
In view of the increasing crime rate in our area, like most other areas, we must put most of any rate rises towards policing. The number of empty homes in the area is disgraceful. Bring down the time level to one year for unoccupancy.
Inline with inflation which the council incurs on the services it provides (the cost of those services)
Have ticked the first option assuming the extra money will go to improving services.
I think an increase is needed to fund more social care and to increase the police visibility in the area and make them more accessible to the public – what is the use of ringing a number which is usually not answered.
It is futile providing large litter bins e.g. in lay-bys on all if they are not emptied often enough. Litter blows all over the area and the bins are an eyesore and a health hazard. Similarly, drains are no use if they are blocked. Elmdon is particularly affected with plants growing out of some drains. Pavements are a hazard and kerbs degraded or non-existent resulting in flooding and tripping –people walk on the road!
My Priorities. Young People, old people and environment.
Review the high salaries and expense accounts of some council Officials in order to keep the Council Tax at an acceptable level.
More focus on allowing businesses move to saffron Walden. I do not see any major space allocated in the current Plan – it could work with Point 1 in Finance and Business.
% increase to Uttlesford and reduction to Essex CC.
It would be unfair to burden some pensioners with an increase. Very disappointing how much of the old Government grants have been reduced by this Government - scandalous in fact.
To ensure that the district is kept safe, a Police Station with locally based Officers should be made available rather than the current arrangement.
Repair potholes quicker when they are reported. Work towards increasing the number of Police in the district.
We need another petrol station.
Planning seems to be ‘ a bit of a shambles’

Council Spending – have your say! Residents’ survey 2018

We have no street lights, no dog bins, dangerously fast traffic and pay the same council tax as those in the town who have these facilities and more, and far better traffic calming measures.
It is difficult to know without knowledge of the opportunities to increase efficiencies within the Council. This could be both operational and administrative.
Our Police Service should be restored without delay as crime is on the increase. Too much new house building is being allowed. The streets are clogged with traffic. I am totally opposed to the proposed new town/village north of Chesterford which would have disastrous consequences for Saffron Walden and Great Chesterford.
Minimum fine for FLY TIPPING should be £1000 (b) Main road pot holes should be dealt with more quickly.
Increase the Commercial Council Tax to reduce the private.
Reducing until potholes are repaired and more Police on the streets.
We pay nearly £3000 a year in council tax and it really is hard to see what we get for that.
Need to be kept informed of current needs before making a judgement.
With the exception of exploring external commercial opportunities (Finance 1)I think all of the services are important and should be maintained.
Without more knowledge of the budget (e.g. how much income is expected from all the new housing occupants) and expenditure on salaries, replacement vehicles and property repairs, it is impossible to answer the above question. We can only rely on the Councillors to make this decision.
Most importantly take back the control of planning and provision of housing from commercial developers, who ??? to keep house prices high and have no interest providing housing for all levels of income. Gas ??? Finchingfield etc.etc. when will gov/councils realise the private sector is not the answer.
Working in the community is funded by government so should not be funded by UDC . Lots of the events e.g. Keeping Warm Workshops are a waste of money. Council Tax is my second largest bill after mortgage. It is a very large chunk and very expensive. Our income has not gone up so another rise (previous was a rise of £20 per month) is just TOO MUCH !!! we cannot afford another rise.
I think Uttlesford District Council are pretty good at meeting their obligations. Well done!
Increase council tax only if needed for social care costs to improve support.

Council Spending – have your say! Residents’ survey 2018

<p>From my boxes it can be seen that everything is of equal importance so today not to increase council tax is just not realistic! Being a resident for 25 years + I am sad to see the condition of the town has deteriorated. If the new builds continue to have no architectural merit we are in danger of producing future ‘slums’! Do something to correct this please!</p>
<p>The answer depends on any number of variables. This is too simplistic. Increase if you are at least 90% efficient in keeping unnecessary costs down and are going to use the money to help the most vulnerable.</p>
<p>You really don’t want my opinion as you won’t like it. Uttlesford Council are absolutely useless and not at all interested in people, only money!! In law the land is paid for by the people and only managed and supposed to be cared for by the council! They abuse it. So who gives them the right to do what they want as they (do for profit) and totally ignore what people and residents way. They can’t even enforce a parking ticket. That is true.</p>
<p>Stop wasting money doing assessments of works needing to be down and get on and do it. And drawing red lines around damaged bits of road and then doing nothing! Paint gets washed off and you have to start all over again. What a waste of money.</p>
<p>The council tax in the area is high. Even with the single occupant discount, it is hard to see where the money is spent with the closure of the police station and lack of police presence. I would like to see a full breakdown of where my money goes.</p>
<p>Better efforts need to be made to :- Provide infrastructure when needed – not afterwards. Provide adequately / trained police local to the population. Ensure housing is provided for local families. Review the effectiveness (to the local communities) of the may and various housing associations.</p>
<p>Not enough done about alcohol addiction. As alcohol is acceptable, it is easy to get addicted and if they have a secret (or not so secret) addiction go to the Doctor first</p>
<p>‘High Priority’ to me means ‘Essential Services’ befitting the original reasons councils were established – for all local people and local events. Therefore more tax but reasonably raised (it’s disgraceful there are food banks needed in our area – but that’s a different issue!)</p>
<p>I would agree to pay more council tax if I could see the tangible benefits it brings. I think the needs on the area are very poor – pot holes take too long to repair and are not always done properly, Car parking fees at hospital are ridiculous – may not be a council issue!</p>
<p>Comment relating to Finance/Business (2) + (3). Seriously examine the crippling Business Rates applied to local businesses if UDC genuinely support local communities.! Comment relating to Local Council Tax Support (3) A terribly concocted and misleading question! By “bashing” the vulnerable to save a pittance!</p>

Council Spending – have your say! Residents’ survey 2018

<p>Stop building in Saffron Walden and destroying what use to be a lovely market town. You could build a few new towns south of Dunmow where you would not upset anyone. They could be provided with schools and parks, community centres, sports centres etc. instead of destroying Walden with thousands of houses and no infrastructure!</p>
<p>Give us the services we already pay for instead of reducing services, as in the past, i.e. Policing and street lighting through the night.</p>
<p>As UDC pays above the national living wage, the first place to make savings would be to reduce the wage in line with other workers, saving £80 on a forty hour week for a low paid worker, saving thousands of pounds a year.</p>
<p>Housing 3. Private is private. You have no right to interfere in property that does not belong to you. Council tax was raised to provide more policing – this has not happened in our area – crime is getting worse. Free car parking in S Walden would help business. Our bin men are fabulous – really appreciate them. They do a fabulous job. I would like collections every week for both bins though.</p>
<p>The council should introduce again a dog licence for each dog a person may own, to go towards the cost of dog bins. Emptying dog bins should be paid for from a dog licence fee. How much did all those bins cost?</p>
<p>Working in the Community 3. What Police?</p>
<p>Reduce Councillor allowances. Reduce Officer Salaries.</p>
<p>With no Police Station and no “bobbies” on the beat, crime has increased. How does one get immediate response when it is often too late to prevent further damage to life or property when PCs are not in Saffron Walden to investigate. Some reports seem to give a crime number and that is the end of the story. Crime is booming and will continue to do so.</p>
<p>I think our council tax bill should be reduced as we no longer have the police service that we did. Totally disgraceful that the police station was closed and sold for yet more houses, and they no longer bother to do a thing about speeding traffic, especially down Debden Road / Pleasant Valley which is like a race track.</p>
<p>The existing services, while not excellent, must be allowed to continue and improve with time.</p>
<p>Fund Policing properly. It’s shocking to read about the lack of policing / responses to burglary and violence.</p>
<p>I think the Government should increase its funding for local government. I think council housing should be a priority. Stop selling council housing.</p>
<p>Public health and environment must be priority to reduce costs in the future on health.</p>
<p>Item. Street services H4 Does this include cleaning and cutting grass in Wood Lane Birchanger??</p>
<p>A discount should be made to encourage council taxes being paid yearly in advance</p>
<p>My biggest bug bear is pot holes – our roads are a disgrace . The other is litter</p>

## Council Spending – have your say! Residents’ survey 2018

Page 112

<p>Reduce by 50% and still not going to be value for money. We are paying more and more for less of all services and are being ripped off by our council and **** government. In Saffron Walden we have no Police and roads are in a **** condition.</p>
<p>1.Items marked High Priority are all part of the job description of the council and so should all be done competently and therefore should be prioritised. – The council should NOY look to be a commercial enterprise – it doesn’t have the competence to do so. – Car parking should not be a profit centre. Charges should look to recover costs are allocate use and encourage use. 2.There is not way of judging how much council tax should be allocated to UDC unless one know how the budget is built up</p>
<p>Increase Council Tax by rate of inflation only. This survey is of little use since it has insufficient detail e.g. working in the community 1. - I have identified as medium priority . But which Voluntary organisations should be beneficiaries? and by how much? These are the real Qs which I guess we must leave to your judgement.</p>
<p>Raise awareness of some lesser known groups such as Highway Rangers who undertake vital work but it is difficult to know how they can be contacted.</p>
<p>Hands off Clavering. Disgraceful council would even consider homes being built behind a primary school. Destroying green areas plus what about safeguarding of school children.</p>
<p>Increase, Council Tax same, Reduce Council Tax. What a question. It will be of no concern to the council whatsoever. If they come up with a lame excuse of “There are too many rabbits in the council area and we will have to increase council tax to get rid of them” you will do it without our consent</p>
<p>These forms cost money - better spent elsewhere! Road conditions poor - Tar and chipping roads a disaster I've had to have stones removed twice gone into the workings of the wheels and brakes etc. Conditions for people and children at school times horrendous what are the council doing - nothing! Hedges need cutting very difficult to walk without being scratched and stung by nettles. No evidence of Rangers in Clavering waste of money.</p>
<p>Reported crime is down because nobody reports it because nothing is done: I rang up to report a potential assault and the operator (Police) said where is ...diminished services cut to the bone already. No Police. Station sold for profit ad Police only present with speed guns and xmas for profit: and to issue crime no. if anything. Saffron Walden was a beautiful market town 12 years ago. You have taken the Police out, You have allowed too many immigrants in to the state of the town when it rains is appalling. You are allowing building on/through rabbits dens you can squeeze one. You do not listen to people who raise objections for anything – ears shut – you do your own thing to line your friends pockets. I am moving so is my husband, his sons have already and I shop online and out of town because I loved Walden but you have ruined it.</p>
<p>If the pot holes in the roads get any bigger cars will be replaced with tanks.</p>

## Council Spending – have your say! Residents’ survey 2018

Page 113

<p>Birchanger Lane has a large number of potholes which need urgent attention. As a Birchanger resident we have to endure horrendous noise from the airport. If the expansion goes ahead, the noise will only worsen. I believe that any resident affected by aircraft noise should be compensated, possibly by paying less council tax.</p>
<p>UDC consistently fail to take any action against those tenants who don't pay their rent, their council tax, who fraudulently obtain benefits and behave in an anti-social manner. UDC only pays 'lip-service' to these people and NEVER take any meaningful action, whilst the rest of us pay our way, honestly and responsibly.</p>
<p>Depends how money is allocated and if needs must then increase - but let council payers know why first to approve.</p>
<p>I live in High Easter (20 years). To my knowledge the High St has not been swept for years. Gravel from resurfacing 2 yrs ago still on pavements.</p>
<p>A lot goes to EEC. They do not spend well. i.e. 'away days' for senior managers. All councils need to look how they buy in goods - look for cheaper options. Don't cut services for young people - they are our future; we need to invest in their upbringing.</p>
<p>Within reason</p>
<p>Roadside hedges on rural roads need urgent cutting. Roads are getting narrower because of it.</p>
<p>The council is failing in providing affordable council housing and needs to supply direct again. Higher rates are required. Staff should have to pay for courses and days on training and conferences. Councillors should have expenditures capped.</p>
<p>Put speed limits on bridal paths.</p>
<p>Disband the Fire and Crime Commissioner and return his (and his aids) income to Essex Police Budgets. This is a Political role and not in keeping with the Public Service both agencies provide.</p>
<p>Urgent road and cleaning cycle. Upkeep of council sewerage mini plants. Housing is not a priority it is being done for revenue reasons to the council . Make council rent houses for all, not just for second homes for people. And fair.</p>
<p>Reduce the amount of tax payers money on over paid council workers. Increase police presence on country roads to stop bad driving.</p>
<p>With the extra housing being built over the district there should be extra income in the coffers. Hopefully this will give opportunities to look at expenditure especially investigating future suitable sites for any further building helping to guarantee wild life issues.</p>
<p>Thank you for keeping Uttlesford a great place to live.</p>
<p>Ensure all services are audited for performance and value for money.</p>
<p>Council Tax should be increased in line with inflation. No where in this survey is any mention of savings which could be made! Some departments overstaffed and others inefficient! but the Waste!</p>

## Council Spending – have your say! Residents’ survey 2018

Educating young people about drugs and alcohol and working with PH bodies on projects to keep people healthy are important but are not a prime activity for the UDC. Parents and schools should do much more on that.
Council should consider investment in towns within Uttlesford - such as Royston - to bring back 'life', revenues and business to them.
Local councils are not business entrepreneurs and should stick to what they should be doing and providing the services and giving good value for money. I see little evidence of this so far and I'm new to the district. Taking our funding of PCSOs is not effective.
Suggest an increase in council tax in line with inflation
Only slight increase. Please keep the paperwork bureaucracy to the minimum.
This questionnaire is a complete waste of time as no matter what we comment on you still increase the amount every year and provide a below average service to your tax payers. Example: My tax £280.00 per month. All we get are our bins emptied so that means that is costing me £70 per week for waste!
Develop a stronger environmental policy which encourages more recycling with divided bins for recycling products in more areas and information regarding levels of recycling achieved in Uttlesford. Also information regarding where ?? materials are recycled.
1.Any potential rise must be in line with inflation. 2. If above this threshold an increase in service provision must be evidenced
Don't let Essex decimate its rural space in favour of fundamentally wrong developments which will be a people and infrastructure disaster.
Litter picking, road sweeping – Non existent in Dunmow streets in and around the town.
UDC – all residents seem to be continuously ripped off by developers’ promises – Why can't there be an agreement that the Sections 106 are completed before the development of further housing? Crime – more local bobbies on the beat to reduce crime. Parking – 1st hour free, after that pay as you leave. (The newly suggested Park and Ride at Carver Barracks is a really good idea).
The important survey of bus usage and the recommendations therein indicate possible savings and important considerations regarding housing and environmental issues.
Dread garden cities – With new housing poorly built, “heartless” communities , no allotments or genuine community areas the squares “faux” countryside. No support for growing ??.
Please get more potholes filled and more quickly,. Many streets are / have been a disgrace and a hazard to drive on for an unacceptably long time.
Should not allow building new homes, offices, industrial buildings without ensuring that infrastructure i.e. schools, roads and other items are provided as well.

## Council Spending – have your say! Residents’ survey 2018

The benefit we are getting from the council is not going up but the amount of council tax that the council is receiving is going up because if the many many new houses that have been built. So there is no need to increase the council tax or reduce the services!
It is vital that UDC obtain as much as possible from developers to improve infrastructure. All 106 money should be claimed and used.
Too much building going on. Our area has been ruined. What happens to Green Belt?
Police walking the beat in local villages monitoring people who are constantly parking on double yellow lines, parking 24/7 in laybys. Refuse collection very bad service when reporting that no dustman have come , you can ring 4 different times and get 4 different reasons.
More dog bins please
In Great Sampford, we do not see great value for money. Never seen the streets swept by machine and no bins are located in the village.
Less money should be spent of Essex County Council building and admin staff and more money should be spent on providing services to the community. Too much money is wasted on contracting out services and property wasting thousands which could be better spent elsewhere. However, overall, Uttlesford District Council you do a good job.
Local Government expenditure is under severe pressure owing to the decline in central government support. If we want high quality services we must accept higher rates of council tax.
Keep requesting road repairs from ECC as our roads are in a terrible condition causing thousands of pounds of damage to our cars.
Businesses creating too much rubbish should be advised on reducing their amount of waste. If advice is not followed, they should be fined. Equally businesses should be fitted with motion sensor lighting systems to help reduce energy consumption. Their energy consumption should be capped.
Council Tax is high enough
Uttlesford generally does a good job. Thank you
Do you intend to lower the rateable value of areas that do not get a library service?
Certainly think Uttlesford District Council should receive more than 9% of the tax we pay! But why does the Essex County Council get 72%?
The extra charges should be taken from Essex County Council by re-negotiating for higher intakes percentage of 9%
the 50% premium on council tax where a property has been empty for over two years is iniquitous. Charges should be based on use of services and cost to the council. This is particularly so when the property is not inhabitable.

## Council Spending – have your say! Residents’ survey 2018

Page 116

<p>I inherited this property about 6 years ago - my parents lived here for around 57 years and with little updating it needed almost a complete renovation. Paid with personal savings I have found the full and then increased council tax. Nothing but a burden: in completing an up to date perfect home. More help is needed. When someone is prepared to make a building into a completely modernised, immaculate dwelling. Also I did not appreciate the regular calls from the council to see how we were progressing!</p>
<p>Why do you keep building 4 bedroom houses. When you are old your children will stick you in a MacCarthy Stone or Churchill Retirement home. We suggest you look now at the future of your old age.</p>
<p>When a property remains empty there is a reason punitive council taxes do not generally remove the problem. I have a property paying 150% because council planning delayed opportunity to sell. The property has been marketed and I can do very little to make it sell faster. An uplift to 100% would be grossly unfair.</p>
<p>Lobby government to obtain a larger proportion of council tax.</p>
<p>Planning of estates houses/flats are without thought for the local community, traffic on roads schools, doctors. The style of properties should be in keeping with the town or village.</p>
<p>As a pensioner I struggle financially and have concerns about my finances. Interesting to see the services provided by UDC and understand the constraints in their finances. However, I have answered the questions as high/medium place priorities.</p>
<p>1.Council tax is a tax on property which is broadly related to the wealth of those who own it. It's not perfect in this regard, but it's easy to collect, hard to dodge and locally related. So provided is can use the money locally, raise it! 2. How can a council pretend that any of the things it is obliged or charged with doing, to do are anything other than High Priority?</p>
<p>Stop playing national party politics and act for the good of the LOCAL Community.</p>
<p>Larger % should go to UDC 45%. Larger 5 should also go to town council 10%. Essex County Council does not know where Saffron Walden is or needs!!</p>
<p>Please don't give it away' to schemes that 'look good'. Money is hard to come by and keep. Council tax should be spent wisely and not on this flim flammery. Lobby for extra monies from Government for Police if possible. Doctors surgeries as well. Fed up with Liberal views . Old fashioned value for money.</p>
<p>No Police so why pay more council tax.</p>
<p>The Planning dept is a disgrace. Local people are being ignored and their wishes for smaller housing areas are being overridden in preference to large builders and estates. Keep Uttlesford a rural safe community not Garden cities. Ask Residents to help maintain verges and pick up litter. Use the unemployed to do community work.</p>

Council Spending – have your say! Residents’ survey 2018

No more houses in Saffron Walden. The roads will not take them. Also bad for health. When I came to live here S W was lovely. Now it is being spoilt with too many. Also we seem to have more crime so need more policemen.
Street Services Q4:- Rarely seen in Saffron Walden
Not at all keen on Uttlesford being a commercial owner /partnership of Chesterford Research Park or similar. It is not its business or its mission to be an investing business enterprise with controversial medical research or risky business return. Please do not do it.
Even though the waste collection services are terrible something needs to be done about it. So many missing pick ups . You just leave the bins out most of the time as you never know when they are getting collected due to only every 2 weeks. You don't want to miss it. Makes the local area look horrible.
All Uttlesford and Essex CC needs to be carefully audited to avoid waste of resources.
I paid over half the council tax I pay now where I lived before and it included bin collections every week including Garden Waste!!
Ringfence adequate funds for home care for the elderly and disabled and meals on wheels. Provision for older people is not seen as priority and this is shameful . We will all need care one day!
Spend what money you do raise wisely.
Maintenance of roadside hedges/plant growth could be improved. Hedges regularly cause visibility issues, especially when pulling onto roads from turnings or driveways.
Safety and Security is the top priority of people. 3. above.
Council Tax no longer pays for Council Services. It pays pensions and funds A Police force that is not visible. It is not popular because it is not transparent.
Uttlesford should be more effective in planning future housing developments on the west of the Saffron Walden boundary. They should also be more effective in pressuring highways to improve the condition of the area roads.
I'm not sure other groups tackle some of areas hence medium priority.
Why does the council give planning permission for big housing developments neglecting roads, infrastructure to cope. Why do we never see Police – Don’t even come out for cars being burgled and houses – giving thieves a licence to continue in Stansted.
Just too many cuts in council services.
Roads are in a poor state of repair and over the last few years are worse than ever before. Keeping our roads in a better state of repair is important, due to costs we incur on our cars. This includes hedge trimming and making signs more visible to road users.

In your next issue of Uttlesford Life could you please publish how much unpaid council tax is outstanding and what efforts are being made to collect this. I am assuming that not everybody has paid, therefore if greater efforts are made to collect this you wouldn't have to increase the council tax.
1. Drugs and alcohol education - the PSHE programme in schools covers this - there is no point 'doubling' up. 2. Reduced police presence in Saffron Walden has led to noticeable increase in crime. 3. Yet again this year thousands of pounds was spent by Uttlesford residents on damage to their cars due to pot holes.
Planning breaches are not being enforced where hedgerows / ponds are destroyed. Bin service is very good. Increase by £52 per household for better rangers service - verges dangerous as uncut at junctions
INCREASE IN LINE WITH INFLATION ONLY
Does not provide value for money for rural areas
Stand up to the Government and stop the excessive building which will overload your services.
Increase but ensure children’s services are a priority and support centres and services are not lost. The closing of Fairycroft children’s centre has be a real loss to our community and advising Stansted or Great Dunmow as alternatives is not satisfactory particularly with increasingly poor public transport services.
<b>Web (Uttlesford Life) Responses</b>
Living in Stoney Common, Stansted Mountfitchet, where the roads are particularly uneven, broken and filled with potholes it would be nice to see UDC do something about areas like this. Also there has been a noticeable increase in crime, particularly break-ins (both car and homes) and theft in Stansted Mountfitchet. Officers on the beat, security cameras and ASBO's to name a few suggestions, could be more than worthwhile.
Social housing should be available for all who need it, not just elderly.
By rate of inflation
Improve police presence

## Council Spending – have your say! Residents’ survey 2018

<p>The chief executives pay (£106'050) and the director of finance (£93'824) have very high salaries that are very expensive. They should be reduced in my opinion. Over the past 20 years there have only been a few years between 2007-2011 where council tax did not increase. I strongly support the reduction of council tax. We should focus on stopping non-essential programs, such as charity contributions/support, programs aimed at improving people’s health. Society should have a sense of responsibility and look after themselves and determine which charities they want to support. The council should not be getting involved in these types of issues and should focus on its core responsibilities. Collecting rubbish, helping the homeless, maintaining our towns, cutting red tape for businesses to develop and supporting house building for the younger generation. I feel we should aim to reduce council tax spending instead of increasing it every year. Tax makes up 49.5% of the income of the 10% of the poorest in our society. Reducing council tax should be the highest priority.</p>
<p>Increase within reason !!</p>
<p>I think UDC does a great job of making the district one to be proud of. Still, our villages are in constant jeopardy of losing their special character through the development of housing which damages the very nature which makes them so special. Protection of our heritage, together with provision of satisfactory accommodation for the elderly and infirm, must be held paramount.</p>
<p>I really wonder if the people’s comments will be taken into account. suspicious that the higher end parties in control do what best benefits them. I have seen this in so many clubs, organisations and councils, especially planning. distasteful world,</p>
<p>I think many people would not mind an increase if the council are able to be transparent in their demonstration of how the money is being spent.</p>
<p>Only in line with inflation.</p>
<p>There are categories included in the survey that are best placed being dealt with by other agencies - ie dog and cat issues - RSPB. We need to think smarter, use the agencies in a better way and fund agencies accordingly rather than the Council being a jack of all trades. I am happy to pay more council tax if it is spent sensibly and improves services. I am not happy to pay more council tax if it is not spent wisely, we keep restructuring the Council unnecessarily and Senior Management get a pay rise!</p>
<p>Make sure that there is a commercial rate for car parking. Then police the area well to make sure that everybody pays.</p>
<p>Housing, infrastructure and policing should be priority given the demands on the district and people’s needs This authority has made an abysmal mess of its Local Plan because councillors and the MP put their own political interests first</p>
<p>More funding and logistical support to improve HMO compliance</p>
<p>If council Tax is managed and spent with thought and in the correct areas, by appointed and directed requests rather than throwing money in the air and stating we have spent £££££ on this matter, the funds will last. To have people in the know invited to state where funds are required rather than by Political direction will also save valuable funds as Politicians are advised by those with knowledge og the matter.</p>

## Council Spending – have your say! Residents’ survey 2018

<p>As there are so many new houses being built I think we should see a reduction in Council Tax as there is a general huge increase from the new residents. Also whoever is responsible for maintaining the condition of the roads (re: potholes etc) needs to put in a lot more effort as the roads are becoming worse, particularly in respect of the increased traffic due to all the new housing being built and the lack of infrastructure being added to accommodate this.</p>
<p>Newport has an ever increasing problem with dog fouling. There needs to be more poo bins and stricter rules regarding dogs fouling in public areas ie pavements, Recreation Ground. But in all fairness all dog poo should be cleared by the owner regardless of where it is. I’m fed up of picking up other people’s dog mess for fear of being accused I have let my dog foul. We need to do more to eradicate this lazy and selfish behaviour by a minority of dog owners. More signage and fines for ignoring the issue. Thank you</p>
<p>Buy some new dustcarts as the ones you own keep breaking down</p>
<p>Interesting opportunity to see what is supposed to be happening. Never seen 'Rangers' doing what you have described. In fact I do not think they do what you suggested??? What have you not included - we can only comment on what you have chosen to put in the survey. Have you included everything? Thank you.</p>
<p>I have been living in Uttlesford for the past 9 years. Every year it becomes more polluted, dirtier, less safe, more litter, more congested. To summarise a unpleasant place to live.</p>
<p>I have ticked 'no opinion' for the questions about the investment in Little Chesterford Park and about Council Tax. I have no information about the progress of what is a very large investment and so am unable to choose any of the other options. I doubt if anyone will be able to make a judgement about council tax levels in the current political situation nationally.</p>
<p>Encourage more local voluntary action in litter-picking, but concentrate council work on fly tipping</p>
<p>With many new houses being built within Uttlesford, this will bring in new revenue, and therefore enable Council Tax to remain the same or even be reduced.</p>
<p>It is not clear that we currently get value for money - verges and common green spaces are rarely mown. If you want more funds, set up a service level agreement with local communities and deliver!</p>
<p>Uniquely amongst the district councils of Essex, Uttlesford has not provided its residents with any publicly accessible country parks or local nature reserves. This should be a high priority in the north of the District (in the south ECC Flitch Way &amp; National Trust Hatfield Forest are available). Removing the right for public parking at the top of the common in Saffron Walden (for the benefit of local residents in big houses with off street parking and provide fines for UDC) will further reduce shopper visits and cause more problems for local shops.</p>
<p>Where possible any increase in Council Tax should be ring fenced for Uttlesford and not distributed to Outer London Essex and beyond.</p>

## Council Spending – have your say! Residents’ survey 2018

<p>If the money is being used transparently &amp; put to good use, then an increase is justified. Key being transparency. Often it feels as though the money is being poorly allocated when in fact it probably is being used per the budgets set.</p>
<p>Planning is being given to development companies without ensuring the necessary infrastructure is in place -this should be a priority. Higher population in the area means the current sporting facilities are poor (particularly swimming pools), the roads are not adequate, pollution is higher than it should be, schools have no space (classroom density) in addition to no places for pupils. The list goes on.....you must ensure the quality of life of residents is improved as it has decreased noticeably in the last few years. You also need to hold developers accountable for delivering what they promise.</p>
<p>1-/-Businesses that are run from a private residence to pay higher rate council Tax. 2-/-Businesses that are run from a private residence to pay extra for recycling their waste. I am aware that Uttlesford encourage waste recycling and these businesses have obtained extra wheelie bins for their waste, but they pay no extra charge? 3-/-Businesses that are run from a private residence should also pay their share towards highway maintenance due to amount of extra traffic their business creates via deliveries be it goods or postal. All this movement of traffic upsets the peace and quiet of the surrounding area so I would expect a reduction in the rate that I pay.</p>
<p>IF THERE WAS A NEED TO PROVIDE A NOTICABLY BETTER SERVICE? WOULD THIS INCREASE TOWN AND PARISH COUNCIL FUNDING ALLOWING THEM TO BE MORE PROACTIVE ON MANY OF THE ABOVE ISSUES</p>
<p>As a council you should be negotiating harder to get a greater share of the central governments revenues for police and fire services</p>
<p>Increase the % of Council taxes to Parish, Police and UDC, get rid of Essex CC and get UDC and Highways England to take over their responsibilities. UDC towns and villages are ignored by Essex CC!</p>
<p>Council tax always increases each year, it should be no more increase than inflation. The bands need re-ordering, many have extended their houses but pay no more.</p>
<p><b>Uttlesford Voices (UV17 ) Postal Responses</b></p>
<p>The bus stop was updated by Lower Millfields and a general bin has not been replaced – this is causing lot of litter by Millfields and Flich Lane to be dumped on the verges. Please could you get a bin put back – tarmac was laid next to it for the bin to sit on!</p>
<p>Reduce Council Tax allocation to Police as their service have been reduced by 100%!</p>
<p>We have no visible Police Presence! Roads are in an appalling state, Pot holes etc. New Housing developments with no infrastructure - schools, doctors, dentists - all of which come out of Public Funds!!!!</p>
<p>I doubt anyone listens or acts on comments or indeed these surveys, the council are a law unto themselves.</p>

## Council Spending – have your say! Residents’ survey 2018

If only UDC could get its act together and develop local plan which support local people.
Rather than keep inversing Council Tax, car parking rates and fees for services please try and find other ways of becoming more efficient and explore other income sources but safeguarded to protect the council's funds - no more Icelandic Bank scenarios. Dote the Council make money our of Council Housing, if not leave it to Housing Associations.
Please do something to halt the parking and congestion problems at the junction of High Fields with Springfields CM6 1EE. Susan Barker promised a year ago to sort this out!
Only increase Council Tax if you are going to improve services etc.
It is important that services such as Police, education, medical facilities, pest control etc. are provided ahead of more housing development. At least 75% of such development need to be less expensive so that local people can afford the properties.
I would love my Council Tax to be reduced, as a pensioner I do find it difficult to pay all by bills and the tax. However how else would other acitivities in our area be paid for!
How much as the council budgeted to tackle the deadly and now certain influx of Asian Hornets into our environment?
Why is it the buses to the station come within a few minutes of each other. We should be encouraging commuters to use the bus NOT their cars. The idea of Carver Barracks with buses to station and Stansted Airport is the town should be trialled for a year at least.
With the amount of building Going on, and the fact that building control only have 3 people to inspect and clearly can't do their jobs properly with that number of heads - employ 2 more inspections!!! I spoke to them last week about work in my house, and they simply can't cope and are seriously demoralised. It needs SORTING! HELP THEM!
Post of Essex Police Commisioner should be abolished as being ineffective and unnecessary. Use the saving to reintroduce policing in Saffron Walden, where petty crime in on the increase seemingly.
It would be interesting to see how much of the 72% is spent in UDC area!!
I fell most services should remain the remit of the Council. However, I wonder if drink/drug education could be covered by schools.
Systematic approach to reducing pigeon pest in Saffron Walden and surrounding villages as appropriate. It's a growing problem that could get out of control.
If you could see more improvements around S/W area, i.e. roads, dealing with congestion then maybe but otherwise reduce.
<b>Uttlesford Voices (UV17) Online Responses</b>
If you have any other comments you wish to add regarding ...

## Council Spending – have your say! Residents’ survey 2018

Page 123

<p>if it means we continue with the services we have then increase by all means. If it means we can have additional services, such as more police presence, more police officers etc them increase! Please increase if it means some funds will go to mental health services. please no more cuts to vital services! Vital being Police, NHS, Fire Services, Child services, support for new mothers etc</p>
<p>Pay your CEO MUCH LESS MONEY and make sure he / she doesn't resign just to pick up a termination fee. You have let them do this in the past and you should accept the blame and discontent of residents.</p>
<p>All of my bills are below £50 per month except for £160 Council Tax - and we have NO Street Lights, mains drainage, or gas ! Broadband is variable from poor to diabolical and even electricity supplies can be unreliable. Re-cycling should be done centrally and not by households as my green bin needs emptying weekly but my black bin perhaps once a month ?</p>
<p>I think a higher proportion should be allocated to Uttlesford DC. ECC do not seem to regard this area of Essex as important as other regions within the county. ECC is too detached and prioritises other area. I have noticed that bins are regularly missed, potholes are worse and generally there is not so much care in this area. UDC has allowed too much building and does not have the money to provide the services to all the new housing. I would rather this had not happened - however, now that it has, I would like the roads to run freely and to be able to move around as I used to before all the new people moved here. I recently had a pest problem and had to pay privately as this service was not available as easily as it used to be. Parking is a nightmare in the whole of UDC. The council does not have the resources to offer a proper service. I prefer not to increase my council tax to give it all to ECC.</p>
<p>Take more time looking into tax fraud, charge the highest earners more for council tax than others. Spend more money for the youth and first time buyers to get on the property market. Invest more money into the homeless, including mental health and drug interventions, a lot of these people have slipped through the system, it's awful that they often have nowhere to turn to. Also in the rural part of the county the verges get very over grown in the summer, it makes it dangerous to pull off the drive, and you have to walk in the road st places because it's so over grown.</p>
<p>I do consider more importance is placed on the maintenance of footpaths and roads and on areas of public use. Essex and Uttlesford should agree on these issues and stop all the buck passing that is currently rife. Some of the roads, drains and footpaths around Elsenham are an absolute disgrace.</p>
<p>Why does only 9% go to Uttlesford who do a great job. When Essex County Council are asked to cut small patches of grass we are told they can only afford it twice a year! We find the Council Tax extremely high and have only once applied for reduction when the correspondence from Uttlesford Council left us suicidal. So we struggle on.</p>
<p>Please, please, please repair the road by Audley End House/ mini railway. It is deplorable!!!</p>

## Council Spending – have your say! Residents' survey 2018

<p>Money should collected from MAG to pay for additional parking attendants to stop airport related short term parking on the clearway around the airport and long term parking on roads near the airport. A rolling parking ban from and a reporting phone line would resolve the majority of these issues. Uttlesford Life is not delivered to every household as Royal Mail treat it as Junk Bulk Mail and don't deliver to people who have opted out.</p>
<p>Business rates need to be lowered. Small independent stores are suffering.</p>
<p>It would be helpful if the Council would purchase a brand new reliable 'hard to reach' vehicle for refuse collection. I have lost count of the number of times our refuse has not been collected or the recycling has been put in with the non recycling because the vehicle is off the road. I e-mailed UDC about this in March 2018 and am still waiting for a reply. I have stood and watched on many occasions when this has happened. All denied by environmental health of course.</p>
<p><b>Telephone Survey (NWA) did not give option for comments</b></p>

## Appendix 3 Comparative data across 2017 (for 2018-19) and 2018 (for 2019-2020) surveys

*Note: Some questions were asked in both years but appeared in different priorities.*

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

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

Services ordered as per 2018 consultation	Total Rated score* for 2017 survey (2018-19 budget)	Total Rated score* for 2018 survey (2019-20 budget)	Trend
<b>Street Services</b>			
1. Emptying bins and running the recycling service	94.44%	<b>96.49%</b>	
2. Emptying bins for businesses (businesses are charged for this service)	71.57%	81.05%	
3. Sweeping the streets, litter picking, clearing up fly-tipping 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)	87.67%	<b>90.36%</b>	

Council Spending – have your say! Residents’ survey 2018

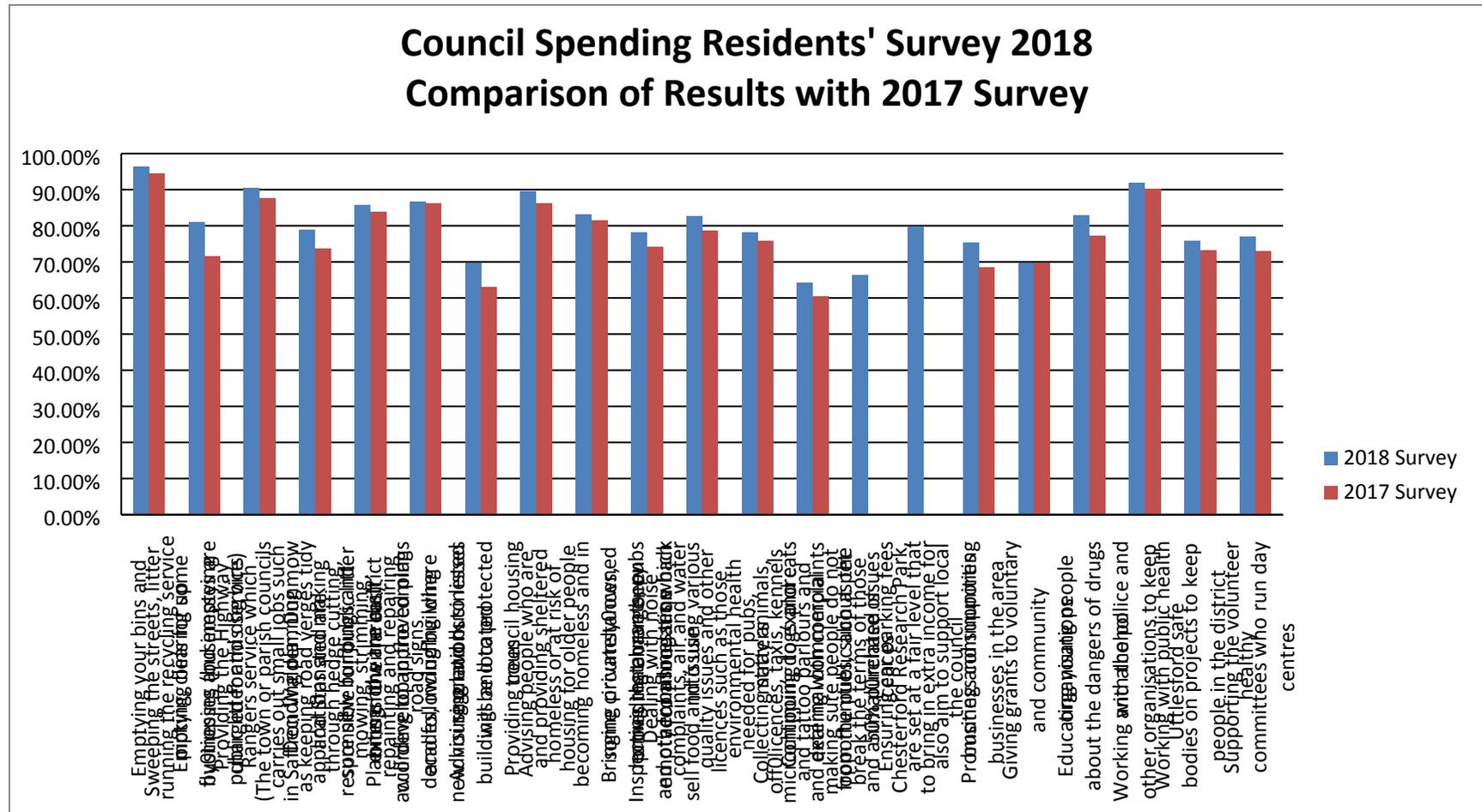
4. Providing the Highway Rangers service which carries out small jobs such as keeping road verges tidy through hedge cutting, mowing and strimming, repainting and repairing road signs	73.69%	78.91%	
<b>Planning</b>			
1. Deciding planning applications and making sure new buildings and extensions are built according to approved plans and following building regulations	83.89%	85.74%	
2. Planning how the district will develop in the coming decades, including where new housing and businesses will be located	86.30%	86.70%	
3. Giving advice on work to listed buildings and work to protected trees	63.09%	69.73% (joint 3 <sup>rd</sup> lowest priority)	
<b>Housing</b>			
1.Continuing to explore external commercial opportunities, such as the 50% purchase of Chesterford Research Park, to bring in extra income for the council	86.19%	89.64%	
2.Ensuring car parking fees are set at a fair level that also aim to support local business communities	81.52%	83.07%	
3.Promoting and supporting businesses in the area	74.12%	78.18%	
<b>Environmental Health</b>			

Council Spending – have your say! Residents’ survey 2018

1. Dealing with noise complaints, air and water quality issues and other environmental health matters	78.75%	82.63%	
2. 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	75.80%	78.21%	
3. Collecting stray animals, microchipping dogs and cats and dealing with complaints from the public about pet and animal-related issues	60.45%	<b>64.18%</b>	
<b>Finance and Business</b>			
1.Continuing to explore external commercial opportunities, such as the 50% purchase of Chesterford Research Park, to bring in extra income for the council	New for 2018 Survey	<b>66.45%</b>	
2.Ensuring car parking fees are set at a fair level that also aim to support local business communities	61.31%	79.72%	
3.Promoting and supporting businesses in the area	68.55%	75.40%	
<b>Working in the Community</b>			
1. Giving grants to voluntary and community organisations	69.64%	<b>69.73%</b> (joint 3 <sup>rd</sup> lowest priority)	
2. Educating young people about the dangers of drugs and alcohol	77.13%	82.94%	

## Council Spending – have your say! Residents' survey 2018

3. Working with the police and other organisations to keep Uttlesford safe	90.31%	<b>91.93%</b>	
4. Working with public health bodies on projects to keep people in the district healthy	73.32%	75.92%	
5. Supporting the volunteer committees who run day centres	73.03%	76.89%	



The trend of increased scores for all the services listed in the questionnaire demonstrates that participants selected more services as ‘High’ or ‘Medium’ priority than in the previous year’s survey and fewer services were viewed as a ‘Low’ priority.

This page is intentionally left blank

## Appendix 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 Summer 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.

For example:

Regarding priorities for 'Emptying your bins and running the recycling service':

2154 respondents selected this as 'high priority' =  $(+3) \times 2154 = 6462$

203 selected 'medium priority' =  $(+2) \times 203 = 406$

24 selected 'low priority' =  $(+1) \times 24 = 24$

So, the overall rating for this priority

$6462 + 406 + 24 = 6892$

## Council Spending – have your say! Residents' survey 2018

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.  $(+3) \times (2154 + 203 + 24)$  or 7143

The overall priority score, expressed as a percentage, for 'Emptying your bins and running the recycling service' is therefore  $6892/7143 = 96.49\%$

# Council Spending – have your say! Residents' survey 2018

## Appendix 5 - Questionnaire

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

Page 133

Skip Navigation | Home | A to Z of Council Services | Login to UDC website | Search | Apply for it | Report it | MyUttlesford | Pay for it

**Uttlesford District Council**

Resident Business **Your Council** Search Go

About the Council Elections and Voting Finance and Accounts **Consultation and feedback** Emergency Planning Councillors and Committees

You are in: Your Council > Consultation and feedback > Budget consultation >

Your Council  
Consultation and feedback  
Budget consultation

### Council Spending - have your say!

Have your say on what the council spends on

Each year Uttlesford District Council has to prepare its budget and decide how much should be spent on the services it provides to the community. These decisions cannot be made without the input of the district's residents.

**Take part in the Uttlesford Residents' Survey 2018**

Paper copies of the survey can be obtained from the following locations:

If you need an extra copy of the survey, please contact the following locations:  
Dunmow Library and the Thaxted Library  
[consultation@uttlesford.gov.uk](mailto:consultation@uttlesford.gov.uk)

The consultation closes at 5pm on Monday 6 August 2018.

#### Telephone survey

The same questions will also be asked by a company called NWA will be conducting a telephone survey. The survey will be conducted in accordance with the Code of Conduct and everything will be done to ensure the highest standards of confidentiality. The Research Society will check if you have any queries regarding the survey. For more information about the survey, please contact the Uttlesford District Council using the details below.

#### Contact us

If you have any queries regarding the survey, please contact the following locations:  
Dunmow Library and the Thaxted Library  
[consultation@uttlesford.gov.uk](mailto:consultation@uttlesford.gov.uk)

### Council Spending - have your say! Uttlesford Residents' Survey 2018

Dear Resident

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

This questionnaire gives you the opportunity to have your say on what Uttlesford District Council's spending priorities should be for 2019/20. It also asks you to consider if there should be changes to the amount the district council receives from your Council Tax.

The results of this consultation will help to inform the budget for April 2019 to March 2020.

All the information you provide will be kept 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. Further information about Data Protection rights can be found at [www.uttlesford.gov.uk/privacy](http://www.uttlesford.gov.uk/privacy)

The budget for 2019/20 will be agreed by Full Council in February 2019 following consideration by the Scrutiny Committee and Cabinet.

**Please complete this questionnaire by ticking the appropriate box(es) for each question and when you have answered the questions to your satisfaction\*, click on the "Submit" button.**

**Please submit your completed survey by:**

**Monday 6 August 2018 at 5pm**

## Council spending - have your say

### Introduction

This questionnaire gives you the opportunity to have your say on what Uttlesford District Council's spending priorities should be for 2019/20.

It also asks you to consider if there should be changes to the amount the district council receives from your Council Tax, as well as the proposals for the 2019/20 Local Council Tax Support scheme – this is the level of financial assistance provided to Council Tax payers on low incomes.

The results of this consultation will help to inform the budget for April 2019 to March 2020.

Please complete the questionnaire by ticking the appropriate box for each question and return in the prepaid envelope provided by 5pm on Monday 6 August 2018. If your envelope is missing, please contact the council by phone on 01799 510510 or email [uconnect@uttlesford.gov.uk](mailto:uconnect@uttlesford.gov.uk).

All the information you provide in this questionnaire will be kept 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. Further information about Data Protection rights can be found at [www.uttlesford.gov.uk/privacy](http://www.uttlesford.gov.uk/privacy).

The survey is also open to every resident online at [www.uttlesford.gov.uk/budgetconsultation](http://www.uttlesford.gov.uk/budgetconsultation).

The budget for 2019/20 will be agreed by Full Council in February 2019 following consideration by the Scrutiny Committee and Cabinet.



## 1. Council Services

Below is a list of services Uttlesford District Council provides to the public.

For each service, please indicate whether you consider it to be a high, medium or low priority (please select one option for each service):

	High priority	Medium priority	Low priority
<b>Street Services</b>			
1. Emptying your bins and running the recycling service	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2. Emptying bins for businesses (businesses are charged for this service)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
3. Sweeping the streets, litter picking, clearing up fly-tipping 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"/>
4. 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"/>
<b>Planning</b>			
1. 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"/>
2. Planning how the district will develop in the coming decades, including where new housing and businesses should be located	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
3. Advising on work to listed buildings and to protected trees	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<b>Housing</b>			
1. Providing council housing and sheltered housing for older people	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2. Advising people who are homeless or at risk of becoming homeless and in some circumstances, providing emergency accommodation	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
3. Bringing privately-owned homes that have been empty for a long time back into use	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<b>Environmental Health</b>			
1. Dealing with noise complaints, air and water quality issues and other environmental health matters	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2. 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="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
3. 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"/>

	High priority	Medium priority	Low priority
<b>Finance &amp; Business</b>			
1. Continuing to explore external commercial opportunities, such as the 50% purchase of Chesterford Research Park, to bring in extra income for the council	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2. Ensuring car parking fees are set at a fair level that also aim to support local business communities	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
3. Promoting and supporting businesses in the area	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

	High priority	Medium priority	Low priority
<b>Working in the community</b>			
1. Giving grants to voluntary and community organisations	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2. Educating young people about the dangers of drugs and alcohol	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
3. Working with the police and other organisations to keep Uttlesford safe	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
4. Working with public health bodies on projects to keep people in the district healthy	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
5. Supporting the volunteer committees who run day centres	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

## 2. Council Tax 2019/20

Just under 9% of the Council Tax you pay goes to Uttlesford District Council. About 72% goes to Essex County Council, with the rest going to the Police, Fire and Crime Commissioner for Essex, and to your town or parish council.

For next year (April 2019 to March 2020) do you think Uttlesford District Council should (please select one option):

- 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

If you have any other comments you wish to add, please use the box below:

---

---

---

---

---

---

---

---

## 3. Local Council Tax Support

The Local Council Tax Support scheme (LCTS) scheme was introduced in 2013 to replace the previous national council tax benefit system. The scheme forms part of a wider reform on the welfare system and is designed to help more people into work while supporting the most vulnerable.

The scheme is managed by local councils, who have some discretion over how LCTS is set.

The council is considering making a small number of changes to the LCTS scheme for 2019/20 and wants to hear your views on these proposals.

Please complete the questions below by ticking the appropriate box.

The results will be presented to councillors in the autumn with the final scheme for 2019/20 being agreed in December 2018, to start 1 April 2019.

- a) The government has said pensioners on a low income must be given full protection from the implications of the Local Council Tax Support (LCTS) scheme. Uttlesford's current scheme also protects vulnerable and disabled people on a low income and carers on a low income.

**Do you agree with this?**

Yes  No

- b) In the past few years the level that working age recipients in Uttlesford contribute towards their Council Tax bill has been set at 12.5%. This is the lowest contribution of any council in Essex.

For each 2.5% increase, the LCTS recipient(s) will need to pay, on average, an additional £38 of Council Tax each year. The cost to the council of keeping the rate at 12.5% would be approximately £204,000. For each 2.5% increase recipients have to pay, the cost of the scheme for the council would reduce by approximately £3,958.

**Should the council keep the rate at 12.5%?**

Yes  No

- c) Since 1 April 2013, councils have been allowed to charge a 50% premium on properties that have been empty and unfurnished for two years or more. The purpose of this is to bring empty homes back into use and help address the housing shortfall. Uttlesford District Council already charges the maximum premium allowed.

From 1 April 2019, councils will be allowed to increase the premium to 100% – this means homeowners will be paying double Council Tax on a property if it is left empty for more than two years rather than one and a half times Council Tax as they have to at the moment.

**Should the council increase the premium on properties that have been empty and unfurnished for 2 years or more to 100% of the council tax?**

Yes  No

## 4. About you

It is hoped that residents from across the district will take part in this survey. It would greatly assist us in collating responses in this questionnaire if you would provide your postcode.

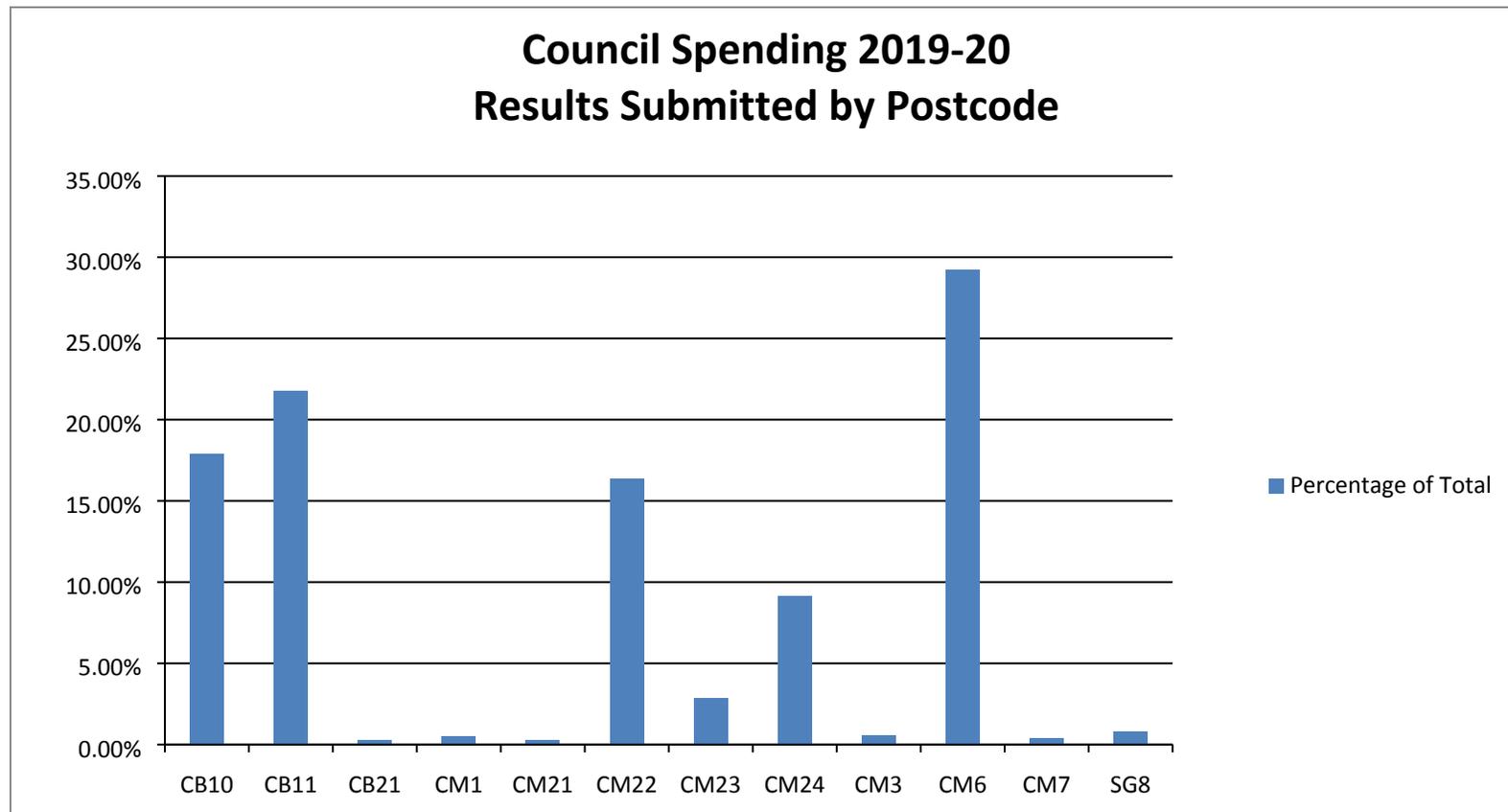
You can choose not to provide this, however it is not possible for us to identify individuals from their response.

Please enter your postcode here:

This page is intentionally left blank

## Appendix 6 - Response Profile by Postcode

Respondents were asked to provide their postcode. For this year's survey this was the only profiling data captured.



This page is intentionally left blank



# Council Spending – have your say

## A survey to Uttlesford businesses

### A summary report on the survey of businesses about council spending priorities for the year 2019-20

For 2018, a link to the online survey was sent to the 833 businesses registered on the Uttlesford Business Directory. The 26 returns, although a minor increase on the 2017 response (21 returns), represent a relatively low level of response compared with 80 submissions in 2016.

The consultation was run over the period 18 July to 6 August 2018.

#### Results priorities

Consultees were asked: *“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>1. Planning how the district will develop in the coming decades, including where new housing and businesses will be located (94.67%)</p> <p>2. Emptying bins and running the recycling service - (92.75%)</p> <p>3. Deciding planning applications and making sure new buildings and extensions are built according to approved plans and following building regulation (89.86%)</p>

Headline	Spending Area – ranked by the least respondents
Ranked priority	Continuing to explore external commercial opportunities, such as the 50% purchase of Chesterford Research Park, to bring in extra income for the council - (56.52%)

The rated results for all the services listed in the questionnaire may be viewed in Appendix 1.\*

Consultees were also invited to provide written comments:

*“Thinking about how you answered the previous questions, [do] you have any other comments you wish to add regarding council spending for the period April 2019 to March 2020?”*

Twelve comments were received and may be viewed in Appendix 2.

\*For an explanation of how rated scores are calculated, see Appendix 4 to the Council Spending Residents' Survey

This page is intentionally left blank

## Appendix 1 - Business Survey results for all services

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

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

Results in **red** indicate top three priorities. Results in **blue** indicate the lowest three priorities

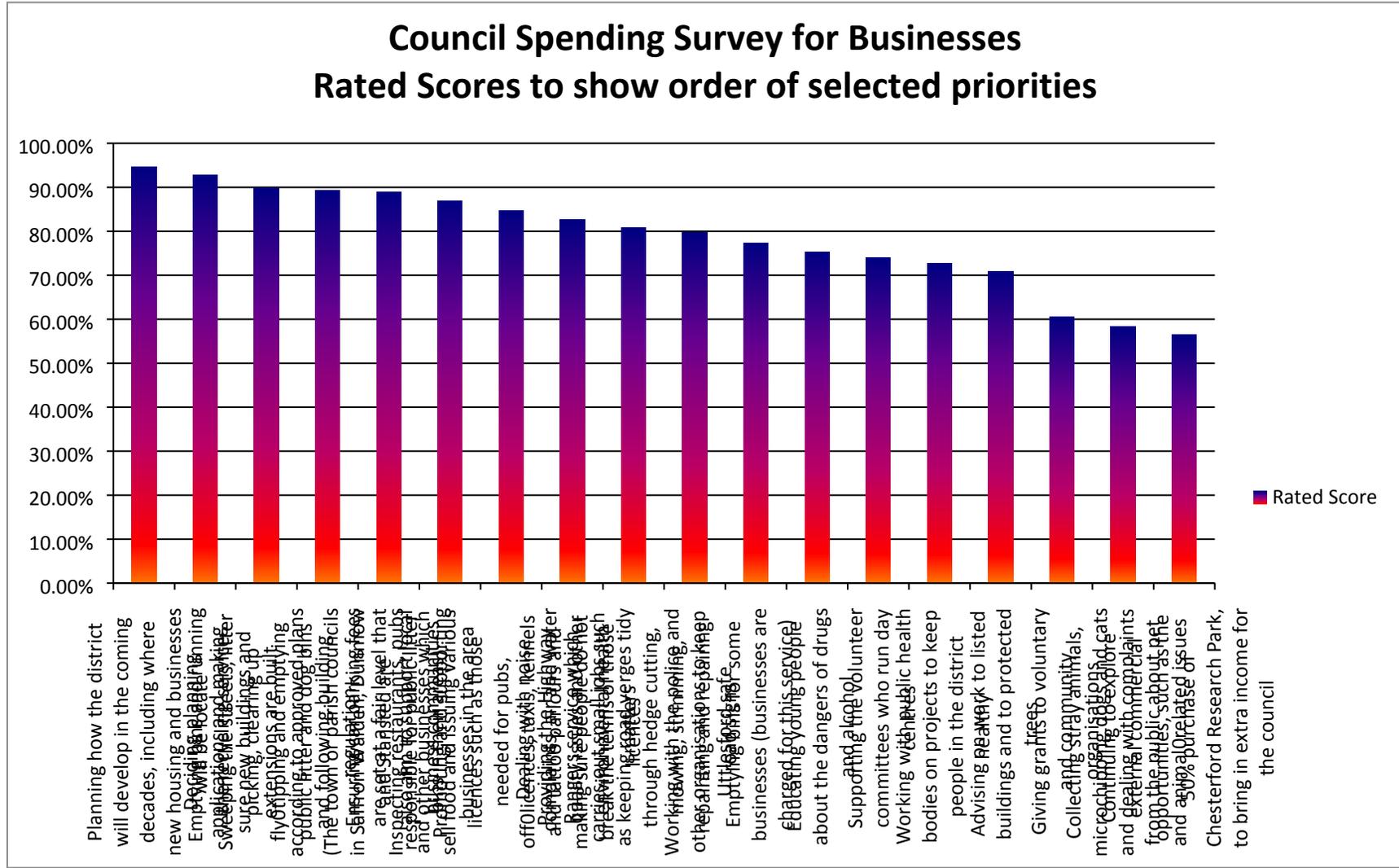
### Council Services

Service	Percentage
<b>Street Services</b>	
1. Emptying bins and running the recycling service	<b>92.75%</b>
2. Emptying bins for businesses (businesses are charged for this service)	77.33%
3. Sweeping the streets, litter picking, clearing up fly-tipping 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)	89.33%
4. 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	80.77%
<b>Planning</b>	
1. Deciding planning applications and making sure new buildings and extensions are built according to approved plans and following building regulations	<b>89.86%</b>
2. Planning how the district will develop in the coming decades, including where new housing and businesses will be located	<b>94.67%</b>

## Council Spending 2018 – A survey for Uttlesford businesses

3. Giving advice on work to listed buildings and work to protected trees	70.83%
<b>Environmental Health</b>	
1. Dealing with noise complaints, air and water quality issues and other environmental health matters	82.61%
2. 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	84.72%
3. Collecting stray animals, microchipping dogs and cats and dealing with complaints from the public about pet and animal-related issues	<b>58.33%</b>
<b>Finance and Business</b>	
1.Continuing to explore external commercial opportunities, such as the 50% purchase of Chesterford Research Park, to bring in extra income for the council	<b>56.52%</b>
2.Ensuring car parking fees are set at a fair level that also aim to support local business communities	88.89%
3.Promoting and supporting businesses in the area	86.96%
<b>Working in the Community</b>	
1. Giving grants to voluntary and community organisations	<b>60.61%</b>
2. Educating young people about the dangers of drugs and alcohol	75.36%
3. Working with the police and other organisations to keep Uttlesford safe	79.71%
4. Working with public health bodies on projects to keep people in the district healthy	72.73%
5. Supporting the volunteer committees who run day centres	73.91%

The chart below shows the rated scores for all the listed services in the order of the priority selected by consultees.



This page is intentionally left blank

## Appendix 2

### Council Spending Survey (Businesses) 2018 (for 2019-20 Budget) - Literal Responses

Some of the questions and the way some services are lumped together on this survey make it difficult to answer. For example: working with the police on safety issues. Why is public safety not 100% a police responsibility? There seem to be too many vague areas that leave wiggle room for ducking responsibility.

Supporting the police & other services is essential for a safe caring environment

I do really feel that Saffron Walden, a town like most others that depends on an easy flow of traffic, whether that is to make use of the town centre as a very important shopper or as a supplier to deliver to these shops or industrial businesses within the town. Currently the state of the roads, the hedges that aren't kept under control means that these lorries will not pass each other along, for instance the London/Newport road since it will cause damage or more likely movement to their all important nearside mirror being forced into the hedge as well as damage to the sides of the lorry. Then too we encourage people to walk to keep fitter and reduce congestion but again many pavements are shockingly narrow as well as overgrown by hedgerows. Sparrows end Hill and the Newport road from Walden was recently verge cut, when it really needs a hedge cut back, still the numerous walkers along this road take their life into their hands by doing so. Don't get me started on the roundabout- I have tried for 5 years to 'sponsor' it, that is to pay for that privilege and to pay for its maintenance in exchange for permission to have signage on it- but Uttlesford don't have authority 'its Essex' and neither do Essex as its 'an Uttlesford ' thing. Oh Please! Anyway I'm not sure this will change anything we will just put more money into easy 'investments' that will cost more and more money to service whilst the services that need the investment will get more and more neglected. I just wonder if anyone on the council goes outside into the district with their eyes open?? Rant over, have fun spending hours and hours of debate and meetings trying to find a pattern within this survey.

Bin collections have been missed regularly over the last year, and road quality continues to degrade. About 50% of our colleagues have had to replace tyres due to pot holes in the area. New development in the area with little or no regard for amenities or infrastructure appears to be continuing - in particular the proposed Chesterford new town and the closing of the Walden School for redevelopment into residential property. The area badly needs more schools and doctors' surgeries, and the road network is becoming overloaded with traffic. I understand that some of this falls at county-level, however Uttlesford need to advocate for the local community.

Car parking is a major problem

## Council Spending 2018 – A survey for Uttlesford businesses

I believe it is important to support the business, retail and research community within Uttlesford. This will make Uttlesford vibrant and attractive to employees and will help grow the economy of Uttlesford district. Parking fees are not always attractive to encourage shoppers whilst the business parks offer free parking to visitors to those areas. It is a difficult balance, I know, but there should be consideration given to town center parking charges that ensure the parking maintenance is covered and financially there is money set aside for future investments. Business rates is important to small businesses and, being a business owner, I welcome and appreciate the rate relief for small business as this has and continues to enable me to invest in my business and employ new people. It is noticeable on the investment in fixing pot holes and a continuing programme on road improvements is welcome. Broadband is still poor in the rural environment and speeding up the roll out of Broadband improvements should be a priority for the district as this will in turn help inward investment by business and increase the productivity of people in the district.

Liasing with the various organisations such as the NHS to provide the best 'joined up' cover and not let things fall between the gaps.

The Council needs to invest money in the three High Streets in the District.

Caring for those housebound, care in the community. and/or Build & run more Communal Community projects; Reduction in Stress; causing Mental Health Problems.... Stop Causing them.. Big Brother! You are here to Serve the Community.

Uttlesford should look at its own efficiency and business practices. Local business should be able to look after itself although opportunities for promotion are always welcome this should not be at the expense of Uttlesford Council.

Would very much like to see UDC using more local suppliers! Did you know UDC uniforms come from Manchester?

I am shocked to hear that there is not a proper recycling service for businesses and some residents in Saffron Walden Town Centre. As an example a local pub doesn't not recycle any of their bottles and food waste and puts all rubbish into one large bin outside their premises. Its outrageous that such a large amount of glass etc is going into landfill rather than being recycled. You put pressure on householders to be vigilant and recycle but don't seem to put the same pressure on local businesses. Come on Uttlesford, this isn't good enough in this day and age. Also, having just purchased a flat at Ingleside, i am equally amazed that there too there isn't recycling facilities? There is plenty of room in the communal car park for individual recycling and non-recycling bins that the residents could use. Why aren't they provided? This is also the case at Harris Yard.

## Appendix 3 Comparative data across 2017 (for 2018-19) and 2018 (for 2019-2020) surveys

\* See Appendix 4 of the Council Spending Residents' Survey 2018 for an explanation of rating system calculations

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

Services ordered as per 2018 consultation	Total Rated score* for 2017 survey (2018-19 budget)	Total Rated score* for 2018 survey (2019-20 budget)	Trend
<b>Street Services</b>			
1. Emptying bins and running the recycling service	90.48%	92.75%	
2. Emptying bins for businesses (businesses are charged for this service)	84.62%	77.33%	
3. Sweeping the streets, litter picking, clearing up fly-tipping 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)	83.33%	89.33%	
4. 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	71.43%	80.77%	

## Council Spending 2018 – A survey for Uttlesford businesses

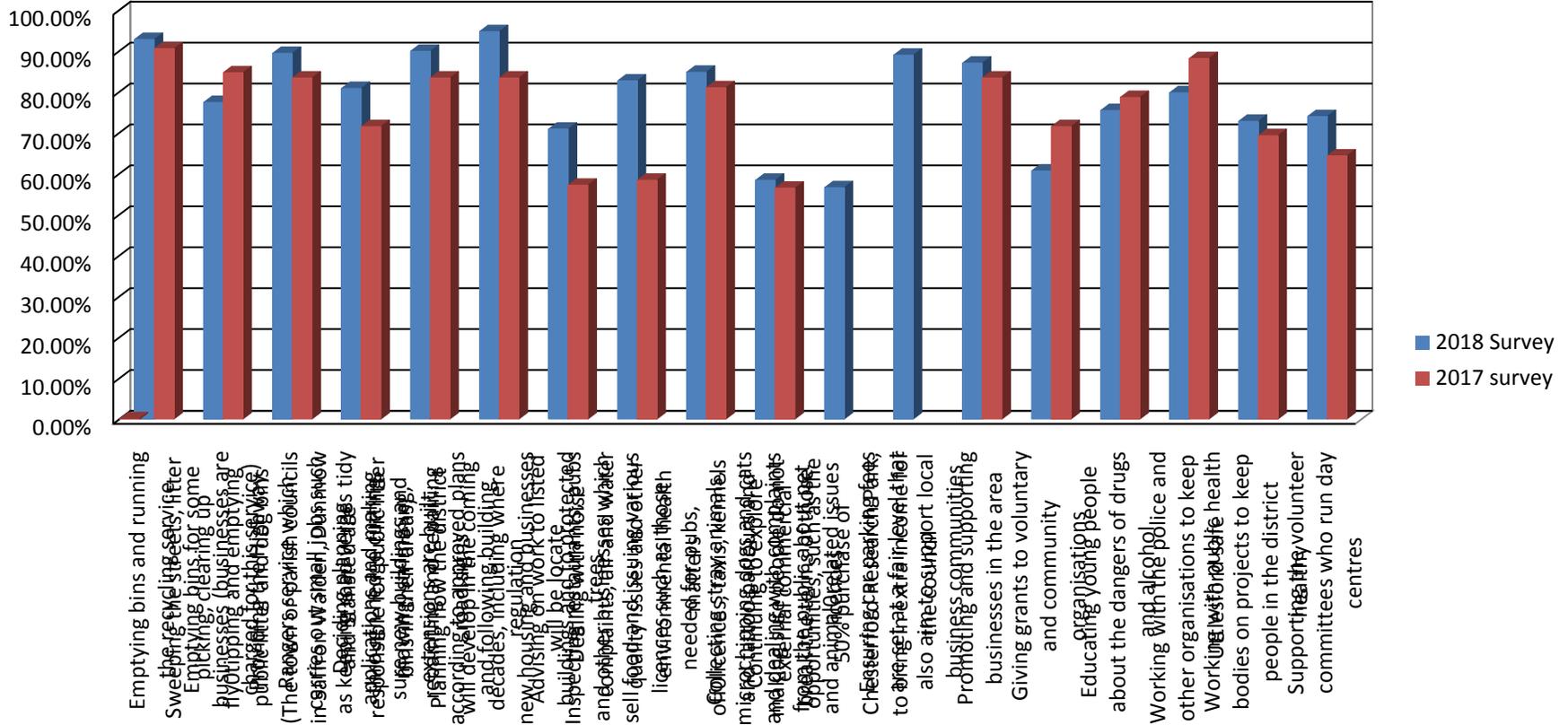
<b>Planning</b>			
1. Deciding planning applications and making sure new buildings and extensions are built according to approved plans and following building regulations	83.33%	89.86%	
2. Planning how the district will develop in the coming decades, including where new housing and businesses will be located	83.33%	94.67%	
3. Giving advice on work to listed buildings and work to protected trees	57.14%	70.83%	
<b>Environmental Health</b>			
1. Dealing with noise complaints, air and water quality issues and other environmental health matters	58.33%	82.61%	
2. 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	80.95%	84.72%	
3. Collecting stray animals, microchipping dogs and cats and dealing with complaints from the public about pet and animal-related issues	56.41%	58.33%	
<b>Finance and Business</b>			
1.Continuing to explore external commercial opportunities, such as the 50% purchase of Chesterford Research Park, to bring in extra income for the council	New for 2018 Survey	56.52%	
2.Ensuring car parking fees are set at a fair level that also aim to support local business communities	Changed headline in 2018	88.89%	

## Council Spending 2018 – A survey for Uttlesford businesses

3.Promoting and supporting businesses in the area	83.33%	86.96%	
<b>Working in the Community</b>			
1. Giving grants to voluntary and community organisations	71.43%	60.61%	
2. Educating young people about the dangers of drugs and alcohol	78.57%	75.36%	
3. Working with the police and other organisations to keep Uttlesford safe	88.10%	79.71%	
4. Working with public health bodies on projects to keep people in the district healthy	69.23%	72.73%	
5. Supporting the volunteer committees who run day centres	64.29%	73.91%	

The chart below illustrates the above comparative data.

### Council Spending Businesses' Survey 2018 Comparison of Results with 2017 Survey



## Appendix 4 Comparative data across 2018 residents’ and businesses’ surveys

\* See Appendix 4 of the Council Spending Residents’ Survey 2018 for an explanation of rating system calculations

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

Results in **red** indicate top three priorities. Results in **blue** indicate the lowest three priorities

Consultees were asked “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 2018 residents’ survey (2019-20 budget)	Total Rated score* for 2018 businesses’ survey (2019-20 budget)
<b>Street Services</b>		
1. Emptying bins and running the recycling service	<b>96.49%</b>	<b>92.75%</b>
2. Emptying bins for businesses (businesses are charged for this service)	81.05%	77.33%
3. Sweeping the streets, litter picking, clearing up fly-tipping 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>90.36%</b>	89.33%
4. Providing the Highway Rangers service which carries out small jobs such as	78.91%	80.77%

## Council Spending 2018 – A survey for Uttlesford businesses

keeping road verges tidy through hedge cutting, mowing and strimming, repainting and repairing road signs		
<b>Planning</b>		
1. Deciding planning applications and making sure new buildings and extensions are built according to approved plans and following building regulations	85.74%	<b>89.86%</b>
2. Planning how the district will develop in the coming decades, including where new housing and businesses will be located	86.70%	<b>94.67%</b>
3. Giving advice on work to listed buildings and work to protected trees	<b>69.73%</b> (joint 3 <sup>rd</sup> lowest priority)	70.83%
<b>Environmental Health</b>		
1. Dealing with noise complaints, air and water quality issues and other environmental health matters	82.63%	82.61%
2. 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	78.21%	84.72%
3. Collecting stray animals, microchipping dogs and cats and dealing with complaints from the public about pet and animal-related issues	<b>64.18%</b>	<b>58.33%</b>
<b>Finance and Business</b>		
1. Continuing to explore external commercial opportunities, such as the 50% purchase of Chesterford Research Park, to bring in extra income for the council	<b>66.45%</b>	<b>56.52%</b>
2. Ensuring car parking fees are set at a fair level that also aim to support local business communities	79.72%	88.89%

## Council Spending 2018 – A survey for Uttlesford businesses

3.Promoting and supporting businesses in the area	75.40%	86.96%
<b>Working in the Community</b>		
1. Giving grants to voluntary and community organisations	<b>69.73%</b> (joint 3 <sup>rd</sup> lowest priority)	<b>60.61%</b>
2. Educating young people about the dangers of drugs and alcohol	82.94%	75.36%
3. Working with the police and other organisations to keep Uttlesford safe	<b>91.93%</b>	79.71%
4. Working with public health bodies on projects to keep people in the district healthy	75.92%	72.73%
5. Supporting the volunteer committees who run day centres	76.89%	73.91%

This page is intentionally left blank

## **Council Spending - have your say! Uttlesford Survey of Businesses 2018**

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

As a local business this survey gives you the opportunity to have your say on what the Uttlesford District Council's spending priorities should be for the forthcoming financial year. The results of this consultation will help to inform the budget for April 2019 to March 2020.

All the information you provide will be kept 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. Further information about Data Protection rights can be found at **[www.uttlesford.gov.uk/privacy](http://www.uttlesford.gov.uk/privacy)**

The budget for 2019/20 will be agreed by Full Council in February 2019 following consideration by the Scrutiny Committee and Cabinet.

**Please complete this questionnaire by ticking the appropriate box(es) for each question and when you have answered the questions to your satisfaction, click on the "Submit" button.**

**Please submit your completed survey by:**

**Monday 6 August 2018 at 5pm**

You can start your survey, save the responses you have already entered and return to complete the questionnaire at a later time, provided it is before the closing date.

If you require this publication in an alternative format and/or language or have any questions or queries about this questionnaire, please contact:  
Louise Milns or Bruce Tice at Uttlesford District Council on 01799 510381 or 510670.  
Alternatively you can email: [consultation@uttlesford.gov.uk](mailto:consultation@uttlesford.gov.uk)

# Council Services

Below is a list of services Uttlesford District Council provides to the public.

*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)*

## Street Services

	High Priority	Medium Priority	Low Priority	No opinion
1. Emptying bins and running the recycling service	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2. Emptying bins for some businesses (businesses are charged for this service)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
3. Sweeping the streets, litter picking, clearing up fly-tipping 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"/>
4. Providing the Highway Rangers service which carries out small jobs such as keeping road verges tidy through hedge cutting, mowing, strimming, repainting and repairing road signs	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

## Planning

	High Priority	Medium Priority	Low Priority	No opinion
1. Deciding planning applications and making sure new buildings and extensions are built according to approved plans and following building regulation	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

2.Planning how the district will develop in the coming decades, including where new housing and businesses will be locate

3.Advising on work to listed buildings and to protected trees

**Environmental Health**

1.Dealing with noise complaints, air and water quality issues and other environmental health matters

2.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

3.Collecting stray animals, microchipping dogs and cats and dealing with complaints from the public about pet and animal-related issues

**Finance and Business**

1.Continuing to explore external commercial opportunities, such as the 50% purchase of Chesterford Research Park, to bring in extra income for the council

2.Ensuring car parking fees are set at a fair level that also aim to support local business communities

3.Promoting and supporting businesses in the area

High Priority    Medium Priority    Low Priority    No opinion

High Priority    Medium Priority    Low Priority    No opinion

**Working in the Community**

	High Priority	Medium Priority	Low Priority	No opinion
1. Giving grants to voluntary and community organisations	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2. Educating young people about the dangers of drugs and alcohol	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
3. Working with the police and other organisations to keep Uttlesford safe	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
4. 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"/>
5. Supporting the volunteer committees who run day centres	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

**Any other comments**

Thinking about how you answered the previous questions, if you have any other comments you wish to add regarding council spending for the the period April 2019 to March 2020, please use the box below:

---



---



---



---



---



---



---



---



---

Overall, how well informed do you think Uttlesford District Council keeps businesses informed about the services and benefits it provides?

Very well informed  Fairly well informed  Not very well informed  Not well informed at all  Don't know

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

**This consultation will close at 5pm on**

**Monday 6 August 2018**

**Please now click on the "Submit" button**

This page is intentionally left blank



## Have your say on Uttlesford District Council's budget and Local Council Tax Support scheme for 2019/20

### A survey for town and parish councils and major preceptors

Over the period 24 July to 1 October 2018 the town and parish councils within the Uttlesford district were invited to participate in two district wide consultations which sought the views of residents and businesses alike. As key preceptors, town and parish councils were sent dedicated surveys and offered a longer period to respond to enable them to consult their members or to put the papers before committees.

The responses to the residents' and businesses' consultations are reported separately.

Below are the results from the two surveys sent to the town and parish councils, Essex County Council and the Police, Fire and Crime Commissioner.

## Council Spending – have your say

### A summary report on the survey of businesses about council spending priorities for the year 2019-20

The consultation concentrated on asking for participants' views on the prerogatives for the future resourcing of specific service areas and, as in previous years, consultees were asked their views regarding the level of Council Tax that Uttlesford District Council should be levying in the coming financial year. An open text box was provided for respondents to offer additional comments regarding the questions posed in the survey.

These questions also appeared in the Council Spending questionnaire which was distributed district wide in July 2018 as an insert in the Summer Edition of the council's newsletter *Uttlesford Life*. They also featured in the Summer edition of the Uttlesford Citizens Panel survey as well as a telephone survey of 500 residents undertaken by a professional market research company, NWA Social and Market Research Ltd on behalf of Uttlesford District Council. Responses from district residents are reported separately.

The resulting data from all the streams of this consultation has been analysed using rated scores where more weight is given if a service area is selected as "High Priority" and a reduced weight for those selected as "Low Priority". For a full explanation of this method of calculation, please see Appendix 4 of "Council Spending – have your say. A survey of Uttlesford residents".

## Spending priorities for the financial year 2019 to 2020

The dedicated Council Spending survey for town and parish councils and major preceptors received a total of 7 responses.

Consultees were provided with a list of council services and asked:

*“For each service, please indicate whether you consider it to be a high, medium or low priority (please select one option for each service)”*

Priority	Spending Area
Highest priority	Providing council housing and providing sheltered housing for older people (100.00%)
Second highest priority	Emptying your bins and running the recycling service (95.24%)
Third highest priority	Educating young people about the dangers of drugs and alcohol (91.67)%
Lowest priority	Collecting stray animals, microchipping dogs and cats and dealing with complaints from the public about pet and animal-related issues (40.00%)

A comparison of the results across all the listed services may be seen in Appendix 1.

## Council Tax 2019 -2020

Consultees were asked their views regarding the level of Council Tax that Uttlesford District Council should be levying in the coming financial year. The results are tabulated below.

“Just under 9% of the Council Tax you pay goes to Uttlesford District Council. About 72% goes to Essex County Council, with the rest going to the Police, Fire and Crime Commissioner for Essex, and to your town or parish council, For next year (April 2019 to March 2020) do you think Uttlesford should... *(consultees were then invited to select one option only)*”

Page 166

Headline	Percentage
Increase the amount of council tax Uttlesford District Council charges	66.67%
Keep the amount of council tax the same	33.33%
Reduce the amount of council tax Uttlesford District Council charges	0.00%

Of those respondents who offered an opinion, 66.67% favoured an increase to Council Tax during the financial year 2019 to 2020.

Participants were also invited to submit a literal comment regarding their response. One comment was received and Saffron Walden Town Council, who declined to complete the online questionnaire, submitted an emailed comment. Both comments may be viewed in Appendix 2 to this report.

# Local Council Tax Support (LCTS) and Empty Homes Survey

A summary report on a survey of town and parish councils within the Uttlesford district about Local Council Tax Support (LCTS) provision and the Council Tax premium charged for empty homes for the financial year 2019-2020.

This survey took the form of an online questionnaire and was sent as a link to the parish and town clerks within the Uttlesford district, as well as to Essex County Council and the Police, Fire and Crime Commissioner. A total of four submissions was received.

These questions also appeared in the Council Spending questionnaire which was distributed district wide in July 2018 as an insert in the Summer Edition of the council's newsletter *Uttlesford Life*. Responses from the district residents are reported separately.

A total of four responses were received.

## Results

### Questionnaire Responses

Headline question	Result counts (percentage)
<b>Q3a</b> The Government has said pensioners on low income must be given full protection from the implications of the Local Council Tax Support (LCTS) scheme. Uttlesford's current scheme also protects disabled people on a low income and carers on a low income.	<b>Yes: 4 responses (100%)</b>  No: 0 responses (0.00%)

Headline question	Result counts (percentage)
Do you agree with this?	
<p><b>Q3b</b> In the past few years the level that working age recipients in Uttlesford contribute towards their Council Tax bill has been set at 12.5%. This is the lowest contribution of any council in Essex.</p> <p>For each 2.5% of increase the LCTS recipient(s) will need to pay, on average, an additional £38 of Council Tax each year.</p> <p>The cost to the council of keeping the rate at 12.5% would be approximately £204,000. For each 2.5% increase recipients have to pay, the cost of the scheme for the council would reduce by approximately £3,958.</p> <p>Should the council keep the rate at 12.5%?</p>	<p>Yes: 0 responses (0.00%)</p> <p><b>No: 4 responses (100%)</b></p>
<p><b>Q3c</b> Since 1 April 2013, councils have been allowed to charge a 50% premium on properties that have been empty and unfurnished for two years or more. The purpose of this is to bring empty homes back into use and help address the housing shortfall. Uttlesford District Council already charges the maximum premium allowed. From 1 April 2019, councils will be allowed to increase the premium to 100% – this means homeowners will be paying double Council Tax on a property if it is left empty after two years rather than one and a half times Council Tax as they have to at the moment.</p> <p>Should the council increase the premium on properties that have been empty and unfurnished for 2 years or more to 100% of the council tax?</p>	<p>Yes: 1 response (25%)</p> <p><b>No: 3 responses (75%)</b></p>

Saffron Walden Town Council declined to complete the online questionnaire but submitted an emailed comment as shown below.

“A response was considered at the Town Council’s Full Council meeting on 10<sup>th</sup> September 2018 and is recorded under Minute Reference FC481-18. At this meeting it was agreed that the Council was unable to complete the on-line survey and the Town Council’s response to this consultation is as follows:

*“**Resolved:** No response to individual questions but to note that UDC retains all of the LCTS monies and no longer passes any to town or parish councils” “*

This page is intentionally left blank

## Appendix 1 – Town and parish councils and major preceptors survey results, detailed findings

The results appearing in the tables below are based on rated scores where more weight is given if a service area is selected as “High Priority” and a reduced weight for those selected as “Low Priority”. For a full explanation of this method of calculation, please see Appendix 4 of the “Council Spending - have your say” residents’ survey 2018.

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

Results in **red** indicate top three priorities. Results in **blue** indicate the lowest priority.

### Council Services

Service	Percentage
<b>Street Services</b>	
1. Emptying bins and running the recycling service	<b>95.24%</b>
2. Emptying bins for businesses (businesses are charged for this service)	47.62%
3. Sweeping the streets, litter picking, clearing up fly-tipping 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)	71.43%
4. 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	61.90%

<b>Planning</b>	
1. Deciding planning applications and making sure new buildings and extensions are built according to approved plans and following building regulations	88.89%
2. Planning how the district will develop in the coming decades, including where new housing and businesses will be located	61.11%
3. Giving advice on work to listed buildings and work to protected trees	66.67%
<b>Housing</b>	
1. Providing council housing and providing sheltered housing for older people	<b>100.00%</b>
2. Advising people who are homeless or at risk of becoming homeless and in some circumstances, providing emergency accommodation	72.22%
3. Bringing privately-owned homes that have been empty for a long time back into use	50.00%
<b>Environmental Health</b>	
1. Dealing with noise complaints, air and water quality issues and other environmental health matters	66.67%
2. 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	80.00%
3. Collecting stray animals, microchipping dogs and cats and dealing with complaints from the public about pet and animal-related issues	<b>40.00%</b>
<b>Finance and Business</b>	
1. Continuing to explore external commercial opportunities, such as the 50% purchase of Chesterford Research Park, to bring in extra income for the council	53.33%

2.Ensuring car parking fees are set at a fair level that also aim to support local business communities	80.00%
3.Promoting and supporting businesses in the area	60.00%
<b>Working in the Community</b>	
1. Giving grants to voluntary and community organisations	66.67%
2. Educating young people about the dangers of drugs and alcohol	<b>91.67%</b>
3. Working with the police and other organisations to keep Uttlesford safe	80.00%
4. Working with public health bodies on projects to keep people in the district healthy	75.00%
5. Supporting the volunteer committees who run day centres	60.00%

**Council tax**

*Q2 For next year (April 2019 to March 2020), do you think Uttlesford District Council should (consultees were then invited to select one option only)\**

Headline	Percentage
Increase the amount of council tax Uttlesford District Council charges	<b>66.67%</b>
Keep the amount of council tax the same	33.33%
Reduce the amount of council tax Uttlesford District Council charges	0.00%

\*Rating was not used in the calculation of these results as selection was based on a direct choice from three options.

This page is intentionally left blank

## Appendix 2 – Literal responses

The LCTS reduced the support for the Parishes and town councils which in effect has raised the cost of living for all parishes & wards, to continue to provide the same level of service in years to come we must consider the future and unpredictable market in which we source our suppliers goods and services. in order to stay in good cash flow control.

Saffron Walden Town Clerk Response:

A response was considered at the Town Council’s Full Council meeting on 10th September 2018 and is recorded under Minute Reference FC481-18. At this meeting it was agreed that the Council was unable to complete the on-line survey and the Town Council’s response to this consultation is as follows:

“Resolved: not to provide responses to the individual questions as per the consultation but to respond noting that the Town Council believed the consultation to be invalid as it is inherently flawed. The survey is seeking to ask qualitative questions quantitatively which would only seek to identify services which could be reduced or ceased. There is no opportunity within the responses to weight the value of an individual service other than weighting it against another which would suggest a form of hierarchy of needs. The Town Council does not wish to participate in a survey which may seek to cut back or reduce services.

Council further asked for clarification regarding the figures shown on the back page of the consultation which advises that 9% of council tax goes to UDC, 72% to ECC with the balance to Essex Police, Fire & Crime Commissioner and the town/parish council. Council wished to be informed of the percentage payable to the Police, Fire & Crime Commissioner.”

This page is intentionally left blank

**Committee:** Scrutiny Committee

**Date:**

**Title:** Airport Car Parking

Tuesday, 20  
November 2018

**Portfolio** Councillor Howard Ryles,

**Holder:** Portfolio Holder for Economic Development

**Report Author:** Jeremy Pine, Planning Policy/Development  
Management Liaison Officer

jpine@uttlesford.gov.uk

---

## Summary

1. This report sets out the position relating to passenger car parking associated with Stansted Airport. It explains what measures the Council and others have at their disposal to deal with off-airport car parking where it is perceived to be a problem. The report also highlights case studies at Luton and Manchester Airports.

## Recommendations

2. That the Scrutiny Committee notes the actions that the Council and others take in relation to off-airport car parking.

## Financial Implications

3. None

## Background Papers

4. None.

## Impact

- 5.

Communication/Consultation	None
Community Safety	None
Equalities	None
Health and Safety	None

Human Rights/Legal Implications	None
Sustainability	None
Ward-specific impacts	Off-airport car parking can impact those wards closest to the airport.
Workforce/Workplace	None

## Situation

### On-airport parking

6. Stansted Airport Limited (STAL) makes provision for all airport-related car parking to take place within the airport boundary. This is consistent with Policy S4 of the Council's adopted Local Plan.
7. As of the end of 2017, there were 30,750 on-airport car parking spaces for passengers:

*21,950 long-stay (including "meet and greet")*

*5,100 mid-stay*

*3,700 short stay*

Long stay car parking (including "meet and greet" storage) is located to the north west of the runway adjacent to Long Border Road. Mid-stay is located adjacent to the A120 by the South Gate entrance to the airport. Short-stay is located to the front of the terminal and to the south and north east of the Radisson Hotel. All these spaces are managed by STAL. In addition, "kiss and fly" (drop-off and pick-up) traffic is accommodated on the terminal forecourt, for which there is an access charge. On a daily basis, around 46% of all entries and exits are kiss and fly (STAL data).

8. In 2017, outline planning permission was granted to a third party operator for an on-airport six-level multi-deck car park on a site at Coopers End Road near to Endeavour House. 4,000 spaces would be provided, but as yet reserved matters have not been submitted.
9. In its transport assessment forming part of the planning application for expansion to 43mppa, STAL estimates that the amount of on-airport parking for passengers would need to increase by between 50% - 83% from the 2017 level to meet demand should planning permission be granted. Currently, STAL is increasing its supply of short-stay car parking to meet short-term demand by providing more surface and decked spaces near to the Radisson Hotel using its Permitted Development rights as an airport operator under the 2005 Town and Country Planning (General Permitted Development) Order.

10. STAL enforces restrictions in other locations close to the terminal within the airport boundary, such as a Clearway along Thremhall Avenue.
11. Notwithstanding the Local Plan provisions and as a consequence of the operation of the airport, airport-related car parking takes place beyond the airport boundary for a number of reasons. These reasons include commercial competition with STAL and a desire to avoid paying for parking altogether. This type of parking occurs at other airports and is not unique to Stansted (see later case studies).

#### Off-airport car parking

12. A breach of planning control can occur where private land beyond the airport boundary is used for car parking (usually airport-related) without the benefit of planning permission. Usually, this consists of the use of open land, which may be fenced / floodlit to form a compound with an on-site security hut, or the parking may be concealed in some other way from public view such as within a building. Commonly, arrangements are made by the operator to pick the customer's car up from the airport and return it there or there may be a taxi service from the car park itself.
13. An allegation of a breach of planning control will be investigated by the Council's enforcement team in accordance with standard procedures. Each case is considered on its merits, judged against Council planning policy and other relevant material planning considerations such as Government policy in the National Planning Policy Framework. If an enforcement notice is served the Council is required to include a compliance period. This period will need to take into account an appropriate length of time for the winding down of the business which will likely have existing and future bookings to honour that were made in good faith by customers.
14. It is difficult to estimate how much off-airport car parking takes place, but when the British Airports Authority (BAA) owned Stansted Airport it presumed a 10% loss of business to off-airport operators.

#### Fly parking

15. Fly parking is where cars are parked within the limit of the highway in adjoining towns and villages. Fly parking can be kerbside, in laybys or on grass verges. This type of activity is lawful (unless in contravention of any traffic regulation order -TRO), but can lead to loss of amenity for adjoining residents such as through the coming and going of cars and taxis in residential areas and also obstruction (such as of a driveway or footway). In extreme cases, local residents have been wakened at night by a taxi driver calling at their door to pick up a fare, when the customer has actually been waiting at the kerbside, having given the nearest house as the pick-up address.

16. Fly parking can consist of a car being parked by its owner within the highway for a period of time, or it can be part of a “meet and greet” operation where customers may otherwise believe their car is being securely parked. In respect of the latter, this is a matter that can be raised with Essex Trading Standards. Fly parking can also be caused by taxis waiting for a fare, particularly within the Takeley and Priors Green areas which are closest to the terminal. There is a free one-hour waiting facility within the mid-stay car park, but this tends to be oversubscribed.
17. For several years, STAL, Essex County Council (ECC), Herts County Council and this Council have tried to gauge the extent of fly parking around Stansted Airport through the work of the airport’s Transport Forum, in particular the Highways Working Group (HWG) which is chaired by ECC. A Freephone car park hotline is in operation on which callers can report suspected incidents of fly parking using a series of prompts. The purpose of the prompts is to establish the likelihood that the parking is airport-related, such as by observing people “in the act” i.e. leaving with suitcases by taxi. Judging whether fly parking is airport-related is not always easy – it could be commuter parking related to a nearby railway station or a convenient bus route. A one-off on-street survey would not be able to identify airport-related parking from any other type of parking, and repeated surveys would be very labour intensive.
18. The hotline data is collated by STAL staff and reported quarterly to the HWG, and the anonymised data is plotted on a GIS database by STAL’s highway consultants. On the basis of this evidence, HWG will decide whether there is an identified “hotspot” of fly parking activity that warrants further investigation. Under the 2003 and 2008 planning permissions for airport expansion to 25mppa and 35mppa respectively, STAL (under BAA ownership) made funding available to contribute towards local authority costs of dealing with fly parking within 5 miles of the airport boundary. The 2008 unilateral undertaking made a maximum of £20,000 / per year available until the end of 2015 (now time expired).
19. The funding was proposed to be used for the drawing up, publicising, advertising and implementation of TROs such as a No Waiting restriction or a residents’ car parking scheme. These schemes would be drawn up by the North Essex Parking Partnership (NEPP) on behalf of ECC. One-hour No Waiting restrictions are common close to railway stations where fly parking can also be a concern.
20. Shortly after the 2003 planning permission was granted, funding was made available to ECC for the implementation of a one-hour No Waiting restriction in Takeley. This followed a local survey where residents were given the option of a no-waiting restriction or a residents’ parking scheme. The latter was not favoured, probably because residents would have had to pay for the parking permits. A clearway along Parsonage Road was subsequently included in the order. At that time, there was clear evidence that Takeley was the settlement

that was most subject to fly parking. This was unsurprising given its close location and convenient access by road to the terminal.

21. The 2008 undertaking also allowed the funding to be used to enforce breaches of planning control for unauthorised off-airport car parks. In a recent review by the Civil Aviation Authority (CAA) of airport parking nationally, the CAA scrutinised the supply of off-airport car parking for Stansted compared to that of other UK airports. The reason for this was the successful Local Plan policies which have restricted parking beyond the airport boundary.
22. It is the view of STAL (now under different ownership from 2008) that it is questionable whether it is lawful for airport funding to be provided for enforcement matters as it is for the Council to decide where airport car parking should be located. Requiring STAL to finance planning enforcement of Local Plan policies could be conceived as an anti-competitive measure by the CAA. As mentioned in paragraph 18, this money ceased to be available at the end of 2015. Council officers also have reservations as to whether it would be appropriate for a business to fund statutory enforcement work directed at potential competitors.
23. Other than the Takeley scheme, there has been no other draw-down of the funding.

#### The present position

24. The parking hotline continues to operate. The number of instances reported through it has varied from 16 in 2010 to over 100/year recently, indicating that the main concerns are in Bishop's Stortford, Stansted Mountfitchet, Takeley (still) and Priors Green. However, spread over a year and a fairly large area, the number of reported incidents of fly parking is not considered by the HWG to be high at any one time. Fly parking is a type of activity that is always likely to take place, migrating from one area to another, although it should in theory become less attractive with distance from the airport. In recognition of the increased local concerns, a Fly Parking Task Force (FPTF) has been established by STAL as a sub-group of HWG including NEPP, Trading Standards and UDC enforcement within its membership. The FPTF is in its infancy at the moment, but its work will include reviewing the hotline data, looking at options for solutions, quick wins and timelines.
25. The establishment of the FPTF is separate to any review of the working of the Transport Forum that may take place under any planning obligation should planning permission be granted for airport expansion to 43mppa.
26. Separately, officers and members of the Council have met with STAL and NEPP staff to discuss the particular issue of taxi parking on local streets

around Takeley and Priors Green, which seems to be increasing, and the problems that have been observed. Following this meeting, initiatives based on a “stick and carrot” approach are being looked at by STAL and NEPP, but these are not yet in the public domain.

27. It is also possible for concerns about fly parking to be raised at the Stansted Airport Consultative Committee (STACC). STACC has three working groups (Corporate Affairs, Environmental Issues and User Experience), and a representative of STACC sits on the Steering Group of the Transport Forum.

#### Case studies

28. At Luton Airport, on-street parking is a local concern, probably a 50/50 split between passengers and staff. The airport is to the SE of Luton. There are 3 railway stations serving the town and Luton Borough Council (LBC) is aware that there are some airport parking problems in the north of the town where the rail link from Leagrave Station is used to access the airport. Other residential areas occasionally report cars parking up and passengers with suitcases boarding taxis probably bound for the airport.
29. Most of the problems occur within the residential areas immediately north of the airport, but none of these areas currently have any waiting restrictions beyond yellow lines at junctions. A recent consultation with residents resulted in a simple majority for a parking permit scheme in one area (Vauxhall Park), and LBC intends to formally advertise the scheme in January 2019 and introduce it in the spring if there are no significant objections. Permits in Luton are £50 per annum per vehicle for residents, and visitors’ permits are £20 for a book of 10 (single use). LBC says that one of the biggest stumbling blocks over permit parking is residents questioning why they should have to pay for a scheme caused by one of the town’s biggest employers.
30. In Wigmore, (to the east of Vauxhall Park) the consultation had no clear outcome, so LBC will delay and reconsider. LBC expects the parking problem to migrate from Vauxhall Park to Wigmore, resulting in renewed interest in a scheme in that area.
31. At Manchester Airport, local concerns were brought to light by residents in Woodhouse Park (to the north of the airport) during the determination of a planning application made by the Airport for a 9,000 space long-stay car park on land within the area. This coincided with the development of the Metrolink Airport Line (tram) extension, which heightened concerns about pressure on local parking from Metrolink users. The additional pressure for parking was reported as being generated primarily by:
- i) passenger trying to avoid paying,
  - ii) waiting of private hire vehicles and airport transfer companies

- iii) patron demand from an adjoining hotel, and
- iv) off-airport parking firms using the public highway to park passengers' vehicles.

32. In response Manchester City Council, in partnership with Manchester Airport, introduced a local parking scheme in 2016 and implemented other parking restrictions in the Woodhouse Park area. This has included:

- i) a residents' parking permit scheme in 3 defined areas,
- ii) an offer to residents for free-of-charge road markings across driveways,
- iii) provision of a short-stay "plane spotters" car park by the Airport, and
- iv) provision of a car park by the Airport for use by Metrolink passengers.

33. The parking permit scheme provides one free resident permit for each vehicle registered at an address, a £45 permit for visitors for use by any visiting vehicle valid for a year and a free transferable permit for someone caring for a resident as a property. The Airport provided funding for the set-up of the scheme, with additional funds each year to maintain it.

## Risk Analysis

34.

Risk	Likelihood	Impact	Mitigating actions
That off-airport car parking is detrimental to the amenity of local residents.	2. There is some risk depending upon location and extent.	2. This will vary in each case.	Continuously monitor through the work of the airport's Transport Forum. Consider through the local plan process and the determination of planning applications for airport development.

1 = Little or no risk or impact

2 = Some risk or impact – action may be necessary.

3 = Significant risk or impact – action required

4 = Near certainty of risk occurring, catastrophic effect or failure of project.

This page is intentionally left blank