

Uttlesford District Council



# Council Spending

A report on public surveys about council spending priorities for the year 2018-19

October 2017





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# 1. Executive summary

This is the seventh year that a consultation asking for residents' views on the headline priorities for setting the budget for the approaching financial year has been run. In order to obtain as wide a body of opinion as possible, a multi-directional approach has been taken comprising a district-wide distribution of paper questionnaires within the council's magazine Uttlesford Life, a telephone survey of over 500 residents and an online consultation. A copy of the survey was also included in the summer Citizens Panel questionnaire.

Following the success of the 2015 and 2016 surveys, the 2017 consultation again concentrated on asking for residents' views on the prerogatives for the future resourcing of specific service areas. As in 2016, consultees were asked their views regarding the level of Council Tax that Uttlesford District Council should be levying in the coming year.

## Council spending – have your say

### Introduction

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 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.

Residents are also asked 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 2018 to March 2019.

Please complete this questionnaire by ticking the appropriate box(es) for each question and return in the prepaid envelope provided by 5pm Monday 25 September 2017.

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 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.

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



Please turn over

## Results summary

This 2017 consultation will inform the setting of the council's budget for the financial year April 2018 – March 2019. The results for each of the different consultation streams – telephone survey, public consultation and Citizens Panel survey – are being reported as a capsulization of these three consultative strands. This provides a headline view of the spending priorities for the forthcoming financial year as identified by the majority of those who responded to the survey.

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

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

Uttlesford District Council administers a wide range of services. Many of these relating to Planning, Housing and the local environment must be provided either by the council itself or by another organisation. These may be considered as being 'key' services. There is also a portfolio of other services that are offered by the council to the benefit of the community. For the purposes of the consultation, residents were asked to comment on aggregations of 'key' services and 'other' services

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<sup>1</sup> See Appendix 4.3 for an explanation of rating system calculations

separately. A final and distinct question sought respondents' views on the level of Council tax charge that should be levied by the district council in the forthcoming financial year.

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

## Results priorities

### Key Services

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

Headline	Spending Area – ranked top three priorities
Ranked priority	Emptying your bins and running the recycling service - (94.44%)
	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%)
	Planning how the district will develop in the coming decades, including where new housing and businesses will be located - (86.30%)

Headline	Spending Area – ranked by the least respondents
Ranked priority	Giving advice on work to listed buildings and work to protected trees - (63.09 %)

## Other Services

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

Headline	Spending Area – ranked top three priorities
Ranked priority	<p>Working with the police and other organisations to keep Uttlesford safe - (90.31%)</p> <p>Enforcement work including prosecuting people for not paying Council Tax or council house rent, benefit fraud, fly-tipping - (86.94%)</p> <p>Collecting Council Tax for Essex County Council, Uttlesford District Council, the police, the fire service, town or parish councils and collecting business rates - (83.07%)</p>

Headline	Spending Area – ranked by the least respondents
Ranked priority	Collecting stray animals, microchipping dogs and cats and dealing with complaints from the public about pet and animal-related issues - (60.45%)

## Council tax

*Q3 Thinking about how you answered the previous questions, for next year (April 2018 to March 2019), do you think Uttlesford District Council should (consultees were then invited to select one option only)*

Headline	Council tax priority
Response	Keep the amount of Council Tax the same – (59.66%)

## Results priority analysis

Previous surveys conducted in 2013 and in 2014 were conducted using the priorities promulgated by the council's long term strategy as promoted in the Corporate Plan. The 2015 consultation adopted a new format with wider ranging questions designed to more accurately gauge public opinion with the 2016 survey building on this new format. Whilst not directly comparable, the 2017 consultation in part revisits the majority of the elements of the 2016 survey in order to ascertain if there has been any move in public opinion.

### Key services top three priorities:

The headline results from the current piece of market research demonstrate that across the three consultative streams, respondents manifested a marked preference for supporting spending on 'Emptying your bins and running the recycling service' and 'Sweeping the streets, litter picking, clearing up fly-tipping and emptying public litter and dog bins', which scored 94.44% and 87.67% respectively. Respondents thus considered these to be the top two priorities. As one of the principal universal services provided to residents the collection of waste and recycling represents a consistent concern amongst all consultees. This is very much in line with the results of the 2016 budget survey where 93.88% of people supported waste services as the primary direction of travel for the council's budgetary provision.

'Planning how the district will develop in the coming decades, including where new housing and businesses will be located' was selected by just a slightly smaller majority of consultees. As the third highest priority, scoring 87.67% in the current survey, compared with 88.36% in 2016, this service has maintained a persistent trend in feedback from budget consultations over the years and should now be considered especially topical given the ongoing work being carried out on the council's emerging Local Plan.

It should be noted however, that in 2016, the top scoring priority was 'Emptying your bins and emptying public litter and dog bins' which, for the current survey, is divided across the two potential priorities coming out in positions 1 and 2. For this reason, the second priority chosen in 2016 "Providing council housing and providing sheltered housing for older people" did not make the top three but achieved fourth position in the current (2017) survey.

Across all the key services 'Giving advice on work to listed buildings and work to protected trees' polled the least consistent backing with a ranked score of 63.09%.

### Other services top three priorities:

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

Within the basket of 'other' services residents considered that 'Working with the police and other organisations to keep Uttlesford safe' should be worthy of future resourcing. This was supported by a 90.31% majority and demonstrates public approbation for a continuation of the current strong partnership working that is being forged between Uttlesford District Council and local police. In the 2016 Budget survey this was similarly ranked as the highest priority by those who answered the question. The secondary priority; 'Enforcement work including prosecuting people for not paying council tax or council house rent, benefit fraud, fly-tipping' was selected by 86.94% of people and again reflects a continuing concern with ensuring levels of probity are maintained in the district.



The third priority chosen from this second group of services is 'Collecting Council Tax for Essex County Council, Uttlesford District Council, the police, the fire service, town or parish councils and collecting business rates'. This achieved a rated score of 83.07%, which represents a rise of over two percent on the approval rating for this same service since the 2016 survey.

For consultees, 'Collecting stray animals, microchipping dogs and cats and dealing with complaints from the public about pet and animal-related issues' was the least popular service, only gaining a 60.45% support rating.

### Council tax spending direction:

Consultees were also asked to indicate their preference regarding the future setting of Council Tax for the forthcoming budget period. In the 2017 survey nearly six out of ten (59.66%) of those who expressed a view were of the opinion that there should be no change in the amount of Council Tax levied by Uttlesford District Council. This is a slightly higher level of support for this course of action in comparison with 2016 when 55.54% supported a freeze in Council Tax. Less than a quarter of respondees (23.18%) supported an increase in Council Tax in the forthcoming year.

## 2. Purpose methodology

The council is obliged to consult with the residents of the district when setting the budget for the forthcoming year and the results of this consultation will inform the decisions made by officers and councillors when setting spending for the year April 2018 to March 2019.

This is the seventh year that a consultation asking for residents' views on the headline priorities for setting the budget for the approaching financial year has been run. For a number of years the consultation had been run via a single survey distributed to every household in the district via the council's community newsletter, *Uttlesford Life*. In a departure from the previous format, for the 2015 and 2016 budget surveys a multi-directional approach was taken comprising a telephone survey of over 500 residents as well as online and paper questionnaires. A copy of the survey was also included in the summer Citizens Panel consultation. For 2017, this approach was expanded to once again include the survey within *Uttlesford Life*, this time as a dedicated pull-out, four page survey.

The consultation was run over the period 4 to 25 September 2017. Respondents were asked to select their highest, mid-range and lowest spending priorities from a list of 11 key services and 12 other service options covering the full range of the council's activities. They were also offered the opportunity to indicate a preference for raising, reducing or maintaining the current level of Council tax levied by Uttlesford District Council. For profiling purposes they were also invited to include postcode, gender and age data.

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

- Telephone survey undertaken by a professional market research company, NWA Social and Market Research Ltd on behalf of Uttlesford District Council. This resulted in 503 responses.
- Open public consultation. The survey was distributed to every household in the district as an insert into the Council's magazine *Uttlesford Life*. A small number of additional copies of *Uttlesford Life* were distributed to libraries and the council's CIC points across the district to ensure that all residents would have a chance to take part even if they had lost their original issue of the magazine. The survey was also promoted on the council's website from 4 to 25 September via an interactive form using the Snap 11 consultation platform. This resulted in 1145 responses.

- The budget questions were also included as part of Uttlesford Voices 15, the half yearly consultation questionnaire sent out to 500 members of the Uttlesford Citizens Panel. This resulted in 151 responses

General promotion was carried out with direct mailings to the members of the Citizens Panel, a press release, exposure via the council's social media channels and prominent banners on the council's website. Following on from the successful consultation exercise run in 2015 and 2016 for the council's Local Council Tax Support scheme (LCTS) survey, this Council Spending Survey (for the 2018-19 Budget) was included as one of two centre page inserts in the Summer edition of the Council's widely distributed community newsletter, *Uttlesford Life*. This newsletter is delivered to every household in the district and, as in previous years also contained the latest LCTS Survey, seeking resident feedback on LCTS Scheme for 2018-19.

It should be remembered that not all respondents chose to answer all of the questions. Participants in the survey were invited to submit additional comments. A total of 332 comments were received and a small number of residents opted to submit a statement rather than selecting any of the stated spending options.

By the close of the consultation period a total 1799 responses had been received. In spite of slightly reduced submissions from the telephone survey and the Citizens Panel consultation, this represents a considerable increase in response compared with the Council Spending survey carried out in 2016, due primarily to the much wider distribution of the paper survey via *Uttlesford Life*.

### 3. 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.

#### Key Services

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

Service	Priority Score (percentage)
1. Dealing with noise complaints, air and water quality issues and other environmental health matters	78.75%
2. Emptying your bins and running the recycling service	94.44%
3. Emptying bins for businesses (businesses are charged for this service)	71.57%
4. 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%
5. Deciding planning applications and making sure new buildings and extensions are built according to approved plans and following building regulations	83.89%
6. Planning how the district will develop in the coming decades, including where new housing and businesses will be located	86.30%

7. Giving advice on work to listed buildings and work to protected trees	63.09%
8. Providing council housing and providing sheltered housing for older people	86.19%
9. Provide advice to people who are homeless or at risk of becoming homeless and in some circumstances, provide emergency accommodation	81.52%
10. Bringing privately-owned homes that have been empty for a long time back into use	74.12%
11. Providing the Highway Rangers service which carries out small jobs such as keeping road verges tidy through hedge cutting, mowing and strimming, repainting and repairing road signs	73.69%

## Other Services

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

<b>Service</b>	<b>Priority Score (percentage)</b>
1. Giving grants to voluntary and community organisations such as the Citizens Advice Bureau, Uttlesford Community Travel and the Council for Voluntary Service Uttlesford	69.64%
2. Educating young people about the dangers of drugs and alcohol	77.13%
3. Working with the police and other organisations to keep Uttlesford safe	90.31%

4. Working with public health bodies on projects to keep people in the district healthy	73.32%
5. Supporting the volunteer committees who run day centres in Great Dunmow, Saffron Walden, Stansted Mountfitchet, Takeley and Thaxted	73.03%
6. Enforcement work including prosecuting people for not paying council tax or council house rent, benefit fraud, fly-tipping	86.94%
7. Running car parks and on-street parking such as residents permit schemes (this is done in partnership with other councils)	61.31%
8. Working out how much people should receive in housing and council tax benefits and paying those benefits	72.82%
9. Collecting Council tax for Essex County Council, the police, the fire service, town or parish councils and Uttlesford District Council and collecting business rates on behalf of the government	83.07%
10. Inspecting restaurants, pubs and other businesses which sell food and Issuing various licences such as those needed for pubs, off-licenses, taxis, kennels and tattoo parlours and making sure people do not break the terms of those licences	75.80%
11. Collecting stray animals, microchipping dogs and cats and dealing with complaints from the public about pet and animal-related issues	60.75%
12. Promoting and supporting businesses in the area	68.55%

## Council tax

Q3 *Thinking about how you answered the previous questions, for next year (April 2018 to March 2019), 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	23.18%
Keep the amount of council tax the same	59.66%
Reduce the amount of council tax Uttlesford District Council charges	13.24%
No opinion	3.92%

## Results analysis across all streams

This analysis comments on the difference in responses between the 2017 survey and those achieved in 2016. It should be remembered that questions asked in 2016 (for the budget 2017-18), although very similar, were not identical to those asked in 2017 (for the budget 2018-19). The two main groups of services remained the same as in 2016; however, features of the priority relating to the waste and recycling services and the emptying of public litter and dog bins in 2016, were divided across two priority options in 2017, thereby inhibiting a direct comparison of responses.

Results returned for the current survey are broadly in line with those of the previous year with no discernible large scale movement in opinion. In the 'key' services category - those areas which the council considers to constitute its primary duties – levels of support and, consequently, concern to maintain funding levels, are relatively unchanged from 2016. This is true for services covering the various features involving the collection of domestic waste which were selected by respondents as

first and second priorities for the district. The next highest priority was, as in the previous year, attributed to supporting the planned development of the district.

Most 'key' areas saw a very slight decline in support, with the exception of the priorities relating to street services and the waste and recycling service which each saw a rise in their rated approval score. Two specific services, though, saw significant declines in support; these being 'Bringing privately-owned homes that have been empty for a long time back into use' (down from 80.64% in 2016 to 74.12% in 2017) and the lowest scoring priority for both years 'Giving advice on work to listed buildings and work to protected trees', scoring 63.09% in 2017, down 8.59% from the 2016 survey.

Within the basket of 'other' services 'Working with the police and other organisations to keep Uttlesford safe' retained its position as the headline result from the current survey (90.31%), albeit scoring slightly lower than in 2016. Similarly, 'Enforcement work including prosecuting people for major planning breaches, not paying council tax or council house rent, benefit fraud, fly-tipping' maintained second place but with an increased approval rating of 86.94% - up 1.58% from the 2016 survey. The previous year's third highest priority 'Educating young people about the dangers of drugs and alcohol', dropped to fourth position in this year's survey. 'Collecting Council Tax for Essex County Council, Uttlesford District Council, the police, the fire service, town or parish councils and collecting business rates', however, achieved third position in the 2017 survey, gaining an additional 2% approval rating.

Analysis of the results indicates that, this year, the majority of respondents think that only a small number of services are of higher importance as against the wider range of services supported in previous years. This is demonstrated by an increase in respondents selecting either 'medium' or 'low' priority for most services compared with the survey twelve months earlier.

In April 2017, the Council tax Requirement set by Uttlesford District Council was increased by 2.0%. In the September 2017 questionnaire (for the 2018-19 budget), as in previous years, residents were asked for their opinions on the future direction






of council tax changing in the district. The majority response was to 'Keep the amount of council tax the same' (59.66%), although 23.18% of those responding elected to 'increase the amount of council tax it (Uttlesford District Council) charges'.









## Comparative data across 2016 and 2017 surveys

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

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

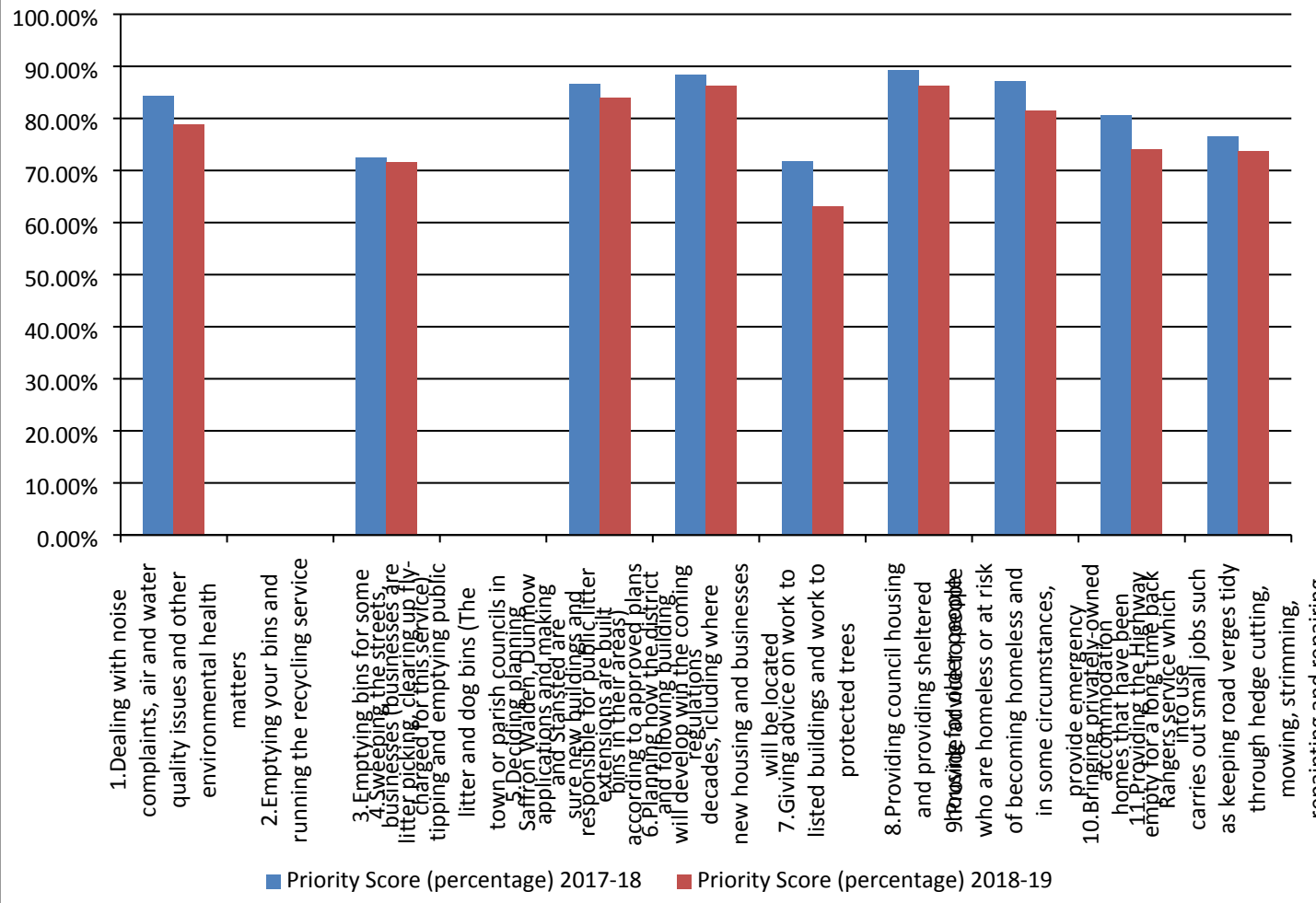
*Q1 For each service, please indicate whether you consider it to be a high priority, a medium priority or a low priority.*








Services ordered as per 2017 consultation	Total Rated score* for 2016 survey (2017-18 budget)	Total Rated score* for 2017 survey (2018-19 budget)	Trend
Group1			
1. Dealing with noise complaints, air and water quality issues and other environmental health matters	84.23%	78.75%	
2. Emptying your bins and running the recycling service	93.88%	94.44%	 See * comment below
3. Emptying bins for businesses (businesses are charged for this service)	72.44%	77.57%	






4. 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)	87.44%	87.67%	 See * comment below
5. Deciding planning applications and making sure new buildings and extensions are built according to approved plans and following building regulations	86.61%	83.89%	
6. Planning how the district will develop in the coming decades, including where new housing and businesses will be located	88.36%	86.30%	
7. Giving advice on work to listed buildings and work to protected trees	71.68%	63.09%	
8. Providing council housing and providing sheltered housing for older people	89.26%	86.19%	
9. Provide advice to people who are homeless or at risk of becoming homeless and in some circumstances, provide emergency accommodation	87.21%	81.52%	
10. Bringing privately-owned homes that have been empty for a long time back into use	80.64%	74.12%	
11. Providing the Highway Rangers service which carries out small jobs such as keeping road verges tidy through hedge cutting, mowing and strimming, repainting and repairing road signs	76.50%	73.69%	

*\*For the Council Spending 2017 survey, Priority option 4 included features (namely “emptying public litter and dog bins”) which in the previous year’s survey had been included in Priority option 2.*

## Budget Consultation Group 1 Services Comparison of Results

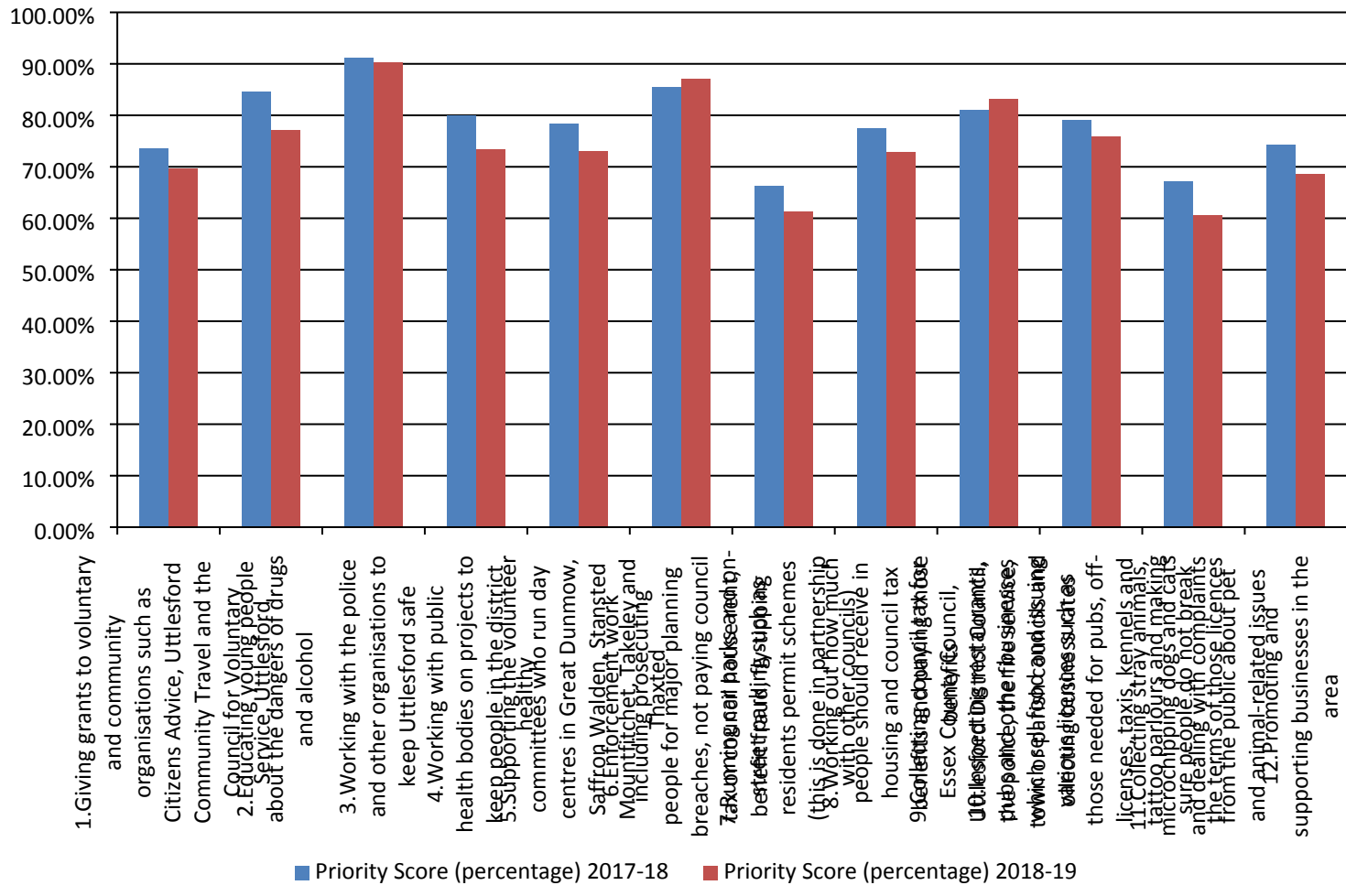


Services ordered as per 2017 consultation	Total Rated score* for 2016 survey (2017-18 budget)	Total Rated score* for 2017 survey (2018-19 budget)	Trend
Group 2			
1. Giving grants to voluntary and community organisations such as Citizens Advice, Uttlesford Community Travel and the Council for Voluntary Service, Uttlesford	73.48%	69.64%	
2. Educating young people about the dangers of drugs and alcohol	84.53%	77.13%	
3. Working with the police and other organisations to keep Uttlesford safe	91.03%	90.31%	
4. Working with public health bodies on projects to keep people in the district healthy	79.98%	73.32%	
5. Supporting the volunteer committees who run day centres in Great Dunmow, Saffron Walden, Stansted Mountfitchet, Takeley and Thaxted	78.33%	73.03%	
6. Enforcement work including prosecuting people for major planning breaches, not paying council tax or council house rent, benefit fraud, fly-tipping	85.36%	86.94%	
7. Running car parks and on-street parking such as residents permit schemes (this is done in partnership with other councils)	66.16%	61.31%	





8. Working out how much people should receive in housing and council tax benefits and paying those benefits	77.42%	72.82%	
9. Collecting council tax for Essex County Council, Uttlesford District Council, the police, the fire service, town or parish councils and collecting business rates	81.03%	83.07%	
10. Inspecting restaurants, pubs and other businesses which sell food and issuing various licences such as those needed for pubs, off-licenses, taxis, kennels and tattoo parlours and making sure people do not break the terms of those licences	79.10%	75.80%	
11. Collecting stray animals, microchipping dogs and cats and dealing with complaints from the public about pet and animal-related issues	67.07%	60.45%	
12. Promoting and supporting businesses in the area	74.27%	68.55%	

The declining trend in scores for the majority of the services listed in the questionnaire demonstrates that fewer participants selected these services as High Priority.

## Budget Consultation Group 2 Services Comparison of Results



Q3 Thinking about how you answered the previous questions, for next year (April 2018 to March 2019), do you think Uttlesford District Council should (consultees were then invited to select one option only)

Headline	Total percentage score for 2016 survey (2017-18 budget)	Total percentage score for 2017 survey (2018-19 budget)	Trend
Increase the amount of council tax Uttlesford District Council charges	27.40%	23.18%	
Keep the amount of council tax the same	55.54%	59.66%	
Reduce the amount of council tax Uttlesford District Council charges	14.07%	13.24%	
No opinion	2.99%	3.92%	

## 4. Appendices –Tables and charts

### 4.1 Questionnaire

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

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Your Council  
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 Budget consultation


### Council Spending - have your say!

Have your say on what the council's top spending priorities should be during 2018-19.

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



## Uttlesford District Council Citizens Panel Uttlesford Voices 15, Autumn 2017



### Section 1 - Council Spending - have your say!

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 section of our survey gives you the opportunity to have your say on what the Uttlesford District Council's spending priorities should be for the forthcoming year.

**Below is a list of key services Uttlesford District Council provides to the public relating to Planning, Housing and the local environment.**

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

	High Priority	Medium Priority	Low Priority	No opinion
1. Dealing with noise complaints, air and water quality issues and other environmental health matters	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
2. Emptying your bins and running the recycling service	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
3. Emptying bins for some businesses (businesses are charged for this service)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
4. Sweeping the streets, litter picking, clearing up fly-tipping and emptying public litter bins (The town or parish councils in Saffron Walden, Dunmow and Stansted are responsible for public litter and dog bins in their areas)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
5. Deciding planning applications and making sure new buildings and extensions are built according to approved plans and following building regulations	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
6. Planning how the district will develop in the coming decades, including where new housing and businesses will be located	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

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## Council spending – have your say

### Introduction

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 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.

Residents are also asked 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 2018 to March 2019.

Please complete this questionnaire by ticking the appropriate box(es) for each question and return in the prepaid envelope provided by 5pm Monday 25 September 2017.

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 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.

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



Please turn over

## Council Services

1. Below is a list of key services Uttlesford District Council provides to the public relating to Planning, Housing and the local environment.

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)

### Service

Service	High priority	Medium priority	Low priority	No opinion
1. Dealing with noise complaints, air and water quality issues and other environmental health matters	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2. Emptying your bins and running the recycling service	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
3. Emptying bins for some businesses (businesses are charged for this service)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
4. 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"/>
5. Deciding planning applications and making sure new buildings and extensions are built according to approved plans and following building regulations	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
6. Planning how the district will develop in the coming decades, including where new housing and businesses will be located	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
7. Giving advice on work to listed buildings and work to protected trees	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
8. Providing council housing and providing sheltered housing for older people	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
9. Provide advice to people who are homeless or at risk of becoming homeless and in some circumstances, provide emergency accommodation	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
10. Bringing privately-owned homes that have been empty for a long time back into use	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
11. 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"/>

## Other Services

### 2. Below is a list of further services provided by Uttlesford District Council.

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)

Service	High priority	Medium priority	Low priority	No opinion
1. Giving grants to voluntary and community organisations such as the Citizens Advice Bureau, Uttlesford Community Travel and the Council for Voluntary Service Uttlesford	<input type="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 in Great Dunmow, Saffron Walden, Stansted Mountfitchet, Takeley and Thaxted	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
6. Enforcement work including prosecuting people for major planning breaches, not paying Council Tax or council house rent, benefit fraud, fly-tipping	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
7. Running car parks and on-street parking such as residents permit schemes (this is done in partnership with other councils)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
8. Working out how much people should receive in housing and council tax benefits and paying those benefits	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
9. Collecting Council Tax for Essex County Council, Uttlesford District Council, the police, the fire service, town or parish councils, and collecting business rates	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
10. Inspecting restaurants, pubs and other businesses which sell food and issuing various licences such as those needed for pubs, off-licenses, taxis, kennels and tattoo parlours and making sure people do not break the terms of those licences	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
11. Collecting stray animals, microchipping dogs and cats and dealing with complaints from the public about pet and animal-related issues	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
12. Promoting and supporting businesses in the area	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

## Council Tax 2018-19

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, the fire authority and your town or parish council.

### Q3 Thinking about how you answered the previous questions, for next year (April 2018 to March 2019), 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

### Q4 If you have any other comments you wish to add regarding council spending for the period April 2018 to March 2019, please use the box below:

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## About you

It is hoped that a cross-section of Uttlesford residents will participate in this survey. It would greatly assist us in collating the responses in this questionnaire if you would answer the questions below. You can choose not to answer these questions, however, all the answers in this section are anonymous and it is not possible for us to identify individuals from their response.

### Q5 Please enter your postcode here:

### Q6 What is your gender? Male Female

### Q7 What is your age? 16-19 20-24 25-34 35-44 45-54 55-64 65+

## Next steps

This consultation will close at 5pm on Monday 25 September 2017.

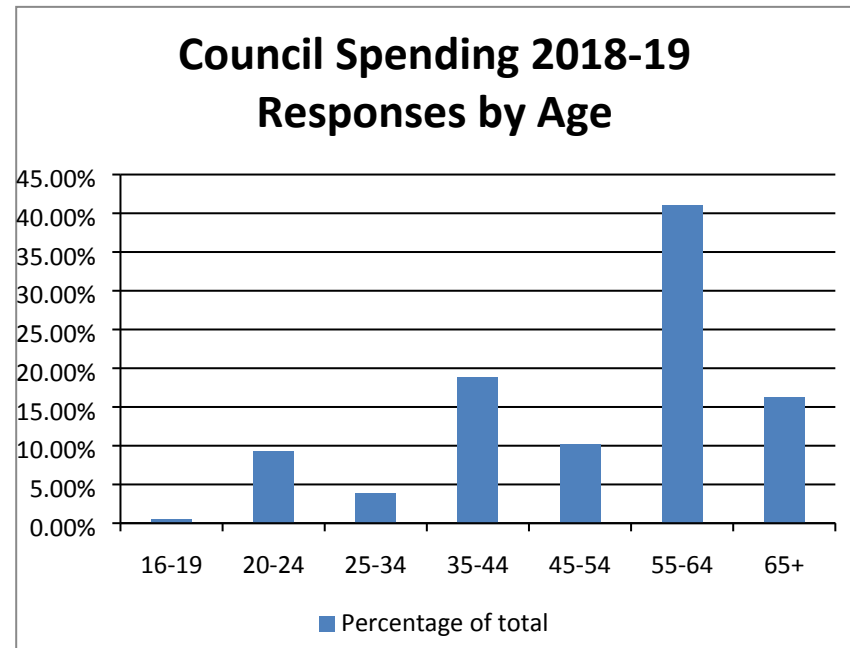
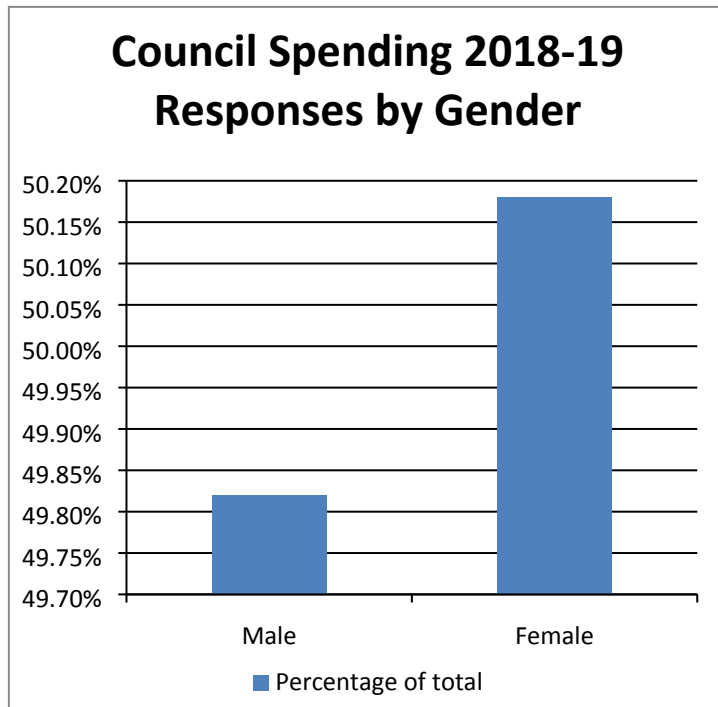
The budget for 2018/19 will be agreed by Uttlesford District Council's Full Council on 22 February 2018. This will be after consideration by the Scrutiny Committee on 21 November and Cabinet on 30 November.

## 4.2 Profiling

Data for the profile of participants is based on the results from the three different streams of the consultation where the respondents had agreed to supply gender, age and postcode information.

### Gender

Male	49.82%
Female	50.18%

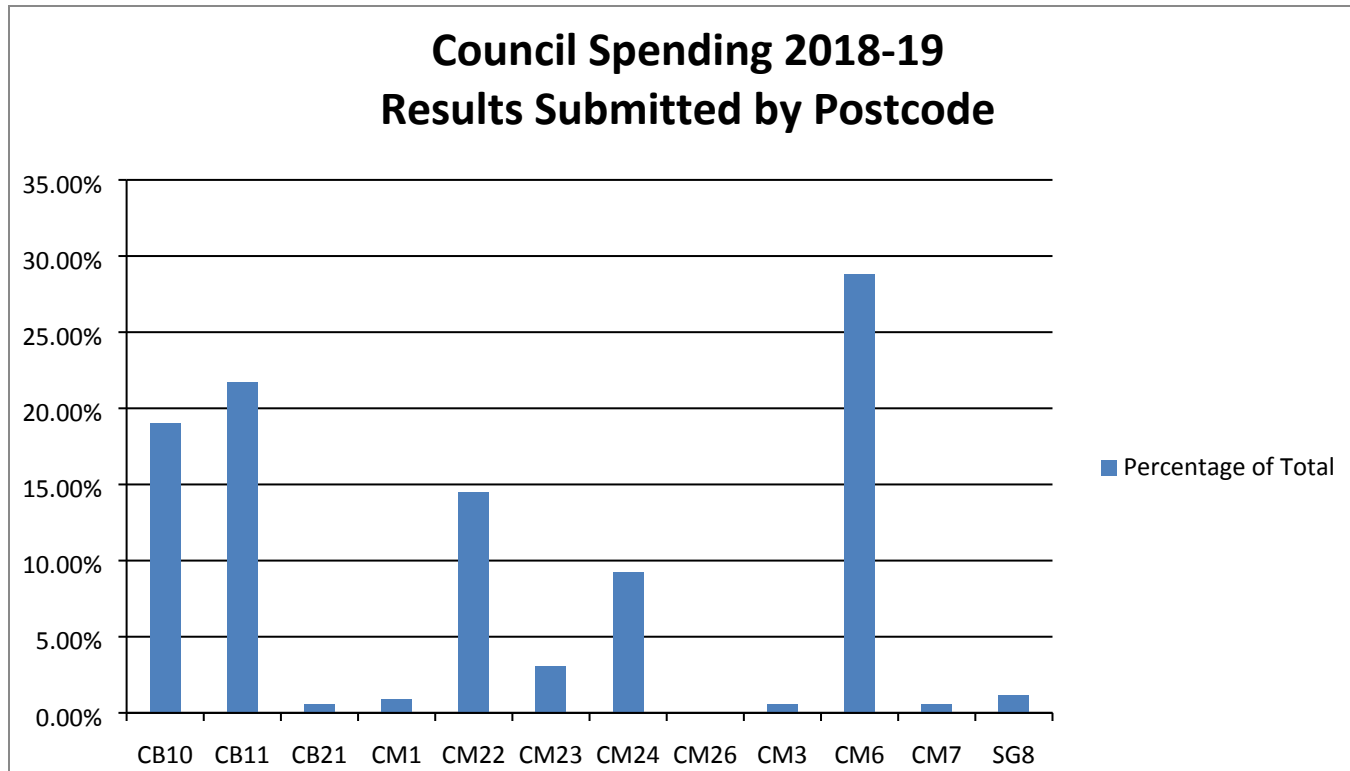


**Age**

16-19 years	0.52%
20-24 years	9.30%
25-34 years	3.87%
35-44 years	18.82%
45-54 years	10.22%
55-64 years	40.99%
65+	16.28%

**Post Codes**

CB10	19.00%
CB11	21.71%
CB21	0.59%
CM1	0.88%
CM22	14.47%
CM23	3.06%
CM24	9.24%
CM26	0.06%
CM3	0.53%
CM6	28.82%
CM7	0.53%
SG8	1.12%



### 4.3 How rating scores are calculated

Rating is a system recommended by Snap, the company who provide the consultation system used to collate and make the analysis of the 2017-2018 Budget Consultation results.

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

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

For example:

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

796 respondents selected this as 'high priority' =  $(+3) \times 796 = 2388$

716 selected 'medium priority' =  $(+2) \times 716 = 1432$

182 selected 'low priority' =  $(+1) \times 182 = 182$

24 had 'no opinion' =  $0 \times 24 = 0$

So, the overall rating for this priority

$$2388 + 1432 + 182 + 0 = 4002$$

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.  $(+3) \times (796 + 716 + 182)$  or 5082

The overall priority score, expressed as a percentage, for "Dealing with noise complaints, air and water quality issues and other environmental health issues" is therefore  $4002/5082 = 78.75\%$

#### 4.4 Open text responses

333 comments were received. Some literal comments have not been included due to their inappropriate nature (e.g. abusive language)





<b>Council Spending Survey 2017 (for Budget 2018-19) – Literal Responses</b>
<b>Paper (Uttlesford Life) Responses</b>
Reduce number of appeals on Planning Applications
Planning is quite ghastly the whole district is being ruined by greedy landlords and developers. Consultation is useless it is all under weigh.
Services number 2. Surely dealing with this problem is the job of parents at home, or if in case it is the job of social workers or other adults such as relatives responsible of person age younger than 18 years?
If we wish to maintain good local services we have to be prepared to pay for them or District and Parish level.
Make decisions about the Local Plan upon evidence and not Political Expediency.
Section 1 / 3 Businesses should be paying the true cost for providing the service plus a further percentage (say 10% - 15%) so that it generates additional funds.
I consider the provision of service 8 (Council Housing) to be vital and would fully support grater expenditure on acquiring more Council houses and protecting them from the right to buy. I would support a Local Authority bond issue for the purpose.
Keep up your good work. Eliminate wasted effort and treat time wasters with disregard.
Central government policy is making more people destitute and homeless, so local provision and CAB advice is vital. Day centres etc should be statutory and not reliant on charity provision.
Poor maintenance of roadside hedges and trees should pay local farmers to maintain them.
You must insist that the Essex CC provides a new secondary school in Saffron Walden.
To get thing right first time and not waste money on housing to do things such as the plan more than once.
Use the extra money on the Police Force.
As housing and road usage will increase, funding should be allocated to an in-depth analysis and proposal for by-pass round the town and direct M11 link at Newport. BE BOLD! Look at the benefits - more businesses, less congestion.
Please ensure that Uttlesford gets it proper share of the 72% that Essex CC takes. We feel that North West Essex is ignored - particularly highways and Police.
It would be good if ECC would maintain their roads.
Council tax relief for vacant and unfurnished property and property being refurbished should be standardised at 6 months this maximum per year in all cases. 200% council tax after 6 months introduced for all unoccupied habitable properties.
Removing all unnecessary and out of date road side sign and charging to put up roadside signs especially by house builders.
You should be looking at doing things smarter make savings to reinvest in services.

Get a workable local housing plan completed no to garden villages - they will not solve the problem.
2.2 Down to school, 2.3 Down to Police, 2.4 NHS responsible.
I don't mind paying for important service to make Uttlesford well managed, but I want assurances that the council is working as efficiently as possible and providing best value.
Increase from £16,000 to at least £20.00 so people on pensions with payed in extra pension do not lose out every time or disregard extra pension they put money aside to live on but do not get any benefit for the small amount they saved over the years.
Use resources to avoid having to carry out some of these tasks e.g. tackle those who cause litter, help Police reduce vandalism.
Police Stations should not have been closed (particularly the new one south of Dunmow, recently purpose built) and phone number (and PCSO's) should not have been cut.
Reluctantly with increased number of people living here in Uttlesford - It must increase. (A US student at London School of Economics sent a well-reasoned letter in claiming LSE was NOT SPENDING money!). Uttlesford seems well managed - litter and pot holes in roads better than most plus lack of time, thought and care in making sure all roads get proper cycle land provisions. Your COUNTERPARTS IN FRANCE DO THIS MUCH BETTER! (Know it is not entirely down to you).
We are very pleased with the services provided by Uttlesford and would prefer a small increase in tax rather than any reduction in the standard of services.
It is imperative you pay enough for better than adequate emergency services everything is going up, so must council tax - but use the money wisely!
Footpaths, roads, potholes are continuously neglected. This needs to change, especially with the number of new homes, which will increase revenue. The no money excuse is wearing thin.
The Councils can only work with the monies available but is dependent upon people ability to pay but will have to accept that they get what they pay for.
Local authority employees enjoy retirement pension based on final salary and year's service. This falls on the tax payer, it is essential that the local authority keeps this in mind and exercises financial prudence.
More efficient use of funds - roads and pavements are very poorly maintained. Very important - ensure that developers carry out their section 106 obligations BEFORE considering further applications from them and if they don't get courts to obtain funds from them to complete the work.
Act with other departments and repair pot holes on the in the town.
Make Council house residents and rented houses residents keep there gardens and houses in good order.
There is no speed limit on Hawkins Hill Lt. Sampford. Traffic races at excess speed we need to extend the 40 MPH from Great Sampford to the top of Hawkins Hill.
The spend in the Planning Dept is wasted money. The Dept has approved numerous applications on the east side of the town and is totally oblivious to the traffic problems its decisions are creating.
With all the increased housing in the area congestion and pollution is becoming intolerable. This needs to be addressed and a ring

road planned in.
What is the 72% which goes to Essex sent on? A breakdown of this would be beneficial.
State of roads is poor. Holes get painted round but rarely seem to be filled.
I don't mind paying Council Tax. If only we had the Police walking the street in Saffron Walden instead of having to ring Braintree every time.
Bring back the exercises for stroke patients which was marvellous.
Reduce Councillors expenses.
The Police levy in the 2018/19 charges should be reduced to reflect the low level of Policing that's provided for Saffron Walden.
Planning and loads are very important and difficult issues as Arkesden opposes the dies of light industrial premises, and Saffron Walden increasingly groans with traffic.
Spend more - keeping roads clean - weed killer - not a 3rd world district!
The money paid to Police Force is a waste as we get a terrible service now they are going to run the fire brigade after messing up the Police it's a joke.
I would support more visible on the street Policing and follow up its repeated crime. More proactive policing is a deterrent to criminal behaviour and I would also like to see a police presence as a part of school education.
Keep same providing necessary works are undertaken promptly e.g. Litter around airport, enforcing enforcement notices, repairing road surfaces.
Spending money on street parking when the houses have 120' of rear gardens and allowing parking on grass verges area Gilbey Cottages Elsenham.
Consult more closely with villages about planning.
Give notice to Essex Highways to repair pot holes ASAP before mortal accidents happens our country lanes are worse than 1/3 world! It is a question of life or death in many Uttlesford lanes. Someone need to change this urgent safety issue. Before it is too late.
I must point out that for a band D house the Council Tax is £38.40 per week that is as much as most people would say they can afford.
The council should stop wasting money and work smarter to keep costs down!
Ensure there is a reliable system for collecting missed bins. Despite assurance they are never collected until the scheduled collection 2 weeks later.
More resources put into stopping dog fouling in housing areas, more frequent grass cutting in housing areas. Vegetation on footpaths cut back 3 times per year.
Penalties for fly tipping and benefit fraud should be for the maximum allowed. These are serious crimes.
Employ skilled and experienced legal and surveyors to prevent the chaos of Stansted library happening again EVER!
The Council basically does a good 'job'. I just wish that any new housing developments were made to consider wider problems for roads and infrastructure - Than just those close to any development.

Road maintenance needs to improve! Too much short term work without council checks being made. Better thinking is needed.
Must have a vision for the future within the abysmal local plan come out recently which was irrelevant.
Paying enforcement officers to enforce Planning conditions when those officers refuse to do so is a waste of tax payers money.
Every effort should be made to cut and sustain downward costs in running the District Council.
Council not taking responsibility for Boundaries around Banks Court CM6 1UD such as fencing falling down which is Health and Safety.
Better bus service than we have got.
People over 75 years are being penalised by high council tax, who are on fixed pension income to pay increase council tax they need some relief.
Grants our never used wisely when small local resident have the power, such as Hatfield Heath and forget what the eye - cannot see - cleaning and removing over hanging oak trees, leafs and weeds etc. etc. near Doctors (side paths).
I feel I get so little for my council tax no bus no street lights dustbins every two weeks roads need repairing.
Poor services from Essex CC
Don't sell council houses. No more building houses. This is a small market town with narrow streets it can't take the traffic.
Green waste collection services should occur in parallel with weekly bin collections.
Council needs to look into building a new road running outside the Saffron Walden town this is due to large amount of traffic causes vibrations to most listed buildings near the main street.
Council tax keeps going up, yet services remain either the same or worse. Cromwell road is full dog excrements and cats in the neighbourhood are out of control. Cromwell road near Winstanley Rd road bumps do not prevent chavs from driving their cars at speed. The house opposite the NISA is owned by former mayor it I disgusting and drive must be forced to be cleaned! No wonder why it doesn't sell!
I feel we do not get value for money from the Police!
Some items under 1q and 2 seem to me to be the prime responsibility of health authorities Police Authorities and the County Council. Perhaps Uttlesford should concentrate on its statutory duties.
Crime has increased, more should be spent on prevention. Clearing litter is high priority.
Council tax been increased for the last 3 years, its time to froze that!!
Councils should provide basic services. They should aim to reduce unnecessary spending. We only ever hear of increased in council tax. I would like to see a plan on how to reduce it. What things do you do now which we can do without? Uttlesford life magazine would be a good start.
I believe green waste should be collected free of charge from your house as it is in neighbouring districts where they pay cheaper council tax.
Council tax bands should be reviewed, many homes appear to be in wrong band. Valuations on which categorisation is based are out of date. Homes worth significantly more than mine appear to be in a lower band!

I think the plans for the Chesterford Business Park is excellent, outside the box thinking, and a good way for the council to diversify its income. Council tax has been held at reasonable levels, which reflects the lack of growth in salaries in the Private sector.
Only increase if Police and general services such as highways rangers and grass cutting etc. get this cash. We should be collecting business waste (at a charge) only if cost effective to do so i.e. to create efficiencies to existing service generate revenue not as a service subsidised by c.tax.
Happy to pay more as it helps our neighbours and us to live and be happier
Permit a 1% increase in Council tax over last years plus inflation
On the whole this is a pretty affluent area and I believe many residents would be willing to pay more for better services but there needs to be transparency about where our money goes and better governance from UDC over ECC spending (if this is possible).
An increase in Council Tax at or slightly above inflation is reasonable
Council Tax, being a tax on property, is in the round a fair tax, taxing those who can afford it. In a general taxation policy, it should be increased, giving local councils more discretion.
Nearly all of the services listed are statutory services. It is therefore pointless ranking them and I can't see what UDC could gain from the results. The tax question is pointless without listing benefit from increases and losses from reductions.
More money needs spending on the roads in our area. Also bring down the cost of shop rent etc so we can new shop and outlets in the area which will also bring more jobs to the area.
Re: question 3 above. Increase Council Tax by RPI
We have cut enough in the last 10 years. It's time to protect the residents from more cuts.
Planning in Uttlesford appears to be in the process of turning Saffron Walden from a quiet market town to a messy commuter sprawl. Inadequate schools (oversubscribed) no adequate bus services and a complete lack of enough social places, pubs or community halls makes it undesirable to live in. Never mind the inevitable flooding developments produce.
I feel that ranking services in some sort of order of priority would give a clearer picture of my personal views rather than ticking these priority boxes which seem to push everything towards medium/high priority. I feel the tax should increase by inflation and no more, with services and their value continually reviewed to ensure their appropriateness and good value.
We allow thousands of new homes without considering the roads! We pay our benefits without thorough checks! When 'fraud' is reported we are stonewalled - no visual checks are carried out. Two fraud investigators would pay their way and more each year! The drug issue has increased since the police vanished in Saffron Walden.
More accountability, get the basics right and maintain the standard before moving on to the extras that look good on the website or the CVs.
Of course you have to prioritise.
1, 6 (ringed) This is important only if the decisions will not be overridden by central government. If they will override decisions, the services should be given a low priority instead of medium.
The council should stop the noise coming from the outbound flight path of Stansted Airport which is causing sleep deprivation to

many villages and local residents. You are responsible for noise!!!
Publish full results of this survey!
There is little point in spending effort in Planning if decisions made are not enforced.
Don't waste good money on stupid questionnaires like this.
The council appears to be very good at collecting money, running the biggest and best building in Uttlesford. But does little to help the most vulnerable in this district. This questionnaire misses the whole point of social welfare.
Lots of additional revenue is now generated from all the new housing in town. Let people know how much that come to and where the extra rev is being spent as its considerable and no benefit is seen?
Increase CT in line with inflation.
If you increase the amount, you have to give a better services, how much would go to the council, how much to the government.
Imbed efficiency in the way UDC works and also a performance related pay culture to its staff.
No wifi or broadband in our village, hard for school kids to do homework or people working from home to work. Need more investment in this area. Also road speed limits need to be 20mph in villages.
The council should concentrate on its core services waste management, cleansing, planning, enhancing the environment, housing.
Keep working on operating efficiently, improving efficiency of the council.
More visible police presence. Remove annoying 'litter police' from Bishop's Stortford. They cause bad feeling.
Reduce the amount spent on members of the council who ignore democracy and insist on ruining Saffron Walden by approving the development of poor quality and unimaginative new builds. Stop increasing traffic onto the town. Get rid of the worst council leader the UDC has ever had.
Keep the street lights on at night, doing the towns safer.
There should be more police around the area of Elsenham at night time and in the day time.
I would like to see drains cleared more regular to reduce constant flooding in this area, also priorities to residents who have lived here 20+ years over people that just turn up and expect housing (and given to them + freebies).
Providing the above isn't going into the pockets of councillors and is used for services.
Uttlesford gives good value but need to protect the most vulnerable.
Repair potholes, particularly those on High St/George St junction and the railway bridge on South Road.
If only 9% of council tax goes to UDC and the residents wish better services they have to accept the increased costs this would entail.
If we want to have "it", we must be prepared to pay for it - but does the council have the will and ability to deliver?
It is important that UDC does its best to maintain services. If that means an increase in Council Tax then provided the money is well spent that is a good thing. Some good services already lost (eg Pest Control).
If council tax needs to increase (a little) in order to cover a shortfall so we can keep Uttlesford clean, safe and healthy then so be it. We must not abandon those in need of help.

Services have been cut to the bone - there is virtually no room for further efficiencies. The Council needs to recognise we have an aging population whose numbers are increasing and therefore funds need to be raised to help their most vulnerable citizens. The voluntary sector is already bearing the brunt of recent cuts. It is a vital section. However, the council should ensure it does not duplicate some of the services the voluntary sector provides but should value them and support them adequately. We are a rich community and should help our neighbours.
Speed limits ignored. Crossing road dangerous. Speed checks far too obvious. Spend council tax on speed cameras. This is the only solution.
Local police is needed in the villages.
Changes to the Council tax banding system. The current system needs more bands so that expensive properties contribute proportionately more to the tax.
Any increase would have to be based on sensible spending - certainly not an excuse to raise already inflated senior officer salaries.
Highway Rangers is excellent, doing work for local parishes. Good for the council - a visible action for the public to observe.
Sorry - lots of high priorities! Make parking free - then people won't be tempted to park badly. Or at least do first half hour free.
It is about time that road surfaces in our area are brought up to standard. Debden Road from Walden to Debden is shocking and between Debden and Newport (just before you turn left to Widdington) is a disgrace and has been bad for months (probably years)! Not everybody has a 4x4 that can bounce over the potholes. Where are your priorities?
I have not had a proper pay rise for 7 years so I will be disappointed if C Tax goes up.
Spend more on litter collection/prevention.
Spend enough to do the job.
UDC spends a substantial sum on leaflets telling us how wonderful UDC is and how lucky we are to live in such a nice area - yet the evidence of our own eyes as far as Dunmow is concerned is to the contrary. Planning has been a fiasco for years with the delays to the LDP opening the door to developers and speculators. Footpaths and pavements are left to become overgrown and we have to drive 12 miles to the nearest council recycling tip. If I had more room I could cite many more examples!
To employ someone to collect the works road signs that are left behind in our country lanes and hedgerows.
Spending on repairs of pavements.
Why does 72% go to Essex County Council?
Everyone should pay Council Tax. If everyone paid a reasonable amount Council Tax could be reduced for those who pay the most.
Need more shops in Dunmow as at the moment people have to go out of town for certain shops ie banks, soon Post Office, in Dunmow too many food and takeaways, hairdressers, estate agents, not enough proper shops.
The road through Hatfield Heath should have police speed checks on a regular basis. There is a school there and crossing the road is dangerous due to the speed of vehicles. Needs urgent attention.
Why does cost more to pay the Police Tax than for Uttlesford DC?
Dealing with police so we feel safe if needed them to attend.

If they gave people one more month to pay say in 12 months instead of 10 months may give opeople a chance on low wages.
Not enough is spent on the police - local crime in CM24 is more prevalent/on the increase - burglaries, raids on supermarkets, truant behaviour by the youth on public/residential space. The police are not visible in CM24.
Why don't you tell us what you think?
More should go to policing.
We want our Saffron Walden Police Station back. No 1 priority!
Stop selling off council houses. Do not create the new town which will mean HUGE Highways expenditure and pollution. Remember who is paying the rates now.
It is important I feel to support more the police and fire services for they are there for our safety. "They risk their lives" daily. Yet seem to receive less help?
Provide more for public safety, enforcement of public offences, the public environment, the police and fire services.
All pensioners should pay a reduced rate whilst so called people on special reduced rates should be checked more closely to stop fraud.
Stop ALL house building until provisions have been made for rail and road access, local employment, medical and schooling for the existing population! Be more proactive in stopping overlying of villages/towns!
I leave it to you. You do a good job.
Give proper support to the Building Control function which used to be one of the best in the country.
Grass needs cutting on regular basis. Road sweeping having lived here for 17 years I've never seen a road sweeper in this turning.
Supporting local businesses will increase prosperity and economic well-being in Uttlesford and bring increased revenue for the council eventually.
Priority be given with tree maintenance on villages top branches especially (including council land) over hanging roads, too many street lights don't work and signage too. If a school bus is damaged and children get injured - watch out.
Lower senior executive pay - less management stop wasting money with hairbrained local plans. Ensure all services and infrastructure including health facilities are in place BEFORE large developments.
We feel that service charges should be looked at for Sheltered Housing that do not have the Warden call, these are quite high for what we receive and gone up steeply.
Lobby central government concerning the overpopulation of this area, Uttlesford is shouldering far too much of the country's housing demand - we don't have the resources for this number of new houses.
You are doing a good job and I support you. Continue at the same level.
Reduce % paid to Essex County Council and increase % paid to Saffron Walden Town Council etc with no overall increase for council tax payers.
The biggest issue UI notice in Thaxted is the sped care travel at. I live near the petrol station and late at night especially, cars wheel spin out and drive down the hill at ridiculous speeds. Young parents come out of the houses close to the road with babies and dogs.



A speed camera is a huge must for Thaxted now!!
As a single person on a fair wage I struggle with my bills. To reduce your costs on things like litter pick, how about school talks on this matter.
I don't feel it would be productive to charge residents more in tax, this just puts extra pressure on households. The onus should be on finding more efficient ways of running services which will save the council money which could then be invested elsewhere. There is a need for constant reinvention and innovation of the way the council does things.
If used to actually improve the services we get.
It's clear that more needs to be done for less - it is possible! Please look at back office functions and ensuring processes are as effective and efficient as possible before cutting services. Eg this questionnaire could have been shared digitally rather than paying for printing, postage and inputting!
More info and understanding needed. Flyers helpful; but needs to out there more more in your face so people can understand the facts and make less assumptions. I have answered this survey to the best of my ability because it's important. I do however feel I need to be more informed to make a better judgement and for the survey/my responses to be of more use. Poor info in = poor info out = more money wasted.
A number of the services stated overleaf could have received a more commercial input eg - promoting local business. The council should focus on getting the basics right first eg roads, tax calculation, benefit fraud etc.
More decent shops like pound shop etc.
I think the Council Tax is too high for services homeowners actually benefit from. Our road surfaces are appalling around Henham and Elsenham and need repair before winter. Drains need clearing also as we are frequently flooded.
Increase rates for owners of business buildings in the area and make sure they don't pass the increase on to their tenants.
Inflation is rising. You should therefore increase CT in line with inflation to avoid cuts to services.
If we want better services we have to pay more money.
If 72% goes to Essex where's the questionnaire relating to that. Particularly safe driving on country road, speed limits un rural villages and local policing, fly tipping, hare coursing.
Happy to pay more tax for better services.
Focus on those who abuse the system - travellers for example! Why should I pay more CT to cover them?
Potholes!! Roads awful!
Planning - whilst high priority don't think Uttlesford does this well - no thought seems to be given to putting in infrastructure (rds, schools GPs etc) BEFORE houses are built. The state of the rds in Saffron Walden are shameful and are testament to the fact that too many houses/cars on poor and small roads that are not maintained. Our Council tax goes to Essex via Uttlesford so what is Uttlesford doing to pressure Essex on rd maintenance. Some has been done but far too many issues/holes remain. New tyres and car damage is costing residents. Marking holes not good enough and when it rains you can't see them. <b>JUST FIX THE ROADS!</b>
Forest Hall Park in Stansted needs more double yellow lines, along bends especially on Walson Way and beginning of Bentley Drive.

ROADS and TRAFFIC POLLUTION in particular is a growing and urgent issue to address. People do not object to house building but the impacts need better and urgent solutions.
Come up with a realistic Local Plan, stop panic granting of every planning application and allowing building of houses in inappropriate locations.
Your questions are loaded and therefore people might agree with one selection out of all of them distorting what people truly want - stop making sure what you want is what people pick.
Highways Rangers service needs improving - road signs obscured by trees and hedges and hedgerows/verges not managed as well as they used to be. Use resources to prevent large scale building changing the character of Dunmow. Too few support services/infrastructure to support housing plans.
Schools equipment and education should be top priority.
Make some council job voluntary and lower council tax for all if services exist via charity or CAB.
I have moved from Thurrock to Uttlesford and found the Council Tax more expensive. To collect garden waste is extra and refuse only collected every 2 weeks!
I wish Uttlesford could receive a greater proportion of the total Council Tax take. I generally think Uttlesford's services provide far better value for money and accountability and quality than Essex County Council.
Stop building houses we do not have infrastructure in place to cope!!!!
Higher proportion of tax to go to Uttlesford D Council
Education, health, housing are and should be the core issues. Without them there will be no life.
Litter picking - if we are paying why are we asked to do it? Dumping on the druce - not cleared - over 1 year. Rangers - never seen. How about them clearing footpaths. Footpath - new path going up the hill and around ben d(Clavering) we get very little in Clavering for our money - playground! Street light! Police to monitor outside school. It is dangerous!
It is the mark of a civilised society that we look after our old, sick and vulnerable - once we stop doing this we become barbarians.
More police on foot in the town at night
More and more houses, therefore more and more Council Tax being collected. But less and less being done. How can you even think of increasing the Council Tax. We re4allty need a rebate because so many services are being cut.
A grant for adapting homes (private and council) for protection against "electrosmog" which is an increasing problem with the "superfast Essex" scheme.
Newly moved to area from Kent so too early to make any comments but think it's a great idea that you send out this survey, never happened at my old council.
I have a neighbour who puts 2 black bins and 2 recycling bins out each time and he is a builder so the council is disposing his building waste at the council's expense - he has also increased the width of his house since the council pasted the building regulations so he should be on a higher Council Tax rate.
1. The council should fine drivers for stopping in the High Street (that includes on the road or on the pavement) to deliver or collect

goods or to get money out of the cash point. 2. Resolving the issue of pot holes should still be on the list of priorities. 3. House builders and estate agents should be forced to fund community projects to (at least) match funds raised by Tesco customers by the carrier bag tax. 4. Some of the houses being built in existing residential areas don't fit in and the council should take a lot more care over planning permission. 5. The issue of aircraft noise should also still be on the list of priorities. 6. Community policing should also be a priority. 7. Educating young people on the dangers of knife crime.
Affordable housing - council to build or insist/enforce developers to build them.
Work smarter. Demonstrate value for money. Publicise changes made to demonstrate the above. Cut out waste - reduce communities.
I would love to see the recycling changed as to same as Epping Forest.
Council Tax was increased this year and yet services such as bin collections have deteriorated. Why?
Providing affordable place to live for the elderly who are living in a privately own home. Bungalow that come up for sale, are brought by builders, pulled down and a 5 bed house built.
Because of the period of austerity imposed by central government it seems sadly it will be necessary to increase council tax to maintain/improve services.
Run the council spending in house frugally instead of chipping away at community services/support.
Some funds need to be set aside to clean up graffiti in Saffron Walden. Policing needs to be increased in the town.
Thank you for what you do.
Too much money is waste on mused refuse bins on broken kitchen caddies and non essential work on council houses.
I think this survey is ridiculous - as recipients could say everything is high priority (or low!) and it will still leave the council to decide, as it should do since we elected it. Just an attempt to make people feel involved.
Collect refuse when you are supposed to. Fill pot holes.
Maintaining local and "round the town" bus services and to surgeries, hospitals, shopping centres. Essential for young, poorer families and to aid elderly to maintain contact with communities.
Provide parking (designated) for OAPs especially when located near houses with 2/3 vehicles with no driveways.
It is of vital importance that Uttlesford maintain the quality of life for residents by addressing the issues quoted. If this means an increase in Council tax and a reduction in benefit 'so be it'.
Congratulations, on the whole, for a job well done. Always hope for people who are honest and care about the jobs they do, as much as I care about they who do them. Thank you.
The young people that have grown up in the surrounding villages are still living with a great deal of parents, because there are no affordable homes being built? Which I understand should have been the top priority! Family homes with 4-5 bedrooms going up continuously! Where's the logic?? Also please, where are the road sweepers. Blocked drains, fallen branches, it's a disgrace.
Maximum increase of 10%.
Not only should local/district bus services be subsidised, these subsidies must not be removed. They should be increased. The bus

service to and from Audley End Station and other railway stations really out to be considerably improved. As should the Cambridge/Saffron Walden Citi T service.
We think on the whole that the council does well.
I am willing to pay higher taxes for the benefit of the local community and those most in need. HOWEVER there is no evidence currently that Uttlesford are competent enough to do this without appropriate intervention eg drawing up a Local Plan to prevent random development, closing police stations in the local communities (selling off the land).
The priority expenditure for UDC should be obtaining skilled, intelligent and forward looking planning staff to ensure that housing needs are met in a manner that improves the quality of life for future citizens.
Attention should be paid to providing council housing.
Our policing in the town is almost non-existent. We live in fear of needing to call them as a) we might nit be considered a priority and b) they are not based here anymore.
Pavements very dangerous especially by bus stops. Who is responsible for cleaning bus shelters? Full of weeds.
My husband and I have moved to Newport, been here nearly TWO years. No one has mentioned what's going on in the village, and how to find out, also I wish UDC would put up more dog bins.
We need more council houses, bungalows in rural villages. Affordable for young and old, to keep them in the villages for the local people.
Seek to increase productivity from all employees.
I support an increase un CT, if more resources are put to social housing, benefits administration and environmental regulation.
If we need services, we have to pay for them.
Ensure cost-effective use of council income.
Increase spending on arts education.
I can accept a MODEST increase in order to keep services.
I think that Uttlesford DC should receive a larger percentage of our Council Tax - Essex seems to have the 'lion's share' but does less and less for it. UDC gives high value for what it receives.
I do feel UDC should have made more effort to pressurise Essex CC Educational Dept to buy Friends School. Cheaper than new schools. Insufficient school places in S/W.
Always put people first!
More care should be taken in Saffron Walden to retain the atmosphere of the town. Less charity shops and more individual type shops would improve this.
Amounts awarded to voluntary/charity organisations should be carefully monitored as indeed should all expenditure. There is too much waste of much needed money.
Re planning for new developments - ie Woodlands Park - where is affordable housing for low income people, the parking for visitors is non-existent. People insist on parking in the main roads, We should have lay-bys provided instead of the grass verges which need

mowing, as they have in Spain in the urbanisations.
Please make sure mistakes are not made so council tax money is not wasted. Uttlesford has done this in the past especially on planning. Saffron Walden and area is being spoilt by over development.
Spend more on litter/waste collection.
The highways rangers seen unavailable to Little Dunmow. We have work parties to tidy some areas but there is a pavement that is now so overgrown and dangerous - have asked Highways to clear for 4 years. It's on a very busy road.
I think your survey covers all leading questions concerning council tax spending and I have answered them honestly and truthfully.
Restate what does in the green lidded bin as so many bins contain bits of plastic, so many bins are over full with the lids not shut.
The dept 'Health and Wellbeing' within the council has with the financial assistance of IPS supported the Saffron Walden Stroke Club to provide exercise for stroke victims at the Butler Leisure Centre, plus funds for cardiac, easy breathing physios. We are hoping this will continue for our community in 2019.
Increase frequency of public transport!
1) Use all possible means to ensure Walden School is kept for education - the county made a mint from selling the police station - press them for help over Walden School. Maybe fine temporary loans to the Walden School staff. 2) Keep working on the uneven pavements please.
Because of all the house extensions the rateable value of houses should be reassessed to make the household tax fairer.
Although I am elderly and disabled, I do believe we could all pay a little more to keep our part of the country safe, tidy, caring and beautiful.
Potholes
No more money spent on consultations carried out by external companies/organisations . Increase efficiency of council departments so money is not wasted anymore.
Adaptions for disabled people to remain in their own houses. Cheaper than rehoming.
The LHA needs to be raised. It is ridiculously low.
Poor survey. With the additional house building in the area (hence increased income) the council should be able to maintain council tax at current. I'm a pensioner with no increase in company pension since 2008 plus reduced income on any savings.
Increase council tax to support mentoring and encouragement of young people.
In an ideal world any increase in council tax should be for the benefit of Uttlesford residents. Hearing of other parts of the country and refused collection in my opinion Uttlesford has a really good system.
Living on a 'new' estate we are paying high council tax but receiving poor services with regard to maintenance and litter issues; it's like we don't exist - the estate looks a mess but we are still paying the same as everyone else. It's about time we got our moneys work please!
The District Council should receive more than 9% of council tax. Other services, particularly 2:2, 2:4 and 2:11 might be better/more efficiently done by a separate company, not the council, or the NHS.

Typical FAQ. Not relevant to reality. Ask the residents, don't pay for FAQ. Future new builds and all built in last 10 years to pay double council tax.
None - attend to the issues ticked as high priority first.
Litter (and fly tipping of any kind). Bearing in mind legitimate builders have to pay to dispose of materials legally i.e at Thaxted Road municipal 'dump', Saffron Walden (re: recycling centre)
I would be more than happy to pay more council tax if it were directed to essential services i.e. fire, police, looking after elderly population.
None
Money should be spent on youth work and facilities for the young otherwise a discontented youth population could lead to anti social behaviour
Generally I am very satisfied with the way our money seems to be spent. Essentially, all the activities listed in the questionnaire are important.
I would encourage consideration of things like speed cameras to generate funds!
Working with police is important but there aren't enough of them.
Why do taxpayers have to pay for cleaning up after illegal encampments by travellers. They should be fined before being evicted. Why is this allowed, where are the police? The temporary closure of the cemetery is a prime example of the inconvenience they cause to law abiding citizens of the town.
Overlap with Essex CC should be reduced.
Try stopping wasting money, mend roads and pavements, impose charges on developers, listen to those who pay your wages rather than kowtowing to fascists in Westminster.
Allocate more or enough finance so that the bins can be collected on time on their due day, collection service should pay a fine for failure to comply.
The District Council should be very clear what it is responsible for and what it is not. It should encourage oethr groups to help deliver some services.
Uttlesford needs to spend more, much more, to keep public services in good shape and order. It can tax the many rich residents and get business tax register (NNDR list) up to date.
Minimise the duplication of function of Essex County Council and Essex Police; pay moer heed to the views of the parish councils throughout the district.
Why do you pay all rent and council tax for people like me who are on guarantee credit? I am willing to pay some rent, but get told it is all or nothing. I only get the state pension so need some help.
Please listen to what the local communities say about their villages and seek their advice.
We should pay less to ECC - we get much better services from UDC.
I think council tax should be increased for households with higher value properties.

This form is almost structured to encourage 'high priority answers'.
I don't like at all the push towards the Gt Chesterford 'village'. You spend money promoting a new housing area on the north border of Uttlesford which will not benefit Uttlesford residents.
Reduce payments to councillors. UDC should stop funding the LSCC quango. Reduce expenses payments/allowances to councillors and staff.
We need more police on the streets - especially in the town and around industrial areas - and not in cars. On foot and in pairs sometimes several pairs would be far more preventative of crime.
I believe council are publishing their efforts, but this must increase and suggest is passed through the local parish councils who can add to their news. There has to be an increase in pride.
Who is responsible for the steps up to Tesco, Safron Walden? They are never cleaned, broken tiles. A danger.
If we are all in it together counillors' should reduce their expenses by 50%.
Instead of spending money refurbishing the exterior of the council offices in Saffron Walden, why not spend it on the B1039 past Wendons Ambo where the road is a disgrace. Also get Police to supervise lunatic cyclists on this road every weekend.
Reduce the % going to Police and use that to fund a specific Police presence in Saffron Walden.
We've already been called about this. On top of that you keep posting these which must cost more money then guess delivery it as an open paperwork. What a waste of money to post. Plus I now am condoning it by using the postage to send it back. Ahh!!
<b>Web (Uttlesford Life) Responses</b>
The council tax should be increased to assist the services designated as a high priority. Most of the increase should go to Essex police force if possible as they are underpaid and undermanned.
It is difficult to answer this question as I do not know how efficiently the money is spent in each area. 72% of money going to Essex County Council seems a lot and has this been assessed. Living on the fringe of Essex and Hertfordshire we sometimes feel we miss out on services
Work to improve bus services to villages. It is not easy to get to Thaxted, Saffron Walden etc. from Stebbing. Make swimming affordable. Make the Felsted Councillors represent Stebbing. Stop destroying villages.
Any increase in council tax should not exceed the inflation rate.
Any increase in council tax should be no more than inflation + 0.5%
The council should increase the council tax to a level where it can fairly support all of its activities.
Keep increasing in line with inflation
Reduce council tax until UDC demonstrates transparency and accountability to all its residents. Then increase council tax to deliver
Increase may be needed to address the extra pressure from financial austerity from central government. It is essential to maintain all council services at present level otherwise important services and community support could be eroded.
It is of huge concern to me regarding the widening of the m11 motorway between junction 8 and 9 stansted to saffron walden. Also 8

<p>and 6 stansted to the m25. This should be an urgent matter for Uttlesford district council as it is becoming increasingly dangerous to drive on the road. It is really struggling with the weight of traffic using it now and bad accidents happen weekly! The amount of lorries is alarming and for it to be only 2 lanes is ridiculous as when lorries pass each other traffic slows considerably as they are slow moving to over take. I travel towards Cambridge everyday for work and my journey is taking more time and becoming dangerous everyday. As a law abiding tax paying citizen of Uttlesford I suggest that Uttlesford district council take a strong and serious review of this main road network. If no immediate decision on widening is made then consider sanctions on HGV's as the amount using the m11 and all roads as a matter of fact is just becoming ridiculous and unsafe! Thank you</p>
<p>Build more social housing either on behalf of the council or increasing the proportion in private developments</p>
<p>Protect the vulnerable. Then, ensure the Uttlesford population can go about their lives in a safe environment that is clean, welcoming and legal.</p>
<p>A 72%/9% split in favour of ECC over UDC does not seem equitable.</p>
<p>The Council needs to support victims of flytipping and help them with disposal of flytipping on private land. If they do not do so then the countryside will be ruined. The council should accept flytipping at its tips.</p>
<p>1. Many roads are in a very poor and dangerous state. It is important that UDC raises enough money to repair and maintain the roads. It is essential that any extra money raised specifically for this through Council tax is spent on this work and not syphoned off to other projects. 2. The sale of council houses previously has resulted in a considerable shortfall in public housing for the many unable to afford to buy their own property. By raising extra revenue UDC could either purchase empty properties and renovate them to a high standard and maintain them for rental public housing. Or build new housing to be rented out for public use BUT not for sale. 3. By increasing Council Tax, monies should also be allotted to local cultural, social and educational projects for all ages. Thus improving the welfare, health and quality of life for residents of UDC. Longer term these would help to reduce crime, encourage self development and would have a positive impact on the local population.</p>
<p>Invest on public transportation, with focus on better and more frequent bus service. Create more cycle-paths. Subsidise recycling at local supermarket stores, such as the Tesco in Radwinter Rd, Saffron Walden. Along with new massive house developments, plan additional road infrastructure, schools and health centres.</p>
<p>It would be appreciated if planning would insist on roads and services BEFORE new housing permission is granted. You are turning Saffron Walden in to a gridlocked town with insufficient road, School, Doctor and petrol services, with increasing damage to vehicles through potholes (Highway rangers are a joke) and health by queues of vehicles at a standstill emitting harmful particulates.</p>
<p>Roads, Roads, Roads. More roads to cater for increased traffic. (Little Walden road is patently unsuitable to become a busy route to Cambridge) Maintained roads. Why is it that we can all see what repairs are needed, but the Highway Rangers seem oblivious?</p>
<p>I would like to see pot holes being repaired in a timely manner and a more durable repair carried out instead of shoddy patching up which will cost more in the long term.</p>
<p>We should pay for the Police and if that means we need to increase the council tax then so be it</p>
<p>The community needs vibrant public services and residents should be prepared to help finance this. This culture should be promoted.</p>



<p>If there were an increase in council tax charges, I would hope that there were improvements to protections to the local environment and better enforcement of planning controls. It would be helpful to understand the direct impact of any increase to ensure that it has been spent across all priority areas.</p>
<p><b>Uttlesford Voices (UV15) Paper Responses</b></p>
<p>The council needs to search out efficiency savings and cut out wasted expenditure. This wasted money can be put to good use on other projects. The Council needs to be much more commercially aware and employ people and procedures that understand about money management.</p>
<p>We desperately need more black waste bins. They are full after several days and then litter is thrown around verges.</p>
<p>Those of us with a garden waste bin have to pay also for provision of a weekly skip provided by UDC. That is we are effectively pay twice for the same service and supporting residents who won't pay for a garden green bin (village councils take note!)</p>
<p>Services such as Police (and Pest Control!) need to be reinforced as so much housing development is being allowed - so we need to pay for that.</p>
<p>Road repairs should be carried out more promptly via Highways.</p>
<p>Spend more on repairing potholes, gutters etc.</p>
<p>Any additional spending requirements should be funded by Central Government</p>
<p>A lot of people struggle with the Council Tax it would give people to pay for it March to Feb giving them a chois to pay And no pressure on them.</p>
<p>Personally I do not think it matters how the public reply or request. It's a limited few that make the decisions and most of them are out of touch with reality.</p>
<p>(Increase Council Tax) by a small amount.</p>
<p>The Parish Council should have more support from Uttlesford. The village of Stansted and others are really suffering from the building sites currently being developed. With the water mains replacement and Manuden traffic damaging trees and verges on the diversion and the heavy traffic through the village - the residents are being put to a great deal of disruption and delays.</p>
<p>I am very much in favour of paying more tax if it enables the council to employ more people and re-instate the cut services.</p>
<p>Just that its' unreasonable to expect to maintain standards for a rising population without extra funds (And we can't expect central government to help)</p>
<p><b>Uttlesford Voices (UV15) Online Responses</b></p>
<p>More should go to Uttlesford and less to Essex County Council</p>
<p>Planning Officers should live in the area as the work should not be sub-contracted to people who do not know the area. The Council should BUY the old Friends School and use it as a Sixth Form College. Council Tax is by far my biggest bill. We have no mains drainage, and no street lighting, and poor broadband, AND potholed roads ! BUT we do need infrastructure to improve and we need</p>

more good schools for our children, and somewhere for them to live when they grow up.
The more money you receive the better service you can provide, however I understand that you have reserves that you could be using.
I think that Uttlesford District Council should receive a higher percentage than 9% , at least 15%.
should be more investment in the roads there are lots of breaks and holes in Great Dunmow area special in town centre.
Local plan looks to be sensible this time
What is very upsetting is the way utility companies dig their trenches through newly surfaced roads and create havoc along the verges. It seems to be a waste of taxpayers money to maintain / refurbish our existing services to then have them destroyed by a third party. There appears to be no recourse to make the utility companies return to repair their inadequate reinstatements, sometimes a few years after the event. Why can't the various authorities co-ordinate these actions between themselves?
While I appreciate Council Tax is necessary to provide services. Personally the only service I get for my Council Tax is refuse collection. The present refuse service is good but not particularly good value for money for me personally so I would not wish for an increase.
Allow increases to reflect inflation
We need good services and we should not be afraid to ask people to pay for them.
I think sending should be redistributed away from Saffron Walden which I believe benefits more than the surrounding towns and villages.
Bearing in mind Uttlesford has had a huge amount of houses being built , which will provide more money heading back to Uttlesford District council in taxes, surely there is no need to raise any more funds they just need to be divided better.
<b>Telephone Survey (NWA) did not give option for comments</b>