



# Council spending – have your say on Uttlesford District Council's budget for 2025/26

Research report January 2025

Budget 2025/26

Have your say on council spending



## Acknowledgements

Uttlesford District Council would like to thank all the people who took part in the poll.

Cover image from [www.uttlesford.gov.uk](http://www.uttlesford.gov.uk)

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## Summary

One of our 4 [Corporate Plan](#) aims is to put residents first by ensuring budgetary stability and value for money, embracing new technology and developing our workforce.

Each year we must prepare our budget and decide how much should be spent on the services we provide to the community.

Before we do that, we ask for feedback in the form of a public survey on what our spending priorities should be in the next financial year. This consultation asked for respondents' views on what we should be spending in the year from April 2025 to March 2026.

The feedback gathered from the survey will be presented to district councillors alongside the final budget proposals during February 2025.

Spending priority ratings on 6 statutory services and a further 6 discretionary services are used to measure where respondents think the council should be targeting spending. Other questions focus on value for money and the relative importance of the council's Corporate Plan objectives.

## Key messages

'Putting residents first' is regarded as being the most important Corporate Plan priority by the majority of people who responded to this consultation.

Generally, respondents agree that Uttlesford District Council provides value for money when spending the funds the council keeps when collecting Council Tax.

Amongst the statutory services provided by the authority, maintaining refuse and recycling collections, dealing with housing standards, pollution control and the new Local Plan all emerge as spending priorities. These are much the same as in previous budget surveys.

Support for discretionary services is in general much lower than for statutory services with Saffron Walden Museum, tourism and climate change activities being seen as relatively unimportant activities.

Help for local businesses, though, is regarded as being crucial as is, to a lesser extent, retaining a sense of pride in community spaces by maintaining local amenity areas.

## Results summary

Summary results of the council spending survey to inform the setting of the Uttlesford District Council budget for 2025/26.

- 87 per cent of respondents 'definitely or tended to agree' that putting residents first' is the most important of the council's Corporate Plan priorities. This compares with only 71 per cent of people consider 'encouraging economic growth' is the primary priority for 2025/26.
- In all 55 percent of people consider Uttlesford provides good value for money. This is a much higher agreement rate than that seen in the Uttlesford satisfaction survey undertaken in November 2024 and the national residents' satisfaction survey of all councils undertaken by the LGA in October 2024.
- Polling on services provided by environmental health and licensing shows that 94% of respondents regard housing standards, private water supplies and pollution control to be 'very or fairly important'.
- When thinking about housing and homelessness services, 'providing temporary accommodation' is seen as being a priority over and above 'giving housing advice'.
- Work on the new Local Plan receives overwhelming support with almost nine in ten respondents rating it as being 'very or fairly important'. Determining planning and building control applications has a similar level of approval.
- Of all the council's services refuse and recycling collections poll the highest level of support (98%) as a spending priority. This is a comparable result to that returned in the Uttlesford satisfaction survey undertaken in November 2024 and in 2023 (for the 2024-25 budget survey).
- Street cleansing is also regarded as a crucial service with 85 percent of respondents rating it 'very or fairly important'.
- Support for spending on revenues and benefits functions – 'administering Council Tax and business rates collection' (65%) and 'administering Council Tax and Housing Benefit' (67%) is down on 2023 (for the 2024-25 budget survey).
- Almost seven in ten people (67%) think that maintaining local amenity areas is important. This reflects the relatively high pride in community spaces locally and which is borne out in other survey work.
- Just six in ten (59%) respondents regard the council's community safety work as being important. In 2023 (for the 2024-25 budget survey) this service polled a seventy-three percent importance rating.
- Amongst the economic development work carried out by the council 'support for local businesses' is regarded as being the most important aspect. By

contrast, just forty-two percent of people who answered this question think 'support for tourism' is a spending priority.

- Under the partnerships and community work carried out by the council, supporting community groups was rated as 'very or fairly important' by just fifty-six percent of respondents. This result is pretty much identical to that returned in 2023 (for the 2024-25 budget survey). Community grants were so rated by fifty-four percent.
- Running Saffron Walden Museum is seen as being relatively low priority for the council with just thirty-six percent of respondents rating it as 'very or fairly important'.
- Just under half of respondents (45%) rated the council's climate change activities as being 'very or fairly important'. This is somewhat down on the result in 2023 (for the 2024-25 budget survey) when climate change work polled fifty-five percent support.

## Introduction

This report outlines the results of annual budget consultation which gives citizens and businesses in Uttlesford the chance to feedback on the council's proposed budget and spending priorities for 2025-26. The survey ran from 20 December 2024 to 12 January 2025 and asked a standard set of questions that has been used in previous years.

The results of this survey can be compared with data from past surveys and other research such as the Local Government Association's (LGA) triannual [residents' satisfaction survey](#) and the [Essex residents' survey](#) (Essex County Council, June 2024)

The forthcoming year 2025-26 will be one of unprecedented uncertainty for local government especially for shire district councils like Uttlesford. These authorities are expecting a large reduction of funding due to government shifting resources away from districts towards areas of deprivation.

This happens at a time when there are major changes afoot in terms of local government responsibilities. There is also the strong likelihood of local government reorganisation for the first time in 50 years.

Polling on statutory services and discretionary services are used to measure where respondents think the council should be targeting spending. Other questions focus on value for money and the relative importance of the Corporate Plan objectives.

The results, together with other engagement with citizens, can provide valuable information on what residents and businesses regard as important and, therefore, what Uttlesford District Council can do to serve the needs of the local community better.

Comparison with previous surveys and local consultation<sup>1</sup> and national polls provides context, and trends can help to identify possible relationships with other variables.

## Methodology

Between 20 December 2024 and 12 January 2025, residents, businesses and town/parish councils across the district were invited to respond to an open survey. Key preceptors were also asked to comment.

The survey was available online, though the council's website or, by request, as a paper form which could be returned in a reply-paid envelope. A total of 60 surveys were completed comprising:

- 60 online submissions
- 0 paper forms returned

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<sup>1</sup> Questions about perceptions of overall value for money and the importance of council services were asked in the recent Uttlesford residents' satisfaction survey which was conducted September to November 2024

It was promoted through social media, a press release, articles in newsletters and on the council's website homepage.

Respondents were also advised to read the [draft Uttlesford District Council budget for 2025/26](#).

The polling was based on an agreed set of questions<sup>2</sup> to reflect respondents' views on:

- the priorities for council spending in relation to the Corporate Plan visions
- whether the Council Tax precept for Uttlesford District Council represents 'value for money'
- the prerogatives for the future resourcing of specific service areas

Respondents were also asked for some profiling:

- in what role are you responding to the survey
- what age category do you belong to
- what is your gender
- what is your ethnicity
- do you consider yourself to have a disability
- what is your postcode

A full set of survey questions is included in Appendix B for information.

## Data management

Note that:

- In the report percentages in tables may add up to more or less than 100 due to rounding
- During fieldwork, it is common for there to be a noticeable underrepresentation on the younger age groups and a skew to the older age groups. This survey has not weighted the data to rebalance the results.

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<sup>2</sup> A similar question set was asked in 2023 to inform the setting of the 2024-25 budget.



## Survey of budget priorities for 2025/26

This section outlines the survey results. Not all of the 60 respondents answered all of the questions.

Tables showing the profiling of respondents for postcode and other profiling data can be found in Appendix A. A full set of the questions asked is available in Appendix B. In addition (at Appendix C) a full set of tables showing service area results compared to those from the Uttlesford satisfaction survey undertaken in November 2024.

### Corporate

The council's budget is designed to deliver the core services we provide and meet our priorities as set out in the council's Corporate Plan. In doing this we aim to provide the best value for money from the Council Tax we keep. In 2024/25 the council keeps £176.74 of the average £2,148.96 paid in Council Tax by an Uttlesford household based on Band D property.

#### Corporate Plan priorities

'Putting residents first' emerges as the headline priority from the council's corporate plan with a total of 87 per cent of respondents 'definitely agreeing' or 'tending to agree'. This the same as in 2023 (for the 2024-25 budget survey). See figure 1.

	Per cent			
	Protecting and enhancing our environment	Encouraging economic growth	Building strong communities	Putting residents first
<b>Definitely or tend to agree</b>	<b>77%</b>	<b>71%</b>	<b>74%</b>	<b>87%</b>
Definitely agree	47%	38%	42%	72%
Tend to agree	30%	33%	32%	15%
Neither agree nor disagree	13%	18%	17%	8%
Tend to disagree	5%	7%	5%	2%
Definitely disagree	3%	3%	5%	3%
Don't know	2%	-	-	-

**Figure 1: Are these [Corporate Plan] priorities the right ones for 2025/26?**

Base (all respondents): Uttlesford 60

#### Value for money

In all, thirty-five per cent of respondents tended to agree that Uttlesford District Council provides value for money with a further twenty percent definitely agreeing. In this targeted budget consultation respondents showed a much higher agreement rate than that seen in the Uttlesford satisfaction survey undertaken in November 2024 and the national residents' satisfaction survey of all councils undertaken by the LGA in October 2024. See figure 2.

Per cent			
	Council spending (Jan 2025)	Uttlesford satisfaction survey (Nov 2024)	National satisfaction survey (Oct 2024)
<b>Definitely or tend to agree</b>	<b>55%</b>	<b>36%</b>	<b>36%</b>
Definitely agree	20%	7%	7%
Tend to agree	35%	30%	29%
Neither agree nor disagree	10%	29%	31%
Tend to disagree	23%	23%	19%
Definitely disagree	12%	13%	12%
Don't know	-	-	2%

**Figure 2: To what extent do you agree or disagree that Uttlesford District Council provides value for money?**

Base (all respondents): Uttlesford 60

## Statutory services

In the next questions respondents were given a list of the statutory services the council provides. For each of these statutory services they were asked to tell us how important they think the service is.

To meet the continued financial pressures, we could look to reduce the amount we spend which may reduce the level of service provided, or where allowed, increase or introduce new fees and charges.

### Environmental health and licensing

Housing standards, private water supplies and pollution control were rated as being 'very or fairly important' by ninety-four percent of those who responded. By comparison, only forty-seven percent of respondents regarded taxi licensing, liquor and gambling premises licensing as being important. In the Uttlesford satisfaction survey undertaken in November 2024, licensing for taxis and pubs was given a sixty-four percent importance rating. See figure 3.

Per cent				
	Action to develop cleaner neighbourhoods and to tackle environmental crime such as fly tipping	Food safety	Housing standards, private water supplies and pollution control	Taxi licensing, liquor and gambling premises licensing
<b>Very or fairly important</b>	<b>90%</b>	<b>80%</b>	<b>94%</b>	<b>47%</b>
Very important	40%	38%	58%	12%
Fairly important	50%	42%	36%	35%
Neither	7%	13%	5%	37%
Fairly unimportant	2%	5%	2%	12%
Very unimportant	2%	2%	-	5%

### Figure 3: Environmental health and licensing

Base (all respondents): Uttlesford 60

## Housing and homelessness

Housing services generally attract a reasonable level of support in resident surveys. Here housing advice polled seventy-one percent of respondents who regard it as being 'very or fairly important'. Temporary accommodation was ranked just a little higher with a seventy-seven percent 'very or fairly important' rating. These results are much in line with those from 2023 (for the 2024-25 budget survey) when housing advice polled seventy-two percent and temporary accommodation polled seventy-seven percent. See figure 4.

Per cent		
	Housing advice	Temporary accommodation
<b>Very or fairly important</b>	<b>71%</b>	<b>77%</b>
Very important	40%	37%
Fairly important	31%	40%
Neither	15%	17%
Fairly unimportant	10%	3%
Very unimportant	3%	3%

### Figure 4: Housing and homelessness

Base (all respondents): Uttlesford 60

## Planning and building control

Both planning policy and development management (determining planning and building control applications) scored highly with almost nine in ten respondents rating them as 'very or fairly important'. In the Uttlesford satisfaction survey undertaken in November 2024 planning in general received an eight-eight percent importance rating. See figure 5.

Per cent			
	Planning policy including the new Local Plan	Determining planning and building control applications	Local land searches (such as when buying/selling a home)
<b>Very or fairly important</b>	<b>89%</b>	<b>87%</b>	<b>55%</b>
Very important	57%	55%	28%
Fairly important	32%	32%	27%
Neither	8%	10%	28%
Fairly unimportant	-	-	8%
Very unimportant	3%	3%	8%

### Figure 5: Planning and building control

Base (all respondents): Uttlesford 60

## Refuse and recycling collections

Waste and recycling collections always command high levels of interest. The ninety-eight percent importance rating here is comparable to the ninety-nine percent registered for the same question in the Uttlesford satisfaction survey undertaken in

November 2024. In 2023 (for the 2024-25 budget survey) this service polled a similar approval rating (of 98.6%). See figure 6.

Per cent	
	Refuse and recycling collections
<b>Very or fairly important</b>	<b>98%</b>
Very important	73%
Fairly important	25%
Neither	-
Fairly unimportant	-
Very unimportant	2%

**Figure 6: Refuse and recycling collections**

Base (all respondents): Uttlesford 60

### Street cleansing

The eighty-five percent importance rating here is somewhat down on the ninety-four percent registered for the same question in the Uttlesford satisfaction survey undertaken in November 2024. It is also a bit down on the eighty-nine percent satisfaction polled in 2023 (for the 2024-25 budget survey). See figure 7.

Per cent	
	Street cleansing
<b>Very or fairly important</b>	<b>85%</b>
Very important	41%
Fairly important	44%
Neither	10%
Fairly unimportant	3%
Very unimportant	2%

**Figure 7: Street cleansing**

Base (all respondents): Uttlesford 59

### Revenues and benefits

Revenues and benefits services are seen as being relatively low priorities for funding by respondents with only sixty-five percent ranking 'Council Tax and business rates collection' as being important. 'Administering Council Tax and Housing Benefit' was so rated by sixty-seven percent of people who answered this question. Both these results are a bit down on 2023 (for the 2024-25 budget survey) when 'Council Tax and business rates collection' polled seventy-five percent support and 'Administering Council Tax and Housing Benefit' polled seventy-six percent. See figure 8.

Per cent		
	Administering Council Tax and business rates collection	Administering Council Tax and Housing Benefit
<b>Very or fairly important</b>	<b>65%</b>	<b>67%</b>
Very important	25%	27%
Fairly important	40%	40%
Neither	28%	23%
Fairly unimportant	3%	5%
Very unimportant	3%	5%

**Figure 8: Revenues and benefits**  
Base (all respondents): Uttlesford 60

## Discretionary services

In the next questions respondents were given a list of the discretionary services we provide. Discretionary services are those we choose to provide but do not have a legal responsibility to do so. For each of these services respondents were asked to tell us how important they think the service is.

We charge additional fees and charges for some of them. To meet the continued financial pressures we could increase existing fees and charges and introduce new ones. Or we could reduce the level of service.

### Maintaining amenity areas

Maintaining amenity areas includes such things as grass cutting and general maintenance of various areas of council-owned land. Some two-thirds of respondents (67%) regard this discretionary service as being important. In 2023 (for the 2024-25 budget survey) this service polled an eighty-one percent importance rating. See figure 9.

Per cent	
	Maintaining amenity areas
<b>Very or fairly important</b>	<b>67%</b>
Very important	25%
Fairly important	42%
Neither	27%
Fairly unimportant	2%
Very unimportant	5%

**Figure 9: Maintaining amenity areas**  
Base (all respondents): Uttlesford 60

## Community safety

Community safety activities to support the work of the Community Safety Partnership (CSP) with the police and others. Just six in ten (59%) respondents regard the council's community safety work as being important. In 2023 (for the 2024-25 budget survey) this service polled a seventy-three percent importance rating. See figure 10.

	Per cent
	<b>Maintaining amenity areas</b>
<b>Very or fairly important</b>	<b>59%</b>
Very important	25%
Fairly important	34%
Neither	24%
Fairly unimportant	7%
Very unimportant	10%

**Figure 10: Community safety**

Base (all respondents): Uttlesford 59

## Economic development

Support for local businesses was rated as being 'very or fairly important' by seventy-three percent of respondents. By comparison support for tourism only achieved forty-two percent and with a third (33%) of those who answered this question stating that they were neutral. In 2023 (for the 2024-25 budget survey) tourism polled a forty-six percent importance rating. See figure 11.

	Per cent		
	<b>Support for local businesses</b>	<b>Supporting projects to facilitate economic growth such as rural broadband</b>	<b>Support for tourism</b>
<b>Very or fairly important</b>	<b>73%</b>	<b>66%</b>	<b>42%</b>
Very important	28%	28%	7%
Fairly important	45%	38%	35%
Neither	20%	27%	33%
Fairly unimportant	3%	2%	17%
Very unimportant	3%	5%	8%

**Figure 11: Economic development**

Base (all respondents): Uttlesford 60

## Partnerships and communities

Supporting community groups was rated as 'very or fairly important' by fifty-six percent of respondents. This result is pretty much identical to that returned in 2023 (for the 2024-25 budget survey). Community grants were so rated by fifty-four percent. See figure 12.

Per cent		
	Supporting community groups to deliver projects	Community grants
<b>Very or fairly important</b>	<b>56%</b>	<b>54%</b>
Very important	13%	12%
Fairly important	43%	42%
Neither	28%	30%
Fairly unimportant	8%	10%
Very unimportant	7%	7%

**Figure 12: Partnerships and communities**

Base (all respondents): Uttlesford 60

### Saffron Walden Museum

In 2023 (for the 2024-25 budget survey) running Saffron Walden Museum was rated as 'very or fairly important' by fifty-one percent of respondents. In the current survey this has dropped to just thirty-six percent. Almost three in ten people (28%), though, were neutral on this question. See figure 13.

Per cent	
	Running Saffron Walden Museum
<b>Very or fairly important</b>	<b>36%</b>
Very important	18%
Fairly important	18%
Neither	28%
Fairly unimportant	20%
Very unimportant	15%

**Figure 13: Saffron Walden Museum**

Base (all respondents): Uttlesford 60

### Climate change

Just a bit under half of all respondents (45%) rated the council's climate change activities as being 'very or fairly important'. This equates well with data from the [Essex residents' survey](#) (June 2024) where forty-one percent of Uttlesford residents stated that they are 'extremely or very worried' about climate change. See figure 14.

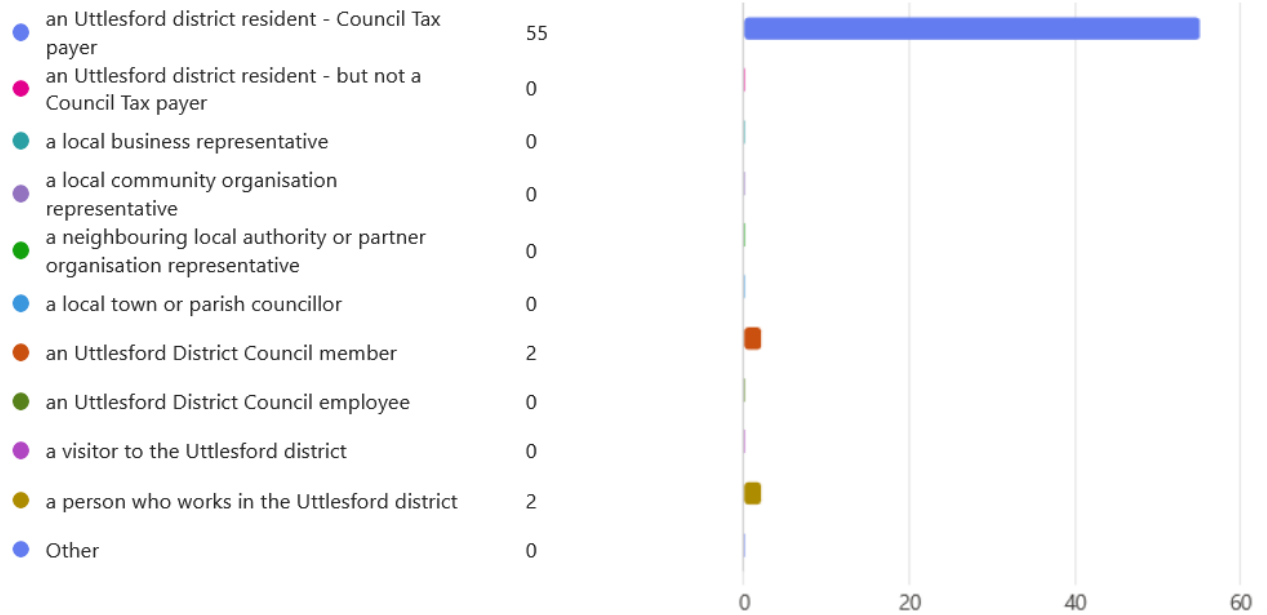
Per cent	
	Climate change
<b>Very or fairly important</b>	<b>45%</b>
Very important	17%
Fairly important	28%
Neither	18%
Fairly unimportant	15%
Very unimportant	22%

**Figure 14: Climate change**

Base (all respondents): Uttlesford 60

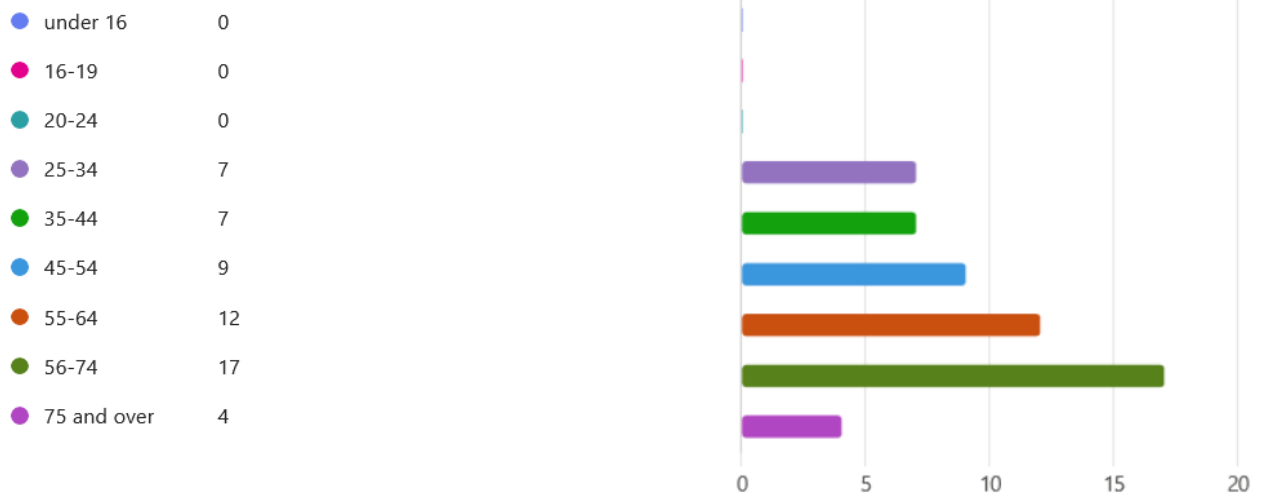
## Appendix A: Data tables – profiling

### Status



**Table 1: I am responding to the survey as**  
Base (all respondents): Uttlesford 59

### Age

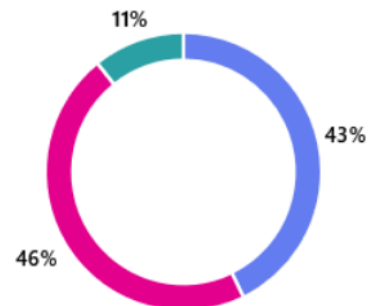




**Table 2: Which age category do you belong to?**  
Base (all respondents): Uttlesford 56

## Gender

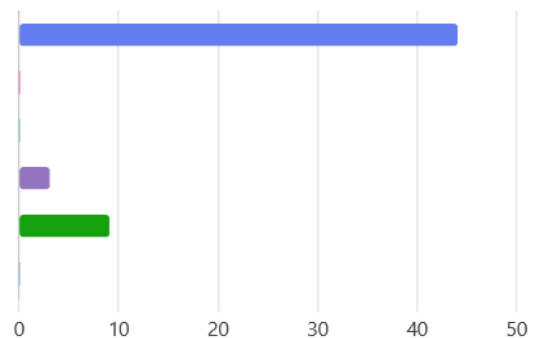
Male	24
Female	26
Prefer not to say	6
Other	0



**Table 3: What is your gender?**  
Base (all respondents): Uttlesford 56

## Ethnicity

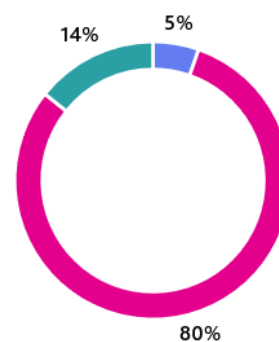
White	44
Black or Black British	0
Mixed heritage	0
Asian or Asian British	3
Prefer not to say	9
Other	0



**Table 4: What is your ethnicity?**  
Base (all respondents): Uttlesford 56

## Disability

● Yes	3
● No	45
● Prefer not to say	8



**Table 5: Do you consider yourself to have a disability?**  
Base (all respondents): Uttlesford 56

## Postcode

Postcode data: respondents	
CB10	CM6 2LU
CB10 2AP	CM6 2ND
CB10 2BB	CM6 3BA
CB10 2EG	CM6 3FD
CB10 2YY	CM6 3SA
CB101PH	CM61DA
CB102XB	CM61FY
CB102XB	CM61RR
CB11	CM61UY
CB11	CM61XQ
CB11	
CB11	
CB11 3HB	
CB11 3HY	
CB11 3JH	
CB11 3PF	
CB11 3UG	
CB11 4AA	
CB11 4AQ	
CB11 4AQ	
CB11 4DN	
CB11 4PQ	
CB11 4RT	
CB113DZ	
CB113SN	
CM22	
CM22 0AA	
CM22 6DQ	
CM22 6LA	
CM22 6LB	
CM22 6LA	
CM22 7RH	
CM23	
CM24	
CM24 8JT	
CM6 1YB	
CM6 2JU	

**Table 6: What is your postcode?**  
Base (all respondents): Uttlesford 47

## Appendix B: Polling questions

# Council spending - have your say

**Complete our short survey to give your views on Uttlesford District Council's budget for 2025-26.**

### Your information

Information you provide will be treated in accordance with the General Data Protection Regulation (GDPR) (EU) 2016/679. Your contact details will be used solely for the purpose of contacting you about this survey. You should refer to our [Corporate consultation privacy notice](#) (on [www.uttlesford.gov.uk](http://www.uttlesford.gov.uk)) for an explanation as to what we do with your personal information, how long we keep it and your right to withdraw your consent at any time you choose.

### Priorities

Our budget is designed to deliver the core services we provide and meet our priorities as set out in the council's Corporate Plan.

With a vision for the council to make 'Uttlesford the best place to live, work and visit', the Corporate Plan has 4 priorities.

#### Protecting and enhancing our environment

We will protect and improve our environment by reducing our carbon footprint, promoting biodiversity, managing waste and recycling, and supporting green initiatives.

#### Encouraging economic growth

We will support and promote a vibrant and diverse economy by attracting investment, facilitating business growth, enhancing skills and employability, and improving connectivity and infrastructure.

#### Building strong communities

We will build strong and resilient communities by engaging with our residents, delivering new housing and tackling social isolation.

#### Putting residents first

We will deliver excellent services for the benefit of our residents by ensuring budgetary stability and value for money, embracing new technology and developing our workforce.

Question 1 Are these priorities the right ones for 2025/26?

	Definitely agree	Tend to agree	Neither agree nor disagree	Tend to disagree	Definitely disagree
Protecting and enhancing our environment	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Encouraging economic growth	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Building strong communities	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Putting residents first	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

**Value for money**

Only a small part of the Council Tax you pay goes to us.

Uttlesford District Council currently keeps £176.74 of the average £2,148.96 paid in Council Tax by an Uttlesford household based on Band D property in 2024/25.

The rest goes to:

- Essex County Council
- Essex Police Fire and Crime Commissioner
- parish and town councils

In this survey we are only asking for your views about the Uttlesford part of the Council Tax bill. We have no say in setting the tax levels of the other bodies.

We are also responsible for collecting business rates. But we have no say in their level and we keep only a small percentage of the rates that we collect.

Question 2 Bearing in mind Uttlesford householders only pay £176.74 per year for services provided by the council (based on average Band D Council Tax 2024/25), to what extent do you agree or disagree that Uttlesford District Council provides value for money?

- ☐ Definitely agree
- ☐ Tend to agree
- ☐ Neither agree nor disagree
- ☐ Tend to disagree
- ☐ Definitely disagree

Statutory services

We deliver a number of statutory services. These are services that we have to provide by law.

We are allowed to, and already do, apply additional fees and charges for some of them.

To meet the continued financial pressures, we could look to reduce the amount we spend which may reduce the level of service provided, or where allowed, increase or introduce new fees and charges.

In the next questions we have given a list of the statutory services we provide. For each of these statutory services please tell us how important you think the service is.

Question 3 Environmental Health and Licensing includes:

	Very important	Fairly important	Neither important nor unimportant	Fairly unimportant	Very unimportant
Action to develop cleaner neighbourhoods and to tackle environmental crime such as fly tipping	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Food safety	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Housing standards, private water supplies and pollution control	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Taxi licensing, liquor and gambling premises licensing	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Question 4 Housing and Homelessness includes:

	Very important	Fairly important	Neither important nor unimportant	Fairly unimportant	Very unimportant
Housing advice	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Temporary accommodation	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Question 5 Planning and Building Control includes:

Very important	Fairly important	Neither important nor unimportant	Fairly unimportant	Very unimportant
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	<b>Very important</b>	<b>Fairly important</b>	<b>Neither important nor unimportant</b>	<b>Fairly unimportant</b>	<b>Very unimportant</b>
Planning policy including the new Local Plan	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Determining planning and building control applications	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Local land searches (e.g. when buying/selling a home)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Question 6 Refuse and recycling collection includes:

	<b>Very important</b>	<b>Fairly important</b>	<b>Neither important nor unimportant</b>	<b>Fairly unimportant</b>	<b>Very unimportant</b>
Refuse and recycling collections	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Question 7 Street cleansing includes:

	<b>Very important</b>	<b>Fairly important</b>	<b>Neither important nor unimportant</b>	<b>Fairly unimportant</b>	<b>Very unimportant</b>
Street cleansing	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Question 8 Revenues and Benefits includes:

	<b>Very important</b>	<b>Fairly important</b>	<b>Neither important nor unimportant</b>	<b>Fairly unimportant</b>	<b>Very unimportant</b>
Administering Council Tax and business rates collection	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Administering Council Tax and Housing Benefit	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

## Discretionary services

These are services we choose to provide but do not have a legal responsibility to do so.

We charge additional fees and charges for some of them. To meet the continued financial pressures we could increase existing fees and charges and introduce new ones. Or we could reduce the level of service.

For each of these discretionary services please tell how important you think the service is.

Question 9 Maintaining amenity areas, such as grass cutting and general maintenance of various areas of council-owned land includes:

(This does not include council housing or sheltered accommodation)

	<b>Very important</b>	<b>Fairly important</b>	<b>Neither important nor unimportant</b>	<b>Fairly unimportant</b>	<b>Very unimportant</b>
Maintaining amenity areas	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Question 10 Community safety activities to support the work of the Community Safety Partnership with the police and others includes:

	<b>Very important</b>	<b>Fairly important</b>	<b>Neither important nor unimportant</b>	<b>Fairly unimportant</b>	<b>Very unimportant</b>
Community safety activities	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Question 11 Economic development includes:

	<b>Very important</b>	<b>Fairly important</b>	<b>Neither important nor unimportant</b>	<b>Fairly unimportant</b>	<b>Very unimportant</b>
Support for local businesses	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Supporting projects to facilitate economic growth such as rural broadband	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Support for tourism	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Question 12 Partnerships and communities includes:

	<b>Very important</b>	<b>Fairly important</b>	<b>Neither important nor unimportant</b>	<b>Fairly unimportant</b>	<b>Very unimportant</b>
Supporting community groups to deliver projects	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Community grants	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Question 13 Running Saffron Walden Museum includes:

	<b>Very important</b>	<b>Fairly important</b>	<b>Neither important nor unimportant</b>	<b>Fairly unimportant</b>	<b>Very unimportant</b>
Running Saffron Walden Museum	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Question 14 Climate change activities includes:



	Very important	Fairly important	Neither important nor unimportant	Fairly unimportant	Very unimportant
Climate change activities	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

### Survey respondents

We want this survey to be open to everyone who lives and works in Uttlesford.

It would greatly assist us if you would select which of the following statements best describes you.

Question 15 I am responding to this survey as:

- ☐ an Uttlesford district resident - Council Tax payer
- ☐ an Uttlesford district resident - but not a Council Tax payer
- ☐ a local business representative
- ☐ a local community organisation representative
- ☐ a neighbouring local authority or partner organisation representative
- ☐ a local town or parish councillor
- ☐ an Uttlesford District Council member
- ☐ an Uttlesford District Council employee
- ☐ a visitor to the Uttlesford district
- ☐ a person who works in the Uttlesford district
- ☐ Other (please specify)

## Your details

We want to make sure that all our services are delivered fairly. We are therefore asking the following questions about you, so that we can make sure our services consider everyone's needs.

 **You do not have to answer any of these questions.**

Question 16 Which age category do you belong to?

- ☐ under 16
- ☐ 16-19
- ☐ 20-24
- ☐ 25-34
- ☐ 35-44
- ☐ 45-54
- ☐ 55-64
- ☐ 65-74
- ☐ 75 and over

Question 17 What is your gender?

- ☐ Male
- ☐ Female
- ☐ Prefer not to say
- ☐ Other (please specify)

Question 18 What is your ethnicity?

- ☐ White
- ☐ Black or Black British
- ☐ Mixed heritage
- ☐ Asian or Asian British
- ☐ Other (please specify)

Question 19 Do you consider yourself to have a disability?

- ☐ Yes
- ☐ No

Question 20 What is your postcode?

## Appendix C: Service-specific importance

A resident satisfaction survey of 500 local people was conducted for Uttlesford District Council by Yonder Data Solutions in the autumn of 2024.

Respondents were invited to indicate how relatively important they considered a range of council services aligned to the LGA's standard indicators.

The responses given in the resident satisfaction survey are here compared with data, where applicable, from the current budget consultation.

	Per cent					
	Resident satisfaction	Council spending	Resident satisfaction	Council spending	Resident satisfaction	Council spending
	Waste & recycling collections	Waste & recycling collections	Street cleaning	Street cleaning	Licensing licenses for taxis, pubs	Taxi licensing, liquor and gambling premises licensing
<b>NET: Important</b>	<b>99%</b>	<b>98%</b>	<b>94%</b>	<b>85%</b>	<b>64%</b>	<b>47%</b>
<b>Very important</b>	88%	73%	56%	41%	27%	12%
<b>Fairly important</b>	11%	25%	39%	44%	37%	35%
<b>Neither/ nor</b>	1%	0	3%	10%	17%	37%
<b>Fairly unimportant</b>	0	0	2%	3%	15%	12%
<b>Very unimportant</b>	0	2%	1%	2%	4%	5%
<b>NET: Unimportant</b>	<b>0</b>	<b>2%</b>	<b>3%</b>	<b>5%</b>	<b>19%</b>	<b>17%</b>

Per cent			
	Resident satisfaction Planning	Council spending Planning policy including the new Local Plan	Council spending Determining planning and building control applications
<b>NET: Important</b>	<b>88%</b>	<b>89%</b>	<b>87%</b>
<b>Very important</b>	68%	57%	55%
<b>Fairly important</b>	21%	32%	32%
<b>Neither/ nor</b>	7%	8%	10%
<b>Fairly unimportant</b>	2%	0	0
<b>Very unimportant</b>	3%	3%	3%
<b>NET: Unimportant</b>	<b>5%</b>	<b>3%</b>	<b>3%</b>

**Figure 15: Different types of services that are provided by Uttlesford District Council – resident satisfaction / council spending comparative responses.**

Base (all respondents – resident satisfaction): Uttlesford 500

Base (all respondents – budget consultation): Uttlesford 60



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