



CITIZENS' PANEL RESULTS JANUARY/FEBRUARY 2018

Budget Consultation

**Prepared by:
Stratford-on-Avon District Council
Performance, Consultation & Insight Unit
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Introduction

The Council has a Citizens' Panel, which contains a representative sample of people living in the District of Stratford-on-Avon. By surveying this Panel, it is possible to obtain views and opinions broadly representative of local residents. The following results are from the January/February 2018 Panel survey.

Methodology

531 questionnaires were returned (199 via online and 332 by post) from a mailing to 1155 residents in January 2018, with a deadline of 8th February. 22 questionnaires were returned not completed for a variety of reasons, i.e. moved away. This represents a response rate of 46.9%.

Results of the Budget Consultation

Usage of SDC services

Respondents were given a list of services with descriptions. 85% of respondents have used SDC car parks in the last twelve months. Seven in ten residents use the parks, playing fields & open spaces and just under half, public conveniences. There were no large increases or decreases in usage.

Table 1:

	2014 %	2015 %	2016 %	2017 %	2018 %
Car Parks	86	83	86	84	85
Parks, Playing Fields & Open Spaces	67	72	69	69	71
Public Conveniences	54	51	54	52	49
Community Leisure / Leisure Centres / Sports Facilities	34	36	34	33	37
Development Control & Planning	22	21	20	19	23
Environmental Health	8	12	10	10	12
Council Tax Enquiries	8	11	8	9	10
Benefits Enquiries	3	4	5	5	5
Housing	6	5	3	5	4
BASE: (All respondents)	(416)	(507)	(454)	(470)	(509)

Level of agreement with statements about Council Tax

Residents were asked to indicate how strongly they agreed or disagreed with the statement: "It is important for the District Council to improve current levels of priority services, even if this means removal of some other services". 45% were in agreement with the statement as opposed to 22% who disagreed, a small decrease in agreement of 3 percentage points on last year.

Table 2: "It is important for the District Council to improve current levels of priority services, even if this means removal of some other services"

	2014 %	2015 %	2016 %	2017 %	2018 %
Strongly Agree / Agree	51	41	44	48	45
Neither Agree nor Disagree	30	30	31	30	33
Disagree / Strongly Disagree	19	29	25	22	22
BASE: (All respondents)	(396)	(489)	(464)	(484)	(517)

The statement question "It is important for the District Council not to increase council tax by more than 1% a year, even if this means a reduction in the levels of some lower priority services" shows an agreement figure to this statement of 45% and a disagreement total of 39%. The overall agreement figure has dropped sharply by 14 percentage points on 2017.

Table 3: "It is important for the District Council not to increase council tax by more than 1% a year, even if this means a reduction in the levels of some lower priority services"

	2016 %	2017 %	2018 %
Strongly Agree / Agree	50	59	45
Neither Agree nor Disagree	14	14	15
Disagree / Strongly Disagree	36	27	39
BASE: (All respondents)	(465)	(485)	(519)

N.B. The 2017 question used a figure of 2% not 1%

The statement question "It is important for the District Council to maintain current levels of service, even if this means increasing council tax by more than £5 a year (this would require a public Referendum to agree it)" was asked for the first time this year. 63% agreed with the statement and 22% disagreed. The agreement figure rose by 11 percentage points and the disagreement level falling by the same amount.

Table 4: "It is important for the District Council to maintain current levels of service; even if this means increasing council tax by more than £5 a year (this would require a public Referendum to agree it)"

	2016 %	2017 %	2018 %
Strongly Agree / Agree	53	52	63
Neither Agree nor Disagree	17	15	15
Disagree / Strongly Disagree	29	33	22
BASE: (All respondents)	(467)	(484)	(522)

N.B. The 2017 question used a figure of 2% not £5

The statement question "It is important for the District Council to improve current levels of service, even if this means increasing council tax by more than £5 a year (this would require a public Referendum to agree it)". 40% agreed with the statement and 33% disagreed. The disagreement level is down 11 points on the previous year.

Table 5: "It is important for the District Council to improve current levels of service; even if this means increasing council tax by more than £5 a year (this would require a public Referendum to agree it)"

	2016 %	2017 %	2018 %
Strongly Agree / Agree	34	34	40
Neither Agree nor Disagree	27	21	26
Disagree / Strongly Disagree	38	44	33
BASE: (All respondents)	(466)	(483)	(517)

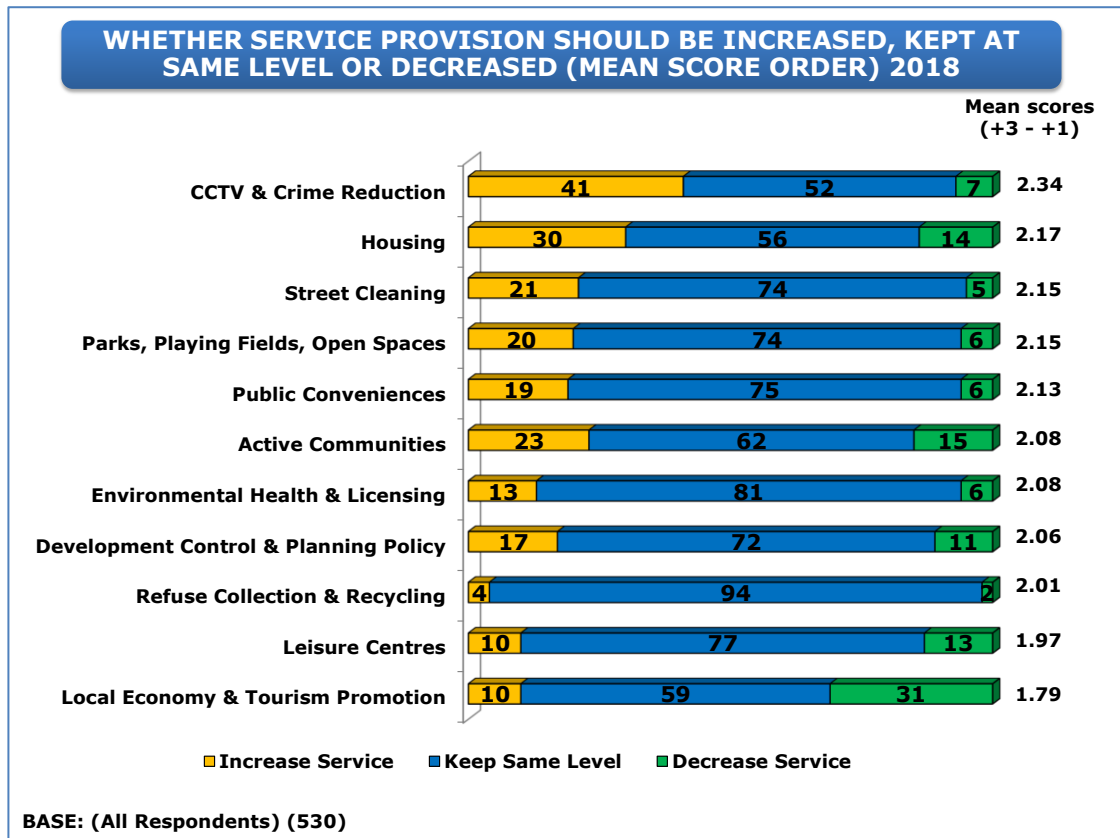
N.B. The 2017 question used a figure of 2% not £5

Spending on Services

Residents were given a description of the service alongside the cost as a share of the Band D council tax rate. They were given the current figure alongside that of 2017 and 2016 to show how it has increased or decreased in that period. They were asked if the provision of that service should be increased, kept at the same level, or decreased.

The CCTV and Crime Reduction service had the largest difference between those wanting an increase over a decrease (+34%), with Local Economy & Tourism Promotion having the largest difference between decrease and increase (-21%).

Chart 1:



CCTV and Crime Reduction recorded the highest mean score at 2.34 and Local Economy and Tourism Promotion the lowest at 1.79.

CCTV and Crime Reduction rose by +0.13, along with Parks, Playing Fields and Open Spaces. There were no decreases. See Table 6.

Table 6: Whether service provision should be increased, kept the same or decreased

	Mean Scores Over Time					
	2018	2017	2016	2015	2014	2013
CCTV & Crime Reduction - This relates to the provision of CCTV in the towns & larger villages within the District. Also working with partners to reduce crime & anti-social behaviour within the District. 2015-£2.78, 2016-£3.06, 2017-£3.31	2.34	2.21	2.20	2.12	2.09	2.03
Housing - This service fulfils the Council's strategic housing responsibility by working with housing associations to enable affordable accommodation within the District. This service also deals with the homelessness function. 2015-£11.96, 2016-£14.74, 2017-11.17	2.17	2.14	2.12	2.01	2.06	2.04
Street Cleaning - This service relates to the cleaning of the streets throughout the whole of the District Area. 2015-£11.08, 2016-£12.22, 2017-£13.15	2.15	2.10	2.10	1.99	2.02	2.03
Parks, Playing Fields & Open Spaces - This involves the management of parks, playing fields, & open spaces owned by the District Council, verge trimming & tree surgery. 2015-£8.62, 2016-£4.86, 2017-£3.65	2.15	2.02	1.99	2.02	2.07	2.04
Public Conveniences - This service concerns the provision of public conveniences throughout the District. 2015-£2.64, 2016-£2.85, 2017-£3.38	2.13	2.09	2.11	2.02	2.09	2.07
Active Communities - Play schemes, school sports tournaments and physical activity opportunities for older people. 2015-£1.16, 2016-£1.22, 2017-£1.31	2.08	1.99	2.03	1.98	1.99	1.96
Environmental Health & Licensing - Statutory function with responsibilities for the enforcement of a range of provisions concerned with the protection of public health & well-being, including food safety, pest control, licensing & health and safety. 2015-£8.09, 2016-£7.22, 2017-£7.52	2.08	2.04	2.05	2.01	1.99	2.03
Development Control & Planning Policy - This service is responsible for the development of planning strategies & determining planning applications. It is also responsible for planning enforcement, conservation, & policy implementation. 2015-£17.16, 2016-£18.88, 2017-£20.10	2.06	2.00	2.09	2.02	2.11	1.97
Refuse Collection and Recycling - This service involves the fortnightly collection of recycling & domestic waste. There is a weekly collection of food waste. 2015-£21.80, 2016-£24.84, 2017-£27.07	2.01	2.01	2.00	2.01	2.05	2.02
Leisure Centres - The provision & running of four Council leisure centres across the District, play areas & the Skate Park. 2015-£12.58, 2016-£10.92, 2017-£8.41	1.97	1.92	1.93	1.93	1.92	1.93
Local Economy & Tourism Promotion - This service relates to supporting business & the promotion of tourism throughout Stratford District. 2015-£3.35, 2016-£2.40, 2017-£3.85	1.79	1.77	1.81	1.78	1.83	1.87
Base: (All Respondents)	530	482	472	519	416	561

Level of Support for Various New Proposals

The following proposals were presented to residents in the questionnaire. They were asked to choose up to three options to support.

<p>a. Implementation of Strategic Review £159,750 one off <i>The Council has completed a Strategic Review which was presented to Council in October last year. The main objective of the review is to ensure that the Council continues to be a financially sustainable organisation. The Strategic Review identifies a number of initiatives which will save money and meet this objective; however, some up front funding is required in order to deliver these projects.</i></p>
<p>b. Economic Development Priorities £100,000 one off and £26,000 per <i>The Council has one of the best performing economies in the West Midlands and has seen growth three times higher than the national average. The Council wants to ensure that the economy continues to flourish and the proposal is to allow funding to develop and implement a fresh approach to helping the local economy.</i></p>
<p>c. Support for the Homeless £236,540 per year <i>During the last few years the number of individuals who homeless has increased significantly and the Council has a responsibility to provide temporary housing in such cases. The Council is seeking to implement a range of initiatives which are designed to prevent the individual becoming homeless in the first place. However, it is also recognised that the budget that the Council has to provide accommodation such as Bed & Breakfast is not sufficient.</i></p>
<p>d. Additional Security Measures £60,000 one off and £25,000 per year <i>Following attacks across the world the Council along with partners has been reviewing the security measures which are in place for events within Stratford-upon-Avon. Whilst a number of temporary measures are already in place this proposal allows for permanent structures to help prevent such attacks along with additional security presence at events such as the Shakespeare Birthday Celebrations.</i></p>
<p>e. Modernisation of ICT Systems £365,500 one-off <i>The Council needs to make investment in the ICT systems. New ways of working are being reviewed to help the Council become more efficient and deliver savings, however, a number of the key systems that the Council uses need replacing. This proposal would provide a budget to upgrade these systems.</i></p>

Support for the homeless was first choice for residents at 57% support. Least support was the implementation of the Strategic Review – 47%. However, all five schemes were only 10 percentage points apart.

Table 7: Support for Proposals

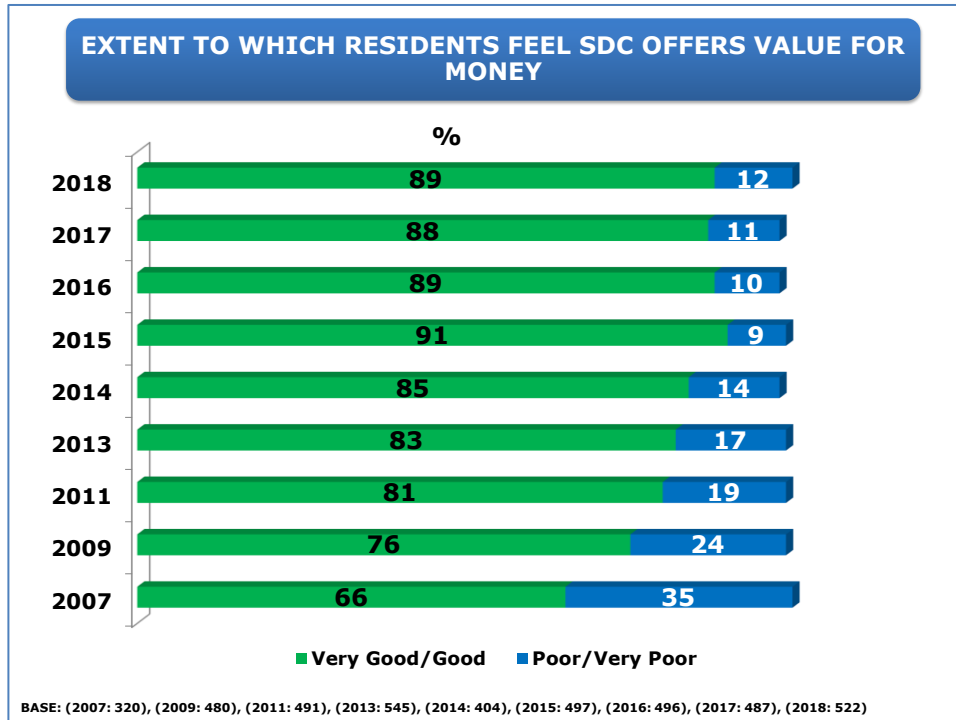
	%
Support for the Homeless	57
Economic Development Priorities	55
Additional Security Measures	50
Modernisation of ICT Systems	49
Implementation of Strategic Review	47
Base: (All respondents)	(516)

Value for Money

Panel members were told that the current council tax element for a Band D property was £135.71. They were asked if this represented good value for money or not.

The value for money figure remains at a high level of 89%, the same figure as 2016 and the second highest figure recorded in the last nine surveys.

Chart 2:

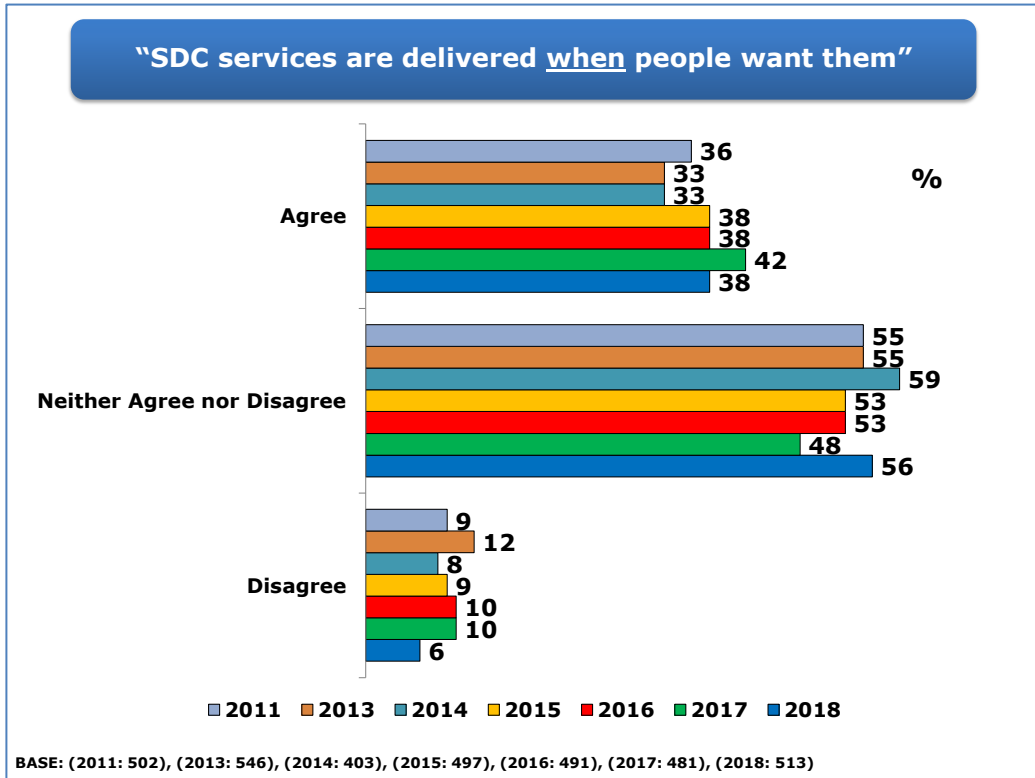


Statement questions on SDC services

SDC services are delivered when people want them

Asked whether they felt SDC services were delivered when people wanted them, 38% agreed and 6% disagreed. The agreement figure was 4 percentage points down on the previous year.

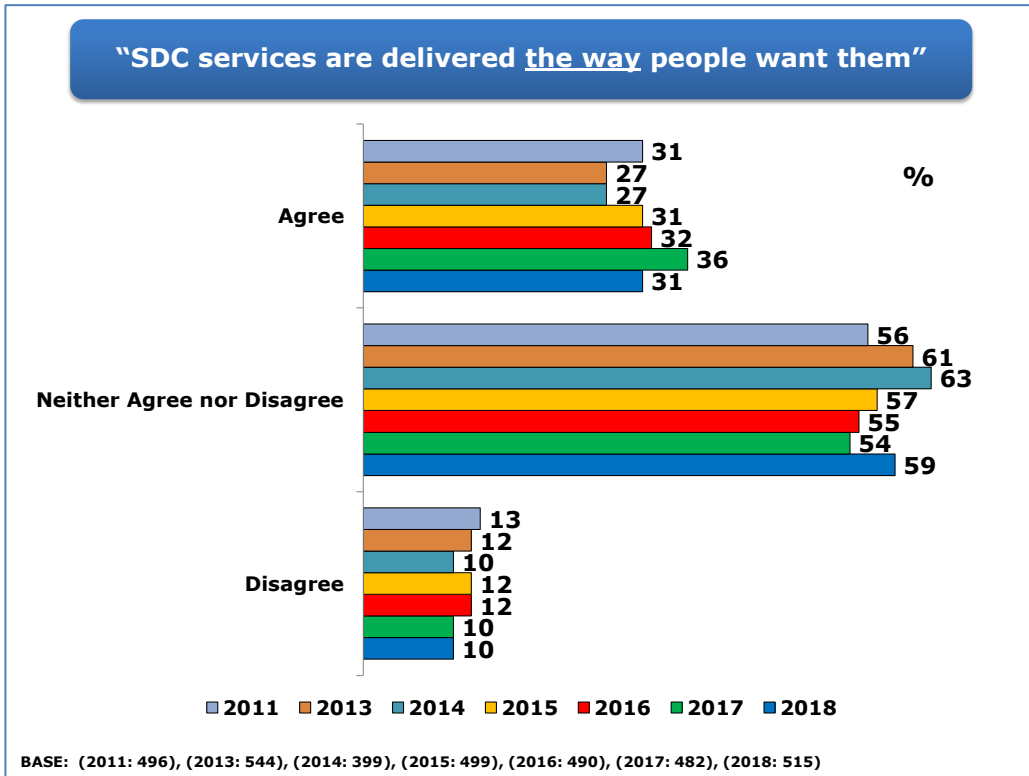
Chart 3:



SDC services are delivered the way people want them

Asked whether they felt SDC services were delivered the way people wanted them, 31% agreed and 10% disagreed. This question has a high percentage of neither agreeing nor disagreeing at 59%. The agreement figure is down 5 points on the previous survey.

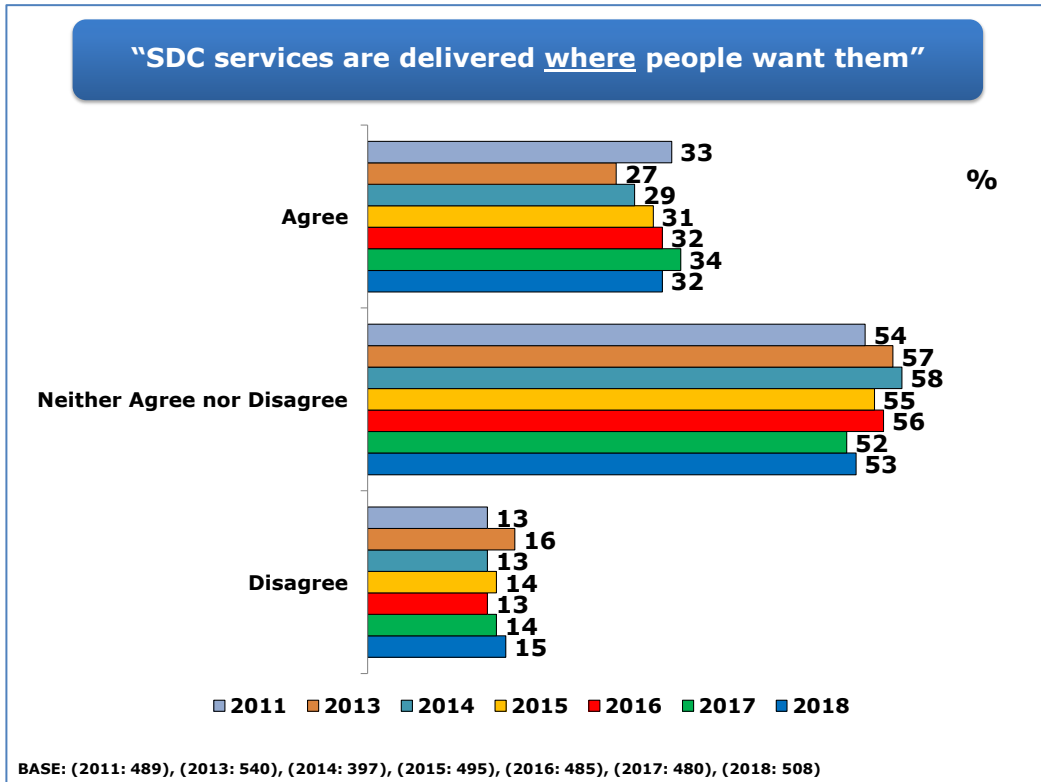
Chart 4:



SDC services are delivered where people want them

Asked whether they felt SDC services were delivered where people wanted them, 32% agreed and 15% disagreed. The agreement figure is slightly lower than 2017 by 2 points. More than half neither agreed nor disagreed.

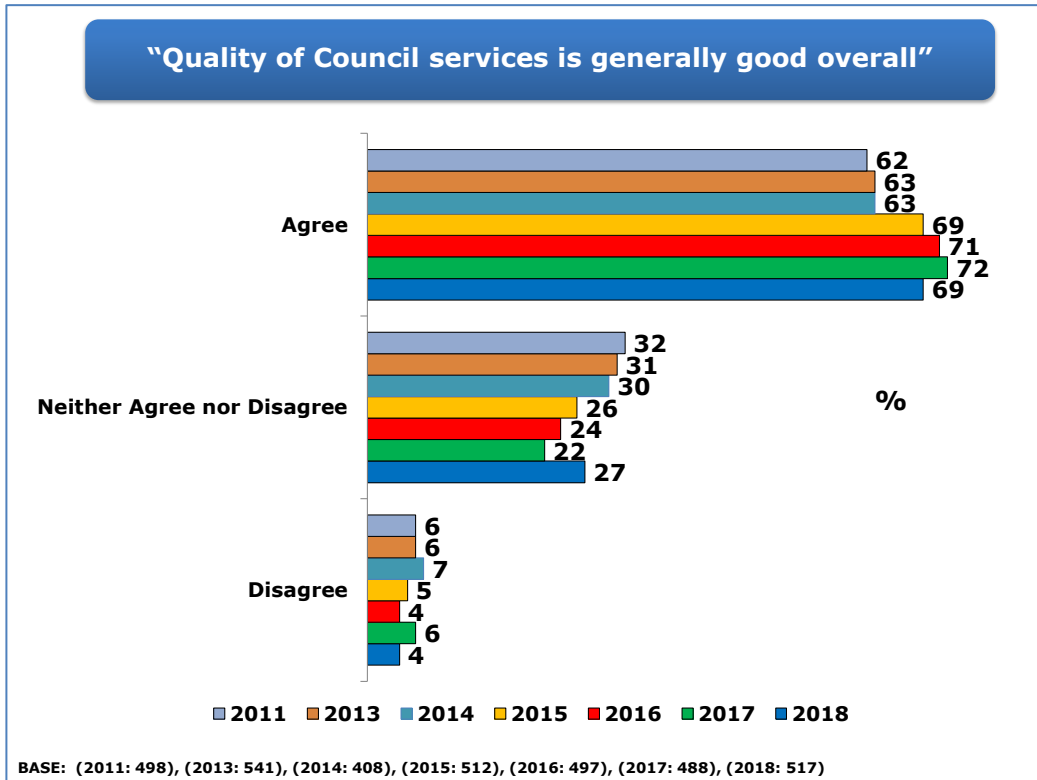
Chart 5:



Quality of Council services is generally good overall

Almost seven out of ten respondents felt the quality of Council services was good overall. This figure has risen 7 percentage points on 2011, but is 3 points down on last year. Disagreement with the statement decreased 2 points from 6% in 2017 to 4% in 2018.

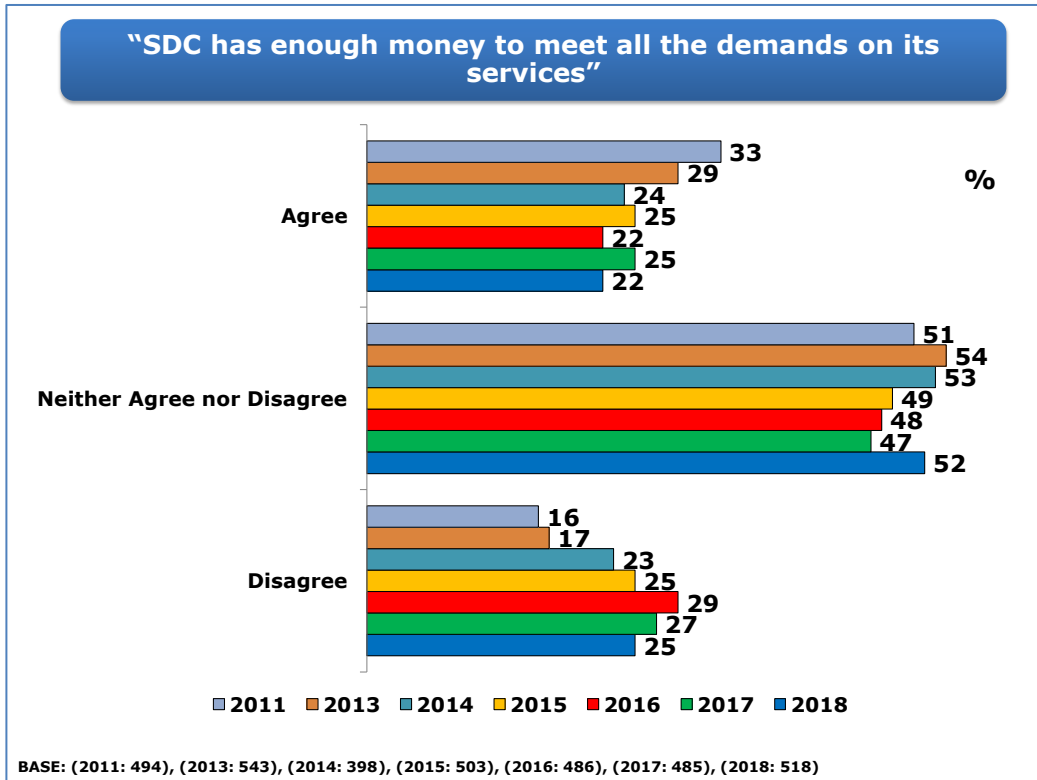
Chart 6:



SDC has enough money to meet all the demands on its services

Since 2011 residents are less likely to agree that SDC has enough money to meet all the demands on its services. This shows the awareness they have about the cuts in public services. 22% of those surveyed agreed with the statement in 2018, representing a fall of 11 percentage points from the level in 2011. The disagreement level has risen to 25% in 2017 from 16% in 2011.

Chart 7:



209 comments were made in relation to the statement questions and these are included in the appendix.

Respondents' Profile

Table 8: Gender

	%
Male	55
Female	45
BASE:	(531)

Table 9: Age

	%
Up to 29	<1
30-39	5
40-49	12
50-59	17
60-69	27
70-79	30
80 & over	10
BASE:	(498)

Table 10: Number of adults aged 18 or over in household

	%
One	26
Two	65
Three	7
Four or more	3
BASE:	(516)

Table 11: Number of children aged 17 or under in household

	%
None	84
One	6
Two	8
Three or more	2
BASE:	(516)

Table 12: Accommodation Type

	%
Owned outright	67
Buying on mortgage	23
Rent from Housing Assoc./Trust	5
Rent from a private landlord	3
Other	1
BASE:	(530)

Table 13: Whether respondents have any long-standing illness, disability, or infirmity

	%
Yes	23
No	77
BASE:	(524)

Table 14: Whether this illness or disability limits respondents' activities in any way

	%
Yes	55
No	45
BASE: (Those with disability)	(166)

Table 15: Activity which best describes what respondent is doing at present

	%
Employee in full-time job	21
Employee in part-time job	11
Self-employed, full or part-time	12
Full-time education at school, college or university	0
Unemployed and available for work	1
Permanently sick or disabled	4
Wholly retired from work	50
Looking after the home	11
Doing something else	6
BASE:	(530)

Table 16: Origin

	%
White - British	94
White - Irish, White - Other Background, Non-White	6
BASE:	(521)

APPENDIX

Additional comments made relating to the statement questions.

<p>I think SDC services are delivered when SDC think appropriate, when was there ever consultation on moving to two weekly bin collections? That appeared to be imposed. Where is there any opportunity to look closely at the service delivery? That is what you are in place to do the detail is never shared with locals and if it was you would never get a decision on anything. Without looking at your finances how do I know if you have enough money? It's all relative to the service that you want to deliver I am not sure what the purpose of these questions in. If you are trying to find out how happy I am with services just ask that.</p>
<p>Other than refuse collection the area of Lighthorne Heath seems to be neglected by SDC.</p>
<p>Much too focused on Stratford itself. Needs to decentralise and provide more services in district's other towns and villages.</p>
<p>Ensuring that at least the status quo can be maintained is important.</p>
<p>Stratford town has seen huge changes in its growth over the last 10 years but there one huge fundamental problem. Too many eating / coffee/ restaurants. More hotel developments. Housing has expanded to level that is not sustainable which is now generating traffic problems adding to more pollution due to traffic queues. Warwick CC / Stratford have not performed very well with cohesive traffic management plan to deal with congestion. Birmingham road is a classic case and has been an issue for many years with clear plan going forward. More money is being on another strategy review which will not achieve the right results. Just get on with the bypass around the town with all developers contributing under various legislation that is available. The planning department has one of worst records in the U.K. The district services are good but developments/ traffic management is deteriorating to such an extent that once all the targets on housing have been delivered then there will be problems including the relocation of the motor dealerships Onto the Alcester Road opposite Wildmoor, expansion next Waitrose and then further developments towards the Banbury road. Warwick CC and Stratford really need to review the expansion of the area as the changes are destroying what was once a town with a soul. A very frustrated resident. The Planning department has lost control and was very late in closing down its strategy on land for development leaving the door open for many land owners to secure availability in the core strategy plan following consultations. Time to control development and sort a traffic management plan. Just get on with the work rather have another study 10 years later. The relieve roads around the town should have completed. Not impressed.</p>
<p>Good refuse and recycling. Need to reduce parking costs to encourage re-growth in Town Centre Less for tourists more for residents Beef up protection of Green Belt- Stratford is disappearing under development without enough thought for infrastructure and traffic</p>
<p>I do not agree that we should continue to underfund these services by being the lowest rated area in the West Midlands and think most people could afford say a 2% increase but those that cannot should continue to receive 100% help rather than 75% as now</p>
<p>There will always be likely to be a shortfall in funding for services where the future demand is very difficult to predict and is fundamentally outside your control, such as homelessness.</p>
<p>You must prioritise services for normal people - the forgotten middle class. So bin collections, street cleaning etc. We're no longer interested in helping homeless, minorities, travellers/gypsies, international aid, refugees, racism or anything else which is about promoting minority viewpoints and interests ahead of normal, silent middle class people. We want our bins emptied, to take our children to the park, and to enjoy clean, safe streets please, not on providing ever expanding accommodation and benefits to those who don't look after themselves. And that includes obese people, smokers etc, we shouldn't keep supporting people who don't listen to advice and help themselves accordingly. We've got to stop handing-out to people, and to make people work for something instead.</p>
<p>It is important to make I T systems secure and up to date.</p>
<p>Average as being in village far from Stratford don't see much offered</p>
<p>Reference to planning dept. fail to respond to complaints arrogant, rude and dismissive support developers to the detriment of local residents. Planning portal shambolic. do not listen to local residents do not adhere to there own guidelines</p>
<p>Food collection waste was mentioned, but I have no bin. Recycling is not clear on what is/is not recyclable and it would be good to separate recycling.</p>
<p>Taxes should be increased to support better health and social facilities for the future.</p>
<p>I have little or no direct contact with SDC, my contact is indirect i.e. via general services such</p>

as waste disposal.
The economy of the area is based on tourism, so spending a bit of money on cutting grass verges and hedges to make the place look like Shakespeare's home town might be a good idea. During the summer, some of the approach roads to Stratford look like jungle!
I think it is totally wrong that central government don't contribute to local service provision.
I see SDC spending a lot of money in Stratford Town. I do not see money being spent outside of Stratford for the benefit of others who live in the area. It would be interesting to know how much is spent on keeping Stratford Town looking lovely (clean streets, flowers, public toilets, parking attendants) in an amount and that in comparison to other services provided in the town, and also that spend in the rest of the area SDC is responsible for as I have no comparison in economic terms, just a very clear visual image that the town is where the effort is put in and the money is spent- it may not be a fair reflection and I would prefer to have the facts. Congratulations on the works to the Stratford Leisure Centre- it was disgusting prior to that. Southam Leisure Centre could now do with some attention as a lot of business was lost there when Newbold Comyn re-opened. The Refuse Collection service is spot on. The operatives are excellent- very helpful and leave everything very tidy. When we had the snow, obviously for safety reasons they could not come but then came as soon as it was safe to do so; the Council should be commended for this. Given the parking charges in town, I expect that it is a massive revenue raiser for the Council. However, it is killing the High Street and people coming to work in the area- I deliberately avoid it because I object to the Parking charges and I am not the only person to do this. It was a massive consideration for me working on Stratford (& stopping working in Stratford) and again, I am not the only person who has expressed this view.
Haven't used the services to any great extent, so unable to quantify my responses.
I am not convinced that the planning committee is sufficiently well qualified and independent of outside influences to adjudicate on important village strategic planning.
Is that all the questions or just Q6? Unclear. I've tried to draw on my personal experience of using various services but am aware that that experience isn't great. The only think I'm fairly sure of is that there isn't enough money.
SDC delivers very few services to the villages. Many services are only delivered to Stratford and some other large conurbations. The villages are therefore subsidising the towns. SDC needs to make leisure centres self-funding and find ways to ensure that the villages receive adequate levels of essential services for matters such as parks and playgrounds, street cleaning and verge mowing.
The Strategic Review should improve efficiency and allow Council Tax to be allocated both equitably and intelligently.
Living in a village I see little of the services; that is why my comments are down the middle
Some services are very good e.g. bin collection service and recycling, others less so e.g. planning, it's difficult to get to talk to anyone in planning and time taken is too long with the onus put back upon us to make any amendments at very short notice
Homelessness and street begging are an issue more need to be done a night shelter enlargement of the link project Support for the food bank
Council tax is a joke. What are we getting? No police on the streets nor the police station in Shipston is ever open. The Cemetery in Shipston has a caravan that has been parked there for over a year and is an eye sore....when will it be removed...it is an insult to the dead. The entrance to the cemetery has a massive hole which has not been filled in for 3 years??. Why?? I was told the caravan is to be Sold! Who in their right minds would want that piece of junk? Remove it please.
Would like more recreational play for pre-schoolers in my local area
Some of the core issues for the area e.g. logistics have been badly managed over the years wasting substantial amounts of money. Stratford has become a magnet for homeless in other areas to arrive due to the tourism. Where I live (Henley) is a good example of wasting money on CCTV.
I think the council provides a good service, considering all the cuts from Government.
I believe that Stratford town is disproportionately favoured for development initiatives and the outlying villages are an easier target for savings.
The District council element of our council tax is relatively small compared to the overall bill

and I would accept a modest increase to improve certain services.
There is a noticeable decline in availability of officers - e.g. Environmental health have taken on the work of the dog warden (on sick leave) yet EH was already stretched. It also applies to planning and enforcement. I believe it is down to cuts. Our excellent councillor agrees. Don't believe me? Try calling SDC and asking for either of these offices and see how long it takes to find someone with the responsibility. Quite a concern. (Add to this police numbers - County Council responsibility - and a worrying picture emerges)
Personal experience has shown SDC provide an adequate service, however I recognise the fact that there are more homeless people on the streets, and the number of people using food banks is not acceptable. SDC needs to consider providing affordable SOCIAL housing, and not giving developers rein to build what they want with their 'affordable' tag
Huge savings can be made by removing many top tier, high salary positions within the council. Residents should be included in all council meetings relating to monetary matters and services. All spending should be available to be audited by all residents. The ability, competency and technology in communicating within and between different agencies and stake holders should be an ongoing, prioritised training issue. All councillors' expenses should be vetted and scrutinised by designated panels that include significant numbers of residents. All committees should include residents on their panels. All councillors and MPs should be more available to residents and all services provided should be vetted for quality of service, rather than mere cash savings.
I do not know enough about subject to comment
These comments relate to the planning department. Firstly I don't think the council should be using a consultant to advise them on strategic plans that affect the whole area that has obvious links with housing developers. The area is being swamped by housing, most of which is not affordable housing but aspirational homes. The planning department should take a much tougher line on planning applications to stop the area being ruined. The number of amendments that applicants can make to an original application appals me especially when they have seen what objections people have raised.
The failure to meet road congestion problems, and yet still building more properties, without any progress what so ever on the obvious current problems.
Disproportionate focus on Stratford town...treated as the "jewel in the crown" which has priority because of history. In fact, there is more to the district than Stratford and other villages and towns suffer and are deprioritised.
We are in a very rural area and the lack of public transport, provision of pavements is concerning but otherwise we do not rely on SDC services. How the aged, infirm, homeless cope in town areas might be another matter.
I would support a rise in taxes if the council were more effective particularly in the area of planning I would also support increases IF the money was spent on quality of life and services for RESIDENTS I DO NOT support raising money with schemes like the big wheel nor can I support the councils desire to increase funding when it imposes this type of thing on us
I live in Bidford-on-Avon on Avon where a parish tax is also paid. It is very difficult to see where our council tax goes apart from the weekly rubbish collections. Our "village" is growing at a fast pace due to a number of large new build developments and there is little improvement in the local amenities, with a fast growing population. It seems to me that SDC seem only content on spending the council tax in Stratford for the tourists. Whilst I appreciate tourism brings money to the town, it is the locals who need to be looked after as well. Stratford town offers nothing for local residents in surrounding villages such as Bidford-on-Avon, particularly shopping. If it's restaurants you want, there are too many to choose from, which again suggests you are catering for the tourists rather than local residents.
Still, having lived here for 14+ years, feels vert Stratford town focused and prioritised, especially new builds not being in the economic heart of the district but farmed out to your Market Towns so you don't upset party goers and big names in Stratford.
Q5 needed the option of 'don't know' Q6 covers too wide a range of services to be able to answer appropriately, some services may be delivered when/where and how people want them, whilst others (planning, housing) are clearly not provided.
The housing planning consents currently being built, especially on the Campden road, are a welcome addition to the stock - BUT there appears to be no addition to the infrastructure, parking, schools, Drainage. Neither does there appear to be provision of genuinely low cost

housing.
There is very little delivery of service outside Stratford on Avon town itself. For example in Studley where I live there has been terrible under delivery for the past decade. I feed this back every year in this survey but nothing is ever done.
My family were given 2 months' notice last year and requested help with local housing. A local house that was empty still is, and the flat that was also empty, was given to a Serbian family, who now terrorise the area. How is this fare??
I have no complaints at all regarding the service that the SDC provide: they certainly compare favourably to other District Councils I have experience of. You can't please all of the people all of the time, but I feel that the DC provide good value for money and seem to look to the future well to inform future needs etc.
The first question about which services I had used in the last 12 months made me realise how little engagement I have with Stratford. I think the rubbish collection and road sweeping are the only things I am aware of that I use regularly, accepting things like planning , environmental health etc are only needed on an AdHoc basis. It made me think that all the other services included in the rate tend to be focussed on the towns which I never visit. Therefore maybe some services eg leisure, car parks; public conveniences could do more to deliver in the surrounding villages?
Bin collection is particularly appreciated.
It's impossible to answer some parts of the question above without additional information on standards set & performance against standards or targets
Perception is that planning department is toothless. Perception is that council does not listen to towns-peoples' wishes e.g. big wheel
SDC seems to spend a disproportionate amount on the town centre, their services and efforts should be spread more evenly across the district.
I have made no use of services other than refuse collection, so hard to judge objectively.
I think the council are doing a good job and that we are lucky to live in Stratford
We live in a well maintained environment the schools are well rated Bin collections extremely efficient The council web sites are accessible and informative Social care is the only service that I have heard some concerns about but I suspect that there will never be enough however much you try as people would always wish for more
Nil comment
Q4 a. what are the initiatives mentioned? Q5+6 I have insufficient information upon which to judge
I expect demand on services to steadily increase as the number of households increase.
I'm not sure you are really asking the right questions in order to get our views on services v costs and charges.
I don't see how any Council could claim to have enough money to meet all its demands.
Studley residents believe they get a worse deal than Alcester from local authorities. Really pleased though to hear that old Health Centre purchased by SDC. Would like to see parking available for High St residents near houses.
I feel SDC are doing very well, although would like to see more police/community officers in the Shipston area
Running any business is a job of prioritising demands versus cash available. In the public sector there is no room at all for 'Vanity Projects' every penny has to be earned by the tax payer before passing it to the council. All employers must remember who pays their wages.
SDC needs to spend money very wisely. Yes, implement new ICT systems but make sure this is an efficient and sustainable system. Police budgets are continually eroded. SDC should make the case for supporting more cash for the police instead of supporting the PCC who is a politician and knows nothing about policing. In fact SDC should push for the scrapping of the PCC for Warwickshire, amalgamate with West Mercia and use the money to put funds in the Police.
Insufficient person centred approaches, particularly in relation to Social care for older people and other vulnerable adults; focus is on placing in a device that is the most cost effective rather the best solution for that individual to maintain their health and provide a decent quality of life

It appears that the town of Stratford receive more than e.g. Bidford/Studley
I live in Henley in Arden. Q3. I have suggested an increase in the following services. 1) Street cleaning - ? Is not dealt with which is worse than litter. 2) Housing - need more affordable houses. 3) More promotion of Henley-in-Arden is needed with a differing of shops to bring people in. Also more emphasis made of our historic buildings & museum. 4) CCTV cameras needed in the areas crime repeats
SDC concentrate effort & resources on the town of Stratford. They care little for the surrounding towns & villages. The Planning committee show very little regard for the decisions of the local Parish Councils. Money is spent by local PC and most of the time their decisions are overruled - showing little respect. Money is wasted by SDC making the town pretty for tourists - whilst outlying communities have to scratch for every penny they need for improvements.
Q4e. ICT systems should be continually reviewed & updated to avoid the necessity of finding £1/3 to catch-up
Excellent refuse collection/recycling service. Employers always friendly & sociable
The DAN.C's and presumably other councils' central government support will come to an end in three years' time. None of the questions in this survey recognise this or even allude to this and its impact on how we are locally governed (town, district and county). It may be outside the scope of this document but where is SDC's thinking being developed on local government in the (not far off) era of no central government support, when will SDC's future vision of using be put before the electorate?
Our town is kept well lit, clean and feels fairly safe
To read that central government funds to local councils will cease in 3 years came as a shock. On that basis you are doing a dam good job, keep it up!
The questions are too bland and simplistic and do not give any idea of adverse consequences, so it is difficult to make a considered judgement. There should be continued pressure to improve management and get the best from existing resources.
The standard service is generally good and should be maintained. If that cannot be achieved then council tax should rise to achieve that
I'm not quite sure that SDC actually deliver services the way people want them. The wheel was imposed on us without consultation. Shipston Road parking single line was imposed on us. There are beggars and homeless on the streets yet more houses arrive making Stratford services stretched to their limit. NO MORE HOUSES or developments. PLEASE!
Ref. Homelessness. WCC are running the PHIL project aimed at preventing homelessness. SDC should not be duplicating WCC services. Ref; Additional Security Houses. Please ensure that these are 'in keeping' with the area
As I live in the countryside the only thing I receive from council tax is bin collection, nothing else. So for me nearly all of these options can be reduced
Living in a backwater we are totally neglected - no roads are swept, no potholes repaired although we pay our rates and taxes
You do not seem to be acting in any way to ??? or prevent the continual destruction of the countryside in your area of jurisdiction
Henley in Arden has a very serious dog fouling problem on our pavements. It is not good when you have to tell friends to look where they are walking!! On a visit to a property on High Street. Mine!! This problem needs to be dealt with; it seems too many dog owners are walking more than one dog, without being responsible. This is a disgrace & a health hazard
I have answered them truthfully - bearing in mind I am 84!
Priorities have been taken into account by answering what we perceive as "Quality of Life"
My personal view of the area I reside in is: 1) Excess litter in rural lanes, gutters, ditches, rivers. 2) Dog fouling (excessive) within the main High Streets, church access, town hall areas - with the number of dogs increasing yearly. 3) Parking for residents unlike Stratford (1 car required). Commercial vehicles parked overnight in roads/and car parks. Also increasing lately
I think services are provided when the council can provide them rather than when people want them and I don't feel the council has enough money to meet this demand. However people don't have enough money to keep meeting council tax demands and the cost of living
SDC does not have sufficient money to provide an overall service where and when required. Cost saving exercises are generally inefficient and often ineffective

We have more than enough new housing in our villages. Local bus routes have been out to our village and local retired people now find it difficult to get around
IT services, HR services should be shared with WCC to save duplication, (therefore £) No further comment.
I have done work for the council over years ago with diggers and love it, hospitals, roads, cleaning snow and tips
Q6 responses reflect not having accessed all services
I consider the need to carefully plan the road network in and around Stratford particularly the Birmingham Road, which is presently untenable. Also to consider the cost of parking in the town which is starving the city traders and encouraging shopping at the Maybird as an alternative. I recognise the importance of tourism but not when it harms the Stratford infrastructure and inhabitants
Q6 description very vague - accurate answers dependant on specific example
Live in Southam, Stratford appears to get the best of these, (I.e. CCTV, police etc) villages and small towns lose out to Stratford
In question 6 not enough is known of the subjects to give constructive answers
Q15 No reference for anyone being a carer 24/7
Value for money. Answer. When you live in the country all you get for your money is the bins emptied and the rare road sweep
The answer would depend on which services you are talking about. I do not have enough information about how much money SDC has and how it spends it. (And whether it is well spent) to answer either way
Ufton as a village does not receive the same level of services as other areas
Q5 How would the man in the street know this? Q6 Little contact except dustbins!!
Happy with the council running things at this moment. Please - no more council charges for 2018
I am very concerned about the number of empty (& soon to be empty) retail premises in the town. Traffic levels - many related to new housing are also a concern. (No more new housing?) How about encouraging the conversion of retail into housing?
I would like to recycle more but only have boxes. Any change of bags for dry recycling?
See 3b for example and 4 and 6. If you review Stratford town, the traffic, the new builds, the shops, it is clear that SDC is incompetent and perhaps corrupt. How can we plan to allocate more money/resources to this bunch of clowns
Re Q4 - I have a great deal of sympathy for the homeless. But could only tick 3 options. Also if too much support is provided it will attract even more people. Prevention is the key
SDC is concentrating on many initiatives which are damaging the community they purport to support. Examples: 1. Your Planners have allowed 'over development' of the existing housing stock resulting in excessive built footprints which drives costs for Buyers trying to enter the market 2. Your punitive Business Rates have caused Businesses to become uncompetitive, driving closures and voids. Your car parking 'anti-car' policies drive customers out of town, again reducing the commercial success of the town. 3. Many properties remain empty and could be adapted to meet social housing needs. etc.
Sometimes too much focus on larger towns and villages at expense of smaller ones
The implementation of the Strategic Review is in my judgement highly controversial plans for new housing in hand and particularly the Shottery development will cause severe problems regarding traffic density. Additionally there seems to be a difference in interpretation between SDC and WDC on the access road to this development, the latter seeing it as part of a ring road - as it stands at the moment it could not withstand heavy vehicle density. Stratford, although not unique in a national sense, faces severe traffic density problems due to haphazard planning decisions. Critical measures need to be made within a decade. Finally rail access to Oxford/London ought to be part of both SDC & WCC consensus to remedy the disastrous decisions incurred by implementing the Beeching Report in the 50/60's
Overall good performance in very challenging economic environment. Poor Planning in: Why big wheel return. Allow housing development along a transport hotspot i.e. Birmingham Road - disgraceful
Trying to find out who to contact in regards to problems on some of our roads. These

problems caused by SDC or WDC?
I agree to most but I also think SDC does waste a lot of money. Needs stricter control
The Studley children centre had to be closed down due to lack of funding. The Studley leisure centre is a shambles. Please allocate appropriate and sufficient funding for children, family and leisure facilities
See within answers given. Q3J, Q4E
So many different needs you never keep everyone happy. Always room for improvement but I believe there are restrictions with money and attitudes
Due to my disability I can only make limited use of services e.g. cannot use public transport, rely on taxis with wheelchair access
A major problem is urbanisation up to the town boundaries with its emphasis on the lack of community facilities e.g. small shop(s) lack of open space suitable for ball games, and bus routes. Planners & councillors fail to take these things into account. Community centre are non-existent
Modernisation of ICT systems & security measures are not high priority items to most, the old basics are still essential i.e. food, shelter, warmth & waste collection/hygiene. Thank you
We do not use a lot of the services but the refuse collectors are always on time and very cheerful. We wouldn't need to pay a traffic warden in zone 2 if it was just residents parking, as it is we often cannot park at all due to many properties having at least 2 cars. My visitors who come from Lincolnshire can never park
Re - providing housing for homeless people SDC should ensure that there is housing for indigenous people, people born within Stratford - before priority seems to be given to economic migrants. My niece has slept on her mother's settee for years waiting for a one person flat with Orbit.
I believe there are several partners in Shakespeare birthday celebration i.e. Town Council, Shakespeare's Birthplace Trust, RSC, etc. These along with central government should pay their share of any additional security costs. Do we still get value for the money spent on such events?
I think SDC can be very good at somethings. Your refuse collection service I think is excellent
Living in a small village I feel that all I receive from my Council Tax is the dustbins emptied. I approve of the recycling. The council appears to concentrate on Stratford. Planning enforcement needs to be more proactive, fairness for all. Not all buildings seem to apply for permission but this is not checked, they suddenly appear
Reducing costs doesn't always reduce services. Cut more waste. Work smarter=new technology. More electric charging points through planning conditions
Refuse collection needs improvement. Both waste (household) recycling should be each week. Household waste should not be bi-weekly
I am not in the district except at w/es and occasional weekdays, so am not well placed to answer all the questions. We only have a food waste collection fortnightly in Bidford. I am impressed by the street cleansing in the district but dismayed by the extremely low level of public concern about litter (cans, bottles, fag packets, & dog s-i-, including bagged). Any chance of more support for volunteer groups? Perhaps a schools campaign, too, devised so that children/adolescents might shame their parents. My experience in Bidford is that CCTV has no effect on low level street nuisance. (drunks, disorderly, littering, urinating in public, dog issues)
Answered with such knowledge of the subject requested
All councils could do with more money to provide better services
I do not drive because I blacked out in my car six years ago. I did no damage to anything and decided not to drive again. I love bowling at Bearley village hall with Snipes Short Mat Bowling Club, but cannot get there and back from Loxley Road CV37 7DS for games at 2 till 5pm Monday and Friday. xxxxxx. Thank you
I don't know enough about the services to comment on the delivery of them
I don't feel I have enough to hand to expand on my answers or give alternate answers
Whilst the refuse collection services is good, I am concerned that the process of recycling is not fully understood and may be ineffective. More education needed
I think we have good services her in Stratford Upon Avon. My only issue is the traffic

<p>problems. But overall I love my town. I am sure there are other issues such as homelessness, but unless you are going to build properties then this issue will continue to grow. However, my issue is where are you going to build. My daughter is a teacher and cannot afford to live/buy in Stratford and for me this is an issue</p>
<p>I would like to see more short term free parking of 15 minutes duration to assist with access to shopping and banking</p>
<p>The council have a very tough job to do. They will always want more money for important works. We must live within our means and be thankful for all what is done</p>
<p>I can only answer to the services I have had to ask for. I.E. the drains and roads clearing, which were done pretty quick and a bin that hadn't been emptied, they returned the same day - excellent service</p>
<p>I'm struggling to understand why SDC should consider increasing contributions to tourism. Tourists will continue to visit Stratford without any increased funding from SDC. Individual tourist attractions should be taking responsibility for promoting the attractions since they are the main beneficiaries. If the statement at Q4b is correct then clearly the council appear to be managing very well with current levels of funding, therefore it would be reassuring if any additional funds raised could be used for those needing shelter, safety and a chance to get back on their feet</p>
<p>Having only recently, under two years moved into the area it is a bit difficult to be very objective. However, as a Wellesbourne resident I really cannot stress how important for our economic future, airfields actually are. The future of Drones WILL NOT be little things buzzing about, that will be uneconomic and dangerous. They will be the size of a transit van - thus we have to land at proper airfields - for servicing and loading/unloading</p>
<p>All budgets are stretched & therefore priorities have to be made, however this means a lack of funding/spend on those services further down the priority list</p>
<p>There is a major lack of police in the Studley area</p>
<p>Have no problem with £5.00 or £10.00 increase in Council tax, if part or all - extra towards policing!</p>
<p>Q4 (a). "Number of initiatives" is too vague, unspecific to form an opinion. Money can be 'saved' in many ways, some acceptable, some not</p>
<p>Why is Studley leisure centre not listed in list of supplied/supported facilities? I do feel Studley on the very edge of SDC/Warwickshire is often left to fend for itself and Stratford town centre as the 'tourist income' is often considered as priority</p>
<p>Re support for the homeless. Stratford town centre is seeing more people sleeping rough especially during the summer -many resort to simple begging - are they really individuals who need help or 'professional beggars'? There is also an issue in the Memorial garden at the end of College Street with drinking and sleeping rough. And noise issues especially in the summer months. Police and Town Hall have been notified. Very little done about it</p>
<p>More police. Keep speeding down</p>
<p>Through my professional life, I am actually aware of the challenges faced by the housing services and have seen first-hand the difficulties caused to families in acute emergency need when budget reductions have meant reduced support for them. This is definitely an area in need of greater funding</p>
<p>How much is an affordable home?</p>
<p>It is very difficult to assess the quality of services that I/we hardly use, living as we do in a village far from urban facilities. We have to organise our own social activities, run our youth clubs, organise transport as there are not relevant bus or community links</p>
<p>Services can be too centred on Stratford town - please remember there are other areas! The likes of Wellesbourne and Bidford have been overwhelmed with new housing - but no additional facilities to support/assist them - particularly with leisure. PLEASE support the re-opening of the Stratford rail link to Long Marston - this will aid economic development and improve traffic congestions/healthy issues.</p>
<p>I feel that my council tax is extremely high. My salary has gone down by about 50% in the past 8 years due to austerity, as has my partners. We feel financially pinched as a result & believe council should not be increasing council tax as a result</p>
<p>A burning issue with many people is the re instatement of service excavations in the highways. I suggest you retain a substantial deposit before allowing any organisation to excavate in the highway. The present system is unsatisfactory. This applies to SDC and WDC</p>

<p>Feel the decisions made still benefit developers and tourists for more than views/needs of residents themselves</p>
<p>I ticked to increase street cleaning because there are many road drains in the ? area which are full to the top with waste, consequently the drains are not running efficiently, leading to excess surface waste during heavy rain</p>
<p>All I get from Council tax is bins collected! Not good value</p>
<p>I have very little experience in recent years of SDC and how it has directly affected my needs apart from Q6.4. The quality of SDC services. This is reflected in my neutral response</p>
<p>I was thoroughly put out by the council paying to have slabs cleaned when I felt that money could have been used to salt bus routes to keep them running safely. I also feel that a lot of money is wasted that could be used much more wisely and to the benefit of residents and not just the tourists, after all residents are the ones that keep Stratford going. I also feel that we now have more than enough of hotels, cafes & restaurants</p>
<p>I am concerned about the environment and would like to see greater protections for green belt land. Also to see less/no housing developments springing up all over green belt land. Are the houses really needed for the 'supposed' housing shortage or is it to make already wealthy property developers more wealthy?</p>
<p>There are some services which would be detrimental to social development if cut. These are the local parent children centres at Bishopton, Clopton, Studley etc. These are vital service providers to young children & their families. It is extremely short sighted to cut budgets to these very important/valuable venues & services. They give great support to the community & the future population in the district. I am currently campaigning to keep three parenting centres open. To axe these services would mean a diminished social, mental, educational, environment, financial for the next generation</p>
<p>Your oversight of planning is truly appalling. There are too few experienced planners, enforcement is just not happening. Your planners are never the same - so you just bring in graduates when you have a rush of applications. They do not listen to residents' concerns then when the breaches happen the developer is asked to amend his plans - but we don't get what was originally passed. Our village streets are clogged with construction traffic, our green spaces destroyed and what is built is not what residents need or want. Why do I pay for leisure centres, playing fields & tourism when we get none of these?</p>
<p>I live in a village & am concerned about street lighting & street lighting. I feel as if everything is geared to SOA, I know it brings in jobs and money but sometimes we (the villages on the boundary of OXON/WARKSON) get forgotten</p>
<p>Parks, playing fields Q. Do they include public footpaths & bridleways & maintenance? (Not roads, pot holes not done). Do the Warwickshire have a budget? I think not, low maintenance only done by a volunteer Solihull rangers</p>
<p>Local infrastructure needs to be renewed given planning strategy or vice versa. Rural nature & tourism big part of the economy locally and needs protection, enforcement etc and sufficient focus to remain attractive of locals and visitors. In general local services satisfy local need and need to be maintained</p>
<p>SDC must concentrate on improving efficiency and long term planning</p>
<p>Q4d) Low risk security measure. e). Vaguely recall one of cost for ICT 2 year ago? Q6. How can a judgement be made if SDC has enough money to meet all demands. A line has to be drawn somewhere - every time!</p>
<p>Q5 & Q6 cannot be answered objectively. I doubt if there is enough money in the SDC's budget to address all the demands faced. I can only give the answers because generally my enquiries are not responded to. One is told "there are staff shortages" There's unnecessary spending, like sending me two forms to fill in!</p>
<p>My council tax band is 'F' for a two bed roomed bungalow in Bearley. I am paying £2400 a year, it is in the wrong band and has been for many years</p>
<p>I think we are very fortunate to live in SDC as everywhere is clean and tidy, Stratford is a credit as a town. Our health services are to ?. Perhaps we should stop all this cutting & spend more on some services, perhaps another £50 a year on Band D</p>
<p>I did not understand 'ICT' I would like to see genuine homeless beggars compassionately removed. I would like to see professional beggars removed</p>
<p>I would urge the council to INVEST HEAVILY in people, especially whilst interest rates are so low. Housing especially. Please affordable housing being built would give a shot in the arm to</p>

<p>local economy - boost employment, support local contractors and their various suppliers. More people in work paying tax maintains revenue streams. If more poll tax is required, so be it. Better to be best council than merely the council with the lowest tax. INVEST, INVEST, INVEST. Further cut backs will only realise CONTRACTION-NOT-GROWTH</p>
<p>I pay a lot more council tax in Band B I appreciate people with lower income want money to be spent on housing & benefit etc. But I'm not rich I work hard for my own property. Review how you spend your money & make sensible decisions</p>
<p>Band D property at £135.71 p.a. looks reasonable value, but why not quote higher bands? I've asked this questions before but the questionnaires never seem to change. Higher bands won't look so reasonable but they should be listed so that everyone can properly gauge the value linked to their property. Planning/dept./ control needs to be able to respond to queries/requests etc. I have waited three years for an answer to my simple question, but no reply forthcoming. Despite chasing this up several times!!</p>
<p>Can you please do something about the traffic? The town needs a by pass</p>
<p>Rough sleepers/beggars should be cleared from the town centre</p>
<p>I believe more money is needed to police our villages as too many crimes are occurring due to lack of police presence, response & prosecution</p>
<p>With the hundreds (if not thousands) of new homes that have been built (and are still being built) in the District, over the last few years, I would have thought the Council was receiving enough money to cover services without having to raise any tax band</p>
<p>Just a general comment. If the government is to stop all support, surely the SDC will have to increase the council tax to maintain current services, never mind trying to improve them. Even with the best intentions to identify and make savings. Surely this will still have an impact on services provided and either just make ends meet or worse have to cut some</p>
<p>The local economy should hopefully prosper without the need for expense from the council. Also the council should reduce its subsidy of leisure facilities, those using them should pay more if necessary, as it is for their health benefits</p>
<p>I am extremely concerned about planning issues. The planning department is working very hard. Our local councillor listens to the people but wealthy individuals and developers seem to have the capacity to manipulate the rules. This is a waste of tax payers money with multiple repeated applications until they get what they want. A rationalisation of the system & fair implementation of the rules would save a considerable sum of money in administration. The electorate are sick of this constant barrage and disruption to their lives</p>
<p>Questions answered to the best of my knowledge!</p>
<p>PLANNING OFFICE: Just say no to anything as they do not know the rules (poor training) Complacent officers just pass the buck! Cannot make a decision</p>
<p>Did not realise a weekly collection was in place for food waste. Information on how to access would help. I.E. Which bin green, blue, black</p>
<p>Serious concerns regarding the help available for the homeless</p>
<p>The worst thing happening at the moment around Stratford District is the appearance of so many houses on every available piece of land. We have far too many new expensive properties that local people have no hope of affording. We need more properties that are reasonably priced with incentives and help for locals to buy. With the average price of a 3 bed. Property around £250.000 - what hope is there for people on a minimum wage of £7.50. Rental properties are ridiculously high - the council needs to look at this SERIOUSLY</p>
<p>Q6. I'm unable to totally relate to these questions or fully understand all of them. Hence, my neutral answer</p>
<p>In Wellesbourne we do not get weekly food waste collection. Development - we see no control over building. We ask for no more housing but not listened to. Traffic is still bad in Stratford. Our council tax is high, but in Wellesbourne we do not receive value for money</p>
<p>I think that on the whole, in comparison to other districts, we get a good service from SDC. Cannot be said of other organisations e.g. police</p>
<p>Live in Alcester and the town is basically not invested in. This manifests in the lack of leisure provision in the form of the limited support of leisure facilities. The state of the ? Hall is a disgrace and this needs to be sorted out by SDC so the people of Alcester can benefit from this once excellent resource.</p>
<p>Support for the homeless. I did not tick box because recent reports suggest that many people</p>

<p>begging and stating they are homeless are in fact not. I would suggest this initiative for the genuinely in need and I think some investments needs to be able to determine those in genuine need and then help and support them in every way possible.</p>
<p>Because I haven't actually used most of the SDC's service. There are several questions I have no opinion on</p>
<p>These answers are my personal views and not of other people</p>
<p>The local joint Parish Council for ? & Henley on Arden should have more responsibility, especially regarding development, building & planning in this area</p>
<p>Q2. I would like to see our refuse system completely changed. No more house collections (except for disabled). Instead refuse recycling points at the end of each road. (Or several if long road). and then council could afford more regular collections</p>
<p>Not enough information to know whether services are delivered, when, how & where</p>
<p>I am utterly appalled at the continued level and increased level of beggars on the streets of Stratford. They are intimidating, project the wrong image for Stratford and quite honestly cannot be from the local area. I believe they bus in from other areas e.g. B'ham, they can afford the latest phones and block pavements which is frustrating. The council should be addressing this matter with urgency</p>
<p>Q4a. Too vague to answer, need to provide accurate content. Q6. Too sweeping & very leading questions - won't answer as context is so loose!!. Perhaps the low response last year reflected questions didn't feel they could answer as they had insufficient information</p>
<p>Final salary pensions are a huge drain on finances. Inflation linked final salary pensions have largely been withdrawn in the private sector. The public sector should follow which would free up significant budgets for the future</p>
<p>Value for money depends on number of occupants in property</p>
<p>With both local building and landscape heritage continuing to be lost to development, it appears that insufficient priority and importance is attached to its' conservation. Also, greater enforcement is needed of planning conditions and regulations, & environmental issues, such as nuisance noise & pollution. (Including traffic issues)</p>
<p>More provision for the villages that have lost services and spend less on Stratford on Avon</p>
<p>Q6. I have disagreed 2 and 3 with particular references to planning. There appears to be an absurd policy of increasing house building in locations where there is no actual demand for employment e.g. Shipston-on-Stour with approximately 700 new houses being built. Most of the occupants will be commuting elsewhere e.g. Coventry, Oxford, Gloucester, and Banbury. Why not build where the jobs are?</p>
<p>As a resident in Earlswood we are really only covered by refuse collection & fire, police, ambulance & very infrequent road closures</p>
<p>There are too many variables to meaningfully produce responses. Like Q5. too wishy washy. Need to be more specific.</p>
<p>As an Earlswood resident we need more security staff i.e. policing on Lakes and around areas to reduce break-ins</p>
<p>There is insufficient modern and innovative thinking going into the development and maintenance of Council services. Too often there is duplication of tasks and insufficient pressure on vendors, maintenance providers, utility providers and developers to meet higher standards of completion. Housing projects and planning are abused as roads remain unfinished, insufficient drainage and other issues. Finally, IT services are 10-15 years behind,</p>
<p>I understand that the care required in sheltered accommodation is to be reduced. This must not happen or it is likely that a tragedy will happen!</p>
<p>More emphasis is needed to involve young people with social clubs etc. even if that would lead to tax increases</p>
<p>I' am concerned by the lack of interest the Council pay to residents in the outer villages of the district. Permission has just been granted for a housing development north of Studley - which will bring further traffic to the village, already in desperate need of traffic calming measures. Why can Alcester have a by-pass and 'humps' yet Studley has neither Also closures of services such as libraries/children centres etc. have been in smaller locations</p>
<p>We don't really use these services unlike residents of Stratford. However what we do see is fine, timely and efficient</p>
<p>There is still the perception within Studley that we are the poor relation compared with other</p>

areas of the district when it comes to investment. More needs to be done to change this perception or indeed reality