



# **CITIZENS' PANEL RESULTS JANUARY/FEBRUARY 2020**

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Stratford-on-Avon District Council  
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## CONTENTS

		<b>PAGE</b>
<b>1.0</b>	<b>Introduction</b>	<b>1</b>
<b>2.0</b>	<b>Methodology</b>	<b>1</b>
<b>3.0</b>	<b>Summary of Results</b>	<b>1</b>
<b>4.0</b>	<b>Results</b>	<b>4</b>
<b>4.1</b>	<b>Budget Consultation</b>	<b>4</b>
4.1.1	<i>Usage of SDC Services</i>	<b>4</b>
4.1.2	<i>Level of agreement with statements about Council Tax</i>	<b>5</b>
4.1.3	<i>Spending on Services</i>	<b>7</b>
4.1.4	<i>Level of Support for Various New Proposals</i>	<b>9</b>
4.1.5	<i>Value for Money</i>	<b>10</b>
4.1.6	<i>Statement Questions on SDC Services</i>	<b>11</b>
<b>4.2</b>	<b>Environmental Health</b>	<b>16</b>
4.2.1	<i>Pest Control</i>	<b>16</b>
4.2.2	<i>Neighbour Complaints</i>	<b>19</b>
4.2.3	<i>Air Quality</i>	<b>21</b>
4.2.4	<i>Food and Safety in Respect of Allergies</i>	<b>24</b>
<b>4.3</b>	<b>Respondents' Profile</b>	<b>26</b>

**Appendix A – Q6 Further comments made in relation to the general questions on the Council.**

## 1.0 Introduction

The Council has a Citizens' Panel, which contains a 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 2020 Panel survey.

## 2.0 Methodology

485 questionnaires were returned (256 via online and 229 by post) from a mailing to 997 residents in January 2020, with a deadline of 6<sup>th</sup> February. 10 questionnaires were returned not completed for a variety of reasons, i.e. moved away. This represents a response rate of 49.1%.

## 3.0 Summary of Results

### 3.1 Budget Consultation

#### *Usage of SDC services*

- 84% of respondents have used SDC car parks in the last twelve months. Almost three-quarters use the parks, playing fields & open spaces and just over half, public conveniences.

#### *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". 40% were in agreement with the statement as opposed to 30% who disagreed, the disagreement level up 6 percentage points on last year.
- The statement question "It is important for the District Council not to increase council tax by more than 1.5% a year, even if this means a reduction in the levels of some lower priority services" shows an agreement figure to this statement of 48% and a disagreement total of 40%. The overall disagreement figure has increased sharply by 9 percentage points on 2019.
- 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)" saw 64% agreeing with the statement and 17% disagreeing. The agreement figure was 2 points higher than 2019 and the disagreement level fell by 5 points.
- 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)". 46% agreed with the statement and 29% disagreed. The disagreement level is down 3 points on the previous year, with the agreement figure up 5 points.

#### *Spending on Services*

- The CCTV and Crime Reduction service had the largest difference between those wanting an increase over a decrease in service (+37%), with Housing second at +20%. Local Economy & Tourism Promotion had the largest difference between decrease and increase (-17%).
- CCTV and Crime Reduction recorded the highest mean score at 2.37, with Housing next on 2.20. Local Economy and Tourism Promotion was again the lowest at 1.83.

- Active Communities rose by +0.08, the highest increase compared with 2019, with CCTV & Crime Reduction falling by 0.09 on the previous year.

### ***Level of Support for Various New Proposals***

- Financial support for the Fred Winter project was first choice for residents at 71% support, followed by funding for a Climate Change Strategy at 54%. Least support was for the Housing Register IT platform upgrade (28%).
- The value for money figure remains at a high level of 86%, although 3 points down on the previous year.

### ***Statement questions on SDC services***

- Asked whether they felt SDC services were delivered when people wanted them, 35% agreed and 13% disagreed. The agreement figure was 2 percentage points down on the previous year and the disagreement level 4 points higher.
- Asked whether they felt SDC services were delivered the way people wanted them, 28% agreed and 15% disagreed. This question has a high percentage of neither agreeing nor disagreeing at 58%. The agreement figure is down 5 points on the previous survey, with disagreement up 5 points.
- Asked whether they felt SDC services were delivered where people wanted them, 30% agreed. The agreement figure is lower than 2019 by 4 points. More than half neither agreed nor disagreed. Disagreement rose from 11% to 17%.
- Just under two-thirds of respondents (64%) felt the quality of Council services was good overall. This figure has fallen 2 percentage points on 2019. Disagreement with the statement rose from 4% in 2019 to 8% in 2020.
- 31% of those surveyed agreed with the statement in 2020, representing an increase of 8 percentage points from the level in 2019. The disagreement level has risen to 31% in 2020 from 27% in 2015.

## **3.2 Environmental Health**

### ***Pest Control***

- 77% of residents were aware that the Council provides a Pest Control Service.
- 21% of residents needed pest control in the last three years.
- Those having a pest control problem dealt with it in three different ways. 54% of those with a problem used a commercial pest control company, 34% used Stratford District Council's Pest Control Service and 12% dealt with it themselves.
- Those residents who had used the Council's Pest Control service were then asked how they rated the service provided. 81% were satisfied with the service, while 9% were dissatisfied.

### ***Neighbour Complaints***

- 7% residents said that they had contacted the Council within the last 3 years to report a neighbour nuisance problem.
- Of those who had contacted the Council regarding neighbour nuisance, 55% did so regarding noise (55%).

- Of those who did report the nuisance to the Council, 52% were fairly or very dissatisfied with the service provided.

### ***Air Quality***

- 74% residents considered air quality to be a fairly or very big problem nationally.
- 86% residents rated the air quality where they live fairly or very good.
- Pollution from buses, vans and lorries, followed by pollution from cars were considered the most important contributors to air quality problems in residents' local areas.
- The motor car was the predominant daily mode of transport, with going on foot the second most popular method.
- Most residents did not own an electric or hybrid car (95%).
- 23% of residents said that they were very likely to buy an electric or hybrid vehicle within the next 5 years, whilst 28% were quite likely to do this.
- 51% of respondents said that they were not very likely to change the way that they travel daily to use their car less, 32% said that they were quite or very likely to do so.

### ***Food & Safety (in Respect of Allergies)***

- 19% of residents or their close family members did have a food allergy.
- Of those who did, 40% were very confident in eating out within the district, while 20% were not confident at all.
- 25% of those with an allergy, or close family member with one, said that they did use the Food Hygiene Rating scheme as a guide to safe eating.

## 4.0 Results

### 4.1 Budget Consultation

#### 4.1.1 Usage of SDC services

Respondents were given a list of services with descriptions. 84% of respondents have used SDC car parks in the last twelve months. Almost three-quarters use the parks, playing fields & open spaces and just over half, public conveniences.

*Table 1: Which of these services have you used in the last 12 months?*

	2016 %	2017 %	2018 %	2019 %	2020 %
<b>Car Parks</b>	86	84	85	81	84
<b>Parks, Playing Fields &amp; Open Spaces</b>	69	69	71	71	74
<b>Public Conveniences</b>	54	52	49	51	53
<b>Community Leisure / Leisure Centres / Sports Facilities</b>	34	33	37	33	35
<b>Development Control &amp; Planning</b>	20	19	23	18	16
<b>Environmental Health</b>	10	10	12	12	10
<b>Council Tax Enquiries</b>	8	9	10	11	10
<b>Housing</b>	3	5	4	5	4
<b>Benefits Enquiries</b>	5	5	5	5	3
<b>BASE: (All respondents)</b>	(454)	(470)	(509)	(495)	(458)

#### 4.1.2 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". 40% were in agreement with the statement as opposed to 30% who disagreed, the disagreement level up 6 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"

	2016 %	2017 %	2018 %	2019 %	2020 %
<b>Strongly Agree / Agree</b>	44	48	45	43	40
<b>Neither Agree nor Disagree</b>	31	30	33	33	30
<b>Disagree / Strongly Disagree</b>	25	22	22	24	30
<b>BASE: (All respondents)</b>	(464)	(484)	(517)	(502)	(472)

The statement question "It is important for the District Council not to increase council tax by more than 1.5% a year, even if this means a reduction in the levels of some lower priority services" shows an agreement figure to this statement of 48% and a disagreement total of 40%. The overall disagreement figure has increased sharply by 9 percentage points on 2019.

Table 3: "It is important for the District Council not to increase council tax by more than 1.5% a year, even if this means a reduction in the levels of some lower priority services"

	2016 %	2017 %	2018 %	2019 %	2020 %
<b>Strongly Agree / Agree</b>	50	59	45	54	48
<b>Neither Agree nor Disagree</b>	14	14	15	16	12
<b>Disagree / Strongly Disagree</b>	36	27	39	31	40
<b>BASE: (All respondents)</b>	(465)	(485)	(519)	(502)	(475)

**N.B. The 2017 question used a figure of 2% not 1% and 2019 plus 2020 it is 1.5%**

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)" saw 64% agreeing with the statement and 17% disagreeing. The agreement figure was 2 points higher than 2019 and the disagreement level fell by 5 points.

*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 %	2019 %	2020 %
<b>Strongly Agree / Agree</b>	53	52	63	62	64
<b>Neither Agree nor Disagree</b>	17	15	15	16	18
<b>Disagree / Strongly Disagree</b>	29	33	22	22	17
<b>BASE: (All respondents)</b>	(467)	(484)	(522)	(504)	(476)

**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)". 46% agreed with the statement and 29% disagreed. The disagreement level is down 3 points on the previous year, with the agreement figure up 5 points.

*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 %	2019 %	2020 %
<b>Strongly Agree / Agree</b>	34	34	40	41	46
<b>Neither Agree nor Disagree</b>	27	21	26	27	25
<b>Disagree / Strongly Disagree</b>	38	44	33	32	29
<b>BASE: (All respondents)</b>	(466)	(483)	(517)	(506)	(473)

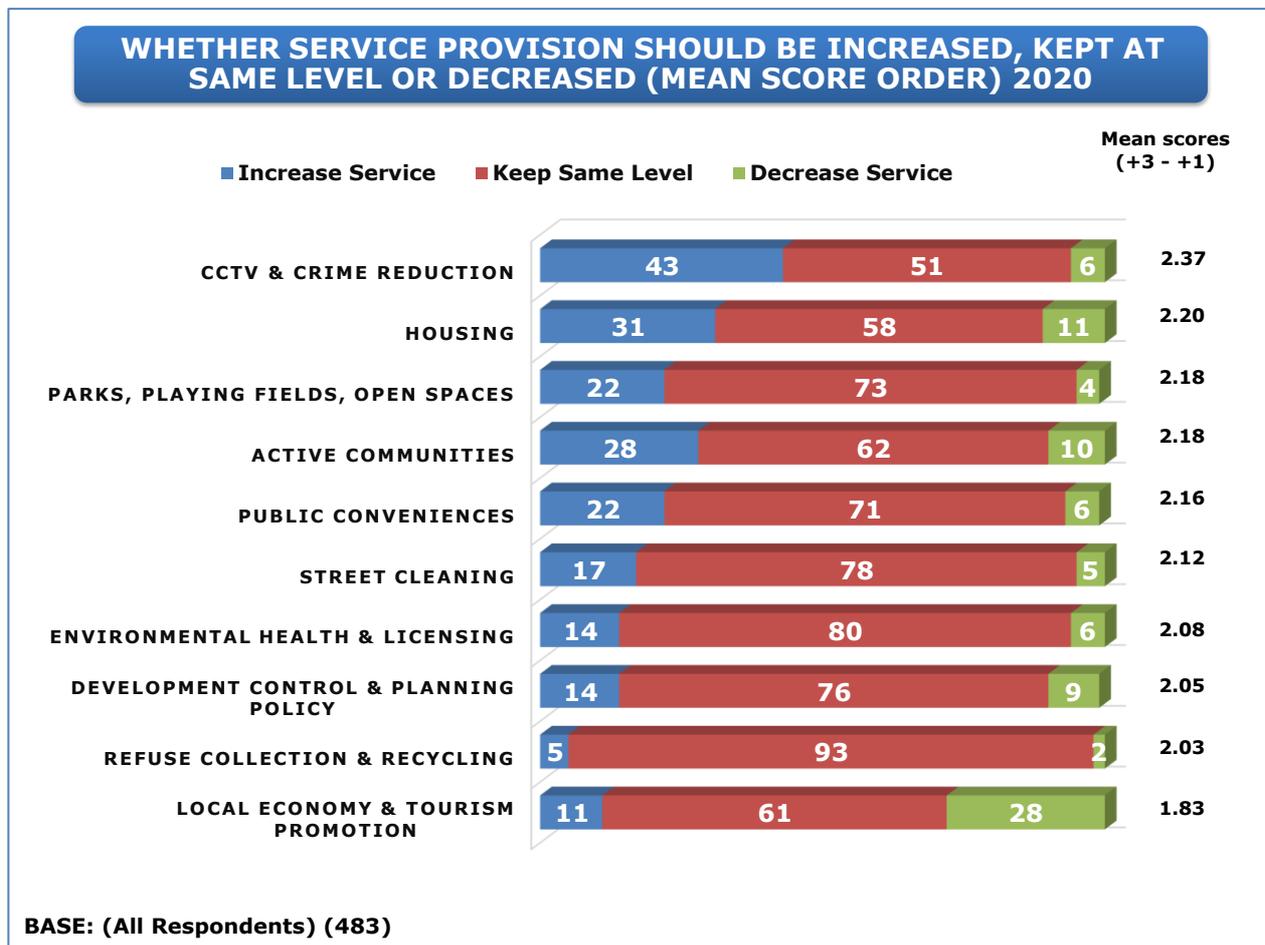
**N.B. The 2017 question used a figure of 2% not £5**

### 4.1.3 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 2019 and 2018 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 (+37%), with Housing second at +20%. Local Economy & Tourism Promotion had the largest difference between decrease and increase (-17%).

Chart 1:



CCTV and Crime Reduction recorded the highest mean score at 2.37, with Housing next on 2.20. Local Economy and Tourism Promotion was again the lowest at 1.83.

Active Communities rose by +0.08, the highest increase compared with 2019, with CCTV & Crime Reduction falling by 0.09 on the previous year. See Table 6.

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

	Mean Scores Over Time					
	2020	2019	2018	2017	2016	2015
<b>CCTV &amp; Crime Reduction</b> - 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. <b>2017-£3.31, 2018-£3.76, 2019-£4.09</b>	2.37	2.46	2.34	2.21	2.20	2.12
<b>Housing</b> - 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. <b>2017-£11.17, 2018-£11.73, 2019-£14.23</b>	2.20	2.22	2.17	2.14	2.12	2.01
<b>Parks, Playing Fields &amp; Open Spaces</b> - This involves the management of parks, playing fields, & open spaces owned by the District Council, verge trimming & tree surgery. <b>2017-£3.65, 2018-£3.62, 2019-£2.24</b>	2.18	2.13	2.15	2.02	1.99	2.02
<b>Active Communities</b> - Play schemes, school sports tournaments, physical activity opportunities for older people. <b>2017-£1.31, 2018-£1.37, 2019-£1.51</b>	2.18	2.10	2.08	1.99	2.03	1.98
<b>Public Conveniences</b> - This service concerns the provision of public conveniences throughout the District. <b>2017-£3.38, 2018-£3.43, 2019-£2.02</b>	2.16	2.12	2.13	2.09	2.11	2.02
<b>Street Cleaning</b> - This service relates to the cleaning of the streets throughout the whole of the District Area. <b>2017-£13.15, 2018-£12.86, 2019-£13.78</b>	2.12	2.16	2.15	2.10	2.10	1.99
<b>Environmental Health &amp; Licensing</b> - 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. <b>2017-£7.52, 2018-£8.60, 2019-£9.70</b>	2.08	2.10	2.08	2.04	2.05	2.01
<b>Development Control &amp; Planning Policy</b> - This service is responsible for the development of planning strategies & determining planning applications. It is also responsible for planning enforcement, conservation, & policy implementation. <b>2017-£20.10, 2018-£17.29, 2019-£22.35</b>	2.05	2.08	2.06	2.00	2.09	2.02
<b>Refuse Collection and Recycling</b> - This service currently involves the fortnightly collection of recycling, garden & domestic waste. There is a weekly collection of food waste. <b>2017-£27.07, 2018-£29.81, 2019-£28.47</b>	2.03	2.03	2.01	2.01	2.00	2.01
<b>Local Economy &amp; Tourism Promotion</b> - This service relates to supporting business & the promotion of tourism throughout Stratford District. <b>2017-£3.85, 2018-£3.94, 2019-£3.71</b>	1.83	1.81	1.79	1.77	1.81	1.78
<b>Base: (All Respondents)</b>	483	506	530	482	472	519

**4.1.4 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.

**Financial Support for the Fred Winter Project - £60,000 ongoing.**

A partnership of public, private and voluntary sector agencies in Stratford-upon-Avon has been established to create an innovative new solution to rough sleeping and homelessness. The Fred Winter Housing Plus Centre will offer, for the first time, high quality affordable accommodation and 'joined up' services for people who are homeless or at risk of homelessness.

**UBUS Contract Extension - £109,000 ongoing.**

On 8 July 2019, The Cabinet received a report on the outcome of the UBUS Community Transport Review. The report provided detailed context on the review of the service and justifications for reaching the recommendations. The Cabinet resolved to support the enhanced scheme, and to include the costs in the revenue budget from 2020/21 onwards. The Funding is split into two elements, approximately £89,000 which contributes towards Warwickshire County Council vehicle procurement and the balance £20,000 which will fund the booking centre and registration provision which, subject to the outcome of this Growth Bid, will be tendered following confirmation that the 2020/21 budget includes sufficient allocation of funding.

**Core Strategy Review – £1.6m one-off.**

The Council has committed to reviewing, and replacing if necessary, its current adopted Core Strategy from summer 2020. The Council is obliged to assess whether its strategic policies require reviewing every five years, and if it concludes that they are out of date, to then commence a review of those policies. The current Core Strategy was adopted in July 2016 and as such, will require a review assessment to be complete by July 2021 at the latest. It would be prudent not to wait until then in order to ensure that policies could be replaced in good time. In any event, the Portfolio Holder has expressed a desire to commence a review of the Core Strategy, irrespective of whether the policies require reviewing. Such an approach would enable the Council to fully embed climate change mitigation and adaptation into the Council's planning policies.

**Housing Register IT Platform Upgrade - £35,000 one-off.**

The current Abris platform supporting the Council's Housing Advice, Homelessness & Homelessness Prevention, Housing Register and Choice Based Lettings IT Platform has been in place since 2007 when the Council joined the Home Choice Plus Partnership (HCPP) in a sub-regional housing register and allocations scheme. The IT underpinning this can now be further developed to enhance customer interaction, offering self-serve functionality, and eliminating human validation and data entry.

**Waste Contract Renewal – Consultancy Advice - £50,000 one-off.**

In order to support the process of re-tendering the Council's major contracts, a suitably qualified and experienced external consultant is required to lead on the procurement of new waste collection, recycling and street cleansing contracted services. The consultant will be required to provide the expertise and market knowledge which cannot be supplied by internal resources. The selected consultant will be part of the project team and a member of the evaluation panel for the new contract.

**Climate Change Strategy Funding – £500,000 one-off.**

At its meeting in July 2019, the Council declared: A Climate Emergency as a pledge to take local action to contribute to national carbon neutral targets through the development of their own practices and policies with an aim to be carbon-neutral in Stratford District by 2030. The Council also agreed to ask the Overview and Scrutiny Committee to convene a task and finish working group to consult with and invite input from representatives of local environmental groups, residents and businesses, and report back to The Cabinet and Council by January 2020. In order to facilitate the work and proposals of the Climate Change Task & Finish Group, a one-off budget has been included.

Financial support for the Fred Winter project was first choice for residents at 71% support, followed by funding for a Climate Change Strategy at 54%. Least support was for the Housing Register IT platform upgrade (28%).

Table 7: Support for Proposals

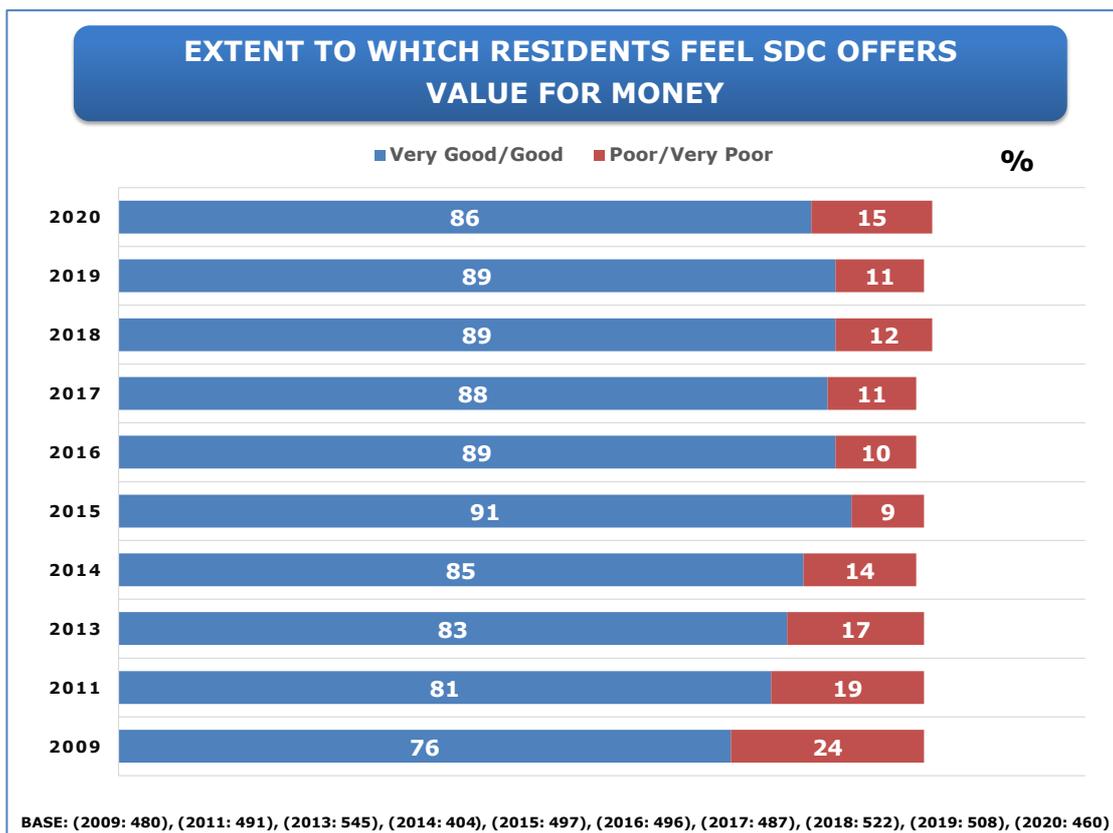
	%
Financial Support for the Fred Winter Project	71
Climate Change Strategy Funding	54
UBUS Contract Extension	41
Waste Contract Renewal	39
Core Strategy Review	31
Housing Register IT Platform Upgrade	28
<b>Base: (All respondents)</b>	<b>(459)</b>

**Value for Money**

Panel members were told that the current council tax element for a Band D property was £139.12. They were asked if this represented good value for money or not.

The value for money figure remains at a high level of 86%, although 3 points down on the previous year.

Chart 2:

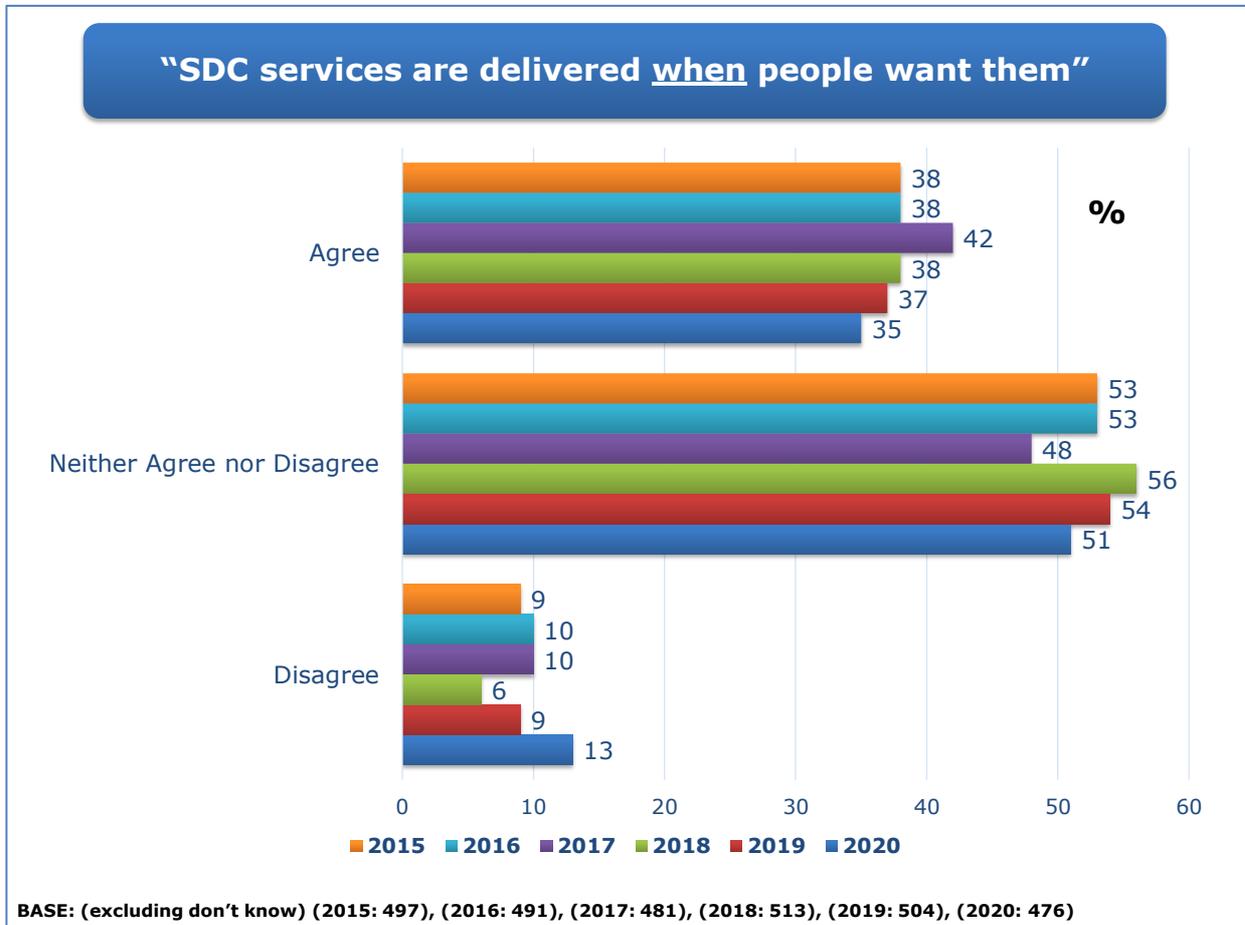


**4.1.5 Statement questions on SDC services**

**SDC services are delivered when people want them**

Asked whether they felt SDC services were delivered when people wanted them, 35% agreed and 13% disagreed. The agreement figure was 2 percentage points down on the previous year and the disagreement level 4 points higher.

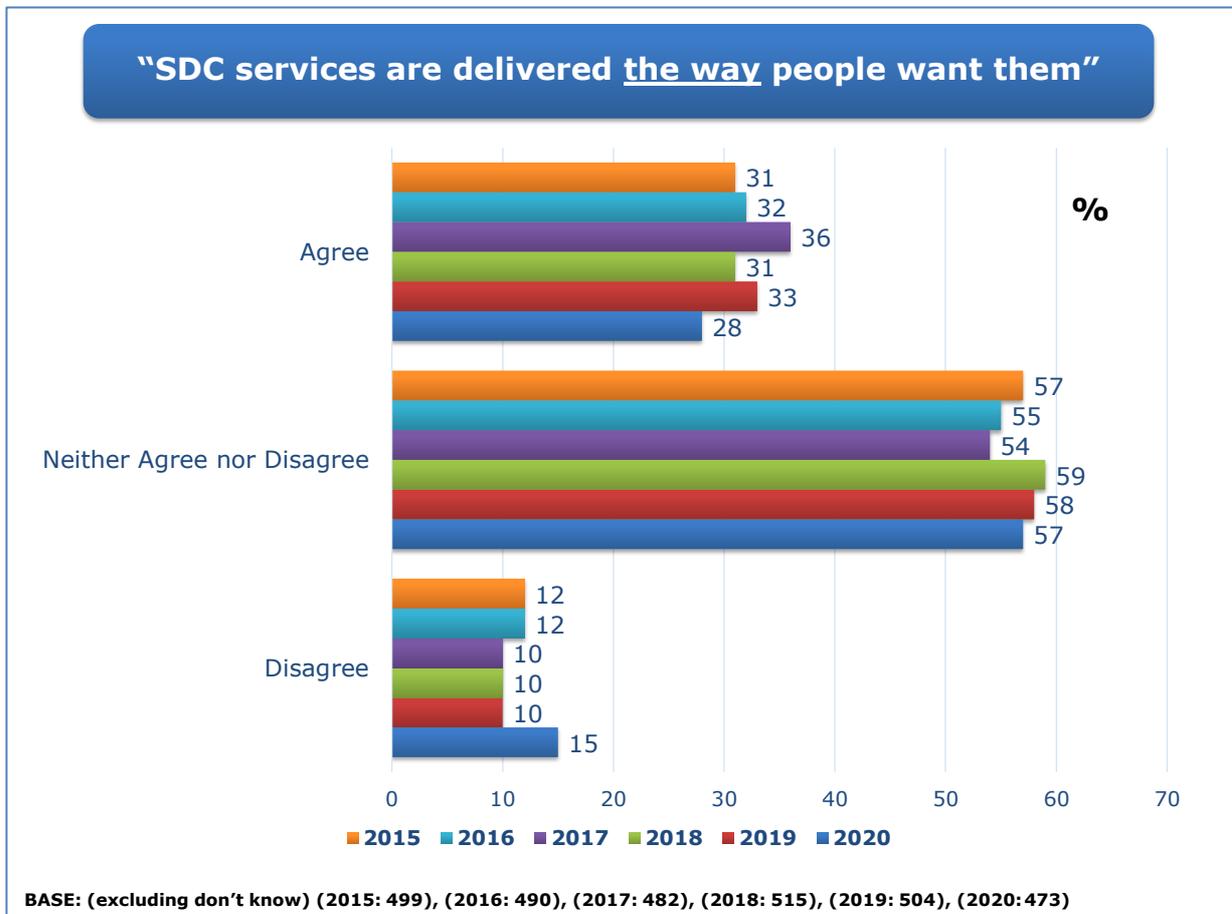
Chart 3:



**SDC services are delivered the way people want them**

Asked whether they felt SDC services were delivered the way people wanted them, 28% agreed and 15% disagreed. This question has a high percentage of neither agreeing nor disagreeing at 58%. The agreement figure is down 5 points on the previous survey, with disagreement up 5 points.

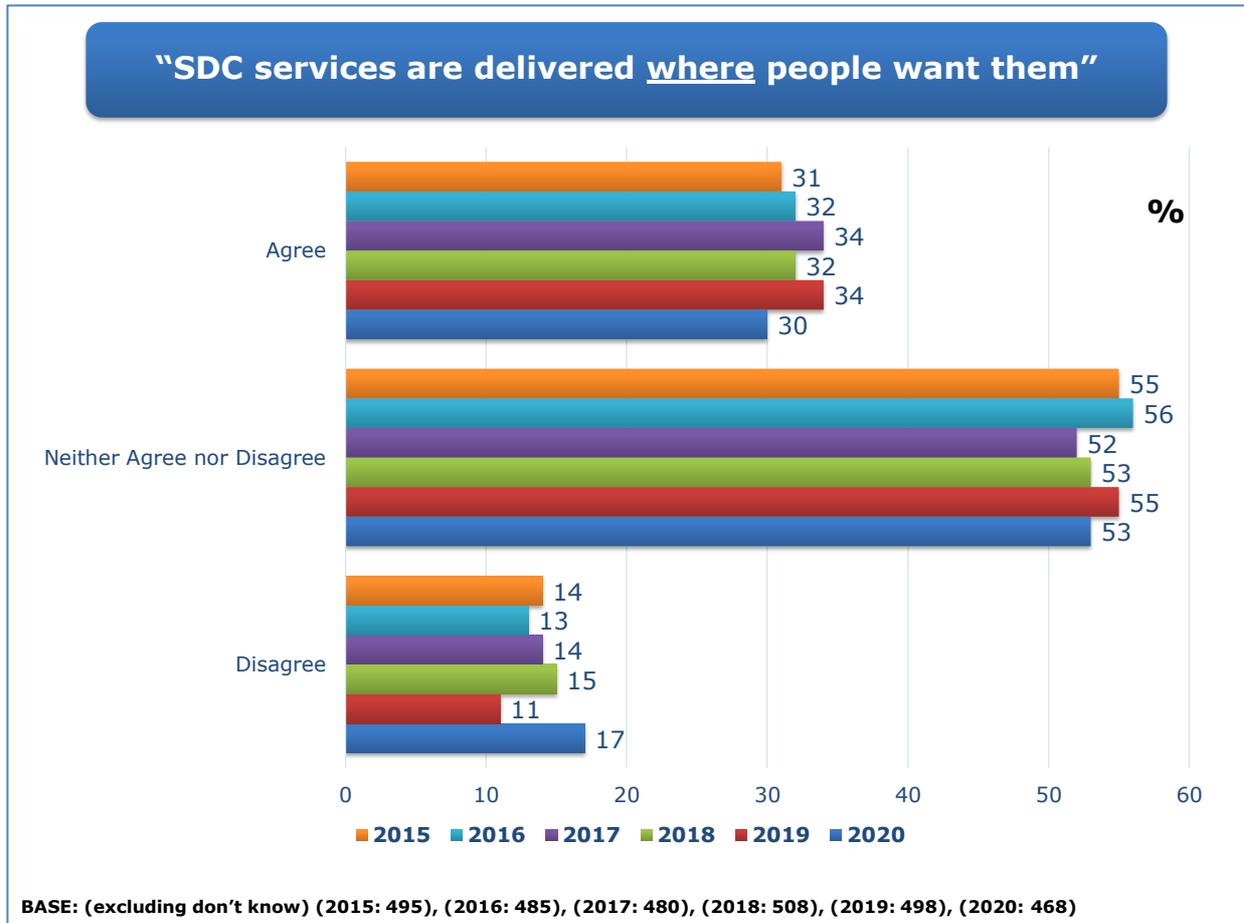
Chart 4:



**SDC services are delivered where people want them**

Asked whether they felt SDC services were delivered where people wanted them, 30% agreed. The agreement figure is lower than 2019 by 4 points. More than half neither agreed nor disagreed. Disagreement rose from 11% to 17%.

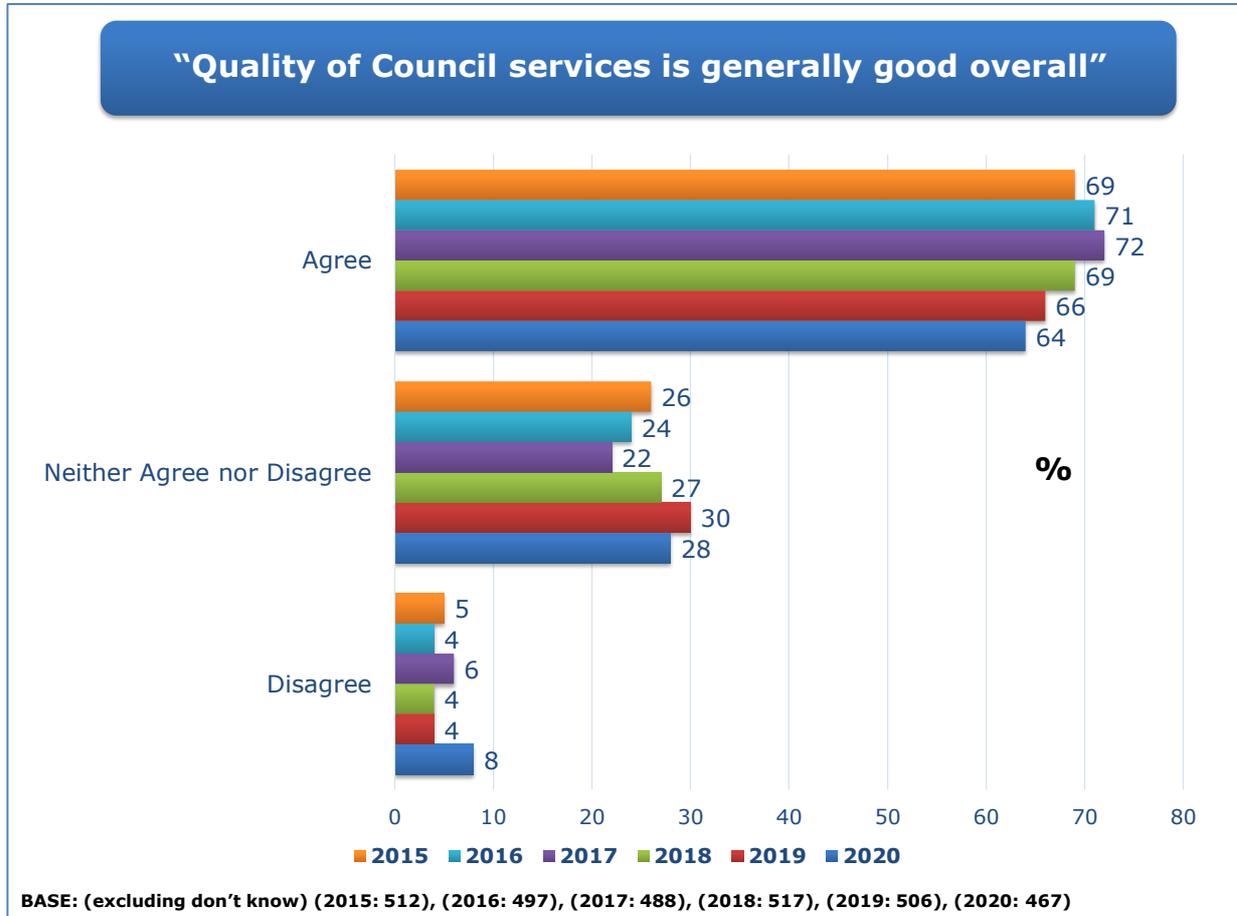
Chart 5:



**Quality of Council services is generally good overall**

Just under two-thirds of respondents (64%) felt the quality of Council services was good overall. This figure has fallen 2 percentage points on 2019. Disagreement with the statement rose from 4% in 2019 to 8% in 2020.

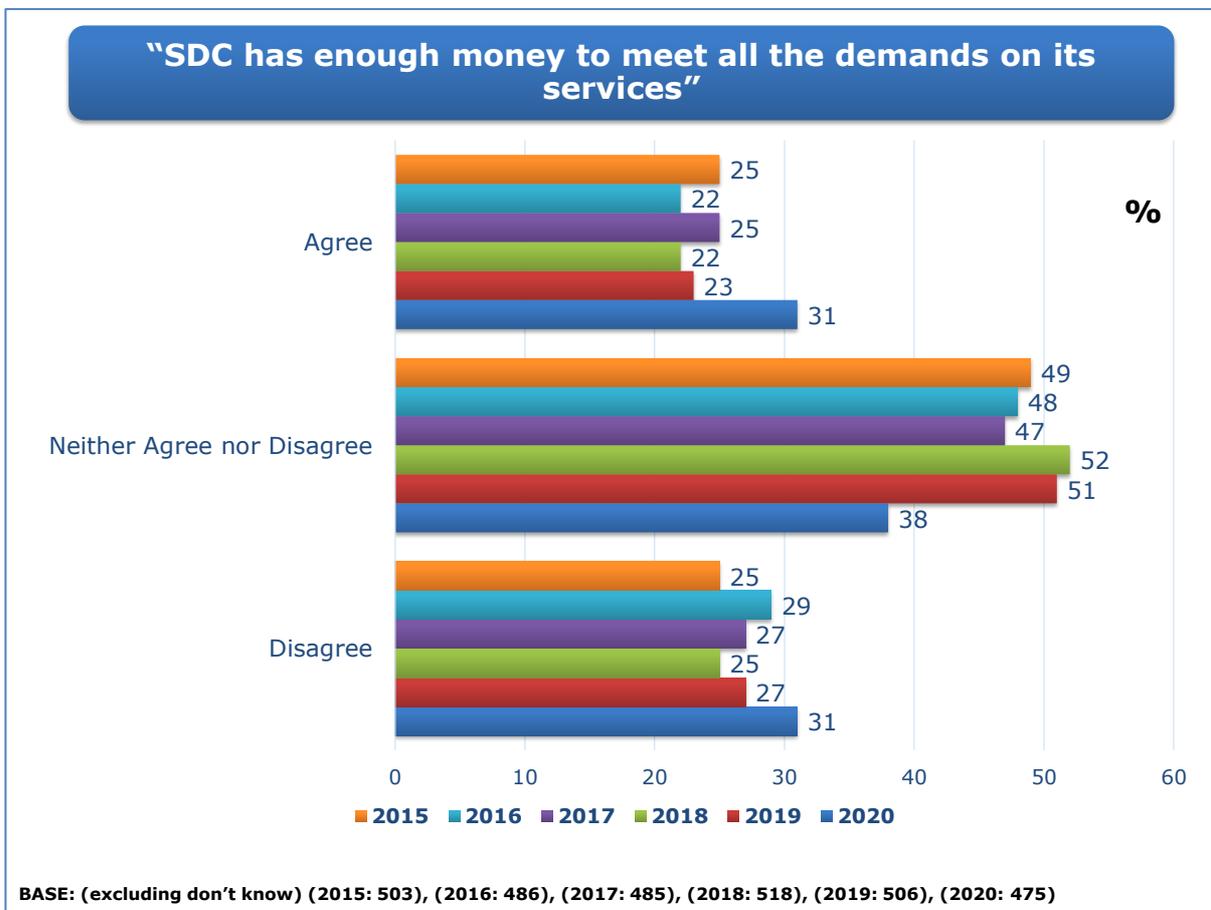
Chart 6:



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

31% of those surveyed agreed with the statement in 2020, representing an increase of 8 percentage points from the level in 2019. The disagreement level has risen to 31% in 2020 from 27% in 2015.

Chart 7:



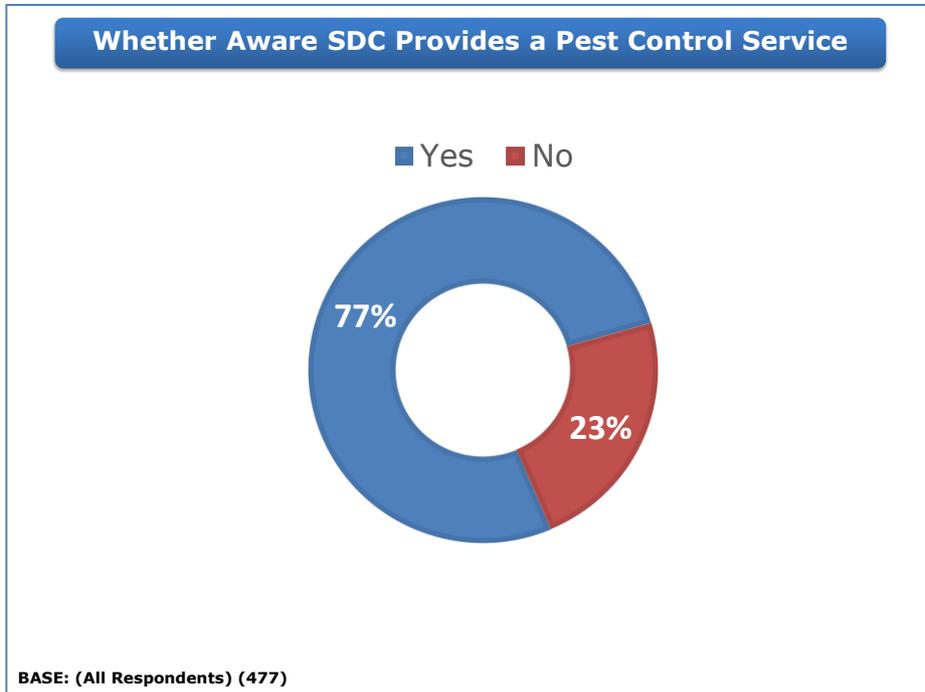
189 comments were made in relation to the statement questions (see appendix A).

## 4.2 Environmental Health

### 4.2.1 Pest Control

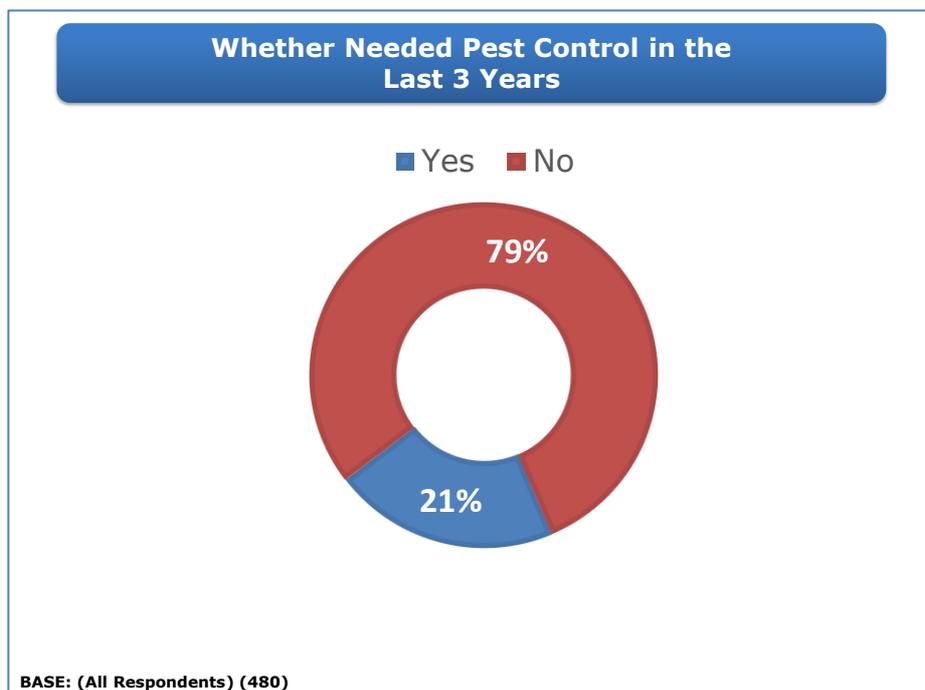
Just over three-quarters of residents (77%) were aware that the Council provides a Pest Control Service.

Chart 8:



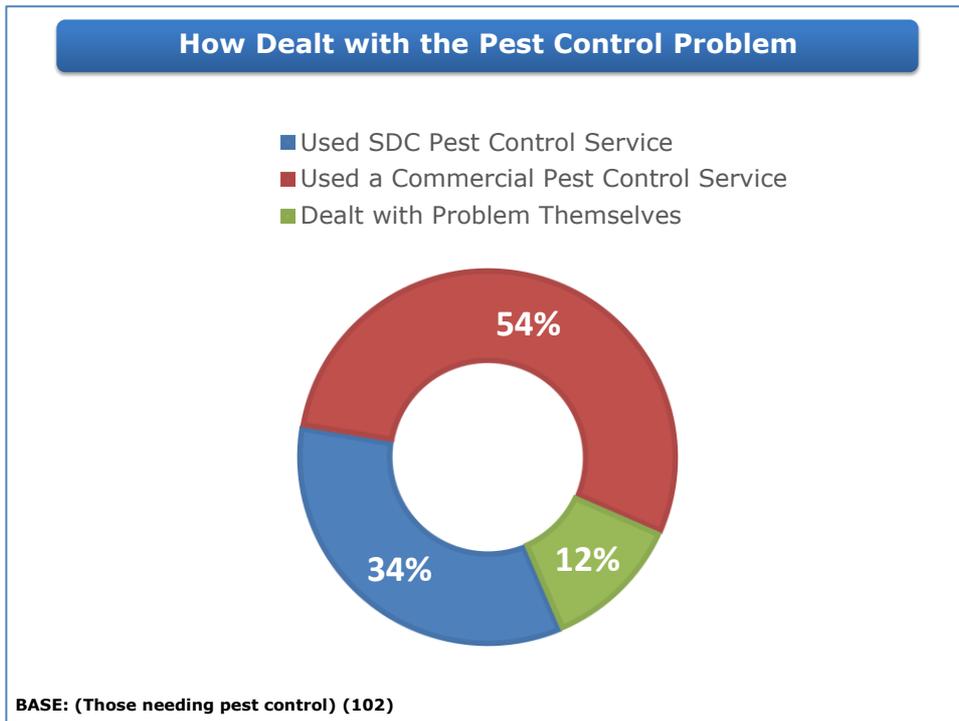
Just under a quarter of residents (21%) needed pest control in the last three years.

Chart 9:



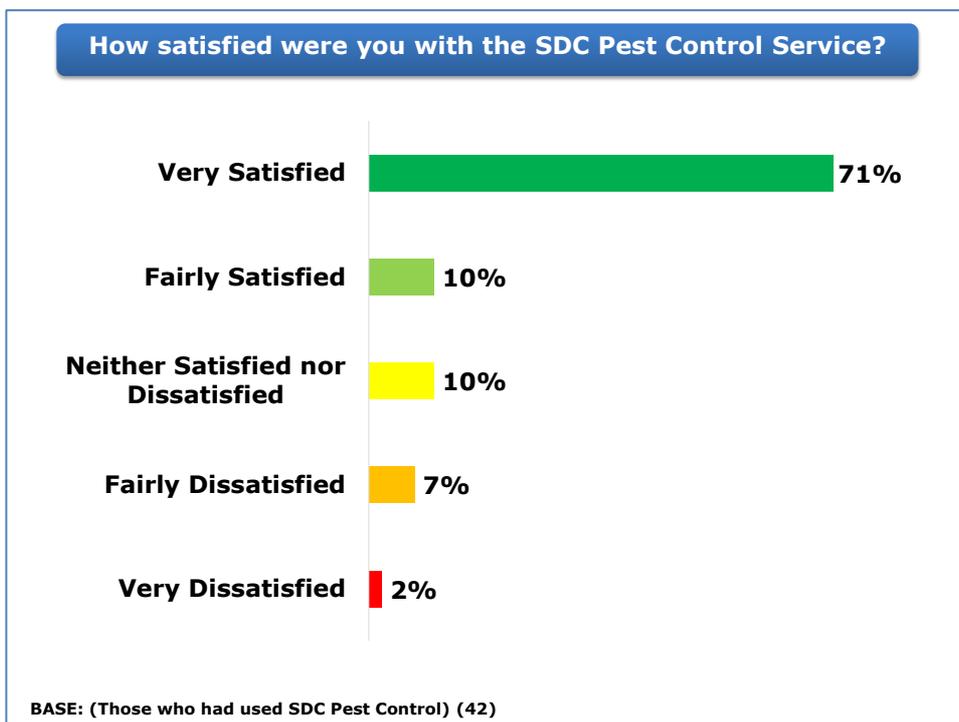
Those having a pest control problem dealt with it in three different ways. 54% of those with a problem used a commercial pest control company, 34% used Stratford District Council's Pest Control Service and 12% dealt with it themselves.

Chart 10:



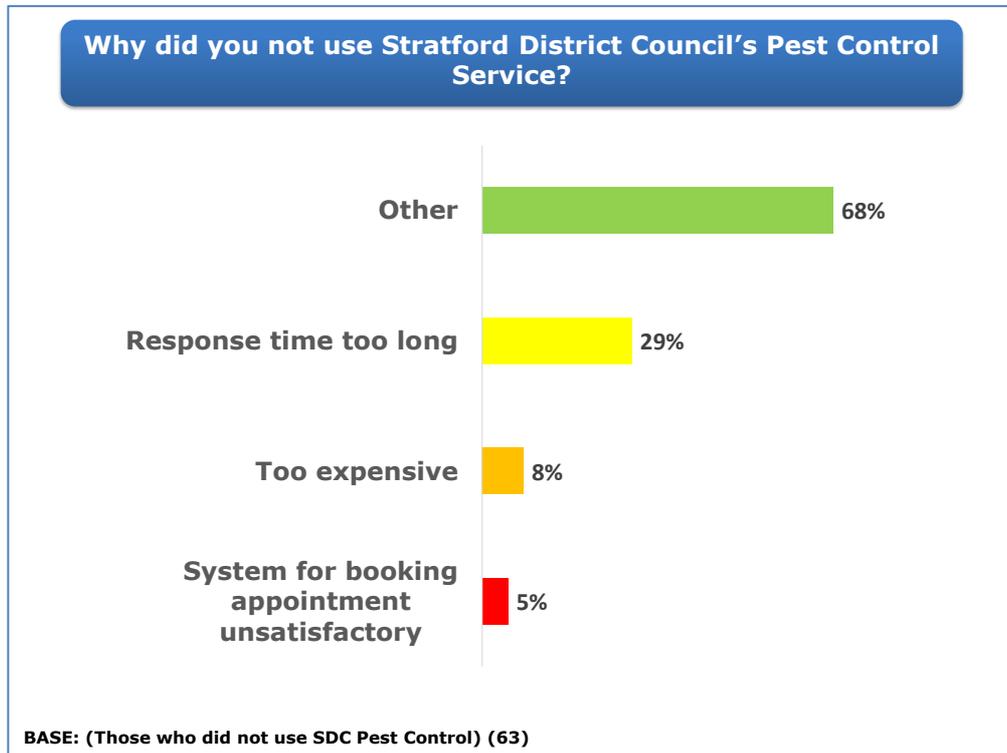
Those residents who had used the Council's Pest Control service were then asked how they rated the service provided. 81% were satisfied with the service, while 9% were dissatisfied.

Chart 11:



Those residents who did not use Stratford District Council's Pest Control Service were asked why they used an alternative provider.

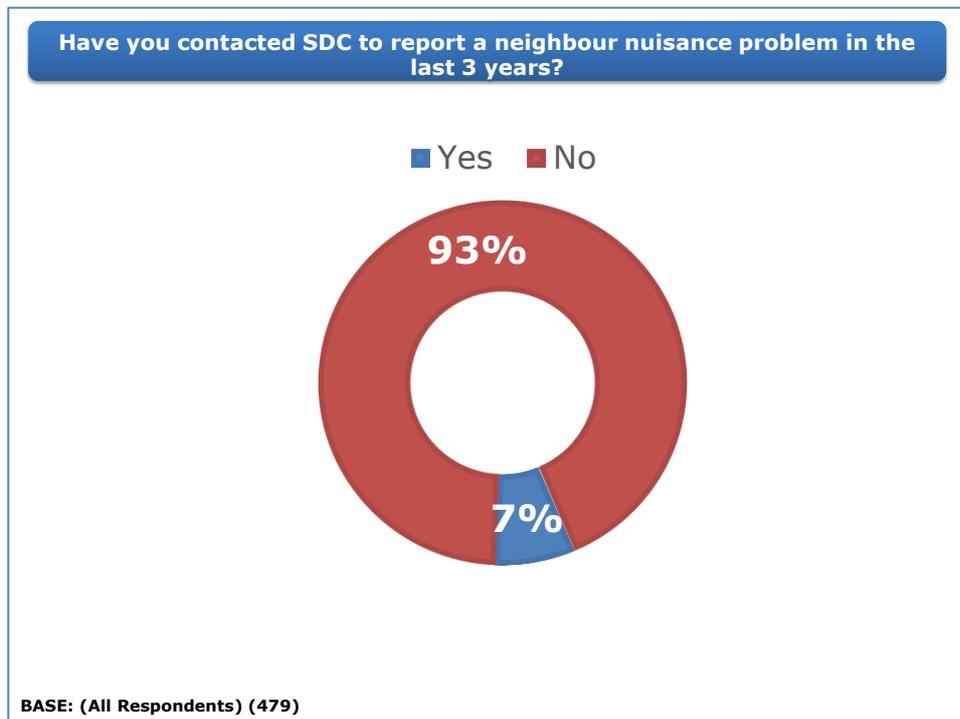
Chart 12:



#### 4.2.2 Neighbour Complaints

7% residents said that they had contacted the Council within the last 3 years to report a neighbour nuisance problem.

Chart 13:



Of those who had contacted the Council regarding neighbour nuisance, over half had done so regarding noise (55%).

Table 8: What type of neighbour nuisance problem did you report?

	%
Noise	55
Rubbish accumulation	19
Bonfire	10
Overgrown garden	10
Rats/mice infestation	3
Light nuisance	3
Overflowing drains/sewers	3
Other	45
<b>Base: (Those reporting a neighbour nuisance)</b>	<b>(31)</b>

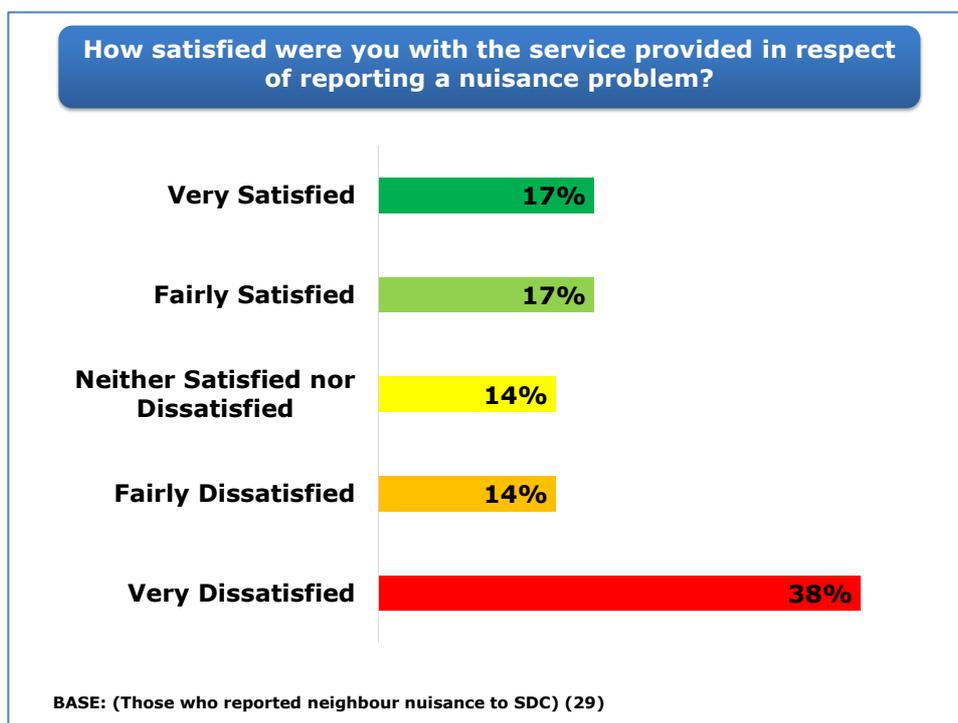
Of those residents who did not report the nuisance to SDC, 63% said that they reported it to another organisation instead.

Table 9: If you did not report it, why not?

	<b>Number</b>
Complained to another organisation (e.g. Police, Environment Agency, Landlord)	5
Resolved issue myself	3
Experienced poor service previously	2
Didn't know about the Council's service	1
<b>Base: (Those who did not report a problem)</b>	<b>(8)</b>

Of those who did report the nuisance to the Council, just over half (52%) were fairly or very dissatisfied with the service provided.

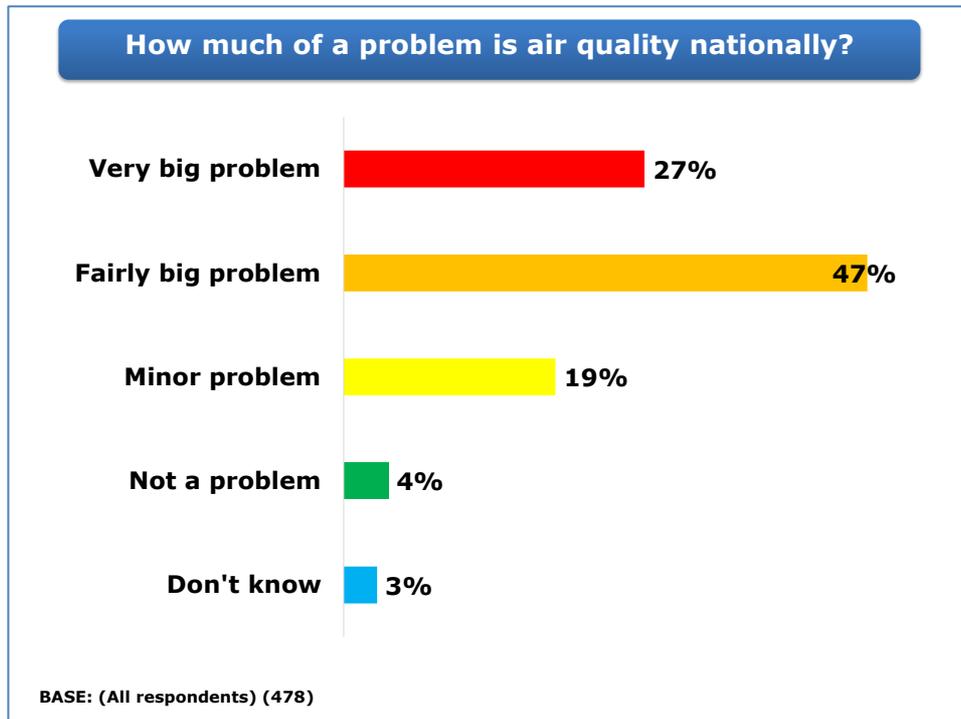
Chart 14:



### 4.2.3 Air Quality

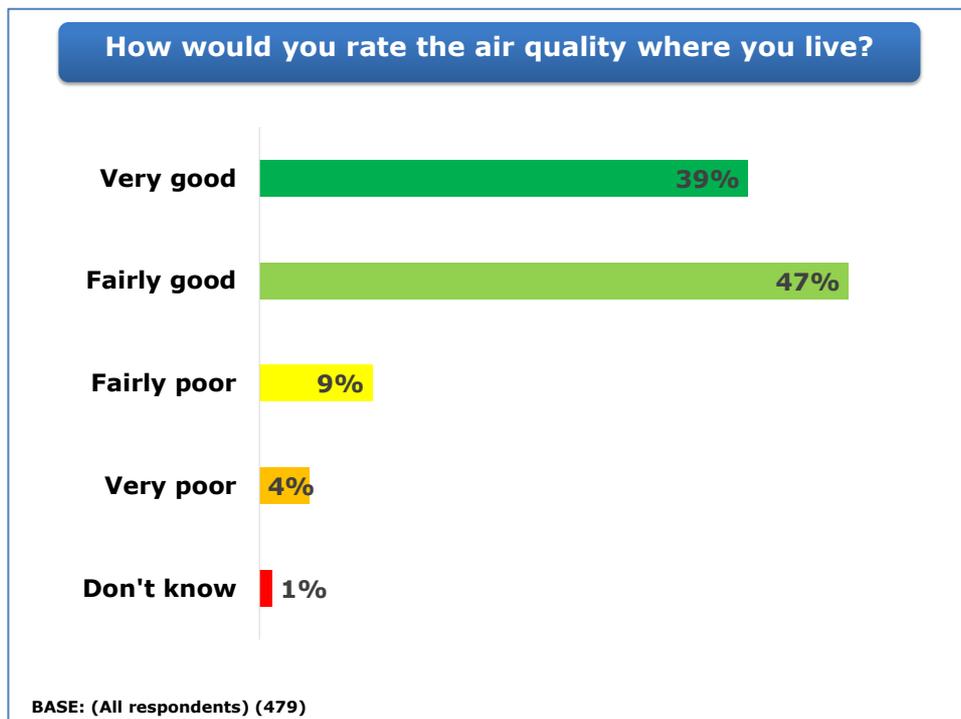
74% residents considered air quality to be a fairly or very big problem nationally.

Chart 15:



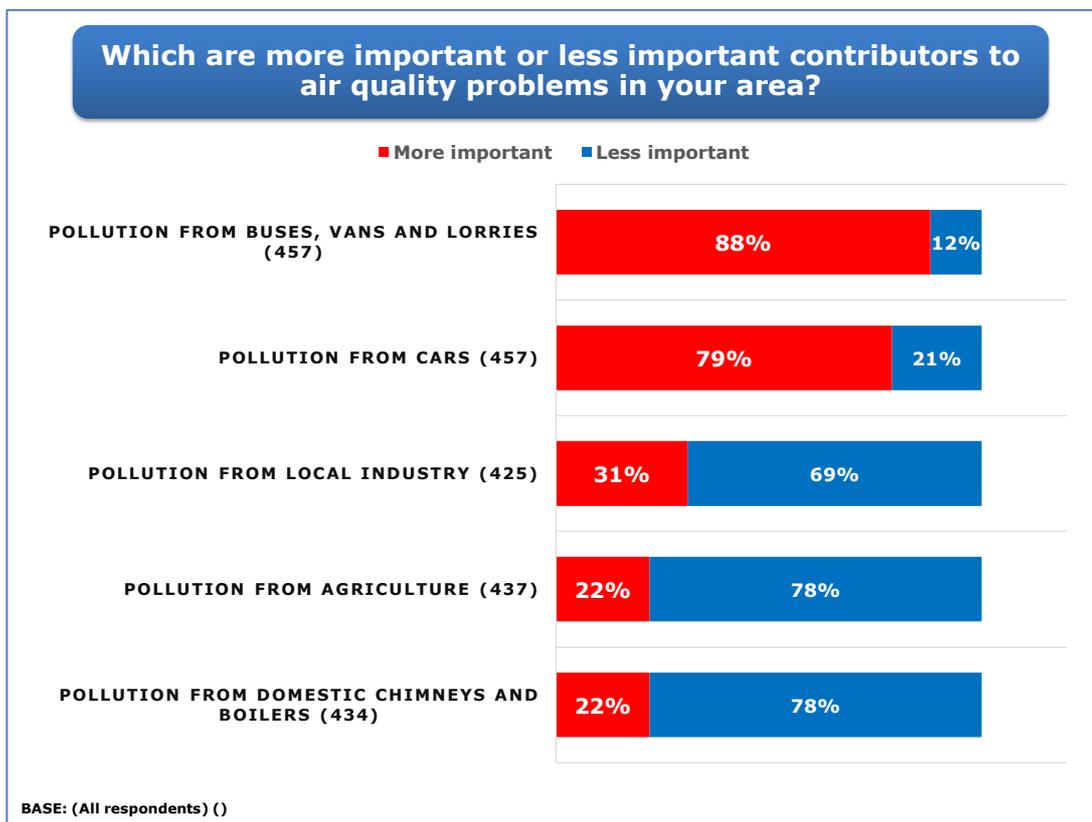
86% residents rated the air quality where they live fairly or very good.

Chart 16:



Pollution from buses, vans and lorries, followed by pollution from cars were considered the most important contributors to air quality problems in residents' local areas.

Chart 17:



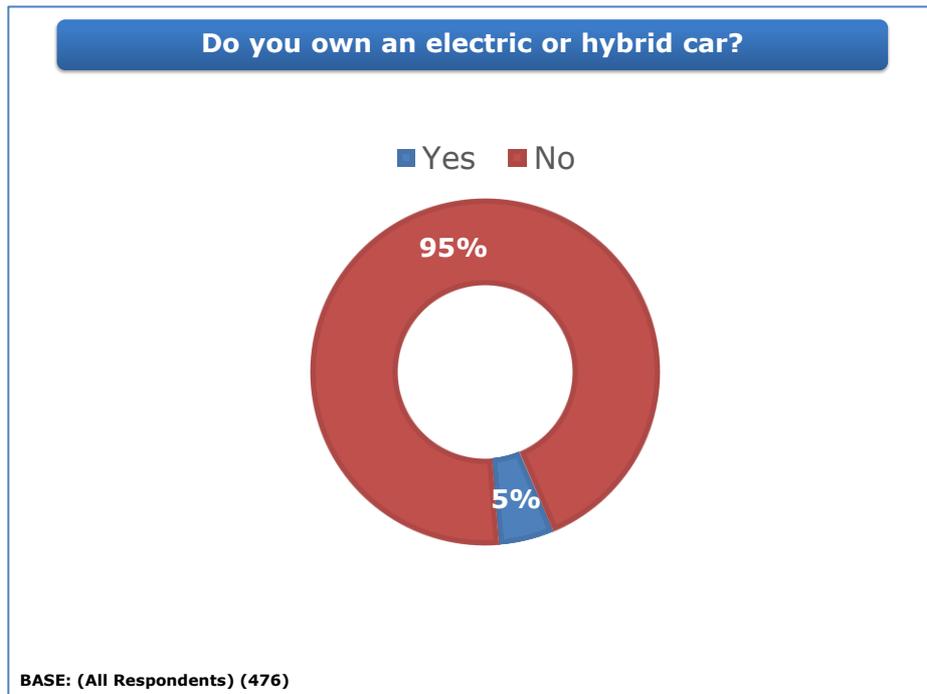
The motor car was the predominant daily mode of transport, with going on foot the second most popular method.

Table 10: Which is your usual daily mode of transport?

	%
Motorist	72
On foot	17
Public transport	5
Cyclist	3
Taxis	<1
Not applicable	2
<b>Base: (All respondents)</b>	<b>(463)</b>

Most residents did not own an electric or hybrid car (95%).

Chart 18:



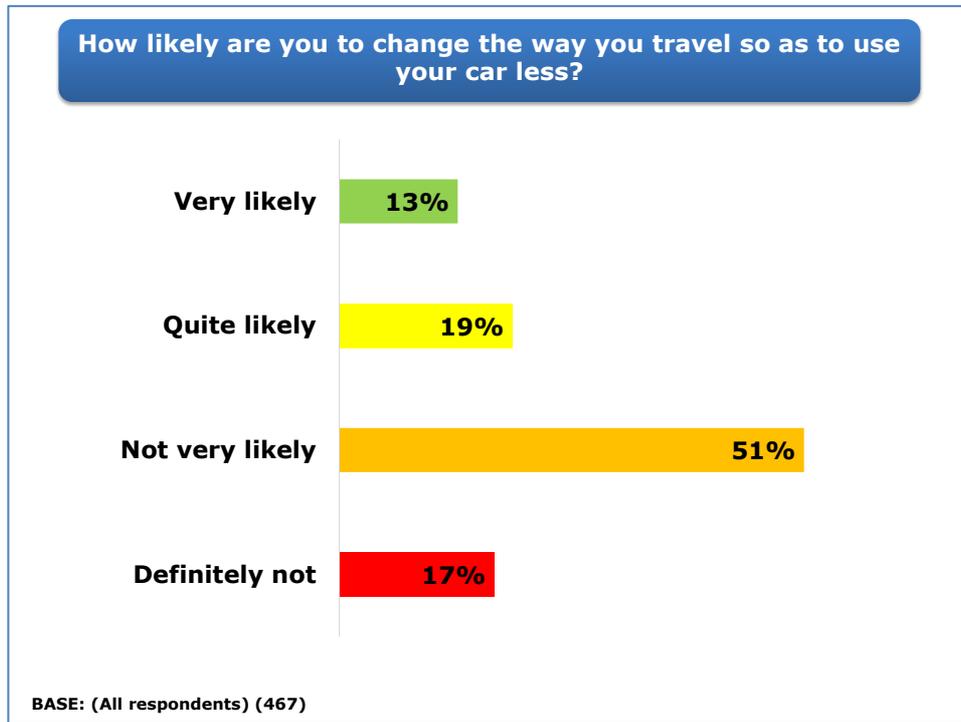
23% of residents said that they were very likely to buy an electric or hybrid vehicle within the next 5 years, whilst 28% were quite likely to do this.

Table 11: How likely are you to purchase an electric or hybrid car in the next 5 or 10 years?

	5 years %	10 years %
Very likely	23	31
Quite likely	28	35
Not very likely	31	26
Definitely not	18	9
<b>Base: (All respondents)</b>	<b>(277)</b>	<b>(206)</b>

While just over half (51%) of respondents said that they were not very likely to change the way that they travel daily to use their car less, 32% said that they were quite or very likely to do so.

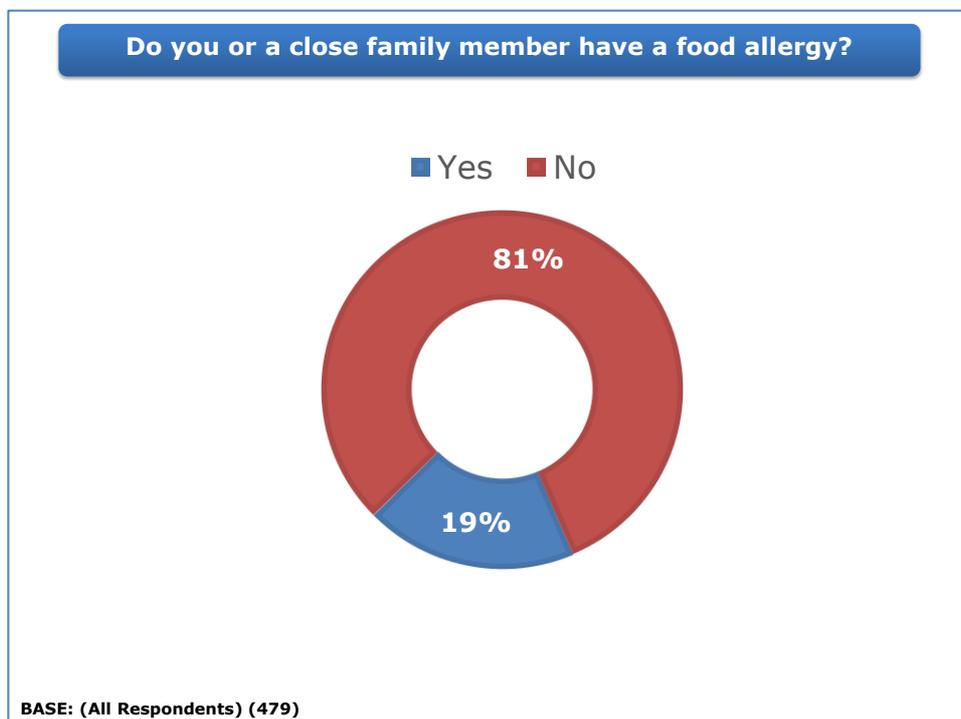
Chart 19:



#### 4.2.4 Food & Safety (in Respect of Allergies)

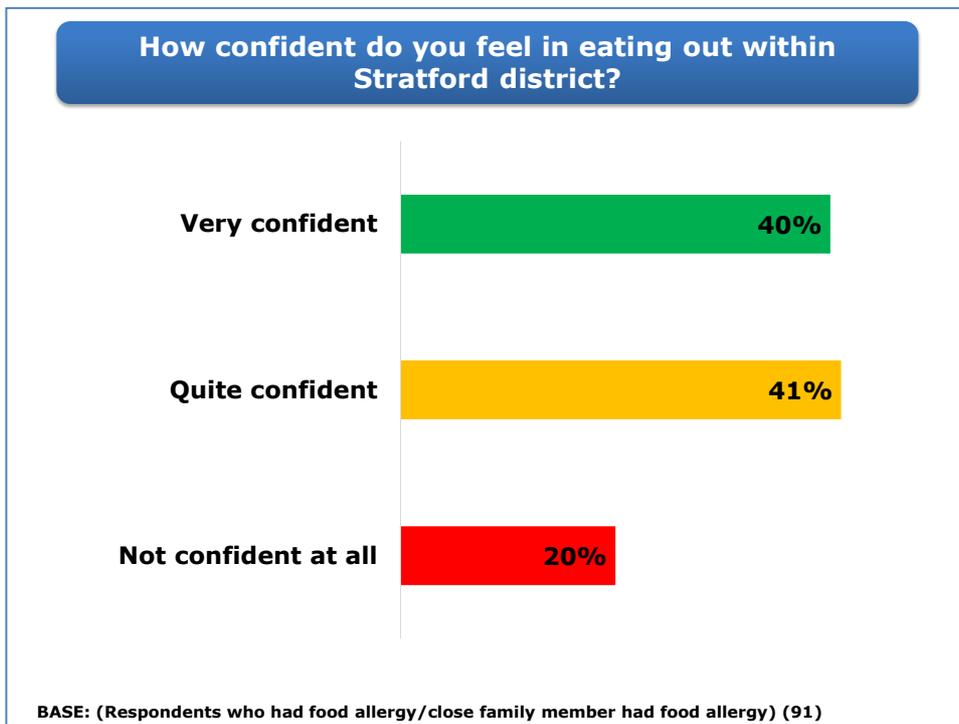
19% of residents or their close family members did have a food allergy.

Chart 20:



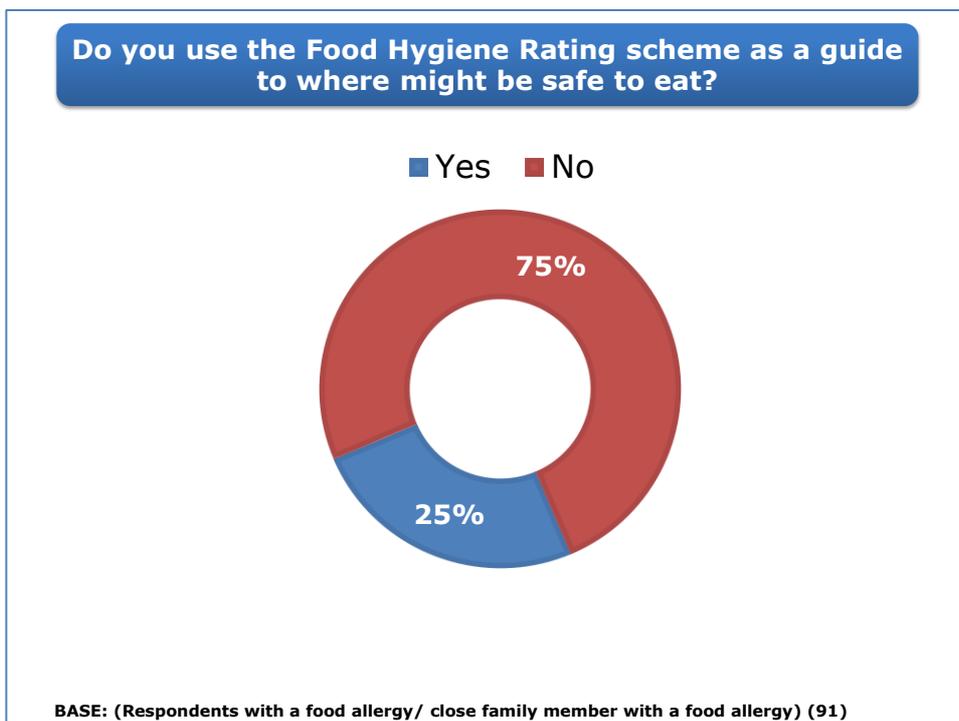
Of those who did, 40% were very confident in eating out within the district while 20% were not confident at all.

Chart 21:



Just a quarter of those with an allergy, or close family member with one, said that they did use the Food Hygiene Rating scheme as a guide to safe eating.

Chart 22:



### 4.3 Respondents' Profile

Table 12: Gender

	%
Male	54
Female	46
<b>BASE:</b>	<b>(477)</b>

Table 13: Age

	%
Up to 29	<1
30-39	4
40-49	8
50-59	19
60-69	23
70-79	35
80 & over	11
<b>BASE:</b>	<b>(474)</b>

Table 14: Number of adults aged 18 years or over in household

	%
One	28
Two	62
Three	8
Four or more	3
<b>BASE:</b>	<b>(468)</b>

Table 15: Number of children aged 17 years or under in household

	%
None	88
One	5
Two	7
Three or more	1
<b>BASE:</b>	<b>(464)</b>

Table 16: Accommodation Type

	%
Owned outright	71
Buying on mortgage	19
Rent from Housing Assoc./Trust	5
Rent from a private landlord	4
Other	1
<b>BASE:</b>	<b>(477)</b>

Table 17: Whether respondents have any long-standing illness, disability or infirmity

	%
Yes	24
No	76
<b>BASE:</b>	<b>(477)</b>

Table 18: Whether this illness or disability limits respondents' activities in any way

	%
Yes	85
No	15
<b>BASE: (Those with disability)</b>	<b>(110)</b>

Table 19: Activity which best describes what respondent is doing at present

	%
Employee in full-time job	20
Employee in part-time job	9
Self-employed, full or part-time	13
Full-time education at school, college or university	0
Unemployed and available for work	1
Permanently sick or disabled	2
Wholly retired from work	52
Looking after the home	7
Doing something else	6
<b>BASE:</b>	<b>(476)</b>

Table 20: Origin

	%
White - British	94
White - Irish, White - Other Background, Non - White	6
<b>BASE:</b>	<b>(473)</b>

**Appendix A – Q6 Further comments made in relation to the general questions on the Council.**

**(Duplicate comments exist as we used keyword search to split out to the differing subject areas).**

**Air pollution/environmental health**

<p><i>SDC services are good overall but there are some issues that the council (SDC) are very slow to respond to, you can be passed from department to department and back again regarding environmental issues. The end results being you are fed up and little action seems to take place. I live in the forgotten village of Studley where traffic is terrible, air quality very poor and still no action on traffic reduction and the publishing of the air quality survey results is 3 years behind.</i></p>
<p><i>The above statements are non-specific and a waste of analytical time This is relevant to the money being wasted on paying for consultants over and over again when the Council should be recruiting and maintaining skills to manage and implement reviews internally. The idea of spending £1.6m to review a core strategy when it doesn't need reviewing having previously spent money reviewing means the skills to plan ahead using internal staff have not been realised when they should have. Paying £1.6 million to review the council's strategy when the SDC council are already employed to do so, by using a consultant at this obscene amount is verging on gross incompetence and misuse of tax payers money. The vague statements above confirms my views that internal SDC managers/staff are not sufficiently trained to write survey questions and this follows on to the money being wasted having to bring in outside consultant. Bonfire and waste burning is a big problem.</i></p>

**Climate Change**

<p><i>1. The local tax payers should not have to front the bill for the SDC politicians to virtue signal their getting on board the climate change hysteria. Inevitably they have done nothing to "put out the burning fire" except more meetings, back slapping and now another half a million £ for more consultation. I very strongly object to this proposed expenditure, a waste of tax payers' money. 2. Instead I would like to see SDC actually do something: improve cycle utility routes across the whole district, plant more native trees, remove speed humps (brake dust pollution) enforce no parking within 400 metres of a school, reduce rubbish in our streets esp. plastic rubbish, sell off SDC staff car parking for local low cost social housing, dredge more waterways to prevent flooding etc. 3. Our planning teams and rubbish collection do a great job and serve us well. 4. The local provision for sport is very substandard – the local Leisure Centre is very poorly managed by a substandard contractor (Everybody Active) providing poor value for money and too narrow a service with virtually no extra help for our sizeable ageing population. The SDC staff supervising this contractor are woeful – SDC should really look again at this team as the Leisure Centre is getting worse not better.</i></p>
<p><i>Any measures to support climate change mitigation, also to stop more housing and road building are to be encouraged</i></p>
<p><i>Do not spend money and energy on the cinema of 'climate change'. The funds would be better spent on the socially deprived</i></p>
<p><i>Do not waste money on the core strategy review. It took from 2011 to 2016 to produce the first version, delay review and pay less. Climate change is real but doesn't need SDC to spend our money on actions it's a waste! You will just pay consultants and get nowhere. Do the basics well ignore the rest? On waste contact use some tender doc as last time don't pay a consultant £50,001</i></p>
<p><i>I am not sure that SDC is making adequate provision for two significant changes - the aging population and climate change. A tax change of &lt;£5 may be apt for next year, but citizens need to get used to the fact that cost will only go up in the future.</i></p>
<p><i>I cannot do without my car because there is little public transport. I'm in rural area. Climate change policies are vital. Cannot afford the cost of an electric car - initial outlay very</i></p>

<p>expensive.</p>
<p><i>I can't believe a core strategy review and climate review would cost in excess of £2million! This is ridiculous! Climate change considerations should be common sense adoption to every day to day task and project costing minimal fees to tax payers. Core Strategy review should be a core part of the council management - I don't understand why this should cost extra. Because I live right on the boundary with WDC I don't see much benefit of SDC services other than bin collections.</i></p>
<p><i>I do think that SDC provides good services. I don't support the expenditure on developing a climate emergency strategy. Common sense from officers will suffice!</i></p>
<p><i>I live in Wellesbourne and use facilities in the village and in the town of Stratford. Everything seems to be very well run but two things seem to be worth commenting on. The need to redo the Core Strategy is will of course carry an element of planning for 'Climate Change'. Having a separate consultation to also look at such things seems to be doubling up and indeed could be viewed as pandering to the current zeitgeist. Climate change has always happened. I'm not denying Climate Change, but do question why it needs a 'special fund'. Again, I cannot understand why it takes £50,000 to get a number of quotes and compare them for waste collections!</i></p>
<p><i>I'm afraid I didn't understand Q4 regarding the housing register IT platform upgrade. What's that about? Making us all go online and talking to robots/computers? And the waste contract renewal, do you mean to spend £50,000 for a consultant on rubbish? Also the climate change strategy funding, that's got to be reported on/back to SDC before you receive this form, what nonsense</i></p>
<p><i>In terms of expenditure on the services the council provide £37.02 as a proportion of £139.12 begs the question to what the £102.10 is spent on. Plus the £37.02 remains constant across all bands of households. So the surplus £102 as a per total will be larger for the higher bands. Q4 - Why are you paying 50k to a consultant to assist in picking a waste contract? As a purchasing director myself, your money would be better spent recruiting a purchasing manager at the same annual salary to do that plus other utilities, and why not work with other local councils to produce a negotiation for a number of councils so that best practice and price can be spread across more than 1 council? The other projects apart from transport and housing are unnecessary and vanity projects, they contribute nothing to the daily life of the citizen. Focus should be on crime reduction, following up and being constant on planning permission and checking regulations have been followed. Climate change - you are a small council do not 'lead' on climate change, instead follow when a larger, richer council sets a standard.</i></p>
<p><i>Q2 difficult to answer I need a much more extensive and detailed knowledge 1 months' work for 3 people / Fred Winter project, some things like motorways, food banks and homeless and battered wives shelters attract a market bigger than you imagined. Does not mean they are bad but whatever you do will be inadequate and be criticised. Core strategy, give them £1.6 million and it will never be enough, start at £1.1 million and tell chairman that is final figure. Obviously will cover climate change questions. Waste contract, no more 'experts' you know enough about subject already. Climate change - flavour of the month - tell core strategy reviewers to cover this, reality, common sense, economics are all bound up with the core strategy</i></p>
<p><i>Rationale for not supporting - waste control and climate change / Would it not be cost effective to pull the resources and best practices of the other local authorities or is this already being done. Query, is the SDC also responsible for strategy and execution of pot holes</i></p>
<p><i>The £500k climate change project is a must. As it will need to drive major change, it should also consider the potential business &amp; employment opportunities arising from this. It needs to focus on TANGIBLE ACTIONS - we know enough about the science... but don't really know what we can/should (pragmatically) do. &gt;The £50k waste consultant feels a complete waste and almost an abdication of responsibilities - we must have people with the knowledge or skill to do this in-house</i></p>
<p><i>we must tackle homelessness, rough sleeping, dangerous potholes and road surface erosion, flood impact on lanes, and, of course, the climate and will need to raise additional revue to do so.</i></p>

**Core Strategy**

<p><i>£500,000 for climate change actions...but how much of this will be swallowed up in admin, paperwork, waffle, etc.? £1.6m one off for Core Strategy - I think you should ask each and every resident what they think of this.</i></p>
<p><i>Although I agree that the homeless need housing. I do not agree with the chosen sight of the Fred Winter's premises in the centre of Stratford. I also think that the homeless should be found work to pay for their care. I feel it is very important to keep up standards in the town and fully approve of the restoration of the pavements and restoration of the roundabouts. Refuse collection is very good and works well. The Core Strategy is very controversial. The Birmingham Road is a problem and a one way system in the town centre would improve the traffic, and stop tourist from travelling through the town.</i></p>
<p><i>As stated I don't support any of the proposals in Q4. The core strategy review is an obscene amount of money. I do not approve of the use of consultancy advice for waste contract renewal. I have seen the county council waste vast amounts of public money on 'consultants' for various projects/reviews - their incompetence is not something the district council should be modelling itself on. I am very disappointed at the council introducing a change for garden waste in June. I have a limited income and try to grow some foods in my small garden. I will no longer be able to do this and my health condition means that I can do limited activities I enjoy so you are taking away one of the few hobbies I can enjoy. I will no longer be recycling anything because of the choice the council has made in respect of garden waste</i></p>
<p><i>Do not waste money on the core strategy review. It took from 2011 to 2016 to produce the first version, delay review and pay less. Climate change is real but doesn't need SDC to spend our money on actions it's a waste! You will just pay consultants and get nowhere. Do the basics well ignore the rest. On waste contact use some tender doc as last time don't pay a consultant £50,000</i></p>
<p><i>Does the review of the Core Strategy really need to cost so much? The Council should seriously consider increasing the level of Council Tax.</i></p>
<p><i>Having gone through 10+ years of austerity and the uncertainty about Brexit the council have had to reduce the number of services that people wanted. Why spend £1.6 million on a core strategy review when the last sentence tells you/us where the focus needs to be?</i></p>
<p><i>I can't believe a core strategy review and climate review would cost in excess of £2million! This is ridiculous! Climate change considerations should be common sense adoption to every day to day task and project costing minimal fees to tax payers. Core Strategy review should be a core part of the council management - I don't understand why this should cost extra. Because I live right on the boundary with WDC I don't see much benefit of SDC services other than bin collections.</i></p>
<p><i>I live in Wellesbourne and use facilities in the village and in the town of Stratford. Everything seems to be very well run but two things seem to be worth commenting on. The need to redo the Core Strategy is will of course carry an element of planning for 'Climate Change'. Having a separate consultation to also look at such things seems to be doubling up and indeed could be viewed as pandering to the current zeitgeist. Climate change has always happened. I'm not denying Climate Change, but do question why it needs a 'special fund'. Again, I cannot understand why it takes £50,000 to get a number of quotes and compare them for waste collections!</i></p>
<p><i>I think that consultancy fees are grossly inflated. The advice has been shown to be out of touch and often seriously detrimental. It is understandable there is a need to review the core strategy but the cost does not seem acceptable for what appears to be a paper exercise</i></p>
<p><i>I would wholeheartedly support a review of SDC core strategy to establish how and where our area should develop post 2020 in a responsible and sustainable manner</i></p>
<p><i>My experience of SDC services is that they meet my needs. I do not think a Council rate increase of 3.5% is necessary or justified- most priority services just require maintaining rather than improving. 3.5% exceeds the rate of inflation and many residents will not be seeing pay or pension increases at that level. The Leader's message in the leaflet entitled Your services, Your Money, published March 2019, stated the intention to keep and Council Tax increases to a minimum - an increase of 3.5% plus introducing charges for green bin collection and Pensioners' parking permits fly in the face of that commitment. I understand</i></p>

<i>the need for reviewing the Core Strategy but the sums quoted look very expensive.</i>
<i>Planning control within Cotswold AONB and in conservation areas is woefully inadequate, and there is no enforcement in the case of wilfully ignoring decisions. Core strategy review is essential to avoid hiatus for developers to exploit, as happened last time</i>
<i>Q2 difficult to answer I need a much more extensive and detailed knowledge 1 months' work for 3 people / Fred Winter project, some things like motorways, food banks and homeless and battered wives shelters attract a market bigger than you imagined. Does not mean they are bad but whatever you do will be inadequate and be criticised. Core strategy, give them £1.6 million and it will never be enough, start at £1.1 million and tell chairman that is final figure. Obviously will cover climate change questions. Waste contract, no more 'experts' you know enough about subject already. Climate change - flavour of the month - tell core strategy reviewers to cover this, reality, common sense, economics are all bound up with the core strategy</i>
<i>Q4 - Why does a core strategy review cost £1.6 million</i>
<i>The above statements are non-specific and a waste of analytical time This is relevant to the money being wasted on paying for consultants over and over again when the Council should be recruiting and maintaining skills to manage and implement reviews internally. The idea of spending £1.6m to review a core strategy when it doesn't need reviewing having previously spent money reviewing means the skills to plan ahead using internal staff have not been realised when they should have. Paying £1.6 million to review the council's strategy when the SDC council are already employed to do so, by using a consultant at this obscene amount is verging on gross incompetence and misuse of tax payers money. The vague statements above confirms my views that internal SDC managers/staff are not sufficiently trained to write survey questions and this follows on to the money being wasted having to bring in outside consultant. Bonfire and waste burning is a big problem.</i>

**Council Tax**

<i>Does the review of the Core Strategy really need to cost so much? The Council should seriously consider increasing the level of Council Tax.</i>
<i>Happy with services provided; concerned by how planning gets approved; council tax is high but service is good (refuse is exceptional)</i>
<i>I am a relatively well-off person but am appalled by the lack of resources given to people in dire need and think that taxes should be fair but higher to achieve better. I think local councils have been unduly penalised in recent times.</i>
<i>I am strongly in favour of adequate funding for local services. At the highest level a review is needed urgently of local taxation, both domestic and commercial. At a local level, many initiatives could be considered. How about charging supermarkets for the removal from public spaces of their shopping trolleys?</i>
<i>I regard the level of service as satisfactory, council tax should rise with inflation but no more.</i>
<i>I'm astounded you're even considering not putting council tax up by £5 per annum for SDC deliverables - just do it, it shouldn't need a referendum</i>
<i>SDC provides good quality services, but is limited to what it can do by shortage of funding. I'm not sure that having one of the lowest community charges around is a good thing in one of the wealthiest areas. Surely we can provide more services specifically targeted at the less well off, the vulnerable such as homeless and street sleepers? The claim is that the council tax will only rise by £5 p.a. But what about the introduction of the green bin charge? Surely it's a £45 p.a increase if you have a garden? And most of those who do are already paying high council charges.</i>
<i>The increase of council tax should not be put on senior citizens, it's a struggle as it is.</i>
<i>The SDC rates are 4 times higher than that of Westminster London, £433 London, £1,435 Stratford. I live on a lane not a well maintained road, cottage not a vast house yet pay £3000 a year rates. One reason is too many councillors all taking money, they are not needed, stop paying them. As a business man I could save the council a vast some of money and trim out the waste you pay for</i>
<i>We really have no idea. The only service we get is the bin collection which will cost us more</i>

money next year. Development control and planning is a joke, no compulsory solar panels and very little affordable housing. Part one of Q2 is ambiguous - improvement is important, but removal of other services is not. Our council tax will be increasing by £150 for a green bin collection plus £50 for a green bin collection plus £15 for a car park pass. Total £65 which is nearly 50% increase

### **Cycling, footpaths, pedestrians, pavements**

I live on Oversley Mill caravan park. The road (Mill Lane) to the site is very poorly maintained and has no lighting. I ride a push/electric bike and have to ride on the road as cars park on cycle lanes

I think that the council needs to budget in clearing footpaths and making good - especially clearing slippery leaves

It is good to see that SDC are tackling the pavement situation but what will happen when all the new hotels start being built. The SDC work hard to accommodate everyone however it is not possible to please all the people all the time. However the SDC should listen to comments

Pavements are much improved, now please concentrate on unpainted shop fronts and businesses. I am proud and feel privileged to live in Stratford and would like to remain so

As my previous submissions, this survey clearly concentrates on a number of factors which impinge on the running of the town. Unfortunately it does not address major issues which are in desperate need of action (though of course air quality is impacted - so relevant). You can probably guess! 1) Traffic; 2) Traffic planning and infrastructure; 3) Cycle provision; 4) Urban infrastructure including pedestrianisation; 5) Planning controls (reducing building of new estates). From all these can someone please get back to bring some light to the matter i.e. who is responsible for this and how can we change the situation? Why does there not seem to be the will and 'vision' for this town to improve? Where does responsibility lie? Thank you

SDC could further listen to views of residents as priority before spending large sums of money. Residents still feel council don't listen to locals. What about £1,000,000 councillor Cyril Bennis spoke of in the Herald? What about windfalls of money? How is this money spent? Why did lib dems have to bail out for repair of pavements in the town etc litter/hedges and verges? Shabby town centre buildings? Vacant shop premises and planning? Not more hotels, cafes etc locals first not tourists!

Although I agree that the homeless need housing. I do not agree with the chosen sight of the Fred Winter's premises in the centre of Stratford. I also think that the homeless should be found work to pay for their care. I feel it is very important to keep up standards in the town and fully approve of the restoration of the pavements and restoration of the roundabouts. Refuse collection is very good and works well. The Core Strategy is very controversial. The Birmingham Road is a problem and a one way system in the town centre would improve the traffic, and stop tourist from travelling through the town.

### **Dogs**

I cannot see how a fee for emptying green boxes can be viable / I feel that the dog wardens office should be paid for only by the 25% of residences owning a dog

More bins are needed for general and dog waste around the built up areas of the edges of the town.

### **Floods/drains**

As a family we get nothing from Stratford Council apart from the bin collections. We live in Long Itchington which along with Southam are the poor relatives compared to Stratford which seems to get all the attention. The council has failed to regulate housing developments and has done nothing about the flooding problems.

we must tackle homelessness, rough sleeping, dangerous potholes and road surface erosion, flood impact on lanes, and, of course, the climate and will need to raise additional revue to do so.

## Grass verges

<i>An environmental issue in Alcester particularly on what is known as the Conway Estate is the uncontrolled destruction of grass verges and grass areas. Additionally the disgraceful neglect of these grass areas during the summer of 2019. There appears to be confusion as to which authority is responsible for the grass areas. Urgent attention including repairs to verges and possible replacement of grass verges possibly with tarmacadam.</i>
<i>I do not know if other people have services when they require them. Wellesbourne seems well kept although the grass verges get a little long when the rain and sun increases growth. I am unhappy with the light pollution in Wellesbourne. This is a big problem of which I am likely to complain about soon</i>
<i>In my previous survey I suggested that some of the small grass areas - as on the corner of East Green Drive and Alcester Road - should be left to naturalise, saving the council time and money. I understand the need to now make a charge for green waste collection. I'd like to add that in the 3.5 years that I have lived in my house, the inside of the hedge spanning from 277-285 has never been cut, and only half of the pavement side has been trimmed. I cut back the brambles and ivy etc. from growing over the footpath and causing a nuisance to the many people that use this path. There is an awful lot of cuttings during the summer time, which I put in the green bin and also my neighbour's. Due to the new charge, my neighbours may refuse to have the green waste in their bins!</i>
<i>Waste collection and the provision of the wheelie bins for recycling is excellent. I would like to see more effort put into cleaning litter from roadside verges and hedges.</i>

## Green waste charges

<i>Alarmed to see that you will be charging to remove garden waste, not a green policy</i>
<i>As stated I don't support any of the proposals in Q4. The core strategy review is an obscene amount of money. I do not approve of the use of consultancy advice for waste contract renewal. I have seen the county council waste vast amounts of public money on 'consultants' for various projects/reviews - their incompetence is not something the district council should be modelling itself on. I am very disappointed at the council introducing a change for garden waste in June. I have a limited income and try to grow some foods in my small garden. I will no longer be able to do this and my health condition means that I can do limited activities I enjoy so you are taking away one of the few hobbies I can enjoy. I will no longer be recycling anything because of the choice the council has made in respect of garden waste</i>
<i>Charging for green waste collection is a big mistake</i>
<i>Generally satisfied with present levels of services. I am appalled at the cost of garden waste collection being applied from June. This will only increase fly tipping, which is already a problem</i>
<i>I am not 'people' and can only answer for myself. I think SDC generally gives good value, I would rather spread increased costs over the year, therefore am not in favour of a £40 green bin charge, which will also lead to more bonfires on our allotments and more fly tipping. £25 pensioners car parking will not be economical as I only come into Stratford monthly and will use park and ride</i>
<i>I cannot see how a fee for emptying green boxes can be viable / I feel that the dog wardens office should be paid for only by the 25% of residences owning a dog</i>
<i>I do not agree with charges for green bins Planning enforcement needs better funding</i>
<i>I feel it a very unpopular and unwise move to ask rate payers to pay extra for green bin collection. The result will lead to fly-tipping of garden waste and the councils good record of recycling will demise</i>
<i>I have no complaints about the services I receive. If the SDC start to charge for green bins then I will have. I will not pay and take my garden waste to the tip myself I</i>
<i>My experience of SDC services is that they meet my needs. I do not think a Council rate increase of 3.5% is necessary or justified- most priority services just require maintaining rather than improving. 3.5% exceeds the rate of inflation and many residents will not be seeing pay or pension increases at that level. The Leader's message in the leaflet entitled</i>

<i>Your services, Your Money, published March 2019, stated the intention to keep and Council Tax increases to a minimum - an increase of 3.5% plus introducing charges for green bin collection and Pensioners' parking permits fly in the face of that commitment. I understand the need for reviewing the Core Strategy but the sums quoted look very expensive.</i>
<i>Not happy that the garden waste collection service is no longer to be included in council tax change. Additional charge from June.</i>
<i>please reconsider the proposal to charge for green bins</i>
<i>SDC provides good quality services, but is limited to what it can do by shortage of funding. I'm not sure that having one of the lowest community charges around is a good thing in one of the wealthiest areas. Surely we can provide more services specifically targeted at the less well off, the vulnerable such as homeless and street sleepers? The claim is that the council tax will only rise by £5 p.a. But what about the introduction of the green bin charge? Surely it's a £45 p.a increase if you have a garden? And most of those who do are already paying high council charges.</i>
<i>Some SDC services are not 'user friendly' for the average tax payer. For example, the Planning Application process is confusing and lengthy apparently unless you are a property developer or hotel chain. SDC don't seem to listen to feedback and deliver on it. For example, charges for green bins which could actually discourage people from recycling or disposing of waste correctly have been opposed noisily within the district. It seems to also be opposite to the environmental policies and way forward for SDC - recycling and composting should encouraged but landfill waste should be discouraged - perhaps there should be less black bin collections or additional charges for these in order to encourage people to wash and recycle their packaging or use less packaging rather than mindlessly bin it. Generally the district is well funded and looked after but much of this is due to tourism, however no council has enough money to fully serve the community demands.</i>
<i>Strongly object to proposed charge for collection of garden waste. More bonfires beckon.</i>
<i>The supposed 'consultation' on charging for green waste collection was not advertised, given very little publicity and the electronic questionnaire was biased towards acceptance of the proposal with no provision for comment and/or substantiation of the responses. I contend that the consultation in 2019 was unlawful and that the proposal as tabled should be rejected pending further and proper consultation across the District.</i>
<i>To increase green waste disposed is totally unfair on rural homes / To increase parking costs and reduce OAP provision is not a good idea</i>
<i>We do not agree to a charge for the removal of garden waste, incurring more CO2-carbon emissions. More home bonfires and fly tipping all bad for environment! Disabled and the over 60's shouldn't have to pay. In small gardens home compost heaps do not work</i>
<i>We really have no idea. The only service we get is the bin collection which will cost us more money next year. Development control and planning is a joke, no compulsory solar panels and very little affordable housing. Part one of Q2 is ambiguous - improvement is important, but removal of other services is not. Our council tax will be increasing by £150 for a green bin collection plus £50 for a green bin collection plus £15 for a car park pass. Total £65 which is nearly 50% increase</i>
<i>Why no question about the proposal to charge for green waste collection? (I compost all my kitchen and garden waste, so I have no vested interest) fly-tipping in the UK is at an all-time high and the rates are supposed to pay for homes and business services such as waste collection. Your proposals are immoral and counter-productive for most households, disposing of green waste is a necessity not a luxury - you have no right to make arbitrary decisions that ride rough shod over your voters</i>

## Homelessness

<i>Although I agree that the homeless need housing. I do not agree with the chosen sight of the Fred Winter's premises in the centre of Stratford. I also think that the homeless should be found work to pay for their care. I feel it is very important to keep up standards in the town and fully approve of the restoration of the pavements and restoration of the roundabouts. Refuse collection is very good and works well. The Core Strategy is very controversial. The Birmingham Road is a problem and a one way system in the town centre</i>
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<p>would improve the traffic, and stop tourist from travelling through the town.</p>
<p>Everything is centred on Shakespeare central, theatre and other parts of the set up. The people of SOA are not considered. Check on all these coaches they come into Windsor Street drop off point and up Henley Street, back to coaches hardly spend any money in the town approx. 60 to 100 min in town. Public convenience limited and have to pay (If you sit in McDonalds they march you up through the stairs use toilet then out without buying anything. Get all these beggars off the street, they are a disgrace, they make so much money and should be working. Listen to them, they joke how much money they make (tax free), make them work, I am 83 and have worked all my life. The Bishopton tip should not restrict what we can take there, with the restriction trades people and public just leave in village field and layby and then it costs council and farmers to clear it up. Bin men should take what each household puts out, rates are high enough.</p>
<p>I do not see why money should be wasted on people who wish to live on the streets avoiding all the financial constraints of responsible people. As far as planning is concerned there does not appear to be a constructive plan, the town does not have the infrastructure to cope with all the new property planned and built, the roads certainly cannot cope as is evident following the extra traffic lights on the Alcester and Stratford Roads, chaos reigns.</p>
<p>I think housing and helping to stop homelessness is essential if we want a kind and fair society. So helping to protect the most vulnerable with support, housing and good transport infrastructure is why I ticked these boxes</p>
<p>It would be impossible to deliver services the way, where and when people want them, wouldn't it? Re homelessness Q4 - It would help if the public had notification by the Herald newspaper, a council circular, informing the population directly of the procedure a homeless person has to encounter, process through, in order to achieve accommodation and general help to get assistance into the work effort. The sight of people sleeping in doorways in Stratford centre is appalling. It's by choice, if a system exists at the council to obliterate it? It's intimidating, visually unacceptable and not necessary in the year 2020. Why, if a system exists within the council, is it not enforced? The public should know, be informed and respected</p>
<p>Keeping everyone happy is not possible as so many different needs in the area. Support for shops in the area is required as too many closed or closing. Not sure what's in the core strategy but this is essential, to assist if possible. I'd like to see more recycling bins/points about, using empty units for homeless would be great</p>
<p>Need to provide adequate support for homeless and develop a means of providing real council houses, not putting money into associations for their profit. Also put pressure on WCC to provide good homecare for elderly and those with disabilities</p>
<p>SDC provides a good service in general that is good value. However, there are a number of issues that it should focus upon where its services and attention is inadequate: Homelessness and housing issues need to continue to be a focus with every increasing demands There is nothing in the survey about social housing and elderly care services that will eat up a greater proportion of funds The whole issue of local planning is poorly developed and enforced - the traffic issues in Stratford are significant and the planning office needs better resourcing to police the appropriateness and compliance with planning policy and applications -they need to be more proactive in Stratford and the rest of the district i.e. green belt areas</p>
<p>SDC provides good quality services, but is limited to what it can do by shortage of funding. I'm not sure that having one of the lowest community charges around is a good thing in one of the wealthiest areas. Surely we can provide more services specifically targeted at the less well off, the vulnerable such as homeless and street sleepers? The claim is that the council tax will only rise by £5 p.a. But what about the introduction of the green bin charge? Surely it's a £45 p.a increase if you have a garden? And most of those who do are already paying high council charges.</p>
<p>The homeless and beggar tourist interlopes needs to be stopped/managed. They divert from genuine needy individuals. Caffeine machine are utilising police resource unnecessarily - as much as 4 vehicles have been deployed at one time. Caffeine machine should pay for this deployment similar to football match provision. It should not be at the expense of SDC residents who suffer from the criminality being experienced due to incoming clientele of this enterprise e.g. noise, speeding</p>

*This survey is not specific enough and could bias results. Our main concern is the closure of the link project and the past of rough sleeping officer. A poor and limited services c/o churches, is in place but is far from good enough. This is a duty of care and facilities should be increased urgently. Amount of hours emergency contact number that brings immediate response, unlike street link is vital*

*we must tackle homelessness, rough sleeping, dangerous potholes and road surface erosion, flood impact on lanes, and, of course, the climate and will need to raise additional revue to do so.*

## Housing

*Any measures to support climate change mitigation, also to stop more housing and road building are to be encouraged*

*As a family we get nothing from Stratford Council apart from the bin collections. We live in Long Itchington which along with Southam are the poor relatives compared to Stratford which seems to get all the attention. The council has failed to regulate housing developments and has done nothing about the flooding problems.*

*Compulsory purchase of Wellesbourne airfield not necessary / Housing based around Wellesbourne would be better than housing around Quinton/Long Marston / Councillors seem to fund Stratford upon Avon over other towns in the district / Housing officers out of Stratford Town could reduce costs and perception of councillors*

*I believe the council provides a good service for the community, but there is often a delay on services provided. Funding should focus on children's services - particularly as the area has such a high percentage of young families. Money going towards children centres (are so important and a lifeline for most young mothers) is needed desperately, it seems unfair that funding us being pulled away from this area. The refuse collection is great, but a second recycling day would be beneficial. I don't believe more affordable housing is needed in the area*

*I think housing and helping to stop homelessness is essential if we want a kind and fair society. So helping to protect the most vulnerable with support, housing and good transport infrastructure is why I ticked these boxes*

*I'm afraid I didn't understand Q4 regarding the housing register IT platform upgrade. What's that about? Making us all go online and talking to robots/computers? And the waste contract renewal, do you mean to spend £50,000 for a consultant on rubbish? Also the climate change strategy funding, that's got to be reported on/back to SDC before you receive this form, what nonsense*

*Need to provide adequate support for homeless and develop a means of providing real council houses, not putting money into associations for their profit. Also put pressure on WCC to provide good homecare for elderly and those with disabilities*

*SDC does not listen to local people regarding housing developments.*

*SDC provides a good service in general that is good value. However, there are a number of issues that it should focus upon where its services and attention is inadequate:  
Homelessness and housing issues need to continue to be a focus with every increasing demands There is nothing in the survey about social housing and elderly care services that will eat up a greater proportion of funds The whole issue of local planning is poorly developed and enforced - the traffic issues in Stratford are significant and the planning office needs better resourcing to police the appropriateness and compliance with planning policy and applications -they need to be more proactive in Stratford and the rest of the district i.e. green belt areas*

## Leisure

*1. The local tax payers should not have to front the bill for the SDC politicians to virtue signal their getting on board the climate change hysteria. Inevitably they have done nothing to "put out the burning fire" except more meetings, back slapping and now another half a million £ for more consultation. I very strongly object to this proposed expenditure, a waste of tax payers' money. 2. Instead I would like to see SDC actually do something: improve*

cycle utility routes across the whole district, plant more native trees, remove speed humps (brake dust pollution) enforce no parking within 400 metres of a school, reduce rubbish in our streets esp. plastic rubbish, sell off SDC staff car parking for local low cost social housing, dredge more waterways to prevent flooding etc. 3. Our planning teams and rubbish collection do a great job and serve us well. 4. The local provision for sport is very substandard – the local Leisure Centre is very poorly managed by a substandard contractor (Everybody Active) providing poor value for money and too narrow a service with virtually no extra help for our sizeable ageing population. The SDC staff supervising this contractor are woeful – SDC should really look again at this team as the Leisure Centre is getting worse not better.

I believe being part of the SDC, Earlswood is put last for any consideration and benefits. The benefit I only receive on a regular basis is the collection of refuse. I do not see enough maintenance of public spaces and street cleaning. There are no police support, especially around Earlswood Lakes, including CCTV and handling of the drug situation that has settled there now. I also believe there is hardly any sports and leisure facilities within reach of Earlswood's community that is easily accessible, for example Earlswood had to raise money within the community to get a simple slide put into the park, this is the council's job. Another concern is the facility to dispose of house-hold waste in a recycling centre. The closest is near the NEC, under Solihull council, this would ease the amount of fly tipping around here

I only use the leisure centre and parking both of which are good, as is our waste collection. I can't comment on other services.

### Lighting

I do not know if other people have services when they require them. Wellesbourne seems well kept although the grass verges get a little long when the rain and sun increases growth. I am unhappy with the light pollution in Wellesbourne. This is a big problem of which I am likely to complain about soon

Money needs to be spent on street cleaning and lighting around the borough. Out of control trees, dirty slippery pavements exist in many of the local villages and a street cleaner is never seen. Something must be done about parking on the grass verges, especially when housing developments are taking place. Speed cameras should be installed in many of the villages.

My council tax is not good value for money. I have no street lighting and the only service which I use is waste collection

### Miscellaneous

1. The Council consultations are a meaningless process, the results of which are ignored. You did a Transport survey about two years ago in which reinstatement of the Stratford-Honeybourne rail link had a score of 2.1 and therefore a Council priority, which has not been actioned. 2. The Long Marston Airfield Garden Village Expression of Interest, 2016, contained 12 references to the benefits of restoring the southbound rail link, which have been reneged on. 3. Road transport accounts for 80% of emissions, yet the Council is committed to more construction, such as the £130m SWRR and the Western Rd-Hamlet way extensions. 4. It has £9m in reserves, just appointed a Dep Chief Executive on £111,000 yet pleading poverty and introducing £40 Green Bin charge.

Very difficult if you don't drive. Train station over a mile away and has very limited hours and destinations. Good side, excellent doctors who will deliver your medication to you, so you don't have to get to a chemist which is miles away.

Apart from domestic waste collection and car parking in Stratford we do not encounter SDC services.

As I've stated previously I think we are lucky we live in this area for all our local and health amenities

Cannot comment as not a user of services outside standard delivery which is acceptable

Don't really understand the questions

Don't understand this question, poor wording

<i>Don't use the service much</i>
<i>have not accessed any services</i>
<i>I am not clear on the opinion of the general community regarding how effectively SDC are delivering services.</i>
<i>I can only give an opinion where I have had any experience on the matter raised.</i>
<i>I can't say whether generally services are delivered when and where people want them. I am satisfied with those 2 statements personally, regarding the basic services i interact with, but if you are serving everyone or the majority I can't say</i>
<i>I don't feel reading the above gives me a full grasp of the demands on SDC services, so I am not well informed enough to answer the last question</i>
<i>I don't have enough information to express an opinion on whether SDC has enough money to meet all the demands on its services.</i>
<i>I haven't enough experience of the above questions to answer adequately</i>
<i>I know my own answers to the questions, but cannot answer them for how other people my react</i>
<i>I unfortunately could only answer to the best of my knowledge. I would very much like to have a greater involvement to improve my understanding.</i>
<i>I would have appreciated a clearer explanation of what the proposals are - for someone who doesn't know what UBUS actually is / provides for example, too much jargon. We have ticked proposals that we understand and relate to</i>
<i>I would like to think the councils use the facility to the best of their ability to give us the best</i>
<i>In a small village many of the services, eg parks and CCTV, appear irrelevant but I appreciate the need in larger settlements, eg Stratford.</i>
<i>Living in Ufton we get to benefit very little from services provided by SDC</i>
<i>No additional comments.</i>
<i>No comment</i>
<i>No complaints - very happy with SDC services</i>
<i>No issues with SDC's provision</i>
<i>None</i>
<i>Not enough public information on the above to form an opinion on public opinions</i>
<i>Not sufficiently aware of the detail re money.</i>
<i>Not used any services.</i>
<i>Q6 is hard to answer regarding, when, the way and where I am satisfied with the delivery of service to us, I am not people</i>
<i>The conservative run district council need to be much more proactive in representing the district as a whole from WCC</i>
<i>The questions depend on what people's expectations which may be unrealistic. I have based answers on what I feel.</i>
<i>They do a reasonable job considering the restrictions they seem to have to work under</i>
<i>Unsure of how local society/residents generally feel with regard to this questions.</i>
<i>We do not avail ourselves of all of the SDC services so are unable to truthfully answer the questions.....apologies if this does not assist you.</i>
<i>Without having more information I am unable to make any sensible comment.</i>

## **Parking**

<i>Car parking - raise only to keep in line with inflation. Strongly object to the proposed increase for concessionary parking. Suggest some way of increasing our parking charges for tourists. Suggest imposing a tourist tax for overnight accommodation - as is common in Europe.</i>
<i>I am not 'people' and can only answer for myself. I think SDC generally gives good value, I would rather spread increased costs over the year, therefore am not in favour of a £40 green bin charge, which will also lead to more bonfires on our allotments and more fly</i>

<i>tipping. £25 pensioners car parking will not be economical as I only come into Stratford monthly and will use park and ride</i>
<i>I live in Harbury and generally use Warwick D C. services. However, I find the services of S D C. superior. SDC has better toilets, parking , bin collecting, and recycling services, and i would hate any changes to these services</i>
<i>I only use the leisure centre and parking both of which are good, as is our waste collection. I can't comment on other services.</i>
<i>I think the council should look into finding funds for keeping park and rides waiting room open in the afternoon, as there are no toilet facilities for customers or worse drivers, I've seen some drivers go behind the hedge. Visitors to Stratford on Avon see toilets open when they arrive but when they return from town they are closed</i>
<i>Money needs to be spent on street cleaning and lighting around the borough. Out of control trees, dirty slippy pavements exist in many of the local villages and a street cleaner is never seen. Something must be done about parking on the grass verges, especially when housing developments are taking place. Speed cameras should be installed in many of the villages.</i>
<i>SDC should charge its employees for Car Parking or prohibit them for parking in the Town Centre. District Councillors should be made to pay for their parking, or use public Transport. District Council should be merged with Town and County Council as there must be many duplications.</i>
<i>To increase green waste disposed is totally unfair on rural homes / To increase parking costs and reduce OAP provision is not a good idea</i>
<i>Too much of the money is spent in Stratford not surrounding areas. Stratford town is losing visitors and shoppers because of the cost of parking.</i>

### **Parks/public spaces**

<i>I believe being part of the SDC, Earlswood is put last for any consideration and benefits. The benefit I only receive on a regular basis is the collection of refuse. I do not see enough maintenance of public spaces and street cleaning. There are no police support, especially around Earlswood Lakes, including CCTV and handling of the drug situation that has settled there now. I also believe there is hardly any sports and leisure facilities within reach of Earlswood's community that is easily accessible, for example Earlswood had to raise money within the community to get a simple slide put into the park, and this is the council's job. Another concern is the facility to dispose of house-hold waste in a recycling centre. The closest is near the NEC, under Solihull council, this would ease the amount of fly tipping around here</i>
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### **Planning**

<i>1. The local tax payers should not have to front the bill for the SDC politicians to virtue signal their getting on board the climate change hysteria. Inevitably they have done nothing to "put out the burning fire" except more meetings, back slapping and now another half a million £ for more consultation. I very strongly object to this proposed expenditure, a waste of tax payers' money. 2. Instead I would like to see SDC actually do something: improve cycle utility routes across the whole district, plant more native trees, remove speed humps (brake dust pollution) enforce no parking within 400 metres of a school, reduce rubbish in our streets esp. plastic rubbish, sell off SDC staff car parking for local low cost social housing, dredge more waterways to prevent flooding etc. 3. Our planning teams and rubbish collection do a great job and serve us well. 4. The local provision for sport is very substandard – the local Leisure Centre is very poorly managed by a substandard contractor (Everybody Active) providing poor value for money and too narrow a service with virtually no extra help for our sizeable ageing population. The SDC staff supervising this contractor are woeful – SDC should really look again at this team as the Leisure Centre is getting worse not better.</i>
<i>As my previous submissions, this survey clearly concentrates on a number of factors which impinge on the running of the town. Unfortunately it does not address major issues which are in desperate need of action (though of course air quality is impacted - so relevant). You can probably guess! 1) Traffic; 2) Traffic planning and infrastructure; 3) Cycle provision; 4)</i>

<p><i>Urban infrastructure including pedestrianisation; 5) Planning controls (reducing building of new estates). From all these can someone please get back to bring some light to the matter i.e. who is responsible for this and how can we change the situation? Why does there not seem to be the will and 'vision' for this town to improve? Where does responsibility lie? Thank you</i></p>
<p><i>Dealing with the planning department is making applicants ill and gave me a nervous breakdown leading to retirement. Dates are not met. Planning extensions are asked for or refusal of an application offered Planning decisions are delayed due to highways etc not replying on time, they should meet deadlines or be ignored. Too many people work part time thus no continuity. and more!</i></p>
<p><i>Happy with services provided; concerned by how planning gets approved; council tax is high but service is good (refuse is exceptional)</i></p>
<p><i>I do not agree with charges for green bins Planning enforcement needs better funding</i></p>
<p><i>I do not see why money should be wasted on people who wish to live on the streets avoiding all the financial constraints of responsible people. As far as planning is concerned there does not appear to be a constructive plan, the town does not have the infrastructure to cope with all the new property planned and built, the roads certainly cannot cope as is evident following the extra traffic lights on the Alcester and Stratford Roads, chaos reigns.</i></p>
<p><i>I don't know the opinions of other residents and so cannot give a useful answer to the first three parts of Question 6. On balance, I think the Council does provide good value for money, but I hold this belief less firmly than I have in previous years and in previous surveys. This is partly because of the obvious reduction in services due to the enormous and (in my opinion) outrageous cuts in funding which SDC have received and is therefore not the fault of SDC. However, SDC have made some choices recently which I think demonstrate either a waste of public money or a lack of foresight and understanding of the kind of place SoA needs to be. This has started to turn my opinion in a negative direction despite the empathy I have with the prevailing financial situation. Just for example: the acceptance and siting of the Chinese Pavilion is, frankly, bizarre and embarrassing; ugly, poorly-planned and under-resourced housing developments are popping up like fungus over undeveloped land while buildings within SoA are left derelict; the number of rough sleepers we have is shameful and nothing seems to be being done about it; dogs off leads and anti-social drug-users roam the Recreation Ground and its environs and the town is becoming more and more generic - losing the marvellous personality it once had almost completely due to one poor planning/licencing decision after another on SDC's part and a lack of long-term planning and forethought. The services you provide are, generally, still the right side of the value for money pond, but rapidly sailing - or perhaps floating - in the opposite direction.</i></p>
<p><i>In terms of expenditure on the services the council provide £37.02 as a proportion of £139.12 begs the question to what the £102.10 is spent on. Plus the £37.02 remains constant across all bands of households. So the surplus £102 as a per total will be larger for the higher bands. Q4 - Why are you paying 50k to a consultant to assist in picking a waste contract? As a purchasing director myself, your money would be better spent recruiting a purchasing manager at the same annual salary to do that plus other utilities, and why not work with other local councils to produce a negotiation for a number of councils so that best practice and price can be spread across more than 1 council? The other projects apart from transport and housing are unnecessary and vanity projects, they contribute nothing to the daily life of the citizen. Focus should be on crime reduction, following up and being constant on planning permission and checking regulations have been followed. Climate change - you are a small council do not 'lead' on climate change, instead follow when a larger, richer council sets a standard.</i></p>
<p><i>It has been very noticeable during recent development applications particularly in my area of North Warwickshire bordering Redditch that planning officers neither respond to nor act upon objections forwarded in relation to specific applications. This despite supporting material supplied by Parish councils. I would particularly point to the decisions pending over the Eastern Gateway development which falls within the aegis of SDC and more locally to a successful application for a car wash at B80 postcode. It was very obvious that this delegated decision was taken without referral to any of the arguments presented to seek to prevent. Planning Officers should be held much more to account.</i></p>

<i>Planning control within Cotswold AONB and in conservation areas is woefully inadequate, and there is no enforcement in the case of wilfully ignoring decisions. Core strategy review is essential to avoid hiatus for developers to exploit, as happened last time</i>
<i>Planning has a very poor reputation doesn't seem to be able to cope with the demands on its service Oxfordshire at Witney is superb</i>
<i>SDC does not have enough money to maintain the outdoor environment. The planned built environment should be integrated with the green agenda - green energy, trees, bicycle and pedestrian, traffic free areas etc.</i>
<i>SDC provides a good service in general that is good value. However, there are a number of issues that it should focus upon where its services and attention is inadequate: Homelessness and housing issues need to continue to be a focus with every increasing demands There is nothing in the survey about social housing and elderly care services that will eat up a greater proportion of funds The whole issue of local planning is poorly developed and enforced - the traffic issues in Stratford are significant and the planning office needs better resourcing to police the appropriateness and compliance with planning policy and applications -they need to be more proactive in Stratford and the rest of the district i.e. green belt areas</i>
<i>Some SDC services are not 'user friendly' for the average tax payer. For example, the Planning Application process is confusing and lengthy apparently unless you are a property developer or hotel chain. SDC don't seem to listen to feedback and deliver on it. For example, charges for green bins which could actually discourage people from recycling or disposing of waste correctly have been opposed noisily within the district. It seems to also be opposite to the environmental policies and way forward for SDC - recycling and composting should encouraged but landfill waste should be discouraged - perhaps there should be less black bin collections or additional charges for these in order to encourage people to wash and recycle their packaging or use less packaging rather than mindlessly bin it. Generally the district is well funded and looked after but much of this is due to tourism, however no council has enough money to fully serve the community demands.</i>
<i>Very frustrated with the performance of the council on many aspects and they are not focusing on the needs of the residents but more interested in the tourism. The town is losing some very important businesses due to high rates/rent Planning department is granting permissions which are having a detrimental impact of the town. This survey should cover more aspects about the town for the people to make opinions about what is going wrong. ie too many charity shops/cafes/hotels/restaurants. Picture house, BHS, various retail store with Debenhams closing at the end of 2020.</i>
<i>We live at the most northerly part of the area covered by SDC. We only occasionally venture south into Stratford. The services we have used, i.e. planning and building control have been useful and the staff were very helpful.</i>
<i>We really have no idea. The only service we get is the bin collection which will cost us more money next year. Development control and planning is a joke, no compulsory solar panels and very little affordable housing. Part one of Q2 is ambiguous - improvement is important, but removal of other services is not. Our council tax will be increasing by £150 for a green bin collection plus £50 for a green bin collection plus £15 for a car park pass. Total £65 which is nearly 50% increase</i>

**Police/crime**

<i>I believe being part of the SDC, Earlswood is put last for any consideration and benefits. The benefit I only receive on a regular basis is the collection of refuse. I do not see enough maintenance of public spaces and street cleaning. There are no police support, especially around Earlswood Lakes, including CCTV and handling of the drug situation that has settled there now. I also believe there is hardly any sports and leisure facilities within reach of Earlswood's community that is easily accessible, for example Earlswood had to raise money within the community to get a simple slide put into the park, and this is the council's job. Another concern is the facility to dispose of house-hold waste in a recycling centre. The closest is near the NEC, under Solihull council, this would ease the amount of fly tipping around here</i>
<i>In terms of expenditure on the services the council provide £37.02 as a proportion of</i>

*£139.12 begs the question to what the £102.10 is spent on. Plus the £37.02 remains constant across all bands of households. So the surplus £102 as a per total will be larger for the higher bands. Q4 - Why are you paying 50k to a consultant to assist in picking a waste contract? As a purchasing director myself, your money would be better spent recruiting a purchasing manager at the same annual salary to do that plus other utilities, and why not work with other local councils to produce a negotiation for a number of councils so that best practice and price can be spread across more than 1 council? The other projects apart from transport and housing are unnecessary and vanity projects, they contribute nothing to the daily life of the citizen. Focus should be on crime reduction, following up and being constant on planning permission and checking regulations have been followed. Climate change - you are a small council do not 'lead' on climate change, instead follow when a larger, richer council sets a standard.*

*Money needs to be spent on street cleaning and lighting around the borough. Out of control trees, dirty slippery pavements exist in many of the local villages and a street cleaner is never seen. Something must be done about parking on the grass verges, especially when housing developments are taking place. Speed cameras should be installed in many of the villages.*

*The homeless and beggar tourist interlopes needs to be stopped/managed. They divert from genuine needy individuals. Caffeine machine are utilising police resource unnecessarily - as much as 4 vehicles have been deployed at one time. Caffeine machine should pay for this deployment similar to football match provision. It should not be at the expense of SDC residents who suffer from the criminality being experienced due to incoming clientele of this enterprise e.g noise, speeding*

### **Refuse collection/recycling**

*1. The local tax payers should not have to front the bill for the SDC politicians to virtue signal their getting on board the climate change hysteria. Inevitably they have done nothing to "put out the burning fire" except more meetings, back slapping and now another half a million £ for more consultation. I very strongly object to this proposed expenditure, a waste of tax payers' money. 2. Instead I would like to see SDC actually do something: improve cycle utility routes across the whole district, plant more native trees, remove speed humps (brake dust pollution) enforce no parking within 400 metres of a school, reduce rubbish in our streets esp. plastic rubbish, sell off SDC staff car parking for local low cost social housing, dredge more waterways to prevent flooding etc. 3. Our planning teams and rubbish collection do a great job and serve us well. 4. The local provision for sport is very substandard – the local Leisure Centre is very poorly managed by a substandard contractor (Everybody Active) providing poor value for money and too narrow a service with virtually no extra help for our sizeable ageing population. The SDC staff supervising this contractor are woeful – SDC should really look again at this team as the Leisure Centre is getting worse not better.*

*Although I agree that the homeless need housing. I do not agree with the chosen sight of the Fred Winter's premises in the centre of Stratford. I also think that the homeless should be found work to pay for their care. I feel it is very important to keep up standards in the town and fully approve of the restoration of the pavements and restoration of the roundabouts. Refuse collection is very good and works well. The Core Strategy is very controversial. The Birmingham Road is a problem and a one way system in the town centre would improve the traffic, and stop tourist from travelling through the town.*

*Although services that I experience directly e.g. refuse collection are very good (in comparison to those received by family members in Hampshire and Cornwall), I don't enough experience to the 'when, way, where' questions? I could have just as easily ticked these questions as don't know.*

*Everything is centred on Shakespeare central, theatre and other parts of the set up. The people of SOA are not considered. Check on all these coaches they come into Windsor Street drop off point and up Henley Street, back to coaches hardly spend any money in the town approx. 60 to 100 min in town. Public convenience limited and have to pay (If you sit in McDonalds they march you up through the stairs use toilet then out without buying anything. Get all these beggars off the street, they are a disgrace, they make so much money and should be working. Listen to them, they joke how much money they make (tax*

<p>free), make them work, I am 83 and have worked all my life. The Bishopton tip should not restrict what we can take there, with the restriction trades people and public just leave in village field and layby and then it costs council and farmers to clear it up. Bin men should take what each household puts out, rates are high enough.</p>
<p>Happy with services provided; concerned by how planning gets approved; council tax is high but service is good (refuse is exceptional)</p>
<p>I believe being part of the SDC, Earlswood is put last for any consideration and benefits. The benefit I only receive on a regular basis is the collection of refuse. I do not see enough maintenance of public spaces and street cleaning. There are no police support, especially around Earlswood Lakes, including CCTV and handling of the drug situation that has settled there now. I also believe there is hardly any sports and leisure facilities within reach of Earlswood's community that is easily accessible, for example Earlswood had to raise money within the community to get a simple slide put into the park, and this is the council's job. Another concern is the facility to dispose of house-hold waste in a recycling centre. The closest is near the NEC, under Solihull council, this would ease the amount of fly tipping around here</p>
<p>I believe the council provides a good service for the community, but there is often a delay on services provided. Funding should focus on children's services - particularly as the area has such a high percentage of young families. Money going towards children centres (are so important and a lifeline for most young mothers) is needed desperately, it seems unfair that funding us being pulled away from this area. The refuse collection is great, but a second recycling day would be beneficial. I don't believe more affordable housing is needed in the area</p>
<p>I live in Harbury and generally use Warwick D C. services. However, I find the services of S D C. superior. SDC has better toilets, parking , bin collecting, and recycling services, and i would hate any changes to these services</p>
<p>I only use the leisure centre and parking both of which are good, as is our waste collection. I can't comment on other services.</p>
<p>I think SDC, whilst good overall, is far behind what is acceptable with recycling. I cannot believe SDC only look to recycle plastic bottles. There is FAR more that should be done.</p>
<p>It would help to have food waste collected every week as storing it for two weeks is very difficult especially during warm weather</p>
<p>Keeping everyone happy is not possible as so many different needs in the area. Support for shops in the area is required as too many closed or closing. Not sure what's in the core strategy but this is essential, to assist if possible. I'd like to see more recycling bins/points about, using empty units for homeless would be great</p>
<p>Living on the south of the Avon, to go to the recycling centre on the north of town is a climatic and time disaster....The Birmingham road traffic management is shocking and at best amateur-pay for a qualified professional planner. The southern option in Wellesbourne is inadequate and this will become more evident when the new developments south of the river are completed.</p>
<p>More bins are needed for general and dog waste around the built up areas of the edges of the town.</p>
<p>Some SDC services are not 'user friendly' for the average tax payer. For example, the Planning Application process is confusing and lengthy apparently unless you are a property developer or hotel chain. SDC don't seem to listen to feedback and deliver on it. For example, charges for green bins which could actually discourage people from recycling or disposing of waste correctly have been opposed noisily within the district. It seems to also be opposite to the environmental policies and way forward for SDC - recycling and composting should encouraged but landfill waste should be discouraged - perhaps there should be less black bin collections or additional charges for these in order to encourage people to wash and recycle their packaging or use less packaging rather than mindlessly bin it. Generally the district is well funded and looked after but much of this is due to tourism, however no council has enough money to fully serve the community demands.</p>
<p>There is no street cleaning where I live because it is a free parking area for vehicles which never leaves it free to accommodate cleaning facilities. Refuse bins are not emptied frequently enough</p>

*Waste collection and the provision of the wheelie bins for recycling is excellent. I would like to see more effort put into cleaning litter from roadside verges and hedges.*

## Roads

*1. The Council consultations are a meaningless process, the results of which are ignored. You did a Transport survey about two years ago in which reinstatement of the Stratford-Honeybourne rail link had a score of 2.1 and therefore a Council priority, which has not been actioned. 2. The Long Marston Airfield Garden Village Expression of Interest, 2016, contained 12 references to the benefits of restoring the southbound rail link, which have been reneged on. 3. Road transport accounts for 80% of emissions, yet the Council is committed to more construction, such as the £130m SWRR and the Western Rd-Hamlet way extensions. 4. It has £9m in reserves, just appointed a Dep Chief Executive on £111,000 yet pleading poverty and introducing £40 Green Bin charge.*

*Any measures to support climate change mitigation, also to stop more housing and road building are to be encouraged*

*Apparently poor economic awareness e.g several days spent installing pavements posts at the junction of Clopton Road. Several deep potholes in the vicinity were ignored in spite of the materials and man power (over a period of several days) were on site*

*As I am new to this panel, and really wish to contribute a neutral fair response. I am certainly not clear of the inner sanctum of the SDC, and some of the questions so far need a space to say 'do not know'. As I have had consulted with senior members of planning and licensing departments, your officers are not always easy to communicate with, and there is a lot of wasted time, plus issues being less than transparent in the address of your officers. Open Spaces: If this pertains to pot holes, hedges, unadopted roads you have a long way to go in resolving with simple solutions.*

*Rationale for not supporting - waste control and climate change / Would it not be cost effective to pull the resources and best practices of the other local authorities or is this already being done. Query, is the SDC also responsible for strategy and execution of pot holes*

*we must tackle homelessness, rough sleeping, dangerous potholes and road surface erosion, flood impact on lanes, and, of course, the climate and will need to raise additional revue to do so.*

## SDC performance

*As an older resident who is self-sufficient I have not needed specifically to use services there is always room for improvement*

*Having lived in the area for a short time, I am very impressed with my dealings with SDC. Living in the rural community I do not see an awful lot of the urban needs. In my case as a 'user' I am impressed with the 'human' attitude of the departments I have dealt with*

*I do not feel that SDC interact with the residents enough. They made decisions without too much consultation.*

*I do think that SDC provides good services. I don't support the expenditure on developing a climate emergency strategy. Common sense from officers will suffice!*

*I don't know the opinions of other residents and so cannot give a useful answer to the first three parts of Question 6. On balance, I think the Council does provide good value for money, but I hold this belief less firmly than I have in previous years and in previous surveys. This is partly because of the obvious reduction in services due to the enormous and (in my opinion) outrageous cuts in funding which SDC have received and is therefore not the fault of SDC. However, SDC have made some choices recently which I think demonstrate either a waste of public money or a lack of foresight and understanding of the kind of place SoA needs to be. This has started to turn my opinion in a negative direction despite the empathy I have with the prevailing financial situation. Just for example: the acceptance and siting of the Chinese Pavilion is, frankly, bizarre and embarrassing; ugly, poorly-planned and under-resourced housing developments are popping up like fungus over undeveloped land while buildings within SoA are left derelict; the number of rough sleepers we have is shameful and nothing seems to be being done about it; dogs off leads and anti-social drug-*

<i>users roam the Recreation Ground and its environs and the town is becoming more and more generic - losing the marvellous personality it once had almost completely due to one poor planning/licencing decision after another on SDC's part and a lack of long-term planning and forethought. The services you provide are, generally, still the right side of the value for money pond, but rapidly sailing - or perhaps floating - in the opposite direction.</i>
<i>If I have needed to contact SDC my query has always been dealt with professionally and efficiently</i>
<i>My council tax is not good value for money. I have no street lighting and the only service which I use is waste collection</i>
<i>Our elderly friends (95 &amp; 80's) are still living at home even though they are in poor health. They have been very pleased with the services they have had, so thank you</i>
<i>Overall, SDC delivers good and efficient services.</i>
<i>SDC must continue to strive to increase operational efficiency through good management practices</i>
<i>SDC seem to be doing a good job overall</i>
<i>SDC seems to do as it requires not as the public requires. Old fashioned values that do not meet today's requirements and environments. Need a complete shake up</i>
<i>The council provides a good service, but we the tax payer are not a bottomless pit for money so increases should be kept to a minimum</i>

### **SDC spending/funding**

<i>1. The Council consultations are a meaningless process, the results of which are ignored. You did a Transport survey about two years ago in which reinstatement of the Stratford-Honeybourne rail link had a score of 2.1 and therefore a Council priority, which has not been actioned. 2. The Long Marston Airfield Garden Village Expression of Interest, 2016, contained 12 references to the benefits of restoring the southbound rail link, which have been reneged on. 3. Road transport accounts for 80% of emissions, yet the Council is committed to more construction, such as the £130m SWRR and the Western Rd-Hamlet way extensions. 4. It has £9m in reserves, just appointed a Dep Chief Executive on £111,000 yet pleading poverty and introducing £40 Green Bin charge.</i>
<i>Clearly, SDC does not have enough income to expand its service provision. This is the result of central government. At some point in the future, a tourist tax needs introduction (as in France). This need not be prohibitive but could be lucrative</i>
<i>Generally I came across SDC's work very little, it's the refuse bins little else. In a small village we have to look after ourselves and try to use volunteers, not paid people! In the church we do strategy work for £0, we don't waste money on consultants. How SDC can contemplate spending 1/2 mill on Stratford planning is beyond me, but I sympathise with SDC because nationally the government spends a fortune on consultants and hasn't been scrapped HS", 100 billion</i>
<i>Generally people will seek out the service they require, but it will not always be available when they want it, or where they want it. The question of are they 'good' depends on the persons perception of the level of service, so you will not be able to keep all of the people happy all of the time! The question of money is always again down to what are people prepared to pay i.e. a young single mother with two young children in a social housing project home receiving benefits will be getting more value for money than a couple in mid-50's with no dependents and self-financing. You just have to try and keep a balance of what you can do with the money</i>
<i>I am sure council staff work hard to provide services. However, along with all the other local authority services, they are underfunded and services are not as good as they could or should be.</i>
<i>I cannot answer for other people as to the timeliness, appropriateness or location of the SDC services they use or need. However, I am fairly sure the SDC has not been left with sufficient funds to carry out much that is needed in the community (e.g. youth work, environmental care) by the policy of the current government.</i>
<i>I don't discuss SDC services with other people so are not sure whether the first three statements are correct. From my point of view personally I would ticked Agree. It is obvious</i>

<p><i>from previous questions that SDC does not have enough money to meet all demands but has to budget and prioritise its services.</i></p>
<p><i>I don't know the opinions of other residents and so cannot give a useful answer to the first three parts of Question 6. On balance, I think the Council does provide good value for money, but I hold this belief less firmly than I have in previous years and in previous surveys. This is partly because of the obvious reduction in services due to the enormous and (in my opinion) outrageous cuts in funding which SDC have received and is therefore not the fault of SDC. However, SDC have made some choices recently which I think demonstrate either a waste of public money or a lack of foresight and understanding of the kind of place SoA needs to be. This has started to turn my opinion in a negative direction despite the empathy I have with the prevailing financial situation. Just for example: the acceptance and siting of the Chinese Pavilion is, frankly, bizarre and embarrassing; ugly, poorly-planned and under-resourced housing developments are popping up like fungus over undeveloped land while buildings within SoA are left derelict; the number of rough sleepers we have is shameful and nothing seems to be being done about it; dogs off leads and anti-social drug-users roam the Recreation Ground and its environs and the town is becoming more and more generic - losing the marvellous personality it once had almost completely due to one poor planning/licencing decision after another on SDC's part and a lack of long-term planning and forethought. The services you provide are, generally, still the right side of the value for money pond, but rapidly sailing - or perhaps floating - in the opposite direction.</i></p>
<p><i>I don't make many demands on SDC so I have few yardsticks to be informative in responding to the questions above. I am sure money is tight so you must be hard and efficient and make difficult choices. That is modern life. I am retired on a fixed income (apart from state pension) so I am very sensitive to any cost increases</i></p>
<p><i>I have been happy with the services in general, but am aware of the effect dwindling resources are having. eg green garden waste, lack of support for High Streets.</i></p>
<p><i>I have not had cause to use all SDC services (or familiar with others who have) so I don't have an informed view on all aspects of service quality but my perception is that overall services are sufficient and provide good VFM</i></p>
<p><i>I think SDC gives a good overall service in most cases</i></p>
<p><i>In some cases, for example, that relating to crime prevention, I lacked the data to make a proper evaluation. Again the items on this page Q6 one needs to know what the public reactions have been e.g. the number of complaints received by SDC in regard to critical services. Although not affected personally since the last assessment I have noted from friends some dissatisfaction regarding planning decisions in regard to detail and in some cases uncertainty. The recent furore over pot holes and pavements is another case where public dissatisfaction was noted. Was this due to lack of funding or importance? Finally on a personal basis, in my working life I have lived under the 10 district councils, Stratford DC has easily been the most friendly and efficient, so well done</i></p>
<p><i>In terms of expenditure on the services the council provide £37.02 as a proportion of £139.12 begs the question to what the £102.10 is spent on. Plus the £37.02 remains constant across all bands of households. So the surplus £102 as a per total will be larger for the higher bands. Q4 - Why are you paying 50k to a consultant to assist in picking a waste contract? As a purchasing director myself, your money would be better spent recruiting a purchasing manager at the same annual salary to do that plus other utilities, and why not work with other local councils to produce a negotiation for a number of councils so that best practice and price can be spread across more than 1 council? The other projects apart from transport and housing are unnecessary and vanity projects, they contribute nothing to the daily life of the citizen. Focus should be on crime reduction, following up and being constant on planning permission and checking regulations have been followed. Climate change - you are a small council do not 'lead' on climate change, instead follow when a larger, richer council sets a standard.</i></p>
<p><i>It is not always possible to do things when, where and the way people want things done, but it is important to try to do this and it is essential to have enough money available to SDC to do this</i></p>
<p><i>My experience of SDC services is that they meet my needs. I do not think a Council rate increase of 3.5% is necessary or justified- most priority services just require maintaining rather than improving. 3.5% exceeds the rate of inflation and many residents will not be</i></p>

<i>seeing pay or pension increases at that level. The Leader's message in the leaflet entitled Your services, Your Money, published March 2019, stated the intention to keep and Council Tax increases to a minimum - an increase of 3.5% plus introducing charges for green bin collection and Pensioners' parking permits fly in the face of that commitment. I understand the need for reviewing the Core Strategy but the sums quoted look very expensive.</i>
<i>My view is that expenditure should where possible be frozen and efficiencies sought in order to maintain services.</i>
<i>not enough money to support all necessary services and so the slice and dice hits sector of the district in most need</i>
<i>Public services and the public sector have been undervalued for far too long. It is high time that we started paying properly for a decent level of public service provision, rather than watching councils and public sector organisations scrabbling to save money by mean cost cutting. I am increasingly ashamed to be a part of a society which thinks nothing about the way its environment looks and is treated; thinks very little of the way in which our providers (except for those at the top of the tree) are remunerated; and whose members seem to care very little for those less fortunate than themselves.</i>
<i>SDC could further listen to views of residents as priority before spending large sums of money. Residents still feel council don't listen to locals. What about £1,000,000 councillor Cyril Bennis spoke of in the Herald? What about windfalls of money? How is this money spent? Why did lib dems have to bail out for repair of pavements in the town etc litter/hedges and verges? Shabby town centre buildings? Vacant shop premises and planning? Not more hotels, cafes etc. locals first not tourists!</i>
<i>SDC needs to become a more efficient and lean organisation to deliver a better value service. Also too much money is allocated to Stratford town and not the surrounding villages.</i>
<i>Some SDC services are not 'user friendly' for the average tax payer. For example, the Planning Application process is confusing and lengthy apparently unless you are a property developer or hotel chain. SDC don't seem to listen to feedback and deliver on it. For example, charges for green bins which could actually discourage people from recycling or disposing of waste correctly have been opposed noisily within the district. It seems to also be opposite to the environmental policies and way forward for SDC - recycling and composting should encouraged but landfill waste should be discouraged - perhaps there should be less black bin collections or additional charges for these in order to encourage people to wash and recycle their packaging or use less packaging rather than mindlessly bin it. Generally the district is well funded and looked after but much of this is due to tourism, however no council has enough money to fully serve the community demands.</i>
<i>The council provides a good service, but we the tax payer are not a bottomless pit for money so increases should be kept to a minimum</i>
<i>The council should not increase charges whilst it is spending £100,000+ on a new executive post when it already has a very top heavy management structure for such a small organisation. Reduce the overheads/senior structures and pay bills and use the money for the benefit of the community. by any standards the council exec is too large</i>
<i>The level of services are fine and should stay at the same level</i>
<i>There are huge opportunities for cost reduction at the Elizabeth House site. The council should move out to the park and ride site and release the assets in the centre. This would also offer further car parking for visitors and accommodation opportunities for key workers in the town. In terms of access, why is the office closed at times when shops and other service provides are open. At least at Saturday morning access for the hard working residents</i>
<i>There is a requirement for less chiefs and more Indians, to get the job done.</i>
<i>This council is a disgrace both in management and councillors</i>
<i>Very good for 50 plus years</i>
<i>Very little to say, but generally we get in my opinion very good value for our money, keep up the good work</i>

## Shops

<i>Keeping everyone happy is not possible as so many different needs in the area. Support for shops in the area is required as too many closed or closing. Not sure what's in the core strategy but this is essential, to assist if possible. I'd like to see more recycling bins/points about, using empty units for homeless would be great</i>
<i>Pavements are much improved, now please concentrate on unpainted shop fronts and businesses. I am proud and feel privileged to live in Stratford and would like to remain so</i>
<i>SDC could further listen to views of residents as priority before spending large sums of money. Residents still feel council don't listen to locals. What about £1,000,000 councillor Cyril Bennis spoke of in the Herald? What about windfalls of money? How is this money spent? Why did lib dems have to bail out for repair of pavements in the town etc litter/hedges and verges? Shabby town centre buildings? Vacant shop premises and planning? Not more hotels, cafes etc locals first not tourists!</i>

## Social support/children/elderly/vulnerable people

<i>Do not spend money and energy on the cinema of 'climate change'. The funds would be better spent on the socially deprived</i>
<i>I agree more money would be welcomed. Looking after the poorest must come first.</i>
<i>I am a relatively well-off person but am appalled by the lack of resources given to people in dire need and think that taxes should be fair but higher to achieve better. I think local councils have been unduly penalised in recent times.</i>
<i>I am not sure that SDC is making adequate provision for two significant changes - the aging population and climate change. A tax change of &lt;£5 may be apt for next year, but citizens need to get used to the fact that cost will only go up in the future.</i>
<i>I believe the council provides a good service for the community, but there is often a delay on services provided. Funding should focus on children's services - particularly as the area has such a high percentage of young families. Money going towards children centres (are so important and a lifeline for most young mothers) is needed desperately, it seems unfair that funding us being pulled away from this area. The refuse collection is great, but a second recycling day would be beneficial. I don't believe more affordable housing is needed in the area</i>
<i>Need to provide adequate support for homeless and develop a means of providing real council houses, not putting money into associations for their profit. Also put pressure on WCC to provide good homecare for elderly and those with disabilities</i>
<i>No mention of help for aged, support needed</i>
<i>The main area SDC fall down is in providing social care when and where needed</i>
<i>Too much money is spent on Stratford itself and very little on much needed help for rural villages. Parish Councils pay for many of the facilities that still exist in their villages yet Stratford Town which is incredibly well endowed gets the bulk of the Council's funding. More must be done for our children and older people in the rural areas. We have had huge housing expansion without much benefit to our communities.</i>

## Street cleaning

<i>I believe being part of the SDC, Earlswood is put last for any consideration and benefits. The benefit I only receive on a regular basis is the collection of refuse. I do not see enough maintenance of public spaces and street cleaning. There are no police support, especially around Earlswood Lakes, including CCTV and handling of the drug situation that has settled there now. I also believe there is hardly any sports and leisure facilities within reach of Earlswood's community that is easily accessible, for example Earlswood had to raise money within the community to get a simple slide put into the park, and this is the council's job. Another concern is the facility to dispose of house-hold waste in a recycling centre. The closest is near the NEC, under Solihull council, this would ease the amount of fly tipping around here</i>
<i>Money needs to be spent on street cleaning and lighting around the borough. Out of control</i>

*trees, dirty slippery pavements exist in many of the local villages and a street cleaner is never seen. Something must be done about parking on the grass verges, especially when housing developments are taking place. Speed cameras should be installed in many of the villages.*

*There is no street cleaning where I live because it is a free parking area for vehicles which never leaves it free to accommodate cleaning facilities. Refuse bins are not emptied frequently enough*

## **Toilets**

*Everything is centred on Shakespeare central, theatre and other parts of the set up. The people of SOA are not considered. Check on all these coaches they come into Windsor Street drop off point and up Henley Street, back to coaches hardly spend any money in the town approx. 60 to 100 min in town. Public convenience limited and have to pay (If you sit in McDonalds they march you up through the stairs use toilet then out without buying anything. Get all these beggars off the street, they are a disgrace, they make so much money and should be working. Listen to them, they joke how much money they make (tax free), make them work, I am 83 and have worked all my life. The Bishopton tip should not restrict what we can take there, with the restriction trades people and public just leave in village field and layby and then it costs council and farmers to clear it up. Bin men should take what each household puts out, rates are high enough.*

*I live in Harbury and generally use Warwick D C. services. However, I find the services of S D C. superior. SDC has better toilets, parking , bin collecting, and recycling services, and i would hate any changes to these services*

## **Tourism**

*Car parking - raise only to keep in line with inflation. Strongly object to the proposed increase for concessionary parking. Suggest some way of increasing our parking charges for tourists. Suggest imposing a tourist tax for overnight accommodation - as is common in Europe.*

*Clearly, SDC does not have enough income to expand its service provision. This is the result of central government. At some point in the future, a tourist tax needs introduction (as in France). This need not be prohibitive but could be lucrative*

*Everything is centred on Shakespeare central, theatre and other parts of the set up. The people of SOA are not considered. Check on all these coaches they come into Windsor Street drop off point and up Henley Street, back to coaches hardly spend any money in the town approx. 60 to 100 min in town. Public convenience limited and have to pay (If you sit in McDonalds they march you up through the stairs use toilet then out without buying anything. Get all these beggars off the street, they are a disgrace, they make so much money and should be working. Listen to them, they joke how much money they make (tax free), make them work, I am 83 and have worked all my life. The Bishopton tip should not restrict what we can take there, with the restriction trades people and public just leave in village field and layby and then it costs council and farmers to clear it up. Bin men should take what each household puts out, rates are high enough.*

*Some SDC services are not 'user friendly' for the average tax payer. For example, the Planning Application process is confusing and lengthy apparently unless you are a property developer or hotel chain. SDC don't seem to listen to feedback and deliver on it. For example, charges for green bins which could actually discourage people from recycling or disposing of waste correctly have been opposed noisily within the district. It seems to also be opposite to the environmental policies and way forward for SDC - recycling and composting should encouraged but landfill waste should be discouraged - perhaps there should be less black bin collections or additional charges for these in order to encourage people to wash and recycle their packaging or use less packaging rather than mindlessly bin it. Generally the district is well funded and looked after but much of this is due to tourism, however no council has enough money to fully serve the community demands.*

*Very frustrated with the performance of the council on many aspects and they are not focusing on the needs of the residents but more interested in the tourism. The town is losing some very important businesses due to high rates/rent Planning department is granting*

*permissions which are having a detrimental impact of the town. This survey should cover more aspects about the town for the people to make opinions about what is going wrong. i.e. too many charity shops/cafes/hotels/restaurants. Picture house, BHS, various retail store with Debenhams closing at the end of 2020.*

## Traffic

*Although I agree that the homeless need housing. I do not agree with the chosen sight of the Fred Winter's premises in the centre of Stratford. I also think that the homeless should be found work to pay for their care. I feel it is very important to keep up standards in the town and fully approve of the restoration of the pavements and restoration of the roundabouts. Refuse collection is very good and works well. The Core Strategy is very controversial. The Birmingham Road is a problem and a one way system in the town centre would improve the traffic, and stop tourist from travelling through the town.*

*As my previous submissions, this survey clearly concentrates on a number of factors which impinge on the running of the town. Unfortunately it does not address major issues which are in desperate need of action (though of course air quality is impacted - so relevant). You can probably guess! 1) Traffic; 2) Traffic planning and infrastructure; 3) Cycle provision; 4) Urban infrastructure including pedestrianisation; 5) Planning controls (reducing building of new estates). From all these can someone please get back to bring some light to the matter i.e. who is responsible for this and how can we change the situation? Why does there not seem to be the will and 'vision' for this town to improve? Where does responsibility lie? Thank you*

*SDC services are good overall but there are some issues that the council (SDC) are very slow to respond to, you can be passed from department to department and back again regarding environmental issues. The end results being you are fed up and little action seems to take place. I live in the forgotten village of Studley where traffic is terrible, air quality very poor and still no action on traffic reduction and the publishing of the air quality survey results is 3 years behind*

*The environment ie SOA bypass, Birmingham Road roundabout is a disgrace as well as Birmingham Road.*

*Traffic congestion main problem in Stratford, nothing done about it in years despite local concerns, more and more housing adds to the problem. When do you plan to address this urgent need?*

## Transport

*1. The Council consultations are a meaningless process, the results of which are ignored. You did a Transport survey about two years ago in which reinstatement of the Stratford-Honeybourne rail link had a score of 2.1 and therefore a Council priority, which has not been actioned. 2. The Long Marston Airfield Garden Village Expression of Interest, 2016, contained 12 references to the benefits of restoring the southbound rail link, which have been reneged on. 3. Road transport accounts for 80% of emissions, yet the Council is committed to more construction, such as the £130m SWRR and the Western Rd-Hamlet way extensions. 4. It has £9m in reserves, just appointed a Dep Chief Executive on £111,000 yet pleading poverty and introducing £40 Green Bin charge.*

*I cannot do without my car because there is little public transport. I'm in rural area. Climate change policies are vital. Cannot afford the cost of an electric car - initial outlay very expensive.*

*I think far too much priority is given to Stratford Town whilst forgetting the other towns/large villages such as Bidford on Avon, Wellesbourne and Shipston that have grown massively without the accompanying services. The re-opening of Stratford to Honeybourne is vital to the area with a Long Marston parkway station, please carry out an economic assessment as has been suggested before, roads are not the answer*

*I think housing and helping to stop homelessness is essential if we want a kind and fair society. So helping to protect the most vulnerable with support, housing and good transport infrastructure is why I ticked these boxes*

<i>SDC needs to address transport issues</i>
<i>Very difficult if you don't drive. Train station over a mile away and has very limited hours and destinations. Good side, excellent doctors who will deliver your medication to you, so you don't have to get to a chemist which is miles away.</i>
<i>We do not live in Stratford Town, we feel we do not get a fair share of resources in the outlying villages. Money spent on tourism does not benefit us in Salford Priors. Transport - buses do not run in the evenings preventing young people especially accessing social/cinema/theatre/sport in town</i>

**Villages**

<i>Answer to Q5 - I live in the countryside so get very little from the SDC all the money appears to be spent in Stratford Town on tourism</i>
<i>As a family we get nothing from Stratford Council apart from the bin collections. We live in Long Itchington which along with Southam are the poor relatives compared to Stratford which seems to get all the attention. The council has failed to regulate housing developments and has done nothing about the flooding problems.</i>
<i>Compulsory purchase of Wellesbourne airfield not necessary / Housing based around Wellesbourne would be better than housing around Quinton/Long Marston / Councillors seem to fund Stratford upon Avon over other towns in the district / Housing officers out of Stratford Town could reduce costs and perception of councillors</i>
<i>Everything is centred on Shakespeare central, theatre and other parts of the set up. The people of SOA are not considered. Check on all these coaches they come into Windsor Street drop off point and up Henley Street, back to coaches hardly spend any money in the town approx. 60 to 100 min in town. Public convenience limited and have to pay (If you sit in McDonalds they march you up through the stairs use toilet then out without buying anything. Get all these beggars off the street, they are a disgrace, they make so much money and should be working. Listen to them, they joke how much money they make (tax free), make them work, I am 83 and have worked all my life. The Bishopton tip should not restrict what we can take there, with the restriction trades people and public just leave in village field and layby and then it costs council and farmers to clear it up. Bin men should take what each household puts out, rates are high enough.</i>
<i>I believe being part of the SDC, Earlswood is put last for any consideration and benefits. The benefit I only receive on a regular basis is the collection of refuse. I do not see enough maintenance of public spaces and street cleaning. There are no police support, especially around Earlswood Lakes, including CCTV and handling of the drug situation that has settled there now. I also believe there is hardly any sports and leisure facilities within reach of Earlswood's community that is easily accessible, for example Earlswood had to raise money within the community to get a simple slide put into the park, and this is the council's job. Another concern is the facility to dispose of house-hold waste in a recycling centre. The closest is near the NEC, under Solihull council, this would ease the amount of fly tipping around here</i>
<i>I don't know enough about the services. Also, as a resident of Studley I feel like a poor relative of Stratford.</i>
<i>I think far too much priority is given to Stratford Town whilst forgetting the other towns/large villages such as Bidford on Avon, Wellesbourne and Shipston that have grown massively without the accompanying services. The re-opening of Stratford to Honeybourne is vital to the area with a Long Marston parkway station, please carry out an economic assessment as has been suggested before, roads are not the answer</i>
<i>SDC does generally a good job with its services. However rural areas lose out with regard to bus services, road maintenance, affordable housing and provision of other services. Everything goes to providing facilities to large residential areas i.e. Stratford, Wellesbourne, and Shipston. The smaller villages get very little other than bin collections. We pay our council tax too! About time more was done for the villages</i>
<i>SDC needs to become a more efficient and lean organisation to deliver a better value service. Also too much money is allocated to Stratford town and not the surrounding villages.</i>

<i>SDC too Stratford centric</i>
<i>Services appear to be focused primarily on Stratford itself</i>
<i>Services might be delivered in Stratford, but it's about time SDC also delivered proper services to the villages in the district as well.</i>
<i>Stratford District Council appears to provide no services to the villages other than refuse collection and planning. The villages are isolated by lack of public transport and have to provide their own CCTV cameras and playground and sporting facilities with no contribution from SDC. The villages are funding services in Stratford town and a few other towns within the district which is plainly unfair.</i>
<i>Too much of the money is spent in Stratford not surrounding areas. Stratford town is losing visitors and shoppers because of the cost of parking.</i>
<i>Too much concentration of SDC effort on the town of Stratford upon Avon, too little is spent on the rural areas and small towns</i>
<i>Too much money is spent on Stratford itself and very little on much needed help for rural villages. Parish Councils pay for many of the facilities that still exist in their villages yet Stratford Town which is incredibly well endowed gets the bulk of the Council's funding. More must be done for our children and older people in the rural areas. We have had huge housing expansion without much benefit to our communities.</i>
<i>Very Stratford town orientated. Remember you are the District Council!</i>
<i>We do not live in Stratford Town, we feel we do not get a fair share of resources in the outlying villages. Money spent on tourism does not benefit us in Salford Priors. Transport - buses do not run in the evenings preventing young people especially accessing social/cinema/theatre/sport in town</i>

### **Waste contract**

<i>As stated I don't support any of the proposals in Q4. The core strategy review is an obscene amount of money. I do not approve of the use of consultancy advice for waste contract renewal. I have seen the county council waste vast amounts of public money on 'consultants' for various projects/reviews - their incompetence is not something the district council should be modelling itself on. I am very disappointed at the council introducing a change for garden waste in June. I have a limited income and try to grow some foods in my small garden. I will no longer be able to do this and my health condition means that I can do limited activities I enjoy so you are taking away one of the few hobbies I can enjoy. I will no longer be recycling anything because of the choice the council has made in respect of garden waste</i>
<i>Do not waste money on the core strategy review. It took from 2011 to 2016 to produce the first version, delay review and pay less. Climate change is real but doesn't need SDC to spend our money on actions it's a waste! You will just pay consultants and get nowhere. Do the basics well ignore the rest? On waste contact use some tender doc as last time don't pay a consultant £50,002</i>
<i>I live in Wellesbourne and use facilities in the village and in the town of Stratford. Everything seems to be very well run but two things seem to be worth commenting on. The need to redo the Core Strategy is will of course carry an element of planning for 'Climate Change'. Having a separate consultation to also look at such things seems to be doubling up and indeed could be viewed as pandering to the current zeitgeist. Climate change has always happened. I'm not denying Climate Change, but do question why it needs a 'special fund'. Again, I cannot understand why it takes £50,000 to get a number of quotes and compare them for waste collections!</i>
<i>I'm afraid I didn't understand Q4 regarding the housing register IT platform upgrade. What's that about? Making us all go online and talking to robots/computers? And the waste contract renewal, do you mean to spend £50,000 for a consultant on rubbish? Also the climate change strategy funding, that's got to be reported on/back to SDC before you receive this form, what nonsense</i>
<i>In Q4 I have concerns that your team do not have sufficient expertise to undertake waste contract renewal and hence need one off consultants. You should upskill your team or make redundancies and bring in suitably skilled new permanent team members.</i>

*In terms of expenditure on the services the council provide £37.02 as a proportion of £139.12 begs the question to what the £102.10 is spent on. Plus the £37.02 remains constant across all bands of households. So the surplus £102 as a per total will be larger for the higher bands. Q4 - Why are you paying 50k to a consultant to assist in picking a waste contract? As a purchasing director myself, your money would be better spent recruiting a purchasing manager at the same annual salary to do that plus other utilities, and why not work with other local councils to produce a negotiation for a number of councils so that best practice and price can be spread across more than 1 council? The other projects apart from transport and housing are unnecessary and vanity projects, they contribute nothing to the daily life of the citizen. Focus should be on crime reduction, following up and being constant on planning permission and checking regulations have been followed. Climate change - you are a small council do not 'lead' on climate change, instead follow when a larger, richer council sets a standard.*

*Q2 difficult to answer I need a much more extensive and detailed knowledge 1 months' work for 3 people / Fred Winter project, some things like motorways, food banks and homeless and battered wives shelters attract a market bigger than you imagined. Does not mean they are bad but whatever you do will be inadequate and be criticised. Core strategy, give them £1.6 million and it will never be enough, start at £1.1 million and tell chairman that is final figure. Obviously will cover climate change questions. Waste contract, no more 'experts' you know enough about subject already. Climate change - flavour of the month - tell core strategy reviewers to cover this, reality, common sense, economics are all bound up with the core strategy*

*Rationale for not supporting - waste control and climate change / Would it not be cost effective to pull the resources and best practices of the other local authorities or is this already being done. Query, is the SDC also responsible for strategy and execution of pot holes*

*The £500k climate change project is a must. As it will need to drive major change, it should also consider the potential business & employment opportunities arising from this. It needs to focus on TANGIBLE ACTIONS - we know enough about the science... but don't really know what we can/should (pragmatically) do. >The £50k waste consultant feels a complete waste and almost an abdication of responsibilities - we must have people with the knowledge or skill to do this in-house*

### **Wellesbourne Airfield**

*Compulsory purchase of Wellesbourne airfield not necessary / Housing based around Wellesbourne would be better than housing around Quinton/Long Marston / Councillors seem to fund Stratford upon Avon over other towns in the district / Housing officers out of Stratford Town could reduce costs and perception of councillors*