

Report to: BUDGET PANEL
Date of meeting: 27 September 2010
Report of: Partnerships and Performance Section Head
Title: Budget and service prioritisation engagement and consultation 2011/12

1.0 **SUMMARY**

- 1.1 The council is planning to carry out a programme of community engagement and consultation over the next few months that will provide opportunities for local people and stakeholders to share their views on its budget proposals for 2011/12.
- 1.2 This engagement will build on that undertaken in previous years but for 2011/12 will also include opportunities to feed back on emerging service prioritisation options.

2.0 **RECOMMENDATIONS**

Scrutiny is requested to:

- 2.1 Note the intention to develop an engagement and consultation programme that will encourage feedback on the council's budget proposals and service prioritisation options.
- 2.2 Contribute suggestions on how to make this programme meaningful and able to inform the council's budget decision-making process.

Contact Officer:

For further information on this report please contact: Kathryn Robson
telephone extension: 8077 e-mail: kathryn.robson@watford.gov.uk

Report approved by: Tricia Taylor - Executive Director - Resources.

3.0 **DETAILED PROPOSAL**

3.1 **Background to budget consultation and engagement for 2011/12**

- 3.1.1 Watford BC has a strong track record of engaging local people in its priority setting and associated budget decisions.
- 3.1.2 Over the last three years, it has involved the council's Citizens' Panel through a community / budget survey, which has given the Panel members the opportunity to feedback on issues such as: which of the council's services (both statutory and non-statutory) they value and the standard of delivery they would expect to see for these services, their preferred level of council tax rise and specific spending issues such as free swimming.
- 3.1.3 In addition, the Mayor has held dedicated budget information events over the last two years to give local people (and staff) an opportunity to hear, at first hand, about the budget and spending challenges facing the authority.

3.2 **Approaches to budget consultation and engagement for 2011/12**

- 3.2.1 These previous budget consultation / engagement exercises have provided valuable experience, which the council can build on for its budget and service prioritisation engagement and consultation for 2011/12.
- 3.2.2 Effective engagement programmes normally combine both quantitative and qualitative approaches. By using both approaches, decision makers receive a balanced range of information including statistical data, comments and direct feedback. Quantitative research is done, when it is not feasible or practical to survey an entire population, using a large enough sample of people to deem the results statistically significant. This tends to be seen as over 1,000 sample for a population the size of Watford.
- 3.2.3 The council has recruited a new Citizens' Panel over the last 12 months and, although some of the initial members were invited to take part in last year's Community and Budget survey, this would be the first year that the completed new Panel would be available. It would also be the first consultation the council has conducted with the finalised Panel. This should help achieve a good response rate but, if the consultation is started early enough (i.e. by the end of October 2010 – see 3.3.1), there might be an opportunity to do a reminder, which would also boost returns. It would be hoped to achieve at least a 50% return.
- 3.2.4 The majority of members of the new Citizens' Panel have email addresses (460 out of 1154 members - 60%) and so, if used, any survey could be conducted electronically with those online. This helps speed up returns and reduces the cost of the exercise both in terms of post and in officer time taken to input returns. However, for those not online paper versions of the survey would still be posted and prepaid envelopes provided for returned surveys.
- 3.2.5 As the survey will be offered electronically, it could be made available to more residents or local stakeholders through the council's website. The survey can be set up to only allow one response per computer or it is possible to filter results in terms of people's IP addresses to see if there have been multiple responses from a respondent.

3.2.6 At this stage in budget setting and service prioritisation, no detailed consideration has been given to the finalised engagement programme, although it would be envisaged that, as in previous years, a mixture of quantitative and qualitative approaches are used. This means there is opportunity over the next few weeks for suggestions and comments to be taken on board to inform the final programme. These could include ideas on how best to effectively combine the two approaches, how to ensure maximum response rates or attendance at any events or initial thoughts as to what questions might be included in the survey if conducted. Last year’s survey is attached for reference – Appendix A.

3.3 Timing of budget consultation and engagement for 2011/12

3.3.1 Clearly both budget setting and service prioritisation are evolving and will continue to develop over the next few months. One significant date that needs to be taken into account, in terms of any consultation and engagement, is the Comprehensive Spending Review (CSR) announcement on 20 October 2010. Although the majority of preparatory work can be done prior to this date, the importance of the announcement and its impact on the council’s budget and spending decisions will be such that it is not recommended to commence any consultation or engagement work until the authority has time to reflect on the emerging CSR messages. However, it would be hoped that the programme can begin as soon after the 20 October as practical.

4.0 IMPLICATIONS.

4.1 Financial

4.1.1 The Head of Strategic Finance comments that the findings of any budget consultation and engagement will be considered when drafting the council’s budget and making recommendations on council tax setting.

4.2 Legal Issues (Monitoring Officer)

4.2.1 The Head of Legal and Property Services comments that there is no statutory duty to consult local people on council budgets but it is considered good practice.

4.3 Potential Risks

4.3.1 Potential Risk	Likelihood	Impact	Overall score
<i>Overall results from the consultation / engagement are not analysed effectively or in time and therefore are unable to provide sound information to support decision-making.</i>	1	3	3

4.4 Equalities

The Citizens’ Panel has been recruited to be as representative of the Watford population as a whole as possible. This does not mean responses will be received from a representative sample of the population as there is no guarantee as to who completes the survey. However, if necessary statistical weighting can be applied to responses.

4.5 **Sustainability**

- 4.5.1 The move towards conducting the survey online for those Panel members with access to the internet is a 'greener' approach, using less paper and requiring less distribution by vehicles.

Appendix A – Budget and Community Survey 2009

Your opportunity to have YOUR say – Budget and Community Survey 2009

The Mayor wants to hear **YOUR** views on the Council's budget for 2010/11 and to find out what you think about the services we provide and how the Council contributes to making Watford a good place to live and work. Your feedback will be used, as always, to support our decision-making.

Watford Borough Council spending priorities

Local councils are having to make some difficult choices about their budgets and how they spend their money. We would like to know your views on which of our services are important to you and where you think we could reduce spending so we can continue to deliver these important services to the standard you expect.

Your priorities – statutory services – the ones we have to provide

As a district council, the government requires us to provide the statutory (or legal) services outlined below. Although we **have** to provide all of the services, the Mayor and councillors are able to make decisions about the level of service provided and, therefore, how much of the Council's budget is spent on each area.

Q1. Looking at the **statutory** services below and thinking about what we should be spending on them, tell us what level of service you think we should provide. Is it a service that should be provided to the highest possible standard (and, therefore protected from any reduction in budgets) – or is it of lesser importance so a minimum standard is acceptable? **Please tick one box for each service.**

	High	Average	Minimum	Don't know
Revenues and Benefits services (e.g. dealing with housing and council tax benefit claims, collection of council tax and business rates)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Collection of household rubbish and waste (including recycling of green waste, plastic, glass, cans and paper)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Street cleaning and cleaning of public spaces	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Environmental health services (including food safety, dealing with statutory nuisances like noise and pollution, stray dogs and some pest control)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Licensing (e.g. taxi licensing, pubs and clubs, gambling)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Homelessness services (looking at ways to prevent homelessness including dealing with applications for people with housing difficulties)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Building regulation advice and services (ensures buildings are properly and safely constructed)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Planning applications, advice and policy (e.g. ensuring the right development takes place at the right time, supporting Watford's character, environment and heritage)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Running the Council’s democratic and financial functions

(e.g. running elections, holding statutory meetings, managing our accounts and finances)

Your priorities – non-statutory services – the extra services we provide

As well as the statutory services we deliver, we also provide a wide range of **non-statutory** services. These are services we are **not** required by the government to provide but traditionally we do. Councils with low council tax provide fewer, or none, of these.

Over the last few years we have looked very closely at the range and extent of the non-statutory areas / services we provide to ensure they are good value for money and reflect what people have told us are priorities for the town.

Q2. Thinking about the **non-statutory** services below, and thinking about what we spend on each area tell us which you think we should provide to a **high, average** or **minimum** level of service. Keeping in mind our budget means we cannot provide all our services to the highest possible standard, which are more important to you and which are of lesser importance so a minimum standard is acceptable? **Please tick one box for each service.**

	High	Average	Minimum	Don't know
Advice services (e.g. including advice on waste and recycling, energy saving, housing, debt)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Arts and cultural activities and facilities	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
(including Watford Museum, The Colosseum, arts activities and events, town twinning)				
Children’s play areas / playgrounds	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Community safety	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
(including tackling anti-social behaviour, provision of CCTV in the town)				
Frontline Customer Services	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
(including improving the way we answer your telephone calls, deal with enquiries)				
Grants and support to local groups, charities and organisations	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
(including support for Watford Palace Theatre, Citizens Advice Bureau, Women’s Centre & more)				
Improvements to cycle lanes and pedestrian footways	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Improving the town centre for residents, businesses and visitors	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Parks and open spaces	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Sports activities and advice / support for local sport groups and clubs	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Supervised activities & facilities for children's play.....

(including subsidised holiday activities for children, adventure playgrounds, after school clubs)

'Free' Swimming

Our policy for our leisure centres was that we would provide good quality facilities at a fair and reasonable price for everyone. An adult swim costs just £3.70 and a child swim costs £1.50. There are discounts of 40% and 70% for those on benefits.

Last year the government announced it wishes children under 16 and adults over 60 to swim for free and offered local councils a grant to fund this. The proviso is that the 'free' swimming has to be available to everyone in these age groups (not just Watford residents), so you – as a Watford resident - would be paying for non-residents to swim for free in our Watford pools. Watford's swimming pools are already extremely popular and well-used; an unfortunate consequence of offering unrestricted 'free' swimming is that the pools will get busier, and the quality of swim will deteriorate.

Based on our usage figures we anticipated a shortfall of £73,500 between what it would cost us to implement 'free' swimming for the over 60s and the funding provided to us by the government. This figure does not allow for any increase in the numbers of people swimming or swims per person.

Each 'free' swim is lost income to the council or operator and that money has to be "found" elsewhere. As the rules also state that we are not allowed to apply for a grant for under 16s swimming unless we first apply for the over 60s grant, we were not willing to commit to such investment without first getting the buy-in of residents and their views on how it would be funded.

We now want to find out what you think.

Q3. There is currently no provision in the council's leisure budget to fund the shortfall between the cost of free swimming and the money provided by government. If residents wish us to opt-in to the government's scheme, how should we adjust our leisure budget? **Please tick one box only**

Keep swimming affordable for all residents of all ages, as at present.....

Opt into the government scheme, and provide free swimming for the over 60s. NB we are not permitted to restrict this to Watford residents only.....

Opt into the government scheme, and provide all year round free swimming for the over 60s and under 16s. NB we are not permitted to restrict this to Watford residents only.

Q4. In order to offer free swimming without raising council tax or raising prices, which other areas of current leisure provision do you think we should cut? **Please tick all that apply.**

Pay for the increase to our leisure budget by raising council tax

Keep the leisure budget but find the money by raising the prices of our leisure facilities for all other users

Keep the leisure budget the same but cut spending on other leisure provision.

Q5. In order to offer free swimming without raising council tax or raising prices, which other areas of current leisure provision do you think we should cut? **Please tick all that apply.**

- Afterschool clubs
- Adventure playgrounds
- Cassiobury Park, Whippendell Woods, nature reserves & conservation activities ..
- Public playgrounds, 2 skate parks, games areas and basketball courts
- Palace Theatre, Pump House & other cultural activities
- Voluntary sector funding, e.g. CAB, community grants

This summer we successfully piloted free swimming for **residents up to age 18** over the summer school holidays. This does not qualify for any government funding and was paid for using unspent money from the previous year's leisure budget. To continue this scheme we would need to adjust our leisure budget, in one of the ways described above in Question 4.

Q6. Is free swimming for **residents up to age 18** something you would like us to continue?

- Yes
- No (because swimming should be kept affordable for all residents of all ages / pools would become overcrowded)
- No (because I want the council to commit to the government's scheme of year round free swimming for under 16s and over 60s)

Setting the level of council tax

Watford Borough Council collects council tax on behalf of Hertfordshire County Council and the Police as well as for ourselves. **For every £1 of council tax you pay:**

- 74 pence** goes to Hertfordshire County Council
- 17 pence** is used by Watford Borough Council to provide services
- 9 pence** goes to the Police to control crime in the community

Council tax for 2010/11

Each year, Watford Borough Council has to agree it's level of council tax.

A major consideration when we set our budget is the Mayor's manifesto commitment to keep council tax rises **below the rate of inflation** (at the moment inflation is minus 1.5%, which would mean a cut) and for 2010/11 the Mayor is determined to respond to what are difficult times financially for many people. The Mayor's commitment means we have to think very carefully about how we spend our money. The council's income from other sources (such as rents from property we own or interest on money we invest) has been reduced significantly and our overall budget is much lower each year.

Overall, this means that in order to keep council tax increases low and maintain the services you tell us are important we will need to reduce spending in certain areas.

Q7. Thinking about the budget situation facing Watford Borough Council next year, which of the following options do you agree with? **Please tick one box only**

- The Council should keep council tax at the current level (no increase or decrease), which may still mean some cuts to services
- The council should cut council tax in line with inflation (which at the moment is minus 1.5%) even though it could mean more cuts to services
- The Council should increase council tax by up to 5%, which is the maximum councils are allowed to increase council tax by, even if this is over the rate of inflation to minimise the cuts in services

Q8. To what extent do you agree or disagree that Watford Borough Council gives local residents for money? **Please tick one box only.** good value

- Definitely agree Tend to agree Tend to disagree Strongly disagree Don't know

Satisfaction with the council

Q9. Taking everything into account, how satisfied or dissatisfied are you with the way Watford Borough Council runs things? **Please tick one box only.**

- Very satisfied Fairly satisfied Neither satisfied nor dissatisfied Fairly dissatisfied Very dissatisfied Don't know

If you are **very** or **fairly satisfied** with Watford Borough Council please answer **Q10**.

If you are **very** or **fairly dissatisfied** with Watford Borough Council please answer or **Q11**.

If you are neither, or don't know, please go to **Q12**.

Q10. Why would you say you are very or fairly satisfied with Watford Borough Council?
Please write in below

Q11. Why would you say you are very or fairly dissatisfied with Watford Borough Council?
Please write in below

Keeping you informed and listening to your views

As a Council we are committed to listening to residents and responding to your feedback. We need to know what you think is important for Watford, what could make it a better place to live and where you think we could improve the services we deliver. We also think it is important for you to have the full picture about what we are doing and the action we are taking in response to what you have told us. This section of the survey looks at how we communicate, how involved you feel with the Council and whether you feel there are enough opportunities to get involved and shape the decisions that affect your life and the borough as a whole.

Q12. How well informed do you think the Council keeps residents about the services and benefits it provides? **Please tick one box only.**

Very well informed Fairly well informed Undecided Fairly uninformed Not very well informed

Q13. Does your household regularly (approximately every 2-3 months) receive a copy of *About Watford*, the Council magazine delivered to your door? **Please tick one box only.**

Yes – **Please go to Q15** No – **Please answer Q14**



Q14. Have you ever seen a copy of *About Watford*? **Please tick one box only.**

Yes No

Q15. From which, if any, of the sources below, do you obtain most of your information about Watford Borough Council? **Please tick up to FIVE.**

Q16. And from which sources would you prefer to get most of your information about Watford Borough Council? **Please tick up to THREE.**

	Q15 Which sources do you obtain most of your information	Q16 Which sources would you prefer to obtain information
Annual A to Z Guide of Local Services.....	<input type="checkbox"/>	<input type="checkbox"/>
About Watford (Council magazine)	<input type="checkbox"/>	<input type="checkbox"/>
Council leaflets through door	<input type="checkbox"/>	<input type="checkbox"/>
Personal contact with Council staff	<input type="checkbox"/>	<input type="checkbox"/>
Watford Observer	<input type="checkbox"/>	<input type="checkbox"/>
Mayor's e-newsletter.....	<input type="checkbox"/>	<input type="checkbox"/>
Neighbourhood Forums	<input type="checkbox"/>	<input type="checkbox"/>
Facebook/Twitter/mayor's blog.....	<input type="checkbox"/>	<input type="checkbox"/>
Leaflets from Elected Mayor / Councillors	<input type="checkbox"/>	<input type="checkbox"/>
Local radio	<input type="checkbox"/>	<input type="checkbox"/>
Friends and relatives	<input type="checkbox"/>	<input type="checkbox"/>
Personal contact with Mayor or Councillors	<input type="checkbox"/>	<input type="checkbox"/>
Watford Free Observer	<input type="checkbox"/>	<input type="checkbox"/>
Website: www.watford.gov.uk	<input type="checkbox"/>	<input type="checkbox"/>
Posters around town e.g. in bus shelters ...	<input type="checkbox"/>	<input type="checkbox"/>
None of these	<input type="checkbox"/>	<input type="checkbox"/>
Don't know	<input type="checkbox"/>	<input type="checkbox"/>
Other (Please tick the box and write in underneath)	<input type="checkbox"/>	<input type="checkbox"/>

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Q17. Do you use the Watford Borough Council website? **Please tick one box only.**

Every week About once a month A few times a year Less than once a year Not at all
please go to Q19

Q18. If you have accessed our website in the last **3 months** how easy was it to find the information you were looking for? **Please tick one box only.**

Very easy Fairly easy Fairly difficult Very difficult Don't know

Q19. Is there anything you think we could do to improve the way we communicate with you?
Please write in below.

Accessing our services

We know it is important that it is as straightforward as possible for local people to obtain information and request services from us and we want you to be able to do this in ways that suit you as simply and efficiently as possible.

Q20. Have you contacted Watford Borough Council within the last 6 months? **Please tick one box only.**

- Yes No - *please go to Q24*

Q21. What was the main reason you last contacted us. **Please tick one box only.**

- | | | | |
|-----------------------------|--------------------------|-----------------------------------------------------------|--------------------------|
| To request a service | <input type="checkbox"/> | To ask for advice / information | <input type="checkbox"/> |
| Make a payment | <input type="checkbox"/> | Register details (e.g. council tax, electoral roll) | <input type="checkbox"/> |
| To apply for benefits | <input type="checkbox"/> | To report a problem / complaint | <input type="checkbox"/> |
| Other | <input type="checkbox"/> | | |

Please specify

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Q22. When you contacted the council, was it a positive experience or not? **Please tick one box only.**

- Positive *please go to Q24* Not positive -- *please go to Q23 below*

Q23. What problems did you experience? **Please tick all that apply.**

- | | | | |
|-------------------------------------------|--------------------------|--------------------------------------------------------------|--------------------------|
| Passed from one person to another..... | <input type="checkbox"/> | Never received an answer to the enquiry | <input type="checkbox"/> |
| Staff were unhelpful | <input type="checkbox"/> | Problem still unresolved..... | <input type="checkbox"/> |
| Not clear who to contact | <input type="checkbox"/> | Had to wait a long time in the Customer Service Centre | <input type="checkbox"/> |
| Had to wait on the phone a long time..... | <input type="checkbox"/> | Other | |

Please specify

.....

Q24. Which of the following are your preferred methods of dealing with the Council **at the moment**? **Please tick two boxes only.**

	First choice	Second choice
In person / visiting a Council office	<input type="checkbox"/>	<input type="checkbox"/>
Telephone – landline	<input type="checkbox"/>	<input type="checkbox"/>
Telephone – mobile	<input type="checkbox"/>	<input type="checkbox"/>
Email	<input type="checkbox"/>	<input type="checkbox"/>
Website	<input type="checkbox"/>	<input type="checkbox"/>
Letter	<input type="checkbox"/>	<input type="checkbox"/>
Fax	<input type="checkbox"/>	<input type="checkbox"/>
Mayor / councillor	<input type="checkbox"/>	<input type="checkbox"/>
Mayor’s facebook page/twitter/blog	<input type="checkbox"/>	<input type="checkbox"/>
Other	<input type="checkbox"/>	<input type="checkbox"/>
Please specify		

.....

I never contact the Council

Please go to Q26

Q25. What are the **main** reasons why you use your **first choice** method of contacting the Council? **Please tick two boxes only.**

I get an immediate response	<input type="checkbox"/>	I can fit it in around other things I am doing	<input type="checkbox"/>
It is quick	<input type="checkbox"/>	I like feeling I am dealing with a person ...	<input type="checkbox"/>
I know I will get an answer	<input type="checkbox"/>	I can explain what I want	<input type="checkbox"/>
It is the best way to deal with my issue ...	<input type="checkbox"/>	I don’t have to work around office hours ..	<input type="checkbox"/>
I have always used this method	<input type="checkbox"/>	It is the best way to get a response	<input type="checkbox"/>
It is how I do most of my contact with businesses and organisations	<input type="checkbox"/>	Other	<input type="checkbox"/>
		Please specify	

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Q26. Thinking about accessing services through the council website, which of the following do you think you would use online? **Please tick as many as apply.**

- | | | | |
|-----------------------------------------------------------------------------------------|--------------------------|---------------------------------------------------------------------|--------------------------|
| Paying bills (e.g. Council tax) | <input type="checkbox"/> | Looking at my council tax account | <input type="checkbox"/> |
| Applying for benefits | <input type="checkbox"/> | Viewing and commenting on planning applications | <input type="checkbox"/> |
| Reporting missed bins / recycling issues / abandoned vehicles / graffiti / litter | <input type="checkbox"/> | Booking leisure facilities and/or courses . | <input type="checkbox"/> |
| Making a complaint / suggestion | <input type="checkbox"/> | Taking part in consultation exercises | <input type="checkbox"/> |
| Notifying change of address | <input type="checkbox"/> | Requesting a service (e.g. pest control, assisted collection) | <input type="checkbox"/> |
| Electoral registration / applying for post vote | <input type="checkbox"/> | Access Council information | <input type="checkbox"/> |
| Other | <input type="checkbox"/> | Apply for a job with the Council | <input type="checkbox"/> |
| Please specify | | I would never access services on the council website..... | <input type="checkbox"/> |
| | | | |

Q27. Overall, how easy do you think it is to access council services at the moment? **Please tick one box only**

- Very easy Easy Somewhat difficult Very difficult
- Please answer Q28* *Please answer Q28*

Q28. If you found it **difficult** to access Council services, what made it difficult? **Please write in below.**

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.....
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Q29. We set targets for responding to your enquiries across the range of ways you can contact us. For each type of contact please indicate whether our standard is better than you would have expected, is about right or is below what you would have expected.

	Standard better than expected	Standard about what expected	Standard below what expected
Telephone - we aim to answer 95% of your calls	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Telephone - we aim to answer 80% within the equivalent of 8 rings (20 seconds)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
E-Mail - acknowledge receipt of your email within three working days	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
E-mail - provide a full response within ten working days	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Letter - acknowledge receipt of your letter within three working days	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Letter - provide a full response within ten working days	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Internet – via the website - we will acknowledge your enquiry within 24 hours	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Internet – via the website - we will respond to your enquiry within 10 working days	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Q30. If any of our standards do not meet your expectations how could they be improved? **Please write in below.**

.....

.....

Q31. Overall, how satisfied are you with the current access to Council services? **Please tick one box only.**

Very satisfied Fairly satisfied Fairly dissatisfied Very dissatisfied Don't know

Pride in Watford

One of our aims for Watford is to make it a 'town to be proud of' for local people.

Q32. To what extent, if at all, do you agree or disagree with the statement 'I feel proud to be a Watford resident'? **Please tick one box only.**

Definitely agree Tend to agree Tend to disagree Strongly disagree Don't know

In the new year, we will be carrying out widespread, and comprehensive, consultation about our plans for the 'top of the town centre'.

Q33. Before this consultation starts, it would be helpful for us to know how satisfied you are currently with Watford town centre. **Please tick one box only.**

Very satisfied Fairly satisfied Fairly dissatisfied Very dissatisfied

Any further comments or suggestions

Q34. Do you have any comments on this survey or any suggestions on how we could do things better next year? **Please write in below.**

Thank you for taking the time to complete this survey. The results of the survey will be available on our website in the spring.

Prize draw

I would like my completed survey to be entered into the prize draw for a £30 Harlequin Voucher. **Please tick the box to be entered.**