

contact



YOUR RESIDENTS' MAGAZINE

2019 ISSUE

Read about
Daniel's inspiring
litter story

How you can say
NO to plastic

Latest on our
investment
plans

Reconnect with fitness at...

- Braintree Sport & Health Club
- Halstead Leisure Centre
- Braintree Swimming & Fitness
- Witham Leisure Centre

fusionfitnessoffer.com



Don't wait!
Register for
a FREE pass
today!

T&Cs apply.



Come and see our all new Braintree Campus...

- Brand New Facilities
- STEM Innovation Centre
- Latest Technologies
- New Learning and Technology Centre opening in 2019

Autumn Open Events

Wide range of courses at our Braintree Campus

Explore our amazing facilities,
meet our tutors and find the
perfect course for you.

Monday 14th October 2019
5pm – 8pm

Saturday 19th October 2019
10am – 1pm

Book your place for fast-track entry!

colchester.ac.uk/events

WHAT'S INSIDE



6

Business

How we've helped
local businesses grow
over the past year



8

Environment

Read the story of
a resident opening
a brand new refill
shop



9

Litter hero

Daniel's extraordinary story
about how he's helped his
local community



16

The value of our volunteers

How our Community
Transport scheme has
made a difference

Keep in touch with us



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Braintree District Council,
Causeway House, Braintree,
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Let us know what you want to see in this magazine so we can
give you more of what you would like to read.
Email marketing@braintree.gov.uk

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Manor Street

makes next milestone

We're pleased that planning permission has now been granted for the Manor Street regeneration project which will deliver health, homes, journeys and jobs, in line with key priorities, and act as a catalyst that will help rejuvenate Braintree Town Centre.



IMPROVING YOUR PARKS & OPEN SPACES

**PLAY
YOUR
PART!**

This year we will be asking you how you think we can improve a number of specific parks in Braintree, Halstead and Witham.

The parks involved will be advertised via our website, local newspapers & social media, so keep an eye out to make sure you have your say.



On the horizon...

Last year, we purchased a 65-acre site in Great Notley, Horizon 120, with a vision of creating a new employment site fit for the future which attracts new firms into the district and offers residents high calibre job opportunities.

The new business and innovation park will be a special place to work - offering modern, flexible work spaces and accommodation, electric vehicle charging points and high quality internet connectivity - all within a functional and progressive working environment.

We recently entered into negotiations with a developer to sell a third of the land in order to proceed with the construction

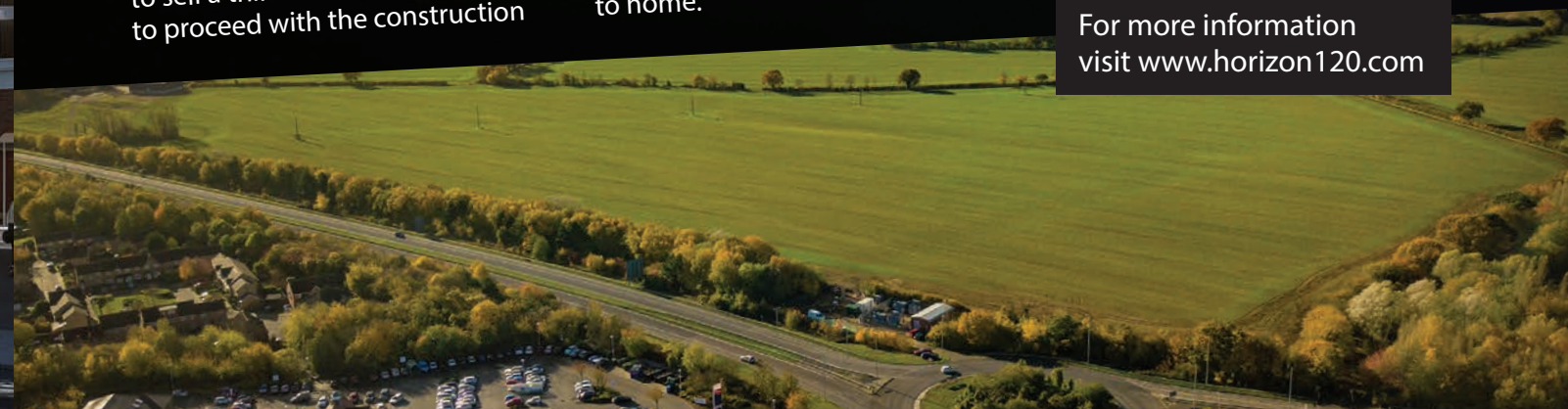
of bespoke buildings for businesses interested in relocating to the site. The park is attracting a great deal of interest and the developer is already talking to 18 regionally based, well established companies.

Our ultimate aim is to attract companies across a number of business sectors, both from inside and outside our district, giving residents better access to skilled jobs in an attractive setting closer to home.

GRIDSERVE Sustainable Energy Limited has also submitted a planning application to build the UK's first solar powered electric vehicle charging forecourt next to Horizon 120.

The park will be extensively landscaped, and will benefit from scenic views over the countryside. Construction work on the site is due to start next summer.

For more information visit www.horizon120.com



A120 Millennium Way Slip Roads



Getting around the district is important which is why we're planning to invest in the Slip Roads to help relieve congestion often seen around Galleys Corner.

Our proposed investment of £2.5m has leveraged another £11m in funding from other partners including Essex County Council, Highways England and the National Productivity Investment Fund.

The scheme will stimulate future commercial investment and job creation along the A120, as well as providing more direct routes for residents, businesses and visitors.

All the ground investigation for the scheme is now complete and a

planning application was submitted to Essex County Council in May 2019.

For more information visit www.essexhighways.org

New plans for Witham Enterprise Centre

We're planning on developing an employment site in Witham, close to the A12, to deliver new 'grow on' units to help small businesses expand in our district.

BACKING OUR BUSINESSES

Over the past year, we've helped nine businesses grow and expand - creating more jobs and opportunities for everyone who lives and works in our district.

We recently invested £1m in much needed "grow-on" units on the Springwood Industrial Estate (Braintree) which has helped four up and coming local businesses expand their operations. The units have become home to MDG (UK), Kemtron, Starmo Auto Electrical, E1 Car Colours and Doggy Limited.

Our investment has allowed these companies to thrive and grow, but at the same time provides us with a financial return through rental income which will be ploughed back into supporting our services.

Victoria Tsoi, Managing Director at Kemtron Limited, said:

"These units have been a lifeline to our business because we've been looking to expand for quite some time but have not been able to find a suitably-sized unit locally. Our business is more than ready to expand and these units have made it possible."

Five businesses have decided to make Osier House, our rural business hub in Sible Hedingham, their home.

We acquired the office building earlier this year to support new and existing small businesses looking to grow in the more rural communities within our district.

John Castle, Managing Director at P & P Technology, said: "We were looking for suitable off-site office accommodation to expand into and thought we'd hit the jackpot when we managed to secure Osier House - an impressive, modern building to bring our customers back to."

Jo Hockett, Key Account Manager at LGP Europe Limited, said: "We're delighted that these lovely new offices can offer us a place to market our premium brands. We can enjoy a rural lifestyle, as well as benefit from the great transport links nearby."

WE ARE PROUD OF...

Supporting our local businesses. We've engaged with 368 during 2018/19 and secured over £700k grant funding for businesses. Whether your business is looking for support, advice, additional skills or knowledge, our Economic Development Team is here to help.

@ economicd@braintree.gov.uk

01376 552525



Osier House, Sible Hedingham

A passion for keeping active at 81

Photo credit: Karl Hillman

Here's Brian

- a man who describes himself as 'only being 81'. He's an inspiration to us all and shows that age doesn't really matter if you wish to be active.

Not only does Brian do the **Great Notley parkrun** most weekends but you will also find him training with the **Halstead Road Runners**.

Brian said: "I have been active all my life but seriously took up running in 1981. I have probably run thousands of miles and I enjoy it so much. When I was at high school in Braintree, Weavers Park was my sports ground."

I have been very lucky with my health. My wife and I eat really well, we seldom have takeaways (apart from the odd fish and chips)."

Inspired by Brian's story?

Visit www.livewellcampaign.co.uk for more local activities and advice on how to stay healthy.

f /livewell @livewell
@livewellcampaign



Keeping healthy and having fun

In 2016, Braintree District Council, in partnership with Essex County Council, invited ten schools from within the district to take part in the 'livewell child' project - a three year pilot which focused on creating an environment where children can thrive and live healthy lives - where the healthy choice is the first choice.

A number of initiatives and interventions were delivered to support families live healthier and

become more active, from cooking classes, growing their own veg, to interactive booklets with advice on health and recipe competitions.

We're proud that despite the national rising trend in children being overweight, this is not the case for the 10 livewell child schools. As a result of the pilot, the proportion of overweight children attending these schools has reduced on average by 6% since the project launched!



Read more about the work we've done:

www.livewellcampaign.co.uk/home/livewell-child





Each year, 400 million tonnes of plastic is produced and 40% of that is single use plastic such as drinks bottles and single use carrier bags. Thanks to BBC series like Blue Planet, Drowning

in Plastic and War on Plastic, we've all seen the devastating effect and the damage to the natural world caused by plastic waste. **We all need to do our bit for our planet.**

Take action by reducing your waste, take the reuse option where you can and recycle.

SHOP PLASTIC FREE WITH US

We talked to Susie, a resident from Kelvedon, about what inspired her to join the refill movement and open a refill shop in April this year.

"Myself and my business partner Elise were frustrated with the amount of plastic packaging on food products and with no option locally, we decided to take action. The interest has been fantastic, so many people want to make changes to the way they shop to help the environment."

"Shopping at a supermarket where everything is in one place is convenient but when you realise just how much single use plastic goes into your trolley and consider what is going to happen to all that packaging when you've finished with it, you have to make changes."

The REco shop provides a range of food options from cereal to herbs and washing products to hair products.

"Bring your own container, we weigh your container, tare the scales then re-weigh to measure the contents and charge by the gram. It's really straightforward."



Susie Falco and Elise Clitheroe outside the REco Store in Tiptree

Visit their Facebook page: www.facebook.com/therecostore

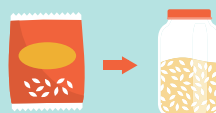
MAKE THE SWITCH AND BE PART OF THE SOLUTION



SWITCH TO REUSABLE SHOPPING BAGS



BRING YOUR OWN REUSEABLE CUP



AVOID UNNECESSARY PACKAGING

IDEA: BUY LOOSE FRUIT AND VEG FROM YOUR LOCAL MARKET INSTEAD



CHOOSE REFILLABLE BOTTLES



SWITCH FROM DISPOSABLE NAPPIES TO CLOTH

YOU CAN CLAIM £30 REFUND ON YOUR PURCHASE
[WWW.LOVEESSEX.ORG/NEWS-AND-IDEAS/CLOTHNAPPIES](https://www.loveessex.org/news-and-ideas/clothnappies)



Not too young to care

This is Daniel Walker, a seven-year-old from Great Notley, Braintree who has been doing his bit for the community and environment by cleaning up the streets and parks in his local area.



Daniel's dedication and passion for tackling the litter problem is hugely inspirational, shown by his recent award for Young Inspirational Role Model of the Year at our Braintree District Volunteer Awards.



During his journey, he's raised over £2,800

for Farleigh Hospice and even presented facts about litter to 300 pupils at his school.

Daniel said: "I wanted to help save the animals from being harmed by litter and to help keep the village looking spotless. I wanted to raise money for Farleigh Hospice because my Granny died there and they really helped her when she was poorly. I feel proud about the work I have done."

Natalie Walker, Daniel's Mum said: "I'd really like to say how proud we are of Daniel and the fact that he decided to do this entirely of his own accord. He has inspired so many people and the response we've had has been overwhelming. To have been able to help Farleigh in the process has really been the icing on the cake."

Natalie has also set up a 'Great Notley Litter Busters' Facebook page to help raise awareness and encourage the rest of the community to join the litter prevention revolution.

Has #thedanieleffect rubbed off on you? Do your bit by...

Becoming a Green Heart Champion. Visit www.braintree.gov.uk/greenheart

Report the litterers by visiting www.braintree.gov.uk/reportthetossers. They need to know their actions have consequences. Being aware of the £100 fixed penalty fine is a sure-fire way to get the message across.

Use a bin. It sounds obvious, but ALWAYS put your rubbish in a bin – and encourage others to do the same. There are no excuses.



What's on

Your essential guide to Braintree district events



BRAINTREE STREET MARKET

Saturday 28th September
Saturday 26th October
Saturday 16th November (Christmas market)
Saturday 7th & 21st December (Christmas market)

@braintreestreetmarket
/braintreemarkets
www.braintree.gov.uk/
braintreestreetmarket

Meet Up Mondays

A fantastic event giving residents a chance to visit a local café, restaurant or pub to enjoy a **free cuppa and socialise with new people.**

- Coffee House in the Gardens, **Braintree** (9.30am-11.30am)
- The Bell Inn, **Castle Hedingham** (12noon-2pm)
- Valero Lounge, **Witham** (9.30am-11.30am)
- Horse and Groom, **Cornish Hall End**, Braintree (every Tuesday from 10am-12noon)
- The Vine Inn, **Black Notley** (every Thursday from 4pm-5.30pm)

SEPTEMBER

Witham Puppet Festival
Saturday 21st September
From 10.30am-4pm
Go to www.witham.gov.uk

OCTOBER

Halstead Sequence Dancing Club
Every Thursday in October
Halstead Baptist Church,
Hedingham Road at 7.45pm
E: dancing@halsteadsequence.co.uk
or call 07939174854

Escape Rooms
Dates from October - December
Braintree Town Hall
www.braintreetownhall.co.uk

The Museum at Dusk!
Tuesday 29th October
Get ready for a fun time at the Museum with spooky crafts, dinosaurs after dark, a Halloween scavenger hunt and much more!
Braintree Museum from 1pm - 5pm
Price: £4 adults/£3 concessions
Call **01376 328868** to book

Crafts at Braintree Museum
Wednesday 30th October
– **Friday 1st November**
From 10:30am – 12:00pm
Price: £4 adults/£3 concessions
Call 01376 328868 for more details

Braintree Market
In Braintree Town Centre
Wednesday & Saturday's
Witham Market
At Lockram Lane Car Park
Every Saturday

NOVEMBER

BRAINTREE
Christmas Light Switch on
Saturday 16th November
From 12 noon in the town centre
Live entertainment from local school choirs & performers with hosts Radio Essex
Street market including street food, gifts, children's rides, homeware, drinks & more!
1920's pop up bar & indoor craft market at **Braintree Town Hall**
Light switch on at 5.30pm outside Tesco's
Entertainment at **Fountain end of the High Street**
Children's crafts, live music & Christmas shop at **Braintree Museum** – FREE entry! (10am-4pm)
Fun activities at **George Yard Shopping Centre** and light switch on at 5pm
More details:
www.braintree.gov.uk/christmas

WITHAM
Dickensian Christmas Event
Saturday 30th November
Enjoy the Christmas festivities at Newland's Centre, Witham
From 9.30am-3.30pm
Go to **www.witham.gov.uk**

HALSTEAD
Saturday 30th November
Christmas Fayre along the High Street from 12noon-4pm
Christmas Light switch on at Halstead Public Gardens at 4pm
Halstead Choral Concert at St Andrew's Church at 7.30pm
www.halsteadtowncouncil.org.uk

Afternoon Christmas Concert
Friday 29th November
Brian Shaw will be singing Christmas classics to get you into the festive spirit.
Braintree Museum
From 2:00pm - 3:30pm
Price: £10 (includes refreshments)
Call **01376 328868** to book
(Community Transport is available on 01376 557883)

DECEMBER

Halstead Torchlight Procession
Wednesday 4th December
Market Hill to Public Gardens
From 6.30pm
Call 01787 476480

Christmas Wreath Making
Friday 6 December
Braintree Museum
From 7:30pm - 9:30pm
Please bring your own secateurs and decorations to personalise your wreath.
Tickets: £20 (includes refreshments, wreath and foliage)
Call **01376 328868** to book

Carol Service
Wednesday 11th December
Around the Christmas tree, opposite Witham Town Hall.
From 7.30pm
Go to **www.witham.gov.uk**

Hedingham Singers
– **A Concert for Christmas**
Sunday 15th December
and **Saturday 21st December**
St Peter's Church, Sible Hedingham at 7.30pm
E: info@thehedinghamsingers.com or call **07790573435**

Halstead Social and Tea Dance
Thursday 19th December
Queen's Hall, 2pm-4.15pm
E: ayitadanceacademy@outlook.com or call **07834467136**

Christmas Holiday & Dinosaur Crafts
Friday 20th December, Thursday 2nd January & Friday 3rd January 2020
Braintree Museum, 10:30am – 12:00pm
Price: £3 per child (under 5's £1)
Call 01376 328868 to book

REGULAR EVENTS

Finding your feet in Finchingfield
Informal guided walks in the town and surrounding area to help connect people with their surroundings, get moving & meet new people
Every Thursday from 10am-11am meeting at Finchingfield Village Green
Contact Community360 for more information

Walk & Talk
A FREE dementia-friendly walk as a way to socialise with others whilst being active. All walks begin at 10am.
• **Halstead** – First Monday of every month. Starts at Halstead Fire Station
• **Braintree** – First Tuesday of every month. Starts at Braintree Town Hall
• **Witham** – First Wednesday of every month. Starts at Witham Leisure Centre

The Archer Centre Social and Tea Dance
A chance to dance ballroom, Latin, sequence or have a boogie to your favourite songs! Everyone is welcome!
Thursday 26th September
Thursday 24th October
Thursday 21st November
28 East Street, Braintree, CM7 3JJ
From 1.30pm-3pm
£2.00 including raffle
Contact Hayley on **07834 467136** to book

The details of the events are all correct from time of printing (August 2019)

SPORT FOR CONFIDENCE

Inclusive weekly activities to support anyone who faces barriers to participation
at Witham Leisure Centre

SWIMMING
Monday 11-12pm /
Weds 12.05-1.05pm /
Thurs 12-1pm

TABLE TOP CLUB
Tuesdays 11-12pm

MULTI-SPORTS
Tuesdays 1.15-2.15pm

BOCCIA
Tuesdays 2.30-3.30pm /
Thursdays 2-3pm

ROUND THE WORLD CHALLENGE
Wednesdays 1.45pm-2.45pm

INCLUSIVE DANCE
Thursdays 11.30am-12.15pm

DEMENTIA FRIENDLY SWIMMING
Thursdays 1-2pm

SEATED EXERCISE
Thursdays 12.45-1.45pm

All sports £3 per session.
Contact Jake Turner
on **07566 200070**
or email jake@sportforconfidence.com
to find out more information.

Meeting the housing challenge

The future of our housing growth is one of the biggest challenges and opportunities facing the North Essex region and something that we should all consider.

We are currently facing a housing crisis in the UK, and we are not immune to this. But the housing challenge we face also offers an opportunity to look at how the homes of the future best meet the needs of the next generation.

Across North Essex (Braintree, Colchester, Tendring), there is an evidenced need to make provisions for around 2500 homes each year (716 in the Braintree District). To meet that need the Council must allocate land, and the 'Garden Community' or planned settlement approach is a way of doing this in the long-term over the next 40-50 years, reducing the need to add more housing to our already over-stretched towns and villages.

But whether it be Garden Communities or more traditional style development we must recognise that the future looks very different to what we see today. **How people live and work is changing dramatically...**



More people of all ages living alone



Home working



Trend towards renting

The homes of the future and the services and infrastructure that support them must reflect these trends and demands.


That means moving away from the traditional types of homes we have seen in the past to look at a wider range of tenures and options for people. It also means thinking more about the environment and how homes interact with it.




This means looking at...

Technology

Modern methods of construction





How modular builds can be used to reduce carbon

How energy is used and stored



Reuse initiatives to use energy in a more efficient way

How we move about is also changing dramatically, and we must look at the developing technologies around rapid transit systems, the transition to electric vehicles, the rise in use of 'ride hailing' apps, and the inevitable move towards autonomous vehicles. Ultimately, we must think about how we can create transport systems which are fast, comfortable and affordable without damaging the environment, polluting the air, or congesting our streets.



North Essex Garden Communities Ltd, the company set up by Braintree, Colchester, Tendring and Essex County Councils is working to address these challenges and the opportunities it presents to our area. To read more, please visit www.ne-gc.co.uk



We're hiring

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CHELMSFORD, BRAINTREE, MALDON & SURROUNDING AREAS

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you'll know that you're valued for your contribution to helping others.

Plus...

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- Flexible working patterns
- Training & career development
- Contributory pension scheme
- Healthcare support scheme
- ECL employee rewards scheme
- Flexible working patterns
- 45p mileage allowance
- Travelling time paid between calls
- Annual salary reviews and performance bonus
- Healthcare support scheme
- Up to £1000 'refer a friend' scheme available to staff

FIND OUT MORE, VISIT
www.ecl.org/m20192

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Office: Seax House, Victoria Road South, Chelmsford, Essex, CM1 1QH



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CONFERENCE FACILITIES

www.braintree.gov.uk
01376 552525
csc@braintree.gov.uk

*These services are also provided by the private sector



COUNCIL BUDGET AT A GLANCE...

We deliver over **100 services** for **£3.46 per week**
Here's a breakdown of some we delivered last year...



7,580,540
refuse & recycling collections



1,059,531
leisure centre visits



Helped **120 people** adapt their homes thanks to disabled facilities grants



201,084
individual emptying of litter & dog bins



801
fly tips cleared up



46,349
Community Transport journeys



518
food inspections



Prevented more than **300 households** from becoming homeless



1,515
homes granted planning permission processed

*Figures based from 1st April 2018 – 31st March 2019.

Your councillors

You can find out more about your new councillors and how to contact them.

Go to www.braintree.gov.uk/councillors

Back in May 2019, we held our Braintree district local elections where 49 councillors were elected who will represent the Council for a four-year term, overseeing the Council's policies and taking decisions about services.

This election saw 31 councillors re-elected and 18 new councillors join the District Council.

Councillors are elected for Wards and are here to represent your views. They can be contacted on any matter which relates to the District Council.

Councillor **Graham Butland**, Leader of Braintree District Council also announced his Cabinet Members – these are a group of councillors who have an individual areas of responsibility. They make decisions on how our policies and services are delivered.

Here's the new make-up of the Council...



- Conservative (34)
- Green (6)
- Halstead Residents Association (4)
- Independent (3)
- Labour (2)

Shaping the district's future together



Every four years the Council produces a new set of priorities that become the focus of its Corporate Strategy. In order for Cabinet Members to consider the priorities of 2020 – 2024, we asked residents to tell us what was important to them to make the district a good place to live and suggest how it could be better.

The six week consultation launched in June and finished in early August. We received over 850 responses and 450 comments so thank you to everyone who completed the survey.

Some of the comments are related to services provided by Essex County Council, Essex Police and the NHS, so we will share those comments with them.

Here are just some things people have said is important to them about our services:

Improve community engagement

Grow the district in the right way

Improve infrastructure to relieve congestion

More focus on environmental issues and impact

Thriving town centres

More doctors and surgeries needed

Later this year we will be asking for your feedback on the draft set of priorities.

Please keep an eye on our website www.braintree.gov.uk/cs2020-24 and social media channels for more details.





Making a difference



Sarah Winder from Braintree uses community transport for her three-year-old son Jack to get him to the Play and Resource Centre (PARC) in Great Notley.

“My son Jack has additional needs and I needed transport to get to PARC twice a week. He is autistic and can't go on buses due to the noise, so I needed another way to get him there.

The community transport drivers have been fantastic and they are all so friendly and helpful. We wouldn't be able to get there without them. A lot of the drivers have an ongoing joke that Jack is their youngest passenger - and he probably is!



The Community Transport scheme has made a difference to thousands of people's lives since it was set up over 20 years ago, allowing us to help the elderly, those with restricted mobility and those with a disability who struggle to use public transport to get out and about in their community and access local facilities – it's often thought as a 'lifeline service' for some of our residents.

We wouldn't be able to run this valuable service without the help and dedication of our volunteers – so thank you.

Elizabeth Burton from Rayne began using community transport ten years ago for her late husband.

“The community transport team from Braintree have completely changed my life and the service has had an enormous impact for the better.”



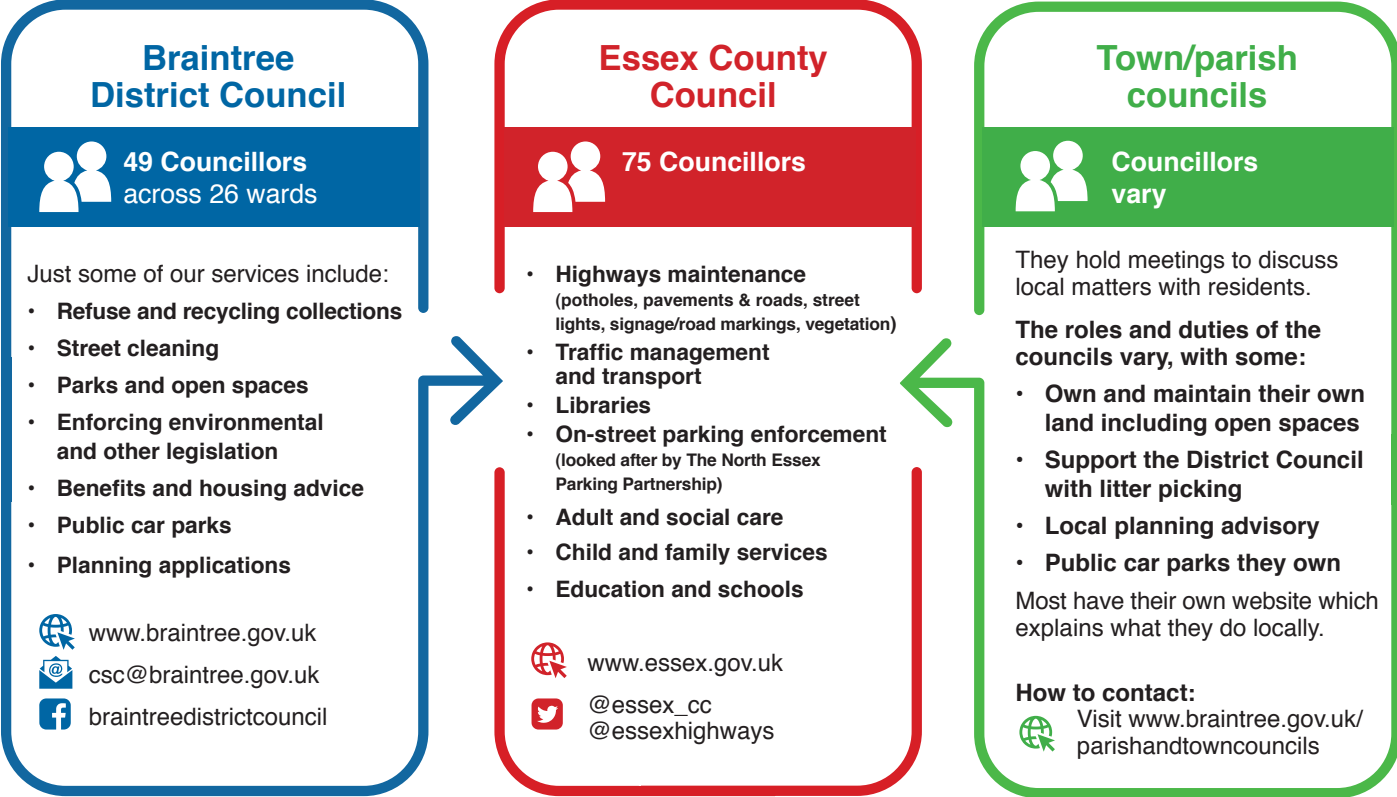
Brian Beech has been a volunteer minibuss driver since June 2003.

“It's good to put something back into the community as it is a lifeline for some people. It gets people out and they really enjoy it – it's a social thing. It can be lonely being on your own. And when people ask each other how are you? they really mean it.”



You can also join the family of Community Transport Volunteer Drivers!
www.braintree.gov.uk/communitytransport
community.transport@braintree.gov.uk
 01376 557896

Your Council - Who does what?



OUR SURVEY SAYS...

Every year we carry out a large survey to get your views on our services. Here's the results from 2018/19...

It's important to us to get your feedback so we know how we're doing, whether you are satisfied with our main services and if you think we're providing value for money.

Complete and return the survey at the back of this magazine.
Or visit www.braintree.gov.uk/csc2019-20



TOO GOOD TO THROW AWAY?

Freegle is an online platform that helps you give and get items for free in your local community. It's a great way to save items from being thrown away. From furniture, clothing and children's toys to soil, rubble and pre-loved garden ornaments. **You can pass almost anything on using Freegle!**

join your local group at **freegle.in/Braintree**



Please recycle this when you have finished with it.



How satisfied are you? with Braintree District Council *Survey*



Your feedback is important to us so we know how we are doing - whether you are satisfied with the main services we provide and if you think we are providing value for money. The results will be published in Summer 2020. Thank you for your time.

CLOSING DATE: 31st March 2020

We use your valuable feedback to change our services if needed. Last year satisfaction with keeping the district clear of litter dropped so we are looking at how this can be improved. We have also just introduced the Bewell strategy to ensure residents have access to facilities to encourage more participation in physical activity and sport as this was also highlighted as a concern. For full survey results visit: www.braintree.gov.uk/css18-19results

1 How satisfied or dissatisfied are you with your local area as a place to live?

- ☐ Very satisfied
- ☐ Very dissatisfied
- ☐ Fairly satisfied
- ☐ Neither satisfied nor dissatisfied
- ☐ Fairly dissatisfied

Please tell us why:

.....

.....

2 Overall, how satisfied are you with the way Braintree District Council runs things?

- ☐ Very satisfied
- ☐ Very dissatisfied
- ☐ Fairly satisfied
- ☐ Neither satisfied nor dissatisfied
- ☐ Fairly dissatisfied

Please tell us why:

.....

.....

Complete this survey online
www.braintree.gov.uk/css2019-20c

3 How satisfied are you with each of the following main services provided by Braintree District Council:

3a Keeping our District clear of Litter?

- ☐ Very satisfied
- ☐ Very dissatisfied
- ☐ Fairly satisfied
- ☐ Neither satisfied nor dissatisfied
- ☐ Fairly dissatisfied

Please tell us why:

.....

.....

3b Recycling & Waste Collections?

- ☐ Very satisfied
- ☐ Very dissatisfied
- ☐ Fairly satisfied
- ☐ Neither satisfied nor dissatisfied
- ☐ Fairly dissatisfied

Please tell us why:

.....

.....

3c Parks and Open Spaces?

- ☐ Very satisfied
- ☐ Very dissatisfied
- ☐ Fairly satisfied
- ☐ Neither satisfied nor dissatisfied
- ☐ Fairly dissatisfied

Please tell us why:

.....

.....

3d Do you use the Council's leisure facilities? If so are you...

- ☐ Very satisfied
- ☐ Very dissatisfied
- ☐ Fairly satisfied
- ☐ Neither satisfied nor dissatisfied
- ☐ Fairly dissatisfied

Please tell us why:

.....

.....

4 To what extent do you agree that Braintree District Council provides value for money?

- ☐ Strongly agree ☐ Tend to disagree
☐ Tend to agree ☐ Strongly disagree
☐ Neither agree nor disagree ☐ Don't know

Please tell us why:

.....
.....
.....

5 How informed do you feel about the services available from Braintree District Council?

- ☐ Very informed ☐ Very uninformed
☐ Fairly informed ☐ Neither informed
☐ Fairly uninformed ☐ nor uninformed

Please tell us why:

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.....
.....

6 Please let us know how we can improve future editions of Contact to help us produce the best magazine for you.

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7 Braintree District Council has a People's Panel made up of members of the public from across the district. The panel takes part in a range of surveys which are either emailed or posted directly to them. The surveys are an important way to gain views and feedback for services across the council. If you would like to join the People's Panel, please tick YES and ensure you supply your full contact details.

- ☐ Yes

**Thank you for taking the time to complete this survey. Please return to Freepost plus address below (no stamp necessary):
Freepost plus RTHE-ABHH-BUUA,
Marketing & Communications Team,
Braintree District Council, Causeway House,
Braintree, Essex, CM7 9BR**

8 Would you like to receive text messages about service updates, bank holiday bin collections, special announcements, offers and customer feedback requests?

- ☐ Yes, I am happy to receive text messages from the Council
☐ No, I do not wish to receive text messages

If yes, we will need a few details from you to register you for the service. Please make sure you supply your house number/ name, postcode and mobile phone number.

**If you don't wish to give us your full details, please just let us know which town/village you live in. This will help us analyse the results of this survey.*

Name:

House number/ House name:

.....

Street:

***Town/Village:**

Postcode:

Contact number:

Email:

Gender: ☐ Male ☐ Female **Age:**

Date:

DATA PROTECTION

Braintree District Council is committed to protecting and respecting your privacy. For the purposes of data protection, Braintree District Council is a data controller and all personal information held is processed in accordance with data protection legislation.

It is necessary for the Council to gather, collect, store and process personal information to contact you if you have consented to join the People's Panel to enable the Council to send you surveys. Information you provide will also be used to understand the demographics of the survey results. The Council puts measures in place to protect the privacy of individuals throughout this process.

Data that you provide will be used for statistical analysis to help the Council review services. The results of the survey will be published on our website and only statistical information will be published. Any comments provided on the survey will be shared with the relevant departments within the Council to help us improve our quality of service to you. Your personal information will not be shared with any third parties.

The information you provide will be retained for 2 years after the survey has taken place after which it will be securely destroyed.

For further details on how we maintain the security of your personal information, your rights to access the information we hold on you, including correcting or removing your information, please refer to our privacy pages on our website which can be found at www.braintree.gov.uk/privacy

