

# Full Council

**2 December 2024**

Powerpoint presentation,  
presented to members at meeting



# Agenda item 12.0

Residents' Survey

Initial highlights



# Response and methodology...

- Deadline fell that day (2 December 2024); 138 responses to date;
- planning to extend deadline to reach 200;
- 29 questions – mix of open and closed;
- Online survey and advertisement of survey in foyers of Civic Centre, and ability to receive hard copy version;
- Questions themed around local area, local decision-making, contact with the UTC, current priorities for residents, Town Centre, travel to work,

# Local area

- 84% of residents are satisfied with their local area as a place to live; 8.7% dissatisfied;
- Community spirit, safety, semi-rural location and variety of shops residents were generally most satisfied with;
- Overdevelopment, traffic, parking and infrastructure were main reasons for dissatisfaction;

# Engagement in local decision-making

- 28.3% of residents agreed that they could influence local decision-making; 32.6% disagreed (39.1% neutral);
- Residents preferred to be involved through local consultations, social media and Town Council website;

# Contact with UTC

- 37% of respondents had been in contact with UTC in the last 12 months;
- Main means of contact was via email;
- Only 4.9% of respondents were dissatisfied with the service they received;
- Respondents preferred to receive information by:
  - social media;
  - Uckfield Matters;
  - UTC website;

# Priorities for residents

## Buildings

- Most important:
  - providing space for community use;
  - installing modern technologies;
  - renting space at market value to increase income streams;
  - installing renewable technologies and alternatives;

## Grounds

- Most important:
  - providing and emptying/disposing of litter;
  - hedgecutting and general upkeep;
  - management of UTC owned woodlands and handling of diseased trees;
  - mowing open spaces and Town Council land;

# Priorities for residents

## Community activities

- Most important:
  - provision and maintenance of Town Centre CCTV;
  - providing community toilets in the Civic Centre and Victoria Pleasure Ground;
  - christmas lights;
  - funding community grants to community groups;

## Visiting the Town Centre

- 95.6% of respondents visited the town centre at least once a week;
- Most used facilities in the town, were individual shops, supermarkets and pubs and restaurants