



Budget Consultation 2016/17 Results Report

Introduction

- This report highlights the key findings of the Budget Consultation 2016/17 conducted by the London Borough of Hillingdon from 18 December 2015 to 22 January 2016.
- The purpose of the consultation was to seek views from residents and local businesses on Hillingdon Council's budget proposals for 2016/17.
- The consultation was publicised:
 - In Hillingdon People magazine;
 - On Hillingdon Council's website, Facebook page and Twitter;
 - Through the council's All Staff Email.
- Information about the consultation was also sent directly to:
 - Residents on the council's Customer Engagement database;
 - The council's Street Champions;
 - Residents associations in the borough.
- The survey received 100 responses: 92 online and 8 postal.
- The total number of responses and **key themes** from all open questions are shown in the Survey Results. Full responses from open questions are shown in the Appendices.
- All results are un-weighted.
- Results are based on all respondents unless otherwise stated.
- Where results do not add up to 100%, this may be due to non-responses, multiple responses, computer rounding or the exclusion of don't knows/not stated.
- Percentages are calculated based on the number of respondents to each question rather than the number of respondents overall.
- Comments have not been edited; however any references to information that could be considered confidential have been removed.

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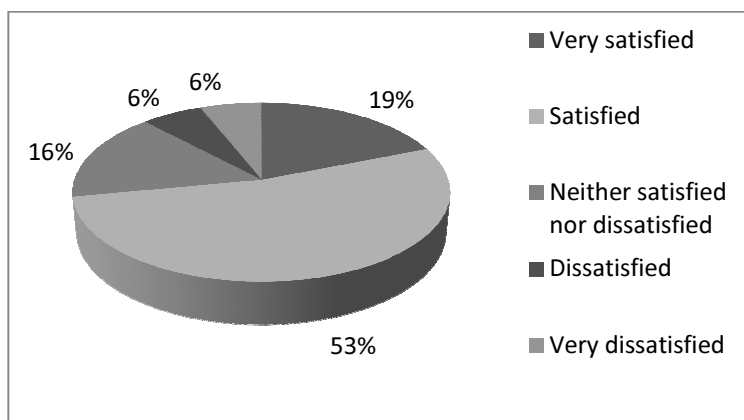
Part A - Summary of key findings

- 99% of the respondents are residents.
- The majority of respondents (72%) are satisfied with the budget proposals.
- The majority of respondents (73%) agree that the budget proposals give value for money to local people and businesses.
- The majority of respondents (80%) feel well informed about the budget proposals.

Part B - Survey results

Q1. How satisfied are you with the council's budget proposals for 2016/17?

Very satisfied	19	19%
Satisfied	53	53%
Neither satisfied nor dissatisfied	16	16%
Dissatisfied	6	6%
Very dissatisfied	6	6%



Q1a. Please tell us why:

Positive

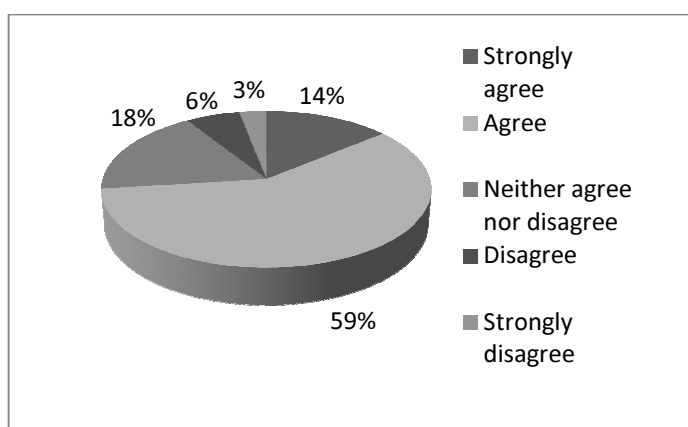
- 11 x comments regarding no increase in Council Tax.
- 4 x comments regarding refuse and recycling collection.

Negative

- 5 x comments regarding the increase in crematorium.
- 3 x comments regarding the amount proposed towards new youth centres and the museum.

Q2. To what extent do you agree or disagree that the budget proposals give value for money to local people and businesses?

Strongly agree	14	14%
Agree	59	59%
Neither agree nor disagree	18	18%
Disagree	6	6%
Strongly disagree	3	3%



Q2a. Please tell us why:

Positive

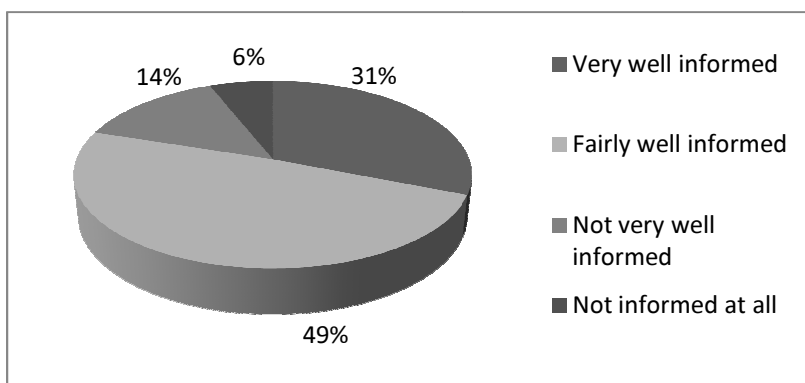
- 6 x comments regarding no increase in Council Tax.
- 4 x comments that the budget is fair.
- 3 x comments regarding refuse and recycling.

Negative

No specific themes.

Q3. How well informed do you feel about the budget proposals?

Very well informed	31	31%
Fairly well informed	49	49%
Not very well informed	14	14%
Not informed at all	6	6%



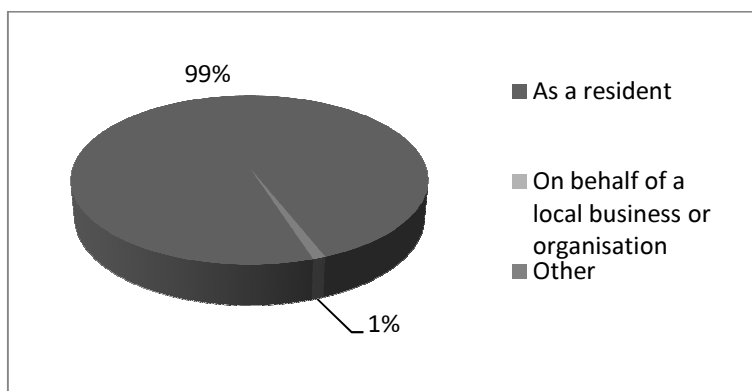
Q3a. Are there any other comments you would like to make about the council's budget proposals for 2016/17?

- 6 x comments about the budget and consultation needing to be publicised more widely.
- 2 x comments highlighting likelihood of challenging financial times in the future.

Respondent demographics

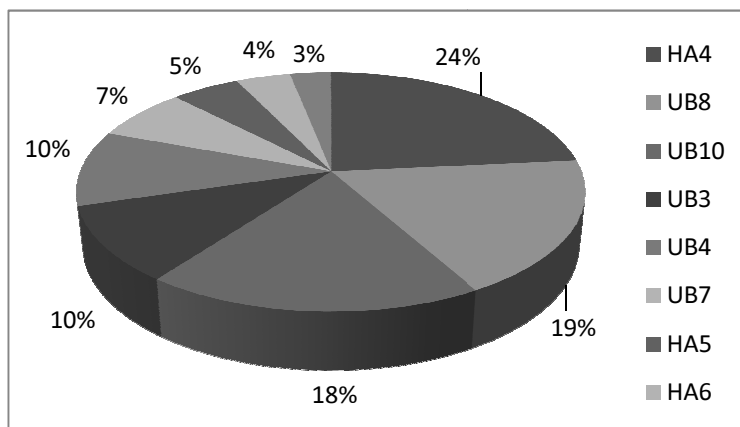
Q4. Are you completing this survey...?

As a resident	97	99%
On behalf of a local business or organisation	0	0%
Other	1	1%



Q5. Please tell us your postcode:

HA4	23	23.5%
UB8	18	18.4%
UB10	18	18.4%
UB3	10	10.2%
UB4	10	10.2%
UB7	7	7.1%
HA5	5	5.1%
HA6	4	4.1%
UB9	3	3.1%
UB5	0	0%
TW6	0	0%
TW19	0	0%
WD3	0	0%
Other	0	0%



About you

Q6. Please tell us the name of your business or organisation:

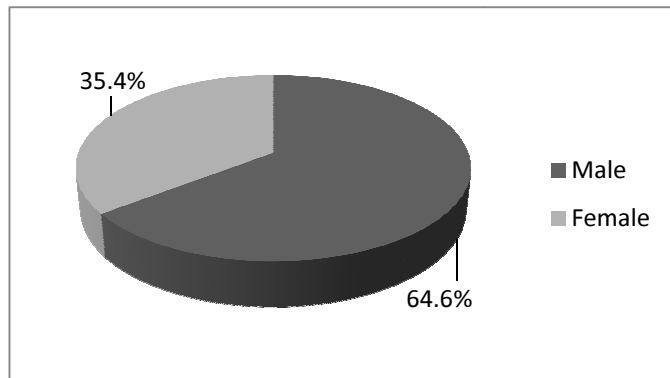
No responses.

Q7. Please tell us the postcode of your business or organisation:

No responses.

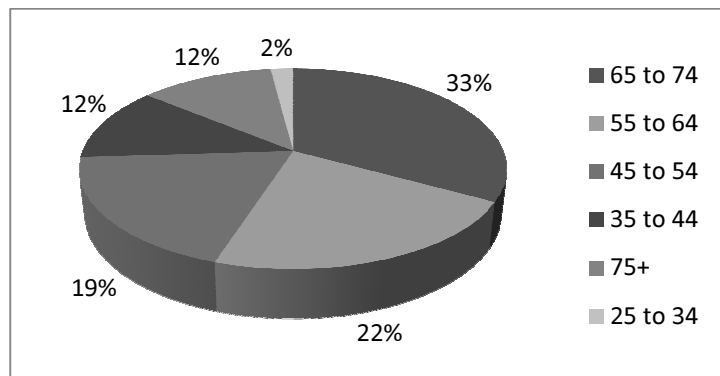
Q8. Are you:

Male	64	64.6%
Female	35	35.4%



Q9. How old are you?

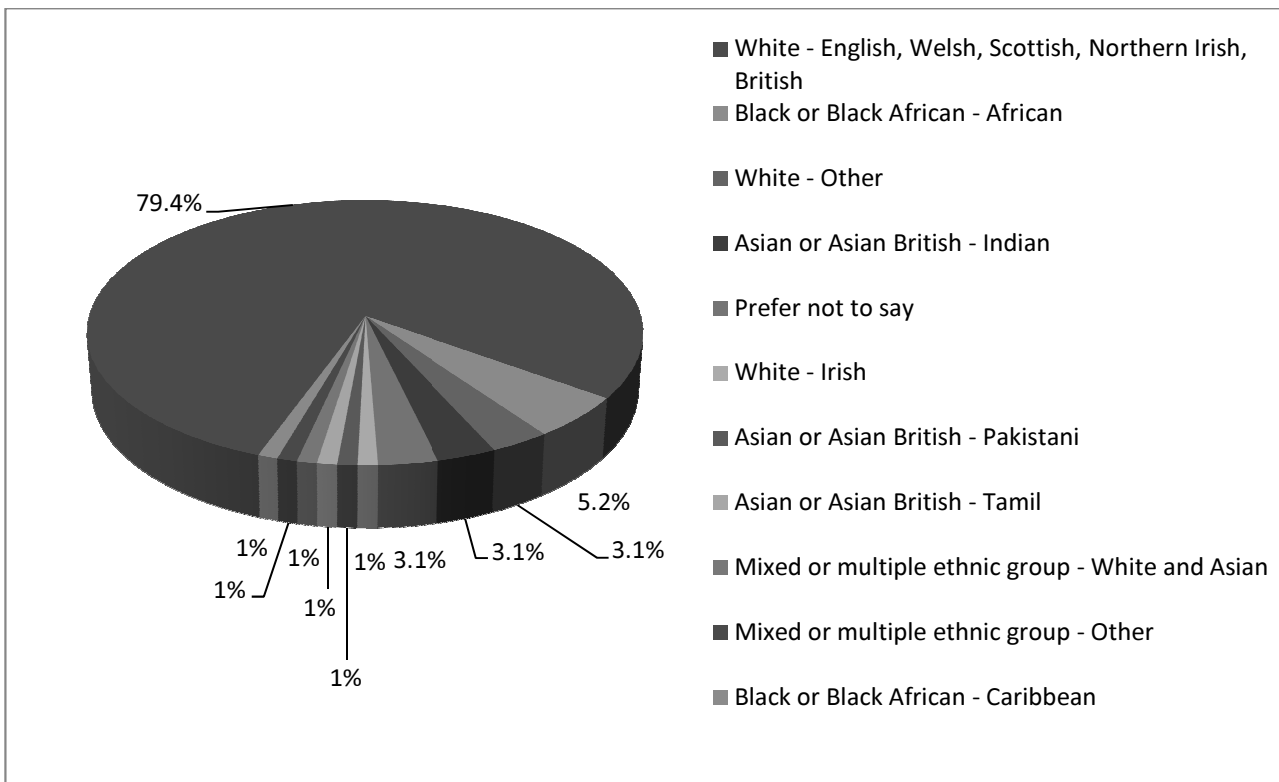
65 to 74	33	33%
55 to 64	22	22%
45 to 54	19	19%
35 to 44	12	12%
75+	12	12%
25 to 34	2	2%
Under 18	0	0%
18 to 24	0	0%



Q10. How would you describe your ethnicity?

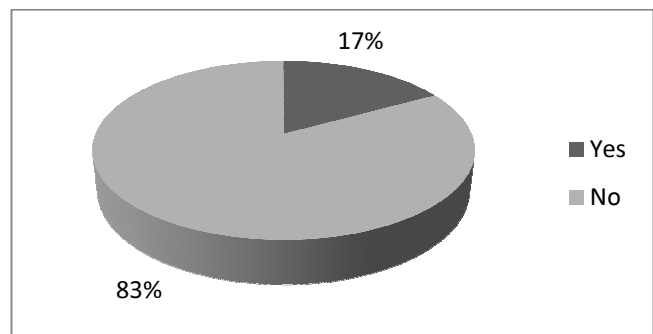
White - English, Welsh, Scottish, Northern Irish, British	77	79.4%
Black or Black African - African	5	5.2%

White - Other	3	3.1%
Asian or Asian British - Indian	3	3.1%
Prefer not to say	3	3.1%
White - Irish	1	1%
Asian or Asian British - Pakistani	1	1%
Asian or Asian British - Tamil	1	1%
Mixed or multiple ethnic group - White and Asian	1	1%
Mixed or multiple ethnic group - Other	1	1%
Black or Black African - Caribbean	1	1%
Black or Black African - Somali	0	0%
Black or Black African - Other	0	0%
Mixed or multiple ethnic group - White and Black African	0	0%
Mixed or multiple ethnic group - White and Black Caribbean	0	0%
White - Gypsy or Irish Traveller	0	0%
Asian or Asian British - Bangladeshi	0	0%
Asian or Asian British - Chinese	0	0%
Asian or Asian British - Other	0	0%
Other ethnic background	0	0%



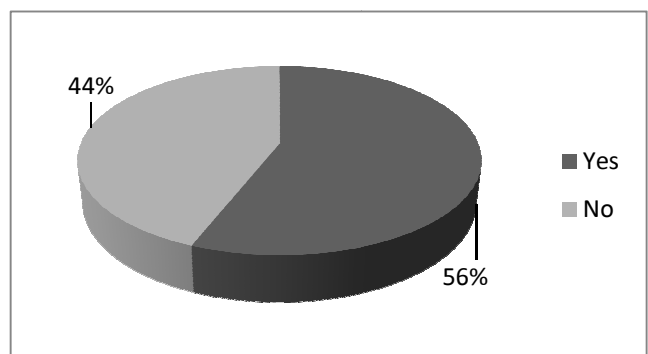
Q11. Do you consider yourself to have a disability? (i.e. a long term condition that affects your ability to carry out day to day tasks)

Yes	17	17%
No	83	83%



Q12. Would you be willing to be contacted by Hillingdon Council about your responses to this survey?

Yes	56	56%
No	44	44%



Part C - Full responses to open questions

Q1. [How satisfied are you with the council's budget proposals for 2016/17?] Please tell us why:

- Zero increase (for 8 years & 10 years for over 65s). Shows excellent financial controls and management. Services appear to be very good. The Local Authority needs to be congratulated!
- Increasing charges to people who are already suffering from low income.
- We appear to drawing down reserves and selling council properties to bring in necessary revenue. Over the same period we are scheduled to spend/waste £42million on an unnecessary new theatre that will probably never payback its' capital cost. As we have 3 good theatres already why is our Council planning to waste so much money on a 4th theatre, whilst depleting Reserves and diminishing Council owned properties?
- financial prudence
- I consider Hillingdon Council to be one of best organised in the Greater London Area. Especially with its policy on council tax especially in relation to senior citizens and refuse collection which, according to comments in the national press, is a bone of contention with residents throughout the country.
- RAF Museum plan is a longstanding and totally appropriate financial commitment for the Council to make as a tribute and memory to the Uxbridge base.
- As a pensioner I am very happy about the proposed Council Tax zero increase.
- With the Council Tax remaining frozen for another year, unless I should suddenly die or re-marry then, it shouldn't affect me too greatly.
- seems a fair balance
- Professional & balanced
- A lot of info to digest but I see fees being raised in certain areas i.e. cremation perhaps to help maintain other important services i.e. weekly refuse/recycling collections which in my opinion is the best system throughout all of the London boroughs. Also any under spends will be offset with over spends logical balance sheet management.
- The headline proposals appear to protect, and in some cases improve front line services during a period of reducing funding from Central Government.
- The cost of youth centres and museum too high.
- Hillingdon is a well run council. For instance, it has the best and simplest refuse collection service if any council I know. It still has open libraries and other services are generally good. All this has been achieved by good management. Generally I support a another no increase on the council tax but I would rather see a small increase than to see the excellent services we enjoy deteriorate.
- It appears to have been well thought out. Not knowing what extra commitments the central government will make in the future, is going to be the main concern. and if we come out of the EU then I forecast that there will be more difficulties ahead
- Seem reasonable
- There is nothing proposed for the normal working family! Money should be spent cleaning up the area. 4 weeks after reporting an abandoned vehicle it is still there on a public footpath causing the potential to cause an accident! What is the uptake of youths attending these new youth clubs? What do they do there, I do not see the benefit
- I would have liked more efforts made in terms of traffic, parking and congestion issues that have been arising recently since the work began at the old RAF ground. Also, the proposals mentions 3 new youth centres however from our experience the council has closed down suddenly most courses that were run last term (Sep-December 15) leaving my son and his course friends without Video Vortex at Compass Theatre without providing any alternative. Nothing on website of 360 Youth Theatre or advice by written
- Overall - and there is far too much to have to read to get a complete understanding, but the key points that I think matter most to most residents and are 'essentials' for a good quality of life in the Borough I found and reviewed - it seems to be a well structured budget.

- I think there should be an increase with the funding used to improve social care, the arts and support for youth
- I am really surprised as to why you don't address the massive rental incomes coming into the hands of landlords - where one house may accommodate 3 - 4 families with some living in out buildings. If there is a reduction of council tax with single occupancy then why don't you charge more if there are so many people living at one address and using all the services whilst not only are the landlords not declaring this income but the council tax is not increased. I was shocked when whilst viewing property with my son around the Hayes and Harlington area that as far as the eye could see back gardens where stacked with sheds and people paying on average £600 per month rent. One cheeky landlord told me that if you remove the cooker prior to someone coming - it cannot be classed as a kitchen. Therefore it cannot be classed as a let without a kitchen. The councils reply to my email was - if there is no complaint by other households the council is not in a position to do anything. What a load of baloney!!!! Why should anyone complain if they are all doing the same thing? My suggestion is you employ retired pensioners who are still sharp and savvy, locate these places, (obviously some training regarding what they are permitted to do etc.,) and pass the information on to the council - so that they can come and see for themselves - without notifying the landlord. I was so stunned at the quality of electricians in one property that I felt sorry for the tenants who were non English speaking and looked somewhat downtrodden. This is no way for people to live. This would earn the council a massive increase in finances - which you could put forth to good use. It's there for the taking - please make use of it. Best wishes, L.B.
- The only things I can see that have changed in cost are fitness services, cremation fees and some of the marriage services. What about things that haven't changed since 2011? Licensing? Planning? Change of Business use for properties? Gaming licences? All the things that help make parts of the Borough rough and unusable are kept at the same cost, when we have more betting shops in the Borough now than ever. It doesn't make sense.
- No provision made for a refuse site in Hayes which is badly needed.
- Charge more to private firms using council services. Don't increase crematorium fees. A small increase of £12 a year would be acceptable.
- Money seems to be spent on the right things. Hopefully this should improve services
- Council should be looking to reduce council tax, not just maintain existing levels.
- Increases are fair.
- Low cost good services value for money
- I'm reasonably happy with the current level of Council Tax and the services provided
- why increase charges at the crematorium
- It's good for the local community
- It seems to be a reasonable distribution of money between services listed.
- There should be increases in council taxes so more money can be allocated older persons care in the community. More money needs to be allocated older schools and children's centres building maintenance.
- As far as being a pensioner I am pleased to see that our Council Tax has been frozen again.
- Doing well to maintain a freeze. Would like a greater contribution for carers and caring.
- As a resident, I believe the Council provides value for money services, considering there has been no tax increase for years. It looks as though into 2016/17 services will also continue to improve, new youth centres, museum, theatre, etc..., like the new libraries and leisure centres in previous years. Well done!
- Support the provision of £25K for Carers and £100K for planning control, but not £140K for a Museum Curator and assistant, thoroughly support every move to keep Council Tax within bounds.
- you have kept the charge the same without too many increases in charges
- The budget should be more targeted towards job creations and more incentives should be offered to new businesses so that they can be encouraged to locate in London Borough of Hillingdon.
- seems okay
- I think the budget proposals look fair considering the present situation.
- No provision made to prosecute residents failing to apply for a footway crossover and stop dogs fouling footways.

- Considering the increasing cost of expenditure at the local level, I think the 2016/17 budget proposal is reasonable.
- I am a volunteer member of the London Wildlife Trust, Local Library etc keeps me healthy and interested in the Borough
- Seems to be a fair budget proposal.
- Once again there is nothing in the budget to help single tenants to purchase their council property. With the cost of properties rising daily, as a single occupant, even with the discount provided it is impossible for me to secure my son's future by purchasing our home
- It has been thought out, looking closely at what is on offer and how to maintain services. Look value for money.
- Your proposals to increase leisure facility charges are counterproductive with a borough rife with obesity already putting pressure on other services. Also certainly the councils jewel in its crown of the Uxb Pool gym is showing signs of shoddy management lies and empty promises already.
- With inflation at 0% and most residents suffering continuing pay freezes/cuts an increase in taxation would be untenable. I would like to see active consideration of how residents could easily change behaviours or take actions to minimise the cost of public services, and action to recover costs from those who unnecessarily cause cost to the public purse. E.g. increased use of civil penalties for littering, vandalism etc, charging drunks for the costs of managing their unsociable behaviour and pub licensees where their business is carried out in a way that exacerbates such problems.
- Because the council tax is not going up.
- Seems a well balanced budget.
- The cuts imposed by Government plus local Government cuts forced on it are now severely hurting residents. The welfare cuts added to other cuts that are hitting vulnerable, elderly and disabled people are aimed specifically at hitting the very sections of the public that cannot fight back against the cuts therefore making this a callous attack on them.
- The proposals seem logical bearing in mind council tax is still frozen. It is always more preferable and fair that those who make use of facilities/services of which they are sole beneficiaries should pay any increase in the cost of providing those facilities.
- I'm concerned that the proposed provision increase for Carers at £25,000 is not going to prove a substantial, or effective, amount. Having been a carer myself for many years, I'm aware of just how many individuals (and Couples) in this Borough alone are, at any one time, placed in this position by circumstances. The age range of this group is surprisingly large, and the value of their collective input to the NHS and a number of social services, and so to the community as a whole, represent enormous savings for the national exchequer. Given the ambitious proposed funding levels locally over the next few years in respect of 3 new youth centres, I would expect that a proportionate increase for LBH Carers should be of the order of at least £100,000 in recognition of these sums.
- Realistic charges especially for Registration Services
- Despite being a pensioner therefore one of the beneficiaries of the tax freeze. I am very opposed to the councils continued freeze on council tax. The amount it benefits an individual against the total amount that the council would benefit and the protection that amount could achieve in social care. I am far more concerned about Hillingdon's ability to provide adequate care for the elderly than the few pounds the freeze benefits me today.
- Seems fairly sensible
- not enough put aside for the elderly
- I'm don't know what you have being talking about if it is about council tax I would prefer my tax to stop as it is
- The Council manages to maintain libraries, weekly waste collection - including green waste at no extra charge - and keep the roads in generally reasonable condition. That this has been done with no increase in domestic rates for us pensioners for so long speaks of careful management.
- You can't expect ppl to pay privately for their post mortems esp when and if they feel there is an error coming from nhs side. Already funeral costs are so high and yes post mortems can be limited not to available of free use to all anyways but if you take that away many and mostly ppl won't be able to afford it or won't bother given the price or even hearing the word private and just think how many errors and complications misdiagnoses or wrong treatment etc will be left

uncovered as if the nhs doesn't already have a bad name. Ppl don't put claim even though they are no win no fee cause of the hassle n stress unless it's really big. Post mortem should be free but available only where negligence or fault is suspected and hv indept legal side to it as I'm just explaining briefly but the nitty gritty should all be looked into

- Well thought out and of course with the current cap in place and limited budget available for resources, not everyone can be accommodated. Although more could be spent in the district rather than given to 'good causes' outside the area.
- I believe Hillingdon managers budgets well and their proposals are sensible. The lack of council tax rises shows remarkable budget management.
- Cremation fees are quite high. Having used the service this year it was very expensive all round. I would like to see more investment in cycling. Roads are atrocious and the bike lanes in some parts are a joke. I would like to see real cycle routes properly measured rather than a nod to cyclist and cars parked all along them. Increase in fees for gym and fitness. Hillingdon has some serious health challenges and this will not improve that.
- Meets my expectations...
- How can you justify the difference in spend on a museum curator and youth centres against the pitiful amount for career support and domestic violence prevention? Insulting!
- Feel you have selected well and not wasted money
- I am happy that the council feels it can keep vital services going without increasing the council tax, especially the libraries and arts services
- No comment
- All increases do not affect the poor, old and vulnerable of the borough and keeping up the service standards in the area

Q2. [To what extent do you agree or disagree that the budget proposals give value for money to local people and businesses?] Please tell us why:

- Services are kept well under control and fair to all.
- Realistic
- See previous statement...
- The council appears to be actively trying to do more with less. Increases in population and new residential developments must be increasing tax revenue, and most of these new residents are likely to be less costly due to an upward demographic drift and improved building regulation standards in respect of fire and safety risks.
- Seems fair
- I think is has considered issues that are impacting on the community
- As before, Zero increase (for 8 years & 10 years for over 65s). Shows excellent financial controls and management. Services appear to be very good.
- Council tax freeze is the only benefit, it will cost me more for my one child because that's all I can afford to have to encourage her in sports. We will probably stop going and use leisure facilities in my other home in London Borough of Ealing
- As always it depends on your personal circumstances.
- I fully agree as the local should benefit from the budget proposal.
- Whilst it does give value for money it still vastly benefits those living north of the Uxbridge road. Whilst the funding increasingly comes from south of the Uxbridge road. Due to the considerable increase in population in West Drayton and Hayes.
- Why is money meant for the local area being handed out to those outside the area. This is something that many others look at and wonder what and why this is happening when they are informed, sorry we can't help, no money - Like UnSocial services.
- As before
- Services have remained good within a Oreos if freeze, Mathis us an indication of good value
- More money to be spent on carers and not so much on domestic violence.
- This Council has proved over many years how to control, implement and allocate budgets and I see no reason why this strong economic should not continue.
- You are charging more for fitness services - well some. I noticed the middle class pursuit of golf hasn't been affected, yet daily swimming concessions (disabled etc., etc.) have gone up as much as 15%. You charge businesses through the nose to have a store in Uxbridge - rates are

far too high for small businesses to thrive, yet you then charge a premium for their customers to park there in relation to other areas in the borough. Why is it not a blanket parking fee? When the businesses in Ruislip, Hayes, Eastcote etc., complain, perhaps you should explain that if they want more shoppers they should do what other business owners do and stump up huge amounts of cash to open in Uxbridge itself.

- This is an area I am not familiar with.
- Putting residents 1st. Important weekly refuse collection, libraries, school programme.
- Sensible proposals
- the council tax has not been raised for pensioners from therrived in the borough
- I think help for parents of young persons, as they tend to be isolated, also for young females who are homeless and vulnerable needs to be prioritized as well as your proposals
- Services being cut while there is a significant increase in new dwellings planned. Why are no new roads being planned for example to deal with the extra residents?
- too much paid to council employees (especially higher ranking) in comparison with private employers
- A very comprehensive and informative survey. Well done in keeping the Council Tax frozen and putting the residents first!
- Please see previous answer
- Weekly refuse collections, no expensive unsightly wheelie bins, clean streets, new library, free recycling bags delivered regularly. The Council services that I've needed to use over the years have been very efficient and useable.
- The Council is currently doing a reasonable job
- Progress needs investment to fuel improvements
- I think the proposals are fair for the local community.
- changes seem fair and in line with inflation
- It would appear to be a well balanced budget which, in the main, will benefit the vast majority of borough residents.
- Most charges frozen
- The total amount of money could be distributed differently between the services.
- Two reasons; * The proposal lacks of plans how to reduce congestion, parking that have been arising since the work began at the old RAF grounds. * Although the proposal mentions 3 new youth centres, this came as a surprise to us. My son had been attending to Video Vortex training at the Compass Theatre till last week and were told 2 weeks ago it'd be ceased! No one mentioned this before by writing to us parents or updated information was provided on the website of 360 Youth Theatre. Now my son cannot continue, along with the rest of his class due to cuts despite my payment for a whole year. It's council's duty to honour the rest if the course and provide young kids, like my son, who needs this kind of support and assistance with something he loves.
- The fact that there have been no rises for so long is impressive but a small rise to keep services would be acceptable
- for keeping open the libraries, for the Old Peoples Assy etc
- Local people gain nothing of worth from the budget
- Certainly keeping the rates down at a financial level for most householders That the essential services are still well maintained
- It has been gratifying not to have to fight for the continued existence of our libraries. The waste collection system the council operates is effective and efficient (except when some rubbish is left strewn randomly over roads and pavements), and the council does seem to respond fairly well to calls for small-scale road improvements, road resurfacing and such issues as lighting and road sweeping. There remain improvements to be made all over the borough in respect of parking arrangements in specific locations, but the stabilisation of the council tax over several years whilst starting work on a very long list of recommendations on everything from signage to swimming pools, has been an encouraging development.
- The amount proposed for local people is about right; and for local businesses, it is thoughtful: aimed to attract new businesses while encouraging ongoing businesses to flourish.
- £140k set aside for a curator at a museum (does the borough need a museum?) with only £25k set aside for domestic violence prevention. Surely the latter is an issue that must be addressed as a priority?

- If I am understanding these proposals correctly I have one reservation as to whether all local families in temporary accommodation and the homeless are having value for money as levels of locals in B&B remain very high and I don't see any bolstering of funds or offsetting to help this section of locals. I also note that there is an asylum shortfall due to reductions in Home Office funding whilst it is our moral duty to help genuine asylum people I think that that Central Government should be pestered to stump up more funds as asylum is a national problem not just a local one. In years to come I think the council will have no option but to consider raising council tax if local shortfalls are not fixed.
- No comment
- I am particularly pleased to see no changes to parking charges in the Borough. This is good for local businesses (one only has to look at the distressed & depressing state of shopping areas in Harrow to see how the effect of high charges drives people away from the small traders to the superstores. Short term free parking is valued by residents and benefits the local shops - I had to pay £2.00 recently in Harrow to stop for no more than 10 minutes to buy something that cost less than a pound. Crazy - I had no choice at the time, but it means I am highly unlikely, despite living on the border of the borough to shop in Pinner when I can do so in Eastcote for free or a much more reasonable charge. Hillingdon is to be commended on its common sense approach to parking charges. Well done!
- More job and fitness

Q3a. Are there any other comments you would like to make about the council's budget proposals for 2016/17?

- The entire budget proposal is laid out, step by step. Very transparent.
- Challenging times ahead for our council as our population continues to rise. Perhaps the council should consider looking for private sponsorship in certain areas to bolster funds and look to the volunteering community to bolster staffing levels. Good luck.
- I note that for 2017/2018 there is likely to be a deficit and that this will be a concern to all residents of the likely implications.
- Very positive bias on the budget summary. Very little mention of proposed 2% annual increases in our Council Tax No clear explanation of council debt, how much it will be changing, if any of it is a LOBO, and how much the annual Interest costs will be each year. Where is the salary table for highest paid Council employees?
- Need to ensure everyone in Hillingdon knows
- Apart from this email where else is this published. not in the council magazine
- I am not fully familiar with what the council actually has to be responsible for. All I know is that Hillingdon Council is fantastic in how you keep Hillingdon and the services that you provide for the residents. My son has moved to Perivale having lived right next door to Hayes and Harlington station in the Vantage Building - and he is quite surprised as to how different Ealing Council is to its residents.
- There has been a vast amount of new housing in the West Drayton area and to cope with this the council has thankfully substantially increased primary school places. As I understand it the council have decided that there will be NO increase in any secondary schools places south of Uxbridge. I have considerable concern at the number of children from the West Drayton area that will be forced to wander all over the borough in order to find any place that's available and as they will live so far away will only be able to get places in schools that no-one else north of Uxbridge wants.
- Very comprehensive.
- Thus year I do but in past years either I was not asked or didn't take part in the consultation
- I have given my views
- No
- I do not think increasing fees for leisure is the right thing to keep people fit for the future.
- Don't mind paying more
- As always there is never enough money to support vulnerable people & their carers to the standards one would expect in this day & age. However, Hillingdon does seem to do a better job than other local authorities.
- No.
- Why is it so expensive to cremate/bury someone when there is no legal alternative?

- You cannot please all of the people all of the time but as LBH has a proven record of value for money please continue with your proposals.
- This is the first notification I have had
- Everyone needs to have closer recycling/waste dump back again. Harefield is far away and it's very difficult to park in there, they can't cope with the amount of people that are turning up there. We need something closer to South Ruislip again.
- A freeze on council tax is always welcomed, but what about a freeze on rent increase? It rises year on year with the council relinquishing more & more responsibilities?
- None
- Only that the borough is being heavily built on already, yet planning charges aren't going up. I find it incredulous that it costs me 10p a copy more for an A4 colour photocopy that a library assistant prints off for me, than it does for someone wanting copies of planning letters, plans etc., from the planning department. Fiesta should be going up in price too - perhaps with some sort of subsidy application process for the least well off, but £25 for a course is far too cheap which is why it's the same children every year. Their parents fill their whole holidays with these activities and leave no room for anyone else.
- I agree with the priority growth investment, especially the fund for a museum curator and assistant. This highlights the history of Uxbridge RAF commitment. All these proposals for growth seem worthy.
- A well run council.
- Sound prioritisation
- Already stated
- I received an email about this consultation but haven't seen any other publicity
- None.
- I would off not known if I wasn't a street champion.
- no
- Help residents support the council, and offer incentives for pro-social contributions, and penalties for anti-social behaviour.
- No
- I wasn't even aware just like I never receive the Hillingdon newspaper either or never received my recycling bags back. The service is good but not excellent. Us residents should be informed for those who ain't internet savvy
- Have residents been asked whether they want/expect another year of frozen council tax? Would prefer more resources to go towards social care and essential services rather than leisure facilities.

Part D - Questions and comments submitted separately

- The boundaries between properties should be adjusted as [Resident] has a garage which continues to be subject to fly tipping and as his garage is private he has to pay for the removal of items. If the items were dumped in a different location i.e. on council land then the council would remove this and he thinks this is unfair. Therefore he would like CCTV installed to manage this situation, he has previously said he would pay half for this to be installed but the council will not install CCTV. Also feels that he pays his council tax but does not receive an adequate service for the money he pays.
- We would like to strongly report to Hillingdon Council to take a look at Hayes Town. Going to South Hall along canal. Too much rubbish between Hayes to Bull Bridge. Please come have a look for immediate action. Too much rubbish and not safe lots of tents inside bush.
- I have been a Hillingdon resident since 1977 and have seen lots of changes to the site and now is one of the most attractive and facilities are so varied. My only suggestion is that the entertainment site is mostly used by non residents. The council having spent so much money should start charging a nominal entrance and parking fee to non residents. The Council should organise a referendum asking Hillingdon about the charging to non residents.

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