



## 2019/20 Budget Consultation Feedback

### Overview of Consultation Process

- This report highlights the key findings of the Budget Consultation 2019-20 conducted by the London Borough of Hillingdon from 14 December 2018 to 20 January 2019.
- The purpose of the consultation was to seek views from residents and local businesses on Hillingdon Council's budget proposals for 2019-20.
- The consultation was publicised:
  - In Hillingdon People magazine;
  - On Hillingdon Council's website and social media platforms
  - 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 416 responses, a significant increase on the 165 received last year.
- The total number of responses and **key themes** from all open questions are shown in the Survey results.
- All results are unweighted.
- Results are based on all respondents unless otherwise stated.

## Summary of key findings

- 99% of the respondents are residents, and 1% of respondents are local businesses.
- Of the 416 responses received, 112 responses expressed dissatisfaction with the budget proposals solely in relation to the Council's policy opposing Heathrow expansion, which has limited financial impact of the overall budget proposals, results are therefore presented to Cabinet both excluding and including these responses to enable Cabinet to consider the more strategic aspects of the budget.
- 37% of respondents are satisfied with the budget proposals. When excluding responses focused specifically on Heathrow 64% of respondents are satisfied with the budget proposals.
- 37% of respondents agree that the budget proposals give value for money to local people and businesses. When excluding responses focused specifically on Heathrow 47% of respondents agree that the budget proposals give value for money to local people and businesses.
- The majority of respondents (53%) feel well informed about the budget proposals.
- This document has been structured in three parts to present firstly survey results excluding single issue Heathrow responses, secondly survey results including all responses and finally demographic and background information on respondents.

## Survey results – Excluding Single-Issue Heathrow Responses

### Q1. How satisfied are you with the council's budget proposals for 2019/20?

Response	Responses Excluding Those Focused Exclusively on Heathrow Expansion	
	Number of Responses	Percentage of Responses
Very Satisfied	44	28%
Satisfied	109	36%
Neither Satisfied nor Dissatisfied	85	21%
Dissatisfied	0	0%
Very Dissatisfied	65	15%
<b>Total</b>	<b>303</b>	<b>100%</b>

When excluding responses which specifically cite the challenge of the Heathrow expansion as the reason for their dissatisfaction, 64% of respondents are satisfied with the budget proposals.

#### Q1a. Please tell us why:

##### Positive

The respondents that indicated they are either **fairly satisfied** or **very satisfied** with the council's budget proposals cite the following common reasons:

- No rise in council tax for Over 65s.
- The previous freeze of council tax within the borough, combined with a relatively low increase this year.
- The excellent facilities in the borough, in particular the proposed Yiewsley/West Drayton swimming pool.

##### Negative

Respondents that have indicated **dissatisfaction** with the council's budget proposals cite the following common concerns:

- Dissatisfied with specific investment proposals within the budget, such as expenditure at Ruislip Lido, and the proposed Yiewsley/West Drayton swimming pool.

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

Response	Respondents Excluding 'Heathrow Challenge' Responses	
	Number of Responses	Percentage of Responses
Strongly Agree	29	9%
Agree	115	38%
Neither Agree nor Disagree	73	24%
Disagree	55	18%
Strongly Disagree	32	11%
<b>Total</b>	<b>304</b>	<b>100%</b>

When excluding responses which specifically cite the challenge of the Heathrow expansion as the reason for their dissatisfaction, 47% of respondents are satisfied with the budget proposals.

**Q2a. Please tell us why:**

**Positive**

Comments suggest that respondents agree for the following reasons:

- Residents are provided with well-run services.
- In the context of the ten year freeze, proposed uplifts still show sound financial management, and therefore value for money.

**Negative**

Of the respondents that disagree, the common reasons for this are as follows:

- Dissatisfied with specific investment proposals within the budget, such as the proposed Yiewsley/West Drayton swimming pool.

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

Response	Respondents Excluding 'Heathrow Challenge' Responses	
	Number of Responses	Percentage of Responses
Very Well Informed	49	17%
Fairly Well Informed	135	44%
Not Very Well Informed	96	31%
Not Informed At All	26	8%
<b>Total</b>	<b>306</b>	<b>100%</b>

**Q3a. Are there any other comments you would like to make about the council's budget proposals for 2019-20?**

Common themes include:

- Finding the document difficult to find.

## Survey results – Including Single-Issue Heathrow Responses

### Q1. How satisfied are you with the council's budget proposals for 2019/20?

Response	All Respondents		Responses That Focused Exclusively on Heathrow Expansion	
	Number of Responses	Percentage of Responses	Number of Responses	Percentage of Responses
Very Satisfied	44	11%	0	0%
Satisfied	109	26%	0	0%
Neither Satisfied nor Dissatisfied	85	20%	0	0%
Dissatisfied	0	0%	0	0%
Very Dissatisfied	177	43%	112	100%
<b>Total</b>	<b>415</b>	<b>100%</b>	<b>112</b>	<b>100%</b>

Of the 177 respondents who stated they were **very dissatisfied** with the budget proposals for 2019/20, 112 specifically cited the challenge of the Heathrow expansion as the reason for their dissatisfaction.

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

Response	All Respondents		Responses That Focused Exclusively on Heathrow Expansion	
	Number of Responses	Percentage of Responses	Number of Responses	Percentage of Responses
Strongly Agree	30	8%	1	1%
Agree	120	29%	5	5%
Neither Agree nor Disagree	98	24%	25	23%
Disagree	84	20%	32	29%
Strongly Disagree	80	19%	48	43%
<b>Total</b>	<b>412</b>	<b>100%</b>	<b>111</b>	<b>100%</b>

As shown in the table above, a large portion of those who expressed their dissatisfaction with the Council's challenge to the Heathrow expansion also disagreed that the budget proposals provide value for money to local people and businesses. 49% of the respondents which disagreed that the proposals provide value for money to local people and businesses have specifically cited challenge of the Heathrow expansion in their responses. This would suggest that respondents have signalled their dissatisfaction with the challenge to Heathrow expansion in other areas of the report.

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

Response	All Respondents		Responses That Focused Exclusively on Heathrow Expansion	
	Number of Responses	Percentage of Responses	Number of Responses	Percentage of Responses
Very Well Informed	57	14%	8	7%
Fairly Well Informed	162	39%	29	26%
Not Very Well Informed	142	34%	47	42%
Not Informed At All	53	13%	27	24%
<b>Total</b>	<b>414</b>	<b>100%</b>	<b>111</b>	<b>100%</b>

As displayed in the table above, 66% of those whose responses focused exclusively on the challenge of the Heathrow Expansion, responded that they did not feel well informed about the budget proposals.

## Survey Results – Demographic and Background Information

### Q4. Are you completing this survey...?

Response	Number of Responses	Percentage of Responses
As a resident	413	99%
On behalf of a local business	3	1%
<b>Total</b>	<b>416</b>	<b>100%</b>

### Q5. Please tell us your postcode:

Response	Number of Responses	Percentage of Responses
UB3	71	18%
HA4	66	17%
UB7	59	15%
UB10	58	15%
UB8	49	12%
UB4	45	11%
HA5	16	4%
HA6	14	3%
UB9	12	3%
UB5	3	1%
Other	1	1%
<b>Total</b>	<b>394</b>	<b>100%</b>

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

Response	Number of Responses	Percentage of Responses
Joscocare Limited	1	50%
Total Support Training	1	50%
<b>Total</b>	<b>2</b>	<b>100%</b>

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

Response	Number of Responses	Percentage of Responses
HA4	1	50%
UB8	1	50%
<b>Total</b>	<b>2</b>	<b>100%</b>

**Q8. Are you:**

<b>Response</b>	<b>Number of Responses</b>	<b>Percentage of Responses</b>
Male	266	66%
Female	139	34%
<b>Total</b>	<b>405</b>	<b>100.0%</b>

**Q9. How old are you?**

<b>Response</b>	<b>Number of Responses</b>	<b>Percentage of Responses</b>
Under 18	0	0%
18 to 24	2	1%
25 to 34	19	5%
35 to 44	72	18%
45 to 54	83	20%
55 to 64	97	24%
65 to 74	101	25%
75+	31	7%
<b>Total</b>	<b>405</b>	<b>100%</b>