



2020/21 Budget Consultation Feedback

Overview of Consultation Process

- This report highlights the key findings of the Budget Consultation 2020-21 conducted by the London Borough of Hillingdon from 18 December 2019 to 26 January 2020.
- The purpose of the consultation was to seek views from residents and local businesses on Hillingdon Council's budget proposals for 2020-21.
- 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 60 responses, a significant decrease on the 416 received last year, although that year saw 112 responses particularly focusing on the issues around the third runway.
- 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

- 100% of the respondents are residents.
- 48% of respondents are satisfied with the budget proposals, with a further 27% neither satisfied or dissatisfied, leaving just 25% dissatisfied with the Council's budget proposals.
- 50% of respondents agree that the budget proposals give value for money to local people and businesses, with a further 32% neither agreeing or disagreeing, leaving just 18% disagreeing that the budget proposals represent value for money.
- The majority of respondents (63%) feel well informed about the budget proposals.

This document has been structured in two parts to present firstly the survey results and secondly demographic and background information on respondents.

Survey results

Q1: How satisfied are you with the Council's budget proposals for 2020/21?

Response	Number of Responses	Percentage of Responses
Very Satisfied	17	28%
Satisfied	12	20%
Neither Satisfied nor Dissatisfied	16	27%
Dissatisfied	6	10%
Very Dissatisfied	9	15%
Total	60	100%

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:

- Efficiently run services.
- A fair increase in Council Tax.
- Continuing to supporting the over 65s with their Council Tax liability.
- One response was happy to see the Social Care Precept implemented
- One response commended the parking charges and a good library service.
- One response complemented the Council's waste disposal service.
- One response complemented the budget in the face of Central Government austerity measure.

Negative

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

- The Council Tax increase.
- One response suggested a higher Council Tax increase.
- One response highlighted a national Social Care issue around the statutory charging framework
- One response highlighted the report didn't define what services came under Social Care.

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

Response	Number of Responses	Percentage of Responses
Strongly Agree	16	27%
Agree	14	23%
Neither Agree nor Disagree	19	32%
Disagree	6	10%
Strongly Disagree	5	8%
Total	60	100%

Q2a: Please tell us why:

Positive

Comments suggest that respondents agree for the following reasons:

- Residents are provided with well-run services, e.g. waste disposal, libraries and schools were mentioned.
- The proposals and Council Tax uplift are fair and remain lower than most.
- Hillingdon is in a good financial position.
- 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, no one reason was cited by more than one response with details as follows:

- The increase for Social Care should be through normal taxation by Central Government.
- One response mentioned poor quality of service provided, but then went on to discuss Policing, which is out of scope of the Council's remit.
- One response stated that Brexit needed to be considered.
- One response stated that no one in their family had added value from the Council.

Q3: How well informed, if at all, do you feel about the budget proposals?

Response	Number of Responses	Percentage of Responses
Very Well Informed	11	18%
Fairly Well Informed	27	45%
Not Very Well Informed	20	33%
Not Informed At All	2	3%
Total	60	100%

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

Common themes include:

- There were only two themes that fell into more than one response and that was, firstly, compliments to the Council on the good work being done.
- Secondly, that some responders found the report confusing and hard to follow.

Other (single) responses include:

- A desire to see more Central Government funding for Social Care.
- A request for more information on funding for Youth Services.
- A request for more information on where funds are being spent.
- Further information on the Zero Based Review savings.
- A comment on how the 'Brexit Bonus' will be distributed.
- A question on how the benefits of a third runway will be distributed.

Survey Results – Demographic and Background Information

Q4. Are you completing this survey...?

Response	Number of Responses	Percentage of Responses
As a resident	60	100%
On behalf of a local business	0	0%
Total	60	100%

Q5. Please tell us your postcode:

Response	Number of Responses	Percentage of Responses
HA2	1	2%
HA4	11	18%
HA5	1	2%
HA6	6	10%
UB10	14	23%
UB3	5	8%
UB4	3	5%
UB7	4	7%
UB8	9	15%
UB9	5	8%
Other	1	2%
Total	60	100%

Q6: Are you:

Response	Number of Responses	Percentage of Responses
Male	30	50%
Female	25	42%
Prefer Not To Say	5	8%
Total	60	100%

Q7: How old are you?

Response	Number of Responses	Percentage of Responses
Under 18	0	0%
18 to 24	1	2%
25 to 34	2	3%
35 to 44	9	15%
45 to 54	12	20%
55 to 64	11	18%
65 to 74	15	25%
75+	10	17%
Total	60	100%