



Haverling
LONDON BOROUGH

**Budget Consultation 2019
Results and Analysis
Appendix C**

The budget consultation for Havering Council was conducted between 3rd October and 10th November 2019. Respondents were asked questions regarding the following:

- The overall budget
- Savings
- Income generation proposals for 2020/21

192 responses were received:

- 178 identified as residents of the borough AND/OR
- 3 representing / owning a local business
- 26 working for Havering Council
- 2 representing a public sector organisation

The three services that were most important to respondents are:

- Community Safety
- Care and support for older and disabled people
- Child protection and safeguarding

Breakdown according to gender also supported these three as the top priorities, except in the case of 'preferred not to say' where refuse collection was considered as one of the top three.

Question 4 – Most important services (weighted ranking)

Most important services (all respondents)

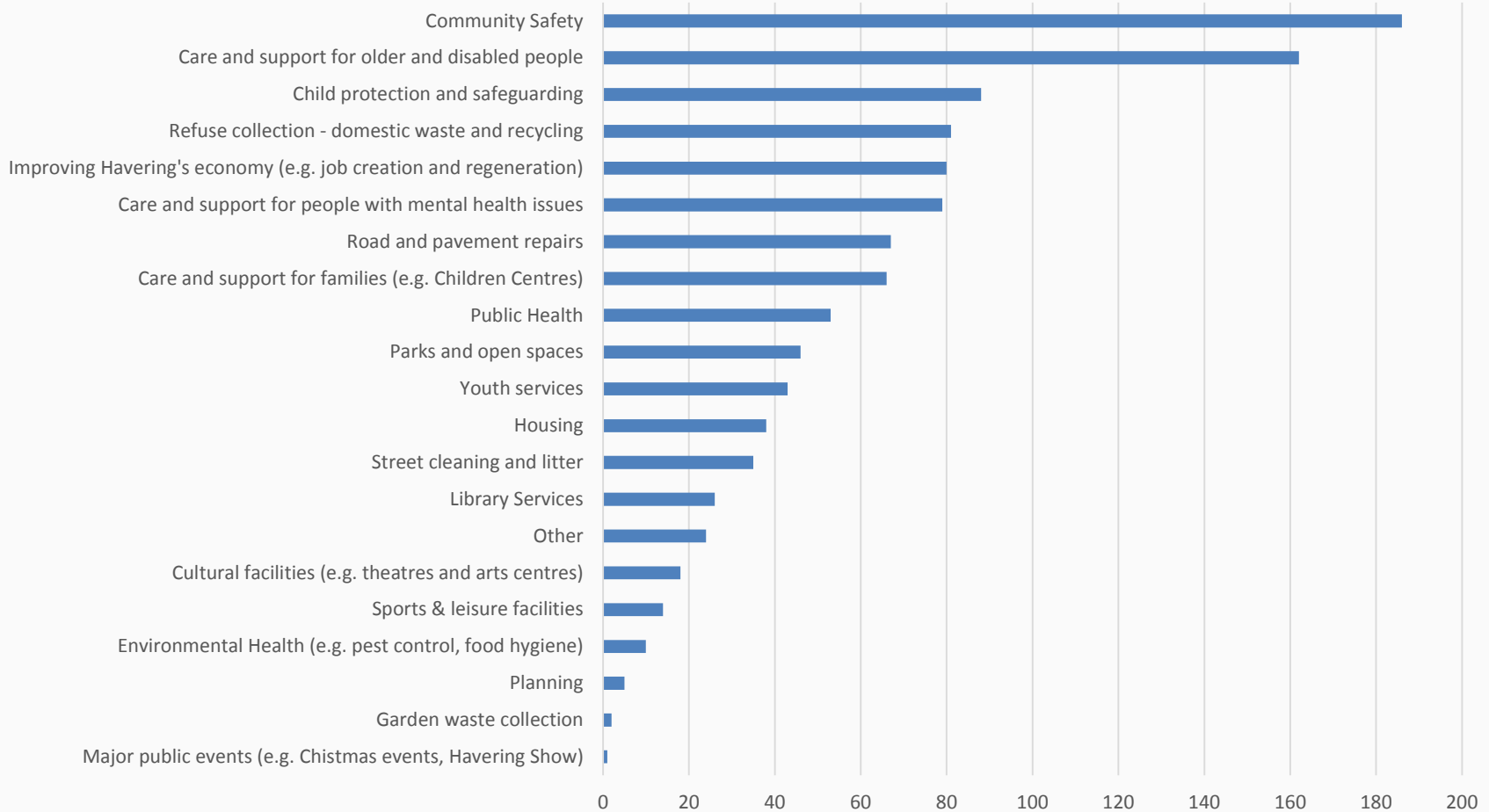


Chart shows weighted scores where rank 1 = 3 points, rank 2 = 2 points and rank 3 = 1 points.

Question 4– weighted ranking - females

Most important services (female respondents)

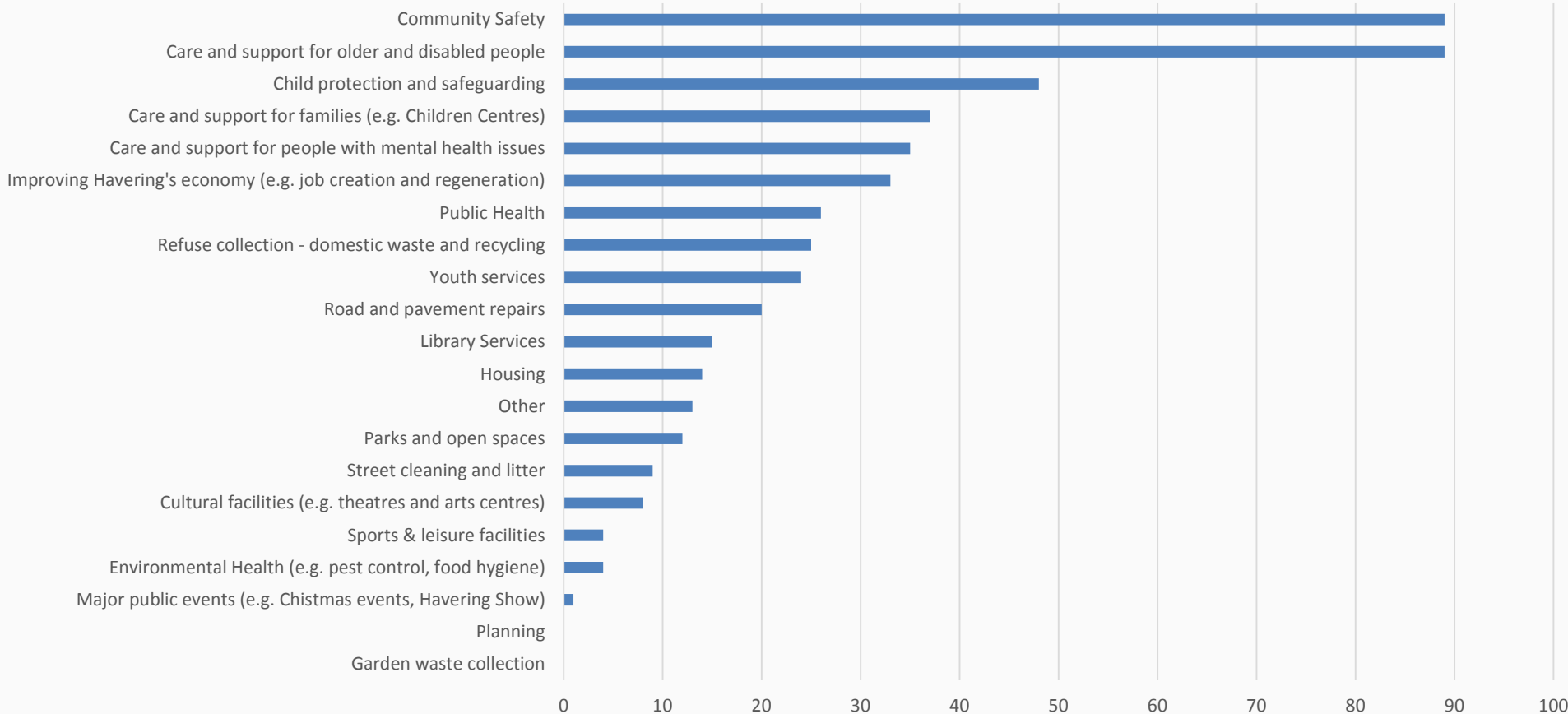


Chart shows weighted scores where rank 1 = 3 points, rank 2 = 2 points and rank 3 = 1 points.

Question 4 – weighted ranking - males

Most important services (male respondents)

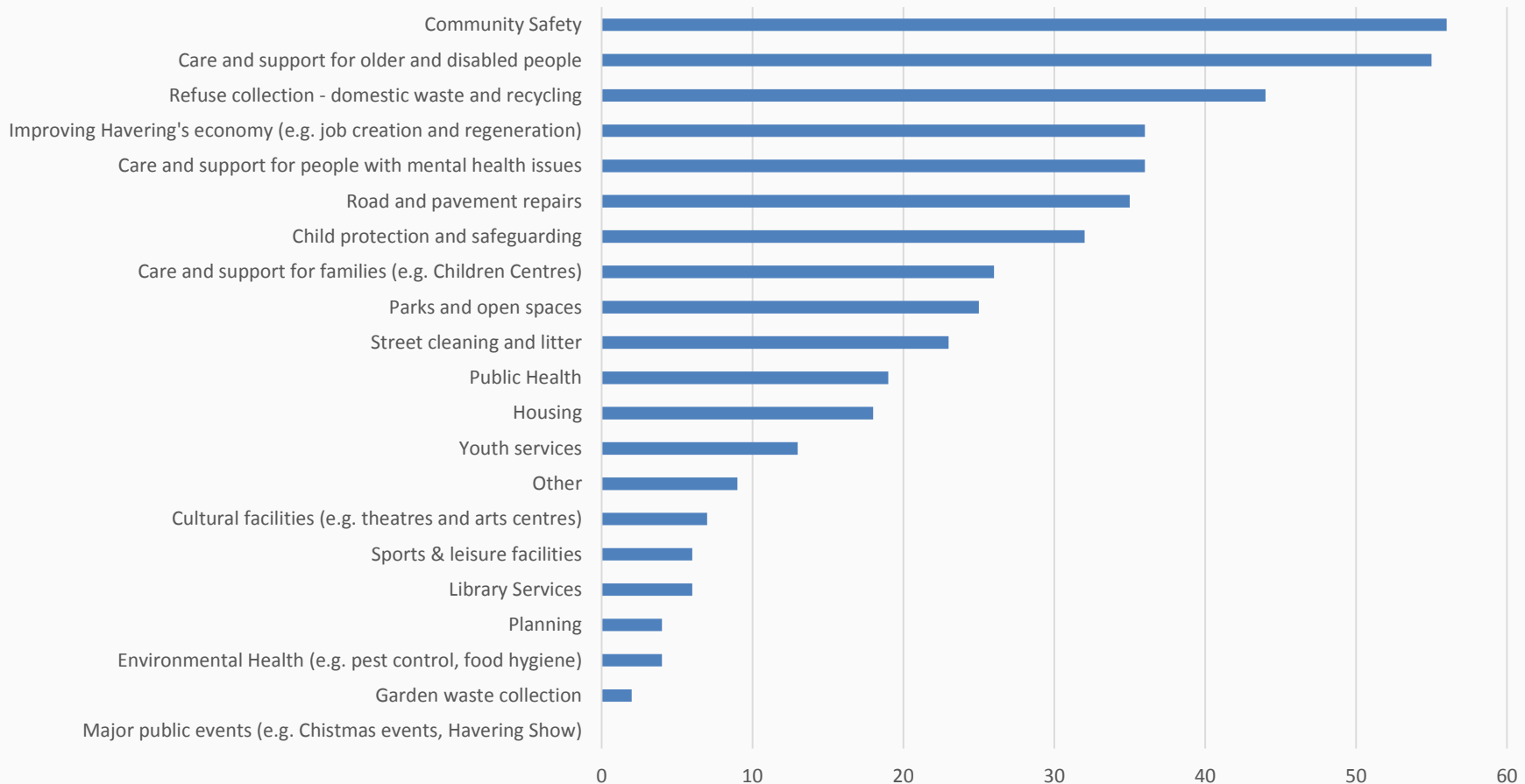


Chart shows weighted scores where rank 1 = 3 points, rank 2 = 2 points and rank 3 = 1 points.

Question 4 – weighted ranking – prefer not to say

Most important service (prefer not to say respondents)

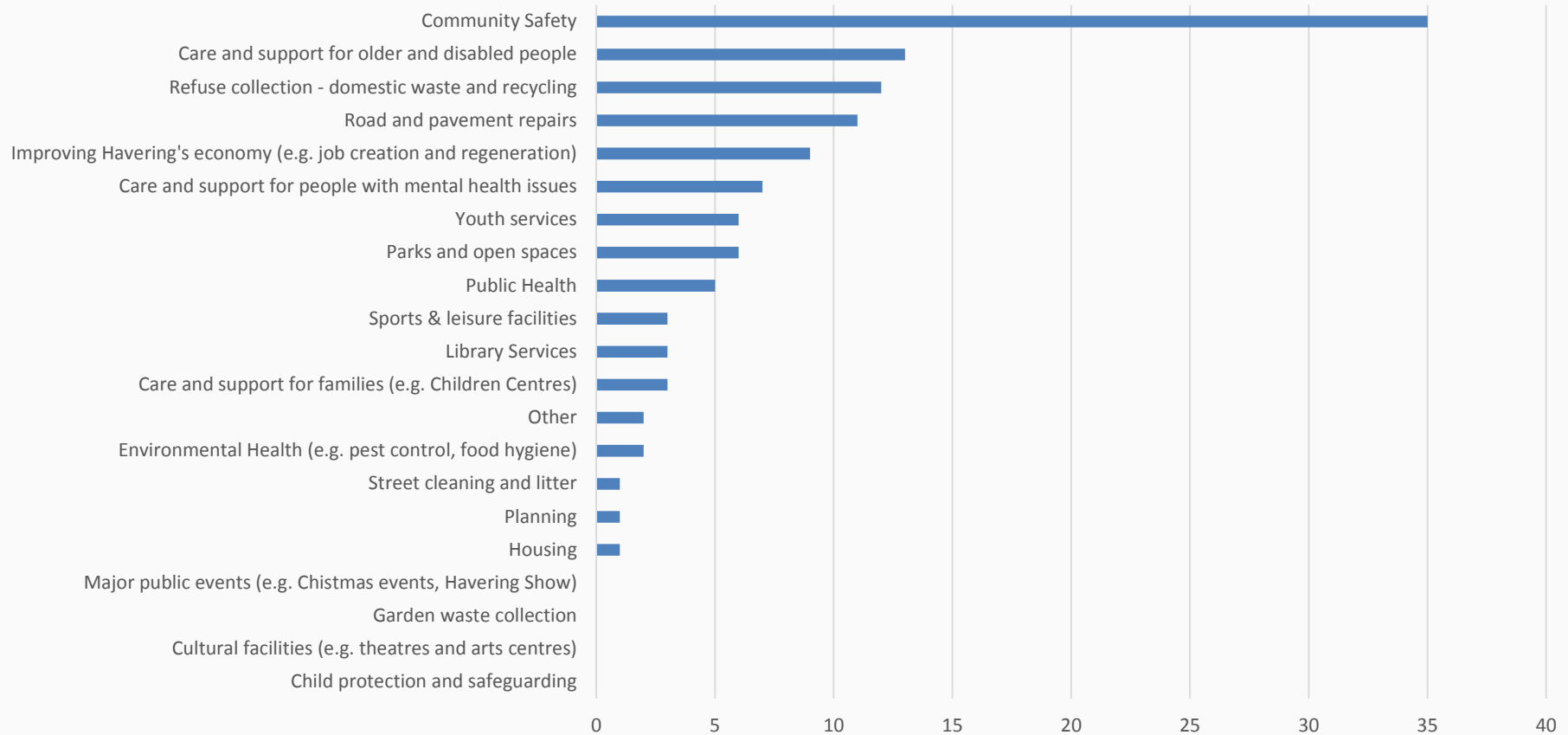


Chart shows weighted scores where rank 1 = 3 points, rank 2 = 2 points and rank 3 = 1 points.

Two of the services remain rated as most important this year:

- Community Safety
- Care and support for older and disabled people

In 2018, 'Refuse Collection – domestic waste and recycling' was the third most important service and is now 4th.

Services rates as most important

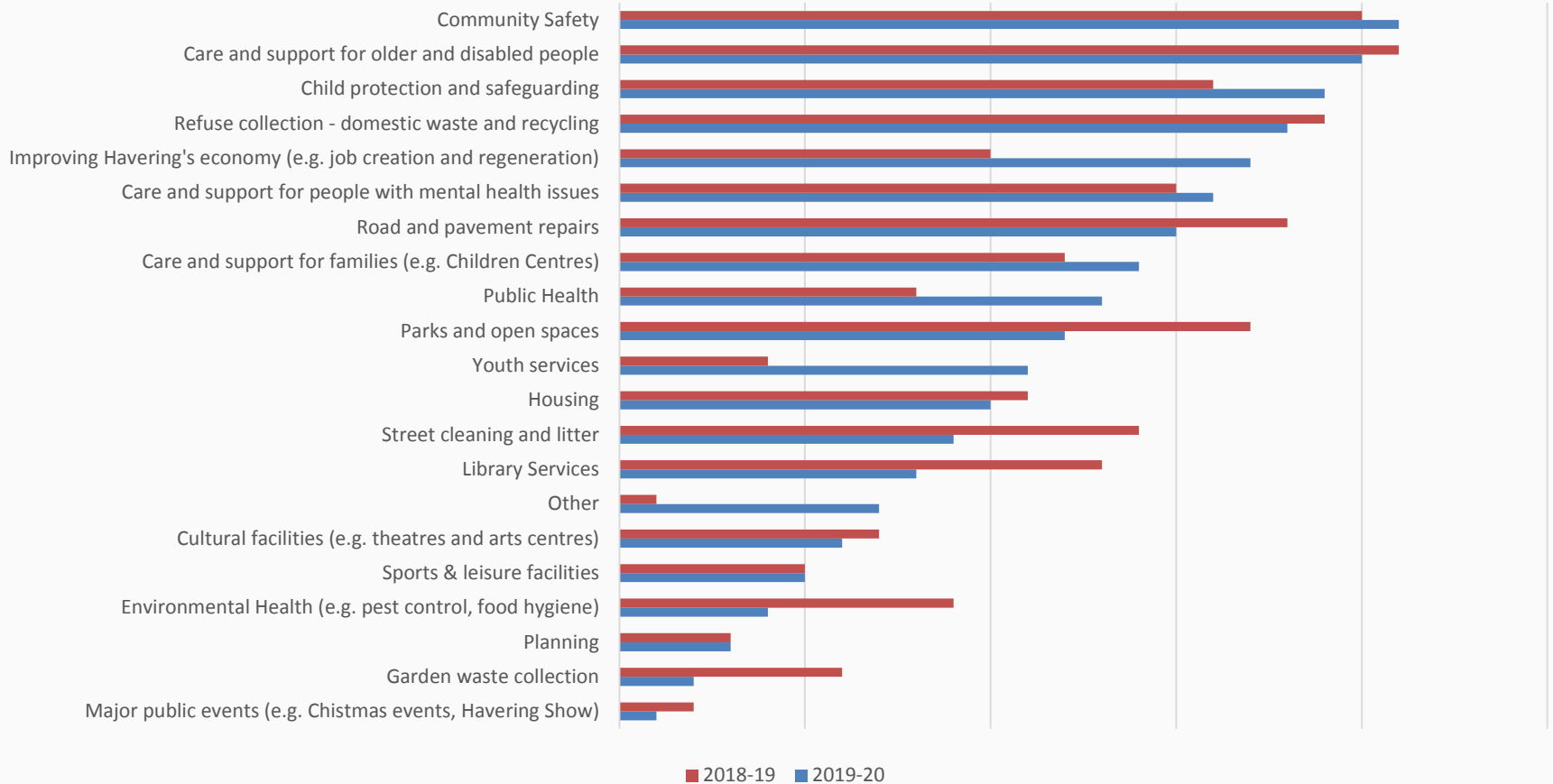


Chart shows weighted scores

Other services that respondents considered most important include:

- Parking
- Voluntary Services

A few respondents stated that it was 'difficult' to choose which services are the most important as they are all 'vital to living in a decent community'.

The three services that were least important to respondents are:

- Garden waste collection
- Cultural facilities (e.g. theatres and arts centres)
- Major public events (e.g. Christmas events, Havering show)

Question 5 – Least important service

Least important service (all respondents)

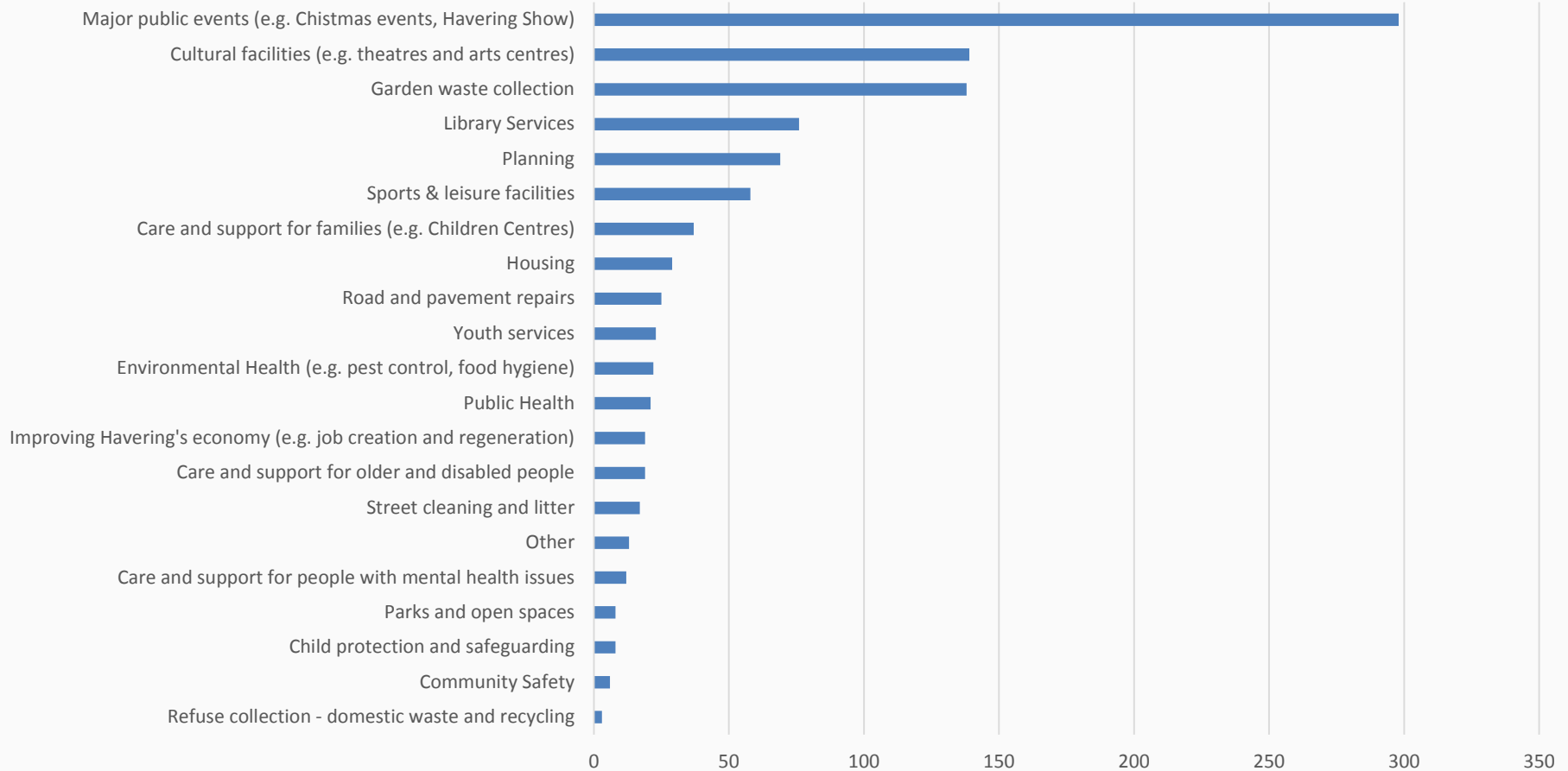


Chart shows weighted scores where rank 1 = 3 points, rank 2 = 2 points and rank 3 = 1 points.

Question 5 – weighted ranking (female respondents)

Least important services (female respondents)

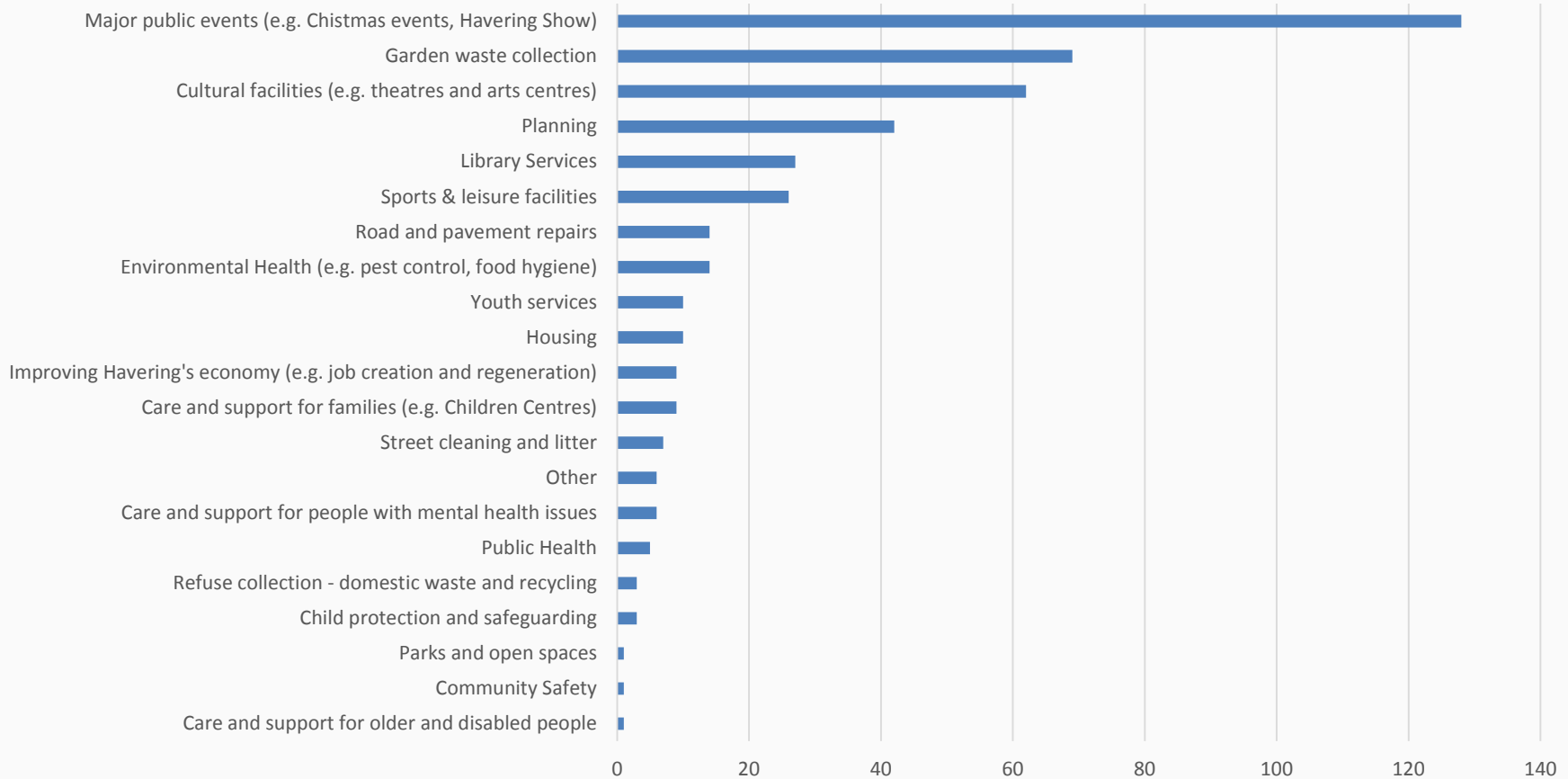


Chart shows weighted scores where rank 1 = 3 points, rank 2 = 2 points and rank 3 = 1 points.

Question 5 – weighted ranking (male respondents)

Least important service (male respondents)

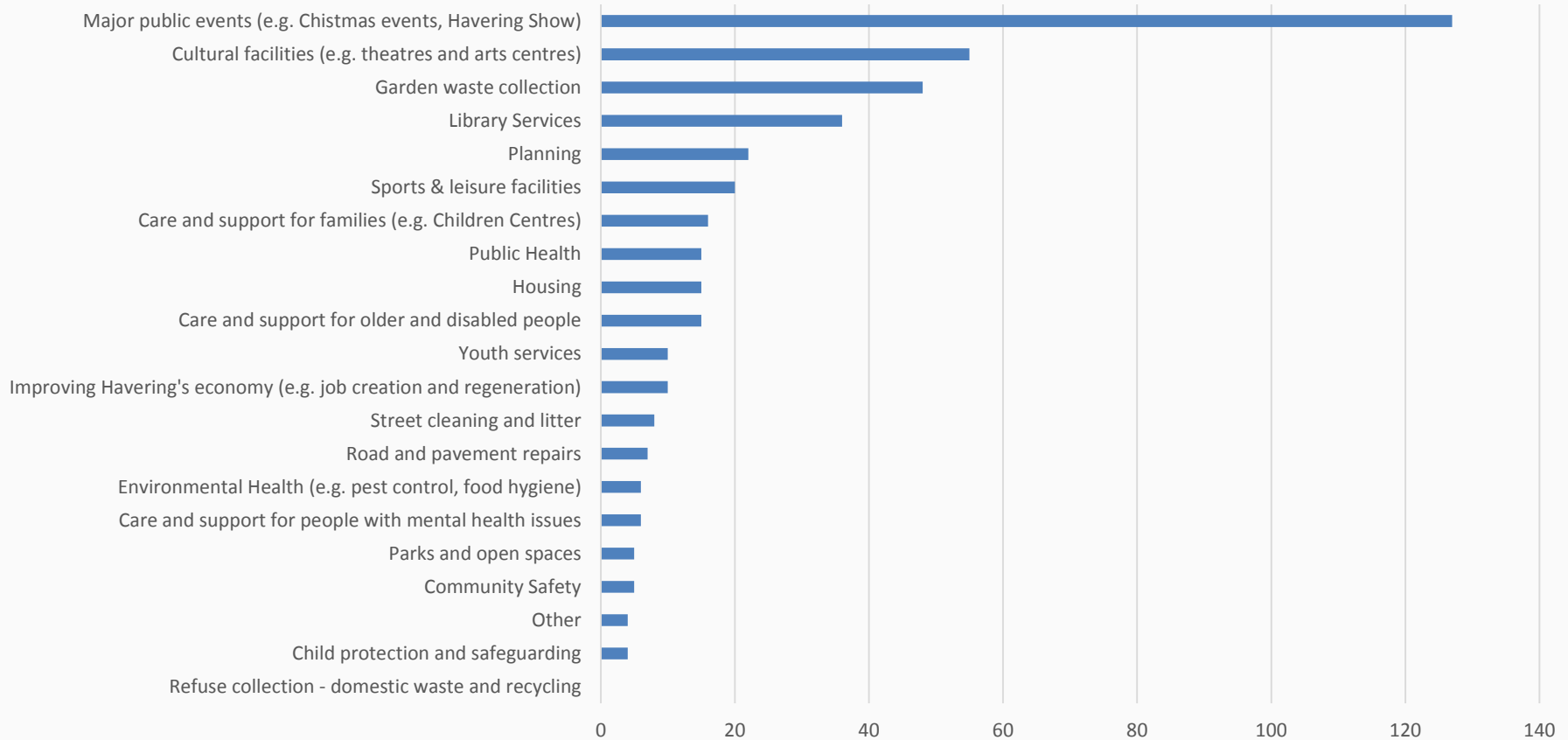


Chart shows weighted scores where rank 1 = 3 points, rank 2 = 2 points and rank 3 = 1 points.

Question 5 – weighted ranking (prefer not to say)

Least important services (prefer not to say respondents)

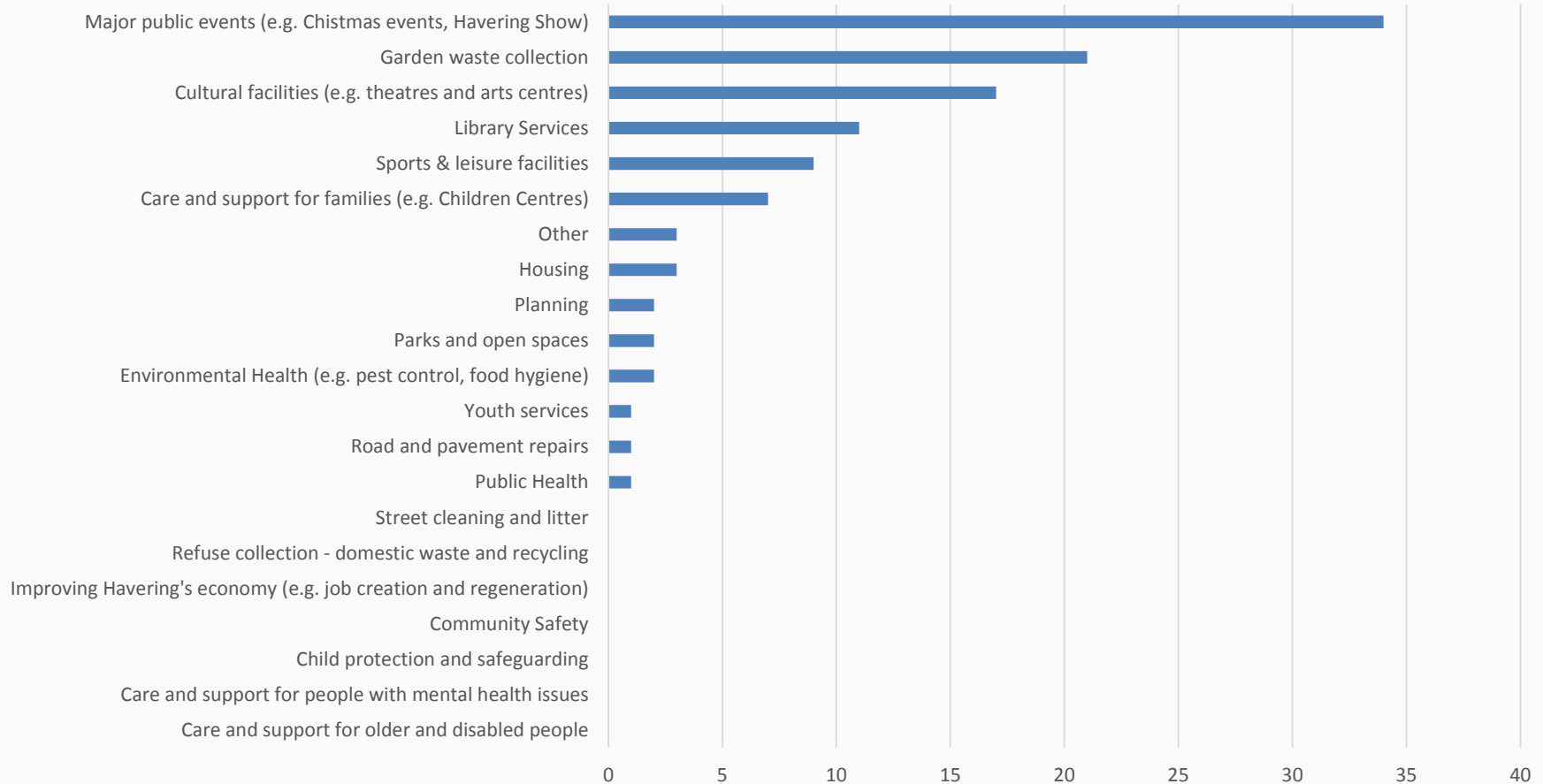


Chart shows weighted scores where rank 1 = 3 points, rank 2 = 2 points and rank 3 = 1 points.

Other services that respondents suggested themselves least important include:

- Salary increases senior management
- Flowers (e.g. reducing amount of money spent on planting / re-planting flowers around council grounds, entering flower competitions)
- Providing housing for those outside the borough

A few respondents stated that it was 'impossible' to choose which services are the least important as they are all major priorities.

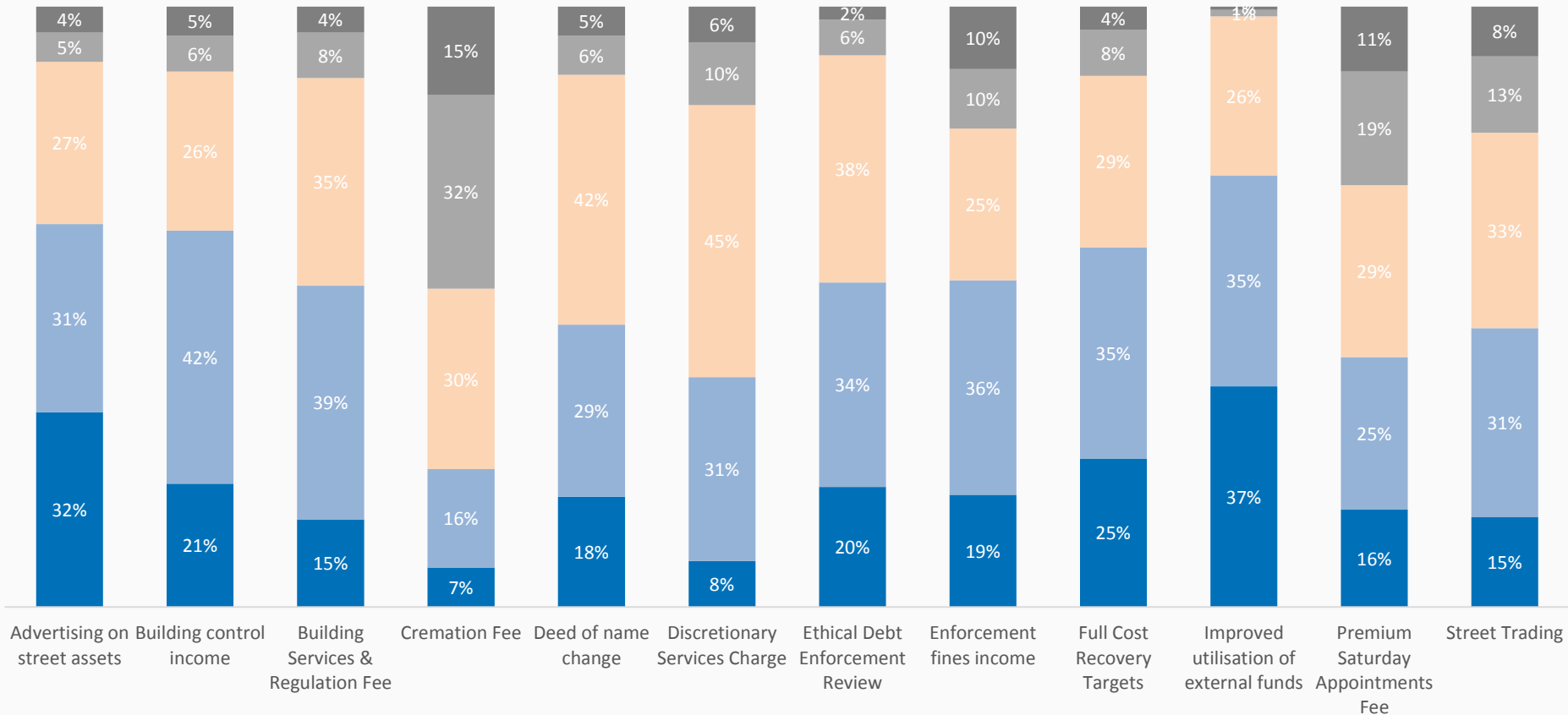
The following proposals were highly rated:

- Improved utilisation of external funds (72%)
- Advertising on street assets (64%)
- Building control income (62%)

Cremation Fee (24%) and Premium Saturday Appointments Fee (42%) received the most negative response, and this is reflected within the comments where a number of respondents were displeased in charging people whilst they were grieving. For Saturday appointments, individuals stated that this penalises the Monday-Friday 9-5 worker who can only do Saturdays.

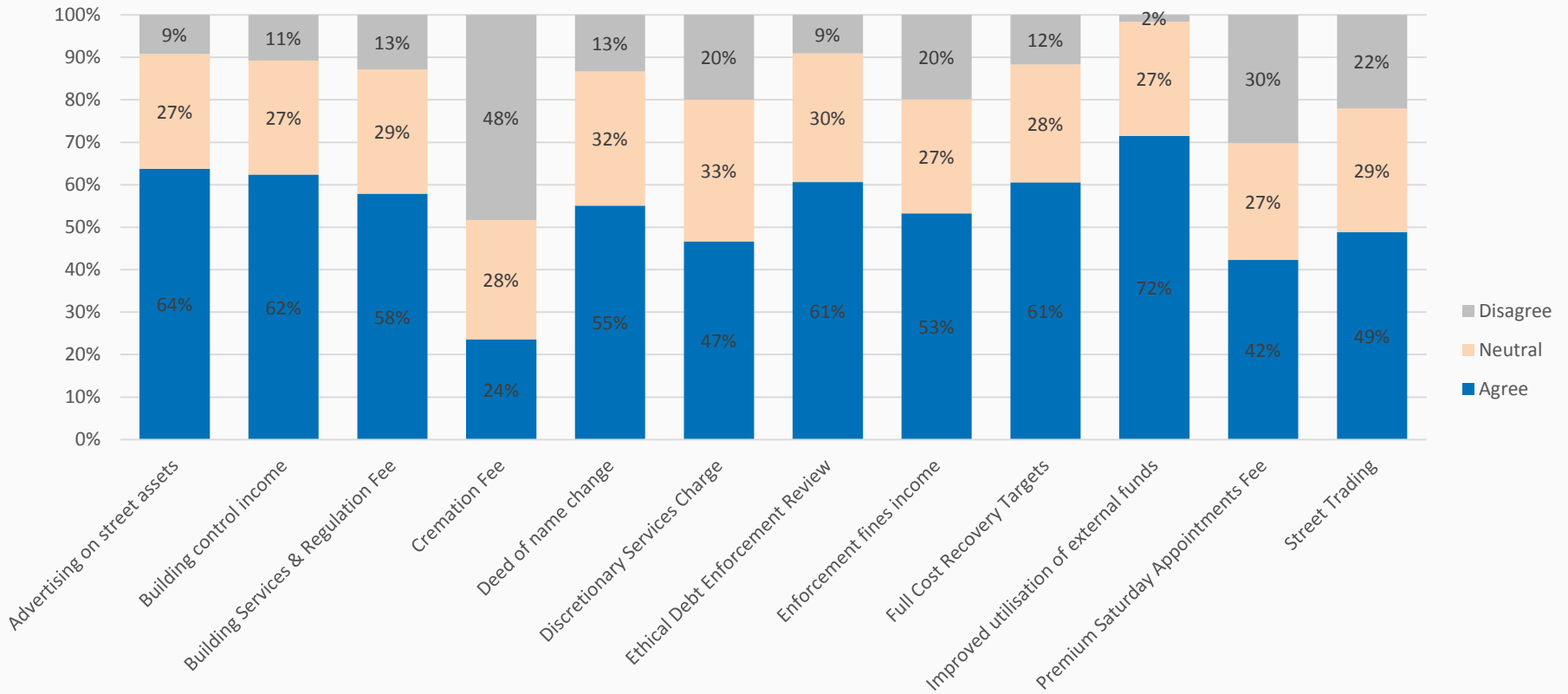
Income Generation Proposals breakdown

■ Strongly Agree
 ■ Agree
 ■ Neutral
 ■ Disagree
 ■ Strongly Disagree



**Please note percentages are taken from total of responses given to each question and exclude blank responses*

Income Proposals



**Please note percentages are taken from total of responses given to each question and exclude blank responses*

The following proposals were suggested by respondents:

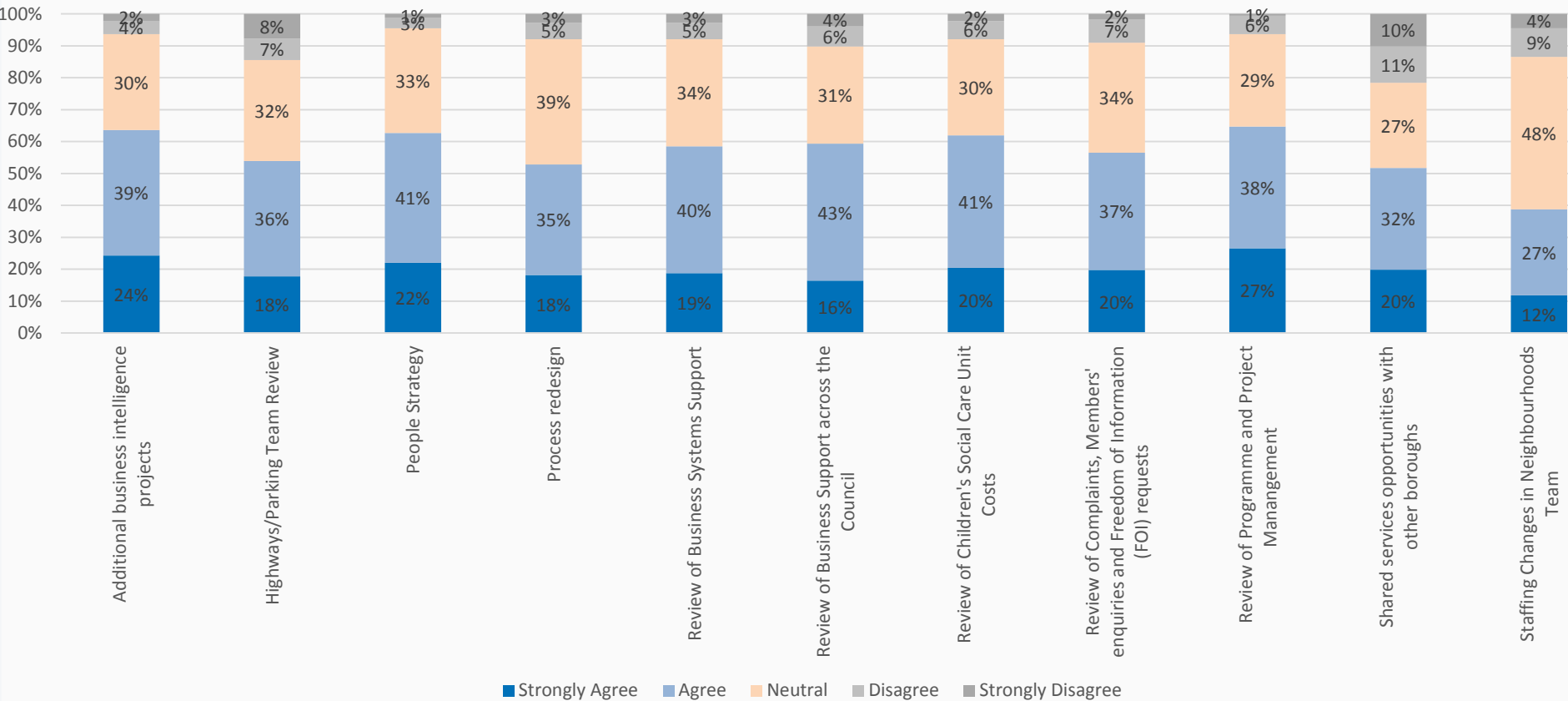
- Reviewing the image of a modern town centre
- Use of more online services
- Rental of council spaces
- Fees and licenses
- Enforcement (litter, yellow box junctions etc.)

The following proposals were highly rated:

- Review of Programme and Project Management (65%)
- Additional business intelligence projects (64%)
- People Strategy (63%)

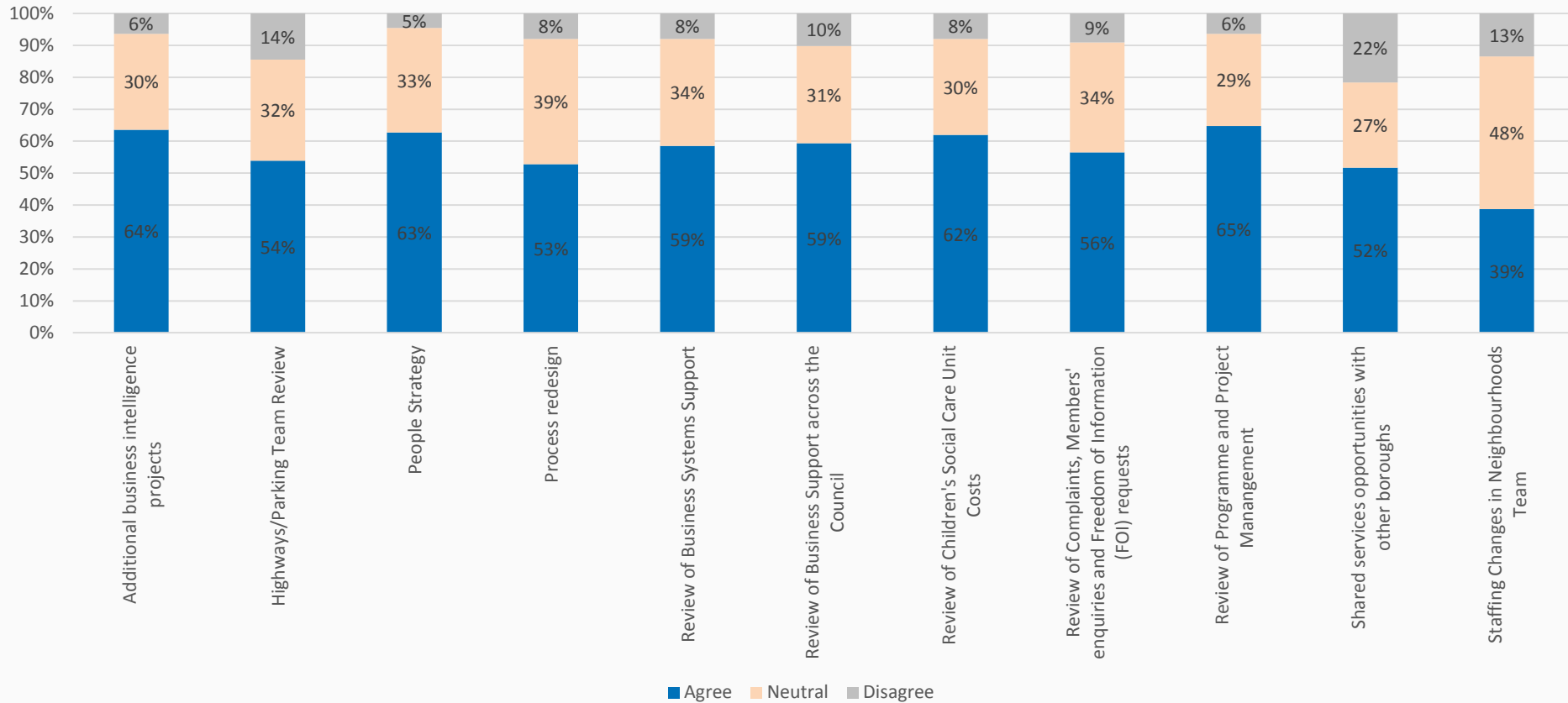
Most of the Transformation proposals achieved support from over 50% of respondents. Only Staffing changes in Neighbourhoods Team had less than 50% support (39%)

Transformation Proposals Breakdown



**Please note percentages are taken from total of responses given to each question and exclude blank responses*

Transformation Proposals



**Please note percentages are taken from total of responses given to each question and exclude blank responses*

The following proposals were suggested by respondents:

- Providing training and support to staff to reduce consultancy / agency spend
- Reviewing fraudulent claims
- Centralising staff and promoting working from home

Respondents are concerned about the reduction of services (including the number of restructures) and impact this will have on service delivery.

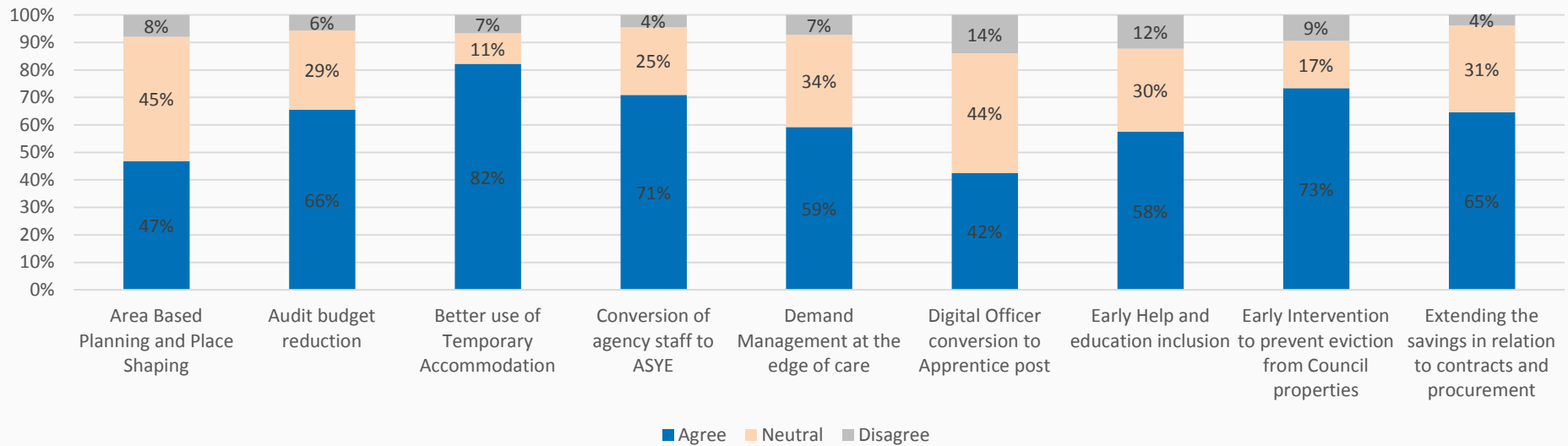
The following proposals were highly rated:

- Better use of temporary accommodation (82%)
- Modernisation of IT systems (76%)
- Sponsorship opportunities (75%)

The proposal with the least agreement from respondents is Digital Officer conversion to Apprentice post, where only 42% agreed with this.

Cost Reduction Proposals (1-9)

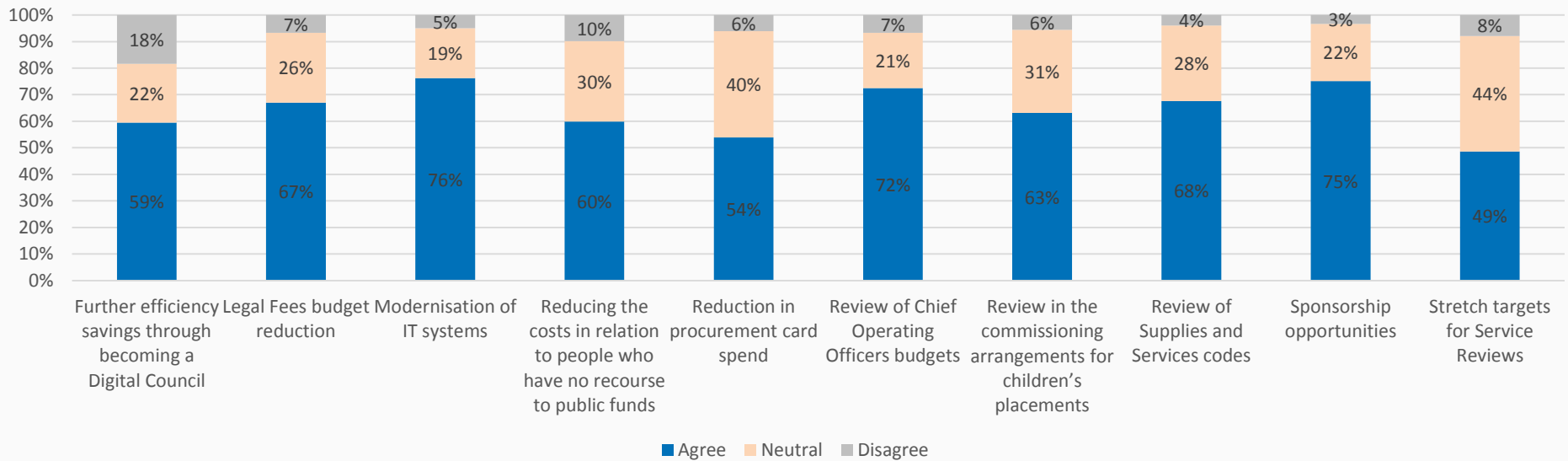
Cost Reduction Proposals



**Please note percentages are taken from total of responses given to each question and exclude blank responses*

Cost Reduction Proposals (10-19)

Cost Reduction Proposals



**Please note percentages are taken from total of responses given to each question and exclude blank responses*

The following suggestions were made by respondents:

- Reduction on consultancy spends
- Reduction on wasteful spending e.g. events
- Not signing into expensive, inefficient IT contracts
- Investment in digitisation

The following concerns were highlighted by respondents regarding the transformation proposals:

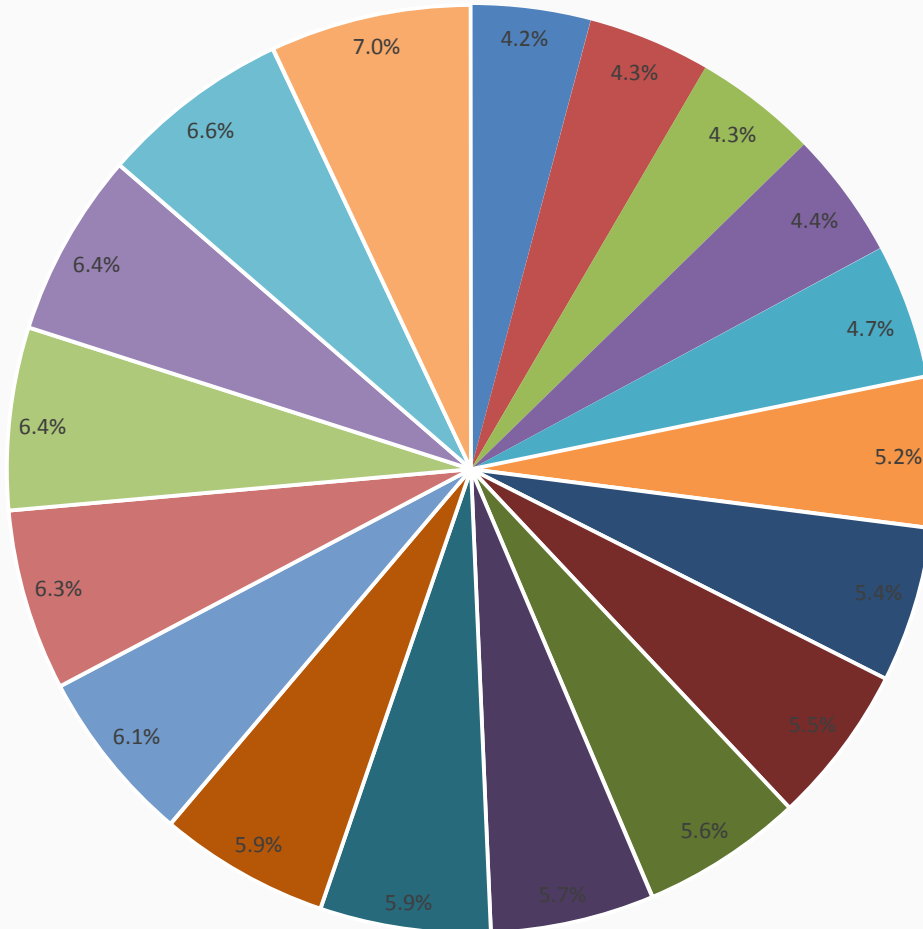
- Isolation / reduced access of individuals to council services due to the 'Digital Council' agenda
- Reduction of staff impacting on service delivery

The following suggestions were made by respondents:

- Private rental of properties
- Parking / Safer Road enforcement around school areas during drop off / pick up
- Reduction of councillors
- Reduction of senior managers
- Scheme for staff to buy extra leave or temporarily reduce hours for reduction in salary
- Consideration of spaces (e.g. use library spaces as community centres offering classes and space)

- Improving communications and raising awareness with residents regarding reduced service provision and working with them in planning and delivering.
- Delivering services in-house
- Review funding of services and the council
- Collaborating with other boroughs or agencies

- Respondents were asked 'how would they allocate fund to each of the services if they had £1m?'
- The results correlated with the most important services with most spending prioritised on:
 - Community Safety
 - Care and support for older and disabled people
 - Care and support for families (e.g. Children's Centres)
- The services with the least apportioned spending are:
 - Garden waste collection
 - Cultural facilities (e.g. theatres and arts centres)
 - Libraries



- Garden waste collection
- Cultural facilities (e.g. theatres and arts centres)
- Library services
- Planning
- Sports & leisure facilities
- Youth Services
- Environmental Health (e.g. Pest Control Food hygiene)
- Improving Havering's economy (e.g. job creation and regeneration)
- Street cleaning and litter
- Parks and open spaces
- Public Health
- Refuse collection – domestic waste and recycling
- Road and pavement repairs
- Care and support for people with mental health issues
- Housing
- Community Safety
- Care and support for families (e.g. Children's Centres)
- Care and support for older and disabled people

Chart shows weighted scores where rank 1 = 18 points, rank 2 = 17 points etc.

A few individuals stated that they felt little no impact from council reductions. A number of respondents felt there was an impact on the following services:

- Libraries
- Pavements, bridleways, footpaths and roads
- Crime and Community Safety
- Parking
- Street cleaning
- Mental Health and Social Care support

Respondents consider ‘make Council services more efficient’ and ‘investigate better use of our assets and other ways to generate income’ as the most important priorities.

Most important priorities

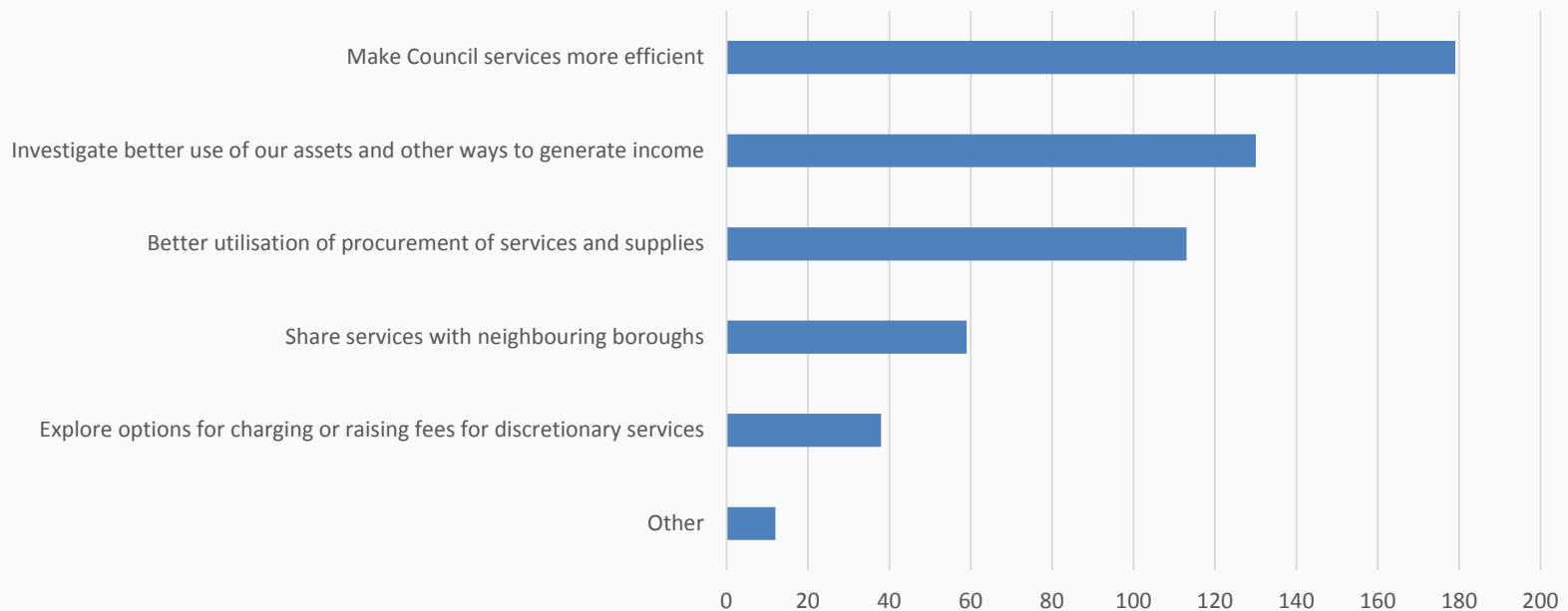
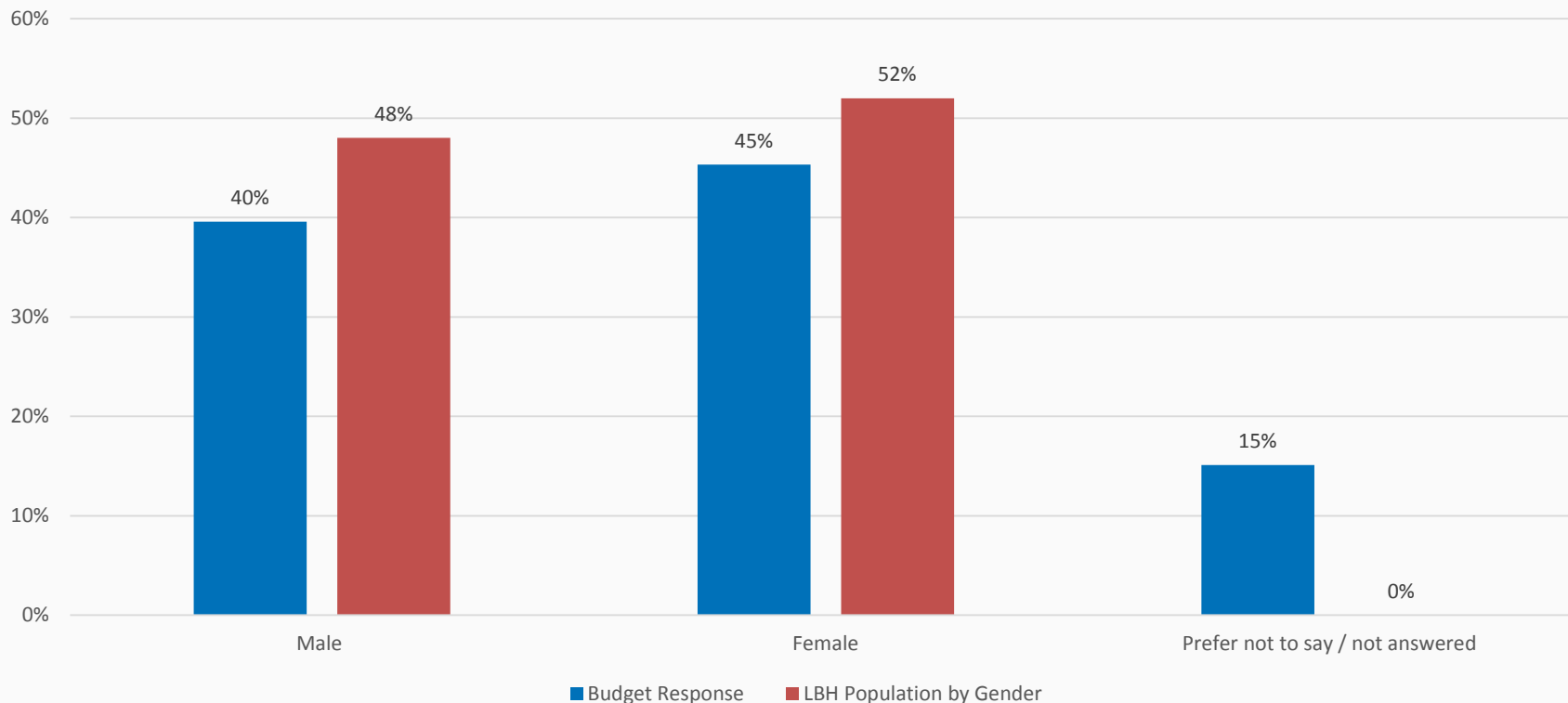


Chart shows weighted scores where rank 1 = 2 points and rank 2 = 1 points

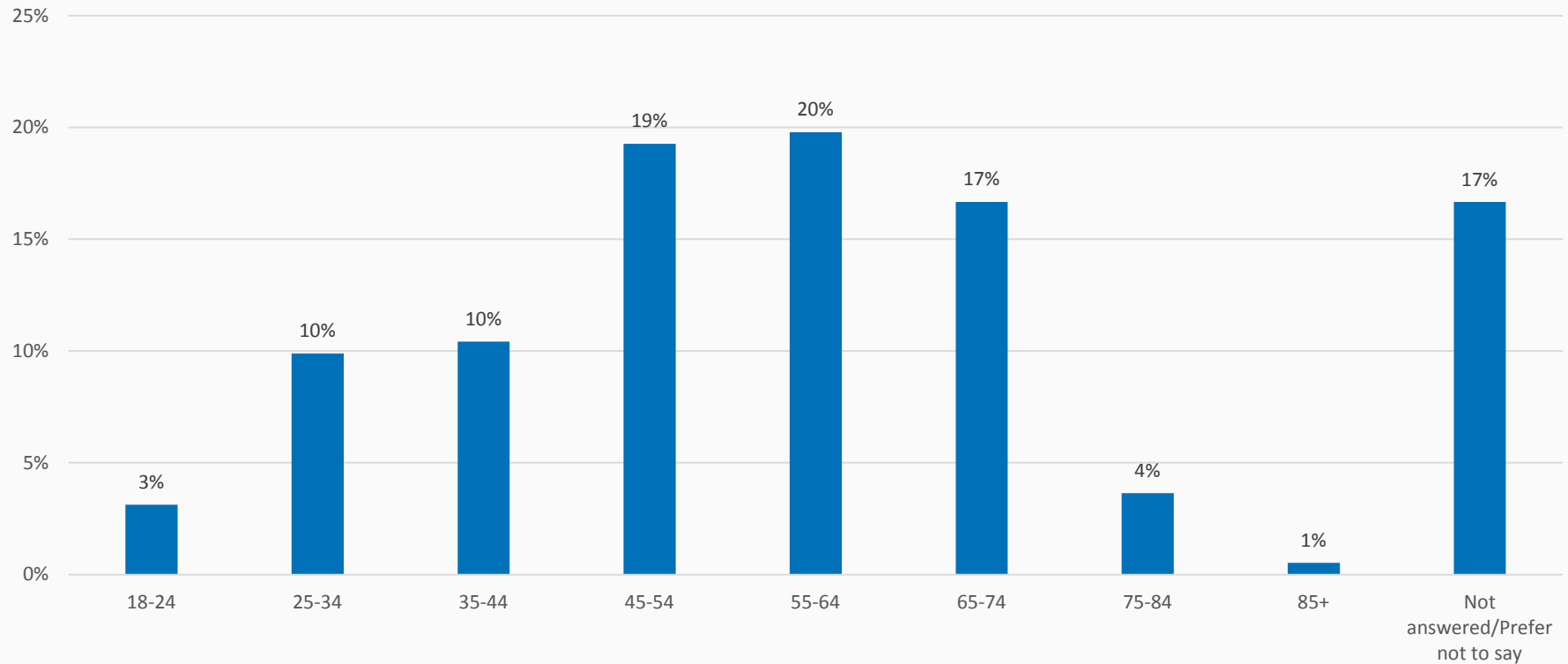
Equalities Analysis - gender



Responses from female residents and male residents (if non-responses were excluded) is 53% and 47% respectively. This is in line with the Havering average. 29 respondents did not answer this question.

• *Havering population estimate by gender taken from 2018 Havering Intelligence Hub.*

Equalities analysis - age



32 respondents did not answer this question.

Equalities analysis – disability

18% of respondents to the budget consultation considered themselves to have a disability, impairment or health condition. This is compared to 19% Havering average for working-age residents*. It is likely that the higher number is due to responses from residents greater than working age.

Source: ONS Annual Population Survey (Jan 2015-Dec 2015).

Which description best describes your impairment? This information will help us improve access to our services.	
Long-term Illness / Health Condition – e.g. cancer, HIV, diabetes, chronic heart disease, stroke	40%
Other (please specify)	10%
Sensory – e.g. mild deafness; partially sighted; blindness	10%
Mental Illness – e.g. bi-polar disorder; schizophrenia; depression	17%
Physical – e.g. wheelchair user	14%
Developmental – e.g. autistic spectrum disorders (ASD); dyslexia and dyspraxia	7%
Learning Disability / Condition – e.g. Down’s syndrome; Cerebral palsy	2%

157 respondents did not answer this question.