



Havering
L O N D O N B O R O U G H

**Budget Consultation 2020
Results and Analysis
January 2021**

The budget consultation for Havering Council opened on 26th November 2020 and closed on 15th January 2021. There were 205 responses received. A 6.8% increase from last year's budget consultation.

36% respondents found out about the consultation via the Council's website; 37% through other means, mainly the Council's newsletter / bulletin email.

Respondents were asked questions regarding the following areas:

- Main issues and concerns
- Budget and Council Tax
- Saving proposals

From the 205 responses received:

- 160 identified as residents of the borough AND/OR
- 5 representing / owning a local business
- 1 representing a charity that covers the Havering area
- 35 working for Havering Council (resident)
- 17 working for Havering Council (non-resident)
- 1 representing a voluntary or community sector organisation

The three most important issues that respondents considered that the borough is likely to face in the next year are:

- Coronavirus / pandemic
- Economy / economic situation
- Crime / community safety

Breakdown according to gender also supported these three as the most concerning issues, though those preferring not to disclose their gender included the NHS / healthcare as an important issue.

Question 4 – Most important issues facing the borough (weighted ranking)

Most important issues facing the borough(all respondents)

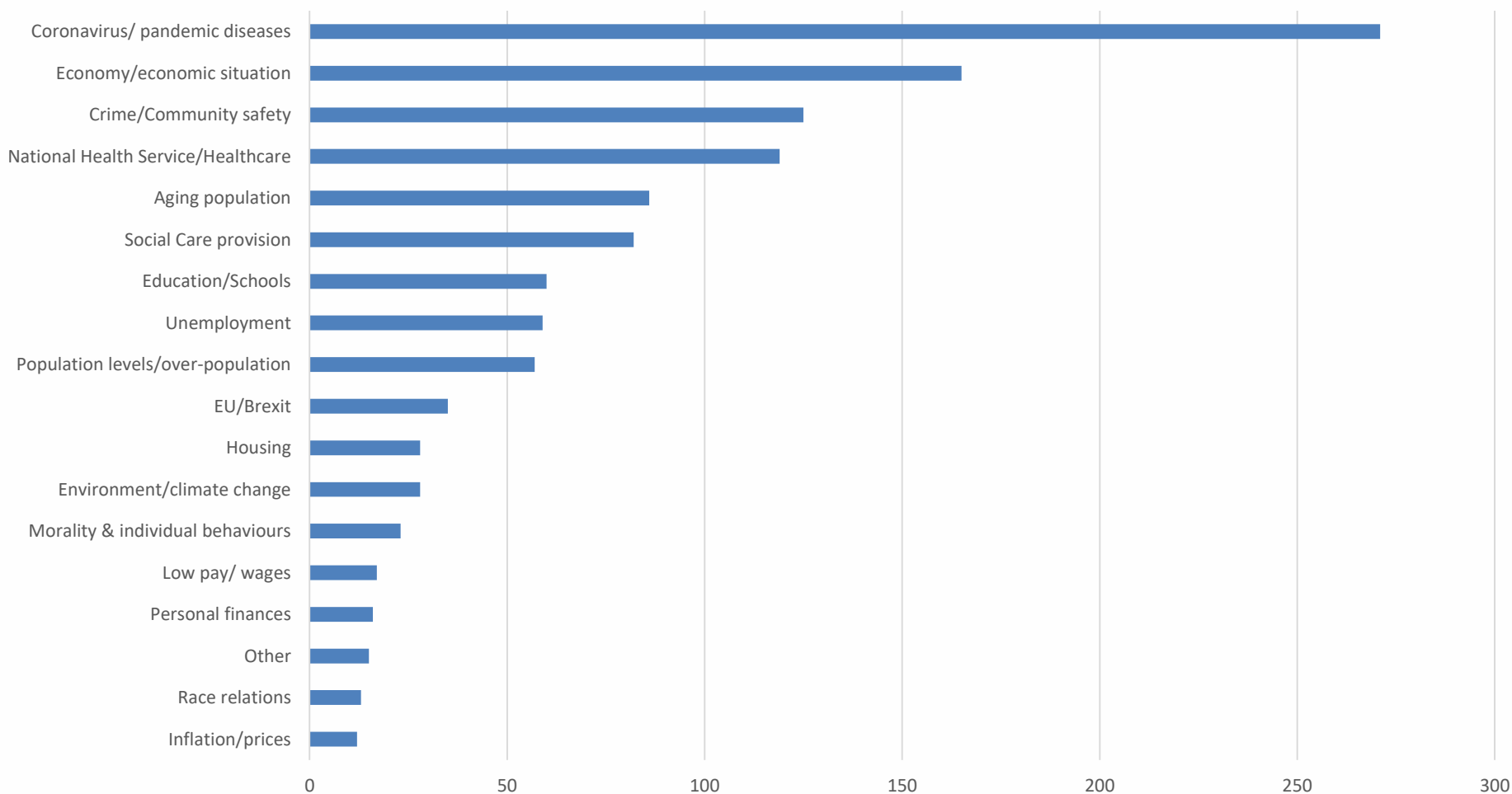


Chart shows weighted scores where rank 1 = 3 points, rank 2 = 2 points and rank 3 = 1 points.

Question 4– weighted ranking – female respondents

Most important issues facing the borough (female respondents)

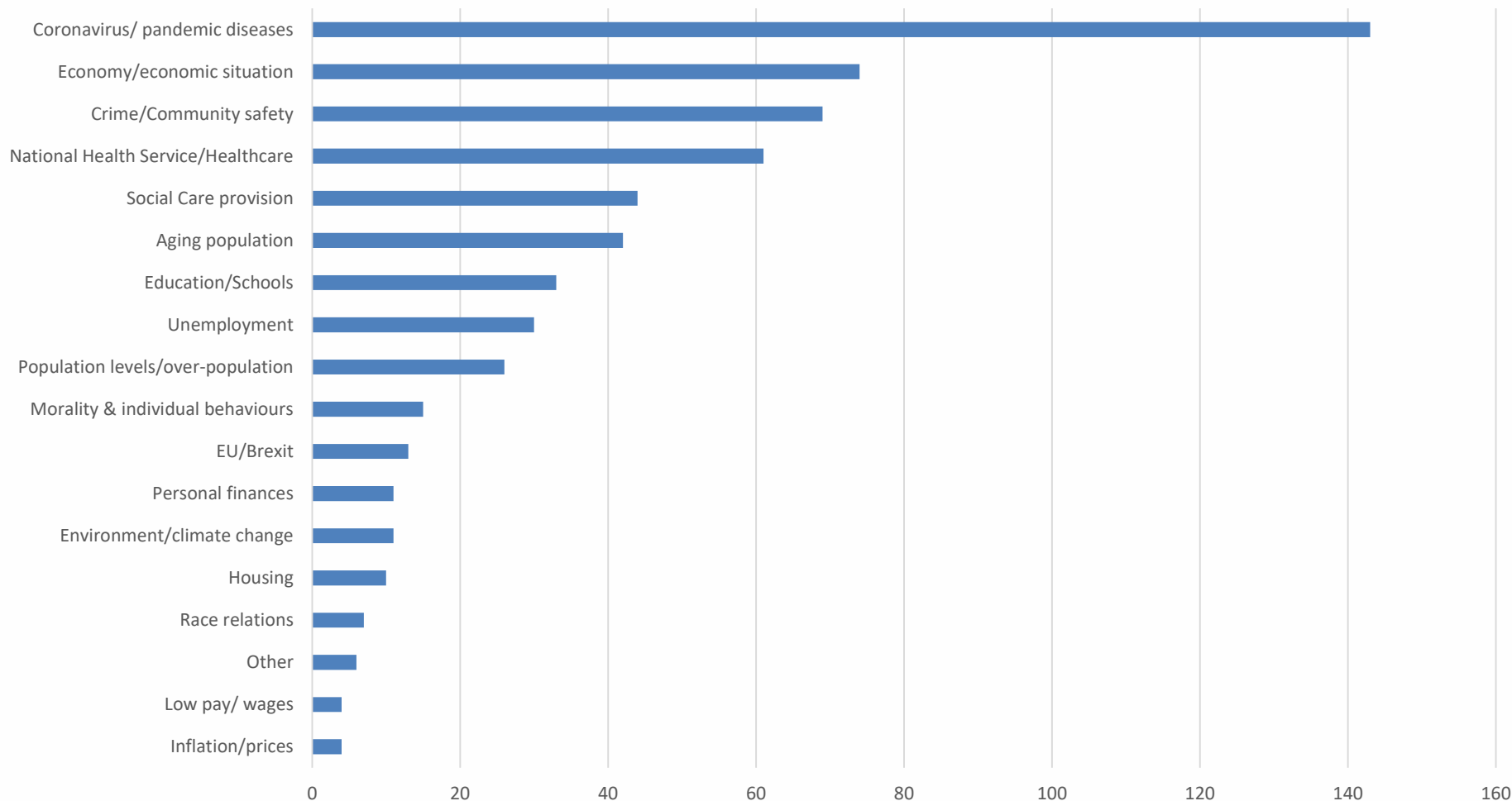


Chart shows weighted scores where rank 1 = 3 points, rank 2 = 2 points and rank 3 = 1 points.

Question 4 – weighted ranking – male respondents

Most important issues facing the borough (male respondents)

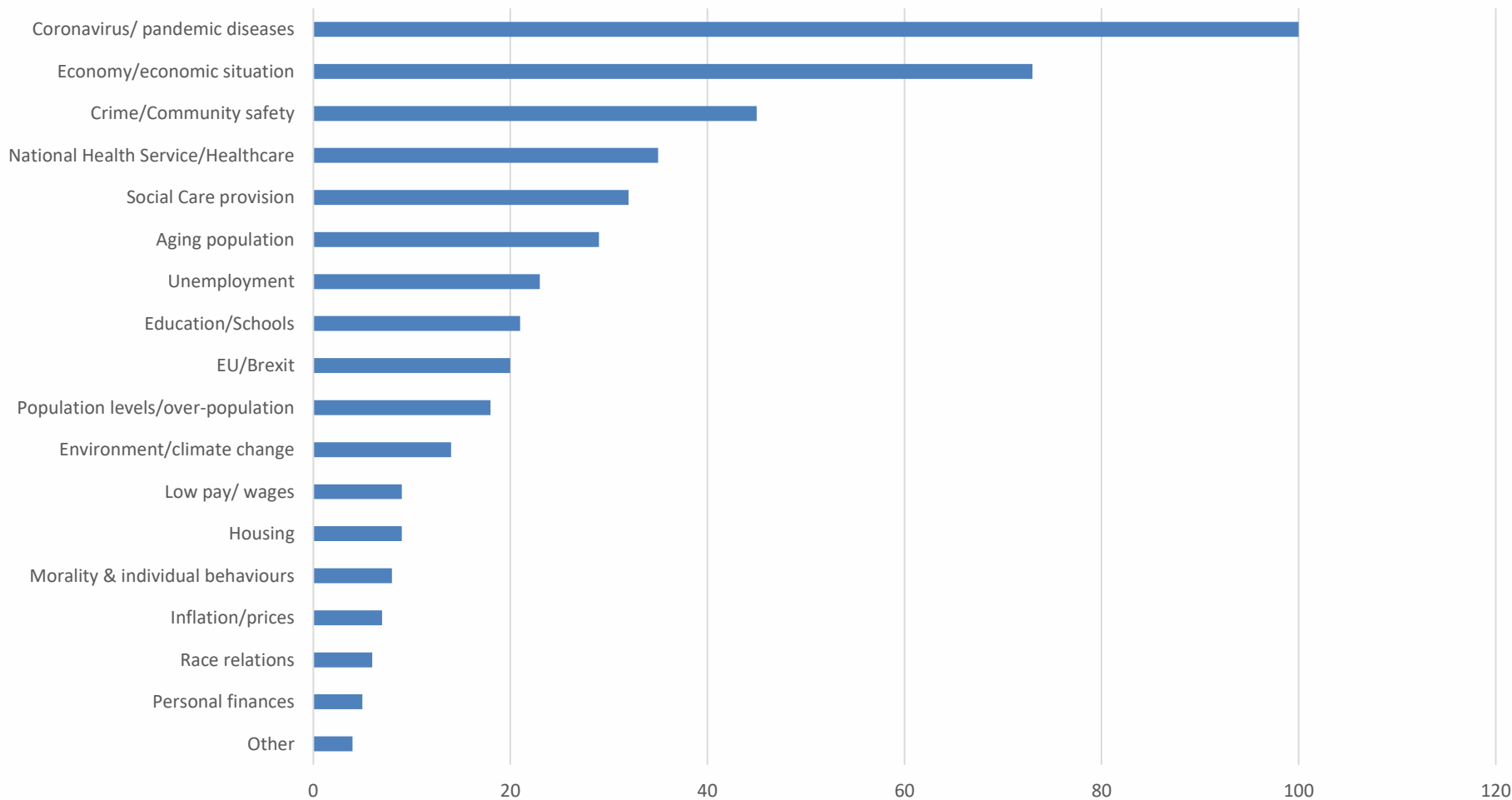


Chart shows weighted scores where rank 1 = 3 points, rank 2 = 2 points and rank 3 = 1 points.

Question 4 – weighted ranking – prefer not to say

Most important issues facing the borough(prefer not to say)

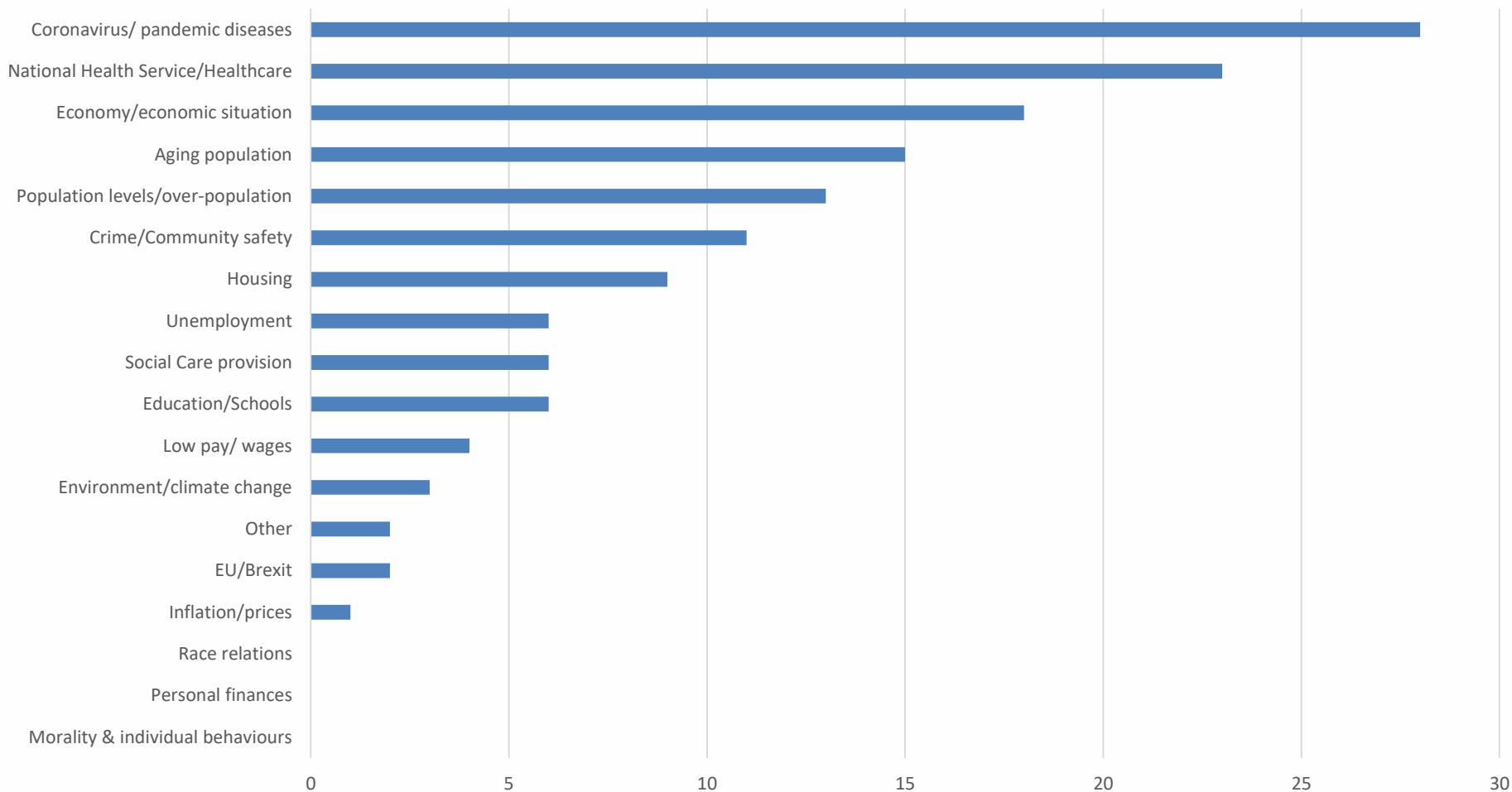


Chart shows weighted scores where rank 1 = 3 points, rank 2 = 2 points and rank 3 = 1 points.

Other issues that respondents thought that borough is facing include:

- Special needs children provision
- Roads and parking issues
- Highway and infrastructure
- Children Services
- Council Tax rate
- Council staff attitudes
- Overdevelopment
- Provision of parks, libraries and centres for social interaction

The three most important issues concerning respondents going forward are:

- Staying in work / employment stability
- My physical health and fitness
- Anti-social behaviour in my community

Mental health and wellbeing was also considered a highly important issue for people.

Staying in work / employment stability and physical health and fitness are important issue for all respondents regardless of gender. However, female respondents rated mental health and wellbeing over anti-social behaviour. For those who preferred to not to disclose their gender, considered local environment / pollution and other issues as more concerning.

Question 5 – Most important issues concerning respondents (weighted ranking)

Most important issues concerning residents (all respondents)

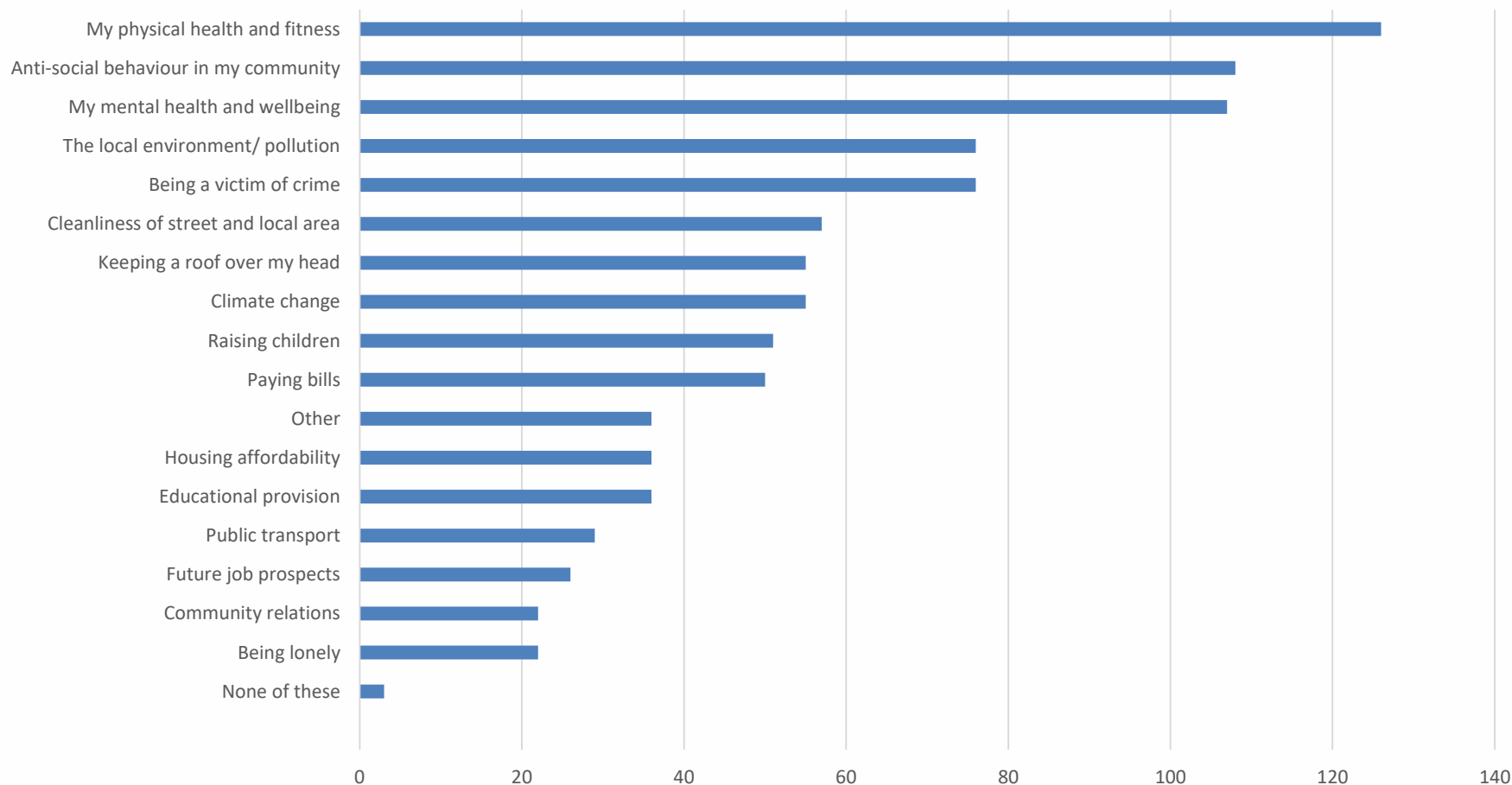


Chart shows weighted scores where rank 1 = 3 points, rank 2 = 2 points and rank 3 = 1 points.

Most important issue concerning respondents (female respondents)

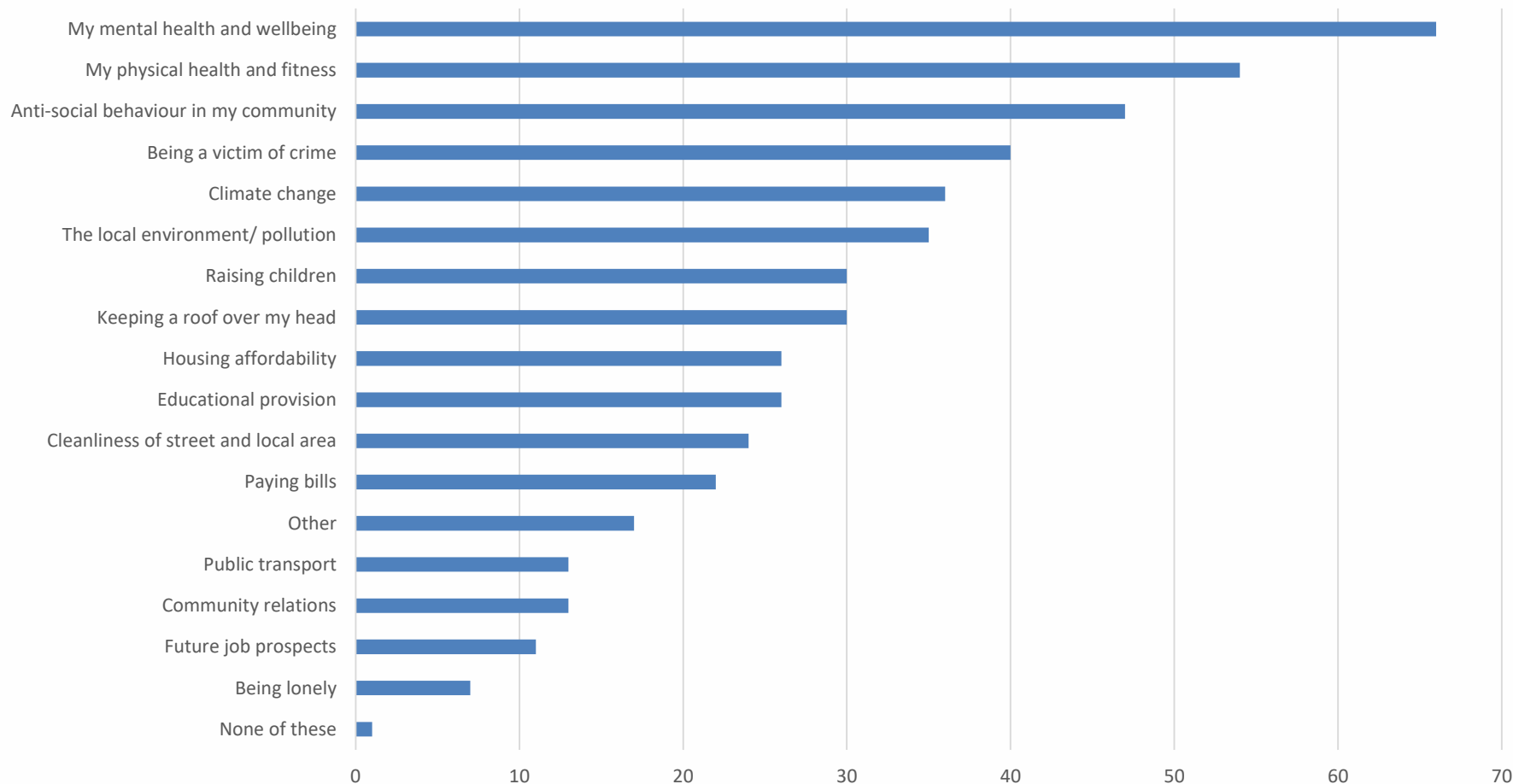


Chart shows weighted scores where rank 1 = 3 points, rank 2 = 2 points and rank 3 = 1 points.

Most important issues concerning respondents (male respondents)

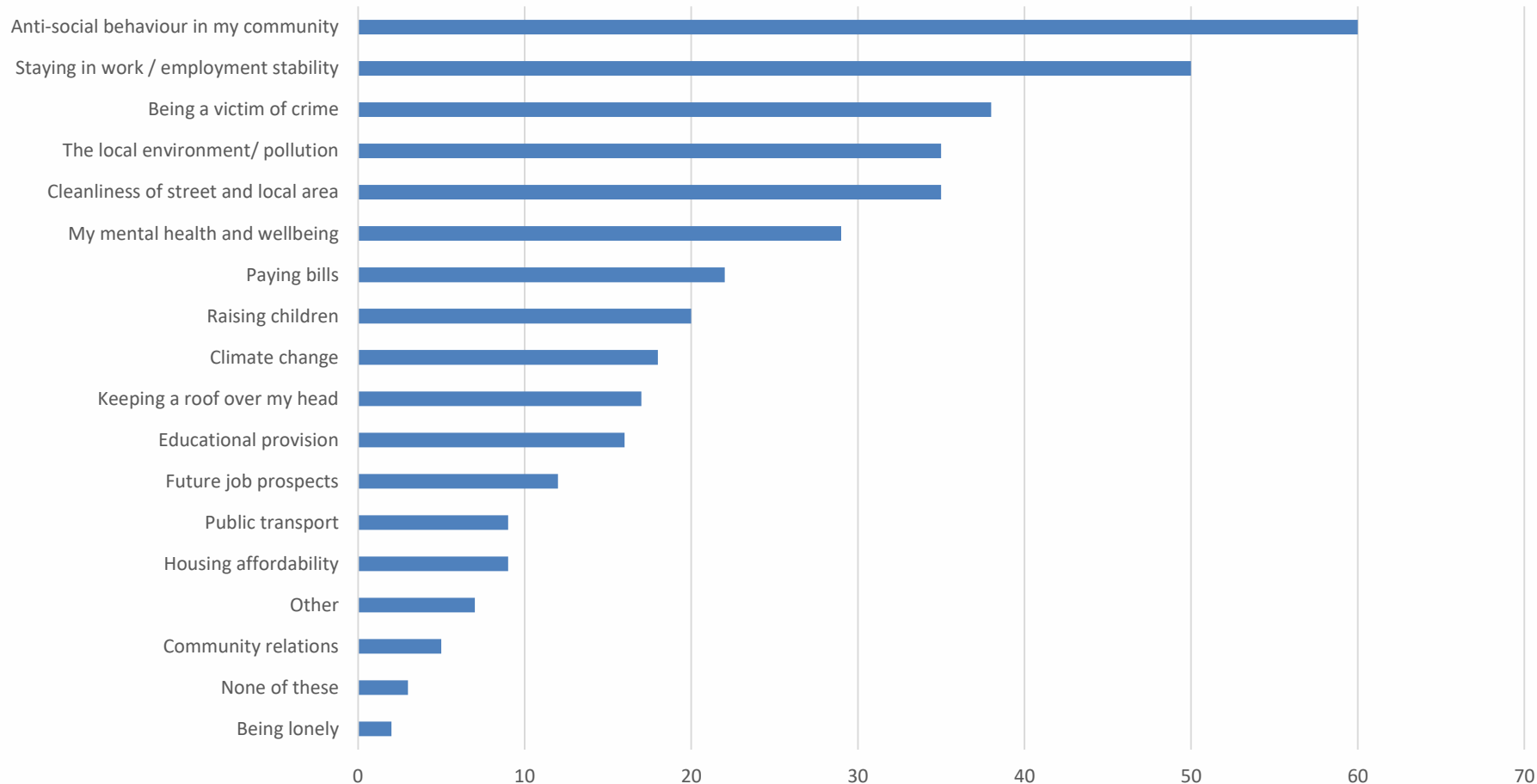


Chart shows weighted scores where rank 1 = 3 points, rank 2 = 2 points and rank 3 = 1 points.

Question 5 – weighted ranking – prefer not to say

Most important issue concerning respondents (prefer not to say)

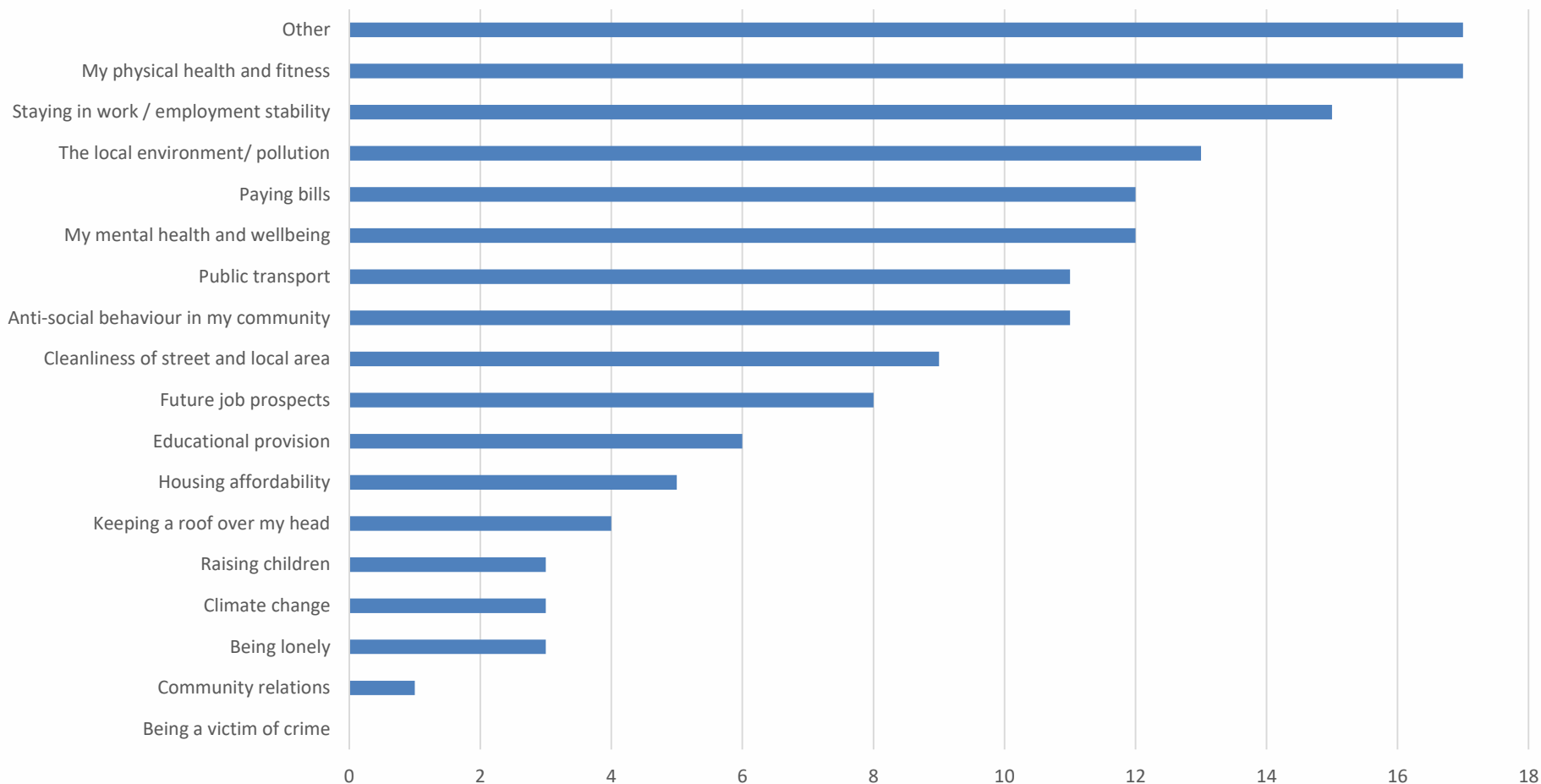


Chart shows weighted scores where rank 1 = 3 points, rank 2 = 2 points and rank 3 = 1 points.

Q6 – How the Council could support people

Respondents were asked how the Council could support them with the issues that they are most concerned. Responses are summarised and categorised under the Council's priorities.

SAFER

- More policing and visible enforcement
- Increasing CCTV
- Reducing noise pollution, antisocial behaviour (ASB) and crime
- Investing in tackling domestic violence and crime
- Regular meeting with local residents about concerns
- Tougher stance on landlords, reoffenders (i.e. litterers or for ASB), antisocial behaviour
- Better street lighting

TOGETHER

- Prioritising and funding education and schools
 - Supporting the NHS
 - Better funding of mental health services
 - Building and supporting community cohesion
 - Funding and supporting social care services
 - More school places
-
- Increasing volunteering opportunities and skill development courses
 - More social initiatives (particularly to those currently feeling socially isolated e.g. zoom events)

CLEANER

- Regular refuse collection and reducing roadside waste dumping
- Improving recycling facilities
- Higher standards of cleanliness and maintenance of roads, pavements open areas, green spaces and parks
- Reducing pollution
- Increasing wildlife and shrubbery
- Providing more parks and open spaces (that are well maintained and litter free)
- Addressing climate change, developing green policies and supporting green initiatives
- Installing more electric car charging points
- Greater protection of green spaces in planning policies

PROUDER

- Building and investing in more affordable housing
- Reducing overdevelopment (and ensuring the right level of infrastructure is in place)
- Improving town centres
- More social housing
- Designing out crime principles in new developments
- Removing car parking charges

Q6 – How the Council could support people

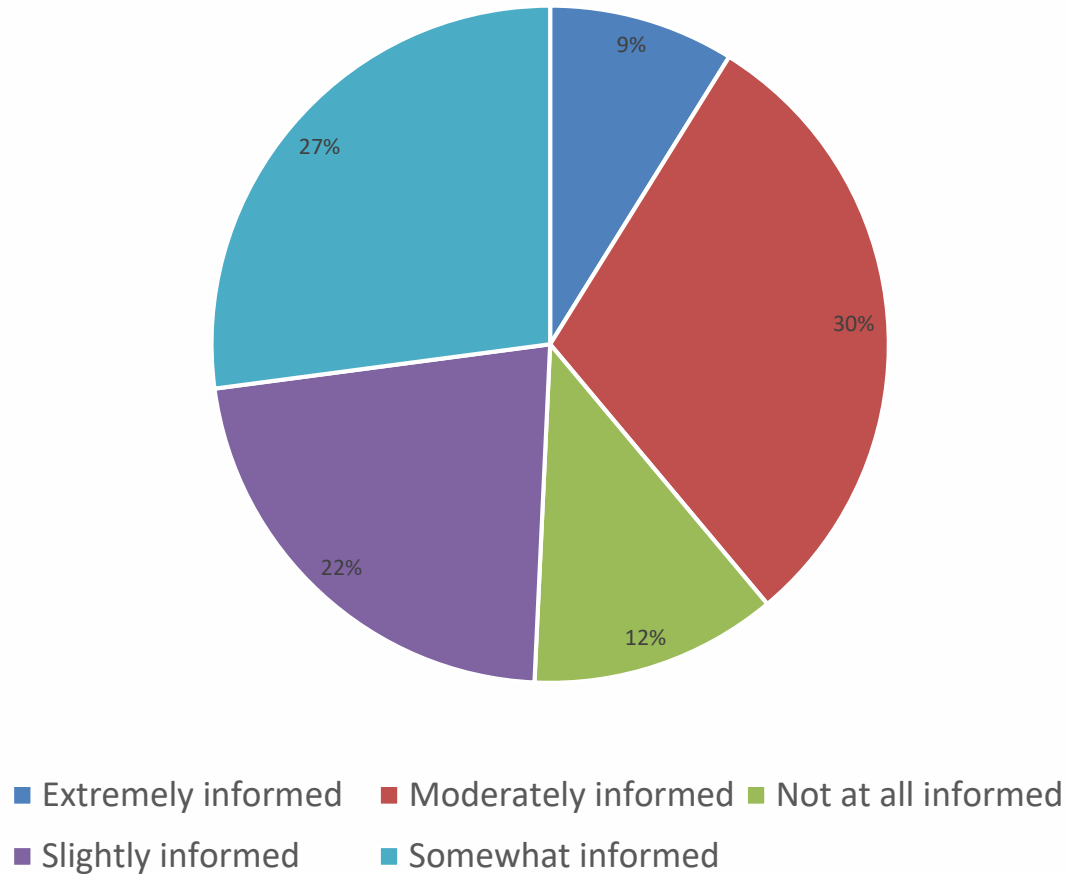
VALUE FOR MONEY (and other Council related suggestions)

- No increase in Council Tax or Business Rates
- Supporting local businesses
- Reducing allowances and pay for staff and councillors
- Providing employment and training opportunities
- More funding from Central Government
- Supporting the Living Wage and reducing the wage gap
- Budgeting well and targeted funding to priority areas
- Better communication and transparency about policies, key deliverables and handling Covid-19.
- Limited restructures and changes in pay for staff
- Better customer care

- Respondents were asked about the Council's budget position and how it spends its money across various key services.
- Only 9% felt extremely informed about the Council and its financial challenges, whilst 79% felt moderately to slightly informed. The remaining 12% felt not at all informed.

Q7 – Informed about the financial challenge

Informed about the financial challenge (all respondents)



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

- A number savings in different services were proposed in the Medium Term Financial Strategy (MTFS) to help offset budgetary pressures.
- Savings proposals were proposed in the following areas: Adult Social Care, Children Social Care, Housing Services, oneSource, Chief Operating Office, Regeneration and Corporate Services.

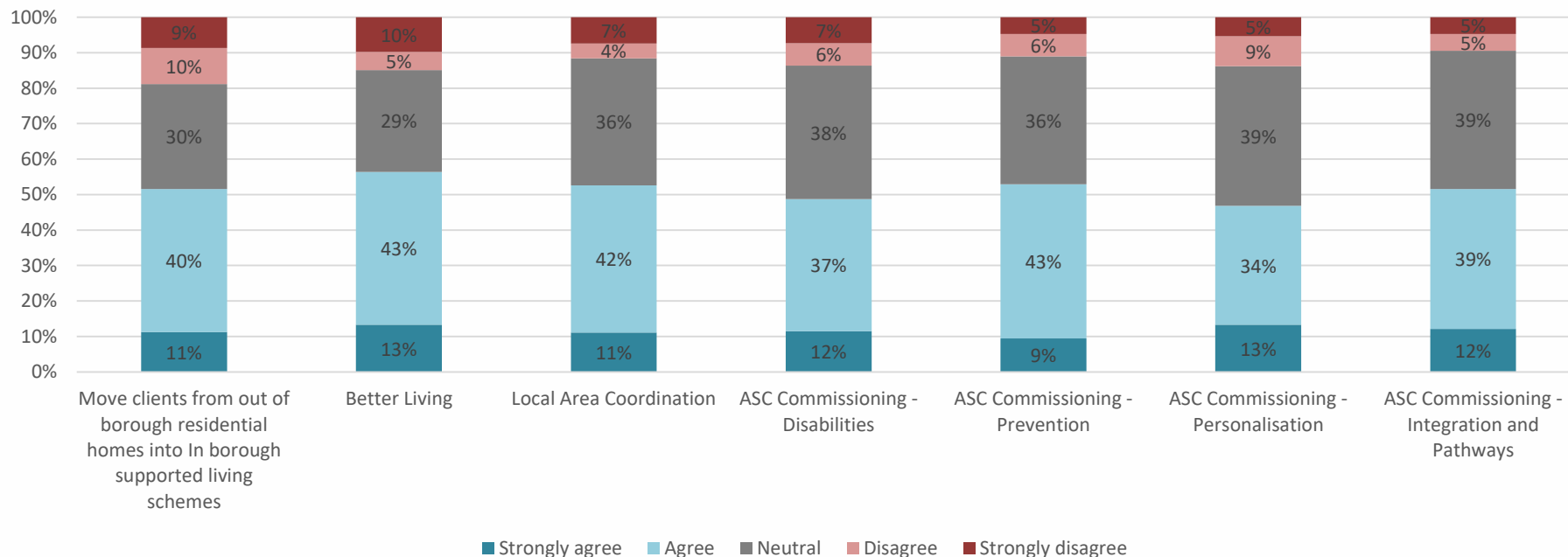
The following proposals were highly rated (those respondents agreeing or strongly agreeing):

- Better Living (56%)
- Local Area Co-ordination (53%)

In general, ~50% agreed with all the proposals suggested for Adult Social Care. ASC commissioning regarding disabilities and personalisation received the most negative responses (14% each).

Question 8 - Adult Social Care Saving Proposals

Adult Social Care Savings Proposals



Move clients from out of borough residential homes into In borough supported living schemes: 52% of respondents agreed overall, 30% were neutral, and 19% disagreed overall with the proposals.

Better Living: 56% of respondents agreed overall, 29% were neutral, and 15% disagreed overall.

Local Area Coordination: 53% of respondents agreed overall, 36% were neutral, and 12% disagreed overall.

ASC Commissioning - Disabilities: 49% of respondents agreed overall, 38% were neutral, and 14% disagreed overall.

ASC Commissioning - Prevention: 53% of respondents agreed overall, 36% were neutral, and 11% disagreed overall.

ASC Commissioning - Personalisation : 47% of respondents agreed overall, 39% were neutral, and 14% disagreed overall.

ASC Commissioning - Integration and Pathways: 52% of respondents agreed overall, 39% were neutral, and 9% disagreed overall.

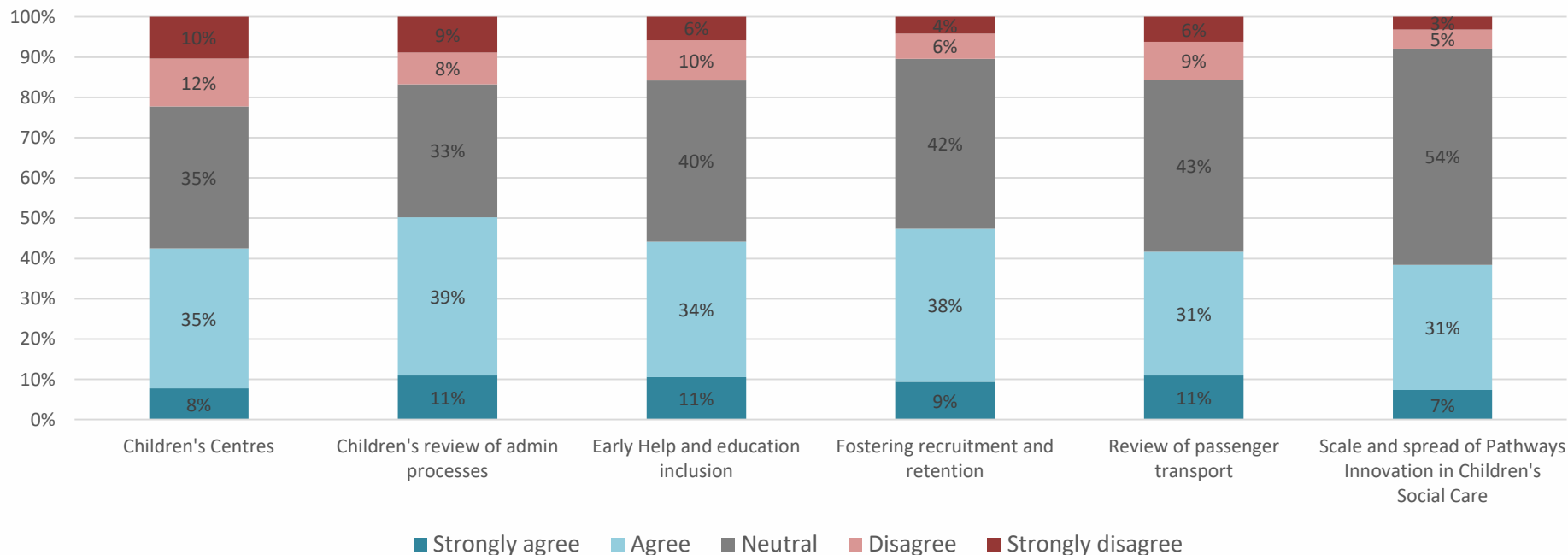
The following proposals were highly rated (those respondents agreeing or strongly agreeing):

- Review of admin processes (50%)
- Fostering recruitment and retention (47%)

Both the review of admin and processes and Children's Centres also received the most negative response with 21% and 24% disagreeing with the proposal respectively. 54% felt neutral about the scale and spread of Pathways innovation.

Q9 - Children's Social Care Saving Proposals

Children's Social Care Savings Proposal



Children's Centres: 42% of respondents agreed overall, 35% were neutral, and 22% disagreed overall with the proposals.

Children's review of admin processes: 50% of respondents agreed overall, 33% were neutral, and 17% disagreed overall.

Early Help and education inclusion: 44% of respondents agreed overall, 40% were neutral, and 16% disagreed overall.

Fostering recruitment and retention: 47% of respondents agreed overall, 42% were neutral, and 10% disagreed overall.

Review of passenger transport: 42% of respondents agreed overall, 43% were neutral, and 16% disagreed overall.

Scale and spread of Pathways Innovation in Children's Social Care: 38% of respondents agreed overall, 54% were neutral, and 8% disagreed overall.

**Please note percentages are taken from total of responses given to each question and exclude blank responses. Responses were aggregated to agree and disagree.*

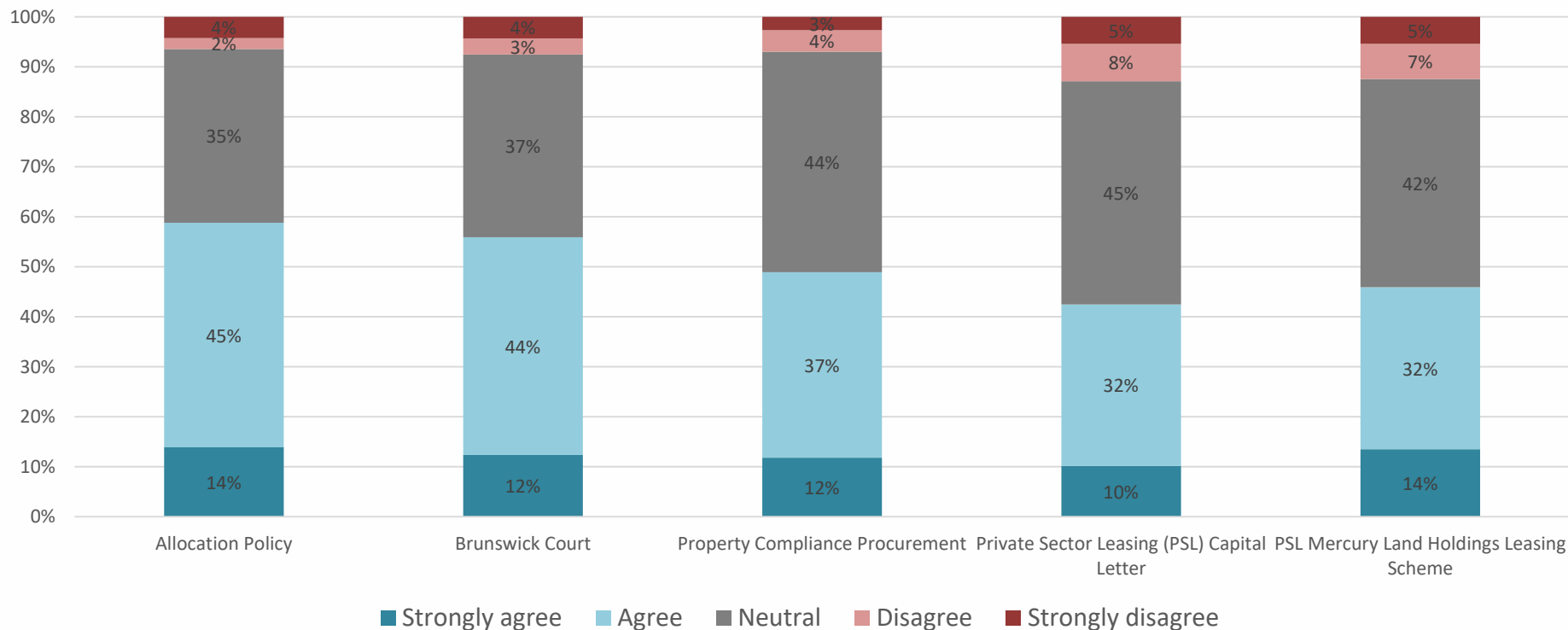
The following proposals were highly rated (those respondents agreeing or strongly agreeing):

- Allocation Policy (59%)
- Brunswick Court (56%)

Private Sector Leasing - Capital Letter and Mercury Land Holdings – received the most negative responses with 13% and 12% respectively.

Q10 - Housing Services Saving Proposals

Housing Services Saving Proposals



Allocation Policy: 59% of respondents agreed overall, 35% were neutral, and 6% disagreed overall with the proposals.

Brunswick Court: 56% of respondents agreed overall, 37% were neutral, and 8% disagreed overall.

Property Compliance Procurement: 49% of respondents agreed overall, 44% were neutral, and 7% disagreed overall.

Private Sector Leasing (PSL) Capital Letter: 42% of respondents agreed overall, 45% were neutral, and 14% disagreed overall.

PSL Mercury Land Holdings Leasing Scheme: 46% of respondents agreed overall, 42% were neutral, and 12% disagreed overall.

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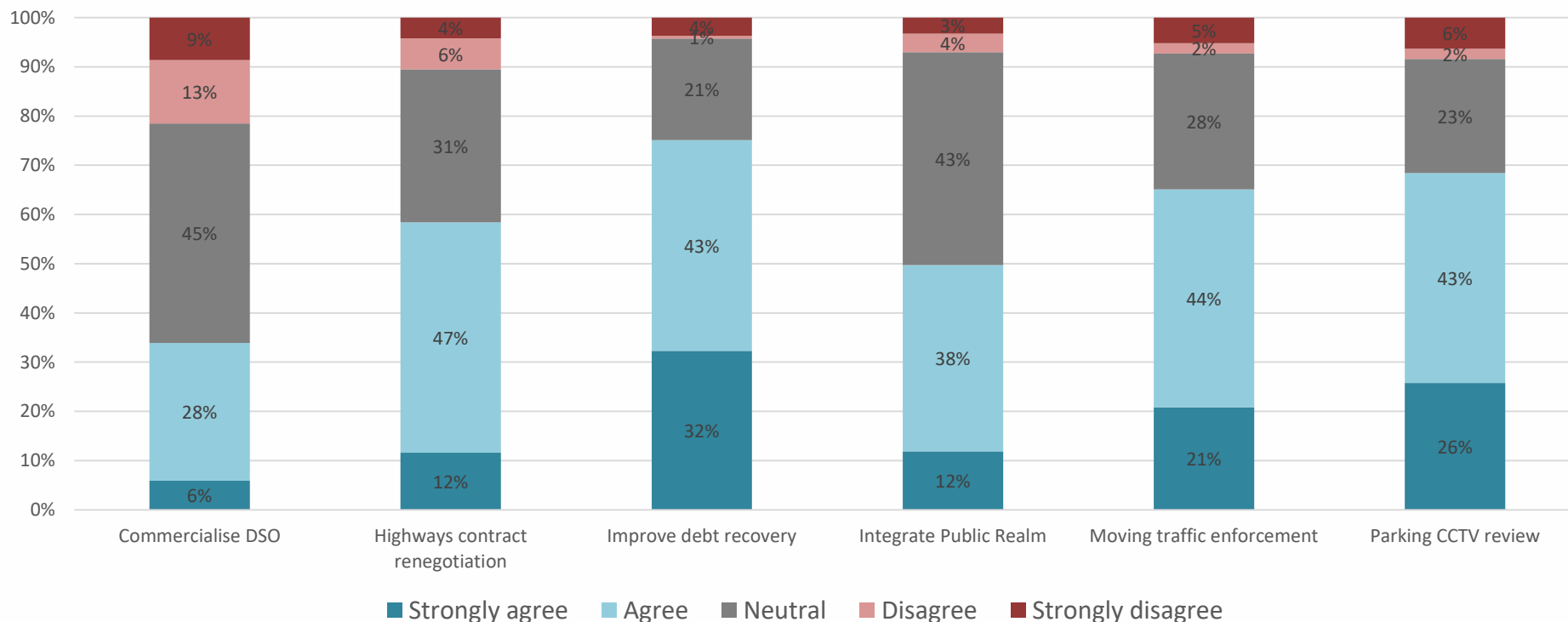
The following proposals were highly rated (those respondents agreeing or strongly agreeing):

- Improve debt recovery (75%)
- Parking CCTV review (68%)
- Moving traffic enforcement (65%)

Commercialising DSO and Planning Structure received the most negative responses with 22% each.

Q11 – Neighbourhood Saving proposals (1-6)

Neighbourhood Saving Proposals



Commercialise DSO: 34% of respondents agreed overall, 45% were neutral, and 22% disagreed overall with the proposals.

Highways contract renegotiation: 58% of respondents agreed overall, 31% were neutral, and 11% disagreed overall.

Improve debt recovery: 75% of respondents agreed overall, 21% were neutral, and 4% disagreed overall.

Integrate Public Realm: 50% of respondents agreed overall, 43% were neutral, and 7% disagreed overall.

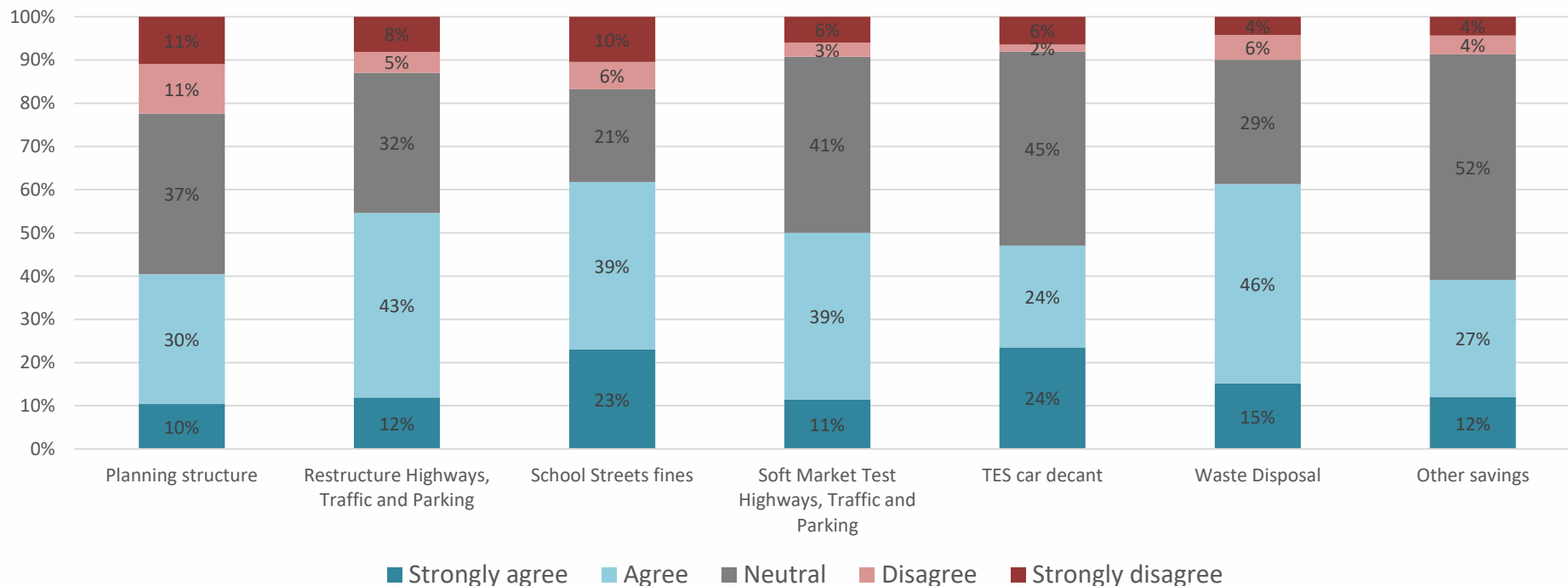
Moving traffic enforcement: 65% of respondents agreed overall, 28% were neutral, and 7% disagreed overall.

Parking CCTV review: 68% of respondents agreed overall, 23% were neutral, and 8% disagreed overall.

**Please note percentages are taken from total of responses given to each question and exclude blank responses. Responses were aggregated to agree and disagree.*

Q11 – Neighbourhood Saving proposals (7 - 13)

Neighbourhood Saving Proposals



Planning structure: 40% of respondents agreed overall, 37% were neutral, and 22% disagreed overall with the proposals.

Restructure Highways, Traffic and Parking: 55% of respondents agreed overall, 32% were neutral, and 13% disagreed overall.

School Streets fines: 62% of respondents agreed overall, 21% were neutral, and 17% disagreed overall.

Soft Market Test Highways, Traffic and Parking: 50% of respondents agreed overall, 41% were neutral, and 9% disagreed overall.

TES car decant: 47% of respondents agreed overall, 45% were neutral, and 8% disagreed overall.

Waste Disposal: 61% of respondents agreed overall, 29% were neutral, and 10% disagreed overall.

Other savings: 39% of respondents agreed overall, 52% were neutral, and 9% disagreed overall.

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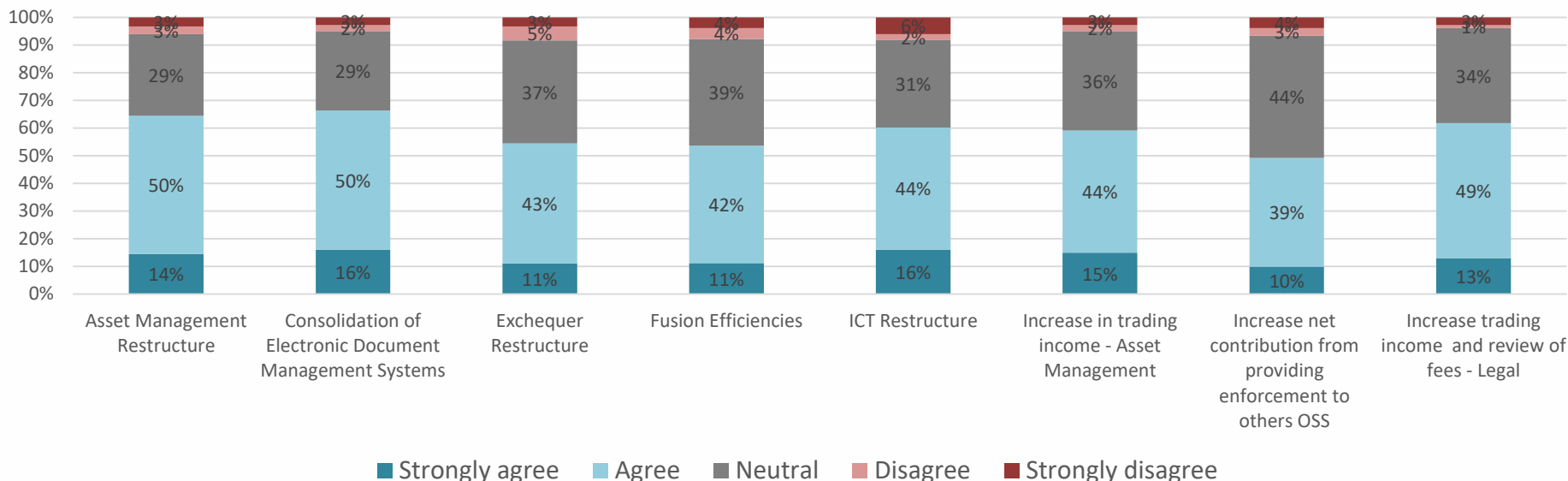
The following proposals were highly rated (those respondents agreeing or strongly agreeing):

- Move all outbound postage to second class (79%)
- Consolidation of electronic documents (66%)
- Asset Management restructure (64%)

The release of Mercury House received the most negative response with 27% disagreeing or strongly disagreeing with this proposal.

Q12 - oneSource Saving Proposals (1 – 8)

oneSource Saving Proposals



Asset Management Restructure: 64% of respondents agreed overall, 29% were neutral, and 6% disagreed overall with the proposals.

Consolidation of Electronic Document Management Systems: 66% of respondents agreed overall, 29% were neutral, and 5% disagreed overall.

Exchequer Restructure: 54% of respondents agreed overall, 37% were neutral, and 8% disagreed overall.

Fusion Efficiencies: 54% of respondents agreed overall, 39% were neutral, and 8% disagreed overall.

ICT Restructure: 60% of respondents agreed overall, 31% were neutral, and 8% disagreed overall.

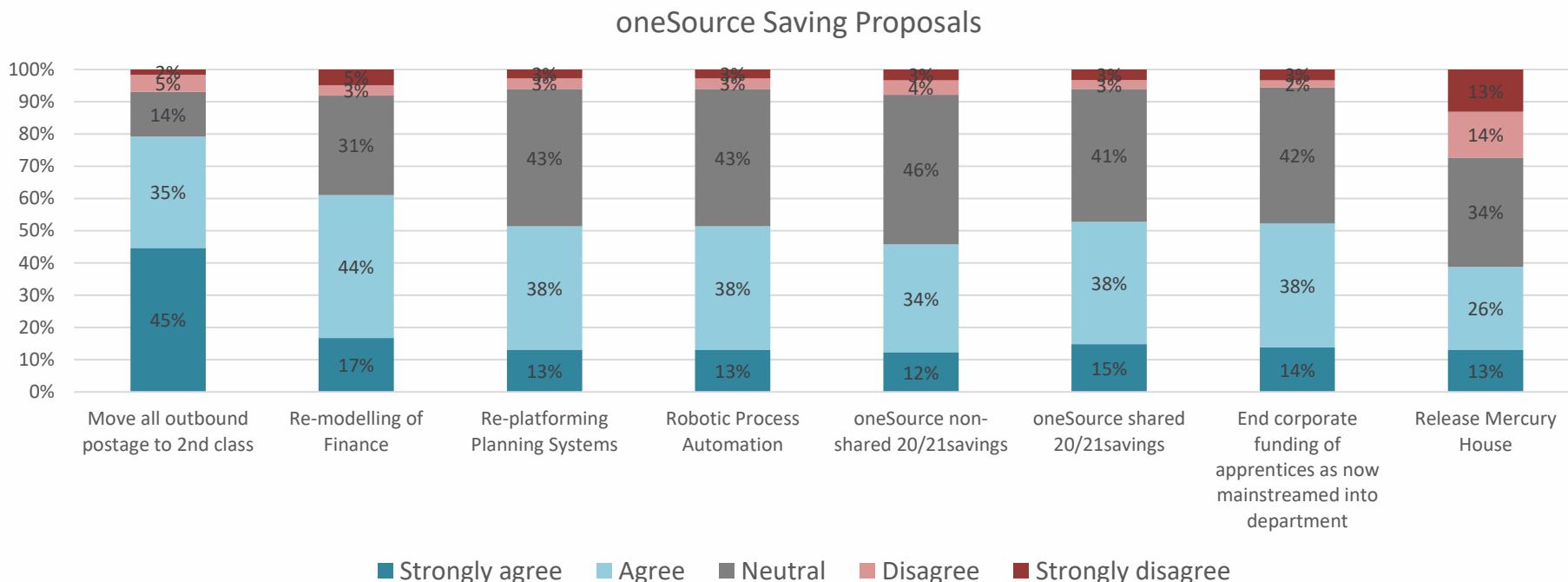
Increase in trading income - Asset Management: 59% of respondents agreed overall, 36% were neutral, and 5% disagreed overall.

Increase net contribution from providing enforcement to others OSS : 49% of respondents agreed overall, 44% were neutral, and 7% disagreed overall.

Increase trading income and review of fees - Legal : 62% of respondents agreed overall, 34% were neutral, and 4% disagreed overall.

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Q12 - oneSource Saving Proposals (9 - 16)



Move all outbound postage to 2nd class: 79% of respondents agreed overall, 14% were neutral, and 7% disagreed overall with the proposals.

Re-modelling of Finance: 61% of respondents agreed overall, 31% were neutral, and 8% disagreed overall.

Re-platforming Planning Systems: 51% of respondents agreed overall, 43% were neutral, and 6% disagreed overall.

Robotic Process Automation: 51% of respondents agreed overall, 43% were neutral, and 6% disagreed overall.

oneSource non-shared 20/21 savings: 46% of respondents agreed overall, 46% were neutral, and 8% disagreed overall.

oneSource shared 20/21 savings: 53% of respondents agreed overall, 41% were neutral, and 6% disagreed overall.

End corporate funding of apprentices as now mainstreamed into department: 52% of respondents agreed overall, 42% were neutral, and 6% disagreed overall.

Release Mercury House: 39% of respondents agreed overall, 34% were neutral, and 27% disagreed overall.

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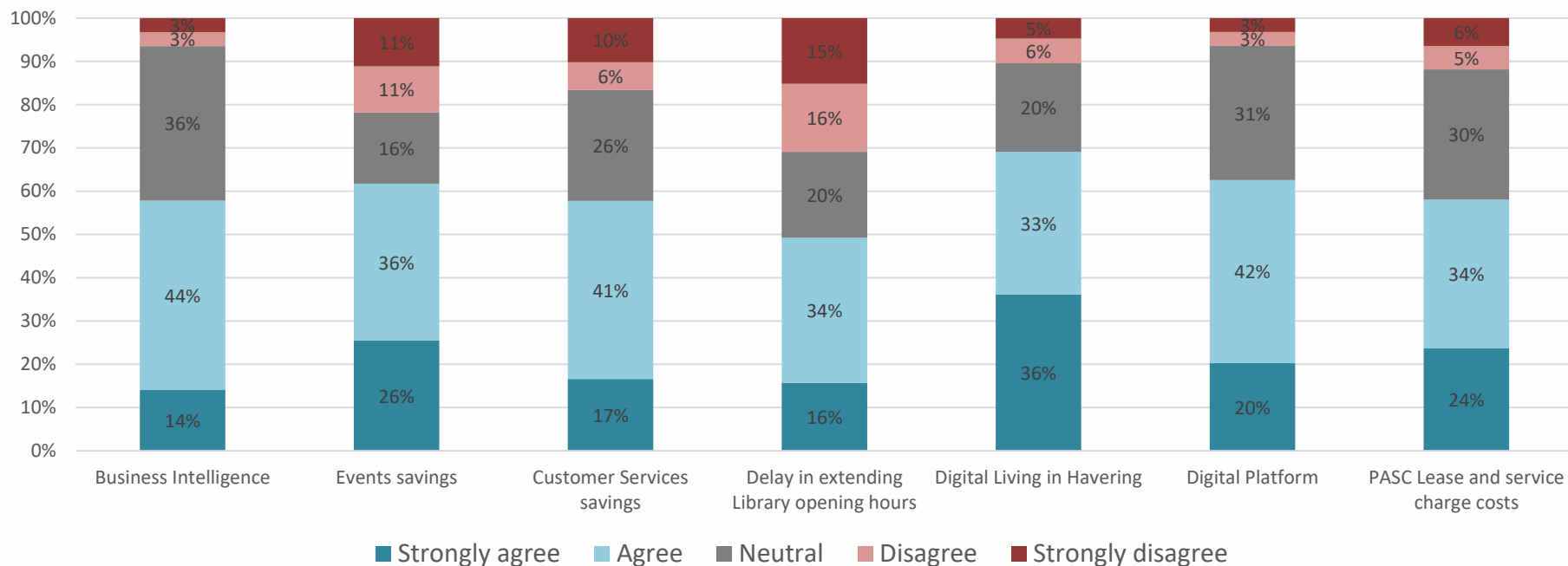
The following proposals were highly rated:

- Digital Living in Havering (69%)
- Digital Platform (63%)
- Events Savings (62%)

The proposal regarding delaying the extension of library hours has the most negative response, with 31% disagreeing or strongly disagreeing with this idea. Events savings has 22% disagreement and Customer Services savings has 17% disagreement.

Q13 - Chief Operating Office Saving Proposals

Chief Operating Office Saving Proposals



Business Intelligence: 58% of respondents agreed overall, 36% were neutral, and 6% disagreed overall with the proposals.

Events savings: 62% of respondents agreed overall, 16% were neutral, and 22% disagreed overall.

Customer Services savings: 58% of respondents agreed overall, 26% were neutral, and 17% disagreed overall.

Delay in extending Library opening hours: 49% of respondents agreed overall, 20% were neutral, and 31% disagreed overall.

Digital Living in Havering: 69% of respondents agreed overall, 20% were neutral, and 10% disagreed overall.

Digital Platform: 63% of respondents agreed overall, 31% were neutral, and 6% disagreed overall.

PASC Lease and service charge costs: 58% of respondents agreed overall, 30% were neutral, and 12% disagreed overall.

**Please note percentages are taken from total of responses given to each question and exclude blank responses. Responses were aggregated to agree and disagree.*

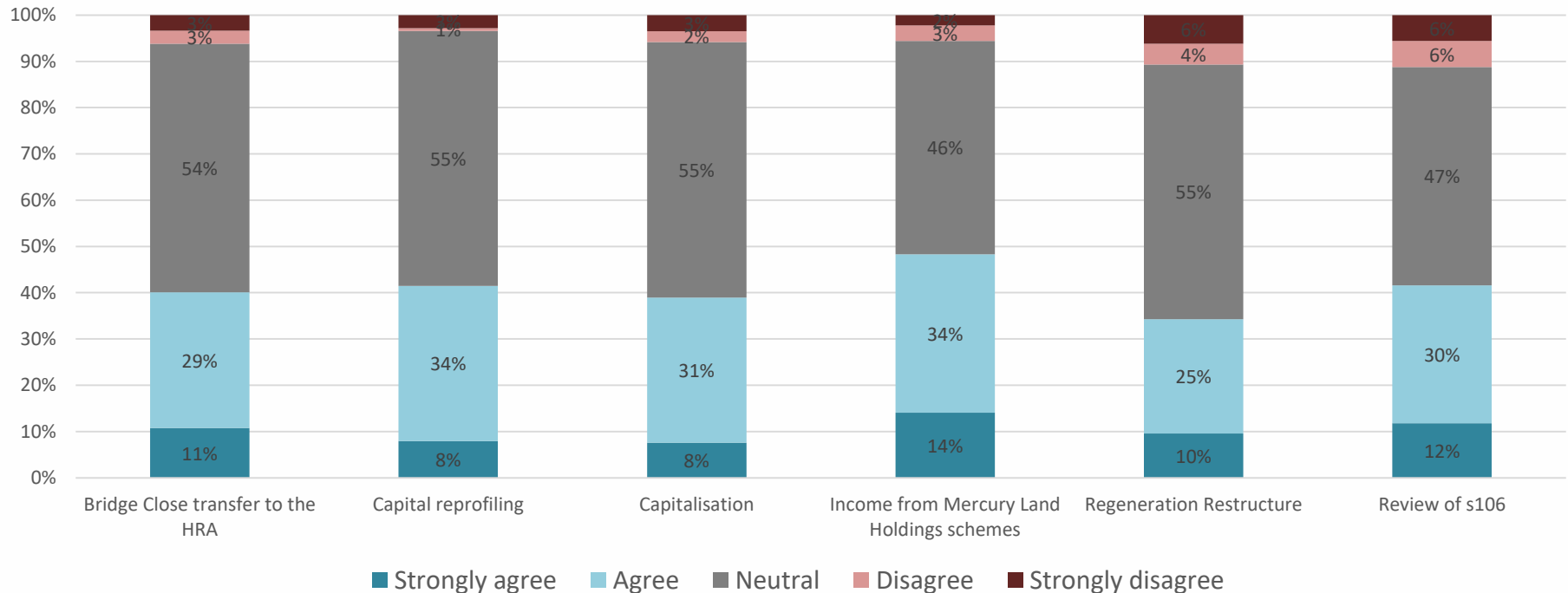
The following proposals were highly rated:

- Income from Mercury Land Holding schemes (48%)
- Review of Section 106 (42%)

Most responses were neutral about the regeneration proposals with highest disagree responses regarding in regeneration restructure and review of Section 106, with 11% respectively.

Q14 - Regeneration Saving Proposals

Regeneration Saving Proposals



Bridge Close transfer to the HRA: 40% of respondents agreed overall, 54% were neutral, and 6% disagreed overall with the proposals.

Capital reprofiling: 41% of respondents agreed overall, 55% were neutral, and 3% disagreed overall.

Capitalisation: 39% of respondents agreed overall, 55% were neutral, and 6% disagreed overall.

Income from Mercury Land Holdings schemes: 48% of respondents agreed overall, 46% were neutral, and 6% disagreed overall.

Regeneration Restructure: 34% of respondents agreed overall, 55% were neutral, and 11% disagreed overall.

Review of s106: 42% of respondents agreed overall, 47% were neutral, and 11% disagreed overall.

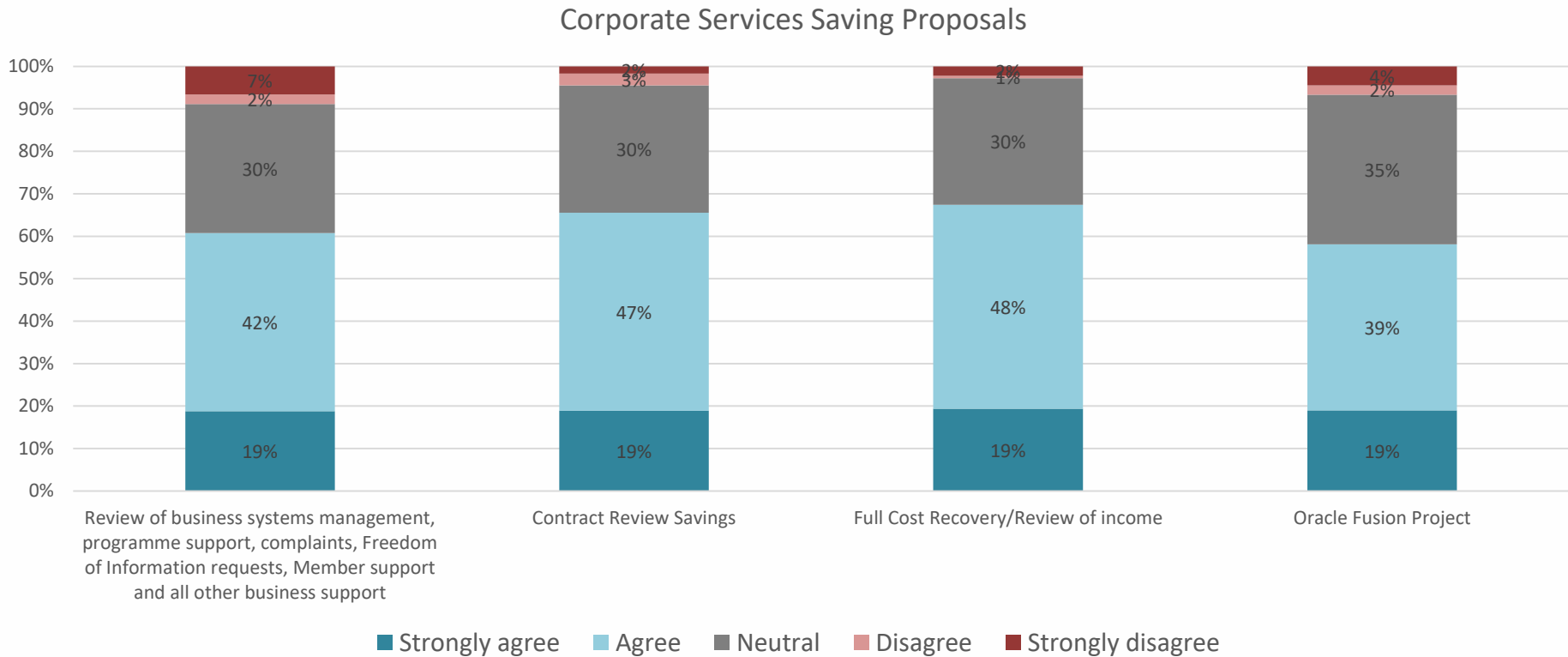
**Please note percentages are taken from total of responses given to each question and exclude blank responses. Responses were aggregated to agree and disagree.*

The following proposals were highly rated:

- Full cost recovery (67%)
- Contract review savings (66%)

Most responses were highly rated about the corporate saving proposals with highest disagreement regarding review of business systems management, with 9% disagreeing with this proposal.

Q15 - Corporate Services Saving Proposals



Review of business systems management, programme support, complaints, Freedom of Information requests, Member support and all other business support: 61% of respondents agreed overall, 30% were neutral, and 9% disagreed overall with the proposals.

Contract Review Savings: 66% of respondents agreed overall, 30% were neutral, and 4% disagreed overall.

Full Cost Recovery/Review of income: 67% of respondents agreed overall, 30% were neutral, and 3% disagreed overall.

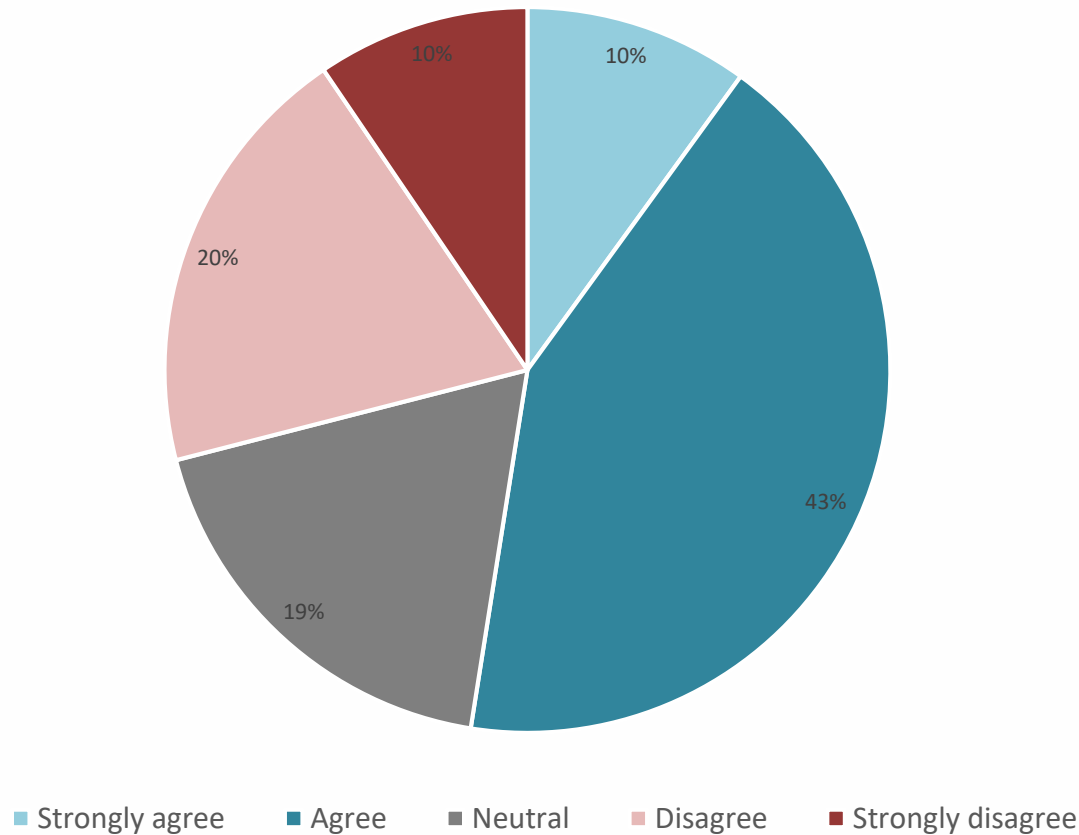
Oracle Fusion Project: 58% of respondents agreed overall, 35% were neutral, and 7% disagreed overall.

**Please note percentages are taken from total of responses given to each question and exclude blank responses. Responses were aggregated to agree and disagree.*

Respondents were asked if they would agree if the Council decided to rebuild and increase reserves to handle any crises.

- 10% strongly agreed with this decision and a further 43% agreed.
- 10% strongly disagreed and a further 20% disagreed.

Rebuilding Council reserves



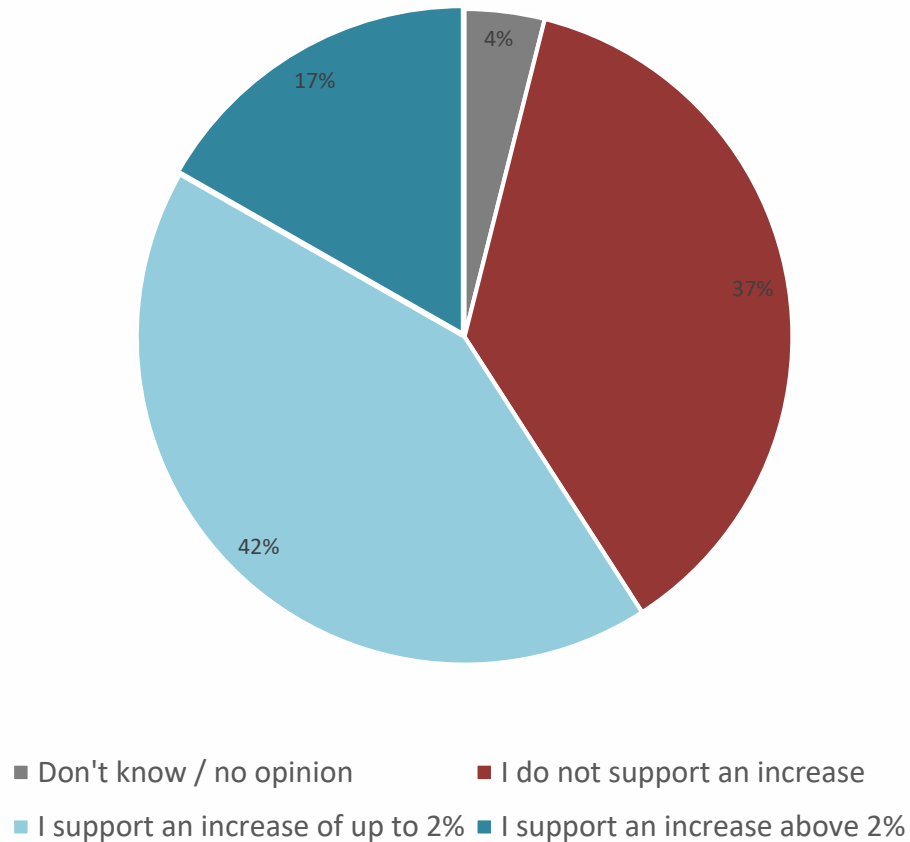
**Please note percentages are taken from total of responses given to each question and exclude blank responses*

The Council did not include particular assumptions on a Council Tax increase but provided an illustration on how a 1% increase in Council Tax adds 28p per week (£14.64 per year) to a typical band D property and increases the Council's income by approximately £1.3 million.

Based on the information, from the responses received:

- 37% did not support an increase
- 42% supported an increase of up to 2%
- 17% supported an increase above 2%
- 4% did not know or had no opinion on the matter

Increasing Council Tax



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

Respondents were asked which service area would they remove £1 from if savings were to be made in the Council in order to provide an understanding of the importance of services and prioritise if savings needed to be made.

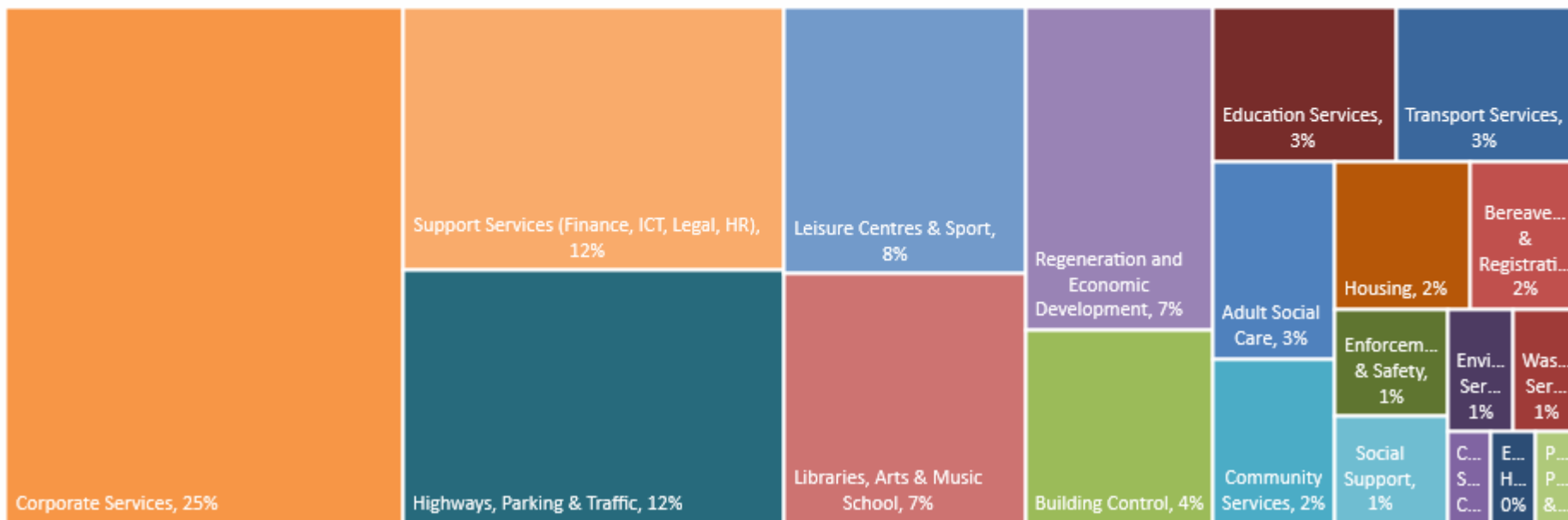
The top three services that respondents would remove £1 are:

- Corporate Services (25%)
- Support Services (12%)
- Highways, Parking and Traffic (12%)

Q18 – Removing £1

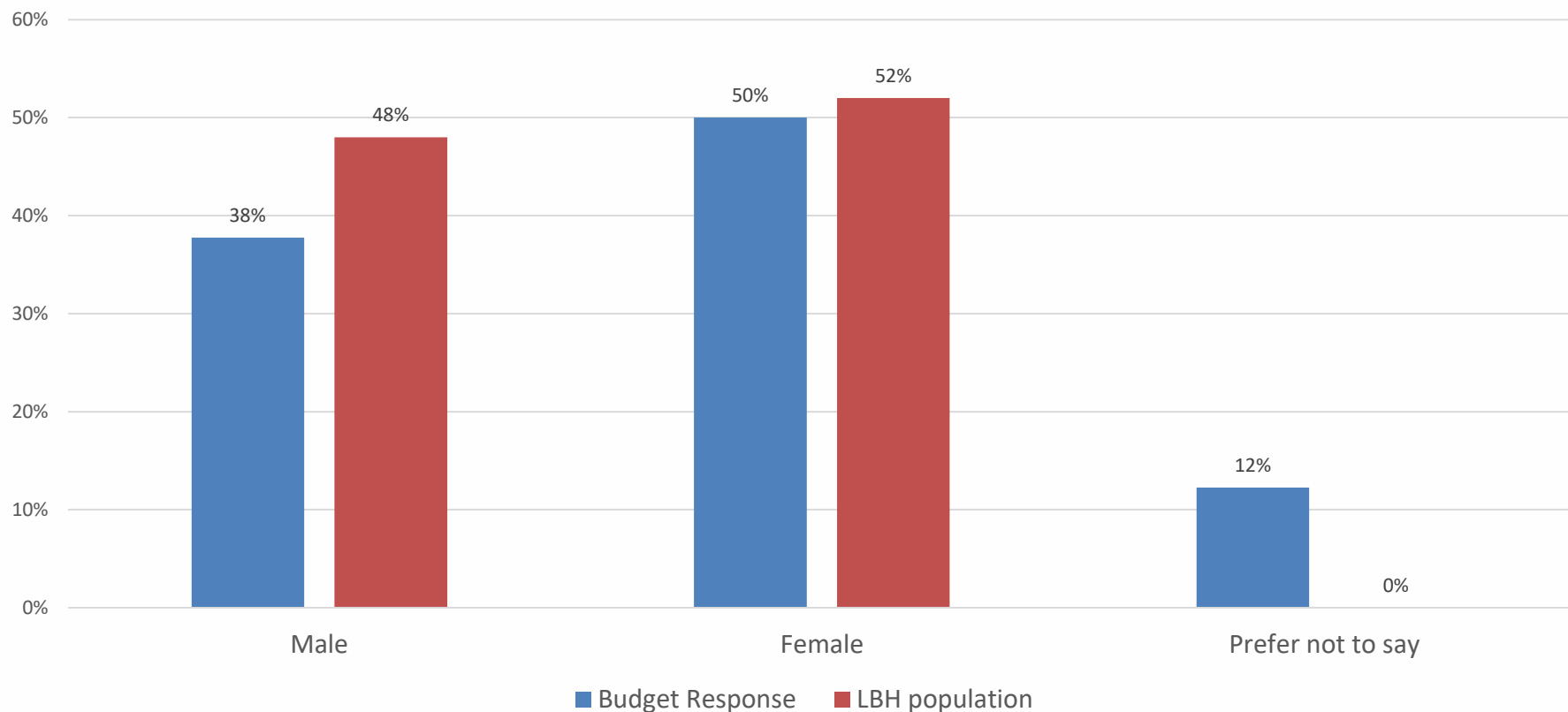
Removing £1 from services

- Adult Social Care
- Children's Social Care
- Early Help
- Environment Services
- Leisure Centres & Sport
- Regeneration and Economic Development
- Transport Services
- Bereavement & Registration
- Community Services
- Education Services
- Highways, Parking & Traffic
- Libraries, Arts & Music School
- Social Support
- Waste Services
- Building Control
- Corporate Services
- Enforcement & Safety
- Housing
- Public Protection & Licensing
- Support Services (Finance, ICT, Legal, HR)



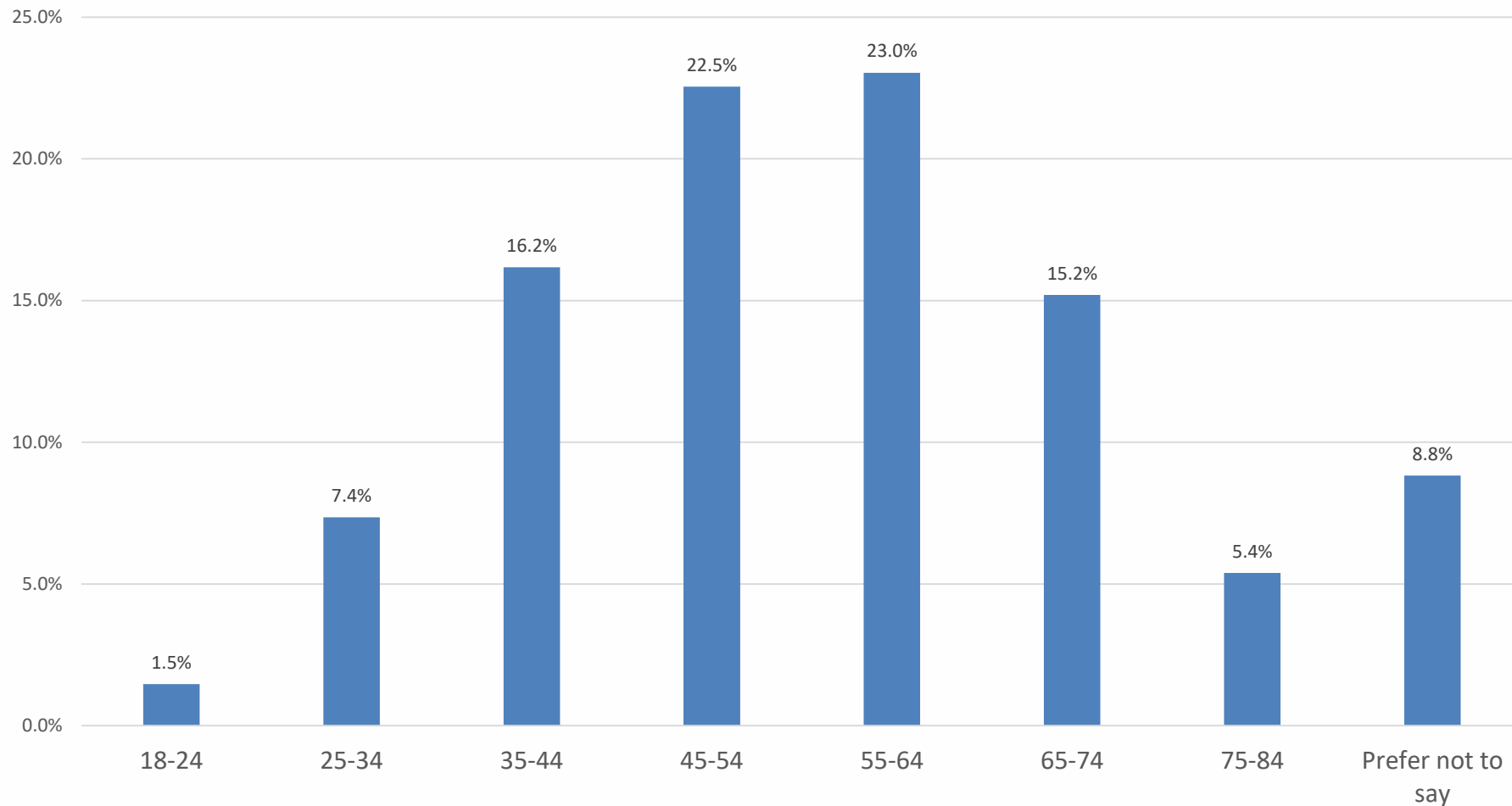
**Please note percentages are taken from total of responses given to each question and exclude blank responses*

Equalities Monitoring - by gender



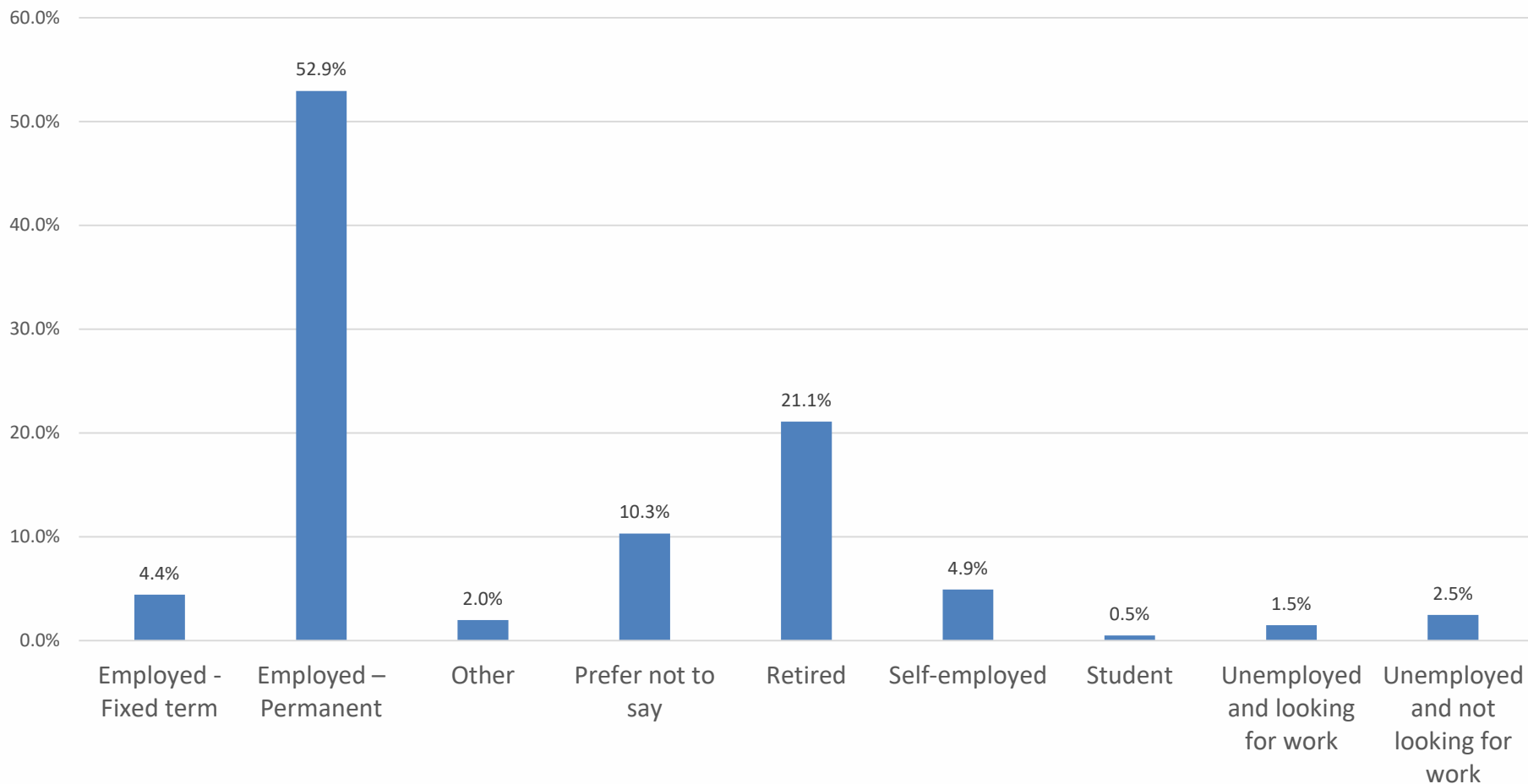
Responses from female residents and male residents (if non-responses were excluded) is 50% and 38% respectively. This is in line with the Havering average. 1 respondent did not answer this question and no responses were provided for the other gender categories .

Equalities Analysis - by Age Group



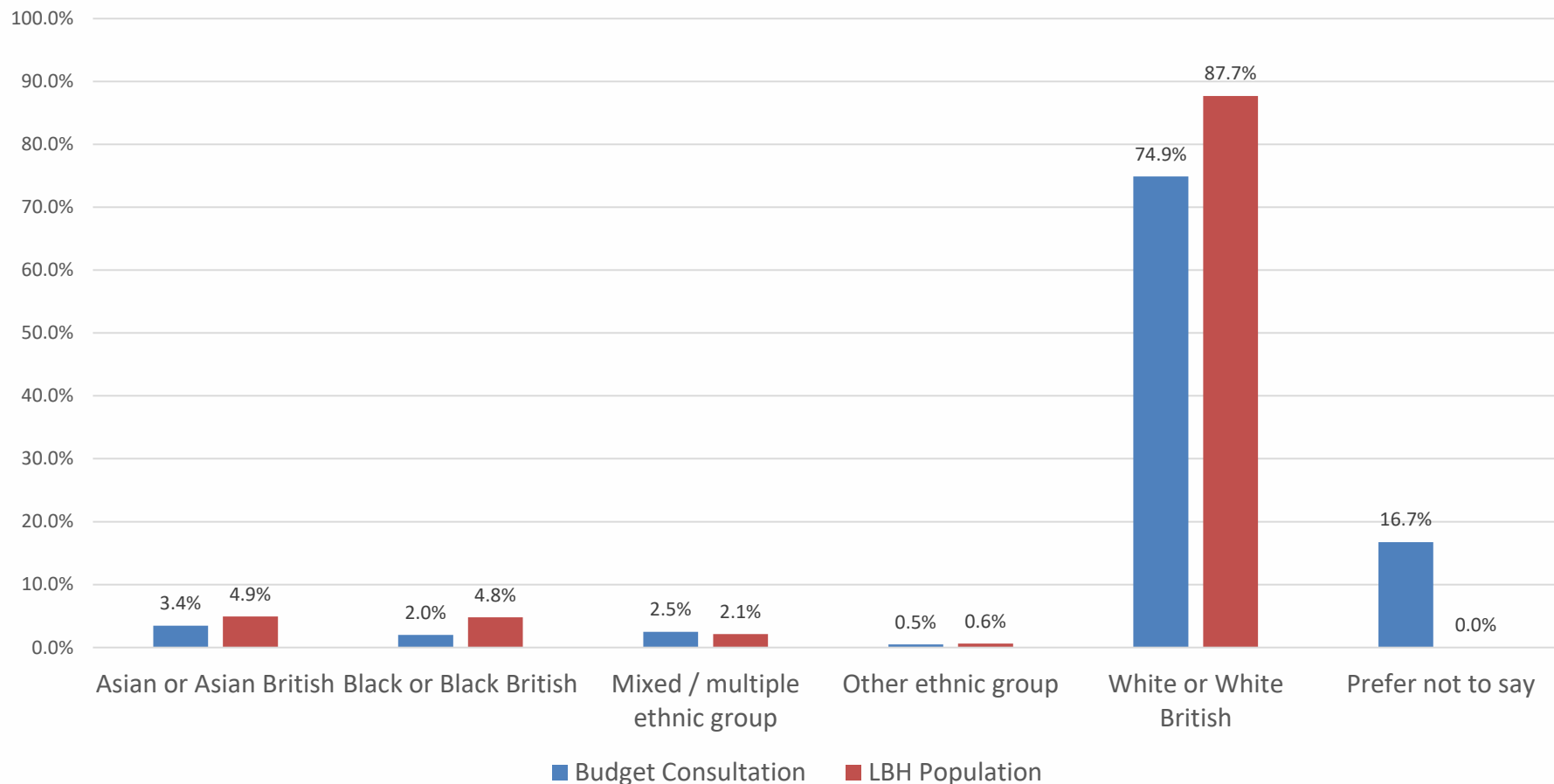
1 respondent did not answer this question.

Equalities Monitoring - by employment status



1 respondent did not answer this question.

Equalities Analysis - Ethnic Origin



Responses are broadly in line with the Havering Demographic, however the under-representation of all ethnic origins compared to the Havering average is likely to be affected by the number of responses “prefer not to say”. 2 respondents did not answer this question.

Equalities analysis – disability

16% 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),

Description of disability, impairment or health condition	Percentage
Sensory - e.g. mild deafness; partially sighted; blindness	18.4%
Physical - e.g. wheelchair user	15.8%
Mental Illness - e.g. bi-polar disorder; schizophrenia; depression	15.8%
Development or Educational - e.g. autistic spectrum disorders (ASD); dyslexia and dyspraxia	7.9%
Learning Disability / Condition - e.g. Down's syndrome; Cerebral palsy	2.6%
Long-term Illness / Health Condition - e.g. cancer, HIV, diabetes, chronic heart disease, stroke	31.6%
Other	7.9%

1 respondent did not answer this question.