



Havering
LONDON BOROUGH

**Budget Consultation 2021
Summary Results and Analysis
January 2022**

The budget consultation for Havering Council opened on 2nd November 2021 and closed on 4th January 2022. This is a report on the responses. Further engagement was conducted through two focus groups – those under 40 and those over 40 – on 14th and 15th December 2021.

40% respondents found out about the online consultation through other means, mainly via the Council's Living Magazine and newsletter. 29% responded directly via the Council's consultation page.

Respondents were asked questions regarding the following:

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

There were 456 responses received in 2021, compared to 205 responses in 2020.

- 432 identified as residents of the borough AND/OR
- 5 representing / owning a local business
- 5 representing a charity that covers the Havering area
- 2 representing a community group in Havering
- 18 working for Havering Council (resident)
- 8 working for Havering Council (non-resident)
- 6 representing a public sector organisation

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

- Social Care provision
- National Health Service / Healthcare
- Crime / Community Safety

Crime and community safety remains an important issue from the previous year, however with pandemic and the economic situation appearing to less of a concern compared to healthcare and social care provision.

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

Most important issues facing the borough (all respondents)

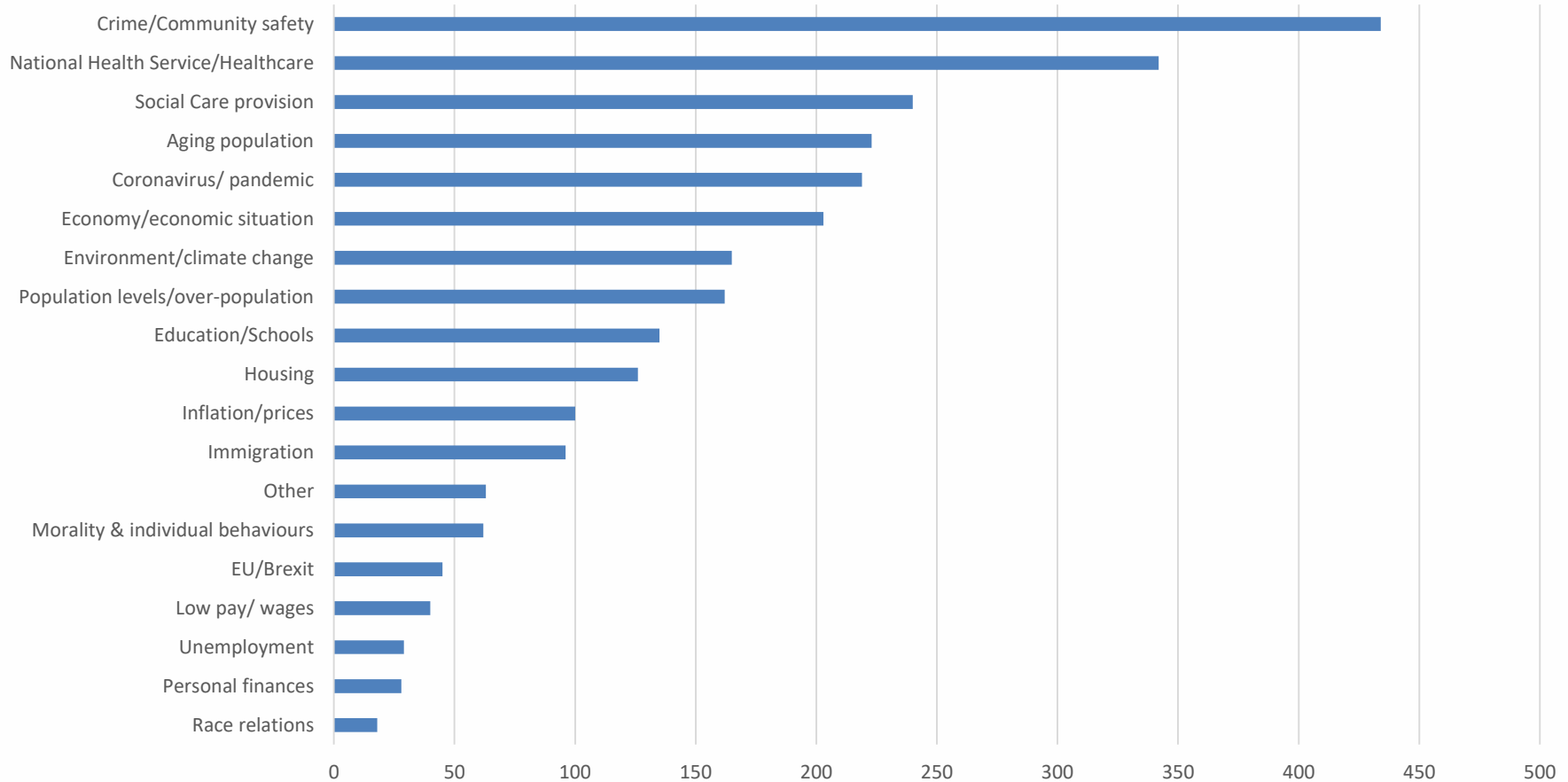


Chart shows weighted scores where rank 1 = 3 points, rank 2 = 2 points and rank 3 = 1 points.

Other issues that respondents thought that borough is facing, include:

- Public transport and transportation links (e.g. Beam Park)
- Condition of pavements, roads and local landmarks
- Council Tax
- Social care support
- Health and wellbeing
- Overspending of council budget (e.g. housing benefits, Members' allowance)
- Education
- Waste Management e.g. wheelie bins, bin collection
- High streets
- Activities for children and young people

Q5 – Most important things personally concerning respondents

The three things that respondents were personally most concerned about are:

- Cleanliness of street and local area
- Anti-social behaviour in my community
- My physical health and fitness

Physical health and fitness remains an important concern for respondents with cleanliness of street and local area, and anti-social behaviour becoming a more pressing concern compared to employment stability and mental health & wellbeing from the previous year.

Question 5 – Most important things personally concerning respondents (weighted ranking)

Most important concerns (all)

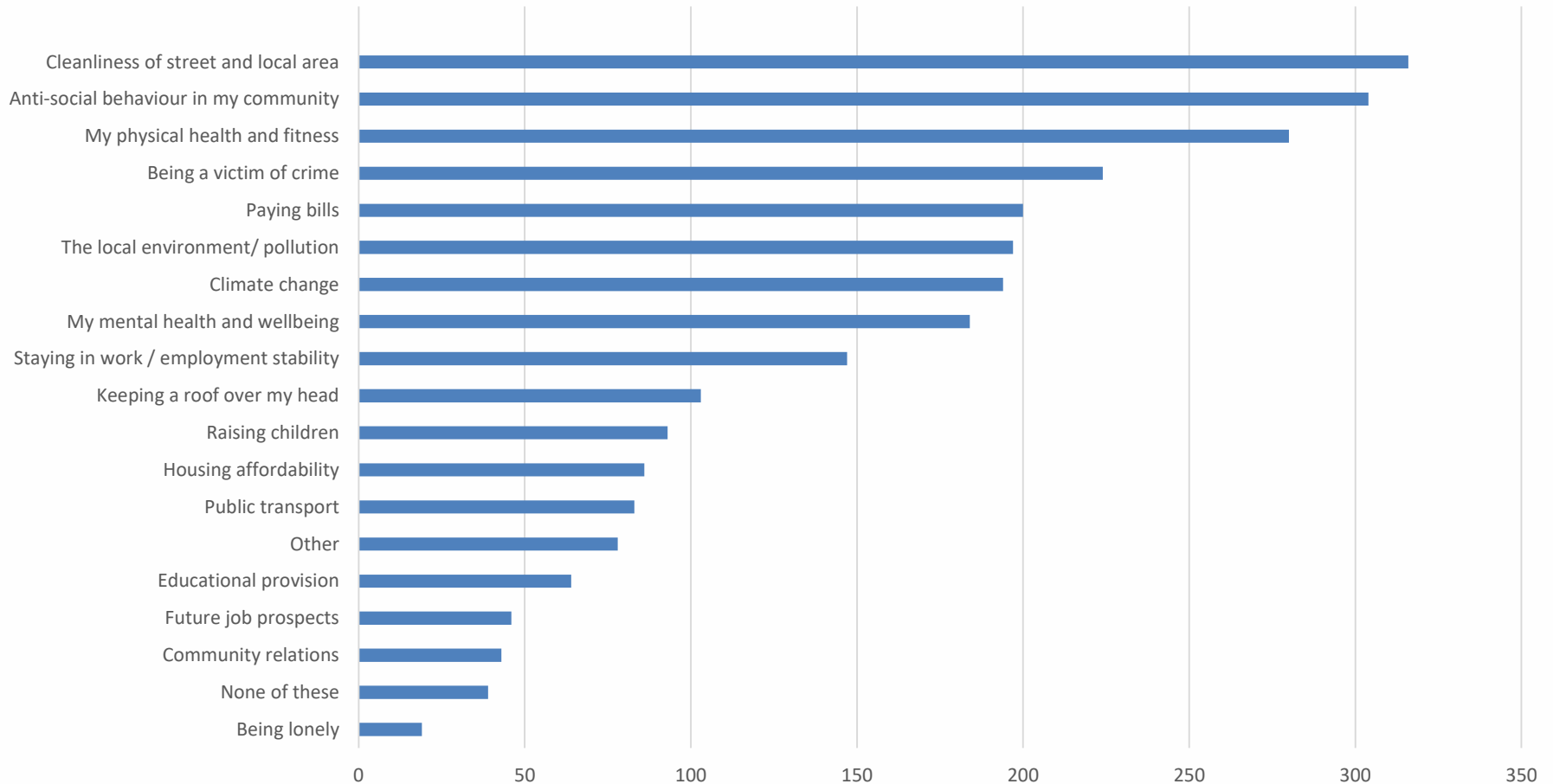


Chart shows weighted scores where rank 1 = 3 points, rank 2 = 2 points and rank 3 = 1 points.

Other issues that were concerning respondents, include:

- Health and wellbeing (e.g. lack of GP or face-to-face appointments, family health, waiting lists)
- Waste Management
- Social Care (care homes, Adult and Children's)
- Council Tax increase
- Parking
- Racism
- Shortage of housing
- Road and cycling infrastructure
- Local Government corruption and maladministration
- Crime and safety
- Overpopulation and immigration
- Climate change

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.

CLEANER & SAFER

- More policing, CCTV and visible enforcement
- Preventing crime and antisocial behaviour (ASB) through education
- Reducing and enforcing against littering, noise pollution, ASB and crime
- Repairing roads, potholes and pavements
- Enforcing COVID-19 guidelines
- Schemes to reduce congestion and traffic
- More affordable public transport
- Better walking and cycling infrastructure
- Regular meeting with local residents about concerns
- Regular refuse collection and reducing fly-tipping
- Provision of wheelie bins
- Improving recycling facilities (including kerbside glass collection)
- Higher standards of cleanliness and maintenance of roads, pavements open areas, green spaces and parks
- Providing more parks and open spaces (that are well maintained and litter free)
- Addressing climate change, developing green policies and supporting green initiatives

TOGETHER

- Promoting religious tolerance and inter-cultural events
- Community meeting, groups and events
- Strengthen voluntary sector and increase volunteering opportunities
- Increasing volunteering opportunities and skill development courses
- Invest in community projects
- Prioritising and funding education and schools
- Build more primary and secondary schools
- Better support for mental health issues
- Supporting the NHS (e.g. GP availability)
- Better funding of mental health services
- Protect social care support and funding
- More youth provision and engagement
- More sporting facilities, clubs and activities

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
- Lobbying for more funding from Central Government
- Budgeting well and targeted funding to priority areas
- Ensure value for money and better procurement processes
- Better customer service

PROUDER

- Building and investing in more affordable housing and social housing
- Regulating housing prices and rentals
- Reducing homelessness
- Reducing overdevelopment (and ensuring the right level of infrastructure is in place)
- Improving town centres
- Ensure Beam Park development
- Removing car parking charges
- Support sustainability / climate change agenda (e.g. planting trees, better recycling, reducing cars)

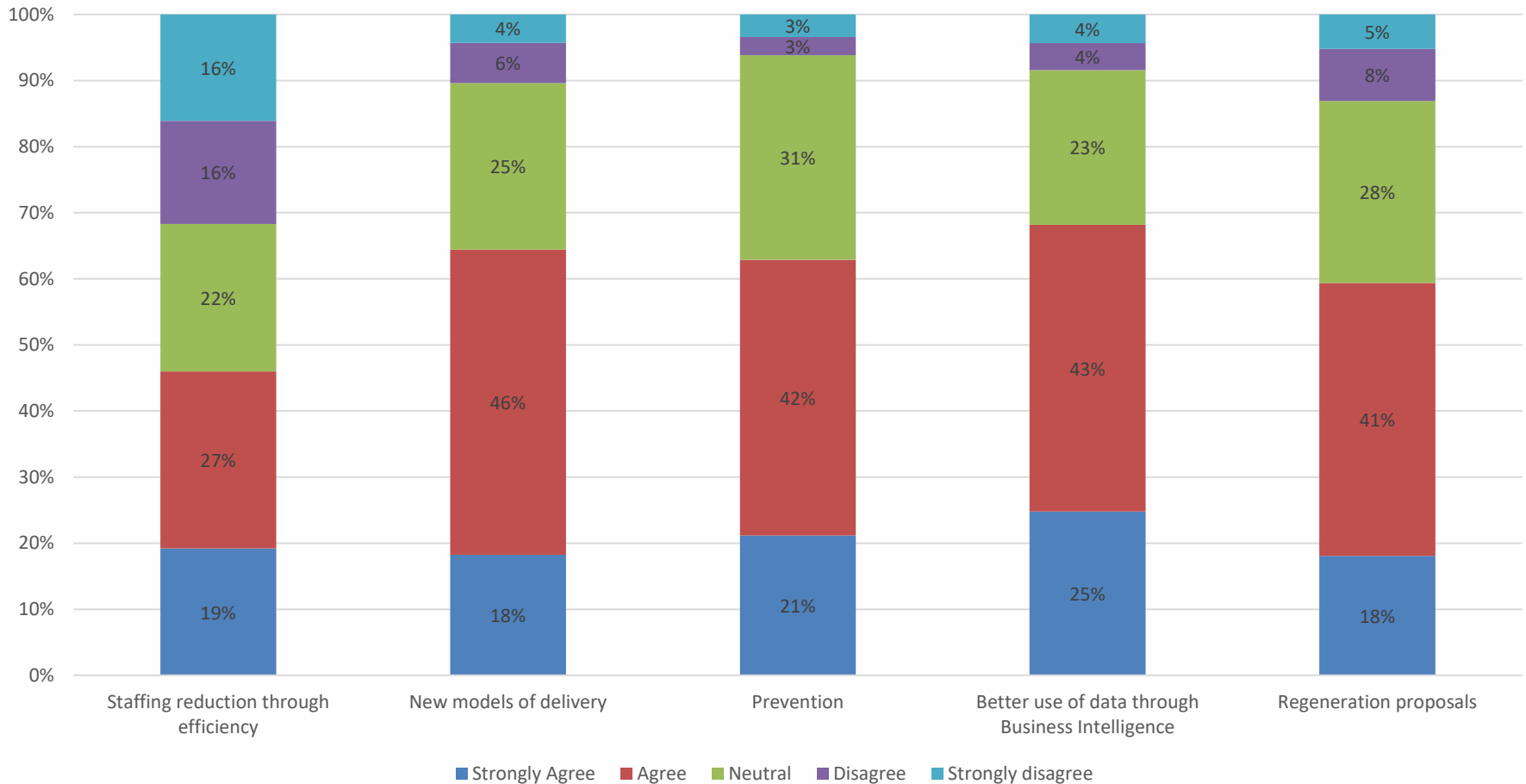
- A number savings in different services were proposed in the Medium Term Financial Strategy (MTFS) to help offset budgetary pressures.
- Savings proposals were proposed under the following:
 - Staffing reduction through efficiency
 - New models of delivery
 - Prevention
 - Better use of data through Business Intelligence
 - Regeneration

The following proposals were highly rated:

- Better use of data through Business Intelligence (68%)
- New models of delivery (64%)
- Prevention (63%)

Most responses were highly rated about the corporate saving proposals with highest disagree regarding staffing reductions through efficiency with 32% disagreeing with this proposal.

Budget Savings Proposals



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

Q8 – Are there any other areas that the Council should be considering?

Respondents were asked for other areas that the Council should be considering for balancing the budget. Responses are summarised and categorised under the Council's priorities.

CLEANER & SAFER

- Better provision of services to prevent crime and antisocial behaviour
- Introducing Sunday parking fees
- Free 30mins – 1 hour local parking
- Review of discretionary fees e.g. planning
- Reducing car usage to support climate change agenda
- Enforcement of fly-tipping fines, including use of ANP cameras
- Better recycling
- Provision of wheelie bins

TOGETHER

- Invest in local charities
- Engage the voluntary sector (e.g. in libraries)
- Reduce funding for education as disproportionately high
- Better medical services
- Invest in social care
- Reduce funding for private support

Q8 – Are there any other areas that the Council should be considering?

VALUE FOR MONEY (and other Council related suggestions)

- Reducing energy usage in council buildings
- Reducing benefits (including means-testing)
- Creating a one-stop shop for council services
- Reallocating council spend
- Increasing income generation
- Ensure payment of Council Tax
- Better management of outsourced services (or bring services in-house)
- Reduce number of consultants

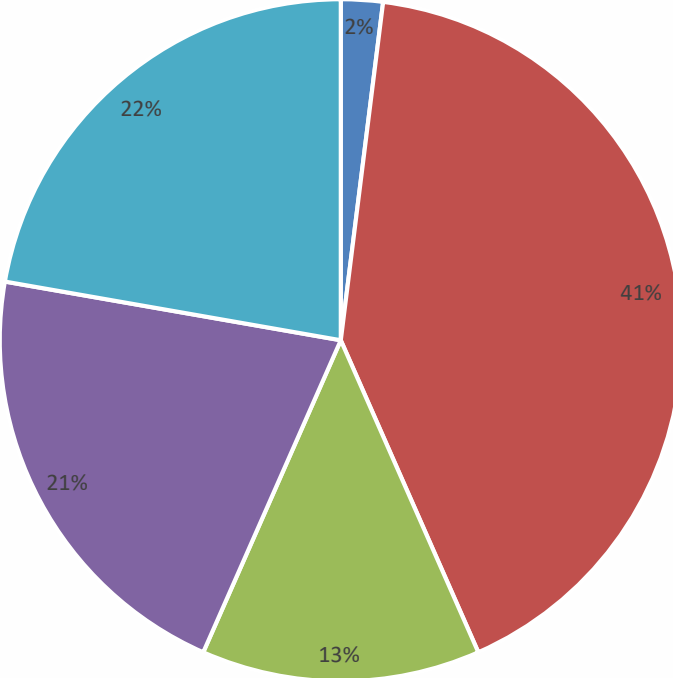
PROUDER

- Do not sell council housing
- Increase income generation through rents and rates
- Poor housing contractors
- Rationalise libraries
- More robust town planning
- Invest in regeneration of town centres
- Ensure no vacant or abandoned buildings or sites

The Council did not include any include particular assumptions on a Council Tax increase but provided an illustration on how 1% increase in Council Tax adds 29p per week (£15.30 per year) to a typical band D property and increases the Council's income by approximately £1.3 million.

- 41% did not support an increase
- 43% supported an increase of up to 2%
- 13% supported an increase above 2%

Increasing Council Tax

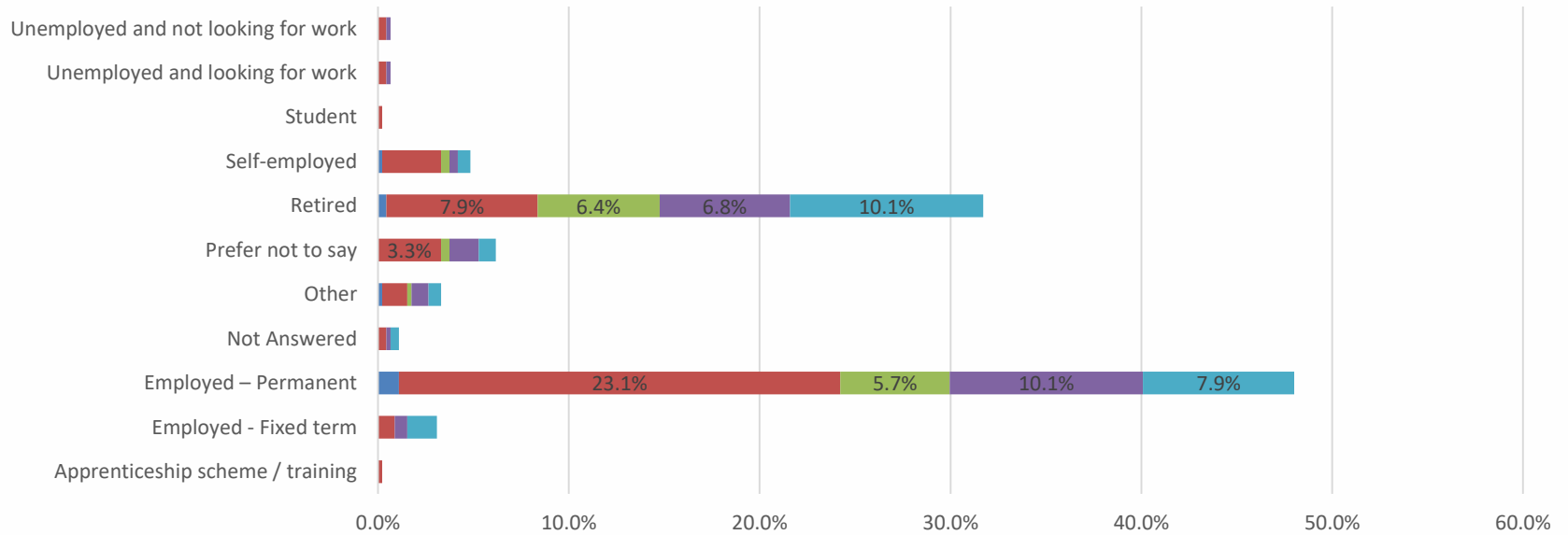


- Don't know / no opinion
- I do not support an increase
- I support an increase of 2% or above
- I support an increase of between 0% and 1%
- I support an increase of between 1% and 2%

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

Q9 – Increasing Council Tax

Increasing Council Tax - by employment status



	Apprentice ship scheme / training	Employed - Fixed term	Employed - Permanent	Not Answered	Other	Prefer not to say	Retired	Self- employed	Student	Unemploy ed and looking for work	Unemploy ed and not looking for work
■ Don't know / no opinion	0.0%	0.0%	1.1%	0.0%	0.2%	0.0%	0.4%	0.2%	0.0%	0.0%	0.0%
■ I do not support an increase	0.2%	0.9%	23.1%	0.4%	1.3%	3.3%	7.9%	3.1%	0.2%	0.4%	0.4%
■ I support an increase of 2% or above	0.0%	0.0%	5.7%	0.0%	0.2%	0.4%	6.4%	0.4%	0.0%	0.0%	0.0%
■ I support an increase of between 0% and 1%	0.0%	0.7%	10.1%	0.2%	0.9%	1.5%	6.8%	0.4%	0.0%	0.2%	0.2%
■ I support an increase of between 1% and 2%	0.0%	1.5%	7.9%	0.4%	0.7%	0.9%	10.1%	0.7%	0.0%	0.0%	0.0%

The chart shows that 23.1% of those permanently employed do not support a Council Tax increase, with 23.7% supporting an increase of some kind. For those retired, 23.3% supported some kind of increase.

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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 priorities.

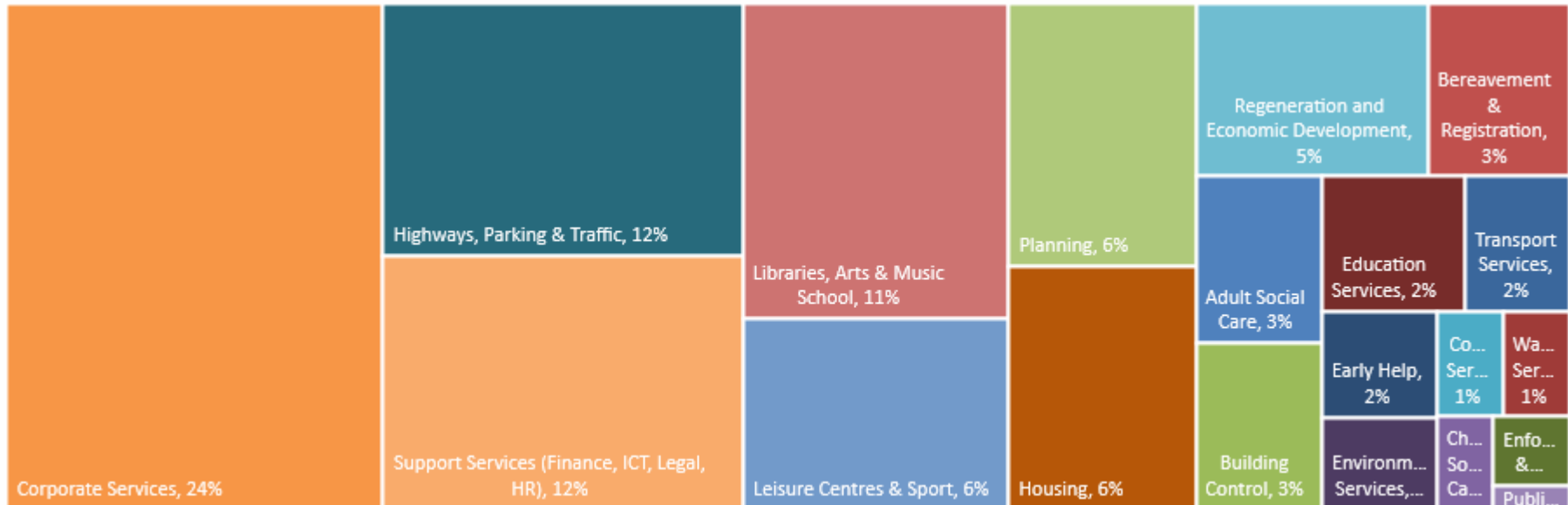
The top three services that respondents would remove £1 are:

- Corporate Services (24%)
- Support Services (12%)
- Highways, Parking and Traffic (12%)

These remain the top three areas to remove £1 since the 2020 Budget Consultation.

Remove £1

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



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Respondents were asked which service area would they add £1 in order to provide an understanding of priorities.

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

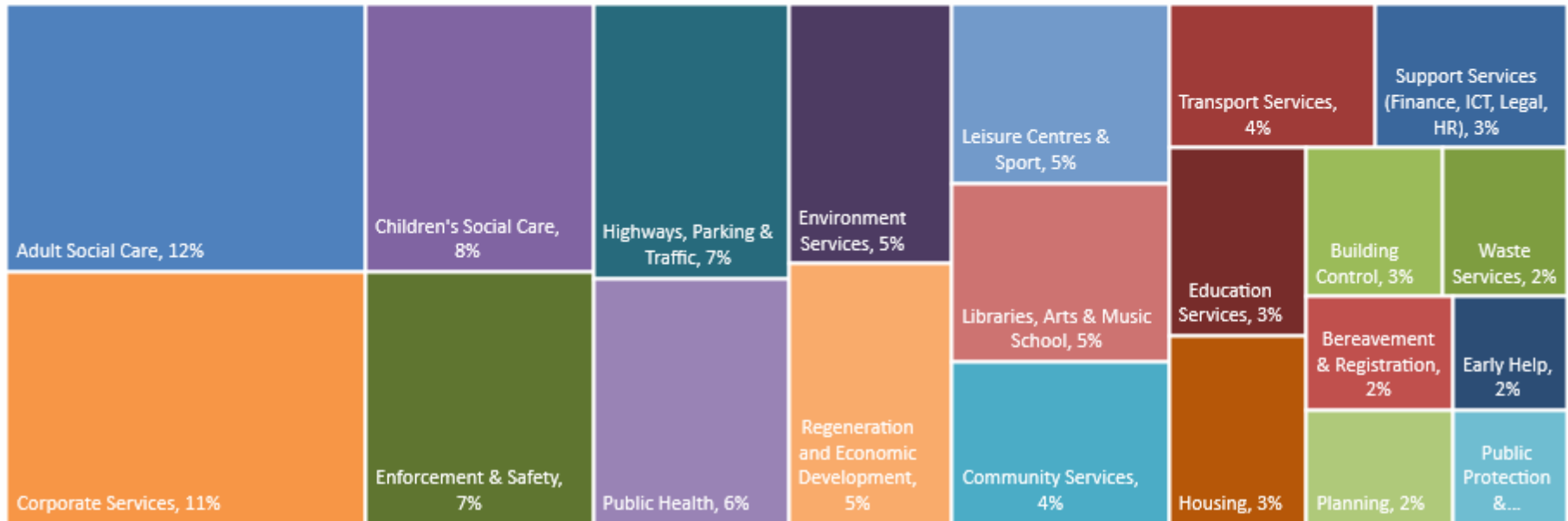
- Adult Social Care (12%)
- Corporate Services (11%)
- Children's Social Care (8%)

The responses were generally balanced across the service areas in which £1 should be added, and therefore implies that all services are important.

Q11 – Adding £1

Add £1

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



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Q12 – Anything else to consider as the Council sets the budget?

Respondents were asked for other areas that the Council should be considering for balancing the budget. Responses are summarised and categorised under the Council's priorities.

CLEANER & SAFER

- Better provision of services to prevent crime and antisocial behaviour
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- Invest in local charities
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- Better medical services
- Invest in social care
- Reduce funding for private support

Q12 – Anything else to consider as the Council sets the budget?

VALUE FOR MONEY (and other Council related suggestions)

- Employing more local residents
- Reducing benefits
- Review council spend (e.g. split per capita, restrict funds to non-borough initiatives)
- Full commitment to balancing the books
- Remove contribution to Mayor's office
- Reduce council spend
- Fix anticipated borrowing
- Freeze Council Tax
- Review staff and Councillors' pay and rewards
- Lobby for Central Government funding

PROUDER

- Do not sell council housing
- Increase income generation through rents and rates
- Poor housing contractors
- Rationalise libraries
- More robust town planning
- Invest in regeneration of town centres
- Ensure no vacant or abandoned buildings or sites