



Name of Consultation			
Budget Consultation 2023-24			
Date Consultation was Published	14 October 2022	Date Closed	30 December 2022
Repository	Citizen Space		
Overview	There were 3188 responses received for the 2023/24 budget consultation compared to 456 responses for the 2022/23 budget consultation, an increase of 699%		
Responses Received	There were 3188 responses 3180 were on-line responses and 8 were paper copies		
Responses Analysed	3188		
Basis of Exclusion	There were no exclusions		

Question 1

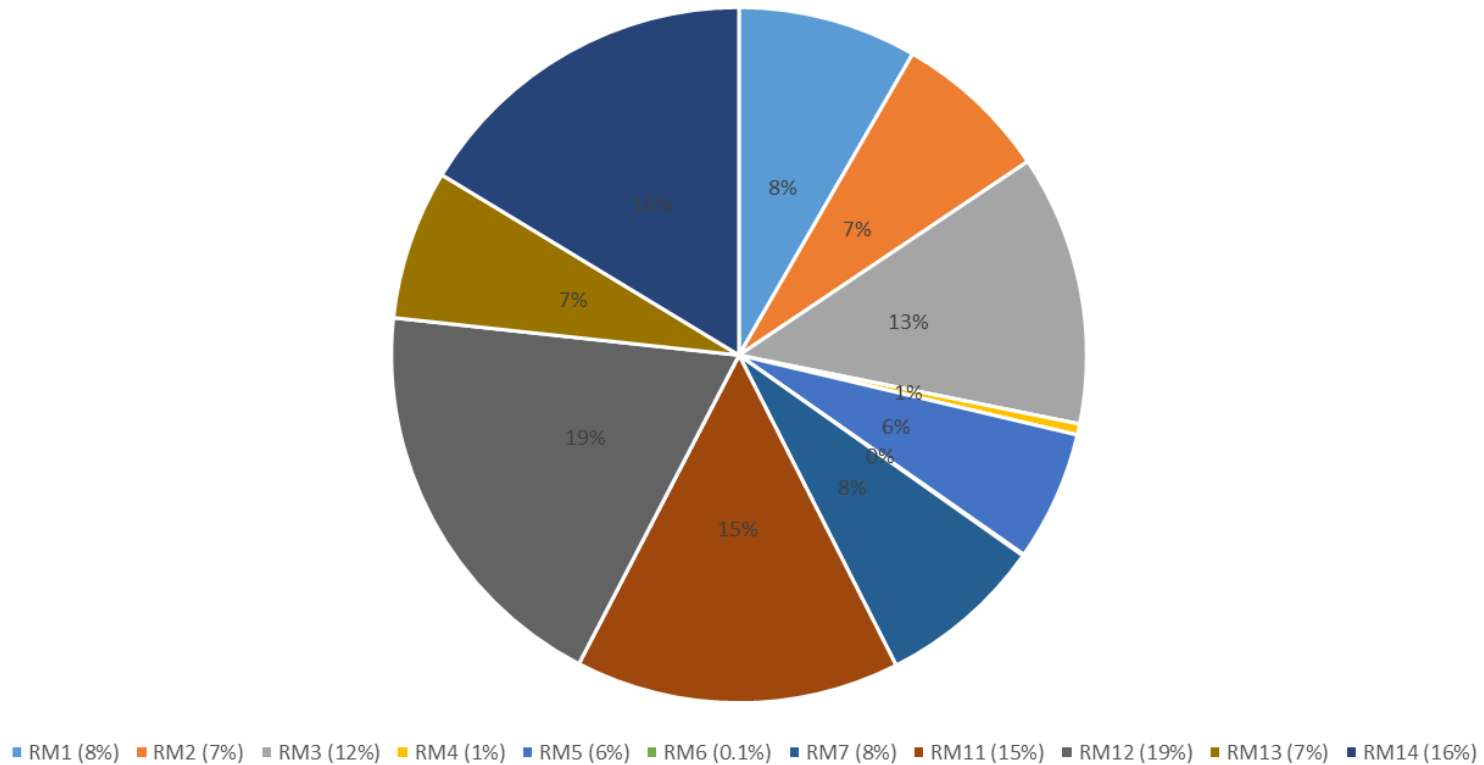
Please tell us the first part of your postcode (3 or 4 characters)

Analysis

3148 (99%) of responses were from RM postcodes, the majority of which are within Havering, however it should be noted that some postcodes (such as RM4, RM6 and RM14) can cover neighbouring boroughs. It should also be noted that 97% of respondents who answered Q3 identified themselves as Havering residents.

The majority of respondents (19%) come from RM12 (Hornchurch, Elm Park), 16% from RM14 (Upminster, Cranham, North Ockendon, Bulphan) and 15% from RM11 (Hornchurch, Emerson Park and Ardleigh Green) areas.

**Q1 - Please tell us the first part of your postcode
Havering Resident Responses**

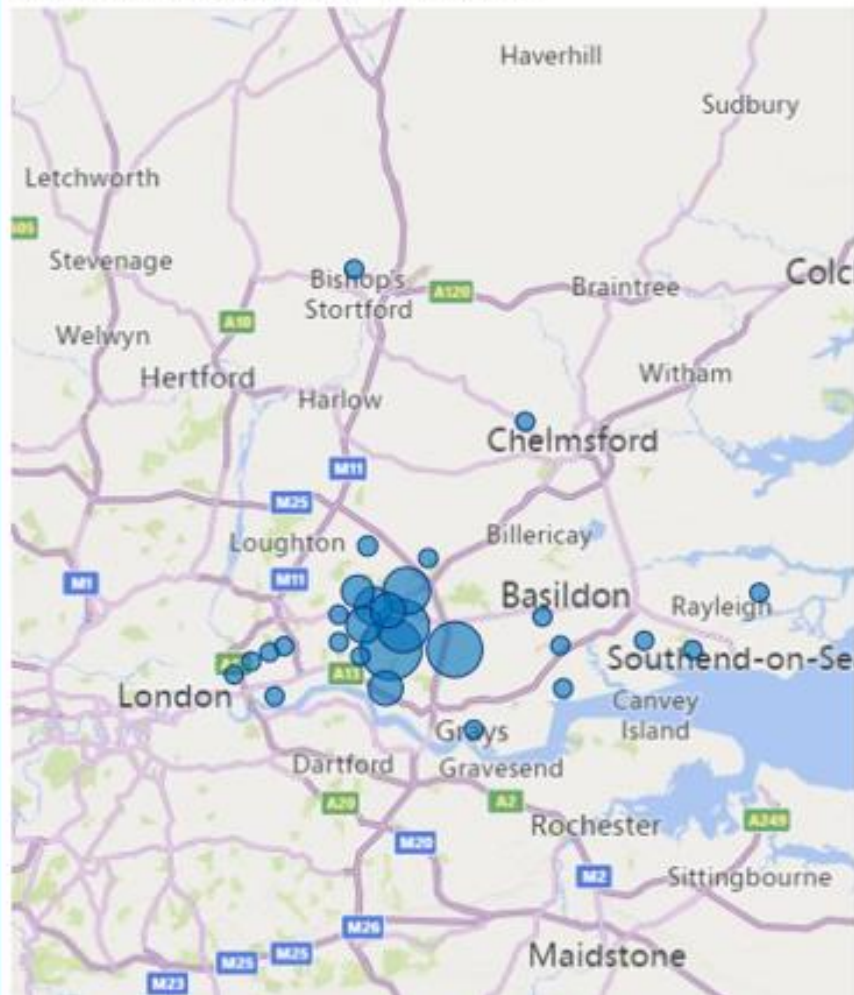


Question 1

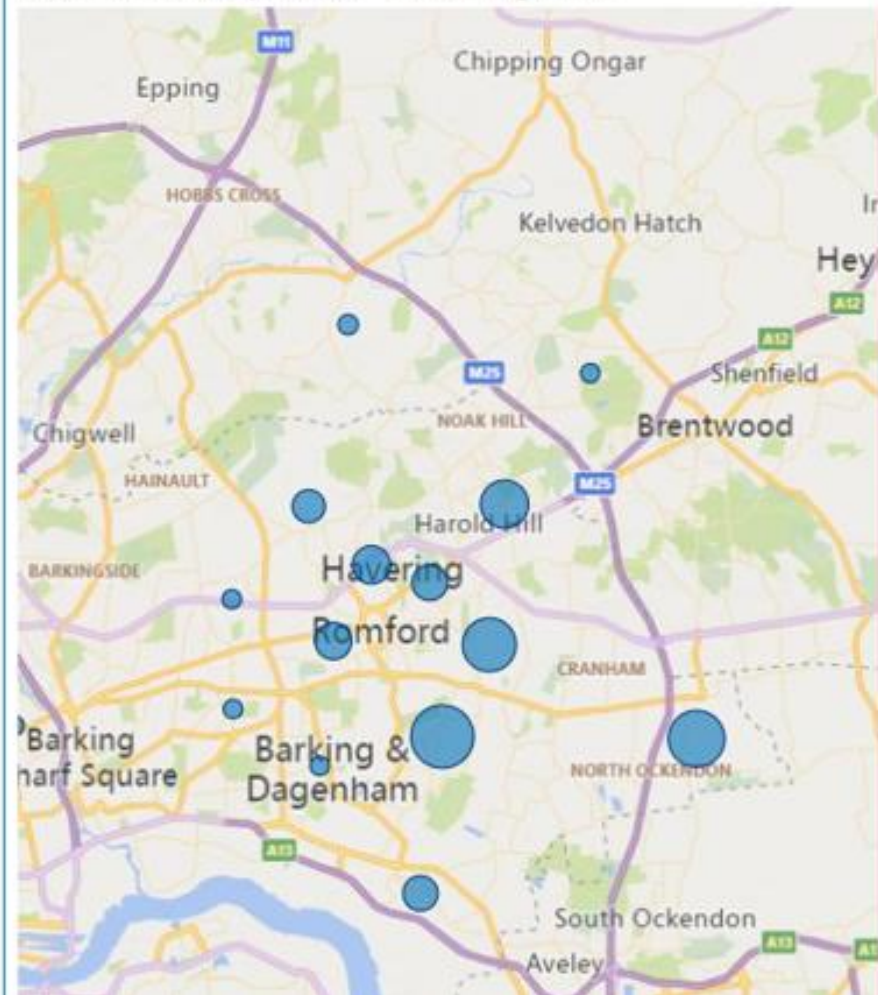
Postcode maps - wider view and Havering view

Analysis 21 responses (0.7%) were from out of the borough postcodes and 19 respondents (0.6%) declined to share this information.

Location of responses - wider view



Location of responses - Havering view

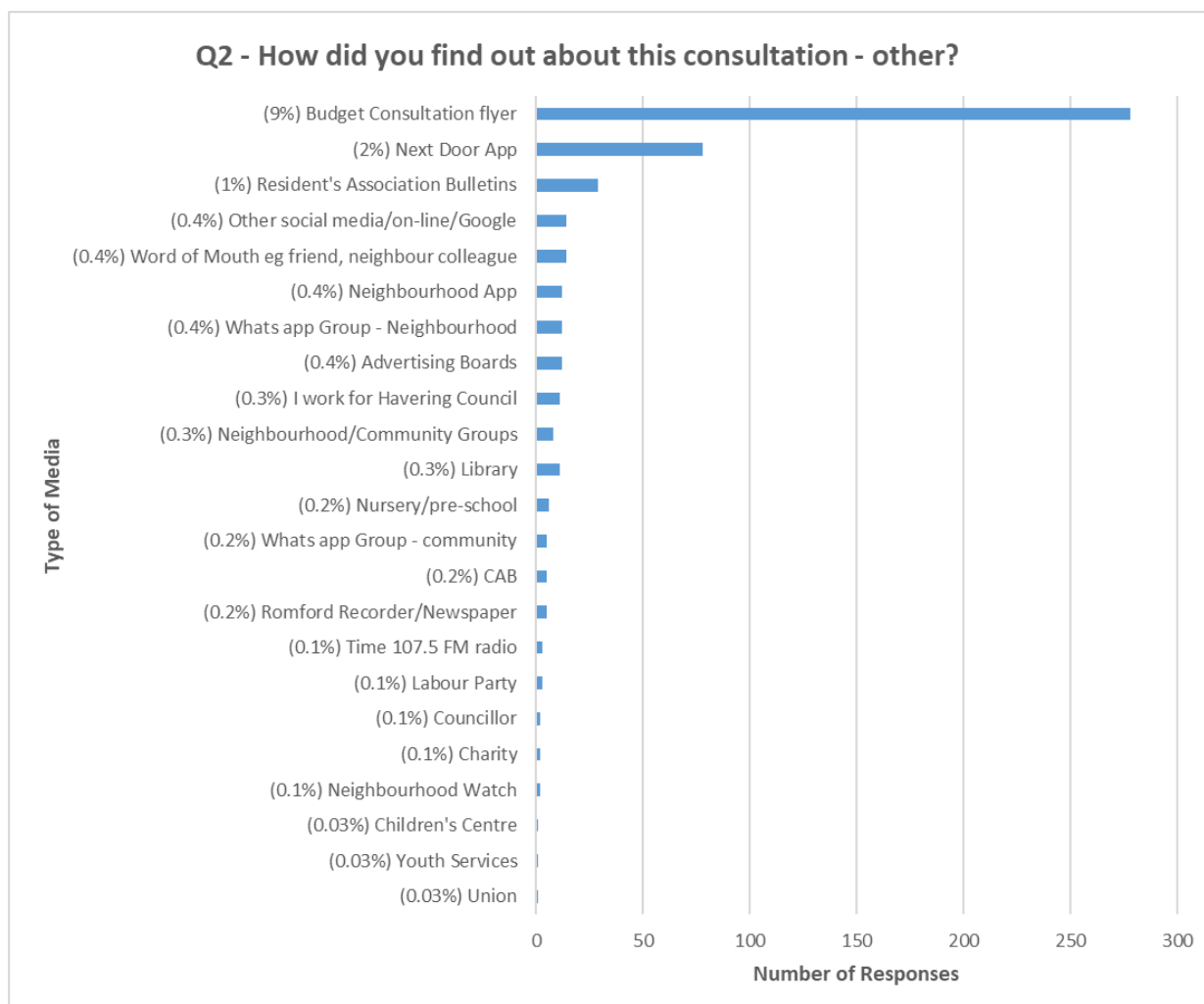
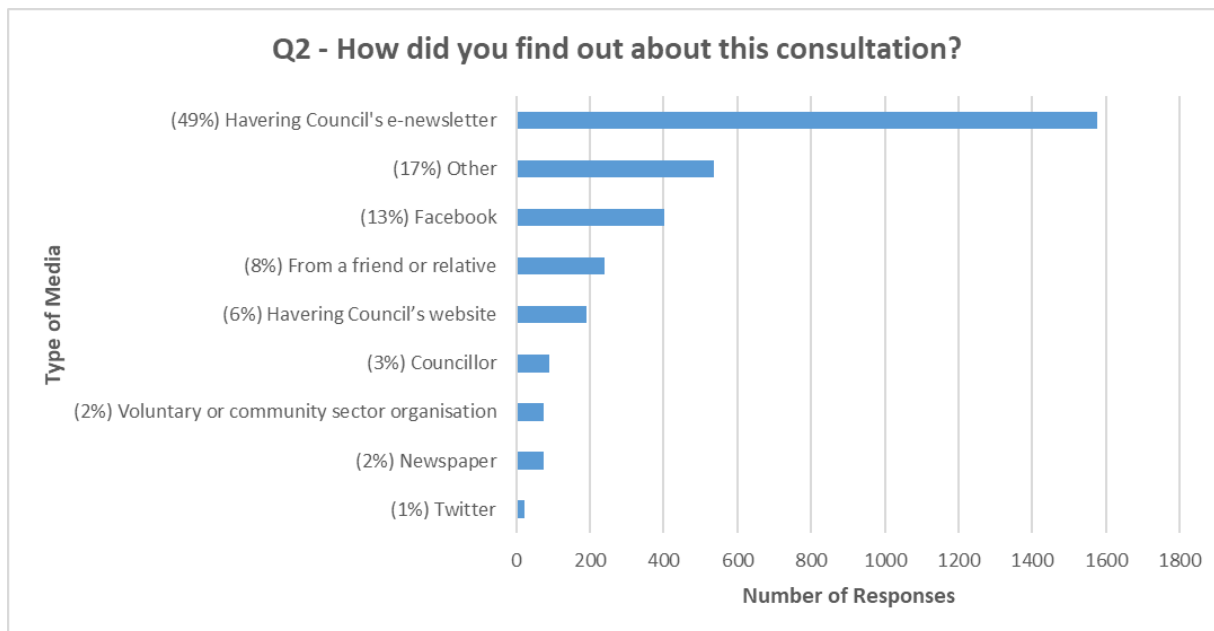


Question 2

How did you find out about this Consultation?

Analysis

Almost half of all respondents (49%) found out about the consultation from the Council's e-newsletter with 17% of respondents finding out by other means. Of these 17%, over half were from the Council's leaflet drop.



Question 3

Please tell us in what capacity you are completing this consultation

Analysis The overwhelming majority of respondents (97%) identified as Havering residents

- 3090 identified as residents of the borough AND/OR
- 43 representing/owning a local business
- 37 representing a charity that covers the Havering area
- 20 representing a community group in Havering
- 77 work for Havering Council (resident)
- 21 work for Havering Council (non-resident)
- 9 represent a public sector organisation
- 7 are Councillors

Q3 - Please tell us in what capacity you are completing this consultation

- I am a resident (97%)
- I represent/own a local business (1%)
- I work for Havering Council (Non Resident) (0.7%)
- I represent a public sector organisation (0.3%)
- I am a Councillor (0.2%)
- I work for Havering Council (Resident) (2%)
- I represent a charity (1%)
- I represent a community group (0.6%)
- Other (0.2%)



Q3 – If you selected ‘other’, please specify

Citizens Advice Bureau	3 respondents
HAC and Fairkytes Arts Group	1 respondent
Harold Hill Bowls Club	1 respondent
Havering Council's Residents Panel	1 respondent
London Citizens Advice Network	1 respondent

Question 4

What would you say are the three most important issues Havering is likely to face in the next year?

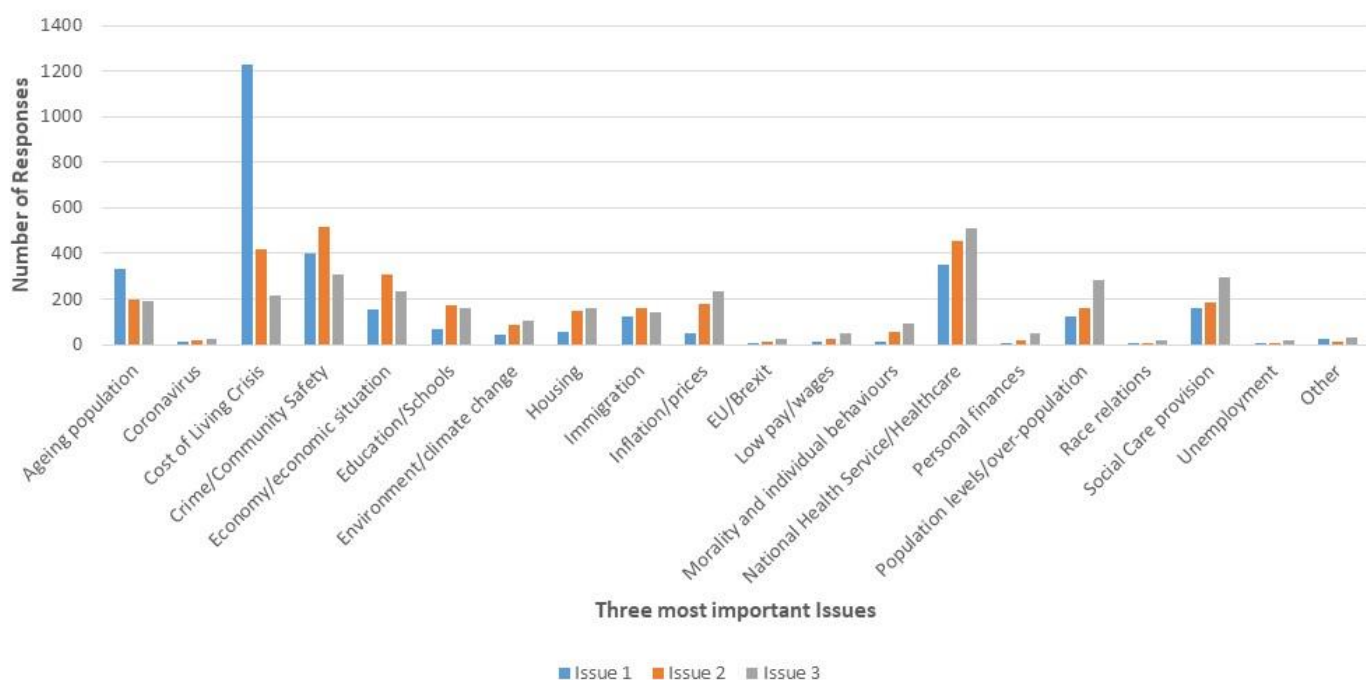
Analysis

Over a third (38%) of respondents rated the Cost of Living Crisis as their number one issue. The three most important issues that respondents feel that Havering is likely to face in the next year by weighted rank are:

Cost of Living Crisis, Crime/Community Safety, National Health Service/Healthcare

Crime/Community Safety and National Health Service/Healthcare remain important issues from the previous year, however with the current economic situation, Social Care appears to be less of a concern when compared to the Cost of Living Crisis.

Q4 - What would you say are the three most important issues Havering is likely to face in the next year?



Q4 - Three most important issues Havering is likely to face in the next year Average Weighted Ranking

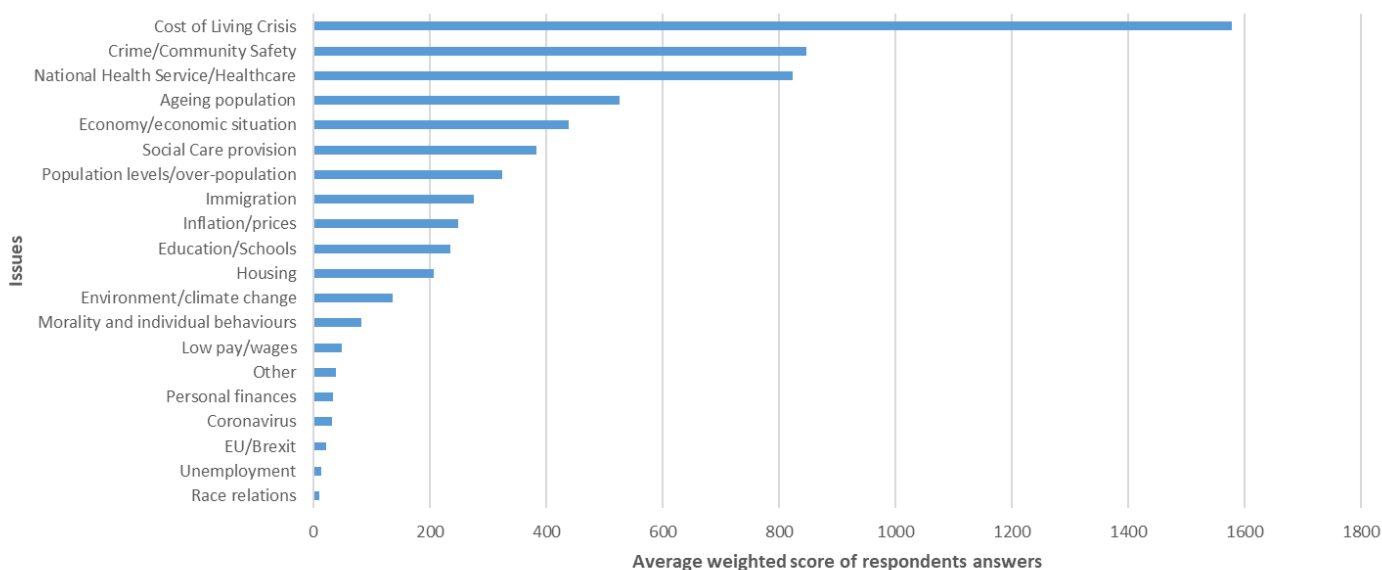


Chart shows weighted scores where Issue 1=3 points; Issue 2=2 points and Issue 3=1 point

Q4 Issues Affecting Havering - Comments

There were 79 comments, 16% of which were regarding changes to refuse collection

Effects of changing refuse collections
Lack of SEND provision
State of the roads inc pot holes and weeds
Over development causing medical/schooling/traffic congestion issues
Insufficient Government funding
Mental health provision and support for families in crisis
Fly tipping and cleanliness of borough
Loss of greenbelt
Parking charges
Closure of community Children's Centre
Lack of support/facilities/activities for young children
Traffic Management
ULEZ
Changes to services to the community and local facilities (libraries)
Homelessness including beggars and vagrants
Lack of parental support groups
Lack of Community communication for elderly residents
Crime and safety
Energy Crisis
Environmental impact of relaxed planning rules
Threat of massive data centre near Upminster
Lack of help available in crisis situations
Lack of police presence
Not locking the parks at night
Closure of public toilets
Rainham Quarry concerns
Travellers accommodation concerns
Licensing and decline of pubs in Hornchurch

Question 5

Which three things are you personally most concerned about at the moment?

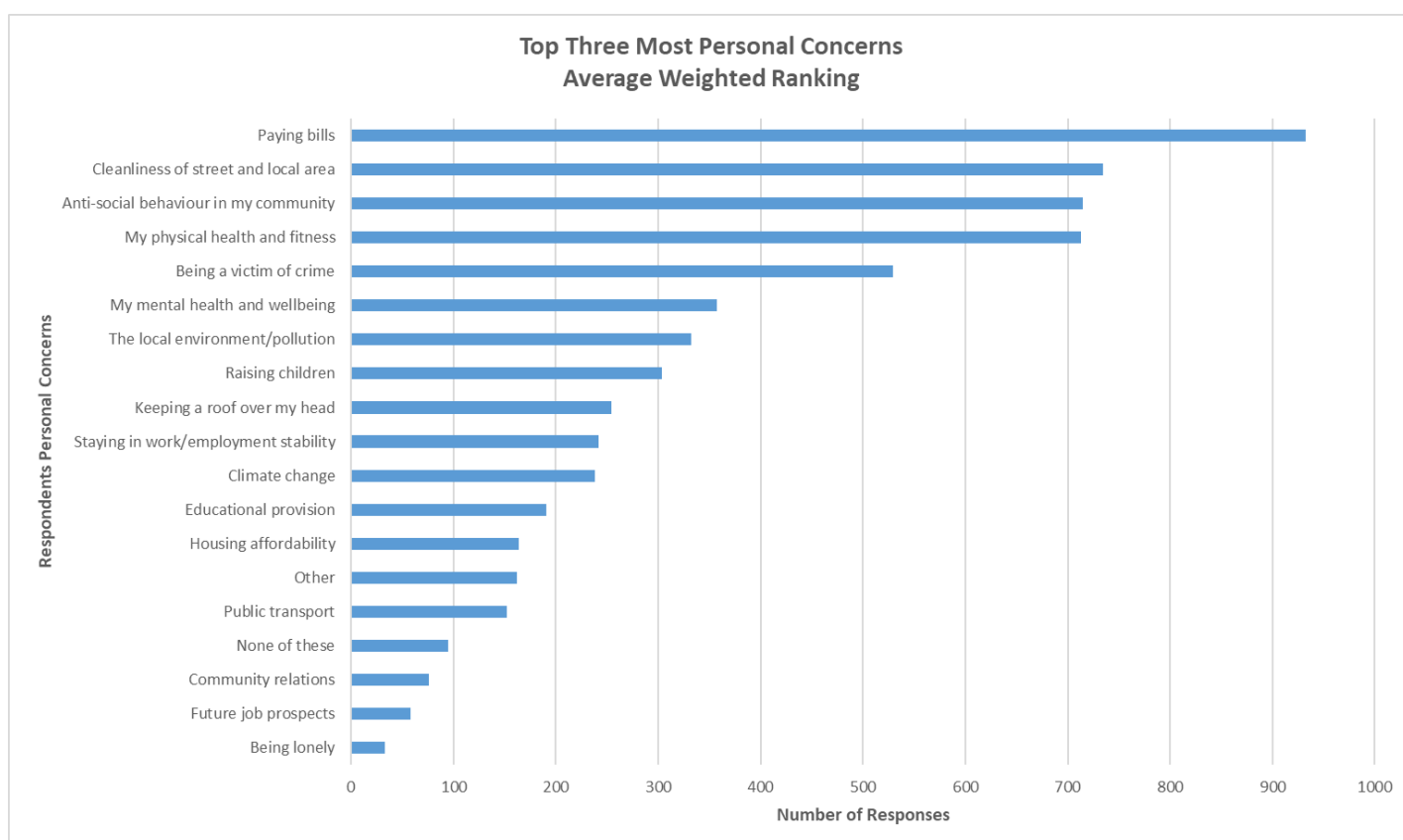
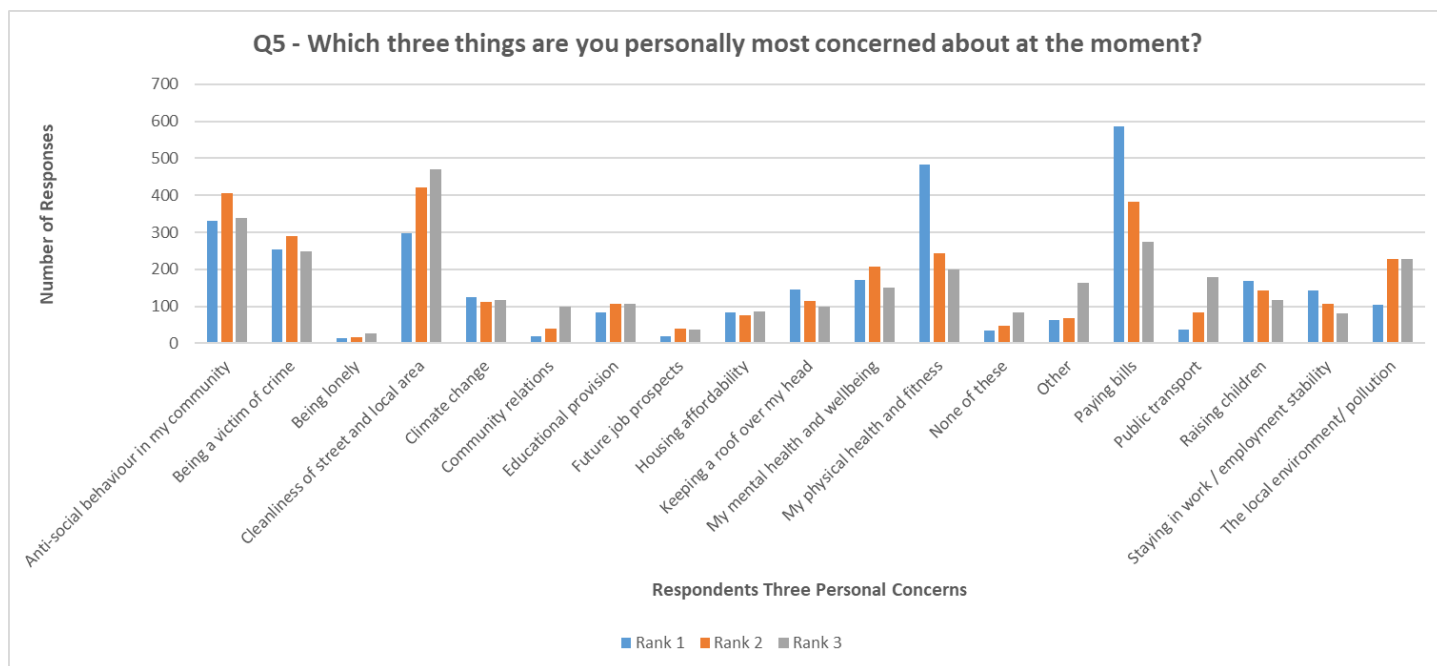
Analysis

18% of respondents rated Paying Bills as their number one issue.

When a weighted ranking was applied, the three things that respondents are personally concerned about are:

Paying Bills, Cleanliness of Street and Local Area, Anti-Social Behaviour in My Community

Cleanliness of Street and Local Area and Anti-social Behaviour in My Community remain personal concerns from the previous year, however with the current economic situation, My Physical Health and Fitness appears to be slightly less of a concern when compared to Paying Bills.

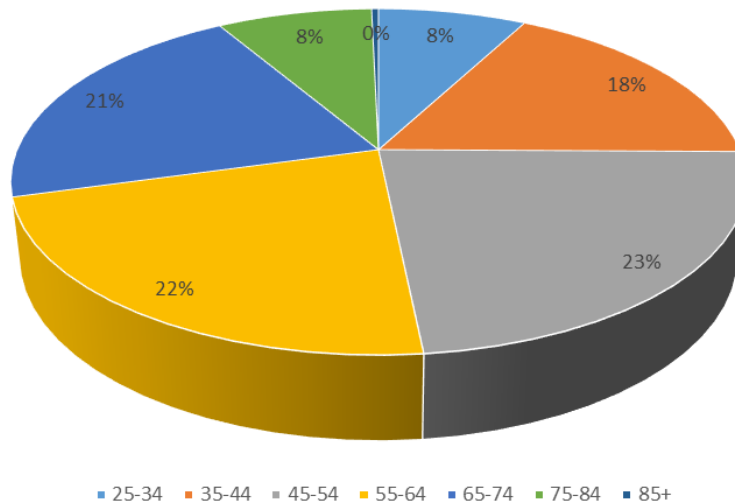


Q5 - Gender and Age Analysis

Respondents aged 45-54 rated Paying Bills as their first and highest concern (22%), followed closely by those aged 55-64 (21%) and 65-74 (20%), and those who identified as White-British (84%).

It should be noted however that the highest overall responses to the consultation came from those in the age range of 55-64 and 65-74 (43%) and from those identifying as White-British (83%).

Age Profile of Respondents who choose Paying Bills as their first and highest concern



Ethnicity Profile of Respondents who chose Paying Bills as their first and highest concern

- White - British (84%)
- Black/Black British - Caribbean (2%)
- Black/Black British - African (1%)
- Mixed/Multiple Groups - other Mixed Background (1%)
- Asian/Asian British - other Asian Background (0.4%)
- White - European (3%)
- White - Irish (2%)
- Asian/Asian British - Bangladeshi (1%)
- Other Ethnic Group (1%)
- Asian/Asian British - Chinese (0.2%)
- Asian/Asian British - Indian (2%)
- White - Other (2%)
- Mixed/Multiple Groups - White and Black African (1%)
- Mixed/Multiple Groups - White and Asian (0.4%)



Question 6

Thinking about your answers (to Q5) is there anything you think the council could do to support you with your concerns?

Analysis

There were 2158 comments. 13% of these comments were of a general nature, 9.3% of respondents would like to see a greater police presence and 5.3% voiced their concerns about a rise in Council Tax.

Which three things are you personally most concerned about at the moment – sentiment analysis			
Number of Comments	%	Category	Example of Comment
415	19%	General Comments	<ul style="list-style-type: none"> • Be mindful of not putting more financial pressure on residents • Concentrate on easing the pressure on residents by dealing with the gross overspend of public money by a)reviewing all contracts b)reducing agency staff to a minimum and ensuring that paid staff are working efficiently, preferably at their desks. • Encourage a closer community spirit. Include residents in planning and listen to and act upon their concerns. There's always a middle ground. • I don't think the council can help with my concerns as these are a nationwide problem and everyone is struggling including the council. • Just by being honest where every single penny is going from the small funding that they are receiving and making sure that the funding is being utilised in the most needed areas to help the most people in need. • Local support for struggling residents.
295	14%	Police Presence/Anti-social behaviour	<ul style="list-style-type: none"> • Reopen police stations • Arrange for more visible police presence and clampdown on anti-social behaviour (littering and dog fouling) • A far more visible police service • Ensure there are police on the streets especially at night to stop anti-social behaviour
170	8%	Council Tax	<ul style="list-style-type: none"> • Do not increase Council Tax • Freeze or lower Council Tax • Pay Council Tax monthly instead of over 10 months
159	7%	Cleanliness of Street and Local Area	<ul style="list-style-type: none"> • Increase street cleaning • Re-introduce road sweepers, mechanical sweepers are not as good • Cleaner streets improves the look of an area, controls vermin and reduces pollution risk, such as plastic waste being washed into rain water drain and then into the sea
156	7%	Refuse collection	<ul style="list-style-type: none"> • Do not reduce refuse collections • Reduction of refuse collection will encourage wild animals and odours • Collect refuse better, minimise food waste

110	5%	Crime and Anti-Social Behaviour inc CCTV	<ul style="list-style-type: none"> • Crack down on anti-social behaviour • Improve security on streets to reduce crime eg CCTV • Reduce car theft/crime
110	5%	NHS/healthcare	<ul style="list-style-type: none"> • Provide a 24 hr walk-in safe centre for people with mental health issues • Re-open rehabilitation centres to reduce hospital bed blocking • Ensure adequate health care for the growing population
95	4%	Children's Services	<ul style="list-style-type: none"> • Provide affordable before and after school care and holiday care for children • Provide free school meals to all children • Do not close Children's Centres
85	4%	Regeneration	<ul style="list-style-type: none"> • Consider the community when you are housing people eg drug users in highly populated areas of children • Build more social housing • Cap private rent prices, introduce rent controls
61	3%	Roads	<ul style="list-style-type: none"> • Keep Havering moving by reviewing traffic light sequencing and reduce traffic generally • Co-ordinate road works better to avoid congestion • The general condition of our roads is reflecting badly on the council and has been sadly neglected for far too long. • Better cycling provision. It's not very safe to cycle from place to place in Havering.
56	3%	Climate Change	<ul style="list-style-type: none"> • Anti-idling - fine drivers • Green options for all future projects • Monitor air and water quality and publish weekly results • Discourage parents using cars for the school run
52	2%	Housing	<ul style="list-style-type: none"> • Build more social housing/affordable homes • Cap private rent prices, introduce rent controls • Properly enforce against landlords to ensure rented properties are maintained and take action against agents and landlords
43	2%	Adult Social Care, mainly issues for the elderly	<ul style="list-style-type: none"> • Work with other authorities to investigate, review and reduce costs. Take action to determine real costs and stop overspending • Provide a policy on the Council's legal and financial obligations to the elderly • Distinct lack of care for the elderly compared to Children's Services
38	1%	Education	<ul style="list-style-type: none"> • Invest in better education facilities/schools • Increasing and not reducing spending in schools. • Education: Training for staff needs to be improved to provide more flexible and adequate provision for children with ASD. Opportunities need to be improved for those struggling and higher achievers. The borough's policy of educating children to be average fails many
32	1%	Parking	<ul style="list-style-type: none"> • Level up parking charges across Havering • Service parking meters

			<ul style="list-style-type: none"> • Retain the free one hour parking in bays to encourage people to shop locally
31	1%	Government	<ul style="list-style-type: none"> • Fight for adequate funding to maintain and improve current services. • Do not agree to everything the Mayor of London proposes • Firstly, the law needs to be changed if 70% of the entire yearly Council's budget is being spent on children and vulnerable adults. Central Government should be providing for them if they think it's so important they have special care. It's an absolutely ridiculous proportion of the budget! Of course Council tax monies should be spent to help the community but this is totally out of proportion for the needs of the rest of the Borough, which is just as important
30	1%	Parks	<ul style="list-style-type: none"> • Improve lighting in parks and open spaces • Reinstate Parks enforcement officers and provide security • Keeping the parks clean and locked at night.
28	1%	Recycling	<ul style="list-style-type: none"> • Make broader and better provision for the recycling of waste in all its forms • More recycling bins alongside regular rubbish bins • Sort out a proper recycling scheme as the current one is extremely limited
25	1%	Customer Service and Communication	<ul style="list-style-type: none"> • Communication in advance on when the council cleans or landscapes areas • Improve feedback on consultations and actively listen • Recognise the age demographics of its residents and find cost effective ways of communicating via different channels. • Improve methods of contacting the Council, especially for people without computers or smart phones.
22	1%	Quarry	<ul style="list-style-type: none"> • Do not give planning permission for a Quarry. • Stop proposals for a quarry site, which would bring a lot of pollution to the local area, devalue properties, increase traffic, have the potential to increase or aggravate existing health problems. • Stop the Quarry! Talk about improving the area, this would mean dust, particles and other dirt travelling a fair distance and interfering with people's health and well-being. Let alone the extra lorries on narrow roads.
21	1%	Fly-tipping	<ul style="list-style-type: none"> • Heavier fines and/ or prison for wrong doers if repeated cases came about. Also that all persons convicted of dumping rubbish etc; to have their vehicle crushed whether commercial or private vehicle. • Make residents aware of the crime of dumping rubbish. • Greater enforcement of fly tipping, littering and dog fouling.
21	1%	Transport	<ul style="list-style-type: none"> • Improve public transport. • Ensure public transport costs are reasonable and service is fit for purpose. • I am fortunate at present with public transport - keep it up!
20	1%	Population	<ul style="list-style-type: none"> • Increase in population is putting demands on healthcare system. • Reduce the amount of illegal immigrants who are supported by the Council.

			<ul style="list-style-type: none"> • Yes, pay particular attention to Duty of Care to the Community by not over populating the Borough before putting in place the appropriate infrastructure.
20	1%	Social Care	<ul style="list-style-type: none"> • Do not cut social care funding. For carers, who struggle with our own health issues, having provision for daycare, respite etc is of the highest importance. • Social care needs to be appropriately funded to lessen the burden on acute hospital services. • No more cuts to social care.
17	1%	ULEZ	<ul style="list-style-type: none"> • Do not agree to the ULEZ charge. • Take a pro-active role in preventing the ULEZ expansion - rather than, seemingly, just a defensive role. • Push through difficult messages. eg ULEZ is going to cost money. But surely cleaner air for future generations is worth paying for.
16	1%	Youth	<ul style="list-style-type: none"> • Focus on supporting young people. Offer more apprenticeships to young people • Re-establish outreach teams and statutory youth workers. • Sustain youth service provision for young people so they have safe places to go and can be supported out of exploitation and gang activity.
15	1%	Citizens' Advice Bureau	<ul style="list-style-type: none"> • The council should continue to support organisations like the Citizen Advice as it give help and support to the most vulnerable of the community. • Citizens advice has always been able to help me beyond my expectations, I rely on their service to help me tackle and best way to handle the matter. • I am an adviser at Citizens Advice Havering. • As an organisation, we cannot afford to have our budget cut. We deal daily with a myriad of problems on behalf of clients, which is increasing. We are the first port of call for many who do not know where to turn. We signpost to ancillary organizations, our reach is hugely significant and impactful.
12	1%	Voluntary Sector	<ul style="list-style-type: none"> • Actively encourage support of voluntary organisations like Foodbanks, Christians Against Poverty, Citizen Advice Bureaus by regular advertising, (if financial support is not an option). • Arrange volunteers to help clean up our streets. I would volunteer to help and get exercise while doing it. • Promotion of the good works by the volunteers who work with children and young adults.
11	0.5%	Toilets	<ul style="list-style-type: none"> • Efforts to be made to keep toilets open as the use of the park in Upminster and facilities are being used by many especially the young. It also helps with bringing in people to use the local shops and revitalise the town. • More public toilets. • The public toilets by the park are always closed.
10	0.5%	Rubbish bins including Green Bins	<ul style="list-style-type: none"> • Ensure regular emptying of bins and ensuring bins are replaced if removed. Also ensure that there are enough bins in areas.

			<ul style="list-style-type: none"> Introduce green garden bags for households like mine who have little garden waste because the new charge of £70 for a green wheelie bin is too much. Stop over charging for everything. Other councils provide green bin etc what's the council tax for!!
10	0.5%	Leisure including fitness and arts	<ul style="list-style-type: none"> Provide free gym time for pensioners. Provide more sport/art & craft/youth clubs for Havering's young people, this in turn will save money by reducing youth crime and anti-social behaviour caused by boredom and having no sense of belonging. This will also help improve community relations. Provide free exercise sessions for the health and wellbeing of residents. Maybe online?
10	0.5%	Libraries	<ul style="list-style-type: none"> Extend the opening hours of Collier Row library in order to promote good mental health. Local library services are essential. Keep enough libraries open for warmth and book borrowing.
10	0.5%	Litter	<ul style="list-style-type: none"> Walking around my area I am concerned by the amount of litter that goes uncollected by the council. Start fining people who are littering. The streets in Collier Row are covered in litter. This encourages more litter.
10	0.5%	Mental Health	<ul style="list-style-type: none"> Provide a 24 hr walk-in safe centre for people with mental health issues Better provision for public access to help with mental stress caused by day to day living, ie professional counselling when you need it, not 6 to 12 months later if it's available. More availability for Mental Health consultations / events
8	0.4%	Arnold Fields/Launders Lane	<ul style="list-style-type: none"> Support your thousands of Rainham residents that are desperate for the Arnold's Field environmental impact to be finally addressed & MORE IMPORTANTLY CEASE THE DANGEROUS LEVELS OF POOR AIR QUALITY IN THE AREA. Help sort out the issues of the Launders Lane fires, as the health risk is enormous as is the possibility of property values in the Rainham area dropping because nobody will want to buy in the area!! Address the issued at the Launders Lane illegal landfill site once and for all - this area poses a significant health hazard to residents and is a ticking time bomb for issues further down the line.
8	0.4%	Disability	<ul style="list-style-type: none"> Provide better support for Havering's autistic community More information on how to help with children being diagnosed with additional needs eg what the process entails and what benefits you are in titled to receive. More facilities in Havering for severely disabled children. My daughter has to have transportation with her own escort out of Havering to Basildon for a day centre and Southend for overnight respite. These facilities should be in Havering.
5	0.2%	Community	<ul style="list-style-type: none"> Provide community services. Disappeared & getting worse Have more facilities to encourage and bring groups of people together

			<ul style="list-style-type: none"> Support cooperatives like Preston council, set up local institutions like community banks under the Preston model
5	0.2%	Job Security (Council)	<ul style="list-style-type: none"> Be more forth right about changes and the time scale. Also who are in danger as far as jobs are concerned. As well as being a HAVERING resident I am also employed by LBH, my concerns over job security are affected by decisions LBH make about my role.
4	0.2%	Pollution and air quality	<ul style="list-style-type: none"> The council could help with environmental issues and pollution. With local environment and pollution I think the council do more awareness campaigns on car pollution. Having more electric charging points in car parks and along major roads would be good.
3	0.1%	Businesses	<ul style="list-style-type: none"> Attract more businesses into the borough, to increase the level of jobs available for local people. This will lead to the borough being more affluent and being less reliant on the Council, able to access services themselves. Support local businesses to ensure town centres remain viable. Help businesses to create decent jobs not Uber economy.
3	0.1%	Electric Vehicle Charging Points	<ul style="list-style-type: none"> More electric charging points for cars, ensure we keep our bus routes and switch to electric buses. There has been no investment in car charging points for houses without driveways, I live in permit zone where a 20 year old Diesel van pays the same to park on the street as a brand new electric car, other boroughs charge on emissions. We need to put public electric vehicle charging points in our town car parks and on street parking.
3	0.1%	Yewtree Lodge	<ul style="list-style-type: none"> Allow charity groups to continue to use resources free of charge (eg Yew Tree Lodge). I am Concerned that Havering council are thinking of charging the drop in for the use of the room at yew Tree community centre. The provide a service for visually impaired people, alongside (The P.S.S.H.) in Havering, which are both run by volunteers, the charge for the (The P.S.S.H.) is already going up, so if Havering charge the drop in we won't be able to run for service for the visually impaired community and will isolate us even more from society. Yes they could allow the Charity groups such as the Partially Sighted Society Havering to continue to use Yew Tree Resources centre on a Tuesday afternoon for free as we are supplying a resource that the council does not have the finance to supply itself.

Question 7

If we were to increase Council Tax, which of the following options would you support?

Analysis

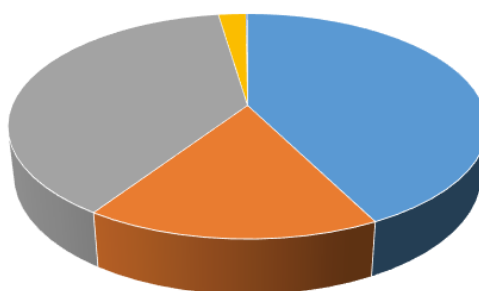
The council did not include any particular assumptions on a Council Tax increase but provided an illustration on how a 1.99% increase in Council Tax would mean an increase of 60p per week on an average Band D property in the borough.

43% supported an increase of up to 2%

17% supported an increase of 2% or above

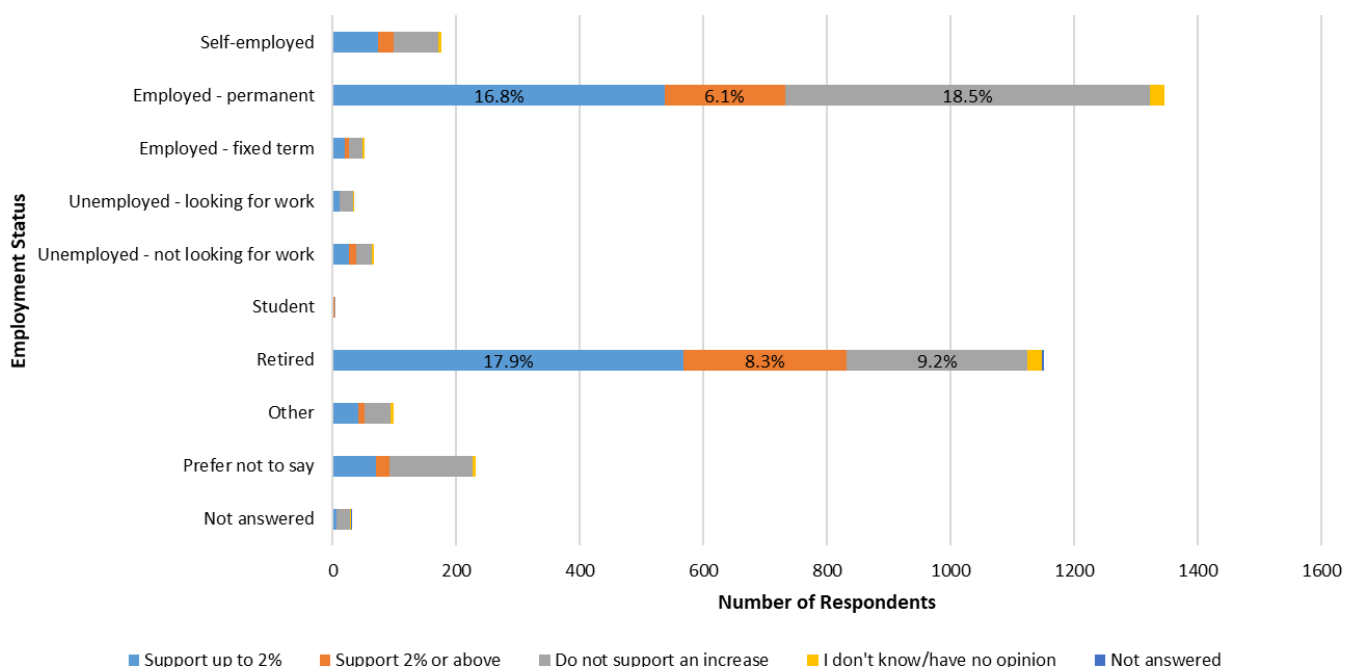
38% did not support an increase

Q7 - If we were to increase Council Tax, which of the following options would you support? Choose one



- (43%) I support an increase of up to 2%
- (17%) I support an increase of 2% or above
- (38%) I do not support an increase
- (2%) I do not know/I have no opinion
- (0.1%) Not Answered

Increasing Council Tax Employment Status



	Self-employed	Employed permanent	Employed fixed term	Unemployed looking for work	Unemployed not looking for work	Student	Retired	Other	Prefer not to say	Not answered
I support an increase of up to 2%	2.3%	16.8%	0.6%	0.4%	0.8%	0.1%	17.9%	1.3%	2.2%	0.2%
I support an increase of 2% or above	0.8%	6.1%	0.2%	0.0%	0.3%	0.0%	8.3%	0.3%	0.7%	0.0%
I do not support an increase	2.3%	18.5%	0.7%	0.7%	0.8%	0.1%	9.2%	1.3%	4.2%	0.7%
I do not know/have no opinion	0.2%	0.8%	0.1%	0.1%	0.1%	0.0%	0.8%	0.2%	0.2%	0.0%
Not answered	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.1%	0.0%	0.0%	0.0%

The chart shows that of those permanently employed, 18.5% do not support an increase and 16.8% support an increase of up to 2%. For those retired, 17.9% support an increase in Council Tax up to 2%.

Question 8

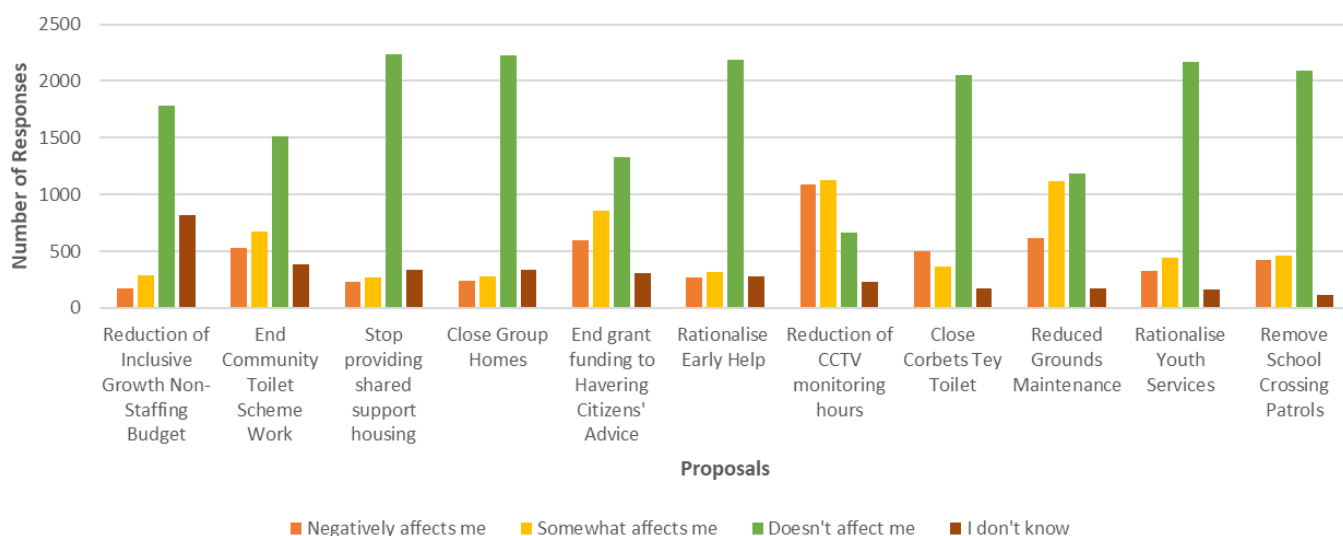
Proposals for reducing or stopping some services- please give your views on how they affect you

Analysis

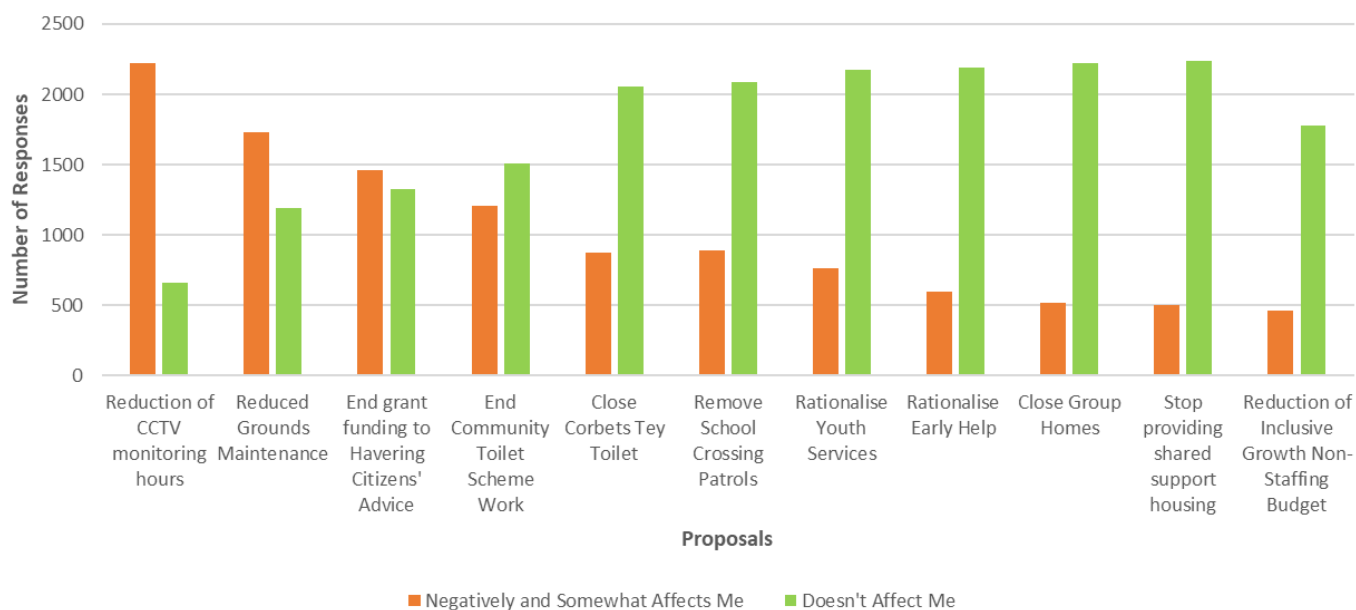
The top three proposals that respondents feel will have the most negative affect on them are Reduction of CCTV Monitoring Hours (34%), Reduced Grounds Maintenance (19%) and End of Grant Funding for Citizens Advice Bureau (19%).

When analysing the combination of responses of those who chose 'negatively affects me' and 'somewhat affects me', the same three proposals were top, with Reduction of CCTV Monitoring Hours at 70%, Reduced Grounds Maintenance (54%) and End of Grant Funding for Citizens Advice Bureau (56%).

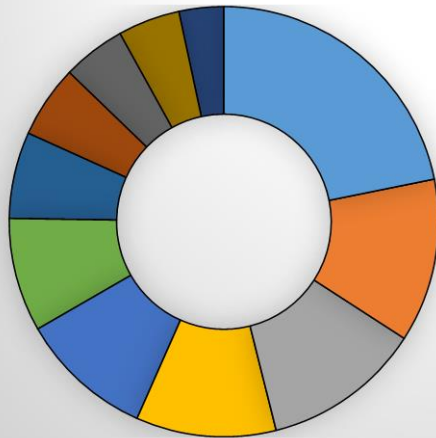
Q8 - Proposals for reducing or stopping some services - please give us your views on how they affect you



Q8 - Proposals for reducing or stopping some services

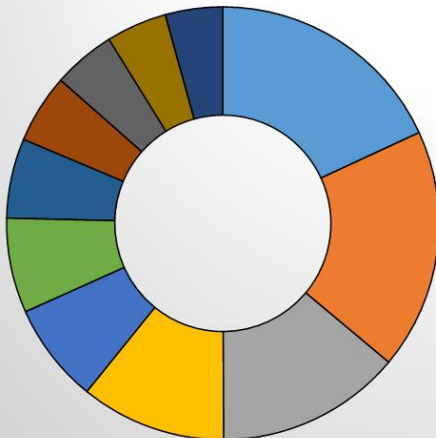


Q8 - Respondents who chose a proposal 'Negatively Affects Me'



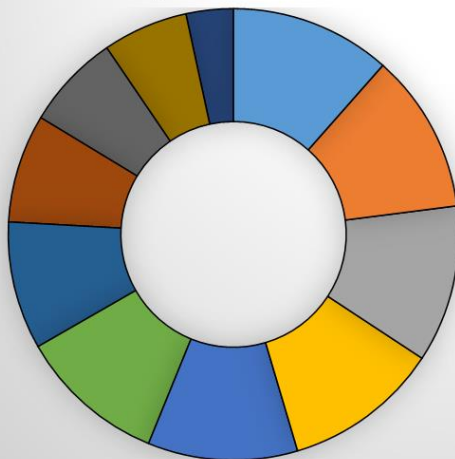
- (34%) Reduction of CCTV monitoring hours
- (19%) Reduced Grounds Maintenance
- (19%) End grant funding to Havering Citizens' Advice
- (17%) End Community Toilet Scheme Work
- (16%) Close Corbets Tey Toilet
- (13%) Remove School Crossing Patrols
- (10%) Rationalise Youth Services
- (9%) Rationalise Early Help
- (7%) Close Group Homes
- (7%) Stop providing shared support housing
- (5%) Reduction of Inclusive Growth Non-Staffing Budget

Q8 - Respondents who chose a proposal 'Somewhat Affects Me'



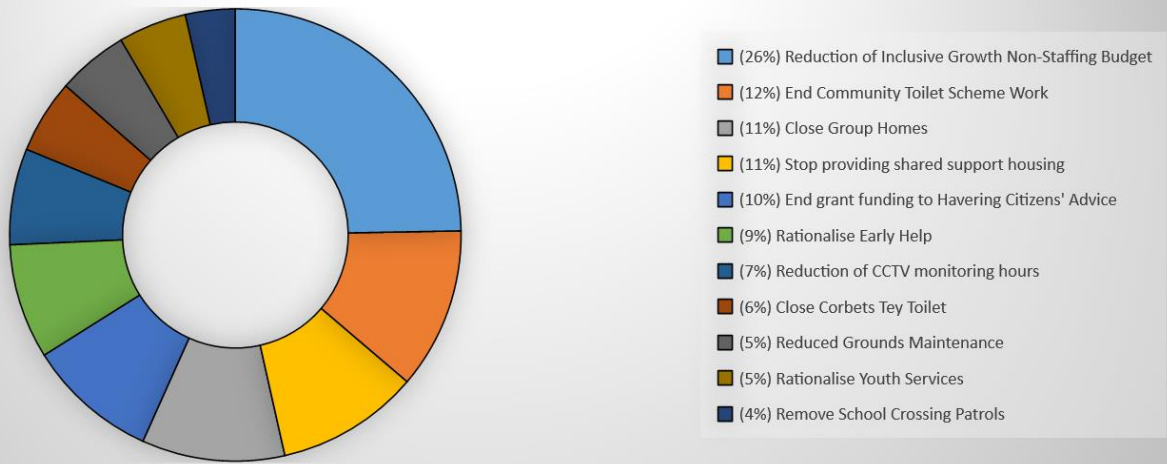
- (35%) Reduction of CCTV monitoring hours
- (35%) Reduced Grounds Maintenance
- (27%) End grant funding to Havering Citizens' Advice
- (21%) End Community Toilet Scheme Work
- (15%) Remove School Crossing Patrols
- (14%) Rationalise Youth Services
- (12%) Close Corbets Tey Toilet
- (10%) Rationalise Early Help
- (9%) Reduction of Inclusive Growth Non-Staffing Budget
- (9%) Close Group Homes
- (8%) Stop providing shared support housing

Q8 - Respondents who chose a proposal 'Doesn't affect me'



- (70%) Stop providing shared support housing
- (70%) Close Group Homes
- (69%) Rationalise Early Help
- (68%) Rationalise Youth Services
- (65%) Remove School Crossing Patrols
- (64%) Close Corbets Tey Toilet
- (56%) Reduction of Inclusive Growth Non-Staffing Budget
- (47%) End Community Toilet Scheme Work
- (42%) End grant funding to Havering Citizens' Advice
- (37%) Reduced Grounds Maintenance
- (21%) Reduction of CCTV monitoring hours

Q8 - Respondents who chose an effect of a proposal 'I don't know'



Question 9

Is there anything you would like to support your answers (proposals for reducing or stopping some services)?

Analysis

There were 941 comments. 7% commented on their lack of support for changes to refuse collection and 2% commented on their lack of support for any increase in Council Tax.

Of those comments related to these proposals, the majority responded in general to the proposals (46%), 12% do not support the closure of Children's Centres and 11% voiced their opposition to the proposal to end funding for Havering's Citizens' Advice.

Proposals for reducing or stopping some services – sentiment analysis

Number of Comments	%	Category	Example of Comment
432	46%	General Comments	<ul style="list-style-type: none"> Most of these matters are not Havering's responsibility Disagree with cuts to services All cuts will affect the vulnerable All cuts will result in a decline in the area All options are unwelcome but I agree that some have to be accepted These cuts will drain other resources further down the line like increased mental health and safeguarding/crime A large number of people will be affected by these changes and suffer You must consider the knock-on effect of your decisions
109	12%	Rationalise Early Help (Children's Centres)	<ul style="list-style-type: none"> Closing children's centres in deprived Harold Hill is wrong Children centres are well used - it may not be feasible to travel to another site As a nursery teacher, I worry how closing children's centres will affect our small children and their families
102	11%	End Grant Funding to Havering's Citizens' Advice	<ul style="list-style-type: none"> CAB is a valuable organisation for all, closing will leave potentially vulnerable people with nowhere to turn to for advice Removal of the CAB grant will produce real hardship to those seeking advice As far as I can see Citizens Advice Havering is the only charity in Havering which the Council is planning to disadvantage by ending its grant. The help the charity provides to the residents of Havering is invaluable
74	8%	End Community Toilet Scheme/ close Corbets Tey toilets	<ul style="list-style-type: none"> Closing Corbets Tey toilets is detrimental to older people and park users You should open more public toilets facilities not close them Why not sub-contract all Havering toilet facilities to a contractor similar to other European countries?
62	7%	CCTV	<ul style="list-style-type: none"> CCTV should be kept or increased CCTV is essential for reducing crime and flytipping and in key areas like Romford

			<ul style="list-style-type: none"> Definitely do not support anything that affects safety and security
25	3%	Remove School Crossing Patrols	<ul style="list-style-type: none"> Ceasing school crossing patrols poses a safety risk for children travelling to and from school By removing crossing patrols you are preventing year 6 being able to effectively transition to seniors, as parents won't want them crossing unsupervised I find it shocking that taking away lollipop ladies is even being considered. The safety of children should be paramount.
22	2.3%	Close Group Homes	<ul style="list-style-type: none"> Adult social care savings don't seem to be cost effective Closing Group homes will make it harder for those residents to live safely and access the help they need, charities will be left to pick up the pieces Closing group homes will put pressure on communities
21	2%	Rationalise Youth Services	<ul style="list-style-type: none"> Removing youth schemes can have a detrimental affect leading to more gang crime and poverty As a youth worker manager for LBH, we are already stretched. The service has already been cut by 60%, further reductions means we will not be able to support those most at risk
9	1%	Reduce Grounds Maintenance	<ul style="list-style-type: none"> Don't cut ground maintenance!!! There needs to be a shift in how Ground Maintenance works. Traditional methods of mowing every inch of grass and jacking away at everything is not the way! We need a balance. There is free trading out there for staff to re wild and get the bio degradable back and it would look so much better!! Ground maintenance doesn't affect me but the streets should still be cleaned Grounds maintenance only cut back providing the areas around the council offices and certain areas of the borough that get far more care than others are included. Council does not spread its budget fairly across the borough
2	0.2%	Reduction in inclusive growth	<ul style="list-style-type: none"> Inclusive Growth Strategy has been on the table for a couple of years with no recognisable output or impact as far as BID members are concerned, but they are existing businesses of course Reduction of Inclusive Growth Non-Staffing Budget - I have no idea what this is!
2	0.2%	Stop providing Shared Supported Housing	<ul style="list-style-type: none"> Where are the homeless supposed to go to? Whilst homelessness does not directly impact me. It is a growing problem and would be concerning to me in seeing a reduction in funding in this area when we are in a time of greater funding

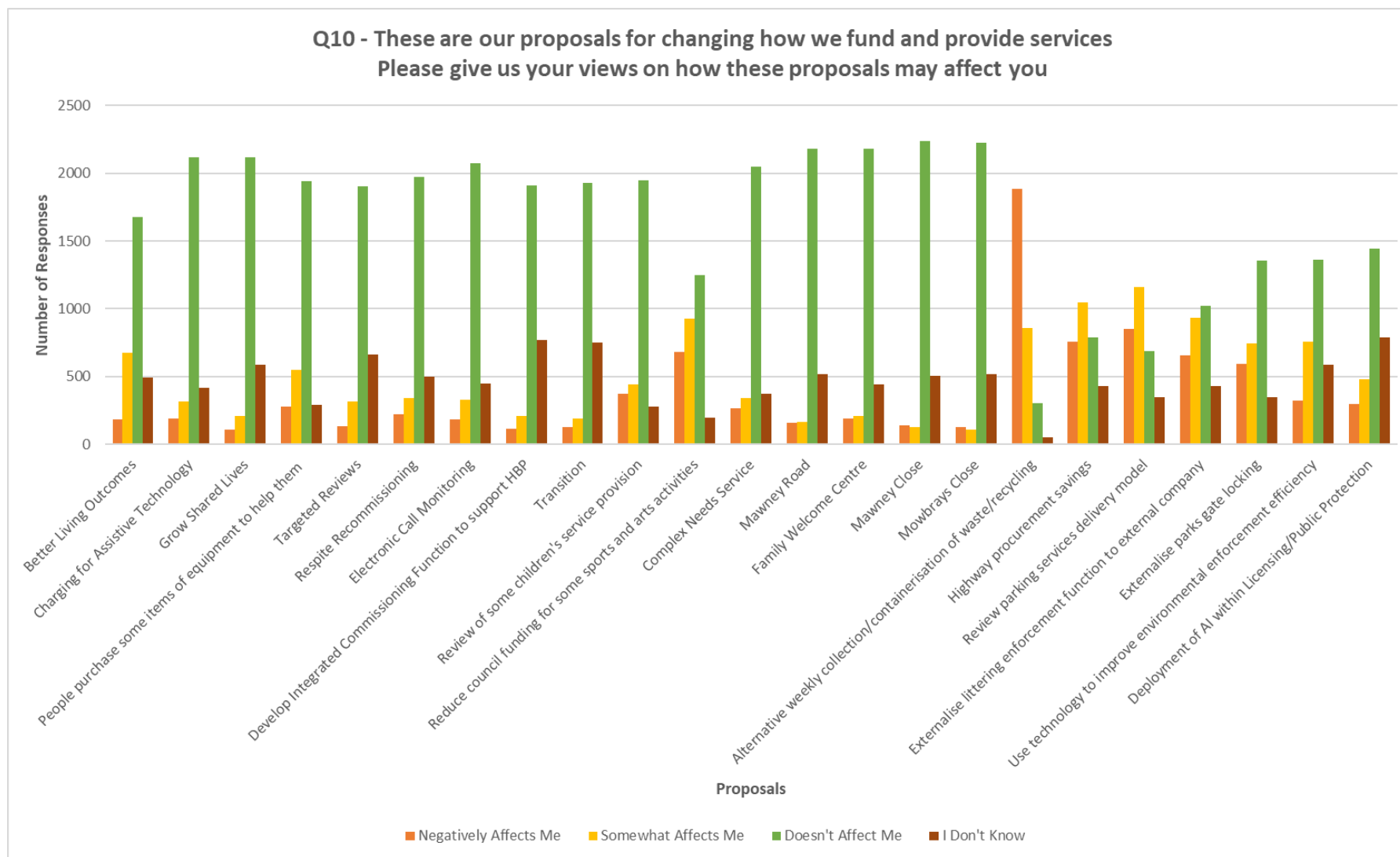
Question 10

These are our proposals for changing how we fund and provide services. Please give us your views on how these proposals may affect you

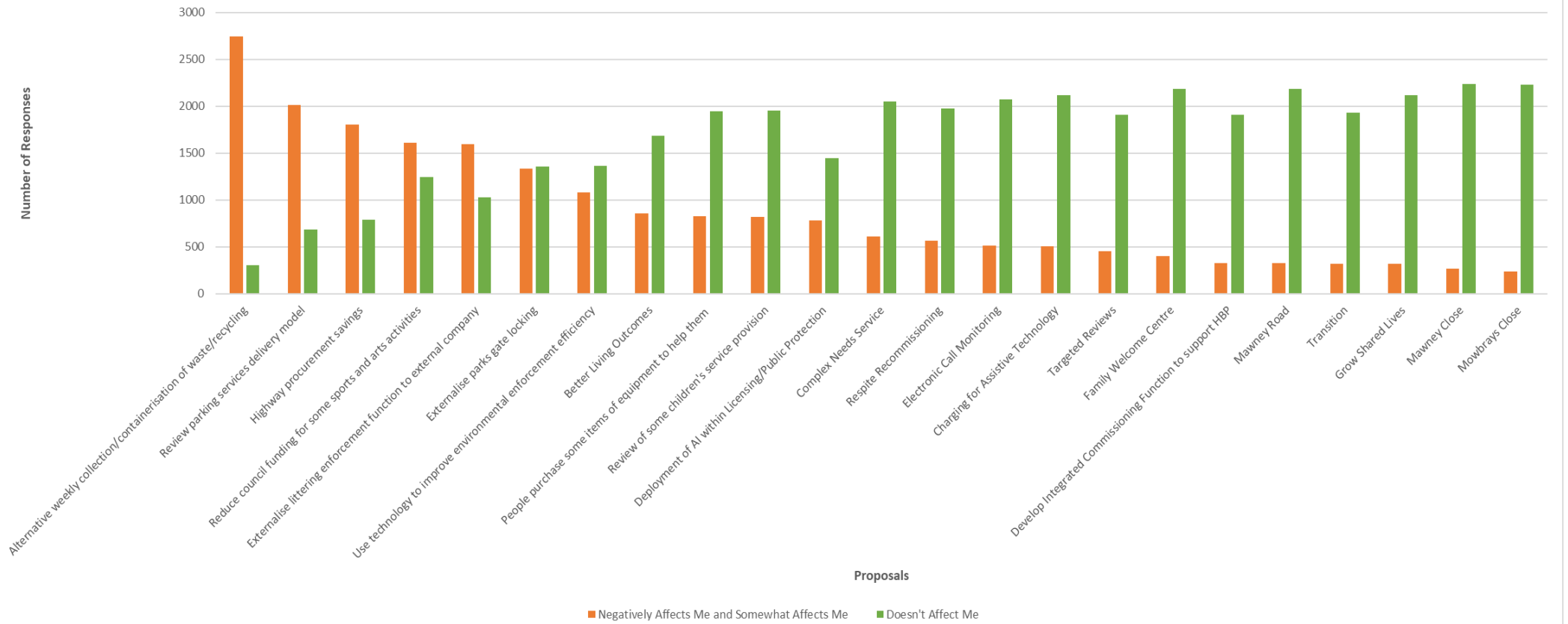
Analysis

The top three proposals that respondents feel will have the most negative affect on them are Alternative Weekly Collection/Containerisation of Waste/Recycling (59%), Review of Parking Services Delivery Model (27%) and Highway Procurement Savings (24%).

When analysing the combination of responses of those who chose 'negatively affects me' and 'somewhat affects me', the same three proposals were top, with Alternative Weekly Collection/Containerisation of Waste/Recycling at 86%, Review of Parking Services Delivery Model (63%) and Highway Procurement Savings (57%).

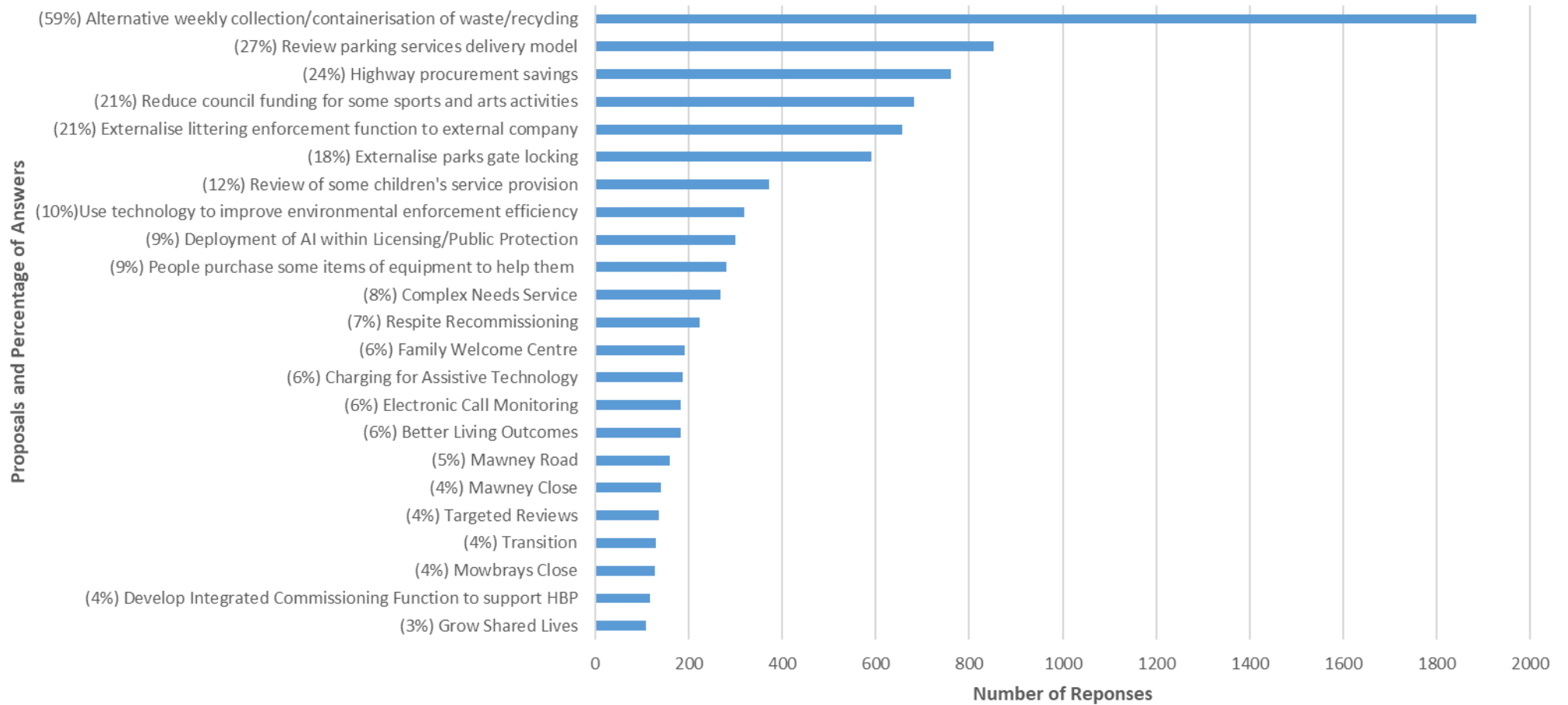


Q10 - Proposals for changing how we fund and provide services



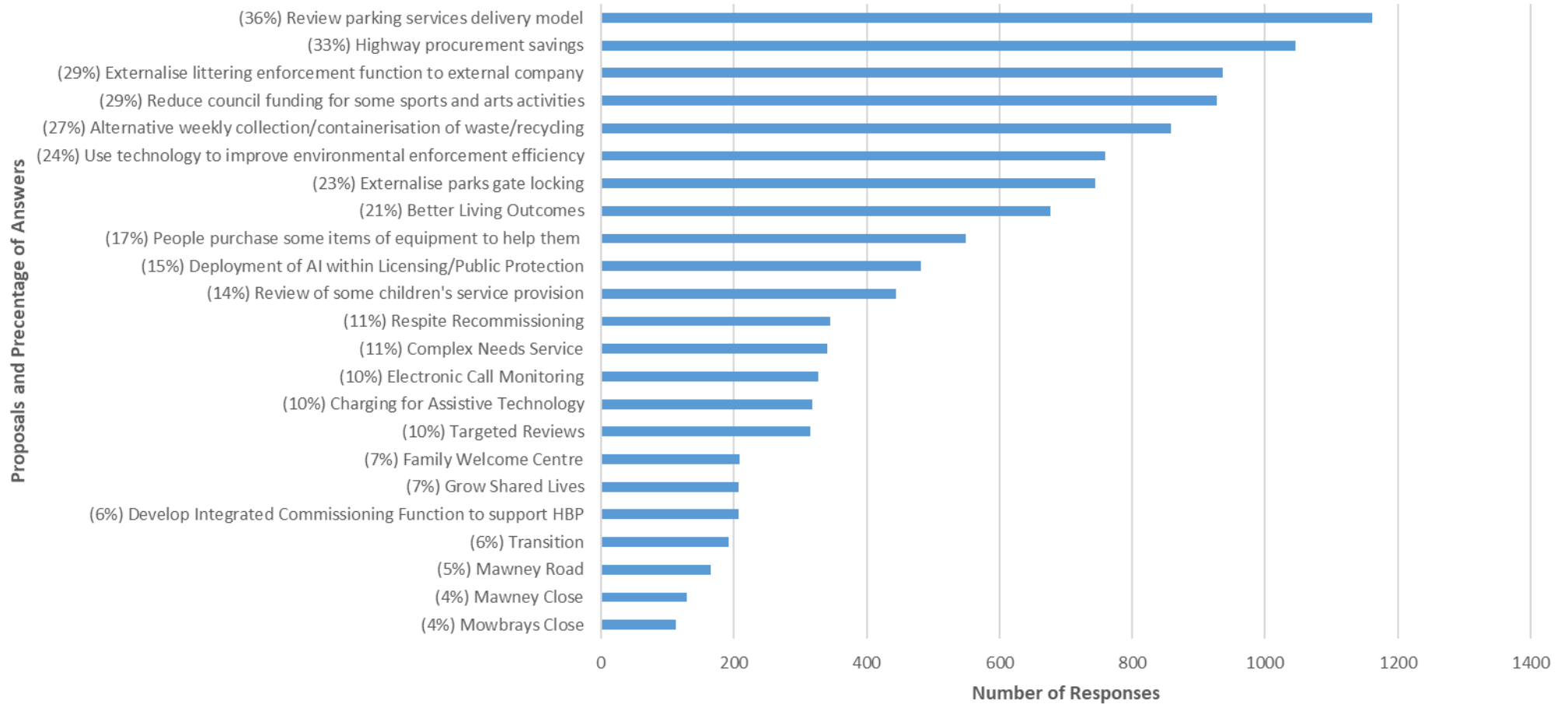
Q10 - Changing How We Fund and Provide Services

Repondents who chose a proposal 'Negatively Affects Me'



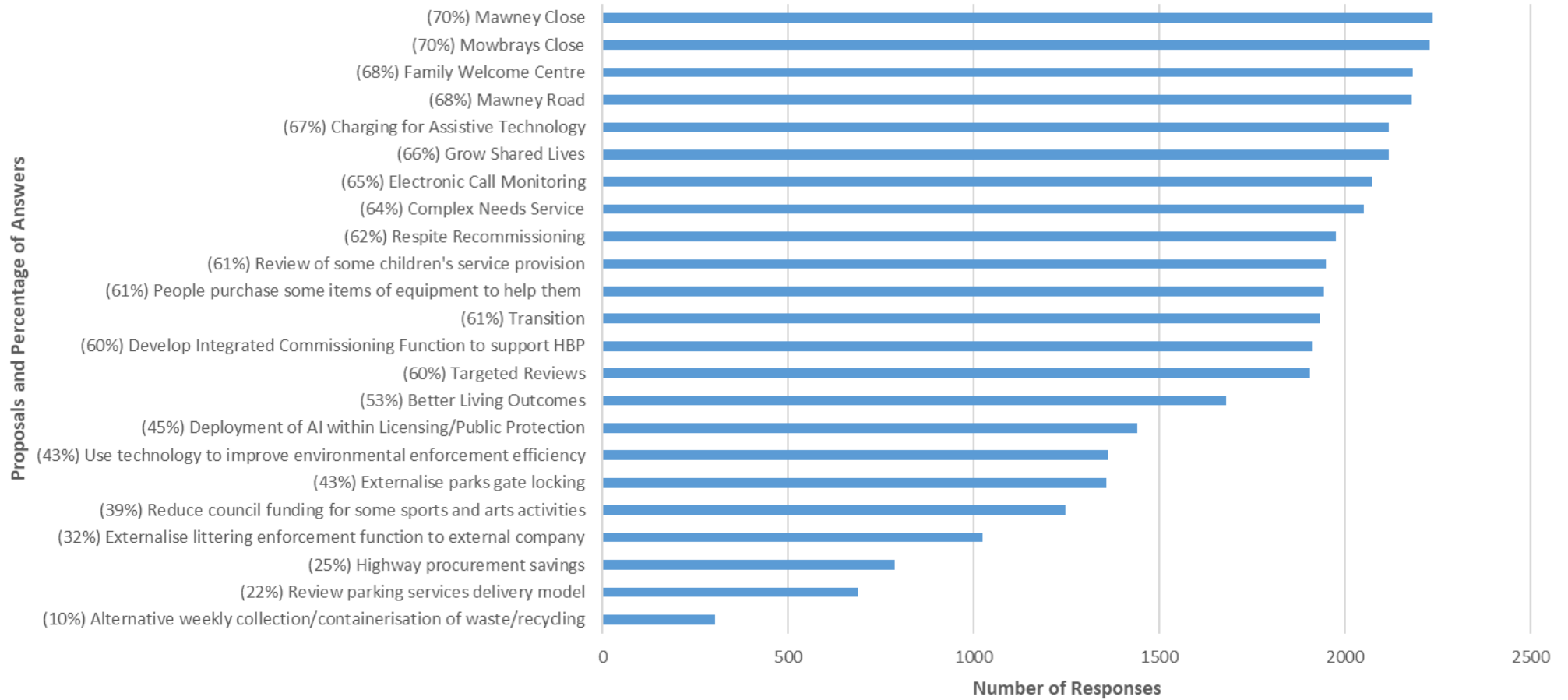
Q10 - Changing How We Fund and Provide Services

Respondents who chose a proposal 'Somewhat Effects Me'



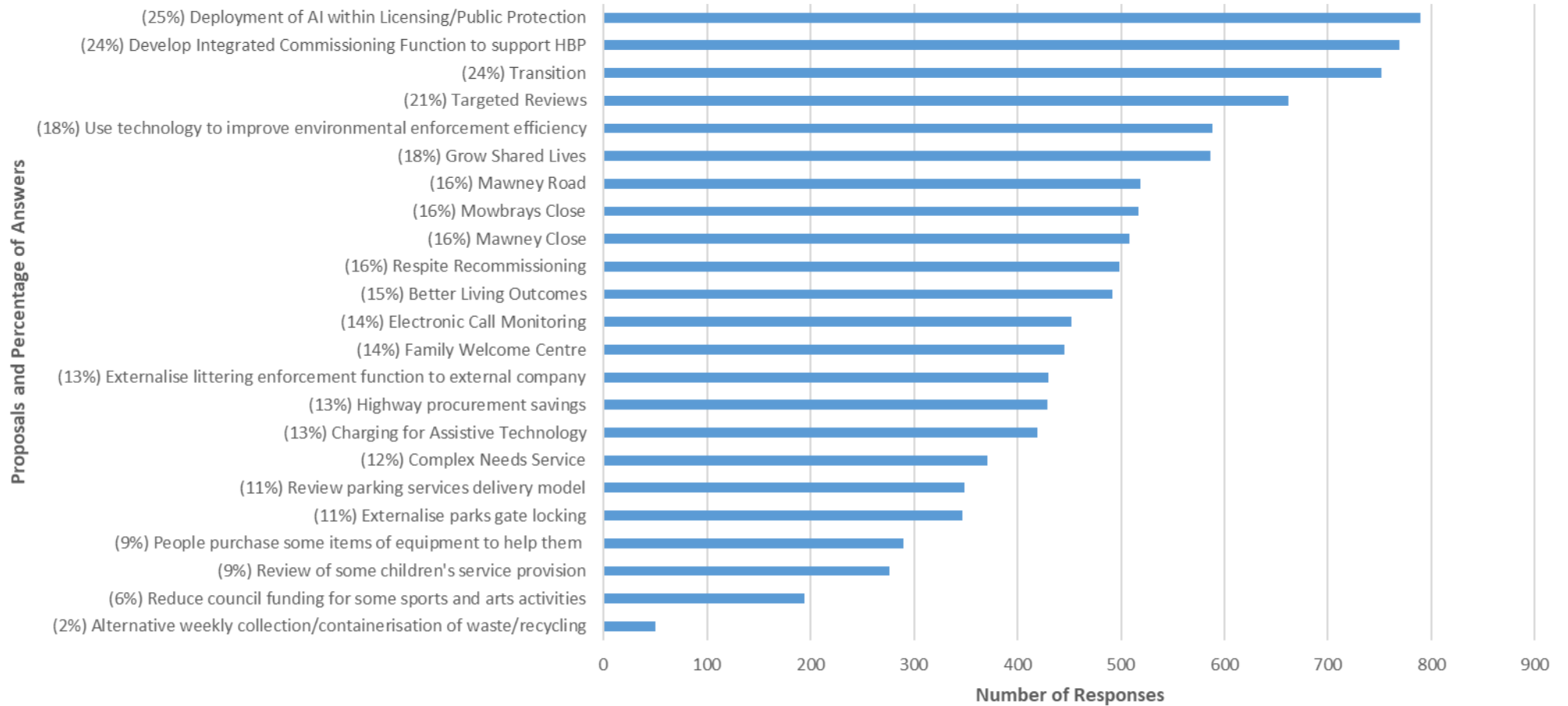
Q10 - Changing How We Fund and Provide Services

Respondents who chose a proposal 'Doesn't Affect Me'



Q10 - Changing How We Fund and Provide Services

Respondents who chose an effect of a proposal 'I Don't Know'



Question 11

Is there anything else you would like to support your answers (proposals regarding how we fund and provide services)?

Notes Respondents tended to make general comments and not necessarily on specific proposals within a service area.

Analysis There were 1028 comments, the majority of which commented on their lack of support for changes to refuse collection (52%), and 26% responded in general to the proposals.

Proposals for changing how we fund and provide services – sentiment analysis

Number of Comments	%	Category	Example of Comments
535	52%	Refuse	<ul style="list-style-type: none">• A fundamental part of the council is collecting household waste. I strongly oppose the move to fortnightly collections and using wheelie bins, as well as the increases to garden waste and bulky waste collections. This will increase fly tipping and ultimately increase council costs rather than reduce them. The council is not looking after the interests of its residents if it goes ahead with this proposal.• A lot of councils do alternate waste collection, may also get people to reconsider their waste and recycling.• Absolutely disagree with alternative week refuse collection. I do not want a wheelie bin outside attracting vermin and causing a health hazard. How can the council afford wheelie bins anyway?
268	26%	General	<ul style="list-style-type: none">• Each of the above are complex in their own right and any reduction in service must be extremely carefully considered as to its effect on individuals and its wider effect on the quality of our community before any of these are enacted.• The measures proposed under "neighbourhood" are numerous, but the savings are less than £0.8m over 4 years. It's difficult to determine whether the savings are worth implementing. E.g. how much money will we save on alternate bin collections and is it worth changing the aesthetics of our local neighbourhoods where front garden are turned into storage areas for wheelie bins? I have seen this in other towns and it's not nice. And are the council convinced that outsourcing certain functions be cost effective in the long-term?• Although a lot again does not affect me feel that you should be doing all you can to help families with children who are getting out of control because there are not enough facilities for children which is causing the anti-social behaviour
48	5%	Externalise Park Gates locking	<ul style="list-style-type: none">• Are you really telling me that you are going to employ a company to lock up the parks? You also want to spend tens of thousands on wheelie bins and then only use them 26 times a year? I didn't see anything about an increase in environmental health checks to stop inevitable vermin infestations.• Keep parks locked at night, this has the potential to be a big issue.• Maybe instead of outsourcing park gate locking and unlocking ask parks staff whether they would do it on overtime as they did before because the situation means the parks are often left unlocked.
42	4%	Children's Services Proposals	<ul style="list-style-type: none">• Do not close our children's centres! They are a lifeline to me and so many other parents and expectant parents. How dare you take away the remaining ones that are used so frequently. My daughter attends a preschool there, how can you rip this away from her and her class mates. Parents and expectant parents along with their little ones are some of the most vulnerable in our community, where will they go for support, advice, a shoulder to cry on, a chat with another

			<p>adult through some of the hardest years of their lives. You cannot rip this huge support network away from us. You will cause huge issues for the future if you take this away now. You must think of the bigger picture.</p> <ul style="list-style-type: none"> You cannot reduce early help anymore! Children are suffering, services cannot cope as it is. Waiting times are at astronomical levels. Early help is vital to support children and their families have the best start in life, saving further costs in the future if investment is made early. Cutting children's centres is insane. The mental health of our children is terrible and early years centres are desperately needed
25	2%	Review Parking Delivery Model	<ul style="list-style-type: none"> Privatising parking enforcement will create a surge in fines as the profit motive is at the forefront of motivation. All car parks in havering should be managed by one company, so that everyone knows the parking rate and rules Please don't increase parking fees :(
25	2%	Externalise Littering Enforcement	<ul style="list-style-type: none"> I do not believe that we should externalise littering enforcement As far as I can see there is no Littering enforcement. We need more efficiency in this area not less. When you use the term "Externalise", I take it you mean employ a company to carry out services e.g. litter enforcement etc. This is definitely not something I would welcome. Whenever services are outsourced, it is never an improvement. Rather the reverse, with staff meeting quotas and officious individuals not properly trained.
23	2%	Adult Social Care proposals	<ul style="list-style-type: none"> As a social worker in adult social care for another authority I am worried about the impact of some of these changes. Targeted reviews runs contrary to the ethos of the care act. Targeted reviews often do not get the results you want as those adults have already been reviewed more frequently. Growing shared lives could be beneficial but its not for everyone and moving adults out of long term stable placements just to save money is disheartening and disempowering. proposals relating to adult social care sound fine, but this whole area (nationally) is underfunded and cuts to any services for older people are concerning The adult social care issues do not affect me personally at the moment but I would say that any review should be undertaken with a view to improving the lives and outcomes of those concerned. I hope this isn't undertaken by managers who only look at the balance sheet and nothing else.
16	2%	Reduce funding for sports and arts	<ul style="list-style-type: none"> Reducing funding for sport - we are already an obese nation and cutting back on sporting activities will make the situation worse for those that cannot afford expensive gyms and will ultimately put more strain on the NHS. Sporting activities must be maintained for public health. This should definitely apply to the older generation. We need more art music and culture - currently poorly funded - gives joy and purpose to all
13	1%	Asking people to purchase some items of equip	<ul style="list-style-type: none"> Maybe the cost of buying own medical items could be means tested as some may not be able to afford and therefore their recovery will be impaired Reducing access to adaptive equipment for residents will have a knock on effect on health and social care provision. Timely assessment by a professional occupational therapist to prescribe efficiently will prevent hospital admissions and reduce the need for carer support. I cannot fathom how hard it will be to pay for my vulnerable child's equipment. I could not in a million years be able to afford the equipment that was needed for my child ever without the councils help. My child would have died without the councils help. To try to reduce the funding on that sector you will be decreasing the quality of care given to vulnerable children. Without all these equipment my child would have not progressed in life and I can tell you that by trying to get

			<p>parents to pay partially you know children will most likely suffer the most because parents would need to think more of I can save that money to pay for the high energy bills instead of buying the machine for the child and in that way children's needs will always fall last and get neglected.</p>
13	1%	Deployment of AI	<ul style="list-style-type: none"> • You will frustrate people trying to get an answer to a question in the last line there by forcing people to interact with AI / bots instead of getting a real answer. Just think - how many times have you successfully used an online bot when sorting a problem of your own? It very rarely works • Increase in technology to assist and streamline services taking away need for human work force power seems a sustainable model for the future. • AI is not wanted. We want human beings in jobs to speak to.
13	1%	Externalising services generally	<ul style="list-style-type: none"> • I do not believe that 'externalising' these and some other council services will provide the best solution. It may be the cheapest but not necessarily the best and allows the council to blame the provider if the service is not up to scratch. • 'Externalising' and passing too many functions will ultimately cost more. Better to directly employ people and motivate them properly
7	1%	Housing Services proposals	<ul style="list-style-type: none"> • I don't think you should be cutting support to young people coming out of care. I'd rather have my council tax increased than have minors living on their own in flats in Mawney Road. • Reducing help in the community for teenagers leaving care and those living in sheltered accommodation due to infirmity, ill health or poor mental health is again (a worrying trend in these proposals) immoral. These are the vital duties of a council and to fail the most vulnerable groups in such an affluent area is abhorrent to even contemplate. • Temporary homelessness housing is essential, particularly as the Council employs a so-called "find your own scheme", which is absolutely ineffective. I have been horrified by Havering Housing Solutions, and if there were welcome centres and hostels, the council would be spending a lot more on emergency hotel rooms, based on my experience of its effectiveness in this area.

Question 12

These are our detailed proposals for increasing the income we get from providing our services. Please give us your views on how these proposals may affect you.

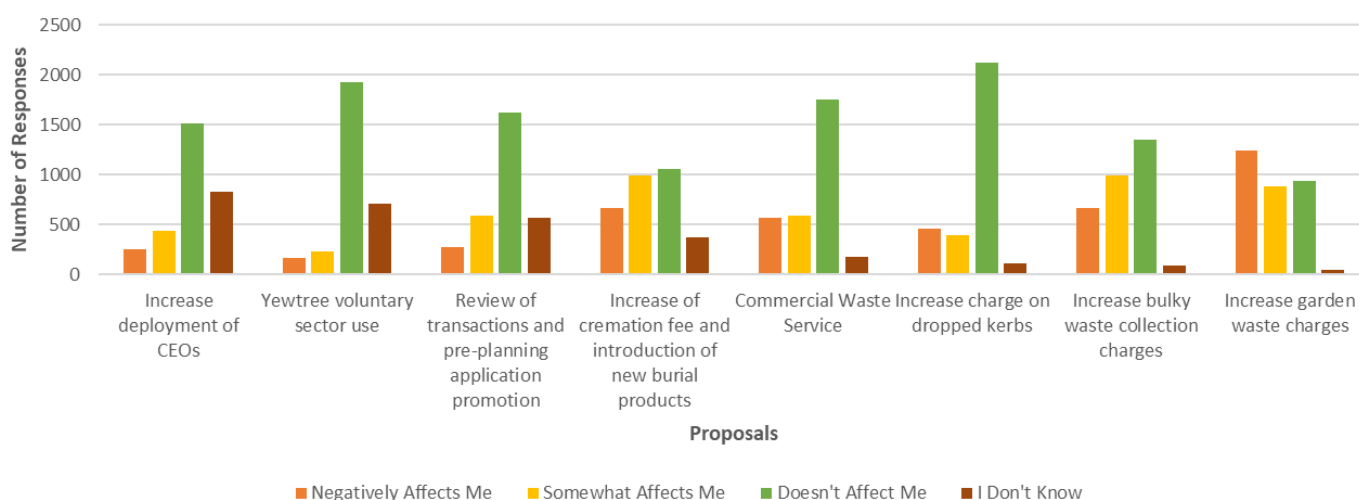
Analysis

The top three proposals that respondents feel will have the most negative affect on them are Increasing Garden Waste Charges (39%), Increase of Cremation Fee and Introduction of New Burial Products (21%) and Increase Bulky Waste Collection Charges (21%).

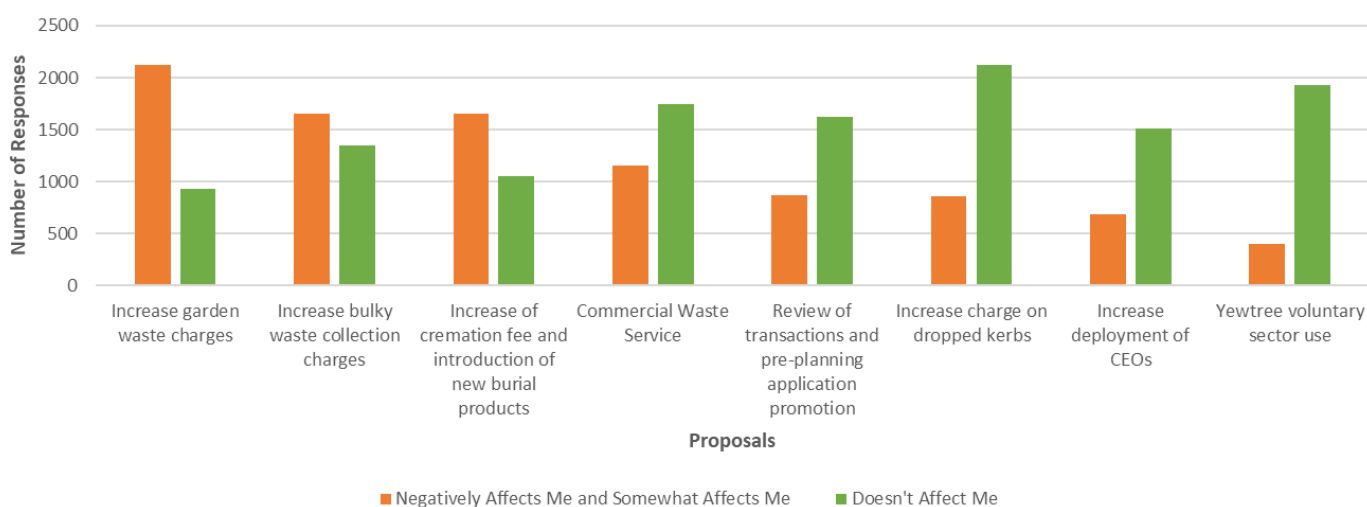
When analysing the combination of responses of those who chose 'negatively affects me' and 'somewhat affects me', the same three proposals were top, with Increasing Garden Waste Charges at 67%, Increasing Bulky Waste Collection Charges (52%) jointly with Increase of Cremation Fee and Introduction of New Burial Products (52%).

Q12 - These are our detailed proposals for increasing the income we get from providing our services

Please give us your views on how these proposals may affect you

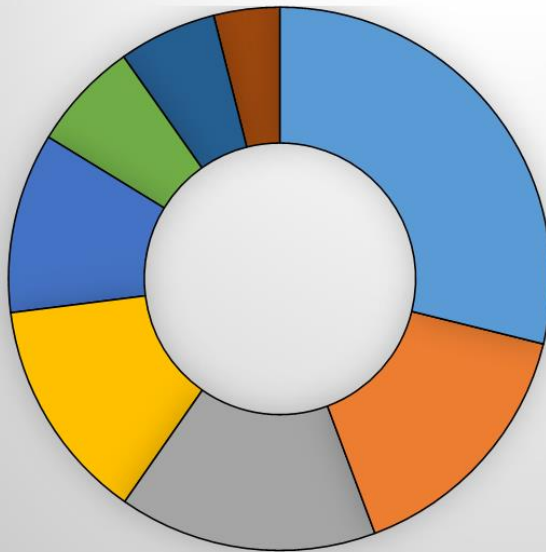


Q12 - These are our detailed proposals for increasing the income we get from providing our services



Q12 - Proposals for increasing income we get from our services

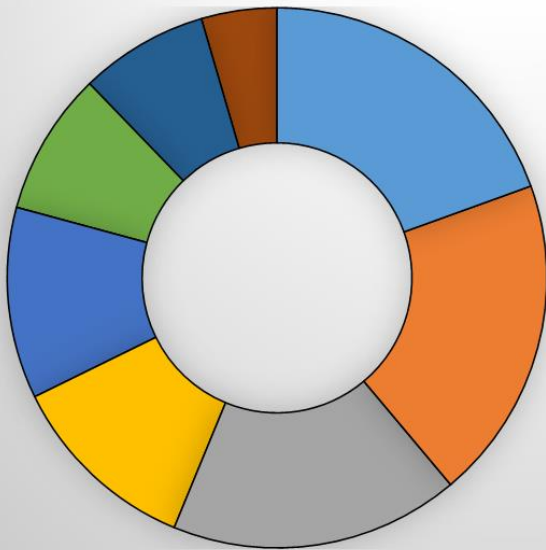
Respondents who chose a proposal 'Negatively Affects Me'



- (39%) Increase garden waste charges
- (21%) Increase of cremation fee and introduction of new burial products
- (21%) Increase bulky waste collection charges
- (18%) Commercial Waste Service
- (14%) Increase charge on dropped kerbs
- (9%) Review of transactions and pre-planning application promotion
- (8%) Increase deployment of CEOs
- (5%) Yewtree voluntary sector use

Q12 - Proposals for increasing income we get from our services

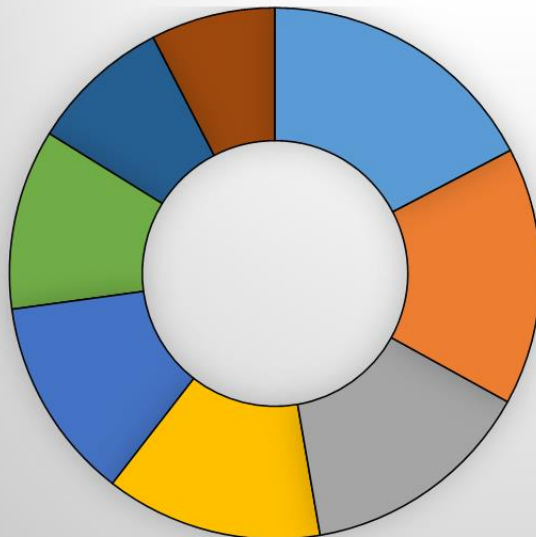
Respondents who chose a proposal 'Somewhat Affects Me'



- (31%) Increase bulky waste collection charges
- (31%) Increase of cremation fee and introduction of new burial products
- (28%) Increase garden waste charges
- (18%) Review of transactions and pre-planning application promotion
- (18%) Commercial Waste Service
- (14%) Increase deployment of CEOs
- (12%) Increase charge on dropped kerbs
- (7%) Yewtree voluntary sector use

Q12 - Proposals for increasing income we get from our services

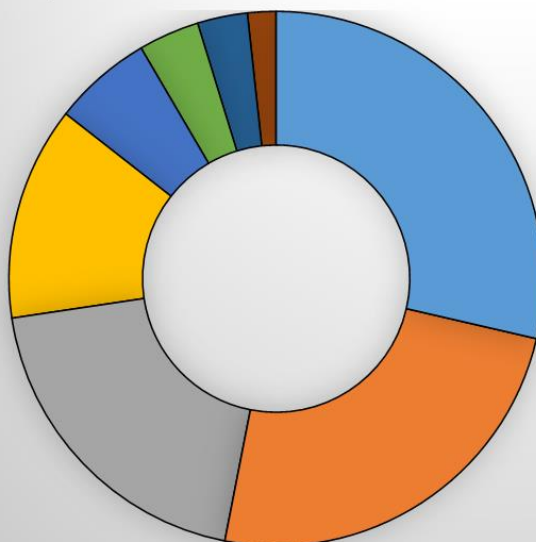
Respondents who chose a proposal 'Doesn't Affect Me'



- (67%) Increase charge on dropped kerbs
- (60%) Yewtree voluntary sector use
- (55%) Commercial Waste Service
- (51%) Review of transactions and pre-planning application promotion
- (48%) Increase deployment of CEOs
- (42%) Increase bulky waste collection charges
- (33%) Increase of cremation fee and introduction of new burial products
- (29%) Increase garden waste charges

Q12 - Proposals for increasing income we get from our services

Respondents who chose an effect of a proposal 'I Don't Know'



- (26%) Increase deployment of CEOs
- (22%) Yewtree voluntary sector use
- (18%) Review of transactions and pre-planning application promotion
- (12%) Increase of cremation fee and introduction of new burial products
- (5%) Commercial Waste Service
- (3%) Increase charge on dropped kerbs
- (3%) Increase bulky waste collection charges
- (2%) Increase garden waste charges

Question 13

Is there anything you would like to add in support of your answers (proposals for increasing income we get from providing our services)?

Analysis

There were 600 comments. 5% commented on their lack of support for changes to refuse collection.

Of those comments related to these proposals, the majority responded in general to the proposals (37%), with a high percentage (28%) commenting on the changes to garden waste collection proposals.

Proposals for increasing the income we get from providing our services – sentiment analysis			
Number of Comments	%	Category	Example of Comment
221	37%	General	<ul style="list-style-type: none"> Everything is increasing apart from salaries- how are people expected to cope! It's ridiculous. Lots of reductions in services and yet no reduction in council tax- what on earth are we paying for! I agree with increasing charges for the above services although it may mean that these services will not be used as much which will reduce income overall In many of these instances, access to services is being reduced by putting up prices which will encourage law breakers, such as fly tippers etc. This feels very draconian and it looks like you are hitting residents where it hurts. Please remember everyone is already suffering and don't make it worse.
168	28%	Garden Waste Collection	<ul style="list-style-type: none"> Concerns as to the £10 increase on garden waste seems excessive, understand the price does go up each year and would have expected increase of £5 Garden waste costs are already higher than other locations. Happy to pay the increased garden waste collection price. Could there be a similar process if I wanted to opt for weekly black bag collection instead of every other week, if that was enacted?
44	7%	Bulky Waste Collection	<ul style="list-style-type: none"> Fly tipping will increase in you charge more for collecting bulk items Haverling already charge too much for bulky waste items compared to other London Boroughs, probably why we see so much fly tipping & garden waste collection is expensive I take mine to the dump myself The present cost of bulky waste collection in Havering is far higher than Basildon Council, for example. In that area it is only £11 for up to five items and £22 for 6-10 items. Given the fly tipping problems experienced this is one area that should be reduced rather than increased
43	7%	Cremation fee and new burial products	<ul style="list-style-type: none"> Increase cremation costs? Really? You want us to pay more at our worst time, when we are grieving. This is a proposal that really does attack the vulnerable. Increasing cremation and burial fees is wrong. This is service that people have no choice in using! This i feel so strong about!! Havering council should not be using the death of a loved one, to gain capital! There are several alternative crematoria for residents some closer than Corbets Tey so raising fees may not actually result in increased revenue and might even reduce it
29	5%	Dropped Kerbs	<ul style="list-style-type: none"> Drop kerb charges in havering are already more than any other council. Alternatively use planning permission and allow 3rd party to install dropped kerb and inspect after installation.

			<ul style="list-style-type: none"> • Dropped kerb charges are too high already. Can you offer more schemes where if several households want a drop kerb they could do it cheaper please • Dropped kerbs is already a high price as the operators take full advantage of councils lack of governance and contractual agreements so no to increase to this.
20	3%	Increase deployment of CEOS	<ul style="list-style-type: none"> • I am against the use of 'Civil Enforcement Officers' in any and every way. It is not the job of the council to create a private army to interfere in every aspect of law abiding daily lives in an ill-informed attempt to raise revenue from penalties. • We need a lot more enforcement across the borough. Parking, criminal damage, littering, etc. are all going unchallenged. • We need a lot more enforcement across the borough. Parking, criminal damage, littering, etc. are all going unchallenged.
20	3%	Yewtree Voluntary Sector Use	<ul style="list-style-type: none"> • The voluntary sector should pay for premises hire and should not expect to use Council premises for free or nominal charge. • Voluntary organisations are really struggling and free use of premises is an easy way to ease their financial burden - especially when funds are harder to come by and demand grows. I would make the use of Yewtree Resource Centre free. • I am involved in one of the organisations which use Yewtree and although I appreciate the hiring fees have been very reasonable, I would only want to see a fair increase in the charge. The charity and its members, many of whom are elderly and vulnerable, benefit from the use of these rooms which is so important to their well-being.
17	3%	Review of transactions and pre-planning application promotion/introduction of charges where not applied	<ul style="list-style-type: none"> • Value for money is important- having had two experiences of planning services I'm not sure how increasing their fees would give a better service to residents? ...Already feels like poor value for money • Planning - Not everyone would have the IT ability to go completely paper free, therefore some of the population would be excluded. • Makes sense to streamline the planning process and move from a paper to digital system, providing the IT infrastructure is robust.

Question 14

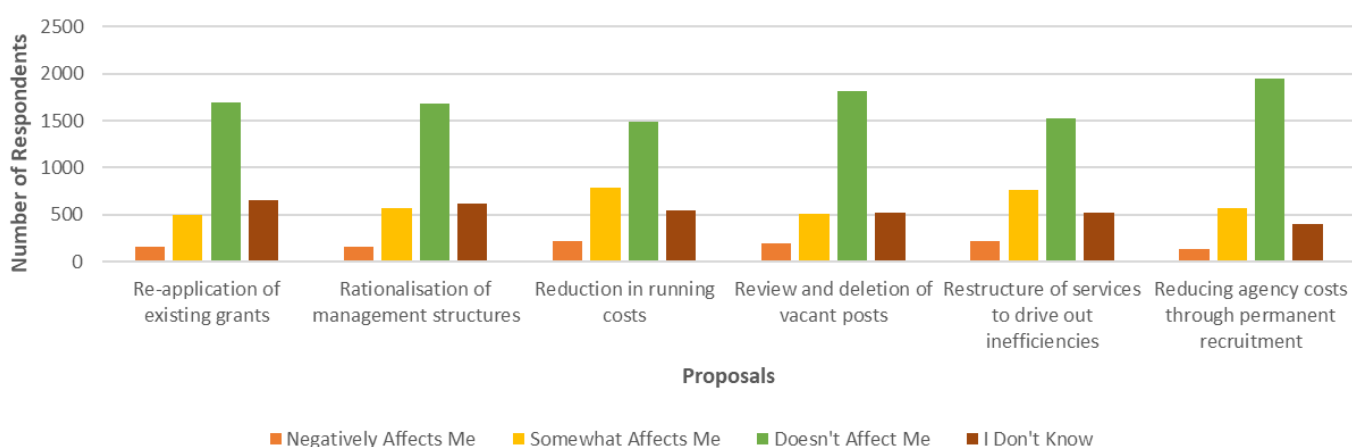
These are our detailed proposals for saving money by improving our business efficiency. Please give us your views on how these proposals may affect you.

Analysis

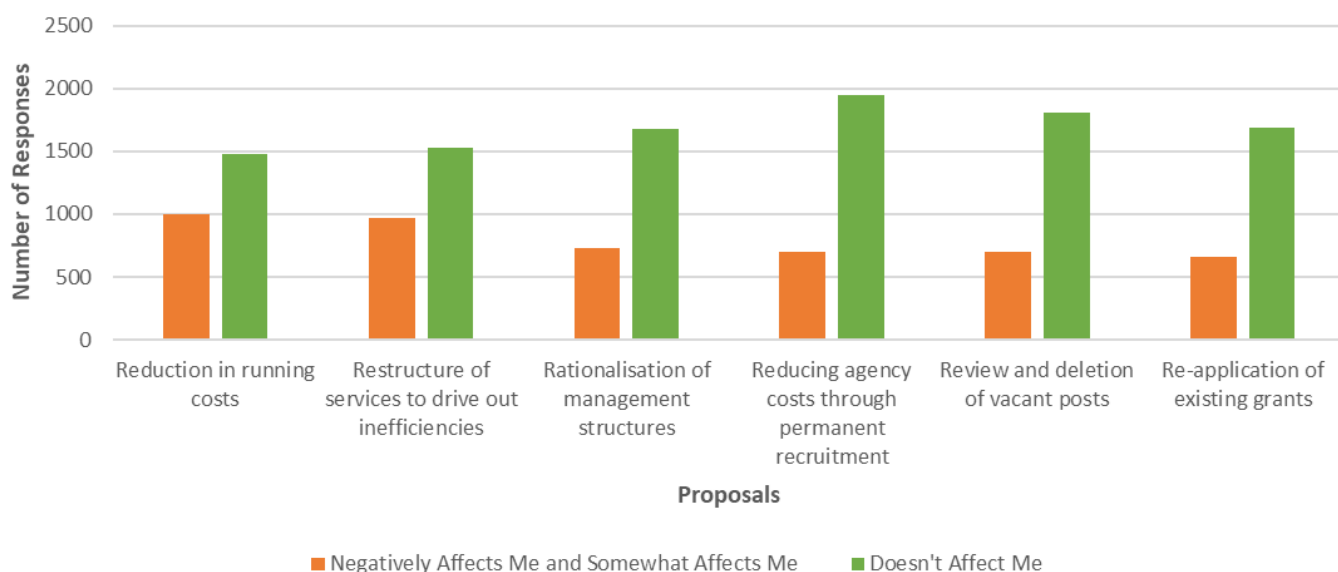
The top three proposals that respondents feel will have the most negative affect on them are Reduction in Running Costs (7%) however 47% feel that it will not affect them, Restructure of Services to Drive out Inefficiencies (7%) and Review and Deletion of Vacant Posts (6%).

When analysing the combination of responses of those who chose 'negatively affects me' and 'somewhat affects me', the three proposals that were top were Reduction in Running Costs at 31%, joint with Restructure of Services to Drive out Inefficiencies (31%) and Rationalisation of Management Structures (23%).

Q14 - These are our detailed proposals for saving money by improving our business efficiency
Please give us your views on how these proposals may affect you

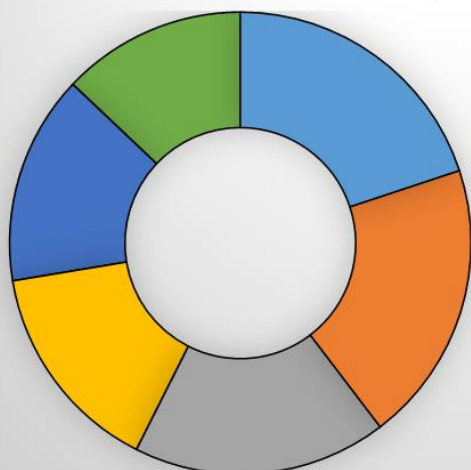


Q14 - Proposals for saving money by improving our business efficiency



Q14 - Proposals for improving our business efficiency

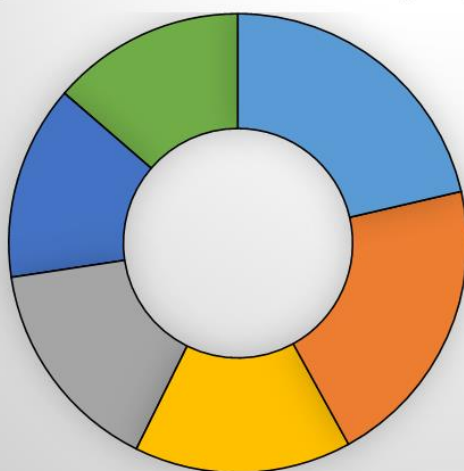
Respondents who chose a proposal 'Negatively Affects Me'



- (7%) Reduction in running costs
- (7%) Restructure of services to drive out inefficiencies
- (6%) Review and deletion of vacant posts
- (5%) Rationalisation of management structures
- (5%) Re-application of existing grants
- (4%) Reducing agency costs through permanent recruitment

Proposals for improving our business efficiency

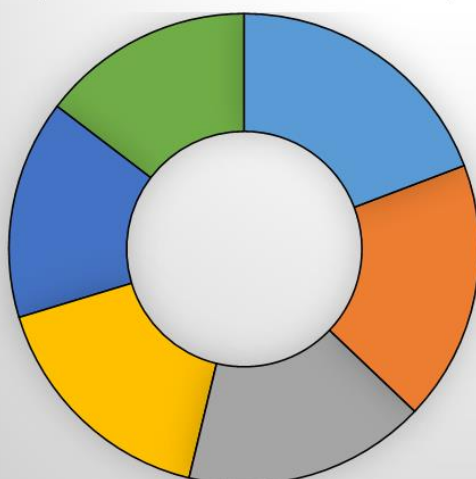
Respondents who chose a proposal 'Somewhat Affects Me'



- (25%) Reduction in running costs
- (24%) Restructure of services to drive out inefficiencies
- (18%) Rationalisation of management structures
- (18%) Reducing agency costs through permanent recruitment
- (16%) Re-application of existing grants
- (16%) Review and deletion of vacant posts

Q14 - Proposals for improving our business efficiency

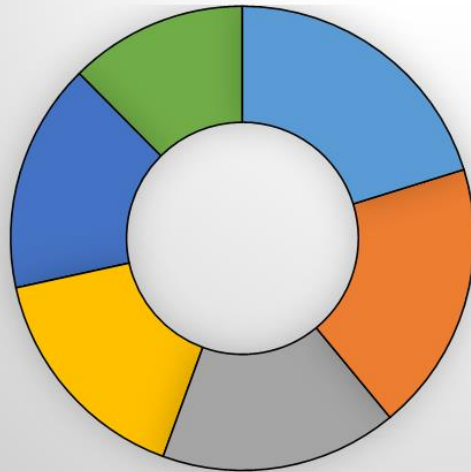
Respondents who chose a proposal 'Doesn't Affect Me'



- (61%) Reducing agency costs through permanent recruitment
- (57%) Review and deletion of vacant posts
- (53%) Re-application of existing grants
- (53%) Rationalisation of management structures
- (48%) Restructure of services to drive out inefficiencies
- (47%) Reduction in running costs

Q14 - Proposals for improving our business efficiency

Respondents who chose an effect of a proposal 'I Don't Know'



- (21%) Re-application of existing grants
- (19%) Rationalisation of management structures
- (17%) Reduction in running costs
- (16%) Review and deletion of vacant posts
- (16%) Restructure of services to drive out inefficiencies
- (13%) Reducing agency costs through permanent recruitment

Question 15

Is there anything you would like to add in support of your answers (proposals for saving money by increasing business efficiency)?

Analysis There were 580 comments. 82% were generally agreeing with all proposals, some not understanding the impact of the proposals.

Proposals for saving money by increasing our business efficiency – sentiment analysis			
Number of Comments	%	Category	Example of Comment
481	82%	General	<ul style="list-style-type: none"> All sound sensible and beg question why not already done Although many of the items listed above do not affect me personally, things that save money such as reducing waste such as agency expenses and rationalising management roles is a positive step. Anything that reduces bureaucracy at the council is a good move, but reducing and diminishing much needed local services shouldn't be considered as an option. As a resident these proposals are acceptable. As I work for the council may have a different response, just to ensure we continue to meet the demands, although I accept the need to be a more streamlined council. As I do not work for the council I cannot possibly fully understand the impact these suggestions will have.
57	10%	Reduce Agency costs through permanent recruitment	<ul style="list-style-type: none"> Agency costs are a massive problem across the public sector, if they could be driven out, it has to be to our benefit. Agency workers exist for a reason. Enhance other benefits to keep staff eg parking etc which is cheaper in the long run. In youth services removing agency workers would reduce shifts as permanent staff are not willing to do street work. This will lead to our most at risk children becoming even more vulnerable.
28	5%	Rationalisation of management structures	<ul style="list-style-type: none"> Make Management structure more accountable, transparent and performance driven to match salaries. Rationalisation of directorate level not senior managers Replacement of senior management, on retirement or moving on, with new people at lesser salaries. Please do not trot out the need to pay for experience. There are probably quite a few in the organisation with the talent. Use them and feel less obligated to recruit from outside the borough.
10	2%	Restructure of services to drive out inefficiencies	<ul style="list-style-type: none"> A critical look at Council staffing is merited to help drive out inefficiencies and improve performance There are issues with similar roles being on different pay grades, which the t&c's moderation process was supposed to eliminate. A restructure is only going to further destabilise the existing workforce (who appears to be leaving at an unprecedented rate). A review of staff working from home needs to be done as staff are hiding and nothing is getting done, excluding manual workers.
5	1%	Reduction in running costs	<ul style="list-style-type: none"> Reduction in running costs is a good thing as long as it does not mean that people lose the jobs. Any improvement from restructuring / moving to FTE / reduction in running costs is a positive - so obviously has potential to affect me (but positively) you should be doing this anyway! Any review of the council that targets efficiency and running costs should be carried out as a normal practice.
4	0.7%	Review and deletion of vacant posts	<ul style="list-style-type: none"> Delete vacant posts that have not been filled within a year.

			<ul style="list-style-type: none"> • Careful consideration is needed then deleting vacant posts, reorganisation, and reducing agency workers through permanent recruitment. You need to consider the welfare of those left behind and recognise that you cannot achieve the same with less. • Insufficient info provided here. Services need to be provided; so no vacant posts should be deleted if that means a sub-standard service will follow
3	0.5%	Re-application of existing grants	<ul style="list-style-type: none"> • If grants need to be re-applied for, this process should be made clear and easily accessible. It can't be a way of tricking people into paying more without knowing how to re-apply for grants. • Reapplication of existing grants etc strange reply option. • I agree if re asking for more money/consideration etc but what does negatively affecting me mean?, I obviously agree with re asking for funding from Government etc. or am I not understanding ?

Question 16

Please let us know if there is anything else you would like us to consider as set the budget for 2023/24

Analysis

There were 913 comments, much the same as comments on other sections. There was a high number of respondents who did not like being able to agree or disagree with a proposal as although it may not currently affect them, they felt that it may do in the future or may affect others.

Comments have been summarised and categorised under the Council's priorities.

Consultation

There are no boxes for agreeing with any of your proposals. There are some that I did strongly agree with (eg renegotiating contracts). It would have been quite useful rather than the 'negative affect to doesn't affect' options. Obviously as I get older, some of the proposals will affect me and I know of people where other proposals will have a negative impact and some a positive impact!

People

An independent review of Children and Adult Social Care in conjunction with other authorities

Engage and attract more residents to volunteer

Fine those who use electric bikes and scooters on the pavements

Stop providing free activities such as swimming lessons for children

Offer work experience to school leavers and degree students

Help residents get back to work by offering training and up-skilling activities

Increase community groups for youth

Better provision of services to prevent crime and anti-social behaviour

Better access to medical services

Place

Keep libraries open as warm hubs in the winter

Keep children's centres open

Add contactless payment for car parking machines

Prioritise action on climate change

Introduce better recycling such as collecting glass and food

Do not change the frequency of refuse collection

Stop the increase in Havering's population to reduce the impact on services

Reduce energy usage in council buildings and turn off street lights late at night/early morning

Turn disused office space into business hubs for start-ups and attract new business into the area

Demolish Romford Shopping Centre and create a Lakeside type shopping centre with free parking

Ensure the proposed health centre is actually built at St George's site

Reduce parking charges to support local businesses and restaurants

Stop planning applications and the sale of council land against the will of local residents

Resources

Increase ways of residents communicating with the Council including face to face

Do not increase Council Tax

Help single households and the elderly with a reduction in Council Tax

Review council services over the last 5 years to establish increasing/decreasing demands

Ask a panel of local residents to provide an independent opinion on the consultation finalised proposals

Consider whether Havering should pursue moving from being a London borough to Essex County Council

Bring more services in house and manage them appropriately

Consider if non-statutory events such as Christmas Light Switch-On and the Havering Show are necessary

Expand opportunities for local business sponsorship activities

Include a section on what our MP is raising in Parliament in the Havering e-mail newsletter to understand how our voice is being heard

Publish what an increase in the Council Tax would mean for all bands

Review all grants that Havering provide

Question 17

How old are you?

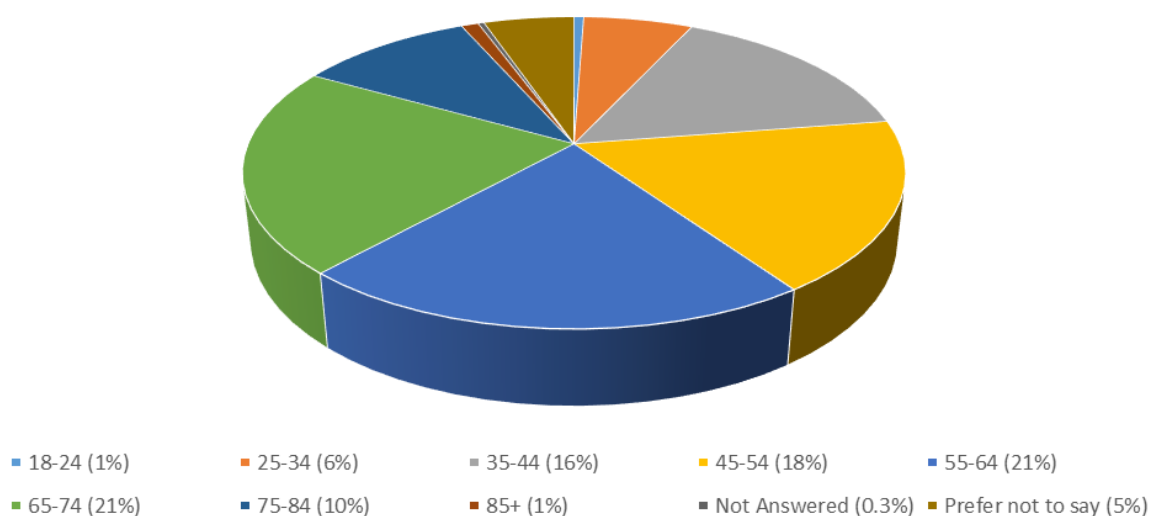
Analysis

There was a good response rate from respondents aged between 55 and 74, with most responses coming from respondents aged between 55-64 (21%) and 65-74 (21%).

Compared to responses received for the 2022/23 budget consultation, although the amount of responses received from those aged 25-34 has increased from 53 to 203, the percentage of responses from that age range has decreased from 12% to 6%.

There are no other significant changes, with all other age ranges sharing about the same percentage of responses as last year.

Q17 How old are you?



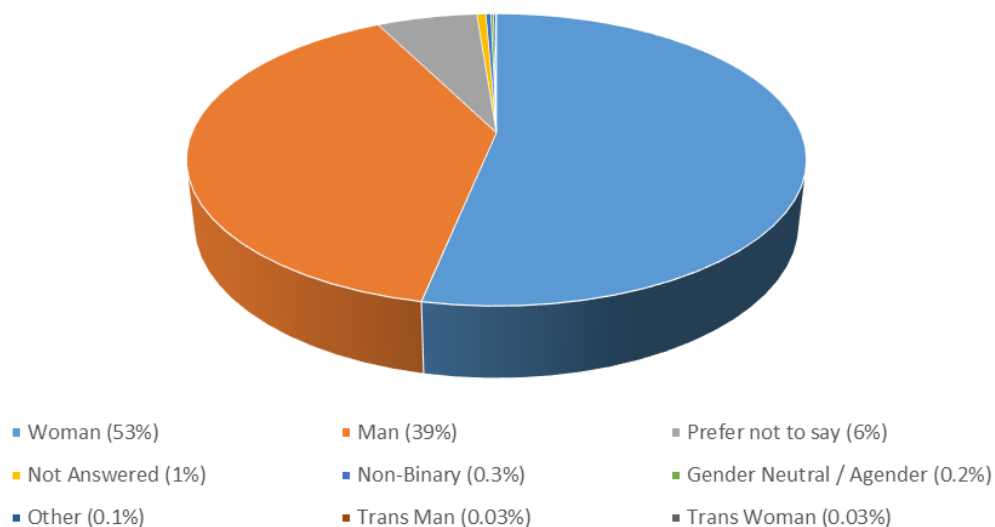
Question 18

With which gender do you most identify?

Analysis

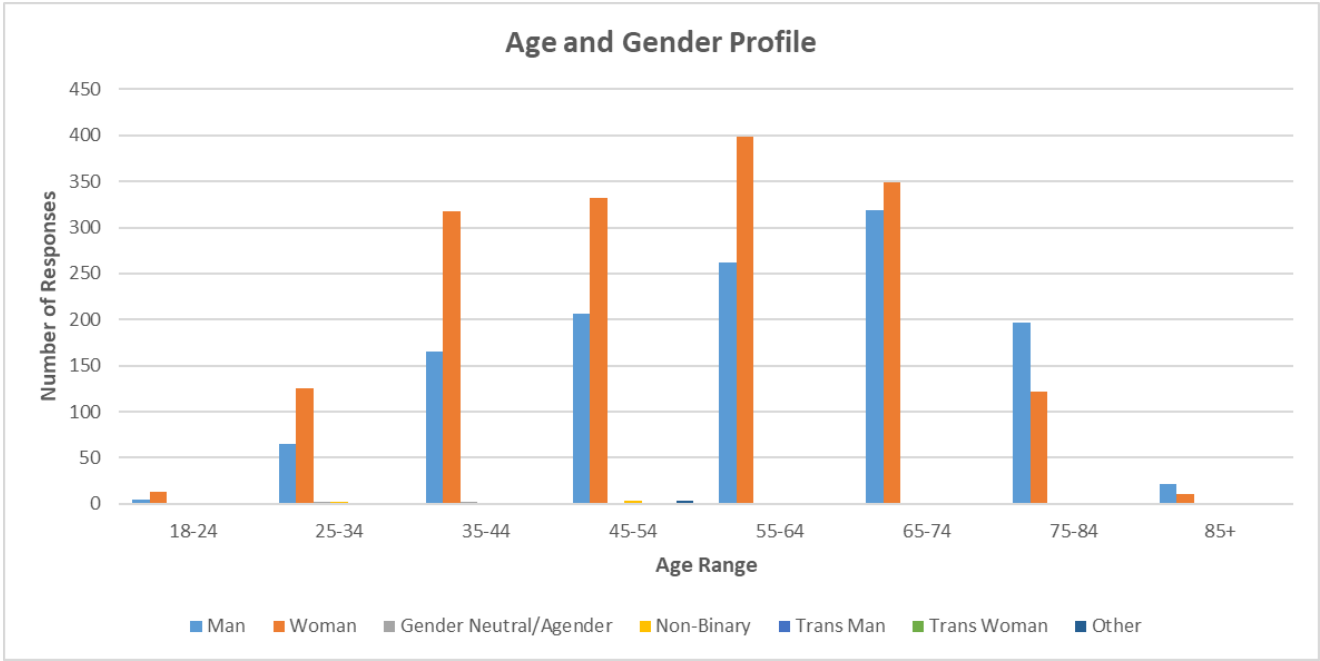
Compared to responses received in the 2022-23 budget consultation, the percentage of respondents identifying as a woman has increased from 46% to 53% whereas those identifying as a man has decreased from 48% to 39%. It should be noted that there has been a 699% increase in responses.

Q18 - With which gender do you most identify?



Number of Responses by Gender 2022/2023 to 2023/24

	Woman	Man	Non-Binary	Gender Neutral/Agender	Trans Man	Trans Woman	Other	Prefer Not to Say	Not answered
2022/23	210	217	1	1	1	0	0	25	1
2023/24	1697	1253	10	5	1	1	4	199	18



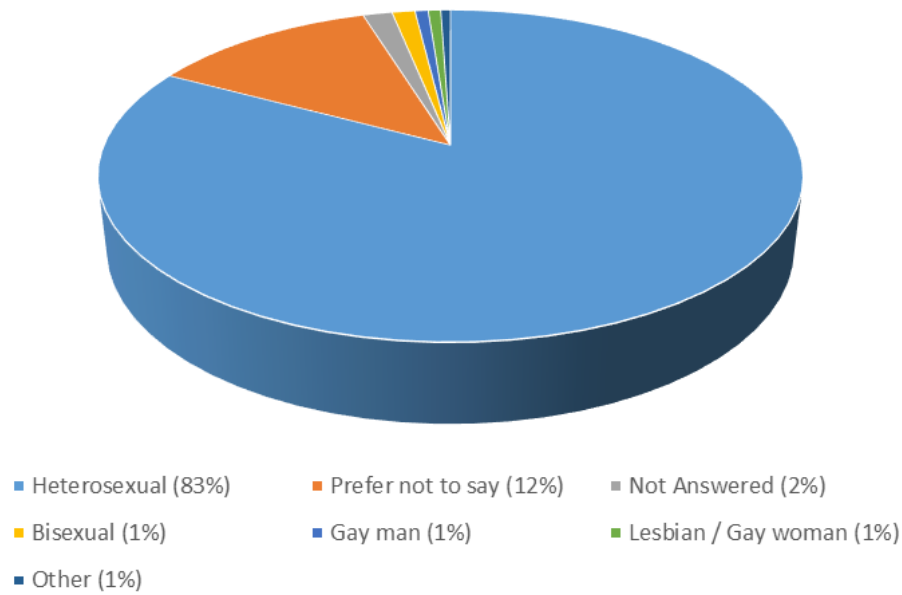
	18-24	25-34	35-44	45-54	55-64	65-74	75-84	85+
Man	0.2%	2%	5%	6%	8%	10%	6%	0.7%
Woman	0.4%	4%	10%	10%	12%	11%	4%	0.3%
Gender Neutral/Agender	0%	0.1%	0.1%	0%	0%	0.03%	0%	0%
Non-Binary	0%	0.1%	0.03%	0.1%	0.03%	0%	0%	0%
Trans Man	0%	0%	0%	0.03%	0%	0%	0%	0%
Trans Woman	0%	0%	0%	0.03%	0%	0%	0%	0%
Other	0%	0%	0%	0.1%	0%	0%	0%	0%

Question 19

How would you best describe your sexual orientation?

Analysis The majority of respondents (83%) described their sexual orientation as heterosexual.

Q19 - How would you describe your sexual orientation?

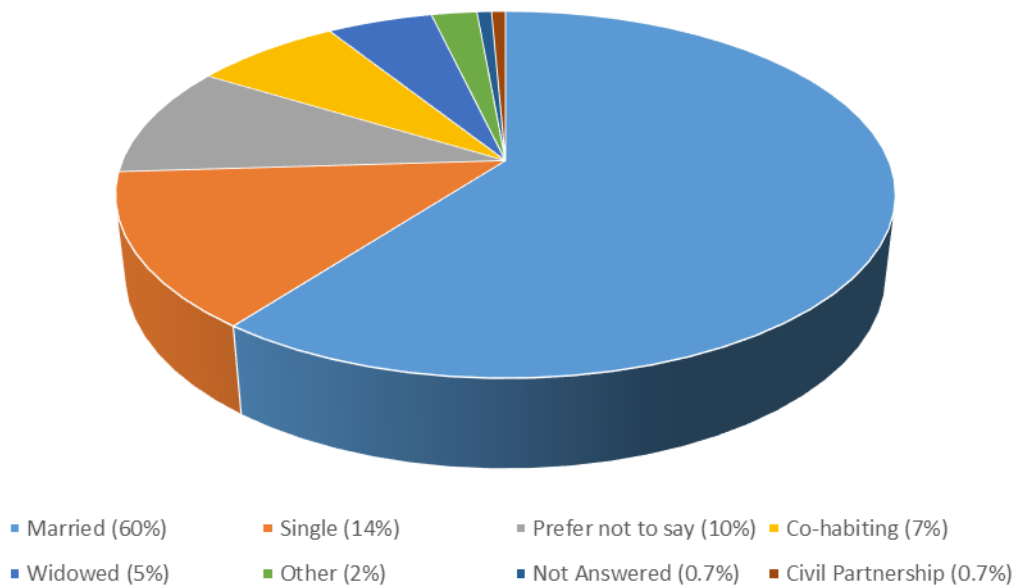


Question 20

What is your marital or civil partnership status?

Analysis The majority of respondents describe themselves as married (60%).

Q20 - What is your marital or civil partnership status?

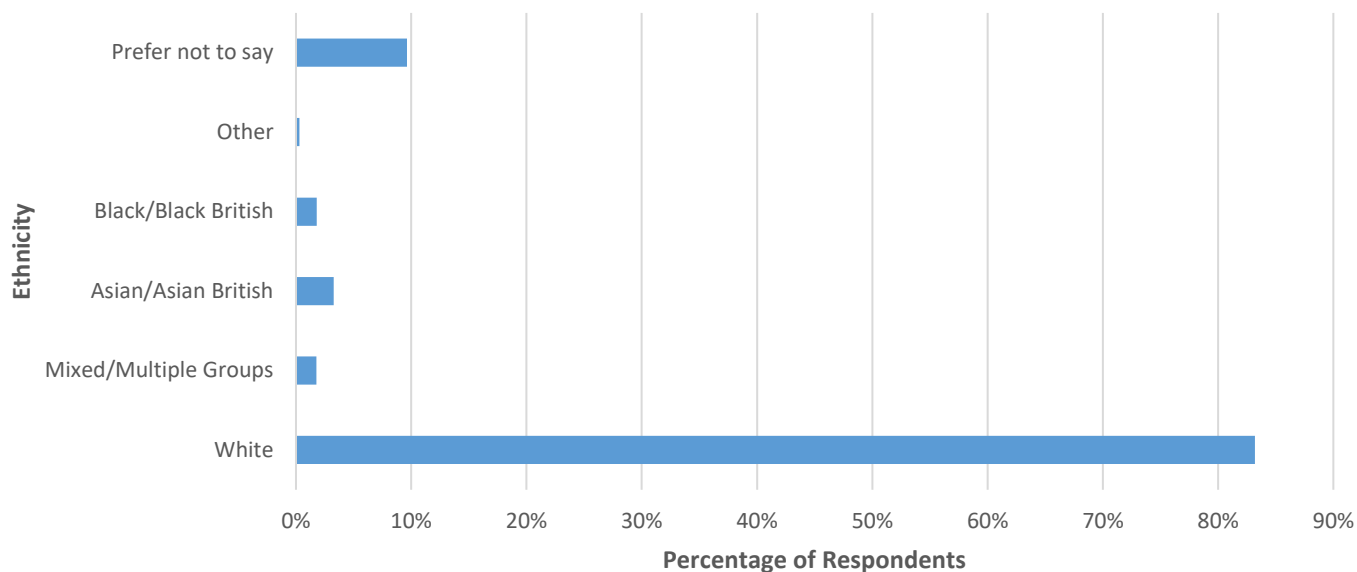


Question 21

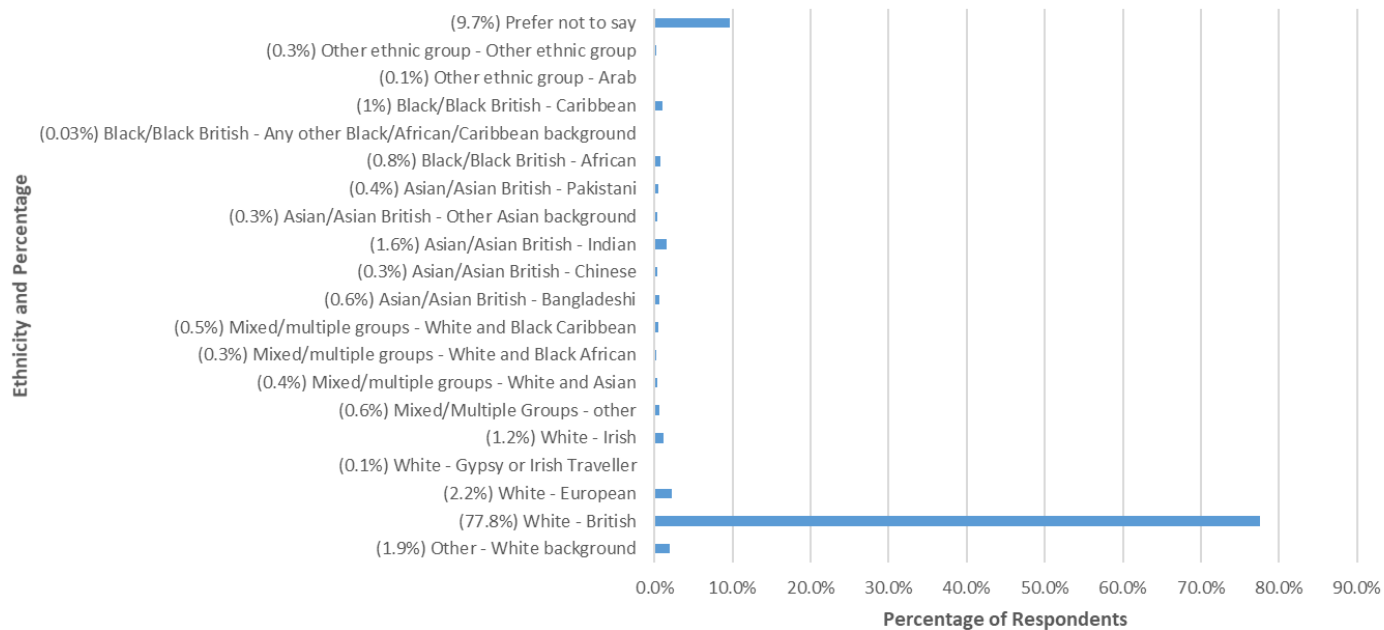
Ethnic Origin

Analysis The majority of respondents identify themselves as White-British (77.8%)

Q21 - Ethnic Origin



Q21 - Ethnicity

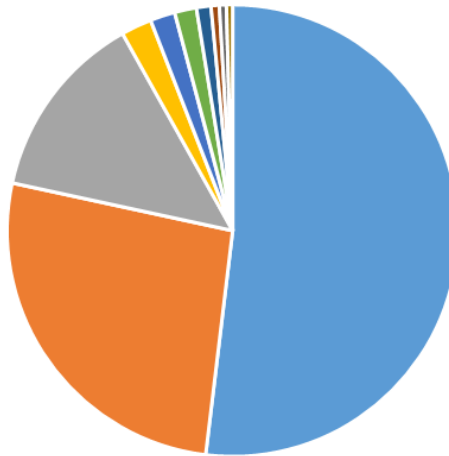


Question 22

Faith, Religion or Belief

Analysis Over half of respondents identify themselves as Christian (52%)

Q22 - Faith, Religion or Belief



(52%) Christian (26%) No Religion (13%) Prefer not to say (2%) Not Answered (2%) Other
(2%) Muslim (1%) Hindu (1%) Jewish (1%) Sikh (0.4%) Buddhist

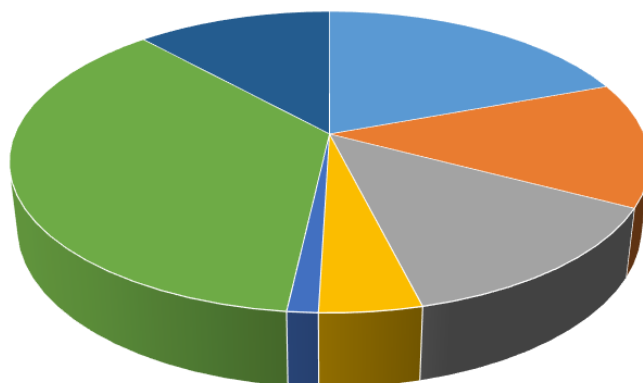
Question 23

Do you consider yourself to have a disability, impairment or health condition?

Analysis

730 respondents (23%) consider themselves to have a disability, impairment and/or health condition, with nearly half of them (49%) having a long-term illness or health condition.

Q23 - Do you consider yourself to have a disability, impairment or health condition?



- (26%) Sensory
- (18%) Physical
- (18%) Mental Illness
- (6%) Development or Educational
- (2%) Learning Disability
- (49%) Long-term Illness/Health Condition
- (16%) Other

Q23 Disability, Impairment or Health Condition - other

There were 126 comments, with Arthritis being the main concern (10%)

Anxiety
 Arthritis
 Aspersers
 Asthma
 Chronic Fatigue
 Colitis
 COPD
 Deafness
 Diabetes
 Epilepsy
 Fibromyalgia
 General Health Issues and Old Age
 Glaucoma
 Heart disease
 High blood pressure
 Hypertension
 Hypothyroidism
 Kidney disease
 Mobility Issues
 Multiple Sclerosis
 Neurological Condition
 Osteoarthritis
 Parkinson's
 Peripheral Neuropathy
 Plexus Brachialis
 Primary Immune Deficiency
 Rheumatism
 Sleep Apnoea
 Spinal Stenosis

Question 24

What is your employment status?

Analysis The majority of respondents are employed permanently (42%) or retired (36%).

Q24 - What is your employment status?

