

Appendix G



Havering
LONDON BOROUGH

The Havering you want to be part of

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Name	The London Borough of Havering, Budget Consultation Analysis 2025
Version number	V2
Status	Final Includes all online and paper copies
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Date	Cabinet Wednesday 5 February 2025

Budget 2025 Consultation

Website: <https://consultation.havering.gov.uk/corporate/budget25>

Open Date: 22 November 2024

Close Date: 3 January 2025

Responses	
Mobile (phone or tablet)	400
Desktop	183
Paper	25
Total	608

Budget event	Date	Start Time	Attendance
Town Hall, Romford	Wednesday 18 December	7pm to 9pm	14

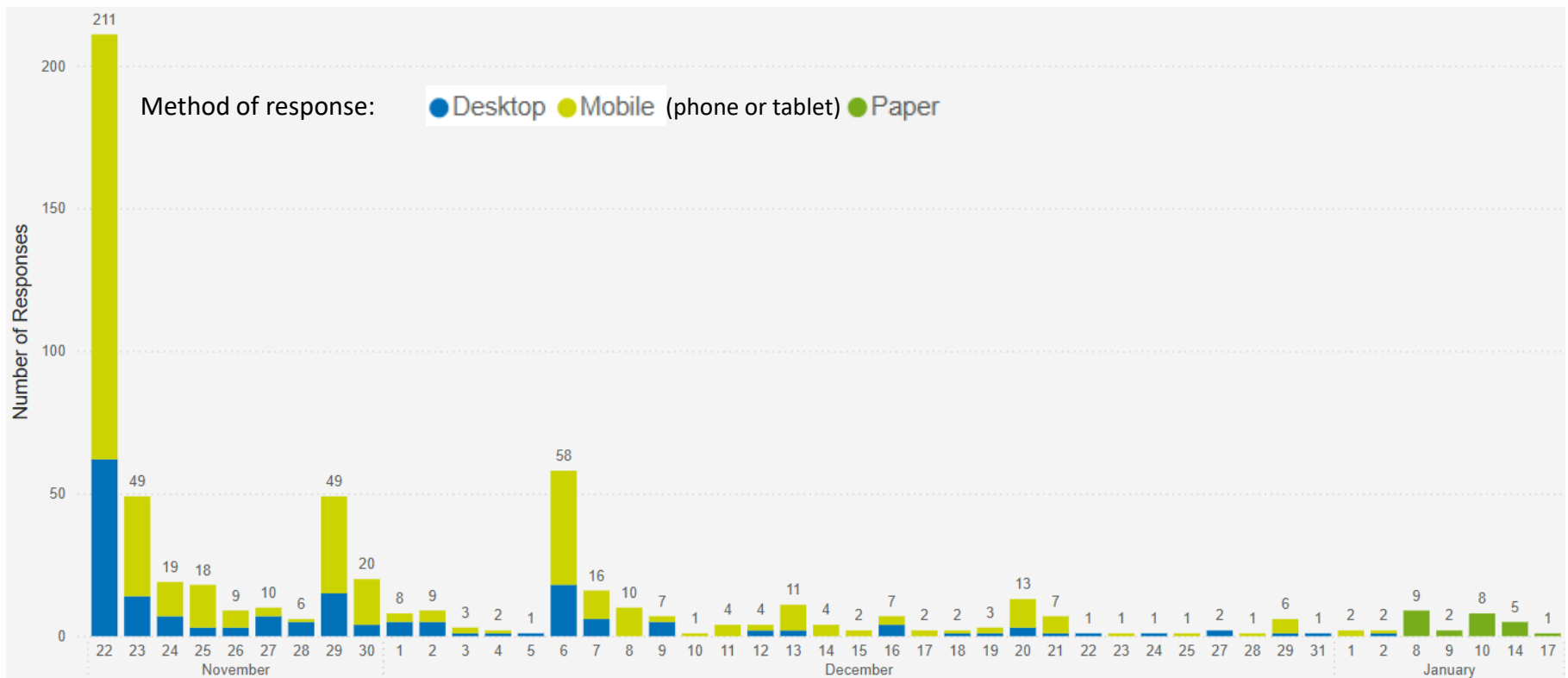
Average time taken to complete = 8 minutes

98% responses were from residents.

Response breakdown

Response dates

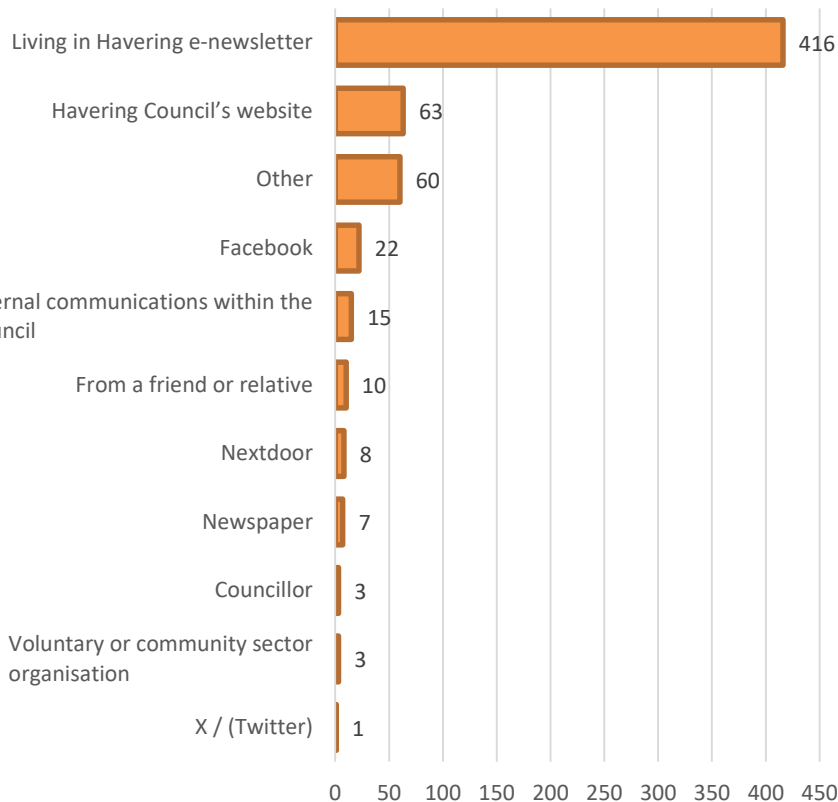
Over a third of responses (35%) were submitted on Friday 22nd November, the day the consultation opened. There was an increase in responses every Friday throughout the consultation which is the day the Living in Havering e-newsletter is distributed (except for the Christmas period).



Response breakdown

How did you find out about this consultation?

68% of respondents found out about the consultation from the Council's e-newsletter, a further 10% from the Council website.



How did you find out about this consultation?	Number of responses		
	Mobile	Desktop	Paper
Living in Havering e-newsletter	280	133	3
Havering Council's website	42	19	2
Other	34	11	15
Facebook	16	6	0
Internal communications within the Council	6	7	2
From a friend or relative	9	0	1
Nextdoor	5	3	0
Newspaper	4	2	1
Councillor	2	1	0
Voluntary or community sector organisation	1	1	1
X/(Twitter)	1	0	0
Total	400	183	25

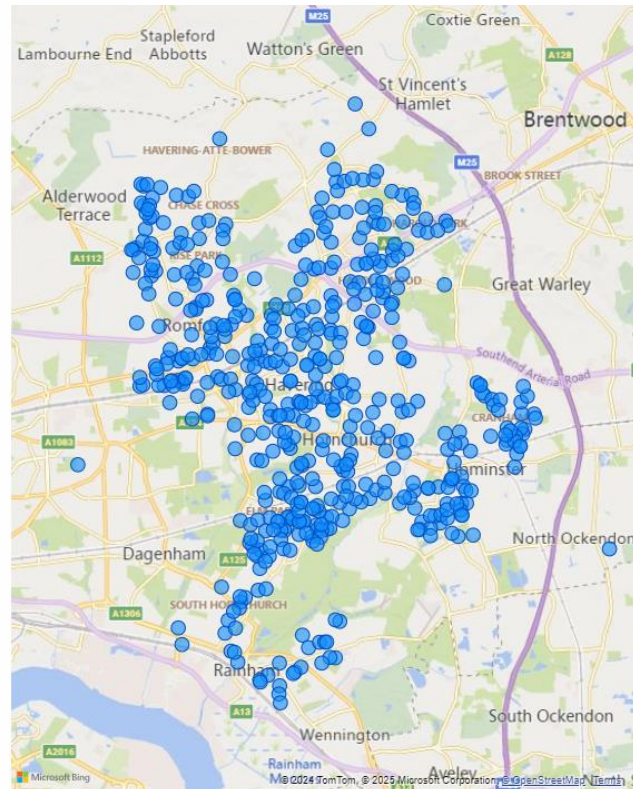
Response breakdown

In what capacity are you completing this consultation?

98% of responses were from Havering residents.

The highest number of responses were from the RM12, RM11, RM14 and RM3 postcode areas.

In what capacity are you completing this consultation?	Number of responses	
	Number	Percent
*Respondents were able to select more than one answer		
I am a resident of Havering	594	97.7%
I work for Havering Council (resident)	23	3.8%
I represent a community group in Havering	10	1.6%
I represent / own a local business	9	1.5%
I represent a charity that covers the Havering area	8	1.3%
I represent a public sector organisation	4	0.7%
I work for Havering Council (non-resident)	3	0.5%
I am a Councillor	2	0.3%
Other	3	0.3%



Postcode	Survey responses	
	Number	Percent
RM12	104	18%
RM11	97	17%
RM14	92	16%
RM3	79	13%
RM7	48	8%
RM13	47	8%
RM1	47	8%
RM2	35	6%
RM5	33	6%
Other	5	<1%
Total	587	100%
<i>Not answered</i>	21	-

Employment Status

There were 439 responses to this question, and 169 not answered.

Of those who provided a response, the majority were employed (201) or retired (183).

Comparison with employment data suggests almost twice as many retired residents responded (42%) than the Havering average (22%). This is also reflected in the age profile of respondents.

Employment status	Consultation responses		Havering average	
	Number	Percent	Number	Percent
Employed (permanent, self-employed, or fixed-term)	201	45.8%	124,294	61%
Unemployed (looking and not looking for work)	18	4.1%	7,211	3.5%
Retired	183	41.7%	43,978	22%
Other (including student and prefer not to say)	37	8.4%	2,801	14%
Total	439	100%	203,500	100%
<i>Not answered</i>	<i>169</i>	-	-	-

*Averages for Havering population aged 18 and over, taken from ONS 2021 Census builder. N.B. These figures have been calculated to allow a comparison with the budget respondent cohort (aged 18 plus) only, and do not reflect official employment / unemployment statistics which are based on population aged 16-64 and therefore exclude the significant number of retired Havering residents.

Actual numbers from Census 2021 included for clarity.

Diversity monitoring

Gender

There were 440 responses to this question, and 168 not answered. Of those who provided a response, 49.3% were female and 47.3% male, which is almost identical to the borough average.

Gender	Survey responses		Havering average
	Number	Percent	Percent
Female	217	49.3%	52.6%
Male	208	47.3%	47.4%
Another description (including non-binary and prefer not to say)	15	3.4%	Not available
Total	440	100%	100%
<i>Not answered</i>	168	-	-

Faith, religion, belief

There were 429 responses to this question, and 179 not answered. Of those who provided a response, 53% were Christian, which is similar to the borough average. 36% had no religion, compared to the borough average of 29%.

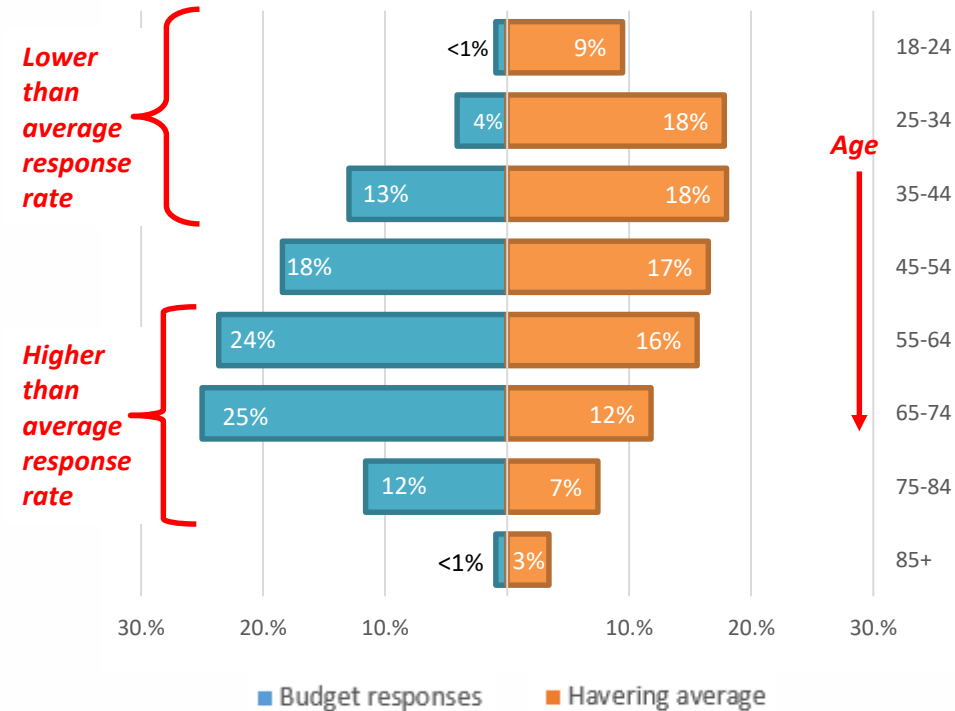
Religion	Survey responses		Havering average
	Number	Percent	Percent
Buddhist	1	<1%	<1%
Christian	229	53%	55%
Hindu	7	2%	2%
Jewish	2	<1%	1%
Muslim	3	<1%	5%
Sikh	1	<1%	2%
No religion	153	36%	29%
Other	3	1%	<1%
Prefer not to say	30	7%	5%
Total	429	100%	100%
<i>Not answered</i>	179	-	-

* Census 2021: <https://www.ons.gov.uk/datasets/create>

Age

There were 440 responses to this question, and 168 not answered. There was a significantly lower proportion of responses from younger age groups (18-24 and 25-34), and a significantly higher proportion of responses from older age groups (65-74 and 75-84) than the borough average.

Age	Survey responses		Havering average (aged 18 and over only)*
	Number	Percent	Percent
18-24	4	0.9%	9.5%
25-34	18	4.1%	17.8%
35-44	57	13.0%	18.0%
45-54	81	18.4%	16.5%
55-64	104	23.6%	15.6%
65-74	110	25.0%	11.8%
75-84	51	11.6%	7.4%
85+	4	0.9%	3.4%
Prefer not to say	11	2.5%	-
Total	440	100%	100%
<i>Not answered</i>	168	-	-



*Census 2021: <https://www.ons.gov.uk/datasets/create>

Ethnic origin

There were 435 responses to this question, and 173 not answered. Of those who provided a response, 87% were 'White or White British', which is greater than the borough average of 79%. There were fewer responses from Asian / Asian British and Black / Black British residents than the borough average.

Ethnic origin	Survey responses		Havering average
	Number	Percent	Percent
Asian or Asian British	17	3.9%	10%
Black or Black British	9	2.1%	7%
Mixed or multiple ethnic group	9	2.1%	2%
Other ethnic group	8	1.8%	2%
White or White British	378	86.9%	79%
Prefer not to say	14	3.2%	-
Total	435	100%	100%
<i>Not answered</i>	173	-	

Sexual orientation

There were 432 responses to this question, and 176 not answered. Of those who provided a response, 88% were heterosexual. There is no data available for a comparison with the borough average.

Sexual orientation	Survey responses	
	Number	Percent
Straight or heterosexual	379	87.7%
Gay or lesbian	11	2.5%
Bisexual	4	1%
Another description	-	-
Prefer not to say	38	8.8%
Total	432	100%
Not answered	176	-

* Census 2021: <https://www.ons.gov.uk/datasets/create>

Marital status

There were 409 responses to this question, and 169 not answered.

Of those who provided a response, the majority were married (59%). This is higher than the borough average.

Marital status	Consultation responses		Havering average
	Number	Percent	Percent
Married or civil-partnership	256	58.9%	48%
Single	90	20.7%	33%
Co-habiting	30	6.9%	12%
Widowed	32	7.4%	6%
Another description	4	<1%	1%
Prefer not to say	23	5.3%	-
Total	435	100%	100%
<i>Not answered</i>	<i>173</i>	<i>-</i>	

* Census 2021: <https://www.ons.gov.uk/datasets/create>. Ages 18 and over only.

Disability

There were 436 responses to this question, and 172 not answered. Of those who provided a response, 31% considered themselves to have a disability, impairment or health-condition. This has been compared to data from the Census 2021 for Havering residents aged 18 and over only. A higher proportion of respondents who consider themselves to have a disability responded to the consultation than the borough average.

Of the 136 respondents declaring a disability, the most common disability was long-term illness, followed by sensory e.g. hearing or sight impairment.

Do you consider yourself to have a disability, impairment or health-condition?	Consultation responses		Havering average
	Number	Percent	Percent
Yes	136	31%	17.3%
No	277	64%	82.7%
Prefer not to say	23	5%	-
Total	436	100%	100%
<i>Not answered</i>	172	-	

Description of disability* *respondents were able to select more than one description	Number of responses	
	Number	Percent
Sensory	42	20.5%
Physical	38	18.5%
Mental illness	33	16.1%
Developmental or Educational	11	5.4%
Learning disability / condition	3	1.5%
Long-term illness	58	28.3%
Other	20	9.8%

* Census 2021: <https://www.ons.gov.uk/datasets/create>. Ages 18 and over only.

Concerns and Issues

Issues affecting Havering

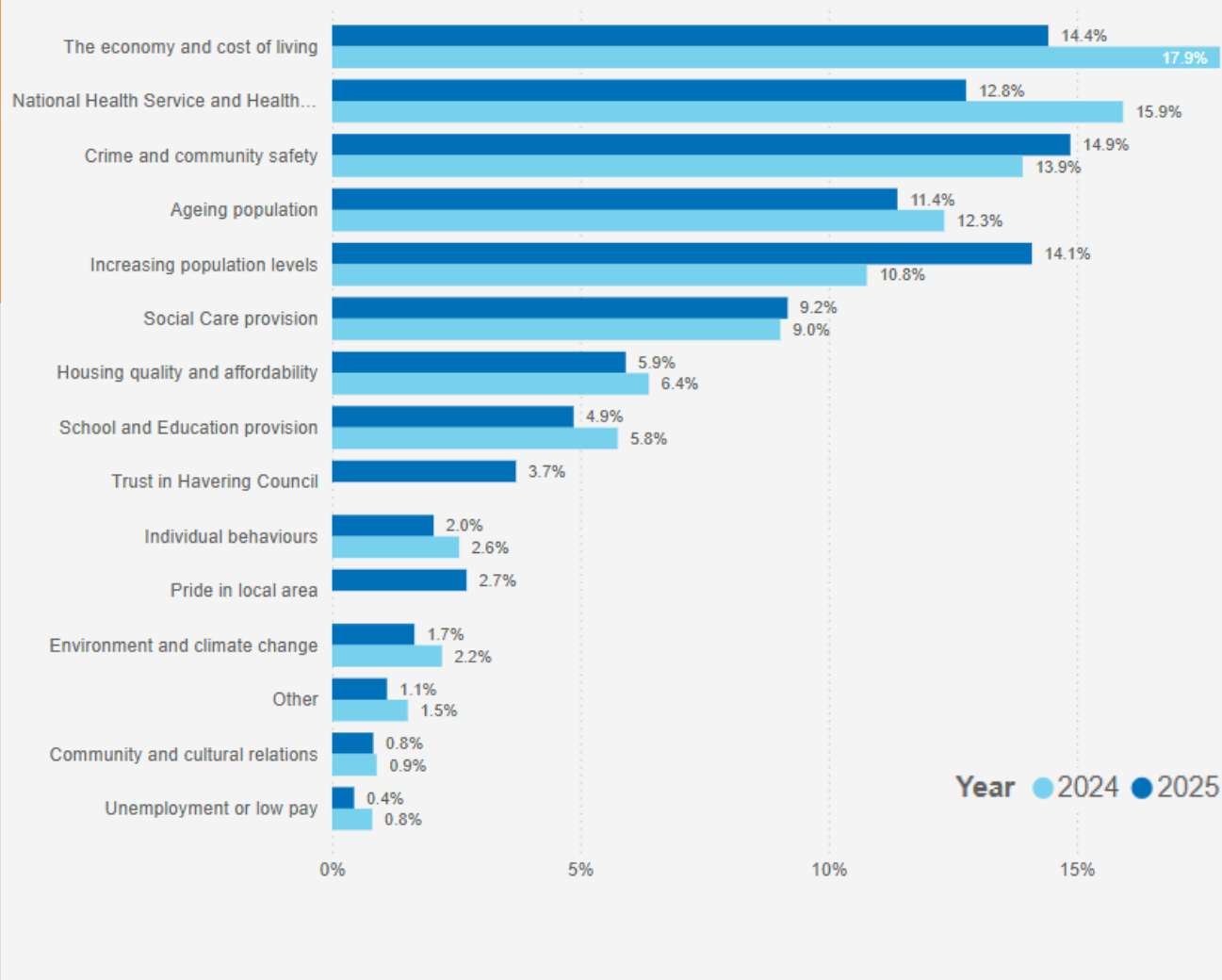
What would you say are the three most important issues Havering is likely to face in the next year?

The top 3 issues reported were:

- Crime and community safety
- The economy and cost of living
- Increasing population levels

Between 2024 and 2025 there has been a rise in concern over increasing population levels and crime in Havering.

Concerns about the economy/cost of living and the NHS/ Healthcare provision in Havering, whilst still high, have reduced since 2024.



The following category was removed from the 2025 consultation responses: 'Another public health pandemic'. Answers for 2024 have been added to the 2024 'other' category for comparison. New categories for 2025 are 'Pride in Local Area' and 'Trust in Havering Council'. This needs to be considered when comparing the response rates for each category between the two years.

Issues affecting Havering – further analysis

Responses to this question have been analysed by gender, age and postcode. The most significant observations are:

Gender

Top 3 concerns for men:

- (i) Crime & community safety (44%)
- (ii) Economy & Cost of Living (42%)
- (iii) Ageing population (39%)

Top 3 concerns for women:

- (i) Increasing population levels (45%)
- (ii) NHS & Healthcare provision (45%)
- (iii) Economy & Cost of Living (45%)

Men were almost twice as likely to be concerned about ‘trust in Havering Council’ than women. (15% men compared to 8% women).

Age

All age groups had ‘Economy & Cost of Living’ as a top 3 concern, (except 85+ which was joint 4th).

Residents aged 65 and over were less likely to be concerned about ‘crime’ in Havering than younger residents. (50% aged 18-64 compared to 25% residents aged 65 and over).

Concerns about the ‘environment and climate change’ were most prevalent in the youngest (18-24) and oldest (85+) age categories. (50% aged 18-24 and 25% aged 85+ compared to an average of 5%).

Concerns about ‘social care provision’ increased with age.

Postcode

Concerns about ‘increasing population levels’ were present in all postcode areas, with the greatest concerns in the RM2 and RM7 postcodes. (54% from RM2 and RM7 compared to an average of 42%).

Residents in RM14 were more likely to be concerned about ‘social care provision’ than any other postcode. (43% from RM14 compared to an average of 27%).

‘Cost of living’ concerns were far lower in RM1 and RM2 than in RM3 and RM13. (30% from RM1 and RM2 compared to over 50% from RM3 and RM13).

At least 1 in 3 residents from any postcode area was concerned about ‘crime’, with the greatest concern from RM13. (53% from RM13 compared to an average of 44%).

Concerns and Issues

Issues affecting you personally

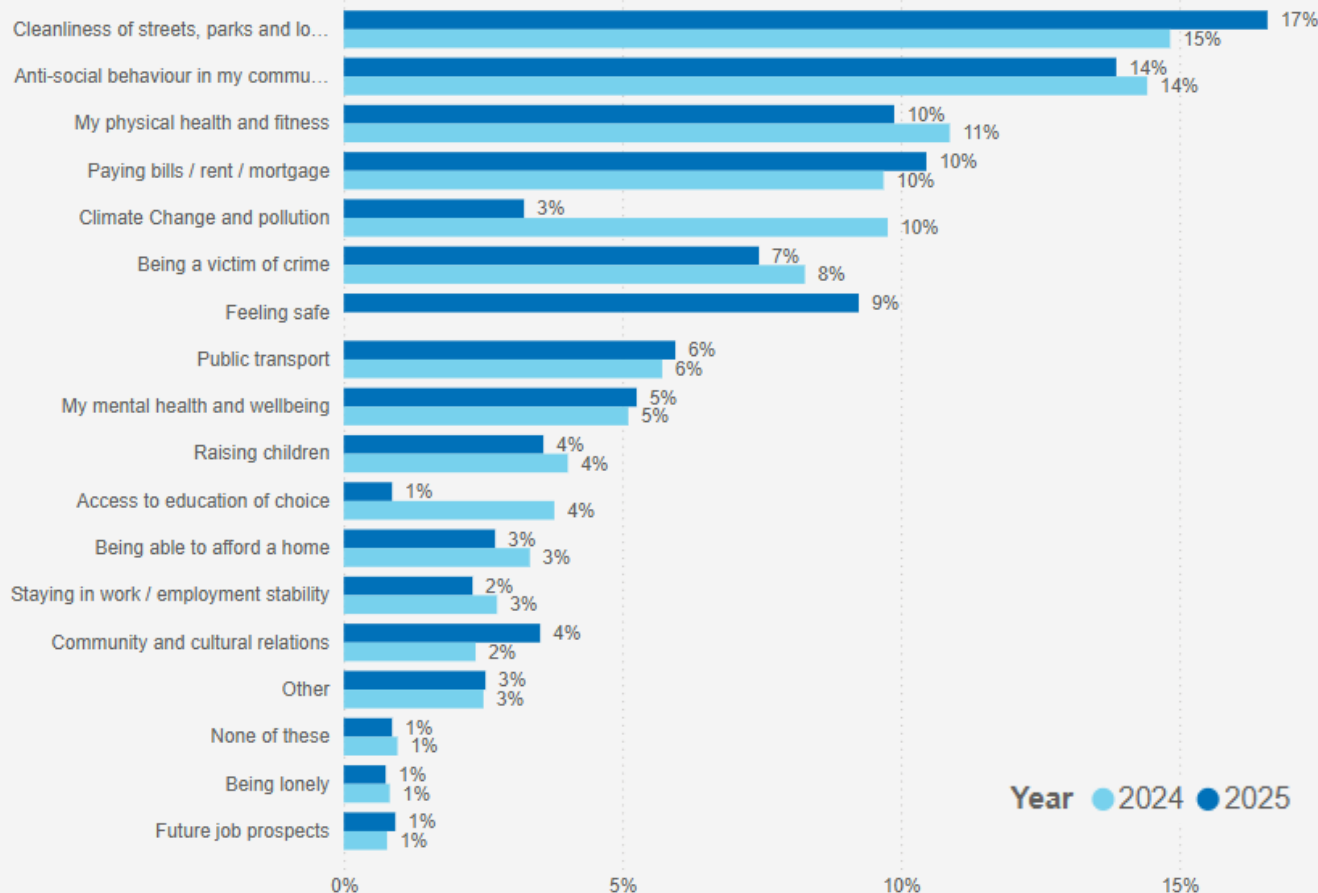
Which three things are you personally most concerned about at the moment?

The top 3 issues reported were:

- Cleanliness of street and local area
- Anti-social behaviour in my community
- Paying bills / rent / mortgage

Between 2024 and 2025 there has been an increase in concern over cleanliness of streets, parks and the local area, and also concern over community and cultural relations.

Concerns about climate change and pollution have significantly reduced.



The following categories from the 2024 budget consultation have been combined into one option for 2025:

'The Local Environment/Pollution' and 'Climate Change' to 'Climate Change and Pollution'. 'Educational provision' was changed to 'Access to education of choice'.

'Feeling Safe' is a new category for 2025.

This needs to be considered when comparing the response rates for each category between the two years.

Issues affecting you – further analysis

Responses to this question have been analysed by gender, age and postcode. The most significant observations are:

Gender

Top 3 personal concerns for men:

- (i) Cleanliness of streets, parks and local area (54%)
- (ii) Anti-social behaviour in my community (39%)
- (iii) My physical health and fitness (32%)

Top 3 personal concerns for women:

- (i) Cleanliness of streets, parks and local area (42%)
- (ii) Anti-social behaviour in my community (41%)
- (iii) Feeling safe (35%)

Men were almost twice as likely to report concerns about 'climate change' (13% of men compared to 7% of women) and more likely to report concerns about the 'cleanliness of streets, parks and the local area' (54% of men compared to 42% of women).

More women than men were concerned about 'feeling safe' (35% of women compared to 21% of men).

Age

All age groups reported the 'cleanliness of streets, parks and local area' as a top 3 concern.

Younger residents were more likely to report concerns about 'being able to afford a home', 'staying in employment' and 'future job prospects'.

Older residents were more likely to report concerns over their 'physical health and fitness'.

Concerns about 'public transport' were greatest in the under 25s and 75-84 age groups, which suggests these are the biggest users of public transport / least likely to own or drive their own vehicle.

Postcode

Concerns about 'anti-social behaviour' and the 'cleanliness of the local area' were in the top 3 concerns of all postcode areas.

Concerns about 'public transport provision' were most common in the RM13 postcode area. (26% of responses compared to an average of 17%).

Residents in the RM1 and RM11 postcode areas were more likely to report concerns about 'being a victim of crime' and 'feeling safe' than average (60% of responses were from these postcode areas compared to an average of 48%). Residents in the RM14 postcode area were least likely to report these concerns (41%).

Thinking about your personal concerns, is there anything the Council can do to help you with these?

There were 318 comments.

These themes reflect residents' desire for a safer, cleaner and more efficient community with better services and support.

Public Safety and Policing

Many residents express concerns about the lack of visible police presence and the need for more officers on the streets to address crime and antisocial behaviour.

Council Efficiency and Accountability

Residents want a more efficient council that stops wasting money and is more accountable to the people of the borough.

Healthcare Access

There are concerns about the time it takes to get GP and hospital appointments, and the need for better healthcare services.

Community Involvement

Residents feel that the council should be more involved in the community and listen to the concerns of the people.

Housing and Development

There are calls for more housing, particularly family homes, and concerns about overdevelopment and the impact on green spaces.

Social Services and Support

There is a need for better support for vulnerable residents, including the elderly and those with disabilities.

Environmental concerns

Residents want the council to adopt green working practices and consider the impact of climate and the environment in their decision-making.

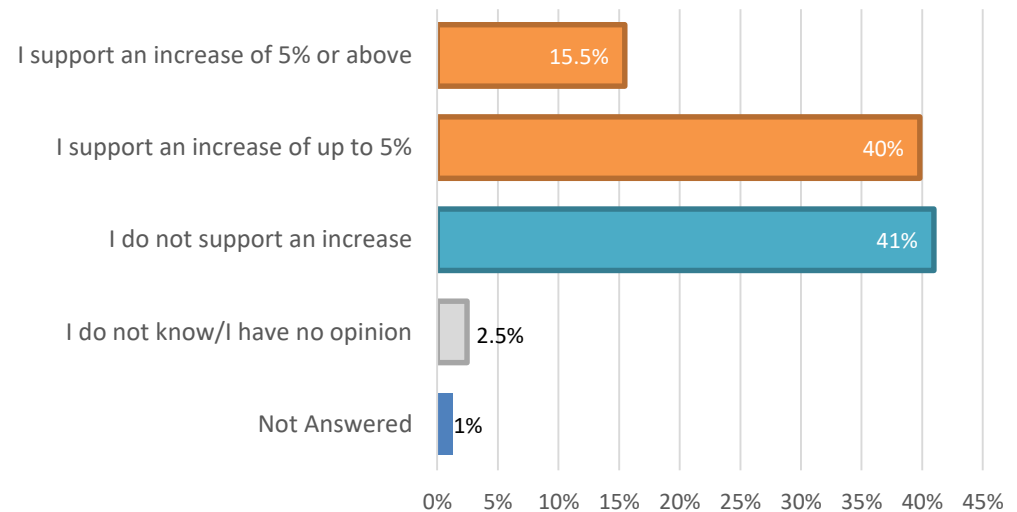
Do you support an increase in Council Tax?

There were 600 responses to this question, and 8 not answered.

Overall, 55% of respondents support an increase in Council Tax (40% support an increase of up to 5%, and 15% support an increase of 5% or above).

41% of respondents do not support an increase.

Do you support an increase in Council Tax?	Consultation responses	
	Number	Percent
I support an increase of 5% or above	94	15.5%
I support an increase of up to 5%	242	40%
I do not support an increase	249	41%
I do not know / I have no opinion	15	2.5%
Not answered	8	1%
Total	608	100%



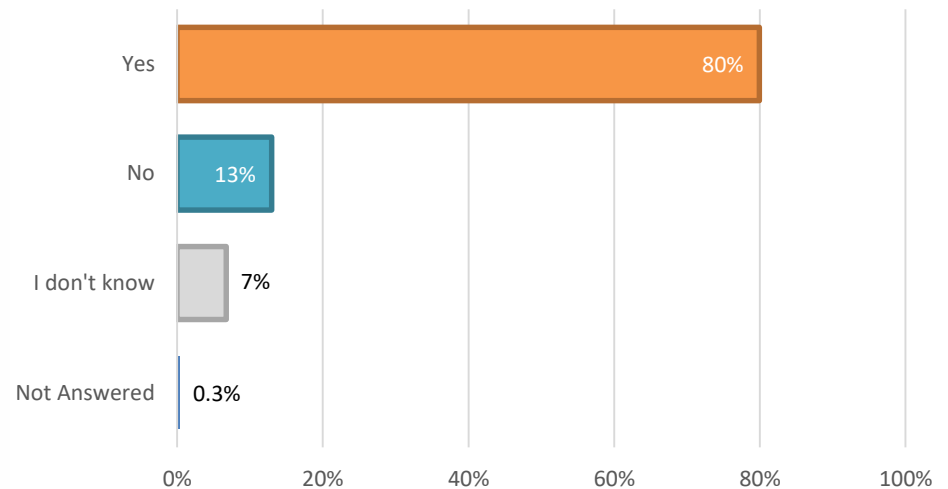
Do you agree with a Council Tax premium for furnished (second) homes?

There were 606 responses to this question, and 2 not answered.

80% of respondents support an increase in the Empty Homes Premium.

13% of respondents do not support an increase.

Do you agree with a Council Tax premium for furnished (second) homes?	Consultation responses	
	Number	Percent
Yes	486	80%
No	79	13%
I do not know	41	7%
Not answered	2	<1%
Total	608	100%



Please tell us your views on the Council Tax proposals

There were 323 comments.

These themes reflect the diverse opinions and concerns of residents regarding council tax and its impact on their lives.

Council Tax Increases	Many comments express concerns about the affordability of council tax increases, especially for pensioners and low-income households. There is general sentiment that any increase above 5% would be unaffordable to many residents.
Empty and Second homes	There are mixed opinions on charging a premium for empty and second homes. Some believe that second homes are a luxury and should be taxed if left empty, while others want exceptions in cases like long-term hospital stays, care homes or probate delays.
Council Efficiency and Spending	Some comments highlight the need for the council to improve efficiency and reduce wasteful spending. Suggestions include better management of council resources, reducing high salaries, and cutting down on unnecessary projects.
Social Care and Essential Services	There is an emphasis on the importance of funding essential services such as social care, policing and education. Some residents are willing to support a council tax increase if it ensures the maintenance or improvement of these services.
Fairness and Equity	The theme of fairness is prevalent, with many comments suggesting that council tax should be based on the ability to pay.
Government Funding	A recurring theme is the need for increased government funding to support local councils to alleviate the burden on local taxpayers.

Please let us know of anything else you would like us to consider as we set the budget for 2025/2026.

There were 298 comments. Themes reflect residents' concerns and suggestions for improving the quality of life in Havering.

Community and Public Spaces (49)

There are concerns about the state of public spaces, including the need to deal with begging and anti-social behaviour (9), improving street cleanliness, roads and lighting (25) and making better use of community spaces (15).

Mental Health and Social Care (17)

Improving mental health services for vulnerable children and adults and supporting flexible working for caregivers to reduce social care pressures are highlighted (17).

Council Services and Efficiency (95)

Suggestions include limiting pay rises for MPs, Councillors and employees (24), better monitoring of funding allocation, and reducing waste and inefficiency in council operations (71).

Taxation and Funding (36)

There are strong opinions on council tax, with many opposing increases and suggesting alternative funding methods, such as tiered tax increases (15) and seeking more funding from central government (21).

Cost of Living (37)

Residents voiced their concerns about the rising cost of living (25) and urged for a reduction in parking fees to help businesses retain their customers (12)

Housing and Development (31)

Comments address the need for better management of housing developments, reducing the number of low-grade flats (9) and concerns that infrastructure cannot support population growth (22).

Crime and Safety (7)

Residents express concerns about crime, vehicle theft and shoplifting, and suggest an increasing police presence (7).

Environmental Issues (9)

There are calls for better waste management, including the use of wheelie bins instead of black bags, maintaining rubbish collections and addressing issues like fly-tipping (9).

Libraries (16)

The importance of keeping libraries open and finding alternative ways to support them is emphasised (16).

Key points for noting:

Responses

- **608** residents responded
- **68%** found out about the consultation from the **Living in Havering e-newsletter**

Representation

- **98%** of responses were from **Havering residents**
- Almost **twice as many retired** residents responded than the Havering average
- There was a **lower proportion** of responses from **minority ethnic** groups than the Havering average
- There was a **low** proportion of responses from **younger** age groups (18-24 and 25-34)
- There was a **high** proportion of responses from **older** age groups (65-74 and 75-84)

Council Tax

- **55%** of respondents **support an increase** in Council Tax
- **41%** of respondents **do not support an increase**

Empty Homes Premium

- **80%** of respondents **support an increase** in the Empty Homes Premium

Concerns

- The **top 3 issues affecting Havering** were:
Crime and community safety, The economy and cost of living, Increasing population levels
- The **top 3 personal issues** were:
Cleanliness of street and local area, Anti-social behaviour in my community, Paying bills / rent / mortgage