



**Broxtowe
Borough
COUNCIL**

Budget Consultation 2019/20

Help us balance the books

Each year, we ask residents for their views as we start to prepare the budget for the new financial year.

Your views are important to us so please take a few minutes to complete the survey below. Your answers will help inform the budget process.

***1. What is your opinion of the following Council services over the last 12 months?**

Service	Satisfied	No opinion	Dissatisfied	Not used
Household waste collection (black lidded bin)				
Garden waste collection (brown lidded bin)				
Kerbside Recycling (green lidded bin, glass bag or red-lidded glass bin, textiles)				
Street cleanliness (litter collection, graffiti removal, fly tipping, neighbourhood wardens)				
Leisure services (leisure centres, arts and culture, sports development)				
Planning (planning applications and planning policy)				
Economic Development (support to businesses, regeneration, Town Centre Management, business growth)				
Public Protection (licensing, food hygiene inspections, nuisance complaints)				

Service	Satisfied	No opinion	Dissatisfied	Not used
Revenues and Benefits (housing benefit and council tax support payments, collection of council tax and business rates)				
Housing service (housing options advice, homelessness, provision of affordable housing, tenancies)				
Public car parks				
Community Safety (anti-social behaviour, domestic abuse, alcohol awareness)				
Electoral Services (elections, voting)				
Parks & Nature Conservation (parks, open spaces)				
Bereavement Services (crematorium, cemeteries)				

2. Any other comments?

***3. Please tell us what your preferred and least preferred approach would be to help us balance the budget.**

Approach	Most preferred option	Second most preferred option	Third most preferred option	Least preferred option
Increased council tax levels				
Increased fees and charges				
Provided fewer services				
Reduce the number of				

Approach	Most preferred option	Second most preferred option	Third most preferred option	Least preferred option
Council Office buildings				

***4. Of the following Council services, which do you think should have their funding increased, decreased or stay the same?**

Service	Increased	Stay the same	Decreased
Household waste collection (black lidded bin)			
Garden waste collection (brown lidded bin)			
Kerbside Recycling (green lidded bin, glass bag or red-lidded glass bin, textiles)			
Street cleanliness (litter collection, graffiti removal, fly tipping, neighbourhood wardens)			
Leisure services (leisure centres, arts and culture, sports development)			
Planning (planning applications and planning policy)			
Economic Development (support to businesses, regeneration, Town Centre Management, business growth)			
Public Protection (licensing, food hygiene inspections, nuisance complaints)			
Revenues and Benefits (housing benefit and council tax support payments, collection of council tax and business rates)			
Housing service (housing options advice,			

Service	Increased	Stay the same	Decreased
homelessness, provision of affordable housing, tenancies)			
Public car parks			
Community Safety (anti-social behaviour, domestic abuse, alcohol awareness)			
Electoral Services (elections, voting)			
Parks & Nature Conservation (parks, open spaces)			
Bereavement Services (crematorium, cemeteries)			

5. Any other comments?

***6. Overall, how satisfied or dissatisfied are you with...**

Options	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
The way in which the Council provides services					
Your local area as a place to live					

7. Any other comments?

***8. Do you feel that the Council listens to you?**

Yes

No

9. Do you have any other suggestions on how the Council could increase income, reduce costs or make savings to support the budget?

***10. How frequently do you access Council services?**

A few times a year

Monthly

Weekly

Daily

***11. Overall, how satisfied are you with the way you can access Council services?**

Very satisfied

Satisfied

Neutral

Unsatisfied

Very Unsatisfied

***12. How do you prefer to conduct business with the Council? Please select your most preferred option and least preferred option.**

Contact Method	Most preferred	Least preferred
Phone		
Email		
Social Media e.g. Facebook, Twitter		
Online through the website or online forms		
In person		
By Post		
Via a Councillor		
Other		

***13. Please explain why these are your most preferred and least preferred methods**

***14. Would you consider accessing services in another way? Please tick all which apply.**

Phone

Email

Social Media e.g. Facebook, Twitter

Online e.g. through the website or online form

In person

By post

Instant messaging e.g. text, what's app, we chat

Other

15. If you answered 'other' please give details

Tell Us About You

We want to make sure that our services are provided fairly and to those who need them. The information collected helps us get a picture of who contacts us, uses or does not access our services, so will help us improve what we provide and reduce potential barriers to access.

Please answer the questions below by ticking the boxes that you feel most describes you. Some questions may feel personal, but the information we collect will be kept confidential and secure. The better the information is that we collect the more effective our monitoring will be.

16. Which of the following areas do you live in?

Attenborough

Awsorth

Beeston

Bramcote

Brinsley

Chilwell

Cossall

Eastwood

Greasley

Kimberley

Nuthall

Stapleford

Toton

Trowell

17. Gender

Male

Female

Transgender

18. Which age group do you belong to?

Under 18

18 – 24

25 – 29

30 – 44

45 – 59

60 – 64

65+

19. Ethnicity

White – British

White – Irish

White – other background

Asian or Asian British – Indian

Asian or Asian British – Pakistani

Asian or Asian British – Bangladeshi

Asian or Asian British – other background

Black or Black British – Caribbean

Black or Black British – African

Black or Black British – other background

Mixed – White and Black Caribbean

Mixed – White and Black African

Mixed – White and Asian

Mixed – Other background

Chinese

Any other ethnic group

20. Do you consider yourself as disabled or have any long-term health problems that limit daily activity?

Yes

No

Thank you for completing this survey

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Simply visit www.broxtowe.gov.uk/emailme, type your email address in to the box and tick which services you'd like email updates on. Stay up to date!

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