

## Report of the Deputy Chief Executive

**BUDGET CONSULTATION 2020/21**1. Purpose of report

To report the results of the 2020/21 budget consultation exercise that took place during October and November 2019.

2. Background

As with the 2019/20 budget consultation exercise, a web-based survey, publicised through social media, has been used to consult on the 2020/21 budget. This included no reference to any specific policy options but sought views on all Council services and indications of satisfaction, or otherwise, with these as well as the way in which they are provided and with the local area generally.

Local people were asked for their preferred approach to balancing the Council's budget and to provide an indication as to which services they thought should have their funding increased, decreased or remain the same.

Residents were asked how frequently they access Council services and how satisfied they were with the way in which this can be done. They were also asked how they prefer to conduct business with the Council and if they would they would consider accessing services in another way. Finally, they were asked if they thought that the Council listened to them.

Respondents were also asked to provide demographic data, including which area of the borough they live in so that any correlation between location and satisfaction levels could be analysed.

A total of 407 responses were received. The amount of responses received compared with last years has reduced by 8 responses from 415 in 19/20, The results are summarised in Appendix 1 whilst Appendix 2 summarises the demographic data for the respondents.

**Recommendation**

**The Committee is asked to CONSIDER the report and RESOLVE accordingly.**

Background papers

Nil

**APPENDIX 1****Summary of Respondents**

The sample of respondents is representative of the local communities in Broxtowe, although the analysis of ethnicity indicates a bias towards White British respondents. 93% of respondents indicated they considered themselves to be White British, 1% White Irish and 3% White/Other. The remaining 3% were split between Asian, Black or Mixed race categories.

In terms of gender, 52% of the respondents were male and 44% were female whilst the other 4% of respondents preferred not to state their gender.

74% of respondents identified as over 45 years old, with 28% between 45-59, 13% between 60-64 and 33% over 65. The number of younger respondents was lower than in the previous year with 26% of under 45s responding compared to 28% in 2019/20. However, this still represents an improvement when compared to 2016/17 when only 12% of responses were from an age range under 45.

In terms of geographical location, Beeston residents responded the most (27%). However, this represents a decrease of 4% compared with last year. Chilwell accounted for 15% of respondents which was an increase on the 14% for 2019/20. Stapleford accounted for 11% of respondents which was 4% lower than the 15% for 2019/20. However, as last year, there was at least one respondent from every area.

A full breakdown of gender, age ranges, ethnicity, disability and location is included in Appendix 2. As a proportion of the total population of Broxtowe, the number of respondents means that the results cannot be taken as statistically significant. It is advisable therefore to only consider the results as indications of local views rather than attempt to draw strategic conclusions from the detailed responses.

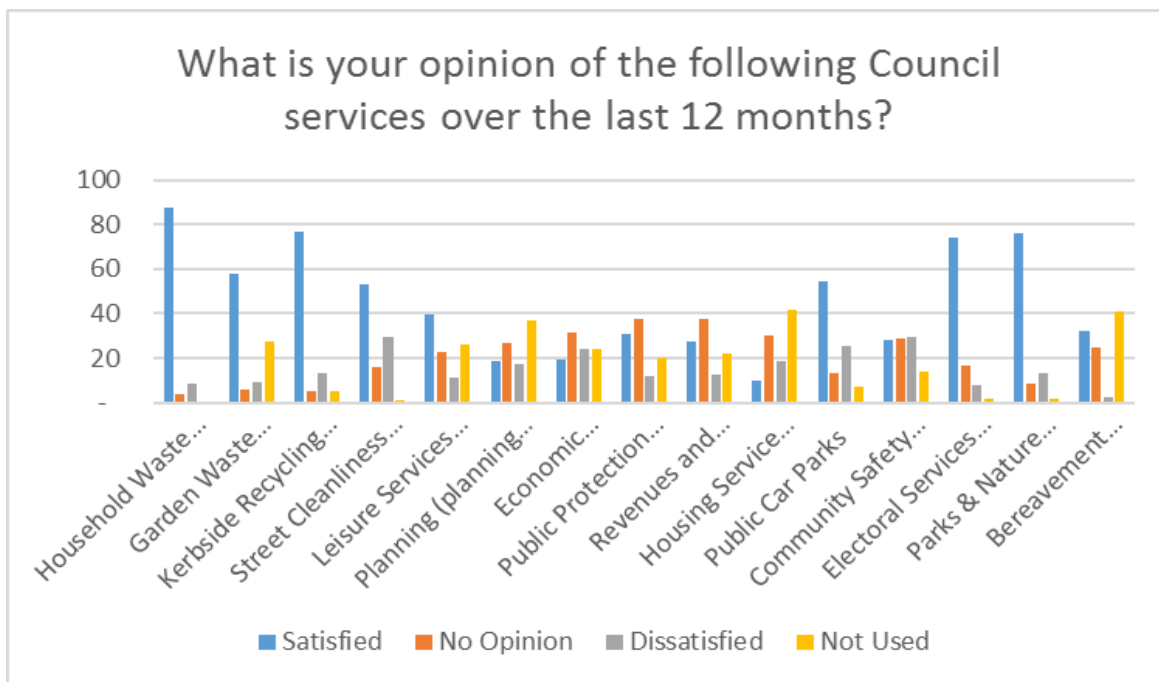
**Satisfaction with Services**

In overall terms, local people are satisfied with the borough of Broxtowe and the Council's management of it. 75% of people are either 'satisfied' or very 'satisfied' with the area in which they live which is an increase on the 74% figure in the 2019/20 consultation. 64% are either 'satisfied' or 'very satisfied' with the way that the Council delivers services which is a significant increase on 2019/20 when 59% responded positively. However, 3% of people are 'very dissatisfied' in both categories.

Figure 1 analyses the level of satisfaction with individual Council services over the last twelve months. The services with the highest satisfied responses were Household Waste Collection (black lidded bin) with 87% (down from 91% in the previous year) and Kerbside Recycling (green lidded bin, glass bag or red lidded glass bin, textiles) with 77% (down from 78% in the previous year). The services with the highest dissatisfied responses were Street Cleanliness with

30% (up from 29% in 2019/20 and Community Safety with 29% (up from 28% in 2019/20).

Figure 1



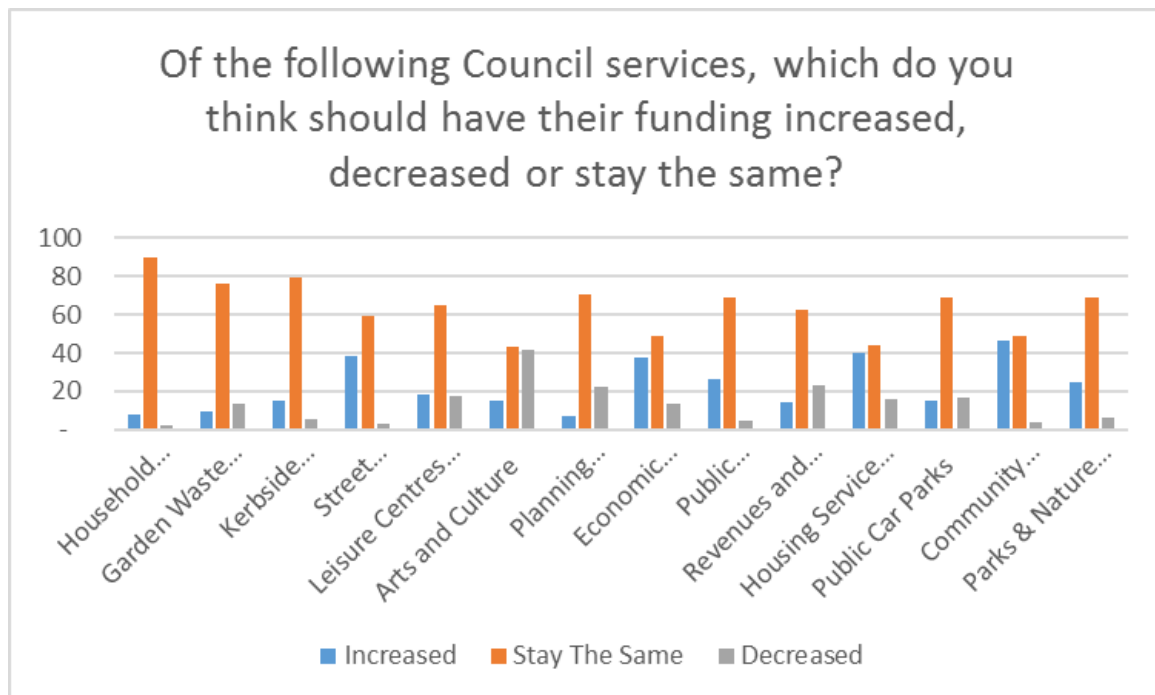
**Spending on Services**

When asked about whether spending on services should be increased, decreased or stay the same, Community Safety (47%) and the Housing Service (40%) scored the highest in terms of respondents thinking their funding should be increased. Arts and Culture (41%) and Revenues and Benefits (23%) scored the highest in terms of respondents thinking their funding should be decreased.

Household Waste Collection (90%) and Kerbside Recycling (79%) scored highest in terms of respondents thinking their funding should stay the same. This could be interpreted as indicating a relationship with satisfaction levels as both services secured the highest satisfaction rating. This pattern is reflected in most services with respondents consistently voting more for the funding of services to stay the same.

Figure 2 provides detailed analysis on whether spending on services should be increased, decreased or stay the same across a range of Council activities.

Figure 2

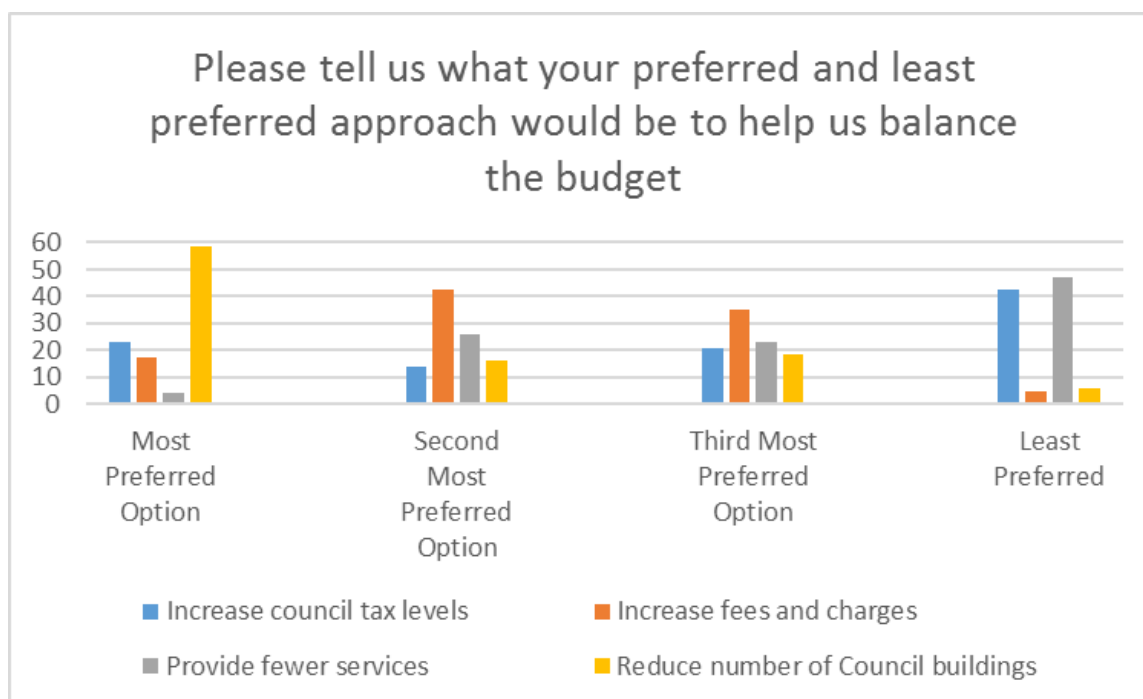


**Balancing the Budget**

Respondents were asked to state their preferred and least preferred approach to help the Council balance its budget.

Reducing the number of Council buildings was by far the most preferred option for balancing the budget with 59% of respondents indicating this followed by increasing council tax with 23% and increasing fees and charges with 17%.

The least preferred option for balancing the budget was to provide fewer services with 47% of respondents followed by increasing council tax levels with 42%.

**Figure 3**

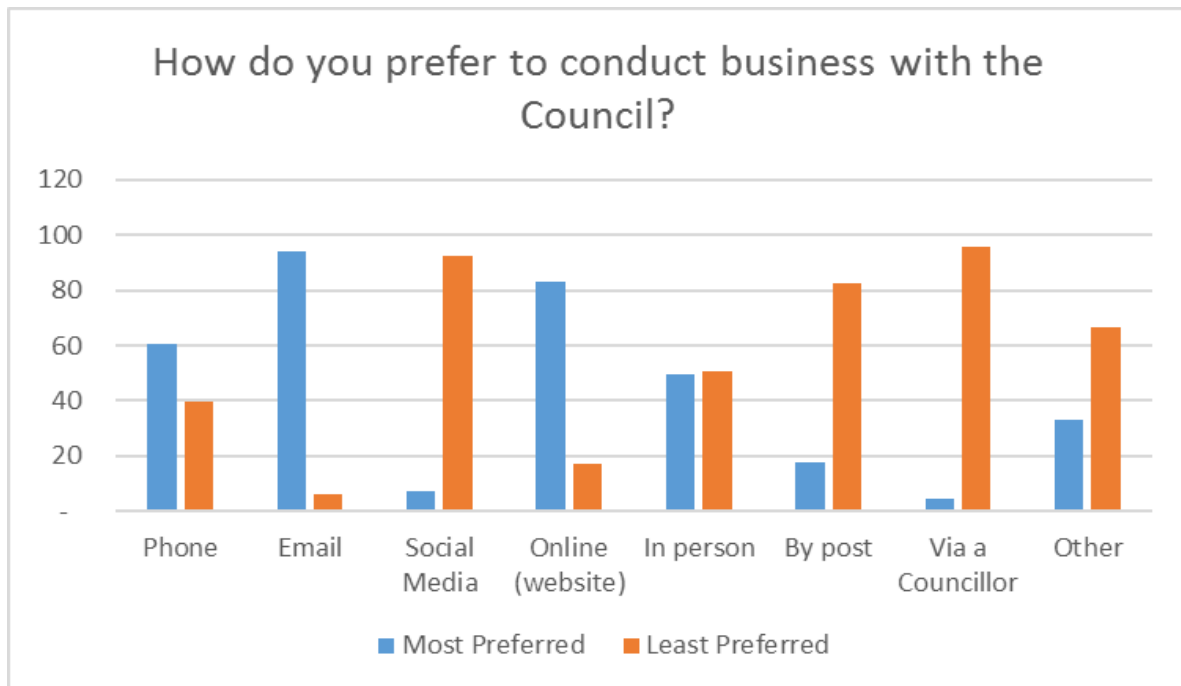
### Communicating with the Council

As in 2019/20, respondents were asked a yes/no question as to whether they feel the Council listens to them. The results showed that 59% answered no with 41% answering yes in the 2020/21 budget consultation. This was exactly the same as in 2019/20.

To obtain further information on how to shape services in future, local people were asked about how satisfied they are with the ways they can access Council services and how they prefer to contact the Council to do business. 64% of respondents were either very satisfied or satisfied with the way they can access Council services which represents a reduction of 3% on the figure of 67% in 2019/20. 11% of respondents were either very dissatisfied or dissatisfied with the way in which they can access Council services which is an increase of 4% on the 7% figure for 2019/20. However, 25% were neither satisfied nor dissatisfied (i.e. neutral) which is broadly similar to the 26% in 2019/20.

In terms of what methods of communication local people prefer to use, there was clearly a preference in the 2020/21 budget consultation for online or email contact which reinforced the results from 2019/20. However, it must be remembered that all respondents were already able to access services online by virtue of them completing this survey. Via a Councillor was the least preferred method of conducting business with the Council followed by social media in second and by post in third place. Further details are set out in Figure 4 below.

Figure 4



## APPENDIX 2

## DEMOGRAPHIC DATA

	Number	% of Total
<b>Gender</b>		
Male	206	52%
Female	177	44%
Prefer not to say	15	4%
<b>Age</b>		
Under 18	1	0%
18-24	14	4%
25-29	18	5%
30-44	71	18%
45-59	111	28%
60-64	51	13%
65+	132	33%
<b>Ethnic Origin</b>		
White - British	363	93%
White - Irish	2	1%
White - Other Background	10	3%
Asian or Asian British - Indian	3	1%
Asian or Asian British - Pakistani	0	0%
Asian or Asian British - Bangladeshi	0	0%
Asian or Asian British - Other Background	0	0%
British or Black British - Caribbean	0	0%
British or Black British - African	1	0%
British or Black British - Other Background	0	0%
Mixed - White and Black Caribbean	0	0%
Mixed - White and Black African	0	0%
Mixed - White and Asian	3	1%
Mixed - Other Background	1	0%
Chinese	1	0%
Any Other Ethnic Group	5	1%
<b>Disabled or with Long Term Health Problems Limiting Daily Activity</b>		
Yes	69	17%
No	329	83%

Area		
Attenborough	10	3%
Awsorth	8	2%
Beeston	108	27%
Bramcote	37	9%
Brinsley	9	2%
Chilwell	61	15%
Cossall	2	1%
Eastwood	28	7%
Greasley	18	5%
Kimberley	11	3%
Newthorpe	18	5%
Nuthall	25	6%
Stapleford	44	11%
Toton	17	4%
Trowell	4	1%