



2021/22 Budget Consultation Feedback

Overview of Consultation Process

- This report highlights the key findings of the Budget Consultation 2021-22 conducted by the London Borough of Hillingdon from 11 December 2020 to 24 January 2021.
- The purpose of the consultation was to seek views from residents and local businesses on Hillingdon Council's budget proposals for 2021-22.
- The consultation was publicised:
 - On Hillingdon Council's website
 - Through the Council's social media platforms
- Information about the consultation was also sent directly to:
 - Residents on the Council's Customer Engagement database;
 - Residents associations in the borough.
- The survey received 30 responses, a decrease on the 60 responses last year.
- The total number of responses and **key themes** from all open questions are shown in the Survey results.
- All results are unweighted.
- Results are based on all respondents unless otherwise stated.

Summary of key findings

- 93% of the respondents are residents, 7% are local businesses or organisations.
- The majority (70%) of respondents are satisfied with the budget proposals, 7% are neither satisfied nor dissatisfied which leaves just 23% dissatisfied with the Council's budget proposals.
- 60% of the respondents agree that the budget proposals give residents and local businesses value for money, with 20% neither agreeing nor disagreeing, leaving just 20% disagreeing that the budget proposals give value for money.
- 76% of respondents feel well informed about the budget proposals, leaving 24% feeling not informed.

The document is structured by firstly presenting the survey results and secondly presenting the demographic and background information on respondents.

Survey results

Q1: How satisfied are you with the Council's budget proposals for 2021/22?

Response	Number of Responses	Percentage of Responses
Very Satisfied	14	47%
Somewhat Satisfied	7	23%
Neither Satisfied nor Dissatisfied	2	7%
Dissatisfied	3	10%
Very Dissatisfied	4	13%
Total	30	100%

Q1a. Please tell us why:

Positive

The respondents that indicated they are either **fairly satisfied or very satisfied** with the council's budget proposals cite the following reasons:

- A common theme was the Council Tax increase in the respondents aged 65 or over.
- One complimented the budget in relation to COVID-19.
- One response praised the balanced budget proposals in light of a difficult year.
- One commended the continuation of services given by the Council.

Negative

The respondents that have indicated **dissatisfaction** with the council's budget proposals cite the following common concerns:

- The Council Tax increase due to the current financial climate around the pandemic and Brexit.
- The Older People's discount being discontinued.
- One response highlighted traffic noise and road conditions.
- One response was concerned with the condition of paving when using their mobility scooter and the use of bicycles on the pavement.
- One response was dissatisfied with contributions to the Greater London Authority; however this is outside of the control of the Council.

From organisations:

- One response wanted a provision to deliver on the declaration of a climate emergency, to ensure it is properly funded.

Q2: To what extent do you agree or disagree that the budget proposals give value for money to local people and businesses?

Response	Number of Responses	Percentage of Responses
Strongly Agree	11	37%
Tend to Agree	7	23%
Neither Agree nor Disagree	6	20%
Tend to Disagree	3	10%
Strongly Disagree	3	10%
Total	30	100%

Q2a: Please tell us why:

Positive

Comments suggest that respondents agree for the following reasons:

- No reduction in service delivery or facility closures.
- Free-to-use weekly refuse and recycling collection.
- Investment in roads and pavement resurfacing.
- One praised the services currently received.

Negative

- One commented on expensive plastic bags for recycling and suggested wheelie bins.
- One mentioned the cleanliness of the streets.
- One commented on the retention of benefit from the Older People's Discount.
- One stated that the State Pension has not increased in line with other increases, however this is outside of the control of the Council.

Q3: How well informed, if at all, do you feel about the budget proposals?

Response	Number of Responses	Percentage of Responses
Very Well Informed	16	53%
Fairly Well Informed	7	23%
Not Very Well Informed	5	17%
Not Informed At All	2	7%
Total	30	100%

Q3a: Are there any other comments you would like to make about the council's budget proposals for 2021-22?

Common themes include:

- Multiple respondents praised the Council, saying they were content with the budget proposals and services given.
- There were mixed responses regarding the Council Tax increase. Some commended the Council for the modest rise considering the current pressures, whereas other respondents want Council Tax frozen or reduced due to the pandemic.

Other (single) responses include:

- A respondent mentioned they hope support is given in regards to Heathrow Business Rates, should this materialise.
- One stated they would be happy to pay a higher Council Tax to support services for younger people.
- One wanted expenditure to be reduced (did not state the outcome of this should be).
- One is concerned that there will be more deficits in the future due to an increase in population.
- One wanted to see a reduction in the Social Care Precept for older residents.

From organisations:

- One is pleased that the Council is committed to achieving carbon neutrality and 100% clean energy by 2030. They state the importance of flexibility within the budget to undertake actions as a result of a public consultation.

Survey Results – Demographic and Background Information

Q4. Are you completing this survey...?

Response	Number of Responses	Percentage of Responses
As a resident	28	93%
On behalf of a local	2	7%
Total	30	100%

Q5. Please tell us your postcode:

Response	Number of Responses	Percentage of Responses
HA4	3	11%
HA5	3	11%
HA6	6	19%
UB10	1	4%
UB3	3	11%
UB4	2	7%
UB5	1	4%
UB7	3	11%
UB8	5	18%
UB9	1	4%
Total	28	100%

Q6. Please tell us the name of your business or organisation:

Response	Number of Responses	Percentage of Responses
Hillingdon Friends of the Earth	1	
Anonymous	1	
Total	2	7%

Q7. Please tell us the postcode of your business or organisation:

Response	Number of Responses	Percentage of Responses
HA4	1	50%
UB3	1	50%
Total	2	100%

Q8: Are you:

Response	Number of Responses	Percentage of Responses
Male	20	67%
Female	9	30%
Prefer Not To Say	1	3%
Total	30	100%

Q9: How old are you?

Response	Number of Responses	Percentage of Responses
Under 18	0	0%
18 to 24	3	10%
25 to 34	6	20%
35 to 44	3	10%
45 to 54	7	24%
55 to 64	1	3%
65+	10	33%
Total	30	100%