



2022/23 Budget Consultation Feedback

Overview of Consultation Process

- This report highlights the key findings of the Budget Consultation 2022-23 conducted by the London Borough of Hillingdon from 17 December 2021 to 30 January 2022.
- The purpose of the consultation was to seek views from residents and local businesses on Hillingdon Council's budget proposals for 2022-23.
- 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 115 responses, a modest increase from 30 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

- 99% of the respondents are residents, 1% are on behalf of local businesses or organisations.
- The majority (67%) of respondents are satisfied with the budget proposals, 7% are neither satisfied nor dissatisfied which leaves 26% dissatisfied with the Council's budget proposals.
- 71% of the respondents agree that the budget proposals give residents and local businesses value for money, with 10% neither agreeing nor disagreeing, leaving just 18% 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 2022/23?

Response	Number of Responses	Percentage of Responses
Very Satisfied	64	56%
Somewhat Satisfied	13	11%
Neither Satisfied nor Dissatisfied	8	7%
Dissatisfied	15	13%
Very Dissatisfied	15	13%
Total	115	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 rise in Council Tax with many respondents thinking it was fair and below inflation, and lower than neighbouring boroughs.
- Several respondents commented on the quality and level of investment in services.
- Responses cited the realistic, sound management of finances, without using reserves.
- Comments were also received stating the Council was very well run, offered good value for money and prioritised the right areas.

Negative

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

- The Council Tax increase proposed was unwelcome for some respondents, who felt people were currently facing financial difficulty.
- Some comments were received expressing dissatisfaction with service cuts, and would support more spending in social care, family support and schools.
- Several responses were received on differing priorities for spend, either commenting on specific services, or specific geographical areas.

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	59	51%
Tend to Agree	23	20%
Neither Agree nor Disagree	12	10%
Tend to Disagree	14	12%
Strongly Disagree	7	6%
Total	115	100%

Q2a: Please tell us why:

Positive

Comments suggest that respondents agree for the following reasons:

- Favourable comparisons to neighbouring boroughs from many respondents.
- Service levels is commended by several responses.
- Support for Fees and Charges being kept to a minimum despite uncertainty.
- Council has supported businesses extremely well.

Negative

- Comments that did not agree with the Council's budget proposals related to a alternative suggestions for where spend could be prioritised, either relating to increased investment of specific services, or increasing spend in particular geographical areas.

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

Response	Number of Responses	Percentage of Responses
Very Well Informed	58	50%
Fairly Well Informed	29	25%
Not Very Well Informed	19	17%
Not Informed At All	9	8%
Total	115	100%

Q3a: Are there any other comments you would like to make about the council's budget proposals for 2022-23?

Common themes include:

- Multiple respondents praised the Council, saying they were content with the budget proposals and grateful for services given.
- There were mixed responses regarding the Council Tax increase with some commending the below inflation increase, whilst others commented that households were currently facing financial difficulties.
- Some responses questioned the drivers of the Council's budget gap, i.e., the level of the inflation requirement and demand-led growth values.
- There was interest in more money for Green matters and more detail generally about environmental issues and the cost of implementing the Council Climate Action Plan.

Other (single) responses include:

- A respondent challenged that the Council deals with the Heathrow Airport expansion.
- One complained that describing free waste collection as a benefit, when it is funded by Council Tax.

Survey Results – Demographic and Background Information

Q4. Are you completing this survey...?

Response	Number of Responses	Percentage of Responses
As a resident	114	99%
On behalf of a local	1	1%
Total	115	100%

Q5. Please tell us your postcode:

Response	Number of Responses	Percentage of Responses
HA4	18	16%
HA5	8	7%
HA6	15	13%
UB10	10	9%
UB3	14	12%
UB4	11	10%
UB5	2	2%
UB7	18	16%
UB8	10	9%
UB9	6	5%
Other	2	1%
Total	114	100%

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

Response	Number of Responses	Percentage of Responses
Anonymous	1	
Total	1	1%

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

Response	Number of Responses	Percentage of Responses
No post code given	1	100%
Total	1	100%

Q8: Are you:

Response	Number of Responses	Percentage of Responses
Male	61	53%
Female	45	39%
Other/Prefer Not To Say	9	8%
Total	115	100%

Q9: How old are you?

Response	Number of Responses	Percentage of Responses
Under 18	0	0%
18 to 24	16	14%
25 to 34	21	18%
35 to 44	21	18%
45 to 54	20	18%
55 to 64	22	19%
65+	15	13%
Total	30	100%