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2026/27 Budget Consultation Residents Feedback

Overview of Consultation Process

- This report highlights the key findings of the Budget Consultation 2026-27 conducted by the London Borough of Hillingdon from 24 December 2025 to 4 February 2026
- The purpose of the consultation was to seek views from residents and local businesses on Hillingdon Council's budget proposals for 2026-27
- The consultation was publicised through:
 - Hillingdon Council's website
 - The Council's social media platforms
 - Hillingdon People January/February edition
 - Hillingdon People Extra e-newsletter – December/January
 - Press release / website news article
- 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 277 responses, an increase of 144 responses from 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

- 98% of the respondents are residents. 2% are on behalf of local businesses or organisations.
- 88% of the respondents answered Question 1 Which service areas do you think the council should be prioritising.
- 60% of the respondents answered Question 2 Do you have any other suggestions for further cost savings
- 57% of the respondents answered Question 3 do you have any further comments or suggestions regarding Hillingdon Council's draft 2026/27 Budget.

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

Survey Results

Q1. Which Service Areas do you think the Council should be prioritising?

In order of Importance with 1 being the most important the results were as follows.

Priority	Service Area
1	Protecting vulnerable children and giving them a good start in life
2	Collecting waste and keeping streets clean and tidy
3	Protecting older people and adults with disabilities and other vulnerabilities
4	Maintaining roads and pavements
5	Maintaining parks and green spaces
6	Helping local people who are homeless
7	Providing library and leisure facilities
8	Improving private rented housing and reducing anti-social behaviour
9	Providing more affordable housing
10	Providing theatres, museums, heritage and cultural services

Q2. Do you have any other suggestions for further cost savings?

The main themes from the suggestions are as follows:

- Reduce Spending on Immigration / Asylum Accommodation, with many responses related to concerns over the costs of
 - Housing Asylum Seekers or Migrants in hotels
 - Funding services perceived to be used by non-residents
 - Perceived unfair burden on Hillingdon compared with other boroughs
 - Calls for Central Government to fund these costs instead
- Better Enforcement and Revenue Generation
 - Heavier fines for fly-tipping, littering, pavement parking and pet fouling
 - Charges to builders for pavement damage
 - Fines for illegal HMOs and planning breaches
 - Improve debt collection – unpaid Council Tax
- Reduce Use of Consultants, Agency Staff & Management Costs
 - Reduce reliance on agency workers
 - Reduce or eliminate consultants
 - Bring services back in-house
 - Cut numbers of manager or councillor allowances
 - Review or audit large consultancy or transformation projects.

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- Property, Estate and Assets
 - Sell or repurpose under-used buildings
 - Consolidate office space
 - Reduce number of libraries or merge smaller schools
 - Review council-owned land for housing development
 - Stop providing Free parking in certain locations
- Waste, Recycling & Street Scene Improvements
 - Improve fly-tipping clearance and prevention
 - Review green waste collection model
 - Introduce wheelie bins to reduce street mess and repeat collections
 - Align garden waste collections with payment status
 - Reduce unnecessary verge mowing, improve weed killer use.
- Increase Council Tax or Other Fees
 - Increasing council tax including beyond 5%
 - Increasing fees / charges for council services
 - Charging for previously free service – e.g. car parks
 - Levying high-impact businesses e.g. vape shops and betting shops
- Improve Contracting and Procurement
 - Contract reviews, especially high value ones
 - Stronger procurement rules, competitive tendering
 - Avoiding contract to out of borough suppliers
 - Holding utility companies accountable for poor reinstatement of roads
- Invest to Save
 - Digital transformation to reduce admin
 - Assistive technology in Adult Social Care
 - Reablement, early intervention and prevention programmes
 - Using community organisations to support services
- Housing and Supply
 - Increase social / affordable housing to reduce expensive temporary accommodation
 - Reduce high rents paid to private landlords
 - Better Management of HMOs
 - Building council housing on unused derelict land
- Stop Non-Essential Spend
 - Printed magazines
 - Heritage banners
 - Mayoralty and civic functions
 - Battle of Britain Bunker Museum operations

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- Net Zero related expenditure
- Enforcement and Community Safety
 - More visible policing and CCTV
 - Addressing ASB
 - Increasing penalties for drug-related crime
- Community Engagement
 - Increasing community volunteering
 - Youth programmes and community hubs
 - Partnerships with faith groups, schools and colleges.

Q3. Do you have any other comments or suggestions regarding Hillingdon Council's draft 2026/27 budget?

The main themes of the responses are as follows

- Council Tax – with mixed views
 - Support for higher increases to protect services and make the budget sustainable.
 - Strong opposition from those already struggling with cost of living, saying rises are unaffordable.
 - Some feel Hillingdon remains good value and low compared with neighbours, while others say they see no benefit from increases.
 - Housing Asylum Seekers or Migrants in hotels
- Immigration and Asylum Costs – many responses raised concerns about
 - Costs of housing asylum seekers and recent arrivals
 - Perceived unfair burden on Hillingdon
 - Calls for central government to fund more
 - Some comments expressed strong or hostile views on immigration
- Parking Charges were repeatedly referenced especially
 - Planned increases in resident parking charges
 - Introduction of winter parking fees at Ruislip Lido
 - Removal of free 30-minute parking window
 - Concerns this will hurt high street businesses, deter visitors, or burden low income and elderly residents
 - Objection to smartphone only parking systems
- Waste, Cleanliness and Fly-Tipping
 - Poor street cleanliness, especially in Hayes, West Drayton and Yiewsley
 - Overflowing bins, delayed fly tip removal

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- Requests to retain weekly waste collection
- Criticisms about the quality of recycling bags and the green tag system.
- Financial, Debt and Transparency
 - Reliance on £150m Exceptional Financial Support
 - Low reserves and high debt levels
 - Accuracy and verification of financial data
 - Audit reports describing "systemic weaknesses"
 - Lack of transparency on savings, exit payments, consultancy spend and budget codes
 - Fears of future bankruptcy
 - Requests for a clearer Plan B and better disclosure of underlying calculations
- Support for the Council
 - Praise for low council tax
 - Appreciation for parks, playgrounds, libraries, leisure centres and elderly services
 - Recognition that national underfunding and asylum costs are driving pressures
 - Belief that Hillingdon compares well to neighbouring boroughs
- Requests to Protect Key Services
 - Weekly waste collection
 - Libraries
 - Parks, green spaces and playgrounds
 - Adult social care and support for older residents
 - Children's services
 - Telecare
- Local Environment and Regeneration
 - Decline of some high streets (West Drayton, Yiewsley, Hayes)
 - Need for improved lighting, maintenance, enforcement and planning
 - Calls for investment aligned to Elizabeth Line opportunities
 - Anti-social behaviour concerns linked to neglected areas
- Service Accessibility and Digital Exclusion
 - Concern about services moving too quickly to digital-only channels
 - Older people needing phone-based or face to face alternatives
 - Preference to keep pay and display machines
- Operational Suggestions
 - Bring more services back in house
 - Improve departmental collaboration
 - Improve contractor oversight

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- Spend more on road maintenance
- Better enforcement on landlords, illegal HMOs, and parking offences
- Finish stalled developments (e.g., RAF Uxbridge site)

Survey Results – Demographic and Background Information

Q4. Are you completing this survey..?

Response	Number of Responses	Percentage of Responses
As a resident	271	98%
On behalf of a local business or organisation	6	2%
Grand Total	277	100%

Q5. Please tell us your postcode

Response	Number of Responses	Percentage of Responses
HA4	87	31%
HA5	19	7%
HA6	11	4%
UB10	27	10%
UB3	31	11%
UB4	26	9%
UB7	33	12%
UB8	27	10%
UB9	7	3%
(blank)	6	2%
LN7	1	0%
UB5	1	0%
WD3	1	0%
Grand Total	277	100%

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

Response	Number of Responses	Percentage of Responses
Jays Cars	1	25%
Library Service	2	50%
South Ruislip Residents Association	1	25%
Total	4	100%

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

Response	Number of Responses	Percentage of Responses
HA4	1	25%
UB3	1	25%
UB4	2	50%
Total	4	100%

Q8. Are you:

Response	Number of Responses	Percentage of Responses
Female	135	49%
Male	122	44%
Prefer not to say	20	7%
Grand Total	277	100%

Q9 How old are you?

Response	Number of Responses	Percentage of Responses
18-24	10	4%
25-34	22	8%
35-44	56	20%
45-54	58	21%
55-64	69	25%
65+	59	21%
Under 18	3	1%
Grand Total	277	100%

Q10. Do you have a disability? A physical or mental illness or condition that has a substantial and long-term effect on your ability to carry out normal day to day activities.

Response	Number of Responses	Percentage of Responses
No	210	76%
Yes	34	12%
Prefer not to say	33	12%
Grand Total	277	100%

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Q11. Which group best describes you background?

Response	Number of Responses	Percentage of Responses
Asian or Asian British ethnic group pr background (Indian, Pakistani, Bangladeshi, Chinese or any other Asian background)	48	17%
Black, Black British, Caribbean, or African ethnic group or background (Caribbean, African, any other Black British, Caribbean or African background)	9	3%
Mixed or multiple ethnic group or background (White and Black Caribbean, White and Black African, White and Asian, any other mixed or multiple background)	9	3%
White group or background (English, Welsh, Scottish, Northern Irish or British Irish, Gypsy, Irish Traveller, Roma, any other Traveller background, any other White background)	160	58%
Other ethnic group or background (Arab, any other ethnic group)	8	3%
Prefer not to say	43	16%
Grand Total	277	100%

Q12. What is your religion or belief?

Response	Number of Responses	Percentage of Responses
Buddhist	4	1%
Christian (Catholic, Church of England, Protestant, and all other Christian denominations)	113	42%
Hindu	12	4%
Muslim	11	4%
No religion	77	28%

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Sikh	6	2%
Prefer not to say	51	18%
Other	3	1%
Grand Total	277	100%