

# **Dundee City Council Budget Consultation Survey**

**February 2021**

## Contents

1.Introduction .....	2
2.Questions .....	3
3.Results.....	4
3.1- Question 1.....	4
3.2 Question 2.....	5
3.3 Question 3.....	8
3.4 Question 4.....	8
3.5 Question 5.....	11
3.6 Question 6.....	13
3.7 Question 7 and 8.....	13
Appendix – Full Results for Questions 3, 7 and 8 .....	15

## 1.Introduction

The budget consultation survey was made available via the Council's internet site during the months of December 2020 and January 2021 this was publicised in the press and via Dundee City Council social media networks.

As with any exercise of this type, results are indicative and will be influenced by the demographic of those who choose to make a submission, and cannot be considered representative of all DCC citizens

A total of 574 completed responses were received and these responses are fully outlined in this report.

The majority of respondents (94.1%) were residents of Dundee City. Around 5% of respondents worked in Dundee City and 0.9% of respondents stated Other.

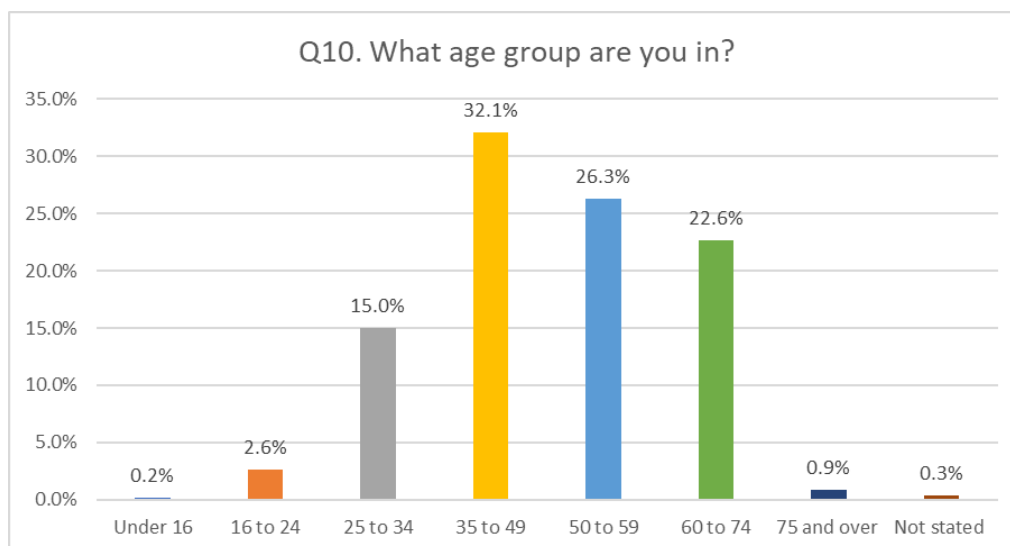
<b>Q9: We would like to know a little about you, are you;</b>	
Resident of Dundee	94.1%
Work in Dundee	5.1%
Other	0.9%

Respondents who stated that they lived and worked in Dundee have only been counted once in the resident of Dundee category

Work in Dundee are respondents who work in Dundee but are not residents of Dundee

Other are respondents who stated that they don't reside or work in Dundee

The age distribution of respondents was fairly well balanced which is encouraging when using an open consultation, there was a 50/50 split between those aged under 50 and those aged 50 and over. A small proportion of respondents (0.2%) were aged under 16 years, 17.6% of respondents were aged 16 to 34 years, 58.4% of respondents were aged 35 to 59 years, 22.6 of respondents were aged 60 to 74 years and 0.9% of respondents were aged 75 years and over.



Respondents were asked if this was the first time they had participated in one of the Councils consultations.

<b>Q11: Is this the first time that you have taken part in one of our consultations?</b>	<b>Percentage</b>
Yes	63.2%
No	36.8%

For 63.2% of respondents this was the first time they had taken part in a DCC Council consultation whereas 36.8% of people stated that they had taken part in a consultation before. Those who had taken part in a DCC Consultation were asked to indicate the consultation which they had taken part in previously, the most common exercise a previous budget consultation followed by Engage Dundee.

<b>If you answered "no" to the above, can you tell us what you have previously engaged in?</b>	<b>Percentage</b>
Previous Budget Consultation	51.2%
Engage Dundee	27.0%
Other	10.4%
Council house rent setting	8.5%
Not Stated	2.8%
<b>"Other"</b>	
Biodiversity Survey	
City Centre Pollution Zone Survey	
Car Pollution Survey	
Survey about taxis and refuse collection	
City Centre Survey	
Broughty Ferry Pedestrian and Cycling Survey	
Community Hub Consultation	
Any surveys promoted on DCC Twitter	
School Consultation	

## 2. Questions

The survey contained a number of questions and began with some free text question asking about the council's response to the Coronavirus Pandemic. Respondents were asked to comment on what they thought the council had done well during the pandemic as well as commenting on services that they had missed and the impact this had.

Respondents were then shown a list of 10 council services and were asked to rate the level of importance that they felt towards these on a scale of 1 to 10. 1 being least important and 10 being most important. The services respondents were asked to rate are shown in the table below, with percentages for those who gave each service a rating of 10 (further results in appendix):

<b>Service/Theme Area</b>	<b>%</b>
Education (nursery, primary and secondary school)	47.7%
Older people's services	36.2%
Housing and Homelessness	30.0%
Leisure and Culture (museums, sports centres etc)	17.1%
Services for people with disabilities	32.2%
Roads maintenance and street lighting	29.8%

Waste collection and recycling	38.7%
Street cleaning	27.9%
Parks and open spaces	32.2%
Job creation and regeneration	33.3%

The survey then asked respondents to rate the percentage change in council tax they would like to see. Finally, respondents were presented with a number of statements and were asked to rate their level of agreement where 1 was totally disagree and 10 was completely agree.

## 3.Results

### 3.1- Question 1

Question 1 was a free text question which asked respondents to comment on what they thought the council had done well when responding to the Coronavirus Pandemic. To analyse the results, each of the comments made were categorised broadly by theme. The table below lists the themes and shows the number of comments made against each.

Comment Theme	Number of comments
Maintained essential council services	96
Refuse collection	72
Support for citizens (including the vulnerable, the elderly, shielding etc)	61
Communication	47
General satisfaction	41
Adapted to changes associated with Coronavirus	25
Education	17
Parking costs/Free parking	8
Parks and open spaces	6
Partnership working	6
School meal payments	5
Support for business	4
Council tax/payments	3
Kept employees safe	3
Coronavirus restrictions	2
Pedestrianisation	2
City regeneration	1
Communities Team	1
E-bikes	1
Road works	1

A summary of the comments made in the top ten categories which received the greatest number of comments are shown below:

- **Maintained Essential Council Services** – The majority of the comments made in this category stated that the council managed to keep essential services running during the pandemic, with some stating that the council had done well to keep services going in the circumstances.
- **Refuse Collection** – Many respondents stated that they were happy that bin collections were still running normally during the pandemic with many stating that bins were emptied regularly and on schedule.
- **Support for Citizens (including the vulnerable, the elderly, shielding etc)** – The comments made in this category referred to the work that the council did to support the elderly, the vulnerable, people who were homeless, families and people shielding or isolating. Some of the comments in this category referred to the council maintaining services and support for the elderly, families and the vulnerable citizens including social care and support. There were a number of comments which referred to the support given to families and people who were shielding or isolating this included support, food provision, food deliveries, grants and welfare advice and prescription collection.

- **Communication** – Many of the comments made which fell into this category stated that the council had kept citizens well informed during the pandemic about service changes, health information, Coronavirus restrictions and regulations, communicated key messages to the community and shared information and signposted citizens to other services . Many respondents felt that the council had communicated well, kept people up to date and communicated regularly using multiple platforms such as the council website and Twitter.
- **General Satisfaction** – The comments in this category did not name specific services or functions but the responses stated that the council had done well or reasonably well given the circumstances caused by the pandemic.
- **Adapted to Changes Associated with Coronavirus** – The responses made in this category refer to the council and staff adapting to different working practices and arrangements to continue service delivery. Some of the comments referred to staff working from home and using their own equipment to ensure that services are delivered. Other comments state that the council did well to change working arrangements including staff being redeployed to help with food deliveries and pharmacy collections and getting things in place quickly so that services could continue.
- **Education** – The comments from respondents in this category referred to schools being kept open/being kept open for as long as possible, providing childcare and hub places for key workers children and reopening schools safely for staff and pupils.
- **Parking Costs/Free Parking** – The responses under this category referred to free or reduced parking charges in the city.
- **Parks and Open Spaces** – The responses under this category referred to parks and open spaces being kept open and tidy during the pandemic, allowing wild flowers and meadows to grow in parks and encouraging street art such as the transformation of Union Street.
- **Partnership Working** – The responses under this category referred to the partnership work undertaken by the council and other organisations to provide food, services and support to families and citizens in need.

Whilst the majority of responses to this question discussed what the council had done well during the pandemic, there were a number of responses (119) where respondents felt that that the council did not do well. Many respondents who felt this way did not explain their reasons. Examples from those who did explain their reasons included dissatisfaction in general that some council services had been suspended due to the pandemic, dissatisfaction that grass had been left uncut or biodiversity areas and wild flowers had been allowed to grow, respondents felt that more should have been done to support people, dissatisfaction that some roads had been closed and dissatisfaction that face to face services had been suspended and council offices had been closed.

### 3.2 Question 2

Question 2 was also free text question. This question stated that during the lockdown period and in the months that have followed, some services have been limited or stopped in order to keep staff and service users safe. The question asked if there were any council services that respondents had particularly missed during the period and if so respondents were asked to explain the impact this had.

To analyse the results, each of the comments made were categorised broadly by theme. There were a number of comments made by respondents which discussed more than one service. In these instances, each of the individual services mentioned in the comment were assigned to the corresponding theme.

Comment Theme	Number of Comments
None or Not Applicable	182
Leisure and Culture (Gyms, Swimming Pools etc and Museums, DCA etc)	60
Gardening Maintenance (Grass Cutting in communal gardens, parks and open spaces)	59
Libraries	53
Recycling Centres	47

Food Waste Collections	39
Face to Face contact / Attending council offices	27
Street Cleaning	27
Refuse Collection	25
Community Centres	16
Education (Nurseries and Schools)	16
Housing Repairs and Maintenance	15
Gritting	10
Support Services (Support for disabled, elderly, carers, home helps, social care etc)	10
Activities for Kids	6
Roads Maintenance (dealing with pot holes etc)	5
Parks including playparks	5
Dissatisfaction that services had been stopped or cut because of the pandemic	5
Welfare Rights	4
Communication	3
Health Appointments	3
Animal Control / Kennels	3
Parking	3
Public Toilets	3
Third Sector	2
Adult Day Care	2
Adult Learning	2
Public Transport	2
Garden Waste	2
All services have struggled	1
Care Home Visiting	1
Community Wardens	1
Community Meals at Community Centres	1
Council Surgeries	1
Emptying Dog Bins	1
Housing Support	1
Licensing	1
Support for children and parents with mental health problems	1
Being unable to move home	1
Music Services	1
Occupational Therapy (New Bathrooms)	1
Redeployment of staff	1
Registration, Voting Registration/Changing Address	1
Dissatisfaction with street lighting	1
Taxi testing	1
Tenant visits	1
Training	1
Wedding planning	1
Guy Fawkes and Christmas Celebrations	1

The above table shows that 182 respondents stated that they had not missed any services or that they had not personally been affected by services which had been limited or stopped. Some of the respondents who felt this way stated that they understood why the services had been limited or stopped and some stated that they had not noticed any difference in services or were able to access the services they required online.

The top ten services that respondents had missed along with a brief summary of the types of comments made under each category are listed below:

- **Leisure and Culture (Gyms, Swimming Pools, Museums, DCA etc)** – Many respondents stated that they missed being able to attend leisure and fitness facilities such as gyms, swimming pools,

golf courses, Ancrum Outdoor Centre and fitness classes. The closure of these facilities had an effect on respondent's general fitness, health and wellbeing, mental health and also reduced social interaction with others. Respondents also said that they were unable to attend museums, The DCA, The Rep, Verdant Works, The Discovery etc. Again, people felt that not being able to attend these facilities affected their general wellbeing and mental health.

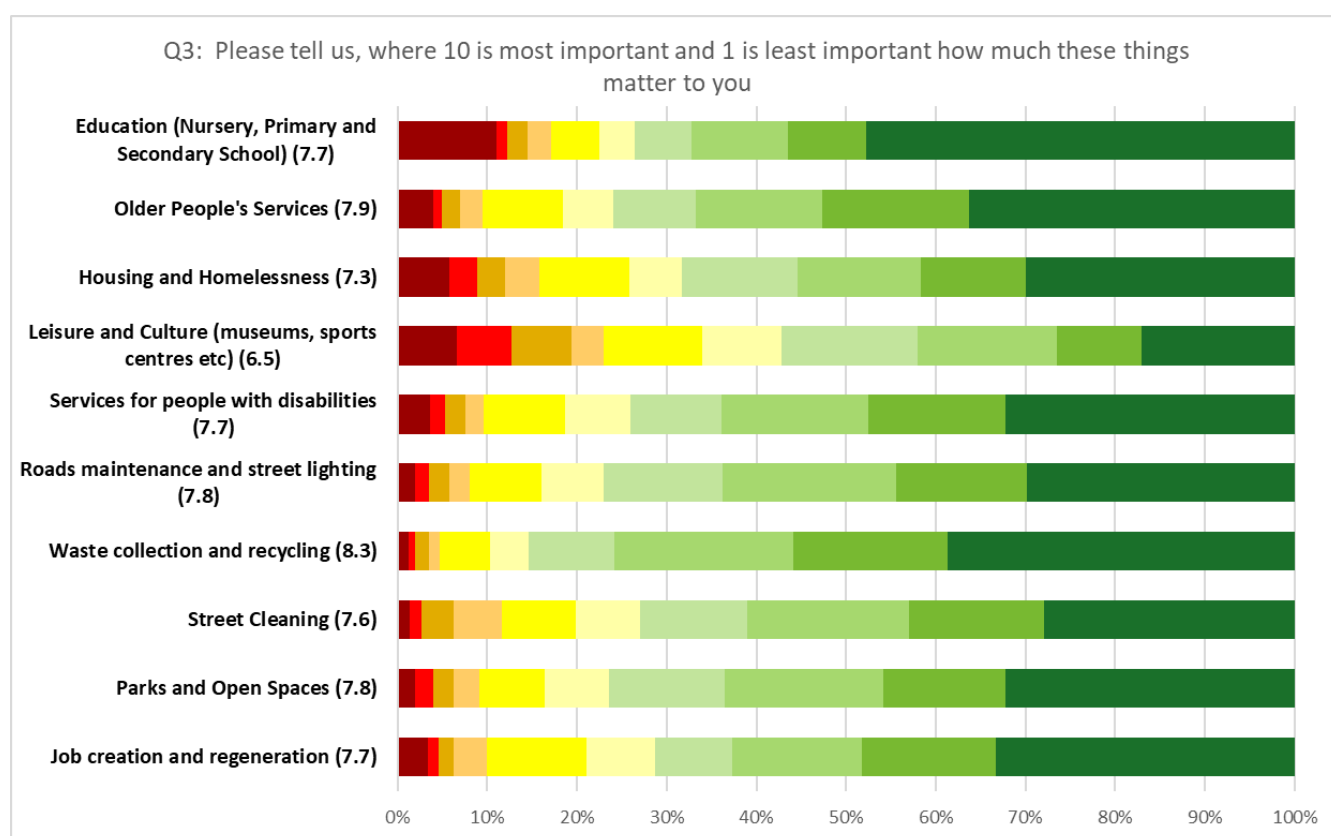
- **Gardening Maintenance (Grass cutting in communal gardens, parks, open spaces etc)** - Most of the comments in this category were in relation to grass not being cut in communal gardens, parks, cemeteries or open spaces. Many people stated that suspending/reducing these services meant that parks, open spaces, cemeteries, gardens etc looked untidy. Some respondents also said that the long grass made it difficult for people with mobility problems to access their gardens and made it difficult for people and dogs to walk in parks. A small number of respondents stated that due to the service being suspended they had to cut the grass themselves or pay someone to cut it on their behalf. Some respondents queried why this service had to be stopped as they felt that grass cutting could be out by safely as staff could work alone and outside.
- **Libraries**- Many respondents stated that they missed being able to attend libraries. Not being able to attend meant that many missed daily interaction with staff and this had an effect on their mental health and wellbeing. As well as not being able to borrow books many missed being able to access IT facilities in libraries such as computers and the Internet.
- **Recycling Centres** – Many respondents stated that they had missed being able to attend recycling centres which were closed during lockdown. This led to respondents being unable to get rid of rubbish especially those who were cleaning out/tidying during lockdown. A small number of respondents felt that the closures led to increases in fly tipping and some stated that they had to hire a skip to dispose of waste. A number of respondents were disappointed that centres were closed and thought that they should have remained open.
- **Food Waste Collections** - Many respondents stated that they missed food waste collections and as a result were unable to recycle properly whilst the service was suspended. A small number of respondents felt that suspending the service would mean that people would not resume their food waste recycling regimes when the service was reinstated.
- **Street Cleaning** - Respondents felt that some streets were not cleaned with bins left overflowing this led to streets looking untidy and meant that areas were uninviting.
- **Face to Face Contact/Attending Council Offices** - A number of respondents stated that they missed being able to attend council offices to speak to staff, have face to face meetings and make payments etc. Although people were able to access some of these services online many stated that they missed the social interaction. Some respondents stated that although understandable due to the circumstances it can take longer to access these services via telephone. Some respondents also stated that service users might not be able to access services online or via telephone. A small number of respondents felt that the council buildings should not have been closed and felt that staff have been working from home for too long.
- **Refuse Collection** – Respondents stated that as some recycling services were stopped this resulted in bins and eurobins overflowing as there were no extra bin collections. This resulted in some streets looking dirty and untidy.
- **Community Centres** – Respondents stated that they missed community centres being open. Closing community centres meant that people were unable to attend groups and missed social interaction with others. This in turn had an effect on their mental health and wellbeing.
- **Education (Nurseries and Schools)** – Respondents missed schools and nurseries being open. Some respondents stated that they found home schooling difficult and others stated that home



schooling has had an effect on their child’s mental health and wellbeing. Others stated that they were unable to work due to schools being closed and one respondent felt that the home schooling arrangements in place were poor. One respondent stated that although they didn’t have children, the school closures affected them as they had to take on extra work loads and cover for colleagues who had to take time off work to look after children.

### 3.3 Question 3

Question 3 asked respondents to indicate the level of importance that they felt towards of the council services listed in the survey. Waste collection and recycling (8.3) had the highest importance average score followed by Older People’s Services (7.9), Parks and Open Spaces (7.8) and Roads Maintenance and Street Lighting (7.8). Leisure and Culture (Museums, Sports Centres etc) had the lowest average score at 6.5. The average score for each service is shown in brackets in the chart below:



### 3.4 Question 4

Question 4 was a free text question which asked respondents if the any of the services listed in question 3 had become more important to them over the past year. Respondents were asked to list any of the services that applied and explain why.

The table below lists the services and shows the number of respondents who stated that this service had become more important to them over the past year. Please note respondents were able to list multiple services.

Service	Number of Responses
Parks and Open Spaces	167
Education (nursery, primary and secondary school)	105
Waste collection and recycling	78
Job creation and regeneration	78
Roads maintenance and street lighting	78

Leisure and Culture (museums, sports centres etc)	72
Street cleaning	69
Older people's services	66
Housing and Homelessness	51
Services for people with disabilities	49
No or None	91
Other	42
Not applicable or not stated	31

A brief overview of the types of comments made about each them are shown below:

- Parks and Open Spaces** – Respondents stated that they had made more use of parks and open spaces as they were the only places people could go to due to Coronavirus restrictions. Some respondents said that they had used parks and open spaces to exercise as leisure facilities were closed whereas others said that they provided relief from being stuck indoors during lockdown this was especially important for respondents who did not have access to a garden. Many said that using parks and open spaces had improved fitness, improved health and wellbeing and helped with stress, mental health and emotional wellbeing. Some respondents stated that they were disappointed that grass had not been cut during lockdown in these areas which meant that some parks looked dirty and untidy. Many said it is important to keep these areas clean and tidy now that more people are using parks and open spaces.
- Education (nursery, primary and secondary school)** – Respondents felt that education was important. Many respondents commented on the disruption that closing schools has had on children's education such as children missing out on proper education, exams being cancelled and children missing their friends. Some respondents commented on the pressures associated with home schooling such as balancing work, a lack of interactive lessons, potential inequalities for families who are unable to cope as well as others with home schooling, poverty effects on education and the pressures on parents and teachers. Some comments stated that schools need to be opened and more must be done to ensure that children do not fall behind with their education.
- Waste Collection and Recycling** – Respondents felt that waste collection and recycling was important to ensure that streets and areas around bins were kept clean, tidy and hygienic. Many respondents felt that more household waste was being generated as a result of more people working from and spending time at home. It was also suggested that an increase in online shopping may have led to more rubbish being generated. Many felt that the increase in rubbish led to bins overflowing. Some respondents stated that they felt there should have been additional bin collections to deal with these issues. A small number of users stated that they were impressed that bin collections were maintained and were glad that the food waste collections had been re-instated. There were however a small number of comments that voiced dissatisfaction with having to pay to have garden waste collected.
- Job Creation and Regeneration** – Respondents felt that job creation and regeneration was important for the city. Many respondents stated that businesses had closed, jobs had been lost and people had been made redundant as a result of the pandemic. To address these issues respondents felt that there should be more employment opportunities, employment support, better and higher paid jobs, more opportunities for graduates and more work needed to attract large and international businesses to the city. Respondents also stated that the economy has suffered due to businesses and shops closing and more must be done to bring the big names to Dundee. Many felt that regeneration is important for children and future generations of Dundee and more must be done to ensure that there are opportunities for young people in the city.
- Roads Maintenance and Street Lighting** – Respondents felt that roads maintenance and street lighting was an important service. There were a number of comments relating to street lighting with some stating that the new LED street lights were not bright enough which resulted in poorly lit foot

paths and roads with some feeling unsafe when walking alone at night. Many respondents commented on the state of roads and pavements with many stating that some pavements were uneven and roads needed to be maintained and pot holes repaired. Some respondents felt that this was now more important as there are more pedestrians and cyclists on roads and pavements.

- **Leisure and Culture (Museums, Sports Centres etc)** – Many respondents stated that they had missed visiting and using leisure and culture facilities such as gyms, swimming pools and libraries as these have been closed during the pandemic. Some respondents said that not being able to access these facilities have made them appreciate these facilities more. Respondents felt that these facilities help to improve health, mental health and general wellbeing as well as helping to encourage tourism in the city. Some respondents felt that these facilities would require financial support as they have suffered a financial hit as a result of the pandemic. A small number of respondents also stated that they missed libraries.
- **Street Cleaning** – A number of respondents felt that street cleaning was important especially given the current situation for health and hygiene reasons. Many respondents stated that there had been an increase in litter which might be due to more people being outside walking etc, they also noted that PPE such as disposal masks were being disposed of in the street and it was important these were removed. A number of respondents stated that street cleaning had reduced and that there had been more instances of dog fouling and more should be done to tackle these issues.
- **Older People's Services** – Many respondents felt that services for older people were important with many stating they had elderly parents, were elderly themselves, provided care for an elderly person/someone with dementia or felt that it was important to look after older people in general. Many respondents stated that older people had become adversely affected during the pandemic due to their age. Due to coronavirus many people could not visit older family members or loved ones, older people became isolated as social activities were cancelled and day care centres etc were closed. Many stated that older people were reliant on social care so it was important that services for older people were maintained.
- **Housing and Homelessness** – Many respondents felt that housing and homelessness services were important. A number of respondents felt there were more homeless people in the city and it was important to help those in need. Respondents felt that more should be done to help the vulnerable with one respondent stating that everyone needs a safe place to call home. Some respondents stated the pandemic had forced more people into poverty which may result in increased homelessness so it was important to provide support. It was also stated that it was important that housing was available with one respondent stating that there were a lot of unoccupied council properties in Dundee. Other respondents felt that housing should be fit for purpose and more communication surrounding housing was required.
- **Services for People with Disabilities** – Many respondents felt that services for people with disabilities were important with some respondents stating that these services were vital because they had family members with disabilities. Respondents stated that the pandemic affected people with disabilities as some families could not visit their loved ones due to restrictions so the services provided were vital. Others stated that many people with disabilities have become isolated as many were unable to interact with others, attend groups etc. Some respondents felt that more should be done to support those with disabilities and felt that there is not enough support available. One respondent stated that they were not aware of the available support and more should be done to highlight this.

There were a number of comments from respondents (42) which mentioned services not listed in the categories above. The comments which were mentioned by more than one respondent were Grass Cutting (5 responses), Health and Social Care including support for the vulnerable and those with complex needs (5 responses), Mental Health (4 Responses), Parking Issues (2 Responses) and Funding to Dundee Heritage Trust.

### 3.5 Question 5

Question 5 was a free text question which asked respondents if any of the services listed in question 3 had become less important to them over the past year. Respondents were asked to list any of the services that applied and explain why.

The table below lists the services and shows the number of respondents who felt the service had become less important to them over the past year. Please note respondents were able to list multiple services.

Service	Number of Responses
All Important /Vital/Still important/ Not Less Important/Not Applicable	323
Leisure and Culture (museums, sports centres etc)	97
Roads maintenance and street lighting	30
Education (nursery, primary and secondary school)	30
Parks and open spaces	23
Job creation and regeneration	19
Street cleaning	17
Housing and Homelessness	10
Older people's services	7
Waste collection and recycling	6
Services for people with disabilities	2
Other	6
Blanks or not stated	12

Over half of the comments made in response to this question were from respondents who stated that the services listed had not become less important to them in the past year with many stating they felt these services were all important and vital to the community.

A brief overview of the types of comments made about each of the services are shown below:

**Leisure and Culture (Museums, Sports, Centres etc)** – Many respondents stated that Coronavirus restrictions meant they had been unable to use and access these services in the past year with some respondents stating that these were still important and they missed being able to attend libraries, museums, swimming pools etc. A number of respondents stated they had exercised more outside and a small number had been able to view exhibitions or museums online or had received book deliveries from a local charity whilst these facilities were closed. Some respondents stated that they did not use these services whilst others felt that Leisure and Culture was not as essential or important as some of the other services listed.

**Road Maintenance and Street Lighting** – Some respondents felt that Roads Maintenance and Street Lighting had become less important in the last year as people were going out less, not travelling, walking more or working from home due to restrictions.

**Education (Nursery, Primary and Secondary School)** – A number of respondents who felt that education had become less important stated that this was because they did not have children or their children were no longer in education. There were a small number of respondents who felt that education was already well funded or received too much funding. A very small number of respondents felt that home schooling was viable and felt this should be looked into further whereas another commented on the difficulties associated with home schooling.

**Parks and Open Spaces** – Just under half of the respondents who felt that parks and open spaces had become less important did not explain their reasons for feeling this way. The reasons from those who did expand upon their responses included parks and open spaces being less important than some of the other services listed and people going out less due to Coronavirus restrictions.

**Job Creation and Regeneration** – Some of the respondents who selected this response felt that more focus should be spent on dealing with the pandemic at the moment. Some respondents stated that it is hard to predict the jobs of tomorrow especially in the current situation and these activities will become impacted by the pandemic. One respondent stated that we need to fix what's broken first whilst another said that more should be done to fill empty shops instead of building more. It was stated that there are people have not been able to work due to the pandemic and there were not enough jobs available. A small number of respondents stated there needs to be a thriving private sector or that job creation should be managed by central government or the private sector. A small number of respondents stated that there had been too much focus on jobs that required high qualifications, too much spent on funding universities and the waterfront and not enough focus on other types of jobs. There were also a small number of comments that referred to Dundee City Council with some saying they felt there had already been staffing cuts in the council, more should be done to support current staff, workers should be out working again and that perhaps the council could provide jobs for those who were unemployed.

**Street Cleaning** – Responses from those who felt street cleaning had become less important and provided an explanation for feeling this way included, street cleaning being less important than some of the other services listed or people going out less due to coronavirus restrictions. One respondent felt that some street cleaning could be carried out by communities to improve community spirit.

**Housing and Homelessness** – Some respondents who said that housing and homelessness services had become less important felt this way as they had not personally had to use these services. A very small number of respondents provided other explanations these included feeling that less money should be spent re-housing people who don't look after houses or are consistently unable to sustain a tenancy, feeling that more housing is now available, feeling that although housing is important this should not be the only priority and feeling that homelessness isn't a considerable issue in Dundee.

**Older People's Services** – Most people who indicated that Older People's Services had become less important to them did not explain their reasons for this, those who provided an explanation stated that whilst important they did not need to use this service personally.

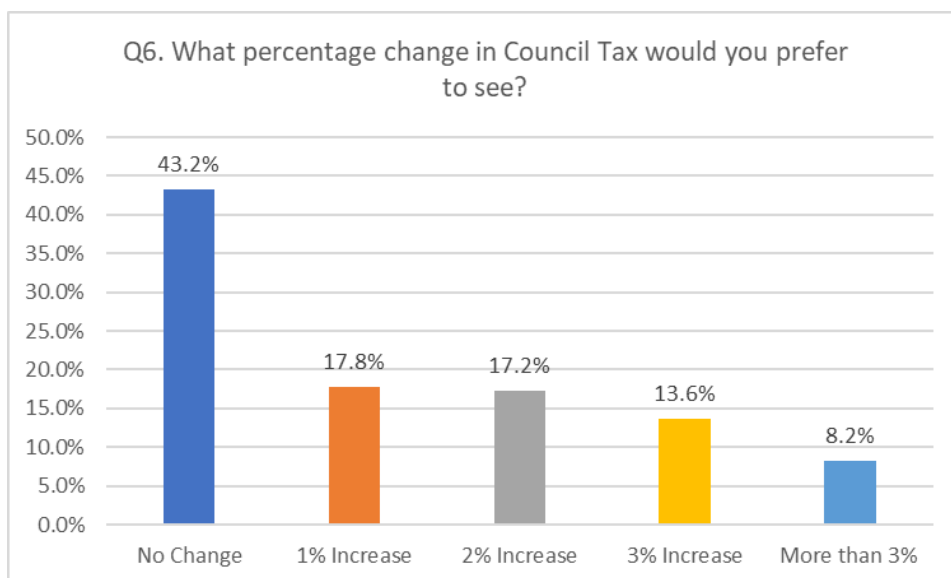
**Waste collection and Recycling** – There were a small number of respondents who felt that waste collection and recycling had become less important over the past year. A very small number of respondents stated that as they recycled / never fully filled their bins they could manage with less bin collections or felt that some waste is not recycled properly.

**Services for people with disabilities** – A very small number of respondents felt that services for people with disabilities was less important to them in the last year the reason for this was that they did not use these services personally.

There were also a very small number of comments fewer than 10 which commented on issues not listed in question 3, the comments stated that there should be less spending in some areas including council spending in general, grass cutting and social care.

### 3.6 Question 6

Question 6 asked respondents what percentage change in Council Tax was preferable, the survey highlighted that a 1% change would be equal to an increase of 4p a day and a 3% rise equal to 11p a day. The chart shows 56.8% of respondents stated they would be comfortable to see an increase in Council Tax and 43.2% stated that they would rather see no change. 8.2% indicated a preference for a rise of more than 3%.



Q6: What percentage change in Council Tax would you prefer to see?	Percentage
No change	43.2%
1% increase	17.8%
2% increase	17.2%
3% increase	13.6%
More than 3%	8.2%

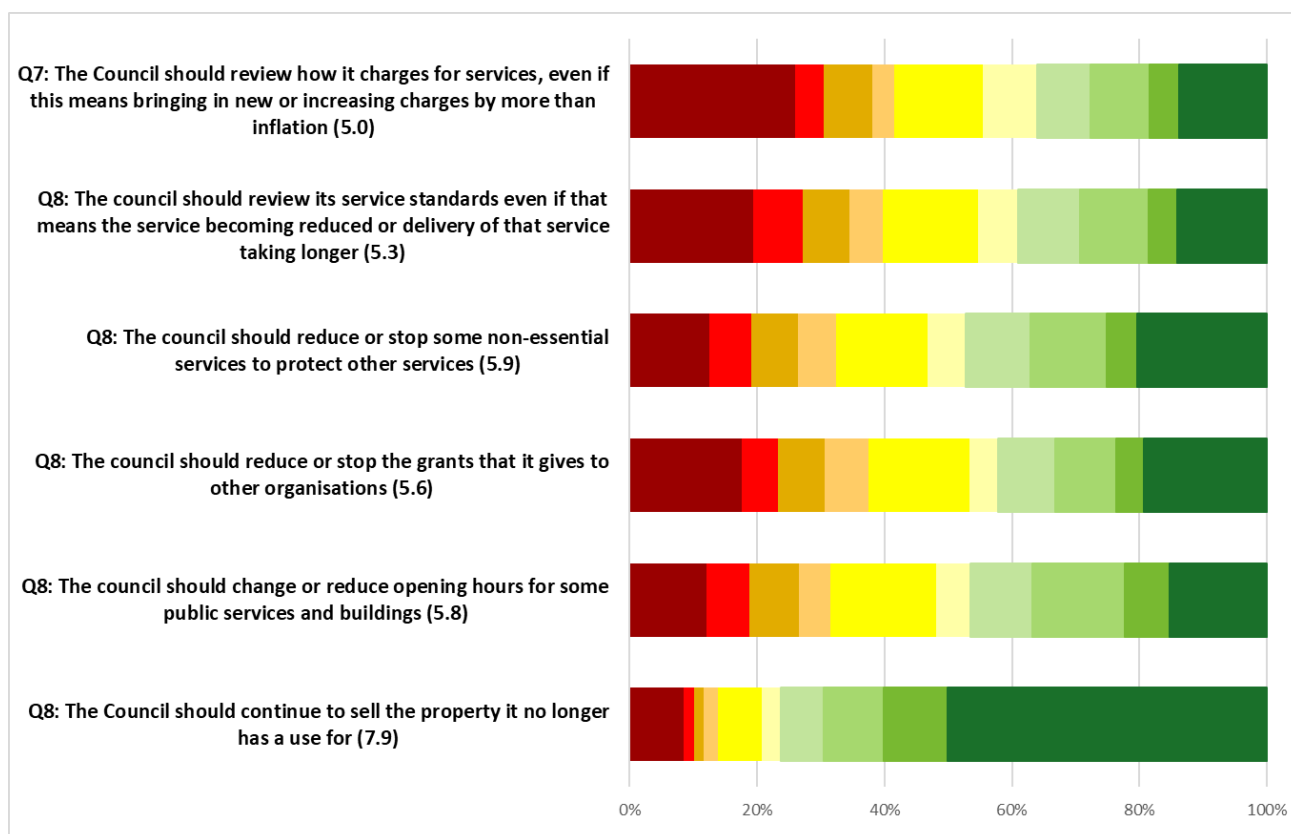
N = 574

### 3.7 Question 7 and 8

Respondents were also asked to rate their opinion on a number of statements in relation to how the Council could review its services and property in order to save money, on the scoring scale 1 related to “totally disagree” and 10 “completely agree”, these statements were;

- The council should review how it charges for services, even if this means bringing new or increasing charges by more than inflation
- The council should review its service standards even if that means the service becoming reduced or delivery of that service taking longer
- The council should reduce or stop some non-essential services to protect other services
- The council should reduce or stop the grants that it gives to other organisations
- The council should change or reduce opening hours for some public services and buildings
- The council should continue to sell the property it no longer has a use for

The statement that “the council should continue to sell the property it no longer has a use for” had the highest average score on the scale of agreement with 7.9. The next most important with an average score of 5.9 was “The council should reduce or stop some non-essential services to protect other services” this was followed “The council should change or reduce the opening hours for some public services and buildings” at 5.8. All other statements had a similar score of 5 and over. The average figures are shown in the brackets on the chart below:



## Appendix – Full Results for Questions 3, 7 and 8

### Q3. Percentage of those who strongly agreed (number 10 option on the scale of importance) that these services were most important to them

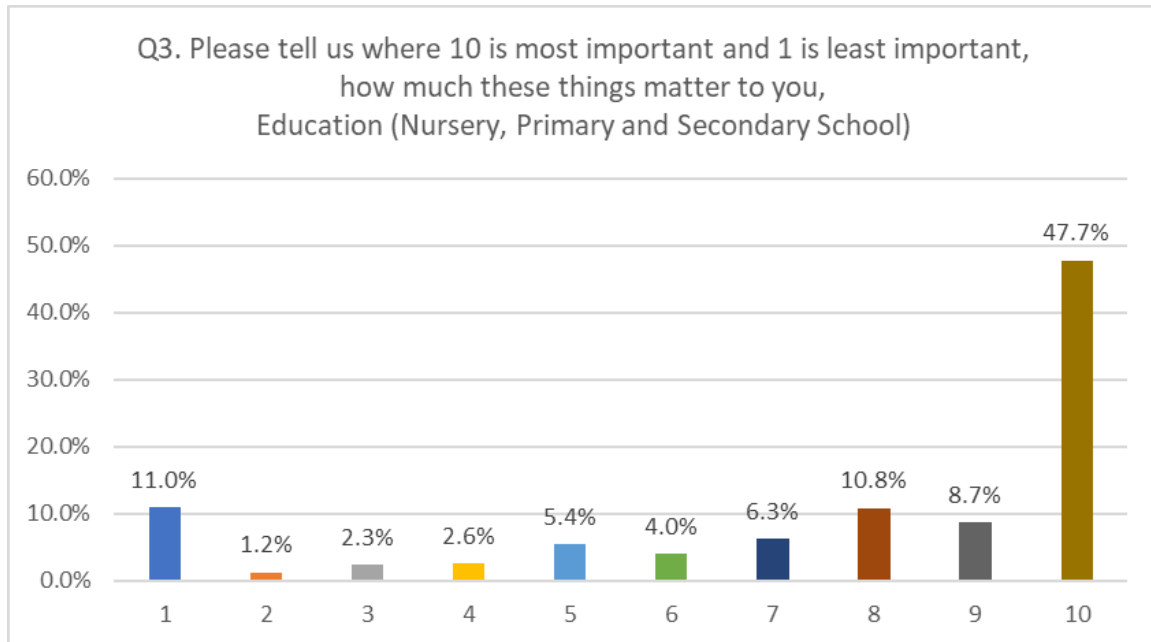
Service/Theme Area	%
Education (nursery, primary and secondary school)	47.7%
Older people's services	36.2%
Housing and Homelessness	30.0%
Leisure and Culture (museums, sports centres etc)	17.1%
Services for people with disabilities	32.2%
Roads maintenance and street lighting	29.8%
Waste collection and recycling	38.7%
Street cleaning	27.9%
Parks and open spaces	32.2%
Job creation and regeneration	33.3%

### Q3. Percentage of those who strongly disagreed (number 1 option on scale of importance) that these Services/Themes were most important to them

Service/Theme Area	%
Education (nursery, primary and secondary school)	11.0%
Older people's services	4.0%
Housing and Homelessness	5.7%
Leisure and Culture (museums, sports centres etc)	6.6%
Services for people with disabilities	3.7%
Roads maintenance and street lighting	1.9%
Waste collection and recycling	1.2%
Street cleaning	1.4%
Parks and open spaces	1.9%
Job creation and regeneration	3.3%

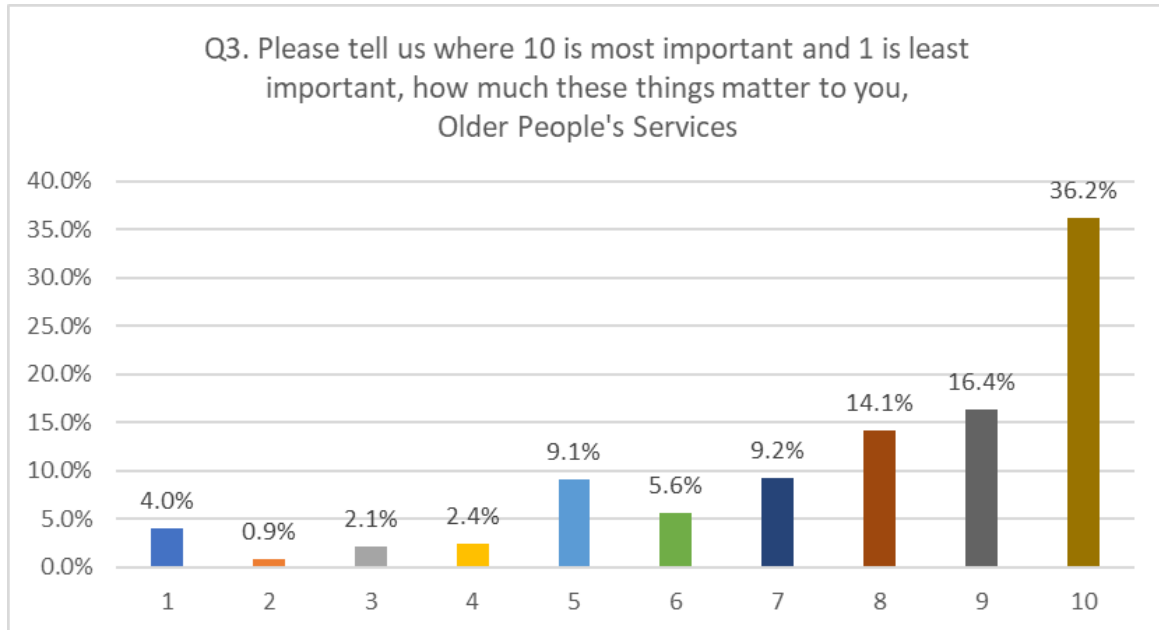


**Question 3 - Education (Nursery, Primary and Secondary School) - Please tell us, where 10 is most important and 1 is least important how much these things matter to you**



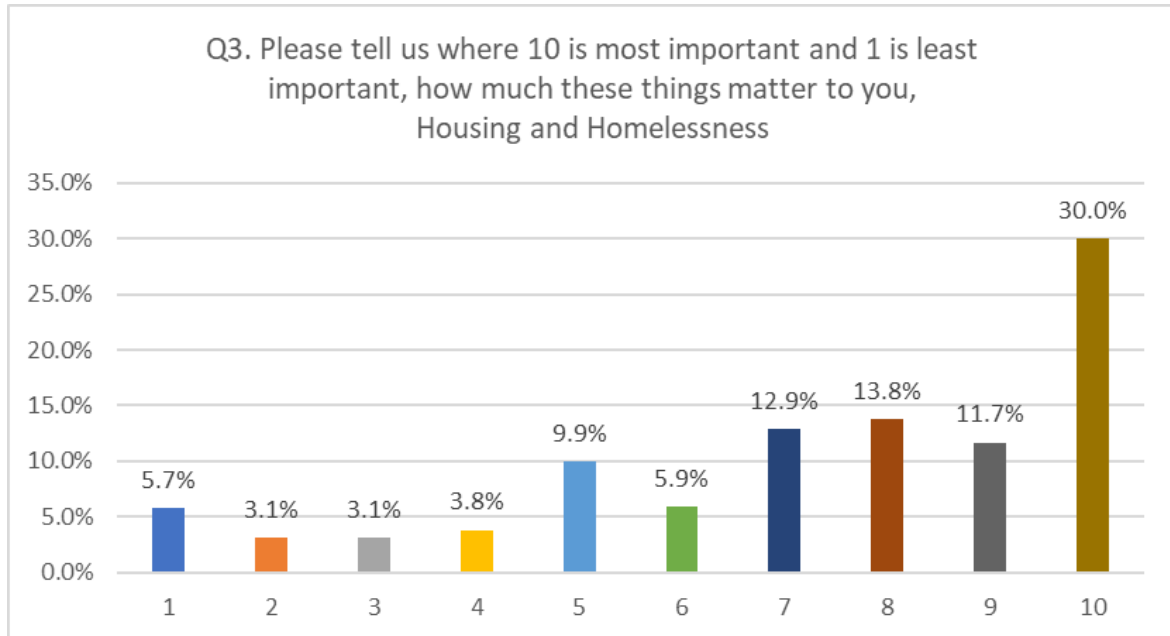
<b>Q3: Please tell us, where 10 is most important and 1 is least important how much these things matter to you – Education (Nursery, Primary and Secondary School)</b>	<b>Percentage</b>
1	11.0%
2	1.2%
3	2.3%
4	2.6%
5	5.4%
6	4.0%
7	6.3%
8	10.8%
9	8.7%
10	47.7%

**Question 3 - Older People’s Services - Please tell us, where 10 is most important and 1 is least important how much these things matter to you**



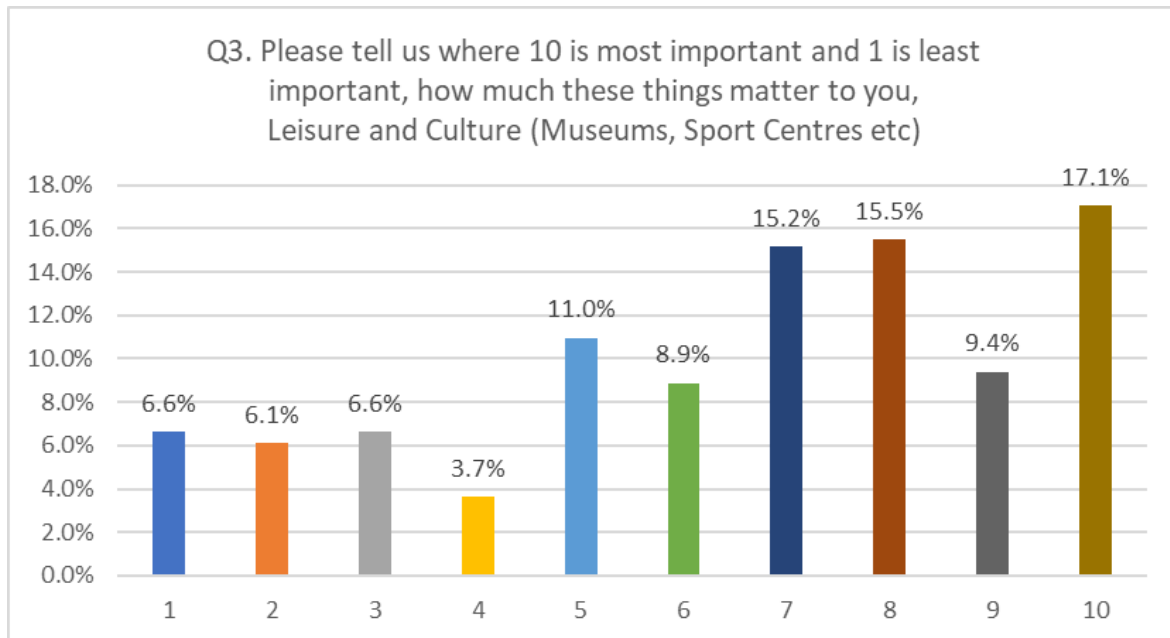
<b>Q3: Please tell us, where 10 is most important and 1 is least important how much these things matter to you – Older People’s Services</b>	<b>Percentage</b>
1	4.0%
2	0.9%
3	2.1%
4	2.4%
5	9.1%
6	5.6%
7	9.2%
8	14.1%
9	16.4%
10	36.2%

**Question 3 - Housing and Homelessness - Please tell us, where 10 is most important and 1 is least important how much these things matter to you**



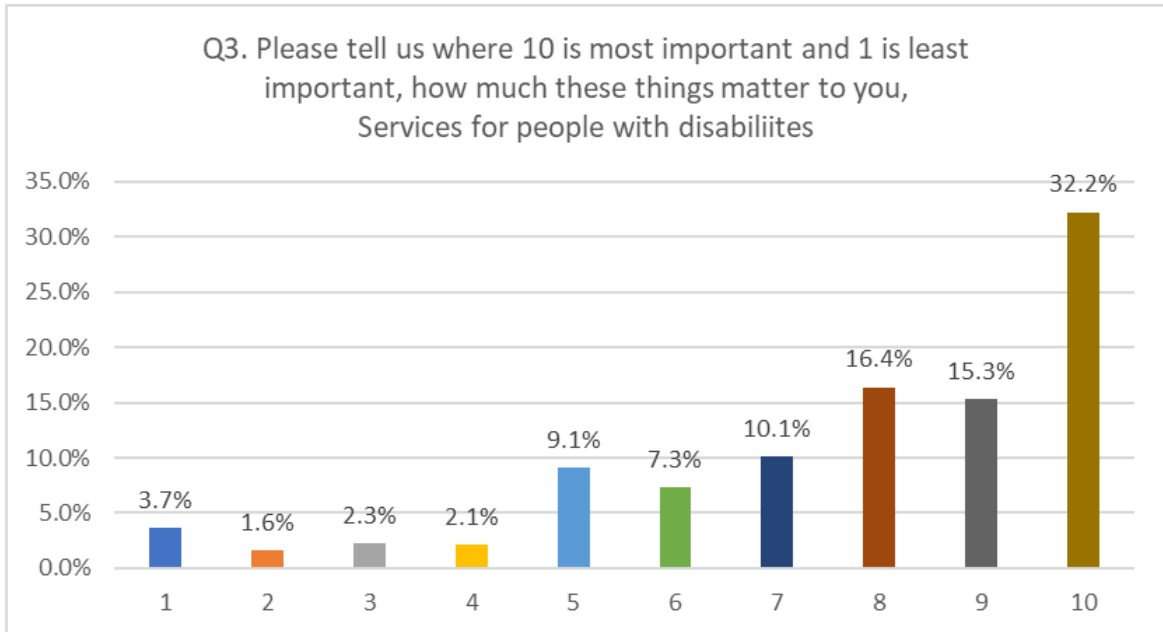
<b>Q3: Please tell us, where 10 is most important and 1 is least important how much these things matter to you – Housing and Homelessness</b>	<b>Percentage</b>
1	5.7%
2	3.1%
3	3.1%
4	3.8%
5	9.9%
6	5.9%
7	12.9%
8	13.8%
9	11.7%
10	30.0%

**Question 3 - Leisure and Culture (Museums, Sports Centres etc) - Please tell us, where 10 is most important and 1 is least important how much these things matter to you**



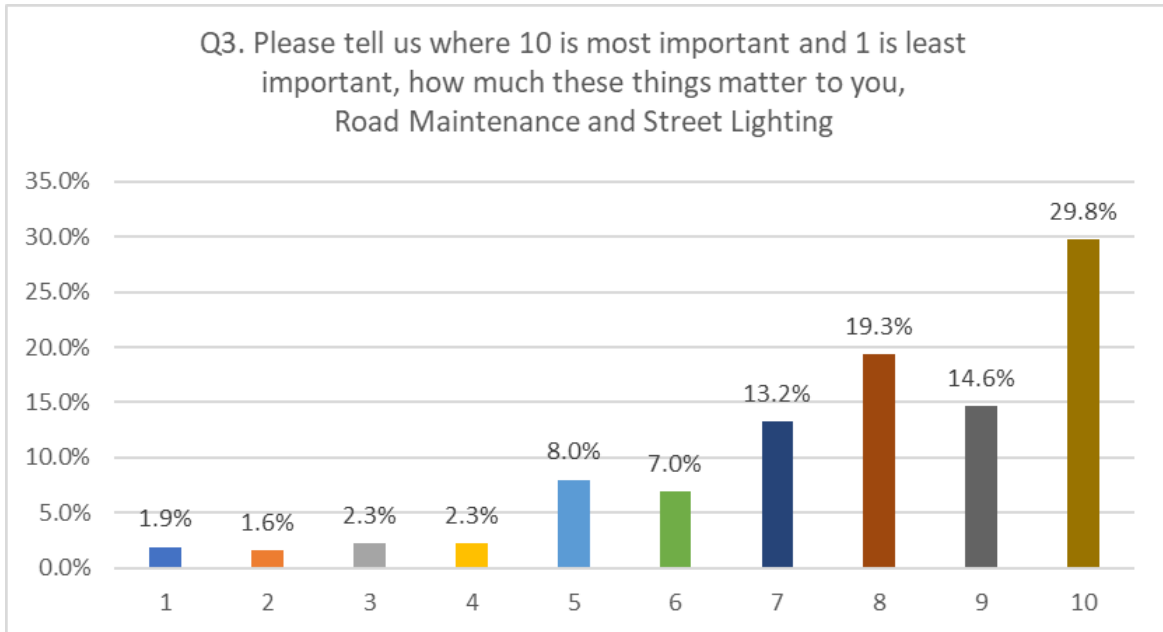
<b>Q3: Please tell us, where 10 is most important and 1 is least important how much these things matter to you – Leisure and Culture (Museums, Sports Centres etc)</b>	<b>Percentage</b>
1	6.6%
2	6.1%
3	6.6%
4	3.7%
5	11.0%
6	8.9%
7	15.2%
8	15.5%
9	9.4%
10	17.1%

**Question 3 – Services for People with Disabilities - Please tell us, where 10 is most important and 1 is least important how much these things matter to you**



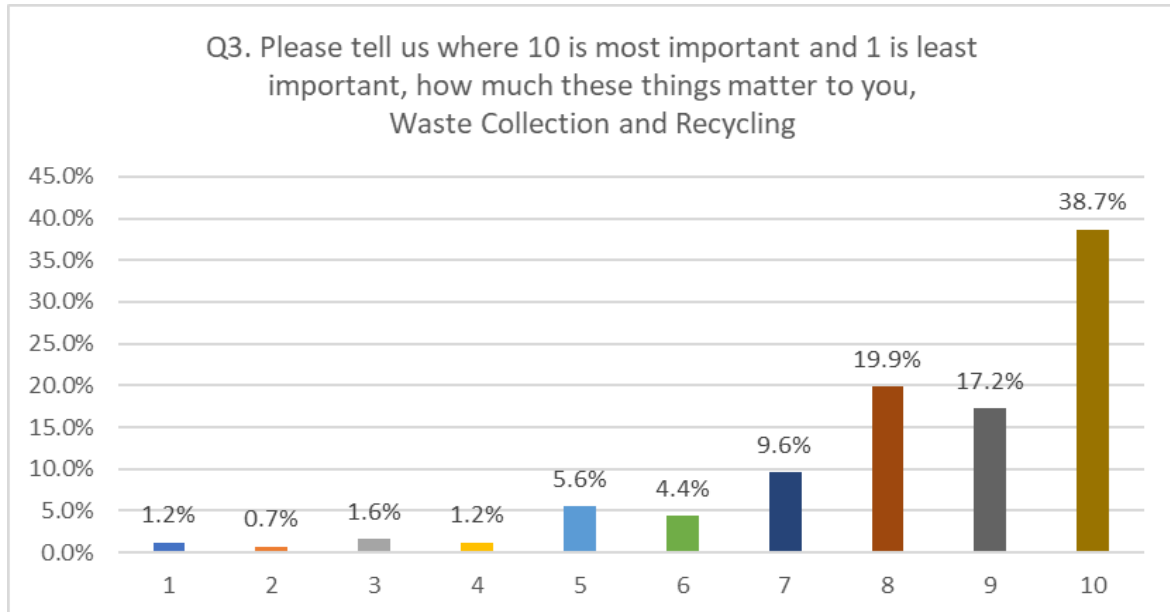
<b>Q3: Please tell us, where 10 is most important and 1 is least important how much these things matter to you – Services for people with disabilities</b>	<b>Percentage</b>
1	3.7%
2	1.6%
3	2.3%
4	2.1%
5	9.1%
6	7.3%
7	10.1%
8	16.4%
9	15.3%
10	32.2%

**Question 3 - Road Maintenance and Street Lighting - Please tell us, where 10 is most important and 1 is least important how much these things matter to you**



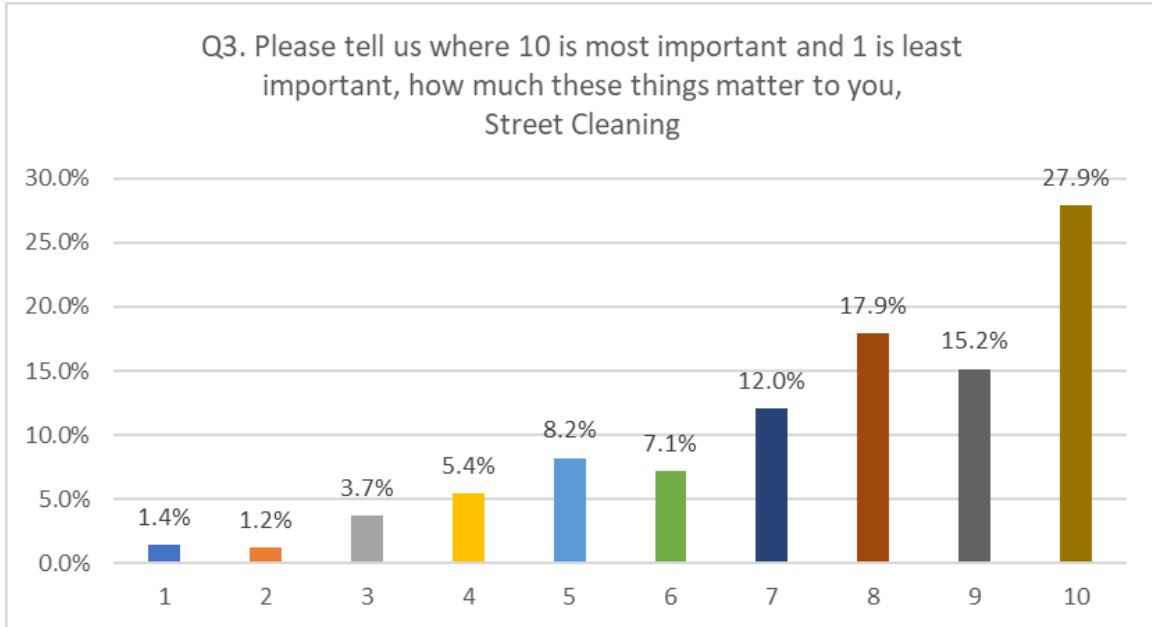
<b>Q3: Please tell us, where 10 is most important and 1 is least important how much these things matter to you – Road Maintenance and Street Lighting</b>	<b>Percentage</b>
1	1.9%
2	1.6%
3	2.3%
4	2.3%
5	8.0%
6	7.0%
7	13.2%
8	19.3%
9	14.6%
10	29.8%

**Question 3 - Waste Collection and Recycling - Please tell us, where 10 is most important and 1 is least important how much these things matter to you**



<b>Q3: Please tell us, where 10 is most important and 1 is least important how much these things matter to you – Waste Collection and Recycling</b>	<b>Percentage</b>
1	1.2%
2	0.7%
3	1.6%
4	1.2%
5	5.6%
6	4.4%
7	9.6%
8	19.9%
9	17.2%
10	38.7%

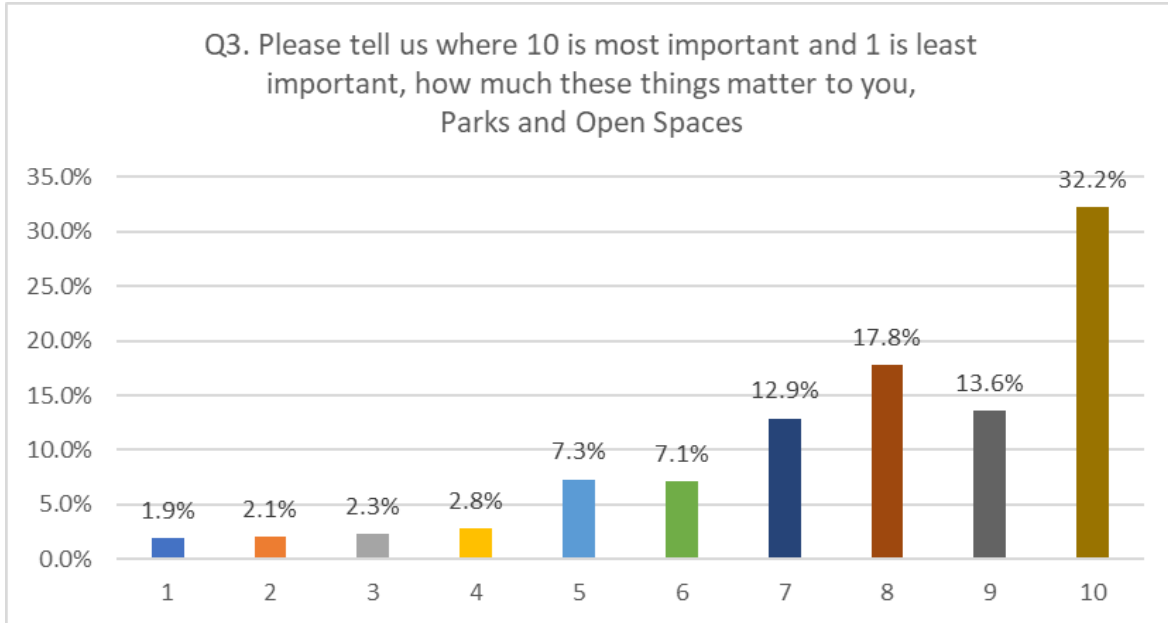
**Question 3 - Street Cleaning - Please tell us, where 10 is most important and 1 is least important how much these things matter to you**



<b>Q3: Please tell us, where 10 is most important and 1 is least important how much these things matter to you – Street Cleaning</b>	<b>Percentage</b>
1	1.4%
2	1.2%
3	3.7%
4	5.4%
5	8.2%
6	7.1%
7	12.0%
8	17.9%
9	15.2%
10	27.9%

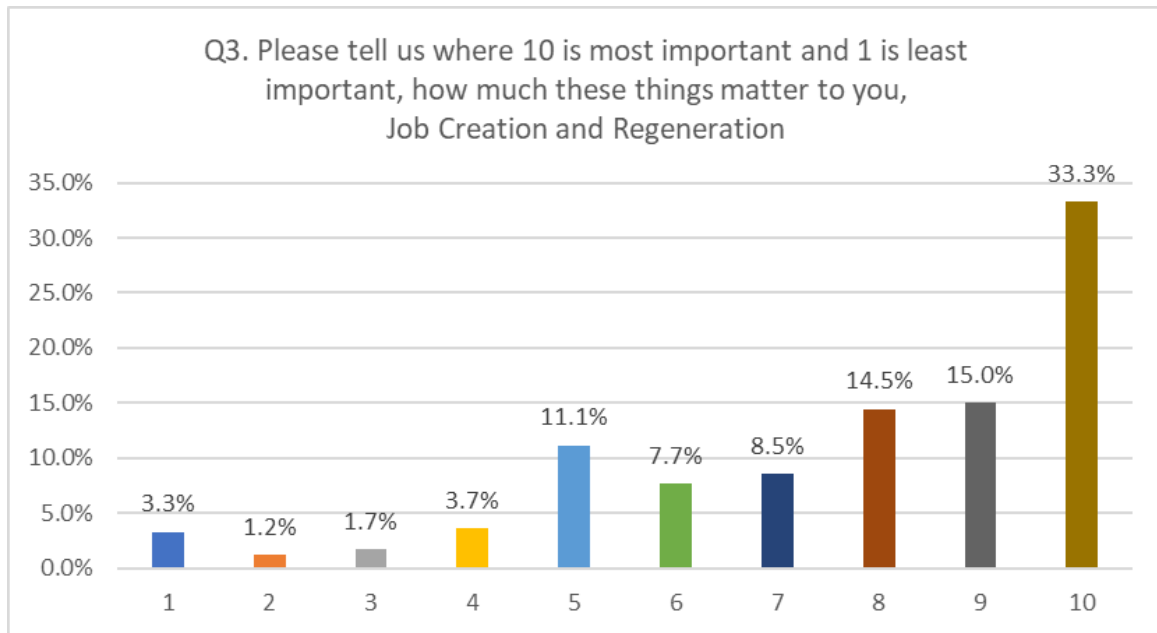


**Question 3 – Parks and Open Spaces - Please tell us, where 10 is most important and 1 is least important how much these things matter to you**



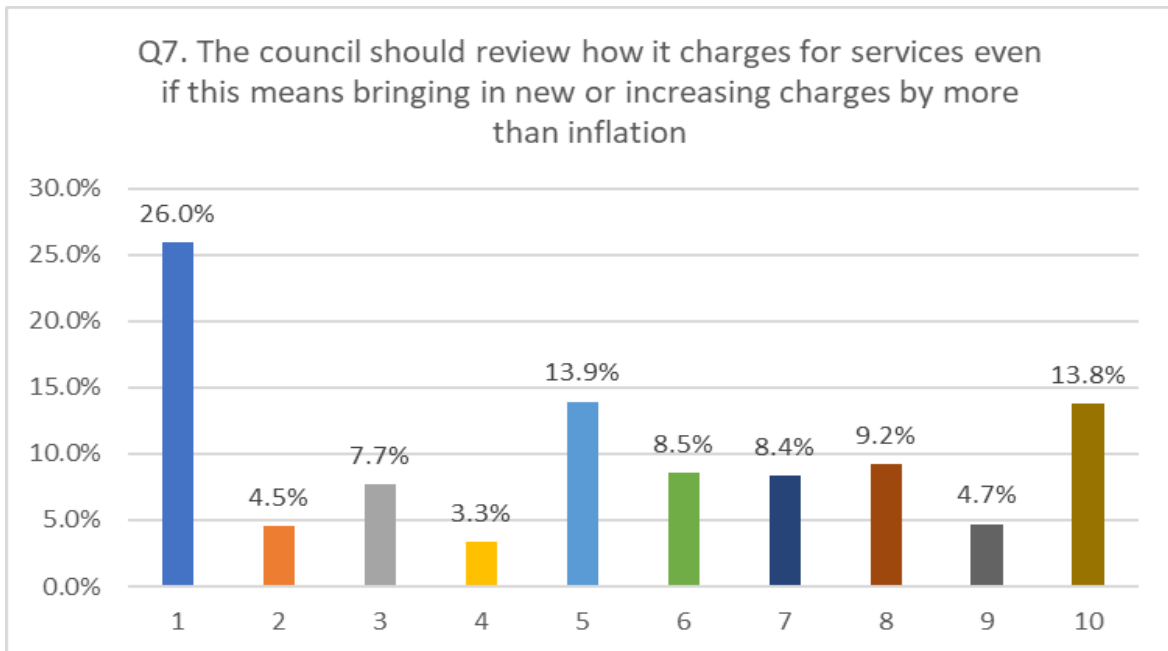
<b>Q3: Please tell us, where 10 is most important and 1 is least important how much these things matter to you – Parks and Open Spaces</b>	<b>Percentage</b>
1	1.9%
2	2.1%
3	2.3%
4	2.8%
5	7.3%
6	7.1%
7	12.9%
8	17.8%
9	13.6%
10	32.2%

**Question 3 - Job Creation and Regeneration - Please tell us, where 10 is most important and 1 is least important how much these things matter to you**



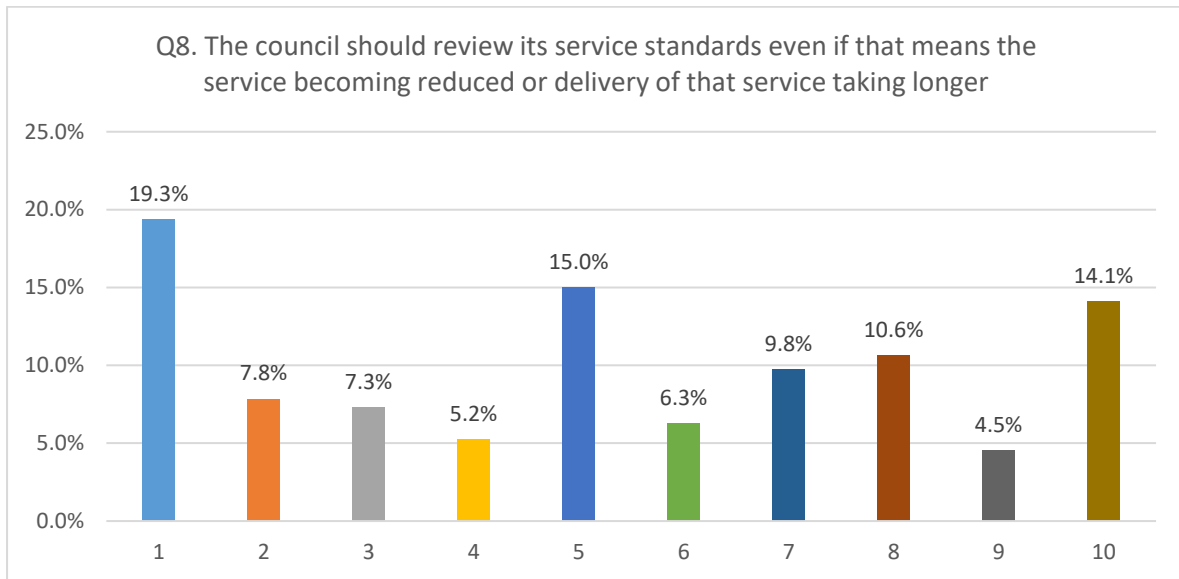
<b>Q3: Please tell us, where 10 is most important and 1 is least important how much these things matter to you – Job Creation and Regeneration</b>	<b>Percentage</b>
1	3.3%
2	1.2%
3	1.7%
4	3.7%
5	11.1%
6	7.7%
7	8.5%
8	14.5%
9	15.0%
10	33.3%

**Question 7: As well as maintaining and improving services by raising more through increasing the Council Tax, the council also charges for some services. Where 10 is completely agree and 1 is totally disagree, tell us how much you agree with the following statement**



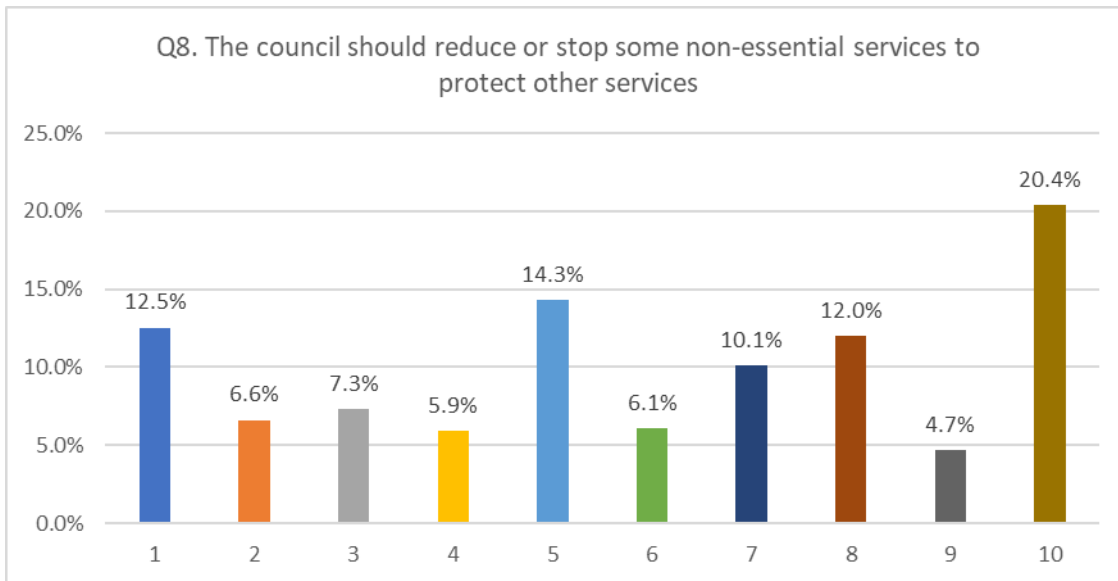
Q7: Please tell us, where 10 is “Completely Agree” and 1 is “Totally Disagree”, how much do you agree – The Council should review how it charges for services even if this means bringing in new or increasing charges by more than inflation	Percentage
1	26.0%
2	4.5%
3	7.7%
4	3.3%
5	13.9%
6	8.5%
7	8.4%
8	9.2%
9	4.7%
10	13.8%

**Q8: The council can also save money by reducing or even stopping some of the services it currently provides. Where 10 is completely agree and 1 is totally disagree, tell us how much you agree with the following statements:**



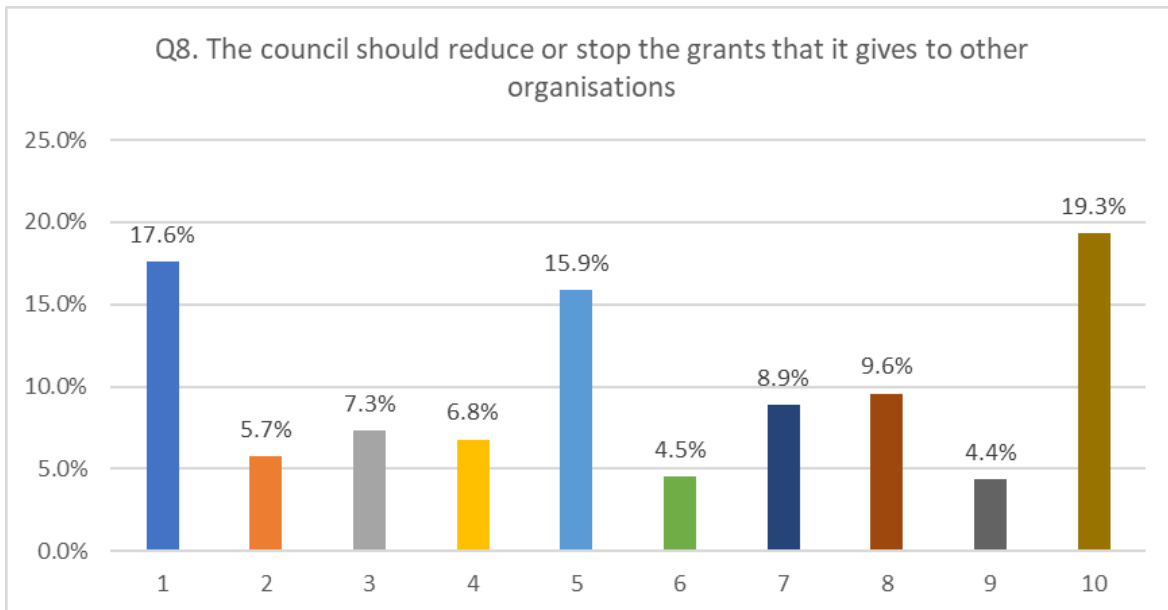
<b>Q8: Please tell us, where 10 is “Completely Agree” and 1 is “Totally Disagree”, how much do you agree – The Council should review its service standards even if that means their service becoming reduced or delivery of that service taking longer</b>	<b>Percentage</b>
1	19.3%
2	7.8%
3	7.3%
4	5.2%
5	15.0%
6	6.3%
7	9.8%
8	10.6%
9	4.5%
10	14.1%

**Q8: The council can also save money by reducing or even stopping some of the services it currently provides. Where 10 is completely agree and 1 is totally disagree, tell us how much you agree with the following statements:**



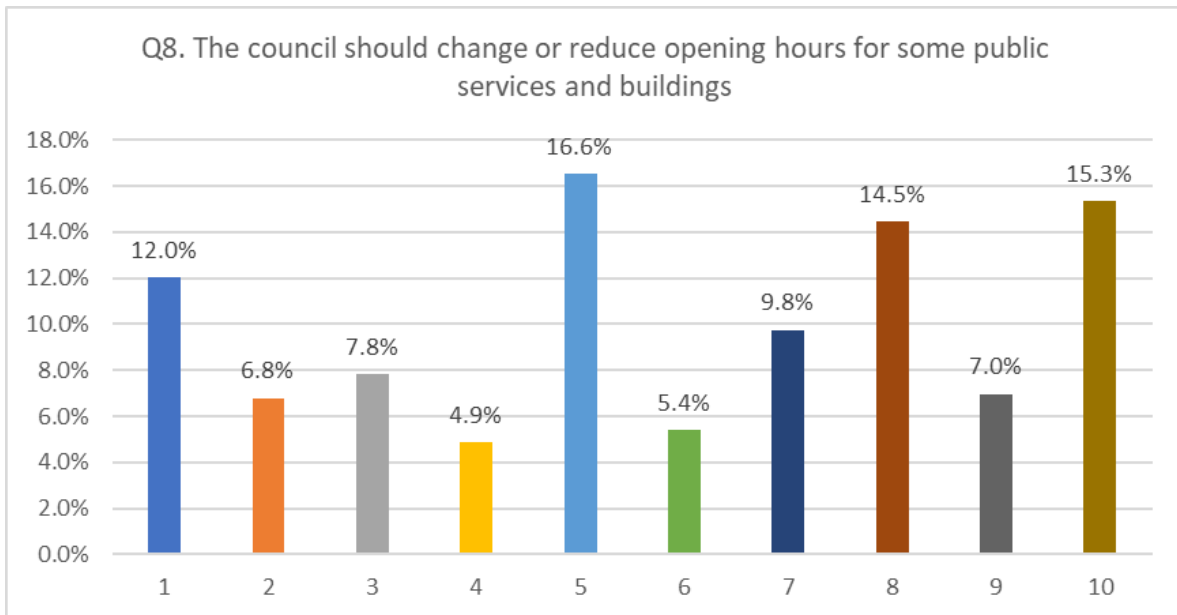
<b>Q8: Please tell us, where 10 is “Completely Agree” and 1 is “Totally Disagree”, how much do you agree – The council should reduce or stop some non-essential services to protect other services</b>	<b>Percentage</b>
1	12.5%
2	6.6%
3	7.3%
4	5.9%
5	14.3%
6	6.1%
7	10.1%
8	12.0%
9	4.7%
10	20.4%

**Q8: The council can also save money by reducing or even stopping some of the services it currently provides. Where 10 is completely agree and 1 is totally disagree, tell us how much you agree with the following statements:**



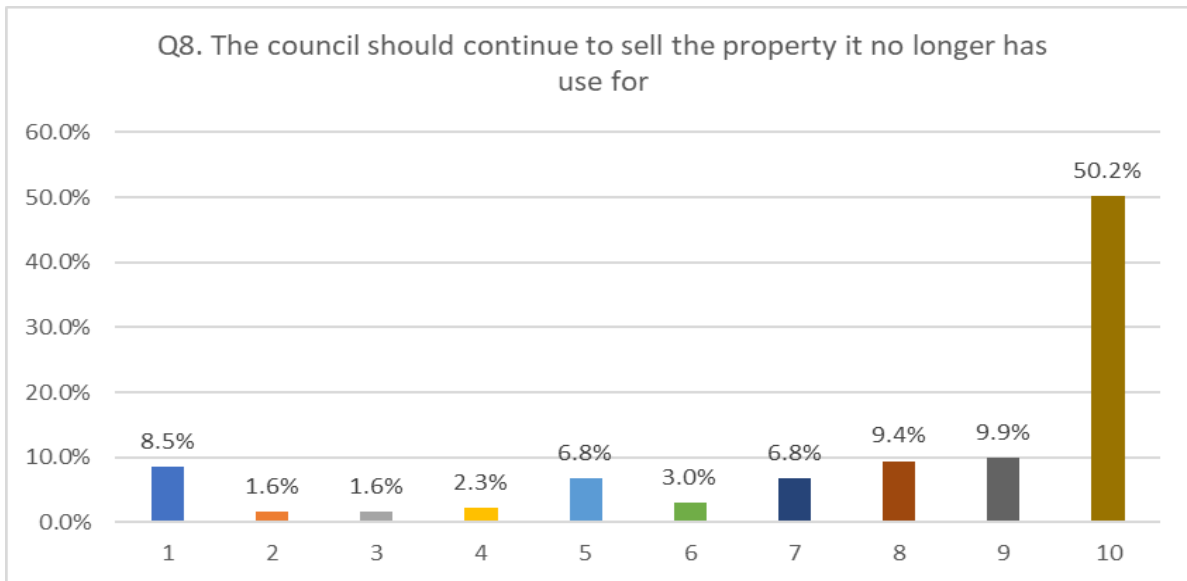
<b>Q8: Please tell us, where 10 is “Completely Agree” and 1 is “Totally Disagree”, how much do you agree – The council should reduce or stop the grants that it gives to other organisations</b>	<b>Percentage</b>
1	17.6%
2	5.7%
3	7.3%
4	6.8%
5	15.9%
6	4.5%
7	8.9%
8	9.6%
9	4.4%
10	19.3%

**Q8: The council can also save money by reducing or even stopping some of the services it currently provides. Where 10 is completely agree and 1 is totally disagree, tell us how much you agree with the following statements:**



<b>Q8: Please tell us, where 10 is “Completely Agree” and 1 is “Totally Disagree”, how much do you agree – The council should change or reduce opening hours for some public services and buildings</b>	<b>Percentage</b>
1	12.0%
2	6.8%
3	7.8%
4	4.9%
5	16.6%
6	5.4%
7	9.8%
8	14.5%
9	7.0%
10	15.3%

**Q8: The council can also save money by reducing or even stopping some of the services it currently provides. Where 10 is completely agree and 1 is totally disagree, tell us how much you agree with the following statements:**



<b>Q8: Please tell us, where 10 is “Completely Agree” and 1 is “Totally Disagree”, how much do you agree – The council should continue to sell the property it no longer has use for</b>	<b>Percentage</b>
1	8.5%
2	1.6%
3	1.6%
4	2.3%
5	6.8%
6	3.0%
7	6.8%
8	9.4%
9	9.9%
10	50.2%