

Dundee City Council Budget Consultation Survey

January 2022

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1. Introduction

The budget consultation survey was made available via the Council's internet site during the month of December 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

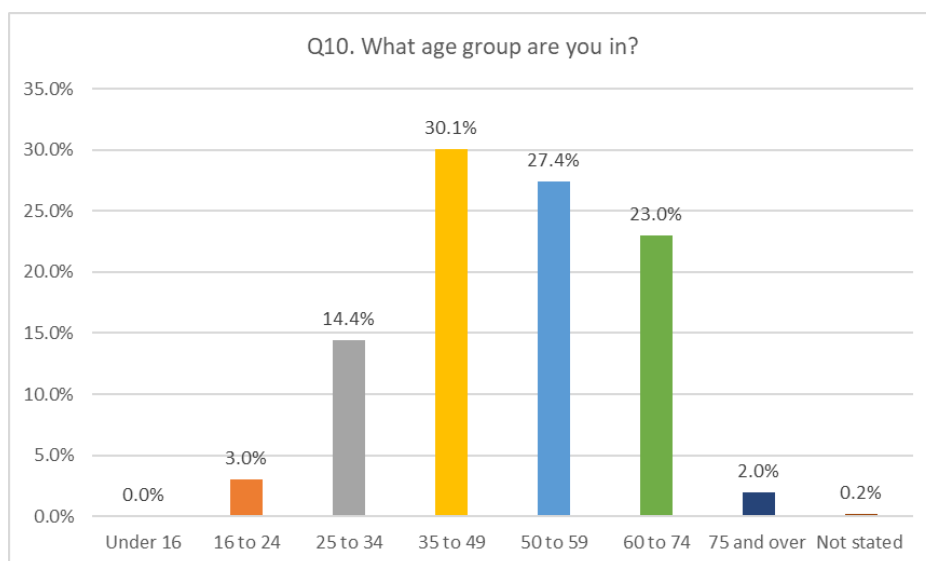
A total of 570 completed responses were received and these responses are analysed within this report.

The majority of respondents (90.4%) were residents of Dundee City. Around 7% of respondents worked in Dundee City and 2.5% of respondents stated Other.

Q9: We would like to know a little about you, are you;	
Resident of Dundee	90.4%
Work in Dundee	7.1%
Other	2.5%

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 near 50/50 split between those aged under 50 and those aged 50 and over. No respondents were under 16 years, 17.4% of respondents were aged 16 to 34 years, 57.5% of respondents were aged 35 to 59 years, 23% of respondents were aged 60 to 74 years and 2% 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.

Q11: Is this the first time that you have taken part in one of our consultations?	Percentage
Yes	65.5%
No	34.5%

For 65.5% of respondents this was the first time they had taken part in a DCC Council consultation whereas 34.5% 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.

If you answered "no" to the above, can you tell us what you have previously engaged in?	Percentage
Previous Budget Consultation	61.9%
Engage Dundee	23.2%
Other	5.7%
Council house rent setting	6.2%
Not Stated	3.1%
"Other"	
Dundee Decides	
Participatory budgets	
Low Emission Zone	
Greenspace	

2. Questions

The survey contained a number of questions and began with some free text question asking about the councils ongoing 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:

Services
Education (Nursery, Primary and Secondary School)
Older people's services
Housing and Homelessness
Leisure and Culture (Museums, Sports Centres etc)
Services for people with disabilities
Roads maintenance and street lighting
Waste collection and recycling
Street cleaning
Parks and open spaces
Job creation and regeneration

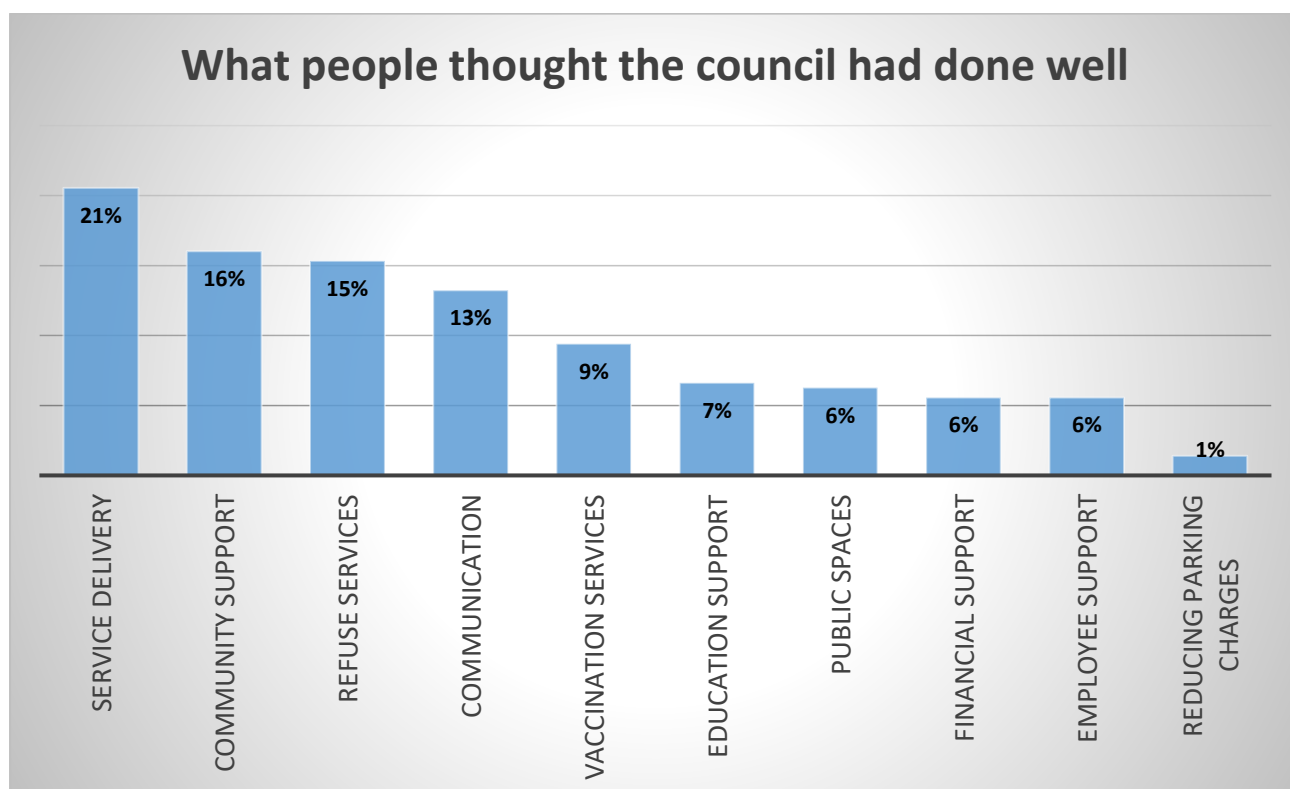
The survey then asked respondents to rate the percentage change in council tax they would like to see. Finally, respondents were presented with a number of statements and were asked to rate their level of agreement where 1 was totally disagree and 10 was completely agree.

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 a theme. The chart below shows the results of what people said they thought the council had done well.

The following chart is based on a total of 287 responses to the question, respondents were able to choose multiple categories.



A summary of the comments made by respondents in the categories listed are shown below:

- **Service Delivery** – The majority of the comments made in this category stated that the council had managed to keep essential services operating well during the pandemic, many stating that the council had done well to maintain the quality of services which were offered.
- **Community Support** - The comments made in this category referred to the work that the council did to support citizens across the City, in particular those who were isolating and those who were vulnerable. Many comments referred to the good support given in food provision, food deliveries, grants and welfare advice and prescription collection. It was also stated that community centres had adapted well to ensure communities continued to receive support.
- **Refuse Services** – Many respondents stated that they were happy that refuse collections had continued running normally during the pandemic with most stating that bins were emptied regularly and on schedule, the hard work of staff operating these services was commented on and appreciated.
- **Communication** - Many of the comments made which fell into this category stated that the council had kept citizens well informed throughout the pandemic about service changes, coronavirus restrictions and regulations. Respondents stated that they felt that the council had communicated

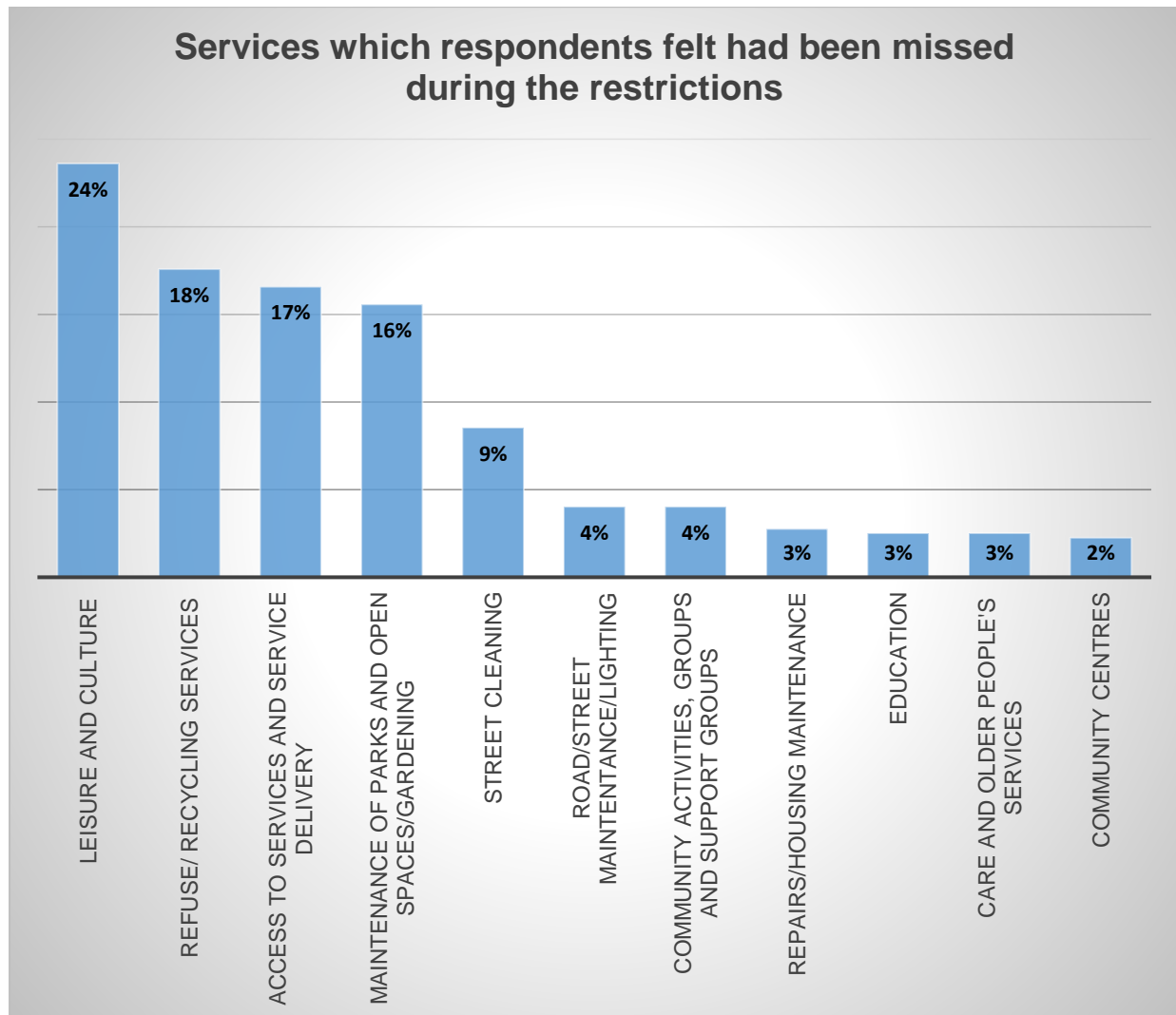
well particularly via social media channels and that the rationale for service changes was well communicated.

- **Vaccination Services** – Many respondents commented on the role the Council had in contributing to the Covid-19 vaccination service, they stated that they felt information regarding this had been communicated well and that the service had been well organised and efficient.
- **Education Support** – The comments in this category referred to respondents appreciating that education had been kept a top priority and that schools had managed well in what was a frequently changing situation. Support from staff for children and families was good and the facilities for providing childcare and hub places for key workers children was commended.
- **Public Spaces** – The majority of comments from respondents stated that they felt the council had created spaces which allowed good social distancing whilst creating safe and welcoming spaces across the City, it was felt that businesses had been supported well to allow them to continue to operate with restrictions in place.
- **Financial Support** – Most of the comments related to the provision of grants/funding for local businesses and the quick administration of these, others also appreciated help given to families who were struggling in general.
- **Employee Support** – Most respondents in this category felt that the Council had kept employees and the wider population safe by encouraging staff to work from home where appropriate, they had supported staff well to enable this to happen whilst following Government guidelines and provided adequate PPE to staff where required.
- **Reducing Parking Charges** - The responses under this category referred to free or reduced parking charges in the city, it was also stated that public space to encourage active travel had been welcomed.

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.

The following chart is based on a total of 398 responses to the question. Respondents were able to choose multiple categories.



A summary of the comments made in relation to services missed and the impact this had are shown below;

- **Leisure & Culture (Including Leisure Facilities, Libraries and Museums etc)** – Many respondents stated that they were unable to access leisure facilities, libraries and museums etc as these facilities were closed or not operating as normal due to coronavirus restrictions. In relation to leisure facilities respondents stated that they missed being able to access swimming pools, especially the Olympia as well as gyms, golf courses and taking part in group sporting activities. Respondents stated that as well as missing these facilities for fitness reasons the closure of these facilities affected physical and mental health. A small number of respondents stated that they exercised outside as an alternative but this was sometimes difficult due to dark nights/weather. In relation to libraries respondents stated that they were unable to borrow books, use the library for studying, use the space for meeting with others and access IT facilities

such as computers, internet access and printing. Respondents also stated that they missed being able to attend cultural facilities such as theatres, museums and concert venues such as the Caird Hall. Respondents stated that not being able to use leisure and cultural facilities meant people were unable to meet with others which affected mental health, social isolation and wellbeing. A small number of respondents also stated that they understood that why the facilities had to close due to coronavirus restrictions but felt they could have opened sooner following Scottish Government Guidance.

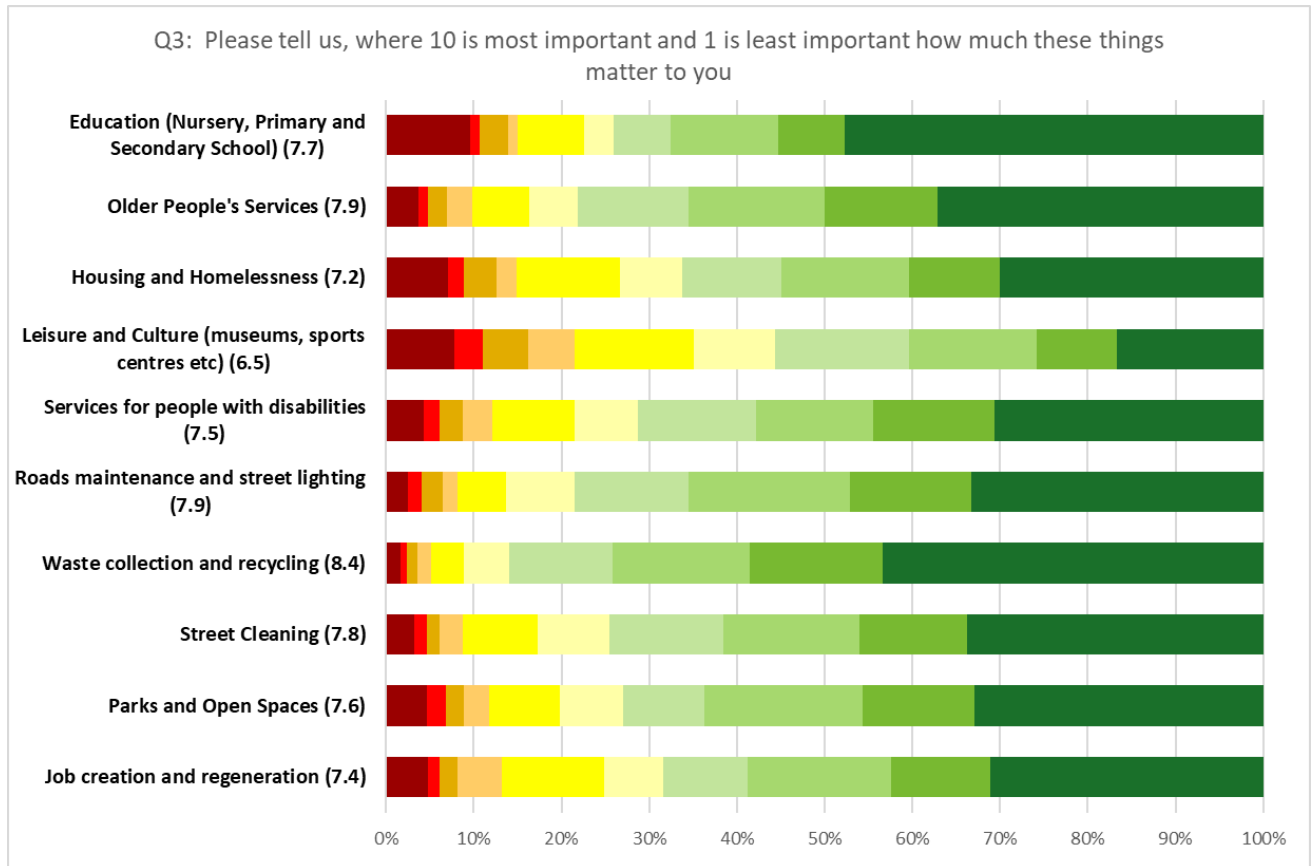
- **Refuse Collection/Recycling Services** - Many respondents commented on household bin collection, food waste recycling, recycling centres and the emptying of dog bins. A number of respondents stated that bins were not being emptied regularly enough which resulted in some streets looking dirty and untidy especially when eurobins/street bins are overflowing. Respondents stated that they missed food waste collections and as a result they were unable to recycle properly whilst this collection service was suspended. Whilst food collections have resumed a small number of respondents stated that their food bins were not emptied regularly and others stated that they had stopped recycling their food waste altogether. A small number of respondents felt that paper and plastic bins were not emptied regularly enough which resulted in litter being dropped outside bins. Respondents stated that they missed being able to attend recycling centres which were closed due to lockdown this resulted in people being unable to get rid of rubbish whilst tidying and in some cases resulted in increased fly tipping. It was also felt that stopping bulky uplifts might have affected fly tipping as well. Whilst some respondents understand why the recycling centres were closed due to covid restrictions others felt that they should have remained open. A small number of respondents stated that they missed garden waste collections and didn't think that they should have to pay for a permit to have garden waste collected. In relation to dog bins some respondents felt that these were not being emptied frequently enough which led to bins overflowing making areas look untidy.
- **Access to Services and Service Delivery** - 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 some respondents stated that they were able to access services online or by telephone some stated that they missed being able to attend in person or felt that it could take longer to contact services especially by telephone. Some respondents stated that not all service users in particular the elderly have access / would be able to access and use online services. Whilst some respondents stated that they understood why buildings closed others felt that they should have remained open and staff should return to offices. A number of respondents stated that they would like services which were stopped or reduced to resume as normal.
- **Maintenance of Parks and Open Spaces/Gardening** – The majority of responses in this category were in relation to grass not being cut in parks and open and public spaces including cemeteries. Many stated that suspending/reducing these services meant that areas looked untidy, not welcoming to visitors and neglected. Some respondents also stated that overgrown grass/bushes make it difficult for people and dogs to go out. Some respondents queried why this service had to be stopped/reduced as they felt gardening could be carried out safely by staff working alone outside.
- **Street Cleaning** - Respondents felt that streets were not cleaned with some stating that bins were left overflowing and litter and household items left in streets, this led to streets and areas looking untidy and uncared for.
- **Roads/Street Maintenance/Lighting**- Respondents stated that potholes should be filled and roads and streets should be repaired/maintained. Street lighting was also raised with respondents stating that broken street lights should be repaired and fallen branches etc that obscure road signs and street lighting should be removed. A small number of respondents also stated that they had to clear snow/grit their streets and it was important that roads and pavements were gritted.

- **Community Activities, Groups and Support Groups** - Respondents stated that they missed being able to attend community activities, support groups, local groups and activities for children such as baby and toddler groups and bookbug as well as using facilities like the Blether Bus. Not being able to attend or use these facilities meant that respondents were unable to meet with or socialise with others.
- **Repairs/Housing Maintenance**- Respondents stated that they missed non-urgent housing repairs, some repairs were delayed and a small number stated that they missed maintenance and cleaning in communal housing blocks.
- **Education** - Respondents stated that school closures due to coronavirus restrictions were difficult, with some respondents stating that it was stressful homeworking whilst home schooling and that school closures had an effect on mental health. As well as commenting on school closures a small number of respondents highlighted issues with coronavirus protections in schools such as learning with windows open, pupils not being able to attend school transition days, parents not being allowed to enter classrooms on the first day of school, pupils having inservice days /holidays despite schools being closed for so long as well as pupils missing valuable opportunities due to restrictions.
- **Care and Older People's Services** - The comments from respondents in this category related to social care with some stating that they felt there was a lack of social care provision available. A small number of respondents stated that the elderly and people living in sheltered housing complexes were unable to access communal areas which meant that they were unable to meet with others.
- **Community Centres** – Respondents in this category stated that they missed being able to access community centres which left some feeling isolated.

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.

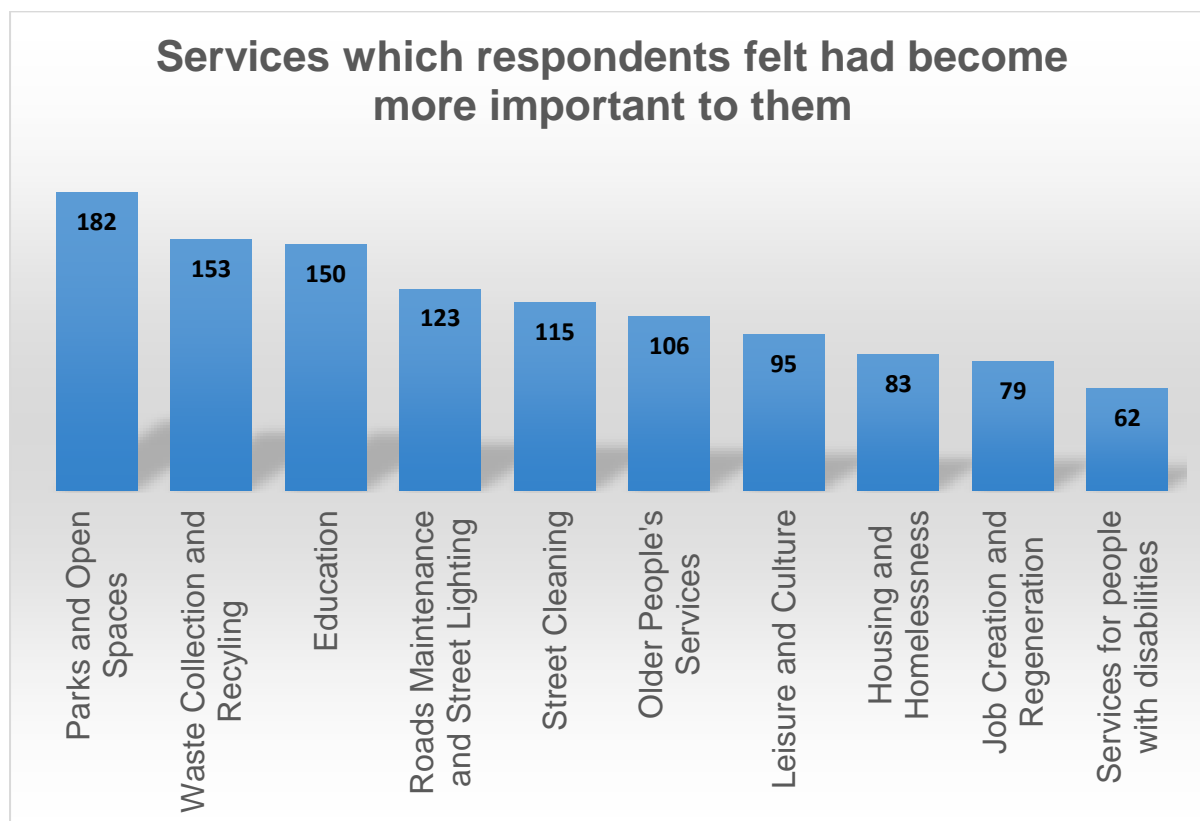
Waste collection and recycling (8.4) had the highest importance average score followed by Older People's Services (7.9), Roads Maintenance and Street Lighting (7.9), Street Cleaning (7.8) and Parks and Open Space (7.6). Leisure and Culture (Museums, Sports Centres etc) had the lowest average score at 6.5. The average score for each service is shown in brackets in the chart below:



3.4 Question 4

Question 4 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 choose any of the services that applied and explain why.

The chart below shows the number of respondents who stated that a particular service had become more important to them over the past year. Please note respondents were able to choose multiple services.



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

Parks and Open Spaces: Respondents stated that due to the pandemic and related restrictions they had made more use of parks and open spaces, many said they had continued to do so as restrictions eased and that they had a new appreciation for the green spaces in Dundee. 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 periods this was especially important for respondents who did not have access to a garden. Continued home working meant people were still visiting and using these spaces during the day rather than just at the weekends. 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.

Waste Collection and Recycling: Many respondents indicated that the current climate situation meant this had become a higher priority for them, many stated that people spending more time at home and the increase in home deliveries meant more waste was being regenerated in communities. Avoiding landfill and encouraging recycling were important issues and it was stated that more community engagement to educate and encourage recycling was important. It was felt the reduction in waste collections by the council had led to a greater impact of issues around waste disposal and recycling.

Education: Respondents stated that Education had become more important to them throughout the past year in the majority due to concerns about the effects that the pandemic had on children and in particular their education. Whilst many appreciated the hard work that teachers and schools had put into providing support it was felt that education and attainment should be a priority over other services.

Roads Maintenance and Street Lighting: Most respondents who commented on this category being a priority had referred to potholes and the damage and costs associated with these. It was also stated that restrictions had led to more people cycling and running and this had highlighted poor street lighting and unsafe conditions of pavements and roads.

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. Respondents had an increased awareness of the of this issue due to being out more and visiting new areas around the City, they that many areas were . A number of respondents stated that street cleaning had reduced

Older Peoples Services: Many respondents stated that they felt the pandemic had highlighted issues around the challenges older people face such as isolation and loneliness, the impacts of the pandemic had increased these issues and this led to an increased awareness around the need for more support for the elderly. Other respondents felt that the ageing population in society meant that these services will become increasingly important to citizens across the City.

Leisure and Culture: Not being able to access leisure and culture facilities during the pandemic restrictions had highlighted to many respondents the importance of these, particularly in relation to keeping healthy physically and mentally. Respondents who were retired also felt that these services were more important to them now and that places were needed to ensure that they didn't feel isolated at home and kept connected with others. Those who had families stated that it was important to have low cost activities near to their homes available.

Housing and Homelessness: Respondents stated that a lack of affordable housing and high private rental costs led to this being a priority particularly for young working individuals and families, many stating that they felt there was a lack of quality social housing available. The difficulties faced in securing suitable social housing were highlighted with some commenting that living in inadequate housing caused concerns for their health and wellbeing. The insecurities of private renting were highlighted including the costs associated with being forced to move house.

Job Creation and Regeneration: Respondents felt that job creation and regeneration was important for the ongoing development of the city, it was recognised that the Waterfront regeneration has brought many improvements to the City and for this to be sustained, high quality jobs need to be available to attract people. Some mentioned that the pandemic had changed the working patterns of many and that office buildings should be adapted to account for this, allowing freelance use and differing types of roles to occupy these.

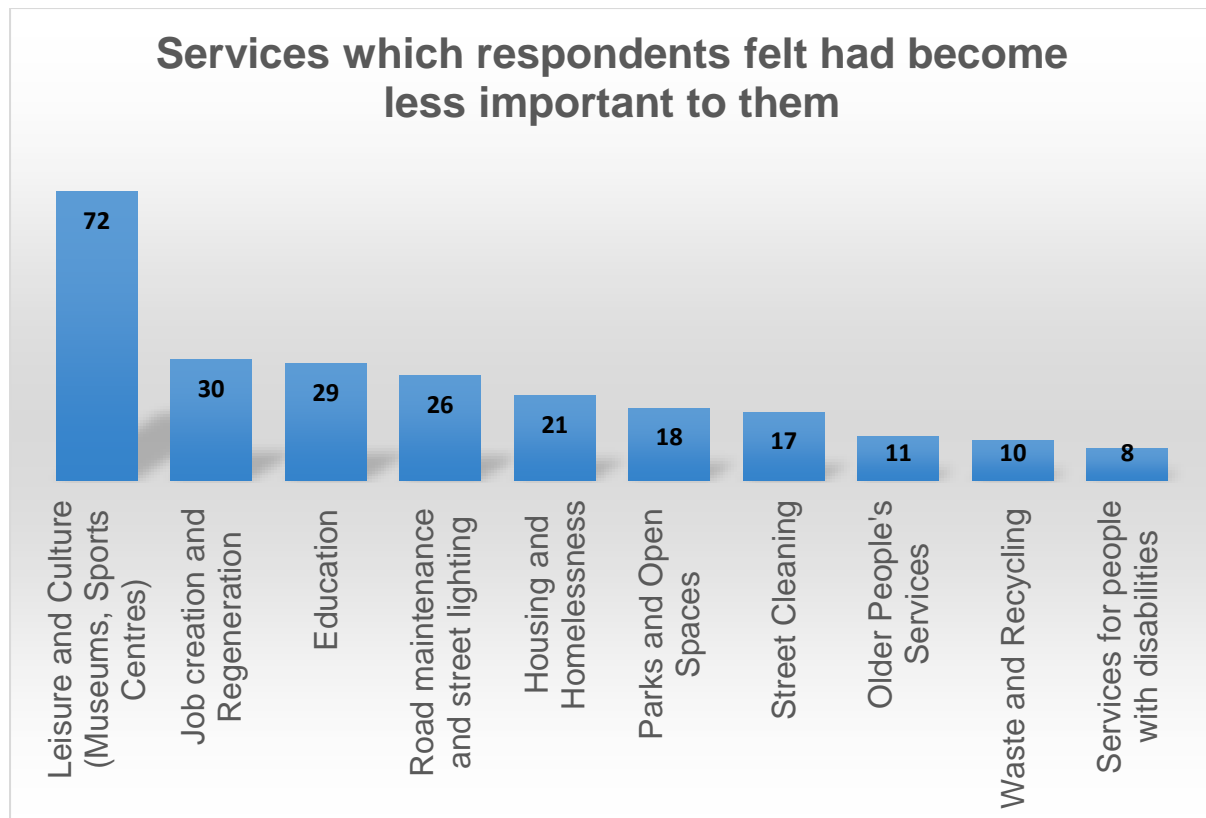
Many respondents stated that businesses had closed, jobs had been lost and people had been made redundant as a result of the pandemic. To address these issues respondents felt that there should be more employment opportunities, employment support, better and higher paid jobs and more opportunities for graduates so that they could stay local after graduating. Many felt that regeneration is important for children and future generations of Dundee and education must ensure skills are taught to ensure that there are suitable opportunities for young people in the city.

Services for people with disabilities: Most respondents who commented on this category used these services themselves or had family members who did. They highlighted that the pandemic had an adverse effect on vulnerable people and they had been left isolated after the closure of many support groups which had not yet returned. It was commented that lower funding in these areas prior to the pandemic meant an increased investment in this area should be a priority on a sector of the population adversely affected by the pandemic.

3.5 Question 5

Question 5 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 choose 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 less important to them over the past year. Please note respondents were able to list multiple services.



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

Leisure and Culture (Museums, Sports Centres etc): Many respondents who felt that Leisure and Culture (Museums, Sports Centres etc) had become less important felt this way as they were unable to access facilities and venues due to them being closed during the pandemic or they stated that they did not use these facilities. Whilst some venues have re-opened some respondents stated that they don't feel comfortable attending these facilities due to the pandemic, have got out of the habit of attending these facilities.

Job Creation and Regeneration: The reasons given from respondents who felt that Job Creation and Regeneration had become less important included feeling that there are currently plenty of jobs available at the moment examples included in the retail, hospitality and social care sectors or not requiring to use this service personally.

Education: The majority of respondents who felt that education had become less important felt this way as they did not think this service was applicable to them, they did not have children or their children had grown up and had finished their education. Others stated that they felt that education already received investment, current education budget was sufficient, they felt this was less important due to home schooling or they were satisfied with the current service.

Road Maintenance and Street Lighting: The reasons provided from respondents who felt that Road Maintenance and Street Lighting had become less important included not being a driver, driving less due to working from home, walking and cycling more, not going out as much or driving less due to lockdown/ coronavirus restrictions and feeling that other services were more important.

Housing and Homelessness: There were a number of reasons provided from respondents who felt that Housing and Homelessness Services had become less important to them. Reasons included the service not being applicable to them as they don't use council housing, feeling that there is already too much money spent in this area and cutbacks could be made, feeling that there is plenty of housing available in Dundee and stating that there are very few people who are homeless in the city. There were also some comments made in relation to the availability of housing, associated costs, maintenance and anti-social behaviour experienced by some.

Parks and Open Spaces: The reasons given from respondents who felt that Parks and Open Spaces had become less important included feeling that there are already plenty of parks and open spaces, not using parks personally, feeling that they are less important than other services, being happy with the spaces and maintenance and feeling no major spending is required in parks.

Street Cleaning: When respondents who felt that street cleaning had become less important were asked to explain their reasons, responses included not going out as much in public spaces, feeling that we should all be keeping the streets clean and the public should be encouraged to clean up for themselves, satisfied with the current service and feeling that although nice to have other services are more important.

Older People's Services: A small number of respondents felt that Older People's Services had become less important. The reasons provided for feeling this way included this service not being applicable/relevant to the respondent, feeling that there is already enough support available for older people and feeling that this service is less important as families with young children are under pressure. Whilst some respondents felt that this service was less important to them they did think that we need to look after older people and that these services should be a priority.

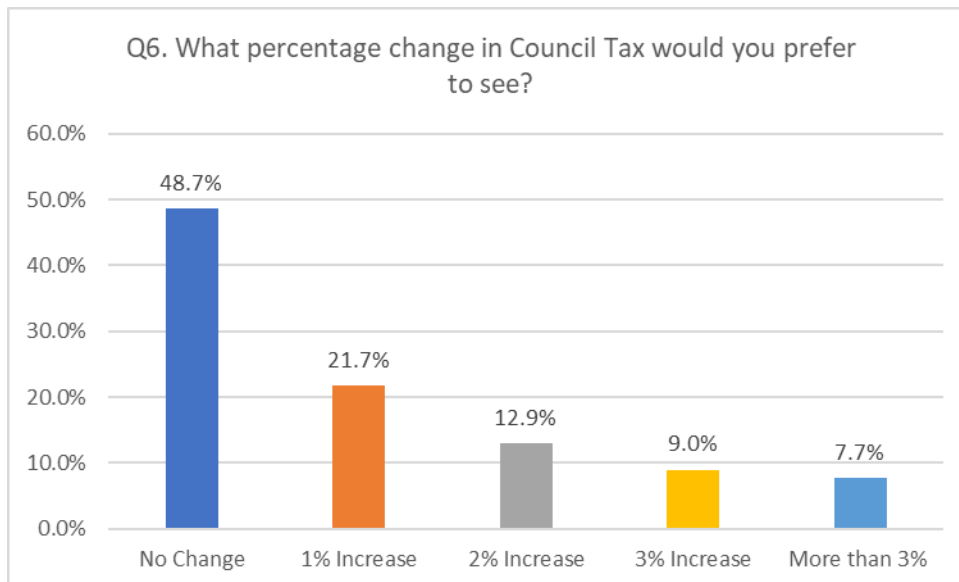
Waste and Recycling: A small number of respondents stated that Waste and Recycling had become less important. The reasons provided for feeling this way included being satisfied or having no issues with the current service, feeling a lot of money has already been invested over the years and feeling that other services are more important.

Services for People with Disabilities: A small number of respondents felt that Services for People with Disabilities had become less important. Some of the reasons for feeling this way included, whilst appreciating that these services were important to others they did not use them personally. Other reasons included feeling that there were too many limitations surrounding the services and whilst appreciating that these services are important, perhaps some provision could be provided in different ways for example involving the voluntary sector who have supported marginalised groups during the pandemic and are continuing to do so.

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 51.3% of respondents stated they would be comfortable to see an increase in Council Tax and 48.7% stated that they would rather see no change. 7.7% 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	48.7%
1% increase	21.7%
2% increase	12.9%
3% increase	9.0%
More than 3%	7.7%

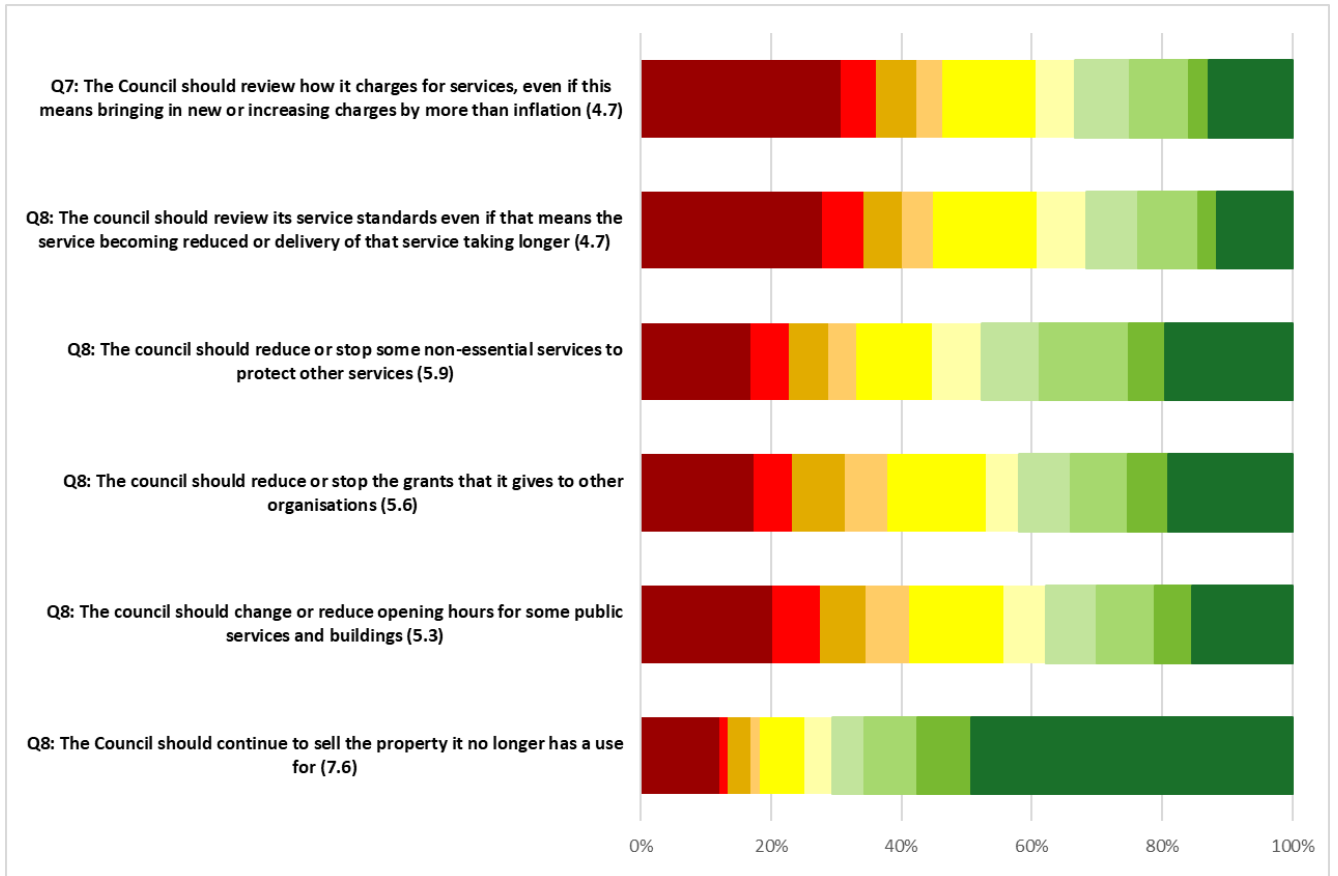
N = 557

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 7.6. 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 reduce or stop the grants that it gives to other organisations” at 5.6. The remaining statements had a score of 5.3 or below 5. The average figures are shown in the brackets on the chart below:



Appendix – Full Results for Questions 3, 7 and 8

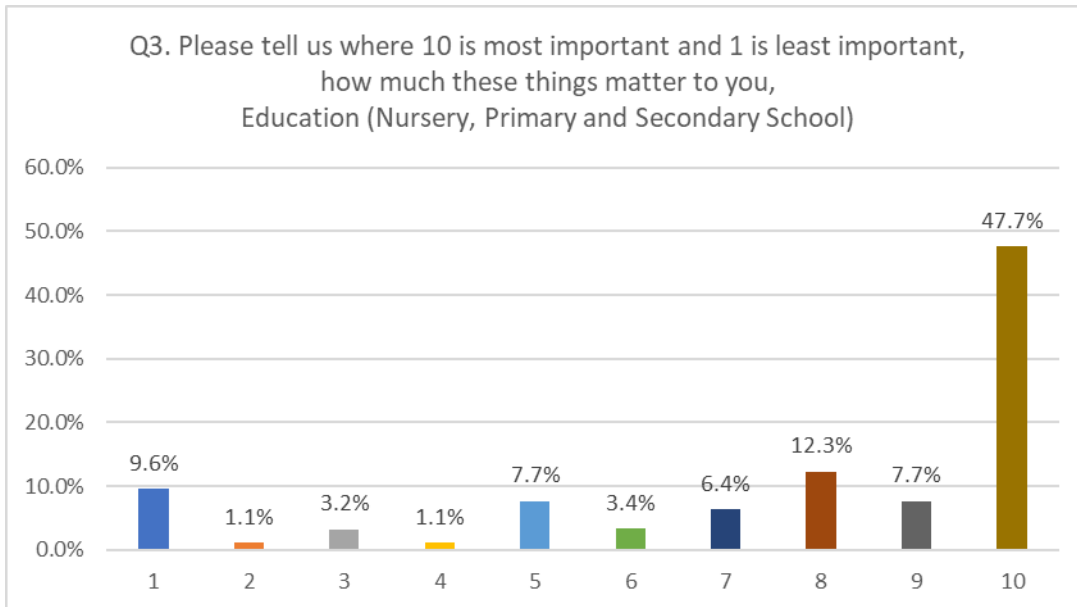
Q3. Percentage of those who strongly agreed (number 10 option on the scale of importance) that these services were most important to them

Service/Theme Area	%
Education (nursery, primary and secondary school)	47.7%
Older people's services	37.2%
Housing and Homelessness	30.0%
Leisure and Culture (museums, sports centres etc)	16.7%
Services for people with disabilities	30.6%
Roads maintenance and street lighting	33.3%
Waste collection and recycling	43.4%
Street cleaning	33.8%
Parks and open spaces	32.9%
Job creation and regeneration	31.1%

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

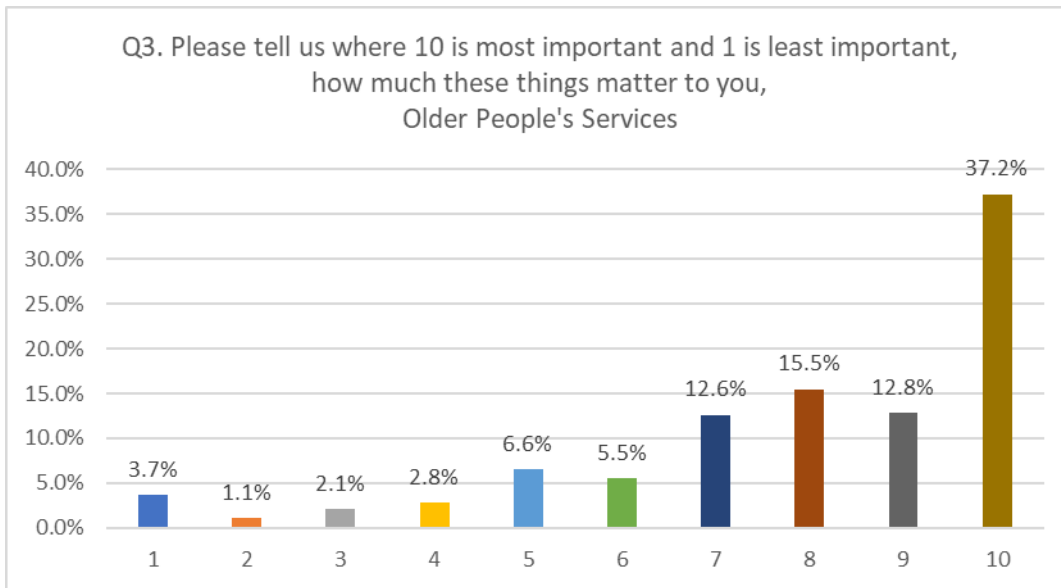
Service/Theme Area	%
Education (nursery, primary and secondary school)	9.6%
Older people's services	3.7%
Housing and Homelessness	7.1%
Leisure and Culture (museums, sports centres etc)	7.8%
Services for people with disabilities	4.3%
Roads maintenance and street lighting	2.5%
Waste collection and recycling	1.6%
Street cleaning	3.2%
Parks and open spaces	4.6%
Job creation and regeneration	4.8%

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



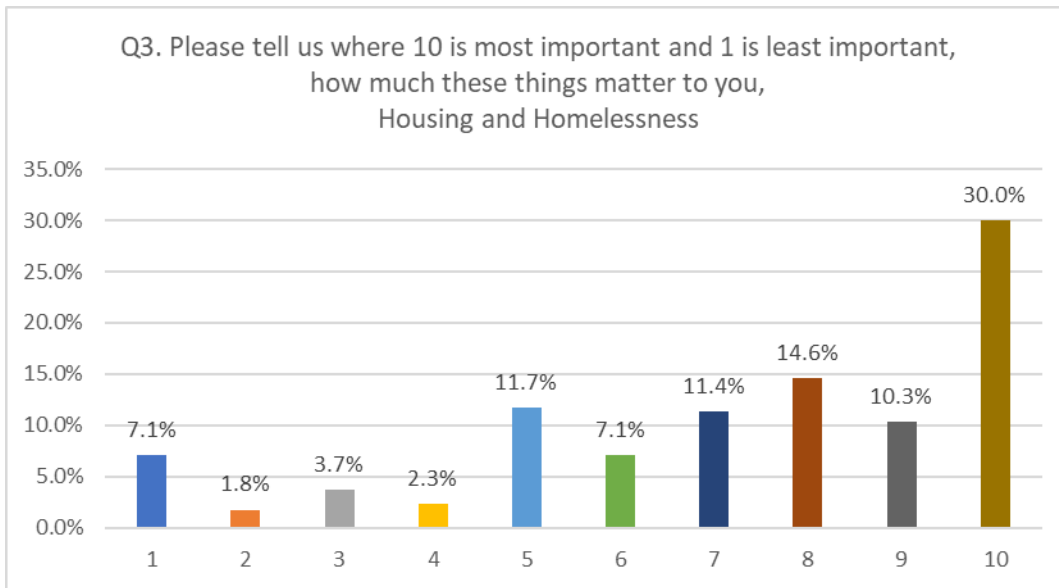
Q3: Please tell us, where 10 is most important and 1 is least important how much these things matter to you – Education (Nursery, Primary and Secondary School)	Percentage
1	9.6%
2	1.1%
3	3.2%
4	1.1%
5	7.7%
6	3.4%
7	6.4%
8	12.3%
9	7.7%
10	47.7%

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



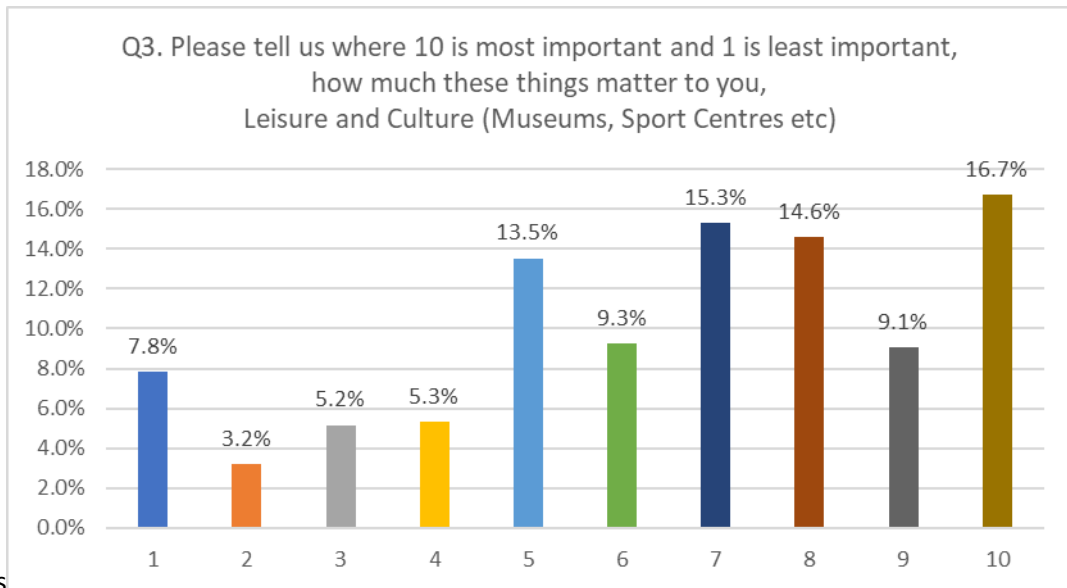
Q3: Please tell us, where 10 is most important and 1 is least important how much these things matter to you – Older People’s Services	Percentage
1	3.7%
2	1.1%
3	2.1%
4	2.8%
5	6.6%
6	5.5%
7	12.6%
8	15.5%
9	12.8%
10	37.2%

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



Q3: Please tell us, where 10 is most important and 1 is least important how much these things matter to you – Housing and Homelessness	Percentage
1	7.1%
2	1.8%
3	3.7%
4	2.3%
5	11.7%
6	7.1%
7	11.4%
8	14.6%
9	10.3%
10	30.0%

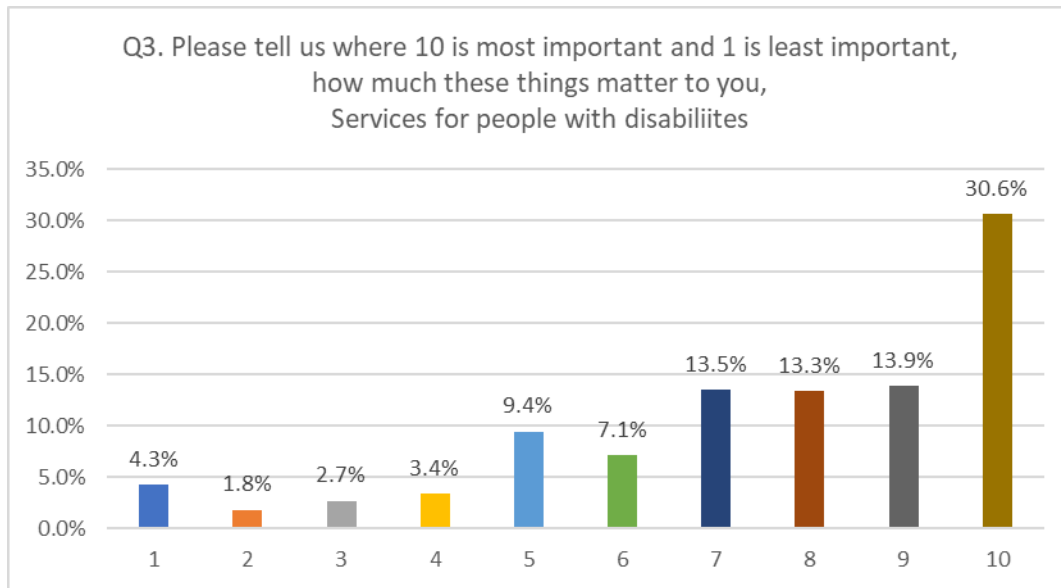
Question 3 - Leisure and Culture (Museums, Sports Centres etc) - Please tell us, where 10 is most important and 1 is least important how much these things matter to you



Graph s

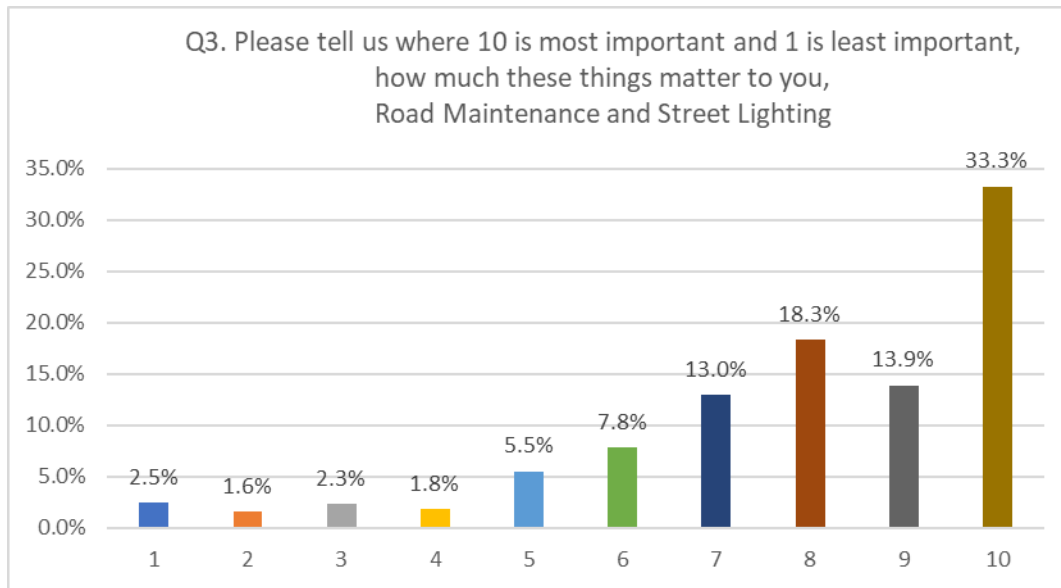
Q3: Please tell us, where 10 is most important and 1 is least important how much these things matter to you – Leisure and Culture (Museums, Sports Centres etc)	Percentage
1	7.8%
2	3.2%
3	5.2%
4	5.3%
5	13.5%
6	9.3%
7	15.3%
8	14.6%
9	9.1%
10	16.7%

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



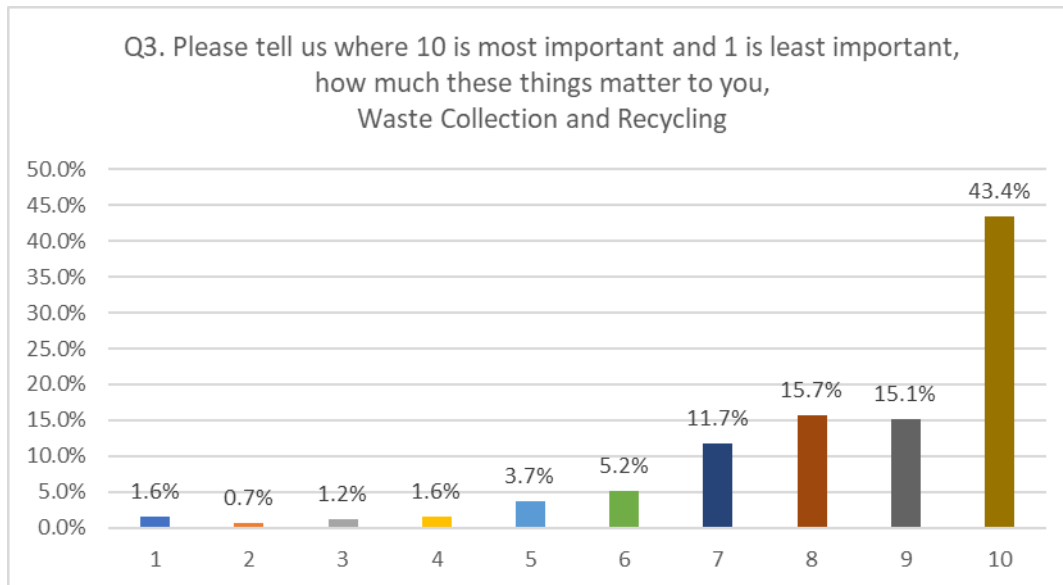
Q3: Please tell us, where 10 is most important and 1 is least important how much these things matter to you – Services for people with disabilities	Percentage
1	4.3%
2	1.8%
3	2.7%
4	3.4%
5	9.4%
6	7.1%
7	13.5%
8	13.3%
9	13.9%
10	30.6%

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



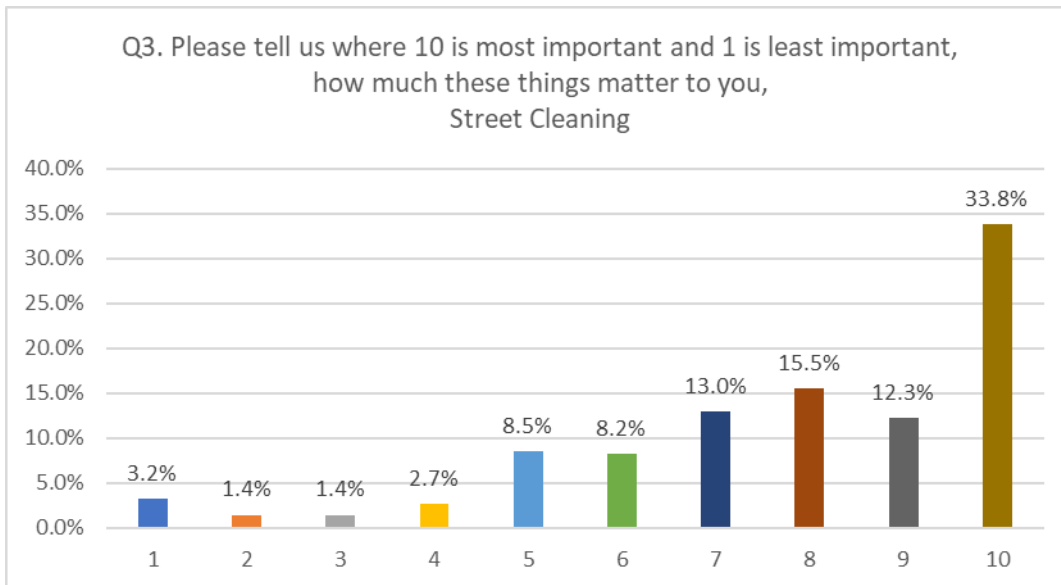
Q3: Please tell us, where 10 is most important and 1 is least important how much these things matter to you – Road Maintenance and Street Lighting	Percentage
1	2.5%
2	1.6%
3	2.3%
4	1.8%
5	5.5%
6	7.8%
7	13.0%
8	18.3%
9	13.9%
10	33.3%

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



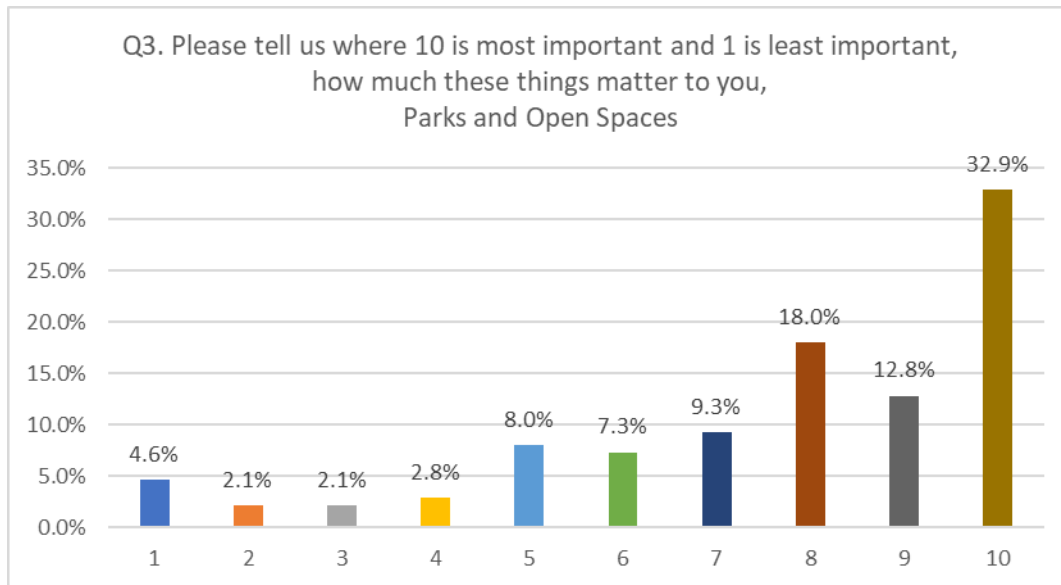
Q3: Please tell us, where 10 is most important and 1 is least important how much these things matter to you – Waste Collection and Recycling	Percentage
1	1.6%
2	0.7%
3	1.2%
4	1.6%
5	3.7%
6	5.2%
7	11.7%
8	15.7%
9	15.1%
10	43.4%

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



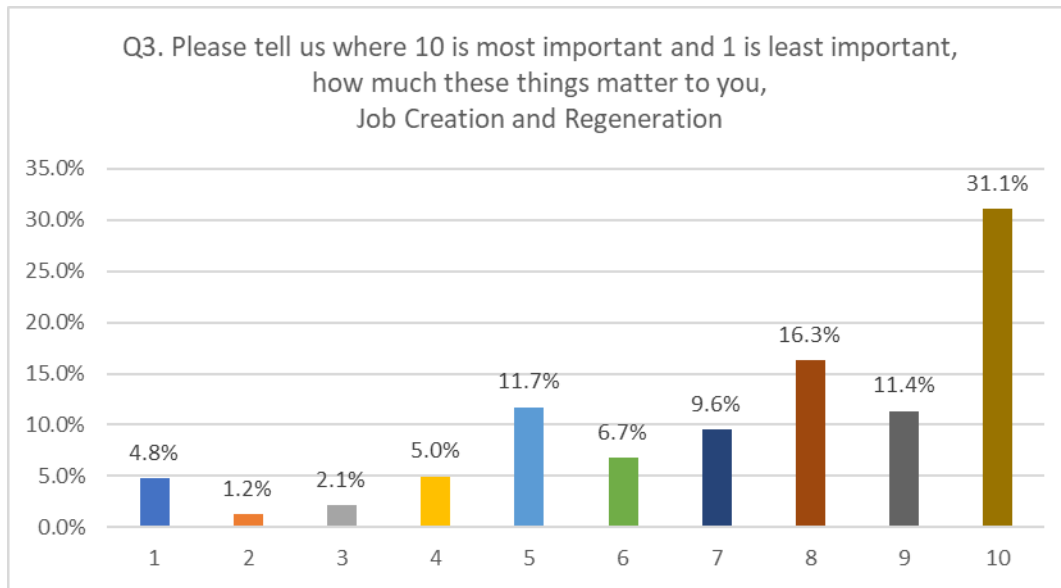
Q3: Please tell us, where 10 is most important and 1 is least important how much these things matter to you – Street Cleaning	Percentage
1	3.2%
2	1.4%
3	1.4%
4	2.7%
5	8.5%
6	8.2%
7	13.0%
8	15.5%
9	12.3%
10	33.8%

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



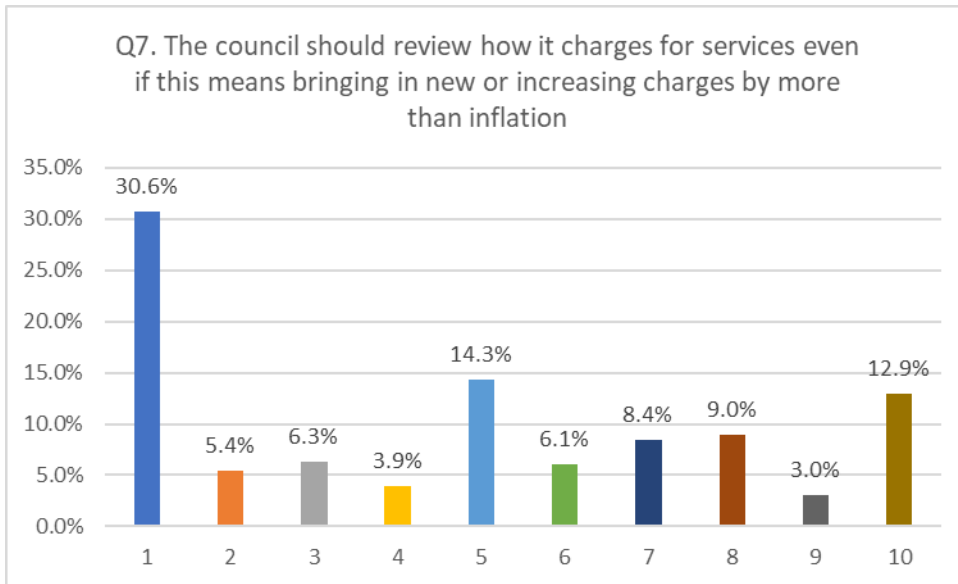
Q3: Please tell us, where 10 is most important and 1 is least important how much these things matter to you – Parks and Open Spaces	Percentage
1	4.6%
2	2.1%
3	2.1%
4	2.8%
5	8.0%
6	7.3%
7	9.3%
8	18.0%
9	12.8%
10	32.9%

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



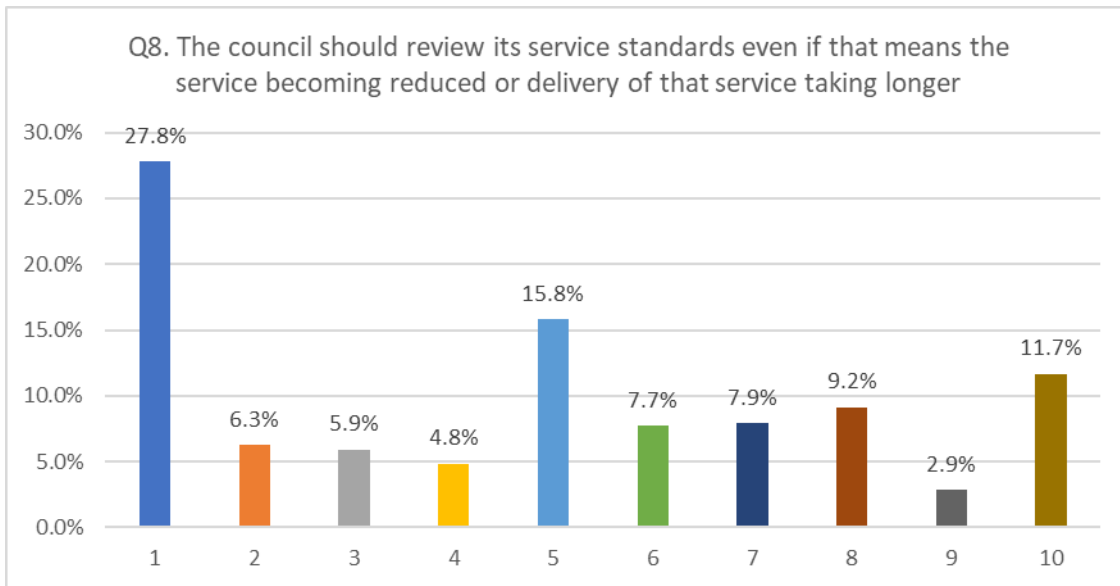
Q3: Please tell us, where 10 is most important and 1 is least important how much these things matter to you – Job Creation and Regeneration	Percentage
1	4.8%
2	1.2%
3	2.1%
4	5.0%
5	11.7%
6	6.7%
7	9.6%
8	16.3%
9	11.4%
10	31.1%

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



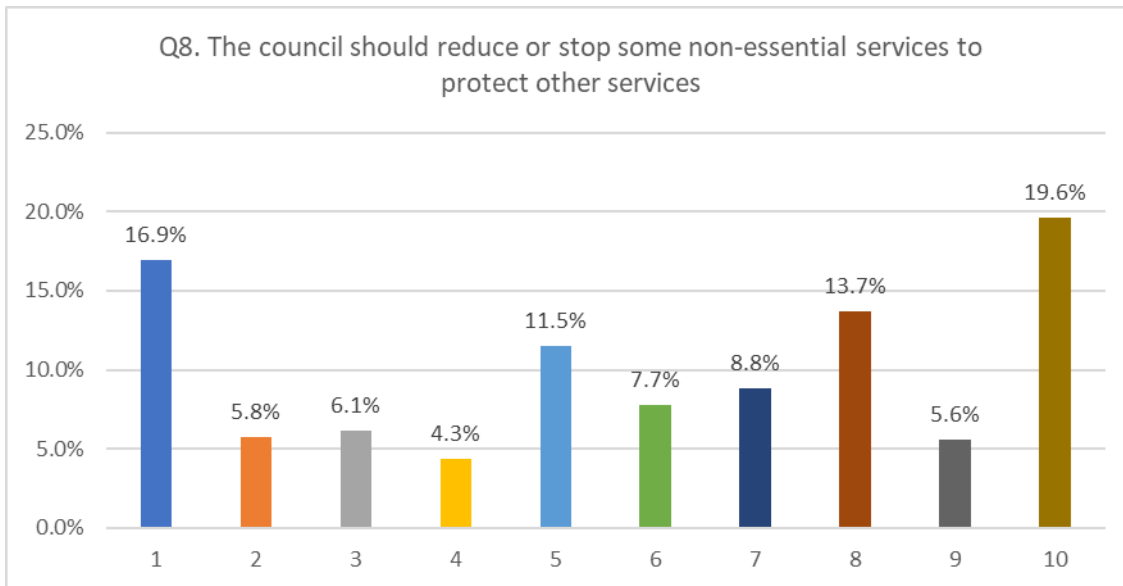
Q7: Please tell us, where 10 is “Completely Agree” and 1 is “Totally Disagree”, how much do you agree – The Council should review how it charges for services even if this means bringing in new or increasing charges by more than inflation	Percentage
1	30.6%
2	5.4%
3	6.3%
4	3.9%
5	14.3%
6	6.1%
7	8.4%
8	9.0%
9	3.0%
10	12.9%

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:



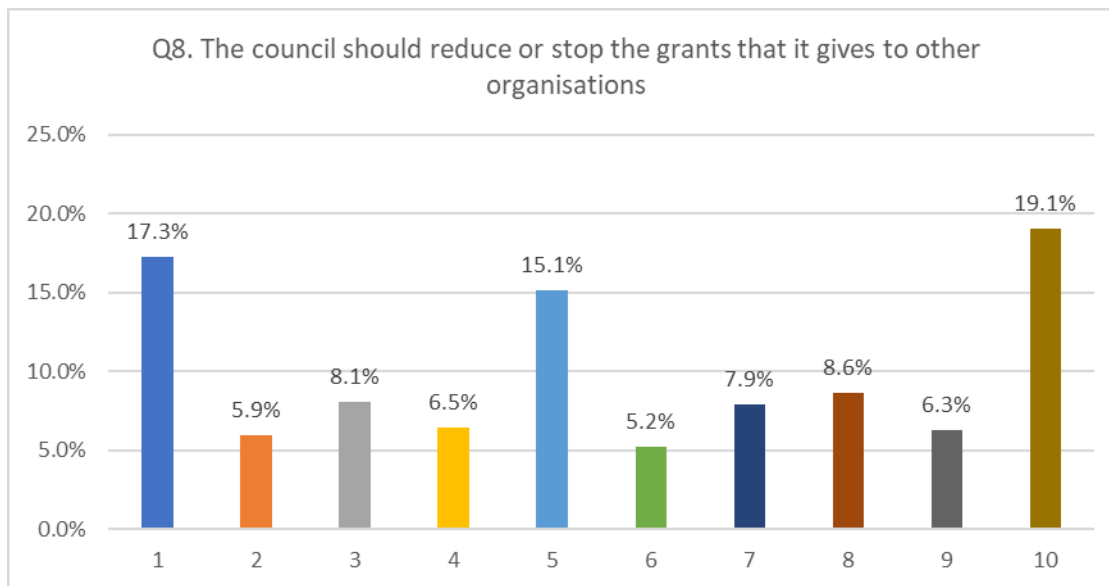
Q8: Please tell us, where 10 is “Completely Agree” and 1 is “Totally Disagree”, how much do you agree – The Council should review its service standards even if that means their service becoming reduced or delivery of that service taking longer	Percentage
1	27.8%
2	6.3%
3	5.9%
4	4.8%
5	15.8%
6	7.7%
7	7.9%
8	9.2%
9	2.9%
10	11.7%

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:



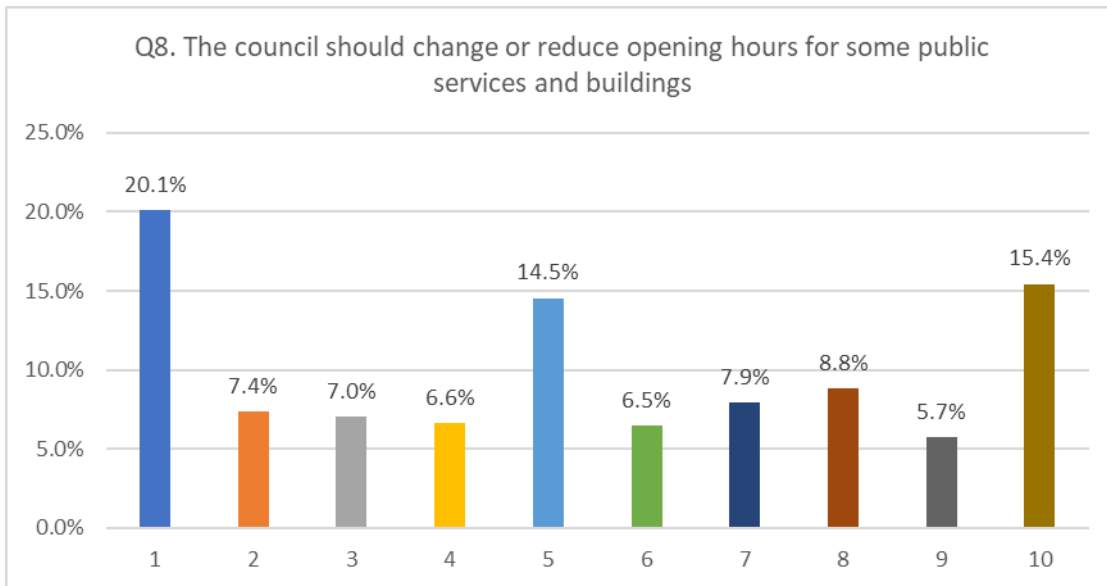
Q8: Please tell us, where 10 is “Completely Agree” and 1 is “Totally Disagree”, how much do you agree – The council should reduce or stop some non-essential services to protect other services	Percentage
1	16.9%
2	5.8%
3	6.1%
4	4.3%
5	11.5%
6	7.7%
7	8.8%
8	13.7%
9	5.6%
10	19.6%

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:



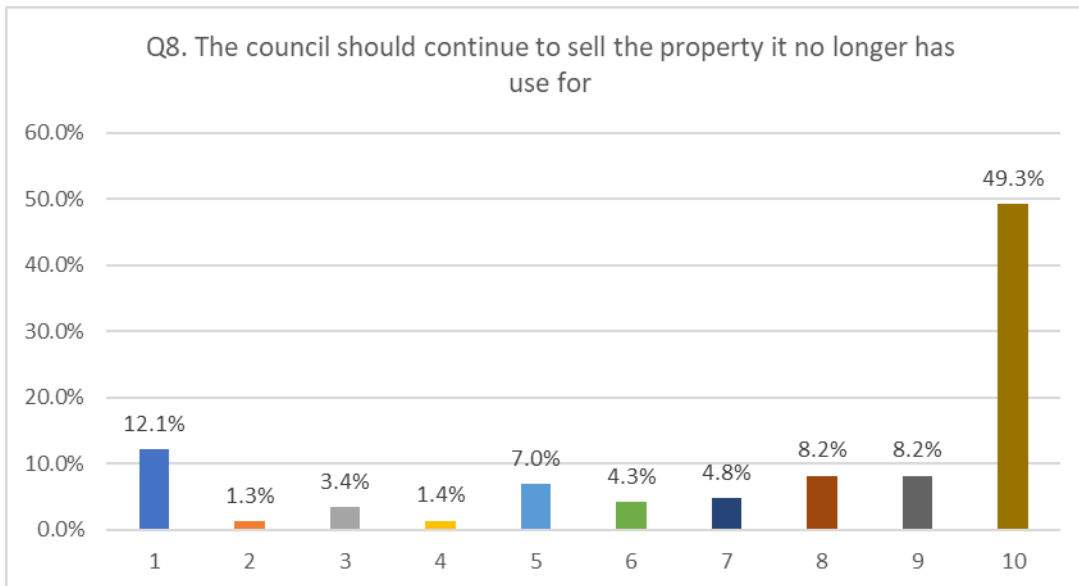
Q8: Please tell us, where 10 is “Completely Agree” and 1 is “Totally Disagree”, how much do you agree – The council should reduce or stop the grants that it gives to other organisations	Percentage
1	17.3%
2	5.9%
3	8.1%
4	6.5%
5	15.1%
6	5.2%
7	7.9%
8	8.6%
9	6.3%
10	19.1%

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:



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	Percentage
1	20.1%
2	7.4%
3	7.0%
4	6.6%
5	14.5%
6	6.5%
7	7.9%
8	8.8%
9	5.7%
10	15.4%

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:



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	Percentage
1	12.1%
2	1.3%
3	3.4%
4	1.4%
5	7.0%
6	4.3%
7	4.8%
8	8.2%
9	8.2%
10	49.3%