

# **Dundee City Council Budget Consultation Survey**

**January 2023**

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## 1.Introduction

The budget consultation survey was made available via the Council's internet site during October/November 2022. This was publicised via Dundee City Council social media networks and other local channels.

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.

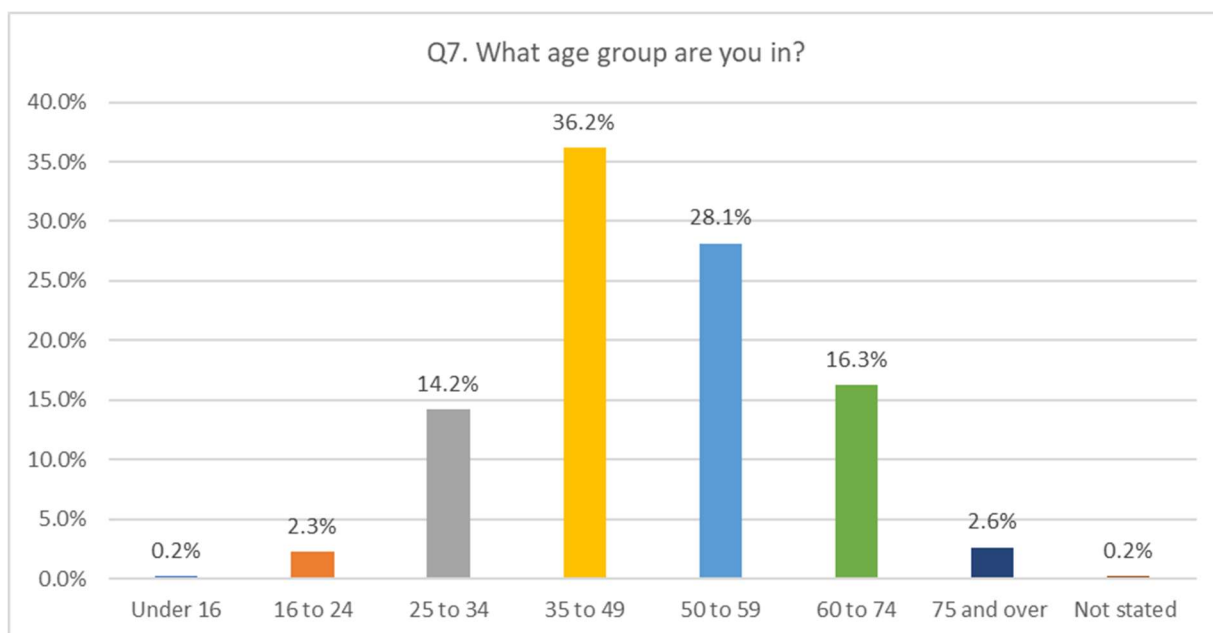
A total of 572 completed responses were received and these responses are analysed within this report.

The majority of respondents (92.0%) were residents of Dundee City and around 8% of respondents worked in Dundee City.

<b>Q6: We would like to know a little about you, are you?</b>	
Resident of Dundee	92.0%
Work in Dundee	7.7%
Other	0.3%

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 with around 53% of respondents aged under 50 years and 47% of respondents aged 50 years and over. When looking at the breakdown of respondents in more detail, 0.2% were under 16 years, 2.3% were 16 to 24 years, 14.2% were 25 to 34 years, 36.2% were 35 to 49 years, 28.1% were 50 to 59 years, 16.3% were 60 to 74 years and 2.6% were aged 75 years and over.



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

<b>Q8: Is this the first time that you have taken part in one of our consultations?</b>	<b>Percentage</b>
Yes	62.6%
No	37.4%

For 62.6% of respondents this was the first time they had taken part in a Dundee City Council (DCC) consultation whereas 37.4% of respondents 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 response was a previous budget consultation followed by Engage Dundee.

<b>Q9. If you answered "No" to the above, can you tell us what you have previously engaged in?</b>	<b>Percentage</b>
Previous budget consultation	60.3%
Engage Dundee	23.4%
Council house rent setting	9.8%
Other	3.7%
Not stated	2.8%

Responses from those who stated other included local consultation exercises such as consultations on low emission zones, the Seabraes development and the Magdalen Green footbridge.

## 2. Questions

The survey began by asking respondents about council services. A list of 10 council services were displayed and respondents were asked to rate the level of importance that they felt towards each of these on a scale of 1 to 10, with 1 being least important and 10 being most important. The services respondents were asked to rate are shown in the table below:

<b>Services</b>
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

Respondents were then asked to indicate if any of these services had become more important to them over the past year and if so, explain the reasons why they felt this way. The next question then asked respondents to indicate if any of these services had become less important to them over the past year and if so to explain the reasons why they felt this way.

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

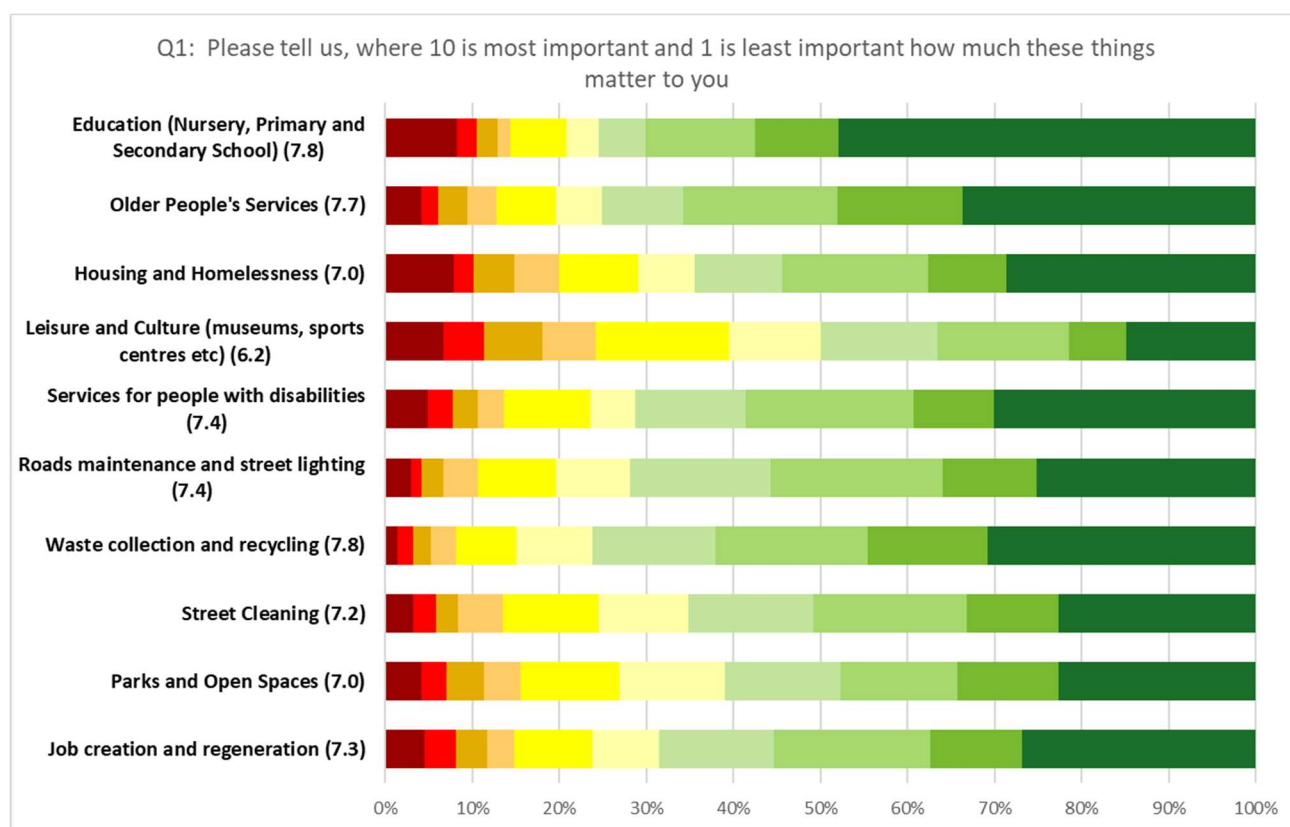
### 3.Results

#### 3.1 Question 1

Question 1 asked respondents to indicate the level of importance that they felt towards the council services listed in the survey.

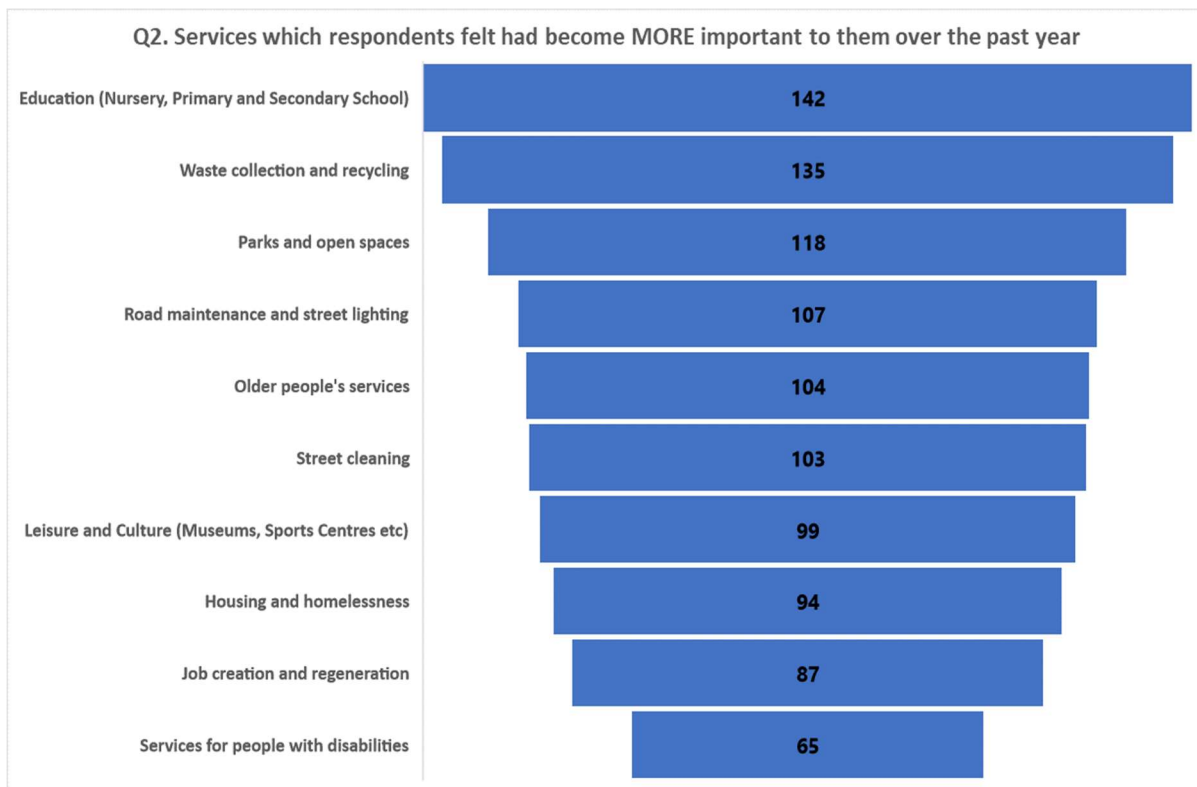
Education (Nursery, Primary and Secondary School) and Waste collection and recycling were the services which had the highest importance average scores with 7.8 each. This was followed by Older People’s Services (7.7) then Services for people with disabilities and Roads maintenance and street lighting which both had an average score of (7.4).

Leisure and Culture (museums, sports centres etc) had the lowest average score at 6.2. The average score for each service is shown in brackets in the chart below:

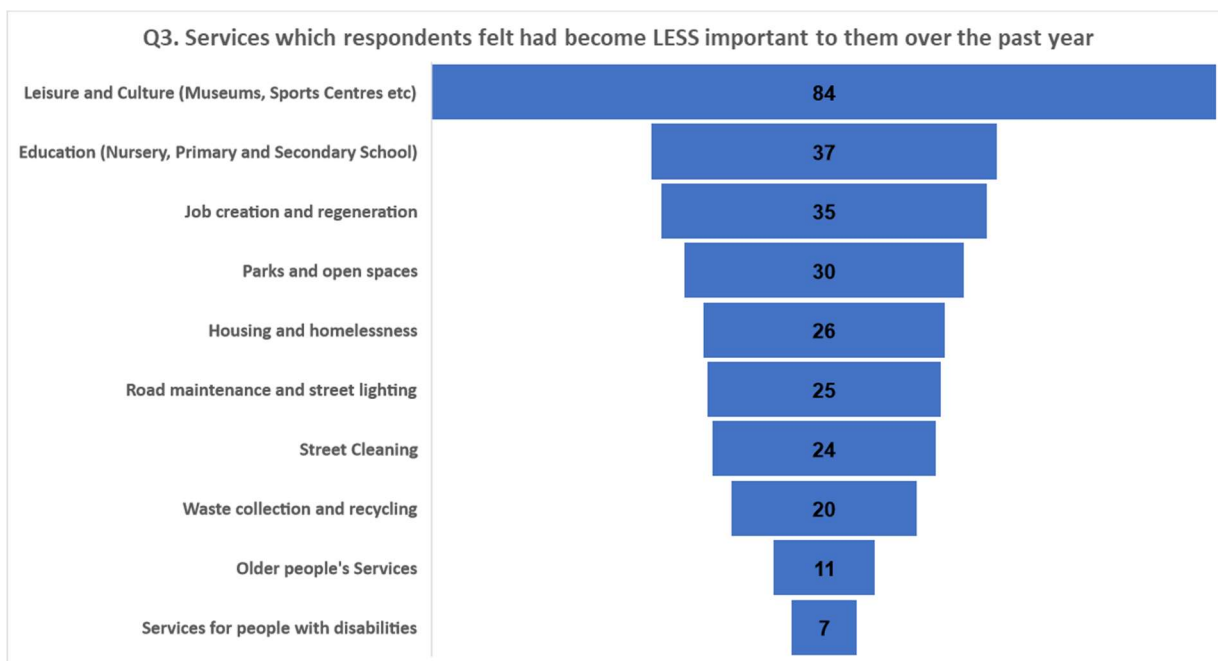


#### 3.2 Question 2 and Question 3 Tickbox Responses

Question 2 asked respondents if the any of the services listed in question 1 had become **More** important to them over the past year. 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.



Question 3 asked respondents if any of the services listed in question 1 had become **Less** important to them over the past year. The chart below shows the number of respondents who stated that a particular service had become less important to them over the past year. Please note respondents were able to choose multiple services.



### 3.3 Questions 2 and 3 Contextual Responses

Part of questions 2 and 3 asked respondents to explain their reasons why they felt a service had become more or less important to them over the past year. The following paragraphs summarises the contextual responses for each of the services listed in the questions.

#### **Education (Nursery, Primary and Secondary School)**

Those who had children/grandchildren in education gave this as a key reason for this service becoming more important to them.

Other reasons given by respondents included: Children and their education being affected by Covid-19 meant that this service had become more important in the last year. It was stated that the impact of the pandemic on the young was now becoming apparent. Respondents gave concerns about the long-term impact of the disruption during the pandemic and the impending industrial action. It was stated that it was felt that early intervention and support for young people via education is important in improving outcomes later in life.

Another reason was to ensure that the attainment gap is reduced then education must be a top priority. It was noted that if the children attending schools across the city have access to the best possible educational services, then they will be able to thrive and this will have a positive impact on the future of the city and local communities.

Those who worked within this sector felt that more funding was required to provide additional resources including more support staff and material resource. Concern was shown for the impacts on children of lower budgets.

Those who said that Education had become less important to them were respondents who had no children, or their children were no longer in education.

#### **Older People's Services**

Those who felt this was more important to them had family members who were getting older or were reaching older age themselves.

Many respondents felt that there was an increasing lack of social care staff to provide the necessary services, particularly to those at home and that lengthy waiting times for appointments or care packages is resulting in the elderly becoming more vulnerable.

Social isolation was highlighted as an ongoing concern following the pandemic resulting in reduced inclusion of elderly people in society today. The increasing provision of many services online was mentioned by respondents as being an increasing issue which contributed to isolation.

Of those who felt this had become less important, reasons given were that the third sector provided more opportunities for this age group than younger age groups or that they had no need to access such services for themselves or family members.

#### **Housing and Homelessness**

Many respondents who stated that this had become more important were on the housing waiting list or had a family member requiring housing.

The cost of private rent was highlighted as an issue in the housing market, in particular in relation to the cost-of-living crisis and being unable to afford private rent levels. Lack of social and affordable housing was indicated by a number of respondents, particularly those who were in work and had families. Those already in social housing indicated a lack of suitably sized property available for those requiring larger housing or for elderly people wishing to downsize.

Homelessness was indicated as being perceived as an increasing issue in the city which should be a top priority.

Those who felt this was less important indicated that they weren't aware of a homelessness issue or had no requirement for any housing service.

### **Leisure and Culture (Museums, Sports Centres etc)**

Respondents that felt that this had become more important highlighted that many of these services provide opportunities for families to engage in activities that is affordable and / or free at the point of use and that given the cost of living crisis it was even more important that free and affordable activities were available.

Many respondents felt that this had become more important to them due to the lack of swimming facilities available whilst the Olympia Leisure Centre is closed and the lack of suitable access to swimming elsewhere.

It was also highlighted that these services are vital for the mental health and wellbeing of many respondents, with some mentioning that increased working from home placed an increased emphasis on having facilities available for a happy and healthy life.

The importance of libraries was highlighted by those who felt that they provided a sense of community during times of hardship and that the services offered within them were of increasing importance, some stated that there should be year-round activities available and not just during the winter period. Many mentioned that they hadn't realised the importance of library facilities until they had been unable to access these during the pandemic.

Those who felt this was of less importance stated that when budgets are limited key services should be funded first such as Education, Social Services and Housing. Other reasons given were that the cost of living crisis meant many activities on offer were unaffordable therefore less of a priority and that access to good parks and open spaces was of more importance.

### **Services for people with disabilities**

Many of those who felt that this had become more important had a disability or a disabled family member.

The impact of the pandemic was highlighted as a concern by many, and it was felt that this was still having an effect on disabled people leading to social isolation, loss of service and facing increased difficulties as services had not resumed in a way that they were provided prior to the pandemic.

It was felt that people with disabilities were already at a disadvantage in the cost of living crisis due to facing higher living costs on a regular day to day basis.

Those with a disabled family member felt that continuing to fund respite care was a key priority. There were no respondents who gave a reason for this being less important.

### **Road maintenance and Street Lighting**

Those who stated that this had become more important felt that, in general, well-lit streets and decent roads and pavements are essential in the city. Many felt that current street lights are not bright enough which then impacts on safety and leads to not feeling safe to be out at night.

Potholes was given as a key reason for this being more important by respondents. Many stated that this was due to experience of costs incurred due to vehicle damage and the difficulties of cyclists who used the roads for active travel and leisure.

Respondents who felt it was less important stated that they felt this was not an issue in the areas which they lived or that, due the pressures on budgets, those services which helped the vulnerable should be a priority.

### **Waste collection and recycling**

Many respondents stated that the industrial action in this area had highlighted the importance of this service.



It was felt that more frequent collections are required and that more needs to be done to encourage and increase recycling which would result in cost savings overall as well as contributing to the response required to deal with climate change.

Many respondents stated they had issues with Eurobins, indicating that they are unsightly, misused and need to be emptied more regularly. It was felt that dealing with this issue would lessen the need for street cleaning around these areas.

Reasons given for this being less important to respondents included if recycling was improved by the majority then fewer waste collections would be required. A few also felt that industrial action had forced better waste management among households therefore the services on offer were adequate.

### **Street Cleaning**

Reasons given for this becoming more important included the view of many that the City is untidy in general which makes it uninviting as a place to live or visit. It was felt that there was a lack of visible street cleaning in local areas outwith the city centre and that litter was an issue which should be a priority. Some respondents felt that this was an area which had experienced previous budget cuts therefore it needs to become of higher priority.

It was felt that overgrown trees and weeds were an increasing issue which resulted in other issues such as the streetlights being affected.

Respondents who felt this was less important stated that, when resources are limited, other service areas are of more importance.

### **Parks and Open Spaces**

Most respondents who stated that this area had become more important to them indicated that these facilities were very important to their health and wellbeing. Many stated that increased use of these during the pandemic had continued or that due to becoming older or being a grandparent their use of these had increased.

Some mentioned that the cost of living crisis meant these services were of more importance as somewhere free to access for all. It was also felt that increased grass cutting and maintenance was required to keep areas tidy and usable.

Respondents who stated that they felt this was less important to them said this was due to Dundee having many parks and open spaces which were well maintained and accessible. It was also indicated that, whilst great for the health and well-being of the city public, it seems more of a priority to divert funds to help vulnerable people in need of basics.

### **Jobs creation and regeneration**

Many respondents who were looking for employment or had a family member looking for employment felt that this had become more important to them. The main reasons given by respondents for the importance of this service included that many businesses had been affected by the pandemic and were now struggling in the current economic climate.

It was stated also that for those seeking employment many jobs available are unskilled and low paid. It was felt that better quality jobs are required for those who live within the city but also for the graduates to avoid them leaving the city to work elsewhere.

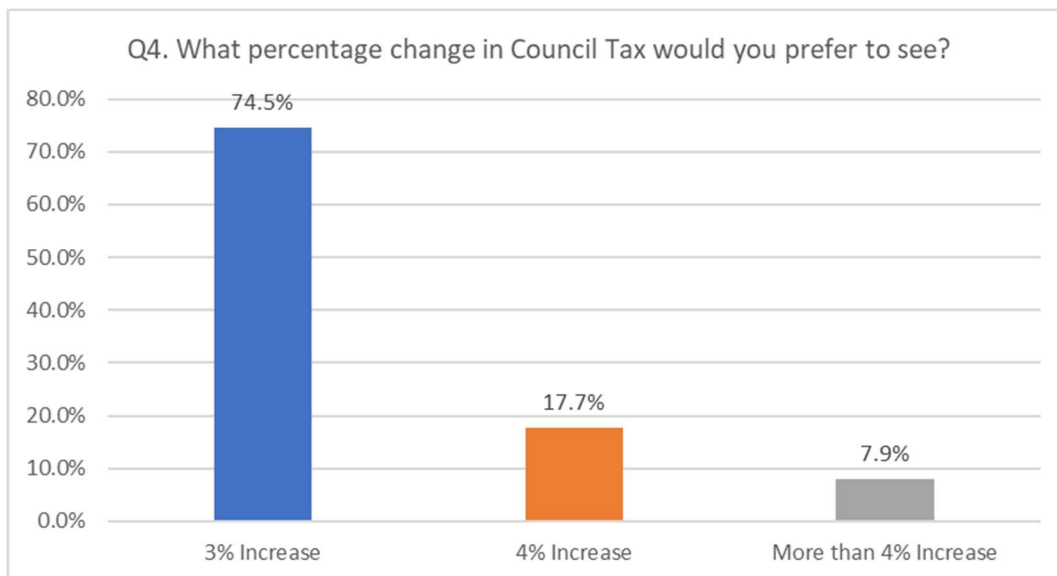
Some highlighted that the regeneration momentum needed to continue to attract investment and thus the city. Respondents felt that given the cost of living crisis it was more vital than ever to create jobs for those in need.

Those who felt that this area had become less important stated that they felt that adequate job opportunities were available however there was a lack of skilled workforce available to employers due to Brexit and that many people were stuck within the benefit system with no incentive to work.

### 3.4 Question 4

Question 4 asked respondents what percentage change in Council Tax was preferable. The Council's medium term financial strategy includes increasing Council Tax by at least 3% each year.

The chart below shows that 74.5% stated they would prefer to see a 3% increase in Council Tax, 17.7% stated that they would prefer a 4% increase and 7.9% would prefer to see more than a 4% increase.



### 3.5 Question 5

Question 5 asked respondents to rate their opinion on a number of statements in relation to how the council could save money by reducing or stopping some of the services it currently provides. Respondents were asked to rate each statement on a scale of 1 to 10, where 1 is totally disagree and 10 is completely agree. The statements were:

- 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 "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 8.3. The statement, "The council should reduce or stop some non-essential services to protect other services" had second highest average score (6.5).

This was followed by the statements

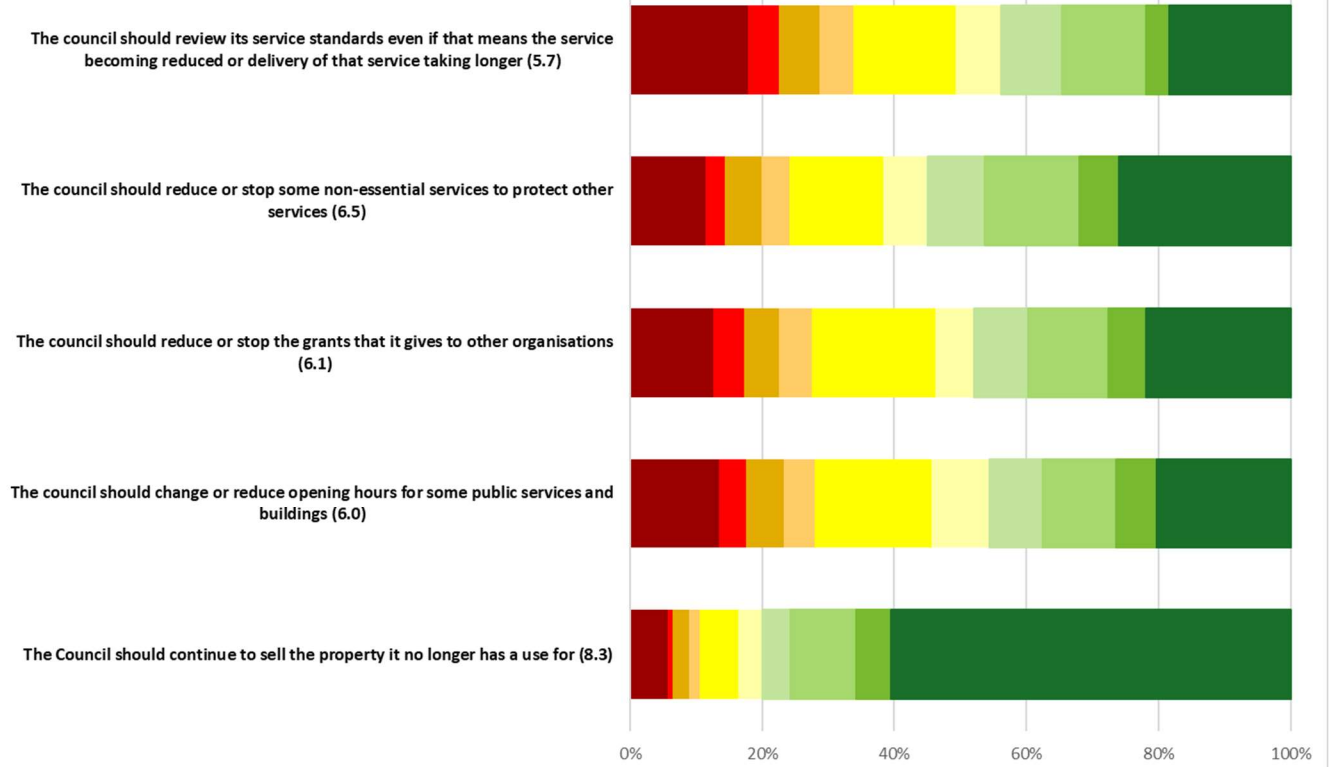
"The council should reduce or stop the grants that it gives to other organisations (6.1)

"The council should change or reduce opening hours for some public services and buildings (6.0)

"The council should review its service standards even if that means the service becoming reduced or delivery of that service taking longer" (5.7).

The chart below shows the responses to each of the statements, the average score for each statement is shown in brackets.

**Q5. Please indicate your level of agreement where 10 is completely agree and 1 is totally disagree**



## Appendix – Full Results for Questions 1 and 5

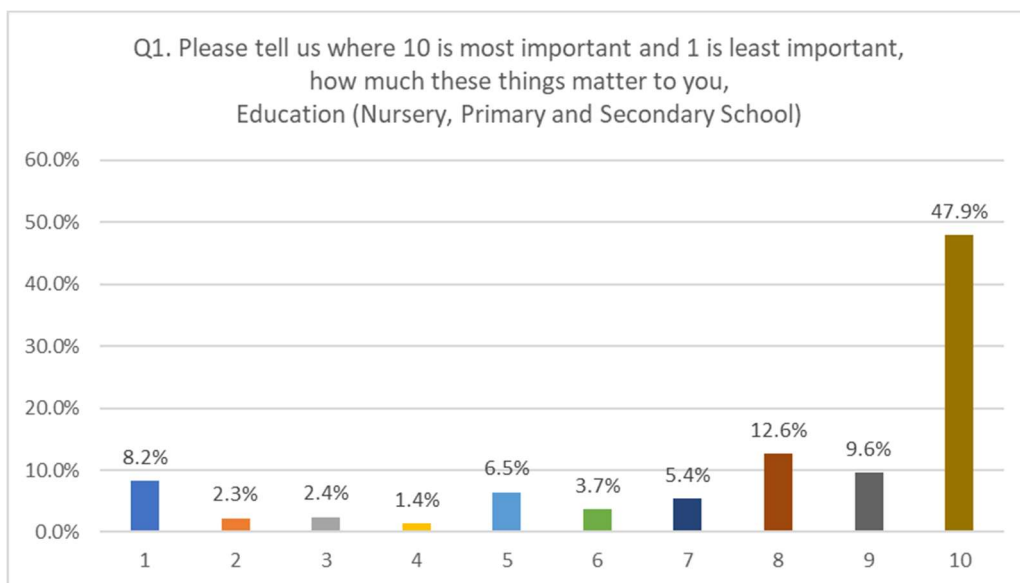
**Q1. Percentage of those who strongly agreed (number 10 option on the scale of importance) that these services/themes were most important to them**

Service/Theme Area	%
Education (nursery, primary and secondary school)	47.9%
Older people's services	33.7%
Housing and Homelessness	28.7%
Leisure and Culture (museums, sports centres etc)	14.9%
Services for people with disabilities	30.1%
Roads maintenance and street lighting	25.2%
Waste collection and recycling	30.8%
Street cleaning	22.7%
Parks and open spaces	22.7%
Job creation and regeneration	26.9%

**Q1. Percentage of those who strongly disagreed (number 1 option on scale of importance) that These services/themes were most important to them**

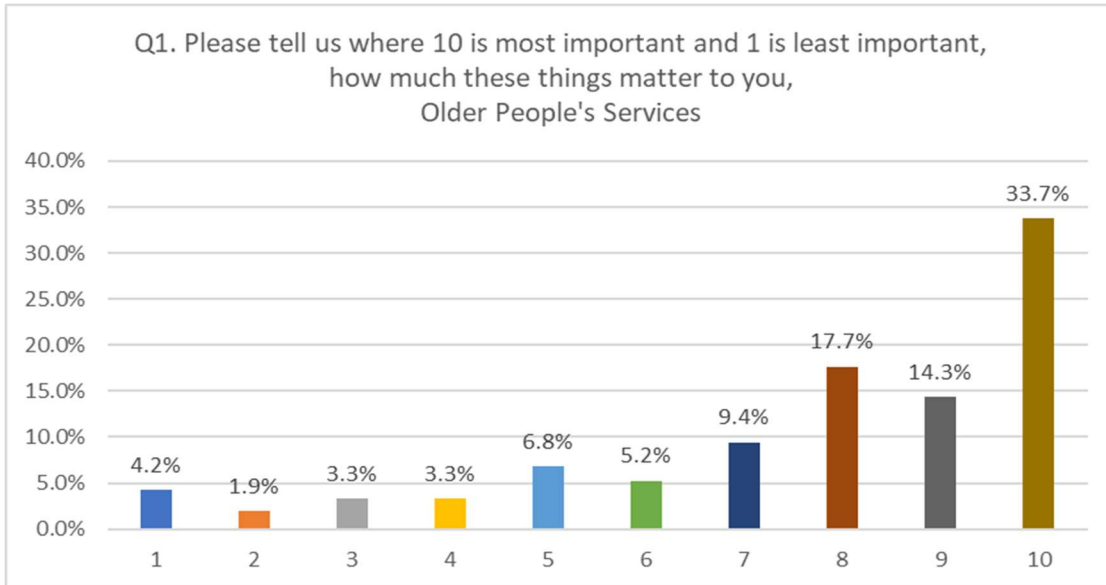
Service/Theme Area	%
Education (nursery, primary and secondary school)	8.2%
Older people's services	4.2%
Housing and Homelessness	7.9%
Leisure and Culture (museums, sports centres etc)	6.6%
Services for people with disabilities	4.9%
Roads maintenance and street lighting	3.0%
Waste collection and recycling	1.4%
Street cleaning	3.1%
Parks and open spaces	4.2%
Job creation and regeneration	4.5%

**Question 1 - 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**



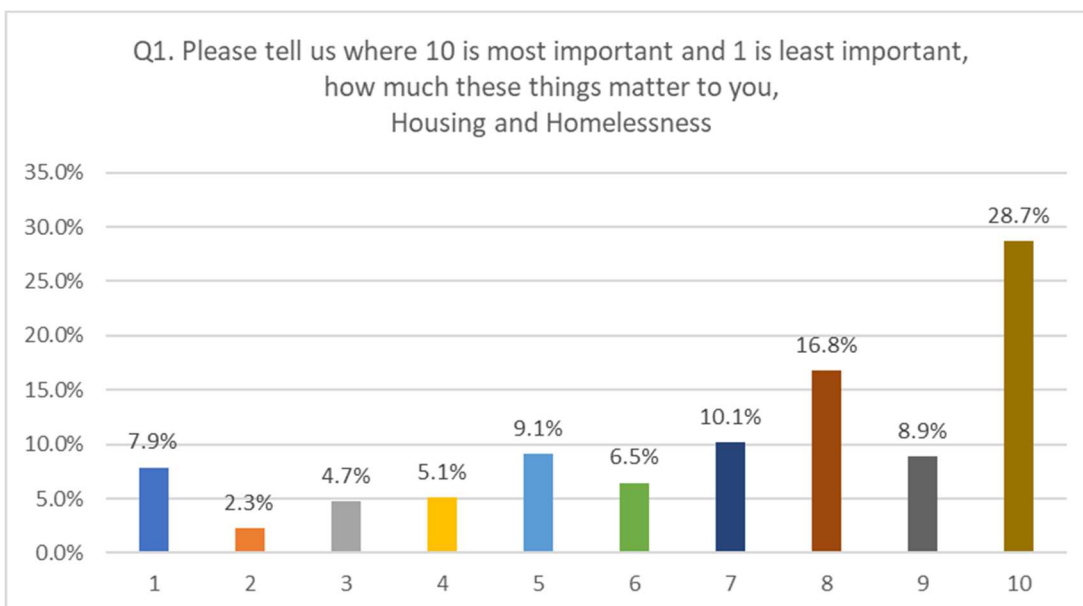
<b>Q1: Please tell us, where 10 is most important and 1 is least important how much these things matter to you – Education (Nursery, Primary and Secondary School)</b>	<b>Percentage</b>
1	8.2%
2	2.3%
3	2.4%
4	1.4%
5	6.5%
6	3.7%
7	5.4%
8	12.6%
9	9.6%
10	47.9%

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



Q1: 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	4.2%
2	1.9%
3	3.3%
4	3.3%
5	6.8%
6	5.2%
7	9.4%
8	17.7%
9	14.3%
10	33.7%

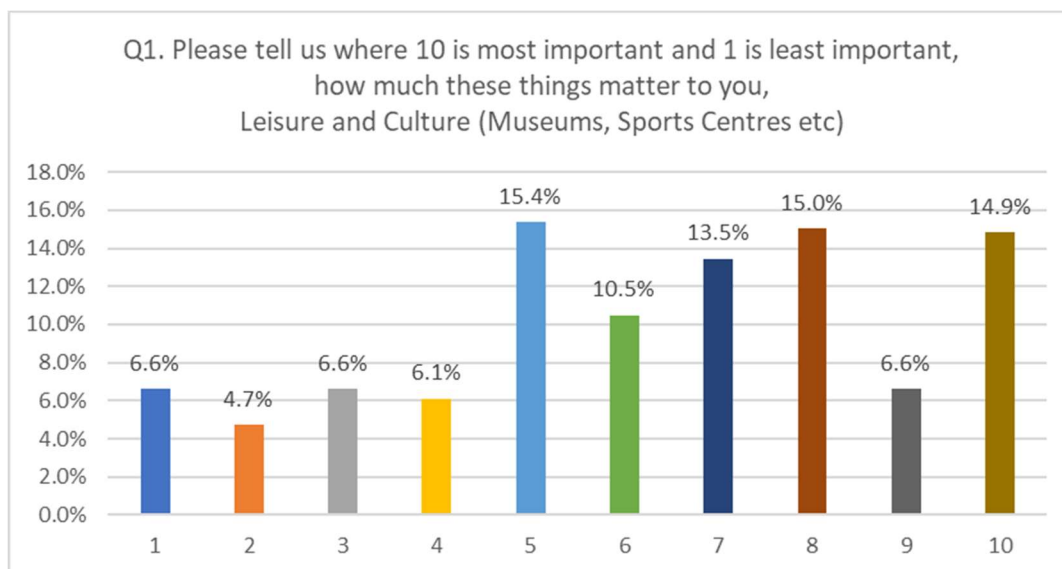
**Question 1 - Housing and Homelessness - Please tell us, where 10 is most important and 1 is least important how much these things matter to you**



Q1: 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	7.9%

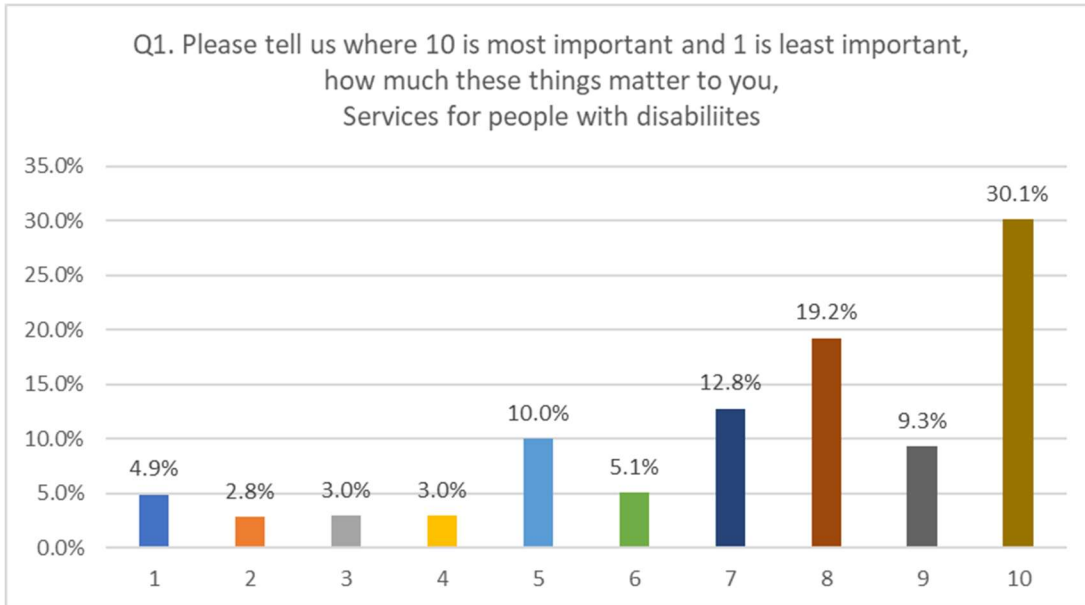
2	2.3%
3	4.7%
4	5.1%
5	9.1%
6	6.5%
7	10.1%
8	16.8%
9	8.9%
10	28.7%

**Question 1 - 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**



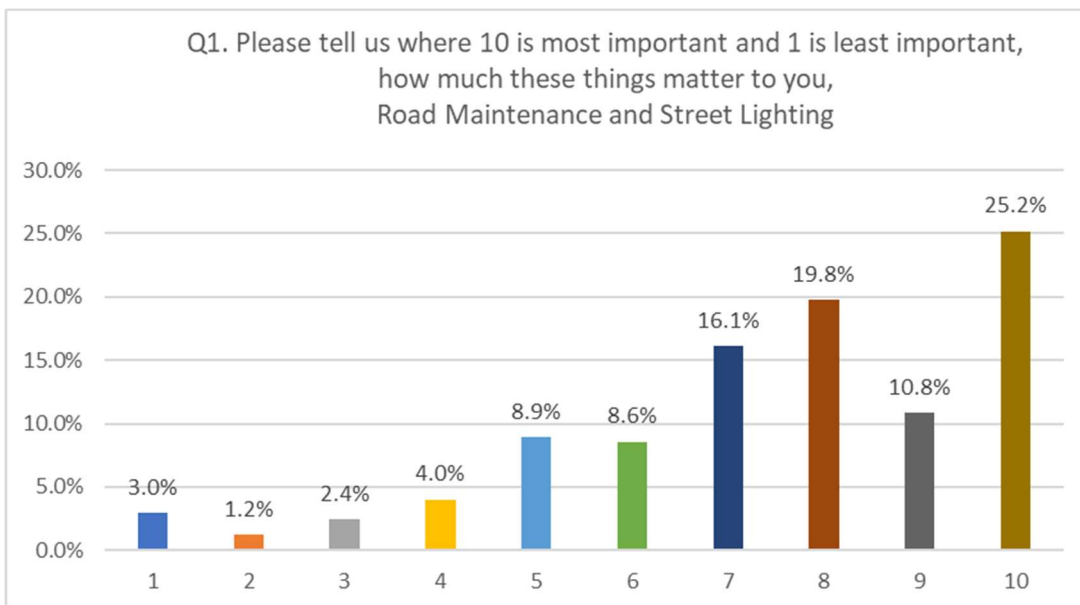
Q1: Please tell us, where 10 is most important and 1 is least important how much these things matter to you – Leisure and Culture (Museums, Sports Centres etc)		Percentage
1		6.6%
2		4.7%
3		6.6%
4		6.1%
5		15.4%
6		10.5%
7		13.5%
8		15.0%
9		6.6%
10		14.9%

**Question 1 – 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**



Q1: 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	4.9%
2	2.8%
3	3.0%
4	3.0%
5	10.0%
6	5.1%
7	12.8%
8	19.2%
9	9.3%
10	30.1%

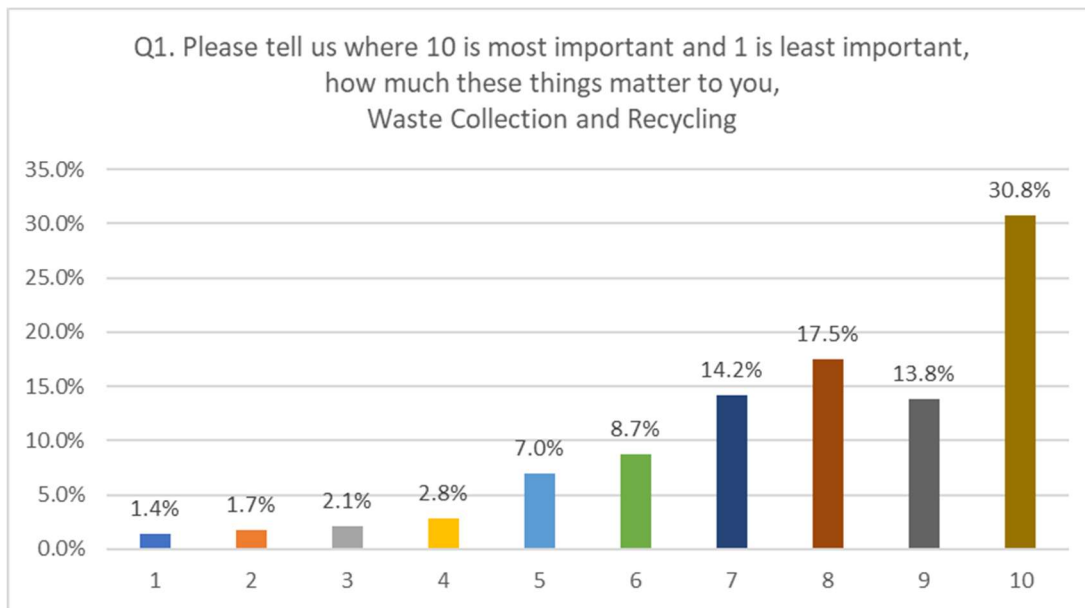
**Question 1 - Road Maintenance and Street Lighting - Please tell us, where 10 is most important and 1 is least important how much these things matter to you**





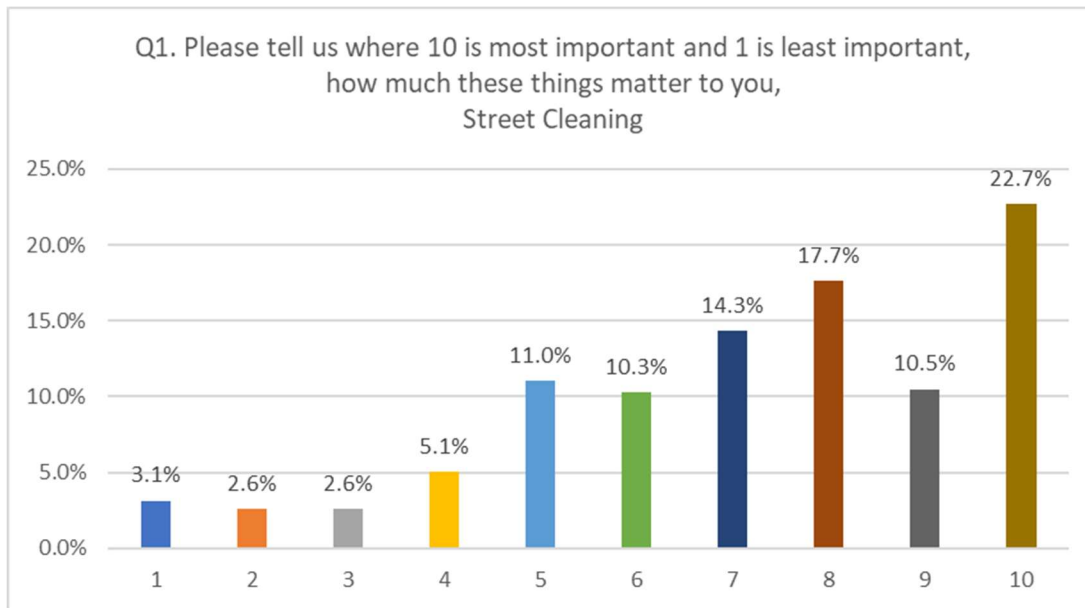
<b>Q1: Please tell us, where 10 is most important and 1 is least important how much these things matter to you – Road Maintenance and Street Lighting</b>	<b>Percentage</b>
1	3.0%
2	1.2%
3	2.4%
4	4.0%
5	8.9%
6	8.6%
7	16.1%
8	19.8%
9	10.8%
10	25.2%

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



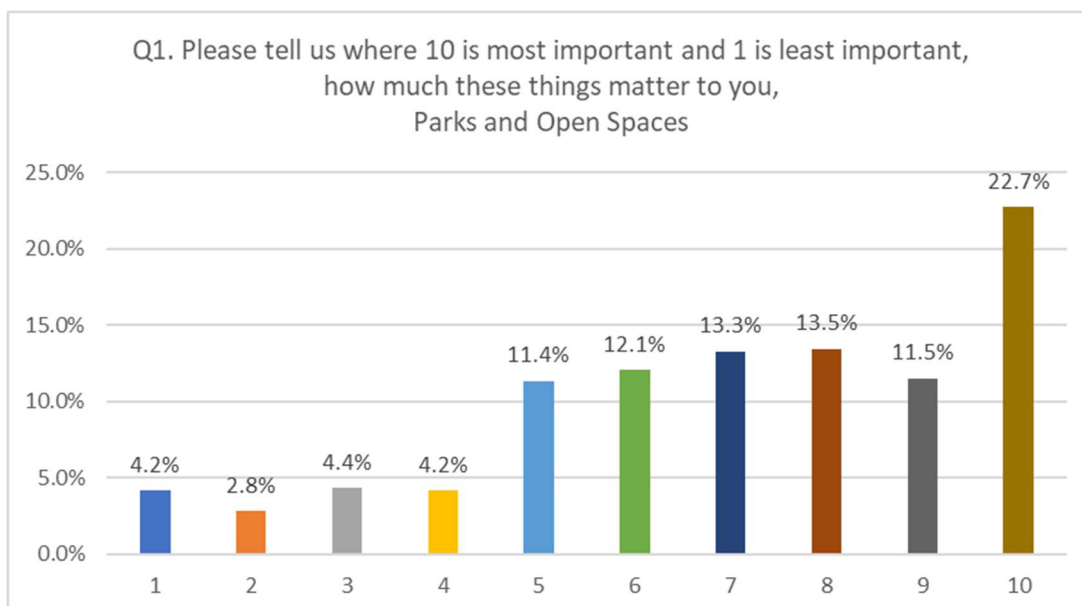
<b>Q1: Please tell us, where 10 is most important and 1 is least important how much these things matter to you – Waste Collection and Recycling</b>	<b>Percentage</b>
1	1.4%
2	1.7%
3	2.1%
4	2.8%
5	7.0%
6	8.7%
7	14.2%
8	17.5%
9	13.8%
10	30.8%

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



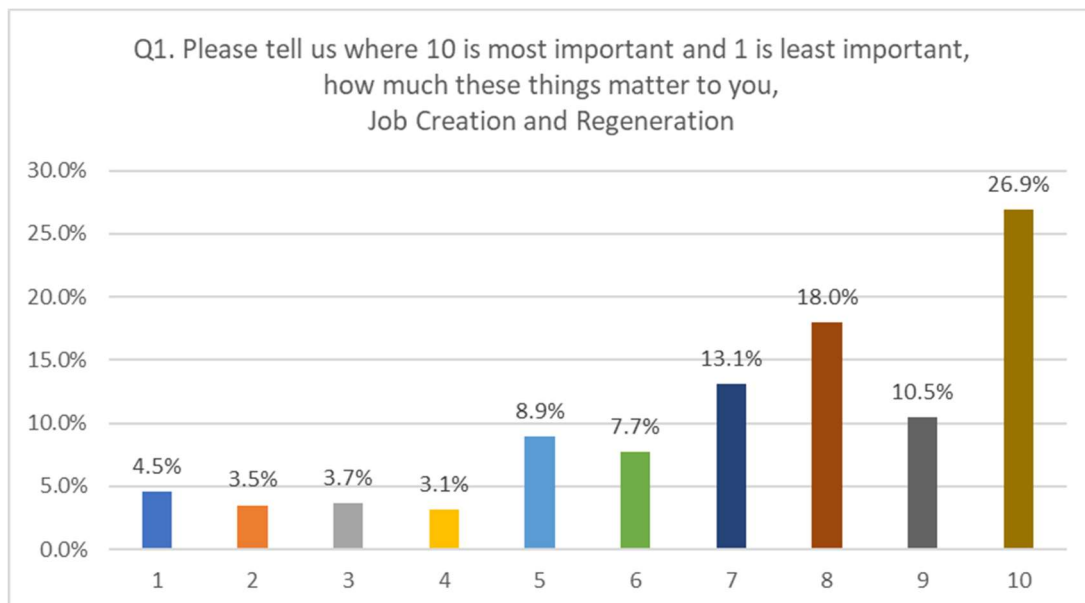
Q1: Please tell us, where 10 is most important and 1 is least important how much these things matter to you – Street Cleaning	Percentage
1	3.1%
2	2.6%
3	2.6%
4	5.1%
5	11.0%
6	10.3%
7	14.3%
8	17.7%
9	10.5%
10	22.7%

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



Q1: 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	4.2%
2	2.8%
3	4.4%
4	4.2%
5	11.4%
6	12.1%
7	13.3%
8	13.5%
9	11.5%
10	22.7%

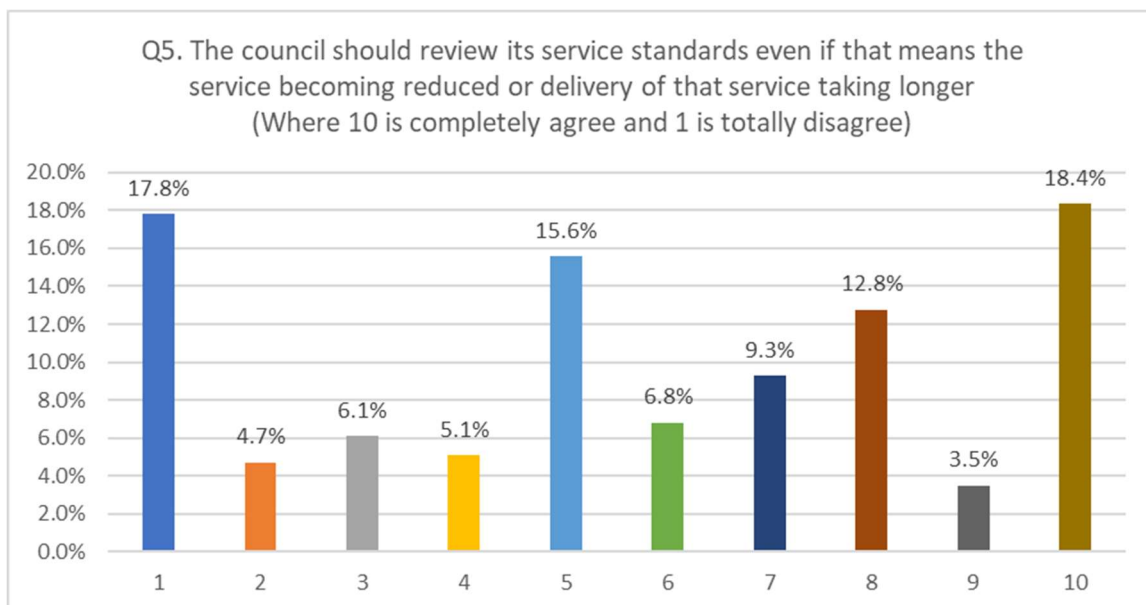
**Question 1 - Job Creation and Regeneration - Please tell us, where 10 is most important and 1 is least important how much these things matter to you**



Q1: 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	4.5%
2	3.5%
3	3.7%
4	3.1%
5	8.9%
6	7.7%
7	13.1%
8	18.0%
9	10.5%
10	26.9%

**Question 5: 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 statement:**

**“The Council should review its service standards even if that means the service becoming reduced or delivery of that service taking longer”**

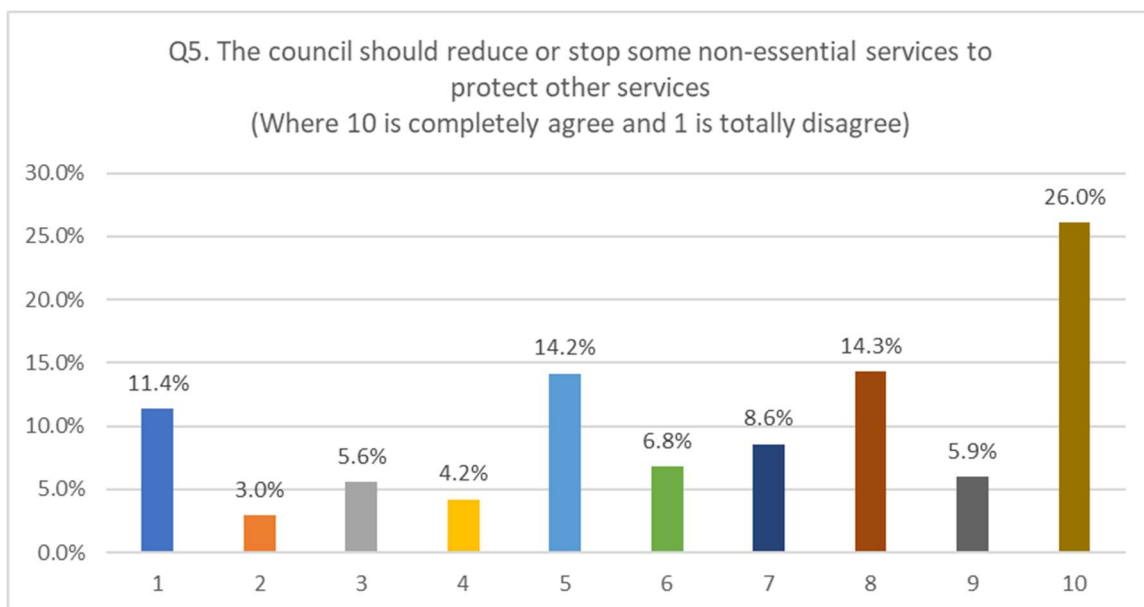


<b>Q5: Please tell us, where 10 is “Completely Agree” and 1 is “Totally Disagree”, how much do you agree – “The council should review its service standards even if that means the service becoming reduced or delivery of that service taking longer”</b>	<b>Percentage</b>
1	17.8%
2	4.7%
3	6.1%
4	5.1%
5	15.6%
6	6.8%
7	9.3%

8	12.8%
9	3.5%
10	18.4%

**Question 5: 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 statement**

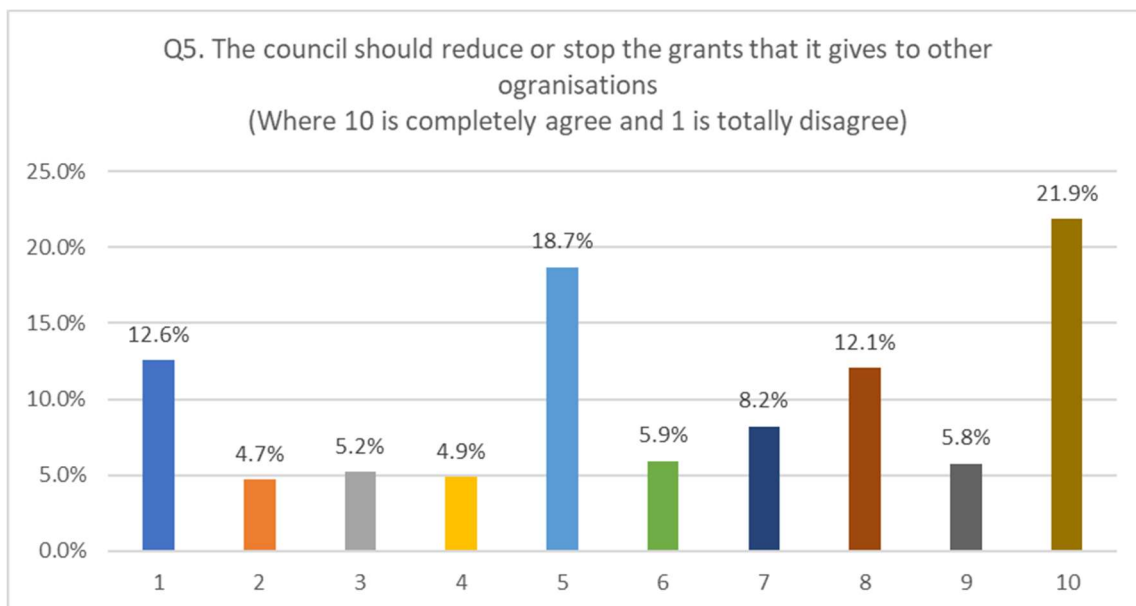
**“The Council should reduce or stop some non-essential services to protect other services”**



<b>Q5: 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	11.4%
2	3.0%
3	5.6%
4	4.2%
5	14.2%
6	6.8%
7	8.6%
8	14.3%
9	5.9%

**Question 5: 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 statement**

**“The council should reduce or stop the grants that it gives to other organisations”**

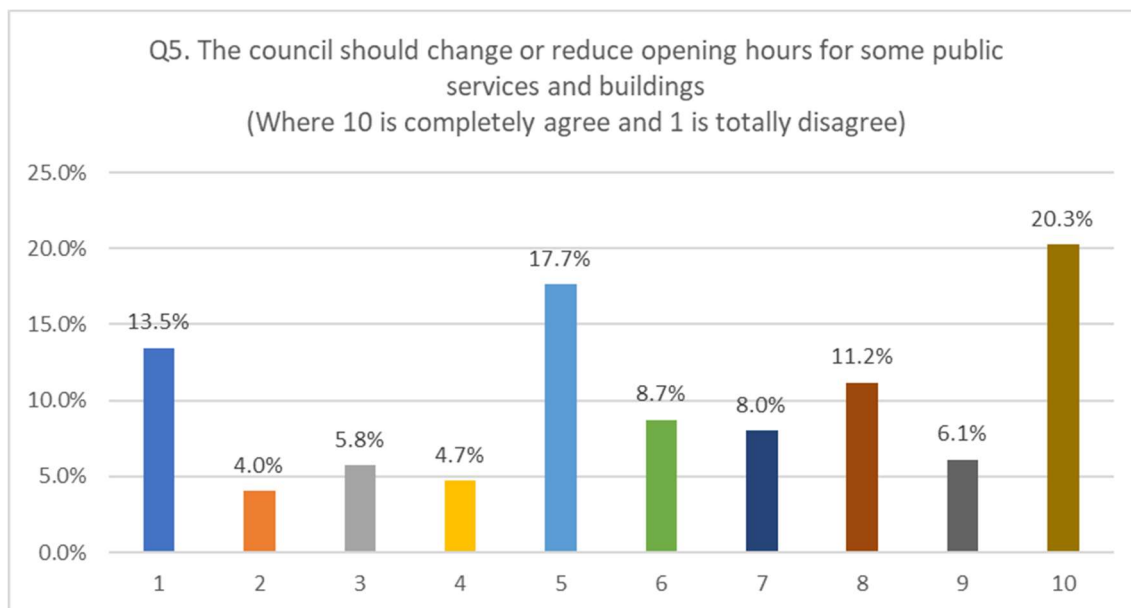


Q8: Please tell us, where 10 is “Completely Agree” and 1 is “Totally Disagree”, how much do you agree – “The council should reduce or stop the grants that it gives to other organisations”	Percentage
1	12.6%
2	4.7%
3	5.2%
4	4.9%
5	18.7%
6	5.9%
7	8.2%
8	12.1%

9	5.8%
10	21.9%

**Question 5: 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 statement**

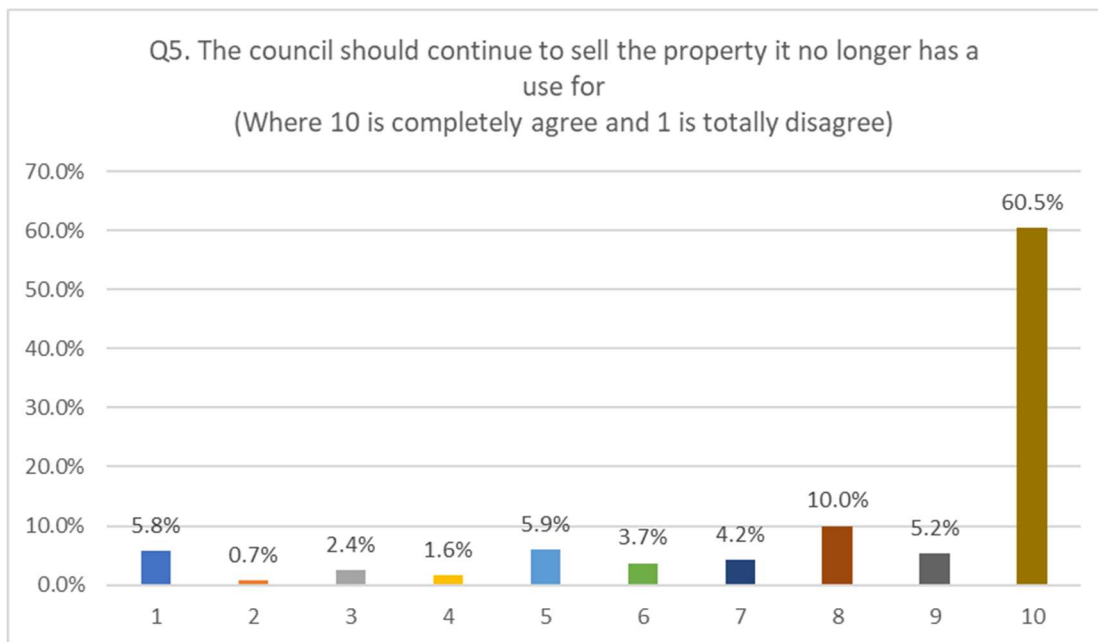
**“The council should change or reduce opening hours for some public services and buildings”**



Q5: 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	13.5%
2	4.0%
3	5.8%
4	4.7%
5	17.7%
6	8.7%
7	8.0%
8	11.2%
9	6.1%

**Question 5: 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 statement**

**“The council should continue to sell the property it no longer has a use for”**



Q5: 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	5.8%
2	0.7%
3	2.4%
4	1.6%
5	5.9%
6	3.7%
7	4.2%



8	10.0%
9	5.2%
10	60.5%