

Appendix B
**Business Plan and Budget
Consultation**
Consultation Findings

**February 2014
Consultation
Communications**

SECTION 1

Executive Summary

1. EXECUTIVE SUMMARY

This report sets out the detailed findings from the Business Plan and Budget consultation, 2014/15 - 2015/16.

1.1 Summary of approach to Business Plan Consultation

This year there were two phases to the consultation:

- Phase One: Residents' Perception Survey (September 2013 – October 2013)
- Phase Two: Business Plan and Budget Consultation (8th November 2013 – 31st January 2014)

A summary of the results from the Residents' Perception Survey can be found in Appendix 1 of this report.

This report sets out detailed findings from phase two, which consisted of two strands:

- General Consultation on the Council's Business Plan and proposed budget for 2014- 2015
- Delivery Units service-specific consultations where the council has indicated there will be variations to services in the budget proposals for 2014/15.

A summary of the key findings are outlined on the following pages. The results will be used to inform the development of next year's final decisions on the Council's Business Plan and Budget for 2014 - 2015. Detailed findings can be found under sections 2 and 3 of this report.

1.2. GENERAL CONSULTATION ON THE COUNCIL'S PROPOSED BUSINESS PLAN AND BUDGET FOR 2014 -15

The general consultation) consisted of an online survey published on <http://engage.barnet.gov.uk/> . Paper copies were made available on request. In order to boost the response to the survey and ensure the council heard the views of a representative sample, the survey was also sent to the Citizens' Panel¹.

In total 497 surveys were completed, 443 were completed by the Citizens' Panel and 54 completed by the general public via the open online web survey.

The Citizens' Panel response was also weighted to ensure that the achieved sample was representative of the borough's population. As the web survey has only received a total response of 54, the **web findings should be treated with caution** due to the small sample size. The findings have therefore been reported on separately, so that comparisons can be made with the larger representative sample of the Citizens' Panel and the open online web survey.

¹ The **core** panel is made up of 1500 Barnet residents, selected to be representative of the adult population of the borough in terms of ward, age, gender, ethnicity, housing tenure, faith and disability

1.2.1 GENERAL CONSULTATION SUMMARY OF KEY FINDINGS

➤ **Council's overall approach to budget**

Respondents were asked how much they agreed or disagreed with the council's proposed business plan in terms of balance between efficiency savings, income generation, and cuts to services.

The majority of Citizens' Panel members agreed that the council has got the right balance in terms of efficiency savings, increased revenue and reductions to services, with three fifths agreeing (63 per cent, 16 per cent strongly agreed and 47 per cent agreed).

Conversely, those responding to the open online web survey were much less likely to agree with the council's approach. Just under two fifths (39 per cent, 21 out of 54 respondents) agreed that the council has got the right balance.

It is clear that the larger representative sample of the Citizens' Panel are much more likely to agree with the council's approach to its business plan compared to the smaller sample that responded to the open online survey on the web; the difference of those agreeing between the two samples equates to a 38 percentage point difference.

The five top most commonly mentioned reasons for their answers were:

Agree:

- *'Like that the council is trying to improve efficiency'* (nine per cent of the Panel sample, not mentioned by the open online web survey)
- *'Looks right / Sympathetic / Agree Right Balance'* (mentioned by nine per cent of the Panel sample, and six per cent of open online web survey)
- *'Agree to cut salaries/ Cut number of people on high salaries'* (eight per cent of the Panel sample, and four per cent of open web survey)
- *'Saving is always a good thing / Reduction of unnecessary spending is a good thing'* (mentioned by six per cent of the Panel sample, the open online web survey did not mention this).

Disagree:

- *'Want less of a reduction in services / Do not cut back 'too much'/ Concerned about the effect on service'* (17 per cent of the Panel sample, 11 per cent of open web survey)

➤ **Council's proposal to cut council tax by one per cent next year**

Again, the Citizens' Panel sample were much more likely to agree with the proposal to cut council tax by one per cent next year compared to those responding to the open online web survey (a 31 percentage point difference).

The vast majority of Citizens' Panel members welcome a cut in council tax next year, with nearly three quarters agreeing (71 per cent, of which 44 per cent strongly agreed and 27 per cent agreed).

Conversely, those responding to the open online web survey, just under half of the respondents agreed (49 per cent, 24 out of 49 respondents) with the proposal to cut council tax by one per cent next year. Around two fifths of the web survey respondents indicated they disagreed with the proposal (39 per cent, 19 out of 49 respondents), and the remainder said they were neutral (12 per cent).

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The five top most commonly cited reasons for their responses were:

Agree:

- *Pleased /The right plan / Any saving is helpful / Praise*. (15 per cent of the Citizens' Panel sample, four per cent of open online web survey).
- *'Good for pensioners / those on low income/ on fixed income'* (mentioned by 11 per cent of the Panel sample, and not mentioned by the open online web survey)

Disagree:

- *Use the savings to improve / Increase services*' (eight per cent of the Panel sample, four per cent of open web survey)
- *Do not cut services / Concern about effect on services*' (eight per cent of the Panel sample, four per cent of open web survey)
- *'Would have been satisfied with a freeze'* (seven per cent of the Panel sample and six per cent of the open web survey).

➤ **Priorities the council has identified within each Delivery Unit**

In terms of individual Delivery Unit priorities, the vast majority of respondents agreed with most of the priorities the Delivery Units have identified for 2014/15. More of a majority was experienced with the Citizens' Panel, with around four fifths or more agreeing with many of the priorities; whereas the open online web respondents, although supportive, were less enthusiastic in their level of agreement. In particular with reference to the Street Scene priority **'Continue with the development of better local relationships with residents around initiatives such as Friends of Parks, Adopt a Street and Pledgebank to give residents an opportunity to improve their local area'**, only two fifths (43 per cent) of the online web survey sample agreed with this priority. In contrast, almost four fifths (79 per cent) of the Citizens' Panel agreed with this priority. However, the open online web respondents, rather than disagree, were more likely to be neutral or indicate they did not know.

The theme of protecting the vulnerable that was apparent in Phase one of the Priorities Spending Review consultation, was clearly evident in the responses to this consultation, with the highest level of agreement experienced for those priorities within Adults and Communities and Children's Service **that seek to protect the vulnerable and that keep residents safe**.

This was also reflected when respondents were asked to rank the service priorities in order of importance. The priority that achieved the **highest ranking** within Adults and Communities was **'Safeguarding Adults at risk'**, and within Children's Service the highest ranked priorities were **'Every child in Barnet has a great start in life, with the security and safety to grow in a nurturing environment'** and **'Keeping children safe'**.

The full details, and the reasons if respondents disagreed with any of these priorities, can be found in the detailed findings under Section 2.

➤ **General consultation**

Respondents were asked if they had any additional comments about the efficiency savings and income generation proposed in the budget which were marked as **'general consultation'** within each Delivery Unit published budget proposals.

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The number of respondents that took the opportunity to comment on these detailed budget proposals within each Delivery Unit was very small, with between nine to 20 per cent of the two samples answering these questions. Therefore, the comments received, when grouped into common themes, have very small sample sizes and should be treated with caution. However, it must be noted that these qualitative responses do provide further insight into residents' views.

In terms of the **Adults and Communities** general question on efficiency savings and income generation identified in their budget, 19 per cent of the panel and 17 per cent of open online web respondents answered this question. Again many comments referred to not making cuts that would affect the vulnerable; in particular respondents referenced **concerns to cuts to Health and special care for the elderly (E4 and E6)**, and concerns about **cuts to social care staff or residential care**.

Only 14 per cent of the Panel answered this general question on **Children's Services** published budget, and none of the online web survey respondents took the opportunity to answer this question. In terms of the Panel responses, most of the comments were about concern with the **high reduction in spending and how services could be affected**' (mentioned by three per cent of the panel). There was also some concern around the **savings in Children's Centres** in terms of having fewer staff rehabilitating children or just general disagreement with cuts at Children's Centres (mentioned by three per cent of the panel).

Street Scene received the highest response to the 'general' question on efficiency savings and income generation identified in the published budget, with 20 per cent of the panel and 12 per cent of the online sample answering this question. The type of comments received mainly related to effect on cuts to **Community Safety**, which was also mentioned in context to cuts to **street lighting** (three per cent of the Panel). Others said **cleaner streets** were required and should not be cut (two per cent of the Panel). Some panel members said more information was required on **recycling**, particular for the elderly (three per cent of the Panel); and lastly there was also a request for the return of **neighbourhood skips** (mentioned by two per cent of the Panel).

Full details of the findings from the 'general' questions on the budget are given in Section 2 of this report, and it is recommended that Delivery Units look at these in order to understand in detail the concerns that were raised about their budget proposals marked 'general consultation'.

➤ **Savings from the council's change programme**

Respondents were also invited to comment on the proposed savings derived from the Commissioning Group, CSG, RE, the Legal Group, and the Barnet Group.

Again the number of respondents that took the opportunity to comment on these savings was small, with between nine to 23 per cent of the samples answering these questions. As before when the comments are grouped into common themes, the sample sizes are small and should be treated with caution. However, again these qualitative responses do provide further insight into residents' views. Full reporting on the type of comments received is provided in Section 2 of this report.

➤ **The local community and how they can help the council to save money**

Lastly, respondents were asked for suggestions on how the local community could help the council save money. Around 20 per cent of both samples answered this

question. The most popular ideas were: **having more local groups with the council encouraging local involvement**; a need to **encourage pride in local area, with a sense of belonging or a Barnet community**; and also ideas that related to campaigns that encouraged residents to keep Barnet clean and litter free.

1.2.3 SERVICE SPECIFIC CONSULTATIONS, BUSINESS PLAN AND BUDGET CONSULTATION 2014/15

In summary, the following service consultations have been consulted on as part of Business Plan and Budget Consultation 2014/15 - 2015/16:

- **Adults and Communities Delivery Unit** consulted on the Community Offer. The service consulted with their users and other stakeholders with face to face engagement and an online survey. The general public were also given an opportunity to have their say and register their interest at two public meetings. Full details can be found at <http://engage.barnet.gov.uk>.
- **Children's Services Deliver Unit** consulted on two proposals: Commissioned services for children and families, and Traded services for schools. The service consulted with their users and other stakeholders extensively through face to face engagement and online surveys. The general public were also given an opportunity to have their say and register their interest at <http://engage.barnet.gov.uk>.

1.2.3.1 Adults and Communities Delivery Unit Consultation:

Summary of key findings:

In total, 16 people responded to the online Adults and Communities Delivery Unit budget consultation survey on the Community Offer. The proposals have also been discussed at a number of meetings including the Partnership Boards, LD Parliament, the Carers Forum and Carers Centre, specific focus groups and two public meetings. The key points that emerged from both the online survey and the meetings held with a range of stakeholders are below.

- The proposal to look at new ways to support people in their homes using technology and equipment, short-term enablement support, and by supporting family carers was positively received. However, people raised concerns that it was important that each case to be looked at based on individual circumstances and that this could lead to people feeling isolated in some instances if the correct support was not put in place.
- The majority of respondents tended to agree or, neither agreed nor disagreed with proposals to make changes to how Adults and Communities review people receiving social care services. Respondents raised the importance of ensuring that if changes were to be made through reviews appropriate support must be in place and that when reviews are being carried out, the full needs of the individual are taken into account.
- In relation to increasing the use of Direct Payments so that people can arrange their own support, there was a mixed response. People either strongly agreed or agreed or, neither agreed nor disagreed. Respondents raised that whilst Direct

Payments may lead to greater user control, some individuals may need additional help in managing their finances, and that the amount of payment provided would need to ensure that the cost of the care needed was met. Respondents also raised that individuals needed to fully understand how Direct Payments could be used.

- In regards to looking at alternatives to the way we offer respite care, there was a mixed response. Respondents were particularly mindful of the importance of ensuring that carers were supported and that each case is looked at on an individual basis.
- Respondents felt especially strongly in regards to questions on the use of Telecare equipment and the need to ensure that people do not become isolated through its use.

1.2.3.2 Children's Services Delivery Unit Consultation

Summary of key findings:

In total, 84 people responded to the online Children's Service budget consultation survey. 33 children and young people responded to the young people's survey. The budget proposals have also been discussed at a number of meetings, including with young people, with schools, and with service providers. The key points that emerged were:

- Most respondents tended to agree with the proposal to make savings by jointly buying services with health. It was felt there should be an emphasis on transparency and accountability and concerns were expressed that there could be reduction in service as a consequence. Eight people in the online survey commented that speech and language therapy services in particular were currently overstretched.
- Respondents tended to agree or strongly agree with the proposal to reconfigure short breaks to improve service delivery, stop duplication and to ensure services are targeted to those with the highest needs. Barnet Youth Board felt that it might be better to make greater reductions in this area so that other areas could be protected. However, eleven survey respondents voiced specific concerns including that eliminating duplication could result in longer waiting lists, a loss in flexibility to tailor to specific needs, and having to travel further for the service, and there were also concerns about children with lower-level needs losing out.
- Respondents thought that reviewing and joining up similar services could be beneficial, so long as the overall service levels were not adversely affected. There was a mixed response, with no clear majority agreeing or disagreeing with the proposal; just under two fifths (37 per cent) of respondents strongly agreed or tended to agree with this proposal, whereas 38 per cent tended to disagree or strongly disagree, with the remainder being neutral (21 per cent) or indicating they don't know (four per cent). The commissioned services survey respondents felt it was most important for the council to fund were careers support for young people with learning difficulties and disabilities, domestic violence services, and parenting programmes, with activities for young people and youth homelessness services (those areas highlighted as priorities by young people) also considered important to fund by respondents overall.
- Responses to the proposal to develop a traded services model for educational welfare and educational psychology, and finding the balance of savings by reducing the 'schools causing concern' budget were varied. Again there was a

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mixed response, with no clear majority agreeing or disagreeing with the proposal; just under two fifths (39 per cent) of respondents strongly agreed or tended to agree (39 per cent) with the proposal, conversely just under two fifths (38 per cent) of respondents strongly disagreed or tended to disagree (38 per cent), with the remainder being neutral (15 per cent) or indicating they don't know (eight per cent). Concerns expressed by survey respondents included that schools would struggle to fund these services, or avoid purchasing these services in order to save money, and the importance of accountability and monitoring was highlighted. A high number of schools (around 100) indicated they would be willing to buy back educational psychology services.

SECTION 2

Business Plan and Budget General Survey Detailed Findings

2. GENERAL CONSULTATION ON BUSINESS PLAN AND BUDGET

The general consultation consisted of an open online survey published on the web and a closed survey sent out to Barnet's Citizens' Panel¹.

2.1 Technical details and method

2.1.1 In summary, the survey was administered as follows:

The Business Plan and Budget consultation was open for 12 weeks, from the 8 November 2013 to 31 January 2014.

- The consultation was published on the council's engage space <http://engage.barnet.gov.uk/> which gave detailed background information about the council budget, the challenges the council faces and a hyper link to the full Cabinet Report on the Council Business Plan for 2014/15 – 2015/16
- Collection of respondents' views were fed back via an open online self-completion survey
- Hard copies were also available on request
- In order to boost the response to the survey, and to ensure the views of a profiled representative sample was heard, the survey was also sent to the Citizens' Panel².

The survey was widely promoted through: the December edition of Barnet First; a press release; social media; Community Barnet's Newsletter; the Youth Board; and various service user groups and partner mailing lists.

Also, as part of the council's statutory duty to consult with National Non Domestic Rate payers (NNDR or Business rate payers), letters were sent out to all the council's NNDR payers inviting them to take part in the survey.

2.1.2 Questionnaire design

The survey was developed to ascertain residents' views on the Council's Business Plan and Budget for 2014/15 - 2015/16, particularly in terms of:

- The council's overall approach to its business plan and budget;
- The proposal to cut council tax by one per cent next year;
- The priorities identified within each Delivery Unit for next year;
- Those areas marked as 'general consultation' in the Council's Business Plan, namely income and efficiency savings.

In order to enable further understanding and analysis on the results the following types of questions were also included on the survey:

- Open ended questions, where respondents were asked if they disagreed with any priority to say why, and for detailed comments on the efficiency savings and income generation, which were marked as 'general consultation' in each of the detailed Delivery Units published budget for 2014/15-15/16, and then for any other comments on savings
- Key demographic questions

² The Citizens' Panel is made up of 1500 Barnet residents, selected to be representative of the adult population of the borough in terms of ward, age, gender, ethnicity, housing tenure, faith and disability

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Throughout the survey, hyperlinks were provided at each question to the relevant sections of the Council's Business Plan and Budget 2014/15 - 2015/16. Those that elected to receive a paper copy were also sent the full Cabinet Report with appendices, and where relevant, the questions referenced the page numbers of relevant Cabinet Report.

2.1.3 Response to the survey

In total 497 surveys were completed, 443 were completed by the Citizens' Panel and 54 were received from the general public via the online web survey.

The Citizens' Panel response was weighted to ensure the achieved sample was representative of the borough's population. Due to the small sample size of the web survey (54), the **open online web findings should be treated with caution**. For this reason the findings have been reported on separately, so that comparisons can be made with the much larger representative sample from the Citizens' Panel.

2.1.3.1 Citizens' Panel Response

A combined postal and online survey method¹ was mailed out to 1532 members of Barnet's Citizens' Panel and a total of 443 surveys were completed (173 postal and 270 online) giving a response rate of 29 per cent.

2.1.3.2 Online Survey Web response and profile

The table below shows the online profile of those who responded to the web survey. Of the 54 responses received, those who replied were mainly residents (55 per cent, 30 out of 54).

Despite writing to all NNDR payers, only three responses were received from businesses based in Barnet (two of these were residents as well as a business in based Barnet). Two letters were also received from businesses, in response to writing out to all NNDRs, and their comments have been also included in the coding of verbatim comments.

33 per cent of the sample (18 out of 54 respondents) chose not to answer this question.

Table 1

Type	Number	%
Resident	30	55%
Business	1	2%
Resident and business based in Barnet	2	4%
Public sector organisation	1	2%
Voluntary/community organisation	1	2%
Other	1	2%
Not answered	18	33%
Total	54	100%

¹ When panel members are recruited they are given the choice of which method they prefer receive their surveys; either online sent to their e mail address, or hard copy sent to their postal address.

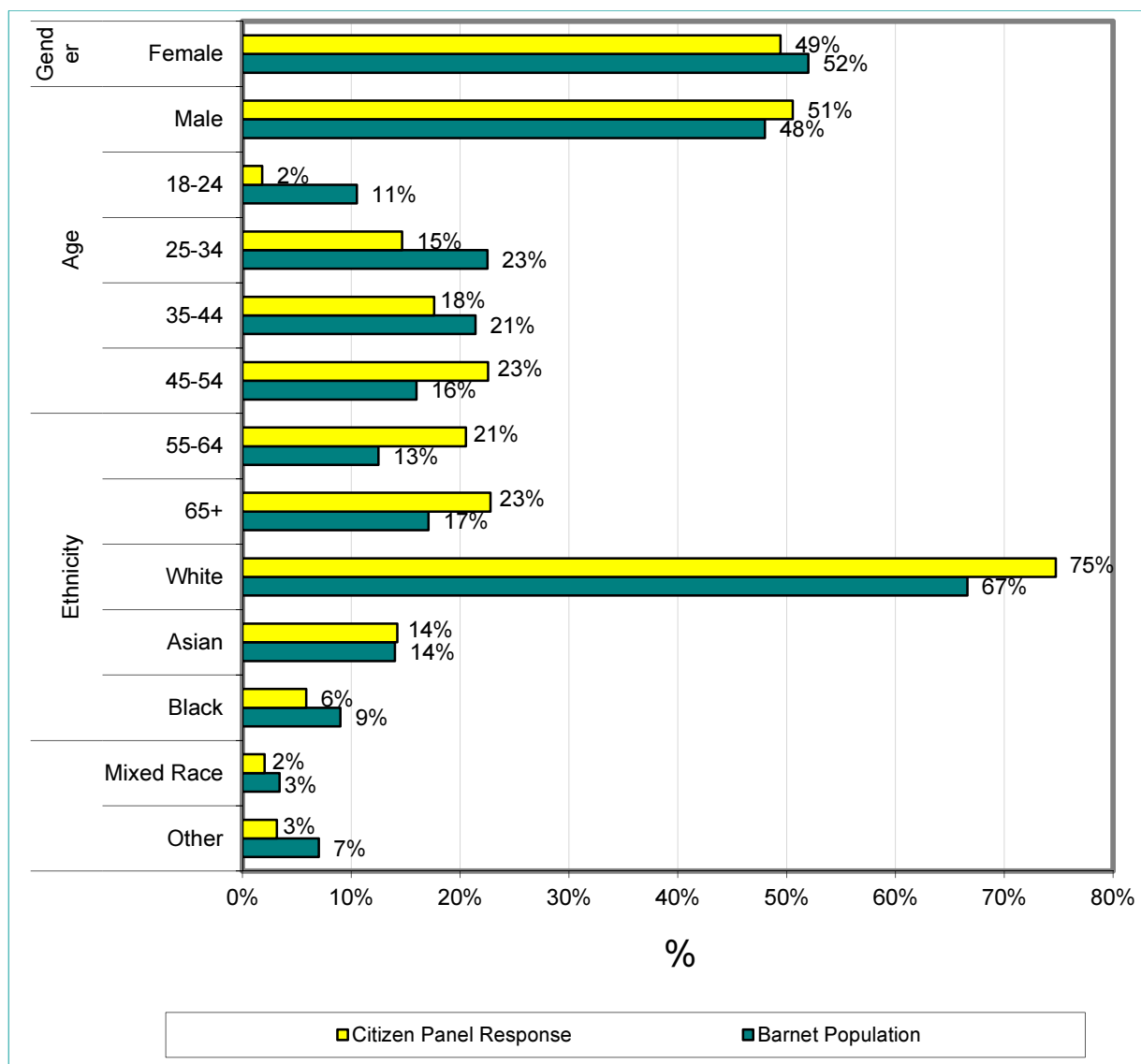
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2.1.3.2 Citizens' Panel sample profile

The chart below shows the demographic profile of those who responded to the panel survey compared to the population of Barnet.

The sample that responded closely matches Barnet's population profile in terms of gender and ethnicity. However, in terms of age, younger panel members are underrepresented and older panel members are over represented. There is also a slight over representation of white respondents and under representation of black and mixed race respondents. Weighting has been applied to tackle the issue of under and over representation in the sample, and it is the weighted data that is reported on in this report.

Chart 1: Citizens' Panel Sample profile – key demographics



2.1.4 Calculating and reporting on results

The results are based on “valid responses” only, i.e. all those providing an answer (this may or may not be the same as the total sample) unless otherwise specified. The base size may therefore vary from question to question depending on the extent of non – response.

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2.2 Results in detail:

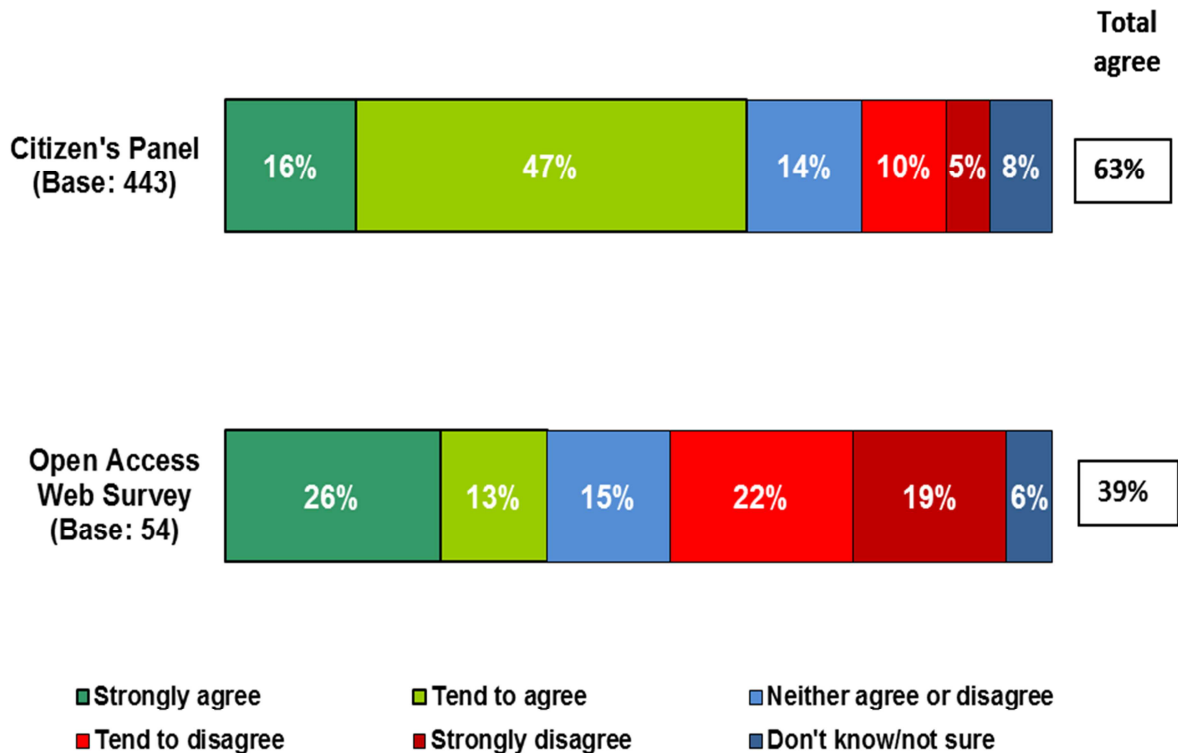
2.2.1 Council's overall approach to business plan and budget

Respondents were asked how much they agreed or disagreed with the council's proposed business plan in terms of balance between efficiency savings, income generation and cuts to services.

The Citizens' Panel were much more likely to agree with the council's approach to its business plan compared to those respondents responding to the open online survey on the web.

- Chart 2 below, illustrates that the majority of Citizens' Panel members agree that the council has got the right balance in terms of efficiency savings, increased revenue and reductions to services, with three fifths agreeing (63 per cent). A minority of Citizens' Panel members disagreed with the approach (15 per cent). The remainder were neutral (14 per cent) or said they did not know (eight per cent).
- In contrast, those responding to the open online survey on the web were much less likely to agree with the council's approach. Just under two fifths of respondents (39 per cent, twenty one out of 54 respondents) agreed that the council had got the right balance. Two fifths disagreed (41 per cent, 22 out of 54 respondents), and just under a fifth (21 per cent, 11 out of 54) said they were neutral or said they did not know.

Chart 2: Level of agreement with the council's overall approach to budget



2.2.2 Reasons for their answers

Respondents were asked to give reasons for their answer.

Table 2 over the page gives full details of the type of reasons received which are ranked by the Citizens' Panel sample most frequently mentioned reasons.

Percentages have been based on the total number of respondents who responded to the survey (it should be noted many respondents wrote in more than one reason for their answer and therefore the total percentage adds up to more than 100 per cent).

For reporting purposes any comments with one per cent or less have been aggregated into 'other' but full details are available on request.

52 per cent of Citizens' Panel and 52 per cent (28 out of 54 respondents) of the open online respondents did not give a reason for their response. Of the 48 per cent who did give a reason, the top five most frequently cited reasons were:

- **'Want less of a reduction in services / Do not cut back 'too much'/ Concern about the effect on service.** This was the most frequently mentioned reason, with one fifth of Citizens' Panel respondents (17 per cent) cited this type of reason, whilst eleven per cent of online respondents (six out of 54) gave the same reason for their answer.
- **'Like that the council is trying to improve efficiency'.** This was the second most frequently mentioned reason, cited by nine per cent of Citizens' Panel respondents. However, this reason was not mentioned by online respondents.
- **'Looks right / Sympathetic / Agree / Right Balance'.** Nine per cent of Citizens' Panel respondents said they agreed with the budget savings the council had identified because they felt that they looked right and are the right balance. This reason was also cited by six per cent of online respondents (three out of 54).
- **'Agree to cut salaries/ Cut number of people on high salaries'.** Eight per cent of respondents from the Panel cited the reason that they agreed with the council's approach to its budget was that they agreed with the cut to salaries and/or the cut to the number of people on high salaries as a reason. This was also mentioned by four per cent of online respondents (two out of 54).
- **'Saving is always a good thing / Reduction of unnecessary spending is a good thing'.** This was the fifth most frequently mentioned reason, with six per cent of the panel respondents saying the reduction of unnecessary spending is a good thing. This reason was not one mentioned by the online survey respondents.

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Table 2: Verbatim comments on the council's overall approach to budget

Q2. Please give reasons for your answer?	Citizens' Panel (443)		Web based online survey (54)	
	%	Number	%	Number
No reason given	52%	232	52%	28
Want less of a reduction in services / Do not cut back 'too much' /Concern about effect on services	17%	73	11%	6
Like that trying to improve efficiency	11%	50	0%	0
Looks right / Sympathetic / Agree / Right balance	9%	41	6%	3
Agree to cut salaries / Cut number of people on high salaries	8%	34	4%	2
Saving always a good thing / Reduction of unnecessary spending a good thing	6%	25	0%	0
Agree with focus on cutting back-room costs / Protecting Front Line services	4%	19	2%	1
Agree with aim to protect services generally	4%	19	0%	0
Protect services for physically and learning disabled / Protect the vulnerable	4%	17	2%	1
The savings are assumed, but not demonstrated / Not enough information / Cannot see how this could be achieved	4%	17	0%	0
Things could change / Monitor / Have a backup plan	2%	7	0%	0
Do not cut 'back office functions' too much as this would also affect the service	2%	7	0%	0
Other comments ¹	8%	38	30%	16
Total number of comments	130%²	579	107%	57

2.2.3 Council's proposal to cut council tax by one per cent next year

Respondents were asked how much they agreed or disagreed with the council's proposal to cut council tax by one per cent next year.

Again, the Citizens' Panel sample were much more likely to agree with the proposal to cut council tax by one per cent next year compared to those responding to the open online web survey.

- Chart 2 below illustrates that the vast majority of Citizens' Panel members would welcome a cut in council tax next year, with nearly three quarters agreeing (71 per cent, 44 per cent strongly agreed and 27 per cent agreed). One fifth of respondents disagreed (20 per cent), and the remainder neither agreed nor disagreed (seven per cent) or said they did not know (two per cent).

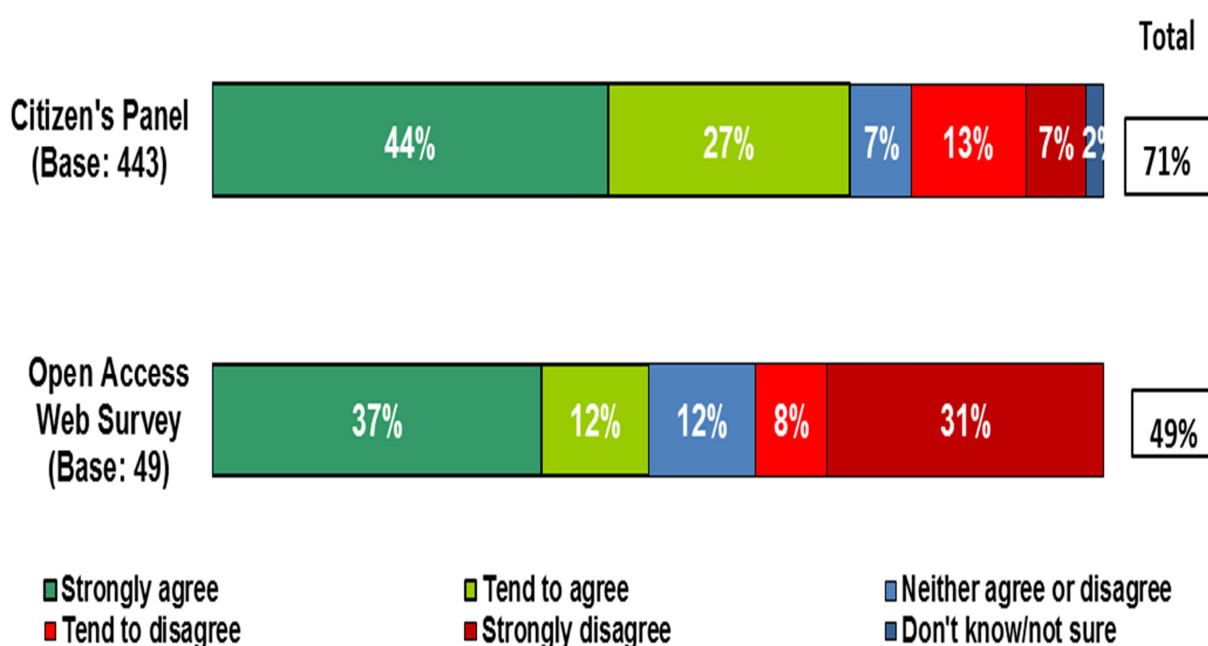
¹ For reporting purposes any comments with one per cent or less have been aggregated into 'other'. Full details are available on request.

² Adds up to more than 100% as respondents could write in more than one comment and percentages are calculated on the number of respondents responding to the survey.

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- A much smaller proportion responding to the open online survey on the web agreed with the proposal to cut council tax by one per cent next year, with just under half of respondents (49 per cent, 24 out of 49 respondents). Around two fifths of the web survey respondents indicated they disagreed with the proposal (39 per cent, 19 out of 49 respondents), and the remainder said they were neutral (12 per cent, six out of 49 respondents).

Chart 2: Level of agreement to one per cent Council Tax cut next year



2.2.4 Reasons for their answers

Respondents were asked to give reasons for their answer.

Table 3 gives full details of the type of reasons received; which are ranked by the Citizens' Panel sample most frequently mentioned reasons.

40 per cent of Citizens' Panel and 60 per cent (32 out of 54 respondents) of the open online web survey respondents did not give a reason for their response. Of the respondents who did give a reason, the top six most frequently cited reasons were:

- **'Pleased / The right plan / Any saving is helpful / Praise'**. 15 per cent of Citizens' Panel respondents cited this type of reason for their support of the reduction. Seven per cent (four out of 54) of the online respondents also gave this reason.
- **'Good for pensioners / those on low income/ on fixed income'**. This was the second most frequently cited reason by the Citizens' Panel, mentioned by 11 per cent of respondents. This reason was not given by any of the online survey respondents.
- **'Use the savings to improve / Increase services'**. Eight per cent of respondents felt that the savings should be used to improve and increase council services. This view was shared by four per cent of the online respondents (two out of 54).
- **'Do not cut services / Concern about effect on services'**. Eight per cent of Panel respondents felt that the council should not cut services and were concerned about the

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effect on services the cut in council tax might bring about. This view was shared by four per cent of the online respondents (two out of 54).

- **'Would have been satisfied with a freeze'**. This was the fifth most mentioned reason, with seven per cent of the Citizens' Panel respondents saying they would have been satisfied with a freeze to council tax rather than a reduction. Six per cent of online respondents (three out of 54) also gave this reason for their response.
- **Council tax is (still) excessive/ high**. This was the sixth most mentioned reason, with six per cent of Citizens' Panel respondents saying they feel council tax is still excessively high. None of the online respondents mentioned this reason.

Table 3: Verbatim comments on the council's proposal to reduce council tax by one per cent

Q4. Please give reasons for your answer:	Citizens' Panel (443)		Web based online survey (54)	
	%	Number	%	Number
No reason given	40%	178	60%	32
Pleased/ The right plan/ Any saving is helpful/ Praise	15%	68	7%	4
Good for pensioners/ those on low income/ on fixed income	11%	47	0%	0
Use the savings to improve/increase services	8%	35	4%	2
Do not cut services / Concern about effect on services	8%	34	4%	2
Would have been satisfied with a freeze	7%	33	6%	3
Council tax is (still) excessive/ High	6%	24	0%	0
Savings to any one household are too insignificant to have any impact	5%	23	0%	0
I would rather pay less / 1% not much/ Reduction should be more than 1%	4%	19	2%	1
It is correct that any saving go back to the payer rather than being wasted	4%	16	0%	0
Will help to offset rises in energy bill s/ Other increasing bills	4%	16	0%	0
There should not be a cut or a freeze. Council taxes should be increased as necessary	3%	12	11%	6
Spend the saving on more services for disabled and housebound/ the vulnerable	3%	12	2%	1
Savings should go into a reserve / a contingency fund for the future	2%	10	4%	2
Shows Barnet is prepared to help their residents	2%	8	0%	0
More services should be outsourced / Would be more economical to outsource more	2%	7	0%	0
Other comments ¹	8%	36	11%	6
Total number of respondents	130%²	578	111%	59

¹ For reporting purposes 'other' comments that have one per cent or less have been aggregated together. Full details are available on request.

² Adds up to more than 100% as respondents could write in more than one comment. Percentages are calculated on the number of respondents responding to the survey.

2.3 Delivery Unit questions

A series of questions were asked on how much respondents agreed or disagreed with the priorities identified within each Delivery Unit, to rank which priorities were most important to them, and if they had any other comments to make on the specific Delivery Unit efficiency savings and income proposals marked as 'general' consultation in the Business Plan and Budget.

2.3.1 Summary: Priorities the council has identified within each Delivery Unit

Overview

In terms of the individual Delivery Unit priorities, the vast majority of respondents agreed with most of the priorities the Delivery Units have identified for 2014/15. More of a majority was experienced with the Citizens' Panel, with around four fifths or more agreeing with many of the priorities; whereas the open online web respondents, although supportive, were not as enthusiastic in their level of agreement. This was particularly evident with the Street Scene Priorities, and more so with the Street Scene priority '**Continue with the development of better local relationships with residents around initiatives such as Friends of Parks, Adopt a Street and Pledgebank to give residents an opportunity to improve their local area,**' only two fifths (43 per cent) of the online sample agreed with this. In contrast, almost four fifths of the Panel (79 per cent) agreed with this priority. However, the online respondents were more likely to be neutral or said they did not know.

- The theme of protecting the vulnerable, that was apparent in Phase one of the Priorities Spending Review consultation, was clearly evident in the responses to this consultation, with the **highest level of agreement experienced for those priorities within Adults and Communities and Children's Service that seek to protect the vulnerable and that keep residents safe.**
- This was also reflected when respondents were asked to rank the service priorities in order of importance. The priority that achieved the **highest ranking** within Adults and Communities was '**Safeguarding Adults at risk**', and within Children's Service were '**Every child in Barnet has a great start in life, with the security and safety to grow in a nurturing environment**' and '**Keeping children safe**'.
- In **Adults and Communities**, around four fifths of both the samples (80 per cent) agreed with five out of seven of the priorities. The priority that received the lowest level of agreement (55 per cent on the Citizens' Panel and 63 per cent of the online respondents) was '**Providing an accessible, friendly and efficient Registration and Nationality Service**'.
- In **Children's Service** again around four fifths or more of the Panel and around three quarters or more of the online sample (75 per cent) agreed with five out of seven of the priorities. The priority that was ranked **the lowest** and given lowest level of agreement (but still a good majority agreed, 74 per cent of the panel and 71 per cent of the online respondents) was '**Preparation for Adulthood and Young people are ambitious for their futures and contribute positively to society**'
- In terms of **Street Scene** again the vast majority of Citizens' Panel, with around four fifths or more (80 per cent), agreed with all of the priorities. The online web

respondents were not as enthusiastic with around three fifths (60 per cent) agreeing with the priorities. As mentioned in the overview the priority that got least support from the online samples was the priority **'Continue with the development of better local relationships with residents around initiatives such as Friends of Parks, Adopt a Street and Pledgebank to give residents an opportunity to improve their local area'**; only two fifths (43 per cent) of the online sample agreed with this. Conversely, almost four fifths (79 per cent) of the Panel agreed with this priority.

- However, rather than disagree with the Street Scene priorities, the online respondents rather than disagree with them were more likely to be neutral or said they did not know.

The detailed findings for each Delivery Unit are outlined below.

2.3.2 Adults and Communities

The table over the page shows that the vast majority of respondents agree with the majority of priorities that have been identified within Adults and Communities for 2014-2015. The level of agreement was very similar across the two samples on most priorities, although the online web survey respondents were slightly less positive.

The priorities that received the highest level of agreement, with around of eight of ten respondents agreeing, were those that seek to support the vulnerable in term of **'Promoting safety in the community'**, and **'Safeguarding adults at risk'**. **'Promoting health and wellbeing and independence'**, and **'Prevention though and greater integration with health services'** received similar high levels of agreement.

- Over four fifths of the panel and just under four fifths of the online respondents agree with the priorities **'Promoting a safe and cohesive community where people feel safe'** (85 per cent and 79 per cent respectively); **Safeguarding adults at risk** (84 per cent and 79 per cent respectively); **'Promoting wellbeing and independence, choice, control of adults who need support'** (84 per cent and 78 per cent respectively); and **'Reducing demand on health and social care services through prevention and greater integration with health'** (84 per cent and 78 per cent respectively).
- Around the three quarters of respondents from both samples agreed with the priority **'Contributing to increasing sport and physical activity across the borough'** (74 per cent of Citizens' Panel and 72 per cent of the online survey).
- There was slightly less agreement for the priority **'Providing an accessible, friendly and efficient Registration and Nationality Service'**, with just over half of the panel agreeing with this priority (55 per cent), and just over three fifths of the online web survey respondents agreeing (63 per cent). However respondents were more likely to be neutral about this priority rather than disagree with it.

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Table 4: Percentage of respondents who agreed or disagreed with Adults and Communities Priorities

Adults and Communities Priorities	Strongly agree/ Agree	Neither agree or disagree	Strongly Disagree/ Disagree	Don't know
Promoting a safe and cohesive community where people feel safe				
Citizens' Panel (Base 443)	85%	8%	3%	4%
Online Web Survey (Base: 42)	79%	17%	5%	0%
Safeguarding adults at risk				
Citizens' Panel (Base: 443)	84%	8%	4%	4%
Online Web Survey (Base: 40)	78%	18%	5%	0%
Promoting wellbeing and independence, choice, control of adults who need support				
Citizens' Panel (Base: 443)	83%	9%	5%	4%
Online web survey (Base: 41)	78%	17%	5%	0%
Improving the satisfaction and experience of residents with our services and with care				
Citizens' Panel (Base: 443)	80%	13%	3%	4%
Online web survey (Base:41)	78%	15%	7%	0%
Reducing demand on health and social care services through prevention and greater integration with health				
Citizens' Panel (Base: 443)	77%	14%	4%	5%
Online web survey (Base: 40)	75%	15%	5%	5%
Contributing to increasing sport and physical activity across the borough				
Citizens' Panel (Base: 442)	74%	13%	10%	4%
On line web survey (Base: 42)	72%	24%	5%	0%
Providing an accessible, friendly and efficient Registration and Nationality Service				
Citizens' Panel (Base: 443)	55%	30%	8%	7%
Online web survey (Base: 40)	63%	27%	3%	8%

2.3.3 Reasons for disagreement with Adults and Communities service priorities

Respondents who disagreed with any of the priorities for Adults and Communities services were asked to give reasons for their answer.

Table 5 gives full details of the type of reasons received which are ranked by the Citizens' Panel samples' most frequently mentioned reasons. Percentages have been based on the total number of respondents who responded to the survey.

92 per cent of Citizens' Panel respondents and 88 per cent (45 out of 54 respondents) of the open online survey respondents did not give a reason for their response. Of the eight per cent who did give a reason, the top two most frequently cited reasons were:

- ***'Priority should be given to Health and Social Care/ Social Services should not be reduced/ Protect the vulnerable Want less of a reduction in services / Do not cut back 'too much'/ Concern about the effect on service'***. Four per cent of Citizens' Panel respondents cited this type of reason; however none of the online respondents gave this reason.

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- **‘Do not agree with Registration and Nationality Service being a priority’.** This was the second most cited reason, but just mentioned by two per cent of Citizens’ Panel respondents. This reason was not mentioned by online respondents.

Table 5: Verbatim comments on reasons for disagreement with the priorities identified within Adults and Communities

Q6. If you disagree with any of the priorities identified, please give reasons for your answer.	Citizens’ Panel (443)		Open online web (54)	
	%	Number	%	Number
No reason given	92%	405	83%	45
Priority should be given to Health and Social Care/ Social Services should not be reduced/ Protect the vulnerable	4%	16	2%	1
Do not agree with Registration and Nationality Service being a priority	2%	8	0%	0
Other comments ¹	8%	36	24%	13
Total number of respondents	106%²	462	109%	59

2.4 Ranking Adults and Communities’ Delivery Unit priorities

Respondents were asked to rank which of the Adults and Communities Delivery Unit priorities were most important to them.

The chart over the page shows that there was a very similar ranking in terms of the Citizens’ Panel response and the online response.

- **‘Safeguarding Adults at risk’** was ranked the most important priority followed closely by **‘Promoting wellbeing and independence, choice, control of adults who need support’**.
- **‘Reducing demand on health and social care services through prevention and greater integration with health’, ‘Improving the satisfaction and experience of residents with our services and with care’, and ‘Promoting a safe and cohesive community where people feel safe’,** were all ranked very closely in the third, fourth and fifth place respectively.
- **‘Providing an accessible, friendly and efficient Registration and Nationality Service’** and **‘Contributing to increasing sport and physical activity across the borough was seen as the least important priority’.** The Citizens’ Panel ranked these two priorities very closely, however **‘Contributing to increasing sport and physical activity across the borough’** was seen as a slightly less important, whereas the online respondents ranked **‘Providing an accessible, friendly and efficient Registration and Nationality Services’** as less important.

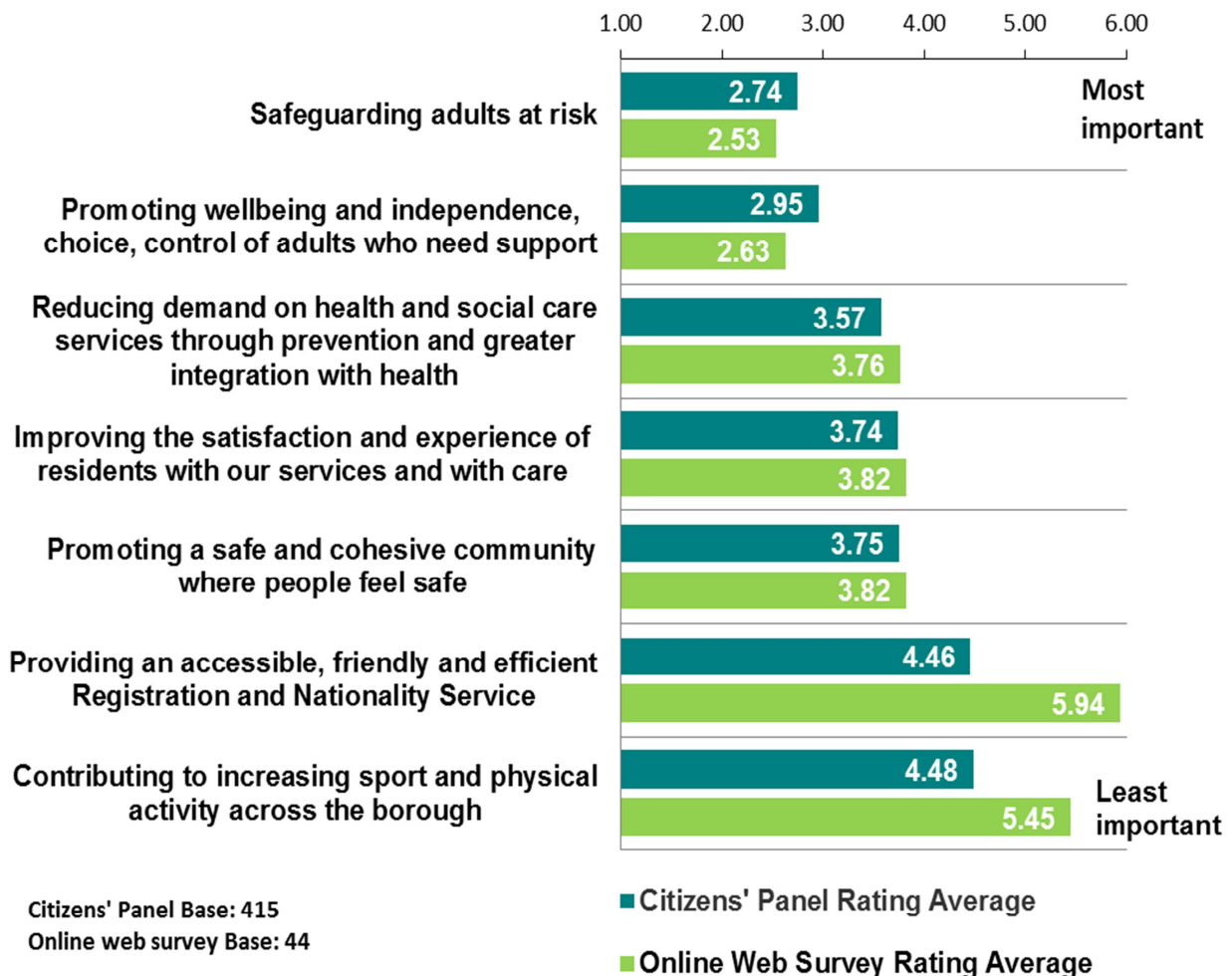
¹ For reporting purposes ‘other’ comments that have one per cent or less have been aggregated together. Full details are available on request.

² Adds up to more than 100% as respondents could write in more than one comment. Percentages are calculated on the number of respondents responding to the survey.

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Chart 3: Ranking of the Adults and Communities service priorities

Q. Please rank each priority according to importance: 1 being most important and 6 being least important.



2.4.1 Comments on those efficiency savings and income generation marked as 'general consultation' in Adults and Communities Delivery Unit published budget

Respondents were asked if they had any additional comments about the efficiency savings and income generation proposed that are marked as 'general consultation' within the Adults and Communities budget.

Table 4 gives full details of the type of comments given which is ranked by the Citizens' Panel samples' most frequently mentioned comments. Percentages have been based on the total number of respondents who responded to this question. 81 per cent of Citizens' Panel respondents and 83 per cent (45 out of 54 respondents) of the open online web respondents did not have any comments. Of the 19 per cent who did make a comment, the top five most frequently mentioned comments were:

- **'Health & Social care very important/ Especially for the elderly (E4) (E6) and vulnerable'**. Six per cent of Citizens' Panel respondents gave these comments, and two per cent (one out of 54) online respondents gave this comment.

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- **‘Support most of the proposals/ Well thought out/ Seen as being achievable’.** This was the second most cited comment, mentioned by four per cent of Citizens’ Panel respondents. Two per cent (one out of 54) online respondents gave this comment.
- **‘Scepticism - Council are only making the motions / Will not improve services/ Savings are optimistic’.** Four per cent of Citizens’ Panel respondents cited this type of reason and two per cent (one out of 54) of the online respondents gave this comment.
- **‘Cutting back too much on residential care will cause problems in the future/ Some people will still need residential care’.** Three per cent of Citizens’ Panel respondents commented on this and two per cent (one out of 54) of the online respondents gave this comment.
- **‘Do not stint on number of carers (E3)/ Do not cut social care staff’.** Three per cent of Citizens’ Panel respondents made a comment like this. However no online respondents made this type of comment.

Table 4: Verbatim comments on those savings marked as ‘general consultation’ in Adults and Communities

Q8. Do you have any other comments to make about the savings marked as ‘general consultation’ in Adults and Communities budget?	Citizens’ Panel (442)		Web based (54)	
	%	Number	%	Number
No comments made	81%	358	83%	45
Health & Social care very important/ Especially for the elderly (E4) (E6) and vulnerable	6%	27	2%	1
Support most of the proposals/ Well thought out/ Seen as being achievable	4%	17	2%	1
Scepticism - Council are only making the motions / Will not improve services/ Savings are optimistic	4%	17	2%	1
Cutting back too much on residential care will cause problems in the future/ Some people will still need residential care	3%	12	2%	1
Do not stint on number of carers (E3)/ Do not cut social care staff	3%	12	0%	0
Other comments ¹	18%	80	13%	7
Total number of respondents	118%²	523	104%	56

¹For reporting purposes ‘other’ comments that have one per cent or less have been aggregated together. Full details are available on request

² Adds up to more than 100% as respondents could write in more than one comment and percentages are calculated on the number of respondents responding to the survey.

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2.4.2 Additional comments on the savings identified in Adults and Communities

Respondents were asked if they had any additional comments to make about the savings that have been identified in Adults and Communities.

Table 5 gives full details of the type of comments made which is ranked by the Citizens' Panel samples' most frequently mentioned comments.

91 per cent of Citizens' Panel respondents and 83 per cent (45 out of 54 respondents) of the open access online respondents did not have any comments. Of the nine per cent who did make a comment, the top three most frequently mentioned comments were:

- **'Protect the vulnerable / Help the handicapped'**. Three per cent of Citizens' Panel respondents gave this comment. However none of the online respondents mentioned this.
- **The savings seem fair / welcomed/ reasonable'**. This was the second most comment mentioned by two per cent of Citizens' Panel respondents.
- **Making savings now is at the expense of future requirements / There is a long term need'**. Mentioned by two per cent of Citizens' Panel respondents but none of the online respondents gave this comment.

Table 5: Verbatim comments about the savings identified within Adults and Communities

Q9. Do you have any other comments to make about the savings identified in Adults and Communities?	Citizens' Panel (443)		Web based (54)	
	%	Number	%	Number
No comments made	91%	402	83%	45
Protect the vulnerable / Help the handicapped	3%	14	2%	1
The savings seem fair/ Welcomed/ Reasonable	2%	7	2%	1
Making savings now is at the expense of future requirements/ There is a long term need	2%	7	0%	0
Other comments ¹	5%	22	15%	8
Total number of respondents	101%²	452	102%	55

¹ For reporting purposes 'other' comments that have one per cent or less have been aggregated together. Full details are available on request.

² Adds up to more than 100% as respondents could write in more than one comment and percentages are calculated on the number of respondents responding to the survey.

2.5 Children's Services Delivery Unit

2.5.1 Children's Services Delivery Unit Priorities

Over the page, Table 6 shows that the vast majority of respondents agree with the majority of priorities that have been identified within Children's Services for 2014-2015. Like Adults and Communities the level of agreement was very similar across the two samples on most priorities, although the online web survey respondents were again slightly less positive.

- The priorities that received the highest level of agreement, with over four fifths of the panel and around three quarters of the online respondents agreeing were: **'Every child in Barnet has a great start in life, with the security and safety to grow in a nurturing environment'** (85 per cent and 80 per cent respectively); **'Primary: Childhood in Barnet is safe and fun, with lots of opportunities to grow and develop through education, leisure and play'** (83 per cent and 80 per cent respectively); **'Secondary: Children and young people feel supported to achieve and engage, while developing their identities and resilience'** (82 per cent and 74 per cent respectively); **'Preparation for Adulthood: Young people are ambitious for their futures and contribute positively to society'** (81 per cent and 74 per cent respectively); and **'Early intervention and prevention: Intervening early improves outcomes for children, young people and families, enabling them to thrive'** (79 per cent and 79 per cent respectively).
- These priorities were very closely followed, with around three quarters of the panel and online respondents agreeing with the priorities **'Keeping children safe: Children and young people are safe in their homes, schools and around the borough, with an ability to develop healthy relationships with others'** (76 per cent and 74 per cent respectively) and **'Targeted, personalised support for those most at risk of not achieving their potential, helping to reduce inequalities'** (74 per cent and 71 per cent respectively)
- Rather than disagree with any of the priorities respondents were more likely to be neutral or say they did not know.

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Table 6: Percentage of respondents who agreed or disagreed with Children's Services Priorities

Children's Service's Priorities	Strongly agree/ Agree	Neither agree or disagree	Strongly Disagree/ Disagree	Don't know
Every child in Barnet has a great start in life, with the security and safety to grow in a nurturing environment				
Citizens' Panel (Base 436)	85%	6%	5%	4%
Online Web Survey (Base:40)	80%	13%	0%	8%
Primary: Childhood in Barnet is safe and fun, with lots of opportunities to grow and develop through education, leisure and play				
Citizens' Panel (Base: 436)	83%	12%	3%	3%
Online Web Survey (Base: 38)	75%	11%	5%	8%
Secondary: Children and young people feel supported to achieve and engage, while developing their identities and resilience				
Citizens' Panel (Base: 436)	82%	12%	3%	3%
On line web survey (Base: 38)	74%	13%	5%	8%
Preparation for Adulthood: Young people are ambitious for their futures and contribute positively to society				
Citizens' Panel (Base: 436)	81%	10%	4%	5%
Online web survey (Base:38)	74%	16%	3%	8%
Early intervention and prevention: Intervening early improves outcomes for children, young people and families, enabling them to thrive				
Citizens' Panel (Base: 436)	79%	13%	4%	4%
Online web survey (Base: 38)	74%	18%	0%	8%
Keeping children safe: Children and young people are safe in their homes, schools and around the borough, with an ability to develop healthy relationships with others				
Citizens' Panel (Base: 436)	76%	14%	5%	5%
Online web survey (Base: 39)	74%	18%	0%	8%
Targeted, personalised support for those most at risk of not achieving their potential, helping to reduce inequalities				
Citizens' Panel (Base: 436)	74%	16%	5%	5%
On line web survey (Base:38)	71%	21%	0%	8%

2.5.2 Reasons for disagreement with Children's Services priorities

Respondents who disagreed with any of the priorities for Children's Service were asked to give reasons for their answer.

Table 7 gives full details of the type of reasons received which are ranked by the Citizens' Panel samples' most frequently mentioned reasons.

94 per cent of Citizens' Panel respondents and 88 per cent (48 out of 54 respondents) of the open access online respondents did not give a reason for their response. Of the six per cent who did give a reason, the most frequently mentioned reason was:

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- **'Facilities for children and young people are needed across the Borough'**. Just two per cent of the Panel mentioned this reason; however none of the online respondents gave this reason.

Table 7: Verbatim comments on the priorities identified within Children's Service Delivery Unit

Q11. If you disagree with any of the priorities that have been identified within Children's Services please give reasons for your answer.	Citizens' Panel (443)		Web based (54)	
	%	Number	%	Number
No reason given	94%	418	88%	48
Facilities for children and young people are needed across the Borough	2%	8	0%	0
Safety is primarily the responsibility of the parent/ Upbringing is responsibility of parents	1%	5	0%	0
The priorities are vague and are really just aspirations	1%	4	0%	0
Young people and children badly need safe places to learn and grow	1%	3	0%	0
Cut backs make it difficult for them to get help	1%	2	0%	0
Facilities are needed for all young people, not just deprived	1%	2	0%	0
Other reasons given ¹	2%	11	12%	6
Total number of respondents	104%²	453	100%	54

2.5.3 Ranking Children's Services Delivery Unit Priorities

Respondents were asked to rank which Children's Services priorities were most important to them.

The chart over the page shows that there were slight differences in ranking in terms of the Citizens' Panel response and the online response.

- Both the panel and the online web respondents ranked the priority **'Every child in Barnet has a great start in life, with the security and safety to grow in a nurturing environment'** as the highest priority. However, the second highest priority for the panel was **'Keeping children safe: Children and young people are safe in their homes, schools and around the borough, with an ability to develop healthy relationships with others'**. Whereas this priority was ranked as fourth by the online web respondents.
- The priorities that were ranked third, fourth, and fifth by the panel, and second, third and fourth by online respondents were: **'Primary: Childhood in Barnet is safe and**

¹ For reporting purposes 'other' comments that have one per cent or less have been aggregated together. Full details are available on request.

² Adds up to more than 100% as respondents could write in more than one comment and percentages are calculated on the number of respondents responding to the survey.

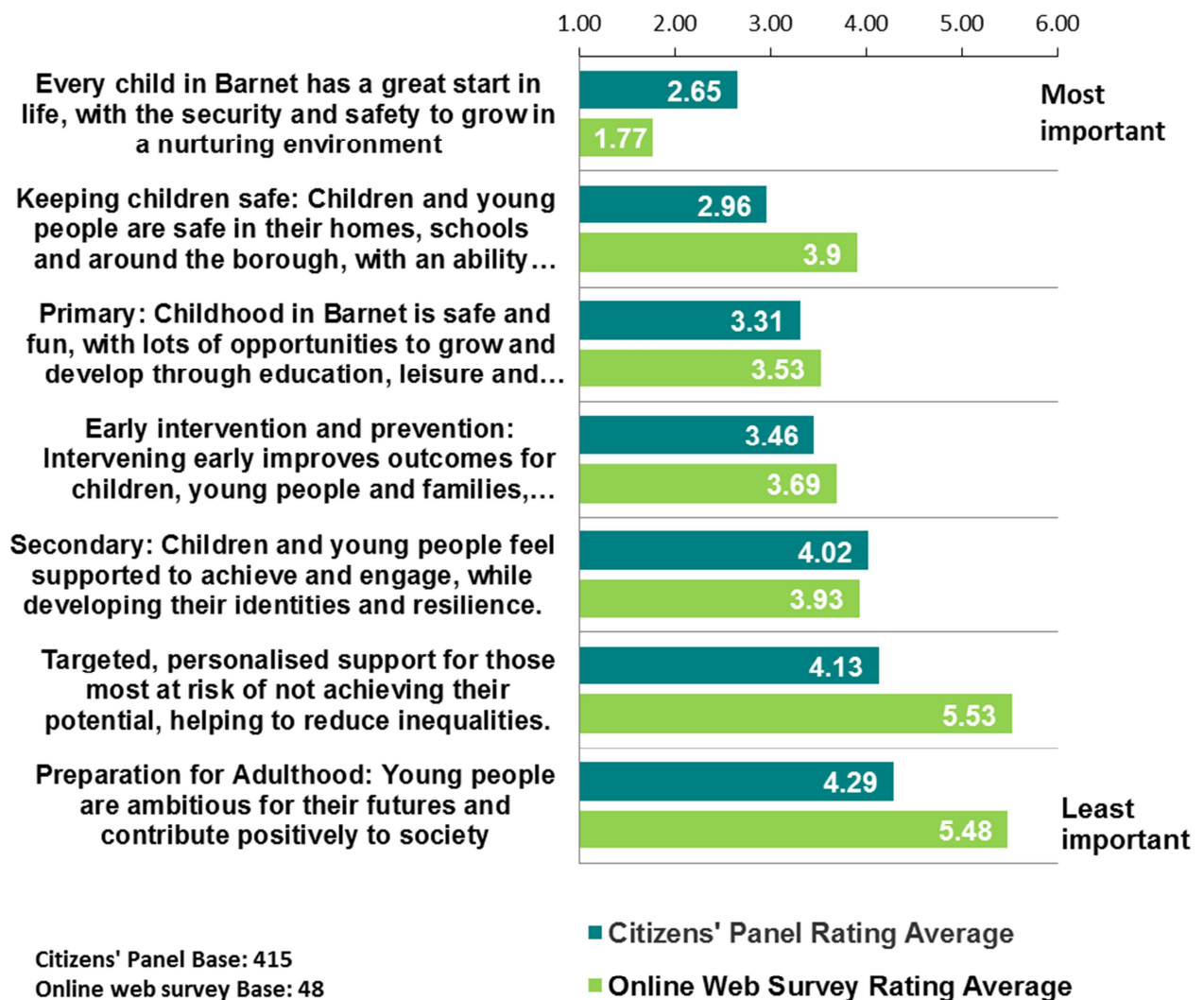
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fun, with lots of opportunities to grow and develop through education, leisure and play’; ‘Early intervention and prevention: Intervening early improves outcomes for children, young people and families, enabling them to thrive’; and ‘Secondary: Children and young people feel supported to achieve and engage’.

- ‘Targeted, personalised support for those most at risk of not achieving their potential, helping to reduce inequalities’; and ‘Preparation for Adulthood: Young people are ambitious for their futures and contribute positively to society’ were ranked as the least important, and more so by the online respondents.

Chart 5: Citizens’ Panel Ranking of Children’s Services Priorities

Q. Please rank each priority according to importance: 1 being most important and 6 being least important.



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2.5.4 Comments on the efficiency savings and income generation marked as ‘general consultation’ in Children’s Services Delivery Unit’s published budget

Respondents were asked if they had any additional comments about the efficiency savings and income generation proposed in the Children’s Services budget, which were marked as ‘general consultation’.

Table 8 gives full details of the type of comments given which are ranked by the Citizens’ Panel samples’ most frequently mentioned comments¹.

86 per cent of Citizens’ Panel respondents and 88 per cent (49 out of 54 respondents) of the open online respondents did not have any comments. Of the 14 per cent who did make a comment, the top two most frequently mentioned comments were:

- **‘Concern about high reduction in spending / Services will be affected’.** Three per cent of Citizens’ Panel respondents gave this type of comment. However none of the online respondents mentioned this.
- **‘Disagree with having fewer staff rehabilitating children/ Disagree with cuts at children’s centres’.** This was mentioned by three per cent of Citizens’ Panel respondents; again none of the online respondents mentioned this.

Table 8: Verbatim comments on those savings marked as ‘general consultation’ in Children’s Service

Q13. Do you have any other comments to make about the savings marked as ‘general consultation’ in Children’s Service?	Citizens’ Panel (443)		Web based (54)	
	%	Number	%	Number
No comments made	86%	380	91%	49
Concern about high reduction in spending / Services will be affected	3%	14	0%	0
Disagree with having fewer staff rehabilitating children/ Disagree with cuts at children’s centres	3%	12	0%	0
Other comments ²	19%	84	11%	6
Total number of respondents	118%³	523	102%	54

2.5.5 Additional comments on the savings identified in Children’s Services Delivery Unit

Respondents were asked if they had any additional comments about the savings identified within the Children’s Service budget.

² For reporting purposes any ‘other’ comments with less than three per cent have been aggregated. Full details are available on request.

³ Adds up to more than 100% as respondents could write in more than one comment and percentages are calculated on the number of respondents responding to the survey.

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Table 9 over the page gives full details of the type of comments given which are ranked by the Citizens' Panel samples' most frequently mentioned comments¹.

94 per cent of Citizens' Panel respondents and 93 per cent (50 out of 54 respondents) of the open access online respondents did not have any comments. Of the 16 per cent who did make a comment, the top most frequently mentioned comment was:

- **'Cutting these services may put children at risk / Children need this support'**. Two per cent of Citizens' Panel respondents gave this comment. However none of the online respondents mentioned this.

Table 9: Verbatim comments on savings identified within the Children's Service

Q14. Do you have any other comments to make about the savings identified within the Children's Service?	Citizens' Panel (443)		Web based (54)	
	%	Number	%	Number
No comments made	94%	416	93%	50
Cutting these services may put children at risk / Children need this support	2%	7	0	0
Other comments ²	6%	25	7%	4
Total number of respondents	101%³	448	100%²	26

2.6 Street Scene Delivery Unit

2.6.1 The table over the page shows that the vast majority of Citizens' Panel members agree with all the priorities that have been identified within Street Scene for 2014-15. However, the online respondents, although a majority agreed with most of the priorities, they were not as enthusiastic in their level of agreement. However, rather than disagree, they were more likely to be neutral.

- The priority that had the highest level of agreement was **'encourage waste prevention by decreasing overall levels of household waste while increasing the proportion being recycled, composted and reused'** with well over four fifths of panel members (85 per cent) agreeing with this priority. This also got highest level of agreement amongst the online respondents but only three fifths agreed (61).
- Around four fifths of the panel and around three fifths of the online respondents agreed with: **'Implementation of innovative approaches and new communications to improve recycling and reduce costs'** (83 per cent and 59 per cent respectively); **'The roll out of the new waste and recycling collections and provides a**

² For reporting purposes any 'other' comments with less than two per cent have been aggregated. Full details are available on request.

³ Adds up to more than 100% as respondents could write in more than one comment and percentages are calculated on the number of respondents responding to the survey.

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transformed refuse and recycling service offer, through an in house service delivery model' (82 per cent and 62 per cent respectively); 'Transformation of the Greenspaces and Street Cleansing service to deliver local area based services' (81 per cent and 59 per cent respectively).

- Around four fifths of the panel also agreed with 'Continue with the development of better local relationships with residents around initiatives such as Friends of Parks, Adopt a Street and Pledgebank to give residents an opportunity to improve their local area'. However, the online respondents were much less supportive, with only two fifths (43 per cent). Again rather than disagree the online open web sample were more likely to be neutral or say they don't know.

Table 10: Percentage of respondents who agreed or disagreed with Streetscene Delivery Unit priorities

Street Scene Service's Priorities	Strongly agree/ Agree	Neither agree or disagree	Strongly Disagree/ Disagree	Don't know
Encourage waste prevention by decreasing overall levels of household waste while increasing the proportion being recycled, composted and reused				
Citizens' Panel (Base 432)	85%	6%	5%	4%
Online Web Survey (Base: 18)	61%	22%	6%	11%
Implementation of innovative approaches and new communications to improve recycling and reduce costs				
Citizens' Panel (Base: 431)	83%	12%	3%	3%
Online Web Survey (Base: 39)	59%	28%	5%	8%
The roll out of the new waste and recycling collections began on the 14th October 2013 and provides a transformed refuse and recycling service offer, through an in house service delivery model.				
Citizens' Panel (Base: 432)	82%	12%	3%	3%
On line web survey (Base: 37)	62%	28%	3%	8%
Transformation of the Greenspaces and Street Cleansing service to deliver local area based services				
Citizens' Panel (Base: 432)	81%	10%	4%	5%
On line web survey (Base:37)	59%	19%	3%	16%
Continue with the development of better local relationships with residents around initiatives such as Friends of Parks, Adopt a Street and Pledgebank to give residents an opportunity to improve their local area.				
Citizens' Panel (Base: 432)	79%	13%	4%	4%
On line web survey (Base: 37)	43%	35%	11%	11%

2.6.2 Reasons for disagreement with Street Scene priorities

Respondents who disagreed with any of the priorities identified within the Street Scene Delivery Unit were asked to give reasons for their answer.

Table 11 over the page gives full details of the type of reasons received which are again ranked by the Citizens' Panel samples' most frequently mentioned reasons.

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90 per cent of Citizens' Panel respondents and 85 per cent (46 out of 54 respondents) of the open access online respondents did not give a reason for their response. Of the ten per cent who did give a reason, the most cited reasons were:

- **'The new recycling scheme is a waste of money/ not genuine/ items are mixed up/ it is not working.'** Five per cent of Citizens' Panel respondents and six per cent (3 out of 54) online respondents mentioned this type of reason.
- **'There are too many bins/ Unsightly/ nowhere to keep them'.** Two per cent of Citizens' Panel respondents cited this reason; however none of the online respondents mentioned this reason.

Table 10: Verbatim comments about the priorities identified within the Street Scene Services

Q16. If you disagree with any of the priorities that have been identified within the Street Scene Services please give reasons for your answer.	Citizens' Panel (443)		Web based (54)	
	%	Number	%	Number
No reason given	90%	398	85%	46
The new recycling scheme is a waste of money/ not genuine/ items are mixed up/ it is not working	5%	24	6%	3
There are too many bins/ Unsightly/ Nowhere to keep them	2%	7	0%	0
Other reasons ¹	7%	32	22%	12
Total number of respondents	104%²	565	113%²	61

2.6.3 Ranking Street Scene Delivery Unit priorities

As with the other Delivery Units, respondents were asked to rank the Street Scene Delivery Unit priorities in order of importance.

Chart 7 over the page shows that there was a slight difference with ranking in terms of the Citizens' Panel response and the online response.

- The Panel ranked the priority **'Encourage waste prevention by decreasing overall levels of household waste while increasing the proportion being recycled, composted and reused'** as the highest priority, however this was ranked second by online respondents.
- The second highest priority for the panel was **'The roll out of the new waste and recycling collections that began on the 14th October 2013 and provides a**

¹ For reporting purposes any 'other' comments with less than two per cent have been aggregated Full details are available on request

² Adds up to more than 100% as respondents could write in more than one comment and percentages are calculated on the number of respondents responding to the survey.

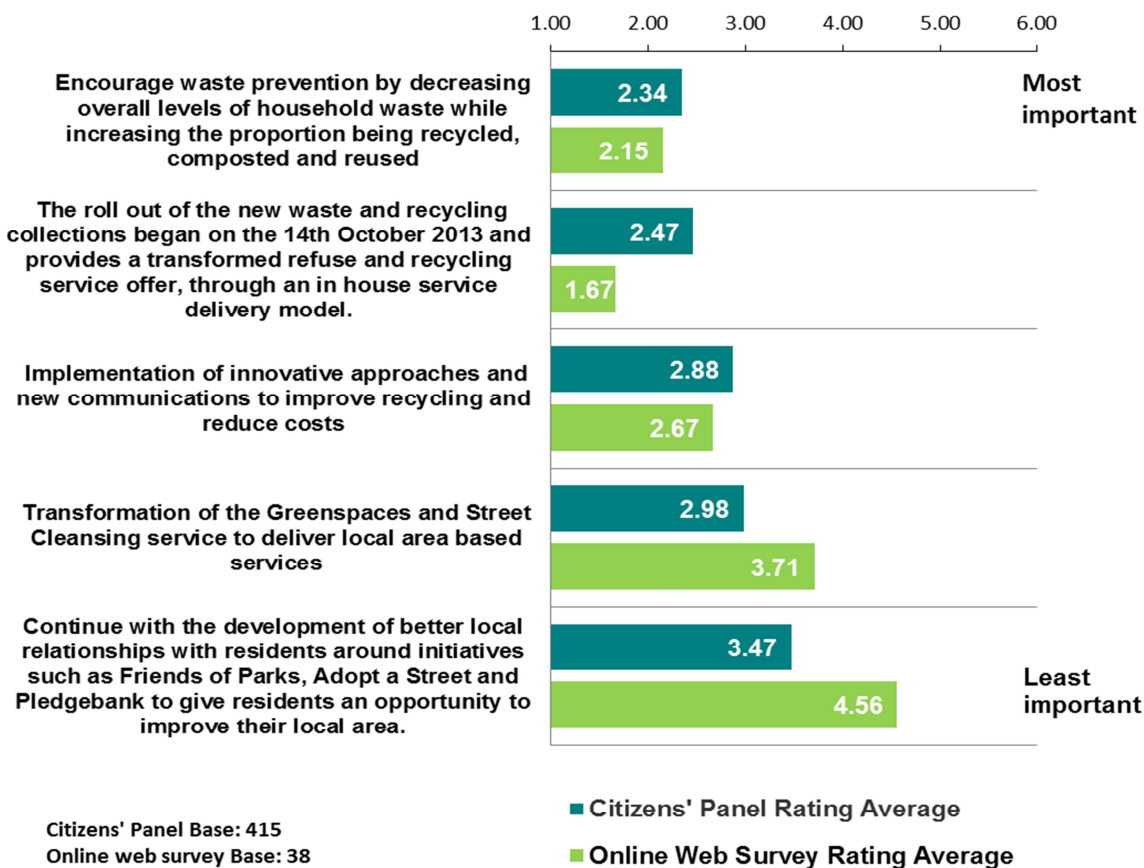
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transformed refuse and recycling service offer, through an in house service delivery model'. The online respondents interestingly ranked this as their top priority.

- **‘Implementation of innovative approaches and new communications to improve recycling and reduce costs’** and **‘Transformation of the Greenspaces and Street Cleansing service to deliver local area based services’** were closely ranked in third and fourth place respectively by the panel. The online sample ranked these in the same place but not as closely in importance.
- The least important priority for both samples, in sixth place, was **‘Continue with the development of better local relationships with residents around initiatives such as Friends of Parks, Adopt a Street and Pledgebank to give residents an opportunity to improve their local area’**. Online respondents were more likely to rank this as a less of priority which reflects their level of agreement on this priority.

Chart 7: Ranking of Streetscene Delivery Unit Priorities

Q. Please rank each priority according to importance: 1 being most important and 6 being least important.



2.6.4 Comments on those the efficiency savings and income generation marked as ‘general consultation’ on the Street Scene Delivery Unit budget

Respondents were asked if they had any additional comments about the efficiency savings and income generation proposed that were marked as ‘general consultation’ within the Street Scene Services budget.

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Table 11 over the pages shows 80 per cent of Citizens' Panel respondents and 88 per cent (48 out of 54 respondents) of the open access online respondents did not have any comments. Of the 20 per cent who did make a comment, the top five most frequently mentioned comments were:

- **'The savings are fair/ Reasonable/ agree'**. Four per cent of Citizens' Panel respondents, and two per cent (one out of 54) online respondents gave these types of comments.
- **'A good / better level of street lighting is required (R1)/ For safety/ Crime/ Should not be reduced.'** Three per cent of Citizens' Panel respondents mentioned these types of comment regarding cuts that could affect community safety. None of the online respondents mentioned this reason.
- **'Cleaner streets are required / Do not agree with making savings by reducing this service'**. Two per cent of Citizens' Panel and two per cent (one out of 54) online respondents also gave this comment.
- **'More education re recycling required/ More information re how and what/ Especially for the elderly'**. Three per cent of Citizens' Panel respondents mentioned this, while none of the online respondents made this comment.
- **'Put back the skips where people used to be able to dispose of large/electrical items/ Would alleviate fly tipping/ Facilitate disposal of large household items'**. Two per cent of Citizens' Panel respondents commented about this, while none of the online respondents mentioned this comment.

Table 11: Verbatim comments on savings marked as 'general' in Street Scene published budget

Q18. Do you have any other comments to make about the savings marked as 'general consultation' in Street Scene Services?	Citizens' Panel (443)		Web based (54)	
	%	No	%	No
No comments made	80%	352	88%	48
The savings are fair/ Reasonable/ Agree	4%	17	2%	1
A good / better level of street lighting is required (R1)/ For safety/ Crime/ Should not be reduced	3%	15	0	0
Cleaner streets are required / Do not agree with making savings by reducing this service	3%	14	2%	1
More education re recycling required/ More information re how and what/ Especially for the elderly	3%	13	0	0
Put back the skips where people used to be able to dispose of large/electrical items/ Would alleviate fly tipping/ Facilitate disposal of large household items	2%	9	0	0
Other comments ¹	14%	63	8%	4
Total number of respondents	106%²	483	100%²	54

¹ For reporting purposes any 'other' comments with less than two per cent have been aggregated Full details are available on request.

² Adds up to more than 100% as respondents could write in more than one comment and percentages are calculated on the number of respondents responding to the survey.

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2.6.5 Additional comments on the savings identified in Street Scene Delivery Unit

Respondents were asked if they had any additional comments about specific savings identified within the Street Scene Services budget.

Table 12 gives full details of the type of comments given which are ranked by the Citizens' Panel samples' most frequently mentioned comments.

91 per cent of Citizens' Panel respondents and 91 per cent (49 out of 54 respondents) of the open access online respondents did not have any comments. Of the nine per cent who did make a comment, the most frequently mentioned comment was:

- **'Reduce level of parking fines/ parking controls - detrimental to businesses and to resident opinion of council/ Do not treat motorists as cash cows'**. Two per cent of Citizens' Panel respondents gave this comment. However none of the online respondents mentioned this comment. The two letters received from businesses both made similar comments around parking.

Table 12: Comments marked as 'general consultation' in Street Scene Services Budget

Q19. Do you have any other comments to make about the savings that have been identified within Street Scene Services?	Citizens' Panel (443)		Web based (54)	
	%	Number	%	Number
No comments made	91%	404	91%	49
Reduce level of parking fines/ parking controls - detrimental to businesses and to resident opinion of council/ Do not treat motorists as cash cows	2%	10	0	0
Other comments ¹	8%	39	9%	5
Total number of respondents	101%²	453	100%²	26

2.7 Savings from the council's change programme

Respondents were invited to comment on the proposed savings derived from the Commissioning Group, CSG, RE, the Legal Group, and the Barnet Group.

2.7.1 Commissioning and Assurance Group

Table 13 shows that 86 per cent of the Panel respondents and 83 per cent (45 out of 54 respondents) of the open access online respondents did not have any comments to make about Commissioning and Assurance Group. Of the 14 per cent who did make a comment, the top most frequently mentioned comment was:

- **'New Groups always cost money / Cost may well outweigh savings'**. Three per cent of Citizens' Panel respondents gave this comment. However none of the online respondents mentioned this.

¹ For reporting purposes any 'other' comments with less than two per cent have been aggregated Full details are available on request.¹

² Adds up to more than 100% as respondents could write in more than one comment and percentages are calculated on the number of respondents responding to the survey.

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Table 13: Verbatim comments on savings identified within the Commissioning Group and Assurance Group

Q20. Do you have any other comments to make about the savings that have been identified within the Commissioning Group and Assurance Group?	Citizens' Panel (443)		Web based (54)	
	%	No	%	No
No comments made	86%	381	83%	45
New groups always cost money / Cost may well outweigh savings	3%	12	0%	0
Other comments ¹	18%	81	17%	9
Total number of respondents	101%²	453	100%	26

2.7.2 Re

Respondents were asked if they had any additional comments about proposed efficiency savings from Re.

Table 14 over the page shows 76 per cent of the Panel and 80 per cent (43 out of 54 respondents) of the online respondents did not have any comments. Of the 24 per cent who did make a comment, the top five most frequently mentioned comments were:

- **'Scepticism - is it really achievable? / Lack of confidence'**. Five per cent of Citizens' Panel respondents gave this comment, and seven per cent (four out of 54) online respondents.
- **'Disagree with principal of outsourcing'**. Five per cent of Citizens' Panel respondents gave this comment, while four per cent (two out of 54) of online respondents.
- **'Monitor closely'**. Mentioned by four per cent of Citizens' Panel, whilst none of the online respondents made this comment.
- **'Achievable / Sensible / Agree'**. Again mentioned by four per cent of Citizens' Panel respondents and two per cent (one out of 54) of online respondents.
- **'Standard of services must not be reduced/ Employees must be suitably qualified'**. Mentioned by three per cent of the Panel and this was not mentioned by the online respondents.

¹ For reporting purposes any 'other' comments with less than one per cent have been aggregated. Full details are available on request.

² Adds up to more than 100% as respondents could write in more than one comment and percentages are calculated on the number of respondents responding to the survey.

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Table 14: Verbatim comments on efficiency savings from Re

Q21. Do you have any other comments to make about the proposed efficiencies from Re?	Citizens' Panel (443)		Web based (54)	
	%	Number	%	Number
No comments made	76%	337	80%	43
Scepticism - is it really achievable? / Lack of confidence'	5%	24	7%	4
Disagree with principal of outsourcing	5%	20	4%	2
Monitor closely	4%	18	0%	0
Achievable / Sensible / Agree	4%	17	2%	1
Standard of services must not be reduced/ Employees must be suitably qualified	3%	11	0%	0
Other comments ¹	13%	58	9%	5
Total number of respondents	109%²	485	102%	55

2.7.3 Customer and Support Group (CSG)

77 per cent of the Panel and 83 per cent (45 out of 54 respondents) of the open online respondents did not have any comments. Of the 23 per cent who did make a comment, the top three most frequently mentioned comments were:

- ***'No confidence in Capita / Capita has a poor reputation/ Has had poor experience of Capita'***. Mentioned by six per cent of Citizens' Panel and six per cent (three out of 54) of the online respondents gave this comment.
- ***'If Capita can do all this and still make a profit why can't the council do it? / They would then save the profit that Capita are taking out of it/ Against outsourcing generally'***. Mentioned by five per cent of the Panel and four per cent (two out of 54) of online respondents also cited this comment.
- ***'Need to be checks and balances in place throughout Capita contract / Strict monitoring'***. Four per cent of Citizens' Panel respondents gave this comment, and 22 per cent (11 out of 54) online respondents also gave this comment.

¹ For reporting purposes any 'other' comments with less than two per cent have been aggregated. Full details are available on request

² Adds up to more than 100% as respondents could write in more than one comment and percentages are calculated on the number of respondents responding to the survey.

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Table 15: Verbatim comments on efficiency savings identified within CSG Group

Q22. Do you have any other comments to make about the efficiencies that have been identified within the Customer and Support Group?	Citizens' Panel (443)		Web based (54)	
	%	Number	%	Number
No comments made	77%	339	83%	45
No confidence in Capita / Capita has a poor reputation/ Has had poor experience of Capita	6%	25	6%	3
If Capita can do all this and still make a profit why can't the council do it?/ They would then save the profit that Capita are taking out of it/ Against outsourcing generally	5%	20	4%	2
Need to be checks and balances in place throughout Capita contract / Strict monitoring	4%	16	2%	1
Other comments ¹	19%	86	22%	11
Total number of respondents	111%²	486	117%	62

2.7.3 Legal Services

Respondents were asked if they had any additional comments about proposed efficiency savings in the new Legal Service.

81 per cent of the Panel and 83 per cent (45 out of 54 respondents) of the open online survey did not have any comments. Of the 19 per cent who did make a comment, the top two most frequently mentioned comments were:

- **'Sounds sensible / right approach / Good idea'**. Mentioned by eleven per cent of Citizens' Panel respondents gave this comment, and four per cent (two out of 54) online respondents also mentioned this.
- **'Joint services with other councils are a good idea'**. Four per cent of the Panel gave this comment, and two per cent (one out of 54) online respondents also mentioned this.

Table 16: Verbatim comments on savings identified within the new Legal Service

Q23. Do you have any other comments to make about the proposed efficiencies from new Legal Service?	Citizens' Panel (443)		Web based (54)	
	%	Number	%	Number
No comments made	81%	359	83%	45
Sounds sensible / right approach / Good idea	11%	48	4%	2
Joint services with other councils are a good idea	4%	17	2%	1
Other comments ¹	12%	53	16%	8
Total number of respondents	101%²	477	105%²	56

¹For reporting purposes any 'other' comments with less than three per cent have been aggregated. full details are available on request

²Adds up to more than 100% as respondents could write in more than one comment and percentages are calculated on the number of respondents responding to the survey.

2.7.4 The Barnet Group

Respondents were asked if they had any additional comments about proposed efficiency savings within the Barnet Group.

87 per cent of Citizens' Panel respondents and 89 per cent (48 out of 54 respondents) of the open access online respondents did not have any comments. Of the 13 per cent who did make a comment, the most frequently mentioned comment was:

- **'Good idea / A good saving/ Positive move'**. Three per cent of Citizens' Panel respondents gave this comment, however none of the online respondents mentioned this comment.

Table 17: Verbatim comments on savings identified within the Barnet Group

Q24. Do you have any other comments to make about the efficiencies that have been identified within the Barnet Group?	Citizens' Panel (443)		Web based (54)	
	%	Number	%	Number
No comments made	87%	386	89%	48
Good idea/ A good saving/ Positive move	3%	14	0%	0
Other comments ¹	13%	58	16%	8
Total number of respondents	103%²	458	105%²	56

2.8 The local community

Respondents were asked for suggestions on how the local community could help the council save money.

80 per cent of Citizens' Panel respondents and 81 per cent (44 out of 54 respondents) of the open access online respondents did not have any comments. Of the 20 per cent who did make a comment, the top four most frequently mentioned comments were:

- **'Have more local groups / Encourage local involvement / Engage people'**. Five per cent of Citizens' Panel respondents gave this comment, and two per cent (one out of 54) online respondents also mentioned this.
- **'Instil pride in local area / Sense of belonging / a Barnet community'**. Four per cent of Citizens' Panel respondents gave this comment, and two per cent (one out of 54) online respondents also mentioned this.
- **'Have a 'Keep Barnet Safe and Tidy' campaign/ Anti-litter campaign/ Encourage people to clean their own frontage'**. Four per cent of Citizens' Panel respondents gave this comment, however none of the online respondents mentioned this.

¹ For reporting purposes any 'other' comments with less than two per cent have been aggregated. Full details are available on request.

² Adds up to more than 100% as respondents could write in more than one comment and percentages are calculated on the number of respondents responding to the survey.

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- **'Jobless to work as volunteers or apprentices / Encourage volunteering'**. Three per cent of Citizens' Panel respondents gave this comment, however none of the online respondents gave this as a comment.

Table 18: Verbatim comments on how the local community could help the council save money

Q25. Do you have any suggestions on how the local community could help the council save money?	Citizens' Panel (443)		Web based (54)	
	%	Number	%	Number
No comments made	80%	354	81%	44
Have more local groups / Encourage local involvement / Engage people	5%	21	2%	1
Instil pride in local area / Sense of belonging/ a Barnet Community	4%	18	2%	1
Have a 'Keep Barnet Safe and Tidy' campaign/ Anti-litter campaign/ Encourage people to clean their own frontage	4%	17	0%	0
Jobless to work as volunteers or apprentices / Encourage volunteering	3%	11	0%	0
Other comments	17%	76	18%	10
Total number of respondents	113%¹	497	103%	56

¹ Adds up to more than 100% as respondents could write in more than one comment and percentages are calculated on the number of respondents responding to the survey.

SECTION 3

Business Plan and Budget

Deliver Unit Consultations

Detailed Findings

3. DELIVERY UNIT SERVICE SPECIFIC CONSULTATIONS, BUSINESS PLAN AND BUDGET 2013/14 – DETAILED FINDINGS

3.1 ADULTS AND COMMUNITIES DELIVERY UNIT BUDGET CONSULTATION DETAILED FINDINGS:

The Adults and Communities Delivery Unit has consulted on budget proposals to achieve savings of £1.347 million through its plans for the Community Offer. The Community Offer sets out how the Adults and Communities Delivery Unit plans to support people within their own homes. The plans being consulted on are to:

- Improve information and advice for people who need social care support.
- Increase use of technology and equipment in the home, short-term enablement support, and support for family carers.
- Increase the use of Direct Payments so people can arrange their own support.

The key proposals under the Community Offer are:

- Looking at how someone's independence can be maximised when they have their Annual Review.
- Changing the way that respite is provided to people who care for a friend or family member.

3.1.2 Summary of key finding

In total, 16 people responded to the online Adults and Communities Delivery Unit budget consultation survey on the Community Offer. The results are based on "valid responses" only, i.e. all those providing an answer (this may or may not be the same as the total sample) unless otherwise specified. The base size may therefore vary from question to question depending on the extent of non-response. The proposals have also been discussed at a number of meetings including the Partnership Boards, LD Parliament, the Carers Forum and Carers Centre, specific focus groups and two public meetings. The number of people attending each focus group and public meeting has ranged from four to 15 people. The key points that emerged from both the online survey and the meetings held with a range of stakeholders are below.

- The proposal to look at new ways to support people in their homes using technology and equipment, short-term enablement support, and by supporting family carers was positively received. However, people raised concerns that it was important for each case to be looked at based on individual circumstances and that this could lead to people feeling isolated in some instances if the correct support was not put in place.
- The majority of respondents tended to agree or, neither agreed nor disagreed with proposals to make changes to how Adults and Communities review people receiving social care services.
- In relation to increasing the use of Direct Payments so that people can arrange their own support, there was a mixed response. People either strongly agreed or agreed or, neither agreed nor disagreed. Respondents raised that whilst Direct Payments may lead to greater user control, some individuals may need additional help in managing their finances, and that the amount of payment provided would

need to ensure that the cost of the care needed was met. Respondents also raised that individuals needed to fully understand how Direct Payments could be used.

- In regards to looking at alternatives to the way we offer respite care, there was a mixed response. Respondents were particularly mindful of the importance of ensuring that carers were supported and that each case is looked at on an individual basis.
- Respondents felt especially strongly in regards to questions on the use of Telecare equipment and the need to ensure that people do not become isolated through its use.

3.1.3 Technical details and method

The consultation on the Adults and Communities Delivery Unit budget proposals was administered as follows:

- Key stakeholders were emailed a consultation letter containing information about the Community Offer and how to respond to the consultation.
- An Adults and Communities budget consultation webpage containing key documents and information was created.
- An online questionnaire was created.
- An email address for people to send their comments or queries to was provided.
- A number of consultation meetings have been held.
- An advert in two local papers was published advertising two public meetings.
- Posters were displayed publicising the consultation in local libraries and council offices.

3.1.4 Calculating and reporting on results

The results from the online survey are based on “valid responses” only, i.e. all those providing an answer (this may or may not be the same as the total sample) unless otherwise specified. The base size may therefore vary from question to question depending on the extent of non-response.

Responses from meetings held on the proposals are also included below.

3.1.5 Proposals and feedback

3.1.5.1 The Adults and Communities Delivery Unit

The Government’s spending review has reduced the amount of money available for the Council to spend over the coming years and the Adults and Communities Delivery Unit have been looking at a number of ways that savings can be found within the budget. The Delivery Unit’s aim is to make the majority of the necessary budget savings by continuing to transform its services and deliver them in a different way, which will maximise independence for the residents who access them. Additionally, the Care Bill, which is due to become law next year, will put on a statutory footing the need for Local Authorities to ensure people are helped to become as independent as possible, have more control over their services and get better information to help them to make the right support choices.

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Through the proposals set out under the Community Offer the Adults and Communities Delivery Unit hope to achieve savings of £1.347 million.

Proposal 1: Looking at how we support people to live independently at home.

Achieve greater independence for people by supporting more people to stay in their own homes instead of needing to move into residential care. This should help people to remain as independent as possible and help to reduce their need for formal support services. This should be achieved through:

- Providing better information and advice to people with social care needs.
- Providing more people with a short period of enablement support.
- Providing more people with an Occupational Therapy Assessment.
- Using Telecare equipment more often to support people at home.
- Recognising the important role of people who care for a friend or family member, making sure that more people have a Carers Assessment.
- Ensuring that anyone new who qualifies for a social care service is offered a Direct Payment as an option for how to arrange their care.

Proposal 2A: Changes for people who already receive social care services, Changes to Annual Reviews

When an Annual Review is carried out we want to maximise independence and explore alternatives where it is felt that support can be amended whilst meeting statutory needs. We want to make sure that we are meeting people's needs in the most cost-effective way, which also helps to maximise their independence. This reflects changes in social care practice in recent years, which has become more flexible to look at options other than traditional home care services. The alternative types of support which could be considered as part of an Annual Review include providing Telecare technology, pieces of equipment, aids or adaptations to help people get around their home, or providing a Direct Payment to help people arrange their own support in the future. Additionally, the Adults and Communities Delivery Unit wants to encourage people to make more use of facilities in their local area such as lunch clubs or other social and leisure activities instead of relying, on traditional care services like day centres or home meals. However, the Adults and Communities Delivery Unit recognise that sometimes people's needs increase and an Annual Review will take this into account and amendments will only be made where appropriate.

Proposal 2B: Changes for people who already receive social care services, Changes to Respite Care

Respite care is to provide people who care for a friend or family member with a break from caring when they need it. Presently, when carers have an assessment of their needs and it is identified that they need a break from their caring role, the Council usually offers the person they care for a placement at a residential care home, normally for up to two weeks at a time. However, we know that although carers need a break from caring, they do not always want a break from the person that they care for. We want to explore alternative ways of offering respite care, which will take this into account as well as being more cost effective and minimising the impact on the cared-for person. This could be achieved by providing more care in someone's home or by giving them a Direct Payment to arrange alternative support. This would allow the cared-for person to stay in familiar surroundings and be cared for by familiar people. We would look to provide alternative forms of respite as mentioned above wherever

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possible, but if residential respite was the only option available to give the necessary support for someone, the Council would still provide this.

16 people responded to the online survey. A summary of responses is shown in the table below. The results are based on “valid responses” only, i.e. all those providing an answer (this may or may not be the same as the total sample) unless otherwise specified. The base size may therefore vary from question to question depending on the extent of non-response.

Proposal	Strongly agree	Tend to agree	Neither agree nor disagree	Tend to disagree	Strongly Disagree	Don't know
1	31.3%	50%	12.5%	0%	6.3%	0%
2 A	7.7%	30.8%	30.8%	7.7%	7.7%	15.4%
2 B	20%	26.7%	6.7%	13.3%	20%	13.3%

The proposals were also discussed at a number of meetings with stakeholders including the Partnership Boards, Your Choice Barnet, BSL, the Carers Forum and Carers Centre, the Anand Centre, the Multi-Cultural Centre, LD Parliament, as well as two public meetings. The number of people attending each focus group and public meeting ranged from between four to 15. The key points that emerged from both the online survey and the meetings held with a range of stakeholders are below.

3.1.5.2 Feedback

The proposed savings of £1.347 million offered through the Community Offer were in the main positively received. However, some concerns were raised in regards to proposals 2A and 2B through both the online survey and the meetings which were held.

Proposal 1: Looking at how we support people to live independently at home.

The majority of respondents were extremely positive about this proposal. However, respondents did raise that information needs to be readily available to people in different forms other than just through on line means. Stakeholders and those who attended the public meetings also specifically raised that whilst people would like to stay in their own homes this should be facilitated through identifying the correct support needed for each person in order to prevent loneliness or isolation.

Proposal 2A: Changes for people who already receive social care services, Changes to Annual Reviews.

In regards to proposal 2A, respondents raised specific concerns over the use of Telecare equipment leading to people feeling isolated and the need for home visits to be provided when needed. Additionally, concerns were raised that whilst the use of Direct Payments may lead to greater independence and control for users the correct support, information and advice must be made available. Respondents raised that the changes being proposed must be based upon the best interests of individuals and that whilst promoting independence is important, the correct funding must be in place to support this. At both public meetings attendees raised that a Direct Payments User Forum would be useful for both service users and carers to share experiences and advice.

Many respondents to the online survey highlighted the benefits of using more equipment, aids and adaptations in people's homes as a way to support people in staying in their own home. However, respondents also noted that this should not replace human contact and could lead to isolation in some cases. Respondents raised that for people to be more independent from the beginning, more training and learning support needed to be provided. Additionally raised was that whilst independence is positive, some people's health needs mean that it is important to have others around.

In regards to the use of Telecare equipment being used as a good alternative to home visits five respondents to the online survey strongly disagreed and three people tended to disagree. Respondents stressed that whilst Telecare can be extremely useful it should not be used as a means to replace human contact and that reducing home visits can lead to people feeling isolated.

There was a mixed response to whether people thought that being supported to use community facilities is a good alternative to day care. Specific concerns raised by respondents were that this may not suit everyone and that it was dependent on the types of activities being offered. Additionally, respondents questioned what support would be offered to help people attend community facilities and highlighted the need to ensure that facilities are inclusive. Attendees of the Partnership Boards, focus groups and public meetings also raised the importance of ensuring that the right support mechanisms are in place for people to engage with community facilities and raised that transport can be an issue. Another point raised was that presently there are no supported living services for deaf clients in Barnet and this should be addressed and that knowledge and training on what services are available needed to be provided to support people to be independent.

Proposal 2B: Changes for people who already receive social care services, Changes to Respite Care

In regards to proposal 2B there was a mixed response with 20 per cent of respondents to the online survey strongly agreeing, 27 per cent agreeing, seven per cent neither agreeing nor disagreeing, 13 per cent tending to disagree, 20 per cent strongly disagreeing and 13 per cent not being sure with the proposal. Specific concern was raised about the need to ensure that individual assessors are looking at each case holistically and listening to customer concerns when appropriate. Respondents raised the importance of ensuring that carers are given proper breaks and that the approach to respite should be as flexible as possible. Respondents did not want the changes to compromise the quality of care that users receive and particularly in regard to respite care, respondents wanted to ensure that proper respite breaks were still being provided to those who are caring for a friend or family member and that, each case must be looked at on an individual basis.

In regards to whether having a Direct Payment to arrange respite care would be a good option 47 per cent of online respondents either strongly agreed or agreed, with 27 per cent neither agreeing nor disagreeing. Respondents raised the need to look at each case on an individual basis, and that enough money would have to be provided through the Direct Payment to cover the appropriate cost of respite care. It was also raised that some people would need help in administering the Direct Payment. However, respondents raised that the possibility of being able to provide respite at home could reduce costs but allow residents to stay in their own environment whilst allowing carers some alone time.

3.1.5.3 Response to consultation

By following the proposals set out under the Community Offer Adults and Communities hope to save £1.347 million. The proposals will be implemented, but concerns raised through the consultation about assessing cases on an individual basis and the need to ensure that people do not become isolated through the increased use of equipment technology will be taken into account. The Adults and Communities Delivery Unit will be mindful about how these proposals are implemented and address the concerns raised. Adults social care will continue to have a legal duty to assess needs on an individual basis which should mitigate concerns about increased isolation and increased demands on carers.

As a result of the consultation the Adults and Communities Delivery Unit will be re-establishing a Forum for Direct Payment Users and Carers to help advise users and carers on the process of Direct Payments and assist them with any concerns they may be having. Additionally, the Adults and Communities Delivery Unit have noted the points raised by respondents regarding ensuring that community facilities are accessible to social care users and carers and will be looking into ways that we can improve accessibility to all.

3.2 CHILDREN'S SERVICE DELIVERY UNIT BUDGET CONSULTATION DETAILED FINDINGS:

For 2014/15 the Children's Service Delivery Unit needs to find savings of £4.44m, around 8 per cent of the current budget. As part of this the following two key proposals have been consulted on, which would collectively achieve savings of £1.633m:

Proposal 1: Commissioned services for children and families

Proposal 2: Traded services for schools

Summary of key findings:

In total, 84 people responded to the online Children's Service budget consultation survey. 33 children and young people responded to the young people's survey. The budget proposals have also been discussed at a number of meetings, including with young people, with schools, and with service providers. The key points that emerged were:

- Most respondents tended to agree with the proposal to make savings by jointly buying services with health. It was felt there should be an emphasis on transparency and accountability and concerns were expressed that there could be reduction in service as a consequence. Eight people in the online survey commented that speech and language therapy services in particular were currently overstretched.
- Respondents tended to agree or strongly agree with the proposal to reconfigure short breaks to improve service delivery, stop duplication and to ensure services are targeted to those with the highest needs. Barnet Youth Board felt that it might be better to make greater reductions in this area so that other areas could be protected. However, 11 survey respondents voiced specific concerns including that eliminating duplication could result in longer waiting lists, a loss in flexibility to

tailor to specific needs, and having to travel further for the service, and there were also concerns about children with lower-level needs losing out..

- Respondents thought that reviewing and joining up similar services could be beneficial, so long as the overall service levels were not adversely affected. There was a mixed response, with no clear majority agreeing or disagreeing with the proposal; just under two fifths (37 per cent) of respondents strongly agreed or tended to agree with this proposal, whereas 38 per cent tended to disagree or strongly disagree, with the remainder being neutral (21 per cent) or indicating they don't know (four per cent). The commissioned services survey respondents felt it was most important for the council to fund were careers support for young people with learning difficulties and disabilities, domestic violence services, and parenting programmes, with activities for young people and youth homelessness services (those areas highlighted as priorities by young people) also considered important to fund by respondents overall.
- Responses to the proposal to develop a traded services model for educational welfare and educational psychology, and finding the balance of savings by reducing the 'schools causing concern' budget were varied. Again there was a mixed response, with no clear majority agreeing or disagreeing with the proposal; just under two fifths (39 per cent) of respondents strongly agreed or tended to agree (39 per cent) with the proposal, conversely just under two fifths (38 per cent) of respondents strongly disagreed or tended to disagree (38 per cent), with the remainder being neutral (15 per cent) or indicating they don't know (eight per cent). Concerns expressed by survey respondents included that schools would struggle to fund these services, or avoid purchasing these services in order to save money, and the importance of accountability and monitoring was highlighted. A high number of schools (around 100) indicated they would be willing to buy back educational psychology services.

Full details of consultation proposals and the responses to the consultation are outlined below.

3.2.1 Technical details and method

In summary, the consultation on the Children's Service Delivery Unit budget proposals was administered as follows:

- Key stakeholders including schools were emailed a consultation letter containing information about each of the key budgets proposals for the Children's Service and how to respond to consultation.
- A Children's Service budget consultation webpage containing key documents and information
- A Children's Service budget consultation online survey
- A young person's online survey created by the Barnet Youth Board
- Consultation meetings with providers

3.2.2 Proposals and feedback

3.2.2.1 Proposal 1 – Commissioned services for children and families

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The council buys a range of services to support children, young people and their families. Given the significant budget savings that have to be found across the council, savings of £1.3m are proposed across the services the council buys. There are three key proposals to achieve total savings of £1.3m.

Proposal 1A: Make savings by **jointly buying services with health** (the Clinical Commissioning Group). We have already done this for speech and language therapy and are proposing to do this for Child and Adolescent Mental Health Services and healthcare for children in care. This would help us make savings without significantly reducing the service provided. Proposed saving: £300K

Proposal 1B: At the moment **Short Breaks** services are delivered by a wide variety of organisations, some of which provide similar services. We are proposing to reconfigure short breaks to improve service delivery, stop duplication and to ensure services are targeted to those with the highest needs. Proposed saving: £400K

Proposal 1C: Review how the **services** we buy are used and how similar services could be joined up. This is likely to result in a combination of efficiencies and reductions. Some of the key areas this would impact on are: youth homelessness, peer support and mentoring for young people, activities for young people, domestic violence services, support to young carers, parenting programmes, support to organisations around quality of childcare, careers support for young people with Learning Difficulties and Disabilities, information system holding information on young people, social care out of hours service, community coaching (peer-to-peer support for families). Proposed saving: £600k

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3.2.2.2 Responses from the online survey

84 people responded: see table below for responses.

Proposal	Strongly agree	Tend to agree	Neither agree nor disagree	Tend to disagree	Strongly Disagree	Don't know
1A – Health	20.2%	34.5%	16.7%	8.3%	11.9%	8.3%
1B – Short Breaks	21.7%	26.5%	13.3%	14.5%	14.5%	9.6%
1C – Review services	9.0%	28.2%	20.5%	11.5%	26.9%	3.8%

3.2.2.3 Responses from the young people's online survey

33 young people responded: their views are represented in the table below.

Proposal	Strongly agree	Tend to agree	Neither agree nor disagree	Tend to disagree	Strongly Disagree	Don't know
1A – Health	18.2%	21.2%	24.2%	15.2%	9.1%	12.1%
1B – Short Breaks	16%	24%	32%	8%	8%	12%
1C – Review services	16.7%	12.5%	16.7%	29.2%	8.3%	16.7%

3.2.2.4 Feedback from stakeholders

Proposal 1A - Health

Overall, 55 per cent of respondents strongly agreed or tended to agree with this proposal. Many respondents were positive about the proposal to make savings by jointly buying services with health, noting that more joined up services reducing duplication was a positive development. However many requested an emphasis on transparency and accountability and that there should be no reduction in service. Several respondents felt that provision from the Speech and Language Team had reduced, and that waiting lists for appointments had become longer. Two respondents requested more detail on how the savings would be made and any subsequent job reductions. 39 per cent of respondents from the young people's online survey strongly agreed or tended to agree with this proposal. Responses from the young people's online survey echoed concerns about the service being reduced.

Proposal 1B – Short Breaks

Overall, **48 per cent** of respondents strongly agreed or tended to agree with this proposal, **compared with 29 per cent disagreeing or strongly disagreeing**. The proposal to eliminate duplication for Short Breaks, ensuring services are targeted to those with the highest needs, was very positively received. However, some respondents were concerned that eliminating duplication could result in (i) longer waiting lists, (ii) a loss in flexibility to tailor to specific needs, and (iii) having to travel further for the service. Several respondents requested more detail as to what 'reconfiguring' entails, and how need would be assessed. Concerns were also expressed about children with lower-level needs, some of whom would benefit from support and respite. This concern was also reflected in the young people's online survey. However feedback from the Barnet Youth Board was that it might be better to make greater reductions in this area so that other areas could be protected. **40 per cent of respondents from the young people's online survey strongly agreed or**

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tended to agree with this proposal.

Proposal 1C – Review Services

There was a mixed response to this proposal. Overall, 37 per cent of respondents either strongly agreed or tended to agree with this proposal, whereas 38 per cent tended to disagree or strongly disagree. Respondents from both surveys thought that reviewing and joining up similar services could be beneficial, *so long as the overall service levels were not adversely affected*. Some respondents said that further information was needed as to how each service was likely to be affected individually. Many respondents felt that there weren't enough of these services and that there should be no reductions. 29 per cent of respondents from the young people's survey strongly agreed or tended to agree with this proposal, whereas 38 per cent tended to disagree or strongly disagree. Some respondents (three) felt that all the services listed below were all important and that it was difficult to choose which were the most important for the council to fund. One provider commented that by reducing budgets or decommissioning early intervention and prevention contracts the council may be missing out on opportunities to deliver activities which would result in long term savings for the council and the public purse.

The table below shows the respondents' views from both the online survey and the young people's survey on: *which services are the most important for the council to fund*.

Proposal 1C – Review of Services – Which services are the most important for the council to fund?		
Service	Percentage of responses from online survey	Percentage of responses from the young people's online survey
Careers support for young people with LDD	14.9%	12.1%
Domestic violence services	14.5%	15.2%
Activities for young people	13.6%	21.2%
Youth homelessness services	12.7%	21.2%
Parenting programmes	10.1%	4.5%
Support to young carers	8.8%	1.5%
Social care out of hours service	8.8%	8.3%
Support to organisations around quality of childcare	7.9%	1.5%
Peer support and mentoring for young people	6.1%	10.6%
Community Coaching (peer-to-peer support for families)	2.2%	3.0%

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Information system holding information on young people	0.4%	1.5%
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Feedback received from the Barnet Youth Board was that it is very important to have activities for young people, but a lot is available outside of council provision. There was a strong feeling that out of hours services generally should be more widespread so that young people can contact professionals where they have an emergency. They felt that youth homelessness and domestic violence services were most important and that people could be more self-sufficient and help each other if commissioned peer-to-peer support was reduced.

We have been working closely with providers to identify savings and efficiencies, and to understand the likely impact that these will have on services. It should be possible to achieve a significant proportion of the proposed savings through efficiencies.

3.2.2.5 Delivery Unit response in light of feedback

In light of the consultation responses and engagement, the following is proposed.

Proposal 1A - Health

When developing proposals to re-commission services jointly with the CCG, care will be taken to help protect against any reduction in service and to maximise efficiencies. The service will also work to ensure that each partner contributes funding in line with its respective statutory responsibilities.

Proposal 1B – Short Breaks

Having met with each provider of short breaks services, it is proposed to make continuing efficiencies within short break services, with more robust contract monitoring, and a re-commissioning process in 2014-15, which will take into account proposed changes introduced by the Children and Families' Bill such as the local offer and personal budgets. The majority of savings would be achieved through eliminating areas of current duplication and reducing under-utilised services. Resources will be targeted at those who are most vulnerable, including families at risk of breakdown. Feedback from parents was that they most valued enabling hours, and so funding for these has been protected. Services for children under five years have also been prioritised as a reduction in these could have resulted in inequality of provision. Statutory duties will continue to be met.

Proposal 1C – Review Services

The anticipated balance of reductions and efficiencies are as follows:

Domestic Violence Services

These services deal with high levels of risk and play a key role in trying to reduce risk and potential homicides. Efficiencies were made in 2013/14 and the provider cannot absorb any further reductions without an impact on services provided. Having considered the negative impact of a reduction in these services, including the potential equalities impact of a reduction, it is not proposed to reduce the commissioned services.

Instead it is proposed to make small reductions in information pack monies and a small efficiency in other budgets that won't have an impact on the service delivered.

Parenting programmes

Parenting Programmes are targeted towards hard to reach parents / carers and those facing barriers to accessing services, particularly those with language barriers. A review of all parenting provision is taking place as part of the Early Years Review and parenting programmes targeted to support those with language barriers are likely to be a funding priority where clear outcomes can be evidenced.

Activities for young people

It is proposed to cease a contract for activities for young people. These activities are not targeted to those who would not otherwise receive support. To help mitigate any impact of the proposal, activities would still be available to young people through Youth and Community services and they would also continue to signpost to other activities available in the borough. In the context of the savings proposed for children's services spend on non-statutory duties, such as youth activities, has to be de-prioritised.

Youth homelessness

It is proposed that savings are made to youth homelessness commissioned services through efficiencies and targeting resources to best meet the needs of the most vulnerable young people. The services provided to highest needs homeless young people will be protected. There is a small reduction proposed for the service providing support to medium needs young people, although a service will continue to be provided to the same number of young people. The saving focuses on changes to staffing rotas and security contract costs. Much of the preventative mediation work is undertaken by a mediation worker within Barnet Group. As such the preventative element of the contract is not being fully utilised and it is proposed to de-commission it. There is a risk that Barnet Group will cease to fund the mediation work, which could increase the likelihood of Barnet Council's proposed reduction having a negative impact. To mitigate this, the service will work closely with Barnet Group to identify ways of continuing to fund mediation work.

Support to organisations around quality of childcare

It is not anticipated that any services/support will be removed as the focus is on joining up services to remove duplication and identifying other efficiencies. Effective monitoring will need to be in place to ensure that once services have been centralised feedback is collected from users and actioned as necessary.

Young carers

This commissioned service is the only service which specifically caters to the needs of young carers in Barnet. The potential for efficiencies was investigated, but a reduction in services is likely to result in a reduction of the number of young people benefiting from the service. The Children's Social Care and early intervention teams are reliant on the service for referrals of vulnerable young carers who are otherwise hidden from professional view, and the service also brings in an independent advocacy role. A reduction to this service could escalate some cases to Children's Social Care and could result in family breakdown, which would lead to increased costs. Following consultation, it has been decided that there will be no reduction in this service.

Peer support and mentoring for young people

Efficiencies are proposed through eliminating duplication of mentoring programmes. The service providing adult mentors to support young people is to be decommissioned.

There are three additional mentoring contracts being commissioned by, or being delivered in partnership with LB Barnet, that are not directly part of this budget consultation, all of which are due to end in March 2014, as such a more significant cumulative impact is anticipated. However, the peer to peer mentoring service is to be maintained at its current level, as this offers a unique model of support to young people and the service will be further targeted to those who need it most. Therefore, in the context of the savings proposed for children's services and the statutory responsibilities, it is proposed that a reduction is made in the budget for mentoring to young people but to maintain the peer to peer mentoring programme.

Community Coaching (peer-to-peer support for families)

It is proposed to make the majority of savings through efficiencies by working more closely with the provider and other areas of the council to reduce overheads and secure efficiencies. However there will be a small service reduction for Children's Services, although the families referred through Children's Services will continue to receive Community Coaching support. The Troubled Families team will continue to work with families requiring additional support, which should help to reduce the potential impact of the proposal. Community Safety are increasing the Community Coaches services they commission which, although for a different group, could also help to mitigate the impact of a small reduction for a few service users.

Career support for young people with LDD

Changes to the way the information and printing budget is used are proposed to achieve efficiencies. There would also be a small reduction in the tracking service. Youth and Community services are proposing they work more closely with the provider to mitigate any impact.

There will only be efficiency savings and no reduction in service in relation to:

- Social care out of hours service
- Information system holding information on young people

3.2.3 Proposal 2 – Traded services for schools

The relationship between schools and councils is changing, and responsibility for school improvement now lies with schools. School to school support is taking a more important role for maintaining high standards across the borough. Given the significant budget savings that have to be found across the council, savings in this area are proposed. This includes reducing the 'schools causing concern' budget. The changing landscape is also creating a significant opportunity for councils to increase service provision to schools through traded services.

Proposal 2: Develop traded services model for educational welfare and educational psychology. This would enable schools to buy-in specialist services and enable the council to maintain the services provided by charging schools for this service in the future. The balance of savings would be found by reducing the 'schools causing concern' budget whilst promoting and encouraging school to school support, to help ensure high standards are maintained across the borough. The council will ensure it maintains a core monitoring and challenge function.

Proposed saving: £333K

3.2.3.1 Responses from the surveys

A summary of responses to this proposal from the online survey and the young people's online survey is shown in the table below.

	Strongly agree	Tend to agree	Neither agree or disagree	Tend to disagree	Strongly disagree	Don't know
Online survey	10.8%	28.4%	14.9%	14.9%	23.0%	8.1%
Young people's online survey	0.0%	14.3%	28.6%	19.0%	14.3%	23.8%

3.2.3.2 Feedback from respondents

A similar percentage of respondents strongly agreed or tended to agree (39%) with the proposal in comparison with the percentage that strongly disagreed or tended to disagree (38 per cent). Although some respondents thought that it would be beneficial for schools to identify the needs of their pupils and subsequently access appropriate support themselves, there were concerns that schools would struggle to fund these services, or avoid purchasing these services in order to save money. The importance of accountability and monitoring was highlighted. Respondents from the Children's survey were concerned that there could be a negative impact for schools if the local authority was to support schools less.

3.2.3.3 Schools Feedback

Education welfare

36 per cent of the primary schools in Barnet have responded to the consultation letter so far. Of these, the vast majority have indicated that they would be willing to buy a level of service. We will follow up the remaining schools.

Educational psychology

So far, 100 schools are willing to buy the Educational Psychology services, and as such we will be able to make the anticipated savings.

3.2.3.4 Delivery Unit response in light of feedback

It is proposed to make savings through the means outlined above. A larger than anticipated take-up of educational psychology services will balance out any lower than anticipated uptake in educational welfare services. It is anticipated that a small reduction in the 'schools causing concern' budget will be required. To help mitigate any impact, the council will encourage school to school support, to help ensure high standards are maintained across the borough, and will ensure it maintains a core monitoring and challenge function.

3.2.3.5 Overall Feedback

A. To save money, suggestions from respondents included:

- Consider joint commissioning not just between Children and Adult services, but across boroughs e.g. perhaps with Harrow
- Reduce the allowance paid to councillors
- Reduce the high fees paid to consultants

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- Look for innovative ways the council could generate money e.g. the council could supply utilities and make a profit from doing this
- Review council staffing, particularly at senior management level
- Utilise video conferencing more to cut expenses, travel and TOIL claims
- Move staff from Barnet House to NLBP
- Encourage local businesses to deliver services to local people, provide sponsorship, mentoring, work experience
- Map services and networking to better understand and see what is being provided and to eradicate duplicated services
- Focus on frontline services and reduce high-level management

B To save money, Young People suggested that:

- There should be no reduction in council tax
- Taxes could be raised on homes costing more than £1M
- More activities for young people would save money in the long run

C Further comments from the online surveys

- Respondents requested further details on:
 - how savings will be made,
 - where the cuts will be made,
 - how many people, and which people, will be affected by the savings and cuts
- Some respondents were concerned that cutting the areas that are in need would have a negative impact, and that problems faced by young people will increase.

APPENDIX 1: Residents Perception Survey 2013

1. Summary

Barnet is making £72.5m savings between 2011- 2015 and anticipates that the cut to its budget over the next four year period from 2016 to 2020 will be broadly similar. This year council has also implemented a major change programme, and endured some very public JR's, namely the One Barnet Programme and CPZ Pricing. Despite these challenges, this year's Residents' Perception Survey shows a positive direction.

This Residents' Perception Survey (September – October 2013) provides an update from 2012. The survey has a large sample – 1600 residents.

- Satisfaction with the local area has remained in line with last year. Residents are more likely to think the council is doing a good job, offering value for money and improving their area than two years ago.
- Despite significant cuts and challenging local press coverage, overall satisfaction with the council has significantly increased - and the majority of services are moving in right direction.
- In terms of image of the council, residents are significantly more likely to think the council keeps residents informed, is easy to access council services, is doing a good job, is efficient and well run, provides value for money, trustworthy, is doing a better job than a year ago, and is making the area a better place to live.
- Measures on the council and Police the dealing with crime and ASB have seen a positive direction of travel.
- However there is increasing concern for roads and pavements, and lack of affordable housing; and there are still some challenges on elements of concern for feeling safe and anti-social behaviour. The increases in satisfaction experienced last year with Involving, and Listening to residents have been sustained but remains below London.

2. Key Headlines

2.1 Overall satisfaction with the local area remains high and is in line with the National average

- The vast majority of residents (86 per cent) are satisfied with their local area as a place to live which is two per cent lower compared to 2010/11 (88 per cent) but not significant, and in line with the national average (plus one per cent).

2.2 Residents' top three concerns have shifted slightly since 2012

- Conditions of roads (30 per cent, up four per cent since last year) and Crime (30 per cent, in line with last year) are the top two concerns for Barnet residents.
- The third top concern for Barnet residents is lack of affordable housing which has seen another significant increase since last year (plus six per cent). This increase, compounded by the 2012/13 increase, means a total increase in concern of 11 per cent has been experienced over a three year period, and is now significantly above the London average (plus four per cent).

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- Concern for Council Tax has dropped by five per cent year on year, and is now in line with London.
- The increased concern experienced last year with: traffic congestion has now diminished; litter and dirty streets remains in line with last year, and as mentioned previously the concern for lack of affordable housing continues to rise.
- Apart from lack of affordable housing, Barnet residents are not significantly more concerned than London on any other issues that were listed.

2.3 Overall satisfaction with the council has again seen a significant increase, and is now above the London average

- Overall satisfaction with the council has seen a significant increase since 2012/13 (74 per cent, plus 11 per cent, and 23 per cent in total since 2010/11). This first significant increase in 2012/13 was mostly attributed due to a methodological change, as the placement of the question was moved within the survey to ensure consistency with other local authorities. This year, the increase can be compared like for like year on year, and could be partly attributed to the significant increase in residents feeling informed¹.
- For the first time, since 2003/04, Barnet is significantly above the London average (plus four per cent) and in line with the national average (plus one per cent).
- Previous surveys have shown residents are much more likely to say they feel the council is doing a good job (76 per cent this year, up four per cent since 2012/13) compared to being satisfied with the council. This year the gap has diminished between these two perception measures.

2.4 Residents' agreeing that the council provides value for money has seen a significant increase, and is in line with the National average

- Residents' agreeing that the council provides value for money has been a significant increase of seven percentage points since 2012/13 (43 per cent) The current Barnet result is in line with the national figures (52 per cent agree).

2.5. Residents' satisfaction with the majority of local services has improved

- Ten local services saw significant increases in satisfaction compared to 2012/13. The majority of these out performed London, the only exception to these were Leisure Services and Parking Service which still remain significantly below the London average:

Council Leisure facilities	Social services children	Housing Benefit Service
Collection of council tax	Parking Services	Primary Education
Social services children	Secondary education	Activities for teenagers
Policing		

¹ Key driver analysis in the past conducted by IPOS Mori has shown that feeling informed is a key driver to overall satisfaction with the local council

- The RPS results indicate that Barnet is a place where people want to live; however, four services saw significant decreases in satisfaction and three out of four are significantly below the London average. Not surprisingly:
 - Door step recycling is down five per cent and five cent but just two per cent above below London average
 - Local Health Services is down five per cent and five per cent below London average;
 - Libraries is down five per cent and six per cent below the London average; and
 - Refuse Collection is down three per cent and but remains seven per cent above the London average.
- It is also worth noting that although satisfaction with Repairs of roads saw a small decrease of two per cent, it is still significantly below the London average (minus seven per cent)
- Three fifths (59 per cent) of residents who have contacted the council are satisfied with the service they received. However a further third are dissatisfied.

2.6 The image of the council has seen a positive direction of travel compared to 2012/13, but some engagement measures still remain below the London average

- Significant increases have been seen on eight image perception measures since 2012/13, four have remained consistent with 2012/13 and one perception measure has had a significant decrease.
- Compared to 2012/13, residents are significantly more likely to indicate that the council: keeps residents informed about what they are doing (however London has also seen a significant increase and Barnet therefore remains six per cent below the London average); is easy to access council services; is efficient and well run; is trustworthy; is doing a better job than a year ago (five per cent above the London average); is making the area a better place to live (but eight per cent below the London average); and has staff that are friendly and polite (seven per cent above the London average).
- With the exception of the council has staff that are friendly and polite, provides value for money (in line with last year, and six per cent above London), and is making the area a better place to live, Barnet does not outperform London on any other image statements.
- Also, whilst the increases in satisfaction experienced last year with involving, and listening to residents have been sustained, both remain significantly below the London average (minus 12 per cent and minus eight per cent respectively). 'Difficult to get through on the phone' (not asked last year) is also below the London average.
- More worryingly 'My council doesn't do enough for people like me'¹, which was the only image statement that experienced a significant decline (plus four per cent), has been compounded with last year's increase of five per cent and means there has been a decline in this image statement of nine per cent in three years. It is also now five per cent above the London average.

¹ This is a negative question so an increase in this perception is downward change

2.7 Community and cohesion perception measures remain high in Barnet*

- Community Cohesion remains in line with last year (plus one per cent). This is two per cent above higher than the National average when this was last asked on the Nation Citizenship survey in 2011.

2.8 More positive picture on dealing with crime but some concern on tackling anti-social behaviour and feeling safe in the night*

- Satisfaction with Barnet Police and the council dealing with anti-social behaviour and crime in the local area have seen a slight increase in satisfaction since 2012/13 (plus two per cent). Nearly two fifths of residents (58 per cent) agree that CCTV makes them feel safer
- Perception measures on feeling safe during the day remain very high, however feeling safe during the night remain almost in line with last year (70 per cent, plus two per cent).
- In terms of anti-social behaviour, rubbish or litter lying around continues to be a top concern in the local area and has seen a significant increase since 2012/13. People being drunk or rowdy in public places has also seen a significant increase.

* No London Data available.