

Appendix H

Business Planning 2018/19-2019/2020

General Budget Consultation 2018/19

6 December 2017 – 14 January 2018

Consultation, Commissioning Group

SECTION 1

Executive Summary

1. EXECUTIVE SUMMARY

This report sets out the consultation findings from the formal General Budget Consultation 2018/19 which will be presented as part of the budget paper at Policy and Resources on 13 February 2018 and Full Council on 6 March 2018.

2. Summary of approach

2.1 Preliminary consultation and engagement

The council has already undertaken a range of consultation and engagement activities to inform its development of the Corporate Plan strategic priorities and five-year commissioning priorities and plans, along with indicative savings proposals to inform the medium-term financial strategy (MTFS) 2015-2020. Further details are provided in Section 2 of this report.

2.2 Formal general budget consultation on the council's budget 2018/19 (6 December 2017 – 14 January 2018)

A summary of the key findings is outlined on the following pages. Detailed findings are also provided in Section 2 of this report.

The 2018/19 general budget consultation asked for views on:

- The council's proposal to apply a 3% social care precept increase to Council Tax in 2018/19;
- The overall budget and the saving proposals;
- Options for meeting the remaining £6.7million budget gap by 2020.

The consultation was published prior to the Local Government Settlement on 19 December 2017 which enabled councils to increase general Council Tax by up to 2.99%.

2.2.1 Summary of method

- The general consultation consisted of an online questionnaire published on <http://engage.barnet.gov.uk> together with a consultation document which provided detailed background information about the council's budget setting process and the financial challenges the council faces. Paper copies and an easy-read version of the consultation were also made available on request;
- As part of the council's statutory duty to consult with National Non-Domestic Rate (NNDR) payers, letters were sent out to all the council's NNDR payers inviting them to take part in the consultation;
- The consultation was widely promoted via the council's residents' magazine, Barnet First; the council's website; local press; Twitter; Facebook; and posters in libraries and other public places;
- Super-users, i.e. users of non-universal services, were also invited to take part in the consultation through Community Barnet, Communities Together Network, Youth Board, Delivery Unit newsletters/circulars and super-user mailing lists;

- A face to face meeting was also held with adults with learning difficulties, set up through Mencap, where an easy read presentation of the consultation document was discussed and further support was given in completing the Easy Read questionnaire.
- A separate questionnaire was sent to the Citizens' Panel¹ to ensure the views of a representative sample of the borough's population were captured on the council's proposal to apply a 3% social care precept increase to Council Tax in 2018/19 and options for meeting the remaining £6.7million budget gap by 2020.

2.2.2 Response to the consultation

A total of 597 questionnaires have been completed:

- 108 questionnaires were completed by the general public
- 489 questionnaires were completed by the Citizens' Panel.

The findings have been reported in order of the largest sample size: Citizens' Panel (489), and then Public Consultation (108).

There were also two written responses from businesses which did not answer the questions included in the public consultation questionnaire. These responses have been reported on separately and further details are provided Section 2 of this report.

2.2.3 Response profile

The Citizens' Panel response was weighted to ensure the achieved sample was representative of the borough's population. More information on the Citizens' Panel methodology can be found at paragraph 2.6 of the detailed report.

Due to the low completion rate of the diversity monitoring questions to the general public consultation, the response cannot be compared to the borough's population in its entirety and it is therefore difficult to say how representative it was of the borough's population.

It is also important to note that the consultation methods differ and their findings cannot be reported in a single result. For this reason, the findings have been reported on separately, so that comparisons can be made between the much larger representative sample from the Citizens' Panel and the general public consultation. For more information on how the results have been reported and interpreted please refer to 2.4 - 2.9 under Section 2 of this report.

¹ The Citizens' Panel is currently is made up of 2,187 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

3. Summary of key findings

The key findings from the consultation are outlined on the following pages.

Both the Citizens' Panel and the general public consultation were asked their views on the council's proposal to apply a 3% social care precept increase in 2018/19, and options for closing the remaining £6.7million budget gap to 2020.

It should be noted that those who support or oppose the council's proposal to apply a further 3% social care precept have only been reported in this section of the report. The full findings of who answered they 'neither support nor oppose' or 'don't know' have been reported on in Section 2 of this report.

Throughout the report, the base size may vary from question to question as not all respondents provided a response to every question.

3.1 Social Care Precept Council Tax

Respondents were asked to what extent they support or oppose the council's proposal to apply a further 3% social care precept to Council Tax in 2018/19 to help ease pressure on adult social care budget.

3.1.1 The proposal to apply a further 3% social care precept increase in 2018/19

The majority of Citizens' Panel members (63%) and the general public respondents (56%, 61 out of 108 respondents) support the proposal to apply a further 3% social care precept in 2018/19.

Only a fifth of the Citizens' Panel (21%) oppose the proposal, and slightly more 30% (32 out of 108 respondents) of general public respondents oppose the proposal to apply a further 3% social care precept in 2018/19.

3.1.2 Reasons why respondents support a social care precept increase

The most frequently mentioned reasons for support of a 3% social care precept increase in 2018/19 was recognition that demand for adult social care is increasing and that we have an ageing population; followed by social care is underfunded and standards need to be improved; the raise is acceptable, citing it was fair, affordable and in line with inflation; and recognition that social care is becoming an urgent priority.

3.1.3 Reasons why respondents oppose a social care precept increase

The most frequently mentioned reasons why respondents oppose the proposal to apply a further 3% social care precept increase in 2018/19 was around affordability, with living costs going up and wages not increasing; there was also a particular

reference to pensioners not being able to afford this increase. Some respondents indicated they could afford but they were concerned that this increase would put a burden on low income families.

Other frequently mentioned reasons were that respondents felt Council Tax is already too high; that the council should make more efficiency savings and reduce waste, for example downsizing staff and having better regulation to reduce waste; that the Government should pay more and take more responsibility; and savings or cuts should be made from existing budgets not via the taxpayer.

3.1.4 Analysis of demographic sub-groups who are significantly more likely to support or oppose the proposal to apply a further 3% social care precept increase in 2018/19

The Citizens' Panel demographic sub-groups responses have also been analysed to identify which groups have a statistically significantly different response from the overall response. The sample size and the lack of completion of the demographic questions from the public consultation is too small to draw any significant conclusions in terms of demographics.

The analysis of the Citizens' Panel data found that some demographic sub-groups stand out in their responses:

- Respondents aged between 45 – 54, living in the Finchley and Golders Green constituency, of Jewish faith or of white ethnicity are **more likely to support** the proposal to apply a 3% social care precept.
- Respondents who are retired, aged 65+ are **more likely to support** and **less likely to oppose** the 3% social care precept.
- Respondents of a non-white (Asian, black or other) ethnicity are **less likely to support** the proposal to apply a 3% social care precept.

3.2 Proposals for closing the remaining budget gap of £6.7million by 2020

Respondents were presented with the following three options for closing the remaining budget gap of £6.7million by 2020:

- The council should exercise its flexibility to raise general Council Tax by up to 1.99% in 2018/19¹
- The council should reduce the level of investment in infrastructure in 2018/19
- The council should find further savings within the Theme Committees in 2019/20.

Respondents were first asked to indicate to what extent they support or oppose each option, and then asked to rank each proposal in order of their preference.

¹ The consultation was published prior to the Local Government Settlement on 19 December 2017, which enabled councils to increase general Council Tax by up to 2.99%.

3.2.1 Level of support for each option

Both the Citizens' Panel and respondents from the public consultation **gave two options equal support. These were to: 'raising general Council Tax by up to 1.99% in 2018/2019', and 'find further savings within the Theme Committees in 2019/2020'**. Just over half of both samples supported these two options.

However, the Citizens' Panel were **less** likely to indicate they opposed raising Council Tax (29%) compared to the general public consultation (39%), and conversely the panel were **more** likely to say they 'neither support nor oppose' (16%) compared to the general public (4%).

A further 3 % of the Citizens Panel and the public consultation respondents indicated they 'don't know/not sure'

In terms of 'making further savings within Theme Committees in 2019/2020' around a quarter opposed this option (Citizens' Panel 24%, and the general public consultation 28%). The remainder indicated they 'neither support nor oppose (Citizens' Panel 18%, and the general public consultation 14%) or they 'don't know or were not sure' (Citizens' Panel 6%, and the general public consultation 5%).

Both samples were much less supportive of the option 'reducing the level of investment in infrastructure in 2018/19'. The panel was slightly more likely to oppose this option compared to respondents from the general public consultation:

- Only 23% of the panel supported this option, with the majority opposing it (61%).
- Just slightly more respondents from the public consultation supported this option (34%) compared to the panel. However, their views were more mixed, with only 44% opposing this option and the remainder indicated they were either neutral (13%) or indicated they 'don't know /not sure' (9%).

3.2.2 Analysis of demographic sub-groups on level of support for each option

Analysis of demographic sub-groups on who are more likely to support or oppose raising the general Council Tax by up to 1.99%:

- Respondents who are owner occupiers or of Jewish faith are **more likely to support** the option of raising the general Council Tax by up to 1.99% in 2018/19.
- Respondents from Chipping Barnet constituency, Finchley and Golders Green constituency, aged 45-54, aged 65+, white ethnicity or retired are **more likely to support** and **less likely to oppose** raising general Council Tax by up to 1.99%.
- Respondents from Hendon constituency or non-white ethnicity (Asian, black or other) are **less likely to support** and **more likely to oppose** raising general Council Tax by up to 1.99%.

Analysis of demographic sub-groups on who are more likely to support or oppose finding further savings within the Theme Committees in 2019/20:

- Respondents who are female or Asian ethnicity are **more likely to support** and **less likely to oppose** finding further savings within the Theme Committees in 2019/20.
- Respondents who are of Christian faith are **less likely to support** finding further savings within the Theme Committees.
- Respondents who are male, aged 35 - 44, or aged 45 - 54 are **less likely to support** and **more likely to oppose** finding further savings within the Theme Committees.
- Respondents who have a white ethnicity, owner occupiers or no religion are **more likely to oppose** finding further savings within the Theme Committees.
- Respondents who are of a non-white ethnicity are **less likely to oppose** finding further savings within the Theme Committees.

Analysis of demographic sub-groups on who are more likely to support or oppose reducing the level of investment in infrastructure 2018/19:

- Respondents from Hendon constituency or rent from a private landlord are **more likely to support** and **less likely to oppose** reducing the level of investment in infrastructure.
- Respondents in Chipping Barnet constituency are **less likely to support** and **more likely to oppose** reducing the level of investment in infrastructure.
- Respondents with a white ethnicity are **more likely to oppose** reducing the level of investment in infrastructure.
- Respondents from a non-white ethnicity or a Christian faith are **less likely to oppose** reducing the level of investment in infrastructure.

3.3 Ranking of options to close the budget gap

When asked to rank these options in order of preference the Citizens' Panel's **first preferred option is 'find further savings within Theme Committees in 2019/2020' then 'raise general Council Tax by up to 1.99% in 2018/2019** – although these were ranked very closely with their first preferred option; followed by reducing the level of investment in infrastructure in 2018/19 to help meet the budget gap.

In summary Citizens' Panel preferred options was as follows:

- 1st preferred option: find further savings within the Theme Committees in 2019/20
- 2nd preferred option: raise general Council Tax by up to 1.99% in 2018/20
- 3rd preferred option: reduce the level of investment in infrastructure in 2018/19.

However, the general public respondents put 'raise general Council Tax by up to 1.99% in 2018/2019' as their first preferred option and their second preferred option as 'the council should find further savings within the Theme Committees in 2019/20'.

Like the Citizens' Panel their third preferred option is to 'reduce the level of investment in infrastructure in 2018/19'.

3.3.1 Analysis of Citizens' Panel demographic sub-groups who are more likely to rank these options in the order specified at 3.3.

The Citizens' Panel ranked 'find further savings within the Theme Committees in 2019/20' as their 1st preference:

- Respondents with a non-white ethnicity (Asian, black or other) are **more likely** to rank this option as their first choice.
- Respondents aged 65+ or white ethnicity **less likely** to rank this as their first option.

The Citizens' Panel ranked 'raise general Council Tax by up to 1.99% in 2018/19' as their 2nd preference:

- Respondents from a non- white ethnicity, Christian faith or are disabled **more likely** to rank this as their second choice.
- Respondents from a white ethnicity, Atheist faith or have no disability are **less likely** to rank this as their second choice.

The Citizens' Panel ranked 'reduce the level of investment in infrastructure in 2018/19' as their 3rd preference:

- Respondents aged 45 - 54, owner occupiers or Jewish faith are **more likely** to rank this as their third choice.
- Respondents from the Hendon constituency or rent from a private landlord and **less likely** to rank this as their third choice.

3.4 Alternative options that the council has not considered to help generate income or make savings

Respondents were asked if they have any suggestions for alternative options that the council has not considered to help generate income or make savings. 126 panel members and 52 respondents from the general public consultation wrote in alternative options.

The most frequently mentioned suggestions were around bringing services back in house and reducing out sourcing; followed by reducing council staff and capping council staff salaries and allowances; generating income through increasing fines - for example through increased parking charges or fines on fly tipping, littering and applying a congestion toll; increasing housing tax for landlords or who own more than one property or have empty houses. Others mentioned cutting benefits and reducing income support.

4. Overall budget and savings for 2018/19

The Citizens' Panel were not asked questions on the overall budget and savings and/or income proposals within each Theme Committee for 2018/19.

The consultation findings outlined on the following pages are from the general public consultation only.

4.1 Overall budget and savings for 2018/19

Respondents were asked if they had any comments to make on the overall budget, in particular on how the 2018/19 proposed savings have been divided across the Theme Committees. Of those who responded to the whole general public consultation 39 out of 108 gave a response to this question.

The four most common themes were concerns about: outsourcing; the high savings in Children's Services; the high savings in Adults and Safeguarding; and the need for more information to make a comment – for example Theme committees are too broad to comment, or need employee salary and pension figures.

4.2 Theme Committee Savings and/or income Proposals 2018/19

The general public consultation were asked the following questions on the savings and/or income proposals within each Theme Committee for 2018/19:

- Overall, to what extent do you agree or disagree with the savings and/or income proposals that have been identified within this committee's budget for 2018/19?
- Do you have any comments or alternative suggestions to make about the individual savings and/or income being proposed within this committee for the 2018/19 budget?

Table 1 over the page summarises the headline findings on the extent to which respondents agree or disagree with the savings proposed within each committee.

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Table 1: Summary of headline findings on the extent to which public consultation respondents agree or disagree with the savings proposed within each Committee.

Theme Committee	Consultation Findings ¹
Policy and Resources	Opinion was mixed on the savings and/or income proposals within this committee, with no clear majority agreeing or disagreeing. 41% (23 out of 57 respondents) agree with the savings proposals. 30% (17 out of 57 respondents) disagree, and the remainder neither agree nor disagree 21% (12 out of 57) or don't know 9% (5 out of 57).
Adults and Safeguarding	More respondents agree rather than disagree with the savings and/or income proposals within the Adults and Safeguarding Committee. Just under half (47%, 20 out of 43 respondents) agree with the savings and/or income proposals within the Adults and Safeguarding Committee. 30% (13 out of 43 respondents) disagree, and the remainder neither agree nor disagree 19% (8 out of 43) or don't know 5% (2 out of 43).
Children, Education, Libraries and Safeguarding	Respondents are more likely to disagree with the proposed savings and/or income proposals within the Children, Education, Libraries and Safeguarding Committee rather than agree. 34% (19 out of 57 respondents) agree with these savings and/or income proposals. Half of respondents (49%, 28 out of 57 respondents) disagree. The remainder neither agree nor disagree 12% (7 out of 57) or don't know 5% (3 out of 57).
Environment	In Environment Committee, respondents are more likely to disagree with the savings and/or income proposals rather than agree. 29% (16 out of 55 respondents) agree with the savings and/or income proposals within the Environment Committee compared to 42% (23 out of 55 respondents) who disagree. The remainder neither agree nor disagree (24%, 13 out of 55) or don't know 5% (3 out of 55).
Assets, Regeneration and Growth	Opinion on Assets, Regeneration and Growth Committee savings and/or income proposals were slightly more mixed within this committee. Slightly more respondents agree with the proposed savings within this committee than disagree. 44% (17 out of 39 respondents) agree with this committee's savings and/or income proposals, whereas 33% (13 out of 39 respondents) disagree, and the remainder neither agree nor disagree (21%, 8 out of 39) or don't know 3% (1 out of 39).

¹ Where percentages do not add up to 100 this is due to rounding.

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Theme Committee	Consultation Findings ¹
Community Leadership	Again, opinion on Community Leadership Committee budget proposals were mixed within this committee. Slightly more respondents agree with the budget being proposed within this committee than disagree. 38% (17 out of 45 respondents) agree with the budget within this committee, 27% (12 out of 45 respondents) disagree and 33% (15 out of 45 respondents) neither agree nor disagree or don't know (2%, 1 out of 45).
Housing	In the Housing Committee the same proportion agree as disagree with the budget being proposed in this committee. 33% (13 out of 40 respondents) agree with the budget in Housing Committee and 33% disagree (13 out of 40 respondents). The remainder neither agree nor disagree (28%, 11 out of 40 respondents) or don't know (8 %, 3 out of 40 respondents).

Detailed analysis on the open-ended questions for each committee is provided in Section 2 of this report.

SECTION 2

Business Planning 2018-2020

General Budget Consultation

2018/19

Detailed Findings

1. BACKGROUND

The budget proposals for 2018/19 have been subject to a formal public consultation.

This report sets out the full findings from the council's consultation on its Business Plan 2018/19. The findings will be considered by Full Council on 6 March 2018, where the final decision on the council's budget for 2018/19 will be taken.

1.1 Preliminary consultation and engagement

The council has already undertaken a range of consultation and engagement activities to inform the development of its Corporate Plan strategic priorities and five-year commissioning priorities and plans, along with indicative savings proposals that informed our five year MTFS 2015-2020.

The preliminary consultation was designed to:

- a) Inform the Priorities and Spending Review (2014) by gathering insight to explore where savings and income generation can be made across the council;
- b) Understand residents' views of council priorities and valued services;
- c) Gain an in-depth understanding of stakeholders' priorities and how they would want the council to approach the budget and allocation of resources over the five years from 2015-2020.

Table 2 outlines the phases of consultation and engagement to date:

Table 2: Consultation and engagement that has informed the council's business planning to 2020

Phase	Date	Summary
Phase 1: Setting out the challenge	Summer 2013	The council forecast that its budget would reduce by a further £72m between 2016/17 and 2019/20, setting the scene for the PSR consultation
Phase 2: PSR consultation to inform development of options	October 2013 - June 2014	<ul style="list-style-type: none"> • Engagement through Citizens' Panel workshops which focused on stakeholder priorities and how they would want the Council to approach the Priorities and Spending Review • An open 'Call for Evidence' asking residents to feedback ideas on the future of public services in Barnet.
Phase 3: Engagement through Committees	Summer 2015	<ul style="list-style-type: none"> • Focus on developing commissioning priorities and MTFS proposals for each of the six committees • Engagement through Committee meetings and working groups.

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Phase	Date	Summary
Phase 4: Strategic Plan to 2020 Consultation	December 2014 - 2015	<ul style="list-style-type: none"> • A series of six workshops with a cross-section of residents recruited from the Citizens' Panel and Youth Board, plus two workshops with users¹ of council services. • An online survey.

2. Formal Budget Consultation 2018/19

2.1 Overview

The preliminary consultation and engagement has informed the development of the council's 2018/19 budget proposals to be put forward for formal consultation.

The 2018/19 General Budget Consultation began after Policy and Resources Committee on 6 December 2017 and concluded on 14 January 2018.

In terms of service-specific consultations the council has a duty to consult with service users where there are proposals to vary, reduce or withdraw services. Where appropriate, separate service-specific consultations have already taken place or will take place in the next few months for the 2018/19 savings. The outcomes of these consultations are being reported into committee decision making processes.

2.2 Technical details and method

In summary, the consultation was administered as follows:

- The General Budget Consultation was open for five and a half weeks, from 6 December 2017 to 14 January 2018;
- The consultation was published on Engage Barnet <http://engage.barnet.gov.uk> together with a consultation document which provided detailed background information about the council's budget setting process and the financial challenges the council faces;
- Respondents' views were gathered via an online survey. Paper copies and an easy-read version of the consultation were also made available on request;
- As part of the council's statutory duty to consult with National Non-Domestic Rate (NNDR) payers, letters were sent out to all the council's NNDR payers inviting them to take part in the consultation;
- The consultation was widely promoted via the council's residents' magazine, Barnet First; the council website; local press; Twitter; Facebook; and posters in libraries and other public places;
- Super-users, i.e. users of non-universal services, were also invited to take part in the consultation through Community Barnet, Communities Together Network, Youth Board, Delivery Unit newsletters/circulars and super user mailing lists;

¹ One "service user" workshop was for a cross-section of residents who are users of non-universal services from across the Council. The second workshop was for adults with learning disabilities.

- A face to face meeting was also held with adults with learning difficulties, set up through Mencap, where an easy read presentation of the consultation document was discussed and further support was given in completing the Easy Read questionnaire.
- A separate questionnaire was sent to the Citizens' Panel¹ to ensure the views of a representative sample of the borough's population were captured on the council's proposal to apply a 3% social care precept increase to Council Tax in 2018/19, and options to close the £6.7million budget gap to 2020. More information on the Citizens' Panel methodology and response can be found at section 2.6 of this report.

2.3 Questionnaire design

The questionnaire was developed to ascertain residents' views on the overall size and individual components of the 2018/19 budget. In particular the consultation invited views on:

- Overall budget and saving proposals;
- The council's proposal to apply a 3% social care precept increase to Council Tax in 2018/19;
- Options for bridging the budget gap of £6.7million to 2020;
- The savings and/or income being proposed within each Theme Committee.

In order to allow further understanding and in-depth analysis the questionnaire also included:

- Open-ended questions which asked respondents to write in:
 - reasons why they support or oppose the council's proposal to apply the 3% social care precept Council Tax increase in 2018/19
 - if they had any other alternative options that the council had not considered to help generate income or make savings to close the £6.7million budget gap to 2020
 - any comments or alternative suggestions about the individual savings and/or income being proposed within each theme committee for the 2018/19 budget.
- Key demographic questions to help understand the views of different demographic groups.

Throughout the questionnaire and where applicable, hyperlinks were provided to the relevant sections of the consultation document, and to the detailed savings and/or income proposals for each committee.

Those respondents who elected to receive a paper copy were also sent the consultation document, and the detailed 2018/19 savings for each committee.

¹ The Citizens' Panel is currently made up of 2,187 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. See 2.6 for more details.

2.4 Response to the consultation

A total of 597 questionnaires have been completed:

- 108 questionnaires were completed by the general public
- 489 questionnaires were completed by the Citizens' Panel.

As outlined under paragraph 2.2, the Citizens' Panel were only asked questions on the council's proposal to apply a 3% social care precept increase to Council Tax next year and options for meeting the remaining £6.7million budget gap by 2020.

2.5 General public response and profile

Table 3 shows the profile of those who responded to the general public consultations.

Table 3: General Public Sample Profile

Stakeholder	General Public Consultation	
	%	Base
Resident	62%	67
Business	1%	1
Resident and business based in Barnet	6%	6
Public sector organisation	4%	4
Voluntary/community organisation	0%	0
Other	2%	2
Prefer not to say	2%	2
Not answered	24%	26
Total	101% ¹	108

As outlined under Section 1 of this report, there were also two written responses from businesses which did not answer the questions included in the public consultation questionnaire.

The responses have been reported on separately and further details are provided Section 2, 3.4, of this report.

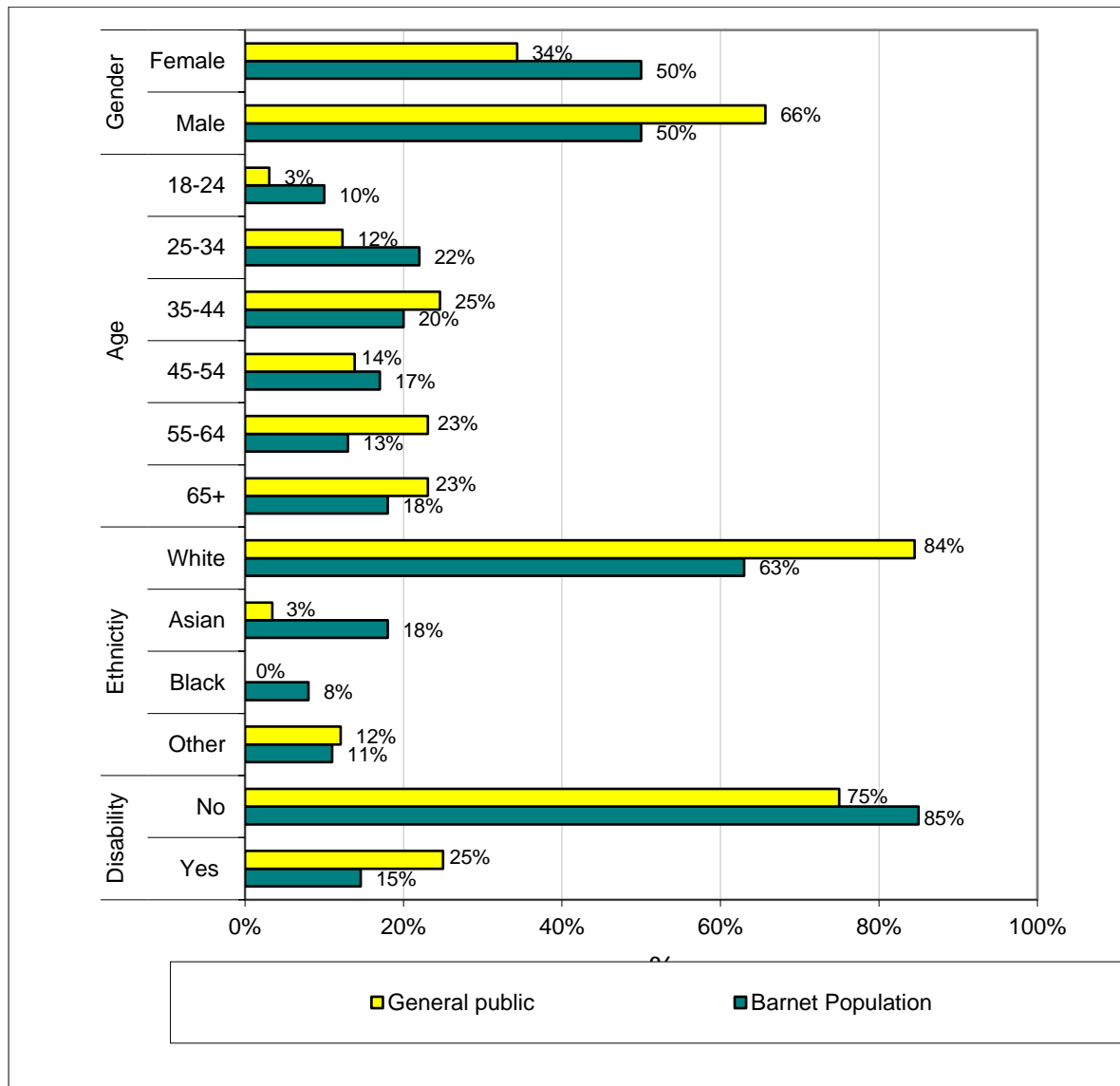
¹ The total adds up to more than 100% due to rounding

General Public Consultation Sample profile – key demographics

Chart 1 shows the demographic profile of those who responded to the general public consultations in terms of key demographics compared to the population of Barnet.

However, due to the low completion of the diversity monitoring questions (67%), it is difficult to draw any conclusions on how representative it is of the borough’s actual population.

Chart 1: General Public Consultation Sample profile – key demographics



2.6 Citizens' Panel response and sample profile

A combined postal and online survey method¹ was mailed out to 2,187 members of Barnet's Citizens' Panel; a total of 489 questionnaires have been completed (90 postal and 399 online) giving a response rate of 22%.

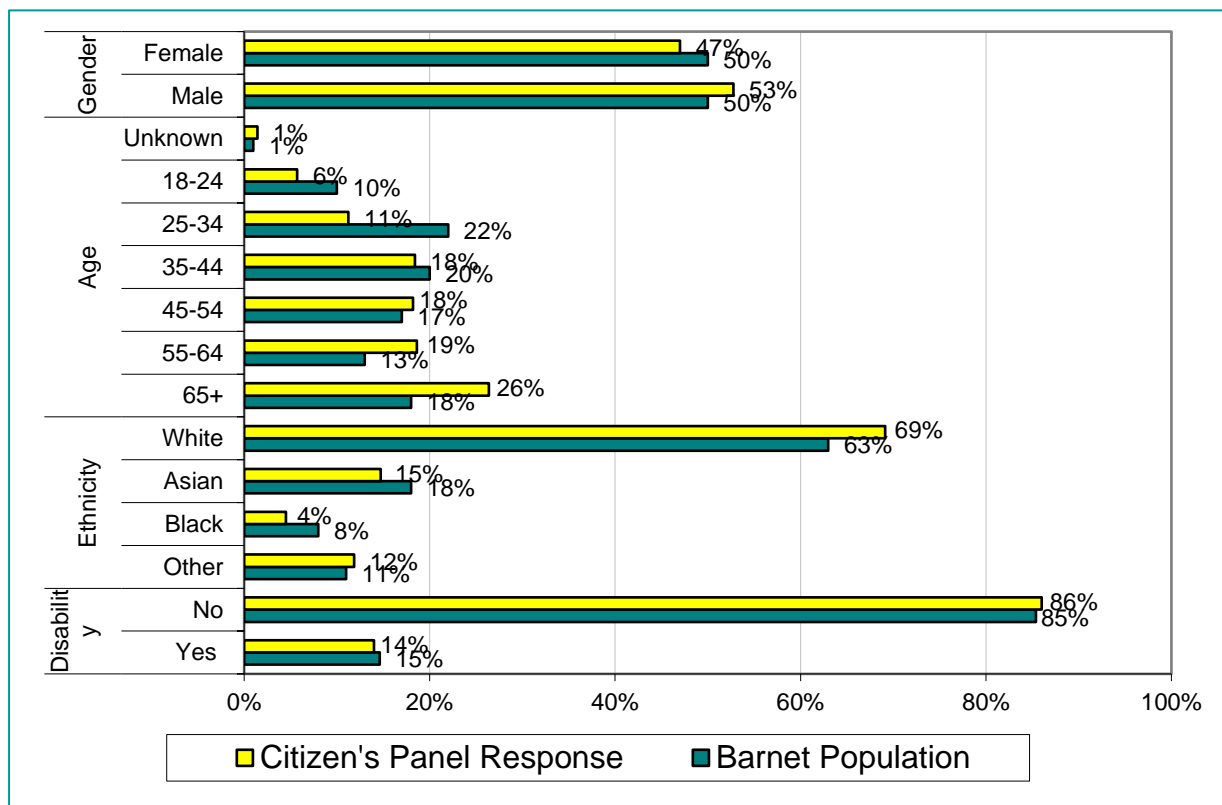
The Citizens' Panel is selected to be representative of the adult population of the borough in terms of ward, age, gender, ethnicity, housing tenure, faith and disability.

It should be noted that when mailing out a Citizens' Panel survey there is no guarantee that the achieved response will exactly match the profile of the population, as it depends on which panel members decide to take part in and return the survey.

Chart 2 shows the demographic profile of those who responded to this Citizens' Panel survey compared to the population of Barnet.

The sample that responded closely matches Barnet's population profile in terms of gender, and disability. However, in terms of age, younger panel members are slightly under-represented and older panel members are over-represented. There is also a slight over-representation of white respondents and under-representation of black and Asian respondents. **Weighting has been applied to tackle the issue of under- and over-representation in the sample so that it represents the population make-up of Barnet residents, and it is the weighted data that is reported on in this report.**

Chart 2: Citizens' Panel Sample profile – key demographics



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

2.7 Protected Characteristics

The council is required by law (the Equality Act 2010) to pay due regard to equalities in eliminating unlawful discrimination, advancing equality of opportunity and fostering good relations between people from different groups.

The protected characteristics identified in the Equality Act 2010 are age, disability, ethnicity, gender, gender reassignment, marriage and civil partnership, pregnancy, maternity, religion or belief and sexual orientation.

To assist us in complying with the duty under the Equality Act 2010 we asked the general public consultation respondents to provide equalities monitoring data and explained that collecting this information will help us understand the needs of our different communities and that all the personal information provided will be treated in the strictest confidence and will be stored securely in accordance with our responsibilities under the Data Protection Act 1998.

Members of the Citizens' Panel provide equalities monitoring data at the outset of their appointment and this is updated so far as possible and used throughout their term. Due to their term of appointment to the Citizens' Panel is 3 years it is not possible to ensure a representative sample of those who are pregnant and/or on maternity leave throughout the three-year period.

Table 4: Protected Characteristic sample profile

Protected Characteristic	Citizens Panel		General Public	
	Number	%	Number	%
Faith				
Agnostic	17	3%	5	7%
Atheist	35	7%	9	13%
Baha'i	1	0%	0	0%
Buddhist	3	1%	0	0%
Christian	182	37%	17	24%
Hindu	27	6%	1	1%
Humanist	2	0%	0	0%
Jain	5	1%	1	1%
Jewish	96	20%	6	8%
Muslim	23	5%	4	6%
Sikh	3	1%	0	0%
No religion	71	15%	10	14%
Prefer not to say/not stated	18	4%	17	24%
Other Faith	6	1%	2	3%
Not answered	0	0%	36	33%
Answered	489	100%	72	67%
Total	489		108	

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Protected Characteristic	Citizens Panel		General Public	
	Number	%	Number	%

Sexuality	Number	%	Number	%
Bisexual	6	1%	3	5%
Gay man	1	0%	1	2%
Heterosexual	381	78%	43	65%
Lesbian	1	0%	1	2%
Other	0	0%	1	2%
Prefer not to say/Unknown	100	20%	16	24%
Prefer to define your sexuality in other terms	0	0	1	2%
Not answered	0	0%	42	64%
Answered	489	100%	66	100%
Total	489		108	

Pregnancy	Number	%	Number	%
Pregnant	NA	NA	0	0%
On maternity leave	NA	NA	1	5%
Prefer not to say	NA	NA	0	0%
Neither	NA	NA	20	95%
Not answered	NA	NA	86	80%
Answered	NA	NA	21	20%
Total			107	

Is your gender the same as that assigned at birth	Number	%	Number	%
Yes	NA	NA	58	89%
No	NA	NA	0	0%
Prefer not to say	NA	NA	7	11%
Not answered	NA	NA	43	40%
Answered	NA	NA	65	60%
Total			108	

2.8 Interpretation of the results

In terms of the two sets of results, it is also important to note the following:

- The weighted Citizens' Panel survey results are broadly representative of the overall population of Barnet, and therefore are likely to be a useful guide to overall public opinion across the borough;

- Although the general public consultation is not representative of the overall population of Barnet they provide considerable information. However, they should be treated with caution as a guide to overall opinion because the response profile does not match the Barnet population;
- It is also important to note because the general public consultations profile is an imperfect reflection of the population, the responses to the Council Tax budget gap questions have been analysed separately from the weighted Citizens' Panel survey findings;
- The questions on the overall budget and proposed savings within each Committee for 2018/19 were only asked in the general public consultations, and although not representative of the borough's population, the results do provide an important indication of where there may be strength of feeling in relation to the overall proposals and savings;
- Where percentages do not add up to 100, this may be due to rounding, or the question is multi-coded. All open-ended questions that invite respondents to write in comments are multi-coded and therefore add up to more than 100%;
- All open-ended responses to the public consultation and the Citizens' Panel have been classified based on the main themes arising from the comment, so that they can be summarised.

2.9 Calculating and reporting on results

The findings of each sample have been reported in order of the largest sample size: Citizens' Panel (489) and then the Public Consultation (108).

The results for each question are based on "valid responses" (Citizens' Panel is based on 'valid weighted responses'), 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.

3. Results in detail:

3.1 Council Tax, proposal to apply a further 3% social care precept increase in 2018/19

Respondents were asked to what extent they support or oppose the council's proposal to apply a 3% social care precept increase to Council Tax in 2018/19 to help ease pressure on adult social care budgets:

Table 5 over the page shows the majority of Citizens' Panel members (63%) and the general public respondents (56%¹, 61 out of 108 respondents) support the proposal to apply a further 3% social care precept in 2018/19.

¹ Calculated on total support, figures vary in the table due to rounding.

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Only a fifth of the Citizens' Panel (21%) oppose this proposal, and slightly more 30% (32 out of 108 respondents) of general public respondents oppose the proposal to apply a further 3% social care precept in 2018/19.

The remainder indicated that they 'neither support nor oppose' (Citizens' Panel 12%, the general public consultation 6%) or they 'don't know' (Citizens' Panel 4%, the general public consultation: 7%)

Table 5: Proposal to apply a further 3% social care precept to Council Tax in 2018/19

To what extent do you support or oppose the council's plans to apply a further 3% social care precept to Council Tax in 2018/19, to help ease pressure on adult social care budgets?	Citizens' Panel		General Public	
	%	Base	%	Base
Strongly support	30%	147	31%	33
Tend to support	33%	161	26%	28
Neither support nor oppose	12%	60	6%	7
Tend to oppose	12%	58	6%	7
Strongly oppose	9%	45	23%	25
Don't know	4%	18	7%	8
Total	100%	489	100%	108

3.1.2 Reasons given by those who support the proposal to apply a further 3% social care precept increase in 2018/19

Respondents were given an opportunity to give reasons why they support or oppose a proposal.

It should be noted responses to open ended questions which invited reasons for support or opposing the options were varied, with many respondents providing more than one reason why they support this proposal. The responses to these questions are grouped where there is commonality of responses higher than three, and these have been ranked by the Citizens' Panel sample most frequently mentioned reasons. Percentages are calculated on the total number of respondents who support or oppose an increase.

Of those who indicated their support for the council's proposal to apply a further 3% social care precept in 2018/19, the majority of respondents went on to give a reason for their support: 90% of the Citizens' Panel gave a reason for their support, and 61% (37 out of 61 respondents) of the general public consultation also gave a reason for their support.

1 Calculated on total oppose, figures vary in the table due to rounding.

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Table 6 gives full details of the type of comments received on why respondents support the proposal to apply a further 3% social care precept increase in 2018/19.

The most frequently mentioned reasons why respondents support the proposal to apply a further 3% social care precept in 2018/19 was recognition that demand for adult social care is increasing in terms of an ageing population; followed by social care is underfunded and standards need to be improved; respondents also thought the raise is acceptable, citing it was fair, affordable and in line with inflation; and recognition that this is an urgent priority.

Table 6: Reasons given for support the proposal to apply a further 3% social care precept increase in 2018/19

To what extent do you support or oppose the council's plans to apply a further 3% social care precept to Council Tax in 2018/19, to help ease pressure on adult social care budgets?	Citizens' Panel ¹		General Public ¹	
	%	Base	%	Base
THOSE WHO SUPPORT	100%	308	100%	61
Gave a reason for their support	90%	277	61%	37
Did not give a reason	10%	31	39%	24
Reasons stated:				
Demand for social care is increasing / Population is ageing / Borough has large elderly population /	19%	57	7%	4
Social Care services are underfunded / expensive / needs an increase / Improvement to adult social care services needed /concerned about the standard of elderly adult care services	15%	47	7%	4
Rise is acceptable / Affordable / Modest / Fair / Reasonable / Realistic / In line with inflation	13%	40	7%	4
Social care is: Priority / Urgent / Vital	12%	36	0%	0
Specific mention of supporting the vulnerable: We must support the vulnerable / Those who need care, including the disabled	9%	29	10%	6
Support, but increase needs to be ring fenced for social care and elderly / Need information and reassurance on how funds will be spent	7%	21	0%	0
Specific mention of the elderly needing more care / Helping older people	7%	22	3%	2
We/ the community need to pay / accept responsibility / Moral duty / Needed for a dignified civilized society	7%	21	5%	3
To ease pressure on NHS / NHS cannot cope / Reduce bed blocking	6%	20	3%	2

¹ Respondents could write in more than one comment. Percentages are calculated on the number of respondents who indicated they support this proposal.

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To what extent do you support or oppose the council's plans to apply a further 3% social care precept to Council Tax in 2018/19, to help ease pressure on adult social care budgets?	Citizens' Panel ¹		General Public ¹	
	%	n	%	n
It's time to address lack of long term funding / if we don't act now problems and costs will only increase	6%	17	3%	2
Funding has to come from somewhere	6%	17	3%	2
Support but: the cost is high / may increase burden on families	5%	15	2%	1
An increase would allow elderly to be cared for at home	3%	9	0%	0
It would have a positive impact on the community / improve lives / benefit the wider community	3%	9	3%	2
We need to pay now due to Council Tax being frozen previously / Freezing impacted services/Should not have frozen Council Tax in previous years and reduced much needed services	3%	8	8%	5
Support but: central government should do more / central government has abdicated responsibility / lack of government funding to Councils	2%	7	3%	2
Support but: should not be at the cost of other services / other services also require attention (i.e. mental health, children)	2%	6	3%	2
Support but: could pay more: Even 3 % is not enough/I would support the full 4.99% increase/Council should increase Council Tax by the maximum amount allowed to support vulnerable adult services, children service and safeguarding/Council Tax needs to increase by 10%.	1%	2	7%	4
Other comments	9%	28	16%	10
Total number of different types of comments		411		55

3.1.3 Reasons why respondents oppose the proposal to apply a further 3% social care precept increase in 2018/19

Respondents were also given the opportunity to give reasons why they oppose the proposal.

Of those who indicated they oppose the council's proposal to apply a further 3% social care precept in 2018/19, the majority of respondents went on to give a reason for their support: 66% of the Citizens' Panel gave a reason for their support, and 72% (23 out of 32 respondents) of the general public consultation also gave a reason for why they oppose.

Table 7 gives full details of the type of reasons why respondents oppose the council's proposals to apply a further 3% social care precept increase in 2018/19.

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The most frequently mentioned reason why respondents oppose the proposal to apply a further 3% social care precept increase in 2018/19 was around affordability with living costs going up and wages not increasing; there was also a reference to pensioners not being able to afford this increase. Some respondents indicated they could afford but were concerned about the burden it would put on low income families. Other frequently mentioned reasons was that Council Tax is already too high; that the council should make more efficiency savings and reduce waste - for example downsizing staff and having better regulation to reduce waste. Others feel the Government should pay more and take more responsibility; whilst other respondents felt savings or cuts should be made from existing budgets not via the taxpayer and cuts should be achieved in other areas.

Table 7: Reasons given for opposing the proposal to apply a further 3% social care precept increase in 2018/19

To what extent do you support or oppose the council's plans to apply a further 3% social care precept to Council Tax in 2018/19, to help ease pressure on adult social care budgets?	Citizens' Panel		General Public	
	%	Base ¹	%	Base ¹
THOSE WHO OPPOSE	100%	103	100%	32
Gave a reason why they oppose	66%	68	72%	23
Did not give a reason why they oppose	34%	35	28%	9
Reasons stated:				
I cannot afford the increase: living costs have increased (i.e. rent, good petrol) / Wages have not gone up	19%	20	16%	5
Council Tax is already too high / pay enough already /previous raise high enough	17%	17	19%	6
I can afford but will increase burden on others / add pressure on low income families / households /workers	13%	13	6%	2
Council should make more efficiency savings / downsize council staff / have better regulation with less waste overall	12%	12	19%	6
Funding should come from Central government / It's their responsibility	11%	11	16%	5
Savings should be made from existing budgets not via the taxpayer/ Cuts should be achieved in other areas	9%	9	9%	3

¹ Respondents could write in more than one comment. Percentages are calculated on the number of respondents who indicated they oppose this proposal.

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To what extent do you support or oppose the council's plans to apply a further 3% social care precept to Council Tax in 2018/19, to help ease pressure on adult social care budgets?	Citizens' Panel		General Public	
	%	Count	%	Count
Specific mentions to being a pensioner and affordability: I cannot afford increase as I am pensioner / my pension has not gone up	7%	7	3%	1
Do not directly benefit from adult social services	5%	5	0%	0
Funding should be provided by those who need it / their families	3%	3	3%	1
Unfair, taxation is not based on income, those with higher income should pay more	3%	3	3%	1
It is not the council's business: they should concentrate on general core issues such as roads, pavements, rubbish, parks, schooling	0%	0	9%	3
Other comments	15%	15	16%	5
Total number of different types of reasons		115		38

3.1.4 Analysis of demographic sub-groups

The demographics of the Citizens' Panel responses have been analysed to identify which groups are statistically significantly different from the overall response. The sample size of the general public consultation is too small to draw any significant conclusions in terms of demographics.

The analysis of the Citizens' Panel found that some demographic sub-groups stand out in their responses:

- Respondents who are aged between 45 – 54, living in the Finchley and Golders Green constituency, of Jewish faith and of white ethnicity are **more likely to support** the proposal to apply a 3% social care precept.
- Respondents who are retired, aged 65+ are **more likely to support** and **less likely to oppose** the 3% social care precept.
- Respondents of a non-white (Asian, black or other) ethnicity are **less likely to support** the proposal to apply a 3% social care precept.

3.1.5 Options for closing the remaining budget gap of £6.7million by 2020

Respondents were presented with the following three options for closing the remaining budget gap of £6.7million by 2020:

- The council should exercise its flexibility to raise general Council Tax by up to 1.99% in 2018/19
- The council should reduce the level of investment in infrastructure in 2018/19
- The council should find further savings within the Theme Committees in 2019/20

Respondents were first asked to indicate to what extent they support or oppose each option, and then asked to rank each proposal in order of their preference.

3.1.6 Level of support for each option

Table 8 shows that both the Citizens' Panel and respondents from the general public consultation **gave two options equal support. These were: 'raising general Council Tax by up to 1.99% in 2018/2019, and 'find further savings within Theme Committees 2019/2020'**. Just over half of both samples supported these options.

However, the Citizens' Panel were **less** likely to indicate that they opposed the raise in general Council Tax (29%) compared to the general public consultation (39%). Conversely the panel were **more** likely to say they 'neither support nor oppose' (16%) compared to the general public (4%).

A further 3 % of the Citizens Panel and the public consultation respondents indicated they 'don't know or were not sure'

In terms on 'making further savings within Theme Committees in 2019/2020' around a quarter opposed this option (Citizens' Panel 24%, and the general public consultation 28%). The remainder indicated they 'neither support nor oppose (Citizens' Panel 18%, and the general public consultation 14%) The remainder indicated they 'neither support nor oppose (Citizens' Panel 18%, and the general public consultation 14%) or don't know or were not sure' (Citizens' Panel 6%, and the general public consultation 5%).

Both samples were much less supportive of the option 'reducing the level of investment in infrastructure in 2018/19'. The panel was slightly more likely to be opposed this option compared to respondents from the general public consultation:

Only 23% of the panel supported this option, with the vast majority opposing it (61%), and the remainder indicated they 'neither support nor oppose' (12%) or that they 'don't know/Not sure' (4%).

Just slightly more respondents from the public consultation supported this option (34%) compared to the panel. However, their views were more mixed, with only 44% opposing this option, and the remainder indicated they were either neutral (13%), or indicated they 'don't know/Not sure (9%)'.

Table 8: Level of support for each proposal

To what extent do you support or oppose the three additional options presented?	Consultation Method	Support		Neither support nor oppose		Oppose		Don't know /Not sure		Total Base
		%	Base	%	Base	%	Base	%	Base	
The council should exercise its flexibility to raise general Council Tax by up to 1.99% in 2018/19	Citizens' Panel	53%	240	16%	71	29%	131	3%	13	455
	Public Consultation	53%	50	4%	4	39%	37	3%	3	94
The council should find further savings within the Theme Committees in 2019/20	Citizens' Panel	52%	232	18%	79	24%	110	6%	28	449
	Public Consultation	52%	48	14%	13	28%	26	5%	5	92
The council should reduce the level of investment in infrastructure in 2018/19 to meet the budget gap	Citizens' Panel	23%	105	12%	54	60%	272	4%	18	449
	Public Consultation	34%	32	13%	12	44%	41	9%	8	93

3.1.7 Analysis of Citizens' Panel demographic sub-groups on who are more likely to support or oppose raising the general Council Tax by up to 1.99% in 2018/19.

- Respondents who are owner occupiers or who have a Jewish faith are **more likely to support** raising the general Council Tax by up to 1.99%.
- Respondents who are from the Chipping Barnet constituency, Finchley and Golders Green constituency, aged 45-54, aged 65+, white ethnicity or retired are **more likely to support** and **less likely to oppose** raising general Council Tax by up to 1.99%.
- Respondents from Hendon constituency or non-white ethnicity (Asian, black or other) are **less likely to support** and **more likely to oppose** raising general Council Tax by up to 1.99%.
- Male respondents are **less likely to oppose** raising general Council Tax by up to 1.99%.

3.1.8 Analysis of demographic sub-groups on who are more likely to support or oppose 'reduce the level of investment in infrastructure in 2018/19'

- Respondents from Hendon constituency or rent from a private landlord are **more likely to support** and **less likely to oppose** reducing the level of investment in infrastructure.
- Respondents in Chipping Barnet constituency are less likely to support and **more likely to oppose** reducing the level of investment in infrastructure.

- Respondents with a white ethnicity are **more likely to oppose** reducing the level of investment in infrastructure.
- Respondents from a non-white ethnicity or a Christian faith are **less likely to oppose** reducing the level of investment in infrastructure.

3.1.9 Analysis of demographic sub-groups on who are more likely to support or oppose 'find further savings within the Theme Committees in 2019/20'

- Respondents who are female or Asian are **more likely to support and less likely to oppose** finding further savings within the Theme Committees.
- Residents who are Christian are **less likely to support** finding further savings within the Theme Committees.
- Respondents who are male, aged 35 -44 or aged 45 -54 are **less likely to support and more likely to oppose** finding further savings within the Theme Committees.
- Respondents who have a white ethnicity, owner occupiers or no religion are **more likely to oppose** finding further savings within the Theme Committees.
- Respondents who are of a non-white ethnicity are **less likely to oppose** finding further savings within the Theme Committees.

3.1.10 Ranking of options to close the budget gap

Table 9 over the page highlights when asked to rank these options in order of preference the Citizens' Panel's **first preference was 'finding further savings within Theme Committees in 2019/2020'** then **'raise general Council Tax by up to 1.99% in 2018/2019 – although these were ranked very closely'**; this was followed by reducing the level of investment in infrastructure in 2018/19 to help meet the budget gap.

In summary Citizens' Panel preferred options are as follows:

- 1st preferred option: find further savings within the Theme Committees in 2019/20
 - 2nd preferred option: raise general Council Tax by up to 1.99% in 2018/19
 - 3rd preferred option: reduce the level of investment in infrastructure in 2018/19.
- However, the general public respondents put 'raise general Council Tax by up to 1.99% in 2018/19' as their first preferred option and their second preferred option as 'the council should find further savings within the Theme Committees in 2019/20'. Like the Citizens' Panel their third preferred option is to 'reduce the level of investment in infrastructure in 2018/19'.

Table 9: Ranking of options to close the budget gap to 2020

Option	Citizens Panel		General	
	Score	Rank ¹	Score	Rank ₁
The council should find further savings within the Theme Committees in 2019/20	969	1	181	2
The council should exercise its flexibility to raise general Council Tax by up to 1.99% in 2018/19	958	2	190	1
The council should reduce the level of investment in infrastructure in 2018/19 to meet the budget gap	724	3	150	3

3.5.11 Analysis of Citizens' Panel demographic sub-groups who are more likely to rank these options in the order specified above

The Citizens' Panel ranked find further savings within the Theme Committees in 2019/20 as their 1st preference

- Residents with a non-white ethnicity (Asian, black or other) are **more likely** to rank this option as their first choice.
- Respondents aged 65+ or white ethnicity **less likely** to rank this as their first option.

The Citizens' Panel ranked raise general Council Tax by up to 1.99% in 2018/19 as their 2nd preference.

- Residents from a non-white ethnicity, Christian faith or are disabled **more likely** to rank this as their second choice.
- Respondents from a white ethnicity, Atheist faith or have no disability are **less likely** to rank this as their second choice.

The Citizens' Panel ranked reduce the level of investment in infrastructure in 2018/19 as their 3rd preference.

- Residents aged 45 - 54, owner occupiers or Jewish faith are **more likely** to rank this as their third choice.
- Respondents from the Hendon constituency or renting from a private landlord and **less likely** to rank this as their third choice.

• Weights were assigned to each option. The respondent's most preferred choice (which they rank as 1st) has the largest weight, and their least preferred choice (which they rank in the last position) has the lowest weight. The total score for each option has been calculated with the highest ranking being the most preferred option

- o 1st preferred choice has a weight of 3
- o 2nd preferred choice has a weight of 2
- o 3rd preferred choice has a weight of 1

3.6 Alternative options that the council has not considered to help generate income or make savings

Respondents were asked if they have any suggestions for alternative options that the council has not considered to help generate income or make savings. 126 panel members and 52 respondents from the general public consultation wrote in alternative options.

Table 10 gives full details of the type of suggestions given.

The most frequently mentioned suggestions were around bringing services back in house and reducing out sourcing; followed by reducing council staff and capping council staff salaries and allowances; generating income through increasing fines - for example through increased parking charges or fines on fly tipping, littering and applying a congestion toll; increasing housing tax for landlords or who own more than one property and have empty houses. Others mentioned cutting benefits and reducing income support.

Table 10: Alternative options that the council has not considered to help generate income or make savings

Are there are any other alternative options that the council has not considered to help generate income or make savings?	Citizens' Panel		General Public	
	%	Base ¹	%	Base ¹
Wrote in alternative options to help generate income or make savings	100%	126	100%	52
Alternative options:				
Bring services back in house / reduce outsourcing / review current contracts	16%	20	8%	4
Reduce council staff / reduce or cap (high ranking) council staff salaries, benefits, expenses and allowances	16%	20	23%	12
Make service efficiencies / reduce waste / simplify and modernize / reduce red tape	13%	16	8%	4
Increase parking costs / Introduce Controlled Parking Zones (CPZ) / Increase fines (fly tipping, littering) / apply congestion toll	11%	14	13%	7
Increase housing tax for landlords who rent out property / who own more than one property / who have empty houses / improve rent control	10%	13	4%	2

¹ Respondents could write in more than one comment. Percentages are calculated on the number of respondents who wrote in an alternative option.

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Are there are any other alternative options that the council has not considered to help generate income or make savings?	Citizens' Panel		General Public	
Cut benefits / reduce financial aid / income support / pensions / better regulate social housing	9%	11	2%	1
Improve recycling / reduce frequency of bin collection	5%	6	8%	4
Apply pressure on central government/ put pressure on central government for more funding	5%	6	0%	0
Specific mention of Capita / ending Capita contract	6%	7	13%	7
Increase Council Tax	3%	4	4%	2
Make council staff more efficient	5%	6	2%	1
Re-evaluate council tax banding for larger houses / houses with extensions	4%	5	0%	0
Make use of voluntary resources / reach out to social initiatives	4%	5	6%	3
Sell off or make better use council assets / land / properties / Green belt sites	6%	7	8%	4
Draw in business investment	4%	5	2%	1
Raise business rates / corporation tax	5%	6	0%	0
Re-examine or halt unnecessary property and building developments	2%	3	8%	4
Increase prices for services / generate income via savings accounts	2%	3	4%	2
Reduce consultant fees	2%	3	2%	1
Other	19%	24	17%	9
Total number of different types of comments		184		68

3.7 Written responses

There were two written letters received by businesses. The type of comments included in these letters are outlined below::

- Calling on Barnet to consider reducing the costs of businesses with shop fronts by exempting micro firms (with less than 10 employees) from having to pay a license fee to hold an external shop presence.
- Highlighting the council must run its affairs as would any business, by looking at doing things differently and better.
- Reallocating funding from pavement repair/renewal to road pavement repair/renewal. This is based on the premise that traffic numbers are far higher than pedestrian.

- Highlighting the lack of usage of the new bicycle lanes/tracks as an example of wasted money.
- Appreciative of the opportunity to comment but the inability to do so in detail due to the magnitude of information required.

4. Overall budget and savings for 2018/19

The Citizens' Panel were not asked questions on the overall budget and saving proposals within each Theme Committee for 2018/19. These questions were only asked of the general public.

Respondents to the general public consultation were asked their views on:

- The overall budget and saving proposals;
- To what extent they agree or disagree with the savings and/or income being proposed within each Theme Committee.

Under each Theme Committee respondents were also given an opportunity to write in comments or alternative suggestions for savings and/or income generation.

This section of the report provides full details of the type of comments received from the open-ended questions which are ranked by the most frequently mentioned comments

Responses to these open-ended questions were much more varied compared to the open-ended questions on social care precept Council Tax and options to close the budget gap. As far as possible the responses have been grouped into commonality of themes, however there were many comments that could not be grouped into themes.

4.1 Overall budget 2018/19

Respondents were asked if they had any comments to make on overall budget, in particular on how the 2018/19 proposed savings have been allocated across the Theme Committees.

Of those who responded to the general public consultation 39 out of 108 gave a response.

Table 11 gives full details of the types comment made on the overall budget.

The four most common themes were concerns about: outsourcing; the high savings in Children's Services; the high savings in Adults and Safeguarding; and the need for more information to make a comment – for example Theme committees are too broad to comment, or need employee salary and pension figures.

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Table 11: Comments on overall budget and on how the 2018/19 proposed savings have been allocated across the Theme Committees

Do you have any comments to make about how the savings targets are being divided across all the Theme Committees for the 2018/19 budget?	General Public	
	%	Base ¹
	100%	108
Number of respondents who gave a comment	36%	39
No comment	64%	69
Type of comments made:		
Concern over outsourcing: -companies like Capita are inefficient / financial cost of consultants and contractors are excessive / Concerned about increased privatisation of Barnet Council / Get a grip of the CSG contract/no one person who oversees money spent on special projects / Outsourcing is not producing the expected / promised savings focus on procurement being sustainable / deliver services back in house	6%	7
Concern for high savings to children's services; - savings for Children's services are unrealistic / tried to make children's services savings and failed and now have a failed OFSTED report / Protect/ringfence children's budget / No savings targets for children / Children is highest priority	6%	6
Concern for high savings for Adults and Safeguarding: -£2.2million Adults saving on reducing demand is unrealistic and naïve / protect/ringfence adults budget / No savings targets for adults / Adults safeguarding is already woefully short of funding	6%	6
Need more information: - Theme Committees are way to broad / How much goes to policy development? / present figures in % of budgets / How are budget targets allocated per Committee? / Need employee salaries and pension figures + consultant's fees to make informed decisions.	6%	6
P&R too high share of budget: greater savings needed / Policy & Resources seems really excessive in allocation in P&R / savings target for the P&R component should be at least £3million/Still too much spent on P & R / Deliver services inhouse	6%	6
Concerned about cuts to libraries: - self-service libraries are unsafe and unwelcoming with no trained assistance /reinstate projects like libraries/money wasted on failed library programme/Barnet Mencap to run a library service but how can they pay their volunteers?	5%	5

¹ Respondents could write in more than one comment. Percentages are calculated on the number of respondents who took part in the public consultations.

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Do you have any comments to make about how the savings targets are being divided across all the Theme Committees for the 2018/19 budget?	General Public	
Difficult to find savings by trimming:- I don't wish Barnet to make savings/all services need to be adequately funded / look for savings that do not punish residents / No savings resulting in further reductions in services	5%	5
Agree with proposed savings: - proportion of savings is correct / fair distribution / budget is reducing in a reasonable rate / understand your approach and constraints	4%	4
Council Tax needs to rise: - Increase rates rather than the never-ending cuts you make to essential services/ Cutting council tax levels for political reasons to blame - should have increased/Should have raised Council Tax before	4%	4
Make more efficiencies savings - streamline and process improvements to Social Health and care budgets / Promote and support existing work before investing in new ideas / increase service efficiency and productivity	3%	3
Adhoc comments about savings: -Shelve council expenditures such as a new office block in Colindale / Housing committee should contribute to savings target / reduce all committees by 5%	3%	3
Suggestions for the Environment Committee: -- only do required roadworks/ greater scrutiny of re-paving projects priorities/Savings made by reducing frequency of domestic refuse collection	3%	3
Move away from focusing only on savings / do things differently	2%	2
Ideas for income generation -change High Road parking scheme to support small businesses - more businesses mean more rates collected / more ambitious income generation targets in profit-making elements of the business / address poor level of investment	2%	2
Current service standards:- service to tax payers is becoming less and less/poor standard of some services/	2%	2
Reduce staff salaries: - save by reducing Council employee's earnings - especially over £100,000/Are your staff providing value for money?	2%	2
More affordable housing: - more money allocated to shared ownership housing/ More secure rented accommodation for disadvantaged groups.	2%	2
Environment Committee budget cut seems large in relative terms	1%	1
Claim back millions taken by the banks	1%	1
Mill Hill depot sale was short sighted	1%	1
Bring back Richmond Fellowship Barnet	1%	1
Develop the infrastructure for a growing population - currently weak	1%	1
Listen to local business advice	1%	1
Only area going up is Regeneration -North Finchley will cost more than £276.1 million	1%	1

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Do you have any comments to make about how the savings targets are being divided across all the Theme Committees for the 2018/19 budget?	General Public	
Consider the way Council Tax is charged: - all people should pay Council Tax/multiple occupants should be taxed at a higher rate / Increasing Council Tax is a very heavy burden for pensioners - need to consider this	1%	1
Environment budget cut seems large in relative terms	1%	1
The council should take full advantage of the extra flexibility allowed in the Local Government Finance Settlement, applying a 2.99% increase in general council tax in addition to the proposed 3% social care precept.	1%	1
Total number of different types of comments	72%	78

4.2 Policy and Resources Committee proposed budget savings 2018/19

Respondents were asked if they would like to answer the questions on Policy and Resources Committee; 57 respondents indicated that they would like to answer these questions.

4.2.1 Overall response to the savings proposals within this committee

Respondents were asked to what extent they agree or disagree with the savings proposals that have been identified within the Policy and Resources Committee's budget for 2018/19.

Table 12 shows that 41% (23 out of 57 respondents) agree with the savings proposals within the Policy and Resources Committee. 30% (17 out of 57 respondents) disagree, and the remainder neither agree nor disagree (21%, 12 out of 57) and (9%, 5 out of 57) Don't know/not sure.

Table 12: Overall response to the savings proposals that have been identified within the Policy and Resources Committee for 2018/19

Overall, to what extent do you agree or disagree with the savings proposals that have been identified within the Policy and Resources Committee for 2018/19?		
	%	Base
Strongly Agree	11%	6
Tend to agree	30%	17
Neither agree nor disagree	21%	12
Tend to disagree	16%	9
Strongly disagree	14%	8
Don't know / not sure	9%	5
Total	100%	57

4.2.3 Additional comments or alternative suggestions for savings and/or income proposals in the Policy and Resources Committee

Respondents were asked if they had any comments, or alternative suggestions, to make about the individual savings and/or income proposals within this committee for the 2018/19 budget. 24 out of 57 respondents wrote in additional comments or alternative suggestions for savings and/or income generation.

Table 13 gives full details of the type of additional comments or alternative suggestions for savings in the Policy and Resources Committee.

The highest scoring theme with 6 out of the 57 respondents (11%) was regarding the need to scrutinise the current outsourced contracts to make savings. 5 of the 57 respondents (9%) felt the Policy and Resources savings were not sufficient and an equal number (5 of the 57 respondents – 9%) commented on the current council procurement practice. 4 of the 57 respondents (7%) needed more information.

Table 13: Additional comments or alternative suggestions for savings and/or income proposals in the Policy and Resources Committee

Do you have any comments or alternative suggestions to make about the individual savings and/or income being proposed within the Policy and Resources Committee for the 2018/19 budget?	General Public Consultation	
	%	Base ¹
Number of respondents who took part in the public consultations	100%	57
Gave a comment	42%	24
Did not give a comment	58%	33
Type of comments made:		
Better scrutiny of current outsourced contracts:- more rigorous / robust assessment and audits / other providers (Sport England) are more cost effective / further review CSG functions/ more accurate starting costs/ negotiate better rates / remove wastage/ ineffective at managing Capita / Special projects, gainshare and contract indexation need further negotiation / Why are we spending so much money on these contracts?- completely unjustifiable misuse of taxpayers' money / Price increases on contracts is too high -reduce to zero or 1%/ negotiation with suppliers.	11%	6
Not sufficient savings made: - Try harder / save more / P&R savings target for the 2018/19 year should be at least £3million.	9%	5
Council procurement practices - too long winded and time consuming / contract management needs to be fleet of foot / members fail to properly scrutinise performance - politics before wellbeing of residents / 10 year contracts are restrictive for LA / Public officers are lousy negotiators -Hire in professionals to pull apart supplier costs /	9%	5

¹ Respondents could write in more than one comment. Percentages are calculated on the number of respondents who took part in the public consultations.

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Do you have any comments or alternative suggestions to make about the individual savings and/or income being proposed within the Policy and Resources Committee for the 2018/19 budget?	General Public Consultation	
stronger contract management / Most strategic and policy roles could be scrapped.		
Need more information: - employment rates and demographics needed / a more complete breakdown required / what does this budget actually cover in terms of visible council service? / not sufficient information.	7%	4
Use resources more efficiently: - use the boroughs land / space to create profit not drain resources / bring parking back in house / Diesel charge for vehicles that pollute.	5%	3
Support small business therefore, creating more jobs and increasing revenue: - not sufficiently flexible to address the issues of individual retail centres / setting fare business rates / NSL parking are killing off our local shops / bring parking back in-house/ one hour free parking.	4%	2
E7: disagree with the reduction in concessionary fares - counterproductive and impacts on the poorest people.	2%	1
Council should ask for release of more money from the central government.	2%	1
Workforce savings should be made by capping pay to £100,000.	2%	1
Total number of different types of alternative suggestions		28

4.3. Adults and Safeguarding Committee

Respondents were asked if they would like to answer questions on Adults and Safeguarding Committee; 43 respondents indicated that they would like to answer the questions on Adults and Safeguarding Committee.

4.3.1 Overall response to the savings and/or income proposals identified in this committee

Respondents were asked to what extent they agree or disagree the savings and/or income proposals that have been identified within this committee for 2018/19.

Table 14 shows that 47% (20 out of 43 respondents) responding agree with the savings and/or income proposals within the Adults and Safeguarding Committee. 30% (13 out of 43 respondents) disagree. The remainder neither agree nor disagree 19% (8 out of 43) or indicated don't know/ not sure 5% (2 out of 43).

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Table 14: Overall response to the savings and/or income proposals that have been identified within the Adults and Safeguarding Committee for 2018/19

Overall, to what extent do you agree or disagree with the savings and/or income proposals that have been identified within the Adults and Safeguarding Committee for 2018/19?		
	%	Base
Strongly Agree	5%	2
Tend to agree	42%	18
Neither agree nor disagree	19%	8
Tend to disagree	9%	4
Strongly disagree	21%	9
Don't know / not sure	5%	2
Total	100%	43

4.3.2 Additional comments or alternative suggestions for savings and/or income proposals in the Adults and Safeguarding Committee

Respondents were asked if they had any comments, or alternative suggestions, to make about the individual savings and/or income proposals within this committee for the 2018/19 budget. 19 out of 43 respondents wrote in additional comments or alternative suggestions for savings and/or income generation.

Table 15 provides full details of the type of reasons received.

The most frequently cited comments to this question were not to cut the Adults and Safeguarding Committee budget (16% or 7 of the 19 respondents). General comments about potential savings the council could make and concerns about the current Adult Services provision were in joint second place with both receiving comments from 4 of the 19 respondents (9%).

Table 15: Additional comments or alternative suggestions for savings and/or income proposals in the Adults and Safeguarding Committee

Do you have any comments or alternative suggestions to make about the individual savings and/or income being proposed within the Adults and Safeguarding Committee for the 2018/19 budget?	General Public Consultation	
	%	Base ¹
Number of respondents who took part in the public consultations	100%	43
Gave a comment	44%	19
Did not give a comment	56%	24

¹ Respondents could write in more than one comment. Percentages are calculated on the number of respondents who took part in the public consultations.

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Do you have any comments or alternative suggestions to make about the individual savings and/or income being proposed within the Adults and Safeguarding Committee for the 2018/19 budget?	General Public Consultation	
Type of reasons given:		
No cuts to the Adults and Safeguarding budget: - Already at breaking point/protect these services / Time to give something in return/ requires 100% full government subsidy / unrealistic for this year/absolute disgrace cuts should be targeted on the most vulnerable members of our community.	16%	7
General comments about potential savings the council could make: - greater joining together of NHS & LA -bed blocking has significant costs / participants in sports events should contribute to their overall operating costs/ money wasted on outsourced services/ question new social prescribing service as this is a duplication of existing provision / augmenting existing services to increase efficiency savings	9%	4
Concerns about current adult service provision: - Mental health services in the borough are appalling/ most would find present services are sadly lacking / Parent/carers of disabled young adults are not able to access a social worker very easily / Amazon can deliver a parcel within 2 hours of ordering – but the care system cannot get someone from a hospital to a care facility.	9%	4
Agree overall with savings: - Support if "managing demand" means helping people to stay at home in secure and comfortable conditions.	5%	2
Need more information: - Insufficient information provided to give an opinion / Produce a document / policy which all services should use rather than each one deciding its own.	5%	2
Change the way the system works: - Social care should not be paid from council tax but by the NHS (via foreign aid budget), disagree with "fairer" contributions towards social care packages for those living with LDD with as parents already financially subsidising / people must reside in the UK for several years before they become eligible.	5%	2
New Barnet Leisure Centre not near bus stops and has less water space (millions spent): - lack of public transport to Finchley Memorial Hospital and Barnet Copthall Leisure Centre too	2%	1
Any 'savings' are offset by increased expenditure elsewhere e.g. NHS	2%	1
R1: Reducing care packages is a high-risk strategy that can leave vulnerable people with inadequate levels of care	2%	1
Yes, increase the savings	2%	1
Total number of different types of alternative suggestions		25

4.4 Children, Education, Libraries and Safeguarding Committee

Respondents were asked if they would like to answer questions on Children, Education, Libraries and Safeguarding Committee; 57 respondents indicated that they would like to answer the questions on the Children, Education, Libraries and Safeguarding Committee.

4.4.1 Overall response to the savings and/or income proposal identified within this committee

Respondents were asked to what extent they agree or disagree with the savings and/or income proposals that have been identified within the Children, Education, Libraries, and Safeguarding Committee for 2018/19.

Table 16 shows that 34% (19 out of 57 respondents) agree with the savings proposals within the Children, Education, Libraries and Safeguarding Committee. 49% (28 out of 57 respondents) disagree and the remainder neither agrees nor disagrees, 12% (7 out of 57) or don't know/are not sure 5% (3 out of 57).

Table 16: Overall response to the savings and/or income proposals that have been identified with the Children, Education, Libraries and Safeguarding Committee

Overall, to what extent do you agree or disagree with the savings and/or income proposals that have been identified within the Children, Education, Libraries and Safeguarding Committee for 2018/19?		
	%	Base
Strongly Agree	2%	1
Tend to agree	32%	18
Neither agree nor disagree	12%	7
Tend to disagree	19%	11
Strongly disagree	30%	17
Don't know / not sure	5%	3
Total	100%	57

4.4.2 Additional comments or alternative suggestions for savings and/or income proposals within the Children, Education, Libraries and Safeguarding Committee

Respondents were asked if they had any comments, or alternative suggestions, to make about the individual savings and/or income proposals within this committee for the 2018/19 budget. 27 out of 57 respondents wrote in additional comments or alternative suggestions for savings and/or income generation.

Table 17 provides full details of the additional comments or alternative suggestions for savings and/or income proposals for the Children, Education, Libraries and Safeguarding Committee

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The most common theme mentioned by 7 of the 57 respondents (18%) was to reverse the decline in the library service. 6 of the 57 respondents (15%) gave alternative saving suggestions. 4 of the 57 respondents did not want the Children, Education, Library and Safeguarding committee to make savings/cuts. 3 of the 57 respondents were unhappy with the council's management of this committee

Table 17: Additional comments or alternative suggestions for savings and/or income proposals within the Children, Education, Libraries and Safeguarding Committee

Do you have any comments, or alternative suggestions, to make about the individual savings and/or income being proposed within the Children, Education, Libraries and Safeguarding Committee for the 2018/19 budget?	General Public Consultation	
	%	Base ¹
	100%	57
Number of respondents who gave a comment	47%	27
No comment	53%	30
Type of reasons given:		
Concerns about library services: -wasted millions destroying the libraries / absolute shambles / unforgivable mess / serious safeguarding issues with unstaffed libraries/ reverse the horrendous decline in library services / rethink as to how libraries can now be maximised as community assets / Not even generating income from the old library space/Stop spending £1m on security guards and bring back qualified staff	18%	7
General comments about potential savings the council could make:- Reduce spending on Libraries -(needs a complete overhaul/there is a lot of online material / they have had their day in their current form)/set up children evaluation committees to allocate funds / Ditch the £6million youth zone / Council does not have the expertise to deliver service remodelling- hire in a SWAT team of professionals (do not the usual suspects) / apply shared services models of delivery to the P&R component to get more savings.	15%	6
Concerns regarding cuts to Children, Education, Libraries and Safeguarding Committee: - should deliver more to Children and Education- not make cuts to it / this budget should be protected / Please do not make cuts to transport provision / children will suffer and this will be detrimental later on in life and cost the borough more /do not support the changes/cuts made to the library service (East Finchley).	10%	4
Concerns over the management of the Children, Education, Libraries and Safeguarding Committee: -Where are the savings promised from the library cuts? / Ofsted Report and the downgrading of library provision demonstrates the failure of this committee / Council's mishandling of this committee's scope of services is simply a disgrace / chair should have resigned / admit your failures / no confidence in the council's ability to "remodel" the service.	8%	3

¹ Respondents could write in more than one comment. Percentages are calculated on the number of respondents who took part in the public consultations.

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Do you have any comments, or alternative suggestions, to make about the individual savings and/or income being proposed within the Children, Education, Libraries and Safeguarding Committee for the 2018/19 budget?	General Public Consultation	
Make more savings/cuts	5%	2
Need more information: -Not give enough detail for me to offer specific comments / makes comment virtually irrelevant/What is covered under efficiency savings?	5%	2
Purposeful social work should not be the council's responsibility	3%	1
Budgets for Barnet Schools should have been maintained and increased	3%	1
Improve CAMHS and also Children's Social Care /co-ordinate inputs from services / improve the experience and outcomes for service users during transition	3%	1
Disgusting idea to ask schools to contribute towards the cost of the council's school improvement service	3%	1
Total number of different types of comments		28

4.5 Environment Committee

Respondents were asked if they would like to answer questions on the Environment Committee; 55 respondents indicated that they would like to answer the questions on the Environment Committee.

4.5.1 Overall response to the savings and/or income proposals within this committee

Respondents were asked to what extent they agree or disagree with the savings and/or income proposals that have been identified within the Environment Committee for 2018/19.

Table 18 shows that 29% (16 out of 55 respondents) agree with the savings and/or income proposals within the Environment Committee. 42% (23 out of 55 respondents) disagree. 24% (13 out of 55) neither agree nor disagree and 5% (3 out of 55) don't know / not sure.

Table 18: Overall response to the savings and/or income proposals that have been identified within the Environment Committee for 2018/19

Overall, to what extent do you agree or disagree with the savings and/or income proposals that have been identified within the Environment committee for 2018/19?		
	%	Base
Strongly Agree	5%	3
Tend to agree	24%	13
Neither agree nor disagree	24%	13
Tend to disagree	20%	11
Strongly disagree	22%	12
Don't know / not sure	5%	3
Total	100%	55

4.5.2 Comments or alternative suggestions about the individual savings and/or income being proposed

Respondents were asked if they had any comments or alternative suggestions to make about the individual savings and/or income being proposed within this committee for the 2018/19 budget. 28 out of 55 respondents wrote in additional comments or alternative suggestions about the individual savings and/or income being proposed.

Table 19 provides full details of the type of comments or alternative suggestions for savings and/or income being proposed in the Environment Committee.

The most common themes were about improving and encouraging more recycling, cited by 10 respondents, and prioritising roads and better upkeep of roads, which was mentioned by 9 respondents. 6 respondents gave comments about park maintenance, generating income from parks and better use of in-house resources, while the same number also mentioned improving street cleansing and better enforcement.

Table 19: Comments or alternative suggestions about the individual savings and/or income being proposed within the Environment Committee for the 2018/19 budget

Do you have any comments or alternative suggestions about the individual savings and/or income being proposed within the Environment Committee for the 2018/19 budget?	General Public Consultation	
	%	Base ¹
	100%	55
Number of respondents who gave a comment	49%	28
No comment	4%	1
Type of comments made:		
Improve and encourage more recycling: don't reduce recycling / Encourage recycling / R2: support campaign for residents to reduce packaging / Empty clothes banks regularly / Reintroduce 6 monthly free street skips / Redesign recycling and waste for flats / Introduce doorstep recycling of shoes and textiles / Expand to recycling of hard plastic / No need for weekly domestic refuse collections.	18%	10
Prioritise and better upkeep of roads: Prioritise road upkeep / Target roads only / Repairs are a temporary patch / Poor maintenance of roads / Potholes are increasing / Better pothole repairs / Poor quality pothole repair on Colindale roundabout	33%	9

¹ Respondents could write in more than one comment. Percentages are calculated on the number of respondents who took part in the public consultations.

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Do you have any comments or alternative suggestions about the individual savings and/or income being proposed within the Environment Committee for the 2018/19 budget?	General Public Consultation	
Specific mentions of park maintenance, generating income from parks and better use of in-house resources: becoming less accessible / Long term leases remove council control / Spend on practical maintenance instead of external consultants / Employ inhouse ecologists / No more cuts / Don't put Parks and open spaces under threat from development / Use Barnet's 35% green spaces better to raise income / Transfer investment in roads and pavements to parks	22%	6
Improve street cleansing and better enforcement: low standard / Improve quality of the service / Better enforcement and more fines for fly tipping and littering / Investigate and sort the litter and rat infestation in Finchley / clear building rubble in Rosemont Avenue / Unemptied refuse bins on the streets unsightly / Refuse bags should be collected early in the morning	22%	6
Invest more money in pavement maintenance and use better materials: Use softer materials / Fix pavements on Essex park and Wentworth Ave / Spend money on people to fix the pavements instead of on "technology"/ Poor maintenance of footpaths	19%	5
Need more information: Don't understand "modernising environmental services" / "increasing efficiency" without the detail / How do you manage demand? / 15% budget cut but no numbers of employees losing their job stated.	15%	4
References to parking: Make Daws Lane Car Park free for 2-3 hours / E2 workforce savings - Keep parking inhouse / Stop finding ways to fine us / stop the 'unnecessary creep' of CPZ - consult on a road by road basis	11%	3
Brent Cross and Colindale regeneration: Brent Cross plan - company should not be allowed to continue re-submitting same proposals / Colindale plans - residents strongly objected but were ignored.	7%	2
Improvements to road safety: Make roads safer for cyclists and pedestrians / More cycle lanes / Reduce speed limit to 20 mph.	11%	3
Service redesign: often means lower service not better / We were promised better services for less money: quite clearly this is not happening.	11%	3
Specific mentions to contracted services: Better scrutiny of performance by members / no 'PFI nonsense'	7%	2
Budget should not be distributed by political colour of each ward.	4%	1
Businesses may start moving out of Barnet due to unsustainability	4%	1
Don't support reduction in waste collection	4%	1
Don't support introduction of Congestion Zone.	4%	1
E3 Street Scene savings - Investing in mobile IT - for whose benefit?	4%	1
G8 - no more advertising - already too much and makes our high roads ugly.	4%	1
Invest in High Barnet - encourage businesses to open with low taxes. If the high street thrives so will the area bringing in investment to all areas	4%	1
Reduce antisocial behaviour in Mill Hill Town Centre: more CCTV and monitoring / Introduce alcohol-free zone.	4%	1

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Do you have any comments or alternative suggestions about the individual savings and/or income being proposed within the Environment Committee for the 2018/19 budget?	General Public Consultation	
Reduce planned expenditure	4%	1
Refuse Collection: Unemptied refuse bins on the streets unsightly / Refuse bags should be collected early in the morning.	4%	1
Remove diesel motors from the environment	4%	1
Stop telling people to volunteer to run parks etc.	4%	1
Total number of different types of comments		65

4.6 Assets, Regeneration and Growth Committee

Respondents were asked if they would like to answer questions on the Assets, Regeneration and Growth Committee; 39 respondents indicated that they would like to answer the questions on the Assets, Regeneration and Growth Committee.

4.6.1 Overall response to the savings and/or income proposals identified within this committee

Respondents were asked to what extent they agree or disagree with the savings and/or income proposals that have been identified within the Assets, Regeneration and Growth Committee's budget for 2018/9.

Table 20 shows that 44% (17 out of 39 respondents) agree with the savings and/or income proposals within the Assets, Regeneration and Growth Committee. 33% (13 out of 39 respondents) disagree, 21% (8 out of 39) neither agree nor disagree, and 1 respondent (3%) indicated they 'don't know / not sure'.

Table 20: Overall response to the savings and/or income proposals that have been identified within the Assets, Regeneration and Growth Committee

Overall, to what extent do you agree or disagree with the savings and/or income proposals that have been identified within the Assets, Regeneration and Growth Committee for 2018/19?		
	%	Base
Strongly Agree	13%	5
Tend to agree	31%	12
Neither agree nor disagree	21%	8
Tend to disagree	15%	6
Strongly disagree	18%	7
Don't know / not sure	3%	1
Total	100%	39

4.6.2 Comments or alternative suggestions about the savings and/or income proposals

Respondents were asked if they had any comments or alternative suggestions to make about the savings and/or income proposals within this committee for the 2018/19 budget. 16 out of 39 respondents wrote in comments or alternative suggestions for the savings being proposed.

Table 21 gives full details of the type of comments or alternative suggestions about the savings and/or income proposals within the Assets, Regeneration and Growth Committee.

The top theme that was mentioned by 3 of 39 respondents (8%) was about not increasing business rates, followed by comments about reinstating library space for books, librarians and school children, cited by 2 of 39 respondents (5%). The same number mentioned the need to support businesses.

Table 21: Comments or suggestions about the savings and/or income being proposed within the Assets, Regeneration and Growth Committee for the 2018/19 budget

Do you have any comments or alternative suggestions about the savings and/ or income being proposed within the Assets, Regeneration and Growth Committee for the 2018/19 budget?	General Public Consultation	
	%	Base ¹
	100%	39
Number of respondents who gave a comment	40%	16
No comment	5%	2
Type of comments made:		
Don't increase business rates / savings should not be met by council tax or business rates.	8%	3
G2 - Rental Opportunity / Libraries: Rental space in libraries is a direct result of deliberate unjustifiable cutbacks / Reinstate space for librarians and books / Give library space back to schoolchildren whose quality of education matters more than start-up businesses	5%	2
More support for businesses: Engage with and incentivise small businesses / business rates and parking policy killing the high streets / Too much focus on encouraging more unaffordable housing, instead of supporting shops and local community resources.	5%	2
Regeneration: Stop knocking down people's homes, unless you replace with equivalent homes, and compensate them / Encourage shared ownership housing schemes to increase the regeneration of areas at a realistic price.	5%	2

¹ Respondents could write in more than one comment. Percentages are calculated on the number of respondents who took part in the public consultations.

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Do you have any comments or alternative suggestions about the savings and/ or income being proposed within the Assets, Regeneration and Growth Committee for the 2018/19 budget?	General Public Consultation	
Assign more qualified resources to the schemes that generate these savings through the better use of Council Assets in a shorter time-frame.	3%	1
Developing a business directory and portal seems like a waste of money.	3%	1
E1 - Accommodation Strategy: Any savings from this project are far in the future and project should be abandoned	3%	1
Good plan - no need to invest in this yet.	3%	1
Growing income is an excellent ambition.	3%	1
More support for assisting disabled people into work	3%	1
Parking: Introduce free parking for half an hour in all parking areas (particularly North Finchley) / Why are there different restricted parking times in Church End, North Finchley and Whetstone?	3%	1
Stop giving away or long leasing parks.	3%	1
There's no planning enforcement in Barnet. Get rid of Capita.	3%	1
Total number of different types of comments		18

4.7 Community Leadership Committee

Respondents were asked if they would like to answer questions on the Community Leadership Committee; 45 respondents indicated that they would like to answer the questions on the Community Leadership Committee.

4.7.1 Overall response to the budget in this committee

Respondents were asked to what extent they agree or disagree with the budget proposed in the Community Leadership Committee for 2018/19.

Table 22 shows that 38% (17 out of 45 respondents) agree with the budget proposals within the Community Leadership Committee. 27% (12 out of 45 respondents) disagree and 33% (15 out of 19 respondents) neither agree nor disagree.

Table 22: Overall response to the budget proposed within the Community Leadership Committee

Overall, to what extent do you agree or disagree with the budget proposed in the Community Leadership Committee for 2018/19?		
	%	Base
Strongly Agree	9%	4
Tend to agree	29%	13
Neither agree nor disagree	33%	15
Tend to disagree	16%	7
Strongly disagree	11%	5

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Don't know / not sure	2%	1
Total	100%	45

4.2.3 Comments or alternative suggestions about the budget being proposed in this committee

Respondents were asked if they had any comments or alternative suggestions to make about the budget proposed within this committee for the 2018/19 budget. 17 out of 45 respondents wrote in comments or alternative suggestions about the budget proposed.

Table 23 gives full details of the type of comments or alternative suggestions for the budget within the Community Leadership Committee.

The top three themes mentioned by 3 of the 45 respondents (7%) each were about crime and antisocial behaviour and investing more in CCTV; comments about the voluntary sector, including monitoring of contracts, training and partnerships; and not expecting volunteers to take the place of paid professionals.

Table 23: Comments or alternative suggestions about the budget proposed within the Community Leadership Committee

Do you have any comments, or alternative suggestions about the budget proposed within the Community Leadership Committee for the 2018/19 budget?	General Public Consultation	
	%	Base ¹
	100%	45
Number of respondents who gave a comment	38%	17
No comment	4%	2
Type of comments made:		
Crime and antisocial behaviour: Invest more in CCTV: more CCTV cameras, monitoring and liaison with the Police / Crime and antisocial behaviour is increasing in my local area / better recognition of antisocial behaviour that is Hate Crime, where people are targeted because of protected characteristics.	7%	3
Voluntary sector: why do the same groups seem to get every Council contract and who is monitoring them? / Training for the voluntary sector should be delivered by the voluntary sector / Stronger partnerships between the council and voluntary sectors.	7%	3
Volunteering: Don't expect volunteers to take the place of paid professionals / more community clean up days	7%	3
spend less / charge more for chargeable services.	4%	2

¹ Respondents could write in more than one comment. Percentages are calculated on the number of respondents who took part in the public consultations.

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Do you have any comments, or alternative suggestions about the budget proposed within the Community Leadership Committee for the 2018/19 budget?	General Public Consultation	
Try harder / This committee should make savings somewhere and have not done so	4%	2
Co-ordinating measures to support community activity: - people can do this easily with social media / vulnerable groups suffering with lack of inclusion should be addressed at social care level / religious groups can contribute funds to this / businesses can networking further themselves	2%	1
Do not cut these services further.	2%	1
Don't provide translation services: print council documents in English only.	2%	1
Reduce the number and size of community events: achieve more external funding of those events from advertising/sponsoring.	2%	1
Spending priorities: Don't spend money on the "community and faith sector" / Spend on emergency planning and preparedness.	2%	1
Stop Capita from targeting community used buildings for profiteering opportunities.	2%	1
The priorities are correct.	2%	1
Total number of different types of comments		20

4.8 Housing Committee

Respondents were asked if they would like to answer questions on Housing Committee; 40 respondents indicated that they would like to answer the questions on the Housing Committee.

4.8.1 Overall response to the budget in the Housing Committee

Respondents were asked to what extent they agree or disagree with the budget in the Housing Committee for 2018/19.

Table 24 over the page shows that 33% (13 out of 40 respondents) agree with the decision not to make any savings in the Housing Committee. 33% (13 out of 40 respondents) disagree and 28% (11 out of 40 respondents) neither agree nor disagree.

Table 24: Overall response to the budget in the Housing Committee

Overall, to what extent do you agree or disagree with the budget in the Housing Committee for 2018/19?		
	%	Base
Strongly Agree	13%	5
Tend to agree	20%	8
Neither agree nor disagree	28%	11
Tend to disagree	25%	10
Strongly disagree	8%	3
Don't know / not sure	8%	3
Total	100%	40

4.8.2 Comments or alternative suggestions on how the Housing Committee has allocated its budget for 2018/19

Respondents were asked if they had any comments or alternative suggestions to make about how the Housing Committee has allocated its budget for 2018/19. 20 out of 40 respondents wrote in comments or alternative suggestions on how the Housing Committee has allocated its budget.

Table 25 gives full details of the type of comments or alternative suggestions on how the Housing Committee has allocated its budget for 2018/19.

The most common theme was about the Housing budget and spending less and more cautiously, mentioned by 5 of 40 respondents (13%). This was followed by comments about the need for more affordable housing which was cited by 4 respondents (10%).

Table 25: Comments or alternative suggestions on how the Housing Committee has allocated its budget for 2018/19

Do you have any comments, or alternative suggestions on how the Housing Committee has allocated its budget for 2018/19?	General Public Consultation	
	%	Base ¹
	100%	40
Number of respondents who gave a comment	50%	20
No comment	0%	0
Type of comments made:		

¹ Respondents could write in more than one comment. Percentages are calculated on the number of respondents who took part in the public consultations.

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Do you have any comments, or alternative suggestions on how the Housing Committee has allocated its budget for 2018/19?	General Public Consultation	
Housing budget: reduce / clamp down on homeless funding / spend less / spend cautiously	13%	5
Affordable housing: the council's idea of "affordable" isn't the same as the rest of us - we need SOCIAL housing / Make sure that 50% of homes built in Barnet are genuinely affordable.	10%	4
Build houses: more cost-effective than purchasing houses / build supported houses	5%	2
Private landlords: better monitoring / better quality of accommodation / more proactive approach to landlords abusing the current system through loopholes.	5%	2
Housing Policy: Government and council policies have caused increase in homelessness - any strategy adopted by the council alone will have little effect / It is entirely driven by commercial considerations external to the duties of an authority to prioritise the need of the neediest residents	5%	2
Better awareness of the housing needs of domestic violence survivors	3%	1
Buy property to house families / Right to buy sales should be exceeded by purchases on at least 1:3 basis.	3%	1
Capita is encouraging mindless development with no thought given to demand infrastructure necessary to sustain an increase in population	3%	1
Charge council housing tenants a separate monthly Management Services charge.	3%	1
Council should not prevent homelessness at the taxpayer's expense	3%	1
Introduce a CPZ in Whetstone then raise Rented Garage rents	3%	1
Preventing homelessness should be a council priority whatever changes are made to the Homelessness Reduction Act.	3%	1
Release more empties properties to the council	3%	1
Staff at Barnet Homes are rude and delay housing	3%	1
Support middle to supposedly 'high ' income private renters in Barnet - who have worked hard all their lives but will never get social housing and can't afford to buy.	3%	1
The resources and their depletions require 24/7 review as the dynamics are continually changing especially with the free passage of people. Identify issues before it is too late.	3%	1
Why has the proposed development of 120+ units in the Fairway Mill Hill not been built while there is such a housing shortage?	3%	1
Total number of different types of comments		27