

Appendix H

Business Planning 2020/21-2024/2025

General budget consultation 2020/21

8 January 2020 – 3 February 2020

Consultation Team, Strategy

1. EXECUTIVE SUMMARY

This report sets out the consultation findings from the General Budget Consultation 2020/21 which will be presented as part of the budget paper at Policy and Resources on 19 February 2020 and Full Council on 3 March 2020.

1.1 Response to the consultation

- a total of 185 questionnaires were completed (184 online and one paper copy)
- the majority of responses were from residents
- one written response was also received via email.

1.2 Summary of consultation approach

- the consultation ran from 8 January 2020 to 3 February 2020
- the consultation consisted of an online questionnaire and summary consultation document which was published on engage.barnet.gov.uk
- 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.

1.2 Summary of key findings

1.2.1 Views on the overall budget for 2020/21

- just under one third of respondents (31%, 57 out of 184 respondents) agree with the council's proposed budget for 2020/21 (4% strongly agree, and 27% tend to agree)
- just over two fifths of respondents (44%, 81 out of 184 respondents) disagree with the council's proposed budget for 2020/21 (21% tend to disagree and 23% strongly disagree)
- the remainder were either neutral (18 %, 33 out of 184 respondents) or said they did not know or were not sure (7%, 13 out of 184 respondents,).

1.2.2 Views on the council's Council Tax proposals for 2020/21

Overall, nearly three fifths of respondents (56%, 53 out of 95 respondents) **support a Council Tax increase to help fund the budget gap in 2020/21:**

- just under two fifths of respondents (36%, 34 out of 95 respondents) support both the council's proposals on Council Tax: the proposal to increase general Council Tax by 1.99% and the proposal to apply a further 2% Social Care Precept in 2020/21
- 16% (15 out of 95 respondents) support the proposal to increase general Council Tax by 1.99 % in 2020/21 only
- 4%, (4 out of 95 respondents) support the proposal to apply a 2% Adult Social Care Precept to Council Tax in 2020/21 only
- just over two fifths of respondents (44%, 42 out of 95 respondents) do not support either of the council's proposals to increase Council Tax in 2020/21: the proposal to increase general Council Tax by 1.99% and the proposal to apply an Adult Social Care Precept on Council Tax of 2% in 2020/21.

1.2.3 Views on theme committee saving and income proposals for 2020/21

- **Children's, Education and Safeguarding Committee (CES) received the highest level of support** for the saving and income generation proposals identified, with just over two fifths of respondents (44%, 42 out of 95 respondents) indicating they agree with the saving and income proposals identified within this committee for 2020/21.
- **Adults and Safeguarding Committee (AS) received the second highest level of support**, with just under two fifths of respondents (38%, 36 out of 95 respondents) indicating they agree with the saving and income proposals identified within this committee for 2020/21.
- **There were similar levels of support for saving and income generation proposals identified by Public Health**, with just over a third (36%, 34 out of 95 respondents) agreeing with the saving and income proposals identified within this committee for 2020/21.
- **Housing and Growth, Policy and Resources, and Environment Committee received the least support for their saving and income proposals, with only a quarter of respondents agreeing** with the saving and income generation proposals identified within each of these respective theme committees.

Just under two fifths of respondents **indicated they disagree (36%, 34 out of 95 respondents) with the Housing and Growth Committee, and Policy and Resources Committee (39%, 37 out of 96 respondents) proposals.**

- **Environment Committee received the highest number of respondents who disagree with the saving and income proposals identified within this committee for 2020/21**, with just over half of respondents (54%, 51 out of 94 respondents) indicated they disagree with the Environment Committee saving and income proposals for 2020/21.

1.2.4 Further comments on Theme Committee saving and income proposals for 2020/21

Respondents were also asked if they had any comments to make about the saving and income proposals identified within each theme committee for 2020/21. Of those who responded to the consultation, 37 out of 185 gave a response to this question.

The responses to this question were varied and the most common themes, with a response of four comments or more, have been summarised below. Percentages are based on those who answered this question.

- **The most frequently mentioned comment was that respondents disagree with the proposal to charge for garden waste collection (24%, nine out of 37 respondents who answered this question):**

Respondents cited: they disagree with the green bin charging scheme / charging will divert waste into grey bins or fly tipping / moving to charging will result long term in increased removal of the green parts of our borough.

- **The second most frequently mentioned comment was that respondents did not support an increase in Council Tax, citing it was unaffordable (19%, seven out of 37 respondents who answered this question):**

Respondents cited: Council tax increase is unacceptable. / Please don't generate income by increasing council tax for people earning less than £21,000 per year. / My objection is an increase in council tax while the tax goes up every year it's become hard to afford payments. / Please increase income generation and savings to balance the budget without raising the Council tax level.

1.2.5 Further comments on the proposed budget for 2020/21

Respondents were also asked if they had any further comments to make about the councils proposed budget for 2020/21. Of those who responded to the consultation, 48 out of 185 gave a response to this question.

Again, the responses to this question were varied and the most common themes, with a response of four comments or more have been summarised below. Percentages are based on those who answered this question.

- **Again, respondents felt Council Tax is already excessively high and that it was already too expensive already whilst wages have stayed the same (21%, ten out of 48 respondents who answered this question):**

Respondents cited: The planned increase is well above the rate of inflation and will only serve to plunge those in low incomes further into debt. / I absolutely disagree with raising taxes while my wages have stagnated for years! / On a low income it is only possibly to cut more and more into one's savings until one has used them up and then ask for support oneself.

- **Conversely some respondents cited they supported an increase in Council Tax to help improve services Tax (15%, seven out of 48 respondents who answered this question):**

Example verbatim comments: The council should consider a referendum on a higher increase in council tax, to get finances back to a level that would support real service improvements. / I would be willing to pay even more to protect services if central government would allow us. / consider putting the council tax up more in order to improve living standards in the borough. They have gone down enormously and it is not a nice place anymore. / Council tax should be further increased so that the budget balances. / I agree with proposed Council Tax increase but require a big improvement in the street cleaning activity,

- **The third most mentioned comment was that respondents felt more should be spent on Environment Committee; improving roads; cleaning streets (8%, four out of 48 respondents who answered this question):**

More should be spent on the environment. / would prefer the roads to be well maintained. The area to be clean and well-lit and bins collected regularly. / Many pavements (e.g. High Road between Whetstone & North Finchley) in the autumn/winter that need clearing of leaves so that they don't become slippery & dangerous. / I support any funding to deal with fly tipping in child's hill / Many more roads & large potholes that need fixing. Perhaps the government should find a way of taxing people with large cars (i.e. SUVs, Range Rovers etc) which are destroying the roads.

Further details of the types of comments received can be found in section two of this report.

2 DETAILED FINDINGS

2.1 Introduction

The budget proposals for 2020/21 have been subject to a formal public consultation.

This report sets out the full findings from the council's consultation on its Business Plan 2020/21. The findings will be considered by Full Council on 3 March 2020, where the final decision on the council's budget for 2020/21 will be taken.

2.2 Summary of consultation approach

The 2020/21 General Budget Consultation began after Policy and Resources Committee on 8 January 2020 and concluded on 3 February 2020.

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 2020/21 savings. The outcomes of these consultations are being reported into committee decision making processes.

2.3 Technical details and method

2.3.1 In summary, the consultation was administered as follows:

- the general consultation consisted of an online questionnaire published on <http://engage.barnet.gov.uk> together with a summary consultation document which provided 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 residents' e-newsletter, the council's website; local press; Twitter; Facebook; and posters in libraries, GPs, hospitals, and other public places;
- Super-users, i.e. users of non-universal services, were also invited to take part in the consultation through the Communities Together Network, Youth Board, Service newsletters/circulars and super-user mailing lists.

2.3.2 Questionnaire design

The questionnaire was developed to ascertain residents' views on the overall size and individual components of the proposed 2020/21 budget. In particular the consultation invited views on the:

- overall budget, and saving and income generation proposals for 2020/21;
- proposal to increase General Council Tax by 1.99%
- proposal to apply an Adult Social Care Precept on Council Tax of 2% to help pay for adult social care.

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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. Links to further information on each of the Theme Committee's portfolio was also provided.

Those respondents who elected to receive a paper copy were also sent the consultation document and a copy of the 2020/21 saving and/or income proposals.

2.4 Response to the consultation

A total of 185 questionnaires have been completed -184 online, and one paper questionnaire.

2.4.1 Response profile

The table below shows the profile of those who responded to the questionnaire.

Table 1: Profile of those who responded to the General Budget Consultation

Stakeholder	%	Base
Barnet resident	96%	88
Working within the London Borough of Barnet area	1%	1
Barnet business	2%	2
Representing a voluntary/community organisation	0%	0
Representing a public-sector organisation	0%	0
Representing a school	0%	0
Other	0%	0
Prefer not to say	1%	1
Total who answered this question	100%	92
Not Answered		93
Total response to the consultation		185

There was also one written response via e mail. This response has also been incorporated into the findings and further details are provided in section 4.4 of this report.

2.4.2 Profile of 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 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 information provided will be treated in the strictest confidence and will be stored securely in accordance with our responsibilities under data protection legislation (such as the General Data Protection Regulation or the Data Protection Act 2018).

Table 2 below shows the profile of these who answered these questions. However, due to the low completion of these questions (48%), it has not been possible to do any demographic analysis on the consultation findings.

Table 2: Protected Characteristic, profile of those that completed the questionnaire

Protected Characteristic	Response	
	Number	%
Age		
16-17	0	0%
18-24	2	1%
25-34	4	2%
35-44	21	11%
45-54	16	9%
55-64	14	8%
65-74	18	10%
75+	3	2%
Prefer not to say	11	6%
Not answered	96	52%
Total	185	100%

Disability		
Yes	8	4%
No	67	36%
Prefer not to say	14	8%
Not answered	96	52%
Total	185	100%

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Protected Characteristic	Response	
	Number	%
Gender		
Female	33	18%
Male	45	24%
If you prefer your own term	2	1%
Prefer not to say	9	5%
Not answered	96	52%
Total	185	100%

Is your gender identity the same as the sex you were registered at birth?		
Yes, it's the same	71	38%
No, it's different	2	1%
Prefer not to say	16	9%
Not answered	96	52%
Total	185	100%

Disability		
Yes	8	4%
No	67	36%
Prefer not to say	14	8%
Not answered	96	52%
Total	185	100%

Ethnicity		
Black	3	2%
Asian	3	2%
White	57	31%
Other	4	2%
Prefer not to say	21	11%
Not answered	97	52%
Total	185	100%

Faith		
Baha'i	0	0%
Buddhist	0	0%
Christian	29	16%
Hindu	1	1%
Humanist	1	1%

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Protected Characteristic	Response	
	Number	%
Jain	1	1%
Jewish	9	5%
Muslim	4	2%
Sikh	1	1%
No religion	19	10%
Other Faith	2	1%
Prefer not to say	21	11%
Not answered	97	52%
Total	185	100%

Pregnancy		
Pregnant	0	0%
On maternity leave	0	0%
Neither	34	18%
Prefer not to say	9	5%
Not answered	142	77%
Total	185	100%

Sexuality		
Heterosexual	60	32%
Gay or Lesbian	1	1%
Bisexual	1	1%
Prefer to define your sexuality in other terms	1	1%
Prefer not to say	24	13%
Not answered	98	53%
Total	185	100%

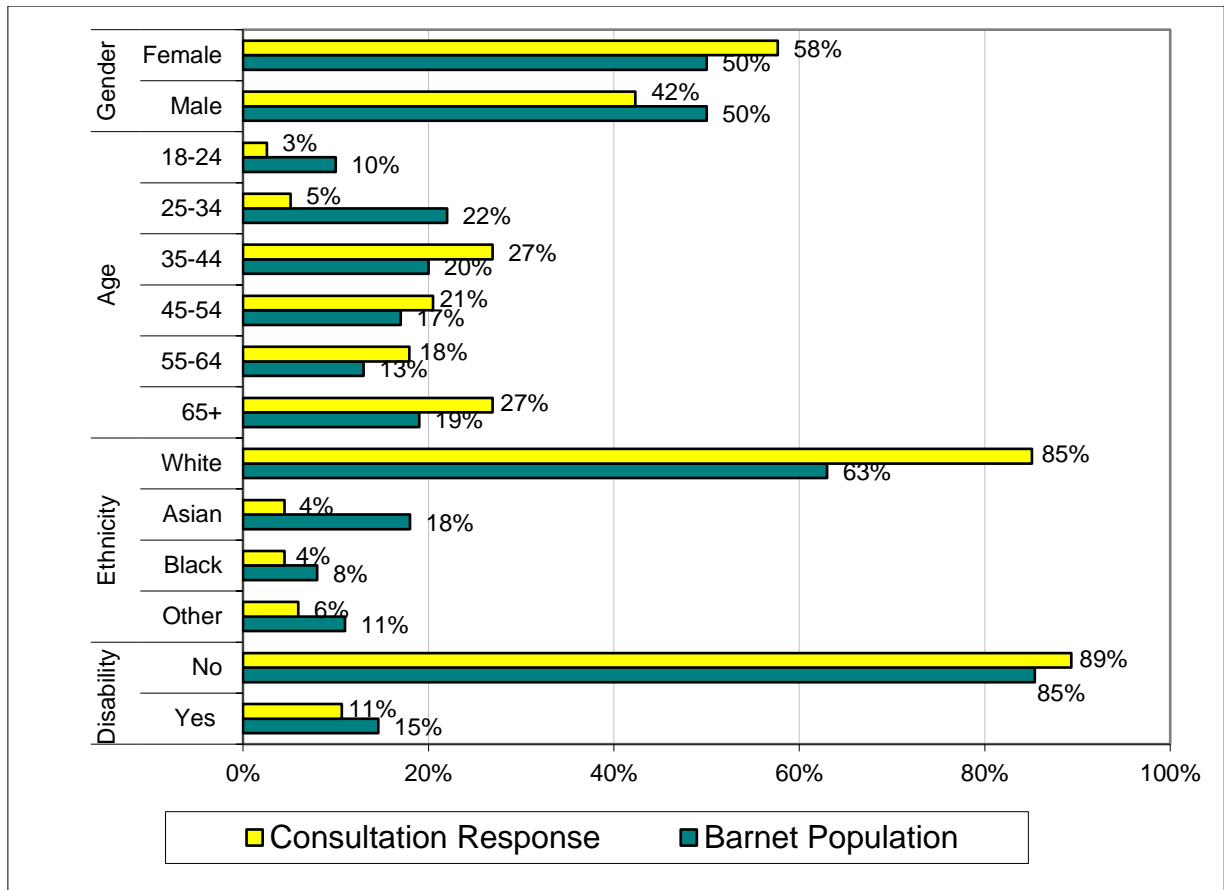
Marital Status		
Single	6	3%
Co-habiting	6	3%
Married	48	26%
Divorced	7	4%
Widowed	1	1%
In a same sex civil partnership	0	0%
Prefer not to say	19	10%
Not answered	98	53%
Total	185	100%

2.4.3 Profile of key demographics

Chart 1 below shows the profile of those who responded to the questionnaire in terms of key demographics compared to the population of Barnet.

However, again due to the low completion of the diversity monitoring questions (48%), it is difficult to draw any conclusions on how representative the response to the consultation is in terms of the borough's actual population.

Chart 1: General Budget Consultation profile – key demographics



2.5 Calculating and reporting on results

- The results for each question are based on “valid 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.
- Where percentages do not add up to 100, this may be due to rounding, or the question is multi-coded - i.e. respondents could give more than one answer. The open-ended questions are multi-coded, as respondents could write in more than one comment, and therefore the tables on verbatim comments add up to more than 100%.
- All open-ended responses have been classified based on the main themes arising from the comments, so that they can be summarised. It should also be noted that the responses were very varied, however there were a number of common themes that were evident, and the most common themes have been summarised in this report.

3. Results in detail:

3.1 Views on the budget for 2020/21

Respondents were asked to what extent they agree or disagree with the proposed budget for 2020/21. Table 3 below shows that:

- just under a third of respondents agree (31%) with the council’s proposed budget for 2020/21 (4% strongly agree, and 27% tend to agree)
- just over two fifths of respondents disagree (44%) with the council’s proposed budget for 2020/21 (21% tend to disagree and 23% strongly disagree).
- the remainder were either neutral (18 %) or said they did not know or were not sure (7%).

Table 3: Respondents level of support for the proposed budget for 2020/21

To what extent do you agree or disagree with our proposed budget for 2020/21?	%	Base
Strongly agree	4.4%	8
Tend to agree	26.6%	49
Neither agree nor disagree	17.9%	33
Tend to disagree	21.2%	39
Strongly disagree	22.8%	42
Don't know / not sure	7.1%	13
Total	100.0%	184

3.2 Views on proposals to increase general Council Tax and to apply an Adult Social Care precept to Council Tax in 2020/21

Respondents were asked to indicate which of the following statements most closely aligns to their opinion in terms of the Council Tax proposals for 2020/21:

- I support the proposal to increase general Council Tax by 1.99% in 2020/21 and I also support the proposal to apply an Adult Social Care Precept on Council Tax of 2% in 2020/21
- I support the proposal to increase general Council Tax by 1.99% in 2020/21 only
- I support the proposal to apply an Adult Social Care Precept on Council Tax of 2% in 2020/21 only
- I do not support the proposal to increase general Council Tax by 1.99%, and I do not support the proposal to apply an Adult Social Care Precept on Council Tax of 2% in 2020/21.

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Overall, nearly three fifths of respondents (56%) **support a Council Tax increase to help fund the budget gap in 2020/21**. Table 4 below shows that:

- just under two fifths of respondents (36%) support both the council's proposals on Council Tax: the proposal to increase general Council Tax by 1.99% and the proposal to apply a further 2.00% Social Care Precept in 2020/21
- 16% support only the proposal to increase general Council Tax by 1.99 % in 2020/21
- 4% support only the proposal to apply a 2% Adult Social Care Precept to Council Tax in 2020/21
- just over two fifths of respondents (44%) do not support either of the council's proposals to increase Council Tax in 2020/21: the proposal to increase general Council Tax by 1.99% and the proposal to apply an Adult Social Care Precept on Council Tax of 2% in 2020/21.

Table 4: Respondents level of support for proposed Council Tax increases

Please indicate which of the statements below most closely aligns to your opinion in terms of our Council Tax proposals?	%	Base
I support the proposal to increase general Council Tax by 1.99% in 2020/21 and support the proposal to apply an Adult Social Care Precept on Council Tax of 2% in 2020/21	35.8%	34
I support the proposal to increase general Council Tax by 1.99% in 2020/21 only	15.8%	15
I support the proposal to apply an Adult Social Care Precept on Council Tax of 2% in 2020/21 only	4.2%	4
I do not support the proposal to increase general Council Tax by 1.99%, and I do not support the proposal to apply an Adult Social Care Precept on Council Tax of 2% in 2020/21	44.2%	42
Total	100%	95

3.3 Theme Committee saving/income proposals for 2020/21

Respondents were asked to what extent they agree or disagree with each of the saving and income proposals identified for each of the Theme Committees in 2020/21. Table 5 over the page shows that:

- The saving and income generation proposals in **Children's, Education and Safeguarding Committee (CES)** received the highest level of support, with just under half of respondents (44%) indicating they agree with the saving and income proposals identified within this committee for 2020/21.

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Just under a third of respondents indicated that they disagree with the saving and income proposals identified by CES. The remainder were either neutral (15%) or said they did not know or were not sure (2%), with a further 10% of respondents indicating they did not wish to comment on this theme committee.

- **Adults and Safeguarding Committee (AS) had the second highest level of support**, with just under two fifths of respondents (38%) agreeing with the saving and income proposals identified within this committee for 2020/21.

A similar number of respondents (36%) indicated that they disagree with the saving and income proposals identified within AS. The remainder were either neutral (13%) or said they did not know or were not sure (2%), with a further 12% of respondents indicating they did not wish to comment on this theme committee.

- **There were similar levels of support for saving and income generation proposals identified by Public Health**, with just over a third (36%) agreeing with the saving and income proposals identified within this committee for 2020/21.

Slightly less respondents disagree (31%) with the saving and income proposals identified within Public Health. The remainder were either neutral (21%) or said they did not know or were not sure (2%), with a further 11% of respondents indicating they did not wish to comment on this theme committee.

- **Housing and Growth, Policy and Resources, and Environment Committee received the least support for their saving and income proposals, with only a quarter of respondents agreeing** with the saving and income generation proposals identified within each of these respective theme committees.

Just under two fifths of respondents **indicated they disagree (36%)** with the **Housing and Growth Committee, and Policy and Resources Committee (39%) proposals.**

- **Environment Committee received the highest number of respondents who disagree with the saving and income proposals identified within this committee for 2020/21**, with just over half of respondents (54%) indicated they disagree with the Environment Committee saving and income proposals for 2020/21.

Table 5: Views on the savings and income proposals identified by each Theme Committee

Theme Committee	Agree		Neither agree nor disagree		Disagree		Don't know / not sure		No comment		Total
	%	Base	%	Base	%	Base	%	Base	%	Base	Base
Children, Education and Safeguarding	44.2%	42	14.7%	14	29.5%	28	2.1%	2	9.5%	9	95
Adults and Safeguarding	37.9%	36	12.6%	12	35.8%	34	2.1%	2	11.6%	11	95
Public Health	35.8%	34	21.0%	20	30.5%	29	2.1%	2	10.5%	10	95
Housing and Growth	26.3%	25	24.2%	23	35.8%	34	3.2%	3	10.5%	10	95
Policy and Resources	25.0%	24	22.9%	22	38.5%	37	3.1%	3	10.4%	10	96
Environment	24.5%	23	11.7%	11	54.3%	51	2.1%	2	7.5%	7	94

3.4 Further comments on Theme Committee saving and income proposals for 2020/21

Respondents were also asked if they had any comments to make about the saving and income proposals identified for each theme committee for 2020/21. Of those who responded to the consultation, 37 out of 185 gave a response to this question.

The responses to this question were varied and the most common themes, with a response of four comments or more, have been summarised below. Percentages are based on those who answered this question. Further details of the type comments received are provided in table 6.

➤ **Environment Committee, ENV1 Chargeable garden waste collections (24%, nine respondents):**

I disagree with the green bin charging scheme / Charging will divert waste into grey bins or fly tipping / Moving to charging will result long term in increased removal of the green parts of our borough.

➤ **Do not support an increase in Council Tax /an increase in Council Tax is not affordable (19%, seven respondents):**

Council tax increase is unacceptable. / Please don't generate income by increasing council tax for people earning less than £21,000 per year. / My objection is an increase in council tax while the tax goes up every year it's become hard to afford payments. / Please increase income generation and savings to balance the budget without raising the Council tax level

➤ **Frequent comments regarding Environment Committee and Policy Resources Committee:**

It is worth noting that Policy and Resources and Environment Committee received the most comments, however many of these comments were varied and could not be coded into a common theme apart from grouping them under their respective theme committees.

Table 6 over the page gives full details of the types of comments received under each theme committee. Comments that were only cited by one respondent are grouped as 'other' under each theme committee.

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Table 6: Comments on the saving and income generation proposals that have been identified in each committee for 2020/21

Do you have any comments to make about the saving and income generation proposals that have been identified in each committee for 2020/21?	Number of comments	%
Number of respondents who completed this question	37	20%
Number of respondents who did not answer this question	148	80%
Total Base	185	100%
Adults and Safeguarding	Number of comments	%
<p>Don't support the increase to Social Care precept: Adults & safeguarding; already a social care precept in place to meet costs, so unreasonable to increase further / The adult social care precept won't be efficient enough to provide benefit, i.e. 2% tax may result in only 1% benefit therefore financially speaking this should not go ahead. For every pound spent you should be providing one pounds worth of benefit for the community. This is something the council fails to do time and time again.</p>	2	5%
<p>Other Adults and Safeguarding Committee comments: the review of care packages to step down the accommodation setting to less an intensive option sometimes goes against the wishes of families and the individual which is unacceptable. The same issue is true for mental health packages. Purchasing nursing care packages from other boroughs means that friends and relatives will have to travel further to see their friends and loved ones and may mean they become isolated.</p>	1	3%
Children, Education and Safeguarding	Number of comments	%
<p>Children, Education and Safeguarding comments: We should be investing in children's education. They are the future taxpayers even if they don't / How can you be confident of delivering the savings of remodelled placements which at the same time delivering the same or better care. This seems a very late saving which if it could have been made would have happened before now.</p>	2	5%
Community Leadership and Libraries Committee	Number of comments	%
<p>Savings should be taken from the community leadership/libraries budget</p>	1	3%

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Do you have any comments to make about the saving and income generation proposals that have been identified in each committee for 2020/21?	Number of comments	%
Environment Committee	Number of comments	%
<p>ENV1 Chargeable garden waste collections / I disagree with charging for garden waste: Disagree with the green bin charging scheme. I prefer that the council maintain the roads and the bin services and scale back other activities, especially any activities with a 'growth' of town centre and cycling initiatives. / Charging for green bins will divert waste into grey bins or fly-tipping, reducing net savings / Moving to further cut garden waste service and move to charging will result long term in increased removal of the green parts of our borough as people seek to avoid having to pay directly.</p>	9	24%
<p>Comments on feeling safe: More could be spent on the environment to make it safer. / All I know is Barnet used to be a relatively safe and pleasant borough to live in it is now crime ridden and Lawless and becoming very unpleasant to live in.</p>	2	5%
<p>Other Environment comments: Street cleaning has almost ceased to exist in this area / Environment - the cuts are short-sighted (long term). / There is no supporting evidence to justify the £5 million of savings for "Smart Cities", whatever that means, and for parking charges. / The state of the roads and pavements in Barnet is a disgrace. Filling potholes endlessly shows they need resurfacing properly / More money should be placed in the likes of...environment</p>	7	19%
Housing and Growth	Number of comments	%
<p>Comments about increased housing and lack of infrastructure: While all the new accommodation will generate more council tax there seems to be no recognition that more people means more demand for services. So, with the one hand you are making cuts to services yet with the other you are actively creating more demand by encouraging more development. / There is no housing being built for older the who wish to downsize to something reasonable, not a rabbit hutch! Also, the roads are increasingly overcrowded and there does not seem to be any extra infrastructure with doctors' hospitals or roads to cope with the increase of population we now have.</p>	2	5%
<p>Other comments about Housing and Growth Committee: Barnet do lots of talking and expensive consultations and not enough actual doing. Especially the shambles of what is going on with Brent cross and Brent cross South / It seems ludicrous to say you will generate £203k a year from subletting Barnet House when it is costing £65k a month for the next 12 years because the council moved offices to Colindale without exiting the lease at Barnet House. Exiting the Lease at NLBP was always planned and part of the business case for moving to Colindale. This entry in effect shows the saving twice / You need to invest in the local economy / More money should be placed in the likes of Housing.</p>	4	11%

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Do you have any comments to make about the saving and income generation proposals that have been identified in each committee for 2020/21?	Number of comments	%
Policy and Resources	Number of comments	%
<p>Comments regarding CSG and Capita contracts: P& R- You are planning to reconfigure commercial, performance and executive support at a time when more rigorous control and enforcement of contracts is vital and when contractual failings have been repeatedly identified. This seems like a massive false economy. Are the cuts to the CSG contract real or on paper only? / The best thing you can do is terminate the Capita contracts and bring everything back in house! / The amount of money wasted.... on inappropriate outsourcing....</p>	3	8%
<p>Comments regarding mis-managing budgets: Perhaps all councillors and staff working for the council should have a pay deduction to make up for the deficit that they have created through mismanaging our money? / The amount of money wasted on unnecessary managers.... and other inability of budget controllers shouldn't penalise the taxpayer.</p>	2	5%
<p>Other Policy and Resources comments: Policy and Resources looks like it could sustain greater savings compared to the savings being offered from other departments (even those departments experiencing higher demand) / I understand that the VCS support contract will end in August (Groundwork) and October (Inclusion Barnet) without its planned extension and there is no provision to replace it. Losing the current support offer would have a huge impact on our organisation. In particular, the council can't do sector representation itself, by definition / You need to increase your funding that goes to SMEs and to local businesses.</p>	7	19%
Public Health	Number of comments	%
<p>Other Public Health comments: There is also further scope for economy in the public health budget - many public health programmes have poor clinical outcomes, and the council should conduct a zero-base review of this area to ensure the council taxpayer is getting value for money./ Public Health (line 6): Doctors' surgeries and hospitals in Barnet are very overstretched and under-resourced./ PH3 What on earth is reduction in services O11 / More money should be placed in the likes of Public Health.</p>	4	11%
Comments on Council Tax	Number of comments	%

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Do you have any comments to make about the saving and income generation proposals that have been identified in each committee for 2020/21?	Number of comments	%
Do not support an increase in Council Tax / An increase in Council Tax is not affordable / Council tax increase is unacceptable: Please don't generate income by increasing council tax for people earning less than £21,000 per year. / My objection is an increase in council tax while the tax goes up every year it's become hard to afford payments. / Please increase income generation and savings to balance the budget without raising the Council tax level.	7	19%
Not enough detail provided in the consultation	Number of comments	%
Not enough detail to know what I am answering to, for example PH3 What on earth is reduction in services O11 / Your documents are so vague that there is no way in telling exactly how the council will save money and what they are spending it on.	3	8%
Other comments	Number of comments	%
I don't feel like this clearly addresses the significant revenue generated from such large quantity of residents, yet the borough looks like a third world country. / I don't know why you ask as you never listen to what Barnet residents tell you. You just go ahead and do whatever you want. / The issue is not what you spend, but how you spend it.	4	11%
Total number of different types of comments	60	162% ¹

4.3 Further comments on the proposed budget for 2020/21

Respondents were also asked if they had any further comments to make about the councils proposed budget for 2020/21. Of those who responded to the consultation, 48 out of 185 gave a response to this question.

Again, the responses to this question were varied and the most common themes, with a response of four comments or more have been summarised below. Percentages are based on those who answered this question. Further details of the type comments received are provided in table 7 over the page.

¹ Percentages are based on those who answered this question Many respondents gave more than one type of comment so percentages will add up to more than 100%. A total of 60 different types of comments were received from the 37 respondents who answered this question.

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- **Council Tax is already excessively high / Stop increasing council tax / Too expensive already whilst wages have stayed the same (21%, ten respondents):**

The planned increase is well above the rate of inflation and will only serve to plunge those in low incomes further into debt. / I absolutely disagree with raising taxes while my wages have stagnated for years! / On a low income it is only possibly to cut more and more into one's savings until one has used them up and then ask for support oneself.

- **Support an increase in Council Tax to help improve services (15%, seven respondents):**

The council should consider a referendum on a higher increase in council tax, to get finances back to a level that would support real service improvements. / I would be willing to pay even more to protect services if central government would allow us. / consider putting the council tax up more in order to improve living standards in the borough. They have gone down enormously and it is not a nice place anymore. / Council tax should be further increased so that the budget balances. / I agree with proposed Council Tax increase but require a big improvement in the street cleaning activity,

- **More should be spent on Environment/ Improving roads/ Cleaning Streets (8%, four- respondents):**

More should be spent on the environment. / would prefer the roads to be well maintained. The area to be clean and well-lit and bins collected regularly. / Many pavements (e.g. High Road between Whetstone & North Finchley) in the autumn/winter that need clearing of leaves so that they don't become slippery & dangerous. / I support any funding to deal with fly tipping in child's hill / Many more roads & large potholes that need fixing. Perhaps the government should find a way of taxing people with large cars (i.e. SUVs, Range Rovers etc) which are destroying the roads.

Table 7 below gives full details of the types of comments received under each theme committee. Comments that were only cited by one respondent are grouped as 'other' under each theme committee.

Table 7: Further comments about the proposed budget for 2020/21

Do you have any further comments to make about our proposed budget for 2020/21?	Number of comments	%
Number of respondents who completed this question	48	26%
Number of respondents who did not answer this question	137	74%
Total Base	185	100%
Adults and Safeguarding	Number of comments	%

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Do you have any further comments to make about our proposed budget for 2020/21?	Number of comments	%
<p>Adults & Safeguarding budget: I feel that too much of the budget is allocated towards adults & social care along with policies & resources, especially as I do not understand how it benefits me directly. I think more needs to be allocated to children/education, public health & policing / You are charging separately for green waste collections, arguing that only those who use them should pay. So why don't you use the same argument for "adults and safeguarding" and only those who use it should pay?</p>	2	4%
<p>Other Adults and Safeguarding Committee comments: Pay local care providers what they are asking for care provision, lack of staff is rooted in poor pay, start paying the real living wage ...no excuse for raising this money and then not paying care providers to recruit train and retain key staff.</p>	1	2%
Children, Education and Safeguarding	Number of comments	%
<p>Comments on more money needs to be spent on schools: My extreme concern as a parent in Barnet is the lack of provision and money for schools. The increased proposal of 2million additional spending across the borough feels that it will not suffice. I am not suggesting that the balancing of the budget is wrong, but I am devastated that my school is asking all parents to pay directly to help fund the school. Essentially education spending is insufficient in Barnet and it is a disgrace / Would also like to see more secondary schools in Barnet with high standards.</p>	2	4%
Environment Committee	Number of comments	%
<p>More needs to be spent on Environment / Improving roads/ Cleaning Streets: More should be spent on the environment/ As mentioned previously, would prefer the roads to be well maintained. The area to be clean and well-lit and bins collected regularly / There are many pavements (e.g. High Road between Whetstone & North Finchley) in the autumn/winter that need clearing of leaves so that they don't become slippery & dangerous. / I would support any funding to deal with fly tipping in child's hill / There are many more roads & large potholes that need fixing. Perhaps the government should find a way of taxing people with large cars (i.e. SUVs, Range Rovers etc) which are destroying the roads.</p>	4	8%
<p>Other Environment Committee comments: ENV1 Chargeable garden waste collections: I do not support garden waste charging: I would urge the Environment Committee to reconsider their decision to charge for Green Waste Collection in the interests of the residents of the Borough of Barnet.</p>	1	2%
Housing and Growth	Number of comments	%

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Do you have any further comments to make about our proposed budget for 2020/21?	Number of comments	%
<p>What has happened with the extra revenue generated from new homes being built: With thousands of new flats the extra revenue generated does not reflect services available. with no improvement to services / What has happened to all the council tax from the massive over development of Colindale?</p>	2	4%
<p>Too many houses being built: I think too many new homes apartment blocks are being built in the borough, particularly in concentrated areas / Extra housing and social housing has now become detrimental to the quality of life to most of us!!</p>	2	4%
<p>Comments about Saracens: To what extent does the £30m given to Saracens....impact on the budget shortfall and need for savings in other areas? And are these the reasons for preventing public scrutiny of council decisions? / It is not visible for the council to raid my monthly wages to pursue unnecessary projects like giving loans to Saracens?</p>	2	4%
<p>Other Housing and Growth comments: The council should not get involved in other areas especially promoting 'growth' and 'climate emergency' measures. They tend to be cover for wasteful activities and are not part of the core services / To what extent does the ... cost associated with the redevelopment of Brent Cross impact on the budget shortfall and need for savings in other areas?</p>	2	4%
Policy and Resources	Number of comments	%
<p>Policy and Resources comments: Once again I urge you to sell the Mayor's car and set an example to the electorate instead of driving him/her around in a Jaguar which not only guzzles petrol but is environmentally unsound. Get an electric car now! / As a registered charity we rely on the support of Inclusion Barnet and Young Barnet Foundation and would hope that London Borough of Barnet will continue its contract with Inclusion Barnet and fund something towards the support we receive from Young Barnet Foundation.</p>	2	4%
Public Health	Number of comments	%
<p>Public Health comments: Would like to see more spent on healthcare (need more GP surgeries in Totteridge!). So many new build homes in the area and no additional GP surgeries it's a nightmare.</p>	1	2%
Council Tax	Number of comments	%

GENERAL BUDGET CONSULTATION 2020/21

Do you have any further comments to make about our proposed budget for 2020/21?	Number of comments	%
<p>Council tax is already excessively high / Stop increasing council tax / Too expensive already whilst wages have stayed the same: The planned increase is well above the rate of inflation and will only serve to plunge those in low incomes further into debt. / I absolutely disagree with raising taxes while my wages have stagnated for years! / On a low income it is only possibly to cut more and more into one's savings until one has used them up and then ask for support oneself. / It is a disgrace to be asking us to pay an additional tax (adult & social care tax) on top of an already large council tax which you also want to increase each year. This will lead to people not being able to afford to pay it, or not pay for other important things (e.g. things for exercise/health) & it will just cause more problems for the borough to have to sort out and pay for.</p>	10	21%
<p>Support an increase in Council Tax to help improv services: The council should consider a referendum on a higher increase in council tax, to get finances back to a level that would support real service improvements. / I would be willing to pay even more in order to protect services if central government would allow us. / Yes, consider putting the council tax up more in order to improve living standards in the borough. They have gone down enormously and it is not a nice place anymore / Council Tax should be further increased so that the budget balances. / I agree with proposed Council Tax increase but require a big improvement in the street cleaning activity.</p>	7	15%
<p>Other Council Tax comments: You need to ask yourselves how other councils provide for a much better/cheaper borough i.e. Wandsworth band F is £1,146 yet Barnett is £2,232. How is there such a disparity?</p>	1	2%
Other comments	Number of comments	%
<p>Suggestions for income generation: Implement taxes and increase fines - implement a specific tax on alcohol, tobacco and petrol/diesel purchased within the borough; implement tax on gambling. Increase fines for littering. Implement speed cameras across residential areas. / Focus on shared ownership social housing (vs. social rent) in which the borough can benefit from long term value appreciation as well in order to fund future budgets. Ensure council owned leisure centres are profit centres to cross subsidise other parts of the budget. / The council should use the revenue created through in-house businesses and capital revenue to fund the increasing adult social care costs... and a levy to collect bins on top of a rise in council tax is not acceptable.</p>	2	4%
<p>Comments about further savings: Identify further areas for cuts within the budget, likely in the large categories e.g. Adults and Safeguarding, Children, Education and Safeguarding, Policy and Resources / You are making appropriate savings in some areas. However, you should be doing more to lobby government to ease austerity and bring back funding levels to where they used to be.</p>	3	6%
<p>Cut salaries of staff/managers at the council: Wages are not going up by 3% so how come we have to lower our living standard so council can keep theirs up cut wages in council its obscene some of the wages paid / too many</p>	2	4%

GENERAL BUDGET CONSULTATION 2020/21

Do you have any further comments to make about our proposed budget for 2020/21?	Number of comments	%
Council 'bigwigs' are getting very high salaries, while we're told services must be cut. Try cutting management salaries!		
Not enough detailed information on budget: Why can't you tell us exactly where the money is going instead of giving us a generalised pie chart with very vague themes? / Your proposed budget should include all the proposed areas and amounts per area that would be saved.	2	4%
Other comments: The system itself needs to be improved putting extra money into a broken/inefficient system is pointless / Thank you for doing a good job and for making Barnet a pleasant place to live, and for soliciting input from the constituents, it is greatly appreciated/ We need to address injustice and social mobility. We have a predominantly middleclass borough who are unfamiliar with the less advantaged. We need to support them and to provide opportunity / In reality it took far longer to complete as the reader is then directed to a number of different links to analyse proposals from different areas.... other consultations are referenced which closed before this consultation even began - case in point the green bin collection consultation which nobody I have questioned (thus far 40 households and still counting) even knew about	7	15%
Total number of different types of comments	55	115%²

4.4 Written response to the consultation

There was also one written response from a resident. Full details of the written response have been summarised below:

- the council needs to work better when it comes to making our street safer for drivers and pedestrians and NOT to focus on generating money from unfair penalties (especially in junction boxes)
- providing parking places for people travelling from areas that there is no convenient means of public transport to link them to their place of work
- cut down on unnecessary road works that cost the taxpayer and drains budgets
- making sure the pay rise rate for CEO or executives matches the national inflation rate
- the council should keep things as they are against charging for green waste collections could cause fly-tipping problems and moving to fortnightly bin collections could result in smelly bins (citing non-hazardous clinical waste).

² Many respondents gave more than one type of comment so percentages will add up to more than 100%. A total of 55 different types of comments were received from the 48 respondents who answered this question.