**2021 Budget Consultation Results**

471 responses

The Council’s on-line consultation, giving residents, businesses and organisation a chance to have their say on our budget proposals for the next financial year, this year attracted 471 responses, an increase of 50% on the previous year.

The five-week consultation was promoted via media release, social media activity and the consultation mailing list of 4,310 subscribers, directing respondents to an on-line questionnaire on the budget challenges facing the authority. The survey included sections where residents and businesses could indicate how much they supported specific functions on a scale of 1-10, 1 being least supported and 10 being most supported.

As well as the increase in responses, it also resulted in more than 300 pageviews on the ‘have your say’ webpage and over 13,500 online survey views. In addition, regular messages were circulated via our corporate social media. This reached 13,000 people via Facebook and made 8,500 impressions on Twitter.

## Areas respondents supported:

Those taking part highlighted child protection as the area they most supported, displacing adult social care from the top priority spot, and the least supported area was planning for the third year in a row.

Some areas increase in the public’s priority ranking. The emerging issues were libraries and leisure services and school improvement services, both moving up five places in the priority ranking, and children’s health moving up three. Services ranked from one to 27.

The areas that faded in priority include highways, transport, street lighting and car parks down five places, home options and housing related support and flooding both down four places, and young and safe down three places.

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
| **Area** | **2021 Mean** | **2021 Rank** | **2020 Mean** | **2020 Rank** | **2019 Mean** | **2019 Rank** | **Rise/fall in rank** |
| Child Protection | 8.1 | 1 | 8 | 3 | 7.5 | 4 | 2 |
| Adult Social Care | 7.9 | 2 | 8.4 | 1 | 7.7 | 2 | -1 |
| Bins, Waste and Recycling Service | 7.7 | 3 | 8.1 | 2 | 8.2 | 1 | -1 |
| Safeguarding | 7.6 | 4 | 7.8 | 5 | 7.1 | 8 | 1 |
| Economy and Regeneration | 7.5 | 5 | 7.9 | 4 | 7.2 | 5 | -1 |
| Street and Grounds Cleaning | 7.3 | 6 | 7.5 | 7 | 7.6 | 3 | 1 |
| Enforcement and Safer Communities | 7.2 | 7 | 7.8 | 6 | 7.2 | 6 | -1 |
| Children’s health | 7.1 | 8 | 7.1 | 11 | 6.6 | 13 | 3 |
| Libraries and Leisure | 7.1 | 9 | 7 | 14 | 6.9 | 9 | 5 |
| Special Educational Needs and Disability (SEND) & specialist services | 7.1 | 10 | 7.3 | 9 | 6.8 | 11 | -1 |
| Through Care and Disability | 7.1 | 11 | 7.3 | 8 | 6.9 | 10 | -3 |
| Young and Safe | 6.8 | 12 | 7 | 13 | 6.7 | 12 | 1 |
| School improvement services | 6.7 | 13 | 6.5 | 18 | 6.5 | 14 | 5 |
| Prevention and Wellbeing Services | 6.7 | 14 | 7 | 15 | 5.6 | 22 | 1 |
| Highways, Transport, Street Lighting and Car Parks | 6.6 | 15 | 7.2 | 10 | 7.1 | 7 | -5 |
| Home Options and Housing Related Support | 6.5 | 16 | 7.1 | 12 | 6.2 | 16 | -4 |
| Family Hubs | 6.5 | 17 | 6.6 | 17 | 6 | 19 | 0 |
| Access and inclusion services | 6.5 | 18 | 6.5 | 19 | 6 | 18 | 1 |
| Private Sector Housing | 6.2 | 19 | 6.3 | 20 | 5.3 | 25 | 1 |
| Flooding | 6.1 | 20 | 6.7 | 16 | 6.3 | 15 | -4 |
| Neighbourhood and Countryside Services | 6 | 21 | 6.2 | 22 | 6.1 | 17 | 1 |
| Drug and Alcohol Recovery | 5.7 | 22 | 6.3 | 21 | 5.4 | 23 | -1 |
| Tourism and Visitor Offer | 5.6 | 23 | 6.2 | 23 | 5.8 | 21 | 0 |
| Cemeteries and Crematorium | 5.6 | 24 | 5.8 | 26 | 5.8 | 20 | 2 |
| Corporate and Democratic services | 5.5 | 25 | 6.1 | 24 | 5.2 | 26 | -1 |
| Sexual Health | 5.5 | 26 | 6 | 25 | 5.4 | 24 | -1 |
| Planning | 4.7 | 27 | 5.2 | 27 | 5 | 27 | 0 |

## Demographic Breakdown of Responses:

### Ward Breakdown

### Age Breakdown:

### Gender Breakdown

|  |  |  |
| --- | --- | --- |
| Which of the following options best describes how you think of yourself? | Count | Percentage |
| Woman | 188 | 47.36% |
| Man | 196 | 49.37% |
| Non-binary | 2 | 0.50% |
| I prefer not to say | 10 | 2.52% |
| In another way | 1 | 0.25% |

### Disability Breakdown

|  |  |  |
| --- | --- | --- |
| Do you consider yourself to have a disability?  Please tick the most appropriate | Count | Percentage |
| No disability | 268 | 58.01% |
| Physical impairment such as difficulty moving your arms or mobility issues | 34 | 7.36% |
| Wheelchair user | 5 | 1.08% |
| Sensory impairment such as being blind or having a visual impairment | 8 | 1.73% |
| Sensory impairment such as being deaf or having a hearing impairment | 28 | 6.06% |
| Mental health condition such as depression, dementia or schizophrenia | 38 | 8.23% |
| Long-standing illness or health condition such as cancer, HIV, diabetes, chronic heart disease or epilepsy | 38 | 8.23% |
| Learning disability or difficulty (such as Down's syndrome or dyslexia) or cognitive impairment (such as autistic spectrum disorder) | 13 | 2.81% |
| I prefer not to say | 23 | 4.98% |
| Other (please specify) | 7 | 1.52% |

## Comment theming:

**Do you have any further ideas of how the Council can save money while still supporting those residents that need it as well as delivering our statutory obligations?**

Themes represent the topics respondents chose to reference.

|  |  |
| --- | --- |
| **Categories** | **Count** |
| Internal improvements within NELC | 38 |
| More/better support services for people | 33 |
| Improvements within town (Investment and economy, better coordination, wasted money) | 30 |
| Corporate privatisation and the use of contractors and consultants (bring in-house, use wider range of suppliers) | 17 |
| Reduce pay of high management | 15 |
| Build community capacity | 9 |
| Partnership working | 9 |
| Support community projects | 8 |
| Reduce councillors and expenses | 7 |
| Attract investment | 5 |
| Child health | 5 |
| Sell or rent assets | 4 |
| Fix empty buildings | 1 |