

'Your Haringey, Your Future' budget engagement summary report

Annex 1: Budget engagement book

Annex 2: Budget engagement survey

Annex 3: Main findings

1.1 The Council launched a resident engagement exercise called Your Haringey, Your future on 20th October which ran over a four week period and closed on the 20th November 2016. This included a variety of elements:

- A 4-page budget booklet was delivered to every home via Haringey People, while also sending the booklet to partnership organisations, voluntary groups and businesses in the borough
- All local libraries in the borough had copies of the booklet and questionnaire
- Budget information and ways of getting involved was also replicated through our dedicated budget pages on our website
- The booklet translated in the top three languages in the borough, Polish, Turkish and Somalian
- The public were able to participate via our online survey which allowed people to feed back their priorities
- Six public drop-in events in town centre locations with high foot fall including The Mall in Wood Green and two of our main libraries
- A partnership forum with the voluntary sector

1.2 Continual publicity and promotion of the exercise took place over the four week period with various channels being used to encourage participation:

- Haringey People, which will be distributed between October 19th and October 23rd
- The Council's weekly resident e-newsletter during the 4-week period which goes to 40,000 people
- Social media – twitter and facebook prompts
- Community websites – Haringay online
- Local newspapers
- Poster sites in town centre locations, Wood Green JCD, Customer service centres
- Distribution via voluntary groups and community organisations
- Via the council's partnership news bulletin which goes to 450 different groups.

1.3 The budget booklet included information in most accessible way possible, explaining how the council's budget is currently allocated, how the budget

has changed and why and how the council is changing to deal with cost pressures. Please see **Annex 1- budget booklet**

- 1.4 The survey produced was available online, upon request and in all local libraries. The survey focused around two main questions around our major areas of council spend in relation to services and support that people receive. The list was drawn up from the Corporate Plan priority areas. The survey invited people to select five areas that are most important to them and five areas that are least important – Please see **Annex 2**
- 1.5 A discussion with the Voluntary Sector Forum took place on 31st October which, amongst other issues, considered how they can work alongside the council to deliver services and help meet local needs in the midst of our financial challenges. 27 VCO representatives attended a two hour session.
- 1.6 We engaged with hundreds of residents at our various budget drop-in events across the borough, setting up in six locations including main town centres and three main libraries. The on-street events enabled us actively reach residents where there was high footfall. The drop-ins presented the budget booklets in A0 display boards, with at least four briefed officers on hand to discuss the budget on a one-to-one basis. The officers were able to record and take respondents through the survey using iPads to swiftly take them through our priority list.
- 1.7 We visited locations across the borough:

Location	Date
Muswell Hill Broadway - St James Square	Monday 24th October, 1pm to 4pm
Crouch End, Town Hall Square	Tuesday 1st November, 3pm to 6:30pm
Tottenham, Marcus Garvey Library	Wednesday 9th November, 1pm to 4pm
Wood Green, The Mall Shopping Centre	Saturday 12th November, 11am – 2pm
Hornsey Library	Tuesday 15th November, 4pm to 7pm
Tottenham, The High Road junction with West Green Road	Thursday 17th November, 1pm to 4pm

2. Engagement Findings

- 2.1 During the four week engagement period we received a total of **834 responses** to our survey, 226 of which were obtained over our six drop-in events, 7 responses sent in via our free post and the rest via our online survey which we publicised and promoted through various online channels and social media. For full breakdown please see **Annex 3**.
- 2.2 The significant majority of respondents were Haringey residents, making up 93% of respondents. There was a good range of different demographic characteristics. Just over half of the respondents were female (53%). The majority of respondents were aged between 30-49 with the 35-45 age group being the highest proportion of respondents (26%). We received surveys from all postal districts in the borough, however the majority of responses came from residents in the N22 area (44%). The highest proportion of respondents classified themselves as White British (36%) with the second highest figure 14% of respondents preferring not to say.
- 2.3 The feedback process highlighted that there was a solid understanding of austerity and the funding challenges local authorities face. Conversation at our drop-in events showed that the public found it incredibly difficult to prioritise just five of the most important.. A few people were unwilling to participate in the survey based on this. This view was also echoed in some of the comments received from the survey responses.
- 2.4 When asked to identify 5 things of the that are most important(Q3) - Children and Families services made up the top three slots in the top five priorities –with **School improvement** seen as the top priority in terms of things that the borough should strive for, closely followed by **Early help and prevention** and **family support and safeguarding**. Also making the top five of people’s priorities was **Parks**, with 29%, closely followed by **Maintaining Independence**, Under Adults Social care with 27% of respondents opting for this.
- 2.5 At the end of the ‘most important’ spectrum was **Sports development** with just 5% of respondents considering it a priority. This resonated with findings for the question of least important with **Sports development** marginally topping the ‘less important’ list with 36% of respondents opting for this service, this was closely followed by **Promoting healthy lifestyles** with 34% of respondents choosing this.

What should the Council prioritise its increasingly limited resources on?

Q3. Please tick the 5 things that are MOST IMPORTANT to you:		
1	School improvement	321
		38%
2	Early help and prevention	307
		37%
3	Family support / safeguarding	246
		29%
4	Parks	238
		29%
5	Maintaining independence	224
		27%

- 2.6 From positions sixth to thirteenth place the results were fairly equal, with another one of the other Children and Families services – **Children in Care** sitting just outside the top five in position.
- 2.7 While much of the ‘most important’ priorities identified related to Children and Families, the general comments collected were mainly around Environment and Neighbourhood services, such as speeding issues on side roads and a call for more traffic calming measures. Better road maintenance, Cleaner streets and lots of complaints about flytipping being an issue from N22, N15 and N17 respondents.
- 2.8 Other salient points that came through were around Housing, especially affordable housing and how the council should focus on building more affordable homes and investing in the existing housing stock to improve standards. Community safety was also mentioned a lot with the need for streets to be better policed.

2.9 When asked to identify 5 things that are less important (Q4) Sports development came top (36%). Closely followed by Promote healthy lifestyles (34%) Leisure centres and Jobs and Road maintenance all making the top five too.

What should the Council prioritise its increasingly limited resources on?

Q4. Please tick the 5 things that are LESS IMPORTANT to you:		
1	Sport development	302
		36%
2	Promote healthy lifestyles	287
		34%
3	Leisure centres	198
		24%
4	Jobs, skills and new opportunities	179
		21%
5	Roads maintenance	178
		21%

2.10 On picking less important things much of the spontaneous comments were around Healthier living options – many felt that the council should not be responsible for delivery these services and the financial responsibility should fall on NHS or more onus on individuals to ensure they live healthier lifestyles.

2.11 Otherwise the feedback gathered did not present any strong opinions/views expressed by particular groups of residents based on the basic characteristics.

2.12 In terms of feedback from the Voluntary Sector, many of the representatives said they will struggle with the cuts and threats around premises/business rates.

2.13 When comparing feedback to previous pre-budget engagement exercises, there appears to be shift away from universal services although this is

difficult to compare exactly because we did not collect data in the same way. In 2014, the last time the council conducted a similar exercise, the public were asked to rank priority areas according to themes rather than specific services. Supporting families to thrive was the top priority followed closely by cleaner, greener, safer public spaces and streets.

2.14 In 2014 there was strong recognition for family support and early help, but with stronger sentiment for street cleaning, waste and refuse. Much of the qualitative feedback cited the need to focus more resources in this area.

2.15 Priorities in 2014

Supporting children and families to thrive	22%
Cleaner, greener, safer public spaces and streets	20%
Promoting economic growth	19%
Enabling adults to live longer, healthier lives	18%
Better housing and stronger communities	16%
Health and wellbeing strategy	5%

12 Use of Annexes

Annex 1	Copy of the Budget booklet
Annex 2	Copy of Questionnaire
Annex 3	Full breakdown of consultation findings:

How we are changing

As well as becoming smaller with fewer staff and buildings, we're changing the way we deliver many of our services



We're focusing on prevention, by working with partners, including the NHS, to help people before any problems they are experiencing get worse.

For example our Family Support service brings together schools, children's centres and community organisations to identify families who are experiencing problems at the earliest possible stage so that the right support can be provided



We're making it easier for people to access services online whenever you need it

We don't want people to wait on a telephone or in a long queue to reach us. You can do pretty much whatever you want online 24/7 on our website. Why not open a Haringey account today at www.haringey.gov.uk/myaccount?



We're bringing new investment to the borough

Regenerating areas of the borough brings jobs, housing, new businesses, community facilities and other opportunities. Did you know that Tottenham is now home to the National College for Digital Skills?

Tell us your priorities

Please go online and complete a quick questionnaire at

www.haringey.gov.uk/budget or pick up a copy in your local library or come to one of our events

Muswell Hill Broadway - St James Square

Monday 24th October 1pm to 4pm

Crouch End - Town Hall Square, The Broadway

Tuesday 1st November 3pm to 6:30pm

Tottenham - Marcus Garvey Library, Philip Lane

Wednesday 9th November 1pm to 4pm

Wood Green - The Mall

Saturday 12th November 11am - 2pm

Hornsey Library - Haringey Park

Tuesday 15th November 4pm to 7pm

Tottenham - Outside Costa

Coffee, High Road junction with West Green Road

Thursday 17th November 1pm to 4pm

Please tell us by Sunday 20th November

PRIORITY

If you want this in your own language, please tick the box, fill in your name and address and send to the freepost address below

বাংলা Bengali
আপনি যদি এটা আপনার নিজের ভাষায় পেতে চান তাহলে অনুগ্রহ করে সঠিক বাংলা টিক্ চিহ্ন দিন, আপনার নাম ও ঠিকানা লিখুন এবং নিচের বিনা ডাকমাশুলের ঠিকানায় পাঠিয়ে দিন।

Français French
Pour recevoir ces informations dans votre langue, veuillez inscrire votre nom et adresse et renvoyer ce formulaire à l'adresse ci-dessous. Le port est payé.

Polski Polish
Aby otrzymać niniejszy dokument we własnym języku, należy zaznaczyć odpowiednie pole, wpisać swoje imię, nazwisko i adres oraz odesłać formularz na podany poniżej bezpłatny adres.

Soomaali Somali
Haddii aad qoraalkan ku rabto luuqadaada, fadlan sax mari sanduukha, kusoo buuxi magaca iyo ciwaankaaga, kuna soo dir boostada hoose ee lacag la'aanta ah.

Español Spanish
Si desea recibir este documento en su idioma, marque la casilla, escriba su nombre y domicilio, y envíe este formulario a la dirección con franqueo pagado que se indica más abajo.

Türkçe Turkish
Bu kitapçığın Türkçesini istiyorsanız lütfen kutuyu işaretleyip, adınızı, soyadınızı ve adresinizi yazarak posta pulu yapıtırmadan aşağıdaki adrese gönderin.

Please indicate if you would like a copy of this letter in another language not listed or any of the following formats and send to the freepost address below.

- Large print
- On audio tape
- Another language
- On disk
- Braille
- Please state: _____

Name: _____

Address: _____

Freepost RLXS-XZGT-UGRJ, Translation & Interpreting Services,
6 Floor, River Park House, 225 High Road, N22 8HQ

Your Haringey Your Future

Your council is changing with further cuts to our funding. What are your priorities?



Tell us at
www.haringey.gov.uk/budget

Haringey
LONDON

Introduction by Cllr Claire Kober Leader of Haringey Council



What would you do if your salary was cut by 40% but your household bills increased?

That is the situation we find ourselves in after the Government cut our funding in real terms by 40%. At the same time demand for services, such as providing care for vulnerable people, has been increasing.

I said before that I am not prepared to manage decline which is why, while changing the way the council works, our schools continue to show significant improvements, we have more award-winning parks than ever before, investment has gone into leisure centres and libraries and we are working hard to bring new jobs, homes and business growth to the borough.

The job is getting tougher though which is why we need your help. On top of the savings already delivered, we still need to find more in the coming years. This is because demand is rising for specialist services such as caring for vulnerable adults, children's social care and emergency housing for homeless people.

Before we come up with new ideas for savings we would like you to tell us what is important to you. If you were in my shoes what areas of council spend would you prioritise? And what is less important to you?

To help we have produced this 6-page booklet to give you more information on our priorities, our budget and how it's changing. I would be really grateful if you could spend a few minutes to complete a short questionnaire. The information will help us in future decision making.

To take part go to
www.haringey.gov.uk/budget

or pick up a questionnaire in your local library or come to one of our events - details of which are on page 5 of this booklet.

Our priorities

In 2015 we set out a 5-year-plan for improving Haringey. These are our priorities and what has been delivered.



How our budget has changed

Since 2010 The Government has cut the money that we receive by around **40%** in real terms

We have 45% fewer staff with back office costs cut from £32.1 million to £18 million

We have a shared IT service with Islington and Camden

We own 12 fewer council buildings, while making better use of our remaining buildings - for example by bringing services together under one roof at Marcus Garvey library.

We've saved **£160m**

But we're **spending more money** on meeting rising demand for specialist services

Since 2013 The number of adults receiving support for learning and mental health has risen by 17%

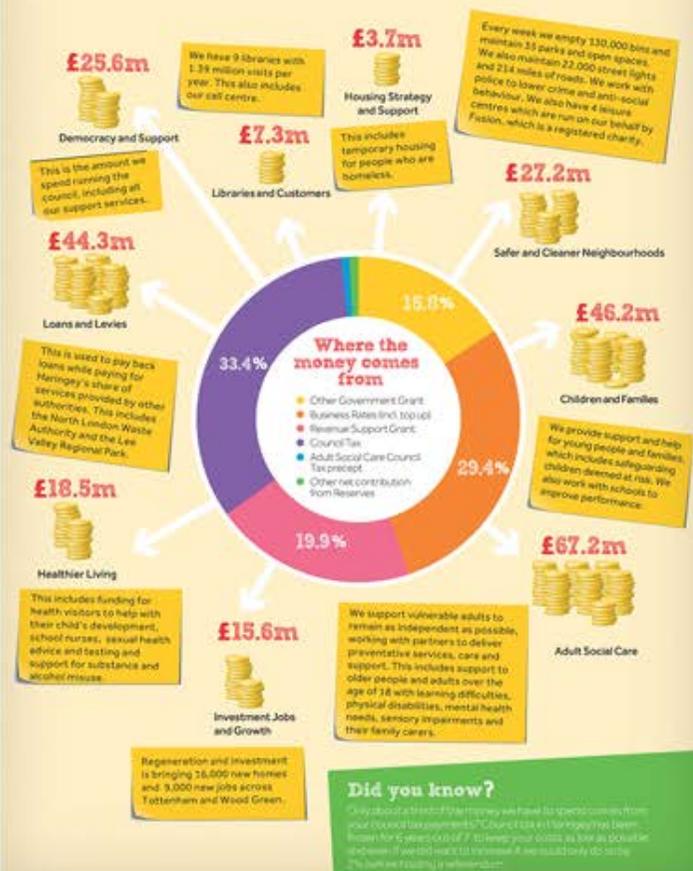
Unless we change the way we do things our spend on Adult Social Care is set to go up by a third from £46 million, in 2013 to £95 million by 2018/19

The number of people who have been made homeless and require emergency housing has risen by 11%

We're having to spend **£80million** more per year

What we spend your money on

In 2016/17 our budget is **£255.6m**. This is how we are spending it.



Your Haringey, Your Future

Since 2010 the Government has cut the money that we receive by around 40% in real terms. Yet on the other hand we are spending more in areas like adult social care and emergency housing because the number of people who need our help is on the increase.

This means that we need to save more money on top of the £160 million already saved since 2010. Before any decisions are made we want you to help by telling us what areas of council spend would you prioritise and what is less important to you?

Read more on the budget by visiting our budget pages www.haringey.gov.uk/budget

Please submit response no later than 20th November 2016 – You can hand in your questionnaire to any library reception or send your response in an envelope to:

6th Floor
River Park House
225 High Road
N22 8HQ
Please write: Freepost RLXS-XZGT-UGRJ

About you

- Q1 Are you a:**
- Resident of Haringey.....
 - A business.....
 - A Councillor.....
 - Other
- Please specify: _____

- Q2 In which postal district do you live?**
- N2.....
 - N4.....
 - N6.....
 - N8.....
 - N10.....
 - N11.....
 - N15.....
 - N17.....
 - N22.....
 - Other
- Please specify: _____

Your priorities

What should the Council prioritise its increasingly limited resources on?

Q3. Please tick the 5 things that are MOST IMPORTANT to you:

Libraries and Customer

Libraries - We have 9 libraries with 770,000 books borrowed every year

Customer service - People can contact us online, face-to-face and over the telephone. We take around 740,000 contacts from our customers each year

Children and Families

School improvement and learning- We support schools, children's centres and nurseries to maintain high standards while making sure that every child has a school place and participates in education. This includes a Virtual School specifically for children in foster or residential care. We also provide support and training for governors

Early help and prevention- We work with young people and families to identify any problems or challenges they may be experiencing so that the right type of community-wide support can be provided. This includes children's centres and the Bruce Grove Youth Hub

Family support /safeguarding - We work more intensively with families experiencing difficulties, doing everything possible to keep the family unit together while making sure that their children are not at risk. We also recruit foster carers to look after children who are at risk.....

Children in Care - As a last resort we will take children at risk into our care, making sure that the young people receive the right support and education

Adult Social Care

Maintaining independence - The Council's reablement and enablement services support patients who have experienced changes in their health as a result of surgery, illness or injury. We help people to regain their independence and to learn or relearn daily living skills which prevent them from staying or going into hospital or residential care

Assessment and long term care- We work closely with individuals; their family and/or carer to create a support plan that describes the care and support needed - this could be in the community, through housing-related support or schemes such as Shared Lives -and how they can use their personal budget to best effect to pay for it. Most of the budget in this area is spent on care packages for adults.....

Adults Safeguarding- We work with health service and other agencies to reduce the risk of harm for people with care and support needs. Working with the courts, we also protect people who are unable to make their own decisions about treatment or care.....

Healthier Living

Protect and improve health while preventing illnesses- For example, this is through promoting immunisation programmes, sexual health services, drugs and alcohol services, health visiting, school nursing and the Family Nurse Partnership programme.....

Promote healthy lifestyles -This includes support to reduce obesity and help for people to give up smoking.....

Improve healthcare services - We provide advice and evidence of what works and doesn't work to the local NHS

Safer and Cleaner Neighbourhoods

Leisure centres - We have four leisure centres which are operated on the council's behalf by Fusion which is a registered charity. They include Park Road/Tottenham Green Pools and Fitness and Broadwater Farm Community Centre. New River Sport and Fitness is leased to Fusion and not within the management contract

Sport development - We promote physical activity with events and resident engagement throughout the year. This includes the School Swimming programme, London Youth Games, the Year of Walking, sports club support and activities for older and less active people

Parks - There is nearly 400 hectares of parks and open space in Haringey, the majority of which is managed by Haringey Council's Parks Service. We maintain 58 parks and open spaces, 22 of which have been accredited with Green Flags

Community safety - We work with partners to prevent and reduce crime - for example we work with young people to reduce gang activity. We also work with ex-offenders to reduce re-offending

Roads maintenance - We maintain 214 miles of roads and 23,000 street lights. Last year (2015/16) we repaired 3,960 potholes

Refuse and recycling collection - We empty 130,000 bins every week and collected a total of 32,313 tonnes of recycling last year (2015/16)

Street cleaning - We spend £8 million a year on street cleaning, which includes cleaning our town centres and main roads at least daily and the rest of the borough's roads at least once a week, and picking up, on average, 600 fly-tips every week. We hand out in the region of 400-500 fines each year for dumping, littering and not dealing with waste responsibly

Investment, Growth and Jobs

Jobs, skills and new opportunities - We bring new investment into the borough encouraging business growth, job creation and helping people develop new skills

Housing

New homes - By seeking investment we encourage new homes to be built, making them as affordable as possible. In Tottenham and Wood Green we want to see 16,000 new homes built across Tottenham and Wood Green by 2025

Homeless advice and support - We give help to families at risk of becoming homeless, providing information, advice and support on what their housing options are

Q4. Please tick the 5 things that are LESS IMPORTANT to you:

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Homeless advice and support - We give help to families at risk of becoming homeless, providing information, advice and support on what their housing options are



About you

- Q7** **What is your age?**
- 18 or under
- 19 - 24
- 25 - 29
- 30 - 34
- 35 - 39
- 40 - 44
- 45 - 49
- 50 - 54
- 55 - 59
- 60 - 64
- 65 - 69
- 70 - 74
- 75 - 79
- 80 or over
- Prefer not to say
-
- Q8** **What is your gender?**
- Female.....
- Male.....
- Prefer not to say
-
- Q9** **Do you have a physical or mental health condition or illness lasting or expected to last 12 months or more?**
- Yes
- No.....
- Prefer not to say
-
- Q10** **What is your ethnic group?**
- White British
- White Irish.....
- White Other - Greek / Greek Cypriot.....
- White Other - Turkish.....
- White Other - Turkish Cypriot
- White Other - Kurdish.....
- White Other - Gypsy / Roma.....
- White Other - Irish Traveller
- Black or Black British: African
- Black or Black British: Caribbean
- Asian or Asian British: Indian
- Asian or Asian British: Pakistani
- Asian or Asian British: Bangladeshi
- Asian or Asian British: East African Asian
- Mixed: White and Black African.....
- Mixed: White and Black Caribbean.....
- Mixed: White and Asian.....
- Chinese
- Any other ethnic background.....
- Prefer not to say

If you ticked "Any other ethnic background",
please tell us: _____

Thank you for taking the time to complete this questionnaire

Your Haringey, Your future – Budget engagement November 2016

Engagement findings – PART A

Q1. Are you a:

Resident of Haringey	A business	A Councillor	Other	Total	No reply
776	33	7	18	834	-
93%	4%	1%	2%	100%	-

Q2. In which postal district do you live?

N2	N4	N6	N8	N10	N11	N15	N17	N22	Other	Total
7	50	22	125	51	9	96	93	369	12	834
1%	6%	3%	15%	6%	1%	12%	11%	44%	1%	100%

What should the Council prioritise its increasingly limited resources on?

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		24%
4	Jobs, skills and new opportunities	179
		21%
5	Roads maintenance	178

		27%
6	Children in Care	221
		26%
7	Community safety	201
		24%
8	Assessment and long term care	197
		24%
9	Street cleaning	189
		23%
10	New homes	188
		23%
11	Libraries	185
		22%
12	Refuse and recycling collection	165
		20%
13	Adults Safeguarding	161
		19%
14	Protect and improve health while preventing illnesses	137
		16%
15	Improve healthcare services	117
		14%
16	Leisure centres	103
		12%
17	Homeless advice and support	100
		12%
18	Promote healthy lifestyles	92
		11%
19	Jobs, skills and new opportunities	92
		11%
20	Customer service	88
		11%
21	Roads maintenance	84
		10%

		21%
6	New homes	160
		19%
7	Customer service	158
		19%
8	Street cleaning	155
		19%
9	Improve healthcare services	145
		17%
10	Parks	143
		17%
11	Refuse and recycling collection	139
		17%
12	Homeless advice and support	137
		16%
13	Protect and improve health while preventing illnesses	133
		16%
14	Community safety	129
		15%
15	Libraries	122
		15%
16	Adults Safeguarding	107
		13%
17	Assessment and long term care	104
		12%
18	Maintaining independence	89
		11%
19	Early help and prevention	71
		9%
20	Family support / safeguarding	66
		8%
21	School improvement	62
		7%

22	Sports Development	44
		5%
Total		834
		100%
No reply		-
		-

22	Children in Care	30
		4%
Total		804
		100%
No reply		-
		-

Q5. Do you have any general comments? (Please see part B)

Q6. If you would like us to update you on these engagement findings, as well as keeping you in touch with other Council issues. Please provide your email address: (Record stored with Comms)

Q7. What is your age?

18 or under	19 - 24	25 - 29	30 - 34	35 - 39	40 - 44	45 - 49	50 - 54	55 - 59	60 - 64	65 - 69	70 - 74	75 - 79	80 or over	Prefer not to say	No reply	Total
5	29	75	97	110	109	90	59	38	45	28	22	6	7	24	90	834
1%	3%	9%	12%	13%	13%	11%	7%	5%	5%	3%	3%	1%	1%	3%	11%	100%

Q8. What is your gender?

Female	Male	Prefer not to say	No reply	Total
449	273	21	91	834
54%	33%	3%	11%	100%

Q9. Do you have a physical or mental health condition or illness lasting or expected to last 12 months or more?

Yes	No	Prefer not to say	No reply	Total
71	490	73	200	834
9%	59%	9%	24%	100%

Q10. What is your ethnic group?

White British	300
	36%
White Irish	49
	6%
White Other - Greek / Greek Cypriot	22
	3%
White Other - Turkish	22
	3%
White Other - Turkish Cypriot	12
	1%
White Other - Kurdish	18
	2%
White Other - Gypsy / Roma	7
	1%
White Other - Irish Traveller	12
	1%
Black or Black British: African	32
	4%
Black or Black British: Caribbean	35
	4%
Asian or Asian British: Indian	15
	2%
Asian or Asian British: Pakistani	4
	0%
Asian or Asian British: Bangladeshi	13
	2%
Asian or Asian British: East African Asian	9
	1%
Mixed: White and Black African	7
	1%

Mixed: White and Black Caribbean	5
	1%
Mixed: White and Asian	15
	2%
Chinese	14
	2%
Any other ethnic background	60
	7%
Prefer not to say	64
	8%
No reply	119
	14%
Total	834
	100%