

## Appendix A – Budget Consultation Results

---

# TOUGH DECISIONS FOR TOUGH TIMES

OUR BUDGET CONSULTATION – Tell us where you want us to prioritise spending in the future



Do it online

**BUCKSCC.GOV.UK/BUDGET**

Our  
Buckinghamshire



@Buckscc  
#BucksBudget



1889 | 2014 | **125**  
*years of service*



# **Content of Budget Consultation ‘ Tough Decisions for Tough Times’**

<b>Section 1: Executive Summary</b>	<b>page 3</b>
1.1 Respondents	
1.2 Council Tax	
1.3 Choices for investment and reduced spending	
1.4 Comments	
<b>Section 2: Background</b>	<b>page 8</b>
2.1 Aims	
2.2 Topics and Stakeholders	
2.3 Engaging residents and organisations	
<b>Section 3: Resident Survey Results</b>	<b>page 9</b>
3.1 Demographic characteristics of respondents	
3.2 Benchmarking response rates	
3.3 Council Tax	
3.4 Resident choices for investment and reduced spending	
○ Areas for investment and reduced spending	
○ Net results	
3.5 Residents Comments	
<b>Section 4: Organisation Survey Results</b>	<b>page 16</b>
4.1 Characteristics of organisations responding	
4.2 Organisations choices for investment/reduced spending	
○ Areas for investment and reduced spending	
○ Net results	
4.3 Comments from Organisations	
<b>Section 5: Appendices:</b>	<b>page 21</b>
1. Definitions	
2. Copy of survey	
3. Differences for demographic groups of residents	
4. Differences by type of organisations	

# **1. Executive Summary**

## **1.1 Respondents**

**2,034 residents and 425 organisations** completed the Budget Consultation survey. The overall number of responses was 58% higher than last year, which has been particularly driven by more online responses.

## **1.2 Council Tax**

Residents were informed of the £12m needed next year to fund services at current levels and the difference that changing the current level of council tax can make to services as well the cost of any changes to them.

The majority of residents, **seven in ten, would prefer to increase council tax** next year by either two percent (39% of residents) or five percent (29% of residents).

**Two in ten residents (23%) would prefer to freeze Council Tax** (9% didn't answer the question). There are some interesting differences in opinion for people from different demographic groups, where people who are more likely to want to freeze council tax (rather than increase it by either 2% or 5%) are more likely to belong to lower socio-economic ACORN groups, have a long-term illness or disability (LLI) or be from a Black or Minority Ethnic (BME) group.

Note that income may be an important factor in this preference for freezing council tax as 62% of people with a LLI (who responded) are economically inactive (compared to 24% of those without an LLI), and 26% of those from a BME group are from lower socio-economic ACORN groups (compared to 16% of those from a White ethnic group).

Additionally families with children, residents in Wycombe District and those who don't work for the County Council are more likely to want to freeze council tax.

## **1.3 Choices for investment and reduced spending<sup>1</sup>**

The commentary below is based on the **net** results shown in graph 1. Net results have been used to create a ranking that incorporates both the opinions of those who want to continue to invest and those who want to reduce spending (net = continue investment, minus, reduce spending).

**Priority areas - Safeguarding, caring for the disabled and the vulnerable, supporting independent living, roads and protecting people from crime are the five highest priorities for residents**, where the strength of opinion to continue investment is much higher than in other areas – a net of over four in ten\* people want investment to continue in these areas, raising to six in ten\* for roads and safeguarding\*. These are broadly similar to residents' priorities in last year's budget consultation showing consistent results and opinions<sup>2</sup>.

These **same areas also appear in the organisation's seven highest priorities, with the important additions of broadband** (which is one of the lower priorities for residents) and attracting and **supporting businesses to create jobs**.

**Lower priorities - Gypsy and traveller sites, cultural activities, courses to improve skills, access to the countryside and broadband are the five lowest priorities for residents**, where again, the strength of opinion to reduce investment is much higher than in other areas – a net of over two in ten\* people say that it is acceptable to reduce spending in these areas rising to three in ten\* for cultural activities and six in ten\* for gypsy and traveller sites.

With the exception of broadband (see above), these areas also appear in the organisation's five lowest priority areas, but with the addition of street lighting (which is also a lower priority for residents).

Residents' lower priority areas are broadly similar to those in last year's budget consultation, but a comparison can't be made for gypsy and traveller sites and cultural activities which were not question areas in last year's survey<sup>1</sup>.

---

<sup>1</sup> \* Net results created by those wanting to continue to invest, minus those wanting to reduce spending.

<sup>2</sup> Note that only a broad comparison is possible due to difference in question wording. Link to last year's results: <https://democracy.buckscc.gov.uk/documents/s45601/Appendix%20A%20-%20Budget%20Consultation%20Results%209%20December%202013.pdf>.

**Those in need** - Residents were more likely to want to continue to invest in services for the vulnerable or services that provide care for people in need. **Safeguarding vulnerable children and adults so that they are as safe as possible** saw the net\* highest number of mentions (58%\*, rank 1\*), which was seen as a high priority across a wide range of demographic groups and areas and partially staff who work for the County Council. Services for disabled or vulnerable people (43%\*) and services that provide care for people to stay at homes (42%\*) are also areas where more people are looking to invest ranking 3<sup>rd\*</sup> and 4<sup>th\*</sup> respectively. *These areas were also amongst the highest relative priorities for organisations but the strength of (net) opinion to continue investment was slightly less.*

**Universal priorities** - In terms of services for all people, both services to improve the **condition of roads** (55%\*) and services to **protect people from Crime and Anti-Social behaviour** (42%\*) are areas that most residents wanted investment to continue ranking 2<sup>nd</sup> and 5<sup>th</sup> respectively\*. A quarter (25%\*) of residents wanted to continue to invest in **managing waste and recycling** to ensure that minimum waste is sent to landfill (ranked 6<sup>th\*</sup>).

**Community Support** - Communities recognise that the way local services are delivered is changing and that they need to **independently deliver some services** - just under a quarter of residents (23%\*) consider that investment that supports communities to do this should continue (rank 7\*). The survey also asked residents about two other ways that the community and voluntary organisations can support the councils work, here residents ranked more personal **'support to help residents provide care for others in their community and themselves'** much lower than communities providing services more formally (rank 10, 14%\*) and also ranked **'support for voluntary organisation to run community based services'** lower (rank 13, 11%\*). Older people were much more likely to want to continue investment in all three of these areas, *and voluntary or community organisations specifically (not all organisations) were more likely to want to protect investment in supporting them.*

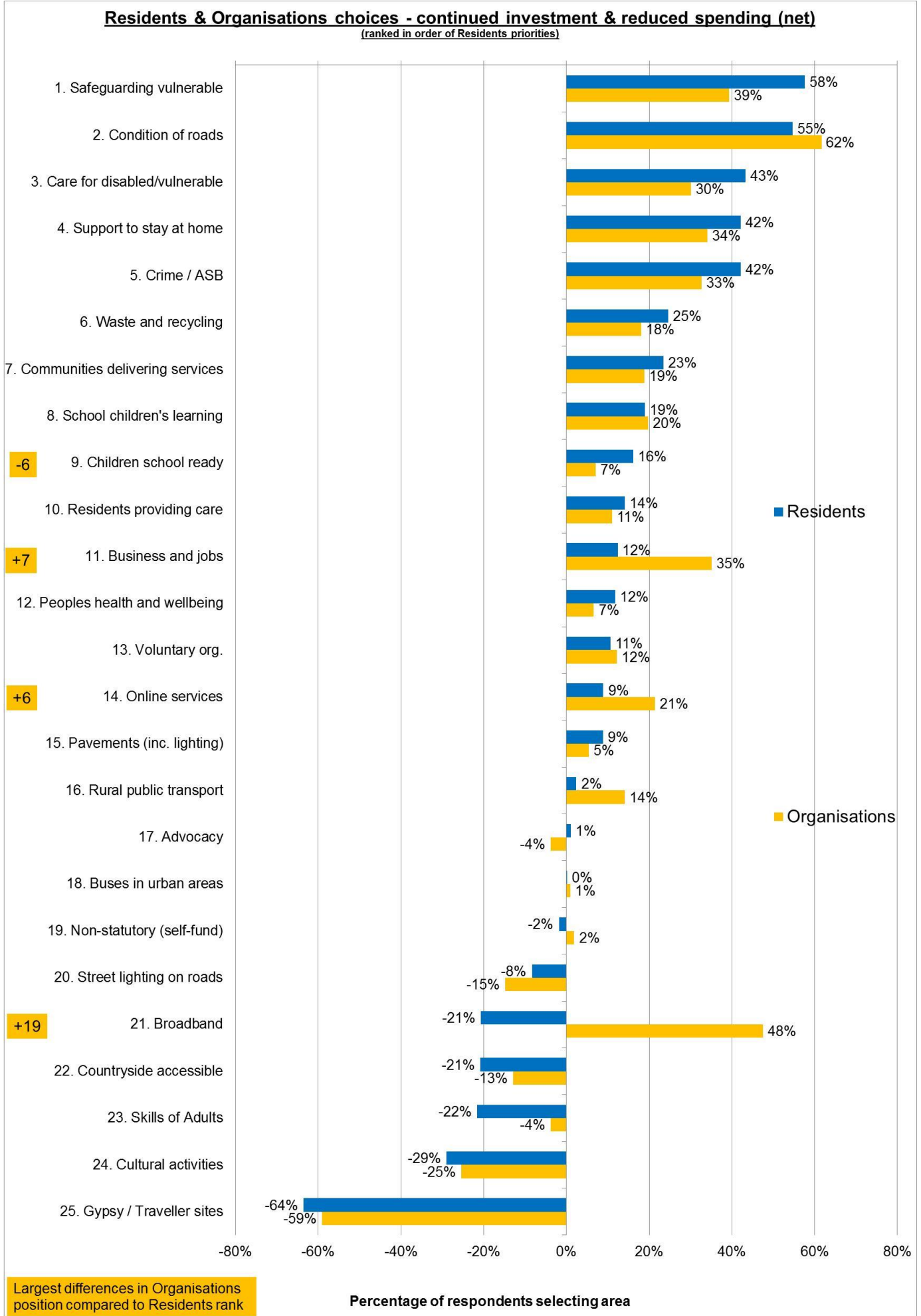
In addition to these three areas, residents also ranked **'working to make non-statutory services pay for themselves to help minimise service reductions'** a much lower priority (rank 19\*) where a net 2%\* wanted to reduce spending in this area (note that respondents were not provided with an explanation about what statutory and non-statutory services could mean), however this was not a uniform opinion across all residents where around three in twenty people both wanted to continue and reduce spending.

**Children** - Services that **'support children to develop so that they are ready to start school'** (net 16%\*), and also **'services that help them to learn to their full potential when they are at school'** (net 19%\*) were ranked 8<sup>th\*</sup> and 9<sup>th\*</sup> by residents. Continuing investment in services for pre-school children was seen as more important for families with children, women and lower socio-economic ACORN groups. Similar demographic groups were also more likely to want to continue investment in supporting school children e.g. families with children, women and those living in more deprived areas. *Organisations placed a similar priority to residents on supporting learning at school, but less of a priority on support for pre-school children.*

**Employment** - Attracting and **supporting businesses** to support the council's growing population and create jobs was the 11<sup>th\*</sup> highest priority with a net 12%\* of residents rating this as an area for continued investment, where younger people, lower socio-economic ACORN groups and those from more deprived areas of the county are more likely to want investment to continue. This area generally also saw a fairly large split in opinion for residents, where 32% want investment to continue and 20% want investment to be reduced. *Organisations (particularly driven by businesses) rated this area as much more important than residents.*

**Public Health - Protecting and improving the health and well-being of people** is ranked net 12<sup>th\*</sup> (with a net 12%\* of residents wanting to maintain investment). However there is a fairly large split in opinion for this area where 32% want investment to continue and 20% want investment to be reduced. Looking at specific demographic groups, lower socio-economic ACORN groups and those from Black or Minority Ethnic backgrounds were more likely to want to protect investment. Interestingly, younger people were more than twice as likely to want to investment to continue.

Graph 1 – residents and organisations net choices for continued investment and reduced spending



**Being online** - Making **council services available online** in order to help save money for other services (where appropriate) ranked net 14<sup>th\*</sup> (9% net\*), with large groups of residents saying that investment should continue (28%) and be reduced (19%). In relation to this, the survey also asked about providing access to high speed **broadband** for both residents and businesses, which residents ranked relatively low (21<sup>st</sup>) compared to other areas with a net result to reduce spending by 21%\*. It is important to note that there are differences for different groups of residents particularly for those living in Aylesbury Vale District and rural areas who are more likely to want investment to continue. *However, for organisations (particularly driven by business) access to broadband is one of their top priorities where a net one in two\* organisations wanted to see investment continue. Organisations also placed a higher priority on the council making services available online.*

**Walking into town - Providing pavements and lighting for footpaths** that help provide access to people's local area ranked a net 15<sup>th\*</sup>, which also saw some relatively large splits in opinion between residents with 29% wanting to continue investment (particularly older people, those living in lower socio-economic ACORN groups and those with a long-term illness or disability) and 20% wanting to reduce investment.

**Public transport - The resident's results showed a split in opinion about rural public transport and buses in urban areas**, where around one in five people wanted to see both investment continue and investment reduce, creating a net result of 2%\* (rank 16\*) and 0%\* (rank 18\*) respectively. Older people and those who are not in employment were most likely to want investment in these areas to continue. In Aylesbury Vale District residents were also more likely to want investment in rural public transport to improve access across the county to continue, *as were organisations which had a net ranking of one in ten people wanting to continue investment.*

**Advocacy - Speaking up for others who are unable to speak up for themselves** ranked a net 17<sup>th\*</sup> (1%\*) by residents, with three in twenty people wanting investment to continue and three in twenty residents wanting investment to reduce. Note that older people were also more likely to want investment in this area to continue.

**Street lights** - Overall, more residents said that they wanted to reduce spending on **street lighting on roads** than to continue investment (8% net\*) ranking 20<sup>th</sup> in residents overall priority order. However, there were some fairly large splits in opinion for this area with two in ten people wanting investment to continue and three in ten people wanting to reduce spending. When looking at the larger differences in opinion for specific groups of people this showed that those living in South Bucks, people aged 75 or over, as well as lower socio-economic ACORN groups and people from Black or Minority Ethnic Backgrounds were more likely to want to continue investment, but men as well as those from either rural or less deprived IMD areas were more likely to want to reduce spending in this area.

**Countryside** - Providing opportunities for people to **access the countryside** ranked a net 22<sup>nd\*</sup> by residents in comparison to the other areas in the survey, with a net 21%\* of residents wanting to reduce spending. Note that although a third (36%) of residents wanted to reduce investment, three in twenty wanted investment to continue (15%).

**Culture and learning** - More residents (one third of people), wanted to reduce investment in '**providing courses for adults to improve their skills and qualifications**' than wanted to increase investment (one in ten people) with a net result of 22%\* wanting to reduce investment (rank 23<sup>rd\*</sup>) by residents. People from more deprived areas or people from Black or Minority Ethnic Groups were more likely to want investment to continue. *Furthermore, compared to residents, only a net 4%\* of organisations wanted to reduce spending in providing courses for adults to improve their skills.* Residents were also more likely to say that spending should be reduced in '**providing cultural activities**' for people (e.g. museums) than in most other areas (ranked net 24<sup>th</sup>), where four in ten people thought that spending should be reduced and one in ten said that spending should continue.

**Gypsy and travellers** - The majority of residents said that spending on services for residents at **Gypsy and Traveller sites** should be reduced (ranked last as the 25<sup>th</sup> area), where a net 64%\* of residents felt that spending should be reduced.

## **1.4 Comments**

Over a thousand respondents made additional comments in relation to setting the budget next year.

A total of 877 were from residents where the most popular mentions were **about reducing costs, repairing roads, looking to stop services being cut, council tax, supporting children and young people, local issues, Unitary Councils, being more efficient, rights of way and street lighting.**

In addition to the comments from residents, 182 organisations made comments, where the most popular mentions were regarding issues about **not cutting services and needing to maintain investment in the county, supporting businesses and the wider social and economic benefits of doing this, repairing roads, stopping money from being wasted (efficiency) and the impact of new initiatives, broadband, maintaining services for specific groups like the elderly, and comments regarding the creation of Unitary Council(s).**

## **Notes**

Detailed results and further background to the consultation appears in both the main body of the report and the appendices. Survey questions in the comments above have been shortened in this document for presentational purposes - please see full wording within the questionnaire in appendix 2. Comparisons between different demographic groups of residents or different types of organisation have only been made where they are statistically significant (95% level). Percentages may not total 100% due to rounding.

## **2. Background**

### **2.1 Aims**

The Budget Consultation aims to give stakeholders an opportunity to tell the council where they want to prioritise spending in the future and their preferred level of council tax next year. The council will use this information alongside a range of other factors to create a draft budget from April 2015.

It is also an important way of informing residents about how the council's budget is changing and explaining why some large services reductions are being considered.

### **2.2 Topics and Stakeholders**

The survey is open for all the council's stakeholders to take part, including residents, businesses, community groups, voluntary organisations, public sector partners, through two surveys.

- **A Residents Survey** - a survey for residents to ask about views on council tax, areas to continue investment or reduce spending, comments and demographic questions.
- **An Organisations Survey** – a survey targeted at organisations with the same questions on areas for continued investment and reduced spending (so that results can be compared with residents), but also including questions relating to the organisation where people are responding from.

### **2.3 Engaging residents and organisations**

Both surveys began with an introduction from Martin Tett explaining the council's financial challenges, followed by further details and infographics about the pressures and choices that the council faces and what it means for residents and services.

Respondents were then asked to choose up to 8 areas where it would be acceptable to reduce spending and 8 areas where it is most important to continue to invest in.

This year the council tax question was asked after the priority question. Respondents were asked if they would prefer to freeze council tax, increase council tax by 2% or increase council tax by 5% explaining what each of the options would mean for services. This question was directly relevant to residents, so organisations were not asked this question.

Finally respondents were given the opportunity to give comments on the budget and what the council delivers. The surveys ran for approximately 7 weeks from 18 September to 9 November 2014.

#### **Promoting the consultation**

Both surveys could be completed online either through the council's website or directly through promotional e-mails and materials. In addition to this the resident's survey was also available in printed format from Councillors, at council offices and was posted to 3,500 residents.

All local media and radio stations reported the budget consultation multiple times whilst it was live. This totalled 31 pieces of media coverage across print, online and radio.

Local websites also promoted the budget consultation through links with local councillors and parish councillors. A total of 11 articles were on local websites and 1 national website.

Promotional activity focussed on increasing the online response to the survey in line with the council approach to make more information and services available online. Alongside the usual promotion through libraries, adult learning and children's centres, emails were sent to organisations, voluntary groups, youth networks and young people themselves, schools and colleges, and Bucks Business First.

This year a special edition of the Council eMagazine was sent direct to 10,742 residents which resulted in our biggest response to the online survey in one day (457 responses). The email itself had a huge open rate of 48% and 14% clicked on a link to the survey (707 people).

Alongside the online and print activity the consultation was promoted through National Customer Services week at supermarkets and then later by Councillors at the busier train stations across the county.

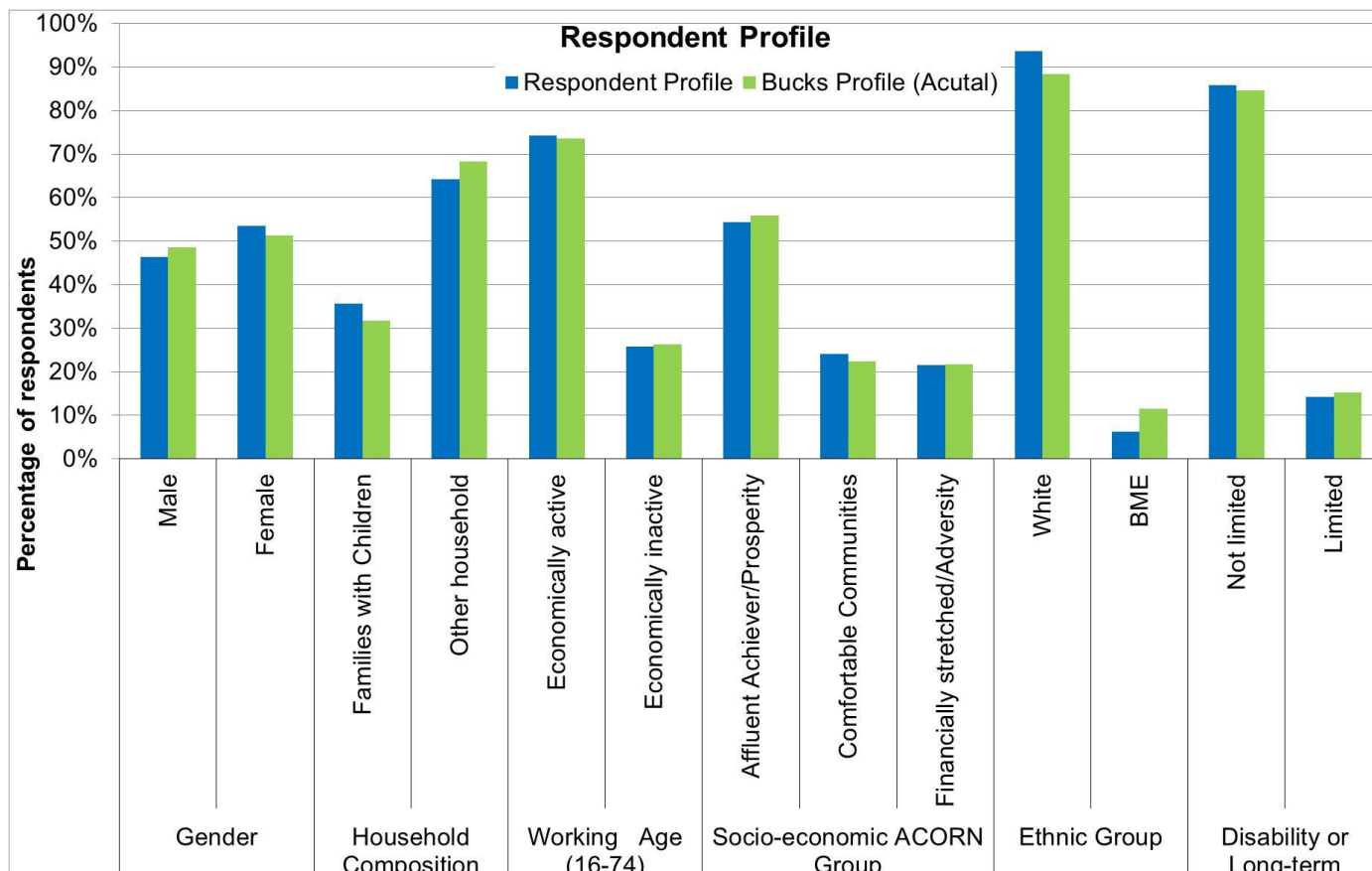


### 3. Residents Results

#### 3.1 Demographic characteristics of respondents (residents)

A total of 2,034 residents responded to this year’s consultation (1,514 last year) – three quarters of these online. The age and district profile of respondents was weighted to exactly match the age and district profile of Buckinghamshire, so that the survey results accurately reflect these people age and where they live in the county.

The graph below shows that the proportions of people who responded are closely matched to the actual proportions of people in the Buckinghamshire population when looking at additional characteristics (to age and district) including gender, families with children, economic activity, socio-economic ACORN groups and those who have a long-term limiting illness or disability<sup>3</sup>.



Please note that only 6% of respondents belonged to Black or Minority Ethnic Groups (BME), but that the proportion of BME groups in the Bucks population is 12% (16+ year olds, 2011 Census), so the proportion in the sample is only half of what it should be within the overall results. However, a total of 89 people from BME groups responded (116 weighted), which is still sufficient in size to understand larger differences in opinion for these groups. Note that one in ten residents who responded also identified themselves as working for the County Council (11%).

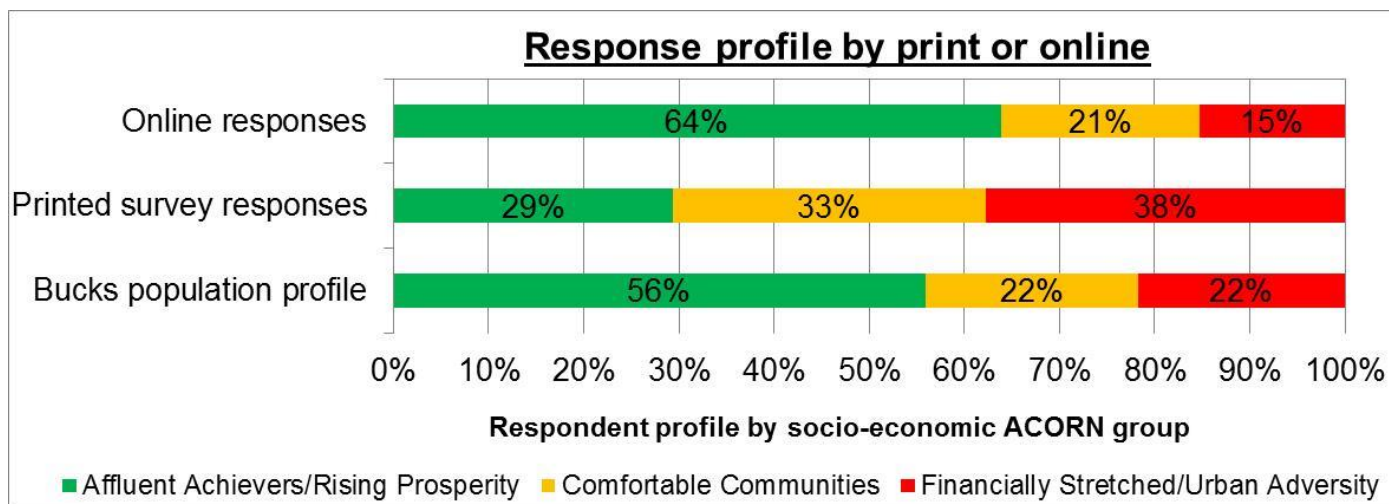
<sup>3</sup> Percentages based on the weighted number of respondents that answered this question: Gender – 1,988. Household Composition – 1,979. Socio-economic ACORN groups – 1,505. Ethnic Group – 1,845. Disability or Long-term illness - 1,984

## Hard to reach groups

The graph below shows that when taken as a group on their own, the **online** responses would not be reflective of the demographic make of the population, with only 15% of respondents from a lower socio-economic ACORN group (compared to 22% in Buckinghamshire).

This lower level of self selected responses from lower socio-economic ACORN groups was planned into approach for promoting the survey (lower income groups are traditionally less likely to respond to consultations) by disproportionately **posting the printed survey to 3,500 residents** (with higher numbers sent to those from lower socio-economic ACORN group). This can be seen by the 'printed' survey returns in the graph where the level of response from lower socio-economic ACORN group was 38% (compared to 22% in Buckinghamshire).

When both online and printed responses are combined the overall profile of respondents by socio-economic ACORN group is a good reflection of the counties make up (see graph above).



Based on 1,505 where it's possible to report the respondents socio-economic ACORN groups.

## 3.2 Benchmarking response rates

The list below allows a general comparison of response rates with other Councils.

Council	Number of respondents	Year
Portsmouth City Council	2,460	2014
<b>Buckinghamshire County Council</b>	<b>2,034</b>	<b>2014</b>
Telford Council	1,519	2014
Cumbria Council	1,512	2014
West Sussex Council	1,293	2013
Suffolk County Council	1,174	2013
Hampshire County Council	1,170	2012
Harlow Council	1,029	2014
Cheltenham Borough Council	997	2011
Leeds City Council	946	2012
Central Bedfordshire Council	456	2014
Kent County Council	416	2014
Mansfield District Council	412	2013
Worcester City Council	358	2013
Hertfordshire	271	2014
Herefordshire Council	223	2014
Epsom and Ewell Borough Council	203	2011
Welwyn & Hatfield Borough council	153	2014
South Oxfordshire District Council	98	2014

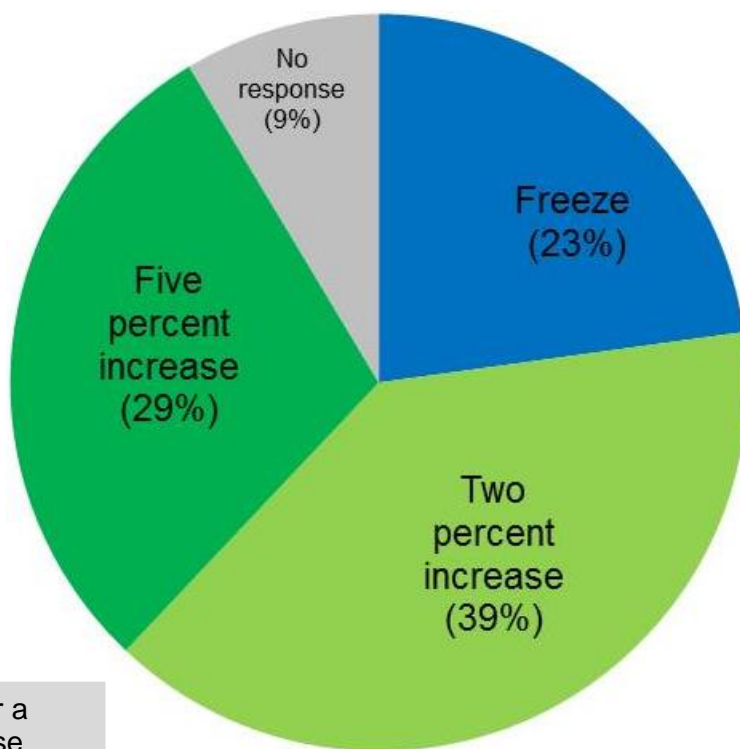
### 3.3 Council Tax

Residents were informed of the £12m needed next year to fund services at current levels and the difference that different levels of council tax can make to council services as well the cost of any changes to them. They were then presented with the following question

**“When we set the level of Council Tax next year, which of the following options would you prefer?”**

- **Freeze council tax** – this would mean closing some services and considerable reductions in others to ensure that we can continue to meet our legal and moral responsibilities to protect the most vulnerable
- **Increase Council Tax by 2%** - this would create a more sustainable year on year budget plan for safeguarding children’s, but still require some tough decisions and savings to be made in other services
- **Increase Council Tax by 5%** - this would create a more sustainable year on year budget plan for safeguarding children and caring for the elderly. Investment in roads could also be continued but this would still require some tough decisions and savings to be made in other services.

Preferred level of Council Tax next year



7 in 10 would prefer either a two or five percent increase

Based on 2,034 respondents

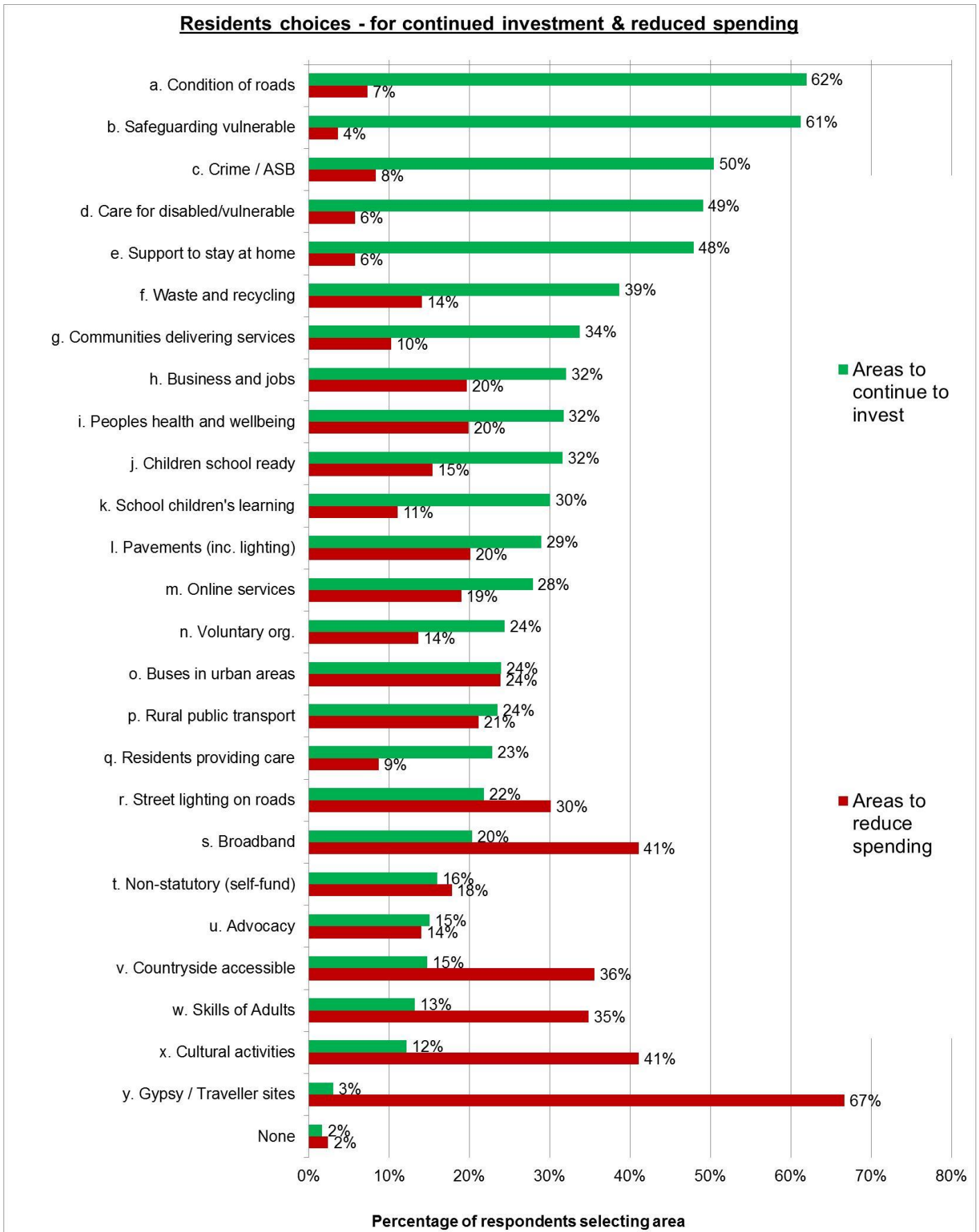
Two in ten residents (23%) would prefer to **freeze council tax**. Groups that were more likely to prefer this option were those with children aged 0-17 living in the household, lower socio-economic ACORN groups, those from Black or Minority Ethnic Groups, and those whose day to day activities are limited by a long-term health problem or disability.

Four in ten people (39%) would prefer to **increase council tax by 2%**. Groups that were more likely to prefer this option were those who were in employment, female, younger age group and working for Buckinghamshire County Council.

Three in ten (29%) would prefer to **increase of council tax by 5%**. Groups that were more likely to prefer this option were higher socio-economic ACORN groups, older age group, not limited by a disability, living in rural areas and working for Buckinghamshire County Council.

### 3.4 Resident choices - for investment and reduced spending

Respondents were asked to select up to eight<sup>4</sup> areas where it would be acceptable for the council to 'reduce spending' and 8 areas where it is most important to 'continue to invest'.



Differences for demographic groups of residents appear in appendix 3.

<sup>4</sup> Note that more than eight answers were selected by some respondents. Percentages based on 2,034 respondents.

## Resident choices - for investment and reduced spending - Net Percentages

The graph below shows the net percentage of respondents selecting areas to invest, minus, areas to reduce spending.

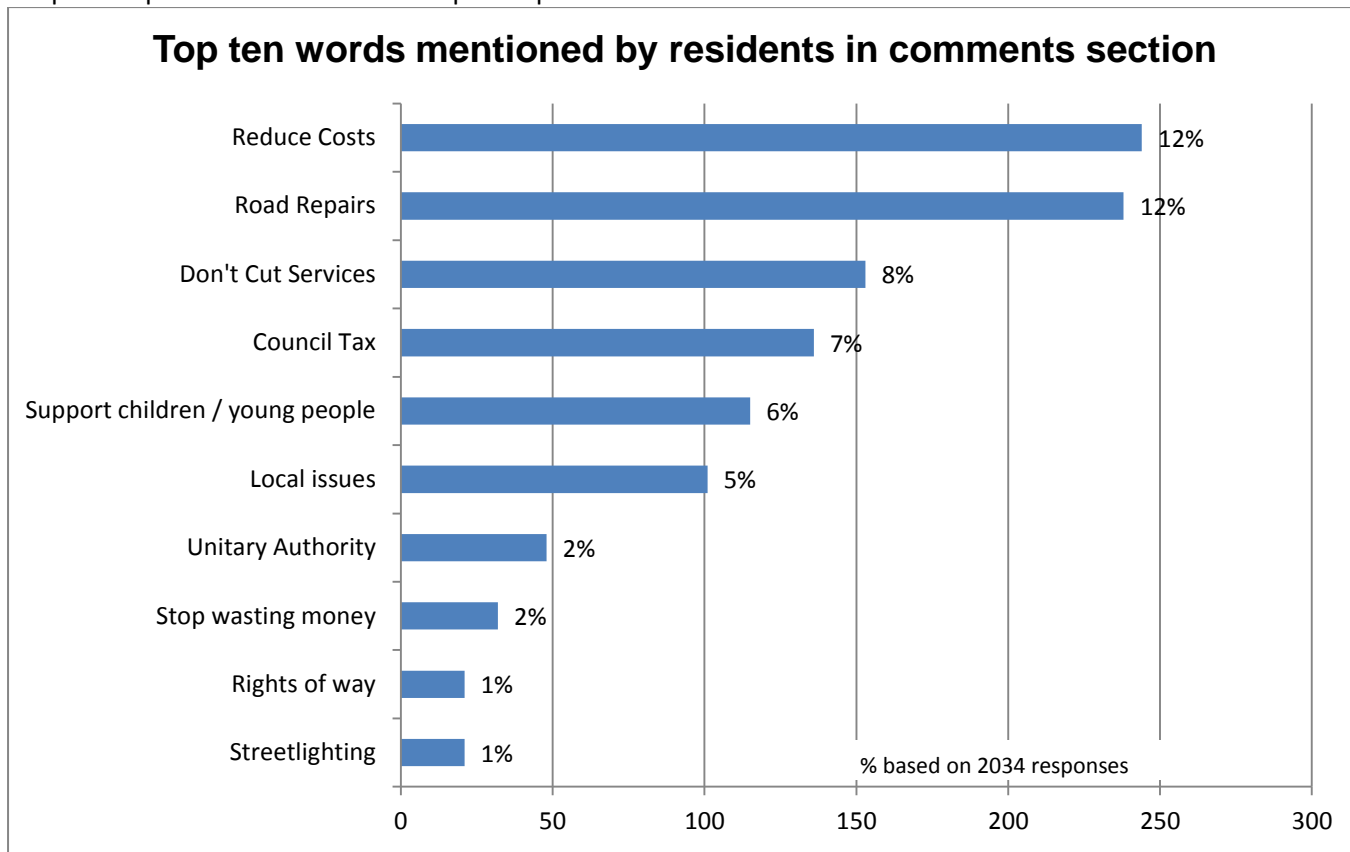


### 3.5 Comments from residents

Respondents were asked to let the Council know if they had any other comments on the budget or what the council delivers that they would like the council to take into account when setting the budget next year - there were 877 comments from residents.

The most popular mentions were about reducing costs, repairing roads, looking to stop services being cut, council tax, supporting children and young people, local issues, Unitary Councils, being more efficient, rights of way and street lighting. Some examples of what residents have said appear below, but please note that these do not full reflect the spread and depth of opinions raised for each of the most common mentions.

Graph of top 10 comments and example of quotes below



"I suggest you **reduce** your admin costs particularly the highly paid officers." Male 75+

"You need to **reduce your costs** in the running of the organization and **not cut the services** - you can cut down the level of local government by grouping together with District Councils like Wycombe and South Bucks. Cut the management and cut the number of local councillors." Male 35-44

"I think when **potholes** are repaired they don't last long. I have seen them being done and you know the job will have to be done again and again, which I think is a waste of money if the job is done properly or re-surface the **road** I'm sure it will save money" Male 65-74

"I would really like to see some investment in road resurfacing. I travel all over the country - driving, walking and cycling and I can honestly say that I haven't come across an area in England, Wales or Scotland where the **road surfaces** are as utterly dreadful and dangerous as they are in Bucks" Female 65-74

"No one likes increases in **Council Tax** (as Income Tax) but it is unrealistic to expect services to be improved (or even maintained at the same level) without increases. **The gradual reduction in the level of a number of services** over the last few years needs to be stopped and that probably means that Council Tax needs to be increased more significantly. I'm sure this won't be popular with many people but it needs to be done - please bite the bullet and go for it. Increased investment in the maintenance of both Roads and Rights of Way would be particularly helpful." Male 65-74



“There should be no increases in **council tax** for next year; central government should be providing adequate funding for local authorities to provide essential services.” Male 35-44

“I think that protecting the vulnerable has to be a priority - especially the elderly and vulnerable **children**” Female 35-44

“Working together to make our communities safer needs to be a top priority for the Bucks County Council along with early interventions for **young people** and more police officers rather than PCSOs” Male 25-34

“You should empower the community to support **local** activities, cutting grass etc” Male 25-34

“Support the voluntary sector. Encourage growth of the voluntary sector. Set up advocacy schemes and forums so that the voices of the vulnerable are heard. List all areas in which voluntary help would be ideal. If you don't support **local** businesses then you decrease employment opportunities in the area. (...and in rural areas with decreased public transport network people will find it difficult to get to work if they do obtain it)” Female 45-54

“No cuts, no increase in council tax. Go **unitary authority** to make savings” Male 65-74

“You should have an option to reduce costs by having a **unitary authority** for Bucks, getting rid of the District Councils which are confusing to everyone and incur additional costs for councilors, officers and elections.” Female 45-54

“I feel that councils should stop wasting money and find providers of services etc. that offer better **value for money** rather than charge the earth because the council is paying for it. Until this is done and councils act, nothing will change. This is a big way to save money rather than taking more from hard working people.” Female 35-44

“My concern is not about where the money I pay in council tax is spent but how it is spent. More **efficiencies** can be made by delivering services more efficiently and reducing bureaucracy” Female 35-44

“The beautiful country side in Bucks is a fantastic asset bringing spending to local businesses - so please do invest in **rights of way** and access.” Male 45-54

“Please reconsider budget cuts for maintaining **Rights of Way**. The network of footpaths and bridleways are a valuable resource for the health and well-being of the residents of Bucks and need constant attention to maintain their good condition.” Male 45-54

“Please prioritise spending on roads and older people. **Street lighting** could be switched off after 11pm to save money and it would be great to have darker skies.” Female 35-44

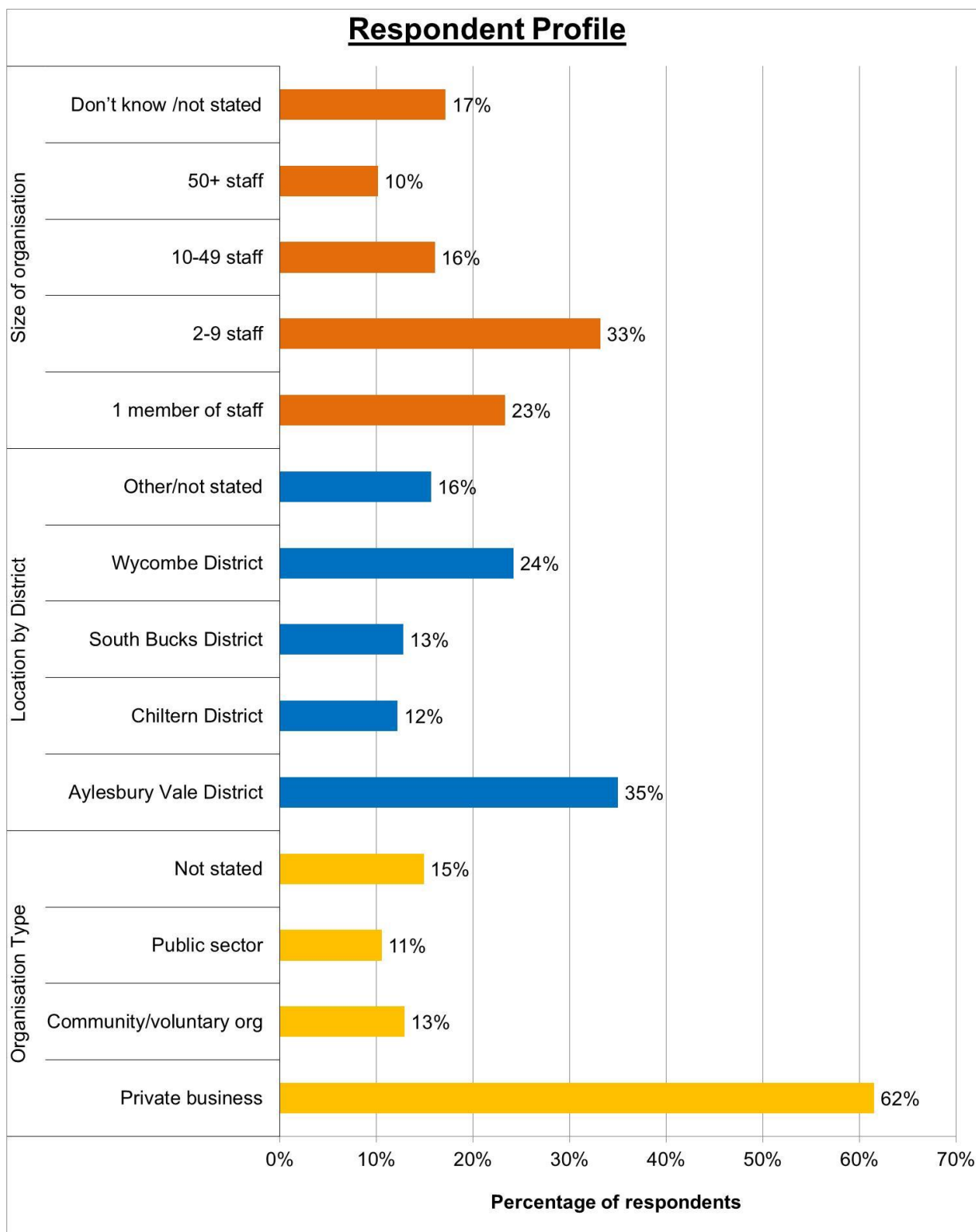
“Keep looking at ways of communities doing more locally so the council doesn't have to do them. Remove non essentials like **street lighting** except crossings or dangerous junctions. Make services more efficient.” Male 35-44

## 4. Organisations

### 4.1 Characteristics of organisations responding

A total of 425 individual organisations responded to the survey (note that in organisations where more than one person responded individual respondents were 'weighted' to create an 'average' answer for the organisation). The graph below shows the characteristics of the organisations that responded to provide an understanding of the types of organisations that the results are based on.

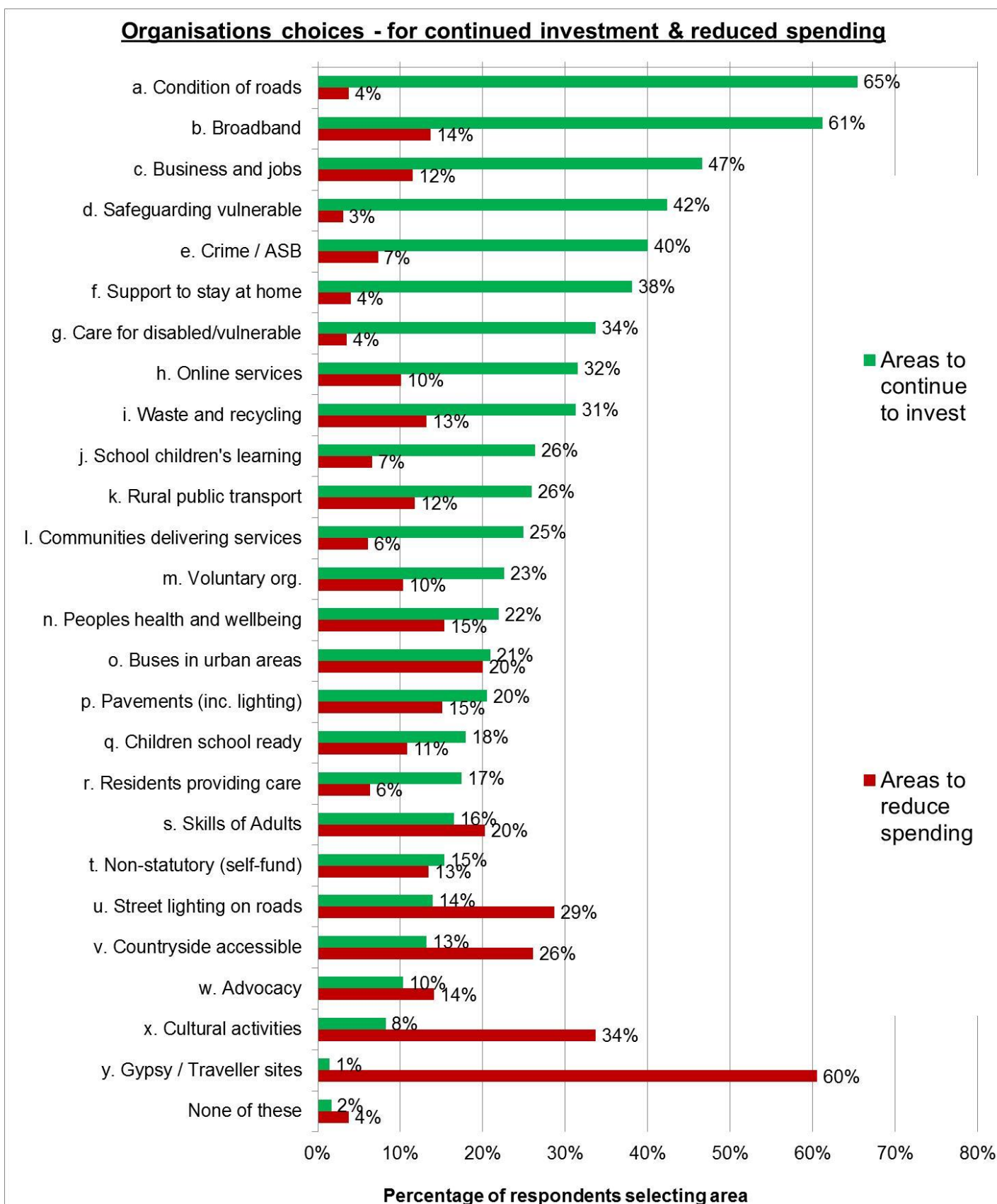
The graph below shows that a wide range of organisation responded with slightly more responses from businesses (62%), but with a good spread across the counties four districts and by organisation size measured by number of staff.





## 4.2 Organisations choices

Organisations were asked to select up to eight<sup>5</sup> areas where it would be acceptable for the council to 'reduce spending' and eight areas where it is most important to 'continue to invest'.

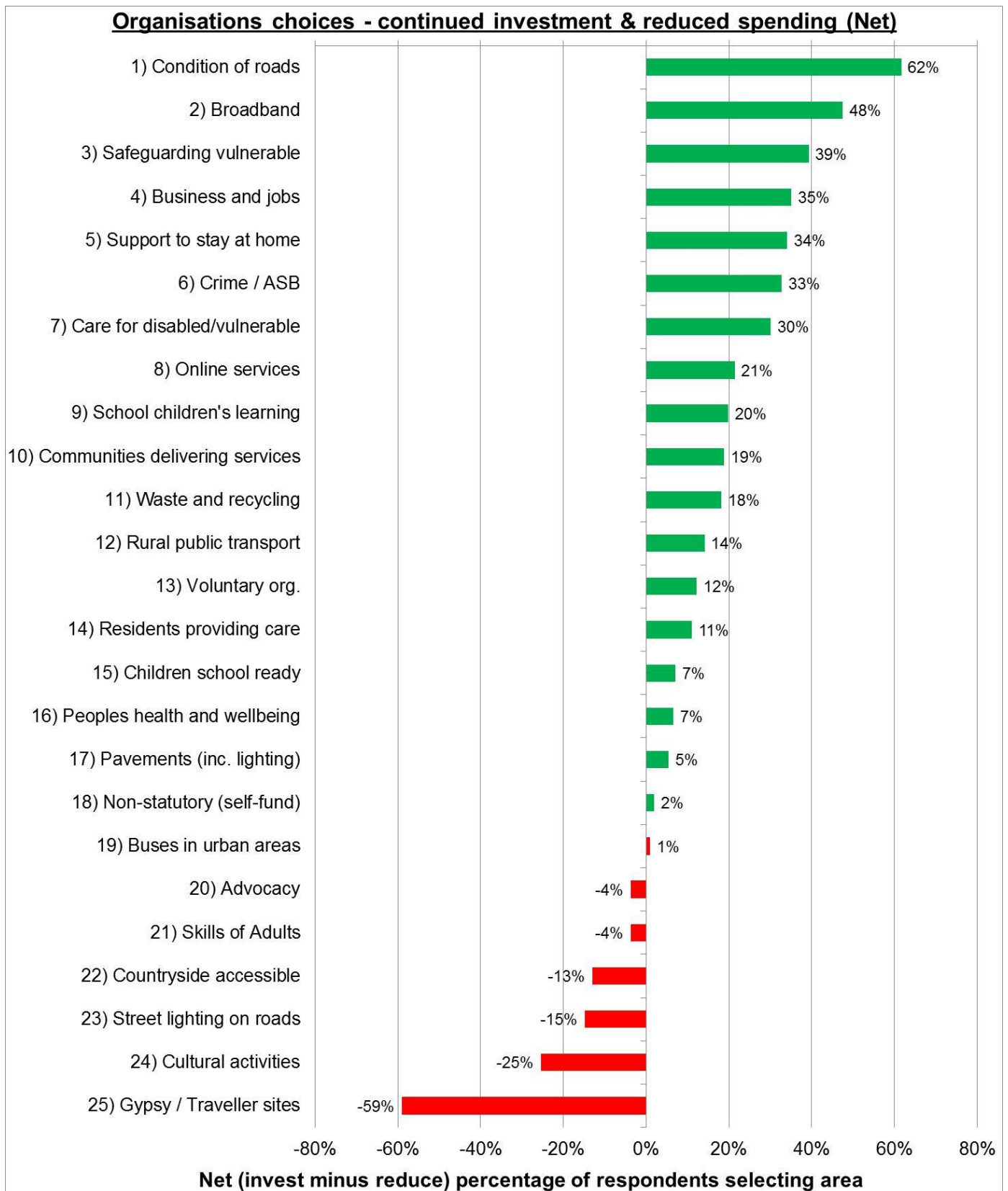


Differences by type of organisation responding appear in appendix 4.

<sup>5</sup> Note that more than eight answers were selected by some respondents. Percentages based on 425 respondents.

## Organisations choices - Net Percentages

The graph below shows the net percentage of respondents selecting areas to invest, minus, areas to reduce spending.

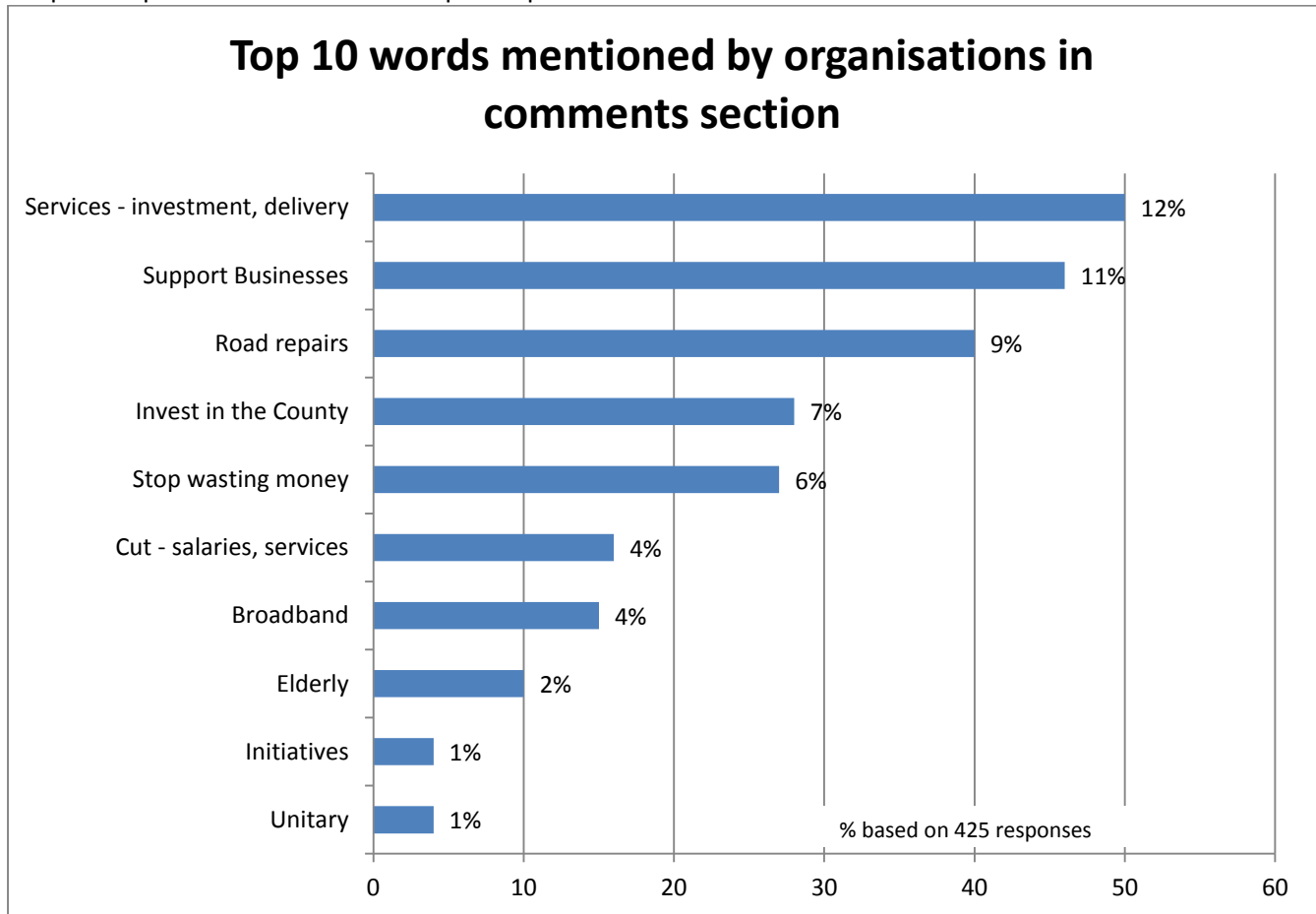


### 4.3 Comments from organisations

Organisations were also asked to let the Council know if they had any other comments on the budget or what the council delivers that they would like the council to take into account when setting the budget next year. There were 182 comments from organisations and the results are summarised into categories below.

Some examples of what organisation have said appear below, but please note that these do not full reflect the spread and depth of opinions raised for each of the most common mentions.

Graph of top 10 comments and example of quotes below



“Investing in **services** to support economic development and business growth in the county creates jobs and provides employment opportunities for local residents. This in turn enables them to be productive individuals, contributing to the local and national economy through spending and taxes. The pay back on services to support business growth is tangible with obvious benefits to individuals and the local community as a whole. Investment in these services should be continued.” Community/Voluntary Sector - 25-49 members of staff

“Would like to see the Council continue to work to empower and equip the community and residents so as ultimately to save costs. Perhaps nominal fee charging for some **services**.” Private business 1 member of staff

“Rates reduction/elimination for small **businesses** is a really important way of helping those companies start and prosper. The other thing that will help bring businesses away from London is really excellent **internet** and mobile phone services. The council really needs to make more efforts to get on top of the problem of **potholes in roads**.” Private business - 2-9 members of staff

“... The council needs to show stronger leadership and make sure it invests more heavily in supporting jobs and growth because otherwise the position will only get worse for future generations. If we do not invest in setting the conditions for **businesses** to thrive, compete, grow and create higher value jobs all we are

doing is condemning our children to a life under trillions of national debt, with housing, energy, and transport crises..." Private business - 50-99 members of staff

"During times of austerity, stop spending **money** on 'green' and pet projects and instead try to maintain and provide the basic services that the council should be doing and in a cost effective manner." Private business 2-9 - members of staff

"Budgets should be planned meticulously, value for **money** measured and the quality of work carried out measured. Further the Council must be held accountable for wasted money. For example, the pathetically poor quality of **road repairs** is outrageous...." Private business - 2-9 members of staff

"High speed **broadband** will have a much greater effect on **business** than high speed rail and at a fraction of the cost. It is essential to ensure that the telecoms infrastructure providers cannot continue to sideline their responsibilities in this area. The whole county should have access to fibre optic broadband as a matter of course. **Road repairs** should be done properly and thoroughly. Stop sending good money after bad by continual patching that is costly and lasts only until the next freeze. It is a totally false economy and a waste of public **money**." Private business - 2-9 members of staff

"Make our transport routes safer and ensure dangerously deteriorated **roads** get repaired properly. Clean the road signs! Main roads need to have their lines re-painted! Ensure essential walking routes along pathways and those leading to public transport are maintained and not left to become overgrown. Ensure these routes remain lit." Private business - 2-9 members of staff

"Providing **broadband** access for homes and businesses is vitally important going forward. Businesses and individuals without this have been proven to suffer and in the case of my business if the service provision does not improve at our business village ... then we will have to relocate and it will likely be out of Bucks **County**." Private business 2-9 members of staff

"To achieve long term growth and regeneration of our **County** we do need to maintain/improve our educational delivery and the incentive for business to locate within our County and house their staff here. In achieving this, we gain continued momentum of growth, inward investment and value creation for Buckinghamshire and the increasing revenues that will flow with prosperity" Private business 25-49 members of staff

"Deliver more efficiently - i.e. **cutting 5 councils to 1** - less duplication better delivery." Private business 2-9 members of staff

"Please, please don't reduce spending on **vulnerable** children and adults - these are highly vulnerable groups, who all too often cannot speak for themselves. There is mounting evidence that the **cuts** to support for families of disabled children is pushing families to breaking point. The long term effects will be much more expensive to sort out." Voluntary organisation - 2-9 members of staff

"More money required for social care and to help disabled and **elderly** people remain in their own homes." Public sector 50-99 members of staff

"Safety is very important to me, in all aspects of our lives, whether it is on the roads, vulnerable people, or enabling the **elderly** to stay in their own homes if they wish. People should be able to live their lives to the full, whatever their circumstances, and if they need support for that, they should be fully informed as to how to access that." Community group

"There should not be so many new **initiatives** which are funded for a short time and then disappear. ... Time to put a stop to these and deliver the basics well when the budget is said to be so limited." Public sector - 1 member of staff

"To rapidly develop the processes for creating a **Unitary** authority in Buckinghamshire" Parish council - 1 member of staff

## **5. Appendices**

### **Appendix1 – Definitions**

**‘Disability’ or ‘long-term limiting illness or disability’** is classified as – those whose day-to-day activities are limited (a little or a lot) because of a health problem or disability which has lasted, or is expected to last, at least 12 months.

**Ethnicity** has been summarised as

- White ethnic groups
- ‘BME’ groups classified as : Black or Black British, Mixed, Asian or Asian British and Other groups (that are not White ethnic groups)

**Present Activity** - The present activity categories listed in the questionnaire have been grouped for the analysis into

- Employees/self-employed (full or part time)
- Full-time education (at school, college or university) or on a government supported training programme (e.g. modern apprenticeship/training for work)
- Unemployed and available for work, permanently sick/disabled, wholly retired from work, or looking after the home,
- Doing something else

**Socio-economic ACORN Categories** (2013) have been analysed in three groups to provide an indication of relative affluence. Groups included

- Higher socio-economic groups – comprising ‘Affluent Achievers’ & ‘Rising Prosperity’ ACORN categories
- Middle socio-economic groups – comprising of the ‘Comfortable Communities’ ACORN category
- Lower socio-economic groups – comprising of the ‘Financially Stretched’ & ‘Urban Adversity’ ACORN categories

MAKING DIFFICULT CHOICES TOGETHER



**TOUGH DECISIONS FOR TOUGH TIMES**

Over the next four years, the County Council will face its biggest ever financial challenge. We're asking you to help us prioritise what's important from your Council as we face tough budget decisions next year.

We strongly support the coalition Government's economic strategy and recognise that local government must take its fair share in reducing the national deficit. Through this the wider economy has greatly improved. Nevertheless, we still need to do more to reduce the national deficit and Councils across the country face many years of funding reductions from central government. So the biggest financial challenge is very definitely yet to come and we have some tough decisions ahead of us.

We have already made big changes to protect important services and reduce our running costs, and we will continue to do this. In the past three years our funding from central government has reduced by 40% and we have reduced our spending by £55m. This year we will lose a further £11m in government funding.

Safeguarding and looking after children and young people is a huge priority across the country and is one we're committed to in Buckinghamshire. We know there are areas where we need to improve in children's social care and we will be investing in this to ensure children and young people are as safe as possible.

Therefore, one of our top priorities is to protect the most vulnerable – safeguarding children and looking after the elderly. In addition, we need to provide more school places for a rapidly growing population and maintain the level of investment in improving our roads. But all of these come at a huge cost. These costs will only increase further, which will mean scaling back on other services.

The reality is that we can no longer keep providing the same amount of services that you have grown to expect. No change in the future is not an option.

Last year, many of you said you would support a council tax increase. In this year's consultation we are again asking whether council tax should be increased and if so, by how much. Whilst a higher council tax rate would be difficult for some people, it would enable the Council to maintain some vital services which might otherwise be cut or reduced.

We care passionately about keeping Buckinghamshire a good place to live and work. Tell us what's important to you to help us decide on the Council's budget for next year so that our country can be in the best possible shape to face the future.

*Martin Tett*

**Martin Tett**  
Leader of Buckinghamshire County Council  
September 2014

**Deadline for responses: 9 November 2014**

2

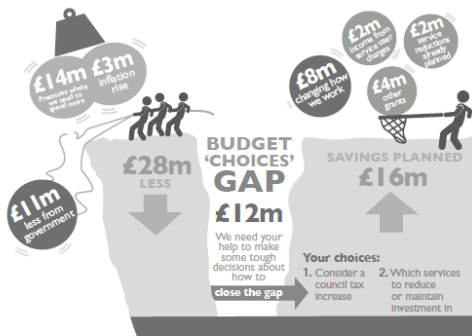
MAKING DIFFICULT CHOICES TOGETHER

**THE CHALLENGE AHEAD**

The Council's budget is changing – with less money from the government, more people living longer and a growing population, our job is more difficult than ever. More people are needing services from the Council and we are facing a shortfall of £28m in the budget for next year.

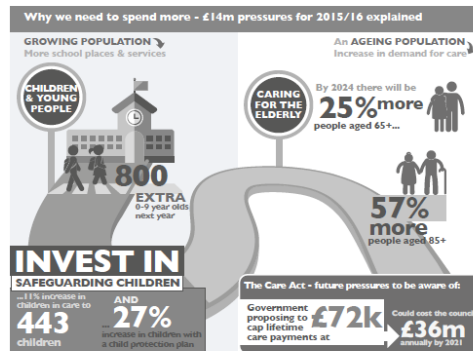
We have plans to help lessen the shortfall next year by a further £16m. And in the last three years the Council has made savings of £55m by changing how it works and what it delivers. However, this is not enough and the gap after these savings have been made is still very large at £12m. Changes to reduce services are essential – even with an increase in council tax there will be changes that will affect you and your community. We want to hear your views on areas where we should reduce spending, areas where we should continue to invest and council tax levels.

**The Council's budget and how it's changing**



To see more about where we spent our budget this year visit [www.buckscc.gov.uk/budget](http://www.buckscc.gov.uk/budget)

3



**SERVICE REDUCTIONS ARE NECESSARY – WE'VE ALREADY BEGUN THIS**

Over the years, expectations of Council services have grown and we have often tried to deliver more in response. We can't continue to provide this level of service anymore.

We are trying to minimise service reductions in a number of ways – such as introducing charges to help cover the cost of some non-statutory services and supporting the community to deliver services in some areas. You may have already noticed changes in reduced street lighting and grass cutting, or be aware of some of the new charges introduced to help cover the cost of home to school transport.

But this is not enough to cover the entire budget gap and some large service reductions are necessary.

We know that road maintenance is a priority for residents and we have spent £88m in maintaining and improving the condition of roads in the last 3 years. However, the cost of renewing the county's roads to a good standard would be an additional £200m over 4 years!

For more information on what we've been doing so far, please visit [www.buckscc.gov.uk/budget](http://www.buckscc.gov.uk/budget)

4

**YOUR CHOICES**

Our ambition is to ensure we can continue to make Buckinghamshire a great place to live and work. Protecting the most vulnerable is one of our top priorities. However, we still have some tough decisions ahead of us to close the budget gap for next year. We want to hear your views on areas where we should reduce spending and areas where we should continue to invest.



- Looking at the following list, in which of these areas would it be acceptable for the Council to **reduce spending**?
- And which of these areas would you say are most important for the Council to **continue to invest in**?

Please tick up to **8 boxes** only in each of the columns

	1. Areas to reduce spending	2. Areas to continue to invest
1. Safeguarding vulnerable children and adults so that they are as safe as possible	<input type="checkbox"/>	<input type="checkbox"/>
2. Providing disabled or vulnerable children and adults with their choice of care that is appropriate to their needs	<input type="checkbox"/>	<input type="checkbox"/>
3. Access to high speed broadband for residents and businesses	<input type="checkbox"/>	<input type="checkbox"/>
4. Attracting and supporting businesses to support the county's growing population and create jobs	<input type="checkbox"/>	<input type="checkbox"/>
5. Bus services in urban areas so that people can easily travel around the county	<input type="checkbox"/>	<input type="checkbox"/>
6. Making services available online (where appropriate) to help save money for services	<input type="checkbox"/>	<input type="checkbox"/>
7. Managing waste and recycling to ensure that minimum waste is sent to landfill	<input type="checkbox"/>	<input type="checkbox"/>
8. Pavements and lighting for footpaths that provide access to your local area	<input type="checkbox"/>	<input type="checkbox"/>
9. Protecting and improving the health and wellbeing of people e.g. through NHS health checks, Drug and Alcohol misuse services	<input type="checkbox"/>	<input type="checkbox"/>

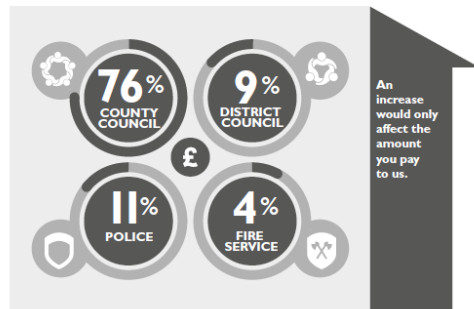
1. Areas to reduce spending  
2. Areas to continue to invest

10. Protecting people from crime and anti-social behaviour e.g. Trading Standards and Police Community Support Officers	<input type="checkbox"/>	<input type="checkbox"/>
11. Providing a good transport network by improving the condition of roads e.g. road resurfacing and pothole repairs	<input type="checkbox"/>	<input type="checkbox"/>
12. Providing care and support that enables people to stay in their own homes and increase their independence	<input type="checkbox"/>	<input type="checkbox"/>
13. Providing courses for adults to improve their skills and qualifications e.g. Adult Learning	<input type="checkbox"/>	<input type="checkbox"/>
14. Providing cultural activities e.g. museums	<input type="checkbox"/>	<input type="checkbox"/>
15. Providing opportunities for people to access the countryside e.g. through rights-of-way and bridleways	<input type="checkbox"/>	<input type="checkbox"/>
16. Providing rural public transport to improve access across the county	<input type="checkbox"/>	<input type="checkbox"/>
17. Services for residents living at Gypsy and Traveller sites in the county	<input type="checkbox"/>	<input type="checkbox"/>
18. Speaking up for residents who are unable to speak up for themselves	<input type="checkbox"/>	<input type="checkbox"/>
19. Street lighting on roads	<input type="checkbox"/>	<input type="checkbox"/>
20. Supporting communities to independently deliver local services e.g. Libraries, community centres, grass cutting, activities for young people, youth clubs	<input type="checkbox"/>	<input type="checkbox"/>
21. Supporting residents to care for others in their community and themselves	<input type="checkbox"/>	<input type="checkbox"/>
22. Supporting the development of children so they are ready to learn to their full potential when they start school e.g. children's centres, pre-schools	<input type="checkbox"/>	<input type="checkbox"/>
23. Supporting school children to learn to their full potential so they are ready for the workplace e.g. specialist teaching services, Connexions	<input type="checkbox"/>	<input type="checkbox"/>
24. Supporting voluntary organisations to run community based services	<input type="checkbox"/>	<input type="checkbox"/>
25. Working to make non-statutory services pay for themselves to help minimise service reductions	<input type="checkbox"/>	<input type="checkbox"/>
26. None of these	<input type="checkbox"/>	<input type="checkbox"/>

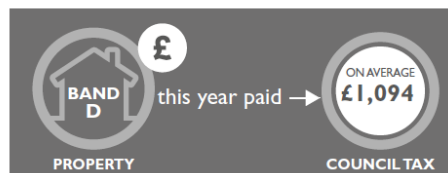
**YOUR CHOICES - COUNCIL TAX**

Two thirds of our budget comes from council tax. With the reduction in Government funding we are increasingly reliant on council tax. The level of council tax we set will directly affect the £12m gap.

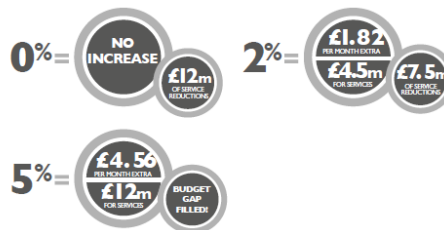
Did you know **only part** of your council tax is paid to us?



The other organisations will decide separately whether or not to increase their parts of *your council tax*.



What could an increase mean for me if I lived in a Band D property\*\*?



3. When we set the level of council tax next year, which of the following options would you prefer?

TICK • ONE BOX ONLY

- Freeze council tax** – this would mean closing some services and considerable reductions in others to ensure that we can continue to meet our legal and moral responsibilities to protect the most vulnerable.
- Increase council tax by 2%** – this would create a more sustainable year on year budget plan for safeguarding children, but still require some tough decisions and savings to be made in other services.
- Increase council tax by 5%** – this would create a more sustainable year on year budget plan for safeguarding children and caring for the elderly. Investment in roads could also be continued but this would still require some tough decisions and savings to be made in other services.

\*Please note: Under current Government rules a local referendum (vote) would need to be held for any increase above 2%. Holding a referendum would incur some costs, however we can keep these costs down by holding the vote during an election period.  
\*\*over 12 months

Deadline for responses: **9 November 2014**



**ABOUT YOU**

Please fill in this section to complete the questionnaire. This information enables us to use the results to understand the views of different groups of people. Please be assured that all the information you give will be kept completely confidential.

**4: Which district do you live in?**  
Please select one option only

- Aylesbury Vale
- Chiltern
- South Bucks
- Wycombe
- Other District

**5: How old are you?**  
Please select one option only

- 16-24
- 25-34
- 35-44
- 45-54
- 55-64
- 65-74
- 75+

**6: Are you male or female?**  
Please select one option only

- Male
- Female

**7: Are there any children in your household aged 0-17?**  
Please select one option only

- Yes
- No

**8: Are your day-to-day activities limited because of a health problem or disability which has lasted, or is expected to last, at least 12 months? Please include any problems related to old age.**  
Please select one option only

- Yes, limited a lot
- Yes, limited a little
- No

**9: To which of these ethnic groups do you consider you belong to?**  
Please select one option only

- White
- Mixed
- Asian or Asian British
- Black or Black British
- Other groups
- Prefer not to say

**10: Which of these activities best describes what you are doing at present?**

- Employee in full-time job (30 hours plus per week)
- Employee in part-time job (under 30 hours per week)
- Self employed full or part-time
- On a government supported training programme (e.g. Modern Apprenticeship/ Training for Work)
- Full-time education at school, college or university
- Unemployed and available for work
- Permanently sick/disabled
- Wholly retired from work
- Looking after the home
- Doing something else

**11: If you work, which of these locations best describes where you work?**  
Please select one option only

- Outside of Buckinghamshire
- In Buckinghamshire
- In Buckinghamshire for Buckinghamshire County Council

**12: What is your full home postcode?**

**13: Online consultations, latest news and events**

If you would like to keep up to date with the latest news, events and consultations from the Council please give us your email address below.

In accordance with the Data Protection Act 1998 the Council will not sell or share your personal details.

**14: Comments**

Please let us know if you have any other comments on the budget or what the Council delivers that you would like us to take into account when setting the budget next year?

Keep up to date with the latest news, events and information from the Council direct to your inbox. Visit <http://mybucks.bucksc.gov.uk> to subscribe.

Please return to address below or save on the postage and do it online:

FREEPOST RTGZ-CKKB-BJET  
Buckinghamshire County Council  
Policy Performance and Communications  
New County Offices  
Walton Street  
Aylesbury  
HP20 1UA

**TOUGH DECISIONS FOR TOUGH TIMES**

OUR BUDGET CONSULTATION – Tell us where you want us to prioritise spending in the future



Do it online

**BUCKSCC.GOV.UK/BUDGET**

Our Buckinghamshire @Bucksc #BucksBudget

1889  
2014 | **125**  
years of service





## **Appendix 3 - Differences for demographic groups of Residents**

Note that all differences between groups listed below are statistically different (significant) to a level of 95%.

### **Council Tax**

#### **Those more likely to want to freeze council tax**

- Those with children aged 0-17 living in the household compared to those with no children to want to freeze council tax (**27%** v 21%)
- Those limited by a disability were more likely to want to freeze council tax (**26%**) compared to those without a disability (22%)
- Lower socio-economic groups (ACORN Financially Stretched and Urban Adversity **27%**) compared to the more wealthy groups (Affluent Achievers and Rising Prosperity 17%).
- Those from a BME ethnic group compared to a White ethnic group (37% v 20%)
- Those living in Wycombe District compared to those living in Chiltern (26% v 20%)
- Men compared to women (25% v 21%)

#### **Those more likely to want to increase council tax by 2% or 5%**

- Those working for BCC (**79%**) compared to those who work in Bucks (69%) or out of county (68%).

#### **Those more likely to want to increase council tax by 2%**

- Those working for BCC compared to those who work outside of Bucks (46% v 37%)
- The younger age groups (43% aged 16-34 v 35% 55-64)
- Those working compared to those not in employment (42% v 37%)
- Those from a White ethnic group compared to those from a BME ethnic group (41% v 26%)
- Women compared to men (44% v 34%)

#### **Those more likely to want to increase council tax by 5%**

- Those working for BCC compared to those who work in Bucks (33% v 26%)
- Those living in a rural area (37%) compared to those living in an urban area (28%)
- Those without a disability compared to those limited by a disability (31% v 25%)
- Higher socio-economic groups (ACORN Affluent Achievers and Rising Prosperity 36% v Financially Stretched and Urban Adversity 24%)
- Older age groups (31% aged 65+ v 25% aged 16-34)
- Men compared to women (33% v 27%)

### **Resident choices for investment and reduced spending**

#### **a) Improving the condition of roads (62%)**

##### **More likely to want investment to continue**

- Those living in Chiltern District (63%), South Bucks District (69%) and Wycombe District (65%) compared to those living in Aylesbury Vale District (56%)
- Those working outside of Bucks compared to those working for BCC (69% v 47%)

#### **b) Safeguarding vulnerable children and adults (61%)**

##### **More likely to want investment to continue**

- Women compared to men (69% v 53%)
- Those with children aged 0-17 in the household compared to those with no children in the household (67% v 59%)
- Those living in Aylesbury Vale District compared to those living in Chiltern District (65% v 57%)
- Those limited by a disability compared to those without a disability (68% v 61%)
- Those working for BCC compared to those who work in Bucks (77% v 61%)
- Those living in urban areas compared to those living in market towns (66% v 58%)

#### **c) Protecting people from crime / ASB (50%)**

##### **More likely to want investment to continue**

- Those living in Wycombe District (55%) compared to those living in Aylesbury Vale District (47%)
- Women compared to men (54% v 47%)
- Those with children aged 0-17 living in the household compared to those with no children in the household (54% v 49%)
- Those from more deprived areas compared to those living in less deprived areas (62% IMD 3-4 v 49% IMD 8-10)
- Those from lower socio-economic groups (ACORN Financially Stretched and Urban Adversity 59% v Affluent Achievers and Rising Prosperity 44%)

#### **d) Provide disabled/vulnerable child/adult choice of care (49%)**

##### **More likely to want investment to continue**

- Those living in South Bucks District (55%) and Aylesbury Vale District (53%) compared to those living in Wycombe District (47%) and Chiltern District (42%)
- Women compared to men (57% v 42%)
- Those limited by a disability compared to those without a disability (61% v 48%)
- Those working for BCC compared to those who work outside of Bucks (64% v 43%)

**e) Providing care / support to stay in their own homes (48%)**

**More likely to want investment to continue**

- Those living in Aylesbury Vale District (50%) and Chiltern District (52%) compared to those living in Wycombe District (43%)
- Women compared to men (53% v 43%)
- Those with no children aged 0-17 in the household compared to those with children in the household (53% v 39%)
- Those not in employment compared to those in employment (59% v 45%)
- Those working for BCC (53%) compared to those working outside of Bucks (41%) or those working in Bucks (44%)
- Those from a white ethnic group compared to those from a BME ethnic group (50% v 34%)
- The older age groups (59% 55-74 and 68% 75+ v 36% 16-44)

**f) Managing waste and recycling (39%)**

**More likely to want investment to continue**

- Women compared to men (43% v 35%)
- Those from a BME ethnic group compared to those from a white ethnic group (54% v 40%)
- Those working outside of Bucks (42%) compared to those working for BCC (32%)

**g) Supporting communities to deliver services (34%)**

**More likely to want investment to continue**

- Those living in South Bucks District (41%), Chiltern District (37%) and Wycombe District (34%) compared to those living in Aylesbury Vale District (29%)
- Women compared to men (37% v 31%)
- Those limited by a disability compared to those without a disability (42% v 33%)
- Those living in market towns compared to those living in urban areas (40% v 32%)
- The older age groups (36% aged 55-74; 42% 75+ v 29% 16-34)
- Those from a white ethnic group compared to those from a BME ethnic group (35% v 25%)

**h) Attracting and supporting businesses (32%)**

**More likely to want investment to continue**

- Those living in Aylesbury Vale District (34%) and Wycombe District (36%) compared to those living in Chiltern District (26%) and South Bucks District (27%).
- Those without a disability compared to those limited by a disability (33% v 26%)
- Those in employment compared to those not in employment (35% v 26%)
- Those working in Bucks (39%) compared to those who work outside of Bucks (32%) or work for BCC (27%)
- Those living in an urban area compared to those living in a rural area (35% v 28%)
- Those from more deprived areas compared to those in less deprived areas (40% v 30%)
- Those from lower socio-economic groups (ACORN Financially Stretched and Urban Adversity 39% v Affluent Achievers and Rising Prosperity 29%)
- The younger age groups (38% aged 16-34 v 26% aged 65+)

**More likely to want to see a reduction in spending**

- Men compared to women (23% v 17%)

**i) Protecting and improving health and wellbeing (32%)**

**More likely to want investment to continue**

- Women compared to men (37% v 26%)
- Those living in Wycombe District (38%) compared to men those living in Aylesbury Vale District (27%) and Chiltern District (31%)
- Those limited by a disability compared to those without a disability (38% v 31%)
- Those from a BME ethnic group compared to those from a white ethnic group (51% v 31%)
- Those living in an urban area (34%) compared to those living in a rural area (28%).
- Those from lower socio-economic groups (ACORN Financially stretched and Urban Adversity 41% v Affluent Achievers and Rising Prosperity 28%)
- Those aged 16-24 (69%) compared to older groups (30% average)

**j) Supporting children so ready to start school (32%)**

**More likely to want investment to continue**

- Those living in Aylesbury Vale District (34%), Chiltern District (31%) and Wycombe District (33%) compared to those living in South Bucks District (24%)
- Women compared to men (35% v 28%)
- Those with children aged 0-17 in the household compared to those with no children in the household (42% v 26%)
- Those in employment compared to those not in employment (34% v 25%)
- Those from lower socio-economic groups (ACORN Financially stretched and Urban Adversity 35% v Affluent Achievers and Rising Prosperity 28%)
- Those living in an urban area compared to those living in a rural area (33% v 26%)
- The younger age groups compared to the older age groups (42% aged 16-34 and 41% 35-44 v 24% aged 45-54; 29% 55-64 and 21% 65+)

**More likely to want to see a reduction in spending**

- Those working in Bucks (16%) and outside of Bucks (16%) compared to those working for BCC (16% v 6%)

**k) Supporting children to learn to full potential (30%)**

**More likely to want investment to continue**

- Women compared to men (34% v 26%)
- Those with children aged 0-17 in the household compared to those with no children in the household (42% v 23%)
- Those in employment compared to those not in employment (32% v 25%)
- Those living in an urban area compared to those living in a rural area (33% v 27%)
- Those living in more deprived areas compared to those from less deprived areas (38% IMD 3-4 v 28% IMD 8-10)
- The younger age groups compared to those from the older age groups (34% aged 16-34 and 38% 35-44 v 27% aged 55-64 and 23% 65+)

**l) Pavements and lighting for footpaths (29%)**

**More likely to want investment to continue**

- Those living in South Bucks District (40%) and Chiltern District (34%) compared to those living in Wycombe District (28%) and Aylesbury Vale District (23%)
- Those limited by a disability compared to those without a disability (34% v 28%)
- Those not in employment compared to those in employment (38% v 27%)
- Those not working for BCC compared to those who work for BCC (28% v 20%)
- Those living in a market town compared to those living in a rural area (17%).
- Those living in more deprived areas compared to those from less deprived areas (IMD 3-4 35% v IMD 8-10 28%)
- Those from lower socio-economic groups (ACORN Financially stretched and Urban Adversity 40% v Affluent Achievers and Rising Prosperity 22%)
- Those aged 75+ (40%) compared to those aged 45-54 (26%)

**More likely to want to see a reduction in spending**

- Men compared to women (26% v 15%)

**m) Making services available online (28%)**

**More likely to want investment to continue**

- Men compared to women (33% v 24%)
- Those that responded online compared to those who responded by post (29% v 24%)
- Those aged 35-44 (31%) and aged 45-54 (36%) compared to those aged 16-34 (23%) and 65+ (24%)

**n) Supporting voluntary organisations to run community services (24%)**

**More likely to want investment to continue**

- Those living in Chiltern District and Wycombe District (28%) compared to those living in Aylesbury Vale District and South Bucks District (21%)
- Women compared to men (27% v 22%)
- Those with no children in the household compared to those with children aged 0-17 in the household (28% v 19%)
- Those limited by a disability compared to those without a disability (31% v 24%)
- Those not in employment compared to those in employment (27% v 23%)
- Those working in Bucks compared to those working outside of Bucks (26% v 19%)
- The older age groups compared to the younger age groups (36% 75+ v 20% aged 25-34)

**o) Bus services in urban areas (24%)**

**More likely to want investment to continue**

- Those with no children in the household compared to those with children aged 0-17 in the household (28% v 17%)
- Those living in Wycombe District (26%) compared to those living in Aylesbury Vale District (21%)
- Those limited by a disability compared to those without a disability (36% v 22%)
- Those not in employment compared to those in employment (36% v 19%)
- Those living in a market town (29%) or those living in an urban area (26%) compared to those living in a rural area (18%)
- Those from lower socio-economic groups (ACORN Financially stretched and Urban Adversity 28% v Affluent Achievers and Rising Prosperity 20%)
- The older age groups compared to the younger age groups (17% aged 16-34 v 29% 55-64; 36% 65+)

**More likely to want to see a reduction in spending**

- Men compared to women (29% v 20%)

**p) Providing rural public transport (24%)**

**More likely to want investment to continue**

- Those living in Aylesbury Vale District (27%) compared to those living in Wycombe District (21%)
- Those living in less deprived areas compared to those living in more deprived areas (25% IMD 8-10 v 17% IMD 3-4)
- Those with no children aged 0-17 in the household compared to those with children in the household (26% v 19%)
- Those not in employment compared to those in employment (30% v 21%)
- Those living in a rural area (30%) compared to those living in an urban area (18%).
- Older age groups compared to those in younger age groups (29% aged 55-64; 32% aged 65+ v 17% aged 16-34 )

**q) Supporting residents to care for others / themselves (23%)**

**More likely to want investment to continue**

- Those with no children aged 0-17 in the household compared to those with children in the household (25% v 19%)
- The older age groups compared to the younger age group (28% aged 55-64 and 27% aged 65+ v 18% aged 16-34)

- Those living in Wycombe District compared to those living in Aylesbury Vale District (26% v 21%)

**r) Streetlighting on roads (22%)**

**More likely to want investment to continue**

- Those living in Chiltern District (27%); South Bucks District (31%) and Wycombe District (23%) compared to those living in Aylesbury Vale District (14%)
- Those from a BME ethnic group compared to those white ethnic group (34% v 21%)
- Those working outside of Bucks (29%) compared to those working in Bucks (21%) and those working for BCC (13%)
- Those working in a market town compared to those living in a rural area (28% v 13%)
- Those from lower socio-economic groups (ACORN Affluent Achievers and Rising Prosperity 28% v Affluent Achievers and Rising Prosperity 18%)
- Older age groups (75+ 29% v 16-24 18%)

**More likely to want to see a reduction in spending**

- Men compared to women (35% v 26%)
- Those without a disability compared to those limited by a disability (32% v 24%)
- Those living in a rural area (46%) compared to those living in an urban area (26%) or market town (26%)
- Those living in less deprived areas compared to those living in deprived areas (35% IMD 8-10 v 23% IMD 3-4)

**s) Access to high speed broadband (20%)**

**More likely to want investment to continue**

- Those living in Aylesbury Vale District compared to those living in other Districts (27% v 16% CH; 14% SB; 18% WY)
- Men compared to women (24% v 18%)
- Those in employment compared to those not in employment (23% v 14%)
- Those working in Bucks compared to those not working in Bucks (27% v 19%)
- Those living in a rural area (33%) compared to those living in a market town (16%) or those living in an urban area (17%).
- Those from higher socio-economic groups (ACORN Affluent Achievers and Rising Prosperity 24% v Affluent Achievers and Rising Prosperity 14%)
- The younger age groups (22% 16-44; 24% 45-54; 21% 55-64) compared to those aged 65+ (14%)

**t) Make non-statutory services pay for themselves (16%)**

**More likely to want investment to continue**

- Men compared to women (19% v 13%)
- Those living in a rural area compared to those living in a market town or urban area (19% v 14%)
- Those living in Chiltern District compared to those living in South Bucks District (18% v 12%)
- Those from a White ethnic group compared to those from a BME ethnic group (17% v 9%)

**u) Speaking up for residents / Advocacy (15%)**

**More likely to want investment to continue**

- Women compared to men (18% v 12%)
- Those working for BCC compared to those working outside of Bucks (20% v 14%)
- Those from a BME ethnic group compared to those from a white ethnic group (23% v 15%)
- Those living in more deprived areas compared to those living in less deprived areas (22% IMD 3-4 v 13% IMD 8-10)
- Those from lower socio-economic groups (ACORN Financially stretched and Urban Adversity 19% v Affluent Achievers and Rising Prosperity 13%)

**v) Providing access to the countryside (15%)**

**More likely to want investment to continue**

- Those living in Chiltern District (20%) and Wycombe District (17%) compared to those living in Aylesbury Vale District (11%) and South Bucks District (11%)
- Men compared to women (17% v 13%)
- Those with no children aged 0-17 in the household compared to those with children in the household (17% v 12%)
- Those who work outside of Bucks (14%) or in Bucks (15%) compared to those working for BCC (8%)
- Those living in less deprived areas compared to those from more deprived areas (17% IMD 8-10 v 10% IMD 3-4)
- Those not in employment compared to those in employment (18% v 13%)
- Those living in a market town compared to those living in an urban area (18% v 13%)
- Those from a white ethnic group compared to those from a BME ethnic group (15% v 8%)
- The older age groups compared to the young age groups (19% aged 55-64 and 17% aged 65+ v 11% aged 16-34)

**w) Providing courses for adults (13%)**

**More likely to want investment to continue**

- Those living in Wycombe District compared to those living in Aylesbury Vale District (16% v 12%)
- Those working in Bucks compared to those working outside of Bucks (17% v 9%)
- Those living in an urban area compared to those living in a market town (16% v 12%)
- Those living in more deprived areas compared to those living in less deprived areas (19% IMD 3-4 v 12% IMD 8-10)
- Those from lower socio-economic groups (ACORN Financially stretched and Urban Adversity 17% v Affluent Achievers and rising Prosperity 12%)
- Those from a BME ethnic group compared to those from a white ethnic group (23% v 13%)
- Those aged 16-34 compared to those aged 65+ (16% v 11%)

**x) Providing cultural activities (12%)**

**More likely to want investment to continue**

- Those working in Bucks compared to those working for BCC (15% v 8%)
- Those living in Aylesbury Vale District (13%), Chiltern District (12%) and Wycombe District (14%) compared to those living in South Bucks District (7%)
- Those living in an urban area (16%) compared to those living in a market town (11%) or those living in a rural area (8%).
- Those living in more deprived areas compared to those in less deprived areas (22% IMD 3-4 v 11% IMD 8-10)
- Those aged 35-44 (15%) compared to those aged 45-54 (10%) and those aged 65+ (10%)

**y) Services for Gypsy / Traveller sites (3%)**

**More likely to want to see a reduction in spending**

- Those living in South Bucks District compared to the other districts (75% v 67% average)
- Men compared to women (70% v 64%)
- Those with children aged 0-17 in the household compared to those with no children in the household (73% v 64%)
- Those in employment compared to those not in employment (70% v 61%)
- Those working outside of Bucks (74%) or in Bucks (70%) compared to those working for BCC (62%)

**Staff**

The commentary below shows the only differences that are statistically significant (95% level) between staff and all residents for the questions on areas on reducing spending or maintain investment.

These are the only significant differences for Q1 and Q2:

Those working for BCC were more likely than all other respondents to want investment to continue in safeguarding vulnerable children and adults (77% v 59%); providing disabled or vulnerable children and adults with their choice of care (64% v 47%); speaking up for residents (20% v 15%); supporting the development of children so they are ready to learn when they start school (38% v 31%).

Those not working for BCC were more likely than those working for BCC to want investment to continue in bus services in urban areas (25% v 16%); managing waste and recycling (40% v 32%); pavements and footpath lighting (30% v 20%); improving the condition of roads (64% v 45%); providing cultural activities like museums (13% v 8%); providing access to the countryside (16% v 8%).

## Appendix 4 - Differences by type of organisations

### a. Improving the condition of roads (65%)

#### More likely to want investment to continue

- Private businesses compared to voluntary organisations (70% v 44%)
- Those responding from a single site (75%) compared to those responding from Headquarters (59%) or a branch (53%)

### b. Access to high speed broadband (61%)

#### More likely to want investment to continue

- Private businesses (74%) compared to organisations from the public sector (47%) and voluntary organisations (24%)
- Organisations from Wycombe District (72%) and Aylesbury Vale District (67%) compared to those based in Chiltern District (46%)
- Those responding on behalf of the headquarters compared to those from a branch (72% v 50%)

### c. Attracting and supporting businesses (47%)

#### More likely to want investment to continue

- Private businesses (57%) compared to organisations from the public sector (31%) or community/voluntary groups (25%)

### d. Safeguarding vulnerable children and adults (42%)

#### More likely to want investment to continue

- Voluntary organisations (62%) and those from the public sector (60%) compared to private businesses (38%)
- Organisations from Chiltern District (50%) and Aylesbury Vale District (48%) compared to those based in Wycombe District (29%)

### e. Protecting people from crime / ASB (40%)

#### More likely to want investment to continue

- Those responding from a single site compared to those responding from Headquarters (44% v 28%)

### f. Providing care / support to stay in their own homes (38%)

- No significant differences

### g. Provide disabled/vulnerable child/adult choice of care (34%)

- No significant differences

### h. Making services available online (32%)

#### More likely to want investment to continue

- Private businesses (35%) compared to community/voluntary groups (18%)

### i. Managing waste and recycling (31%)

#### More likely to want investment to continue

- Organisations from Aylesbury Vale District (36%) compared to those based in Chiltern District (21%)

### j. Supporting children to learn to full potential (26%)

- No significant differences

### k. Providing rural public transport (26%)

#### More likely to want investment to continue

- Organisations from the public sector (42%) compared to private businesses (23%)

### l. Supporting communities to deliver services (25%)

#### More likely to want investment to continue

- Voluntary organisations (47%) compared to private businesses (20%) and community groups (18%)
- Organisations from Wycombe District (30%), Chiltern District (27%) and Aylesbury Vale District (26%) compared to those based in South Bucks District (11%)

### m. Supporting voluntary org to run community services (23%)

#### More likely to want investment to continue

- Voluntary organisations (62%) compared to private businesses (15%)
- Organisations from Chiltern District (36%) compared to those based in Aylesbury Vale District (21%) and South Bucks District (19%)

### n. Protecting and improving health and wellbeing (22%)

- No significant differences

### o. Bus services in urban areas (21%)

- No significant differences

### p. Pavements and lighting for footpaths (20%)

#### More likely to want investment to continue

- Organisations from South Bucks District (32%) compared to those based in Aylesbury Vale District (17%)

**q. Supporting children so ready to start school (18%)**

- No significant differences

**r. Supporting residents to care for others / themselves (17%)**

**More likely to want investment to continue**

- Voluntary organisations (44%) compared to private businesses (15%)
- Those from Aylesbury Vale District (22%) compared to those based in South Bucks District (9%)
- Those responding from a single site compared to those responding from a branch (19% v 5%)
- Organisations with less staff compared to those with 50+ members of staff (20% 1 member of staff; 17% 2-9; 18% 10-49 v 9% 50 or more members of staff)

**s. Providing courses for adults (16%)**

- No significant differences

**t. Make non-statutory services pay for themselves (15%)**

- No significant differences

**u. Street lighting on roads (14%)**

**More likely to want investment to continue**

- Those from Chiltern District (27%) compared to those based in Wycombe District (11%) and Aylesbury Vale District (10%)
- Organisations with 10-49 staff compared to those with 1 member of staff (22% v 9%)

**v. Providing access to the countryside (13%)**

**More likely to want investment to continue**

- Organisations from the public sector compared to private businesses (29% v 8%)
- Those with one member of staff compared to those with 50 or more employees (18% v 5%)

**w. Speaking up for residents (10%)**

**More likely to want investment to continue**

- Voluntary groups (27%) and organisations from the public sector (18%) compared to private businesses (6%)
- Those responding from the Headquarters compared to those from a single site (16% v 7%)
- Organisations with 10-49 staff compared to those with 2-9 staff (17% v 6%)

**x. Providing cultural activities (8%)**

- No significant differences

**y. Services for Gypsy / Traveller sites (1%)**

**More likely to want investment to continue**

- Community groups (9%) compared to private businesses (2%); public sector (0%) and voluntary organisation (0%)