

Budget Consultation Results

(for the Council's 2019/20 Budget)

1. Executive Summary

Residents and organisations have been giving their views on the services where they feel the Council should be prioritising or reducing spending in order to live within its means. Alongside this respondents were also invited to make any general comments or suggestions regarding next year's budget.

This consultation was open from the 15 October 2018 to the 14 November 2018 and the results are considered by both Cabinet and Council when shaping and approving the final Budget for 2019/20.

There were a total of 1,731¹ completed responses to this year's Budget Consultation, which includes 1,703 residents and 28 representatives of organisations.

Six in ten respondents (64%) agreed with the Council's plan for living within its means, with a further one in ten respondents actively disagreeing with the proposal (13%). The level of agreement is similar to that seen in last year's consultation.

When considering respondents views regarding services where spending should be prioritised alongside where spending should be reduced (net results) the 10 services prioritised by the largest proportions of respondents are; Roads (54%), Supporting Vulnerable Adults and Older People (50%), Protecting Vulnerable Children (46%), Public Health (29%), Protecting the Environment (29%), Waste (24%), Education (22%), Pavements (10%), Public Transport (8%) and Community Safety and Consumer Protection (3%).

This was a self-selecting, online consultation that was open to all stakeholders. A range of promotional activity was undertaken to raise awareness of the survey and to encourage participation, this included:

- **Press releases** – two releases were distributed, one at the consultation launch and one towards the end of the consultation. The Press releases were sent to a wide range of local and regional media and news outlets, radio stations and community magazine and website editors
- **A range of social media activity** – including awareness-raising to the general public and paid-for activity to target residents that tend to be under-represented in previous Budget Consultations (in South Bucks and for specific under-represented audiences including young people, Black or Minority Ethnic Groups, families and unemployed audiences). This activity generated social media organic reach figures of 29,209 reaches and Social Media paid reach figures of 17,206 reaches².
- **MyBucks resident e-newsletter article** – special 'budget' edition. This sent a large amount of traffic to the online questionnaire, with 44% of respondents replying within the four days after the email was sent.
- **Internal Communications** – including the Council's internal Newsletter (ONE News), the Council's desktop computer login screens and on the Council's intranet site.

¹ This includes all respondents that partly answered the survey or completed the entire questionnaire.

² "Reach" refers to the number of individual social accounts a post has been seen by. For example, if it shows up on one person's Twitter feed twice, that is counted as one reach, however if it shows up on the same persons Twitter feed and then their Facebook feed, that counts as two reaches.

- "Organic" refers to reach we did not pay for, posted from the BCC social channels.

- Paid reach was targeting those in the south of the county, and demographics that are underrepresented, such as those from minority backgrounds and younger people.

2. Results

2.1 The Council's plan for living within its means

Respondents were presented with information regarding the Council's plan for living within its means.

This included information that explained that it is a legal requirement that the Council limits its spending to the income that it receives each year. It also explained that to ensure that the Council is able to provide services that it is required to by law, as well as other services that are most important to people, it is proposing to focus spending on priority areas and reduce spending in other areas. The plan included priorities to protect and new ways of working (see appendix 4.3 for more detail).

Six in ten respondents (64%) agree with the Council's plan for living within its means, and a further one in ten (13%) disagreed. The overall net level of agreement which looks at all those that agree to some extent (strongly agree and agree), minus all those that disagree to some extent (strongly disagree or disagree), is 51%. Note that although the Council's proposed plan for living within its means is different from last year's consultation, the level of overall agreement regarding last year's plan is similar to this year's consultation, where agreement last year was 61% for residents and 62% for organisations.

One fifth of respondents (18%) neither agreed nor disagreed with the proposal and 5% stated that they did not have an opinion.

Q1 How strongly do you agree or disagree with the Council's plan for living within its means?

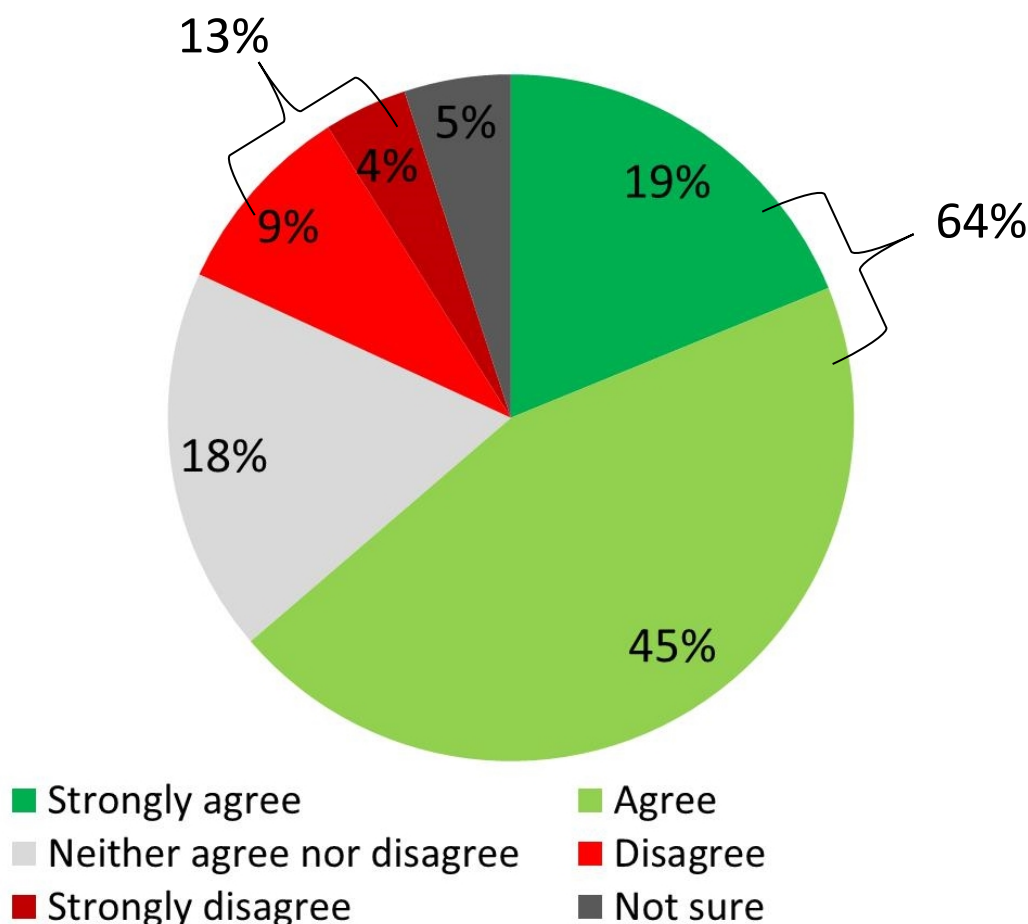


Figure 1: The Council's Plan for living within its means (1,731 respondents).

Differences in opinion for different groups of respondents were then analysed to understand whether they were statistically significant (see appendix 4.2). Note that there were no significant differences in results for this question between residents and organisations.

2.2 Service Priorities

When presented with a list of services, respondents were asked to select up to five services where they thought the Council should “prioritise spending”, and up to five services where the Council should “spend less”.

Q2. Looking at the list of services below, where do you think we should prioritise spending?

Please choose up to 5 services

Q3. Looking at the list of services below, where do you think we should spend less?

Please choose up to 5 services

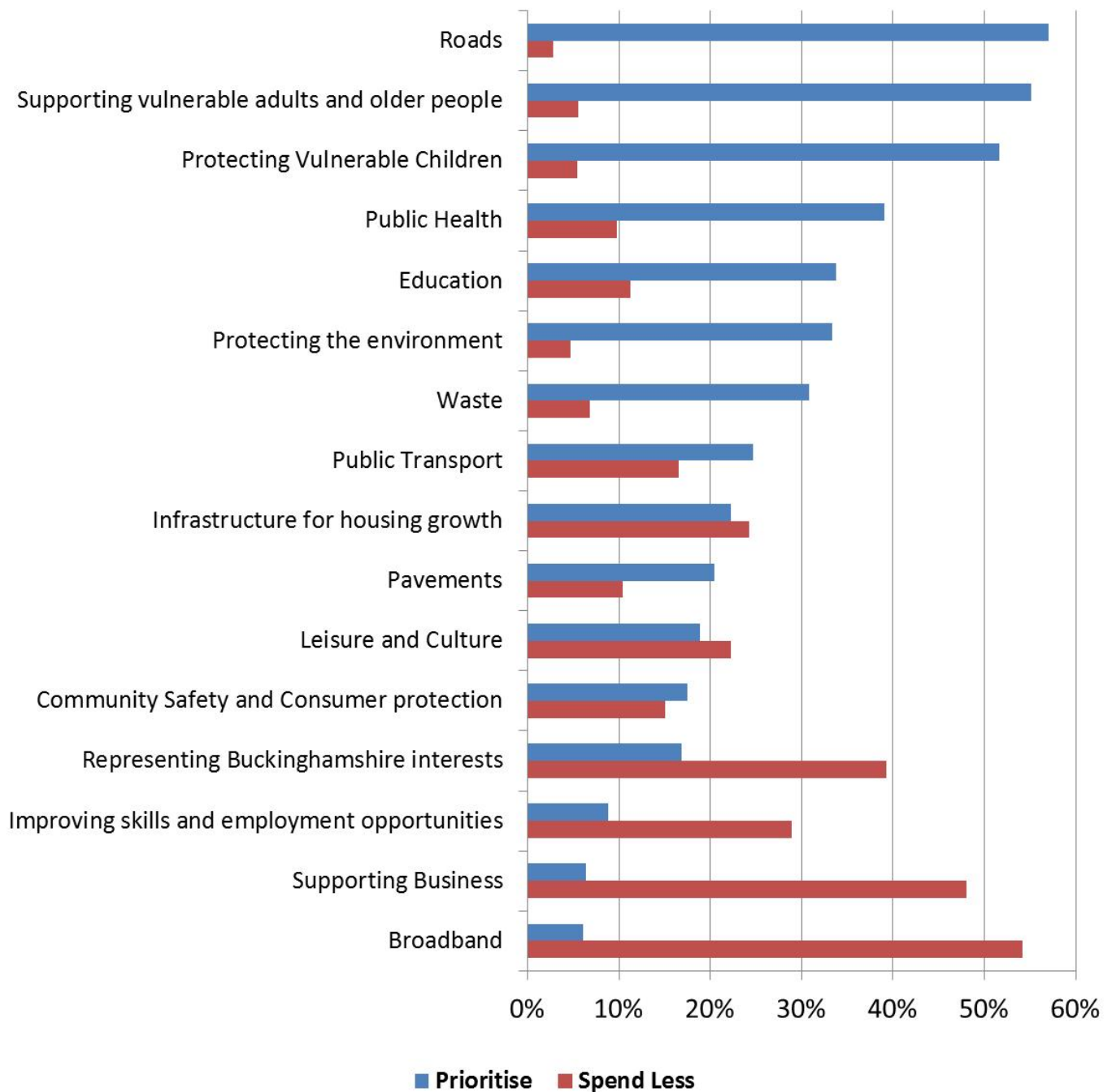


Figure 2: Proportion of the 1,731 residents and organisations responding to the “Prioritise spending” and “Spend less” questions.

Figure 2 shows that Roads, Supporting Vulnerable Adults and Older People, Protecting Vulnerable Children, Public Health and Education services were selected by the highest proportions of respondents as areas to prioritise spending.

This also shows that Broadband, Supporting Businesses, Improving Skills and Employment Opportunities, Representing Buckinghamshire residents' interests in major Government infrastructure projects and Infrastructure for housing growth were selected by the highest proportions of respondents as areas where the Council should spend less.

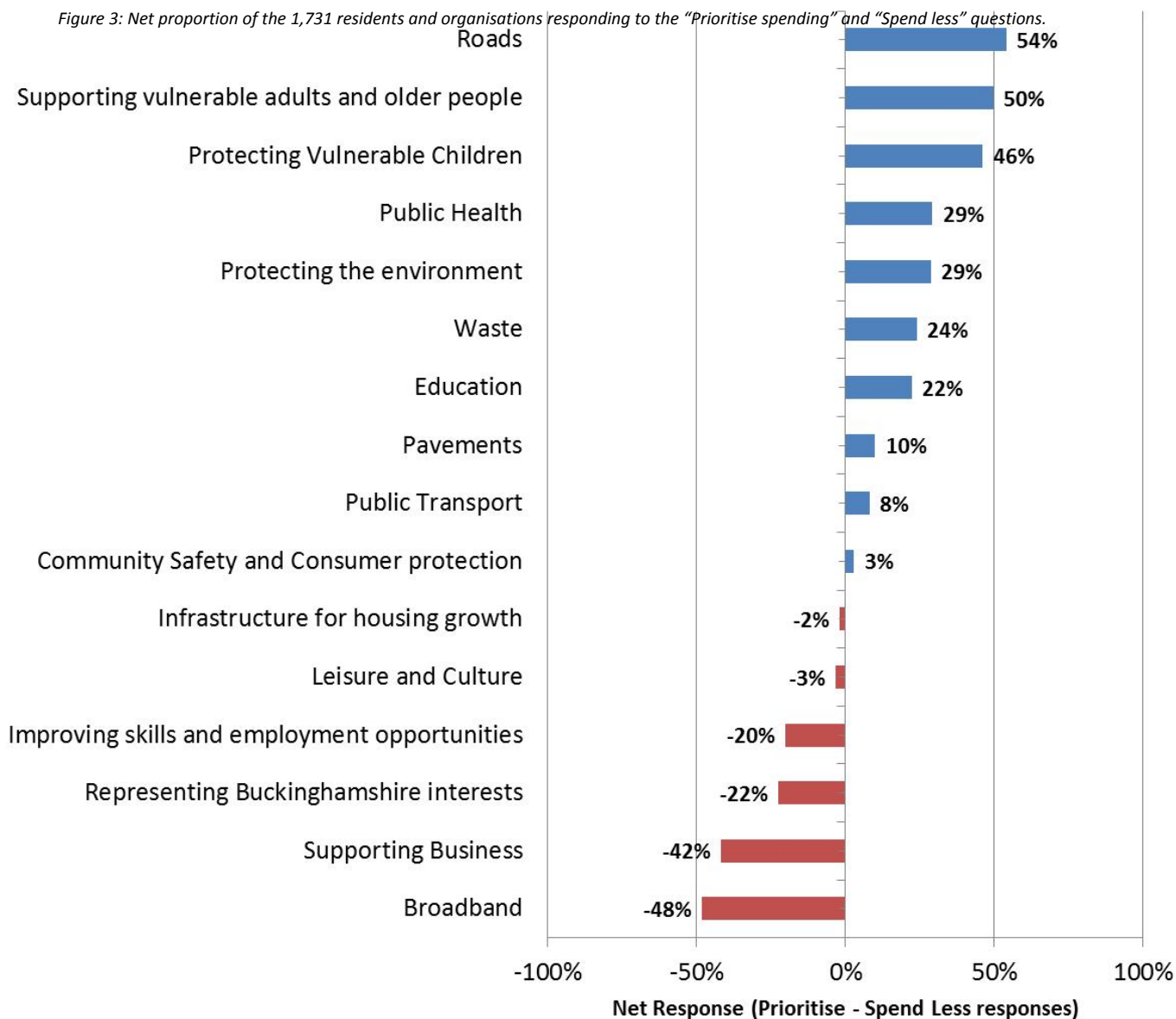
Differences for demographic groups appear in appendix 4.2. Note that there were two statistically different results when comparing organisations and resident based results:

- Residents are statistically more likely to prioritise waste than those representing organisations (33% v 4%).
- A statistically higher proportion of residents want to spend less on education than those representing an organisation (12% v 0%).

Services with a higher net position on spending

The graph below shows the 'net' position for each service, by looking at the proportion of people who prioritised spending and then minusing the proportion who selected that spending should be reduced.

Figure 3: Net proportion of the 1,731 residents and organisations responding to the "Prioritise spending" and "Spend less" questions.



The service areas described below had a high net priority – i.e. significantly more respondents overall chose to prioritise spending than to reduce it.

The Roads category (including maintenance) has the highest net priority (54%).

Services that support and protect the vulnerable also have a high level of net priority. This group relates to services that support vulnerable adults and older people (50%), and includes home care services, day care centres and residential/nursing care for older people. In addition this group also relates to services for children with Special Educational Needs and disabilities (SEND), fostering, adoption and social care to support children and families who are experiencing difficulties (46%).

Public Health services which include NHS Health Checks, support to prevent falls and hospital admissions, sexual health services and substance misuse services have a net priority of 29%.

Protecting the environment has a similar net priority to Public Health. The environmental category includes household recycling centres and fly-tipping and prosecutions with a net priority of 29%. The waste category regarding disposing of household waste, increasing recycling and energy recovery also had a similar net priority at 24%.

The Education category included supporting schools to improve educational results and readiness for adult life and has a net priority of 22%. Note that it is important to consider demographic differences for this group (appendix 4.2) as those respondents with children tended to prioritise Education higher than other demographic groups.

Services with a mid-range net position on spending

These are service areas where similar proportions of respondents chose to reduce and to prioritise spending.

Pavements have a net priority of 10%, which includes street lighting and pavement maintenance. The net priority for Public Transport is similar to this at 8%, which includes subsidised buses and community transport. However, large proportions of respondents selected to both prioritise spending (25%) and spend less on these services (17%).

Community safety, trading standards and consumer protection, including working to reduce crime and the exploitation of vulnerable people (e.g. scams) has a net priority of 3%. However, this category of service also had large proportions of respondents that selected to both prioritise spending (18%) and spend less on these services (15%).

A higher proportion of respondents selected to spend less on Infrastructure for housing growth than to prioritise spending (a net of minus 2%). This category includes contributions to new infrastructure for the future, such as roads and schools, where large proportions of respondents also both selected to prioritise spending (22%) and to spend less in this area (24%). Note that more respondents in Aylesbury Vale (31%) selected to prioritise spending in this area than those in other districts (24%).

The leisure and culture category shows a net priority of minus 3%, with a large proportion of respondents selecting to both prioritise and spend less on these services (19% and 22% respectively). Note that this category includes libraries, museums and country parks.

Services with a lower net position on spending

These are service areas where significantly more respondents overall chose to reduce spending than to prioritise it.

A net minus 20% of respondents selected to spend less on improving skills & employment opportunities (including adult learning courses and supporting life-long learning).

Representing Buckinghamshire residents' interests in major Government infrastructure projects such as HS2, Crossrail, Heathrow expansion, and the Oxford to Cambridge Expressway has a net priority figure of

minus 22%. However, there were large proportions of respondents that also selected to both prioritise spending (17%) in this area, but with a larger group who selected to spend less (39%).

Supporting Business, which includes high speed broadband and increasing job opportunities in areas with large housing growth, has a net priority figure of minus 42%.

Residential Broadband had the lowest net priority figure at minus 48%. Note that this category includes high speed broadband connectivity for residents in areas that telecoms operators would not otherwise provide.

Comparisons with previous year's priorities

This section compares this year's results with last year's consultation. However please note that there were some changes in the list of services provided and the descriptions of these services in this year's questionnaire.

Roads, supporting vulnerable adults and protecting vulnerable children are still the highest priority services based on net agreement (with a current net priority of 54%, 50% and 46% respectively), whereas improving skills and employment opportunities (with a current net priority of minus 20%) and supporting business (with a current net priority of minus 42%) are still among the lowest.

There has been an increase in overall net agreement for prioritising Public Health which has increased from a net 22% (residents) last year to a net 29% (residents and organisations) this year. Protecting the environment has seen a similar increase in net agreement levels (29% this year v's 23% last year).

The net agreement for Education has fallen from 36% (residents) last year to 22% (residents and organisations) in the current consultation.

Although infrastructure for housing growth had large proportions of respondents that both selected to prioritise spending (22%) and to spend less in this area (24%), overall net agreement for this service priority is minus 2% (residents and organisations), which has increased since last year when the overall net agreement was minus 8% (residents).

2.3 Comments and Suggestions

Out of the 1,731 respondents to the survey, 680 made specific comments. Each comment was categorised to understand common themes. Please note a respondent may have mentioned more than one theme – for example a respondent who commented on roads, education and waste and recycling would appear in all three categories. Note that only 14 organisations provided comments, with the most common categories being Children and Young People’s Services and Adults and Older People.

Q4. Please let us know if you have any other comments or suggestions that you would like us to take into account when budgeting for your services next year?

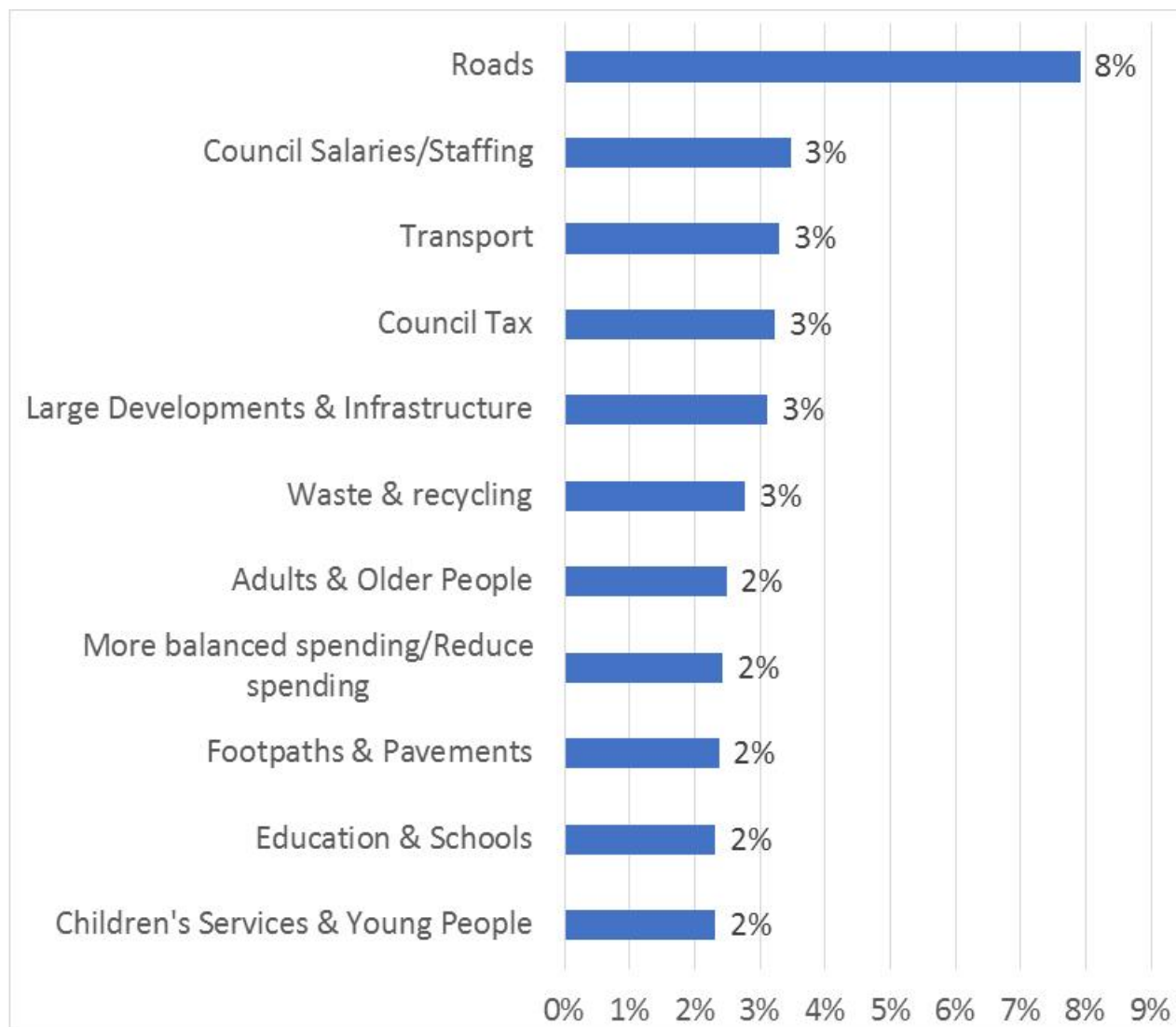


Figure 4: top 11 most mentioned categories. Based on 680 respondents who made an additional comment as a proportion of the total number of respondents (1,731).

Figure 4 above shows the top 11 most mentioned categories for this question. The full list of categories appears in appendix 4.1.

Roads

There were 137 comments which referenced roads, with key concerns regarding pot holes and insufficient or poor repair of pot holes, the suggestion for roads to be re-surfaced, and poor maintenance of roads in villages and rural areas.

“The pot holes are getting worse I would like to see these repaired please”

“the roads have to be repaired...”

Council Salaries/Staffing

60 respondents commented on either salaries at the Council, or a more generalised comment regarding the effectiveness of Council employees or use of interims and contractors.

“No more use of consultants. Council employees should have the skills and decision making powers”

“Stop wasting money on big salaries at the top of the Council. “

“Extra staffing to ensure services are offered efficiently and on time.”

Transport

57 respondents raised comments regarding the infrastructure of our transport links and accessibility of public transport especially for vulnerable people or those living in rural areas.

“more bus services within Buckinghamshire”

“The elderly and the lonely ...(need)... better buses services that are free for the old and cheap for everyone else so they use buses instead of their car”

“Provide more public transport at more affordable prices and encourage people to use their cars less.”

“Improve public transport for villages. Like a late night bus service.”

Council Tax

Comments were generally in favour of increasing Council Tax to fund any budget deficit, whereas some respondents suggested we should not increase Council Tax further.

“I am happy for more of an increase in council tax to help fund services.”

“Please please no more council tax rises already highest in country”

Large Developments and Infrastructure

Comments in this category were largely concerned about the lack of infrastructure around housing developments

“In view of the emphasis for increased housing in the area, then the priority must be increased spending on infrastructure.”

“Don't build more houses when you don't have the infrastructure to support them.”

Waste and recycling

Comments covered a range of topics from concerns around fly tipping and closures of waste and recycling centres

“closing recycling centres will lead to more fly tipping and extra costs.”

“Try to recover costs by intelligent recycling, i.e. sale of precious metals in discarded IT equipment.”

Adults and Older People

Concerns regarding the provision of care for elderly residents as well as ensuring that charging for some services were fair

“Services for older people should be a priority”

“Ensuring that older people are treated fairly when it comes to care so those who have been financially responsible are not overcharged to subsidise the care of those who do not have to pay.”

More balanced spending/reduced spending

Some general comments around spending money ‘well’, as well as concerns that the budget should be more evenly spent across all services and rural areas not being forgotten

“spend more money in south bucks. “

“Existing percentage spend on social care (38%) is disproportionately high. A more balanced spending budget would be more equitable.”

“Less money on bureaucracy & more on running services efficiently - currently, there's a lot of waste due to mismanagement of funds”

Footpaths and Pavements

Concerns regarding the poor maintenance and upkeep of pavements and footpaths

“Please spend money on roads and pavements. The state that they have been allowed to get to is truly shocking.”

“Please invest in public paths as they contribute massively to people's health and to the local economy.”

Children’s Services and Young People

Concerns regarding safeguarding children, ensuring no further cuts to children’s services and improving existing children’s services

“The more money that can be invested in children, the better their outcomes will be and the better the general economy will be in the long run.”

“Community Safety and Children’s Services should prioritise protecting children at risk of being exploited for criminal purposes, through mentoring and education. This is a good long term strategy to prevent crime and anti-social behaviour in our county.”

Education and schools

Concerns regarding support for children with Special Educational Needs and overall cuts to education and school transport.

“More funding for schools required.”

“Improve funding for schools who have high levels of children in need.”

3. Respondent profile

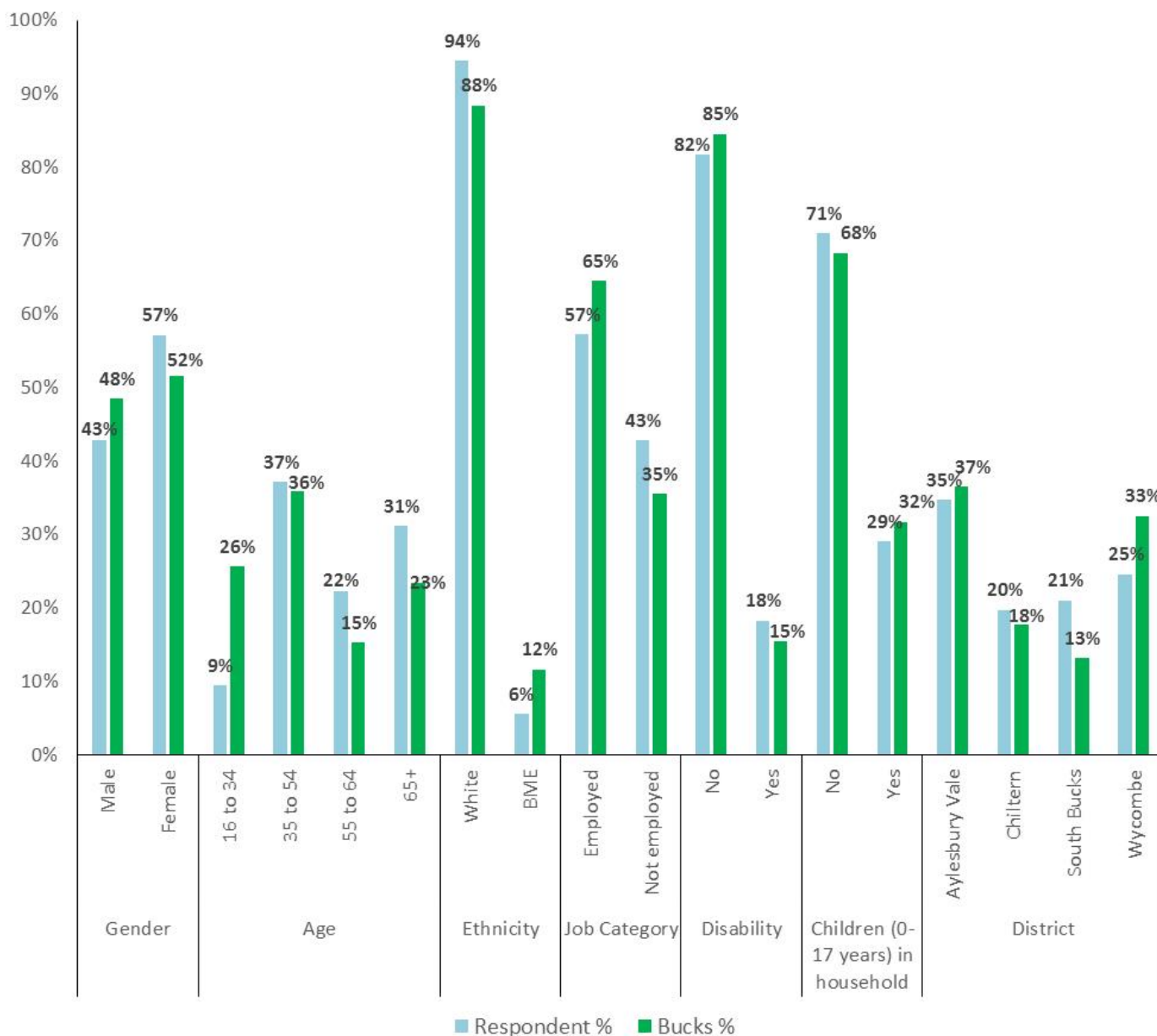
3.1 Residents

The profile of those residents who responded to the survey was compared to the Buckinghamshire demographic profile to understand whether the survey sample contains an over or under representation of certain demographic groups.

Figure 5: Results relate to valid respondents for each question (excluding those who did not answer questions about their demographic characteristics).

Bases: Residents - Gender (1,417), Age (1,447), Ethnicity (1,333), Disability (1,427), Present Job Category (1,491), District ((1,472) not including the out of county group of 17).

Demographic Profile of Respondents



The profile of respondents generally matches the profile of the County. There are some notable differences for younger people aged 16-34 (9% v's 26% in Bucks) where the proportion of respondents is around one third of the Bucks profile, and for those from Black or Minority Ethnic Groups, where the proportion of respondents (6%) is half of the Buckinghamshire profile (12%).

Resident's postcodes were also linked to an ACORN category for their local area. This is a classification of people according to a range of demographics (which help us understand their level of deprivation) based on the area that they live in (source: CACI 2018).

There are 6 categories that have been used in this analysis. Respondents in the least deprived group "Affluent Achievers" are overrepresented by 11 percentage points compared to the Buckinghamshire profile. There is a slight underrepresentation of those in the more deprived categories; "Financially Stretched" (10% compared to the Buckinghamshire profile of 15%) and "Urban Adversity" (respondent profile is half of Buckinghamshire's proportion).

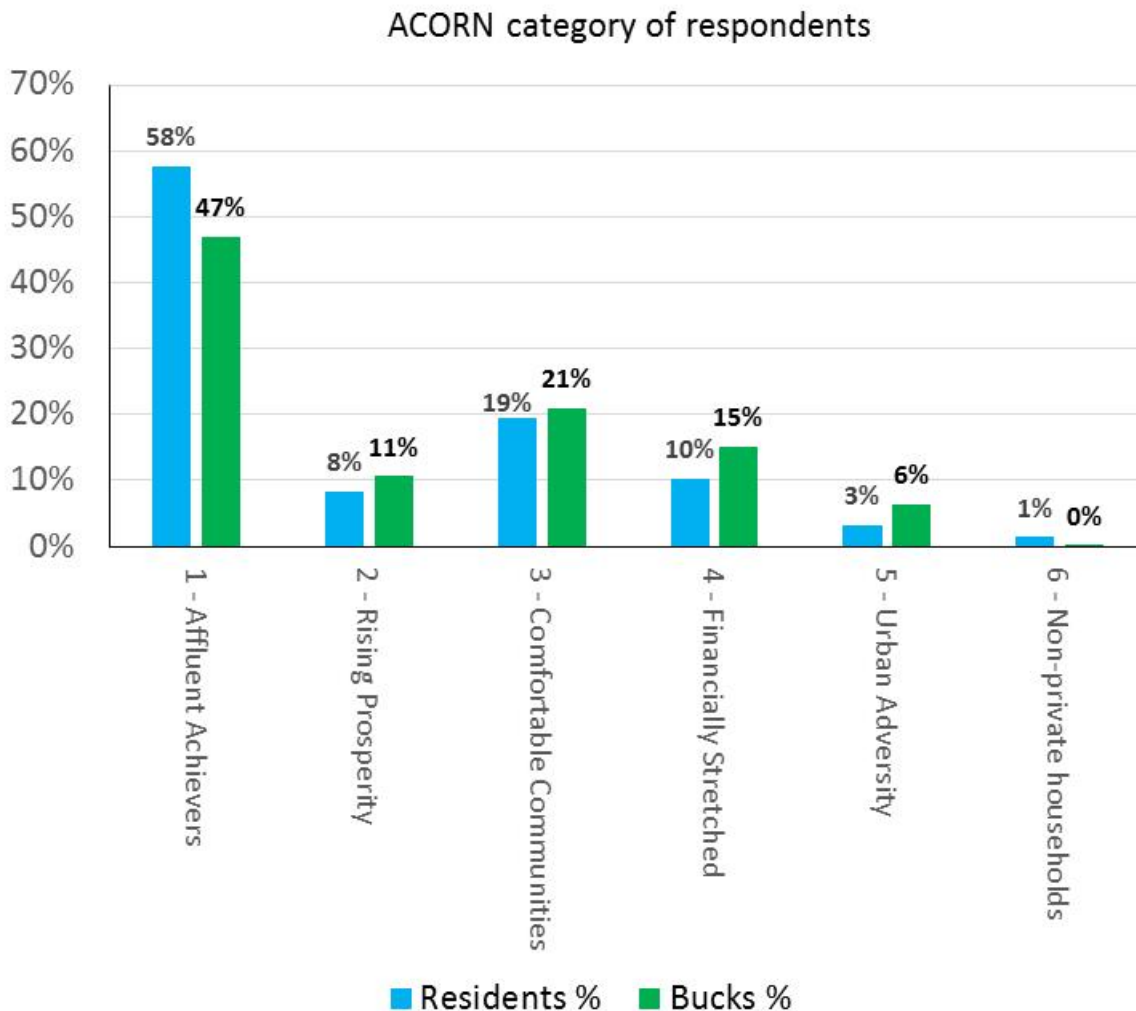


Figure 6: Results relate to valid respondents for each question (excluding those who did not answer questions about their postcode which is used to link to ACORN information). Bases: Residents with a valid postcode (1,254)

3.2 Organisations

There were 28 organisations that responded to the consultation. The categories of organisations that responded are shown below (where organisations provided the relevant information).

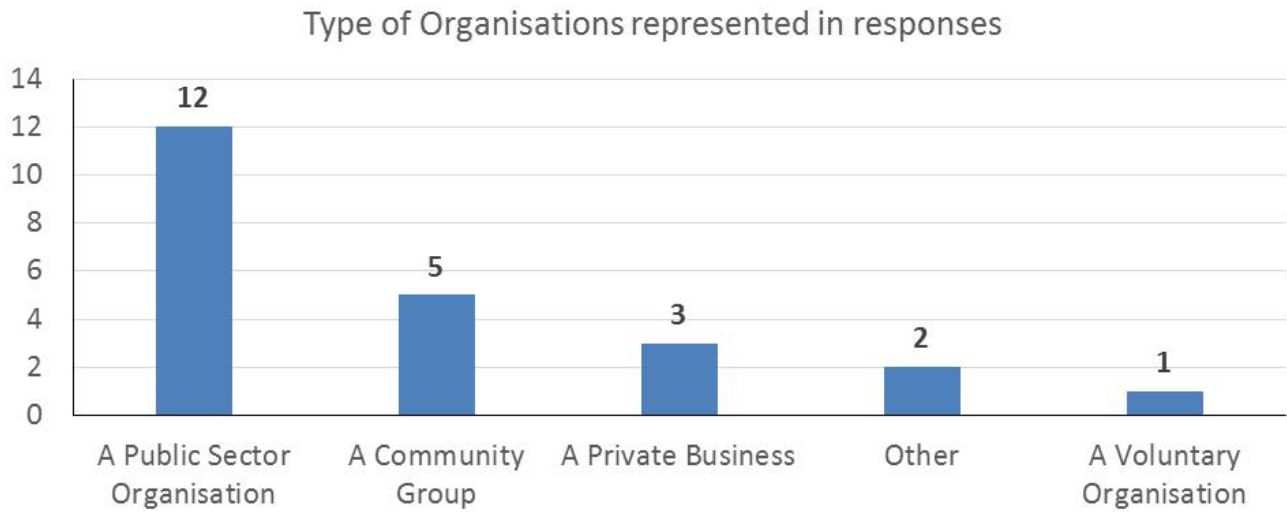


Figure 7: Types of organisations responding (where the response was provided) – 23 respondents (5 did not provide the information)

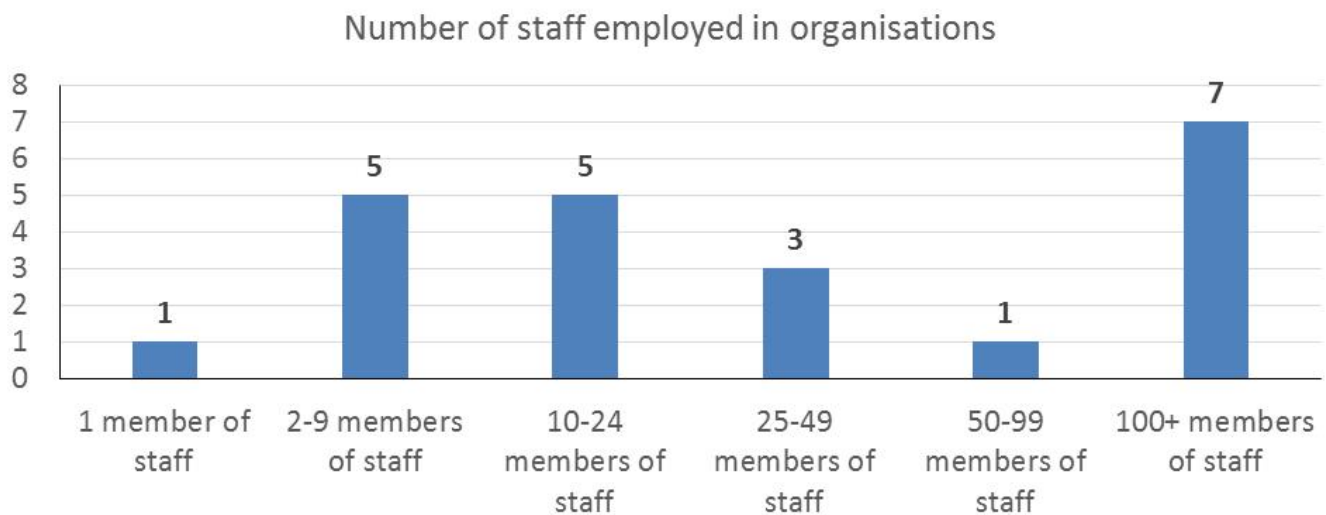
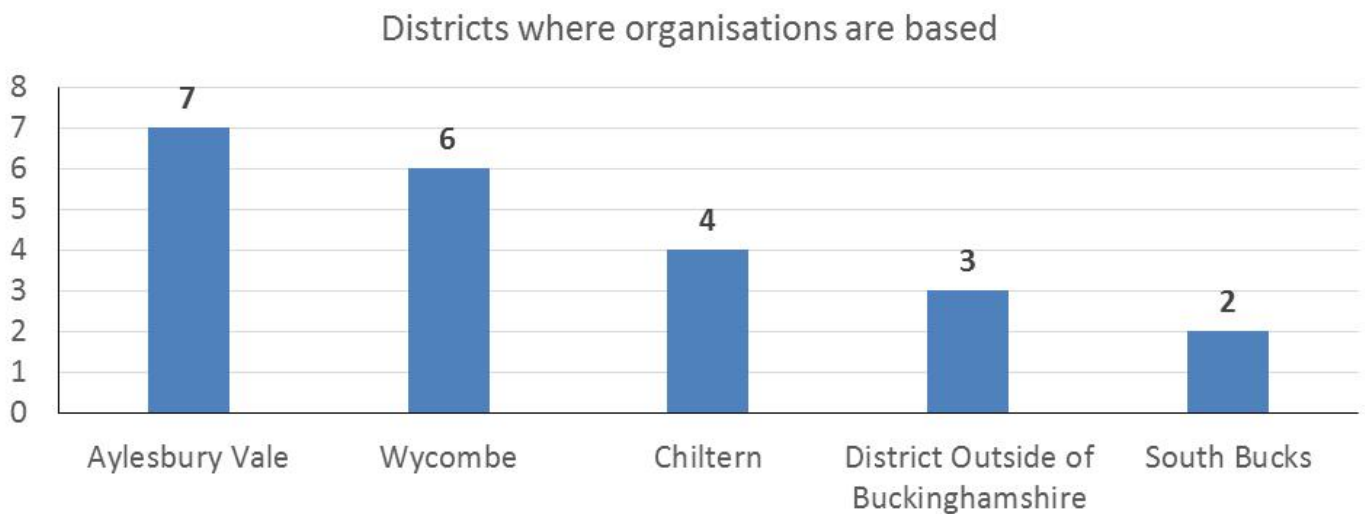


Figure 8: Number of organisations responding (where a valid response was provided) – 22 respondents (6 did not provide the information)



The following organisations responded to the consultation (where an organisation’s name was provided):

- Chiltern Development Training Ltd.
- Invesco
- NHS
- A Middle School
- Two Parish Councils
- A young person's Voluntary Organisation
- Thames Valley Police
- Buckinghamshire Business First
- Three responses from services that are part of Buckinghamshire County Council.

4. Appendix

4.1 Appendix – full set of categories from comments

Q4. Please let us know if you have any other comments or suggestions that you would like us to take into account when budgeting for your services next year?

Note that there can be multiple categories per comment for the same respondents.

Category	Responses	Percentage
Roads	137	8%
Council Salaries/Staffing	60	3%
Transport	57	3%
Council Tax	56	3%
Large Developments & Infrastructure	54	3%
Waste & recycling	48	3%
Adults & Older People	43	2%
More balanced spending/Reduce spending	42	2%
Footpaths & Pavements	41	2%
Children's Services & Young People	40	2%
Education & Schools	40	2%
Working with partners	39	2%
Vulnerable People	37	2%
Engaging & Supporting local community	30	2%
Improve Services	28	2%
Parking	23	1%
Villages	21	1%
NHS	21	1%
Central Government spending/funding	21	1%
Environmental	20	1%
Street Lighting	19	1%
HS2	18	1%
Housing	18	1%
Value for money	18	1%
Libraries	17	1%
Unitary	17	1%
Mental Health	16	1%
Support Local Business	15	1%
No cuts	14	1%
Policing	14	1%
Means Testing/Subsidised services	14	1%
Parks, Recreation & Green Spaces	14	1%
Loss of greenbelt	13	1%
Make Bucks a nice place to live	12	1%
Unhappy with survey	11	1%
Clarity on current expenditure	10	1%
Difficult Job	9	1%
Training/Employment	9	1%
BCC Digital Services	7	0.4%
Increase broadband speeds for rural communities	5	0.3%
Youth projects	4	0.2%
Small/minority community groups	4	0.2%
Community Safety	4	0.2%
Parish Council's	3	0.2%
Oxford to Cambridge Expressway	3	0.2%

School Taxis	3	0.2%
Deprived areas	3	0.2%
Heathrow	3	0.2%
Income generation	3	0.2%
Borrow money	2	0.1%
Renewable Energy	1	0.1%
Spend less on leaflets	1	0.1%
Local Lottery	1	0.1%
Funding for DV and Women's Aid	1	0.1%
Performance against other Council's	1	0.1%
Access to all services	1	0.1%

4.2 Appendix - Differences for Demographic Groups

Responses have been analysed for different groups of people. Results have been compared within each demographic category (i.e. gender: male, female) to show where results are statistically different from each other (to a 95% level of confidence)³.

4.2.1 The Council's plan for living within its means

- Residents in Aylesbury Vale are statistically more likely to agree than those in South Bucks (69% v 60%).
- 55-64 and 65+ year olds are statistically more likely to agree than 16-34 year olds (67%/72% v 56%).
- People aged 16-34 and 35-54 are statistically more likely to disagree than 65+ year olds (16%/16% v 10%).
- Those without children aged 0-17 in the household are statistically more likely to agree with the plan compared to those who do (67% v 60%).
- Additionally, those with 0-17 year olds in the household are statistically more likely to disagree than those without (16% v 12%).
- Those who do not have a disability are statistically more likely to agree with the plan compared to those who do (68% v 58%).
- People of white ethnicity are statistically more likely to agree than BME individuals (68% v 56%).
- Similarly, BME individuals are statistically more likely to disagree than white individuals (23% v 12%).
- Retired individuals and those looking after the home are statistically more likely to agree than those in employment (74%/73% v 62%).
- Employed people are statistically more likely to agree than those in "other"⁴ employment categories (62% v 50%).
- Employed groups are statistically more likely to disagree than those looking after the home and retirees (16% v 7%/7%).
- Those in "other" employment groups are statistically more likely to disagree than all other categories (23% v 13% average).
- Those respondents classified as "Affluent Achievers" and "Rising Prosperity" (top 2 ACORN categories – low deprivation) are statistically more likely to agree than those in categories 3 "Comfortable Communities" and 4 "Financially Stretched" (71/76% v 60/60%).

4.2.2 Areas to prioritise spending

Protecting Vulnerable Children

- Residents in Aylesbury Vale & Wycombe are statistically more likely to prioritise protecting vulnerable children compared to residents in Chiltern and South Bucks (59%/61%) v (47%/51%).
- Residents aged 35-54 & 55-64 are statistically more likely to prioritise protecting vulnerable children than those aged 65+ (63%/59% v 48%).
- Females are statistically more likely to prioritise protecting vulnerable children than males (64% v 45%).
- Residents with dependent children (aged 0-17) in the household are statistically more likely to prioritise protecting vulnerable children than those without (65% v 52%).

³ Note that this is a self-selecting survey and although it is standard practice to statistically test results, the theoretical application of significance testing is based in random sampling approaches (rather than self-selecting surveys). Statistical differences are also noted when there are at least 28 in the demographic group.

⁴ "Other" includes: those in government supported training, full-time education, permanently sick/disabled or "doing something else".

- Those employed and in “other” employment categories are statistically more likely to prioritise protecting vulnerable children than retired individuals (60%/58% v 46%).
- Employees working at BCC are statistically more likely to prioritise protecting vulnerable children than those working elsewhere within Buckinghamshire and outside the county (76% v 59%/54%).
- Those in ACORN category 2 “Rising Prosperity” are statistically more likely to prioritise protecting vulnerable children than those in categories 1 “Affluent Achievers” and 3 “Comfortable Communities” (70% v 53%/58%).

Supporting vulnerable adults and older people

- Residents in Aylesbury Vale are statistically more likely to prioritise supporting vulnerable adults and older people than residents in Chiltern and South Bucks (65% v 52%/57%).
- Residents aged 55-64 and 65+ years are statistically more likely to prioritise supporting vulnerable adults and older people than 16-34 and 35-54 year olds (65%/64% v 44%/55%). Note the 35-54 group prioritised this area statistically greater than the 16-34 group also.
- Females prioritised supporting vulnerable adults and older people statistically greater than males (66% v 50%).
- Residents without dependent children (aged 0-17) in the household are statistically more likely to prioritise supporting vulnerable adults and older people than those with (62% v 52%).
- Disabled residents are statistically more likely to prioritise supporting vulnerable adults and older people than those without a disability (66% v 58%).
- Those in “other” employment categories are statistically more likely to prioritise supporting vulnerable adults and older people than those employed and looking after the home (70% v 56%/56%).
- Additionally, retirees are statistically more likely to prioritise supporting vulnerable adults and older people than those who are employed (65% v 56%).
- Respondents working at BCC or elsewhere within Buckinghamshire are statistically more likely to prioritise supporting vulnerable adults and older people than those working outside Buckinghamshire (64%/58% v 50%).
- People in Acorn category 2 “Rising Prosperity” are statistically more likely to prioritise supporting vulnerable adults and older people than those in category 5 “Urban Adversity” (68% v 49%).

Education

- Those living in Aylesbury Vale and Wycombe are statistically more likely to prioritise education than those living in South Bucks (39%/40% v 30%).
- Those aged 16-34 and 34-54 are statistically more likely to prioritise education than those aged 65+ (40%/46% v 27%).
- Those respondents with dependant 0-17 year old children in the household are statistically more likely to prioritise education than those without (57% v 28%).
- Those without a disability are statistically more likely to prioritise education than those with a disability (39% v 27%).
- People who are employed or looking after the home are statistically more likely to prioritise education than retirees (42%/39% v 26%).
- Those in ACORN category 2 “Rising Prosperity” are statistically more likely to prioritise education than those in category 1 “Affluent Achievers” (45% v 34%).

Roads

- Residents in Chiltern and South Bucks are statistically more likely to prioritise roads than those in Aylesbury Vale and Wycombe (66%/69% v 58%/56%).
- Those aged 65+ are statistically more likely to prioritise roads than those aged 16-34, 35-54 & 55-64 (69% v 58%/55%/61%).
- Males are statistically more likely to prioritise roads than females (69% v 55%).
- Those without dependent children (aged 0-17) in the household are statistically more likely to prioritise roads than those with dependent children in the household (64% v 54%).

- Retirees are statistically more likely to prioritise roads than those employed, looking after the home and in “other” employment categories (70% v 58%/57%/56%).
- People working in Buckinghamshire (not BCC employees) and outside the county are statistically more likely to prioritise roads than employees of BCC (61%/60% v 37%).
- People within ACORN category 1 “Affluent Achievers” are statistically more likely to prioritise roads than those in Categories 3 “Comfortable Communities, 4 “Financially Stretched” & 5 “Urban Adversity” (65% v 57%/52%/42%).

Pavements

- People in South Bucks are statistically more likely to prioritise pavements than those in Aylesbury Vale, Chiltern and Wycombe (33% v 16%/20%/24%). Note a statistical difference between Aylesbury Vale and Wycombe also.
- People aged 65+ are statistically more likely to prioritise pavements than those aged 55-64 (25% v 18%).
- Males are statistically more likely to prioritise pavements than females (24% v 20%).
- Those with dependent children (aged 0-17) in the household are statistically more likely to prioritise pavements than those without (24% v 18%).
- People in the “other” employment category are statistically more likely to prioritise pavements than employed individuals (28% v 20%).

Leisure and Culture

- People living in Chiltern are statistically more likely to prioritise leisure & culture than those living in Aylesbury Vale (24% v 18%).
- Employed individuals are statistically more likely to prioritise leisure & culture than those looking after the home or in “other” employment categories (22% v 11%/14%)
- People working outside of Buckinghamshire are statistically more likely to prioritise leisure & culture than those working within Buckinghamshire (not BCC employees) (28% v 18%).

Supporting Business

- People in Aylesbury Vale, Chiltern and Wycombe are statistically more likely to prioritise supporting business than those in South Bucks (8%/8%/7% v 3%)
- People aged 16-34 and 55-64 are statistically more likely to prioritise supporting business than those aged 35-54 and 65+ (13%/9% v 5%/5%)
- Those without dependent children (aged 0-17) in the household are statistically more likely to prioritise supporting business than those with dependent children in the household (8% v 5%).
- Those currently employed are statistically more likely to prioritise supporting business than retirees (8% v 5%)
- Those working within Buckinghamshire (not BCC employees) are statistically more likely to prioritise supporting business than those working outside Buckinghamshire (10% v 5%).
- Those in Acorn category 5 “Urban Adversity” are statistically more likely to prioritise supporting business than those in category 2 “Rising Prosperity” (15% v 4%).

Broadband

- People living in South Bucks are statistically more likely to prioritise broadband than those living in Wycombe (8% v 5%).
- People aged 16-34 are statistically more likely to prioritise broadband than those aged 35-54, 55-64 and 65+ (14% v 5%/7%/6%).
- Males are statistically more likely to prioritise broadband than females (8%v 5%)
- BME individuals are statistically more likely to prioritise broadband than people with white ethnicity (14% v 6%).
- Employed people are statistically more likely to prioritise broadband than retirees (7% v 4%).
- Those in ACORN category 1 “Affluent Achievers” are statistically more likely to prioritise broadband than those in categories 3 “Comfortable Communities” and 4 “Financially Stretched” (8% v 4%/3%).

Community Safety and Consumer Protection

- People living in Wycombe are statistically more likely to prioritise community safety and consumer protection than people in South Bucks (22% v 16%).
- Those aged 35-54 are statistically more likely to prioritise community safety and consumer protection than those aged 65+ (21% v 15%).
- BME residents are statistically more likely to prioritise community safety and consumer protection than white residents (38% v 17%).
- Employed individuals are statistically more likely to prioritise community safety and consumer protection than retirees (20% v 15%).
- People in Acorn category 5 “Urban Adversity” are statistically more likely to prioritise community safety and consumer protection than those in category 4 “Financially Stretched” (29% v 16%).

Public Health

- People in Wycombe are statistically more likely to prioritise Public Health than those in Aylesbury Vale, Chiltern and South Bucks (48% v 38%/40%/37%)
- Those aged 16-34 are statistically more likely to prioritise Public Health than all other age groups (55% v average 39%).
- Additionally, those aged 35-54 and 55-64 are statistically more likely to prioritise Public Health than those aged 65+ (43%/43% v 35%).
- Females are statistically more likely to prioritise Public Health than males (44% v 37%).
- Those with dependent children (0-17 years) in the household are statistically more likely to prioritise Public Health than those without (45% v 39%).
- Those in employment are statistically more likely to prioritise Public Health than those in “other” job categories and retirees (44% v 33%/36%).
- Those working outside of Buckinghamshire and within Buckinghamshire (not BCC employees) are statistically more likely to prioritise Public Health than employees of BCC (43%/47% v 27%).
- People in Acorn categories 4 “Financially Stretched” and 5 “Urban Adversity” are statistically more likely to prioritise Public Health than those in category 1 “Affluent Achievers”(50%/61% v 37%).

Public Transport

- People in Aylesbury Vale are statistically more likely to prioritise Public Transport than those in South Bucks and Wycombe (31% v 23%/25%).
- People aged 55-64 and 65+ are statistically more likely to prioritise Public Transport than those aged 35-54 (28%/30% v 21%).
- Those without dependent children (aged 0-17) in the household are statistically more likely to prioritise Public Transport than those with (29% v 20%).
- Retirees are statistically more likely to prioritise Public Transport than those in employment (31% v 24%).
- Employees of BCC are statistically more likely to prioritise Public Transport than those working outside of Buckinghamshire (33% v 20%).

Protecting the environment

- People in Chiltern, South Bucks and Wycombe are statistically more likely to prioritise protecting the environment than those in Aylesbury Vale (38%/44%/37% v 29%).
- Those aged 55-64 and 65+ are statistically more likely to prioritise protecting the environment than those aged 35-54 (38%/40% v 30%).
- Those without 0-17 year old dependent children in the household are statistically more likely to prioritise protecting the environment than those with (39% v 28%).
- People of white ethnicity are statistically more likely to prioritise protecting the environment than BME individuals (36% v 16%).
- Retirees are statistically more likely to prioritise protecting the environment than those who are employed (40% v 32%).

- People working outside Buckinghamshire are statistically more likely to prioritise protecting the environment than those working within the county (not BCC employees) (37% v 29%).
- Those in Acorn category 1 “Affluent Achievers” are statistically more likely to prioritise protecting the environment than those in categories 3 “Comfortable Communities” and 5 “Urban Adversity” (39% v 31%/22%).

Infrastructure and housing growth

- Those in Aylesbury Vale are statistically more likely to prioritise infrastructure and housing growth than all other districts (31% v 24% average).
- Additionally, people in Chiltern and Wycombe are statistically more likely to prioritise infrastructure and housing growth than those in South Bucks (23%/22% v 15%).
- People in Acorn category 5 “Urban Adversity” are statistically more likely to prioritise infrastructure and housing growth than those in categories 1 “Affluent Achievers”, 2 “Rising Prosperity” and 3 “Comfortable Communities” (42% v 22%/24%/25%).

Improving skills and employment opportunities

- BME individuals are statistically more likely to prioritise improving skills and employment opportunities than people of white ethnicity (17% v 9%).
- Employees of BCC are statistically more likely to prioritise improving skills and employment opportunities than those working outside the county (17% v 8%).

Disposing of household waste, increasing recycling and energy recovery

- Residents are statistically more likely to prioritise waste than those representing organisations (33% v 4%).
- Those aged 65+ are statistically more likely to prioritise waste than all other age groups (42% v 34% average).
- Additionally, those aged 35-54 and 55-64 are statistically more likely to prioritise waste than those aged 16-34 (32%/32% v 20%).
- Males are statistically more likely to prioritise waste than females (39% v 29%).
- Those without dependent children in the household are statistically more likely to prioritise waste than those with (36% v 29%).
- Retirees are statistically more likely to prioritise waste than those in employment or “other” categories (41% v 31%/30%).
- People working outside of Buckinghamshire are statistically more likely to prioritise waste than those working at BCC or elsewhere in Buckinghamshire (36% v 25%/29%).
- Those in Acorn categories 1 “Affluent Achievers”, 3 “Comfortable Communities” and 4 “Financially Stretched” are statistically more likely to prioritise waste than those in category 2 “Rising Prosperity” (37%/35%/36% v 18%).

Representing Buckinghamshire residents' interests in major Government infrastructure projects

- People in Aylesbury Vale, Chiltern and South Bucks are statistically more likely to prioritise representing residents' interests than those in Wycombe (19%/20%/23% v 11%).
- Those aged 65+ are statistically more likely to prioritise representing residents' interests than those aged 16-34 and 35-54 (23% v 14%/14%).
- People without dependent children (aged 0-17) in the household are statistically more likely to prioritise representing residents' interests than those with (20% v 14%).
- Retirees are statistically more likely to prioritise representing residents' interests than those in employment (22% v 17%).
- People working outside Buckinghamshire are statistically more likely to prioritise representing residents' interests than BCC employees and those working elsewhere in Buckinghamshire (23% v 8%/16%).
- People in Acorn category 1 “Affluent Achievers” are statistically more likely to prioritise representing residents' interests than those in category 2 “Rising Prosperity” (22% v 11%).

4.2.3 Areas to spend less

Protecting vulnerable children

- A statistically higher proportion of males want to spend less on protecting vulnerable children than females (9% v 3%).
- A statistically higher proportion of people in Acorn category 5 “Urban Adversity” want to spend less on protecting vulnerable children than in category 4 “Financially Stretched” (12% v 4%).

Supporting vulnerable adults and older people

- A statistically higher proportion of people in Chiltern and South Bucks want to spend less on supporting vulnerable adults and older people than people in Aylesbury Vale (8%/9% v 4%).
- A statistically higher proportion of 55-64 year olds want to spend less on supporting vulnerable adults and older people than those aged 65+ (8% v 4%).
- A statistically higher proportion of males want to spend less on supporting vulnerable adults and older people than females (9% v 4%).
- A statistically higher proportion of people working outside Buckinghamshire and working in Buckinghamshire (not BCC employees) want to spend less on supporting vulnerable adults and older people than BCC employees (9%/7% v 1%).

Education

- A statistically higher proportion of residents want to spend less on education than those representing an organisation (12% v 0%).
- A statistically higher proportion of those aged 65+ year olds want to spend less on education than those aged 35-54 (16% v 10%).
- A statistically higher proportion of people without 0-17 year old children living in the household want to spend less on education than those with (15% v 7%).
- A statistically higher proportion of retirees and those in the “other “ category want to spend less on education than those in employment (16%/16% v 10%).

Roads

- A statistically higher proportion of 16-34 year olds want to spend less on roads than those aged 55-64 and 65+ (6% v 2%/1%).
- A statistically higher proportion of BME individuals want to spend less on roads than those of white ethnicity (9% v 2%).
- A statistically higher proportion of people in employment want to spend less on roads than retirees (4% v 1%).

Pavements

- A statistically higher proportion of people in Chiltern want to spend less on pavements than those in South Bucks and Wycombe (14% v 9%/9%).
- Additionally, a statistically higher proportion of people in Aylesbury Vale want to spend less on pavements than those in Wycombe (13% v 9%).
- A statistically higher proportion of BME individuals want to spend less on pavements than those of white ethnicity (20% v 11%).
- A statistically higher proportion of people working at BCC want to spend less on pavements than those working elsewhere in Buckinghamshire (19% v 12%).

Leisure and Culture

- A statistically higher proportion of people in Aylesbury Vale want to spend less on leisure and culture than those in Chiltern, South Bucks and Wycombe (31% v 20%/20%/22%).
- A statistically higher proportion of people aged 16-34 and 65+ want to spend less on leisure and culture than those aged 35-54 (29%/26% v 21%).

- A statistically higher proportion of people without any children in the household aged 0-17 want to spend less on leisure and culture than those who do (26% v 20%).
- A statistically higher proportion of people working at BCC and elsewhere in Buckinghamshire want to spend less on leisure and culture than those working outside the county (33%/28% v 14%).
- A statistically higher proportion of people in Acorn category 2 “Rising Prosperity” want to spend less on leisure and culture than those in categories 1 “Affluent Achievers” and 3 “Comfortable Communities” (37% v 22%/25%).

Supporting Business

- A statistically higher proportion of people in South Bucks want to spend less on supporting business than those in Aylesbury Vale and Chiltern (60% v 49%/51%).
- A statistically higher proportion of people aged 65+ want to spend less on supporting business than those aged 16-34 years (57% v 45%).
- A statistically higher proportion of people in Acorn categories 1 “Affluent Achievers” and 3 “Comfortable Communities” want to spend less on supporting business than those in category 5 “Urban Adversity” (54%/56% v 37%).

Broadband

- A statistically higher proportion of people in Aylesbury Vale and Wycombe want to spend less on broadband than those in Chiltern (62%/64% v 54%).
- Additionally, a statistically higher proportion of people in Wycombe want to spend less on broadband than those in South Bucks (64% v 56%).
- A statistically higher proportion of people with disabilities want to spend less on broadband than those without (66% v 59%).
- A statistically higher proportion of people in Acorn category 4 “Financially Stretched” want to spend less on broadband than those in category 1 “Affluent Achievers” (71% v 57%).

Community safety and Consumer protection

- No statistical differences in wanting to spend less on community safety and consumer protection.

Public Health

- A statistically higher proportion of those aged 55-64 and 65+ years old want to spend less on Public Health than those aged 16-34 and 35-54 (13%/15% v 4%/8%).
- A statistically higher proportion of those without 0-17 year old children in the household want to spend less on Public Health than those who do (13% v 8%).
- A statistically higher proportion of those in the “other” employment category want to spend less on Public Health than those in employment and looking after the home (19% v 9%/7%).
- Additionally, a statistically higher proportion of retirees want to spend less on Public Health than those in employment (14% v 9%).
- A statistically higher proportion of those in Acorn category 1 “Affluent Achievers” want to spend less on Public Health than those in categories 3 “Comfortable Communities” and 4 “Financially Stretched” (14% v 7%/4%).

Public Transport

- A statistically higher proportion of males want to spend less on public transport than females (22% v 16%).
- A statistically higher proportion of those in the “other” employment category want to spend less on public transport than people looking after the home or retired (25% v 13%/17%).

Protecting the environment

- A statistically higher proportion of people in Aylesbury Vale want to spend less on protecting the environment than those in Wycombe (7% v 3%).

- A statistically higher proportion of BME individuals want to spend less on protecting the environment than those of white ethnicity (11% v 5%).
- A statistically higher proportion of people Acorn categories 2 “Rising Prosperity” and 4 “Financially Stretched” want to spend less on protecting the environment than those in category 1 “Affluent Achievers” (9%/8% v 4%).

Infrastructure and housing growth

- A statistically higher proportion of people in Chiltern and South Bucks want to spend less on infrastructure and housing growth than those in Aylesbury Vale and Wycombe districts (30%/36% v 23%/22%).
- A statistically higher proportion of males want to spend less on infrastructure and housing growth than females (30% v 25%).
- A statistically higher proportion of people in Acorn category 1 “Affluent Achievers” want to spend less on infrastructure and housing growth than those in category 5 “Urban Adversity” (29% v 10%).

Improving skills and employment opportunities

- A statistically higher proportion of people aged 55-64 and 65+ years old want to spend less on improving skills and employment opportunities than those aged 35-54 (37%/34% v 27%).
- A statistically higher proportion of people without 0-17 year old children in the household want to spend less on improving skills and employment opportunities than those who do (34% v 27%).
- A statistically higher proportion of people in Acorn category 1 “Affluent Achievers” want to spend less on improving skills and employment opportunities than those in categories 3 “Comfortable Communities”, 4 “Financially Stretched” and 5 “Urban Adversity” (35% v 28%/25%/15%).

Disposing of household waste, increasing recycling and energy recovery

- A statistically higher proportion of people in Aylesbury Vale want to spend less on waste than those in Wycombe (9% v 6%).
- A statistically higher proportion of BME individuals want to spend less on waste than those of white ethnicity (20% v 7%).
- A statistically higher proportion of employed individuals want to spend less on waste than retirees (9% v 5%).
- A statistically higher proportion of people in Acorn category 4 “Financially Stretched” want to spend less on waste than those in category 1 “Affluent Achievers” (14% v 6%).

Representing Buckinghamshire residents' interests in major Government infrastructure projects

- A statistically higher proportion of people in Wycombe want to spend less on representing residents' interests than those in Aylesbury Vale, Chiltern and South Bucks (51% v 43%/42%/37%).
- A statistically higher proportion of people aged 16-34 want to spend less on representing residents' interests than those aged 55-64 (50% v 39%).
- A statistically higher proportion of males want to spend less on representing residents' interests than females (48% v 39%).
- A statistically higher proportion of BME individuals want to spend less on representing residents' interests than people of white ethnicity (56% v 42%).

4.3 Appendix – Questionnaire

Introduction from the Leader of the Council, Martin Tett

An introduction and background information about this budget consultation is available on our website.

The Council's plan for living within its means

It is a legal requirement that the council limits its spending to the income that it receives each year – the Council's budget must balance. To ensure that we are able to provide the services that we are required to by law, as well as other services that are most important to people, we are proposing to focus our spending on some priority areas, and reduce spending in other areas.

How the Council proposes to live within its means

Priorities to protect

- Investing in services to safeguard and support vulnerable children and adults e.g. through adults and children's social care services (which is also what we are required to do by law). The Council spends 66pence in every £1 on these services.
- Contributing to the infrastructure needed to support population and housing growth in Buckinghamshire e.g. ensuring there are enough places for children in schools (which is also what we are required to do by law), providing roads and community facilities.
- Representing Buckinghamshire residents' interests in major government infrastructure projects such as HS2, Crossrail, Heathrow expansion, and the Oxford to Cambridge Expressway.
- Maintaining the condition of existing roads through a highway maintenance scheme that focuses on the long-term maintenance of roads.
- Investing in new digital technologies e.g. to make services more cost efficient and improve customer service, by helping people to apply for services online and to track progress on receiving their services.
- Working with suppliers to ensure that our contracts are value for money and minimise inflationary price increases.

New ways of working

- Recruiting more foster carers to look after vulnerable children in a home setting, rather than in children's homes.
- Working with partners to better meet people's needs and integrate services so that they can be provided more cost effectively e.g. to provide some healthcare services with the NHS.
- Increasing income, for example by charging for more services e.g. car parking, copies of birth certificates, adult learning courses, equipment to help people to live independently for longer and some waste disposal.
- Changing how some services are delivered, so that funding can be prioritised to support people who need our services the most. We are currently consulting with the public on some of these services (please see our 'Have Your Say' website at the end of this consultation for more details).

Please let us have your views about our proposals and which services in particular you think we should prioritise our spending on. This short questionnaire should only take a few minutes to complete.

The Council's plan for living within its means

Q1. How strongly do you agree or disagree with the Council's plan for living within its means?

- Strongly agree
- Agree
- Neither agree nor disagree
- Disagree
- Strongly disagree
- Not sure

*** 2. Looking at the list of services below, where do you think we should prioritise spending? Please choose up to 5 services**

- | | |
|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <input type="checkbox"/> Protecting vulnerable children
Includes services for children with Special Educational Needs and disabilities (SEND), fostering, adoption and social care to support children and families who are experiencing difficulties. Providing more of these services as the number of children requiring protection continues to increase (there has been a 30% increase in the number of children in care over the last 5 years) | <input type="checkbox"/> Community safety, trading standards and consumer protection
Includes working to reduce crime and the exploitation of people e.g. scams |
| <input type="checkbox"/> Supporting vulnerable adults, adults with learning disabilities and older people
Includes home care services, day care centres and residential/nursing care for older people. Providing more of these services as the population ages and the number of people requiring support increases. (There has been a 16% increase in the number of people aged 80+ over the last 5 years) | <input type="checkbox"/> Public Health
Includes NHS health checks, support to prevent falls and hospital admissions, sexual health services and substance misuse services (note that the funding for Public Health is being reduced by Government) |
| <input type="checkbox"/> Education
Includes supporting schools to improve educational results (note that funding for schools is fixed by Government) and readiness for adult life | <input type="checkbox"/> Public transport
Includes subsidised buses and community transport |
| <input type="checkbox"/> Roads
Includes road maintenance | <input type="checkbox"/> Protecting the environment
Includes household recycling centres and fly-tipping prosecutions |
| <input type="checkbox"/> Pavements
Includes street lighting and pavement maintenance | <input type="checkbox"/> Infrastructure for housing growth
Includes contribution to new infrastructure for the future, such as roads and schools |
| <input type="checkbox"/> Leisure and culture
Includes libraries, museums and country parks | <input type="checkbox"/> Improving skills & employment opportunities
Includes adult learning courses and supporting life-long learning |
| <input type="checkbox"/> Supporting Business
Includes high speed broadband and increasing job opportunities in areas with large housing growth | <input type="checkbox"/> Disposing of household waste, increasing recycling and energy recovery |
| <input type="checkbox"/> Residential Broadband
Includes high speed broadband connectivity for residents in areas that telecoms operators would not otherwise provide | <input type="checkbox"/> Representing Buckinghamshire residents' interests in major Government infrastructure projects
Such as HS2, Crossrail, Heathrow expansion, and the Oxford to Cambridge Expressway |

* 3. Looking at the list of services below, where do you think we should spend less? Please choose up to 5 services

- | | |
|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <input type="checkbox"/> Protecting vulnerable children
Includes services for children with Special Educational Needs and disabilities (SEND), fostering, adoption and social care to support children and families who are experiencing difficulties. Providing more of these services as the number of children requiring protection continues to increase (there has been a 30% increase in the number of children in care over the last 5 years) | <input type="checkbox"/> Community safety, trading standards and consumer protection
Includes working to reduce crime and the exploitation of vulnerable people e.g. scams |
| <input type="checkbox"/> Supporting vulnerable adults, adults with learning disabilities and older people
Includes home care services, day care centres and residential/nursing care for older people. Providing more of these services as the population ages and the number of people requiring support increases. (There has been a 16% increase in the number of people aged 80+ over the last 5 years) | <input type="checkbox"/> Public Health
Includes NHS health checks, support to prevent falls and hospital admissions, sexual health services and substance misuse services (note that the funding for Public Health is being reduced by Government) |
| <input type="checkbox"/> Education
Includes supporting schools to improve educational results (note that funding for schools is fixed by Government) and readiness for adult life | <input type="checkbox"/> Public transport
Includes subsidised buses and community transport |
| <input type="checkbox"/> Roads
Includes road maintenance | <input type="checkbox"/> Protecting the environment
Includes household recycling centres and fly-tipping prosecutions |
| <input type="checkbox"/> Pavements
Includes street lighting and pavement maintenance | <input type="checkbox"/> Infrastructure for housing growth
Includes contributions to new infrastructure for the future, such as roads and schools |
| <input type="checkbox"/> Leisure and culture
Includes libraries, museums and country parks | <input type="checkbox"/> Improving skills & employment opportunities
Includes adult learning courses and supporting life-long learning |
| <input type="checkbox"/> Supporting Business
Includes high speed broadband and increasing job opportunities in areas with large housing growth | <input type="checkbox"/> Disposing of household waste, increasing recycling and energy recovery |
| <input type="checkbox"/> Residential Broadband
Includes high speed broadband connectivity for residents in areas that telecoms operators would not otherwise provide | <input type="checkbox"/> Representing Buckinghamshire residents' interests in major Government infrastructure projects
Such as HS2, Crossrail, Heathrow expansion, and the Oxford to Cambridge Expressway |

Your comments and suggestions

Q4. Please let us know if you have any other comments or suggestions that you would like us to take into account when budgeting for your services next year?

About You

Please fill in this section to complete the survey.

This information enables us to understand the views of different people.

Please be assured that all the information you give will be used only for the purposes of this consultation and will be kept completely confidential.

Q5. Are you completing this survey as a resident or as a representative of an organisation?

- As a resident
- As a representative of an organisation

Q6. Which District do you live in?

- Aylesbury Vale
- Chiltern
- South Bucks
- Wycombe
- I don't know
- Other District (please add)

Q7. How old are you?

- Under 16
- 16-24
- 25-34
- 35-44
- 45-54
- 55-64
- 65-74
- 75+
- Prefer not to say

Q8. What is your gender?

- Male
- Female
- Transgender
- Prefer Not To Say

Q9. Are there any children in your household aged 0-17?

- Yes
- No

Q10. 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.

- Yes, limited a lot
- Yes, limited a little
- No
- Prefer not to say

Q11. What is your ethnicity?

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

Q12. Which of these activities best describes what you are doing at present?

- Employee in full-time / part-time job
- Self-employed full or part-time
- Government supported training e.g. Modern Apprenticeship
- 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

Q13. If you work, which of these locations best describes where you work?

- Outside of Buckinghamshire
- Within Buckinghamshire
- For Buckinghamshire County Council

Q14. What is your full home postcode?

Q15. Please indicate which category best describes your organisation?

- A Private Business
- A Voluntary Organisation
- A Community Group
- A Public Sector Organisation
- Other (please specify)

Q16. Which district is your organisation based in?

- Aylesbury Vale
- Chiltern
- South Bucks
- Wycombe
- I don't know
- Other District (please specify)

Q17. How many employed or voluntary staff currently work at this site?

- 1 member of staff
- 2-9 members of staff
- 10-24 members of staff
- 25-49 members of staff
- 50-99 members of staff
- 100+ members of staff
- I don't know

Q18. What is the name of your organisation?