

Findings from the Budget Consultation Survey

January 2010

This report forms part of a wider body of work on the budget consultation, being supported by the Research and Information Team at Leicestershire County Council.

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Introduction

This report sets out the findings from the budget consultation survey which was carried out by the County Council's Research Team and took place between 16th November and 7th December 2009.

The aim of this report is to understand different opinions on Leicestershire County Council's spending on services and which services people are more likely to want protecting. The report also attempts to identify the views of different demographic groups and which groups of people are particularly concerned about service reductions.

Background

The economic downturn and high levels of Government borrowing, arising, amongst other things, from the banking sector rescue package, mean that hard decisions will need to be made over the next few years on future public spending priorities. All of the main political parties now acknowledge that reductions in public expenditure are required after the next election to reduce the country's record levels of borrowing over the medium term.

In order to respond to this situation it is likely that Leicestershire County Council will need to make savings of around £70million - around 25% of its budget. Over half the savings will be found from efficiency improvements but that will not be enough: service reductions will also have to be made. Other public sector agencies will also be looking hard at their spending priorities.

It is recognised that over the coming months and years Leicestershire County Council will be faced with some very hard choices about services. It is therefore important that any decisions on spending priorities and service reductions take account of the views of local residents. The County Council therefore decided to carry out a consultation on local public spending priorities.

The broader budget consultation process consisted of a series of in-depth focus groups with members of the public, which were carried out on behalf of the County Council by consultants Ipsos Mori, and a postal and web-based survey which was carried out in-house by the County Council's Research Team. This report sets out the findings from the latter. The findings from the focus groups are available via the Have Your Say pages of the County Council's website at: www.leics.gov.uk/haveyoursay

Methodology

The following section outlines the methodology used in the budget consultation survey.

Questionnaire

The purpose of the budget consultation survey was to gain a high level understanding of residents views on:

- possible service areas where residents think perhaps too much is currently being spent, i.e. where possible budget reductions could be made;
- specific services requiring improvements;
- specific services where funding could be substantially, if not completely, cut;
- levels of charges for services and Council Tax increases.

The questionnaire is available in Appendix D.

Random Postal Survey

The purpose of using a postal methodology was in order to obtain a more representative view than that traditionally obtained from a self selected consultation. This method enables a more robust measure of residents views overall.

In order to achieve a sample that was as representative as possible a random sample of households was devised, allocated proportionately by district across the whole of the County.

In total, questionnaires were sent out to 6,000 randomly selected households identified through the Postcode Address File (PAF).

The postal questionnaire was accompanied by a cover letter, which explained the current financial situation and the need to make efficiency savings and service reductions, and a list of County Council services to help respondents understand the scope of the consultation. A prepaid return envelope was also provided for respondents to submit their completed questionnaires.

Online Survey

As well as the postal survey, the questionnaire was made available on Leicestershire County Council's website on the 'Have Your Say' pages with a feature link on the website homepage (which was available throughout the consultation period). This provided the opportunity for any member of the public, including Leicestershire County Council employees, to complete the survey.

The online questionnaire was available for anyone to complete as it was felt that it was important for anyone who wished, to have the opportunity to express their views.

Awareness of the online consultation was raised through press-releases and the consultation was featured in a number of news sources such as local papers, BBC television news, the BBC news website and local radio. The consultation was also promoted to staff via a news item on the County Council's intranet service (CIS).

Due to the differences in sample methodology, responses to the paper and web survey will be kept separate in the analysis summarised in this report.

Fieldwork Window

For both the online and postal surveys there was a three week fieldwork window from 16th November to 7th December. For postal methodologies, experience shows that having a defined deadline, that is not too far off in the future, encourages people to respond sooner rather than later and can have a more positive impact on response rates than a lengthier fieldwork window (provided enough time is still allowed for the turnaround to be realistic).

Respondent Profile

There were 1,158 responses to the paper survey which was a 19% response rate of 19%. This rate is in line with what is expected for this methodology. There were an additional 593 responses submitted for the web surveys. This included 111 declared County Council employees.

The following tables show the profiles of respondents for the two surveys.

Fig 1. Respondents Profile - paper survey*

Gender		Ethnicity	
Male	55%	White	95%
Female	45%	Mixed (e.g. White and Asian)	1%
		Asian or Asian British	3%
		Black or Black British	1%
		Other ethnic group	1%
Age group		Health status	
under 35	10%	Illness/disability	24%
36 to 45	13%	No illness/disability	76%
46-55	17%		
56-65	24%		
66-75	20%		
75+	15%		

Fig 2. Respondents Profile - web survey*

Gender		Ethnicity	
Male	60%	White	96%
Female	40%	Mixed (e.g. White and Asian)	1%
		Asian or Asian British	1%
		Black or Black British	-
		Other ethnic group	2%
Age group		Health status	
under 35	14%	Illness/disability	19%
36 to 45	20%	No illness/disability	81%
46-55	22%		
56-65	27%		
66-75	14%		
75+	3%		

*excludes no replies

Compared to the respondents to the paper survey, web respondents were younger, more likely to be male and less likely to have a long standing illness. Respondents to the paper survey were slightly more representative of the County population with regards to gender and ethnicity but tended to under represent younger people compared to the population of the County, as shown in the table below.

Fig 3. ONS 2008 mid-year population estimates for Leicestershire

Age group	
20-34	23%
35-44	20%
45-54	18%
55-64	17%
65-74	12%
75+	10%

Note: % population aged over 20

The respondents to the paper survey were broadly representative by district although Harborough had a slightly higher response rate. However, just over a quarter of respondents did not provide a complete postcode.

Figure 4. Response rates by district for paper survey

	sent	responses	response rate
Blaby	856	119	14%
Charnwood	1,497	225	15%
Harborough	775	132	17%
Hinckley and Bosworth	1,017	132	13%
Melton	477	67	14%
North West Leicestershire	881	119	14%
Oadby and Wigston	497	68	14%
unknown/incomplete postcode		296	
TOTAL	6,000	1,158	19%

For the web survey 39% of respondents did not provide a valid postcode. Melton residents were over represented and residents from Oadby and Wigston were underrepresented.

Executive Summary

Services

Respondents were asked, from a list of specific services, whether they felt that too much or the right amount was spent. Generally, for both surveys, more respondents thought that the amount being spent was about right rather than too much. Respondents to the paper-based survey were generally more likely than web respondents to think this.

The service areas where the highest proportion of people indicated that too much was currently being spent (and therefore there is perhaps more appetite for service cuts here) were:

- Providing bus travel to schools
- Library services – including mobile libraries
- Museums and Arts
- Subsidising public transport
- Grass cutting etc. on highway verges
- Youth services including youth workers in communities
- Working with schools to improve educational attainment

The service areas where the highest proportion of people indicated that about the right amount was currently being spent (and therefore there is perhaps less appetite for service cuts here) were:

- Children and young people with special educational needs
- Winter maintenance such as gritting the roads
- Working with the police and others to reduce crime including ASB
- Helping adults with mental health problems
- Helping adults with physical disabilities
- Country parks and rights of way
- Maintaining street lighting

There was a notable difference in opinion over the service area of maintaining street lighting, with those completing the paper survey more likely to feel too much was being spent on this service.

Males and non-white respondents were generally more likely to feel that too much was spent the majority of services. Those under 35 were more likely to feel too much is spent on library services.

Analysis of the open ended comments complimented such findings. Many comments relating to a reduction in funding for school bus travel and library services. In addition, the literal responses highlighted additional concerns around improving maintenance of roads and pavements.

Charging for Services and Council Tax

Slightly more respondents agreed, rather than disagreed, that the County Council should consider increasing the level of charges, to retain services. However, most respondents said that they would not be prepared to pay more than a 2.5% Council Tax increase to ensure fewer reductions.

There are some differences of opinion, particularly from the paper and online surveys. Over three quarters of the respondents to the paper survey disagreed with Council Tax increases of more than 2.5%, compared to just over half of web respondents. Younger people (under 35) were more likely to disagree with both increased charges and Council Tax.

Many of the additional literal comments highlighted concerns about increases in Council Tax with many suggesting that efficiency savings should be made before services are reduced or Council Tax increased.

Detailed Results

Services

The first question in the survey (Q1a) asked respondents to indicate whether they felt that about the 'right amount' or 'too much' was spent on a list of services. The amount of current funding was shown next to each service. This provides a general view of which services respondents were more likely to feel needed protecting and where there may be an appetite for service reductions. Appendix A shows a breakdown of results by respondents to the paper and web survey.

Generally, for both surveys, more respondents thought that the amount being spent was about right rather than too much. Respondents to the paper survey were generally more likely than web respondents to think this. The table below shows the net difference by broad service area.

Fig 5. Net difference (% about right - % too much)

	Paper	Web
Total	49%	40%
Transport Services	43%	31%
Community and Cultural Services	37%	34%
Environmental Services	37%	37%
Children and Young People's Service	50%	42%
Adult Social Care Services	59%	49%
Community Safety Services	70%	67%

Note: no replies included in total

The only specific service where respondents were more likely to feel that too much was spent rather than the right amount (in both the web and paper surveys) was providing bus travel to school and (in the web survey) grass cutting. The service that people were most likely to feel that the right amount was being spent was children and young people with Special Educational Needs (SEN). This was apparent in both the paper and web survey.

Results were generally similar between paper and web surveys. However, there was a notable difference in opinion over the service area of 'maintaining street lighting'. More than double the proportion of respondents from the web survey

compared to the paper survey thought that perhaps too much was being spent on this service.

Increased charges

Respondents were asked to what extent they agreed or disagreed that the County Council should consider increasing the level of charges to service user to ensure that there were fewer reductions in services (Q2). More respondents agreed than disagreed with this statement. For the paper survey, responses were almost equally split, whereas two thirds of web respondents agreed with increased charges.

Figure 6. Attitudes to increased charges

Consider increasing charges	Paper	Web
Agree	43%	64%
Disagree	40%	27%
Neither agree nor disagree	17%	9%

Increasing Council Tax rise

The following question (Q3) asked whether respondents were prepared to pay more than a 2.5% Council Tax increase to have fewer reductions in services. Overall, more respondents said that they would not be prepared to. Amongst the respondents to the paper survey, 76% disagreed with increased Council Tax rises. Web respondents, however, were almost evenly split with 48% in favour and 52% against.

Figure 7. Attitudes to increasing Council Tax above 2.5%

Increase Council Tax above 2.5%	Paper	Web
Yes	24%	48%
No	76%	52%

Demographic Analysis

Broadly speaking there was little difference in terms of which services people prioritised as having too much spend and which services had the right amount. This analysis will therefore look at where there are characteristics that are over represented in certain views. This analysis uses chi-squared to identify significant differences. Only those findings are have been highlighted. A breakdown of responses by gender is given in Appendix B.

Paper survey

Services

Under 35s were specifically more likely to feel that too much was spent on library service, while 36-55s were more likely to feel that too much was spent on subsidising public transport. 56-65 year olds were more likely to state that too much was spent on working with schools, while 65-75 year olds were more likely to state that too much was spent on country parks.

Males were generally more likely than females to feel that too much was spent on the majority of services. This was a specific finding for helping adults with physical disabilities, children's social care and children in care.

Those with a long standing illness or disability were generally more likely to feel that too much was spent on transport services although no specific services were identified.

Non-White respondents were generally more likely to state that too much was spent on most services, specifically maintaining roads, social care transport, winter maintenance, helping older people, adults with physical disabilities, adults with mental health problems, children in care and trading standards.

Analysis was also carried out by neighbourhood classification (OAC). The only area where this classification was found to be significant was the finding that those living in 'countryside' neighbourhoods were more likely to state that too much was spent on subsidising public transport.

Charges

In general, those who disagreed with increased charges to maintain services tended to be younger. Just over half (53%) of under 35s disagreed with increased

charges compared to only 25% of over 75 year olds. Non-white residents were also more likely to disagree with charges.

Council Tax increases

In terms of Council Tax increases, there was no difference in views by gender or illness/disability. Non-white respondents were slightly more likely to disagree with paying more than a 2.5% increase.

Web survey

Services

Younger respondents were generally more likely to feel that too much was spent on grass cutting and library service and under 35s were specifically more likely to feel too much is spent on subsidising rural transport. 26 to 35 year olds were generally more likely to feel that too much is spent on subsidising public transport.

Males are generally more likely to feel that too much is spent on subsidising buses in rural areas, helping older people, adults with mental, physical and learning disabilities, children's social care, children in care and children with Special Educational Needs (SEN).

Those with a long standing illness or disability were generally more likely to feel that too much was being spent on subsidising public transport, working with schools and children in care.

Non-White respondents were specifically more likely to feel that too much was spent on the majority of youth related services with the exception of working with schools. They were also specifically more likely to feel that too much was spent on helping adults with mental and physical disabilities, subsidising buses in rural areas and recycling.

Charges

Non-white respondents were more likely to disagree with increasing charges for service users to prevent reduction in services.

Council Tax increases

Those employed by the County Council more likely to agree with paying more than a 2.5% Council Tax increase to retain services.

Attitudes to Charging, Council Tax and Service Reductions

Respondents can be split into four groups depending on their attitudes to increases in charges and Council Tax. This section looks at the demographic profile of respondents in each group and their views on service reductions.

Almost half (43%) of respondents to the paper survey disagreed with both increased charges and Council Tax increases above 2.5%. Conversely, a similar proportion (41%) of web respondents agreed with both charges and Council Tax increases above 2.5%. These percentages only include those who responded to both Q2 and Q3.

Figure 8. Attitudes to increasing charges and Council Tax

		increased charges	
		agree	disagree
increase tax rise	agree	20% (41%)	6% (8%)
	disagree	32% (30%)	43% (21%)

()=web respondents

Again, broadly speaking, there was little difference in terms of which services groups prioritised as having too much spend and which services had the right amount (See Appendix C). Continuing to use statistical methods this analysis will look at where groups are over represented in certain views.

Paper survey

Group 1: Increased charges and Council Tax (20%)

From the paper based survey 20% of respondents agreed with increased charges for services and would also be prepared to pay more than a 2.5% increase in Council Tax to have fewer service reductions. This group may be considered to be less likely to accept reductions in services. Respondents over 35 and White respondents were more likely to belong to this group. This group were specifically less likely to feel that too much was spent on maintaining roads, social care transport, recycling, children's social care, children in care and youth services.

Group 2: Increased Council Tax but not charges (6%)

Only 6% of the sample felt that service charges should not be increased but they would be willing to pay more than a 2.5% Council Tax increase to have fewer service reductions. Of this group 13% were employed by the County Council. They were generally less likely to feel that youth service, helping older people and subsidising public transport had too much spent on them and were specifically less likely to feel that too much was spent on children in care.

Group 3: Increased charges but not Council Tax (32%)

Almost a third (32%) of respondents felt that there should be increased charges for services but they would not be prepared to pay more than a 2.5% increase in Council Tax. This group were generally more likely to feel that too much was spent on subsidising public transport, bus travel to school, helping older people and working with schools.

Group 4: No increased charges and no Council Tax increase (43%)

The largest group (43% of respondents) felt that there should not be increased charges for services and they would not be willing to pay more than a 2.5% increase in Council Tax. Respondents under 35 and Non-White were more likely to belong to this group. These respondents may be considered to be more willing to accept reductions in services, rather than pay more. They were generally more likely to feel that too much was spent on services. This group were specifically more likely to feel that too much was spent on maintaining roads, social care transport, recycling, helping adults with mental health problems and working with young people to prevent re-offending.

In addition to the 4 groups identified above, a further 15% of the total sample did not know whether charges should be introduced for services but felt that they were not willing to pay more than a 2.5% increases in Council Tax. This group were more likely to be over 75. They were generally more likely to feel too much was spent on the majority of services, but specifically more likely for winter maintenance.

Web survey

Group 1: Increased charges and Council Tax (41%)

From the web survey 41% of respondents agreed with increased charges for services and would also be prepared to pay more than a 2.5% increase in Council Tax to ensure that services were not reduced. (In the paper survey only 20% of the respondents belonged to this group.) County Council workers were more likely to belong to this group. Indeed, 27% were employed by the County Council. This group may be considered to be less likely to accept reductions in services. For most services they were generally less likely to feel that too much was spent. This was specific for helping adults with learning difficulties, mental health problems, helping older people, children's social care, children in care, museums and arts, and social care transport.

Group 2: Increased Council Tax but not charges (8%)

Only 8% of the sample felt that services charges should not be increased but they would be willing to pay more than a 2.5% increase in Council Tax. Although small this was a higher proportion than from the paper survey. This group were generally less likely to feel that too much was spent on services. There were specifically less likely to feel that too much was spent on children with Special Educational Needs (SEN).

Group 3: Increased charges but not Council Tax (30%)

Almost a third (30%) of respondents felt that there should be increased charges for services but they would not be prepared to pay more than a 2.5% increase in Council Tax. Only 12% were employed by the County Council. This group were generally more likely to feel that too much was spent on services, specifically subsidising social care transport and helping adults with learning difficulties. They were more likely to be similar to the overall sample in opinions on winter maintenance.

Group 4: No increased charges and no Council Tax increase (21%)

Only 21% of respondents felt that there should not be increased charges for services and they would not be willing to pay more than a 2.5% increase in Council Tax. (This compares to 43% of respondents to the paper survey). 15% of this group were employed by the County Council. These respondents may be considered to be more willing to accept reductions in services, rather than pay more. They were generally more likely to feel that too much was spent on services, specifically subsidising bus travel in rural areas, helping adults with learning disabilities, mental health problems and country parks.

No additional groups were identified for the web survey.

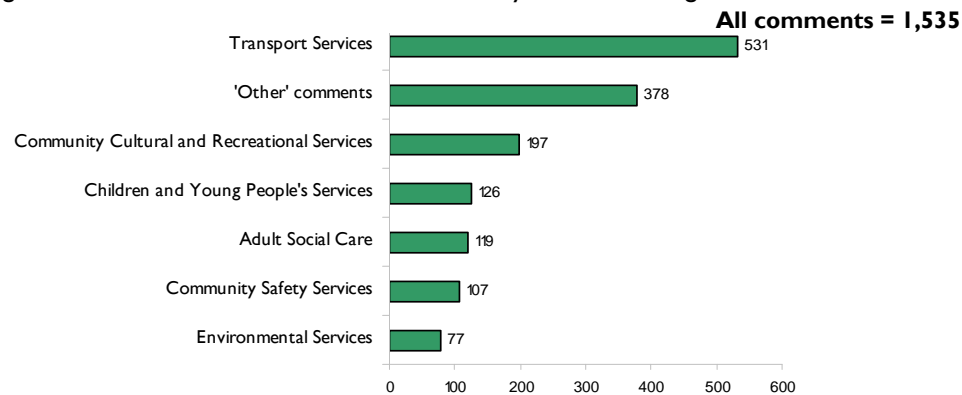
Open Comments

The survey contained three open ended questions which allowed respondents to record their views in their own words. The first two were:

- Q1(b) Are there any specific services where you would like to see improvements made?
- Q1(c) Are there any specific services for which you think funding could be substantially, if not completely, cut?

The comments from both the paper and web survey were combined and then reviewed and categorised so that some analysis could be carried out. Firstly the comments were coded into the main service areas as stated in Q1a. An overview of the 1,535 responses categorised to each of the 'main services' is provided below:

Fig 9. Overview of number of literal comments by service heading



The comments were then further categorised into the specific services and split into whether it was *broadly* implying that funding for the service should be 'improved' or 'reduced'.

The following pages employ a 'dashboard' approach to show the information obtained from the literal responses.

How to Interpret the Dashboards

Each dashboard reflects one of the main 'services' which the County Council operates (Transport, Children's Services, etc). Within each service are 'sub-services', so for example within the main service of Adult Social Care there are four sub-services comprising 'Helping Older People', 'Helping Adults with Mental Health Problems', 'Helping Adults with Learning Disabilities' and 'Helping Adults with Physical Disabilities'. Each of the main services and their respective sub-services mirror those which were listed in Q1a of the survey (see Appendix D).

The dashboards show, for each sub-service, how many comments were made (the length of the bar) and in what context (whether the service should be improved or funding reduced, shown by the different shading).

In the example below (Example 1) there were 54 comments made about the service area in question. Two thirds of respondents stated that the services should be 'improved' (dark green), whereas the remaining third believed funding should be 'reduced' (light green),

Example 1:



Some literal responses did not relate to any of the standard categories used in Q1a. For these, additional categories were created (and sometimes sub-categories where relevant). For example, twenty respondents (see Example 2 below) stated that bus passes should be means tested and/or their funding should be reduced. Whilst this response is still within the remit of Transport Services none of the sub-services (listed in the survey) catered for such a response. The bottom half of each dashboard (the blue bar) reflects the number of comments relating to the additional categories created (the context i.e. improve /reduce, is given in the label category).

Example 2:



Adult Social Care - Literal Analysis of QIB & C

Main Service Headings (categories as reported in survey)

Helping Older People	54
Helping Adults with Mental Health Problems	21
Helping Adults with Learning Disabilities	5
Helping Adults with Physical Disabilities	3
Total	83

Other Comments (categorised)

Reduce Investment in ASC (area unspecified)	20
Increase Investment in ASC (area unspecified)	10
Retain Care Homes	2
Privatise Adult Social Care	2
Join up Adult/Children Social Care	2
Total	36

Children & Young People's Services - Literal Analysis of QIB & C

Main Service Headings (categories as reported in survey)

Working with Schools	42
Youth Services/Workers	33
Child Social Care/Protection	14
Children with Special Educational Needs	13
Children in Local Authority Care	5
Total	107

Other Comments (categorised)

Increase Investment in CYPS (area unspecified)	10
Reduce Investment in CYPS (area unspecified)	6
Retain Care Homes	2
Join up Adult/Children Social Care	1
Total	19



No of comments



Commentary

The most commented on category amongst respondents within the area of Adult Social Care was the issue of 'Helping Older People', accumulating over half of all the comments attributed to this area. Two thirds of the comments requested an improvement with a particular emphasis on:

- Increasing the amount of home care
- Improving residential facilities
- Facilitating more opportunities for social interaction (day trips, etc)

Others comments cite the general rise in the elderly population as a reason to increase or improve provision.

Those who argue for a reduction in funding for elderly people state that the current budget of £52m is excessive and that more should/could be done to encourage the 'family' to share the burden. The responders suggest that the budget for 'Helping Older People' is disproportionately high compared to other services and that, at the very least, such provision should be means-tested and not heavily subsidised.

The only other service area within Adult Social Care which prompted significant opinion was within the area of 'Helping Adults with Mental Health Problems'. All the people who commented on this area thought that the service should be improved. Of particular concern is:

- £4m is disproportionately low considering the number of people affected
- The size of the budget is very small compared to other service areas

Some comments, which did not fit within the services listed, warranted additional categories. Of these, two particular categories drew the most comments. These were 'Reduce Investment in Adult Social Care (area unspecified)' and 'Increase Investment in Adult Social Care (area unspecified)'. No further detail was provided.

The service area of 'Working with Schools' accumulated the most comments within the main service area of Children and Young People's Services. An almost even split argued that funding should be cut and the service should be improved. Among those who stated it should be improved reasoned that:

- A reduction in funding now would detrimentally affect the future of the child and society
- Funding should be used on failing schools, ensuring fairer opportunities for all pupils
- Greater quality of pre-school education is required

Those who stated funding should be reduced for the above service claimed that schools should be self-sufficient and not within the financial remit of the Council.

The other service area which attracted significant opinion was that of 'Youth Services/Workers', with almost all of those who commented asking for an improvement. Reasons included:

- Providing for children now gives them a sense of belonging and responsibility
- Helps to reduce anti-social behaviour by providing somewhere to go in safety
- IMPACT and Learning Hubs show that street based work focussing on prevention is extremely valuable

Some comments, which did not fit within the services listed, warranted additional categories. Of these, there were two categories that received the most comments. These were 'Increase Investment in CYPS (area unspecified)' and 'Reduce Investment in CYPS (area unspecified)'. No further detail was provided.

Community Safety Services - Literal Analysis of QIB & C

Main Service Headings (categories as reported in survey)

Reducing Anti-Social Behaviour/Helping Victims	26
Preventing Youth (Re-) Offending	20
Total	46

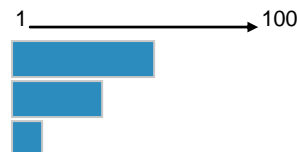


The two service areas within Community Safety Services both attracted significant numbers of comments. Of those who commented upon 'Reducing Anti-Social Behaviour/Helping Victims of Crime' the majority wanted an improvement in the service. They state:

- Anti-social behaviour needs to be immediately stamped out
- It is often the victims of crime which are forgotten

Other Comments (categorised)

Increase Investment on Community Safety	50
<i>More Police Officers</i>	32
Reduce Investment on Community Safety	11
Total	61



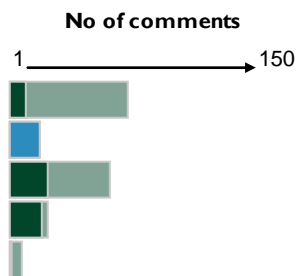
Those who commented on the funding for 'Preventing Youth (Re-)Offending' were split as to whether it should be improved or funding decreased. Those requesting an improvement state that more is needed to get offenders back into work or doing community voluntary services (such as grass cutting, etc). Those who disagreed and wanted a reduction in funding claimed that money should be spent on deterring crime and not paying for its consequences. Others question the effectiveness of the youth justice system and ask whether it is working at all, considering its budget.

More comments were attributed to categories outside those listed in the survey. In particular, respondents requested an overall improvement in community safety. The number one reason being to deter crime and to make society safer. Overwhelmingly the consensus asked for more police officers and their increased presence on the streets.

Community Cultural and Recreational Services - Literal Analysis of QIB & C

Main Service Headings (categories as reported in survey)

Library Services	63
<i>Reduce Number of Mobile Libraries</i>	17
Museums & Arts	53
Country Parks/Rights of Way	19
Trading Standards	6
Total	141



The top issue for those commenting on the main service area of Community Cultural and Recreational Services was that of 'Library Services'. The majority of which claimed a reduction in funding is necessary, particularly for mobile libraries. Other reason, less cited, include:

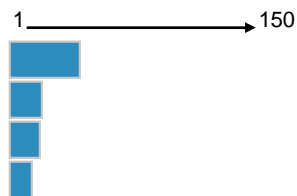
- There are too many of them
- They are a non-essential service

The comparatively small number who opposed a reduction state that libraries are an easy target and achieve so much on an already small budget. The service area of 'Museum and Arts' also attracted significant numbers of comments, two-thirds of which requested a decrease in funding. Of particular concern was:

- Museums and arts are a luxury that the Council cannot afford
- They could be self-sustaining by having and/or increasing admission fees

Other Comments (categorised)

Decrease Investment on Culture/Recreation (area unspecified)	39
<i>Reduce/Stop Translation Services</i>	18
Increase Investment on Culture/Recreation (area unspecified)	17
<i>More Leisure/Recreational Areas</i>	13
Total	56



Other comments questioned whether the funding for Museum and Arts warrant their attendance figures. Those who claimed a funding increase is needed counter that the service is already excellent and it should be maintained especially as they bring in tourists and galvanise communities.

A smaller, but still significant, number would also like to see the funding for 'Country Parks/Rights of Way' to be increased. They argue they improve the health and well-being of residents and are paramount to local wildlife.

Additional categories for comments which did not fit within the main service headings, on the whole reflect those who would like to see a decrease in overall funding. Of particular concern is the amount spent on translating documents. Others argue for an increase in overall funding, especially for the provision of recreational areas.

Environmental Services - Literal Analysis of QIB & C

Main Service Headings (categories as reported in survey)

Recycling	68
Total	68

Other Comments (categorised)

Increase Green Initiatives	9
Total	9

Transport Services - Literal Analysis of QIB & C

Main Service Headings (categories as reported in survey)

School Bus Travel	89
Roads & Pathways	88
Verges, Grass Cutting, etc	63
Street Lighting	61
Subsidising Public Transport	49
Subsidising Rural Public Transport	37
Winter Maintenance (gritting, etc)	26
Transport for Social Care	6
Total	419

Other Comments (categorised)

Decrease 'Pointless' Traffic Calming Measures/Roadworks	30
More Street/Drain Cleansing	28
Reduce/Means Test Bus Passes	24
Reduce Congestion/Advocate Sustainable Transport	14
Reduce Unnecessary Road Signage/Furniture	7
More/Better Car Parking Facilities	6
More Speed Cameras	3
Total	112



No of comments
1 → 100



A slight majority of those who commented upon the one service area (Recycling) within Environmental Services requested an increase in funding. They state:

- The recycling/environmental sustainability/green agenda affects everyone
- A confidential shredding service is required (help to lessen identity theft)
- The range of what can be recycled needs to be increased

No of comments
1 → 100



Those who argued for a reduction in funding claim that too much money is wasted facilitating several different strategies across Leicestershire (amongst districts and county). Some respondents commented that having just one aligned Leicestershire recycling policy would significantly save taxpayer's money.

Of all the main service headings within the survey, Transport Services attracted the greatest number of comments. The top concern (by a single comment) was the issue of 'School Bus Travel'. A very large majority wanted a reduction in funding arguing:

- There are too many school buses
- Subsidising doesn't advocate other forms of greener travel (walking/cycling)
- Travelling to school is the responsibility of the parent not the Council
- It should be means tested

A similar majority also requested an improvement in 'Roads and Pathways' stating:

- Roads/pathways are uneven and present a danger to the elderly, infirm and children
- Increasing the quality of paths would encourage people to walk more

Concerning 'Verges, Grass Cutting, etc' the majority desired a reduction in funding. They stated:

- It is cut too frequently and is damaging to wildlife
- The budget is excessive for what it involves
- It should only be cut where safety is a concern (at junctions, etc)

No of comments
1 → 100



The issue of subsidising public transport provided a split debate with almost equal proportions for and against it. However two-thirds of those who commented on the service area of 'Rural Transport' wanted an improvement in the service. They claimed: the service is paramount to the viability and sustainability of rural living.

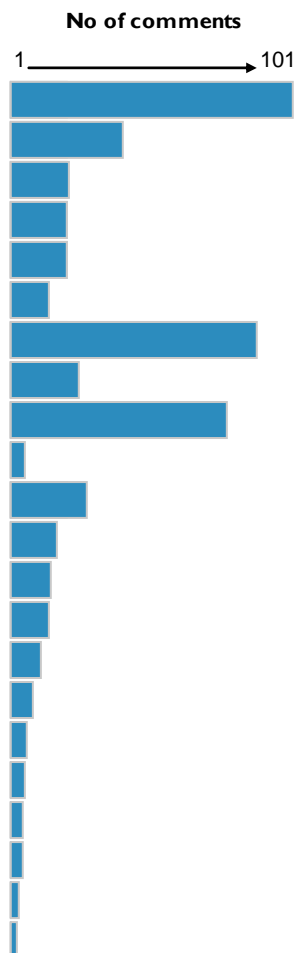
A similar consensus requested an increase in funding for 'Winter Maintenance'. They stated that it is not as responsive as it could be and is done only when the problem arises which is too late. Others argued that residents could shoulder the burden by reintroducing grit boxes alongside roads.

A significant number of comment were outside the survey categories. Of particular concern to these respondents was the proliferation of traffic calming measures/roadworks, the need to increase street and drain cleaning and the requirement to means test free bus passes/travel.

'Other' Categories - Literal Analysis of QIB & C

Other Comments (categorised)

Category	No of comments
Leicestershire County Council	101
Reduce number of staff	40
Reduce Pension Contribution	21
Reduce Expenses	20
Reduce/Freeze Salaries Of Managers	20
Of Managers	13
Make Efficiency Savings (Examples Inc.)	87
Cease Promotional/Info Literature	24
No Improvements/Cuts - Just Maintain What We Have	77
Leicestershire County Council Have Things 'About Right'	5
I Do Not Have The Facts To Answer Appropriately	27
Decrease Contract/Consultant Staff	16
Concerns About Survey Design	14
Increase/Fund Voluntary Sector	13
Reduce Benefits/Investigate Benefit Cheats	11
Improve LCC/Third-Party Quality and or Scope of Service	8
More Partnership Working	6
No Improvements/Cuts - Generate Income/Tax Instead	5
Reduce Council Tax	4
Improve Communication From/Within Council	4
Increase Contract/Consultant Staff	3
Increase LCC Directly Employed Staff	2
Total	378



Almost a quarter of all the comments collected for the Budget Consultation 2009 were outside of the main service categories listed in the survey.

The category amassing the most comments was the County Council itself which can be split into four sub-categories. The first category, and the top priority amongst respondents, concerned staff numbers being over-inflated particularly amongst tiers of middle management. Other comments expressed concern regarding County Council pension contributions and the expenses of Councillors. A significant number argued that a salary freeze is also required for all staff.

A large number of comments suggested the County Council should look at making efficiency savings first before cutting services. A significant proportion of which suggested reducing the number of promotional leaflets ('Leicestershire Matters' a common occurrence) which they point out are sent, untargeted, to residents *en masse*.

A significant number of comments also requested that the County Council does nothing, i.e. no improvements and no cuts. The rationale for which ranges from concerns regarding a lack of resource to the view that all the cited services are essential. Other suggestions (in no ranked order) include:

- Asking more for less from contractors/consultants
- Reducing wastage
- Stop subsidising public surveillance facilities, equipment and monitoring
- Reduce the amount of advertising

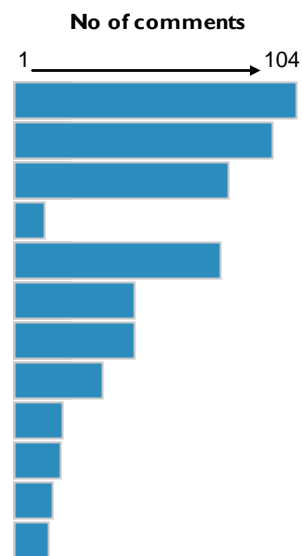
The last category which accumulated enough opinion to warrant commentary was for those who felt they could not answer the survey because they 'did not have the facts to answer appropriately'. This category consisted of comments that respondents felt they were not qualified to make judgments on a budget they know nothing about or that the survey did not present enough facts for them to make an informed decision. There were also those who stated that the main service headings in the survey only focussed on frontline services and excluded a large proportion of the Council's budget, which they felt they should have had the opportunity to comment upon.

'Additional Comments' - Literal Analysis of Q4

The following dashboard reviews Q4: 'Please use the space below to let us know any other comments'

Other Comments (categorised)

Cannot Answer Due to Survey Inadequacies/Lack of Facts	104
Make Efficiency Savings (Examples Inc.) Before Raising Taxes	96
Concerns About Survey Design/Lack of Information Provided	75
On Non-Frontline Services Only	11
'No' to the 2.5% Increase/Work Within Your Budget	72
Do Not Cut Any Services	42
'Yes' to 2.5% Increase to Protect/Maintain Services	42
Means Test/Link to Inflation Any Council Tax Increase	31
Reform the Council Tax Domestic Rating System	17
Reduce Councillor Pay/Cap Expenses	16
Reduce Benefit Entitlement/Investigate Benefit Cheats	13
Reduce Council Tax	12
Total	531



Question four of the survey asked the respondent 'to let us know any other comments'. The creation of categories apportioned to each of the 531 comments was at the discretion and judgement of the reviewer and are shown on the left.

Reviewing the dashboard on the left shows that a prime concern amongst those who filled in the additional comments box was their ability to complete the survey. Respondents suggested it was difficult for them to complete the survey because the financial facts provided for each service area was considered insufficient and did not offer enough information to help them make an informed decision. Further, the fact that there was no option to tick whether funding was 'too little' per service on Q1a was noted by a number of respondents. Other respondents raised the question why only a selection of the County Council's budget was up for consultation. Many also asked for a reduction in administrative staff which was not a 'tick-box' in the survey.

Just under a fifth of respondents expressed that they wish to see efficiency savings explored fully. Further, a significant number of respondents wanted service cuts to be made, including trimming the County Council staff numbers, salaries and pension contributions. One in seven respondents stated that they did not want any increase in Council Tax, mainly stating that the County Council has enough budget to work with and any increase should not coincide with a reduction in service provision. In contrast, one in twelve stated that they were happy for a rise in Council Tax if it meant safeguarding the current level of service provision. A similar number stipulated that any rise in Council Tax should be linked to inflation or means-tested to ensure fairness. One possible explanation for the high number of comments relating to the proposed 2.5% increase in Council Tax may be because the preceding section asked for respondents views on this subject.

Conclusions

Generally, service areas where the highest proportion of people indicated that 'about the right amount' was being spent were (in decreasing order of priority):

- Children and young people with special educational needs
- Winter maintenance such as gritting the roads
- Working with the police and others to reduce crime including ASB
- Helping adults with mental health problems
- Helping adults with physical disabilities
- Country parks and rights of way
- Maintaining street lighting

Service areas where the highest proportion of people indicated that 'too much' was currently being spent were (in decreasing order of priority):

- Providing bus travel to schools
- Library services – including mobile libraries
- Museums and Arts
- Subsidising public transport
- Grass cutting etc. on highway verges
- Youth services including youth workers in communities
- Working with schools to improve educational attainment

There was marginal support for increases charges to service users although most residents were opposed to increases in Council Tax above 2.5%.

Respondents to the web survey were likely to be more aware of how the County Council and its departments operate since they were a self selected sample and by definition were likely to have a keener interest in the budget consultation. They may also have stronger opinions, which prompted their self selection. Indeed, 19% of web respondent stated that they were employed by Leicestershire County Council. These respondents are more likely to accept increased changes and more than 2.5% increase in Council Tax.

The sample for the paper survey was randomly selected. It is therefore more likely that many respondents would not have an in depth knowledge of the services provided by the County Council, or how budgets were currently spent (many eluded to this in their comments). However, because of this, the sample is more representative of Leicestershire residents as a whole and can provide insight into general attitudes towards spending.

There were some similarities between the findings from the paper and web survey. Those who were more open to service reductions were more likely to feel that too much was spent on helping adults with mental health problems in both surveys. Also, those who were more opposed to reductions in services were less likely to feel that too much spent on children's social care and children in care in both surveys.

The open comments provide an additional insight into residents' views. They broadly support the previous findings with a large number of comments referring to reducing funding for school travel and library services. However, this analysis also identifies a number of comments referring to improvements needed in maintenance of roads and pathways.

A significant number of respondents stated that the Council should look to explore all avenues of efficiency saving before cutting service provision, including trimming the number of County Council staff, salaries and pension contributions. One in seven respondents commented specifically on the fact that they did not want any increase in Council Tax, mainly stating that the County Council has enough budget to work with and any increase in Council Tax should not coincide with a reduction in service provision.

As referred to earlier, the surveys discussed in this report were part of a wider consultation process on the County Council budget, which also included the running of three focus groups with a representative sample of Leicestershire residents. These focus groups offer further understanding of priorities and insight into resident views. The 77 participants of these focus groups were given more information about how services were funded and delivered and were given the opportunity to discuss opinions on service reductions, levels of charges and Council Tax increases.

Most of the focus group participants argued that 'prevention is better than a cure' across a range of social care and educational services, where inaction could have a long-term impact on health, crime or society generally. Consequently, the services that they felt most needed funding protecting were children in care, winter maintenance, and youth service. Participants were also able to make linkages between service areas so that, for example, they thought that crime and anti-social behaviour would also be helped by aspects of the youth, education, social care and many other services. After the workshops participants tended to be more likely to say that, where people can afford to pay, they should do so (i.e. means test service such as social care transport). The top service areas where the workshop groups thought possible savings could be found, were street lighting maintenance, grass cutting, museums and arts, library service and home-to-school transport. The full results from the focus groups can be found at www.leics.gov.uk/haveyoursay

Appendix A

Paper Survey vs Web Survey

Net difference (% about right - % too much)

Paper				Web
Total	49%			39.9% Total
Providing bus travel to schools (£14m)	-18%	→		-25.5% Providing bus travel to schools (£14m)
Library services - including mobile libraries (£8m)	10%	→		-0.4% Grass cutting etc., on highway verges (£2m)
Museums and Arts (£3m)	12%	→		12.9% Library services - including mobile libraries (£8m)
Subsidising public transport (£3m)	25%	→		18.3% Subsidising public transport (£3m)
Grass cutting etc., on highway verges (£2m)	30%	→		19.8% Museums and Arts (£3m)
Youth services including youth workers in communities (£5m)	32%	→		21.5% Working with schools to improve edu attainment (£5m)
Working with schools to improve edu attainment (£5m)	34%	→		27.5% Helping adults with learning disabilities (£27m)
Helping adults with learning disabilities (£27m)	37%	→		31.7% Youth services including youth workers in communities (£5m)
Recycling including local tips/household waste recycling sites (£10m)	41%	→		34.5% Helping older people (£52m)
Children and young people in local authority care (£16m)	44%	→		36.1% Maintaining street lighting (£1m)
Subsidising buses in rural areas (£1m)	45%	→		36.9% Recycling including local tips/household waste recycling sites (£10m)
Helping older people (£52m)	49%	→		38.4% Children and young people in local authority care (£16m)
Trading Standards and Consumer Protection (£2m)	53%	→		41.0% Trading Standards and Consumer Protection (£2m)
Maintaining the roads and pathways (£10m)	56%	→		44.7% Children's Social Care and Child Protection (£15m)
Children's Social Care and Child Protection (£15m)	56%	→		47.3% Subsidising buses in rural areas (£1m)
Providing social care transport (£3m)	61%	→		51.4% Maintaining the roads and pathways (£10m)
Working with young people to prevent offending/re-offending (£1m)	63%	→		51.8% Providing social care transport (£3m)
Maintaining street lighting (£1m)	68%	→		61.2% Country parks and rights of way (£1m)
Country parks and rights of way (£1m)	73%	→		64.6% Helping adults with physical disabilities (£10m)
Helping adults with physical disabilities (£10m)	74%	→		66.4% Working with young people to prevent offending/re-offending (£1m)
Helping adults with mental health problems (£4m)	76%	→		67.1% Working with the police and others to reduce crime & ASB (£1m)
Working with the police and others to reduce crime & ASB (£1m)	77%	→		68.0% Winter maintenance such as gritting the roads (£2m)
Winter maintenance such as gritting the roads (£2m)	81%	→		68.7% Helping adults with mental health problems (£4m)
Children and young people with special educational needs (£2m)	84%	→		75.6% Children and young people with special educational needs (£2m)

Including no reply

N.B. Current 2009/10 funding shown in brackets next to each service description

Appendix B

Paper Survey

Male vs Female

Net difference (% about right - % too much)

Male			Female
Total	48.36		55.31
Providing bus travel to schools (£14m)	-26.15	→	-9.39
Library services - including mobile libraries (£8m)	7.51	→	11.20
Museums and Arts (£3m)	14.58	→	14.58
Subsidising public transport (£3m)	22.68	→	28.18
Helping adults with learning disabilities (£27m)	26.74	→	31.66
Youth services including youth workers in communities (£5m)	28.35	→	42.32
Working with schools to improve educational attainment (£5m)	30.65	→	44.19
Grass cutting etc., on highway verges (£2m)	32.87	→	45.45
Children and young people in local authority care (£16m)	36.71	→	48.75
Recycling including local tips/household waste recycling sites (£10m)	38.92	→	50.74
Helping older people (£52m)	48.34	→	53.85
Subsidising buses in rural areas (£1m)	49.74	→	56.25
Children's Social Care and Child Protection (£15m)	50.09	→	59.07
Providing social care transport (£3m)	59.03	→	61.01
Maintaining the roads and pathways (£10m)	59.15	→	68.78
Trading Standards and Consumer Protection (£2m)	61.25	→	70.71
Working with young people to prevent offending/re-offending (£1m)	68.35	→	72.88
Maintaining street lighting (£1m)	70.24	→	74.17
Helping adults with physical disabilities (£10m)	75.65	→	75.83
Country parks and rights of way (£1m)	77.16	→	81.09
Helping adults with mental health problems (£4m)	79.44	→	81.86
Working with the police and others to reduce crime (£1m)	81.15	→	85.20
Winter maintenance such as gritting the roads (£2m)	82.04	→	89.83
Children and young people with special educational needs (£2m)	88.56	→	91.93

Not including no reply

N.B. Current 2009/10 funding shown in brackets next to each service description

Web Survey

Male vs Female

Net difference (% about right - % too much)

Male				Female
Total	38.82			47.96
Providing bus travel to schools (£14m)	-32.34	→		-19.28
Grass cutting etc., on highway verges (£2m)	1.80	→		-0.90
Library services - including mobile libraries (£8m)	9.20	→		21.27
Subsidising public transport (£3m)	15.92	→		22.37
Working with schools to improve educational attainment (£5m)	19.51	→		25.11
Helping adults with learning disabilities (£27m)	20.36	→		28.37
Museums and Arts (£3m)	20.96	→		37.27
Youth services including youth workers in communities (£5m)	28.22	→		40.00
Helping older people (£52m)	28.53	→		40.37
Children and young people in local authority care (£16m)	32.52	→		42.72
Recycling including local tips/household waste recycling sites (£10m)	36.56	→		42.73
Maintaining street lighting (£1m)	39.21	→		48.42
Children's Social Care and Child Protection (£15m)	39.39	→		51.38
Subsidising buses in rural areas (£1m)	44.14	→		54.63
Trading Standards and Consumer Protection (£2m)	45.12	→		59.82
Providing social care transport (£3m)	50.30	→		60.19
Maintaining the roads and pathways (£10m)	59.16	→		60.91
Helping adults with physical disabilities (£10m)	61.09	→		62.56
Country parks and rights of way (£1m)	65.97	→		73.27
Winter maintenance such as gritting the roads (£2m)	66.87	→		77.98
Helping adults with mental health problems (£4m)	67.88	→		78.08
Working with the police and others to reduce crime (£1m)	69.09	→		78.18
Working with young people to prevent offending/re-offending (£1m)	69.28	→		79.82
Children and young people with special educational needs (£2m)	75.15	→		88.84

Not including no reply

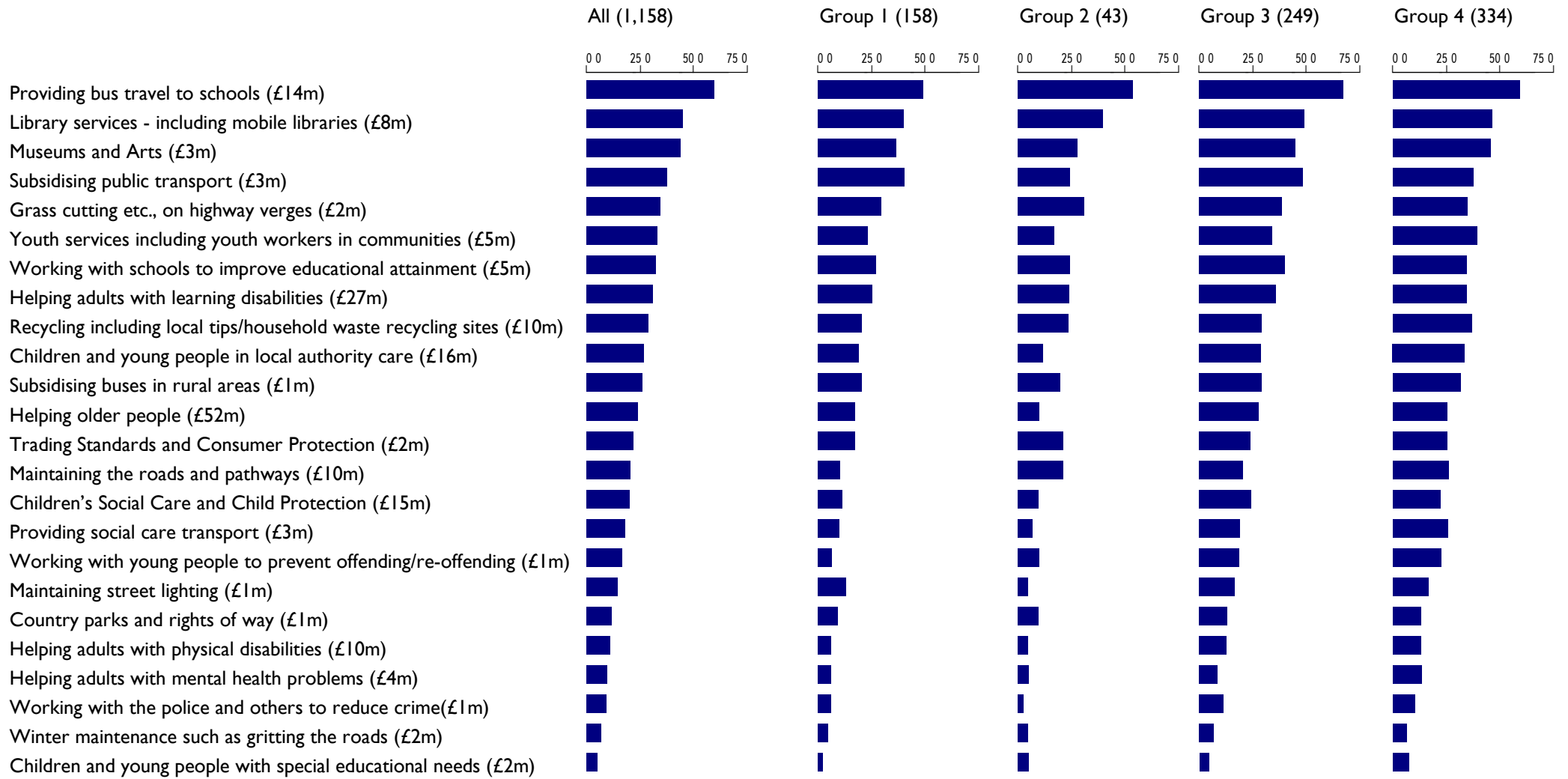
N.B. Current 2009/10 funding shown in brackets next to each service description

Appendix C

Paper Survey

- Group 1: Increase charges and tax increases
- Group 2: Tax increases but no increase to charges
- Group 3: Increase charges but no tax increase
- Group 4: No increase charges and no tax increase

Attitudes to Service Reductions



Not including no reply

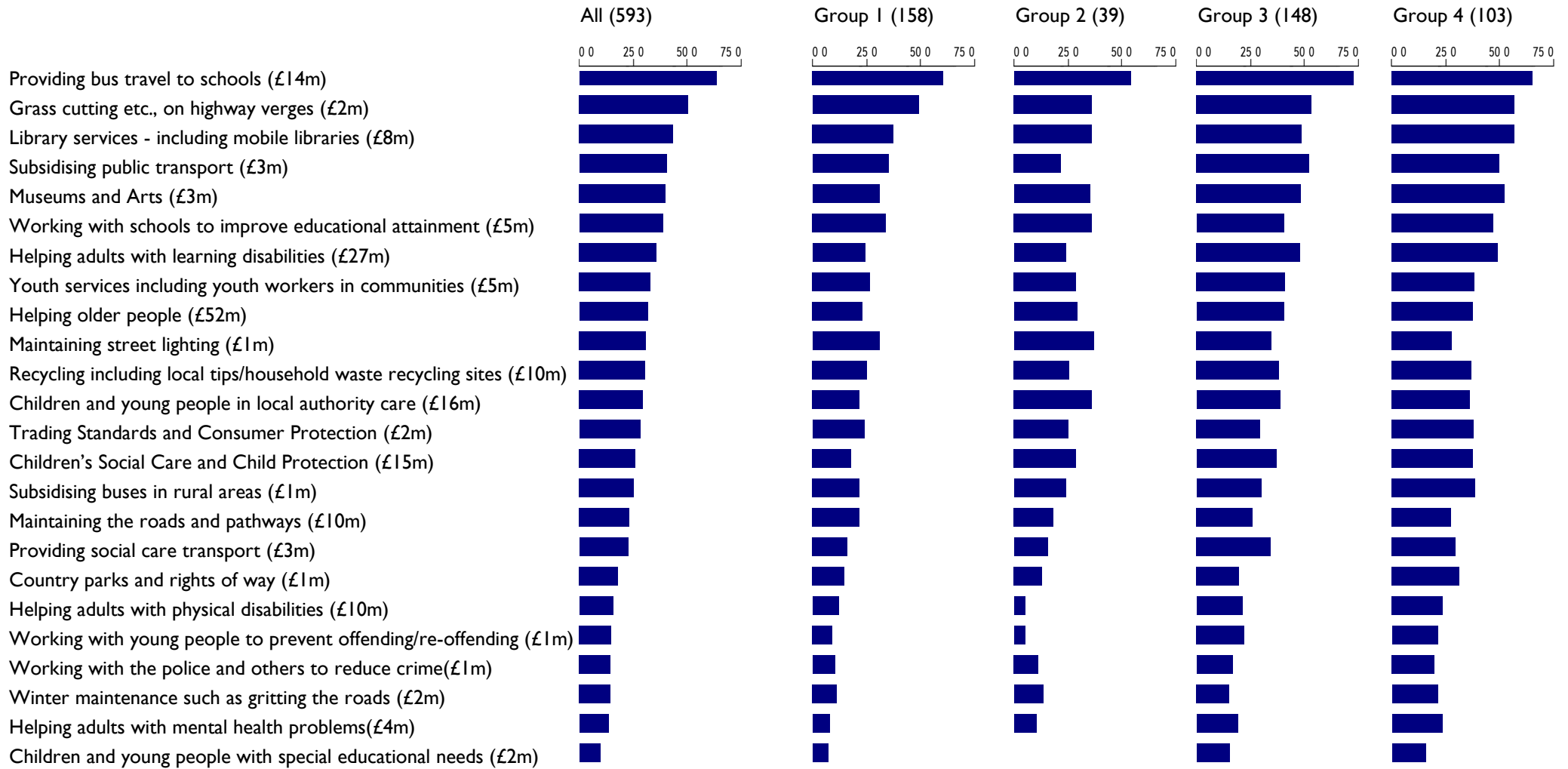
% stating that too much is spent

N.B. Current 2009/10 funding shown in brackets next to each service description

Web Survey

Attitudes to Service Reductions

- Group 1: Increase charges and tax increases**
- Group 2: Tax increases but no increase to charges**
- Group 3: Increase charges but no tax increase**
- Group 4: No increase charges and no tax increase**



Not including no reply

% stating that too much is spent

N.B. Current 2009/10 funding shown in brackets next to each service description



Consultation on Leicestershire County Council Spending and Council Tax

Helpful hints for completing this questionnaire

- The questionnaire should be completed by any resident aged 18 or over living at this address
- Please read the instructions for answering each question carefully
- Please check you have answered all the questions that you should have answered
- Please use Blue or Black ink and write comments in CAPITALS
- This questionnaire consists of 6 pages and should take no longer than 10 minutes to complete. Thank you in advance for your time.
- If you have any other queries regarding the survey please contact Jo Miller on 0116 305 7341

Services

Q1. For the following list of services provided by the County Council please indicate whether you think the amount of tax payers' money currently being spent on each service seems about right or is too much (the amount currently being spent is shown in brackets against each service listed).

Please provide a response for each service in turn. However, in order to help us make the difficult choices that need to be made, it would help us if you could identify at least three service areas where you think budget reductions could be made - i.e. identify at least three service areas where you think possibly too much is currently being spent. Given the current financial situation there are minimal options for spending more on services.

Please tick ✓ ONE box only per row

Transport Services

	About right	Too much
Maintaining the roads and pathways (£10m).....	<input type="checkbox"/>	<input type="checkbox"/>
Maintaining street lighting (£1m).....	<input type="checkbox"/>	<input type="checkbox"/>
Subsidising public transport (£3m)	<input type="checkbox"/>	<input type="checkbox"/>

	About right	Too much
Providing bus travel to schools (£14m).....	<input type="checkbox"/>	<input type="checkbox"/>
Providing social care transport (£3m)	<input type="checkbox"/>	<input type="checkbox"/>
Grass cutting etc., on highway verges (£2m)	<input type="checkbox"/>	<input type="checkbox"/>
Winter maintenance such as gritting the roads (£2m)	<input type="checkbox"/>	<input type="checkbox"/>
Subsidising buses in rural areas (£1m)	<input type="checkbox"/>	<input type="checkbox"/>

Environmental Services

	About right	Too much
Recycling including local tips/household waste recycling sites (£10m)	<input type="checkbox"/>	<input type="checkbox"/>

Adult Social Care

	About right	Too much
Helping older people including residential and community based services (£52m)	<input type="checkbox"/>	<input type="checkbox"/>
Helping adults with learning disabilities including residential and community based services (£27m)	<input type="checkbox"/>	<input type="checkbox"/>
Helping adults with physical disabilities including residential and community based services (£10m)	<input type="checkbox"/>	<input type="checkbox"/>
Helping adults with mental health problems including residential and community based services (£4m)	<input type="checkbox"/>	<input type="checkbox"/>

Children & Young People's Services (including education and children's social services)

	About right	Too much
Working with schools to improve educational progress and attainment (£5m).....	<input type="checkbox"/>	<input type="checkbox"/>
Children's Social Care and Child Protection (£15m)	<input type="checkbox"/>	<input type="checkbox"/>
Children and young people in local authority care (£16m)	<input type="checkbox"/>	<input type="checkbox"/>
Children and young people with special educational needs (£2m).....	<input type="checkbox"/>	<input type="checkbox"/>
Youth services including youth workers in communities (£5m)	<input type="checkbox"/>	<input type="checkbox"/>

Community Cultural and Recreational Services

	About right	Too much
Library services - including mobile libraries (£8m).....	<input type="checkbox"/>	<input type="checkbox"/>
Museums and Arts (£3m)	<input type="checkbox"/>	<input type="checkbox"/>
Country parks and rights of way (£1m).....	<input type="checkbox"/>	<input type="checkbox"/>
Trading Standards and Consumer Protection (£2m)	<input type="checkbox"/>	<input type="checkbox"/>

Community Safety Services

	About right	Too much
Working with young people to prevent offending and reduce re-offending (£1m)	<input type="checkbox"/>	<input type="checkbox"/>
Working with the police and others to reduce crime including anti-social behaviour and supporting victims of crime (£1m)	<input type="checkbox"/>	<input type="checkbox"/>

Q1(b). Are there any specific services where you would like to see improvements made?
Please provide details below

Q1(c). Are there any specific services for which you think funding could be substantially, if not completely, cut?
Please provide details below

Charging

Q2. There are many services for which the County Council requires service users to make a contribution to the overall cost of the service provided. For many of these services, the level of contribution varies according to an individual's or household's income (i.e. the contribution is means-tested).

To what extent do you agree or disagree that the County Council should consider increasing the level of charges to service users so there are fewer reductions in services?
Please tick ✓ ONE box only

Strongly agree	Tend to agree	Neither agree nor disagree	Tend to disagree	Strongly disagree	Don't know
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Council Tax

Q3. Over the next 4 years the County Council is planning low council tax increases of between 0% and 2.5% per year.

These levels of council tax increase will require the Council to make savings of 12% (to be made by working more efficiently) and also to reduce services by 10% over the four year period.

The Council Tax bill for County Council services in 2009 is currently £1,037 for a band D property.

Would you be prepared to pay more than 2.5% council tax increase to have less service reductions?

Please tick ✓ ONE box only

Yes

No

Don't Know

Q4. Please use the space below to let us know any other comments:

About you

Leicestershire County Council is committed to ensuring that our services, policies and practices are free from discrimination and prejudice and that they meet the needs of all sections of the community.

To enable us to check that what we are providing is fair and effective, we would be grateful if you would answer the questions below. You are under no obligation to provide the information requested, but it would help us greatly if you did.

Q5 What was your age on your last birthday? Years
Please write in the box

Q6 Are you male or female? Please tick ✓ ONE box only.
Male Female

Q7 Do you have any long-standing illness, disability or infirmity?
Please tick ✓ ONE box only.
Yes..... No

Q8 What is your ethnic group? Please tick ✓ ONE box only

White	Mixed (e.g. White and Asian)	Asian or Asian British	Black or Black British	Other ethnic group
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Q9 What is your postcode?

Q10 Are you an employee of Leicestershire County Council? Please tick ✓ ONE box only
Yes..... No

Data Protection
Personal data supplied on this form will be held on computer and will be used in accordance with the Data Protection Act 1998. The information you provide will be used for statistical analysis, management, planning and the provision of services by the County Council and its partners, Leicestershire County Council will not share any personal information collected as part of this survey with its partners. The information will be held in accordance with the Council's records management and retention policy.

Thank you very much for taking part in this budget consultation

Please return your questionnaire in the pre-paid envelope provided by 7th December 2009

If you cannot find or did not receive the pre-addressed envelope please send your questionnaire to: Leicestershire County Council, Have Your Say FREEPOST, NAT18685, Leicester, LE3 8XR
Please note that you do not need to add a stamp