

Appendix - Budget Survey

1) Introduction

The Council's budget survey launched on 17 November 2022 and closed on 2 January 2023.

The survey was completed by 2,454 respondents. This is a significant improvement on comparable budget consultations conducted in recent years, which have not exceeded 1,400 responses.

The survey was publicised through a number of platforms, including:

- a dedicated space on the council's website, hosting background information and linking through to an online survey that was open to all Nottinghamshire residents.
- in print/hard copy format, produced and distributed to all 59 Children's Centres and 60 Libraries across the county. Completed copies of the survey could either be handed in at the Library/Children's Centre or posted back to the council using the provided freepost address. 12 hard copy returns were received.
- Members received a pack to promote and encourage survey completion.
- for residents needing support with completing the survey, there was also the option to phone the council's Customer service Centre where the operative would assist and fill the survey out on the resident's behalf.

Completion of the survey was promoted through:

- Email bulletin, sent to all 140,309 subscribers to the council's emailme system. The initial email, sent on 17th November 2022, was opened by 31% (42,414) of the subscribers, with 2% (3,170) clicking through to the website/survey. Email bulletins to remind emailme subscribers were also sent to maximise completion of the survey. A further reminder email, sent on 29th December 2022, was opened by 25% (34,258) of the subscribers, with 2% (2,146) clicking through to the website/survey.
- Targeted communications to encourage completion was also sent to all 179 Parish Councils and members of the business community. The email to Parish Councils was opened by 55% (95) of the Parish Councils, with 23% (39) clicking through to the website/survey.
- The council also utilised social media to promote survey completion. Between 21 September 2022 and 2 January 2023, 25 messages were posted from the council's Facebook (13) and Twitter (12) accounts. In total these reached 19,800 residents, with 35,300 impressions and resulted in 35 likes, 38 shares/retweets, and 15 comments. Further messages were presented on the council's Instagram account which reached 452 accounts.
- A press release was issued countywide on 27 October 2022.

2) Findings

a) Demographics

- The most common age range of respondents was between 55-64 years of age (25.5%)
- The least common age range was under 18 (0.2%)
- Respondents, aged 45 and over, represented 79.9% of respondents. This is in comparison to Office of National Statistics 2020 mid-year estimate of Nottinghamshire's 45+ population, which was estimated to be 60.8%.
- 44.3% of respondents were Male, 55.7% of respondents were Female, which is higher than the population split for Nottinghamshire compared to Office of National Statistics 2020 mid-year estimates.
- Responders to the budget consultation who identified their ethnicity as White/British stood at 88.6%. This is in line with proportion of Nottinghamshire residents who identify their ethnicity as White/British according to Office of National Statistics 2020 mid-year estimates.

b) Satisfaction Questions

The first three questions focus on resident's perceptions.

Question 1 - How satisfied are you with your local area?¹

70.5% of respondents were positive about their local area as a place to live, 11.5% were neither satisfied nor dissatisfied while 18.0% viewed it negatively.

Question 2 - Overall, how satisfied, or dissatisfied are you with the way Nottinghamshire County Council run things?

46.0% were satisfied, 26.6% were neither satisfied or dissatisfied and 26.4% gave a negative response and 1% didn't know.

Question 3 - To what extent do you agree or disagree that you can influence decisions affecting your local area?

16.7% had a positive view in the influence they have a local decision affecting their local area, 27.0% were neutral, 54.4% had a negative response to this question, 1.8% didn't know.

c) Budget Priorities

Question 4 - The service asked respondents to identify the extent to which they and their families access these services.

Service options:

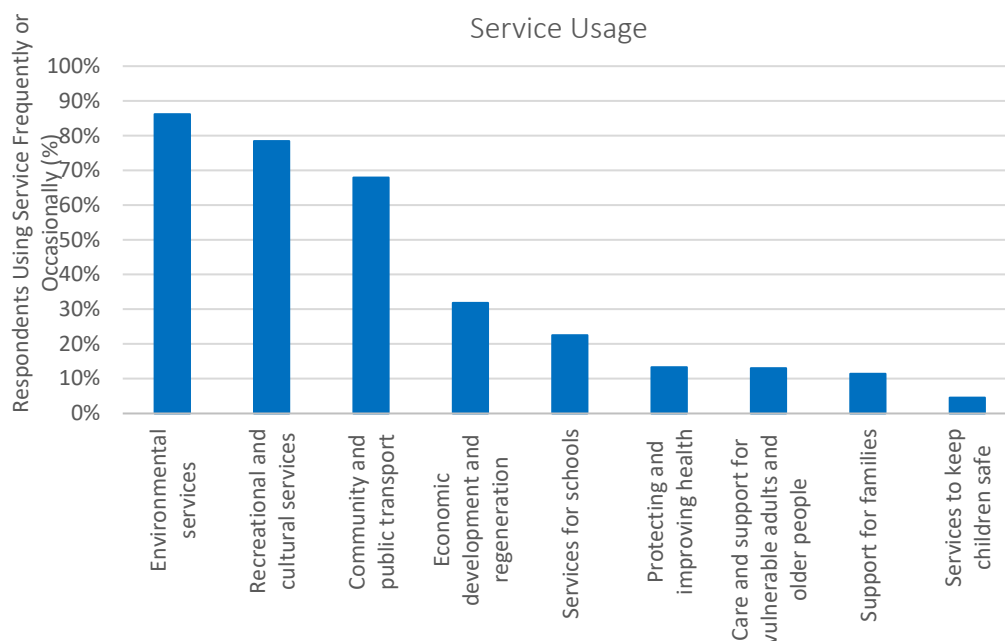
- care and support for vulnerable adults and older people (this includes services such as residential placements, day care, respite care, homecare, supported housing)

¹ Responses were grouped as positive (when answered as very satisfied or satisfied), neutral (when answered as neither satisfied or dissatisfied) or negative (when answered fairly dissatisfied or very dissatisfied).

- services to keep children safe (including fostering, adoption, safeguarding and child protection, residential care, short breaks)
- support for families (including children centres, youth services, early years and childcare services)
- protecting and improving health (including helping to give children the best start, supporting people wanting to make healthy changes related to alcohol, drugs, tobacco, nutrition and exercise, mental wellbeing and suicide prevention, and giving particular attention to people living with the harmful impacts of homelessness and domestic violence)
- community and public transport (including planning and improvements, highway maintenance, bus travel including schools)
- environmental services (waste and recycling, flooding & climate change)
- economic development (including employment and skills, broadband, tourism)
- recreational and cultural services (including library services, museums, arts, trails & country parks)
- services for school (including school admissions)

The services most frequently used by people who completed the survey² were:

- Environmental services, with 86.1% of respondents identifying this as one of their top three used services.
- Recreational and cultural services, with 78.4% of respondents identifying this as one of their top three used services.
- Community and public transport, with 67.9% of respondents identifying this as one of their top three used services.

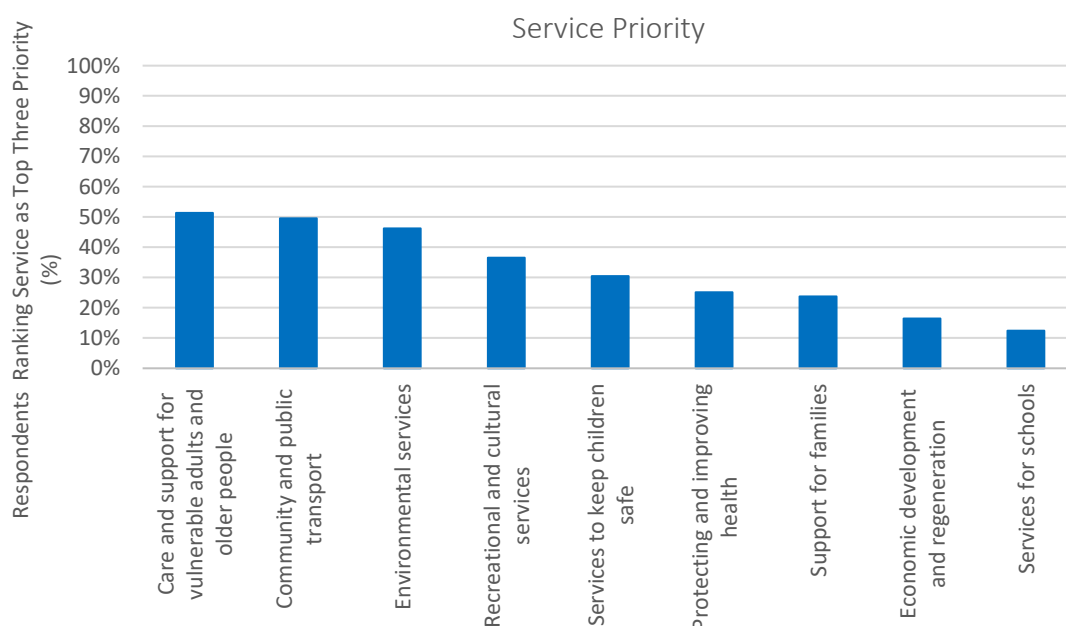


² Service usage of respondents was also measured. Most frequently used services This was measured by adding the number of times “frequently” and “occasionally” were chosen by responders for their level of service use.

Question 5 - The survey asked residents to rank the three services, provided by Nottinghamshire County Council, that most benefit them and their communities,

The three services most often identified by respondents as benefitting them and their communities were³:

- Care and support for vulnerable adults and older people, with 51.3% of respondents identifying this as one of their top three services.
- Community and public transport, with 49.6% of respondents identifying this as one of their top three services.
- Environmental services, with 46.2% of respondents identifying this as one of their top three services.



Both environmental services and community and public transport featured among the top three services most frequently accessed by respondents and were also included in the top three identified as benefitting respondents and their communities.

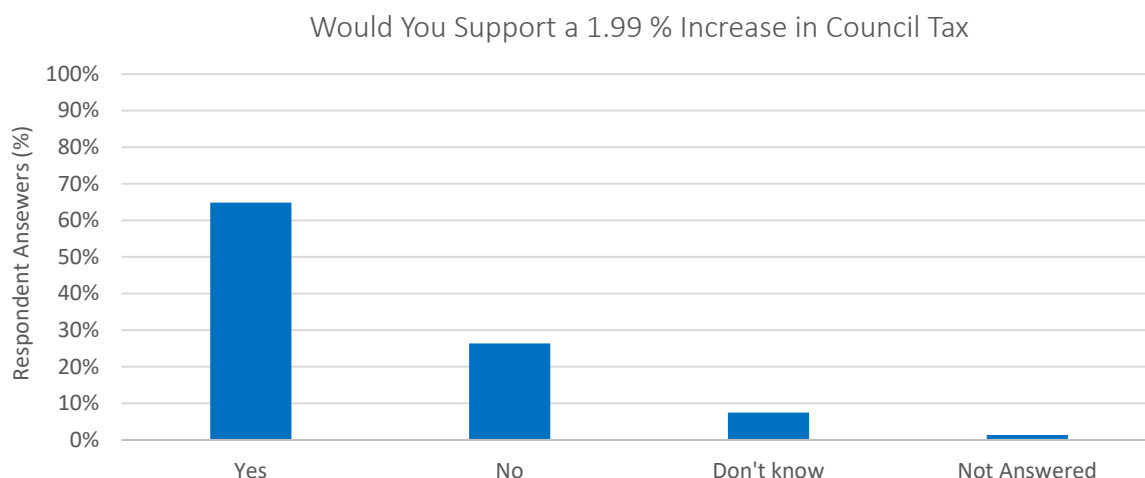
Services which were considered to benefit respondents and their communities, did not always mean that these were the frequently used services. For example, high priority was given to social services to support older adults and vulnerable people and keep children safe, despite relatively low usage among respondents.

Question 6 - In February 2023, Full Council will consider the council tax rate. In line with the maximum permissible Council Tax increase at the time, we asked respondents if they would support a 1.99% increase in council tax, to raise approximately £8m in funding to support services across the county.

The majority of respondents would support an increase in council tax.

³ The number of times a service was ranked as either priority 1, 2 or 3 was counted to calculate the percentage of respondents who had ranked that service as a priority from the overall number of respondents. Service priority was ranked by these percentages.

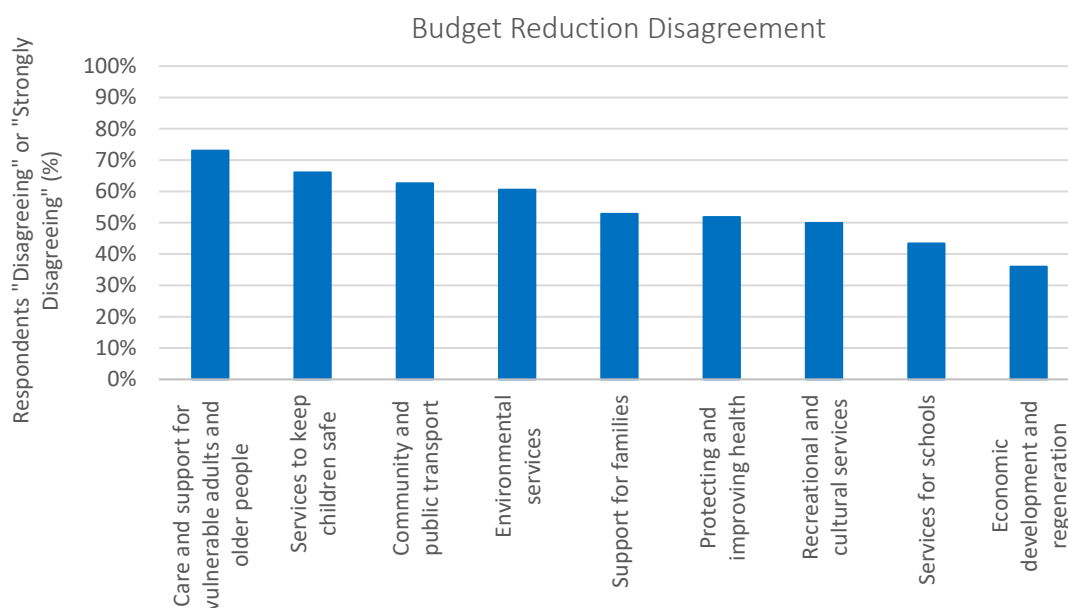
Results showed 64.8% of respondents would support an increase in council tax, 26.4% would not support an increase and 7.5% did not know. A small number (1.3%) of respondents did not answer this question.



Question 7 - We asked respondents to confirm the extent to which they agree / disagree with reductions to services, to meet the council's financial challenges.

Overall, the majority of respondents did not agree or strongly agree with reductions to any of the services outlined in the survey document. However, more respondents disagreed or strongly disagreed with reductions to:

- Care and support for vulnerable adults and older people, with 73.0% of respondents disagreeing or strongly disagreeing with reductions to these services.
- Keeping children safe, with 66.1% of respondents disagreeing or strongly disagreeing with reductions to these services.
- Community and public transport, with 62.6% of respondents disagreeing or strongly disagreeing with reductions to these services.

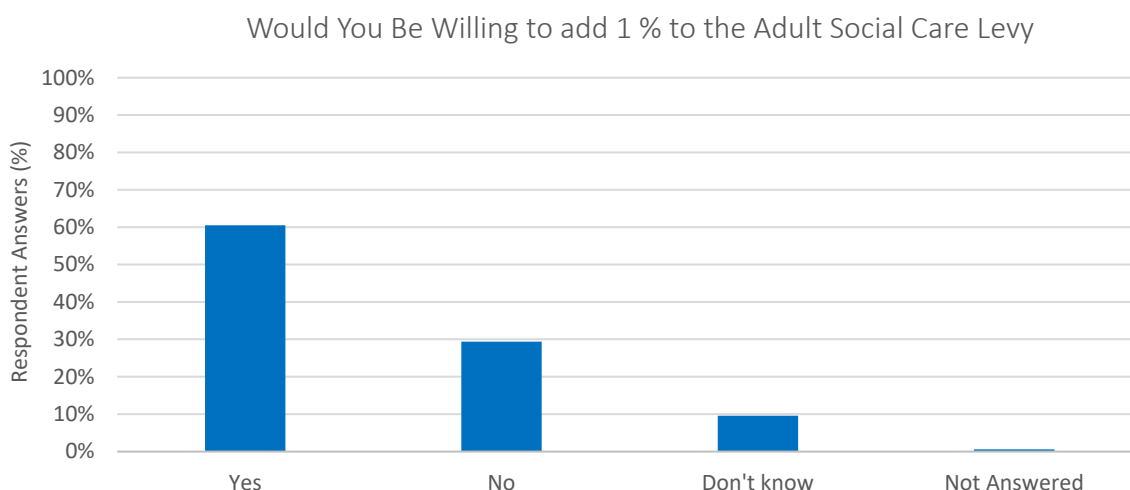


The areas identified to be least suitable for budget reduction broadly align with the services identified by respondents to be of most benefit to them and their communities

Question 8 – In line with the maximum permissible increase at the time, respondents were also asked if they would support a 1.00% increase in the Adult Social Care levy.

The majority of respondents would support this increase.

60.5% of people completing the survey would support an increase in the Adult Social Care Levy whilst 29.4% would not and 9.5% did not know. A small number (0.6%) of respondents did not answer this question.



Question 9 - The survey also offered respondents with an opportunity to give suggestions about how the council could save money or raise additional revenue, as a free text box.

1219 free text comments were received in completed surveys.

Common themes identified include:

- Looking at the Council's structures and workforce, to ensure as much capacity as possible is focussed on front-line delivery.
- Reviewing the Council's buildings, closing those which are not in use and maximising the opportunity of more home-based ways of working.
- Ensuring that repairs to roads are not short-term fixes.
- Working to put in place more sustainable approaches to delivery – for example making changes to street lighting, increasing recycling, encouraging cycling etc.