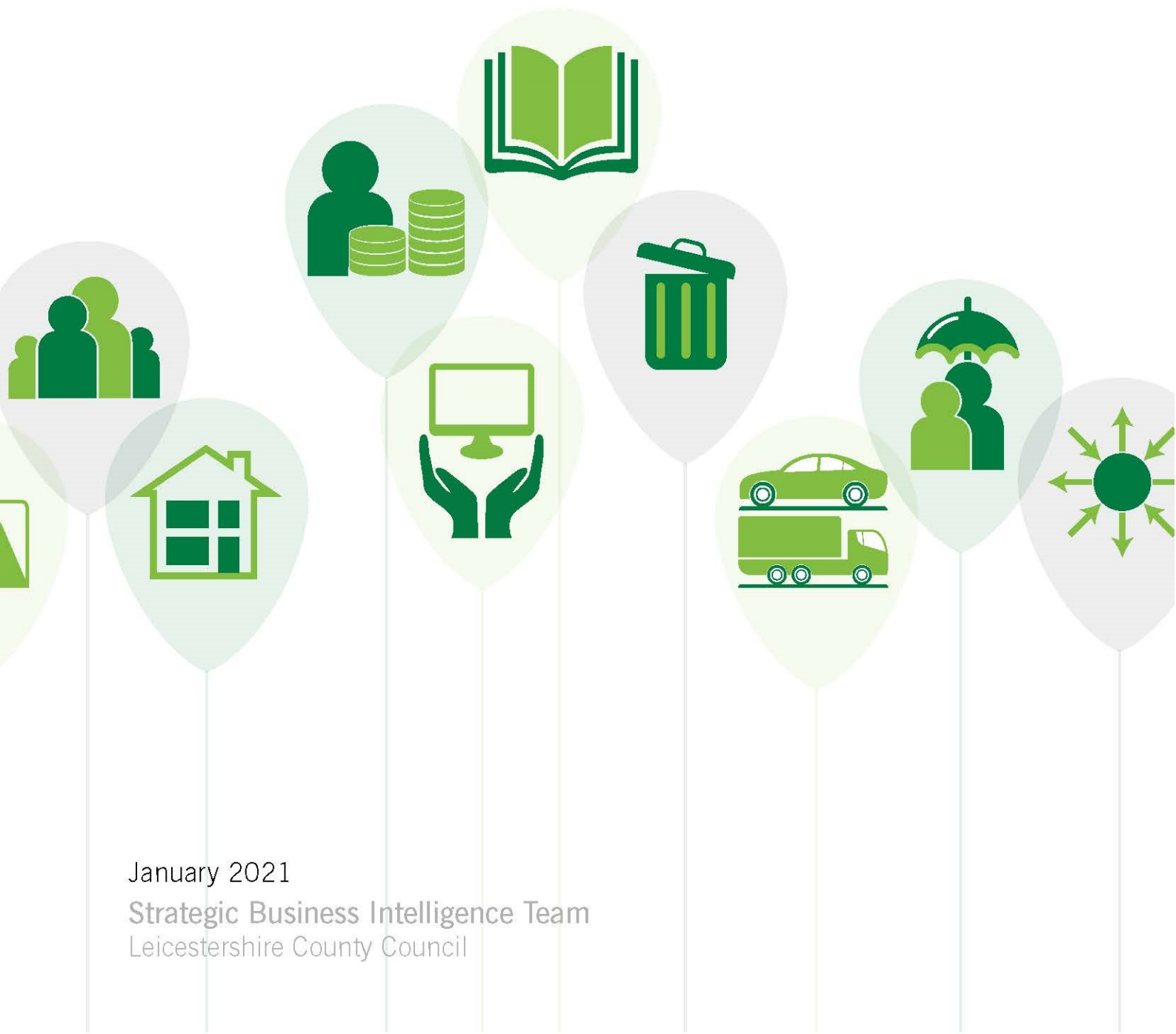


Provisional Medium Term Financial Strategy 2021-2025

Public consultation results



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Whilst every effort has been made to ensure the accuracy of the information contained within this report, Leicestershire County Council cannot be held responsible for any errors or omission relating to the data contained within the report.

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Key findings

In total, 279 responses were received to the consultation survey, of which 68% were residents of Leicestershire and 58% were employees of Leicestershire County Council.

Council Tax

Excluding any social care precept, over a quarter of respondents (26%) were in favour of paying a core Council Tax increase of above 2% to fund county council services and just over a third (34%) favoured an increase of 2%. Just under a fifth (18%) were in favour of an increase of 1%. A smaller proportion of respondents did not want to pay an increase in core Council Tax (14%), whilst 8% said they thought core Council Tax should be reduced.

Just under a third (30%) were in favour of a 3% increase or above in Council Tax to specifically fund adult social care in Leicestershire (the adult social care precept), with a sixth of respondents in favour of a 2% increase (15%) and a quarter in favour of a 1% increase (25%). A notable proportion were opposed to paying any adult social care precept (30%).

By combining the responses to the questions about core Council Tax and adult social care precept, over half of respondents (55%) were in favour of a 3% increase or above in overall Council Tax (including the adult social care precept), 18% were in favour of a 2% increase and 9% preferred a 1% increase. One in ten respondents (11%) said they would not be prepared to pay any increase in any Council Tax and 7% said they thought all Council Tax should be reduced.

Growth and Savings

When respondents were asked whether they agreed or disagreed with how the growth and savings had been allocated across services, 42% agreed and 20% disagreed (37% neither agreed nor disagreed).

Open Comments

Open comments regarding service reductions highlighted some key areas of concern, particularly service cuts to SEND and social care (adults or children's). Other responses reflected criticism of the proposal to increase Council Tax at a time of service reduction. There were some comments referencing the coronavirus pandemic, particularly expressing concerns about service reductions impacting vulnerable residents and front-line workers.

Respondents were asked whether there were any additional service reductions or charges that could be considered by the council. Despite many respondents not leaving a comment, or answering 'no', there were some suggestions made around staffing, in particular reducing salary levels and reviewing department structures. Others said the council could consider further service reductions or charges by re-assessing how certain benefits are awarded (e.g. Free School Meals) and how the council charges for commercial services.

Although many respondents indicated that they could not identify any areas where further efficiency savings could be made, several suggested reviewing staff expenditure. The most reoccurring comments mentioned saving costs by encouraging employees to work from home and selling any unused council properties and office space.

Whilst several respondents were in agreement about the areas identified for growth, some expressed general concerns over the further funding cuts to adult and children's social care. Respondents were specifically worried about the impact of the coronavirus pandemic on crucial services. Others expressed an understanding of the difficult financial position the council is in.

When respondents were asked for their comments on the council's capital programme, several expressed their support. Others felt the capital programme was a good idea providing it was used appropriately and spent wisely. Some said they thought the council needed to be realistic about what the capital programme could achieve.

Fairer Funding and Other Initiatives

With regards to Fairer Funding, the majority of respondents (79%) agreed that the way funding is distributed between councils should be reviewed. When asked about other initiatives, 71% of respondents said they agreed that the county council should promote local government reforms that target a reduction of 'back office' costs. A similar proportion (69%) said they agreed that the county council should seek a devolution deal and additional resources for the East Midlands (similar to that which the Government has given to the West Midlands).

Respondents were asked whether they had any other comments about Fairer Funding and other initiatives. Positive responses reflected the view that Leicestershire specifically is under-funded and that the current distribution of funding is unfair. Some respondents queried the likelihood or feasibility of being able to secure Fairer Funding from central government, as it has been discussed for numerous years. Others left general negative comments about the council's budget proposals, with some disagreeing with any increase of Council Tax.

Other Consultation Response

In addition to the survey responses, a separate submission was received via email from Measham Parish Council. Measham Parish Council had no specific comments on the budget proposals, however suggested that the council created a separate budget to provide front-line staff at Leicestershire County Council with ex-gratia payments in recognition of their hard work during the coronavirus pandemic.

Background

Leicestershire County Council's latest four year plan outlines the extremely challenging financial position facing the authority.

The draft four-year plan sets out the need for £92m of savings including a proposed 'high needs development plan' which is intended to reduce SEND costs by £26m, but also £59m of growth to cover underlying cost pressures, especially for services to support vulnerable residents.

The plans assume a proposed 2% increase on core Council Tax but no additional 'adult social care precept' increase.

The council also proposes to make a range of one-off investments to improve road maintenance, support transport infrastructure and other service improvements £450m capital programme.

The consultation exercise on the budget plan provides an opportunity for residents, staff, businesses, community groups and other stakeholders to have their views heard and taken into account when the budget plan is considered and finalised by Cabinet.

Methodology

Following the publication of the detailed budget proposals, a consultation summary and form were made available on the county council's website for the duration of the consultation period of 16th December 2020 to 17th January 2021.

This provided the opportunity for residents and other stakeholders to have their say. Paper copies of the survey and copies in alternative formats (including easy read) were available on request. A video was created to describe (using text) the proposals and in addition, a British Sign Language version was made available to those in the deaf community. The consultation was promoted to the East Midlands Chamber of Commerce (and via them to their members), the Leicester and Leicestershire Enterprise Partnership, Parish Councils and the Leicestershire Equalities Challenge Group.

Communication

A range of communications activity was used throughout the consultation period to encourage people to have their say, including: online content, intranet stories, Yammer posts, media releases (Twitter, Facebook and LinkedIn posts) and direct emails to staff, parish councils and businesses. This generated engagement across social media platforms and wide-ranging press coverage, and ultimately, helped to generate 279 responses. This report has been shared with decision-makers and will form part of the feedback to participants following the presentation to Cabinet.

Questions

The survey asked respondents about Council Tax levels (including the Government's proposed adult social care precept) and the extent to which they agreed or disagreed with how the budget had been allocated across services. It also asked a number of open-ended questions about the budget and the way the council works. These are listed below:

- Are there any specific service reductions you disagree with?
- Are there any additional service reductions or charges you think we should consider?
- Are there any areas where you think we could make further efficiency savings without impacting on services?
- Do you have any comments about the areas identified for growth?
- Do you have any comments on the council's capital programme?
- Do you have any other comments about our draft budget proposals?
- Do you have any further comments on Fairer Funding and other initiatives?

The survey also asked respondents about the way funding is distributed between councils, and local government reform in the East Midlands.

A range of demographic questions were also asked, namely: gender identity, gender identity at birth, age, disability, ethnicity, religion, sexual orientation, postcode, whether the respondents are parents or carers of a young person aged 17 or under, or a carer of a person aged 18 or over. See Appendix 1 for the full questionnaire.

Analysis

Graphs and tables have been used to assist explanation and analysis. Question results have been reported based on those who provided a valid response, i.e. taking out the 'don't know' responses and no replies.

The responses of different demographic groups were also statistically analysed and significant differences are highlighted within the relevant sections of the report. See Appendix 4 for the full statistical analysis.

Results

In total, 279 responses to the survey were received.

Respondent profile

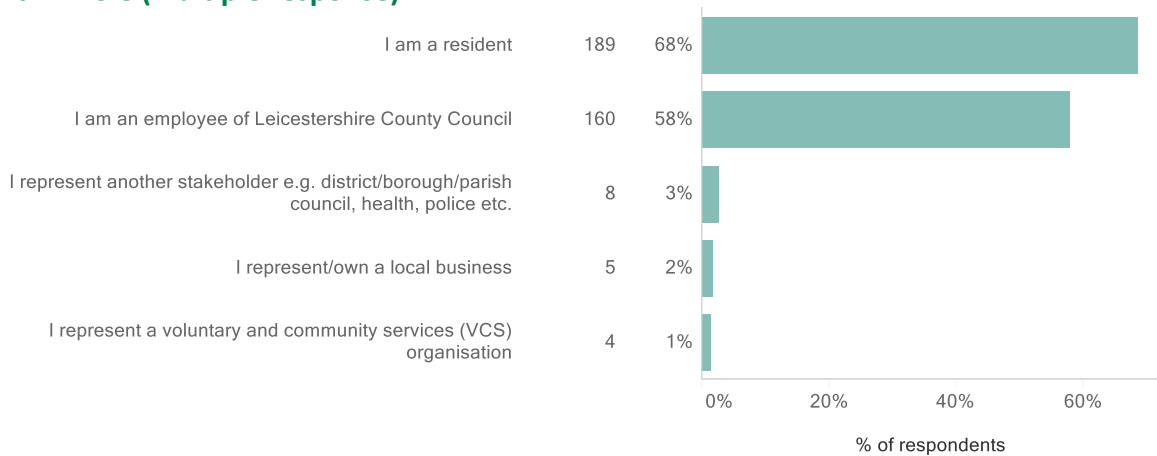
A full respondent profile can be found in Appendix 2.

Question 1 - Role

Respondents were asked in what capacity they were responding to the survey. Chart 1 below shows the breakdown. It shows that 68% of people who completed the survey were responding as residents and 58% were employees of Leicestershire County Council (LCC). Chart 2 shows 39% of respondents were residents but not employees of LCC, 29% were LCC employees and not residents, and 28% were both.

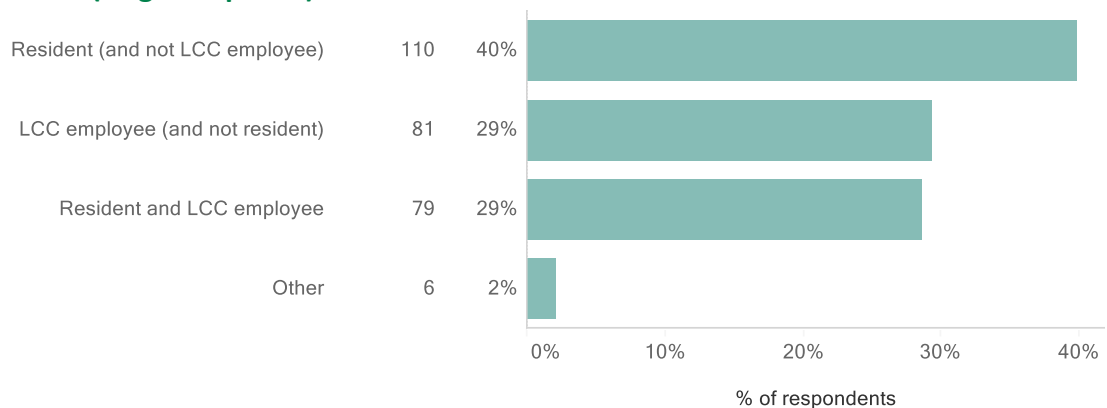
Throughout the analysis that follows, comparison has been made between the views from residents who are not LCC employees (110 respondents) and the views from LCC employees (160 respondents).

Chart 1 - Role (multiple response)



Base: 276

Chart 2 - Role (single response)



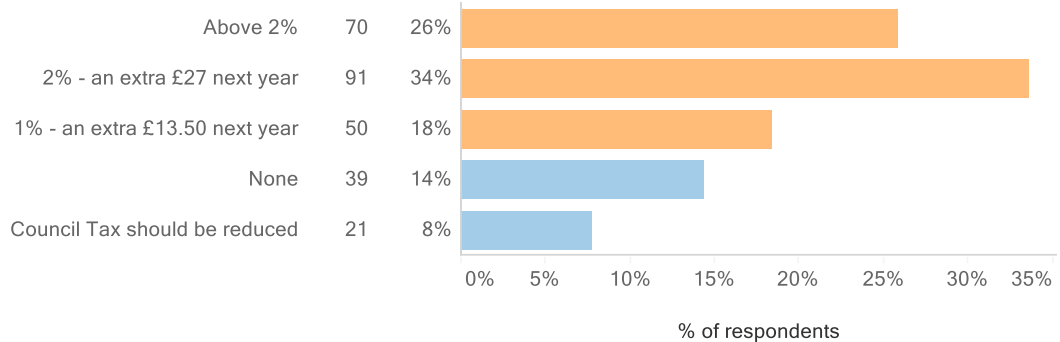
Base: 276

Question 2 - Core Council Tax increase (excl. adult social care precept)

Respondents were asked what core Council Tax increase they would be prepared to pay to fund county council services, excluding any adult social care precept. Chart 3 shows over a quarter of respondents (26%) were in favour of paying an increase of above 2%, 34% were in favour of paying an increase of 2%, and 18% were in favour of paying an increase of 1%. Some respondents (14%) thought Council Tax should not be increased and 8% thought it should be reduced.

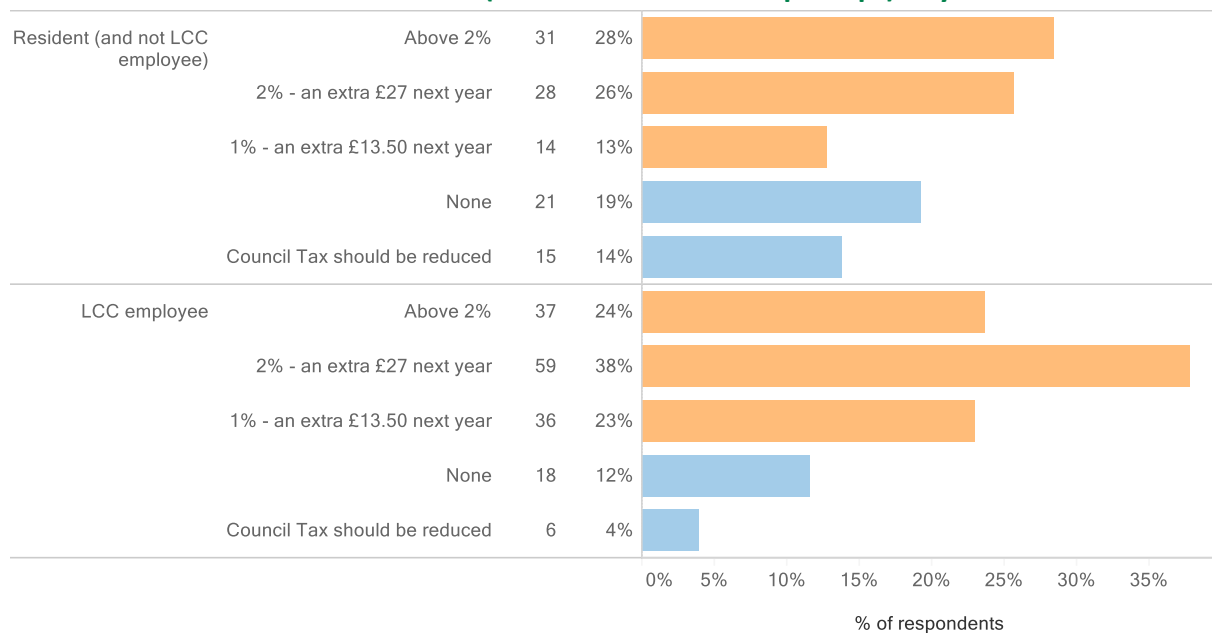
Chart 4 shows a comparison between residents and LCC employees. A slightly higher proportion of residents said they were prepared to pay an increase of above 2% in core Council Tax (28%) compared to LCC employees (24%). A larger proportion of LCC employees said they would be prepared to pay a 2% increase (38%) or 1% increase (23%) in core Council Tax than residents (26% and 13% respectively). A larger percentage of residents said they thought core County Tax should not be increased (19%) or it should instead be reduced (14%), compared to LCC employees (12% and 4%, respectively).

Chart 3 - Core Council Tax increase (excl. adult social care precept)



Base = 271

Chart 4 - Core Council Tax increase (excl. adult social care precept) - by role



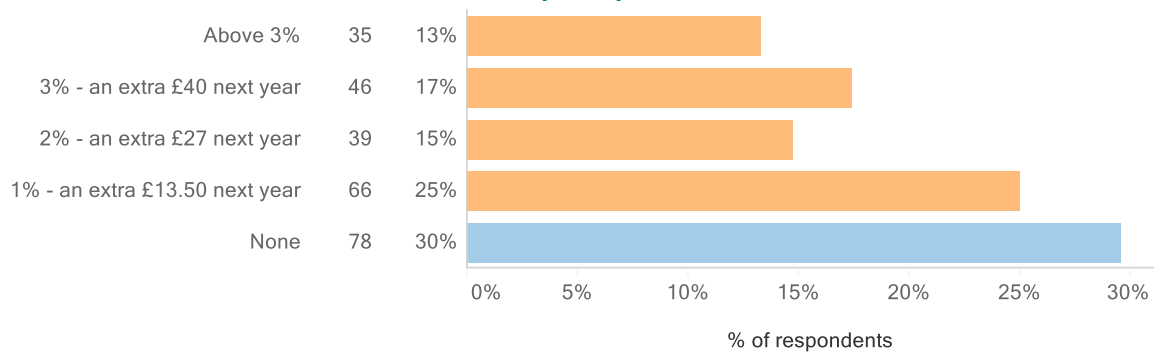
Resident base = 109
LCC employee base = 156

Question 3 - Additional Adult Social Care precept

Respondents were asked whether they would be prepared to pay an additional increase in Council Tax as a separate social care precept to be used exclusively for the funding of Adult Social Care in Leicestershire. Chart 5 shows that the majority (70%) would, but just under a third of respondents answered 'none', meaning that they did not want any additional increase in Council Tax for this purpose (30%).

Overall, 13% of respondents said they would be prepared to pay above 3%, 17% said they would be prepared to pay 3%, 15% said they would pay 2% and 25% said they would pay 1%.

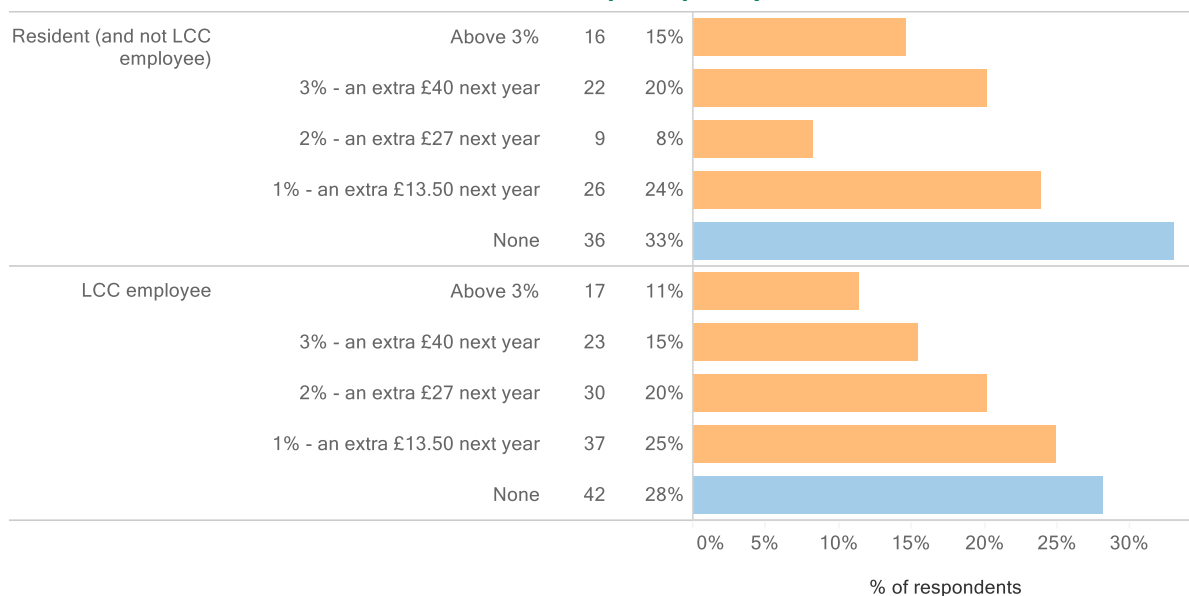
Chart 5 - Council Tax increase for social care precept



Base = 264

Chart 6 shows the proportion of respondents who were opposed to any separate increase in Council Tax was slightly higher for residents (who were not LCC employees) (33%) compared to LCC employees (28%).

Chart 6 - Council Tax increase for social care precept - by role



Resident base = 109
LCC employee base = 149

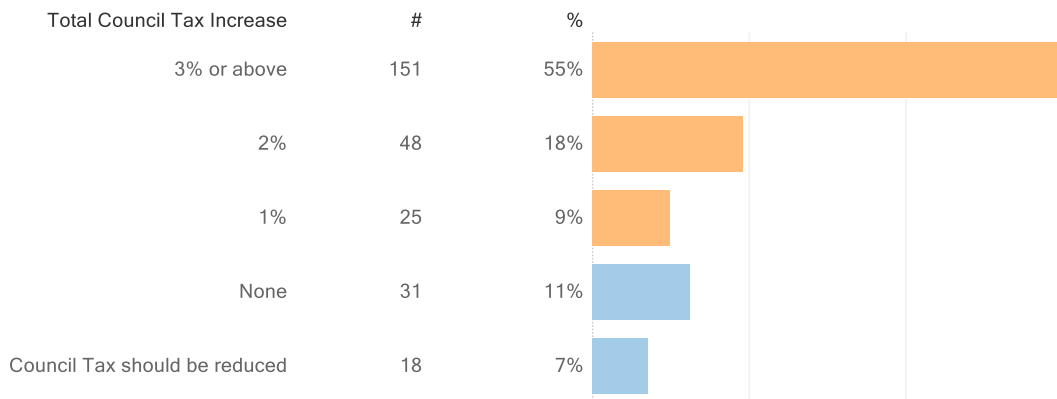
Statistical analysis shows that employees of Leicestershire County Council were significantly more likely to agree to an additional 2% increase in Council Tax specifically for the Adult Social Care precept (20%) than the average (15%). Males were significantly more likely to be in favour of a social care precept increase of 3% or above (42%) than the average (30%).

Total Council Tax increase

By combining the responses to the questions about core Council Tax and social care precept, Chart 7 (which is a summary of Table 1) shows that over half of respondents (55%) were in favour of a Council Tax (including any social care precept) of 3%, just under a fifth (18%) were in favour of a 2% increase and 9% were in favour of a 1% increase.

In contrast, 11% said they did not want any increase in Council Tax and 7% said they thought Council Tax should be reduced.

Chart 7 - Total Council Tax increase (including any social care precept)



Base= 273

Note: of the 151 respondents (55%) who said 3% or above, 77 respondents (28% of all respondents) indicated a preference for an increase of 5% or above

Table 1- Q2 by Q3

	Social Care Precept increase					
	Above 3%	3% - an extra £40 next year	2% - an extra £27 next year	1% - an extra £13.50 next year	None	Don't know
Above 2%	11% 30	10% 27	1% 2	3% 9	0% 1	0% 1
2% - an extra £27 next year	1% 2	7% 18	11% 30	8% 21	5% 15	2% 5
1% - an extra £13.50 next year	0% 1		2% 6	10% 27	5% 15	0% 1
None	0% 1	0% 1	0% 1	2% 6	10% 28	1% 2
Council Tax should be reduced	0% 1			1% 2	7% 18	
Don't know				0% 1	0% 1	1% 3

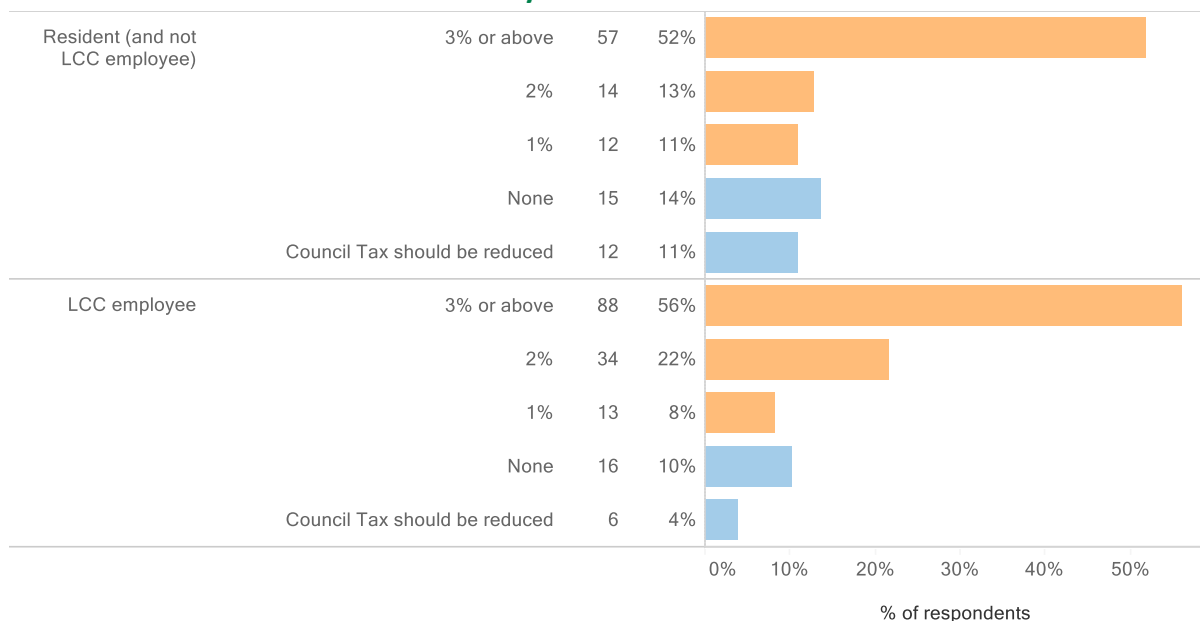
Base = 276

Statistical analysis shows that respondents who identified as female or as an employee of Leicestershire County Council were significantly more likely to agree with a 2% increase in total Council Tax (including any adult social care precept) (25% and 22%, respectively), when compared to the average (18%).

Male respondents were significantly more likely to favour an increase in total Council Tax of 3% or above (63%) than the average (55%). Respondents aged 35-44 were significantly more likely to say they would not be prepared to pay any increase in any Council Tax (21%) than the average (11%).

Chart 8 shows the comparison of Total Council Tax (including any adult social care precept) between residents and LCC employees. A slightly higher proportion of LCC employees were prepared to pay a total council tax increase of 3% or above (56%) compared to residents (52%). A higher proportion of residents were not prepared to pay any increase in Council Tax (14%) and thought Council Tax should be reduced (11%) compared to LCC employees (10% and 4%, respectively).

Chart 8 - Total Council Tax increase - by role



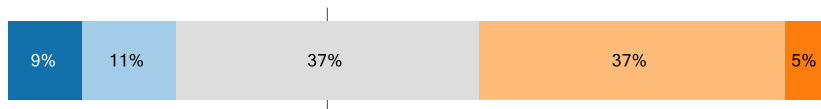
Resident base = 110
LCC employee base = 157

Question 4 - Growth and savings allocation

Respondents were asked whether they agreed or disagreed with how the growth and savings had been allocated across services. Chart 9 shows 42% agreed, 20% disagreed and a notable proportion of respondents neither agreed nor disagreed (37%).

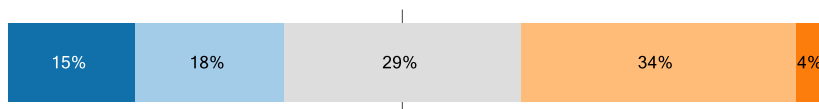
Statistical analysis shows that respondents that identified as a resident were significantly more likely to disagree with how the growth and savings had been allocated across council services (26%), compared to the average (20%). Those aged 45-54 were also significantly more likely to agree (55%) than the average (43%).

Chart 9 - Growth and savings allocation



Base = 254

Chart 10 - Growth and savings allocation - Residents only



Base = 104

Chart 11 - Growth and savings allocation - LCC employees



Base = 144

Response

- Strongly disagree
- Tend to disagree
- Neither agree nor disagree
- Tend to agree
- Strongly agree

Open-ended questions

This section of the consultation survey included seven open-ended questions. These are listed below:

- Are there any specific service reductions you disagree with?
- Are there any additional service reductions or charges you think we should consider?
- Are there any areas where you think we could make further efficiency savings without impacting on services?
- Do you have any comments about the areas identified for growth?
- Do you have any comments on the council's capital programme?
- Do you have any other comments about our draft budget proposals?
- Do you have any further comments on Fairer Funding and other initiatives?

For each question, all comments were read by analysts and a coding frame was devised. The comments were then re-read, and thematically coded using the coding frame. All comments have been passed on to the Finance department, in full, for further consideration.

Q5 - Concerns about specific service reductions

Respondents were asked whether there were any additional service reductions or charges that could be considered by the council. Chart 12 lists the top 10 codes (see Appendix 3 for full list of codes).

Although the most common response was 'No' or 'N/A', a notable proportion said they disagreed with the reduction to adult social care. Some expressed concerns about how reducing funding for adult social care would impact vulnerable residents, particularly those in care homes and those receiving support from mental health services.

Several respondents said they disagreed with cuts to Children and Family Wellbeing services, specifically mentioning early help and youth centres. Some suggested that delivering early intervention services could prevent higher cuts in the future. Other respondents felt worried that the coronavirus pandemic may further affect council services, with some concerned about cuts to the Public Health department and the impact of funding reductions on front-line workers.

Whilst some positive responses reflected an understanding of the council's challenge to make further reductions to services, other respondents were critical of the council's proposals and did not agree with certain decisions around funding cuts to services. Some thought money could be saved by reviewing internal processes, such procurement.

Waste management was an emerging theme, with some respondents concerned that changes to waste management services would encourage fly-tipping. Others said they disagreed with cuts to Environment and Transport due to the ongoing climate emergency.

“Reductions to social care for the elderly.”

“I still think prevention is better than cure where social services and early help are concerned. It is always less costly to catch and deal with problems early.”

“...I disagree with reductions and savings being made in children and family services. These are absolutely core services pushed to the brink already, further reductions will have a significant negative impact on local residents.”

“I work for Public Health and understand the valuable contribution that my colleagues make to the county...I understand savings may need to be made but I would urge LCC to look at the true cost of reducing community and preventative services (including libraries and museums) before making any cuts to frontline services and facilities”

“All of them. The level of funding required should be provided, I suspect the figures are over inflated by this council, hence central government not allowing the levels of funding requested”

“I disagree with the plan to redesign the use of County Hall. I think it is too early to see the impact of working from home for the workforce. I think it should be looked at more holistically rather than just a quick win financially...”

“The Council needs to manage its current budgets better and effectively by cutting costs, including the salaries of the leaders and senior managers/roles, streamline the over burdensome management structures, and reconsider the current central purchasing strategy which is not cost effective”

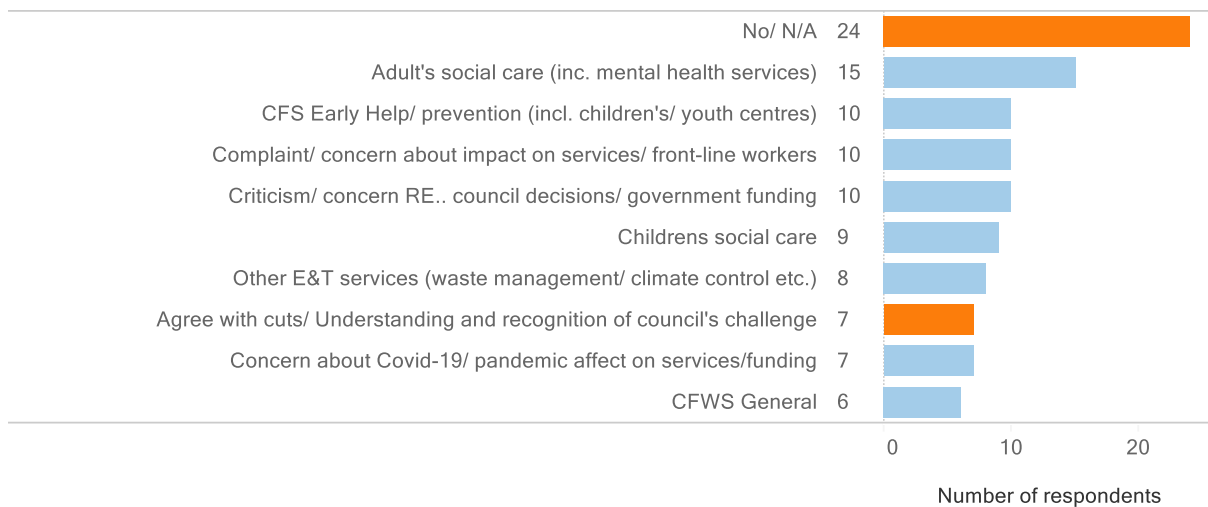
“Your stuck ‘between a rock and a hard place’ trying to sort this out. I think it is best to trust your judgement as it is very difficult to identify one area as more or less important than another”

“Refuse and recycling- charges and service reductions lead to fly tipping”

“Any reduction in public health provision - particularly at a time of pandemic”

“Due to the pandemic, there is a higher need for youth services in particular and the cuts will significantly affect the CFWS and capacity to deliver the services needed to prevent future potentially higher costs that will be required as an adverse effect”

Chart 12 - Concerns about specific service reductions - Top 10



Base = 95

Sentiment
■ Positive ■ Negative ■ Suggestion ■ Other

Q6 - Suggested additional service reductions or charges

Respondents were asked whether there were any additional service reductions or charges that could be considered by the council. Chart 13 lists the top 10 codes (see Appendix 3 for full list of codes).

Although the majority of respondents indicated that there were no areas where they thought further service reductions could be made, some suggestions were put forward. The most frequently referenced themes amongst these suggestions was about reviewing staff expenditure, including salaries, department structures and management.

Other respondents suggested reducing support for specific services such as to social care (adults and children) and SEND services, as well as environmental expenditure (including reference to district services, such as bin collections).

Some respondents felt the coronavirus pandemic has highlighted that costs could be saved by reviewing council property and selling unused office space by encouraging staff to continue to work from home. Savings could also be made by delaying investment/ reducing budgets (e.g. infra-structure and highway maintenance) whilst recovering from the pandemic.

Some respondents felt more investment was needed in specific services, such as ensuring footpaths are safe for walking (impact of coronavirus causing an increase in pedestrians) and early intervention for social care.

Others suggested that the council could consider reducing support for social care and review how many people receive benefits and re-assess how benefits are awarded, such as free school meals.

Some respondents felt greater levels of income could be generated in the council via charging and/or greater commercialisation, as well as potential efficiencies related to becoming a unitary authority and a reduction in expenditure on non-statutory services.

Whilst there was some support for council decisions and proposals, concerns were also expressed regarding service reductions, including social care. A couple of comments suggested the need to try and secure extra government funding.

“No, just better management of existing resources along with implementing the previously stated suggestions. The Council needs to take a closer look at its current inappropriate spend and overall top-heavy management structures. It’s time to simplify!”

“I think social services should be reduced and redesigned to encourage recipients to actively carry out employed work where they can. Regarding benefits such as free school meals, families should be fully income and asset assessed, for example the value of luxuries, children having latest smart phones, large televisions and latest games consoles.”

“In addition to this perhaps the sales of underused Council buildings would also be a cost saving exercise.”

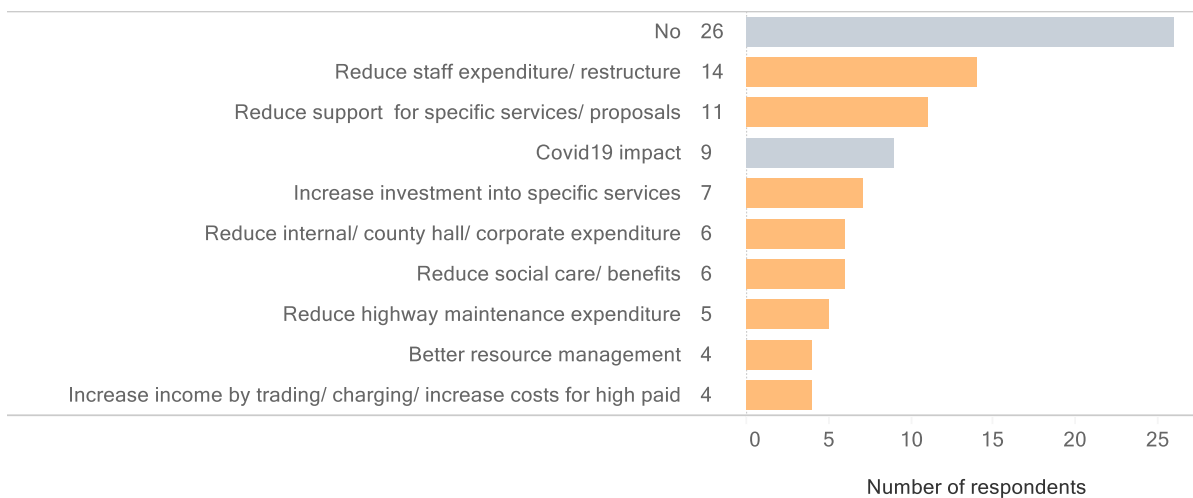
“There will be a strong desire for employers to encourage individuals to work from home in the future now that it is more accessible and functional. With this in mind do we need to continue to spend a significant amount of money on new infrastructure, is there an opportunity to improve the current infrastructure and make a positive change but also create a saving?”

“Having been through the restructure process and having seen colleagues go through further restructure and cuts, I believe the County Council is currently operating as efficiently as possible. I would strive the council to gain further funding from the government.”

“Reduce frequency of bin collection frequency and also maintain reduced hours with waste disposal sites.”

“Investment in commercial/ procurement Council team or centralised service to make funding and spend go further”

Chart 13 - Suggested additional service reductions or charges - Top 10



Base = 94

Sentiment
■ Positive ■ Negative ■ Suggestion ■ Other

Q7 - Areas for further efficiency savings

Respondents were asked if they thought there were any other areas where the council could make further efficiency savings without impacting on services. Chart 14 lists the top 10 codes (see Appendix 3 for full list of codes).

The most recurring response related to staffing issues. The majority of comments mentioning staffing made specific references to management efficiencies, management structures, staffing levels, reviewing working hours, collaborative working, and wage reviews. Comments were also made about councillor restructure and wage/expenses review.

Another frequently referenced topic related to reducing the reliance upon office buildings, and encouraging staff to stay working from home where possible. Respondents mentioned that the coronavirus pandemic has demonstrated the efficiency of staff working from home and suggested renting/ releasing value on some of the office space, in particular County Hall, may make efficiency savings. Comments were also made about making council buildings more environmentally efficient; solar panels for council properties to reduce energy costs and possibility to earn income from feed in tariffs, others commented that encouraging staff to work from home would help our carbon footprint by reducing mileage (transport to and from work) and to also encourage new lease car schemes for electric or hybrid vehicles.

There were several other comments related to Environment and Transport, with some specific suggestions around efficiencies on highways and transporting children to school, in particular reviewing the provision for SEND children to be transported in taxis. Other specific suggestions were around waste management; charging for waste (commercial waste points) and also reviewing recycling schemes. Other comments related to encouraging resident/community groups to help keep the environment clean (e.g. litter picking/ grass cutting).

Other respondents suggested reviewing outsourced services and see if they can be run in-house and to become more commercially focused when awarding contracts. Other efficiencies were around encouraging services to move online (technology). Others suggested other areas for efficiency savings, such as shared services (including the formation of a unitary authority) as this would create efficiencies by streamlining staff/ management and breakdown silo working.

Some respondents expressed general concerns about the impact of further cuts and savings, such as SEND and children's social care.

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“Look at reducing the working hours to 35 per week and adjust the pay accordingly. This would lead to a big saving with little impact on the services.”

“More collaborative working between departments and other external services to improve processes”

“Look closely at the council's property estate / assets with a view to selling/ renting out elements of it. Covid-19 has clearly demonstrated that not everyone needs to be in the office all day every day...”

“As majority of staff are WFH could we make any reductions in maintaining our buildings, resources, utilities, insurance etc. i.e. would it be beneficial to encourage staff to continue to WFH? This would help to maintain our carbon footprint in transport to and from work”

“Move employees required to drive for site visits i.e. supervisors to electric vans to offset fuel costs and move towards being carbon neutral. Encourage new lease car schemes for electric or hybrid vehicles only and reduce on expense claims for these vehicles. Move towards pool vehicles to save on company expenses.”

“...Repairing potholes on roads properly first time rather than sending repair crews multiple times to the same holes...”

“I believe that the County Council provides very valuable services across the board and it is not until you require one do you truly see its true value....reduce further the need for SEND children to be transported in taxis, which is a very significant cost so would look at other fleet options available.”

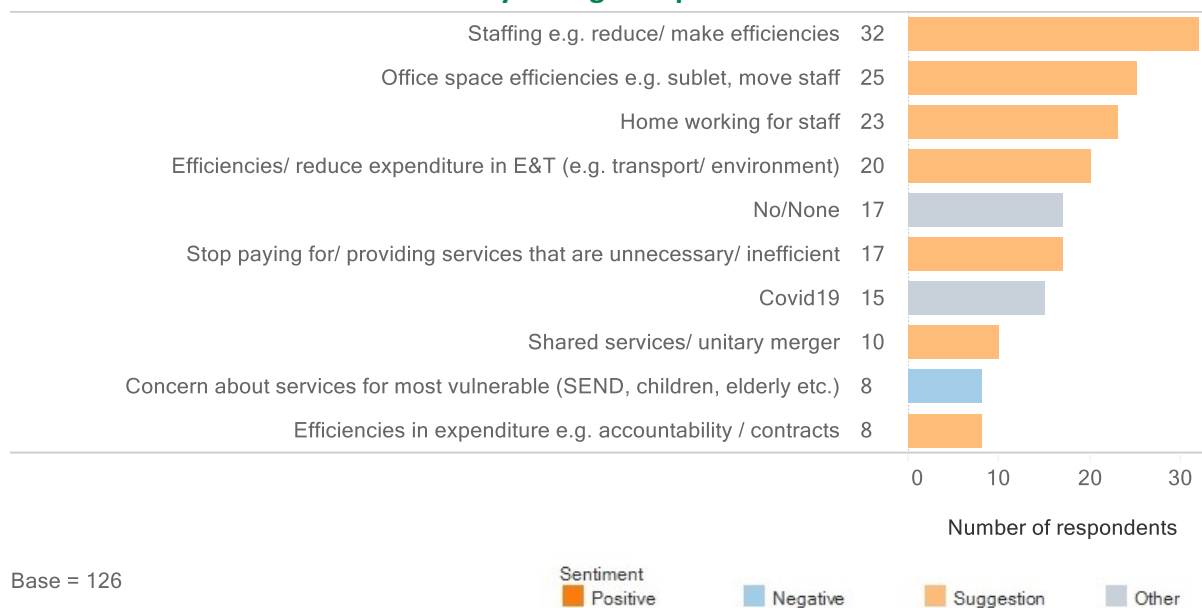
“Yes, more commercially focused when awarding contracts to external suppliers; less use of costly external consultants and investing in workforce”

“... I do believe significant savings can be derived from centralising services and bringing "like" services together which would streamline management, create efficiencies and breakdown the silo working”

“Investment in technology to deliver services and reduce the need for face to face engagement with residents and businesses ...the pandemic lens has demonstrated this can add to productivity and reduce operating costs. This could significantly contribute to the identified £36m gap.”

“Efficiency savings are in most cases simply a way of saying service reductions. Children's services depend on staff time and attention so it is unlikely that savings however efficient will lead to an improvement in young people's experience.”

Chart 14 - Areas for further efficiency savings - Top 10



Q8 - Areas identified for growth

Respondents were asked if they had any comments about the areas identified for growth. The responses for the top 10 codes are shown in Chart 15 (see Appendix 3 for full list of codes).

The most recurring response to this question was 'No' or 'None'. Some respondents expressed concerns regarding the funding cuts to adult and children's social care, particularly due to the impact of the pandemic and proposed investment in early prevention services social care (adult and children) and SEND were identified as areas in need of growth, rather than proposed service cuts. Other growth areas identified were around the investment in waste and environment to help tackle climate change. Other respondents expressed their understanding for the position the county council are in.

Others were critical of the overall proposals and specific areas identified for growth, suggesting the same areas were identified for growth as previous years and commenting that the council need to think differently and take more of an innovative approach to utilising the existing budget, including focus on early prevention.

There were other suggestions regarding areas for growth, such as investment in digital platforms, extra investment for infrastructure for roads and pavements and investment in health and wellbeing.

Respondents expressed concerns over the impact of coronavirus and the impact on the current economic climate. Some suggested the council should consider whether the areas of growth were still required given the county had experienced significant change during the pandemic, whereas others expressed concern that certain service areas required additional funding due to the pandemic, such as children's services due to school closures.

Other respondents commented that income could be generated through traded income services and the council should look to create revenue streams due to the lack of funding from the government.

"I agree with social care growth, although when there [is growth] in one area of social care, there are often cuts in others which is frustrating."

"It is vital to make provision for low level community mental health services and outreach for the wellbeing of the vulnerable living independently especially as many of these people have been more likely to have been hit by issues relating to isolation over the past year..."

"Seem to be appropriate and based on priorities for residents."

"I'm pleased to see that waste and environment are earmarked for growth. We can't have healthy communities without a healthy environment. The current Covid crisis pales into insignificance compared to the looming climate change tragedy."

"Total lack of diverse thinking means that the same areas are identified for growth as previous years. We need to think differently..."

"I would consider the needs for some growth some are predictable and will still be required but with the country having experienced such significant change I do think there needs to be a consideration if these growth plans are still required, and will they be able to deliver the identified outcomes with a changing environment the programmes find themselves in."

"Agree that social care and schools need more, however given the impact of Covid more needs to be put into children's services for young people that are not attending school."

"...Our budgets being destroyed is one of the main reasons behind the rising demand. In children and family services we can't offer universal and low level support anymore because we don't have the budget, therefore families problems are escalating until it reaches crisis point and only then can we get involved when it is already too late and they need to be under social care."

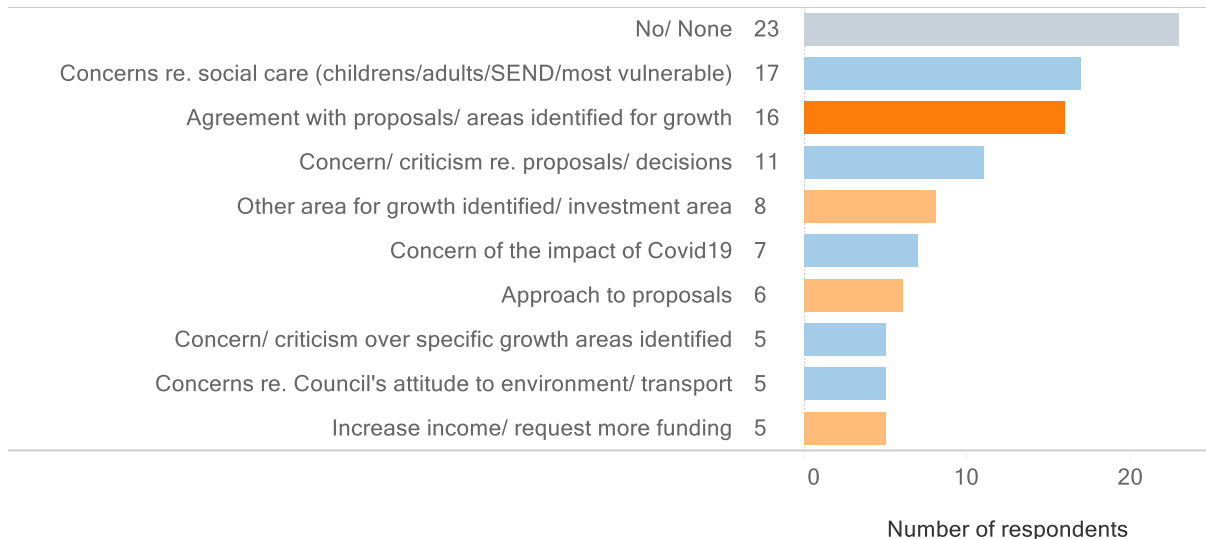
"Invest more in prevention services. I appreciate the initial cost may be more, but over time it should start paying for itself. If we are able to keep people healthier for longer then their reliance on services will naturally reduce. Invest in pre and post-natal care, mental health improvement and more in physical activity, especially for the older population."

"The effects of reducing spending has a significant impact of how services can deliver a good standard of care."

"In areas of statutory functions and services there are opportunities to further develop traded income to support council services...as long as identified areas of growth are intrinsic to supporting or delivering statutory council functions"

"I think the investment in land and property is crucial; clearly central government will continue to push us to the brink through lack of funding, so we must create revenue streams for ourselves."

Chart 15 - Areas identified for growth - Top 10



Base = 81

Sentiment
■ Positive ■ Negative ■ Suggestion ■ Other

Q9 - Comments on the council's capital programme

Respondents were asked to provide any comments they had about the council's capital programme. Chart 17 shows the top 10 codes (see Appendix 3 for full list of codes).

Although the most frequent response was 'no/ none', there were several positive responses that supported the council's capital programme. Within these comments, respondents thought that the capital programme was a best way to increase income and reduce costs in the long term.

Other respondents considered the capital programme to be a good idea, providing it is used appropriately, spent wisely and is beneficial for Leicestershire. Others made suggestions for the capital programme, with specific mentions of improving the efficiency of public transport and highway maintenance.

Criticisms of the proposals included suggestions that clear priorities should be identified as to where spending is critical and necessary and those which aren't could be delayed or reviewed in the future and also that the council needs to be realistic with what can be achieved.

Others felt that investment should only be made if it will save money long-term, and that if funding was reduced, investment could be made to other areas which require it.

Other suggestions were around potential income stream ideas, such as income generation from country parks due to the popular demand during the pandemic, and ways in which to save money such as reviewing contract procedures.

There were some respondents that requested additional information, as they did not feel they were provided with enough to leave a comment to this question.

There were also concerns about the impact of coronavirus, for example investment in infrastructure as office space may no longer yield previous income levels, however other respondents were positive that the capital programme will help stimulate post-pandemic economic recovery.

"Fully support the programme."

"Vital it continues in order to provide future cost reductions - invest to save..."

"Capital spending should be targeted at reducing future maintenance spending where possible."

"The Council needs to have very clear priorities as to where spending is critical and necessary, rather than undertake projects or activities that are not, at this time, essential and could be delayed and reviewed in the coming years."

"Large amounts of this capital expenditure are not required and should be considered to be cancelled. In particular the collections hub, which has a vast cost but also areas of expenditure on highways which may be impacted by reduced traffic due to the pandemic and changed working practices."

“Some areas could be reduced. Maintaining the roads is necessary. Developing property should not be a priority. If the capital programme funding was reduced some of the money should be given to the areas that are in greater need.”

“Please ensure towns and villages expanding massively due to new housing developments have the highway networks and amenity investment they need to function.”

“As long as there is transparency and reasonableness given the circumstances the council is in, I see the Leicestershire resident offering little or no resistance.”

“I understand that capital investment cannot be used to fund day to day activities but it does provide a challenge if a service is being reduced or redesigned at growth funding expense....”

“It is pleasing to see proposed investments in country parks. The COVID-19 pandemic has encouraged people to enjoy local spaces and in effect has opened up our country parks to a whole new cohort of person. Managed correctly, country parks can be significant income generators through additional car parking. This depends on good infrastructure and investment in signposting, toilet facilities and cafe facilities should be seen as excellent 'invest to save' opportunities, even if 'payback' is somewhat down the line.”

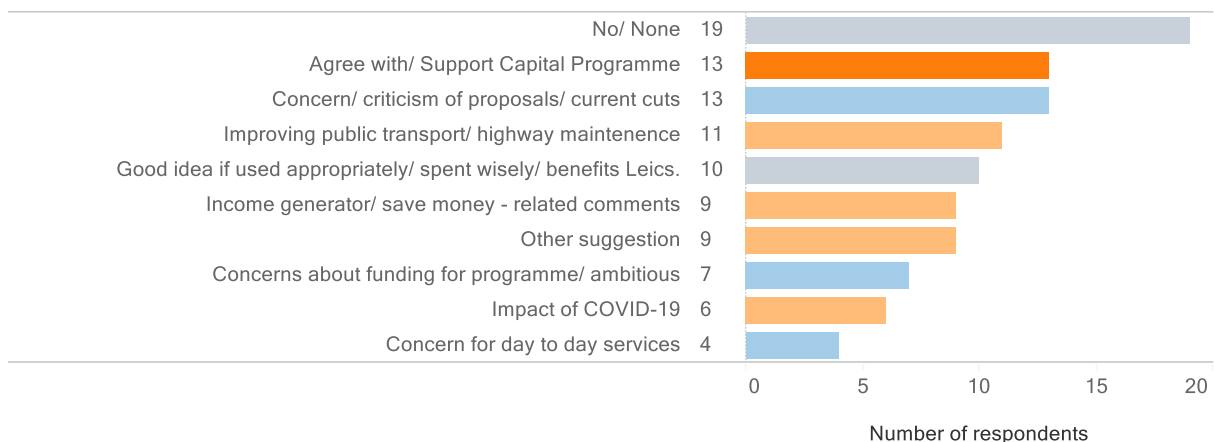
“I'm sure there are contract procedures that could be enhanced to save money.”

“The capital investment programme detailed is essential to stimulate post pandemic economic recovery. Leicestershire has a strong spine of manufacturing and engineering, pharmaceutical, digital and logistic sectors (amongst others) and infrastructure investment is key.”

“Funding needs to be found to support front line delivery for the most vulnerable families/ people in the county - any spending that can lead to additional income must be welcome and grown. Specialist school places need to be developed to prevent high cost ineffective placements being offered to children with additional needs”

“It's always an issue it's a shame it can't be used day to day but use it widely to support day to day services”

Chart 17 - Any other comments - Top 10



Base = 97

Sentiment
■ Positive ■ Negative ■ Suggestion ■ Other

Q10 - Other comments on the council's budget proposals

Respondents were asked to provide any other comments they had about the council's draft budget proposals. Chart 17 shows the top 10 codes (see Appendix 3 for full list of codes).

Apart from 'no,' 'none' or 'n/a' responses, several responses were concerns regarding the proposals and funding reductions and the impact they may have on specific services, such as social care and SEND.

Some respondents provided suggestions on the proposals, such as looking at the Council Tax increase. Others suggested some services could have a minimal charge per household usage of council services and increasing apprenticeships could help deliver the proposal.

There were mixed views on Council Tax, with some saying an increase would be valuable for the services offered, whilst others said there should be a decrease in Council Tax for those struggling to pay bills due to the coronavirus pandemic. Others mentioned that social care should not be added as a precept.

Positive responses reflected support for the county council continuing to ask for fairer funding from central government. Others mentioned more general support for the proposals, an understanding of the financial challenges the council faces and thanked the council for allowing the public to have their say.

Other comments were made around coronavirus pandemic, with reference to the value of green spaces during lockdown and suggesting that investment was needed to preserve country parks and other open spaces.

"...the government sets the agenda as to what County councils are responsible for. to push funding for social care to the council tax payer would seem rather dishonest from what was proposed by the government prior to the Care act. If the Government wants the service be provided, then people should be told they have to pay for it from the offset, rather than adding a precept. I would like to see the Council continue to ask for the Council budget allocation and funding to be reviewed. If people will have to pay more towards social care through council tax, then they should have a place at the table in co-designing the system."

"SEND needs to be looked at very carefully. Children and adults of SEND are struggling and have been accessing services that are appropriate to the individual and more support needs to be given"

"Only one thing that is clear that local government is not funded sufficiently by central government (especially Leicestershire, which receives an unfair slice of what is distributed) and the efforts made by LCC to deliver services in the already difficult climate (made worse by Covid-19) should be commended."

"They appear consistent with previous proposals which I think is a good thing - money is easily wasted with short/medium term changes of direction."

"Could there be better promotion of the consultation and the results e.g. Facebook post paid boosts etc - with plenty of short sharp videos that staff are asked to promote"

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“Reduce council tax, to help those still furloughed or only earning 80% pay. Those on benefits are unaffected, show compassion to those who do not receive benefits and struggle to pay the bills.”

“Other than raising the Council Tax for residents some services could have a minimal charge although means tested initially.”

“Thank you for providing an opportunity for people to have a say”

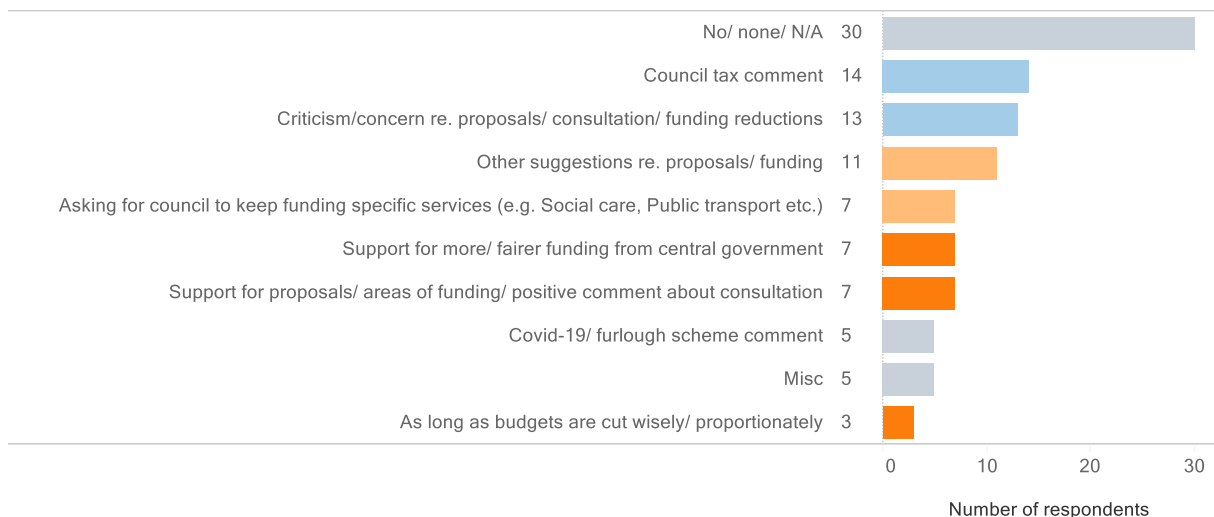
“Good luck with it and I hope central government stump up the cash all councils need. Higher Council Tax is well worth it for the services offered. Business rates ought to be substantially increased and money fairly distributed amongst councils.”

“Adult social care is likely to become more necessary as the population ages so I don't see how you can avoid some increase. However, with the way that people's incomes and savings have been reduced during the pandemic, it will be necessary to limit the increases for the first year to give people time to "get back on their feet" after maybe being laid off or furloughed or made redundant.”

“Due to the pandemic and an increase of 3% in council tax the previous year I don't feel an additional 2% increase is practical to support families who will be already struggling with disposable income due to job losses/ furlough”

“I feel this year has show how valuable our green spaces and country parks have been. They have offered a venue to help us with our mental health and our physical health when many people felt that all hope was lost. The rangers have apparently been working all year to keep the parks open and safe. They are an unsung asset that many people have finally appreciated some for the first time. I think more investment is needed on the parks in terms of facilities and to make sure they are kept in top condition for visitors and for Leicestershire's biodiversity.”

Chart 17 - Any other comments - Top 10



Base = 82

Sentiment
■ Positive ■ Negative ■ Suggestion ■ Other

Fairer Funding and Other Initiatives

The questionnaire explained that Leicestershire remains the lowest-funded county in the country and that the county council is continuing to lead calls for Fair Funding and look for opportunities to work more efficiently and effectively. Respondents were asked three questions about Fairer Funding and other initiatives.

Q11 - Fairer Funding distribution between councils

Respondents were asked to what extent they agreed or disagreed that the way funding is distributed between councils should be reviewed. Chart 18 shows that the majority of respondents agreed (79%), 9% disagreed and 12% neither agreed nor disagreed. There was no statistically significant difference in responses by role (Charts 19 and 20).

It was also noted during the analysis that caution may be required when interpreting the ‘disagree’ or ‘strongly disagree’ responses as some of the respondents who selected ‘disagree’ or ‘strongly disagree’ provided comments indicating support for a review of the way funding is distributed between councils, suggesting that the response scale for this question may have been misunderstood when the question was being completed.

Chart 18 - Fairer Funding



Base = 271

Chart 19 - Fairer Funding - Residents only



Base = 109

Chart 20 - Fairer Funding - LCC employees



Base = 156

Response

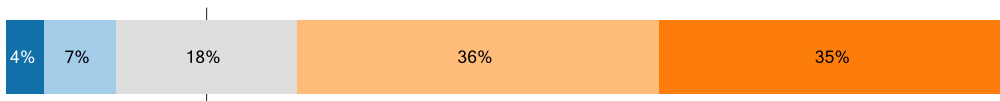
- Strongly disagree
- Tend to disagree
- Neither agree nor disagree
- Tend to agree
- Strongly agree

Q12 - Promoting local government reforms that target back office costs

Respondents were asked to what extent they agreed or disagreed that the county council should promote local government reforms that target a reduction of overheads or 'back office' costs. Chart 21 shows that the majority of respondents agreed (71%), 11% disagreed and a notable proportion of respondents neither agreed nor disagreed (18%).

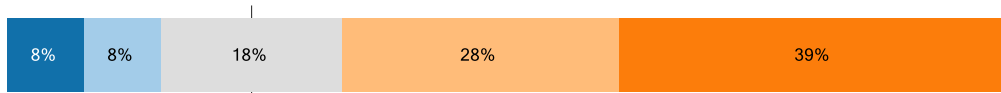
Statistical analysis showed that respondents who identified as an LCC employee were significantly less likely to disagree that the county council should promote local government reforms that target a reduction in overheads or 'back office' costs (7%) compared to the average (11%).

Chart 21 - Promoting local government reforms



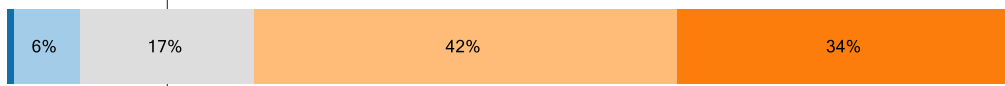
Base = 266

Chart 22 - Promoting local government reforms - Residents only



Base = 105

Chart 23 - Promoting local government reforms - LCC employees



Base = 155

Response

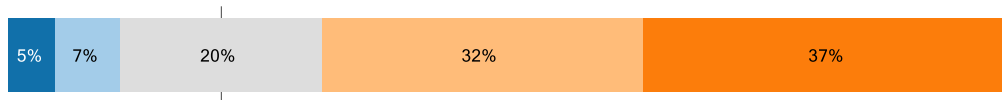
- Strongly disagree
- Tend to disagree
- Neither agree nor disagree
- Tend to agree
- Strongly agree

Q13 - Council seeking a devolution deal and additional resources for the East Midlands

The questionnaire also explained that central government has directed additional responsibilities and funding to areas such as the West Midlands, that have successfully secured a devolution deal. These deals aim to tackle the economic and social challenges that the region faces, and the County Council may need to make a decision on whether to seek a devolution deal for the East Midlands (similar to that of the West Midlands) when the government publish a Devolution White paper next year.

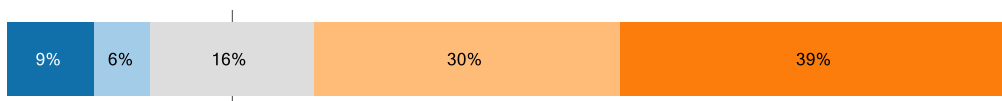
Respondents were asked to what extent they agreed or disagreed that the County Council should seek a devolution deal and additional resources for the East Midlands similar to that which the Government has given to the West Midlands. Chart 24 shows that 69% agreed, 12% disagreed and 20% neither agreed nor disagreed. There was no statistically significant difference in responses by role (Charts 25 and 26).

Chart 24 - Council seeking a devolution deal and additional resources



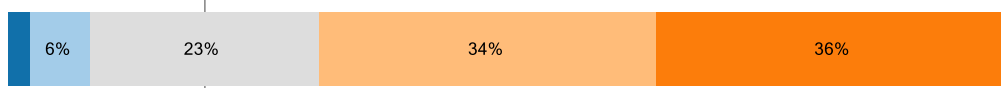
Base = 260

Chart 25 - Council seeking a devolution deal and additional resources - Residents only



Base = 105

Chart 26 - Council seeking a devolution deal and additional resources - LCC employees



Base = 149

Response

- Strongly disagree
- Tend to disagree
- Neither agree nor disagree
- Tend to agree
- Strongly agree

Q14 - Open-ended comment on Fairer Funding and Other Initiatives

Respondents were asked to provide further comments regarding fairer funding and other initiatives. Chart 27 shows the results for the top 10 codes assigned to these responses.

The response to this question was largely positive. By far, the most recurring response voiced support for the council campaign on fairer funding and supported the decision to request government help. Respondents felt that current distribution of local authority funding was unfair and agreed that Leicestershire is disproportionately underfunded. Comments were made around raising awareness that Leicestershire was the lowest funded council in the country and that it may improve public opinion and gain support from residents to help lobby government. Others queried the feasibility or likelihood of being able to secure fairer funding, as it's been discussed in previous years.

Respondents criticised the government and the way in which they provide funding for local government/ the county council. Some concerns were also highlighted by responses regarding the unitary/ devolution deal, however some respondents were positive about this.

There were some general negative comments about the council's budget approach and proposals, with some disagreeing with further increases in Council Tax. There were a few respondents who said they needed more information to comment further.

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"I was aware that LCC was the lowest funded LA in the country but I was not aware that this was also reflected in Council Tax bandings, I don't understand how this can be fair. All LAs should be funded on the same basis as all have the same duties to carry out and it should be a per capita calculation"

"We should push for fair funding, in line with our counties. Leicestershire has been very badly hit by Covid and has been in lockdown longer than any other area, but has been 'forgotten' when resources were forthcoming. Has Leicester got no voice?"

"While LCC do a good job of trying to obtain fairer funding, ultimately the public does not understand the financial issues we face, and the political disinclination to fairly fund councils. LCC and other poorly funded councils should make public orientated awareness campaign that will hopefully both improve public opinion, reduce cynicism and also apply pressure to government."

"Central government does need to level out local government spending more fairly. Leicestershire (alongside some other counties) seems to be penalised for being efficient. "

"Devolution will not solve the problem of under funding"

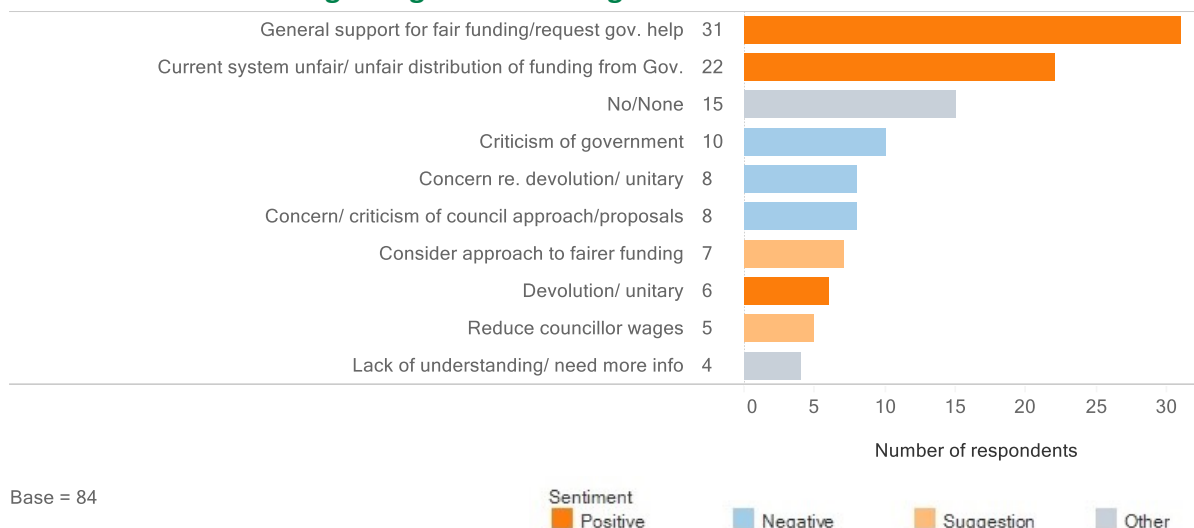
"Explore devolution deals and local government reform. "

"You have been talking about fairer funding for years and nothing has changed."

"A set price should be given per resident of the county to accurately reflect the needs of said county given its populous. This would still allow for differences in budgets but allow a fair system in which more rural counties can apply for grants and or capital programmes to offset the budget difference when required for major improvements or schemes...."

"...Some of the 'back office costs' in fact if reduced could see a further increase of front line workloads. We have seen before that cost cutting in some areas has increased the number of staff leaving, this impacts on the use of agency staff. These staff are the paid more that employed workers and in fact overall cost increases"

Chart 27 - Comments regarding Fairer Funding and Other Initiatives



Other consultation response

In addition to the survey, a separate submission was received from Measham Parish Council.

Measham Parish Council had no specific comments to make on the budget proposals, however said they thought the council should create an additional budget to make ex-gratia payments to all front-line staff at Leicestershire County Council in recognition of their hard work during the Covid-19 pandemic.

Appendix 1 - Questionnaire



Have your say on our draft budget plans 2021- 2025

Background

Pressure is building as demand for support and infrastructure soars. By planning ahead, we've saved over £220m since 2010 but a surge in demand for social care and special educational needs and disabilities (SEND) support, combined with inflation, is driving up costs by £115m.

Our four-year plan sets out the need for £92m of savings but also £59m of growth to cover underlying cost pressures, especially for services to support vulnerable. However, there is a great deal of uncertainty about future funding for local government.

We conducted a large-scale consultation over the summer of 2019 on the council's priorities. We have listened and our plans reflect what you told us. We will continue to take these results on board as we develop the detailed spending and savings plans and review our budget plans in future years.

Under current Government rules a local referendum would need to be held for any core increase in Council Tax above 2% in 2021/22. However, the government is also permitting an additional increase of up to a further 3% to fund adult social care (known as the 'social care precept'). A 3% social care precept would provide an additional £9m for Leicestershire County Council in 2021/22. A decision will be taken each year for any future increases.

We have published our 2021-2025 spending plans for consultation. These plans assume a proposed 2% increase on core Council Tax but no additional 'social care precept' increase.

If you have any comments about the draft budget proposals, we would like to hear from you. Your views will be taken into consideration when the council finalises its spending plans. We would encourage you to read the budget proposals web page before completing the survey.

The closing date for the consultation is midnight 17 January 2021.

Thank you for your assistance. Your views are important to us.

If completing on a phone or tablet do not use the back button on your device as you may lose your response.

Please note: Your responses to the main part of the survey (including your comments) may be released to the general public in full under the Freedom of Information Act 2000. Any responses to the questions in the 'About you' section of the questionnaire will be held securely and will not be subject to release under Freedom of Information legislation, nor passed on to any third party.

Your role

Q1 In which role(s) are you responding to this consultation? Please tick all applicable

- I am a resident
- I represent/own a local business
- I represent a voluntary and community services (VCS) organisation
- I represent another stakeholder e.g. district/borough/parish council, health, police etc.
- I am an employee of Leicestershire County Council
- Other

Please specify 'other' below

Our proposals

Growing demand for county council services - plus general price rises (inflation) - are increasing the cost of delivering services. Council Tax is the county council's main source of income and annual increases contribute towards covering these costs.

In recent years Council Tax increases have been higher than ordinarily required to help reduce the impact of Government cuts.

We have published our 2021-2025 spending plans for consultation. These plans assume a proposed 2% increase on core Council Tax but no additional 'social care precept' increase.

The Council Tax bill for county council services in 2020/21 is currently £1,344 per year for a band D property. An increase of 1.99% would mean an increase in band D Council Tax of £27 per year on that bill (or £2.25 per month). Every additional 1% increase in Council Tax generates an additional £3m of income each year and reduces our total savings requirement. Every additional 1% costs each household in a band D property an additional £13.50 per year (or £1.13 per month) on their Council Tax bill.

Q2 What core Council Tax increase would you be prepared to pay next year to fund county council services (excluding any 'social care precept')?

The figures in brackets show what this increase would be next year for a household in a band D property.

- Above 2%
- 2% - an extra £27 next year
- 1% - an extra £13.50 next year
- None
- Council Tax should be reduced
- Don't know

Q3 What, if any, additional increase would you be prepared to pay next year as a separate 'social care precept' to be used exclusively for the funding of adult social care?

The figures in brackets show what this increase would be next year for a household in a band D property.

- Above 3%
- 3% - an extra £40 next year
- 2% - an extra £27 next year
- 1% - an extra £13.50 next year
- None
- Don't know

Q4 Overall, to what extent do you agree or disagree with how the growth and savings have been allocated across our services?

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

Q5 Are there any specific service reductions you disagree with?

Characters left: left

Q6 Are there any additional service reductions or charges you think we should consider?

Characters left: left

Q7 Are there any areas where you think we could make further efficiency savings without impacting on services?

Characters left: left

Q8 Do you have any comments about the areas identified for growth?

Characters left: left

The council's capital programme is expected to total about £450m over the four year period. Capital funding (which can't be used to fund day to day services) is used to invest in vital infrastructure and other assets essential to support delivery of council services. Some of the expenditure will result in future income streams and cost reductions which will free up funding for vital front line services.

Q9 Do you have any comments on the council's capital programme?

Characters left: left

Q10 Do you have any other comments about our draft budget proposals?

Characters left: left

Fairer Funding & Other Initiatives

Leicestershire remains the lowest-funded county in the country. If it was funded at the same level as Surrey, it would be £106 million per year better off, or £301 million if compared to Camden. Council tax levels are unfair too – a Leicestershire resident in a Band C property pays more council tax than a resident living in the most expensive properties (Band H) in Westminster in London. Faced with an extremely challenging financial situation, we're continuing to lead calls for fair funding and look for opportunities to work more efficiently and effectively.

Government has also directed additional responsibilities and funding to areas, such as the West Midlands, that have been successful in securing a devolution deal. These deals aim to tackle the economic and social challenges that the region faces and we may have to make decisions on these when the Government publishes its Devolution White paper, expected next year.

Q11 To what extent do you agree or disagree that the way funding is distributed between councils should be reviewed?

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

Q12 To what extent do you agree or disagree that the County Council should promote local government reforms that target a reduction of overheads or 'back office' costs?

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

Q13 To what extent do you agree or disagree that the County Council should seek a devolution deal and additional resources for the East Midlands similar to that which the Government has given to the West Midlands?

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

Q14 Do you have any further comments on Fairer Funding and other initiatives?

Characters remaining: left

About you

Leicestershire County Council is committed to ensuring that its services, policies and practices are free from discrimination and prejudice, meet the needs of all sections of the community and promote and advance equality of opportunity.

We would therefore be grateful if you would answer the following questions. You are under no obligation to provide the information requested, but it would help us greatly if you did.

Q15 What is your gender identity?

- Male
- Female
- Other (e.g. pangender, non-binary etc.)

Q16 Is your gender identity the same as the gender you were assigned at birth?

- Yes
- No

Q17 What was your age on your last birthday?

Q18 What is your postcode? This will help us understand views in different areas

Q19 Are you a parent/carer of a child or young person aged 17 or under?

- Yes
 No

Q20 Are you a carer of a person aged 18 or over?

- Yes
 No

A carer is someone of any age who provides unpaid support to family or friends who could not manage without this help

Q21 Do you have any long-standing illness, disability or infirmity?

- Yes
 No

Q22 What is your ethnic group?

- | | |
|--|--|
| <input type="radio"/> White | <input type="radio"/> Black or Black British |
| <input type="radio"/> Mixed | <input type="radio"/> Other ethnic group |
| <input type="radio"/> Asian or Asian British | |

Q23 What is your religion or belief?

- | | |
|---|--|
| <input type="radio"/> No religion | <input type="radio"/> Jewish |
| <input type="radio"/> Christian (all denominations) | <input type="radio"/> Muslim |
| <input type="radio"/> Buddhist | <input type="radio"/> Sikh |
| <input type="radio"/> Hindu | <input type="radio"/> Any other religion or belief |

Q24 Sexual Orientation. Many people face discrimination because of their sexual orientation and for this reason we have decided to ask this monitoring question. You do not have to answer it but we would be grateful if you could tick the box next to the category which describes your sexual orientation:

- Bisexual
- Gay
- Heterosexual / Straight
- Lesbian
- Other

Please click the button below to send us your response.

Thank you for your time. Your views will be considered before the budget is finalised in February 2021.

Data Protection: Personal data supplied on this form will be held on computer and will be used in accordance with current Data Protection Legislation. 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 in this survey with its partners. The information will be held in accordance with the council's records management and retention policy. Information which is not in the 'About you' section of the questionnaire may be subject to disclosure under the Freedom of Information Act 2000.

Appendix 2 - Respondent profile

Age	Survey Responses			2011 Census (16+)
	279	% Ex NR*	% Inc NR*	%
Under 15	0	0.0	0.0	
15-24	6	2.5	2.2	14.3
25-34	23	9.7	8.2	13.2
35-44	54	22.7	19.4	17.2
45-54	68	28.6	24.4	17.8
55-64	67	28.2	24.0	15.9
65-74	18	7.6	6.5	11.6
75-84	1	0.4	0.4	7.2
85 or above	1	0.4	0.4	2.8
No reply	41		14.7	

Gender identity*	Survey Responses			2011 Census (16+)
	279	% Ex NR*	% Inc NR*	%
Male	114	44.5	40.9	49.0
Female	139	54.3	49.8	51.0
Other (e.g. pangender, nonbinary)	3	1.2	1.1	
No reply	23		9.2	

*2011 Census asks for respondent gender

Do you have a long-standing illness or disability?*	Survey Responses			2011 Census (16+)
	279	% Ex NR*	% Inc NR*	%
Yes	51	20.2	18.3	19.1
No	201	79.8	72.0	80.9
No reply	27		9.7	

*2011 Census asks if respondents day-to-day activities are limited a lot

Ethnicity	Survey Responses			2011 Census (16+)
	279	% Ex NR*	% Inc NR*	%
White	228	91.2	81.7	92.2
Mixed	4	1.6	1.4	0.8
Asian or Asian British	11	4.4	3.9	6.0
Black or Black British	2	0.8	0.7	0.6
Other ethnic group	5	2.0	1.8	0.4
No reply	29		10.4	

Sexual orientation	Survey Responses			2011 Census (16+)
	279	% Ex NR*	% Inc NR*	%
Bisexual	7	2.9	2.5	
Gay	6	2.5	2.2	
Heterosexual/straight	217	90.4	77.8	(Not applicable)
Lesbian	2	0.8	0.7	
Other	8	3.3	2.9	
No reply	39		14.0	

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What is your religion?	279	Survey Responses		2011 Census (16+)
		% Ex NR*	% Inc NR*	%
No religion	10.3	41.9	36.9	25.3
Christian (All denominations)	118	48.0	42.3	62.6
Buddhist	2	0.8	0.7	0.3
Hindu	4	1.6	1.4	2.8
Jewish	1	0.4	0.4	0.1
Muslim	5	2.0	1.8	1.2
Sikh	1	0.4	0.4	1.2
Any other religion or belief	12	4.9	4.3	0.4
No reply	33		11.8	6.3

Are you a parent or carer of a young person aged 17 or under?	279	Survey Responses		2011 Census (16+)
		% Ex NR*	% Inc NR*	%
Yes	81	31.9	29.0	(Census data includes all people cared for regardless of age)
No	173	68.1	62.0	
No reply	25		9.0	

Are you a carer of a person aged 18 or over?	279	Survey Responses		2011 Census (16+)
		% Ex NR*	% Inc NR*	%
Yes	47	18.4	16.8	(Census data includes all people cared for regardless of age)
No	209	81.6	74.9	
No reply	23		8.2	

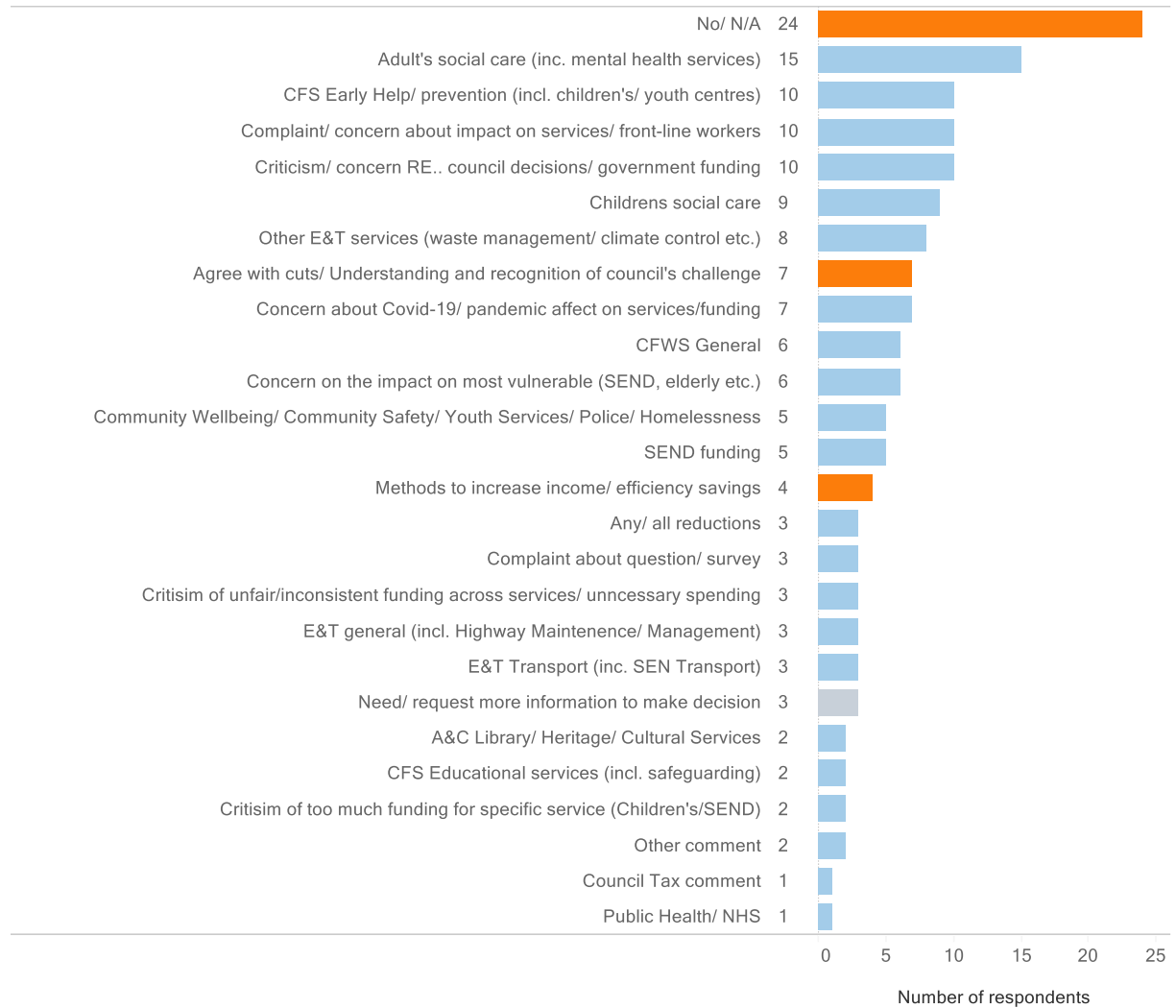
District	279	Survey Responses		2011 Census (16+)
		% Ex M/O [#]	% Inc M/O [#]	%
Blaby	31	16.0	11.1	14.3
Charnwood	44	22.7	15.8	25.9
Harborough	24	12.4	8.6	12.9
Hinckley & Bosworth	43	22.2	15.4	16.2
Melton	9	4.6	3.2	7.7
North West Leicestershire	30	15.5	10.8	14.2
Oadby & Wigston	13	6.7	4.7	8.7
Missing/Invalid Postcode	59		21.1	
Other authority	26		9.3	

*NR = No reply

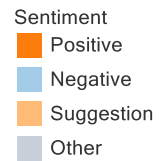
[#]M/O = Missing/invalid or Other Authority postcode

Appendix 3 - All open comment codes

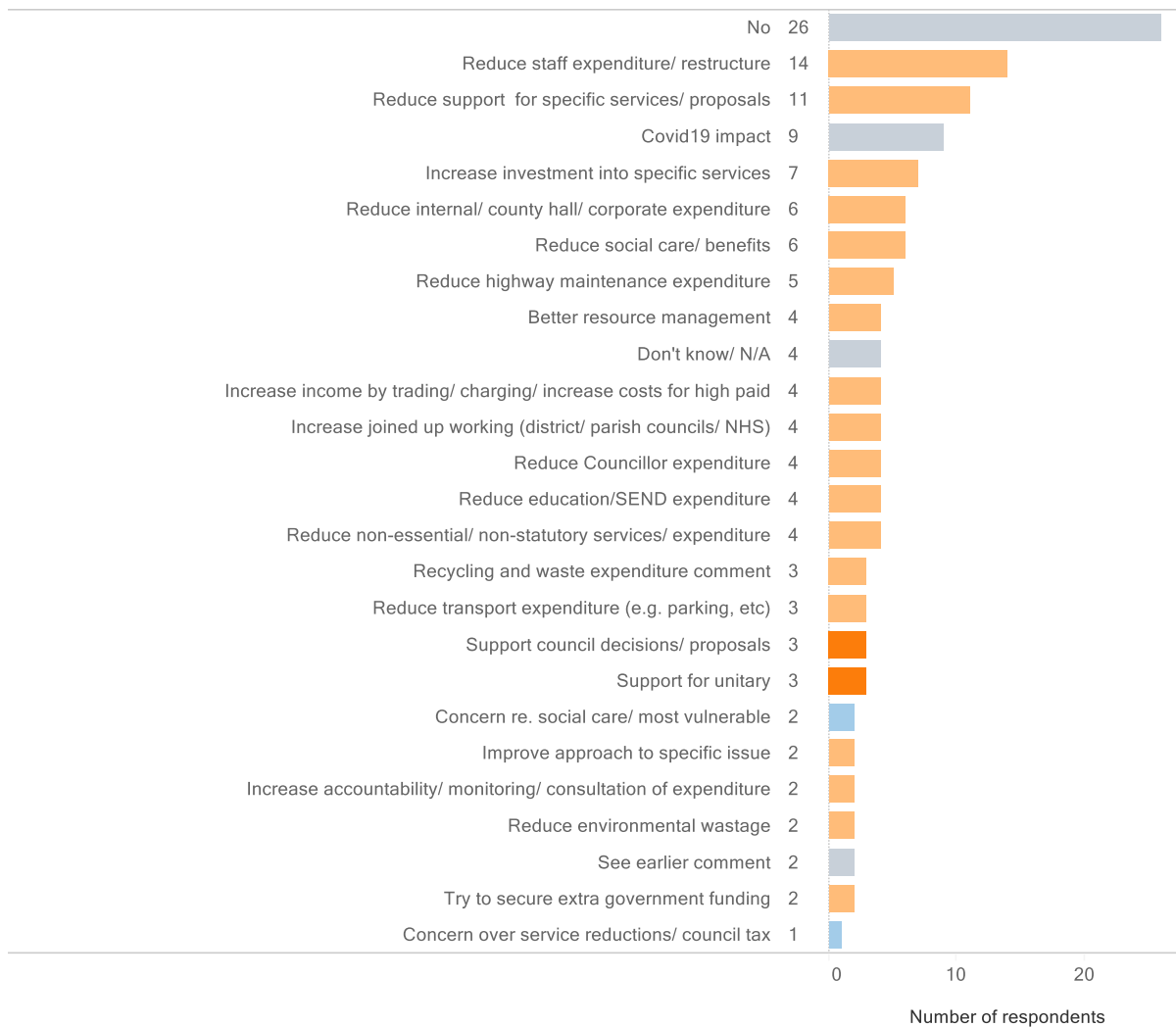
Q5 - Are there any specific service reductions you disagree with?



Base = 95



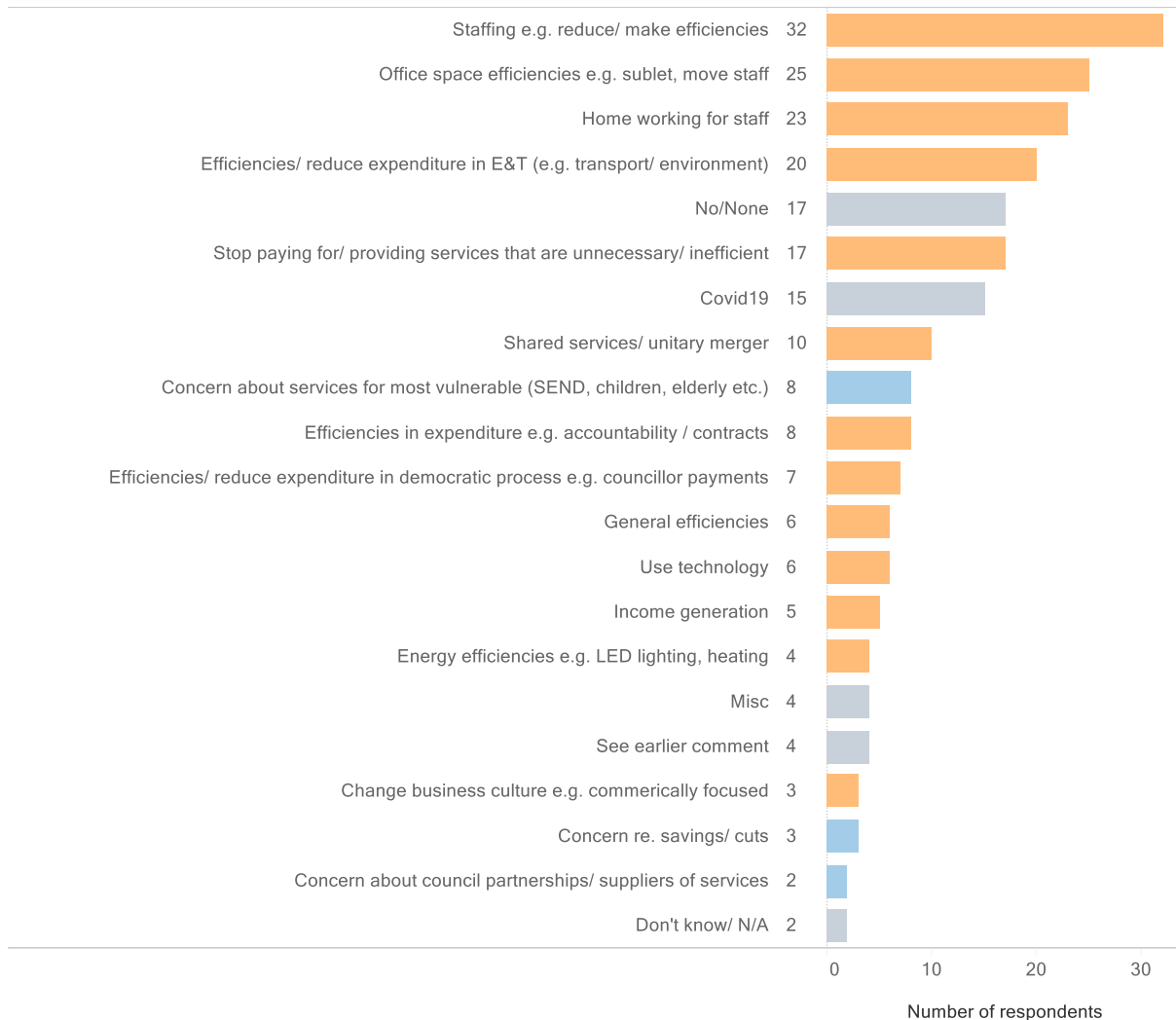
Q6 - Are there any additional service reductions or charges you think we should consider?



Base = 97

Sentiment
■ Positive
■ Negative
■ Suggestion
■ Other

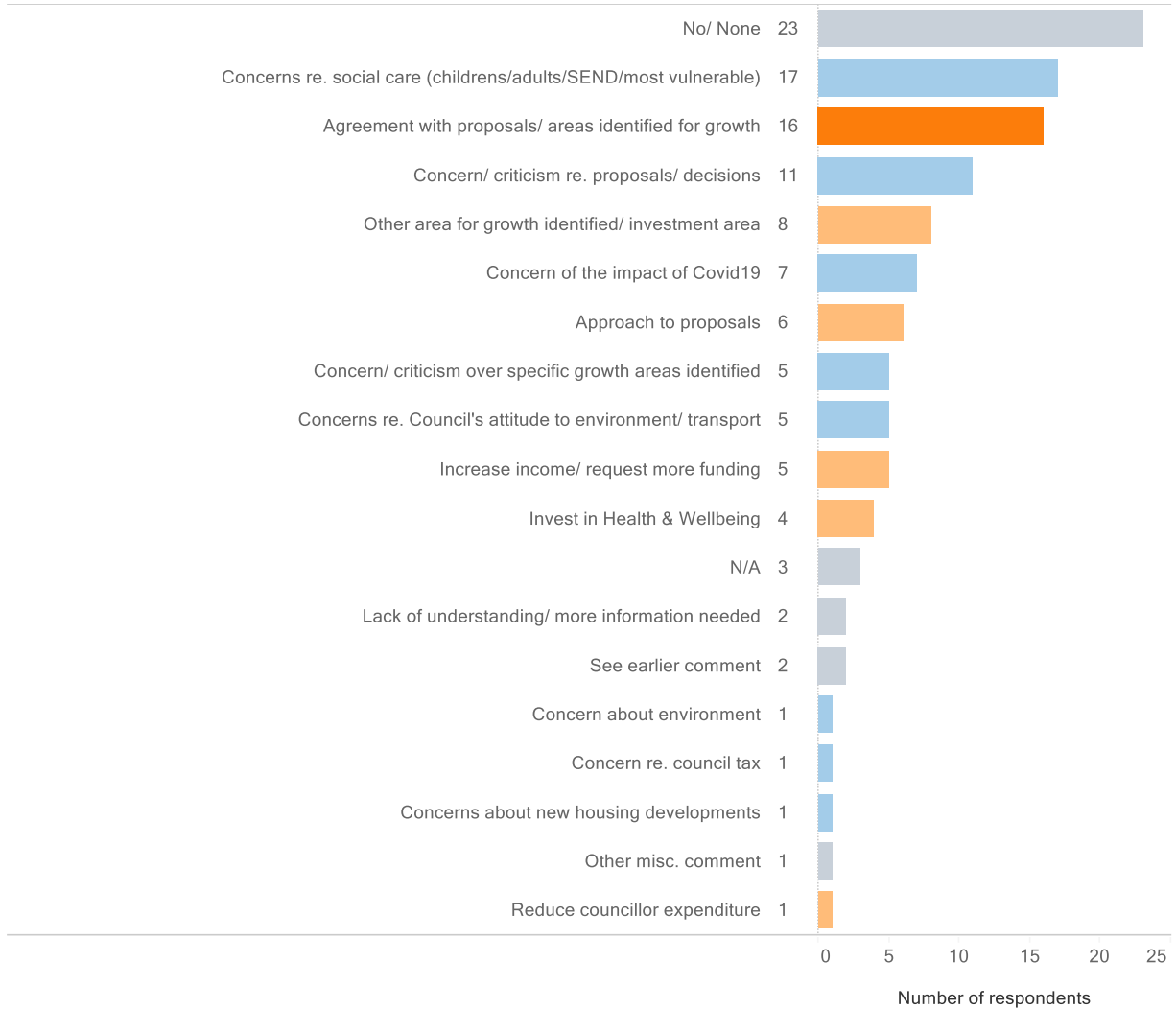
Q7 - Are there any areas where you think we could make further efficiency savings without impacting on services?



Base = 128

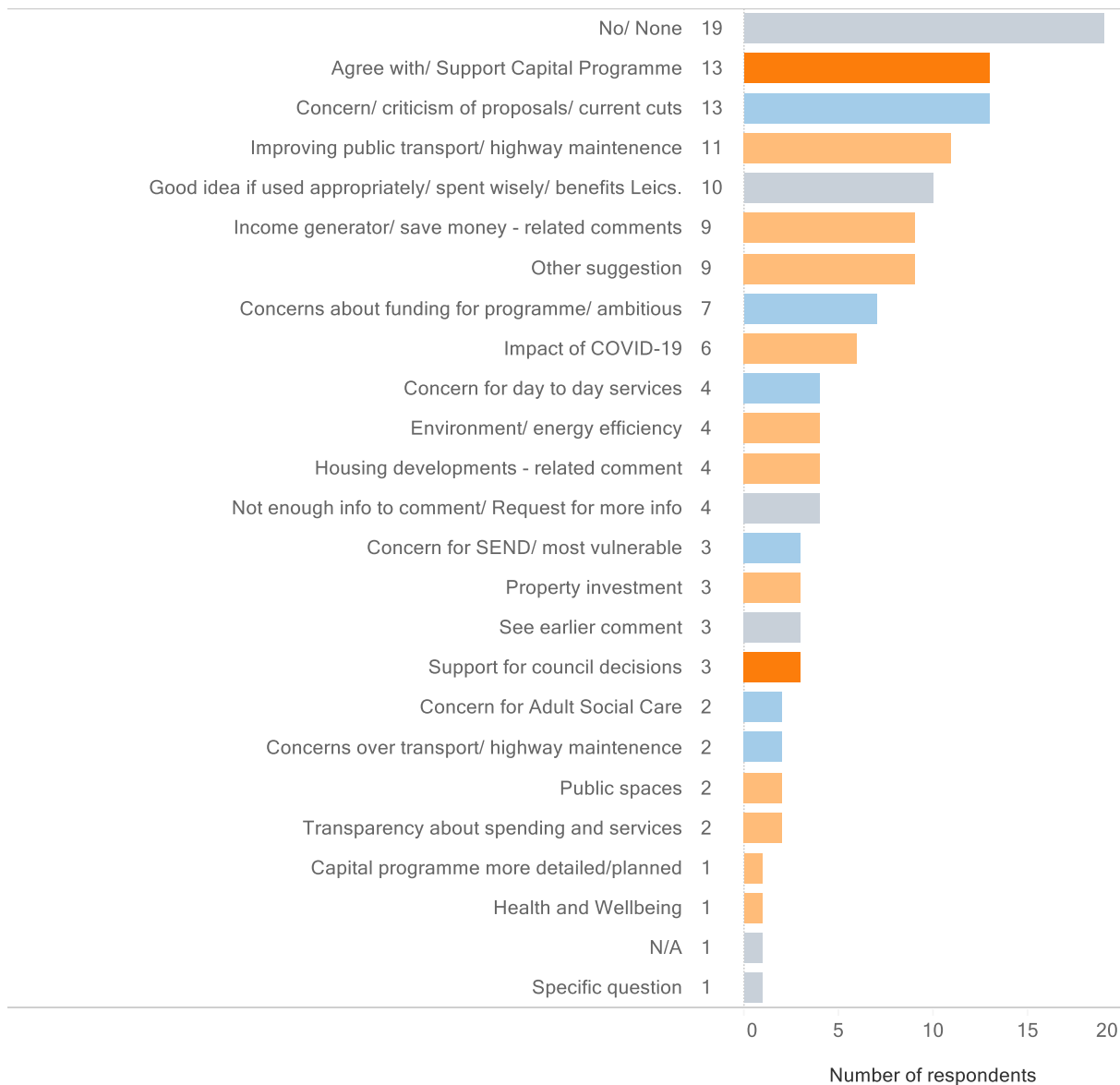
Sentiment
 Positive
 Negative
 Suggestion
 Other

Q8 - Do you have any comments about the areas identified for growth?

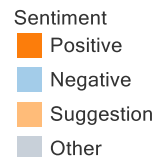


Base = 84

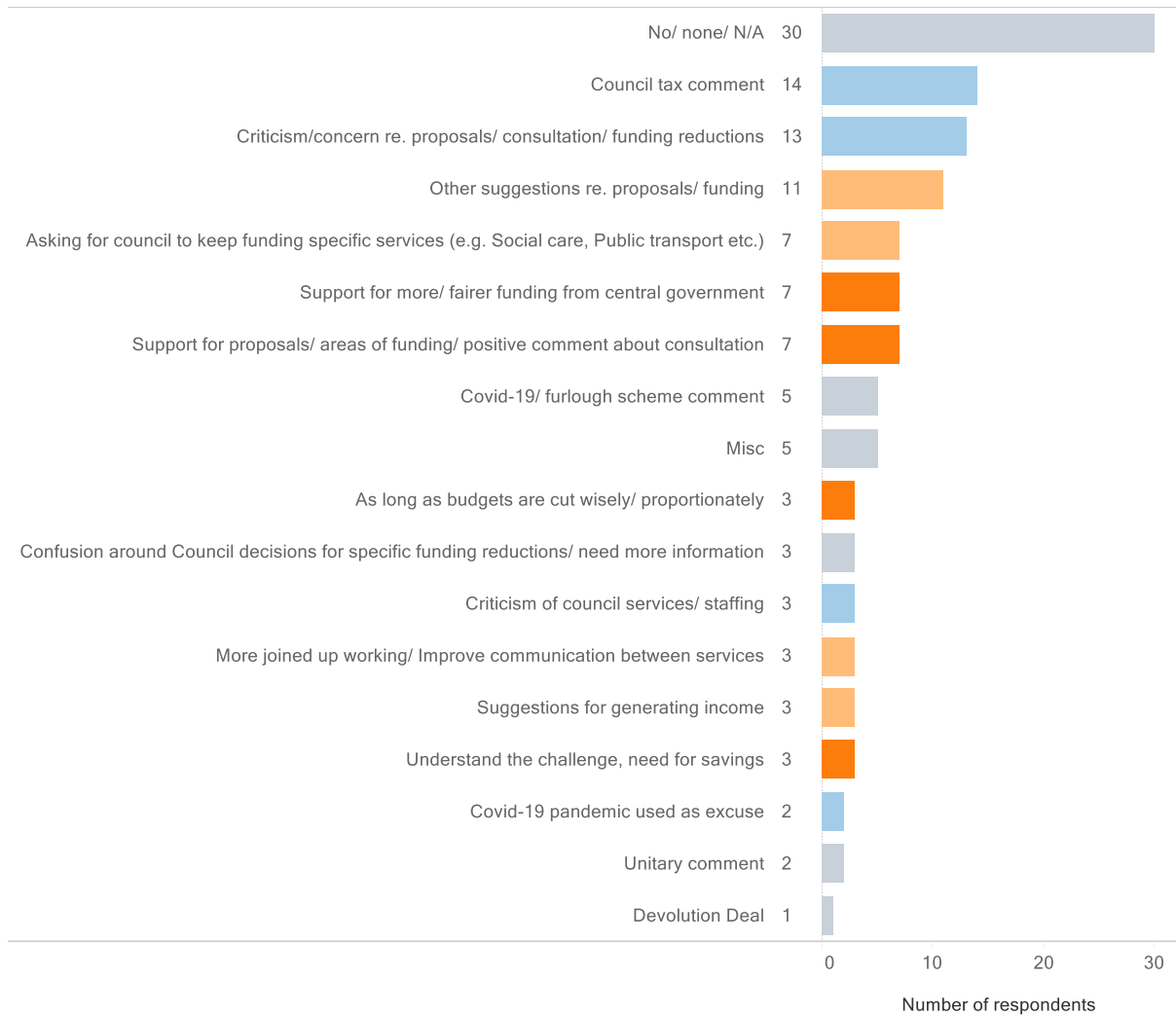
Q9 - Do you have any other comments on the council's capital programme?



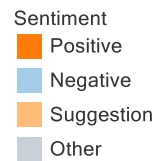
Base = 97



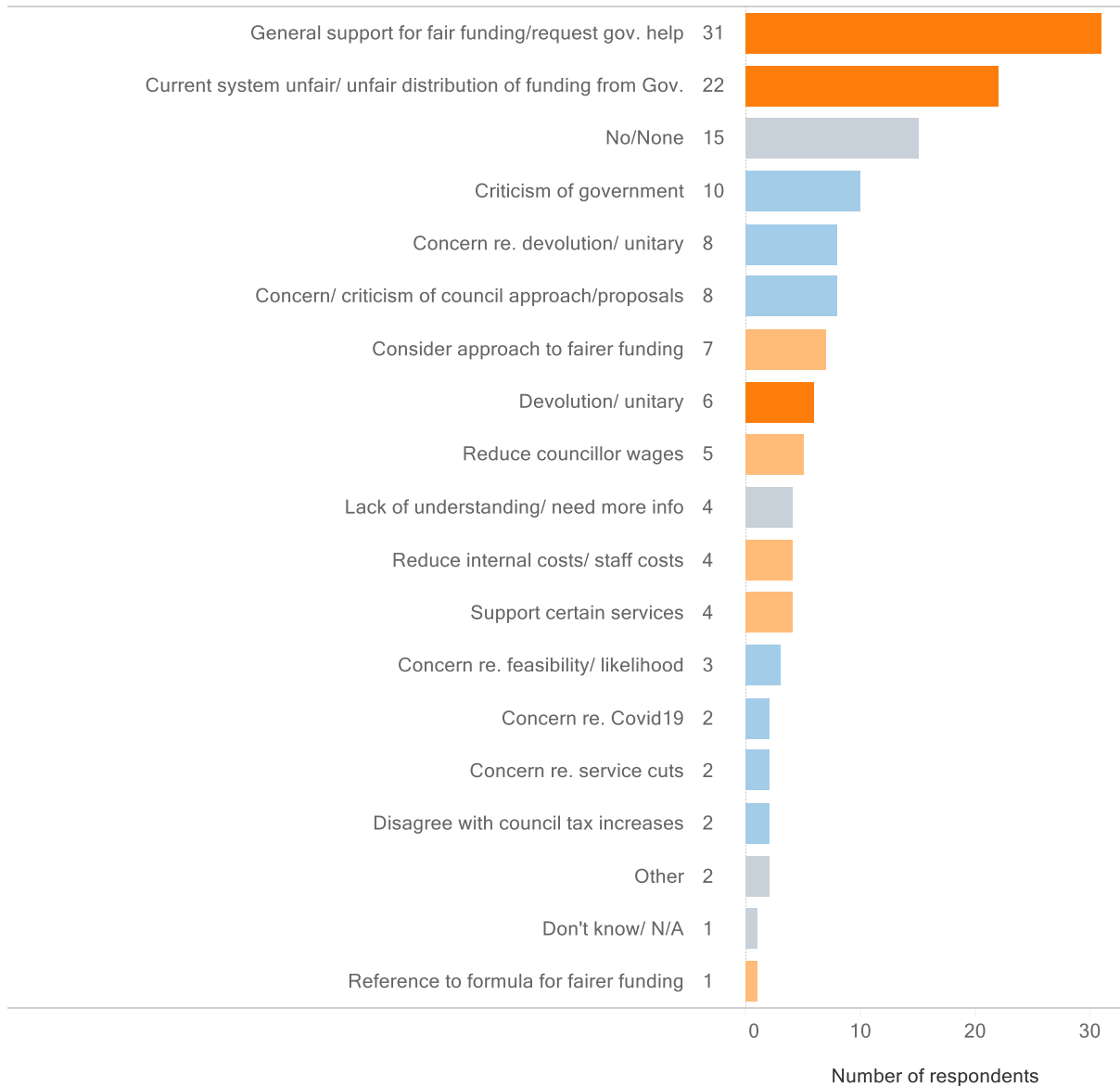
Q10 - Do you have any other comments about our draft budget proposals?



Base = 82



Q14 - Do you have any further comments on Fairer Funding and Other Initiatives?



Base = 84

Sentiment
 Positive
 Negative
 Suggestion
 Other

Appendix 4 - Statistical Analysis

How to read these tables

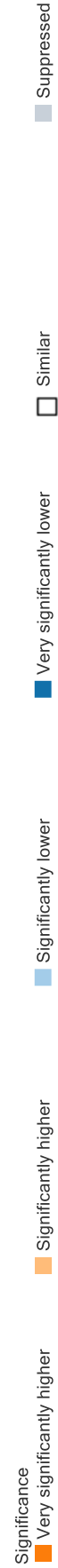
These tables allow you to statistically compare a response by a specific demographic group against the overall respondent sample. The statistical test used to identify statistical significance is called chi-square.

Statistical significance using chi-square tests is determined by looking at the difference between the expected and observed proportion of respondents. For example if 50% of the whole sample said 'agree' for a given question, the expected proportion of any demographic (e.g. males) saying 'agree' is 50%. The expected proportion is then compared to the actual/observed proportion of the demographic who said 'agree', and a measure of statistical significance is calculated.

To maximise statistical reliability, responses were aggregated where appropriate. For example, Matrix 4 displays the statistical analysis for Question 4. Responses were aggregated into 'Agree' = ('Strongly agree' and 'Tend to agree') and 'Disagree' = ('Strongly disagree' and 'Disagree').

Matrix 1
Q2- “What core Council Tax increase would you be prepared to pay next year to fund county council services (excluding any ‘social care precept’?)”

Response	Avg %	LCC employee	Leicestershire resident		Gender identity			Age				Ethnicity		Disability		Parent/carer of child		Carer of adult		
		Yes	No	Resident	Non-resident	Female	Male	Other (e.g. pangender, non-binary etc.)	Under 34	35-44	45-54	55+	White	BME	Yes	No	Yes	No	Yes	No
Above 2%	26	24	29	24	31	19	35	0	17	25	30	22	26	23	18	27	34	21	19	26
2% - an extra £27 next year	34	38	28	34	32	35	30	0	34	25	39	40	35	27	35	34	28	37	30	35
1% - an extra £13.50 next year	18	23	12	17	21	26	12	33	14	19	20	22	19	18	18	20	15	22	32	17
None	14	12	18	16	12	15	13	0	17	23	6	11	14	9	16	14	19	12	15	14
Council Tax should be reduced	8	4	13	10	4	5	10	67	17	9	5	5	6	23	12	6	5	8	4	8



Matrix 2

Q3: “What, if any, additional increase would you be prepared to pay next year as a separate ‘social care precept’ to be used exclusively for the funding of Adult Social Care?”

Response	Avg %	LCC employee	Leicestershire resident		Gender identity			Age			Ethnicity		Disability		Parent/carer of child		Carer of adult		
		Yes	Resident	Non-resident	Female	Male	Other (e.g. pangender, non-binary etc.)	Under 34	35-44	45-54	55+	White	BME	Yes	No	Yes	No	Yes	No
Above 3%	13	11	13	14	8	19	0	11	18	11	12	13	9	6	14	17	11	11	14
3% - an extra £40 next year	17	15	15	22	13	23	0	18	10	16	21	18	14	16	17	18	15	9	18
2% - an extra £27 next year	15	20	13	19	16	13	0	7	8	25	16	15	14	14	16	13	17	15	16
1% - an extra £13.50 next year	25	25	26	23	33	16	33	25	22	24	28	24	32	27	25	24	26	32	24
None	30	28	33	22	30	29	67	39	43	24	22	30	32	37	28	28	31	34	28



Matrix 3
Q2 and Q3 Combined: Total Council Tax Increase

Response	Avg %	LCC employee	Leicestershire resident	Gender identity	Age	Ethnicity	Disability	Parent/carer of child	Carer of adult
3% or above	55	Yes: 56, No: 54	Resident: 52, Non-resident: 64	Female: 49, Male: 63, Other (e.g. transgender, non-binary etc.): 0	Under 34: 52, 35-44: 43, 45-54: 60, 55+: 60	White: 56, BME: 50	Yes: 42, No: 58	Yes: 56, No: 54	Yes: 47, No: 56
2%	18	Yes: 22, No: 12	Resident: 19, Non-resident: 15	Female: 25, Male: 12, Other (e.g. transgender, non-binary etc.): 33	Under 34: 7, 35-44: 19, 45-54: 24, 55+: 20	White: 19, BME: 18	Yes: 26, No: 17	Yes: 19, No: 19	Yes: 23, No: 18
1%	9	Yes: 8, No: 10	Resident: 10, Non-resident: 7	Female: 12, Male: 5, Other (e.g. transgender, non-binary etc.): 0	Under 34: 10, 35-44: 9, 45-54: 9, 55+: 8	White: 8, BME: 5	Yes: 10, No: 9	Yes: 5, No: 11	Yes: 13, No: 8
None	11	Yes: 10, No: 13	Resident: 12, Non-resident: 11	Female: 12, Male: 11, Other (e.g. transgender, non-binary etc.): 0	Under 34: 14, 35-44: 21, 45-54: 4, 55+: 8	White: 12, BME: 9	Yes: 14, No: 11	Yes: 15, No: 9	Yes: 13, No: 11
Council Tax should be reduced	7	Yes: 4, No: 10	Resident: 8, Non-resident: 4	Female: 3, Male: 10, Other (e.g. transgender, non-binary etc.): 67	Under 34: 17, 35-44: 8, 45-54: 3, 55+: 3	White: 5, BME: 18	Yes: 8, No: 6	Yes: 5, No: 7	Yes: 4, No: 7

Significance
 Very significantly higher
 Significantly higher
 Significantly lower
 Very significantly lower
 Similar
 Suppressed

Matrix 4
Q4: “Overall, to what extent do you agree or disagree with how the growth and savings have been allocated across our services?”

Response	Avg %	LCC employee	Leicestershire resident	Gender identity	Age	Ethnicity	Disability	Parent/carer of child	Carer of adult
Agree	43	47 (Yes), 37 (No)	39 (Resident), 50 (Non-resident)	43 (Female), 44 (Male), 0 (Other (e.g. pangender, non-binary etc.))	41 (35-44), 55 (45-54), 44 (55+)	43 (White), 48 (BME)	38 (Yes), 44 (No)	44 (Yes), 42 (No)	36 (Yes), 45 (No)
Neither agree nor disagree	37	42 (Yes), 30 (No)	35 (Resident), 42 (Non-resident)	33 (Female), 33 (Male), 33 (Other (e.g. pangender, non-binary etc.))	31 (35-44), 33 (45-54), 32 (55+)	37 (White), 29 (BME)	36 (Yes), 37 (No)	34 (Yes), 39 (No)	47 (Yes), 35 (No)
Disagree	20	11 (Yes), 33 (No)	26 (Resident), 8 (Non-resident)	17 (Female), 23 (Male), 67 (Other (e.g. pangender, non-binary etc.))	27 (35-44), 13 (45-54), 24 (55+)	20 (White), 24 (BME)	26 (Yes), 19 (No)	22 (Yes), 19 (No)	18 (Yes), 20 (No)



Matrix 5
Q11: “To what extent do you agree or disagree that the way funding is distributed between councils should be reviewed?”

Response	Avg %	LCC employee	Leicestershire resident	Gender identity	Age	Ethnicity	Disability	Parent/carer of child	Carer of adult
Agree	79	Yes 81, No 76	Resident 78, Non-resident 80	Female 75, Male 83, Other (e.g. pangender, non-binary etc.) 67	Under 34 74, 35-44 81, 45-54 76, 55+ 82	White 79, BME 71	Yes 76, No 80	Yes 80, No 79	Yes 68, No 82
Neither agree nor disagree	12	Yes 12, No 13	Resident 11, Non-resident 15	Female 12, Male 11, Other (e.g. pangender, non-binary etc.) 33	Under 34 11, 35-44 7, 45-54 13, 55+ 11	White 11, BME 24	Yes 12, No 12	Yes 9, No 13	Yes 23, No 9
Disagree	9	Yes 8, No 11	Resident 11, Non-resident 5	Female 12, Male 6, Other (e.g. pangender, non-binary etc.) 0	Under 34 15, 35-44 11, 45-54 10, 55+ 7	White 9, BME 5	Yes 12, No 9	Yes 11, No 8	Yes 9, No 9



Matrix 6

Q12: “To what extent do you agree or disagree that the County Council should promote local government reforms that target a reduction of overheads or ‘back office’ costs?”

Response	Avg %	LCC employee		Leicestershire resident		Gender identity			Age			Ethnicity		Disability		Parent/carer of child		Carer of adult		
		Yes	No	Resident	Non-resident	Female	Male	Other (e.g. pangender, non-binary etc.)	Under 34	35-44	45-54	55+	White	BME	Yes	No	Yes	No	Yes	No
Agree	71	75	65	70	73	71	72	33	72	70	74	72	71	71	62	74	72	71	67	73
Neither agree nor disagree	18	17	19	18	18	20	16	67	20	21	15	18	18	19	28	17	13	21	24	17
Disagree	11	7	16	12	8	9	12	0	8	9	12	11	10	10	10	10	15	8	9	11

Significance

- Significantly higher
- Significantly lower
- Very significantly higher
- Very significantly lower
- Similar
- Suppressed

Matrix 6

Q13: “To what extent do you agree or disagree that the County Council should seek a devolution deal and additional resources for the East Midlands similar to that which the Government has given to the West Midlands?”

Response	Avg %	LCC employee		Leicestershire resident		Gender identity			Age				Ethnicity		Disability		Parent/carer of child		Carer of adult	
		Yes	No	Resident	Non-resident	Female	Male	Other (e.g. pangender, non-binary etc.)	Under 34	35-44	45-54	55+	White	BME	Yes	No	Yes	No	Yes	No
Agree	68	69	68	70	66	67	71	69	72	73	68	70	57	63	70	71	67	70	70	69
Neither agree nor disagree	20	23	16	17	26	23	18	20	20	20	18	21	19	27	20	17	23	22	20	20
Disagree	11	8	15	12	9	10	11	8	8	8	14	9	24	10	10	13	10	9	11	11



About the Strategic Business Intelligence Team

The team provides research and insight support to the council, working with both internal departments and partner organisations.

The team provides assistance with:

- Asset Mapping
- Benchmarking
- Business case development
- Community profiling
- Consultation
- Cost benefit analysis
- Journey mapping
- Data management
- Data cleaning/matching
- Data visualisation/ Tableau
- Engagement
- Ethnography
- Factor/cluster analysis
- Focus groups/workshops
- Forecasts/modelling
- Literature reviews
- GIS Mapping/ Mapinfo
- Needs analysis
- Profiling
- Questionnaire design
- Randomised control trials
- Segmentation
- Social Return on Investment/evaluations
- Statistical analysis/SPSS
- Surveys (all formats)/ SNAP
- Voting handsets
- Web analytics
- Web usability testing

Contact

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Leicester LE3 8RA

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If you require information contained in this leaflet in another version e.g. large print, Braille, tape or alternative language please telephone: 0116 305 6803, Fax: 0116 305 7271 or Minicom: 0116 305 6160.

ਜੇ ਆਪ ਆ ਮਾਭਿਨੀ ਆਪਨੀ ਆਖਾਮਾਂ ਸਮਝਵਾਮਾਂ ਥੀੜੀ ਮਦਦ ਈਝਨਾਂ ਡੀ ਨੀ 0116 305 6803 ਨੰਬਰ ਪਰ ਫ਼ੋਨ ਡਰਥੀ ਅਨੇ ਅਮੇ ਆਪਨੇ ਮਦਦ ਡਰਵਾ ਅਵਥਾ ਡਰੀਥੁੰ.

ਜੇਕਰ ਤੁਹਾਨੂੰ ਇਸ ਜਾਣਕਾਰੀ ਨੂੰ ਸਮਝਣ ਵਿਚ ਕੁਝ ਮਦਦ ਚਾਹੀਦੀ ਹੈ ਤਾਂ ਕਿਰਪਾ ਕਰਕੇ 0116 305 6803 ਨੰਬਰ ਤੇ ਫ਼ੋਨ ਕਰੋ ਅਤੇ ਅਸੀਂ ਤੁਹਾਡੀ ਮਦਦ ਲਈ ਕਿਸੇ ਦਾ ਪ੍ਰਬੰਧ ਕਰ ਦਵਾਂਗੇ।

এই তথ্য নিজের ভাষায় বুঝার জন্য আপনার যদি কোন সাহায্যের প্রয়োজন হয়, তবে 0116 305 6803 এই নম্বরে ফোন করলে আমরা উপযুক্ত ব্যক্তির ব্যবস্থা করবো।

اگر آپ کو یہ معلومات سمجھنے میں کچھ مدد درکار ہے تو براہ مہربانی اس نمبر پر کال کریں اور ہم آپ کی مدد کے لئے کسی کا انتظام کر دیں گے۔ 0116 305 6803

假如閣下需要幫助，用你的語言去明白這些資訊，請致電 0116 305 6803，我們會安排有關人員為你提供幫助。

Jeżeli potrzebujesz pomocy w zrozumieniu tej informacji w Twoim języku, zadzwoń pod numer 0116 305 6803, a my Ci dopomożemy.

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