

# Provisional Medium Term Financial Strategy 2022-2026

Public consultation results



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Business Intelligence Service  
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Jo Miller  
Head of Service (Job Share)

Alistair Mendes-Hay  
Research and Insight Manager

Nicole Brown  
Research and Insight Officer

Lily Bond  
Research and Insight Officer

Business Intelligence Service  
Leicestershire County Council  
County Hall, Glenfield  
Leicester LE3 8RA

Tel        0116 305 7341  
Email     [jo.miller@leics.gov.uk](mailto:jo.miller@leics.gov.uk)

Produced by the Business Intelligence Service at Leicestershire County Council.

With support from:

- Communications Team, Leicestershire County Council
- Policy Team, Leicestershire County Council
- Strategic Finance, Leicestershire County Council

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## Key findings

In total, 139 responses were received to the consultation survey, of which 63% were residents of Leicestershire and 60% were employees of Leicestershire County Council (multiple-choice question).

### Council Tax

Excluding any social care precept, just under a quarter of respondents (19%) were in favour of paying a core Council Tax increase of above 2% to fund county council services and over a third (39%) favoured an increase of 2%. A sixth (16%) were in favour of an increase of 1% or did not want to pay an increase in core Council Tax (16%), whilst a tenth of respondents (10%) said they thought core Council Tax should be reduced.

Just over a sixth (17%) were in favour of an increase of above 1% in Council Tax to specifically fund adult social care in Leicestershire (the adult social care precept) and over half of respondents in favour of a 1% increase (54%). A notable proportion opposed to paying any adult social care precept (29%).

By combining the responses to the questions about core Council Tax and adult social care precept, over half of respondents (52%) 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 8% preferred a 1% increase. Over a tenth (13%) said they would not be prepared to pay any increase in any Council Tax and 8% 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, 43% agreed and 16% disagreed (41% neither agreed nor disagreed).

### Open Comments

Open comments regarding service reductions highlighted some key areas of concern, particularly service cuts to social care (adult's and children's). Other responses reflected criticism of the proposal to increase Council Tax during a time of inflation, with some stating that the cost of living is already becoming unaffordable for many. There were some concerns in relation to what further savings would mean for front-line workers and LCC employees in a time where caseloads are high and staff morale is low. Others were worried about how this would impact the most vulnerable in the community.

Respondents were asked whether there were any other areas where the council could make further savings. Despite many respondents not leaving a comment, or answering 'no', there were some suggestions made around making council expenditure more efficient, in relation to staffing and building costs. With regards to staffing, respondents mentioned reducing the number of consultants and reviewing salaries and department restructures. As

staff have worked from home during the pandemic, some respondents proposed the council should sell or utilise unused office space.

Whilst several respondents were in agreement about the areas identified for growth, others mentioned the need for the council to increase support for the most vulnerable in the community and make further investments into children and family's services. Some respondents made specific suggestions, including increasing investment into tackling poverty, youth services and country parks.

When respondents were asked for their comments on the council's capital programme, making investments in infrastructure and transport across the county was a reoccurring comment with some requests to improve bus and rail networks. Several respondents expressed their support and were happy to see the council investing more into certain services, such as education. Other suggestions included creating additional jobs for skilled people and the need for more affordable social housing.

When asked to provide any further comments or suggestions about the council's budget proposals, there were some respondents who used this question to oppose the further increase in Council Tax. Those who made suggestions referenced creating more sustainable housing development and making redundancies where possible. There were some requests for the council to continue funding certain services, specifically adult and children's social care with concerns about how further savings and reductions would impact these services. Positive comments reflected general support for the budget proposals and acknowledgement of the difficult financial position the council faces.

### **Funding Reform and Seeking a County Deal**

With regards to Fairer Funding, the majority of respondents (86%) agreed that the way funding is distributed between councils should be reviewed. When asked about whether the county council should seek a County Deal with the Government for additional resources, the majority of respondents agreed (85%).

Respondents were asked whether they had any other comments about Fairer Funding and seeking a County Deal. 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 in previous years. Others left general negative comments about the council's budget proposals, with some disagreeing with any increase of Council Tax. Some made suggestions relating to a unitary authority and the merging of services which could reduce the need to make further savings.

## Background

Leicestershire County Council's latest four year plan outlines the extremely challenging financial position facing the authority. Pressure continues to grow as demand for services and infrastructure soars. A surge in demand for social care and special educational needs and disabilities (SEND) support, combined with inflation, is expected to drive up costs by £157m.

The draft four-year plan had set out the need for £100m of savings, but also £88m of growth to cover underlying spending pressures, especially for services to support vulnerable members of the community. In addition, inflation pressures add £69m.

The plans assumed a proposed 2% increase on core Council Tax for four years, incorporating an additional 1% 'social care precept' increase in 2022/23. A decision on the adult social care precept in later years will be taken at the time.

The £513m four-year capital pot had set out plans for sustainable investment across the county, including £94m for Children and Family Services, £37m for Adults and Communities and £226m for Environment and Transport.

The consultation exercise on the budget plan provided 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 survey form were made available on the county council's website for the duration of the consultation period of 15th December 2021 to 16th January 2022.

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. 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 in print, online, local radio and television and ultimately, helped to generate 139 responses. This report has been shared with decision-makers and will form a 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 savings you disagree with?
- Are there any areas where you think we could make further savings?
- 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 or the County Deal?

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, 139 responses to the survey were received.

### Respondent profile

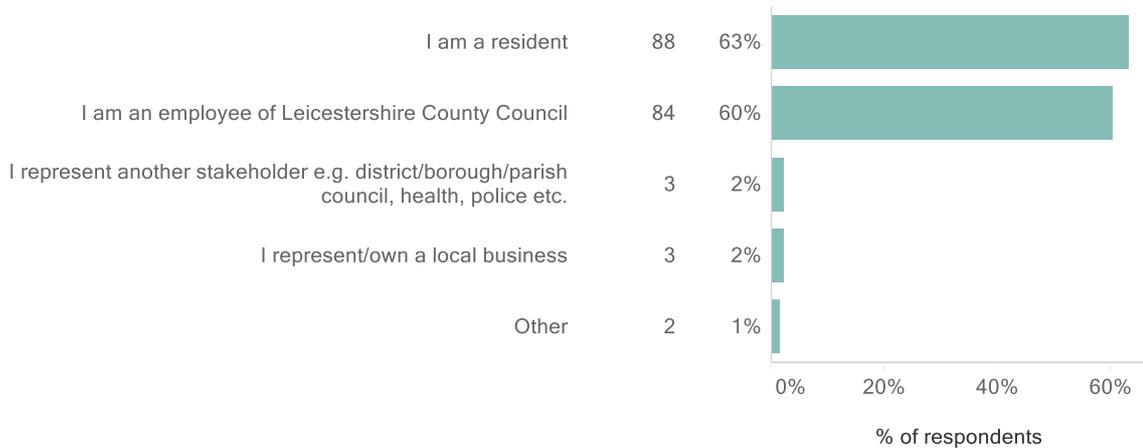
A full respondent profile can be found in Appendix 2.

#### Question 1 - Role

Respondents were asked in what capacity they were responding to the survey. Chart 1 below shows the breakdown. It shows that 63% of people who completed the survey were responding as residents and 60% were employees of Leicestershire County Council (LCC). Chart 2 shows 38% of respondents were residents but not employees of LCC, 35% were LCC employees and not residents, and 25% were both.

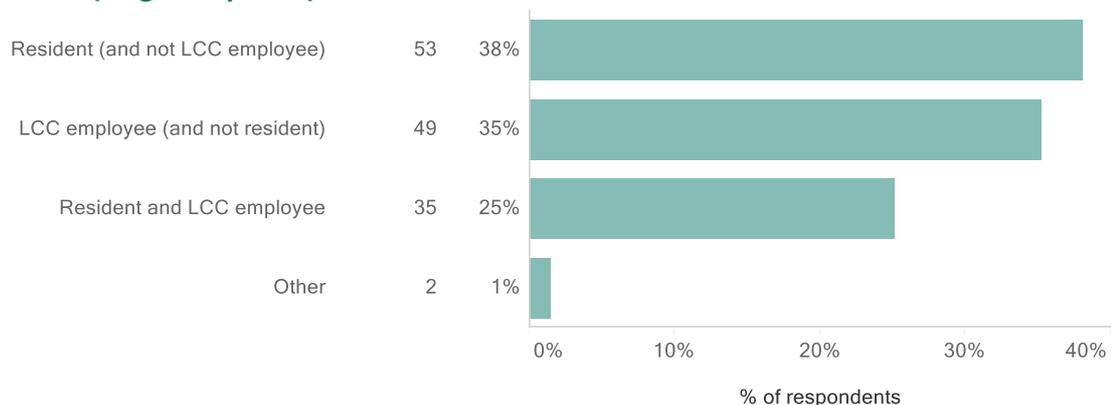
Throughout the analysis that follows, comparison has been made between the views from residents who are not LCC employees (53 respondents) and the views from LCC employees (84 respondents).

#### Chart 1 - Role (multiple response)



Base = 139

#### Chart 2 - Role (single response)



Base = 139

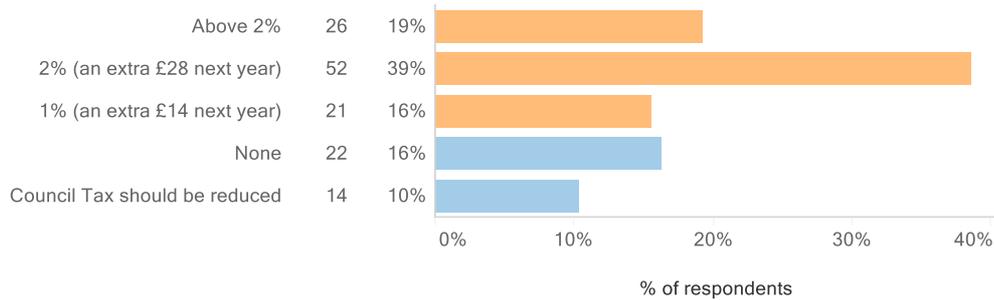
**Question 2 - Core Council Tax increase (excluding adult social care precept)**

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 just under a fifth of respondents (19%) were in favour of paying an increase of above 2%, 39% were in favour of paying an increase of 2%, and 16% were in favour of paying an increase of 1%. Some respondents (16%) thought Council Tax should not be increased and 10% thought it should be reduced.

Chart 4 shows a comparison between residents and LCC employees. A higher proportion of LCC employees said they were prepared to pay an increase of above 2% in core Council Tax (23%) compared to residents (14%). A larger proportion of LCC employees said they would be prepared to pay a 2% increase (41%) or 1% increase (17%) in core Council Tax than residents (31% and 14% respectively). There was a larger percentage of residents who said they thought core Council Tax should not be increased (22%) or it should be reduced (20%), compared to LCC employees (13% and 5%, respectively).

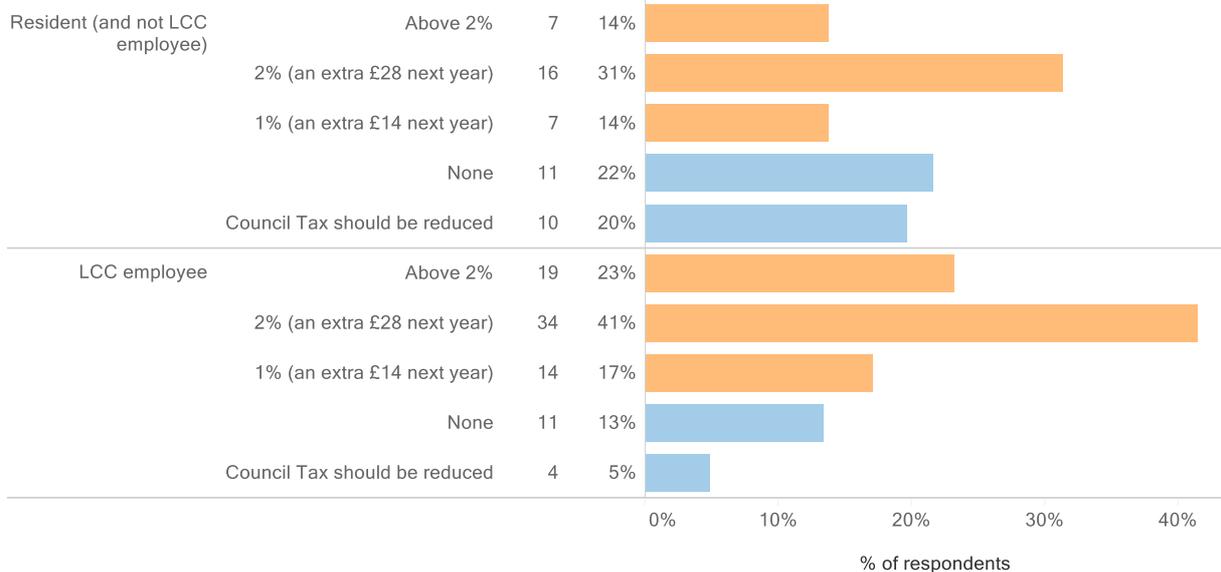
Statistical analysis shows that respondents aged 45-54 were significantly more likely to be in favour of a core Council Tax increase of above 2% (29%) when compared to the average (19%).

**Chart 3 - Core Council Tax increase (excluding adult social care precept)**



Base = 135

**Chart 4 - Core Council Tax increase (excluding adult social care precept) - by role**



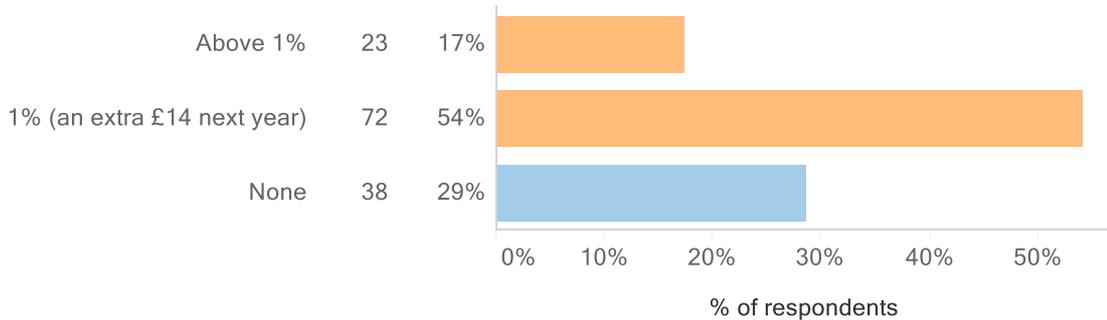
Resident base = 51  
LCC employee base = 82

### 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 (71%) would be prepared to pay an additional increase, but just under a third of respondents did not want any additional increase in Council Tax for this purpose (29%).

Overall, 17% of respondents said they would be prepared to pay above 1%, and just over half (54%) said they would be prepared to pay 1%.

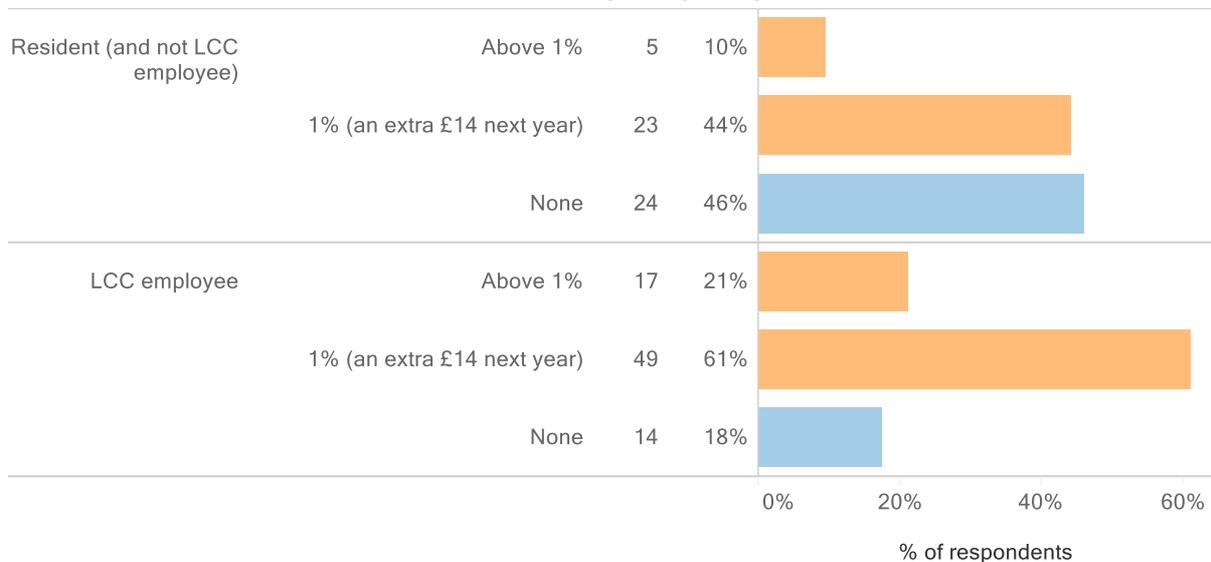
#### Chart 5 - Council Tax increase for social care precept



Base = 133

Statistical analysis shows that respondents aged 45-54 were significantly more likely to be in favour of a social care precept increase of above 1% (29%) than the average (17%). Chart 6 shows the proportion of respondents who were opposed to any separate increase in Council Tax for adult social care was higher for residents (who were not LCC employees) (46%) compared to LCC employees (18%).

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



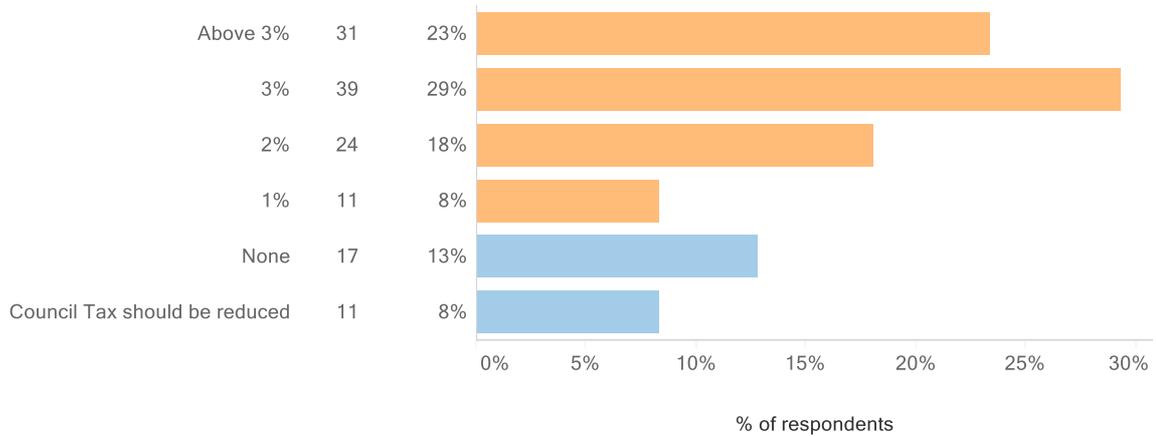
Resident base = 52  
LCC employee base = 80

**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 78% were in favour of a Council Tax increase (including any social care precept); with over half of respondents (52%) in favour of an increase of 3% or above, just under a fifth (18%) in favour of a 2% increase and 8% in favour of a 1% increase.

In contrast, 13% said they did not want any increase in Council Tax and 8% said they thought Council Tax should be reduced.

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



Base = 133

Note this chart excludes 3 cases where people indicated they wanted core Council Tax to reduce but an increase in social care precept. It also excludes 2 cases where people answered 'Don't know' to both Council Tax questions.

**Table 1 - Q2 by Q3**

		Social Care Precept increase			
		Above 1%	1% (an extra £14 next year)	None	Don't know
Council Tax increase (excluding 2% 'social care precept')	Above 2%	15 11%	11 8%		
	2% (an extra £28 next year)	5 4%	39 28%	5 4%	3 2%
	1% (an extra £14 next year)		16 12%	5 4%	
	None		5 4%	17 12%	
	Council Tax should be reduced	3 2%		10 7%	
	Don't know		1 1%	1 1%	2 1%

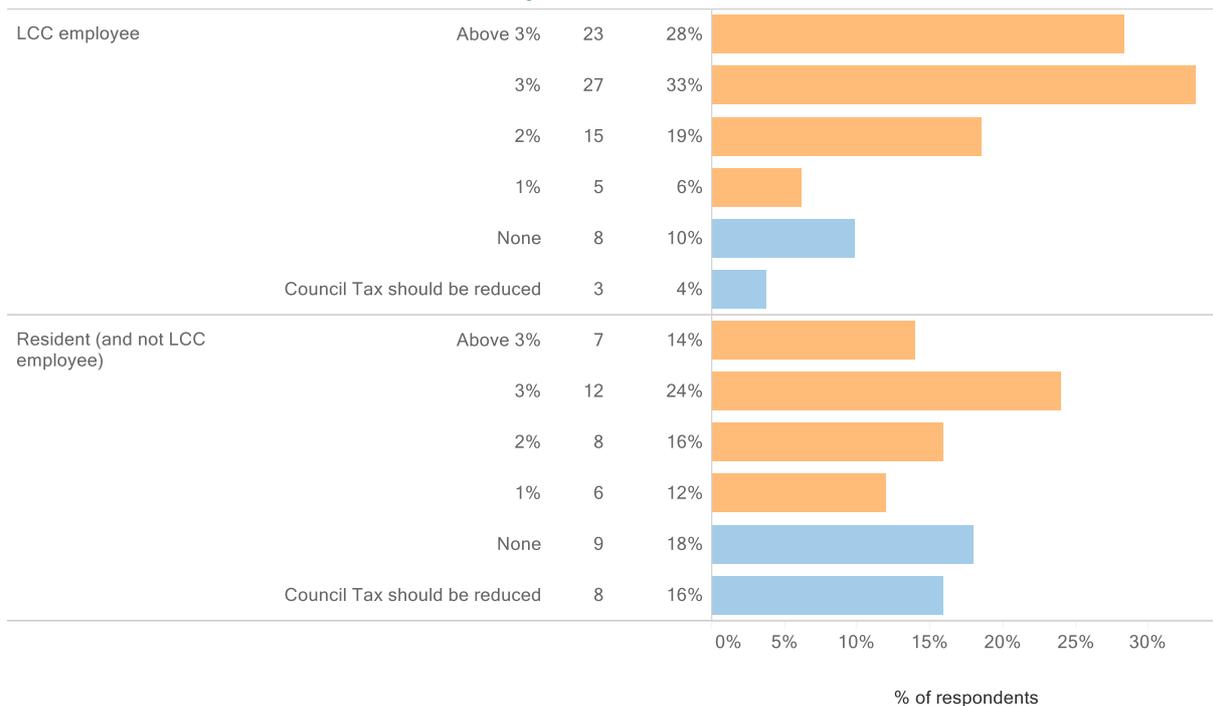
Base = 138

Statistical analysis shows that respondents aged 45-54 were significantly more likely to agree with a total Council Tax increase of above 3% (38%) when compared to the average (23%) and respondents aged 55+ were significantly more likely to agree with an increase of 3% (47%) when compared to the average (28%).

Respondents who said they were a parent or carer of a child or young person aged 17 or under were significantly more likely to be in favour of Council Tax being reduced (15%) than the average (8%).

Chart 8 shows the comparison of total Council Tax (including any adult social care precept) between residents and LCC employees. A higher proportion of LCC employees were prepared to pay a Total Council Tax increase of above 3% (28%) compared to residents (14%). A higher proportion of residents were not prepared to pay any increase in Council Tax (18%) and thought Council Tax should be reduced (16%) compared to LCC employees (10% and 4%, respectively).

**Chart 8 - Total Council Tax increase - by role**



Resident base = 50  
LCC employee base = 81

Note this chart excludes 3 cases where people indicated they wanted core Council Tax to reduce but an increase in social care precept.

**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 43% agreed, 16% disagreed and a notable proportion of respondents neither agreed nor disagreed (41%).

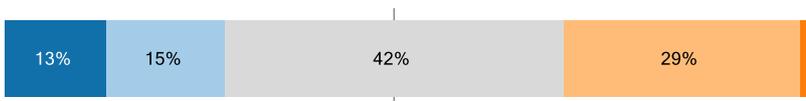
Statistical analysis shows that residents were significantly more likely to disagree with how the growth and savings had been allocated across council services (23%), compared to the average (16%). Those who lived in the most deprived areas were also significantly more likely to disagree (27%) than the average (16%).

**Chart 9 - Growth and savings allocation - All Respondents**



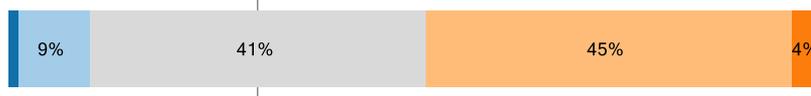
Base = 130

**Chart 10 - Growth and savings allocation - Residents only**



Base = 48

**Chart 11 - Growth and savings allocation - LCC employees**



Base = 80

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 savings you disagree with?
- Are there any areas where you think we could make further savings?
- 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 or the County Deal?

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 - Disagreement with specific savings

Respondents were asked whether there were any savings they disagreed with. Chart 12 lists the top 10 codes (see Appendix 3 for full list of codes).

Although a notable number of respondents answered 'No' or 'N/A', there were many comments where respondents disagreed with or raised concerns about specific savings.

Some respondents expressed concerns that making further savings in certain areas would result in an increased financial cost to the council elsewhere, whilst others were concerned about what long-term effect savings would have on services in the future. There were other comments in relation to what further savings would mean for front-line workers and LCC staff, specifically in relation to already high caseloads and low staff morale.

Others were worried about how making further savings would impact on the most vulnerable in the community, particularly savings in child protection and social support services, the impact on SEN students and the elderly.

There were some general criticisms of council decisions, but also the lack of government funding for Leicestershire and the unfair and inconsistent funding across council services.

Environment and Transport services, including highway maintenance and public transport, adult and children's social care and education were services that were specifically mentioned in relation to disagreeing with further council savings.

Few respondents used this question to oppose a further increase in Council Tax.

*“No, I trust that any savings are calculated with accuracy and will communicate effectively what happens with the additional finance”*

*“Any reduction in investment in funding for preventative measures (such as the Children & Families Pathways workstream) and ‘saving’ money on funding things that give greater independence to vulnerable adults (much of the Adult Social Care budget) will result in an increased financial cost to the council in other ways...”*

*“Shouldn’t save on child protection and social support services for vulnerable adults and elderly people”*

*“think it is clear that to maintain services let alone improve them, the council (and every council for that matter) can’t afford to make cuts. Services are already so stretched, just a shame cuts have to be made at all”*

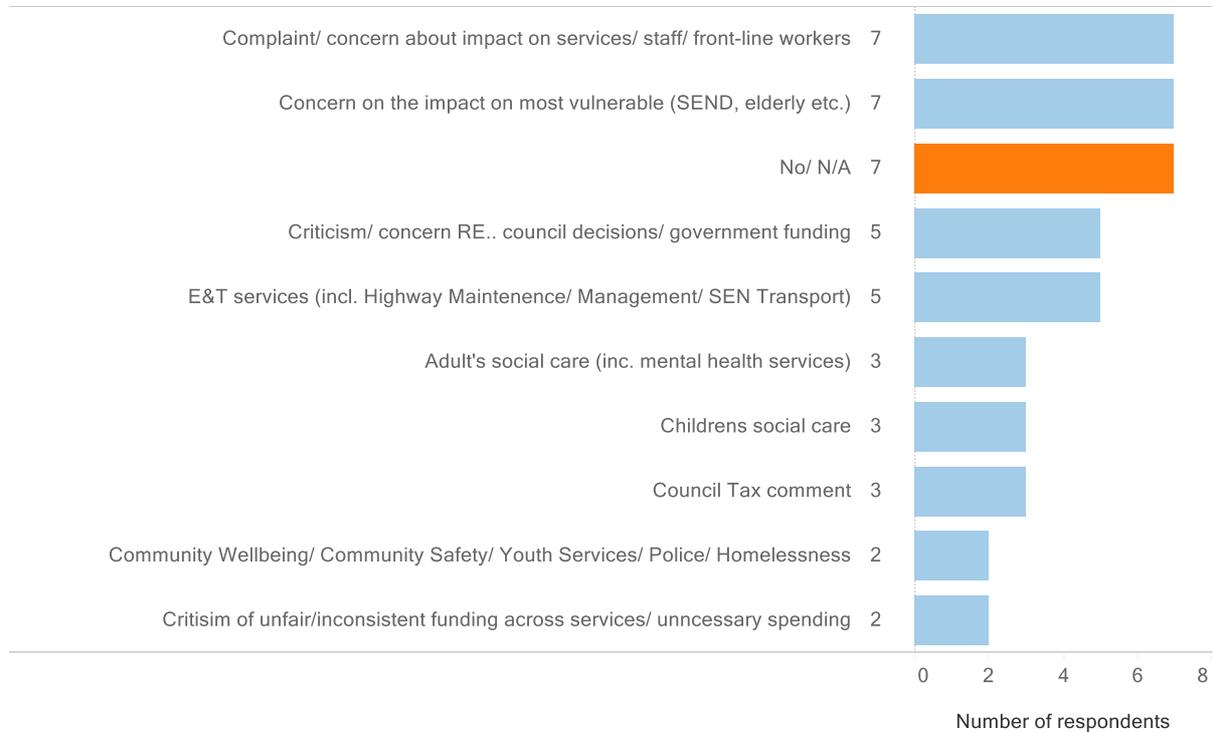
*“Not enough focus on schools, infrastructure and public transport...”*

*“Any cuts to social care spending should be completely refused. Social Care need more spending on an ongoing bases. I find it really troubling that cuts are made here”*

*“Savings relating to adult social care”*

*“Increasing council tax when people are struggling with household bills and food shopping already seems unfair and unjust. Without peoples wages increasing how can it be expected that council tax is increased when people are barely surviving already or just surviving but not able to ‘live’ e.g. do nice things or treat themselves”*

**Chart 12 - Disagreement with specific savings - Top 10**



Base = 37

Sentiment  
■ Positive  
■ Negative

### Q6 - Suggested areas for further savings

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).

Efficiencies in council expenditure was the most common theme. Frequently referenced topics included contracts, reducing consultants, using internal resources, using local services/ businesses and reducing building costs with staff continuing to work from home. There were some suggestions to specifically review staff expenditure, including salaries, make changes to department and management structures. Other respondents felt that costs could be saved by reviewing council property, by either selling unused office space (hybrid model with more staff working from home) or by utilising properties for other community groups, other businesses and/or services.

Although some answered 'No' or 'None' to indicate that there were no areas where they thought further service reductions could be made, a few respondents suggested savings could be generated by sharing services and to progress with the bid to make Leicestershire a unitary authority.

Others mentioned specific services where the council could make further savings, such as more electric car charging points. Whilst there were other comments around reducing expenditure in democratic processes, such as looking at the structure of local government as well as reviewing the number of councillors and their budget.

*“Internally ensuring that the workings of the council are all as resourceful as possible. The past few months in getting staff to work from home most have seen some energy savings so I trust LCC will use this data and build on making savings in this regard. This will of course also mean a reduction in CO2 and show a focus on cutting carbon emissions.”*

*“Less use of outside agencies. When we have already experienced workers employed by the council.”*

*“Look at your contracts some of these are extortionate. Make use of local tradesmen, buy locally”*

*“What is the long term plan for the buildings? If a lot of staff are working from home (or going to do this hybrid model) I presume that there are potential savings in terms of renting out / selling off land and buildings that we don't have to use and in terms of making those buildings left more efficient.”*

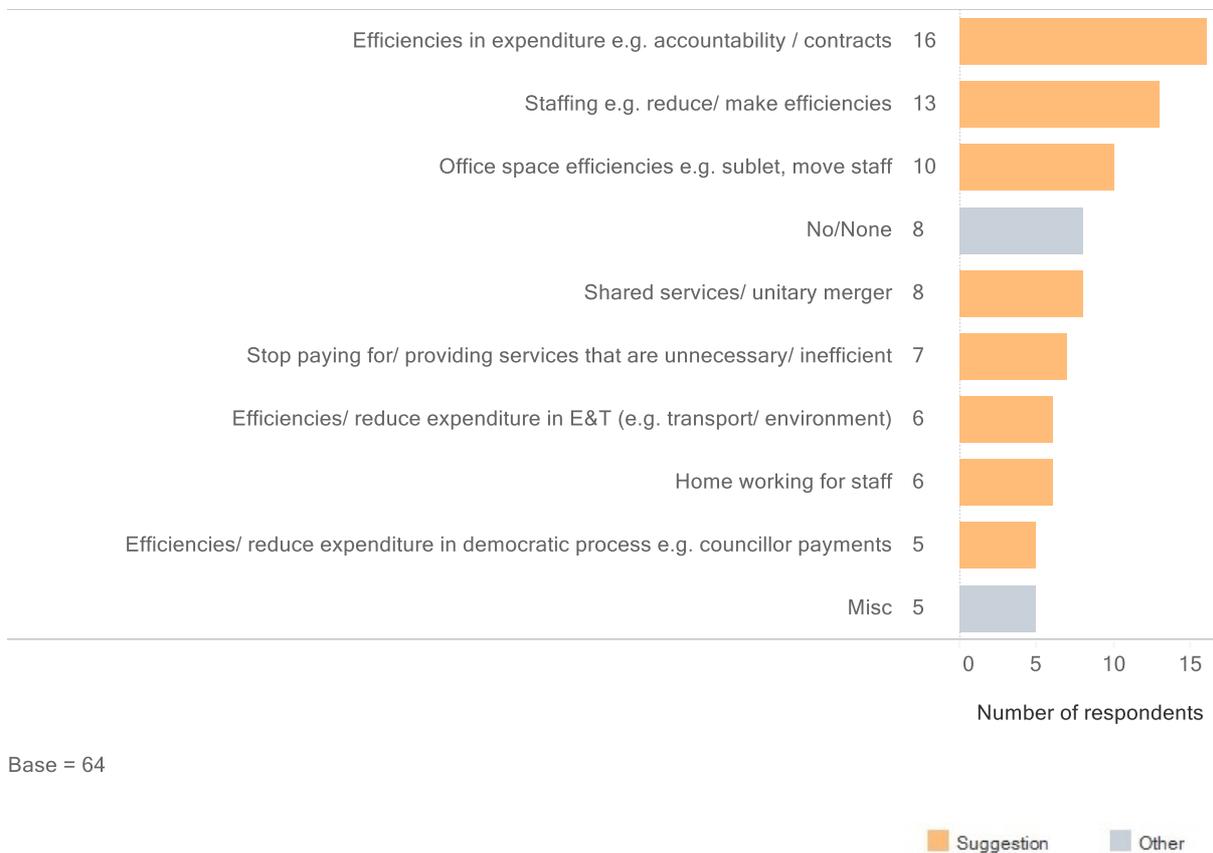
*“Work with the District Councils in progressing with a Unitary Authority bid resulting in huge savings.”*

*“personally i think the system within Leicestershire of having separate local councils needs reviewing - a lot of services appear to be duplicated as well as proposals made in a local area having then to be passed by the county council - surely that's increasing [costs] overall? are their savings being made by not paying local councils for the use of their offices as touch downs?”*

*“More electric car charging points in Leicestershire”*

*“Cutting the amount of councillors, cutting expenses, stop waste...”*

**Chart 13 - Suggested areas for further savings - Top 10**



**Q7 - Comments about the areas identified for growth**

Respondents were asked whether they had any other comments about the areas identified for growth. Chart 14 lists the top 10 codes (see Appendix 3 for full list of codes).

The most common response was a suggestion for a specific area of growth or investment. These respondents suggested the council should make investment in tackling poverty, youth services and country parks. A comment was made specifically about using unused County Hall spaces to create additional revenue to support growth.

Some respondents expressed concern around specific growth areas that had been identified by the council, such as only investing in trees and not other species under threat (e.g. wildflowers and wetland species). Other comments mentioned the council should increase support for the most vulnerable in the community and a need to acknowledge investment in services for children and families, not just highways and transport.

Whilst few respondents criticised the council's proposals and decisions, others made specific suggestions about the council's approach to their proposals, such as initiatives to improve the local economy should be well thought out.

*“I would suggest you anticipate a need for increased investment in tackling poverty in all its various forms, in the light of the ongoing Covid-19 pandemic”*

*“Would like to see more meat on the bones re. proposals for Country Parks, e.g. café, toilets, ANPR car parking at Watermead. A café can surely be an invest to save opportunity, whether run by LCC or outsourced to a third party, bringing more people into the Country Park”*

*“...there are large areas of county hall currently unused, the plan is to lease these spaces out, lets get that sped up to get additional revenue streams”*

*“Too much on economic development: the ‘Midland Engine’ is a waste of money”*

*“The support of vulnerable people should be a priority. This should be delivered with partners so that it is joined up, effective and efficient”*

*“Only to acknowledge in both children and families as well as highway and transport, the growth in special educational needs, both in the classroom and on the transport network. I can only see that figure rising”*

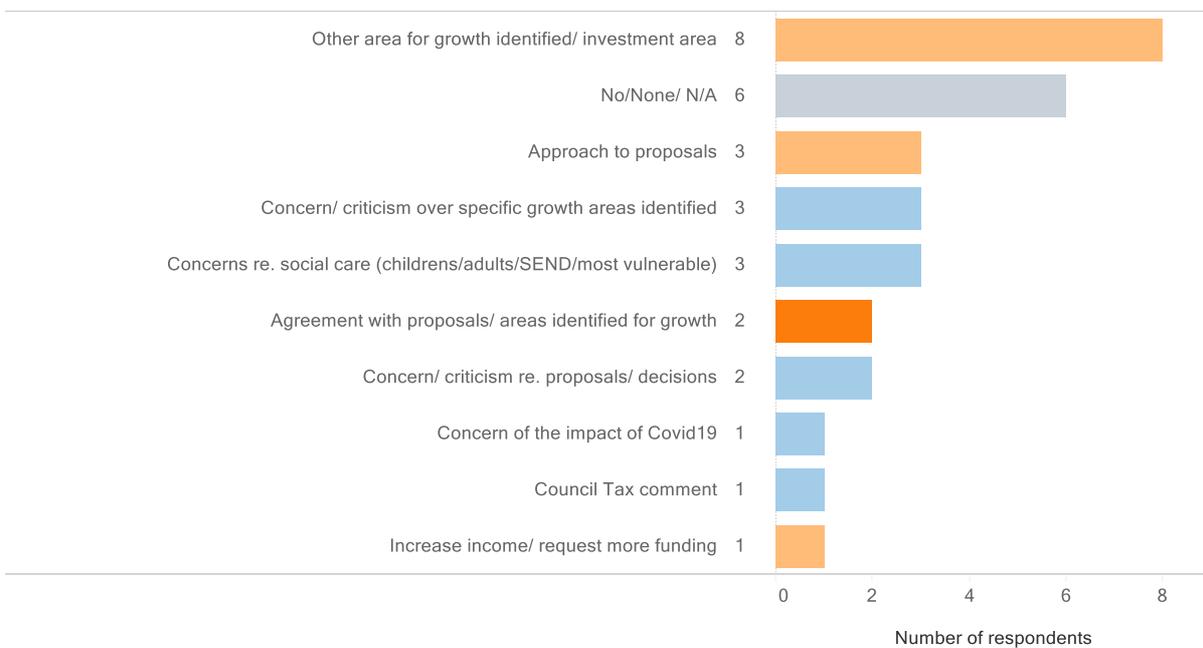
*“The services to support residents need to increase in line with the population”*

*“Any initiatives for improving the local economy need to be well thought out”*

*“All areas should have no growth which costs money”*

*“Investment in digital transformation is good to see—this will create greater efficiencies and productivity gains which will lead to greater cost savings as this investment matures”*

**Chart 14 - Comments about the areas identified for growth - Top 10**



Base = 26

Sentiment  
■ Positive    ■ Negative    ■ Suggestion    ■ Other

### Q8 - Comments on the council's capital programme

Respondents were asked whether they had any comments on the council's capital programme. Chart 15 lists the top 10 codes (see Appendix 3 for full list of codes).

The most reoccurring response to this question was 'No' or 'None'. However, making improvements in infrastructure and transport across the county was a common theme, particularly with requests to improve rail and bus networks, the quality of cycle and walking paths around the county and investing in infrastructure to help to reduce poverty and challenges related to lack of access due to transport. Whilst most comments regarding this topic contained suggestions, others felt that the council should spend less on highway maintenance and road repairs as it encourages car use. There was one respondent who queried what proportion of the programme would be spent on infrastructure in their local area.

Other suggestions included using outside funding and creating jobs for local skilled people. Further suggestions were made around investment in Country Parks and the need for more social housing.

Support for the council was reflected in some comments, with respondents mentioning that they were happy to see the council investing more in certain areas such as school buildings and education. The Leicester and Leicestershire Enterprise Partnership (LLEP) expressed their support for the council's investment in the capital programme.

Comments and suggestions were also made around environment and energy efficiency, housing developments and schools and education.

Some respondents also used this question as a further opportunity to make specific suggestions for saving money and generating additional income.

*“Infrastructure needs to concentrate on cycle paths, walk ways connections of the Leicestershire villages with the city and rail/bus networks, whilst maintaining and not absorbing villages”*

*“Investment in infrastructure is extremely important, particularly in reducing poverty, financial insecurity and challenges related to lack of access to services, which is primary form of deprivation for many of our rural communities”*

*“I’d like to know what percentage of the capital programme will be spent in Hinckley & Bosworth and what infrastructure improvements the borough can expect to see in the coming years”*

*“Only spend as necessary on roads, schools as well as schemes that will give an income”*

*“Too much still being invested in roads. You won’t get people to travel in better ways if the car journey is so much more convenient”*

*“Use outside funding where possible”*

*“Investment must create jobs for local people who are skilled with university qualifications”*

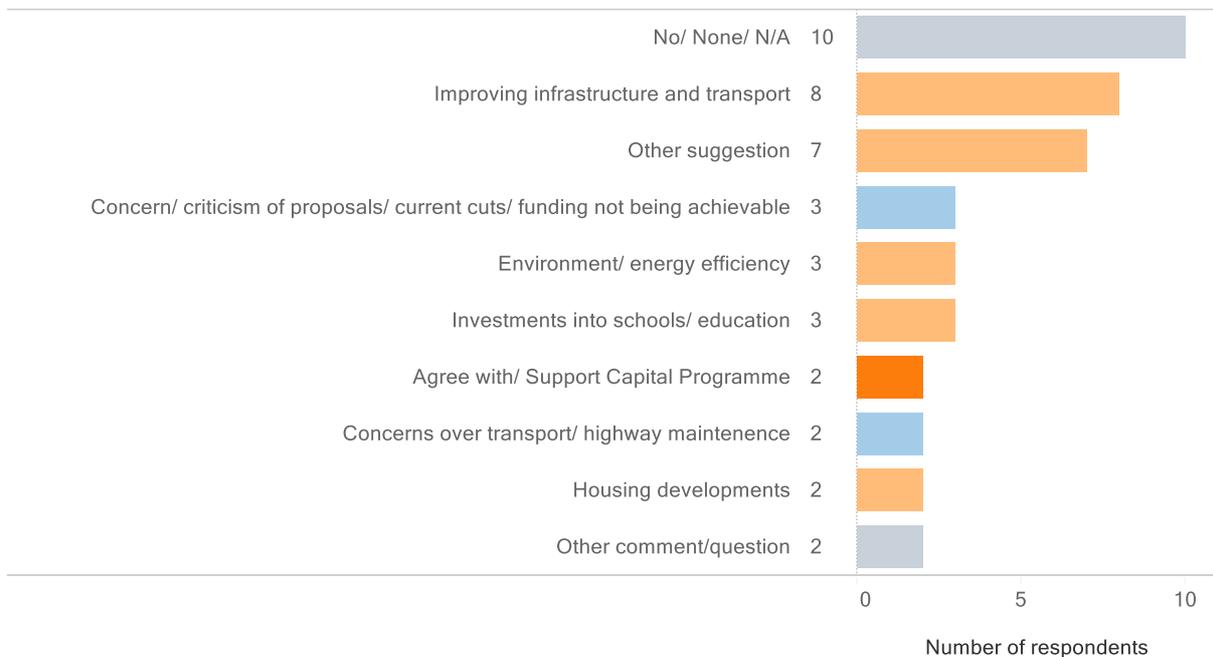
*“Would like to see further investment in our Country Parks, e.g. cafes, toilets”*

*“Loads more social housing is needed build lots of council houses and charge a higher rent but affordable, we have to rent private and the costs are getting out of control”*

*“Good to see further investment in education and school building”*

*“The LLEP fully supports the investment in enabling infrastructure to deliver economic growth in the county”*

**Chart 15 - Comments on the council’s capital programme - Top 10**



Base = 39

Sentiment  
■ Positive    ■ Negative    ■ Suggestion    ■ Other

**Q9 - 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 16 shows the top 10 codes (see Appendix 3 for full list of codes).

Apart from 'no,' 'none' or 'n/a' responses, several respondents provided suggestions including more sustainable housing development, creating an eco-system for workspaces in the county with private sector partners and making redundancies where possible. There were a few requests for the council to keep funding certain services, specifically adult and children's social care, with concerns also expressed about the proposals and funding reductions to these services.

An increase in Council Tax was criticised by some respondents, who said they felt residents had already been stretched with rises in inflation, mortgage repayments, household bills and general living costs without the additional increase in Council Tax.

Positive responses reflected a general support for the council's proposals and an understanding of the responsibility and difficulty the council faces due to underfunding from central Government.

*“Every year there is a requirement for savings and yet Council Tax is increased to meet budget shortfalls. Housing development must be done sustainably”*

*“The pandemic has fundamentally changed the way businesses will use workspace in the future. The County, working with private sector partners such as the Chamber could create an eco-system that is attractive to inward investors and for new and growing enterprises to retain them in the county”*

*“Identify where redundancies can be made”*

*“Please refuse any demands to cut social care spending . Wherever you need money from, please do not take anything from social care”*

*“I feel very strongly that the street lights should be switched back on at night because of the issues around safety on our streets... you have saved by using LEDs now let us please have the use of them”*

*“Residents have already been stretched with rises in inflation, household bills and to raise council tax above inflation again is too much”*

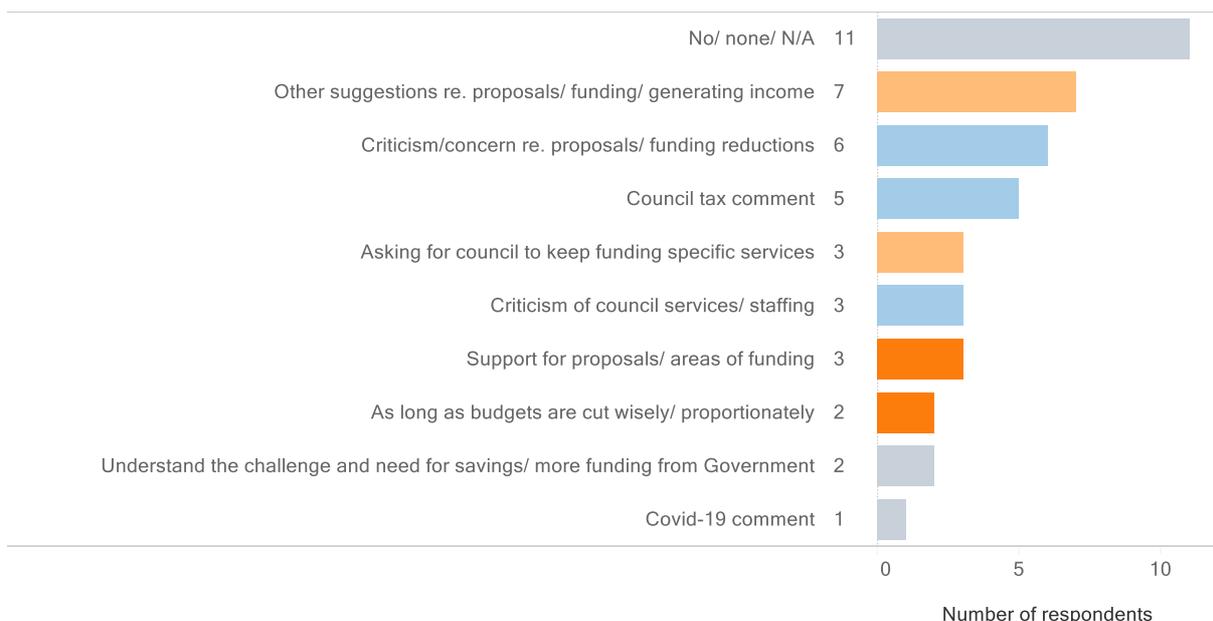
*“I do not believe increasing council tax and putting additional pressure on households when we have rising fuel costs, petrol, food and mortgage rates. The cost of living is making lots of people live in poverty with the need to access food banks and other means to live. This is not sustainable”*

*“The proposals appear well considered and built on a record of achievement. Whilst the need to make savings is clear, targets have to be achievable”*

*“With current funding levels, the LA is provided with too much responsibility”*

*“The Government needs to do more to support Councils and increase the amount of moneys they give in grants. This needs to be continuously raised with them and local MP’s to put pressure on them to help deal with the funding gap”*

**Chart 16 - Other comments on the council’s budget proposals - Top 10**



Base = 33

Sentiment  
■ Positive    ■ Negative    ■ Suggestion    ■ Other

## Funding Reform and seeking a County Deal

The questionnaire explained that Leicestershire remains the lowest-funded county in the country and that the county council is continuing to lead calls for funding reform and to look for opportunities to work more efficiently and effectively. Respondents were asked three questions about Fairer Funding and the council seeking a County Deal with the Government to get additional resources.

### Q10 - Reviewing the funding distributed between councils

Respondents were asked to what extent they agreed or disagreed that the way funding is distributed between councils should be reviewed. Chart 17 shows that the majority of respondents agreed (86%), 5% disagreed and 8% neither agreed nor disagreed.

There were no significant differences found between groups during statistical analysis.

**Chart 17 - Reviewing the funding distributed between councils - All Respondents**



Base = 137

**Chart 18 - Reviewing the funding distributed between councils - Residents only**



Base = 52

**Chart 19 - Reviewing the funding distributed between councils - LCC employees**



Base = 83

#### Response

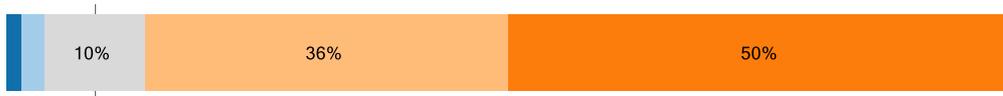
- Strongly disagree
- Tend to disagree
- Neither agree nor disagree
- Tend to agree
- Strongly agree

**Q11 - County Council seeking a County Deal with Government for additional resources**

Respondents were asked to what extent they agreed or disagreed that the county council should seek a County Deal with the Government to get additional resources. Chart 20 shows that the majority of respondents agreed (85%), 4% disagreed and a notable proportion of respondents neither agreed nor disagreed (10%).

There were no significant differences found between groups during statistical analysis.

**Chart 20 - Seeking a County Deal for additional resources - All Respondents**



Base = 131

**Chart 21 - Seeking a County Deal for additional resources - Residents only**



Base = 51

**Chart 22 - Seeking a County Deal for additional resources - LCC employees**



Base = 78

Response

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

**Q14 - Open-ended comment on Fairer Funding and the County Deal**

Respondents were asked to provide further comments regarding fairer funding and the County Deal. Chart 23 lists the top 10 codes (see Appendix 3 for full list of codes).

The response to this question was largely positive. The most recurring responses 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 continues to be disproportionately underfunded. There was also uncertainty around the likelihood of fairer funding for the county council as it has been discussed in previous years.

Whilst some respondents were supportive of the County Deal and said that it could be a healthy development which could lead to local decisions, some others queried the feasibility or likelihood of the deal making any impact and said may just be just a short-term solution to a longer-term problem.

Some respondents indicated that a unitary authority would make further savings without impacting key services. A few respondents made specific suggestions, such as merging councils and further investments into more deprived areas of the county. Others felt that disadvantaged areas should receive more funding.

Some respondents re-emphasised general concerns about the council's budget approach, making further comments about Council Tax increases and also noting that it is unfair that Leicestershire residents pay more Council Tax than residents in London.

*“I feel that the council has been vocal about fairer funding, the county deal and other ways at securing additional funding. As a resident and employee I find this very encouraging and proactive and it makes me feel like we have a council that will fight for its service users at difficult times. I think it needs noting that although we have not been successful in securing the extra funding as of now, the efforts of the council have been outstanding”*

*“I think Leicestershire is a large county which has been consistently underfunded for no clear reason which I can ascertain. Of course the government should contribute more to our county!”*

*“The funding formula should be on a fair basis for all authorities. The County Deal seems a good idea which would lead to local decisions”*

*“Whilst the County Deal might be a short term solution to the funding issues faced by the affected councils, it could result in further embedding our unjust Local Authority structure rather than developing a root and branch reform of the funding structure”*

*“I am concerned that the County Deal won’t give us any more powers than we already have so I wonder if it is really worth it?”*

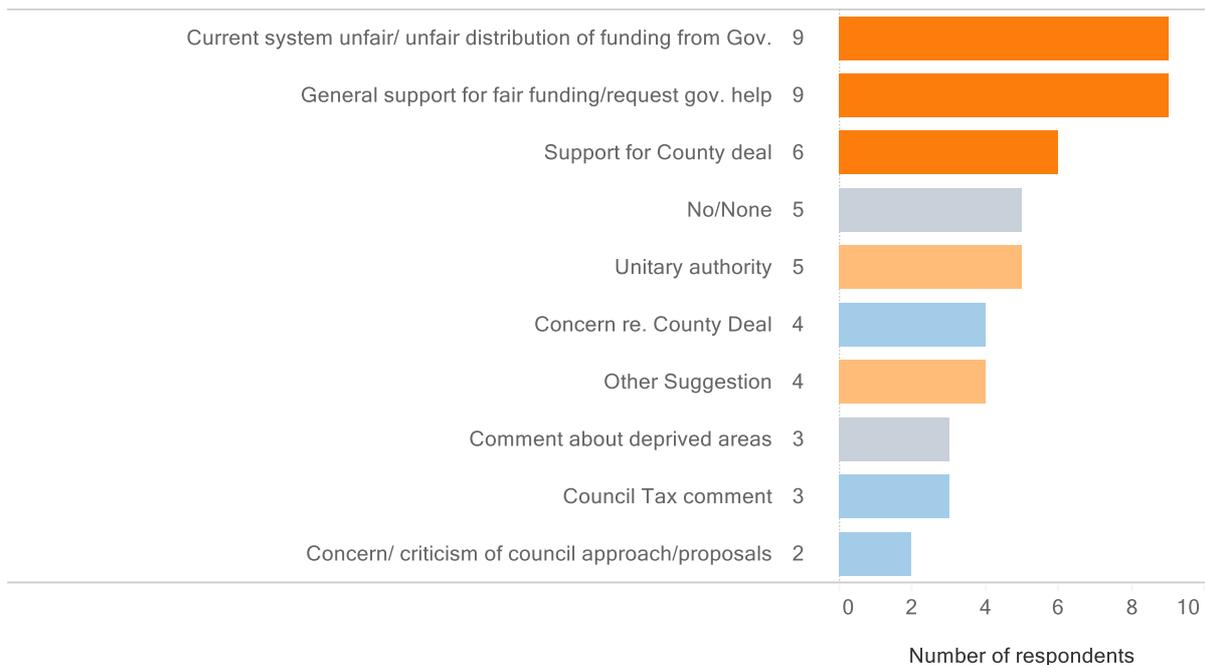
*“Unitary authority for whole of Leicestershire and Rutland should be made. This would make significant savings and not impact key services”*

*“It stands to reason that more deprived areas should receive more funding – but this also needs to be reflected in redevelopment schemes maybe by private industry in such areas”*

*“3% council tax may not seem like a [huge] increase, but as someone who lives on their own and has sole responsibility to pay a mortgage, council tax, and bills, 3% is a significant increase.”*

*“Why are we paying more in council tax than London residents when our salaries are so much lower. This is so unfair and totally incorrect. Something definitely needs to change”*

**Chart 23 - Comments regarding Fairer Funding and Other Initiatives**



Base = 38

Sentiment  
■ Positive    ■ Negative    ■ Suggestion    ■ Other

## Appendix 1 - Questionnaire



# Have your say on our draft budget plans 2022- 2026

## Background

Pressure continues to grow as demand for services and infrastructure soars. By planning ahead, we've saved over £230m since 2010 but a surge in demand for social care and special educational needs and disabilities (SEND) support, combined with inflation, is expected to drive up costs by £157m.

Our four-year plan sets out the need for £100m of savings but also £88m of growth to cover underlying spending pressures, especially for services to support vulnerable members of the community. In addition, inflation pressures add £69m. 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 2022/23. However, the government is also permitting an additional increase of up to a further 1% to fund adult social care (known as the 'social care precept'). A 1% social care precept would provide an additional £3.4m for Leicestershire County Council in 2022/23. A decision will be taken each year for any future increases.

We have published our 2022-2026 spending plans for consultation. These plans assume a proposed 2% increase on core Council Tax for four years. It also incorporates an additional 1% 'social care precept' increase in 2022/23. Decisions on the adult social care precept in later years will be taken at the time.

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, found here: <https://leicestershire.gov.uk/budget-consultation>

The closing date for the consultation is midnight 16 January 2022.

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

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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 or social enterprise
- 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 inflation due to the combined impact of an increase in the number of people requiring support and the cost of providing services.

We have published our 2022-2026 spending plans for consultation. These plans assume a proposed 2% increase on core Council Tax and an additional 1% 'social care precept' increase.

The Council Tax bill for county council services in 2021/22 is currently £1,411 per year for a band D property. An increase of 2% would mean an increase in band D Council Tax of just over £28 per year on that bill (or £2.35 per month). Every additional 1% increase in Council Tax generates an additional £3.4m of income each year and reduces the need to make savings. Every additional 1% costs each household in a band D property an additional £14.11 per year (or £1.18 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 £28 next year)
- 1% (an extra £14 next year)
- None
- Council Tax should be reduced
- Don't know

## Provisional Medium Term Financial Strategy 2022-26

- 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 1%
- 1% (an extra £14 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<br>agree     | Tend to<br>agree      | Neither<br>agree nor<br>disagree | Tend to<br>disagree   | Strongly<br>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 savings you disagree with?

- Q6 Are there any areas where you think we could make further savings?

- Q7 Do you have any comments about the areas identified for growth?

The council's capital programme is expected to total about £514m 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.

Q8 Do you have any comments on the council's capital programme?

Q9 Do you have any other comments about our draft budget proposals?

## Funding Reform & County Deal

Leicestershire remains the lowest-funded county in the country. If it was funded at the same level as Surrey, it would be £115 million per year better off, or £384 million if compared to Kensington and Chelsea. Council tax levels are unfair too – the average Leicestershire resident (Band C) 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 funding reform and look for opportunities to work more efficiently and effectively.

Q10 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"/>

## Provisional Medium Term Financial Strategy 2022-26

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. As such the County Council has made a submission to central government to engage in a County Deal. This is likely to require decisions to be made when the Government publishes its Devolution White paper, expected next year.

Q11 To what extent do you agree or disagree that the County Council should seek a County Deal with the Government to get additional resources?

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 Do you have any further comments on Fairer Funding or the County Deal?

## 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.

Q13 What is your gender identity?

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

Q14 Is your gender identity the same as the gender you were assigned at birth?

- Yes
- No

Q15 What was your age on your last birthday?

Q16 What is your postcode? This will help us understand views in different areas

Q17 Are you a parent/carer of a child or young person aged 17 or under?

- Yes
- No

Q18 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

Q19 Do you have any long-standing illness, disability or infirmity?

- Yes
- No

## Provisional Medium Term Financial Strategy 2022-26

Q20 What is your ethnic group?

- White
- Mixed
- Asian or Asian British
- Black or Black British
- Other ethnic group

Q21 What is your religion or belief?

- No religion
- Christian (all denominations)
- Buddhist
- Hindu
- Jewish
- Muslim
- Sikh
- Any other religion or belief

Q22 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 2022.

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+)
	139	% Ex NR*	% Inc NR*	%
Under 15	0	0.0	0.0	
15-24	3	2.6	2.2	14.3
25-34	12	10.3	8.6	13.2
35-44	30	25.9	21.6	17.2
45-54	41	35.3	29.5	17.8
55-64	25	21.6	18.0	15.9
65-74	3	2.6	2.2	11.6
75-84	2	1.7	1.4	7.2
85 or above	0	0.0	0.0	2.8
No reply	23		16.5	

Gender identity*	Survey Responses			2011 Census (16+)
	139	% Ex NR*	% Inc NR*	%
Male	62	50.4	43.2	49.0
Female	60	48.8	44.6	51.0
Other (e.g. pangender, nonbinary etc.)	1	0.8	0.7	
No reply	16		11.5	

*\*2011 Census asks for respondent gender*

Do you have a long-standing illness or disability?*	Survey Responses			2011 Census (16+)
	139	% Ex NR*	% Inc NR*	%
Yes	27	21.3	19.4	19.1
No	100	78.7	71.9	80.9
No reply	12		8.6	

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

Ethnicity	Survey Responses			2011 Census (16+)
	139	% Ex NR*	% Inc NR*	%
White	104	86.0	74.8	92.2
Mixed	3	3.5	2.2	0.8
Asian or Asian British	10	8.3	7.2	6.0
Black or Black British	0	0.0	0.0	0.6
Other ethnic group	4	3.3	2.9	0.4
No reply	18		12.9	

Sexual orientation	Survey Responses			2011 Census (16+)
	139	% Ex NR*	% Inc NR*	%
Bisexual	3	2.6	2.2	
Gay	2	1.8	1.4	
Heterosexual/straight	107	93.9	77.0	(Not applicable)
Lesbian	1	0.9	0.7	
Other	1	0.9	0.7	
No reply	25		18.0	

## Provisional Medium Term Financial Strategy 2022-26

What is your religion?	139	Survey Responses		2011 Census (16+)
		% Ex NR*	% Inc NR*	%
No religion	51	42.1	36.7	
Christian (All denominations)	56	46.3	40.3	
Buddhist	1	0.8	0.7	
Hindu	3	2.5	2.2	
Jewish	0	0.0	0.0	
Muslim	3	2.5	2.2	
Sikh	1	0.8	0.7	
Any other religion or belief	6	5.0	4.3	
No reply	18		12.9	

Are you a parent or carer of a young person aged 17 or under?	139	Survey Responses		2011 Census (16+)
		% Ex NR*	% Inc NR*	%
Yes	41	32.5	29.5	(Census data includes all people cared for regardless of age)
No	85	67.5	61.2	
No reply	13		9.4	

Are you a carer of a person aged 18 or over?	139	Survey Responses		2011 Census (16+)
		% Ex NR*	% Inc NR*	%
Yes	25	20.0	18.0	(Census data includes all people cared for regardless of age)
No	100	80.0	71.9	
No reply	14		10.1	

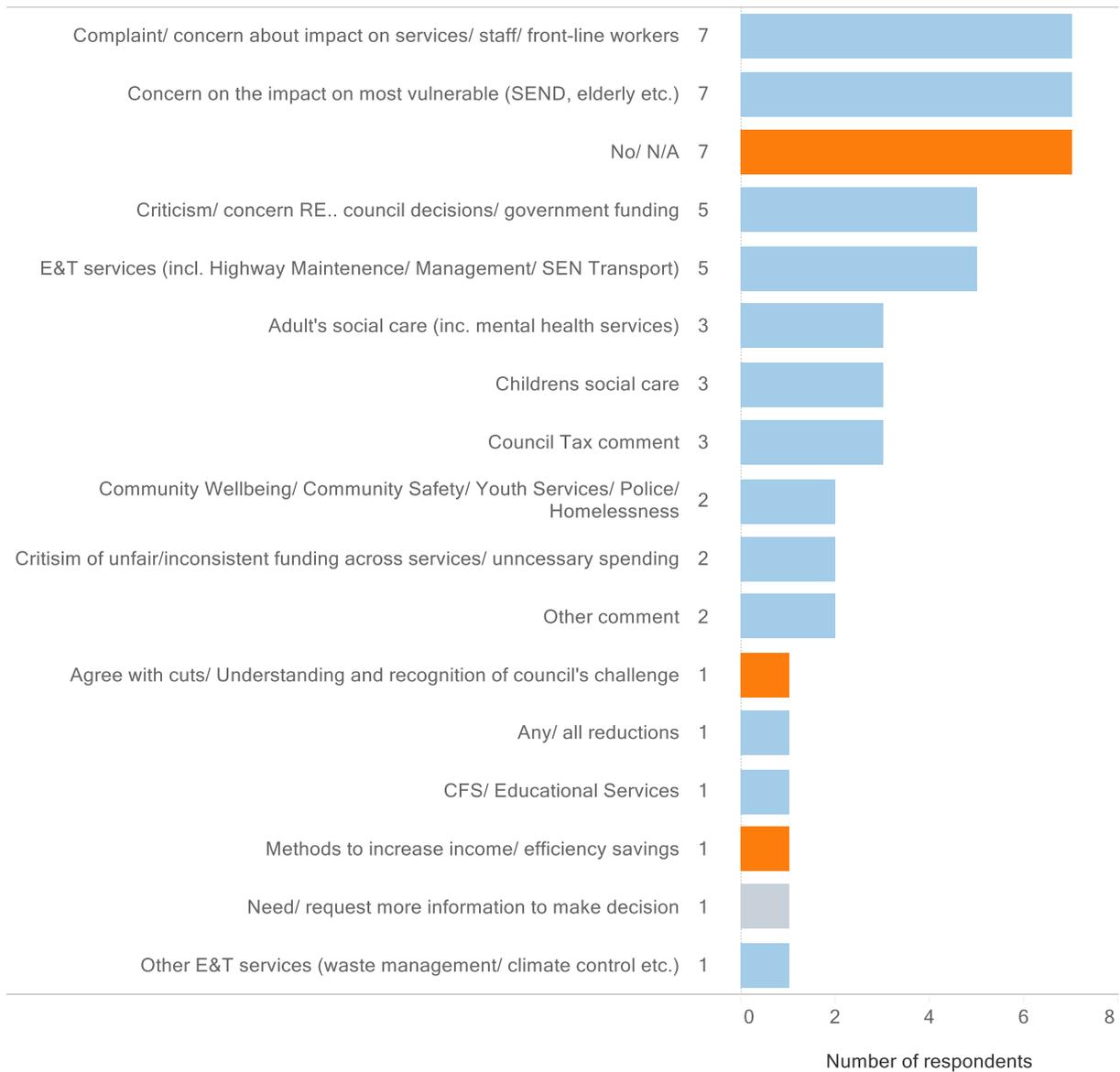
District	139	Survey Responses		2011 Census (16+)
		% Ex M/O <sup>#</sup>	% Inc M/O <sup>#</sup>	%
Blaby	16	18.6	12.1	14.3
Charnwood	19	22.1	14.4	25.9
Harborough	13	15.1	9.8	12.9
Hinckley & Bosworth	17	19.8	12.9	16.2
Melton	3	3.5	2.3	7.7
North West Leicestershire	13	15.1	9.8	14.2
Oadby & Wigston	5	5.8	3.8	8.7
Missing/ Invalid/ Non-LLR Postcode	46		34.8	

\*NR = No reply

<sup>#</sup> M/O = Missing/invalid or Other Authority postcode

**Appendix 3 - All open comment codes**

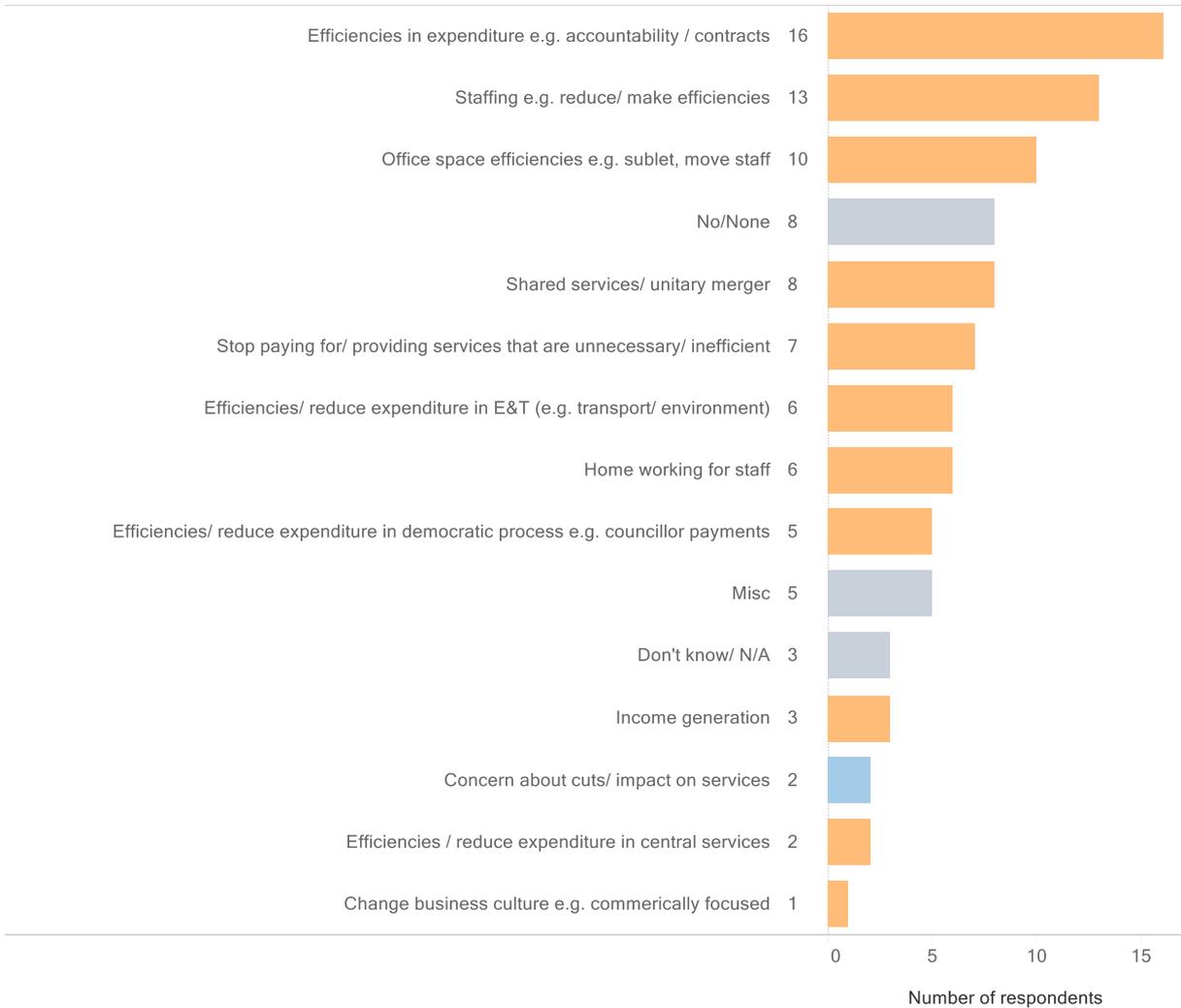
**Q5 - Are there any savings you disagree with?**



Base = 37

Sentiment  
■ Positive  
■ Negative

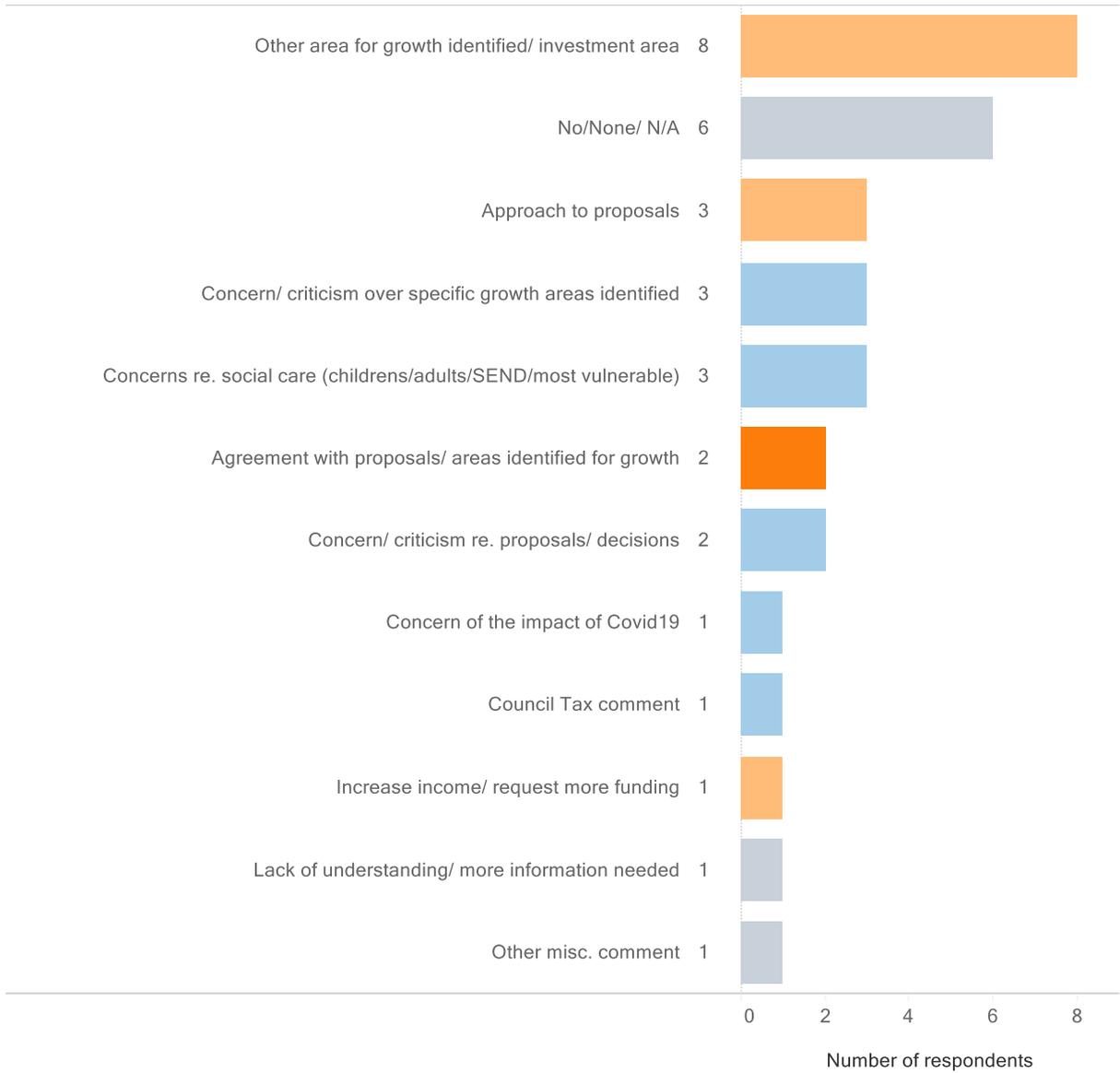
**Q6 - Are there any areas where you think we could make further savings?**



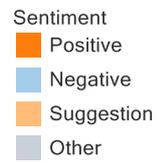
Base = 64

Sentiment  
■ Suggestion  
■ Other

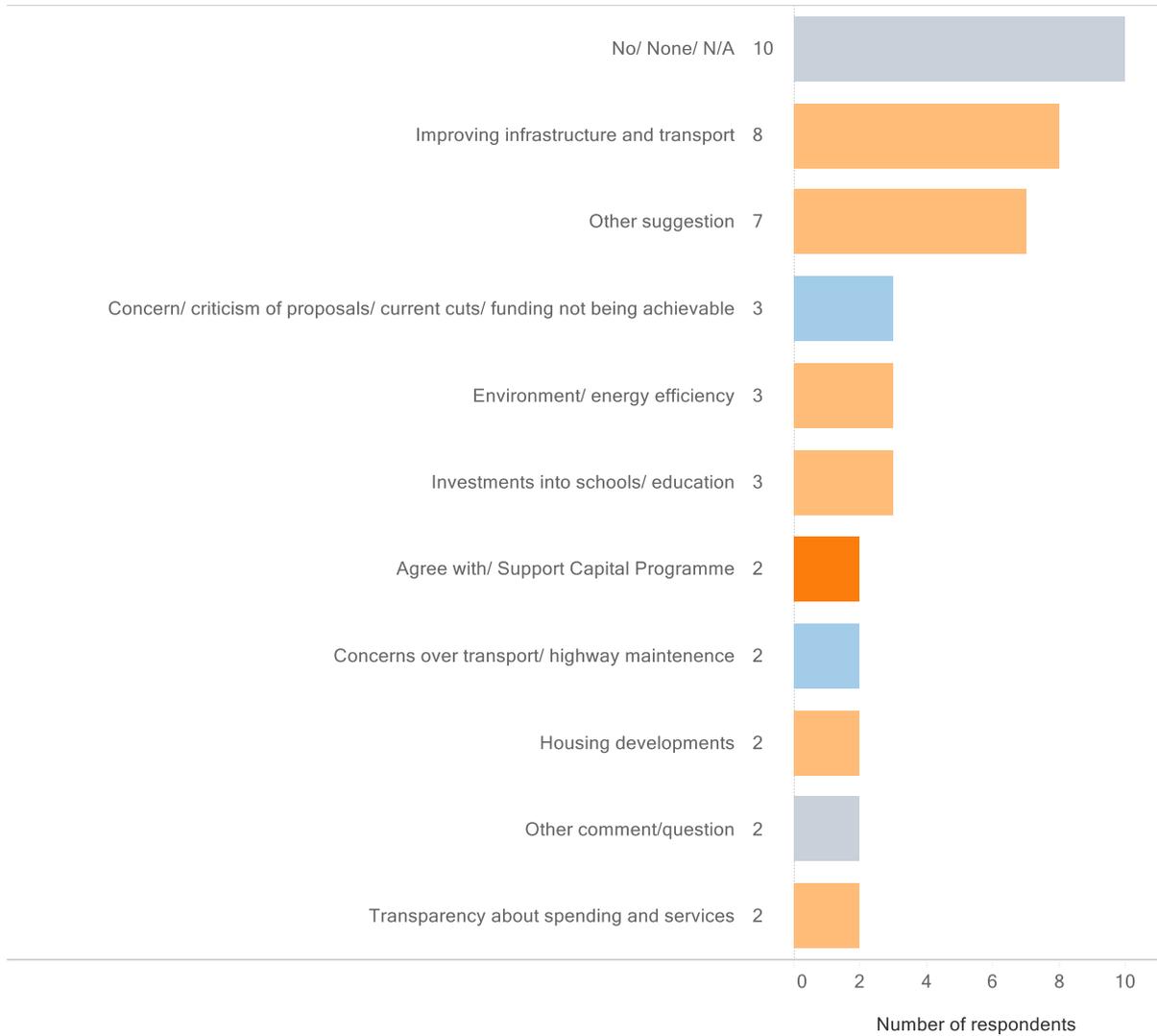
**Q7 - Do you have any comments about the areas identified for growth?**



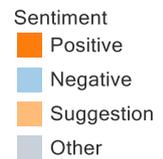
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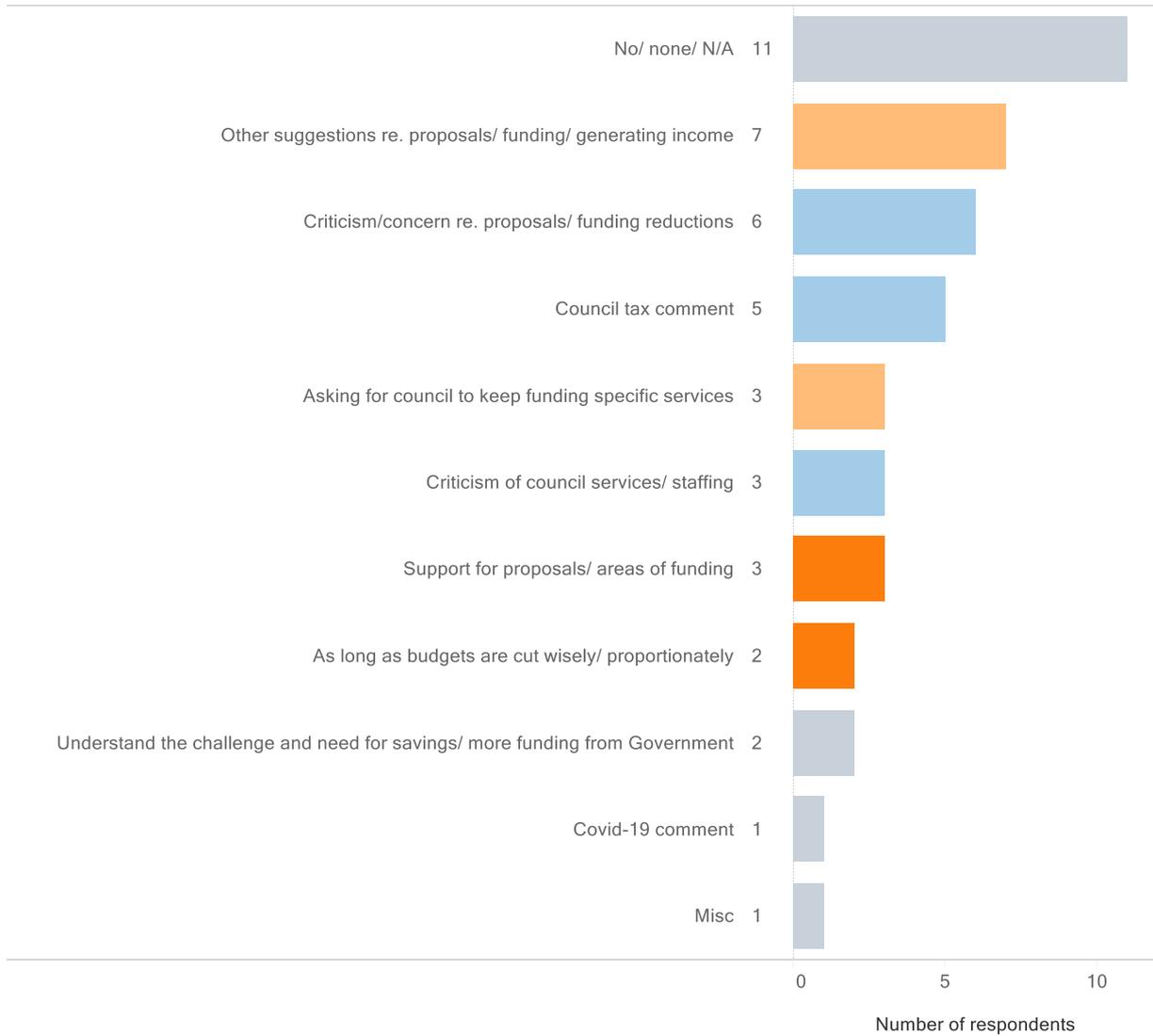
**Q8 - Do you have any comments on the council's capital programme?**



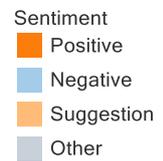
Base = 39



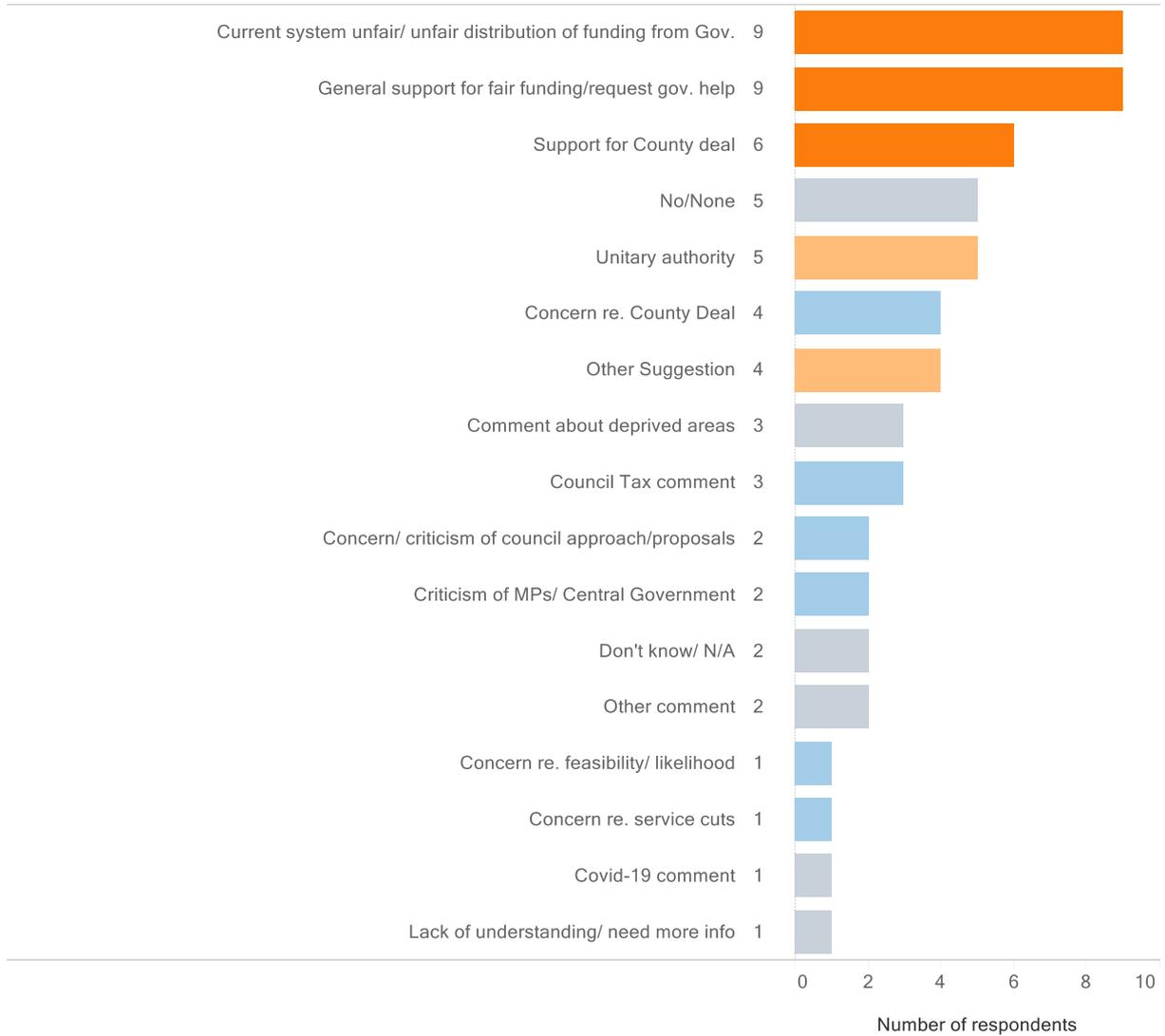
**Q9 - Do you have any other comments on our draft budget proposals?**



Base = 33



**Q12 - Do you have any further comments on Fairer Funding or the County Deal?**



Base = 38



## 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 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 employees	Leicestershire resident	Gender identity	Age	Religion	Parent/Carer u17	IMD Quintile	District	Rural - Urban Classification	
Above 1%	17	20	11	13	24	12	23	0	0	12	13
1% (an extra £14 next year)	52	58	43	54	49	62	48	0	0	52	59
None	28	17	44	32	20	23	27	40	40	36	25

Significance

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

**Matrix 3**  
**Q2 and Q3 Combined: Total Council Tax Increase**

Response	Avg %	LCC employee		Leicestershire resident		Gender identity			Age				Religion			Parent/Carer u17		IMD Quintile					District							Rural - Urban Classification	
		Yes	No	I am a resident	Non-resident	Female	Male	Other (e.g. pangender, non-binary etc.)	Under 34	35 - 44	45 - 54	55+	No religion	Christian religion	Non-Christian religion	Yes	No	1 - Least deprived	2	3	4	5 - Most deprived	Blaby	Charnwood	Harborough	Hinckley & Bosworth	Melton	Non-Leicestershire Authority	North West Leicestershire	Oadby & Wigston	Rural
Above 3%	23	28	15	19	29	19	27	0	0	38	10	30	15	23	18	24	100	17	13	22	13	25	26	0	6	0	15	60	17	18	
3%	29	33	23	29	27	34	32	0	33	26	48	32	8	8	28	34	0	17	35	41	38	21	45	53	0	17	40	33	36		
2%	18	18	17	16	20	22	13	0	13	23	17	12	18	31	15	18	0	17	17	15	25	16	27	18	0	15	0	21	18		
1%	8	6	11	9	6	8	5	0	13	3	7	6	9	8	10	6	0	0	9	4	9	11	9	0	0	8	0	8	6		
None	13	10	17	14	10	12	13	0	20	8	14	14	15	8	15	12	0	50	9	11	9	21	9	12	67	0	0	0	8	14	
Council Tax should be reduced	8	4	15	9	6	5	8	100	20	3	3	6	4	23	15	4	0	0	13	4	6	13	0	12	33	0	8	0	13	5	

Sum of 0 vs. sum of Avg % and sum of 0 broken down by Demographic category and Demographic vs. Response. Colour shows details about Significance. The marks are labelled by sum of no %. The data is filtered on Number, which keeps Total CT increase. The view is filtered on Demographic category and Response. The Demographic category filter keeps 9 of 10 members. The Response filter keeps 12 of 14 members.

**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	Religion	Parent/Carer u17	IMD Quintile	District	Rural - Urban Classification																				
Agree	43	49	34	37	52	0	36	38	49	52	48	41	46	43	48	43	100	33	36	33	33	47	38	35	0	67	42	60	40	41
Neither agree nor disagree	41	41	40	51	30	0	43	45	38	31	44	38	41	67	50	20	41	52	50	52	33	47	38	41	100	17	50	20	40	46
Disagree	16	10	26	12	18	100	21	17	13	17	15	16	0	0	14	8	15	4	4	4	27	6	23	24	0	17	8	20	20	13



**Matrix 5**  
**Q10: “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	Religion	Parent/Carer	IMD Quintile	District	Rural - Urban Classification												
Agree	86	Yes	86	I am a resident	86	87	93	93	87	95	91	93	93	92	100	100	100	85	60	96	88	
		No	87	Non-resident	93	Female	87	93	87	93	87	93	93	93	93	93	93	93	93	93	93	93
Neither agree nor disagree	8	Yes	13	I am a resident	10	11	7	11	7	11	7	11	7	11	7	11	7	11	7	11	7	11
		No	6	Non-resident	11	7	11	7	11	7	11	7	11	7	11	7	11	7	11	7	11	7
Disagree	6	Yes	1	I am a resident	5	2	0	2	100	8	0	8	0	8	0	8	0	8	0	8	0	8
		No	8	Non-resident	0	2	0	2	0	2	0	2	0	2	0	2	0	2	0	2	0	2

Significance

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

**Matrix 6**

**Q11: “To what extent do you agree or disagree that the County Council should seek a County Deal with the Government to get additional resources?”**

Response	Avg %	LCC employee	Leicestershire resident	Gender identity	Age	Religion	Parent/Carer u17	IMD Quintile	District	Rural - Urban Classification
Agree	86	88	84	88	87	88	83	81	83	85
Neither agree nor disagree	10	7	9	6	7	4	10	11	6	4
Disagree	4	5	7	6	7	4	7	7	11	6





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 ਫ਼ੀਨ 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 pomożemy.

Business Intelligence Service  
Leicestershire County Council  
County Hall, Glenfield  
Leicester LE3 8RA

ri@leics.gov.uk  
www.lsr-online.org

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