

2021-22 Budget Consultation

November 2020

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Summary: “How to balance the budget?”

		Table
We carried out a public consultation and 2,985 people responded	There were just over 2,400 KCC residents, plus about 400 KCC employees, and a few others (e.g. business owners, etc).	1
	This reply rate is up 55% on the previous summer consultation on the 2020-21 Budget Amendments. 50% of respondents heard about the consultation via Facebook.	2
Respondents ticked their level of comfort regarding spending reductions against each of the 14 KCC front line services.	Overall, Social Care services were the areas where people were most uncomfortable with spending reductions, with over 65% indicating as such.	3 & 4
Respondents also had the option to provide commentary on why they had selected each answer.	Those areas with more than 50% of respondents either comfortable or partly comfortable with spending reductions were: <ul style="list-style-type: none"> • Community Services (66%) • Regeneration & Economic Development (63%) • Libraries, Registration & Archives (62%) • Transport (58%) • Environment (52%) • Public Protection (51%) 	
When asked where to remove £1 of funding from, Libraries, Registration & Archives was selected most often	By far the most often selected services to remove £1 from were Libraries, Registration & Archives (29.7%) and Regeneration & Economic Development (20.7%)	5
	In contrast, Children’s Social Care (0.9%), Education Services (1.1%) and Older People’s Social Care 65+ (1.2%) were the least selected choices.	
Respondents marginally in favour of an increase in Council Tax up to the referendum limit	51% of respondents agreed with raising Council Tax to an assumed 2% referendum limit, whilst 45% did not agree with this percentage increase.	6
If there was no referendum limit, the most popular percentage bracket for a rise was 1% to 2%	When asked which percentage increase they would prefer, 32% stated they did not wish to see any increase at all. 17% selected an increase between 0 and 1%, 22% felt comfortable with an increase between 1 and 2%, whilst 28% were comfortable to see increases over 2% (which includes choices for: 2 to 4%, 4 to 6% and over 6%).	7

Summary: “How to balance the budget?”

Many think a modest Council Tax rise is acceptable, but others are concerned about the impact on struggling families.	34% of the comments received mentioned their agreement with paying an affordable increase in Council Tax for the continuation of council services. 14% of comments touched on the need to consider implications for household debt and financial difficulty as a result of rising taxes. 10% of comments received said council salaries, pensions and Member allowances were too high and should be reduced or frozen.	8
Marginal support for the Adult Social Care Levy	When asked if respondents agreed with the Adult Social Care Levy (an additional increase in Council Tax specifically for the additional costs of Adult Social Care), 47% were in favour, while 41% disagreed. The remaining 12% selected ‘Don’t know/No opinion’.	9
High levels of support for suggested changes to Council working practices	Respondents were highly supportive of “Delivering more than one service from KCC buildings” (92% agree) and “Reducing the number of buildings in the KCC estate” (78% agree). Support for “Delivering more services using online technology was also high (75%).	10
Review salaries, pensions and Member allowances when considering how to do things differently	Just over a quarter of the comments received (28%) mentioned cutting salaries, pension costs and Member allowances. A further 8% suggested reducing the number of staff and Members.	11

The rest of this report is mostly tables giving more detail. See also [table 12](#) and [appendix 5](#) which analyses respondents by age, ethnicity and disability status, and [table 13](#) for an analysis of respondents by Kent district area. The front page of this report lists all these tables.

How the consultation was undertaken

It ran from 14 October to 24 November 2020 and was primarily delivered through the Council’s website. There were 12,271 webpage views made by 10,366 users. Emails to promote the consultation went to a range of voluntary and community sector organisations, Kent Association for Local Councils, and over 3,000 people that have signed up to KCC’s consultation directory to hear about new consultations. It also featured in our new residents’ newsletter. It was also promoted by Healthwatch Kent on their channels and with their forums for older people, mental health, Food Bank, and physical disability. A press release was issued on 14 October. It achieved coverage in the following media: BBC South East Today, Radio Kent, Isle of Thanet News, Canterbury Journal, Times of Tunbridge Wells, Academy FM, The KM Group newspapers, Kent Online, Kent Live and Kent and Sussex Courier. Hard copies and alternative formats were also publicised through the press release, with a telephone number, Text Relay facility and email address. Promotional postcards were available in some of our libraries, children’s centres, country parks and gateways which were open in October.

Key Message: 81% of respondents are Kent residents (94% including KCC employees who are also Kent residents)

Respondents by type			1
Nos	%		
2,417	80.9	As a Kent resident	
389	13.0	As a KCC employee (Kent resident)	
31	1.0	Other	
30	1.0	As a KCC employee (non-Kent resident)	
26	0.9	As a resident from somewhere else, such as Medway	
23	0.8	On behalf of a charity, voluntary or community sector organisation (VCS)	
20	0.7	A Parish, District or County Councillor	
16	0.5	As a Kent business owner or representative	
12	0.4	No response given	
8	0.3	As a representative of a local community group or residents' association	
8	0.3	On behalf of an educational establishment, such as a school or college	
5	0.2	On behalf of a Parish / Town / Borough / District Council in an official capacity	
2,985	100	Total	

Key Message: Facebook dominant

How respondents heard about the consultation			2
Nos	%		
1,492	50.0	Facebook	
426	14.3	An email from KCC	
265	8.9	Other	
258	8.6	Kent.gov.uk website	
165	5.5	A Voluntary or Community sector organisation	
155	5.2	From a friend or relative	
70	2.4	Newspaper	
49	1.6	Twitter	
36	1.2	Local KCC County Councillor	
29	1.0	Instagram	
17	0.6	No response given	
13	0.4	District Council / Councillor	
10	0.3	LinkedIn	
2,985	100	Total	

Key Message: High level of discomfort for reductions to social care spend

Levels of “comfort” regarding spending reductions per service (ordered by ‘Not Comfortable’)

3

	Comfortable %	Partly comfortable %	Not comfortable %	Don't know %	No response given %
Older People Social Care (65+)	9.0	13.8	74.6	1.7	0.9
Children's Social Care	9.8	15.7	70.9	2.4	1.2
Adult Social Care (18-64)	10.6	18.8	67.6	2.6	0.4
Social Support	12.0	21.5	62.8	2.4	1.3
Early Help	11.5	22.3	62.2	2.7	1.3
Educational Services	12.4	21.8	61.9	2.6	1.3
Waste Services	11.5	26.4	58.9	2.3	0.9
Highways	13.0	31.2	53.1	1.6	1.1
Environment Services	20.6	31.0	45.4	2.1	0.9
Public Protection	15.2	35.2	44.8	3.7	1.1
Transport Services	22.4	34.9	38.7	3.0	1.0
Libraries, Registration & Archives	25.8	35.3	35.0	2.7	1.2
Regeneration & Economic Development	24.3	38.6	32.0	4.1	1.0
Community Services	26.6	38.4	30.6	3.4	1.0

Reasons for level of “comfort” per Service Area spending reduction

Comments have been grouped into themes. The top theme is shown for each of the 14 different service areas. Additional information is shown in [appendix 1](#).

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<u>Service Area</u>	<u>Top comment/theme</u>
Older People Social Care (65+)	Protect and care for the elderly
Children's Social Care	Must support children/future generations
Adult Social Care (18-64)	Vulnerable need continued care and support
Social Support	Maintain/prioritise support for the vulnerable
Early Help	Find more efficient ways of working
Educational Services	Essential to invest in children's future
Waste Services	Vital, must be maintained/increased
Highways	Poor quality of roads and repair work
Environment Services	Protect heritage & environment and increase wellbeing
Public Protection	Very important service, do not cut
Transport Services	Maintain/improve services/passes to support Kent residents
Libraries, Registration & Archives	Continue support for LRA service
Regeneration & Economic Development	Support jobs and the economy by helping businesses to succeed
Community Services	Service vital to support mental health, wellbeing and vulnerable

The following are a few comments that illustrate the most common themes across multiple services areas:

“You could easily explore options to reduce spending without reducing quality of service. Support the voluntary sector to bring more grant income into the region and therefore more services. Stop wasting money and be more efficient.”

“I think there may need to be a balance of service and cost effectiveness at a time when we cannot do everything. As a society we have to tackle quality of life/cost of care issues.”

“The most vulnerable need the best quality support, many are and will continue to be isolated so it’s imperative their services are fully maintained”

Key Message: Over half of respondents chose either Libraries, Registration and Archives or Regeneration & Economic Development for a reduction in spend

“If you had to remove £1 of funding, where would you take it from?”

5

Nos	%	
886	29.7	Libraries, Registration & Archives
619	20.7	Regeneration and Economic Development
286	9.6	Transport Services
262	8.8	Highways
141	4.7	Adult Social Care (18-64)
138	4.6	Environment Services
128	4.3	Waste Services
107	3.6	Community Services
94	3.2	Early Help
82	2.7	Social Support
74	2.5	No response given
71	2.4	Public Protection
37	1.2	Older People Social Care (65+)
33	1.1	Education Services
27	0.9	Children’s Social Care
2,985	100	Total

Key Message: Just over half support a Council Tax increase up to the assumed 2% referendum limit

Levels of agreement around raising Council Tax up to the referendum limit

6

Nos	%	
1,521	51.0	Agree
1,328	44.4	Disagree
124	4.2	Don’t know / no opinion
12	0.4	No response given
2,985	100	Total

Key Message: Whilst two thirds of people support a Council Tax rise, opinion is split as to what percentage to raise it by

Council Tax increase preference if no referendum limit is set

7

Nos	%	
668	22.4	Increase between 1% and 2%
505	16.9	Increase between 0% and 1%
494	16.6	Increase between 2% and 4%
202	6.8	Increase between 4% and 6%
125	4.2	Increase over 6%
1,994	66.9	Sub Total
944	31.6	Do not support an increase
37	1.2	Don't know / no opinion
10	0.3	No response given
2,985	100	Total

27.6% of responses to this question indicated they would accept a rise above 2% to Council Tax. 2% has been the Government's referendum limit in previous years.

Key Message: Many think a modest rise is acceptable, but others are concerned about the impact on struggling families.

The top five reasons for choices about Council Tax – a full analysis is provided in [appendix 2](#)

8

Comment	No of comments	% of comments	% of responses
Acceptable to pay within means - residents should pay for the services provided	927	34.3	31.1
Council Tax increases will heighten levels of household debt and impact already struggling families who cannot afford it	369	13.7	12.4
Council salaries/Member allowances/pensions are too high. Do not raise/implement a pay freeze	265	9.8	8.9
Council tax rise would impact on those with little/no increase in income and those losing employment	242	8.9	8.1
Residents pay enough Council Tax already	234	8.6	7.8

Note: 284 respondents did not provide a comment.

Some examples of comments reflecting the themes above:

“I believe most people could support a small increase in council tax, to decrease the possibility of cuts to services.”

“These are unprecedented times with higher unemployment being forced on the communities. People have been furloughed for months and some people receiving no financial assistance at all. People only have so much income which is already spread very thinly to pay bills.”

“There are many personnel at KCC on large salaries. Perhaps those should be cut before we increase tax over 2%. Directors should be asked to take pay cuts over the next few years.”

Key Message: A higher percentage support raising Adult Social Care Levy, but some respondents are undecided

Levels of agreement for Adult Social Care Levy

9

Nos	%	
1,403	47.0	Support raising additional ASC Levy
1,200	40.2	Do not support raising additional ASC Levy
359	12.0	Don't Know / no opinion
23	0.8	No response given
2,985	100	Total

Key Message: Very high support for doing things differently and saving money

Level of agreement for doing things differently

10

	Agree %	Neither agree nor disagree %	Disagree %	Don't know %	No response given %
Reducing our number of buildings	77.6	11.2	6.4	3.9	0.9
Delivering more than one service from our buildings	91.7	5.0	1.0	1.8	0.5
Delivering more services using online technology	73.8	12.0	11.0	2.2	1.0

These are areas of focus for the Council's Strategic Reset Programme which will help to deliver efficiencies and savings in future years.

Key Message: Over a quarter of comments suggested reviewing salaries, pensions and Member allowances

The top five comments and suggestions on how KCC could do things differently. A full analysis of responses is shown in [appendix 3](#) and [appendix 4](#).

11

Comment	No of comments	% of comments	% of responses
Cut salaries, pensions and Member allowances	321	27.6	10.8
Reduce buildings and consolidate services	100	8.6	3.4
Reduce number of staff and/or councillors	97	8.3	3.2
Stop wasteful spend on unwanted/unwarranted projects and initiatives	97	8.3	3.2
Focus spend on most vulnerable and important areas	83	7.1	2.8

Note: 1,820 respondents did not provide a comment.

“You should reduce the salaries of the managers, councillors and senior staff and their pensions before even thinking about cutting services for taxpayers OR increasing council tax rates.”

“Reduce the number of buildings by continuing to allow KCC staff to work at home where possible (thereby cutting the amount of office space needed).”

“Less management / senior positions and instead more resource to the actual front line for example an increased number of social workers.”

How different groups of people answered – analysis of responses by Under 25’s, Over 65’s, Disabled and BAME

12

(BAME stands for Black, Asian and Minority Ethnic and is defined as all ethnic groups except White ethnic groups).

The **key messages** from our analysis of responses is shown below. Supporting data tables and graphs are available in [appendix 5](#).

Question 4 - Levels of comfort regarding spending reductions per service

Under 25’s

A greater proportion were less comfortable with spending reductions in Regeneration and Economic Development, Environment Services, Social Support and Community Services.

A greater proportion were more comfortable with spending reductions in Highways.

Over 65’s

A greater proportion were less comfortable with spending reductions in Waste Services.

A greater proportion were more comfortable with spending reductions in Education Services.

Disabled

A greater proportion were more comfortable with spending reductions in Environmental Services and Regeneration and Economic Development.

BAME

A greater proportion were less comfortable with spending reductions in Libraries, Registration and Archives and Public Protection.

A greater proportion were more comfortable with spending reductions in Early Help and Social Support.

Question 5 - "If you had to remove £1 of funding, where would you take it from?"

Under 25's

A greater proportion were less inclined to remove £1 from Regeneration and Economic Development, and more inclined to remove £1 from Highways.

Over 65's

A greater proportion were less inclined to remove £1 from Libraries, Registration and Archives, and more inclined to remove £1 from Regeneration and Economic Development.

Disabled

A greater proportion were less inclined to remove £1 from Transport Services.

BAME

A greater proportion were less inclined to remove £1 from Libraries, Registration and Archives.

Question 6 - Council Tax increases up to referendum limit

Under 25's, Disabled and BAME

A greater proportion were less supportive of a Council Tax increase up to the referendum limit.

A greater proportion of under 25's selected don't know/no opinion.

Over 65's

A greater proportion were more supportive of a Council Tax increase up to the referendum limit.

Question 8 – Adult Social Care Levy

Under 25's and Over 65's

A greater proportion were more supportive of increasing Council Tax through the Adult Social Care (ASC) levy.

Disabled and BAME

A greater proportion were less supportive of increasing Council Tax through the ASC levy.

Question 9 – Doing Things Differently

Agreement from all groups on the three ways to do things differently.

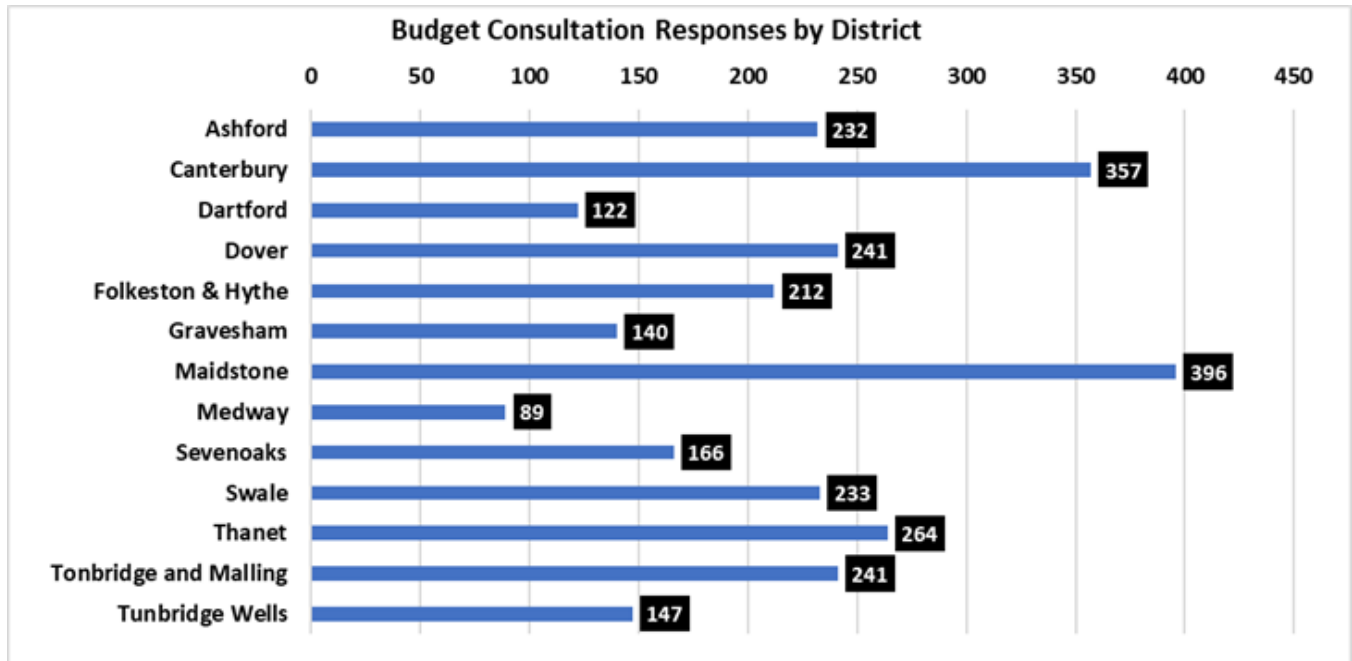
Under 25's less keen than other groups on reducing the number of buildings but are still marginally in favour.

Key message: We had the most responses from Maidstone and Canterbury districts

Analysis of responses by Kent district

13

The graph below provides details of budget consultation responses by each Kent district based on the post code information provided.



Reasons for level of “comfort” per Service Area spending reduction

Comments have been grouped into themes. The top five themes are shown for each of the 14 different service areas.

1

Older People Social Care (65+)

Comment	No of comments	% of comments	% of responses
Protect and care for the elderly	344	61	12
Find more efficient ways of working	37	7	1
Fund independent living, alleviate NHS	32	6	1
Service is already underfunded	31	6	1
Elderly should fund more via means testing	30	5	1

Children’s Social Care

Comment	No of comments	% of comments	% of responses
Must support children/future generations	365	58	12
Investing now will save later	61	10	2
Should not be paying for immigrants/Unaccompanied Asylum-Seeking Children	51	8	2
Find more efficient ways of working	49	8	2
Service is already underfunded	36	6	1

Adult Social Care (18-64)

Comment	No of comments	% of comments	% of responses
Vulnerable need continued care and support	374	60	13
Focus on supporting independent living and prevention	54	9	2
Budget is too high, family/individuals should contribute more	43	7	1
Find more efficient ways of working	37	6	1
Must meet demand for these services	27	4	1

Social Support

Comment	No of comments	% of comments	% of responses
Maintain/prioritise support for the vulnerable	219	46	7
Homelessness and drug abuse needs funding	56	12	2
Increase joint working (charities, NHS, District Councils)	39	8	1
Too ‘nanny-state’, focus only on the needy	36	8	1
Invest now to save later	36	8	1

Early Help

Comment	No of comments	% of comments	% of responses
Find more efficient ways of working	284	48	10
Early intervention saves costs in the long run	118	20	4
Parents/families should do more	45	8	2
Service should be provided to protect and safeguard	42	7	1
Poor value for money	27	5	1

Educational Services

Comment	No of comments	% of comments	% of responses
Essential to invest in children's future	221	50	7
Parents should pay for the costs of their children	52	12	2
Improve Special Educational Needs provision	45	10	2
Find more efficient ways of working	39	9	1
Service is already underfunded	26	6	1

Waste Services

Comment	No of comments	% of comments	% of responses
Vital, must be maintained/increased	172	30	6
Increase and improve recycling facilities and awareness	101	18	3
Focus on environment and health effects	84	15	3
Reduce fees and restrictions to lower fly tipping	83	15	3
Poor value for money	52	9	2

Highways

Comment	No of comments	% of comments	% of responses
Poor quality of roads and repair work	226	27	8
Focus on maintenance, reduce spend on enhancements/improvement	131	16	4
Safety is a priority	110	13	4
Improve environment (bike lanes, verges, streetlighting, electric vehicles etc)	97	12	3
High priority services, do not cut	84	10	3

Environment Services

Comment	No of comments	% of comments	% of responses
Protect heritage & environment and increase wellbeing	306	47	10
Not a priority compared to other services	98	15	3
Increase collaboration with volunteers and other organisations	64	10	2
Too many housing developments	48	7	2
Focus on flood prevention	46	7	2

Public Protection

Comment	No of comments	% of comments	% of responses
Very important service, do not cut	143	31	5
Poor value for money	59	13	2
Remove/reduce Community Wardens	50	11	2
Find more efficient ways of working	40	9	1
Maintain Community Wardens	40	9	1

Transport Services

Comment	No of comments	% of comments	% of responses
Maintain/improve services/passes to support Kent residents	163	30	5
Start charging those that can afford to pay for OAP bus passes	95	17	3
Users should pay more for passes	60	11	2
Need affordable alternatives to car travel to reduce traffic	56	10	2
Scrap/lessen subsidies	55	10	2

Libraries, Registration & Archives

Comment	No of comments	% of comments	% of responses
Continue support for LRA service	201	34	7
Digitalise the service	93	16	3
Not a priority compared with other services, lacks relevance	85	14	3
Reduce number of library buildings	62	11	2
Find more efficient ways of working	52	9	2

Regeneration & Economic Development

Comment	No of comments	% of comments	% of responses
Support jobs and the economy by helping businesses to succeed	143	30	5
Not a priority compared to other services	61	13	2
Poor value for money	40	8	1
Needed especially post Covid/Brexit	38	8	1
Find more efficient ways of working	31	6	1

Community Services

Comment	No of comments	% of comments	% of responses
Service vital to support mental health, wellbeing and vulnerable	185	33	6
Not a core service, low in priority right now	181	33	6
Find more efficient ways of working	44	8	1
Explore more online alternative approaches	43	8	1
Work collaboratively with voluntary, charity and other organisations	42	8	1

Comment	No of comments	% of comments	% of responses
Acceptable to pay within means - residents should pay for the services provided	927	34.3	31.1
Council Tax increases will heighten levels of household debt and impact already struggling families who cannot afford it	369	13.7	12.4
No comment provided	284	n/a	9.5
Council salaries/Member allowances/pensions are too high. Do not raise/implement a pay freeze	265	9.8	8.9
Council tax rise would impact on those with little/no increase in income and those losing employment	242	8.9	8.1
Residents pay enough Council Tax already	234	8.6	7.8
Seek further efficiencies across services and reduce wasted spend	163	6.0	5.5
Poor value for money	140	5.2	4.7
Council Tax system is outdated and unfair	113	4.2	3.8
Government should properly fund councils	78	2.9	2.6
Happy to pay if invested wisely	26	1.0	0.9
Crack down on those who do not pay	26	1.0	0.9
Concern around money spent on Asylum Seekers and Unaccompanied Asylum-Seeking Children	23	0.8	0.8
Residents earning below living wage, but enough to be ineligible for Council Tax Support	22	0.8	0.7
Disagreement around paying for services which individuals do not personally use	22	0.8	0.7
Reduce spend on services before raising Council Tax	10	0.4	0.3
Sell buildings	10	0.4	0.3
Stop using highly expensive contractors/consultants	8	0.3	0.3
Too many councillors	7	0.3	0.2
Reform Local Councils/KCC	7	0.3	0.2
Consider further joint working across organisations	5	0.2	0.2
Capitalise on low interest rates to reduce interest payments on loans	4	0.1	0.1
Total	2,985	100	100

Comment	No of comments	% of comments	% of responses
No Comment provided	1,820	n/a	61.0
Cut salaries, pensions and Member allowances	321	27.6	10.8
Reduce buildings and consolidate services	100	8.6	3.4
Reduce number of staff and/or councillors	97	8.3	3.2
Stop wasteful spend on unwanted/unwarranted projects and initiatives	97	8.3	3.2
Focus spend on most vulnerable and important areas	83	7.1	2.8
Use technology but consider accessibility	79	6.8	2.6
Continue flexible & home working	61	5.2	2.0
Central government funding is required – lobby them for more money	44	3.8	1.5
Review support for certain groups (parents, immigrants, Unaccompanied Asylum-Seeking Children)	41	3.5	1.4
Increase joint working across different organisations & volunteering	39	3.3	1.3
Stop outsourcing, bring services back in-house	33	2.8	1.1
Stop using consultants	30	2.6	1.0
Council Tax system is outdated and needs reform	25	2.1	0.8
Restructure local authorities	23	2.0	0.8
Run KCC like a private business	18	1.5	0.6
Increase fees and charges for services	18	1.5	0.6
Review Strategic Commissioning	16	1.4	0.5
Focus on social and affordable housing	9	0.8	0.3
Review Council Tax Reduction Scheme	9	0.8	0.3
Fine and toll foreign lorries	8	0.7	0.3
Use reserves – this is a rainy day	7	0.6	0.2
Reduce rent and Business Rates to attract town centre businesses	5	0.5	0.2
Abolish Member Grants	2	0.2	0.1
Total	2,985	100	100

We have further analysed the top 3 comments on how KCC could do things differently to gain a greater insight into the comments provided. The analysis is shown in the three tables on the following page.

Cut salaries, pensions and Member allowances

4a

% of comments	% of responses	
42	4.5	Cut salaries – senior staff
29	3.1	Cut Member allowances
25	2.7	Cut salaries – general/all staff
4	0.4	Cut pensions
100	10.7	Sub Total
n/a	28.3	Other comments made not related to salaries, pensions or Member allowances (detail is shown in appendix 3 above)
n/a	61.0	No comment made
100	100	Total

Reduce buildings and consolidate services

4b

% of comments	% of responses	
67	2.2	Reduce buildings
16	0.5	Consolidate services
17	0.6	Both
100	3.3	Sub Total
n/a	35.7	Other comments made not related to reducing buildings and consolidating services (detail is shown in appendix 3 above)
n/a	61.0	No comment made
100	100	Total

Reduce number of staff and/or councillors

4c

% of comments	% of responses	
88.7	2.9	Reduce the number of staff
8.2	0.3	Reduce the number of councillors
3.1	0.1	Both
100	3.3	Sub Total
n/a	35.7	Other comments made not related to reducing number of staff and/or councillors (detail is shown in appendix 3 above)
n/a	61.0	No comment made
100	100	Total

How different groups of people answered

Analysis of responses by under 25's, over 65's, disabled and BAME

5

(BAME stands for Black, Asian and Minority Ethnic and is defined as all ethnic groups except White ethnic groups).

The number of responses from these groups is as follows.

	Under 25's	Over 65's	Disabled	BAME
No of responses	56	526	292	61
% of all responses	1.9%	17.6%	9.8%	2.0%

Question 4 - Levels of comfort regarding spending reductions per service

This table shows the percentages of responses who are not comfortable with spending reductions.

5a

	All Responses %	Under 25s %	Over 65s %	Disabled %	BAME %
Older People Social Care (65+)	75.3	75.0	74.5	71.7	72.1
Children's Social Care	71.8	83.9	68.4	66.1	68.3
Adult Social Care (18-64)	67.9	76.8	69.3	66.4	62.3
Social Support	63.6	78.6	58.0	61.4	55.7
Early Help	63.0	73.6	60.5	58.9	54.1
Educational Services	62.7	68.5	53.1	58.2	65.0
Waste Services	59.5	57.1	64.4	57.2	65.6
Highways	53.7	41.1	56.5	49.5	49.2
Environment Services	45.8	61.1	44.6	41.5	41.0
Public Protection	45.3	51.8	47.3	41.7	52.5
Transport Services	39.1	48.2	42.0	40.3	38.3
Libraries, Registration & Archives	35.4	41.1	37.8	30.0	42.6
Regeneration & Economic Development	32.3	48.2	31.8	31.5	37.7
Community Services	30.9	44.6	25.8	30.2	29.5

Question 5 - "If you had to remove £1 of funding, where would you take it from?"

This table shows the percentages of responses

5b

	All Responses %	Under 25s %	Over 65s %	Disabled %	BAME %
Libraries, Registration & Archives	30.4	29.1	25.8	29.3	23.0
Regeneration & Economic Development	21.3	10.9	26.4	22.8	19.7
Transport Services	9.8	9.1	9.0	6.6	11.5
Highways	9.0	20.0	7.0	9.7	9.8
Adult Social Care	4.8	5.5	4.9	3.1	8.2
Environment Services	4.7	0.0	4.7	4.8	3.3
Waste Services	4.4	9.1	4.1	4.5	4.9
Community Services	3.7	5.5	4.9	5.5	0.0
Early Help	3.2	0.0	3.5	4.5	8.2
Social Support	2.8	0.0	4.3	3.4	1.6
Public Protection	2.4	5.5	2.0	1.7	4.9
Older People Social Care	1.3	3.6	1.2	1.0	0.0
Educational Services	1.1	0.0	0.8	1.4	0.0
Children's Social Care	0.9	1.8	1.4	1.7	4.9

Question 6 - Levels of agreement around raising Council Tax up to the referendum limit

This table shows the percentages of responses

5c

	All Responses %	Under 25s %	Over 65s %	Disabled %	BAME %
Agree	51.2	39.3	67.6	45.9	42.6
Disagree	44.7	48.2	30.3	50.3	57.4
Don't Know / no opinion	4.2	12.5	2.1	3.8	0.0

Question 7 - Council Tax increase preference if no referendum limit is set

This table shows the percentages of responses

5d

	All Responses %	Under 25s %	Over 65s %	Disabled %	BAME %
0% - 1%	17.0	23.2	11.7	19.9	26.2
1% - 2%	22.5	16.1	24.7	18.8	16.4
2% - 4%	16.6	14.3	24.3	14.7	16.4
4% - 6%	6.8	3.6	9.4	5.5	3.3
6% +	4.2	0.0	6.5	2.7	4.9
I do not support an increase	31.7	35.7	22.9	37.3	32.8
Don't Know / no opinion	1.2	7.1	0.6	1.0	0.0

Question 8 - Levels of agreement for Adult Social Care Levy

This table shows the percentages of responses

5e

	All Responses %	Under 25s %	Over 65s %	Disabled %	BAME %
Support raising additional ASC Levy	47.4	51.8	58.5	44.2	39.3
Do not support raising additional ASC Levy	40.5	33.9	32.2	47.6	50.8
Don't know / no opinion	12.1	14.3	9.2	8.2	9.8

Question 9 - Level of agreement for doing things differently

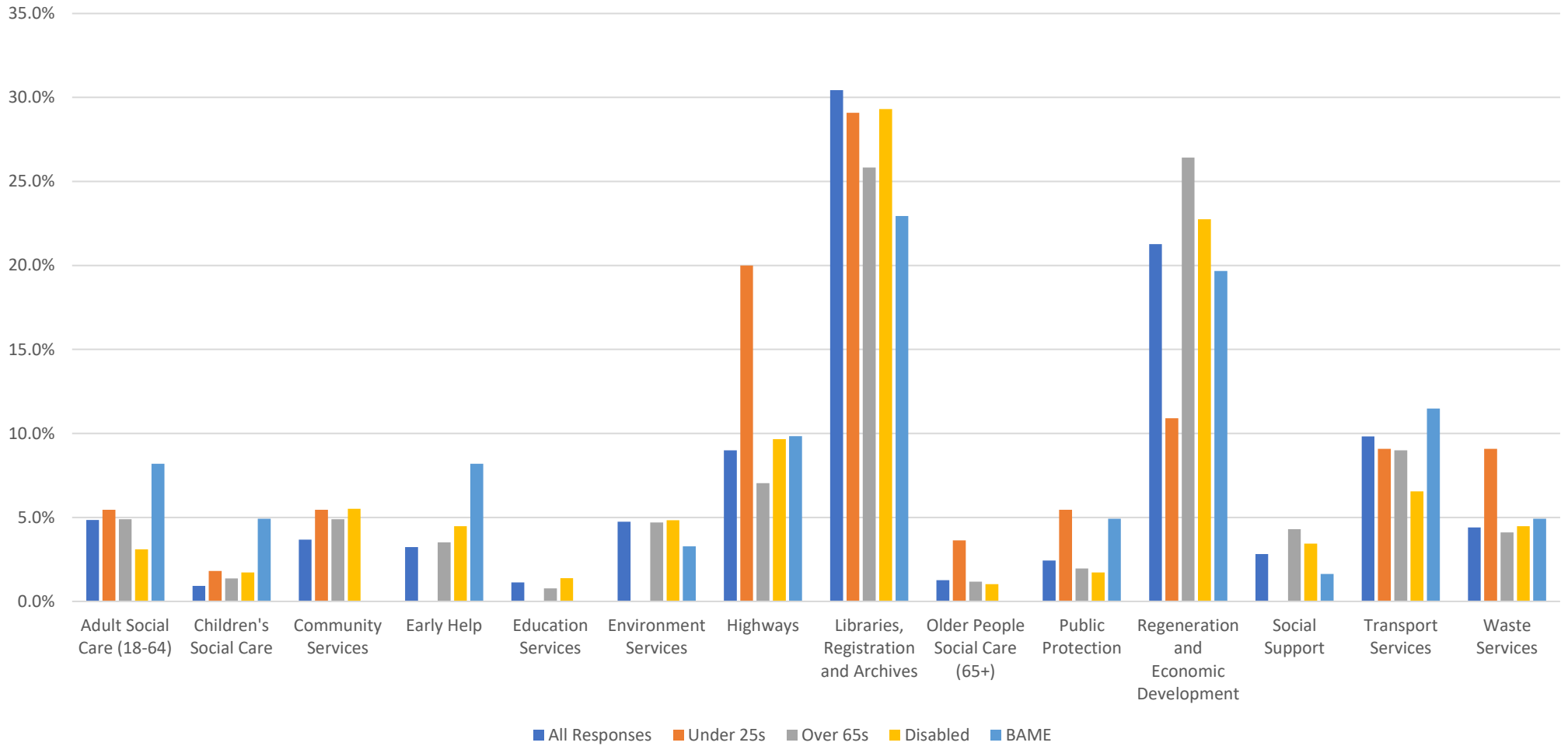
This table shows the percentages of responses

5f

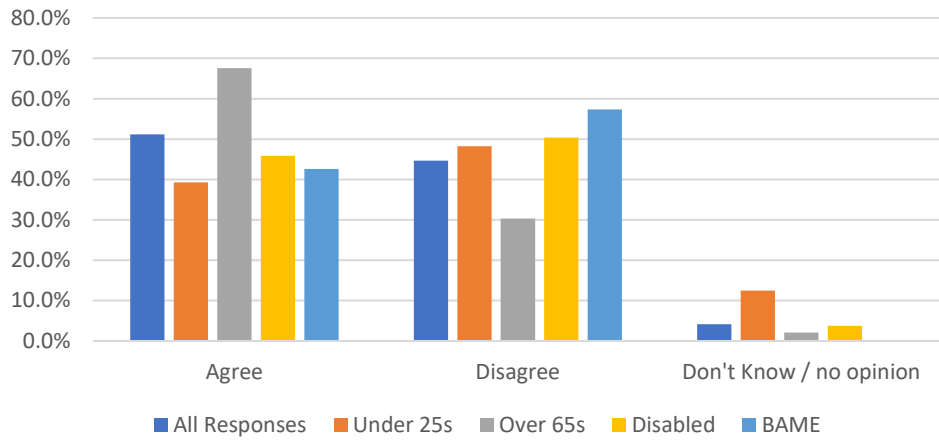
	All Responses %	Under 25s %	Over 65s %	Disabled %	BAME %
Reducing our number of buildings	78.3	51.8	77.6	76.7	76.7
Delivering more than one service from our buildings	92.2	80.4	91.6	92.4	95.0
Delivering more services using online technology	74.6	67.9	70.5	74.0	78.3

The below graph shows where respondents would remove £1 of funding from, based on under 25s, over 65s, disabled and BAME

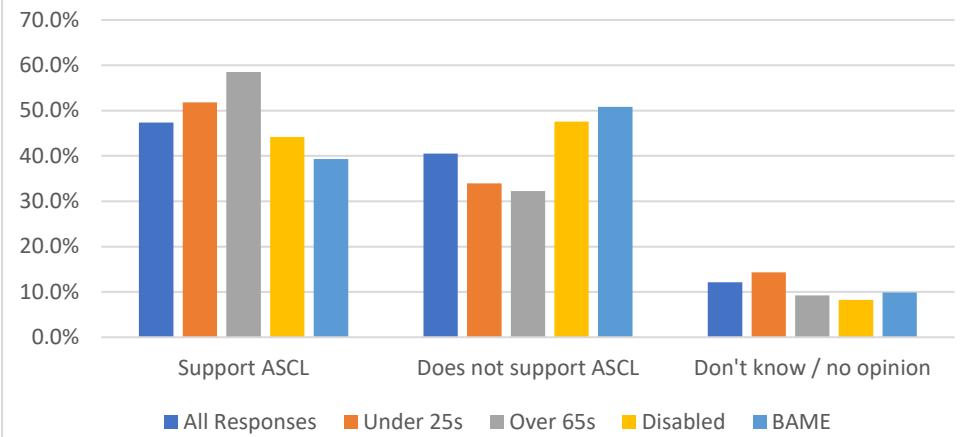
5g - Question 5 - "If you had to remove £1 of funding, where would you take it from?"



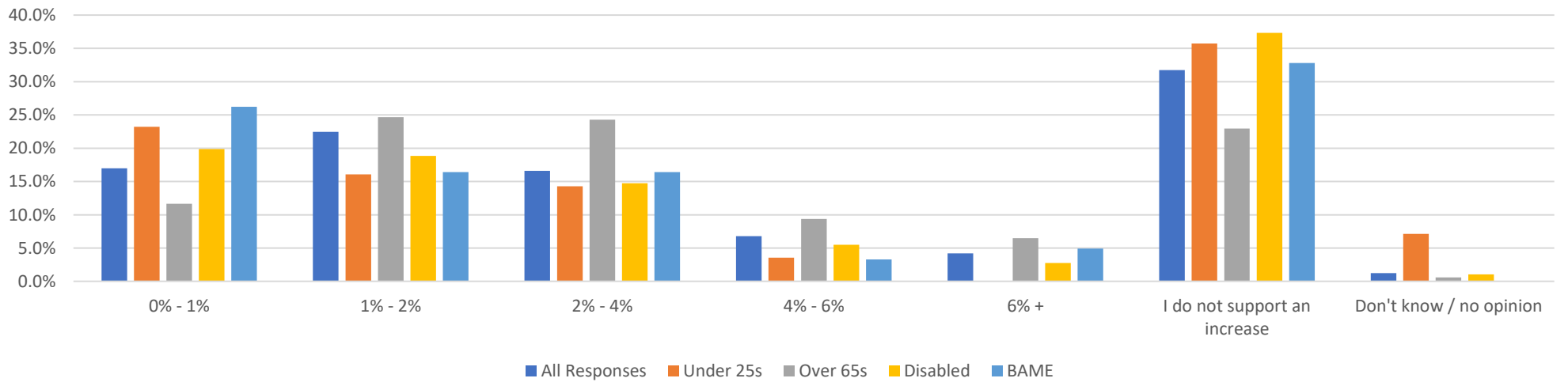
5h - Question 6 - Agreement for raising council tax up to referendum limit



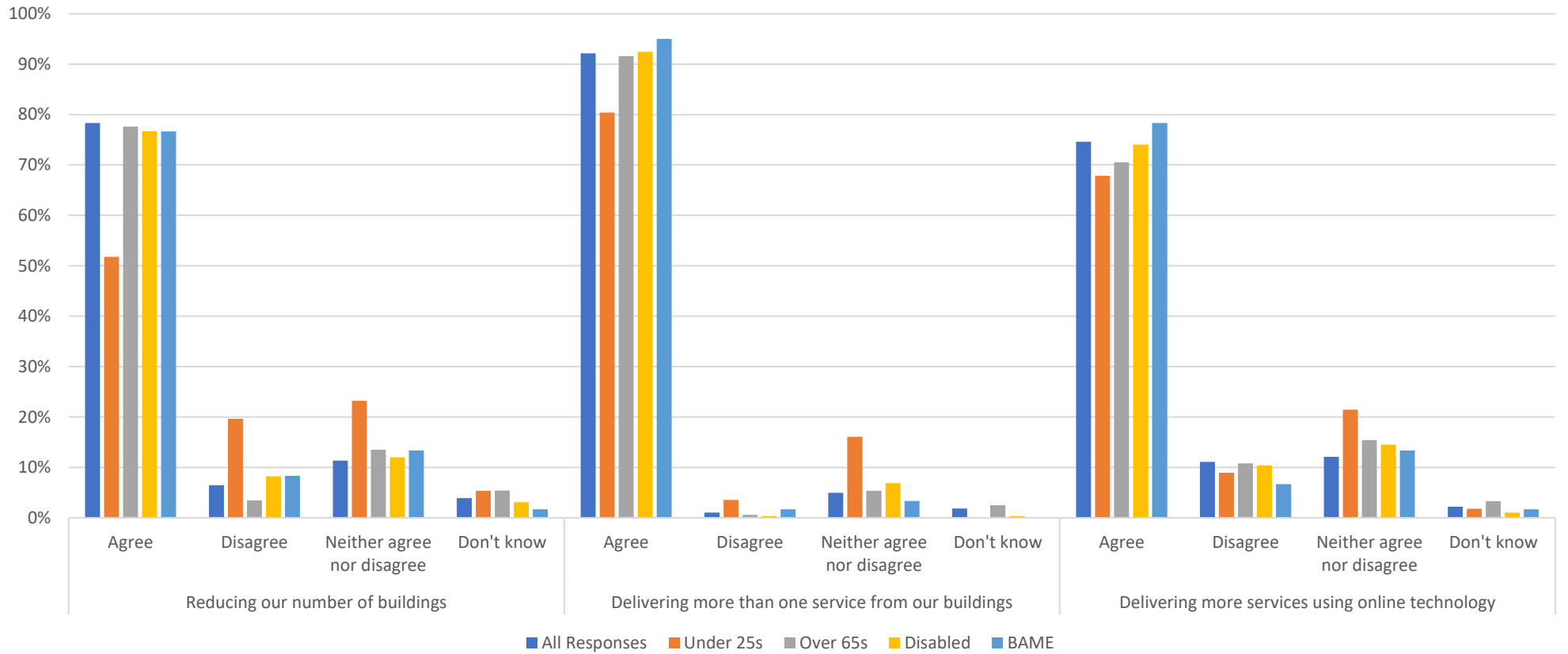
5j - Question 8 - Support for raising Adult Social Care Levy



5i - Question 7 - Council Tax increase preference if no referendum limit is set?



5k - Question 9 - Level of agreement for doing things differently



The full questionnaire can be found online at www.kent.gov.uk/budget.

Section 1 – About you

Q1. Please tell us in what capacity you are completing this questionnaire:

*Please select the option that most closely represents how you will be responding to this consultation. Please select **one** option.*

	As a Kent resident
	As a representative of a local community group or residents’ association
	On behalf of an educational establishment, such as a school or college
	On behalf of a Parish / Town / Borough / District Council in an official capacity
	As a Parish, District or County Councillor
	As a KCC employee (Kent resident)
	As a KCC employee (non-Kent resident)
	As a Kent business owner or representative
	On behalf of a charity, voluntary or community sector organisation (VCS)
	As resident from somewhere else, such as Medway
	Other, please specify:

Q1a. If you are responding on behalf of an organisation (business, community group, residents’ association, council or any other organisation), please tell us the name of your organisation here:

Q2. Please tell us the first part of your postcode (this will be 3 or 4 characters):

Q3. How did you find out about this consultation? *Select one option*

	Facebook
	Twitter
	Instagram
	LinkedIn
	From a friend or relative
	Kent.gov.uk website
	Local KCC County Councillor
	District Council/Councillor
	Newspaper
	An email from KCC
	A Voluntary or Community sector organisation
	Other, please specify:

Section 2 – Tell us your views about spending reductions to service areas

We are likely to have make some really difficult decisions so we want to understand and be informed by what is important to you. We are now going to ask you for your views on whether you would be comfortable or not with spending reductions in service areas.

Q4. Imagine you are in charge of setting KCC's budget. Consider these major frontline service areas – for each of the 14 service areas below, please indicate whether you would be comfortable or not with a reduction in spending.

N.B. For each service area on the next page, respondents selected an option from: Comfortable, Partly Comfortable, Not Comfortable, and Don't know/No opinion. They were also asked to provide reasons for their choices.

Adult Social Care (18-64) Services for people to live independently at home, access community services, or residential/nursing homes for those with long-term complex needs.

Children's Social Care Support for vulnerable children, young people and families, and children in care to make sure they are protected. Fostering and adoption places and support for care leavers to find education, training and housing.

Community Services Helping people get in touch with us (Contact Centre, Gateways) and access advice and support. Arts/physical activity services work with schools and local groups. Adult Education helps people develop new skills. We help bring big events to Kent.

Early Help Support for children, young people and families with complex needs through targeted help (e.g. parenting support), and open access to children's centres and youth hub services. Support for young people involved in or at risk of becoming involved in crime or antisocial behaviour.

Education Services Supporting nurseries, pre-school and childcare settings to ensure quality childcare places so children are ready for school. Working with schools so all children can access a suitable place. Support for children's needs including special education needs, disabilities, emotional wellbeing, and behaviour.

Environment Services Enhancing and protecting Kent's natural environment (Country Parks, Public Rights of Way and Areas of Outstanding Natural Beauty). Tackling issues like climate change, enabling green energy and the protection of our heritage and supporting flood protection.

Highways Inspecting, repairing and maintaining roads and footways which includes soft landscaping (grass/trees). Responding to highway emergencies, managing winter gritting and severe weather responses. Developing new roads and active travel options to encourage walking and cycling. Responsible for road safety, working with partners to prevent accidents.

Libraries, Registration and Archives Libraries, archives, mobile library service, support for the vulnerable to access services at home, and archive and history projects promoting Kent's cultural heritage. Access to internet, business support, community activities, and dementia-friendly libraries. Registration of births, deaths and marriages, and citizenship ceremonies.

Older People Social Care (65+) Supporting older people to live safely and independently at home (e.g. help with daily tasks) and providing day care services to help them enjoy a good quality of life. Placements in residential and nursing care homes for people needing more support or end of life care.

Public Protection Services include Trading Standards (tackling scams / promoting trusted traders) and Community Wardens (supporting residents and tackling antisocial behaviour). Helping communities prepare for emergencies like severe weather. Delivering the coroners' services to investigate unexpected deaths.

Regeneration and Economic Development Helping the economy grow. Working with businesses/education to ensure the right skills and jobs for the future including promoting apprenticeships. Supporting projects that will help growth, our tourism sector and local food producers, and providing loans for new businesses and tackling empty properties.

Social Support Supporting carers so families find the help they need. Help for people with issues like homelessness, drug/alcohol misuse, domestic abuse, those going through a crisis or loneliness. Supporting people at home to learn skills to make them feel safe and happy.

Transport Services This includes subsidised bus travel across Kent (e.g. Kent Karrier) and the Kent Travel Saver for school children. We run the scheme providing free travel off-peak for senior citizens and disabled people. Keeping travel information up to date, maintaining bus stops and delivering school transport for special educational needs pupils.

Waste Services Recycling and treating waste and providing Household Waste Recycling Centres. District Councils are responsible for on-street collections and we are responsible for its disposal. Providing ways to increase recycling, composting and generating energy, improving environmental outcomes.

Q5. If you had to remove £1 from one of the services areas, please tell us where you would remove your £1 from?

*Please only select **one** service area or your answer cannot be included*

<input type="checkbox"/>	Adult Social Care (18-64)	<input type="checkbox"/>	Libraries, Registration and Archives
<input type="checkbox"/>	Children’s Social Care	<input type="checkbox"/>	Older People Social Care (65+)
<input type="checkbox"/>	Community Services	<input type="checkbox"/>	Public Protection
<input type="checkbox"/>	Early Help	<input type="checkbox"/>	Regeneration and Economic Development
<input type="checkbox"/>	Education Services	<input type="checkbox"/>	Social Support
<input type="checkbox"/>	Environment Services	<input type="checkbox"/>	Transport Services
<input type="checkbox"/>	Highways	<input type="checkbox"/>	Waste Services

Section 3 – The Council Tax we ask you to pay for services

Council Tax currently funds almost half (46%) of our total budget (excluding schools) so it’s a significant funding source for the services we provide. By contrast, the grant (Revenue Support Grant) provided by government has reduced significantly since 2013 and now funds less than 1%. Government expects councils to fund more of their services from local taxation and therefore your Council Tax has seen modest increases in recent years.

To help fund the services you value the most, we suggest raising Council Tax by no more than the level Government expects us to set before a county-wide referendum is required. The limit is currently assumed to be just under 2% but if the limit is changed, we will need the flexibility to consider setting at a different percentage. This would partly help meet rising costs and demand for our services but will not be enough to fully cover the rising costs we have for 2021-22. Even with an increase in Council Tax, savings will still be needed to balance our budget.

Q6. Please tell us if you agree or disagree with us raising Council Tax up to (but not exceeding) the referendum limit.

*Please select **one** option.*

<input type="checkbox"/>	Agree
<input type="checkbox"/>	Disagree
<input type="checkbox"/>	Don’t know

Each 1% increase in Council Tax adds 23p per week (£12 per year) to a typical band C property and increases our income by approximately £7 million. Any increase in Council Tax income will mean fewer reductions would need to be made across services.

Q7. If no referendum limit is set, please select one of the following options to tell us your preference for Council Tax:

	I support an increase of between 0% and 1%
	I support an increase of between 1% and 2%
	I support an increase of between 2% and 4%
	I support an increase of between 4% and 6%
	I support an increase above 6%
	I do not support an increase
	Don't know / no opinion

Q7a. Please tell us why you have selected this preference for Q7.

The Adult Social Care Levy was introduced by government as a way of funding social care in light of a growing national funding shortfall due to rising costs and demand and reduced government grant funding. Councils like us, that are responsible for adult social care, may be allowed to raise an additional 2% in Council Tax (as has been allowed in previous years), provided this is spent directly on the care of the most vulnerable adults and older people.

Q8. Please select one of the following options to tell us your preference about the Adult Social Care Levy:

	I support the Council raising an additional Adult Social Care Levy on Council Tax. If this continues to be set at 2% this would increase the band C charge by a further 46p per week, or £24 per year. This would raise an additional £14.4m towards the rising costs and demands for adult social care.
	I do not support the Council raising the additional Adult Social Care Levy on Council Tax. This would require KCC to reduce planned spending on social care and/or other services by £14.4m.
	Don't know / no opinion

Section 4 – Doing things differently

We are looking into how we might do things differently in the future to make some savings and have shown three examples in the question below. However, any savings from these would not solve the budget challenge.

Q9. Please tell us whether you agree or disagree with these?

*Please select **one** option for each row.*

	Agree	Neither agree nor disagree	Disagree	Don't know
Reducing our number of buildings				
Delivering more than one service from our buildings				
Delivering more services using online technology				

Q10. If you have any other comments about the budget or how we might do things differently, please tell us below.

Section 5 – More about you

Respondents were then asked demographic questions (age, race etc).