



Newham's Budget Challenge

Representative survey report

January 2015

Executive Summary

In 2016/17 Newham Council has to make savings or generate income due to a combination of cuts by the Government and uncontrollable cost pressures. At the time of consultation the savings required was expected to be £50m. Further savings are required every year up to 2019. This challenge comes on top of cuts of £106m from Newham Council's central government grant over the last five years. The Council has been able to protect the services that matter most to residents despite the cuts it has faced by making savings to back office services, reducing the number of senior managers, renegotiating contracts with suppliers and sharing services with other councils.

To help the Council make savings it ran an engagement and consultation exercise for eight weeks from 17 August to 11 October 2015, to engage residents in the difficult choices facing elected members. As part of that exercise the Council commissioned Opinion Research Services (ORS) to deliver a representative survey of 1255 residents in Newham to:

- understand resident and other stakeholder opinion on the approach LBN should take to its budget challenge;
- understand the breadth and depth of resident and other stakeholder opinion on broad spending cut and income generation areas; and
- understand residents and other stakeholder preferences when asked to prioritise spending cut and income generation options.

Key messages

Satisfaction with the Council is the highest recorded at 77%. It is clear from the research that residents value the services the council provides.

Each year the Mayor makes a number of promises to local residents. This year residents were asked to identify their three most important areas to help inform the promises for 2016/17. Residents identified 'making this a place where people feel safe'; 'creating a clean and pleasant area'; and 'quality housing that local people can afford'.

Two distinct groups of residents emerge from the analysis.

- Group one are a more settled population with children who have lived in Newham over three years and this group use parks and open spaces and visit libraries and community centres. This group is far more concerned about the savings and oppose the main areas for savings more strongly than group two.
- Group two are users of social care both for adults and children's and services such as Workplace. This group while opposing cuts has lower levels of opposition. It is not clear why this group takes this view but it could suggest that this group either understands the challenge facing the Council or can identify areas for spending reductions as direct users.

Three categories of services also emerge indicating that residents group spending and income options together. Residents most want to protect core services and view services in the second category as additional (spending on arts and community groups; adult education, free events and supporting people into work). The third group are Council Tax and environmental charges.

Most residents do not support an increase in Council Tax

When asked about Council Tax alone only a quarter (24%) of residents support an increase of 1.99%. Residents who are very satisfied with the Council are significantly more likely to support an increase in Council Tax (36%). However, residents who are fairly satisfied are significantly less likely to support an increase (21%).

Protect, as far as possible, services for vulnerable residents

The Council's top three priorities when deciding how to set the budget should be 'protecting people who are vulnerable, like older people and children at risk of abuse'; 'providing good basic services that everyone uses'; and 'supporting people who already have problems'. Group one residents identify priorities as universal services while group two focus on protecting people who are vulnerable as do other targeted service users.

Overall 36% of residents ranked 'protecting people who are vulnerable, like older people and children at risk of abuse' as the most important general priority for setting the Council's budget. Residents who are older or have a disability were significantly more likely to rank 'protecting people who are vulnerable like older people and children at risk of abuse' as most important.

Residents most oppose reduced spending on support for vulnerable adults and elderly people, like home-care and residential care for elderly and disabled, and support for people with mental health problems (82%).

Users of adult social care have far lower levels of opposition (68%) and residents who live in a household with a client of Adult Social Care are 1.9 times less likely to oppose a reduction in spending on support for vulnerable adults.

Over half of residents (57%) strongly oppose a reduction in this area. Retired residents (73%) or those permanently sick or disabled (75%) are significantly more likely to strongly oppose a reduction in spending. Again only 54% of service users strongly oppose this reduction.

Most residents (82%) oppose reduced spending on looking after vulnerable children. However, residents who used social services for children and families in the last 12 months have lower levels of opposition at 62%.

Protect as far as possible money spent on street cleaning, parks and libraries

Over three quarters of residents (76%) oppose the option to reduce street cleaning, with nearly half (47%) strongly opposing. Three-quarters also oppose reduced spending on maintaining parks and green spaces. Again there is a clear split between Groups one and two with stronger opposition by Group one.

Over three-quarters of residents (76%) oppose reducing spending by closing libraries and community centres. Again, residents in Group one are more likely to oppose this reduction in spending where Group two are much less likely to oppose.

Nearly a quarter (24%) of residents rank 'investing in infrastructure, like community buildings, streets, and parks' as their top priority, although four other options are prioritised

above this by residents overall. This shows that residents who prioritise investing in infrastructure prioritise it highly.

Protect as far as possible money spent on tackling crime and anti-social behaviour

Over three-quarters of residents (78%) oppose reduced spending on tackling crime and anti-social behaviour with over half (52%) strongly opposing it. Residents aged 55-64 are significantly more likely to strongly oppose this spending reduction (64%). Residents in Group one are more likely to oppose this reduction in spending where Group two are much less likely to oppose.

Invest in businesses to fund future services

Most residents support the Council investing in business to generate income to fund in services (69%). However, only 14% support increased fees and charges such as Council Tax and 12% cuts to universal services. Those in Group two are much less likely to agree with business investment and increased fees and charges as their preferred approach to budget setting, instead twice as many favour cuts to universal services. People aged 55-64 are also twice as likely to favour cuts to universal services.

Reduce funding on the events programme

Reducing spending on free events has the highest level of support of all options to save and generate income at 49%. Residents who ranked 'providing good basic services everyone uses' as their top general priority were most likely to rank 'reduce spending on free events' as their top saving and income option.

Introduce charges for environmental services

Introducing charges for environmental services which are free like bulky waste was third highest support option for savings at 29%.

Reduce spending on arts and community groups

The second highest level of support for all options to save and generate income is to reduce spending on arts and community groups and venues, just over a third of residents supported this option (36%).

Reduce spending on adult education centres

Reducing spending on centres which provide part-time day and evening adult education courses has the fourth highest support from residents, with 25% of residents supporting this option. Residents who are very satisfied with the way the council runs things are significantly more likely to support a reduction in spending on adult learning centres (40%).

Invest in preventative services to manage future demand

Although only 4% of residents identified preventative services as their first priority 36% identified it in their top three areas to prioritise when setting a budget.

1.0 Introduction

1.1 Context

In 2016/17 Newham Council has to make savings or generate income due to a combination of cuts by the Government and uncontrollable cost pressures. At the time of consultation the savings required was expected to be £50m. Further savings are required in every year up to 2019. This challenge comes on top of cuts of £106m from Newham Council's central Government grant over the course of the last parliament.

Information on residents' opinions – understood through connections into the borough's community through members and officers, and the Council's research agenda – has enabled the organisation to take stock of residents' priorities, supported by consultation on specific proposals. But the scale of the challenge in the coming years means there is a heightened need to collect views and ideas from across the borough, and give everyone a chance to have their say on what parts of the Council's activity matter most to them.

The Council committed to an engagement and consultation exercise over the summer, for eight weeks from 17 August to 11 October 2015, to engage residents in the difficult choices facing elected members. This exercise ensured residents understand the scale of the challenge, why the Council faces the choices ahead, and were able to give their views on priorities.

LBN commissioned Opinion Research Services (ORS) to deliver a representative survey of 1255 residents in Newham to:

- understand resident opinion on the approach LBN should take to its budget challenge;
- understand the breadth and depth of resident opinion on broad spending cut and income generation areas; and
- understand residents' preferences when asked to prioritise spending cuts and income generation options.

It also commissioned ORS to deliver and report on an open survey which is reported separately to this report.

This report on the representative sample survey will help elected members' to make their decisions on the 2016/17 budget.

1.2 Methodology

The face to face survey was conducted between 17 August and 13 September 2015 with residents who had lived in the borough for six months or more. A random sample of addresses in Newham were chosen and 1,255 surveys were completed.

To ensure the survey was representative of residents across Newham the data was weighted based on disability, age and ethnicity. The demographic characteristics of respondents were compared against data for the whole population using the Census 2011. Statistical weights were then calculated and applied to the data so the survey results reflect the population as a whole.

After taking account of the weighting process and sample design effect, we are 95% confident that the residents' survey results are within $\pm 2.8\%$ points of the views of the population that the sample represents. This is the expected level for a representative survey design.

Throughout the report differences from the overall Newham score are shown in green or red in the charts and tables indicating positive or negative differences at least at the 95% confidence level. Where percentages do not sum to 100, this may be due to computer rounding, the exclusion of "don't know" categories, or multiple answers. The rest of this report is structured around the themes of the survey: service use, council satisfaction, Mayor's Promises, the Council's approach to budget setting, and spending priorities. It concludes with a discussion and key findings.

Figure 1 highlights the methods used to analyse the data.

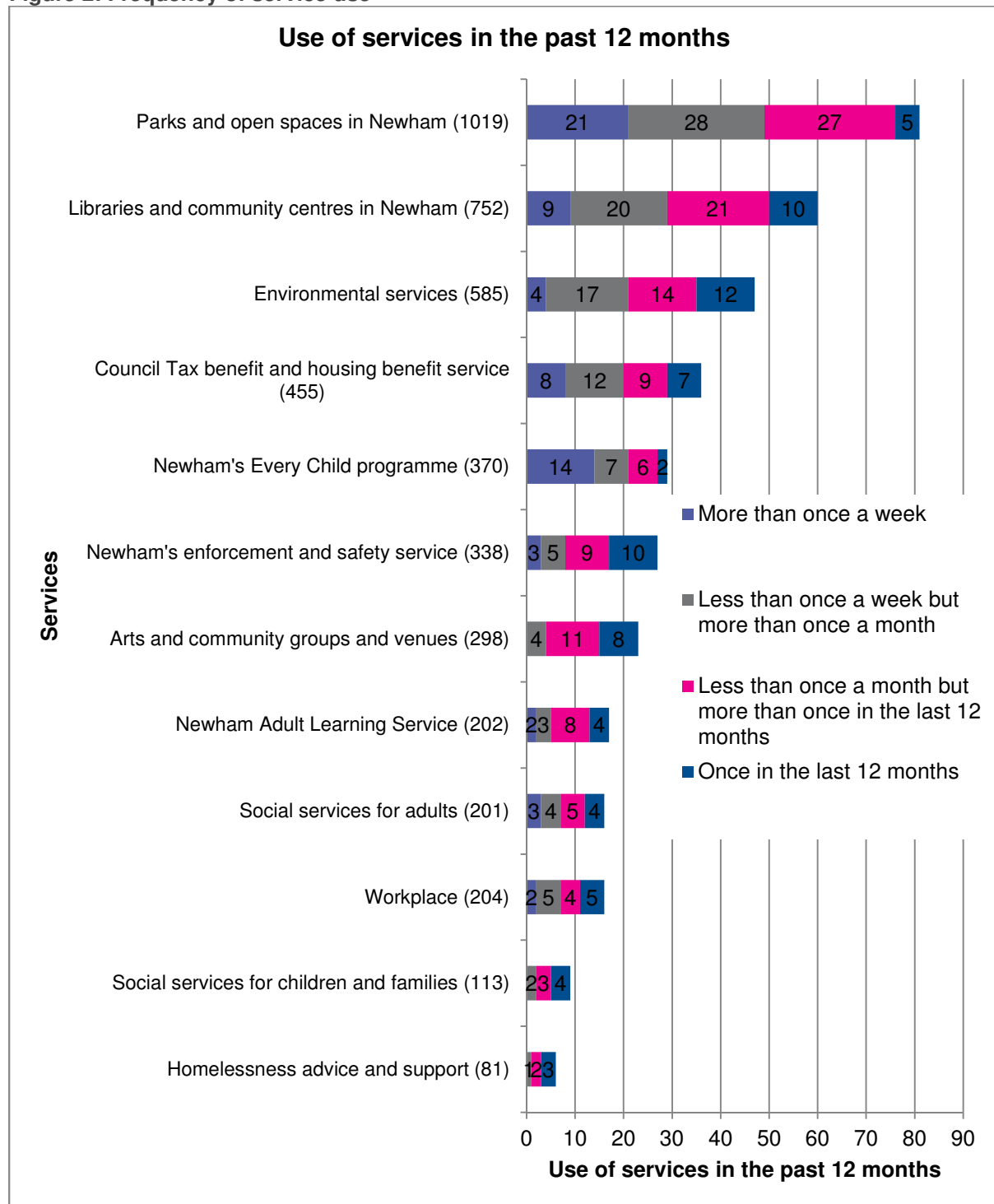
Figure 1: Analysis methods

Name of Method	Description of Method	What it is used for
Cross-tabulation	Cross-tabulation involves comparing two variables to see how the cases in each of the categories of one variable are distributed through the categories of the other. Tests of statistical significance are usually combined with this to see if the association of the two is statistically significant, i.e. the pattern is unlikely to have happened by chance.	This method can be used to see if certain groups are more likely than other related groups to exhibit a preference, opinion, behaviour, or demographic attribute. In other words, it is used to understand what groups are over or under represented in the categories of another variable. This method cannot tell you which variable is causing the effect.
Rank Analysis	Rank analysis is the analysis of how respondents rank choices from a range of options. It involves working out how many times each option was mentioned. Points are then attributed to each mention according to rank. The average score of each option provides a score that takes into account all ranks received.	This approach is used to find the top ranked options according to all ranks received. It does not allow for analysis of options in terms of only those that respondents think are most important. It also does not allow for analysis of the proportion of the population that ranked an option overall.
Binary logistic regression	Binary logistic regression uses a set of predictor variables to predict a dependent variable. The statistical model it creates is tested to see if the distribution it predicts in the dependant variable is similar to that observed in the overall population.	If the model fits the observed distribution then the model can be used to see which predictor variables have the biggest impact on the outcome. Inferences can then be made from the significant predictor variables.

2.0 Service use

Residents were asked if they or someone in their household had used a range of Council services in the past 12 months. Figure 2 shows use and frequency of use by service type. The services used by the largest proportion of residents in the past 12 months are universal services available to all residents, such as parks and open spaces (81%), libraries and community centres (60%) and environmental services like free bulky waste collection and free garden waste collection (46%). Services used by the lowest proportion of residents over the last 12 months are homelessness advice and support (6%) and social services for children and families (9%). Appendix one summarises key variation in service use by demographic groups. Newham's Liveability Survey (2014) shows over a quarter (26%) of residents attended a community event over a six month period covering the summer of 2014.

Figure 2: Frequency of service use



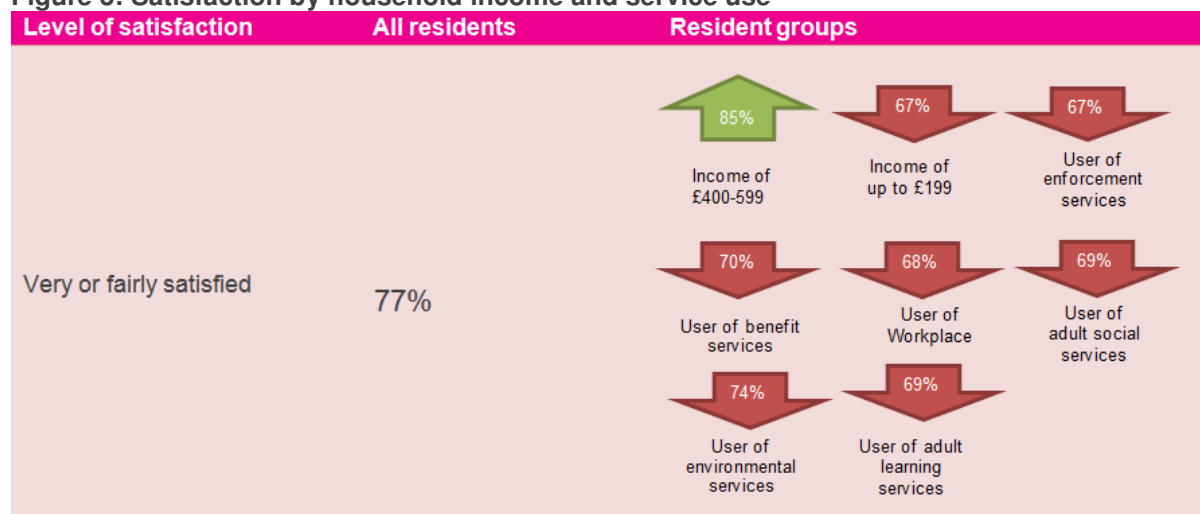
3.0 Council satisfaction

Over three-quarters (77%) of residents are satisfied with the way the Council runs things, which is the highest level recorded in Newham. More than half (58%) of residents are fairly satisfied, with 18% being very satisfied. Only 11% of residents are dissatisfied, including 5% who are very dissatisfied. Statistically significant variation is indicated in green (demographic groups that are more satisfied than residents overall) and red (demographic groups that less satisfied than residents overall) (Figure 3). Variation in satisfaction by demographic groups is shown in Figure 4.

Older residents ¹(65+) have the highest levels of satisfaction (86%), followed by households with mid-range incomes of between £20,800 and £31,148 ²a year (£400-£599 per week) at 85%. Households in the lowest income band, of up to £10,348 per year (up to £199 per week) have lower levels of satisfaction at 67%. Long-term residents (21 years +) (68%), permanently sick or disabled residents (58%) and residents who identify their ethnicity as Black Other (52%) have the lowest levels of satisfaction.

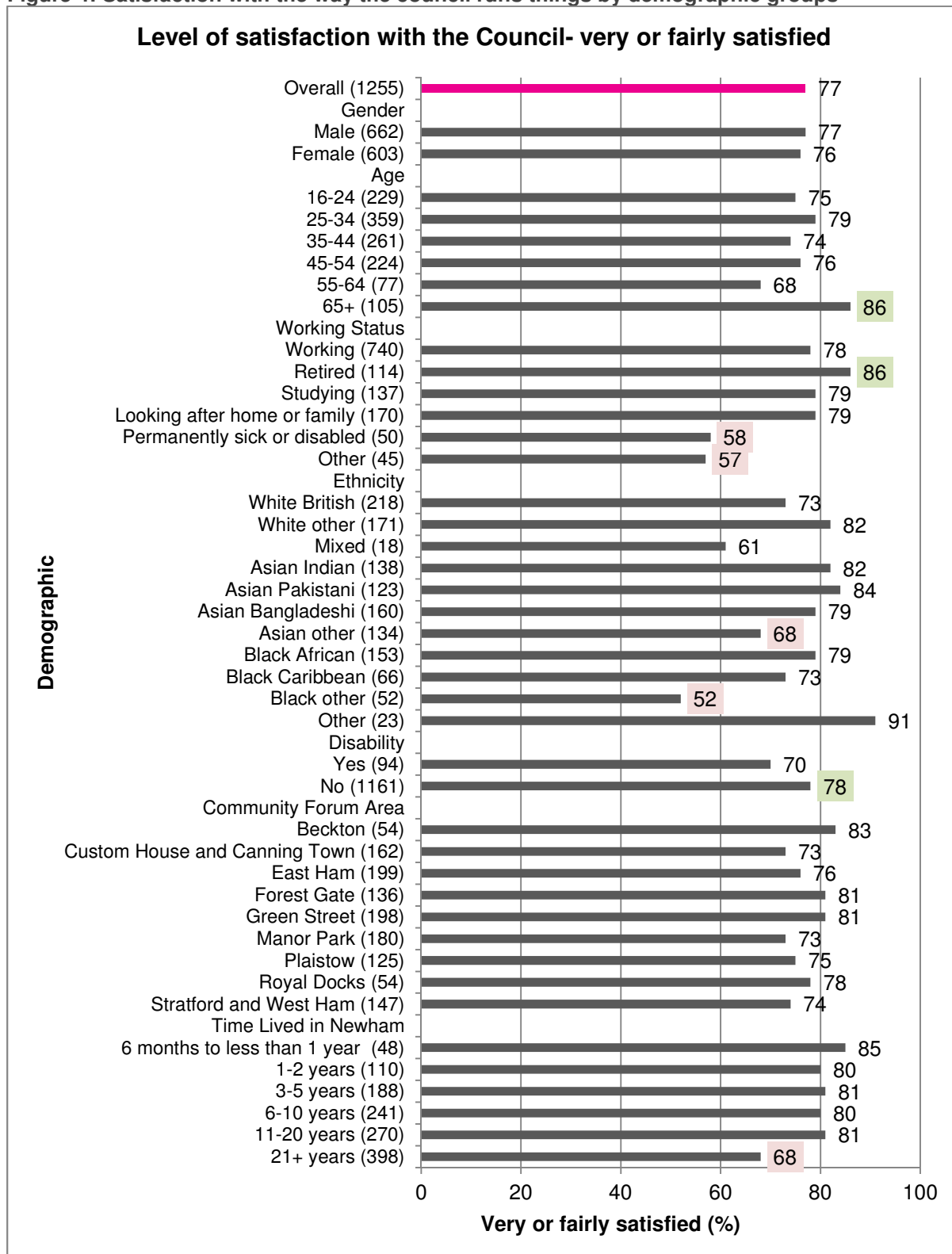
When looking at strength of feeling, residents who use a number of services delivered by the Council are less likely to be satisfied with how the Council runs things, but most are undecided rather than dissatisfied. Users of enforcement and safety services are significantly more likely to be neither satisfied nor dissatisfied (19%), Users of Workplace are also significantly more likely to be neither satisfied nor dissatisfied (19%). Users of adult learning services are also significantly less likely to be ‘very satisfied’ (11%) and more likely to be fairly dissatisfied (11%).

Figure 3: Satisfaction by household income and service use



¹ Higher satisfaction amongst older age groups is generally observed in social surveys
² The Budget Consultation survey did not take into account household size

Figure 4: Satisfaction with the way the council runs things by demographic groups



4.0 Mayor's Promises

4.1 Mayor's Promises overview

Each year the Mayor of Newham sets a number of priorities for the Council, based on what residents have said are important. These are published as the Mayor's Promises to residents. Residents were shown a list of proposed themes for the Mayor's Promises as part of the Budget Consultation, and were asked to rank their top three based on which they consider the most important and the least important. Rank analysis (Figure 5) showed 'making this a place where people feel safe' was the most important promise for residents. This was followed by 'creating a clean and pleasant area' and 'quality housing that local people can afford'.

Figure 5: Rank order of most important Mayor's promises

Most important Mayor's Promises	Rank Order
Making this a place where people feel safe	1
Creating a clean and pleasant area	2
Quality housing that local people can afford	3

Figure 6 shows the proportion of residents who ranked each option as the most important to them (rank one) and also the proportion of residents who ranked each option somewhere in their top three. The top three ranked promises also had the highest proportions of residents ranking them as their top preference, at 35%, 23% and 14% respectively. None of the proposed Mayor's Promises were universally unpopular, with all options being ranked in the top three by at least a quarter of residents. 'Quality housing that local people can afford' (46%) and 'giving our children the best start in life' (45%) are very close in the proportion of residents who rank them somewhere in their top three options.

Figure 6: Mayor’s promises by % who rank each theme number one and in their top three

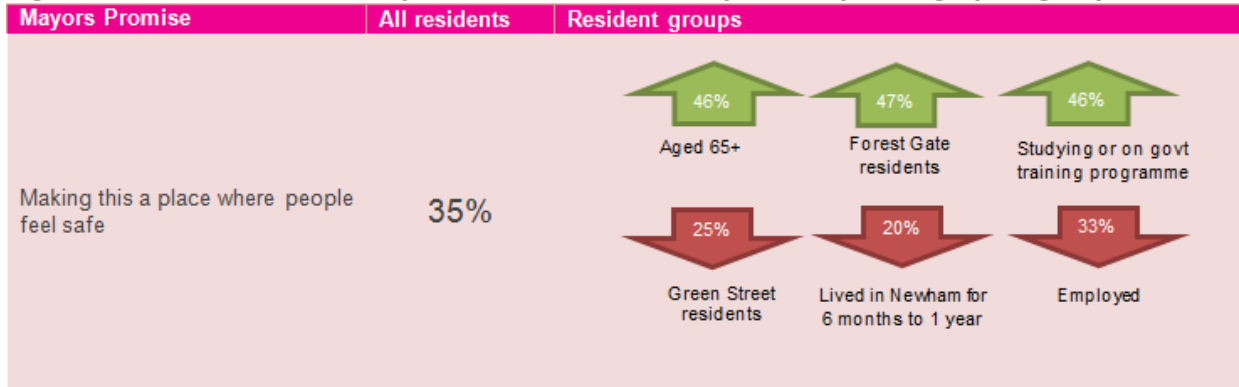
Proposed Mayor's Promise	Rank 1	Rank in top 3
Making this a place where people feel safe	35%	59%
Creating a clean and pleasant area	23%	54%
Quality housing that local people can afford	14%	46%
Jobs for local people	9%	40%
Giving our children the best start in life	8%	45%
Building our community and bringing people together	6%	26%
Supporting residents to make ends meet	5%	28%

Variation in ranking by demographic and service-user groups is explored in the sections below.

4.2 Making this a place where people feel safe

Over a third of residents (35%) chose ‘Making this a place where people feel safe’ as their top Mayor’s promise. Residents who are aged 65 or over, live in Forest Gate, or are studying or on a government training programme were significantly more likely than all residents to rank this first, as are residents with a weekly household income of up to £199, the lowest income group. In contrast, residents who have lived in Newham for six months to one year, are employed (part and full time and self-employed), or live in Green Street were significantly less likely than all Newham residents to rank ‘Making this a place where people feel safe’ as number one. Residents who used Workplace, social services for adults, social services for children and families, and adult learning in the last 12 months were significantly less likely to choose this option as number one (Figure 7).

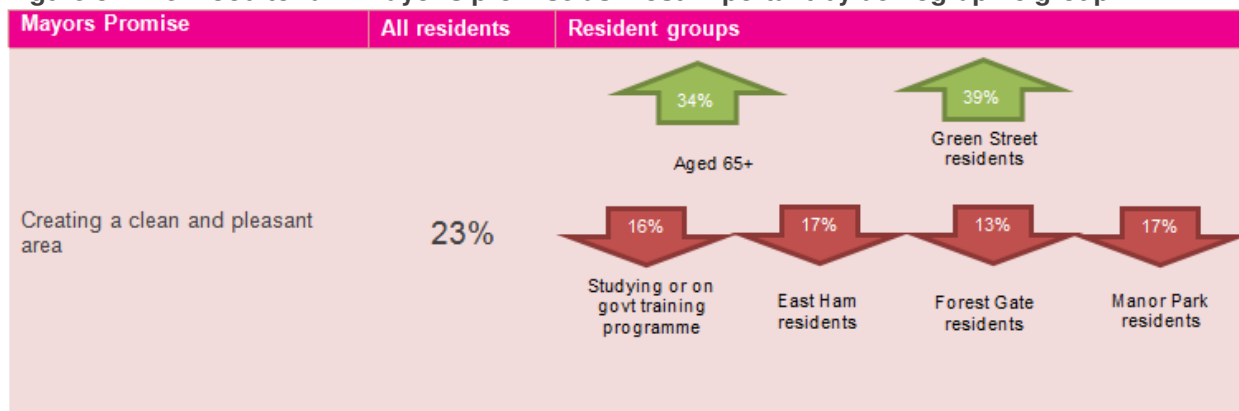
Figure 7: Likelihood to rank Mayor’s Promise as most important by demographic group



4.3 Creating a clean and pleasant area

Nearly a quarter (23%) of residents chose ‘Creating a clean and pleasant area’ as their top preference out of the list of Mayor’s promises. Interestingly residents who had *not* used parks or open spaces in the last 12 months were significantly more likely to choose this as their top choice, along with residents aged 65 and over, residents who live in Green Street, and those with a weekly household income of £400 to £599. Residents who used particular services over the past 12 months - Council Tax and Housing Benefit, arts and community groups - were less likely to rank this option top, as were residents of particular Community Neighbourhood Areas - East Ham, Forest Gate, and Manor Park (Figure 8).

Figure 8: Likelihood to rank Mayor’s promise as most important by demographic group



4.4 Quality housing that local people can afford

A seventh of residents chose ‘Quality housing that local people can afford’ as their top choice. Residents who were permanently sick or disabled had a significantly high rate of picking this as top alongside residents who used a number of Council services including homelessness advice and support. Residents who were 65 or over, retired, or lived in Canning Town and Custom House were significantly less likely to rank this promise as number one (Figure 9).

Figure 9: Likelihood to rank Mayor’s promise as most important by demographic group



4.5 Alternative Mayor’s promises

Residents were given the opportunity to suggest other areas of focus for the Mayor’s promises. The majority did not suggest any alternatives (89%), and there was some overlap in the most common alternative suggestions with the existing proposed Mayor’s promises. More jobs for local people was suggested by 1% of respondents, as were services/support for elderly people (1%), increase police presence/reduce crime rate (1%) and better parking facilities (1%). Residents who were aged 65 or over or live in Forest Gate had significantly high rates of suggesting ‘better parking facilities (8% and 4% respectively compared to 1% overall).

5.0 Approach to budget setting

5.1 General approach to budget setting

Residents were asked to rank which three approaches the Council should take when making savings or generating income out of a total of four options. 'Investing in business that could make profit to fund services' was ranked number one (Figure 10). The only approach not ranked in the top three was 'Reducing services people use when they are more vulnerable, like care for older people and protecting children'.

Figure 10: Rank order of general approaches to saving or generating income

General approach for saving or generating income	Rank order
Investing in businesses that could make a profit to fund services	1
Reducing services that everyone uses, like street cleaning, bin collections, and street lighting	2
Raise more income through fees and taxes, like increasing the Council Tax you pay	3

Variation in ranking by demographic and service-user groups is explored in the sections below.

5.1.1 Investing in business that could make a profit to fund services

Overall, 69% of residents ranked 'Investing in businesses that could make a profit to fund services' as their top general approach to budget setting. Residents in Beckton, those who have lived in Newham 1-2 years, and residents with a weekly household income of £200-£399 have significantly higher levels of ranking 'investing in businesses that could make a profit to fund services as most important' compared to Newham overall (Figures 11 and 12).

In contrast, East Ham residents have significantly lower levels of ranking this as most important. Residents with a weekly household income of over £800, the highest household income group, also have significantly lower levels of support for 'investing in business that could make a profit to fund services'.

A number of service user groups also have significantly smaller proportions that rank 'investing in business that could make a profit to fund services' as most important. Residents who used Workplace in the last 12 months, or have someone in their household who has, have significantly low levels of ranking this as most important, as do users of social services for adults, adults learning services, and social services for children.

Figure 11: Variation in likelihood to rank approach to saving or generating income as most important by demographic group

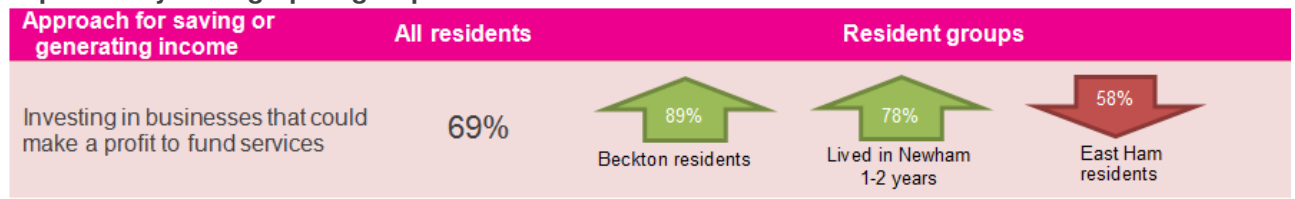
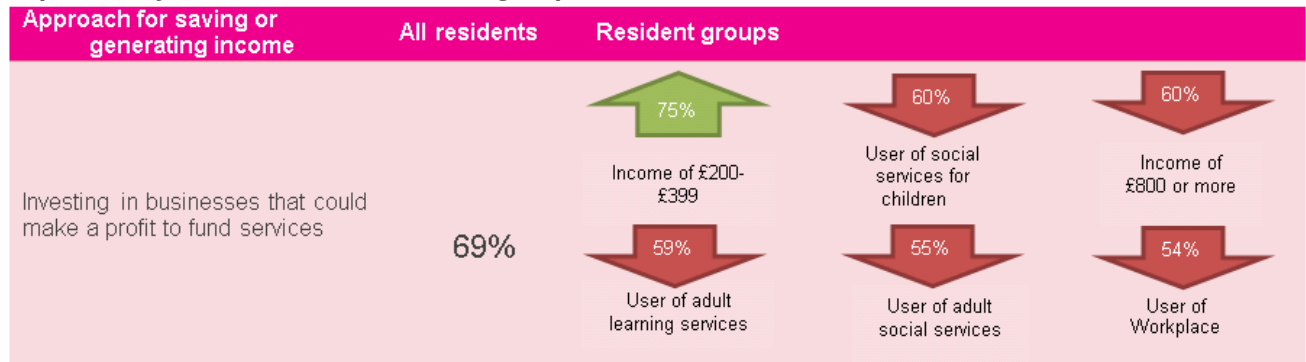


Figure 12: Variation in likelihood to rank approach to saving or generating income as most important by income and service user group



5.1.2 Raise more income through fees and taxes

Overall, 14% of residents ranked ‘Raise more income through fees and taxes’ as most important approach to budget setting. Asian Pakistani residents were the only demographic sub-group that was significantly more likely to rank this as top than Newham overall.

In contrast, Stratford and West Ham residents and Beckton residents were significantly less likely to rank this top. A number of service user groups were also significantly less likely to rank this option top than Newham residents overall. Residents who have used social services for children and family, social services for adults, adults learning services, and the Every Child programme in the last 12 months had significantly low levels of ranking raising income through fees and taxes as most important (Figures 13 and 14).

Figure 13: Variation in likelihood to rank approach to saving or generating income as most important by demographic group

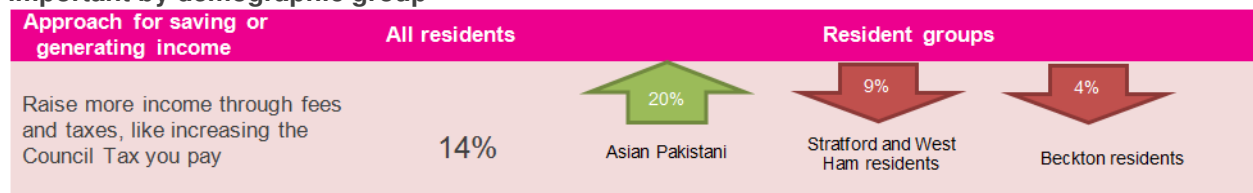
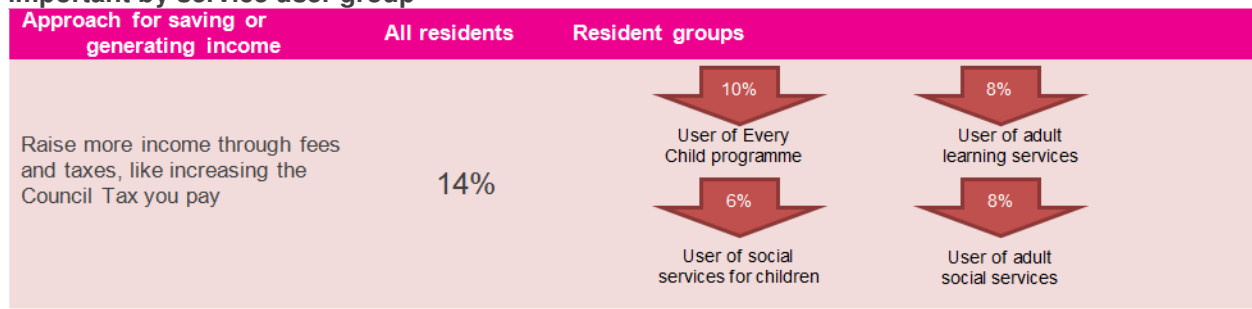


Figure 14: Variation in likelihood to rank approach to saving or generating income as most important by service user group



5.1.3 Reducing services that everyone uses

Overall 12% of residents ranked ‘reducing services that everyone uses’ as the most important general approach to budget setting. A number of service user groups had significantly higher levels of ranking this as most important. Residents aged 55-64 or were permanently sick or disabled as an employment status were more likely to rank this option as number one. Additionally, residents who had used social services for adults, Workplace, social services for children, and adult learning services were also significantly more likely to rank this as most important. Residents who had *not* used parks and open spaces were also more likely to rank ‘reducing services that everyone uses’ as top.

In contrast, Royal Docks residents, and residents who had *not* used social services for adults were significantly less likely to rank this as most important (Figures 15 and 16).

Figure 15: Variation in likelihood to rank approach to saving or generating income as most important by demographic group

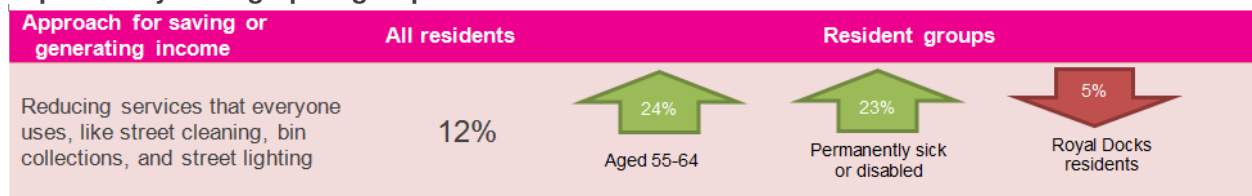
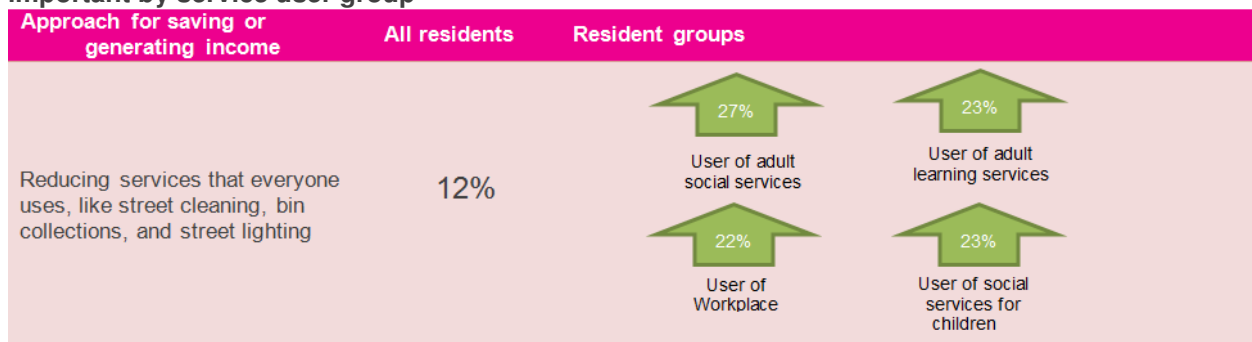


Figure 16: Variation in likelihood to rank approach to saving or generating income as most important by service user group



5.2 General priorities for budget setting

Residents were given a list of seven priorities the Council could use to set the budget and were asked to rank their top three. After rank analysis the top priority was ‘protecting people who are vulnerable, like older people and children at risk of abuse’, followed by ‘providing good basic services that everyone uses’ and ‘supporting people who already have problems’ (Figure 17).

Figure 17: Rank order of Council’s priorities when deciding how to set a budget

General priority for budget setting	Rank order
Protecting people who are vulnerable, like older people and children at risk of abuse	1
Providing good basic services that everyone uses	2
Supporting people who already have problems	3

Figure 18 shows the proportion of residents who ranked each option as the most important (rank 1) and also the proportion of residents who ranked each option in their top three. Each of the top three ranked questions are identified as a priority by half or almost half of all residents. Nearly a quarter (24%) of residents rank ‘investing in infrastructure, like community buildings, streets, and parks’ as their top priority. This shows that residents who prioritise investing in infrastructure prioritise it highly.

Figure 18: Budget setting priorities by % who rank each theme number one and in their top three

Council priorities when setting a budget	All residents	Rank in top 3
Protecting people who are vulnerable, like older people and children at risk of abuse	36%	55%
Investing in infrastructure, like community buildings, streets, and parks	24%	39%
Supporting people who already have problems	14%	48%
Providing good basic services that everyone uses	12%	52%
Working with people to improve their lives directly	6%	41%
Building a stronger community	4%	28%
Investing in preventative work, to stop problems arising later	4%	36%

Variation in ranking each of the top three by demographic and service-user groups is explored in the sections below.

5.3 Protecting people who are vulnerable

Over a third of residents (36%) ranked 'protecting people who are vulnerable, like older people and children at risk of abuse' as the most important general priority for setting the Council's budget. Figure 19 shows that residents who are older or have a disability were significantly more likely to rank 'protecting people who are vulnerable like older people and children at risk of abuse' as most important. However, younger age groups were significantly less likely to rank 'protecting people who are vulnerable' as most important, as were residents who are working.

Residents who have lived in Newham for more than 21 years were also significantly more likely to rank this as number one. In contrast, those who have lived in the area for 3-5 years were significantly less likely. This is likely due to the older age-profile of the longer term residents.

Ethnicity, Community Forum Area, and length of stay in Newham also have sub-groups with significant differences from Newham overall. Residents who are White British, Black Caribbean or an 'other' Black ethnicity were significantly more likely to rank this as number one, whereas White 'other' and Asian Indian were significantly less likely. Residents in Stratford and West Ham were significantly more likely to rank this as number one, whereas residents in Plaistow and Green Street were significantly less likely. This finding by Community Forum Area is likely to be linked in part to other demographic factors, such as the high proportion of Indian residents who live in the Green Street area.

Residents who have used certain targeted services in the last 12 months, or have people in their household who have, are also more likely to rank 'protecting people who are vulnerable' as most important. Residents who used social services for adults (53%), homelessness advice and support, Workplace, and benefit services are all more likely to rank this as top (Figure 20).

Figure 19: Likelihood to rank general spending priority as most important by demographic group



Figure 20: Likelihood to rank general spending priority as most important by income and service user group



5.4 Providing good basic services

Overall 12% of residents ranked 'providing good basic services that everyone uses' as the most important priority for setting the Council's budget. Figure 21 shows Manor Park and Beckton residents are both significantly less likely than Newham overall to rank 'providing good basic services that everyone uses' as top.

Residents who used environmental services in the last 12 months, or have people in the household who have, were more likely to rank 'providing good basic services that everyone uses' as number one. However, residents who used a number of targeted services including adult learning services, Workplace, homelessness advice and support, or social services for children and families were significantly less likely to rank this as top. Residents who had *not* used environmental services or parks and open spaces were also significantly less likely.

Figure 21: Likelihood to rank general spending priority as most important by demographic group

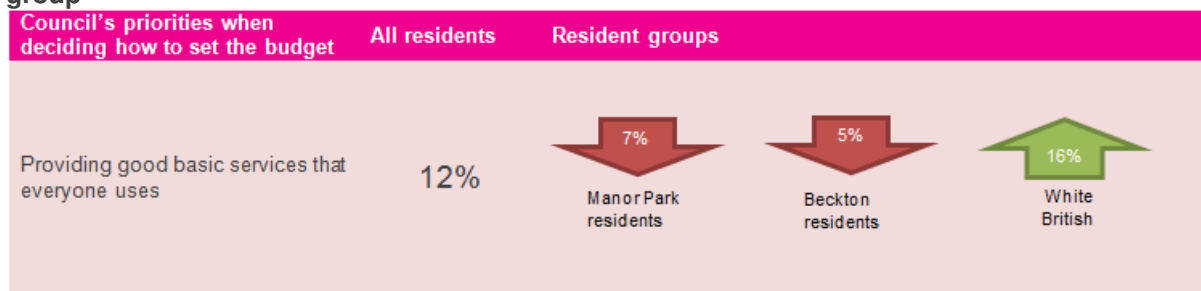
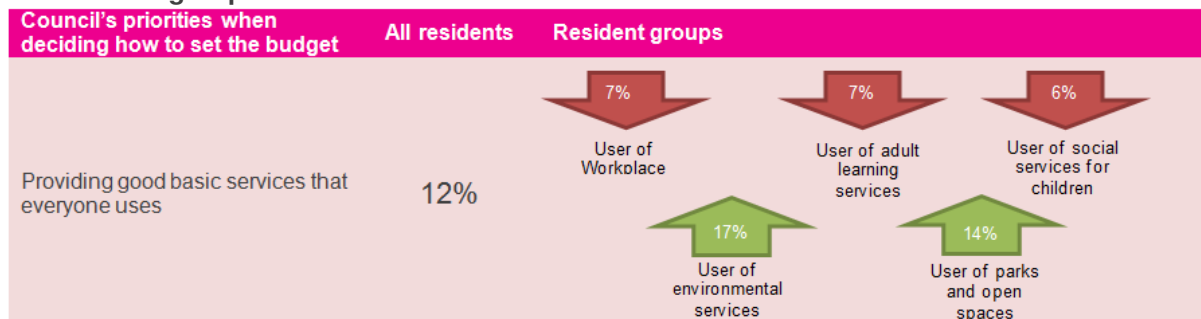


Figure 22: Likelihood to rank general spending priority as most important by income and service user group



5.5 Supporting people who already have problems

Overall 14% of residents ranked 'supporting people who already have problems' as the most important priority for setting the Council's budget. Residents who are aged 45-54 are significantly more likely than Newham overall to rank 'Supporting people who already have problems' as number one. However, older age groups are significantly less likely to rank this as number one. Residents who are retired were also significantly less likely to rank this as most important.

Residents who are White other were significantly more likely to rank 'supporting people who already have problems' as number one, whereas residents who are White British, Asian Pakistani or Black other are significantly less likely to rank this as number one. Residents living in Plaistow are significantly more likely to rank this as number one whereas residents in Green Street and Royal Docks are significantly less likely to. Residents who have lived in Newham for 21 years or more are significantly less likely to rank this as number one (Figures 23 and 24).

Figure 23: Likelihood to rank general spending priority as most important by demographic group

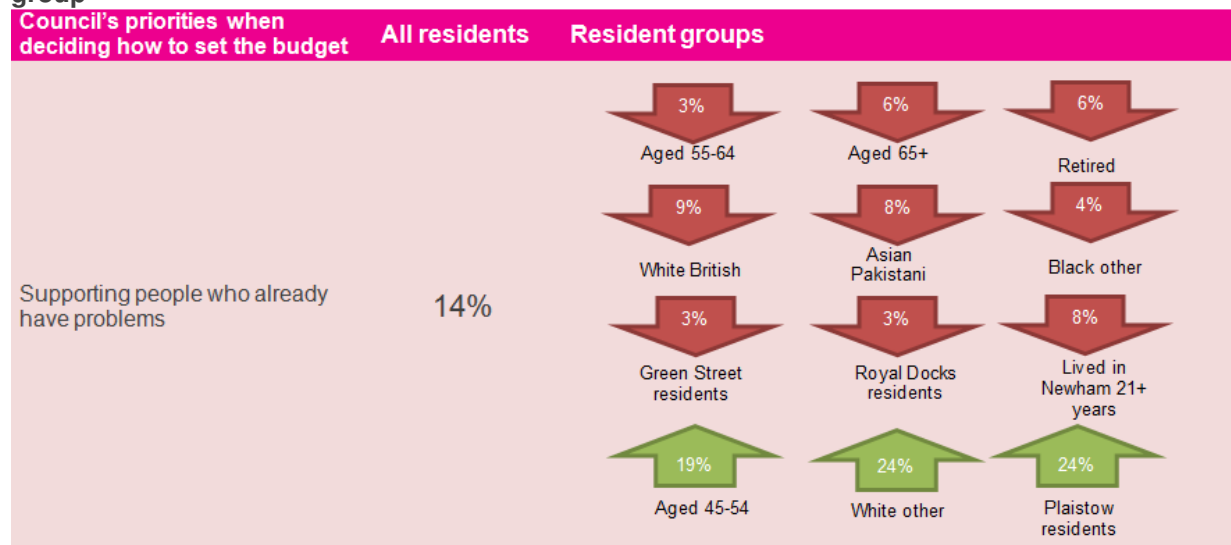
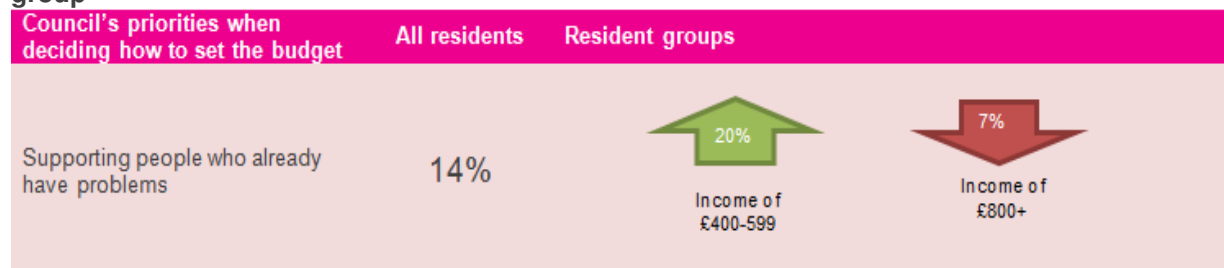


Figure 24: Likelihood to rank general spending priority as most important by service user group



6.0 Spending priorities

6.1 Spending priorities overview

Residents were told about the Council's budget challenge for 2016/17, and presented with a range of options relating to 14 different service areas (see Figure 25 for the full list of options). Each option involved either a proposal to reduce spending or generate income to meet the expected budget gap of £50m. The questionnaire tested strength of support or opposition to each proposal, and also tested priorities by asking residents to rank the options the Council should focus on and the options it should not focus on when making savings.

Levels of support across the different options was low, indicating residents are generally resistant to reductions in spending. Reducing spending on free events has the highest level of support of all proposals (49%), followed by reducing spending on arts and community groups and venues, with just over a third of residents (36%) supporting this proposal. Introducing charges for environmental services which are free like bulky waste was third highest at 29%. Consistent with residents' views towards budget setting priorities, reducing spending on vulnerable children (8%) and vulnerable adults and elderly people (9%) were the least supported options.

Applying rank analysis to the priorities indicates residents prioritise reducing spending on free events, introducing charges for environmental services and reducing spending on arts and community groups (Figure 26). They least favour increasing Council Tax, reducing spending on vulnerable residents and reducing spending to tackle crime and ASB (Figure 27).

Figure 25: Support for specific approaches to save and generate income

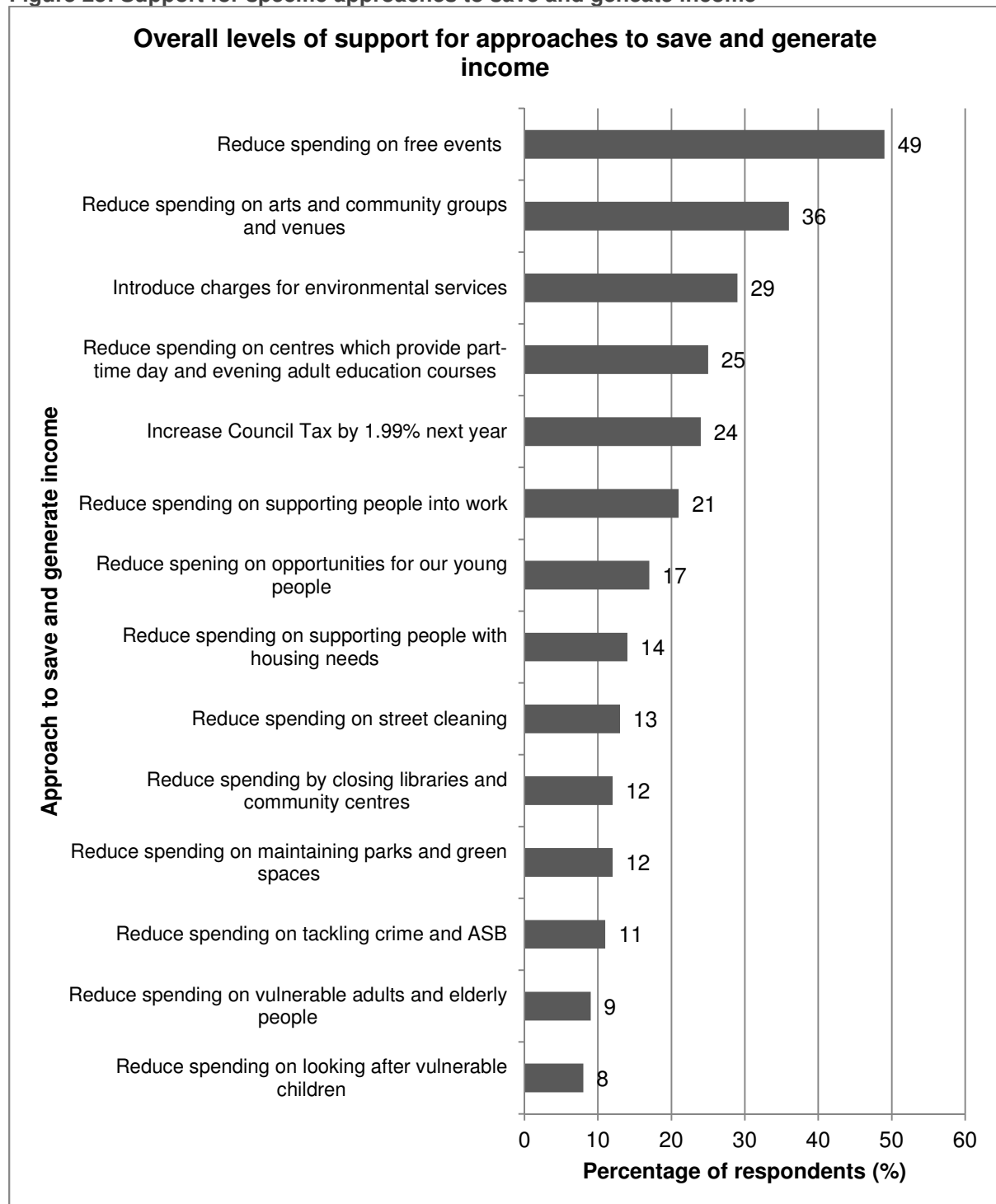


Figure 26: Rank order: areas the council *should* focus on when making savings or generating income

Saving option	Rank Order
Reduce spending on free events that bring people together like the Mayor's Newham Show and the fireworks display	1
Introduce charges for environmental services which are currently free, like bulky and garden waste collection	2
Reduce spending on arts and community groups and venues	3

Figure 27: Rank order: areas the council *should not* focus on when making savings or generating income

Areas the council should <u>not</u> focus on	Rank Order
Increase Council Tax by 1.99%	1
Reduce spending on support for vulnerable adults	2
Reduce spending on tackling crime and ASB	3

6.2 Most supported options

6.2.1 Reducing spending on events

Reducing spending on events that bring people together like the Mayor's Newham show and the fireworks is both the highest ranked option that residents say the Council should focus on, and the option supported by the largest proportion of residents at 49%. Figure 28 shows demographic groups that are more or less likely to rank reducing spending on events as their top option for reducing spending or generating income. Figure 29 shows variation in support by demographic group. Residents who favour the Council raising income through either 'Investing in businesses that could make a profit to fund services' or raising more money through fees and taxes were significantly more likely to rank 'Reduce spending on free events' as the number one saving and income option (40% and 47% respectively compared to 38% overall). Residents who ranked 'Reducing services that everyone uses' as their top general budgetary approach were most likely to rank 'Reduce spending on free events' as their number one saving and income option.

Figure 28: Support for reducing spending on free events by demographic group

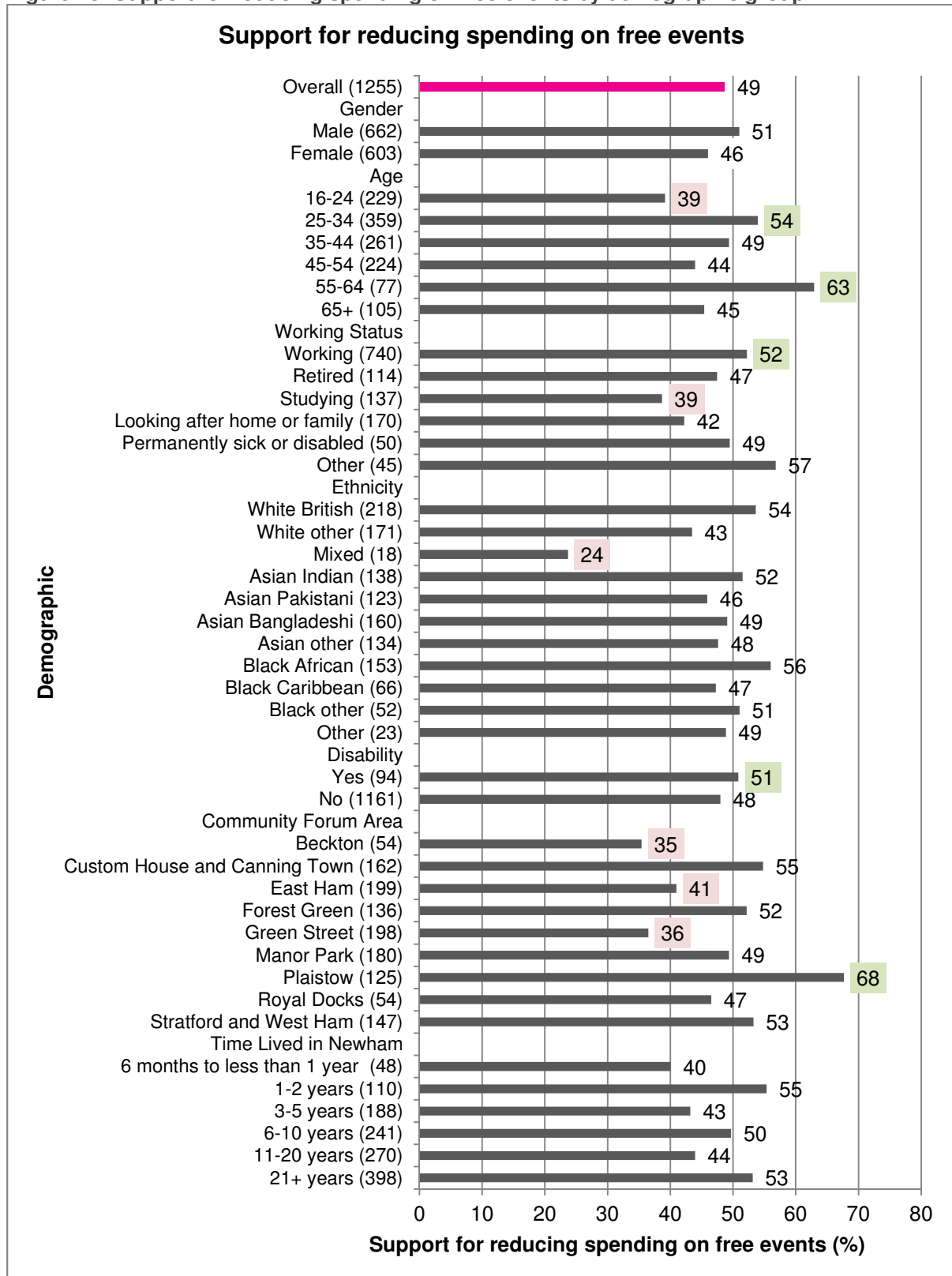
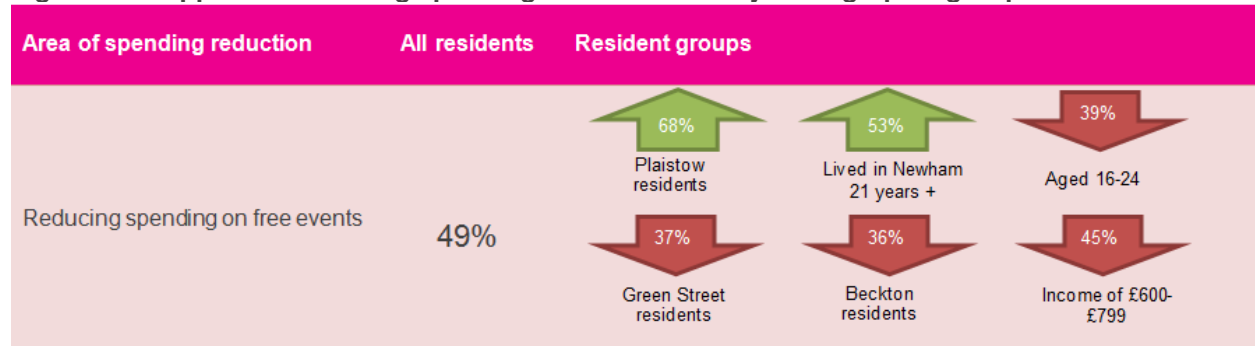


Figure 29: Support for reducing spending on free events by demographic group



Plaistow is the only Community Neighbourhood with a higher level of support for reducing spending on events (68% compared to 49% overall), but event attendance among Plaistow residents is in line with Newham overall. Service use that is associated with significantly high levels of support for reducing spending on free events is using parks and open spaces in the last 12 months, and using the Council Tax benefit and Housing Benefit service in the last 12 months. Residents who used parks in the last 12 months are statistically over twice as likely to support reduced spending on events as other residents.

6.2.2 Reduce spending on arts and community groups and venues

Just over a third (36%) of residents support reducing spending on arts and community groups and venues, making it the second most supported option. Although support is still low, and 44% of residents oppose a reduction in spending in this area, residents rank this as the third area the Council should focus on when making savings. This indicates that compared to other spending areas spending on community groups and venues is less of a priority for residents. Figure 30 shows variation in support by demographic group, while Figure 31 shows demographic groups that are more or less likely to rank reducing spending on arts and community venues. Users of Council Tax and Housing Benefit services and residents with children aged 5-7 both have statistically significant higher levels of support for reducing spending on arts and community groups and venues.

Figure 30: Support for reducing spending on arts and community groups and venues by demographic group

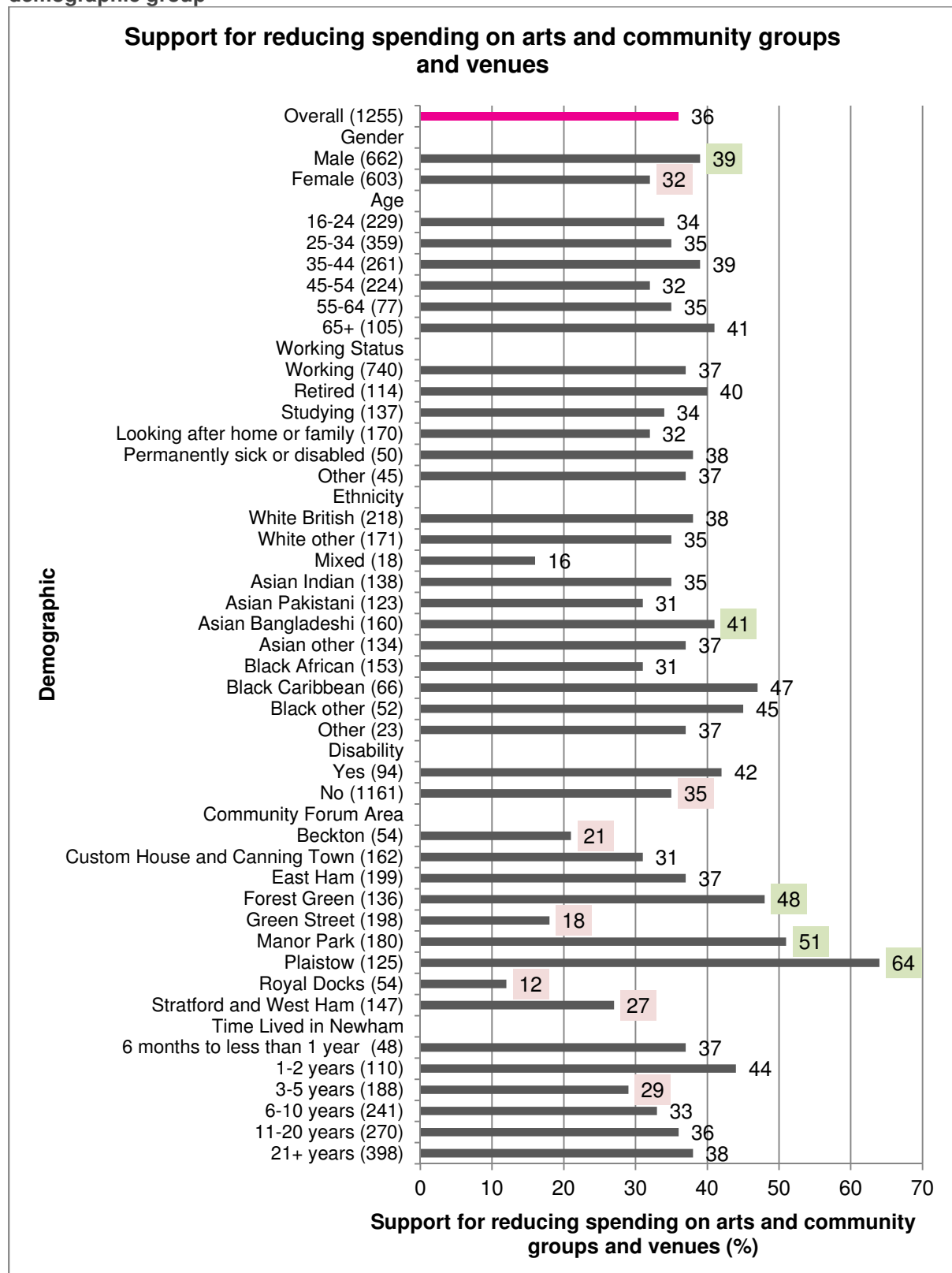
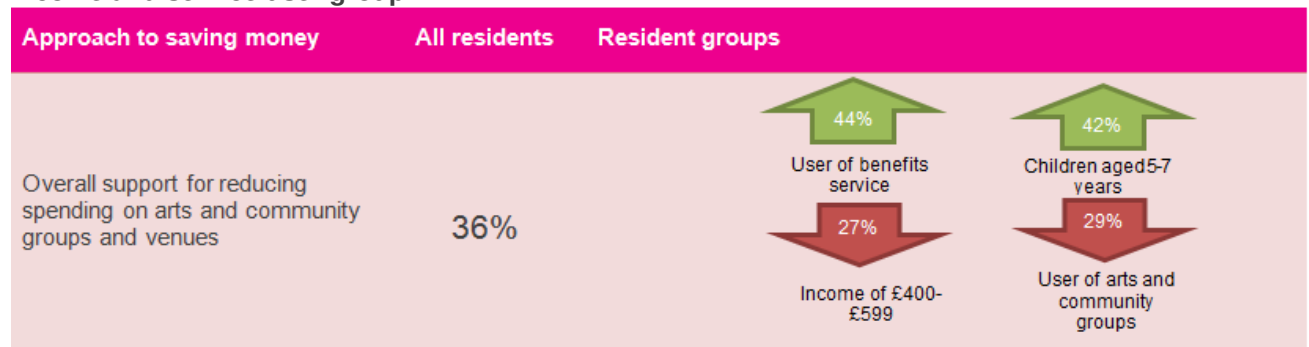


Figure 31: Support for reducing spending on arts and community groups and venues by income and service user group



Controlling for other variables residents of a number of Community Forum areas are statistically more likely to support a reduction in spending on the arts (Plaistow 13.7 times; Forest Gate 7.5 times; Manor Park 7.2 times; East Ham 4.8 times; Custom House 3.1 times and Stratford 2.8 times).

6.2.3 Introduce charges for environmental services

Introducing charges for environmental services is the third most supported option for making savings/ generating income at 29%. It is also the option that residents rank second when indicating which areas the Council should focus on. Figure 32 shows variation in support by demographic group, while Figure 33 shows demographic groups that are more or less likely to rank introducing environmental charges as their top option for reducing spending or generating income.

Figure 32: Support for introducing charges for environmental services by demographic group

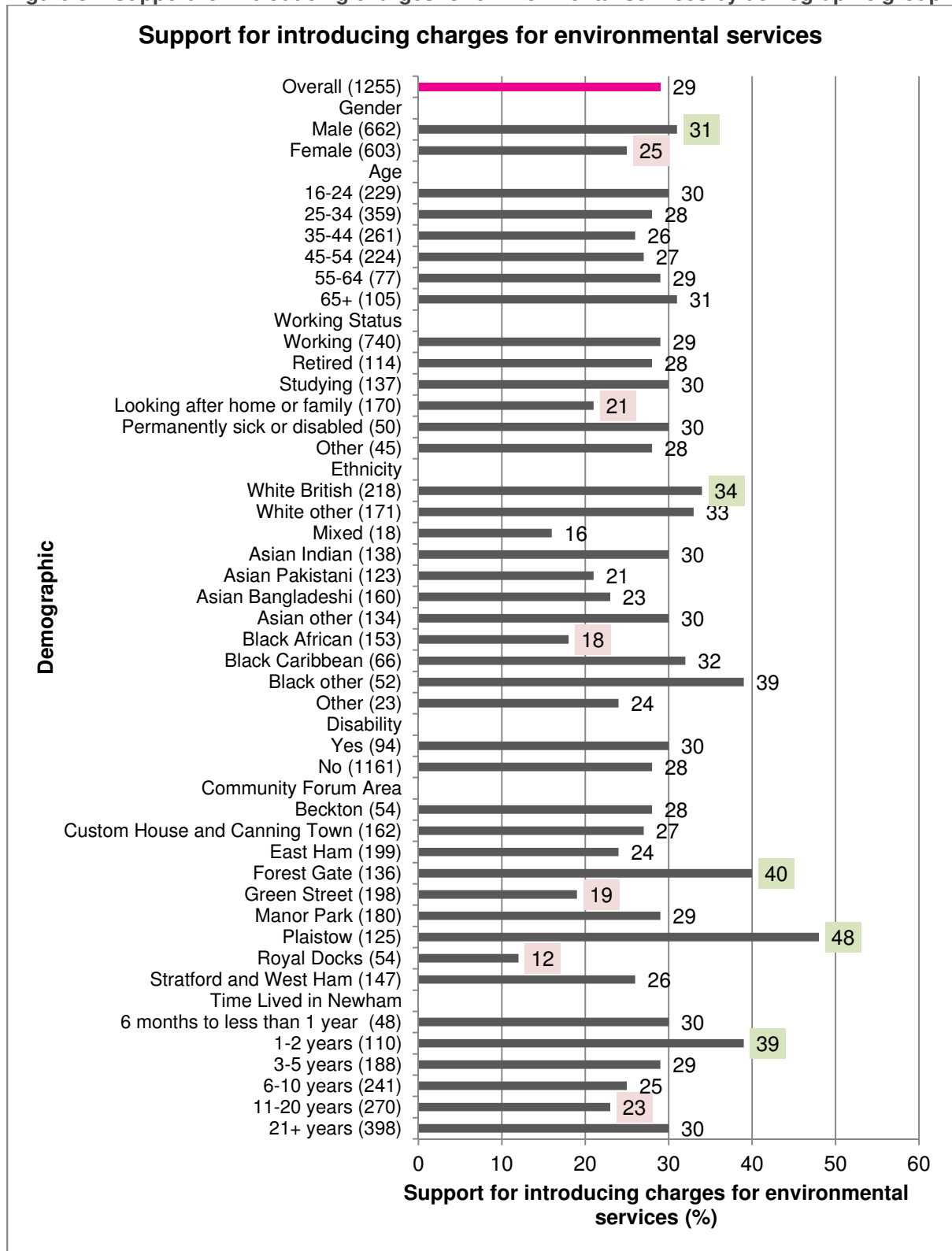


Figure 33: Support for introducing charges for environmental services by income and service user group



Residents who live in Plaistow are much less likely than other groups to support the spending option (4.3 times less likely), while residents of Custom House and Canning Town (2.9 times less likely), Forest Gate (2.2 times less likely), Royal Docks (1.9 times less likely) and East Ham (1.8 times less likely) are also less likely to support introducing charges on environmental services. Residents with a weekly household income of between £100 and £199 are also less likely to support introducing charges for environmental services which are currently free compared to all other residents when all other variables are controlled for.

6.2.4 Reduce spending on adult education

Reducing spending on centres providing part-time day and evening adult education courses has the fourth highest support from residents, with 25% supporting this option. Figures 34 and 35 show demographic and service user groups with statistically higher or lower rates of support. The most variation is seen between Community Neighbourhood areas and users of mainly targeted Council services. Nearly half (49%) of Plaistow residents support this option compared with only 3% of residents in the Royal Docks. Interestingly the views of Newham Adult Learning service users align to residents as a whole (28%).

Residents who are very satisfied with the way the council runs things are significantly more likely to support a reduction in spending on adult learning centres (40%, compared to 25% overall). This includes 20% who strongly support the option (compared to 10% for residents overall). Conversely, residents who are fairly satisfied are significantly less likely to support a reduction in spending (21%).

Figure 34: Support for reducing spending on adult education centres by demographic group

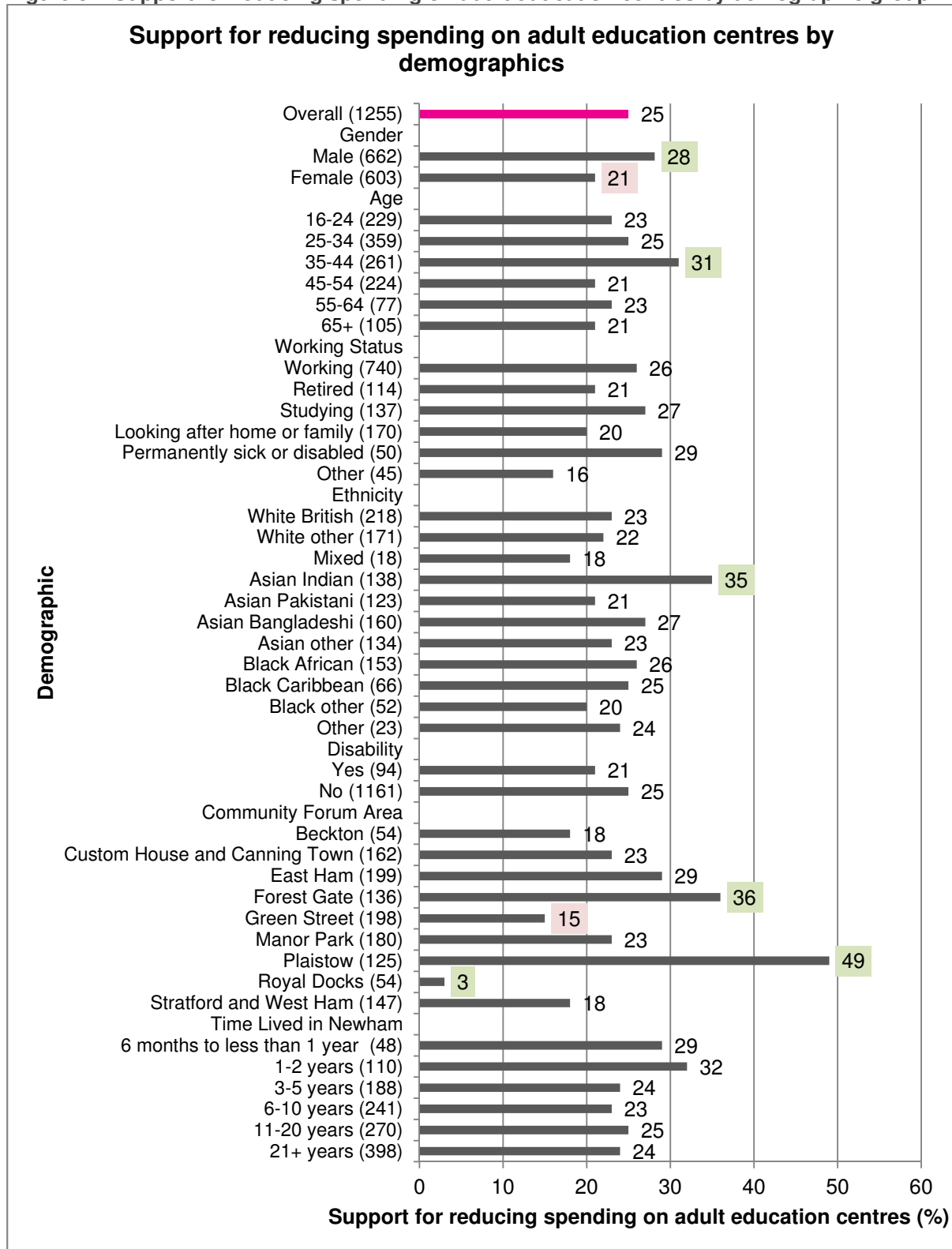
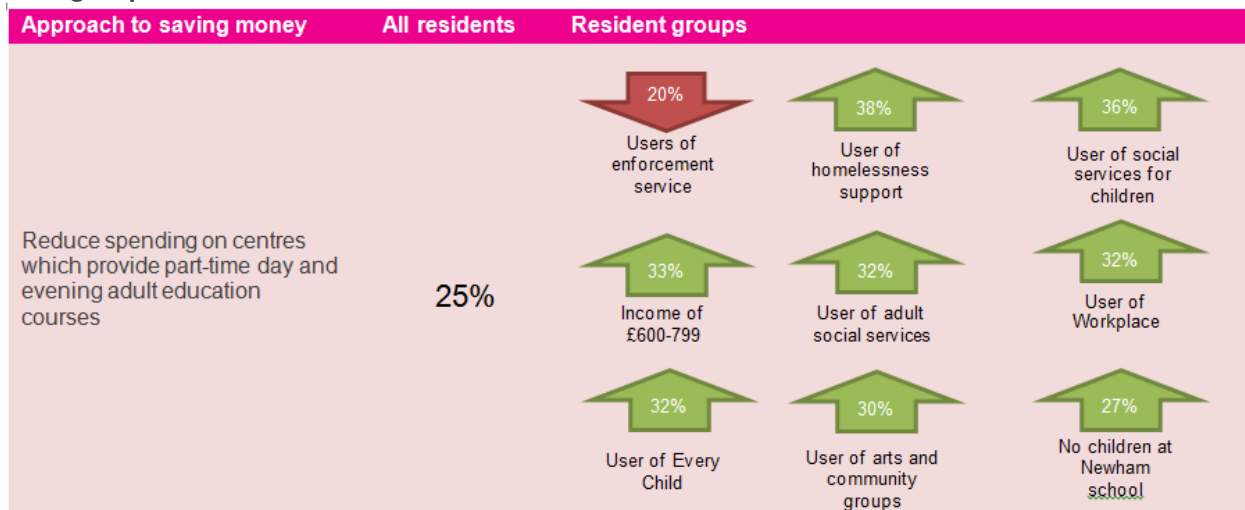


Figure 35: Support for reducing spending on adult education centres by income and service user group



6.2.5 Increase Council Tax by 1.99%

Nearly a quarter (24%) of residents support Increasing Council Tax by 1.99%, making it the fifth most supported option, however Council Tax is ranked as the top option residents think the Council should not focus on when making savings or generating income to meet the budget gap. Figures 36 and 37 shows demographic and service user groups that vary significantly from the residents group as a whole, with statistically higher or lower rates of support.

Females (45%) and Asian Indian (56%) residents are more likely to rank increasing Council Tax as the number one area the council should not focus on, as are households with children under 16 (55%) and households that earn £200-£399 per week (48%). Conversely, residents who are White British (32%), Black other (21%) and studying (34%) are less likely to rank this as number one. In terms of Community Neighbourhood, Forest Gate and Plaistow residents are less likely, and Beckton, Manor Park and Green Street residents are more likely to rank this as the number one area the council should not focus on. Households earning £600-£799 are also significantly less likely to rank this as number one, as are service users across all services with the exception of parks and open spaces and libraries and community centres.

Residents who are very satisfied with the Council are significantly more likely to support an increase in Council Tax (36%). This group is both significantly more likely to strongly support (15%) and more likely to somewhat support (21%) an increase (compared to 8% strongly and 16% somewhat support for Newham overall). Residents who are fairly satisfied are significantly less likely to support an increase (21%). This group are significantly less likely to strongly support an increase (6% compared to 8% for Newham overall).

Residents who think the Council should increase Council Tax have higher levels of support for investing in infrastructure like community buildings compared to all residents.

Figure 36: Support for increasing Council Tax by demographic group

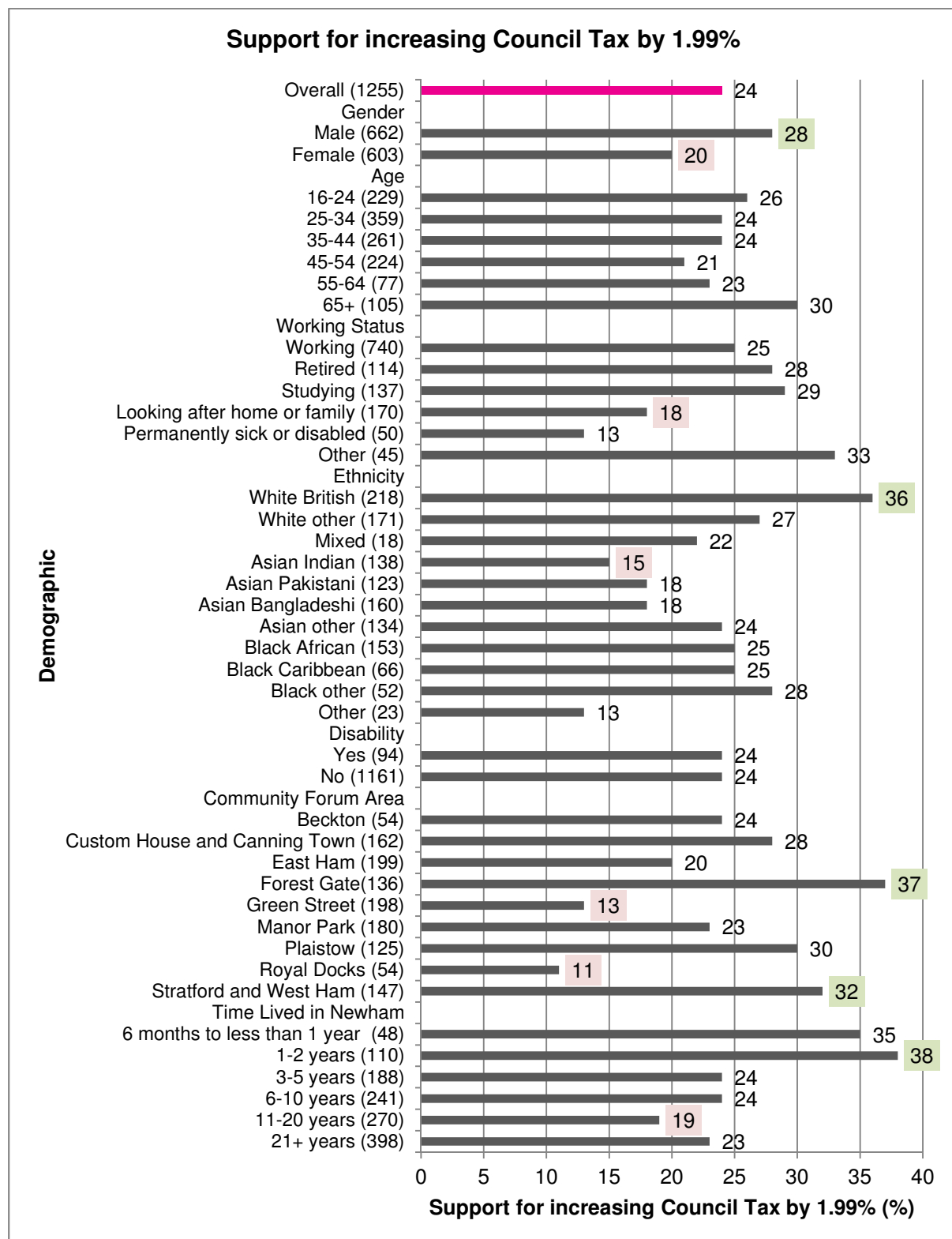
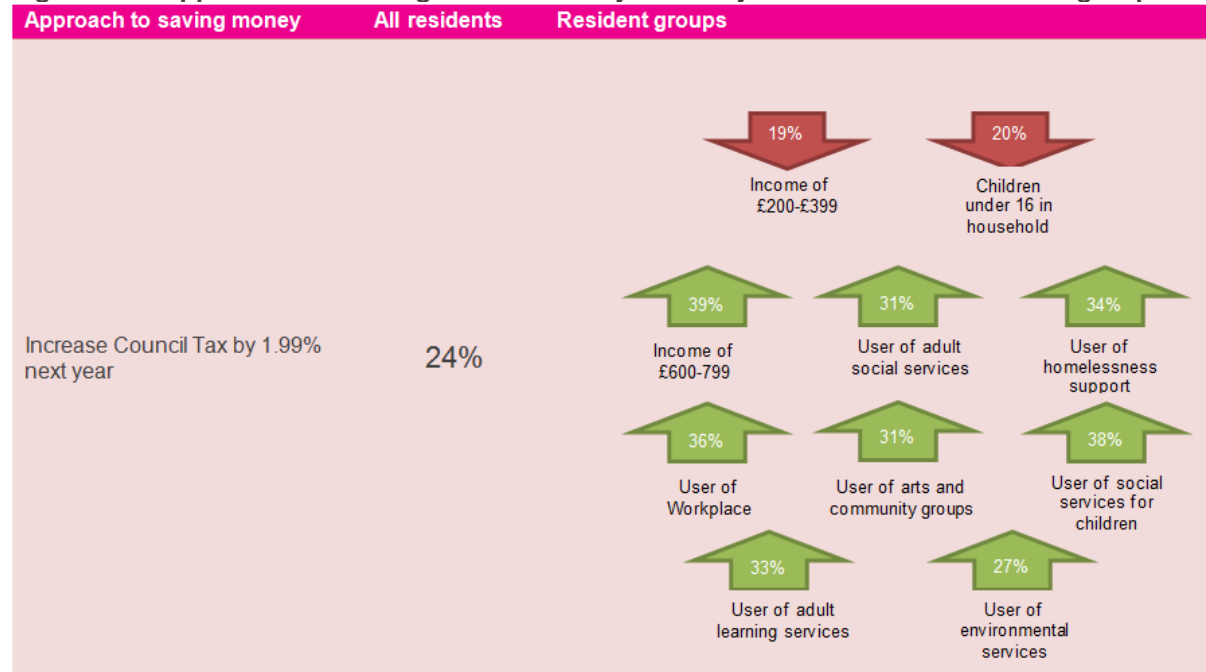


Figure 37: Support for increasing Council Tax by 1.99% by income and service user group



Binary logistic regression was used to test the impact of demographic factors on support for increasing Council Tax. The strongest variable was being a resident of Plaistow. Residents of Plaistow are nearly 6 times more likely to support an increase in Council Tax compared to other areas in Newham. White British residents are 4.8 times more likely to support. Residents who are permanently sick or disabled are three times less likely to support an increase than other residents.

6.3 Most opposed options

6.3.1 Reduce spending on vulnerable adults and elderly people

Residents most oppose reduced spending on support for vulnerable adults and elderly people (82%), with over half of residents (57%) strongly opposing a reduction. This option is also ranked second as an area residents do not want the Council to focus on when making savings, behind increasing Council Tax. Notably, users of adult social care have far lower levels of opposition (68%) than residents as a whole.

Retired residents (73%) or those permanently sick or disabled (75%) are significantly more likely to strongly oppose a reduction in spending. Again only 54% of service users strongly oppose this reduction.

Asian Indian (6%), Asian Pakistani (5%) and residents without a disability (11%) are less likely to rank this as the number one area the Council should not focus on, alongside households with children under 16 (9%) and users of arts and community groups (19%).

White British (23%) residents, and residents from Forest Gate (21%) and Custom House and Canning Town (19%) are more likely to rank this option as their number one area the Council should not focus on.

Residents who are very satisfied (88%) and very dissatisfied (95%) are significantly more likely to oppose this reduction in spending. These groups are significantly more likely to strongly oppose a reduction (very satisfied: 73%; very dissatisfied: 90%; Newham overall: 57%).

Residents who are fairly satisfied with the council are significantly less likely to oppose this reduction in spending (80%). These residents are significantly less likely to strongly oppose (45%) but are significantly more likely to somewhat oppose (35%, compared to 26% for Newham overall).

Figure 38: Opposition to reducing spending on support for vulnerable adults and elderly people by demographic groups

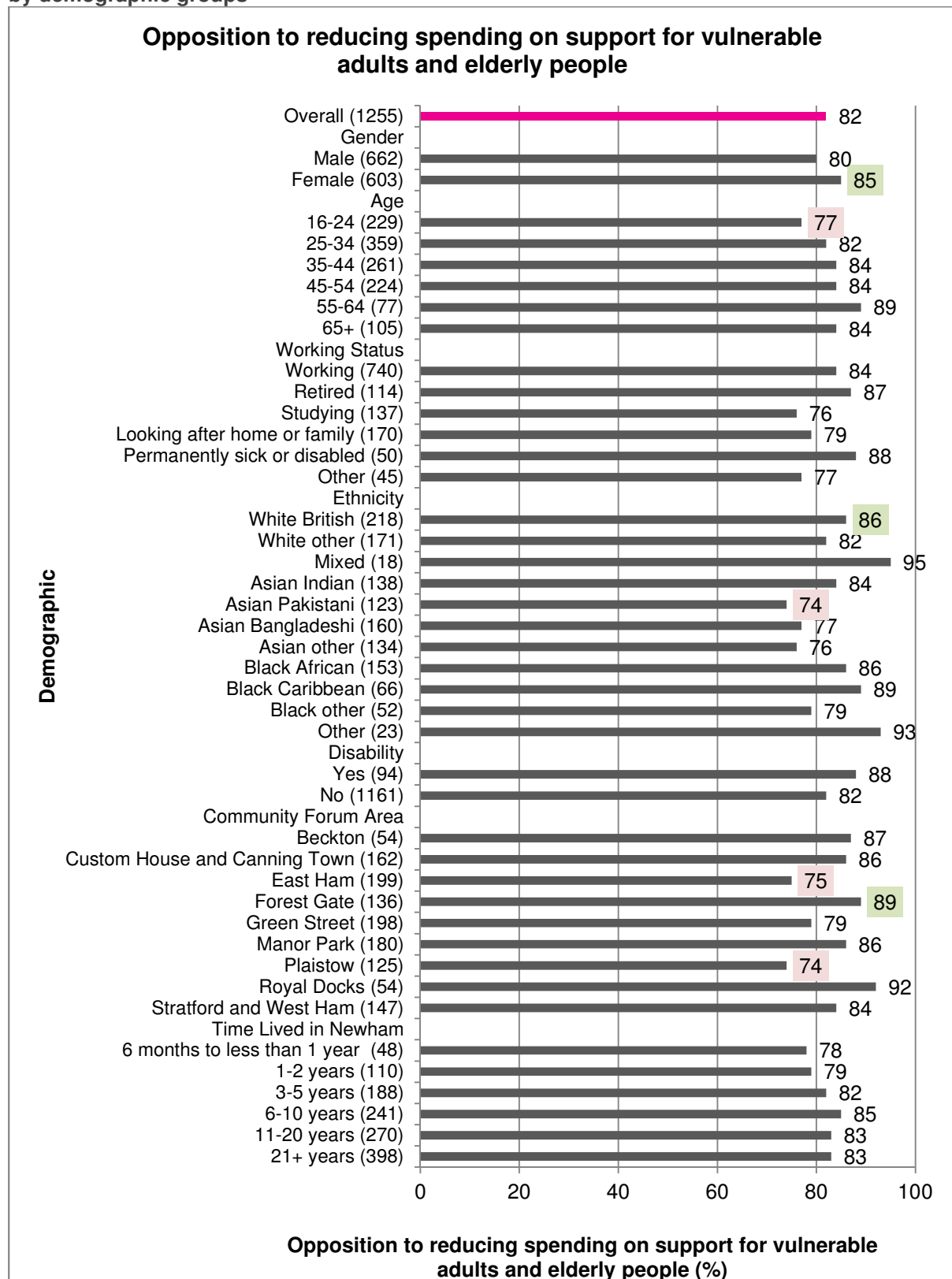
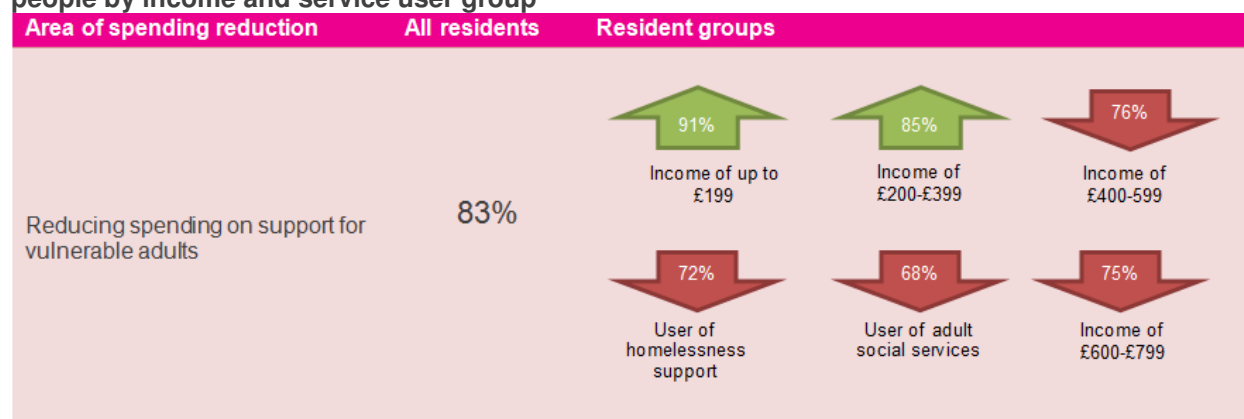


Figure 39: Opposition to reducing spending on support for vulnerable adults and elderly people by income and service user group



Plaiستow residents are 2.5 times less likely than residents who do not live in Plaiستow to oppose a reduction in spending on support for vulnerable adults, all other factors being equal, while adult social care users are 1.9 times less likely. Those with a household income of £400-£599 are 1.7 times less likely. Conversely, users of parks and open spaces are 1.8 times more likely than non-users to oppose a reduction.

6.3.2 Reduce spending on looking after vulnerable children

Most residents (82%) oppose reduced spending on looking after vulnerable children. However, residents who used social services for children and families in the last 12 months have lower levels of opposition at 62%. Figure 40 shows demographic variation for opposition to this option. Figure 41 shows additional analysis by income and service user groups.

Residents who used social services for children and families in the last 12 months have levels of ‘somewhat oppose’ and ‘strongly oppose’ both significantly lower than the Newham averages (16% c.f. 27% overall and 45% c.f. 55% overall).

The same pattern is seen in residents who used social services for adults in the last 12 months. About a fifth (22%) of residents who used social services for adults ‘somewhat oppose’ compared to 27% overall and 45% ‘strongly oppose’ compared to 55% overall.

Figure 40: Opposition to reducing spending on looking after vulnerable children by demographic groups

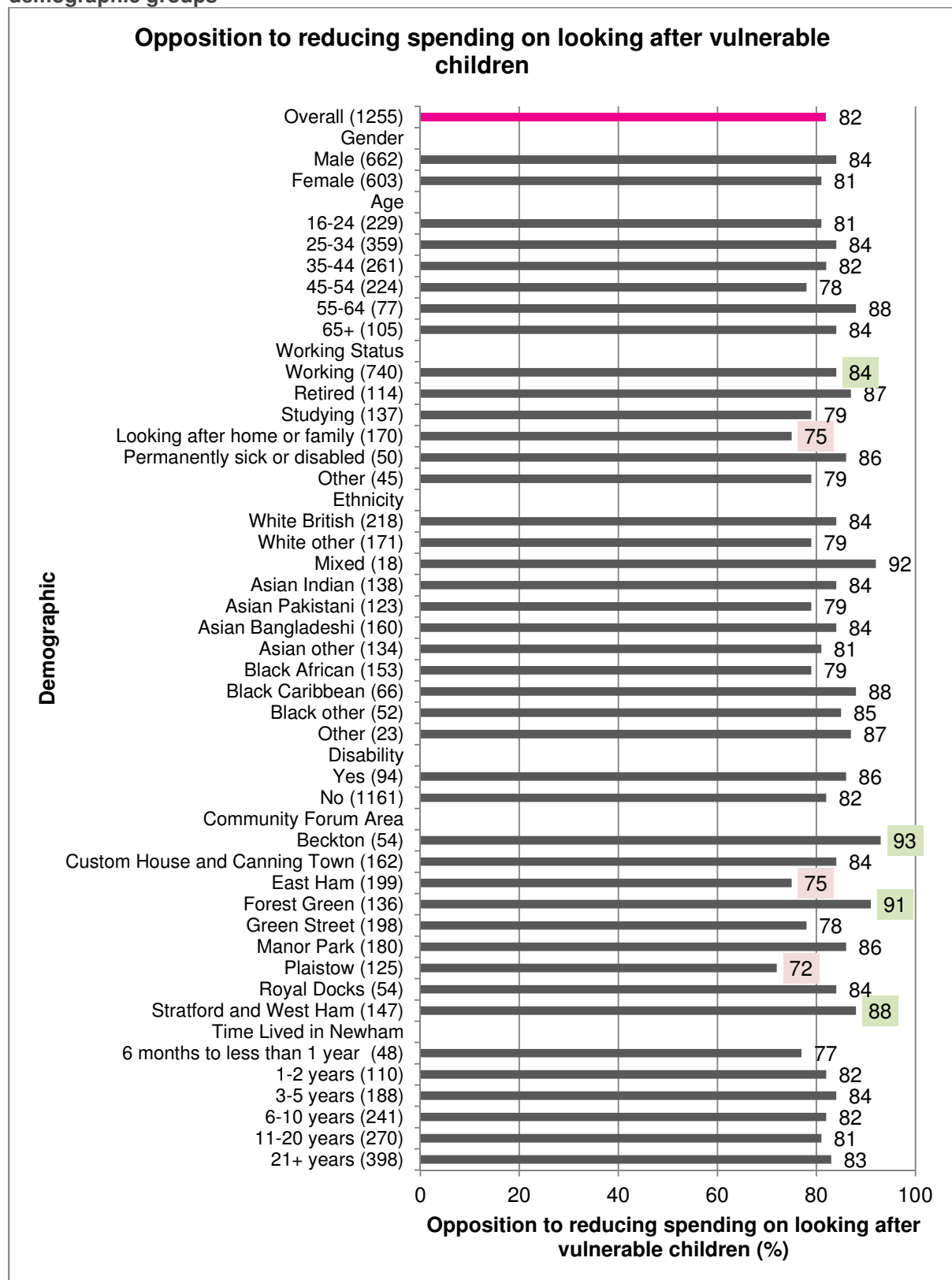
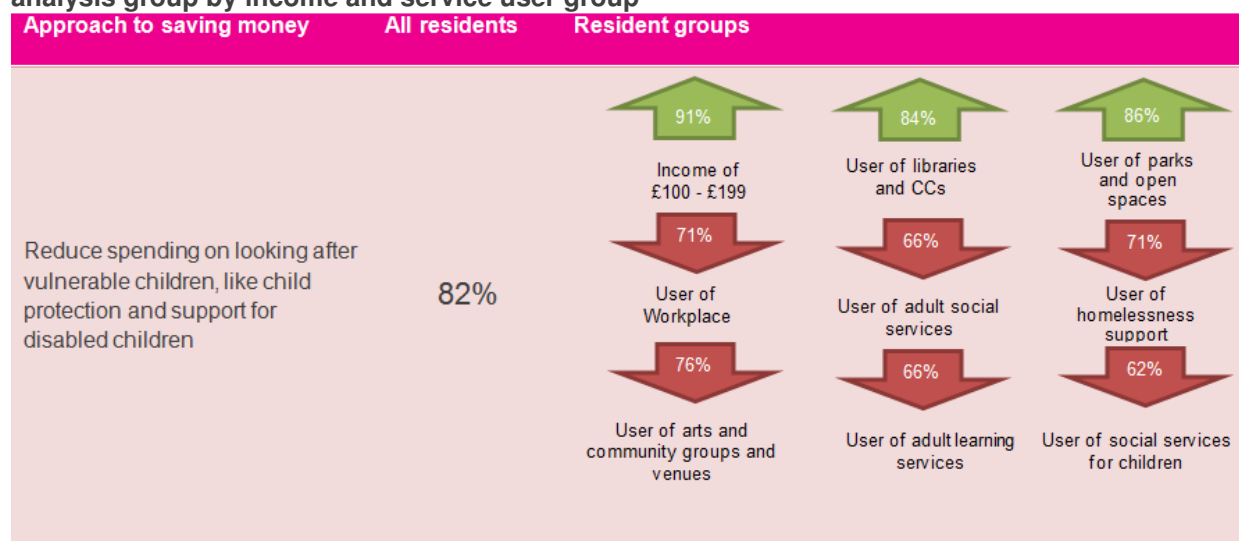


Figure 41: Opposition to reducing spending on looking after vulnerable children by additional analysis group by income and service user group



6.3.3 Reduce spending on tackling crime and ASB

Over three-quarters of residents (78%) oppose reduced spending on tackling crime and anti-social behaviour with over half (52%) strongly opposing it. This option is also ranked third overall in areas residents do not want the Council to focus on when making savings. Residents aged 55-64 are significantly more likely to strongly oppose this spending reduction (64%) as are people living in Forest Gate (74%). When looking at 'strongly' and 'somewhat' opposed combined, users of libraries and community centres (80%) and parks and open spaces (81%) were also more likely to oppose this reduction in spending (Figures 42 and 43).

Green Street residents are less likely to rank this as the number one area the Council should not focus on (8%), alongside users of Workplace (8%). Forest Gate residents (22%) and residents are more likely to rank this as the number one area for the Council not to focus on when making savings.

Residents who are very satisfied (85%) and very dissatisfied (92%) with the council are significantly more likely to oppose reduced spending on tackling crime and ASB. Both of these groups are significantly more likely to strongly oppose a reduction (very satisfied: 73%; very dissatisfied: 72%; Newham overall: 52%). In contrast, residents who are fairly satisfied with the council are significantly less likely to oppose this reduction (75%). These residents are significantly less likely to strongly oppose a reduction (41%) but are significantly more likely to somewhat oppose (34%). Residents who are fairly dissatisfied are significantly more likely to strongly oppose a reduction in spending (69%).

Figure 42: Opposition to reducing spending on tackling crime and anti-social behaviour by demographic groups

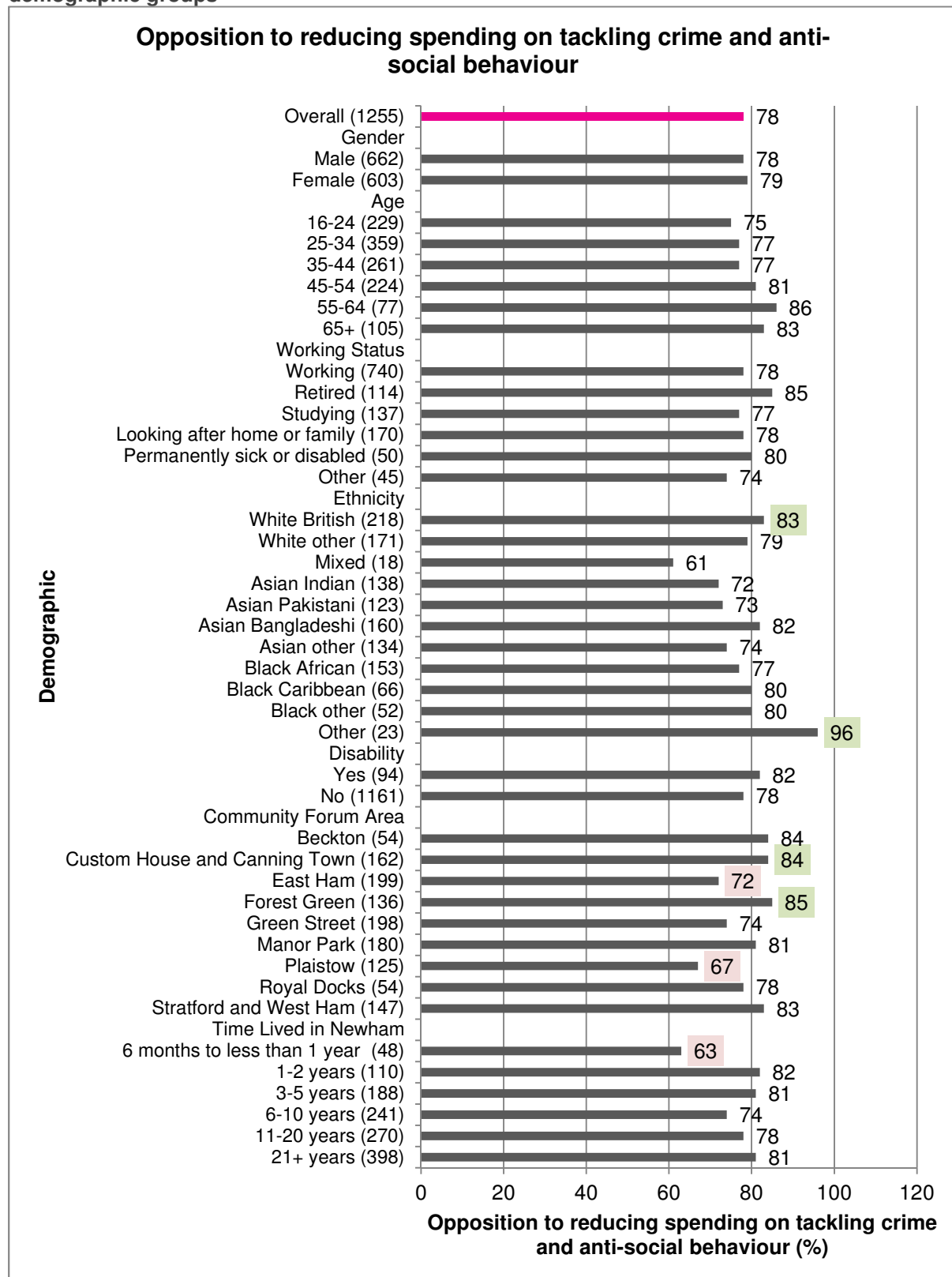
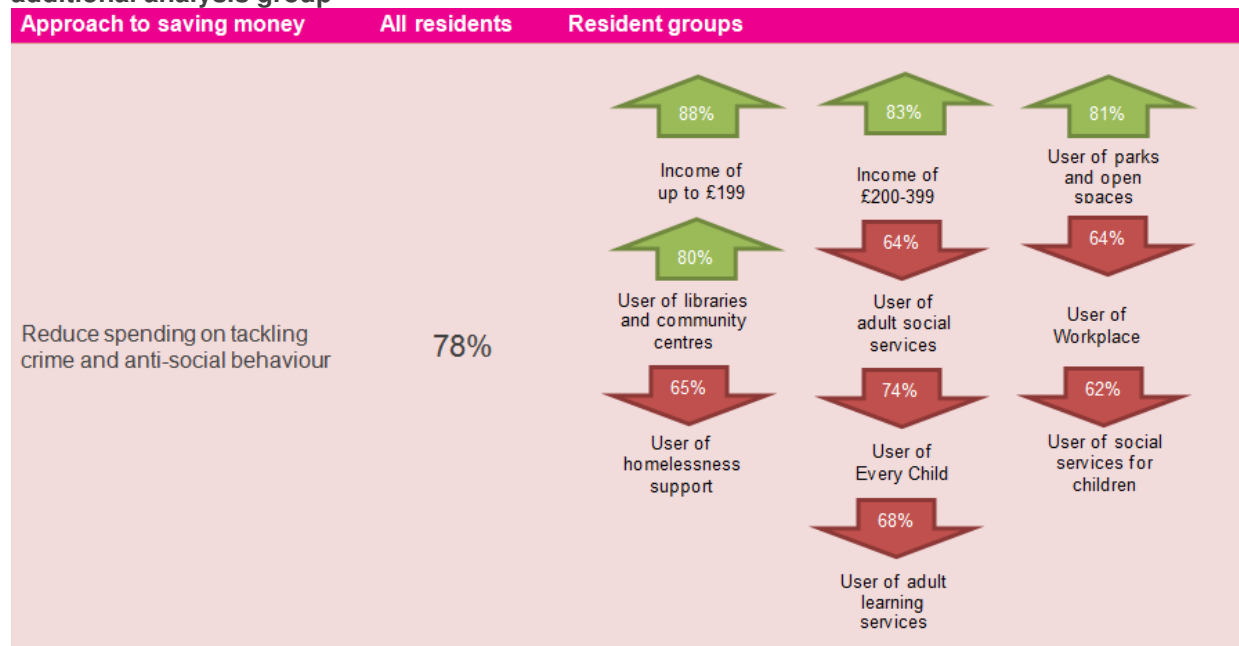


Figure 43: Opposition to reducing spending on tackling crime and anti-social behaviour by additional analysis group



Users of parks and open spaces in Newham are 1.7 times more likely to oppose a reduction in spending compared to non-users, controlling for all other variables. Users of enforcement and safety service are 1.6 times more likely to oppose. Users of social services for adults and Workplace are less likely to oppose (2.1 and 1.8 times).

6.3.4 Closing libraries and community centres

Three-quarters of residents (76%) oppose reducing spending by closing libraries and community centres. Females (79%), residents aged 65 and over (85%), residents who are retired (88%) and residents in Stratford and West Ham (89%) are significantly more likely to oppose the closure of libraries and community centres to reduce spending. Residents with a weekly household income of £100 - £199 had the highest level of opposition to reducing spending by closing libraries and community centres, with a significant skew towards more strongly opposing (Figures 44 and 45). Residents who are fairly dissatisfied are most opposed to this option for spending reductions (87%).

Figure 44: Opposition to reducing spending by closing libraries and community centres by demographic groups

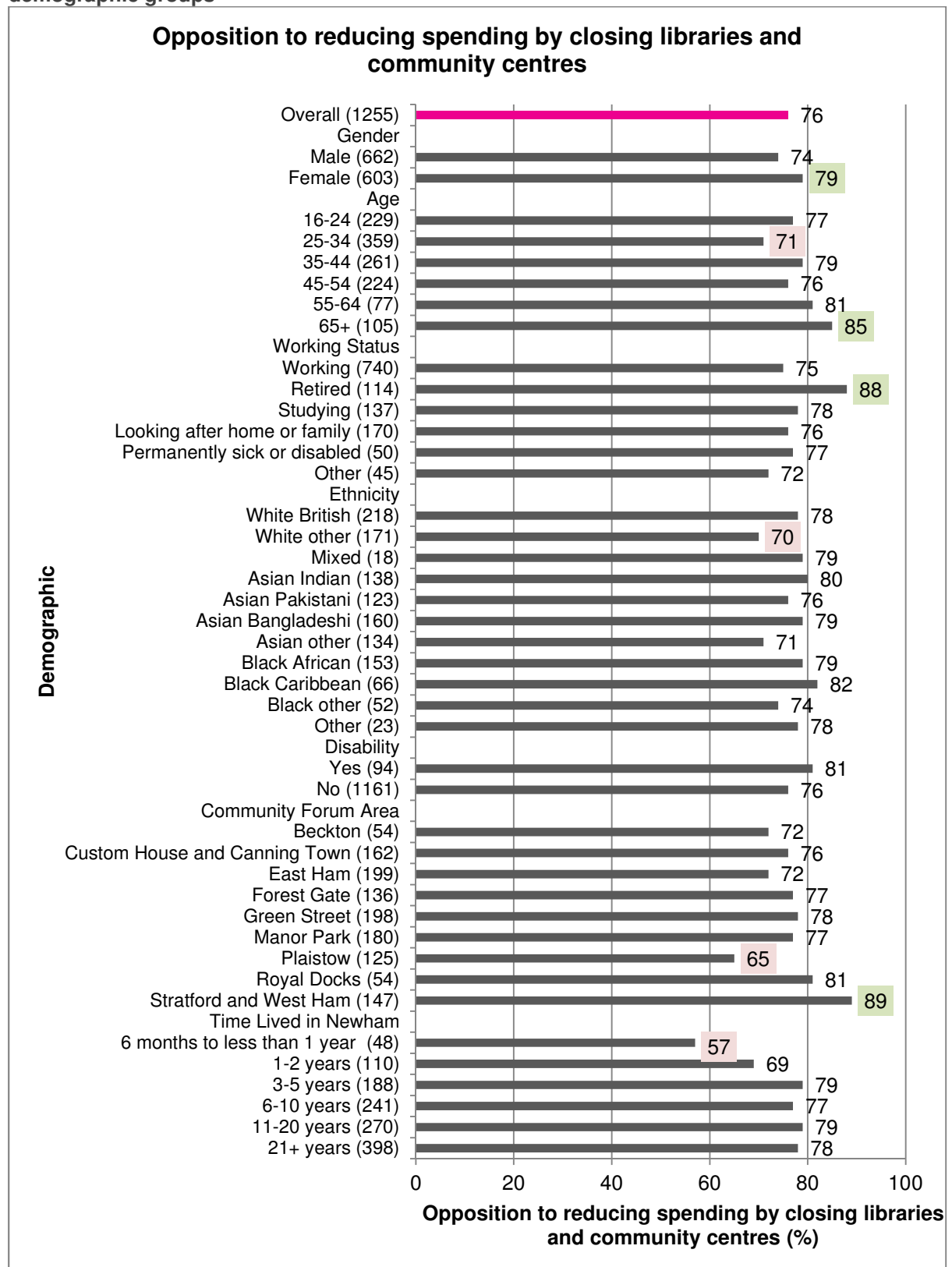
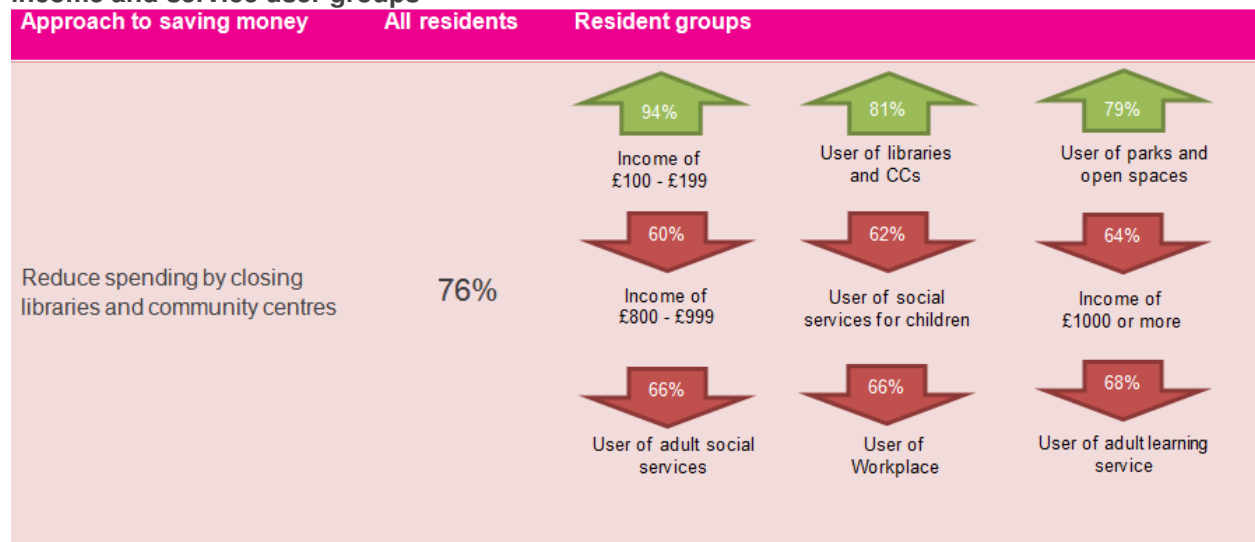


Figure 45: Opposition to reducing spending by closing libraries and community centres by income and service user groups



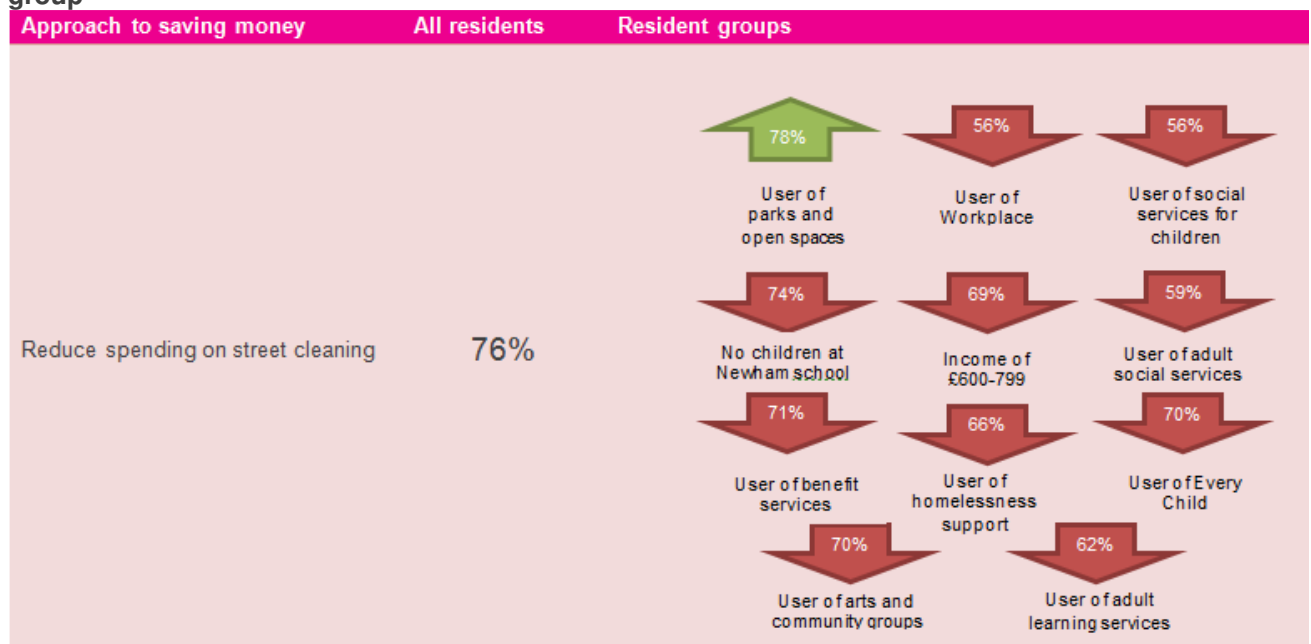
Having a weekly household income of £100 - £199 increases the odds that a resident would oppose reducing spending by closing libraries and community centres by 6.8 times. Other characteristics that increased the likelihood a resident would oppose reducing spending by closing libraries and community centres when all other variables are controlled for are living in Royal Docks (2.5 times more likely) and used libraries and community centres in the last 12 months (1.9 times more likely). Residents who had used Workplace in the last 12 months were 1.6 times less likely to oppose and residents who lived in Newham for between 6 months and one year were 2.3 times less likely to oppose.

6.3.5 Reduce spending on street cleaning

Opposition to reducing spending on street cleaning is consistent across different demographic groups. Overall, three quarters of residents (76%) oppose this option, with nearly half (47%) strongly opposing. Users of parks and open spaces were significantly more likely to oppose a reduction in spending on street cleaning (78%) (Figure 46).

Two-thirds (64%) of dissatisfied residents strongly oppose the option, compared to 48% overall. This variation in strength of opinion amongst dissatisfied residents is observed on all of the spending priority options.

Figure 46: Opposition to reducing spending on street cleaning by income and service user group



6.3.6 Reduce spending on parks and green spaces

Three-quarters of residents oppose a spending reduction on maintaining parks and green spaces. Opposition varies significantly by Community Neighbourhood (CFA), with residents in Stratford and West Ham (86%) and Royal Docks (88%) more likely to oppose the option, while residents in Forest Gate (65%) and East Ham (68%) showed significantly less opposition to this reduction in spending. Households with lower incomes were more likely to oppose this reduction in spending, as were households with children under 16 (81%) (Figures 47 and 48).

Figure 47: Opposition to reducing spending on maintaining parks and green spaces by demographic groups

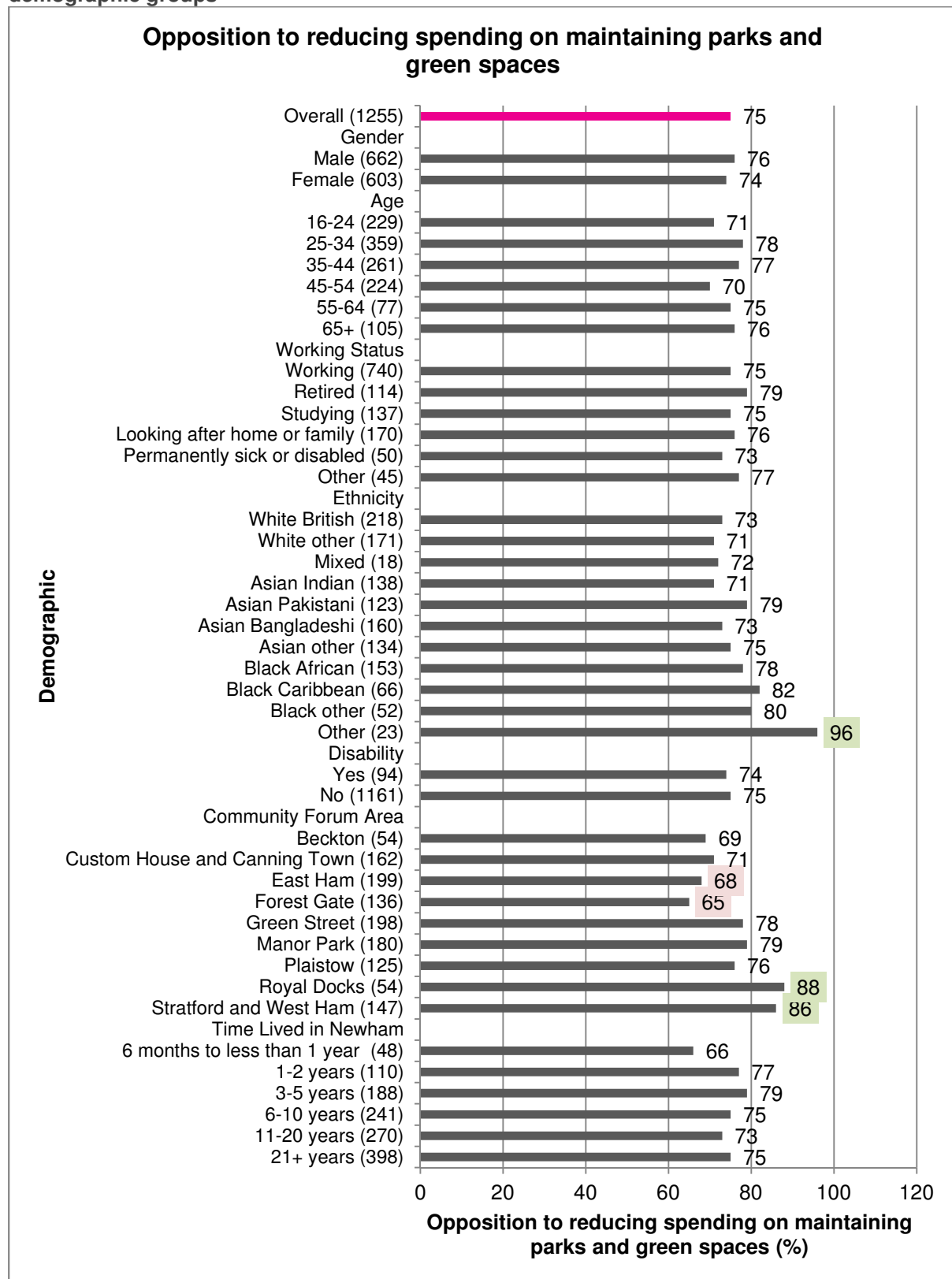
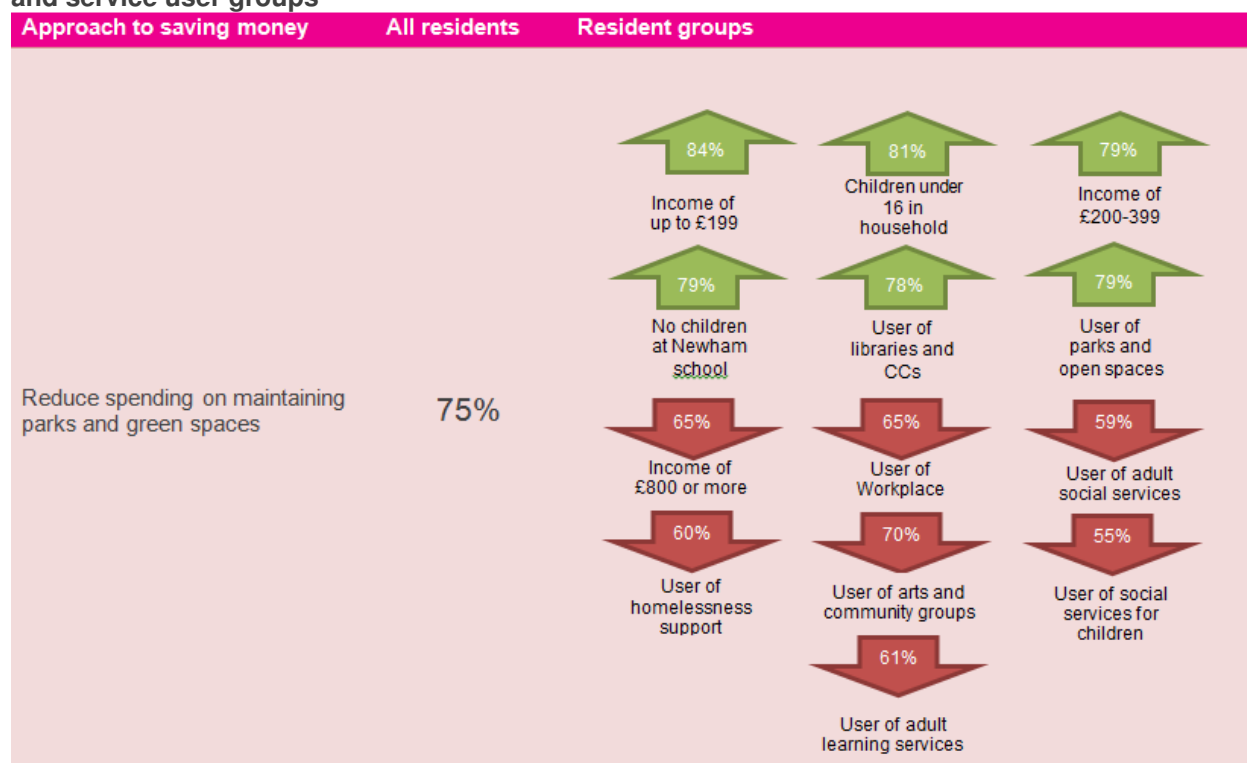


Figure 48: Opposition to reducing spending on maintaining parks and green spaces by income and service user groups



Households with weekly incomes of £100 - £199 are 3.7 times more likely to oppose this option compared with other groups controlling for other variables. Residents in Plaistow also have higher odds: Plaistow residents are 3.4 times more likely to oppose reducing spending on maintaining parks and green spaces. Asian Indian residents are 8.6 times less likely to oppose reducing spending on maintaining parks and green spaces.

Residents who used parks and open spaces in the last 12 months are 2.5 times more likely to oppose reducing spending on maintaining parks and green spaces than other residents when other variables are controlled for. Residents who used the enforcement and safety service in the last 12 months are 1.5 times more likely to oppose than other residents.

Residents who used social services for adults, social services for children and families, or homelessness advice and support in the last 12 months are all less likely to oppose this saving option when all other variables are controlled for (1.6, 1.7, and 1.9 times less likely respectively).

6.3.7 Reduce spending on supporting people with housing needs

Three-quarters of residents (74%) oppose reduced spending on supporting people with housing needs. Residents who are permanently sick or disabled (91%), who have a disability (85%) and who live in Stratford and West Ham (82%) are significantly more likely to oppose this option. Households without children at a Newham school (76%), with incomes up to £199 (88%) and users of some of our services were significantly more likely to oppose this reduction (Figures 49 and 50).

Residents who are very dissatisfied (71%), fairly dissatisfied (65%) and neither satisfied nor dissatisfied (58%) are significantly more likely to strongly oppose this reduction (compared to Newham overall (46%). Residents who are fairly satisfied are significantly less likely to strongly oppose (39%) but significantly more likely to somewhat oppose (36%). Residents

who are very satisfied are significantly less likely to somewhat oppose a reduction (20%, compared to 28% in Newham overall).

Figure 49: Opposition to reducing spending on supporting people with housing needs by demographic group

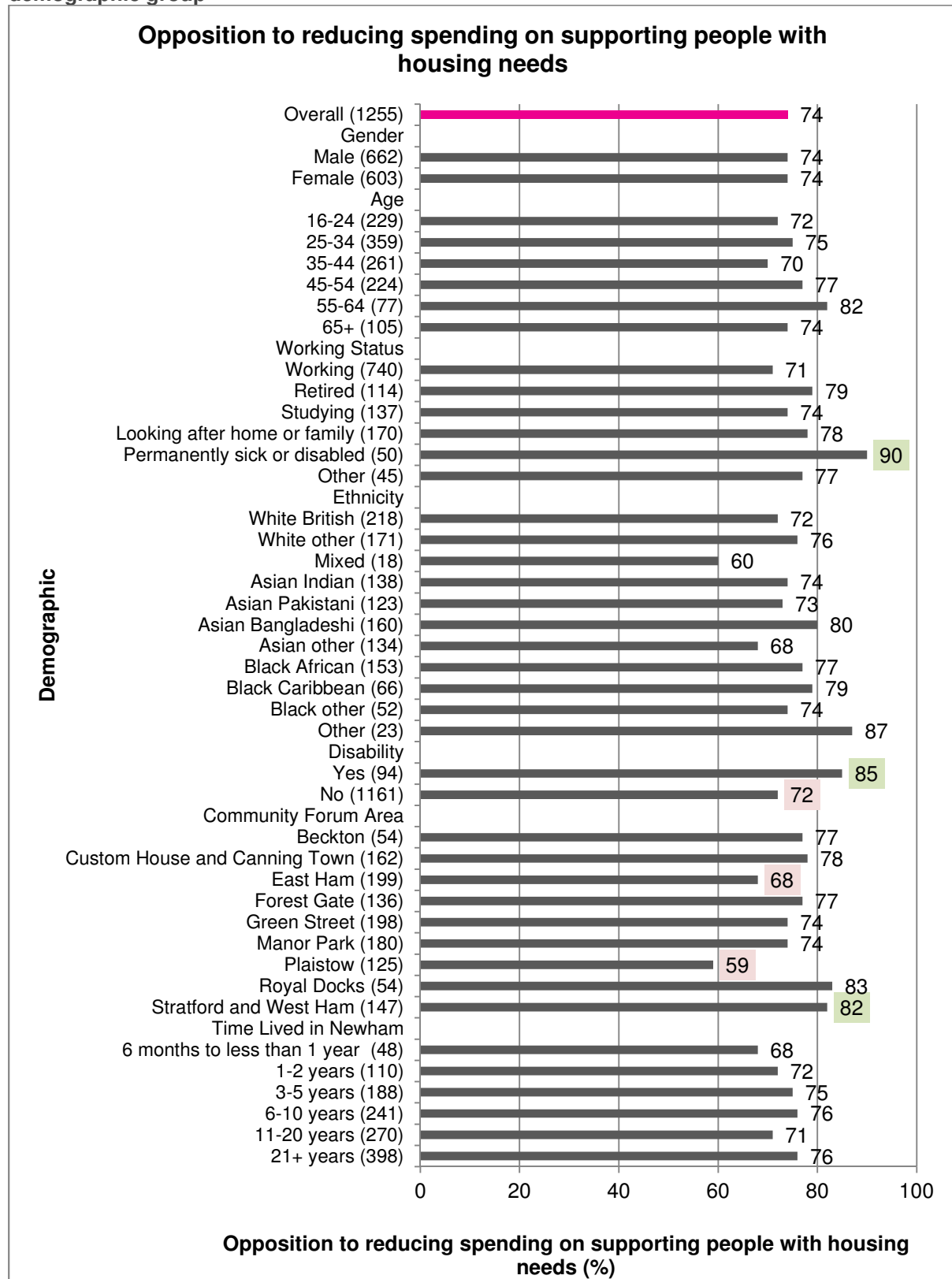
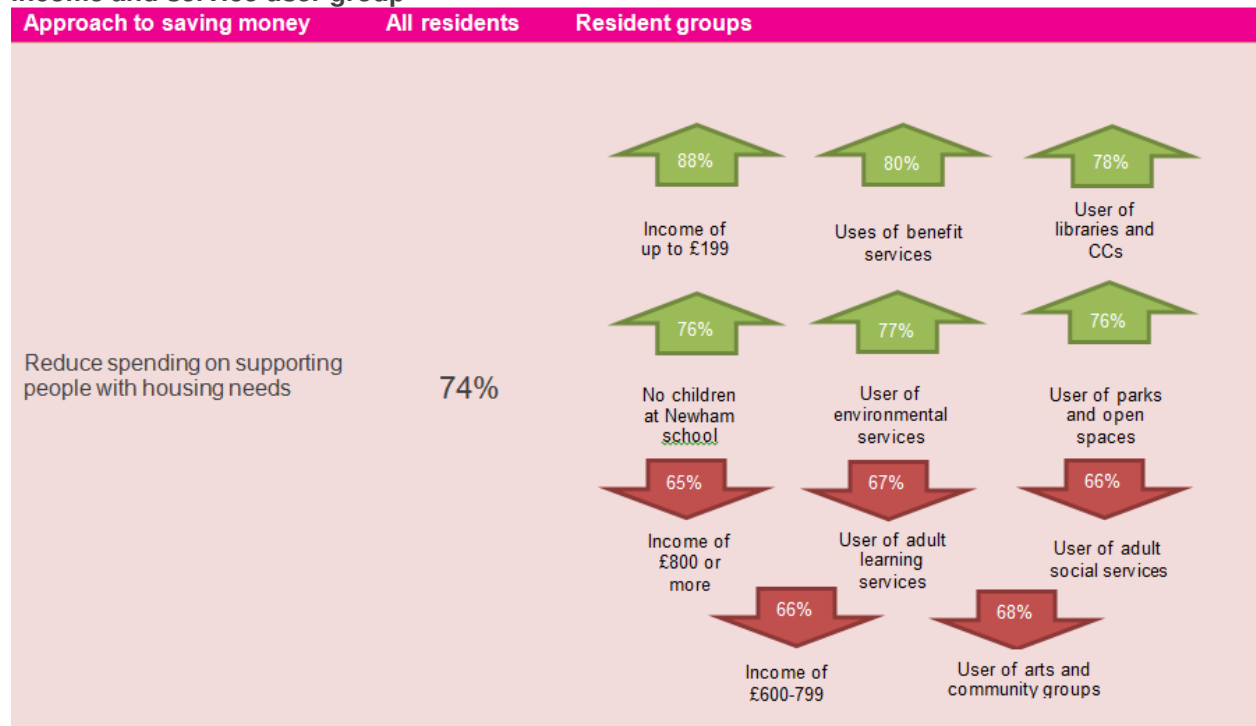


Figure 50: Opposition to reducing spending on supporting people with housing needs by income and service user group



Users of council tax and benefit services (1.5 times) and residents with household incomes up to £199 (2 times) are more likely to oppose reduced spending on supporting people with housing needs, like finding temporary housing and helping people find a home to rent.

Appendix 1: Service use detail

Service	All service users	Residents most likely to use	Residents least likely to use
Parks and open spaces	81%	<ul style="list-style-type: none"> Royal Docks (95%) Asian Indian (88%) Lived in Newham for 6-10 Years (86%) 	<ul style="list-style-type: none"> Aged 65+ (60%) Retired (67%) Have Disability (71%)
Libraries and community centres	60%	<ul style="list-style-type: none"> Asian Indian (74%) Asian Bangladeshi (74%) Aged 35-44 (71%) 	<ul style="list-style-type: none"> Aged 65+ (35%) Lived In Newham 6 Months to 1 Year (38%) White British (42%)
Environmental services	46%	<ul style="list-style-type: none"> East Ham (66%) Aged 65+ (63%) Retired (61%) 	<ul style="list-style-type: none"> Green Street (30%) Lived In Newham for 1-2 Years (34%) Aged 16-24 (35%)
Council Tax and benefit, Housing Benefit	36%	<ul style="list-style-type: none"> Employment Status Permanently Sick or Disabled (66%) Black Caribbean (60%) Have Disability (55%) 	<ul style="list-style-type: none"> Asian Indian (21%) Beckton (21%) Green Street (22%)
Newham's Every Child programme	29%	<ul style="list-style-type: none"> Aged 35-44 (48%) East Ham (48%) Asian Bangladeshi (41%) 	<ul style="list-style-type: none"> Retired (6%) Aged 65 or More (8%) Aged 55-64 (16%)
Enforcement and safety	27%	<ul style="list-style-type: none"> Employment Status Permanently Sick or Disabled (45%) Have Disability (39%) East Ham (37%) 	<ul style="list-style-type: none"> Plaistow (14%) Lived In Newham for 1-2 Years (18%) Asian Indian (20%)
Arts and community groups and venues	24%	<ul style="list-style-type: none"> Mixed Ethnicity (51%) East Ham (41%) Forest Gate (40%) 	<ul style="list-style-type: none"> Plaistow (9%) Custom House and Canning Town (14%) 65+ (16%)
Newham Adult Learning Service	17%	<ul style="list-style-type: none"> East Ham (34%) Looking After the Home or Family (23%) Aged 35-44 (21%) 	<ul style="list-style-type: none"> Plaistow (3%) Aged 65+ (7%) Retired (8%)
Social services for adults	16%	<ul style="list-style-type: none"> Have a Disability (36%) Aged 55-64 (35%) East Ham (28%) 	<ul style="list-style-type: none"> Royal Docks (1%) Plaistow (3%) Lived In Newham for 1-2 Years (8%)
Workplace	16%	<ul style="list-style-type: none"> Working Status 'Other' (42%) East Ham (31%) Black Other (27%) 	<ul style="list-style-type: none"> Beckton (2%) Retired (6%) Plaistow (7%)
Social services for children and families	9%	<ul style="list-style-type: none"> Working Status as 'Other' (20%) East Ham (18%) Look After the Home or Family (16%) 	<ul style="list-style-type: none"> Royal Docks (0%) Manor Park (3%) Plaistow (3%)
Homelessness advice and support	6%	<ul style="list-style-type: none"> Forest Gate (17%) Green Street (11%) Black African (10%) 	<ul style="list-style-type: none"> Manor Park (2%) Plaistow (0%)

Appendix 2: Questionnaire

Newham's Budget Challenge: Representative Survey

Newham needs to save £50 million next year - Tell Us What You Think.

Newham Council has to make savings or generate income totalling £50 million next year due to continuing deep cuts in our government funding and other cost pressures.

Over the last five years, our money from Government has been cut very deeply by £106 million. We have done our best to protect the services that matter to local people.

In the coming years we will continue to be cut and will need to save a further £91 million from the amount we spend every year by 2019.

The £50 million we need to save next year is more than we currently spend on cleaning and lighting the streets, collecting the bins, and running our libraries combined.

We know that the services we provide are valued by local people, including services other Councils don't offer. Over the next few years we won't be able to continue to protect all the services we currently provide.

We will need to make difficult and tough decisions to tackle the cuts and we need your views to help us set our budget for next year.

Quota questions

1. How long have you lived in Newham?

- Less than 6 months [END SURVEY]
- At least 6 months but less than 1 year
- 1-2 years
- 3-5 years
- 6-10 years
- 11-20 years
- 21+ years

2. Are you:

- Male
- Female
- Prefer not to say

3. What age group are you in?

- 16-17
- 18-24
- 25-34
- 35-44
- 45-54
- 55-64
- 65-74
- 75-84
- 85+
- Prefer not to say

4. Which of these best describes your current employment situation?

- Employed in full-time job (i.e., 31 hours plus per week)
- Employed in part-time job (i.e., under 31 hours per week)
- Self-employed full or part-time
- Permanently retired
- Studying part-time or full-time (i.e., at school, college or university)
- Actively seeking employment
- Looking after home or family
- Permanently sick or disabled
- On a government supported training programme (e.g., Modern Apprenticeship / Training for Work)
- Other

5. How would you describe your ethnic origin?

A. White

- British
- Irish
- Polish
- Lithuanian
- Romanian
- Other Eastern European
- Any other white background

B. Mixed

- White and Black Caribbean
- White and Black African
- White and Asian
- Any other mixed background

C. Asian

- British
- Indian
- Pakistani
- Bangladeshi
- Sri Lankan Tamil
- Any other Asian background

D. Black

- British
- African
- Caribbean
- Nigerian
- Somali
- Ghanaian
- Any other Black background

E. Chinese

- British
- Chinese
- Any other Chinese background

F. Other ethnic groups

- Irish Traveller
- Roma Gypsy / Traveller
- Other ethnic groups not specified above
- Prefer not to say

A. About you

1. Taking everything into account, how satisfied or dissatisfied are you with the way the council runs things?

1	Very satisfied	
2	Fairly satisfied	
3	Neither satisfied nor dissatisfied	
4	Fairly dissatisfied	
5	Very dissatisfied	
6	Don't know	

2. How often have you or someone in your household used the following services in Newham over the last 12 months?

		More than once a week	Less than once a week, but more than once a month	Less than once a month, but more than once in the last 12 months	Once in the last 12 months	Never
1	Workplace, our employment service					
2	Social services for adults, like home-care and residential care for the elderly and disabled people, and support for people with mental health problems					
3	The Council Tax benefit and housing benefit service					
4	Newham's enforcement and safety service, to report things like dumped rubbish, graffiti, and street drinking					
5	Homelessness advice and support					
6	Newham's Every Child programme, which includes free school meals, free music lessons, the chance to try different sports, and theatre trips					
7	Arts and community groups and venues, like the Theatre Royal and Newham City Farm					
8	Social services for children and families, like child protection and support for disabled children					

9	Environmental services like free bulky waste collection and free garden waste collection					
10	Libraries and community centres in Newham					
11	Parks and open spaces in Newham					
12	Newham Adult Learning Service, including part-time day and evening adult education courses					

B. Mayor's Promises

Each year the Mayor of Newham sets a range of promises that reflect the priorities of people who live in Newham.

1. The following themes have been proposed for the mayor's promises; the final promises will help shape the council's approach to how it spends its budget.

Please select the three that you think are most important.

(In order of preference, please select your first, second, and third by writing 1, 2, and 3 in the corresponding boxes)

1	Making this a place where people feel safe	
2	Creating a clean and pleasant area	
3	Quality housing that local people can afford	
4	Jobs for local people	
5	Supporting residents to make ends meet	
6	Giving our children the best start in life	
7	Building our community and bringing people together	

2. Is there anything else that you think should be a priority that is not on the list above?

Please write in below.

C The council's approach

In this section we will ask you some questions about the approach you think we should take in providing our services. Newham Council have already made savings to administration and back office functions and reduced the number of senior managers and will continue to find efficiencies in these areas.

1. So, which of these approaches should the Council take when making savings or generating income?

(In order of preference, please select your first, second, and third choice by writing 1, 2, and 3 in the corresponding boxes)

1	Investing in businesses that could make a profit to fund services	
2	Reducing services that everyone uses, like street cleaning, bin collections, and street lighting	

3	Reducing services that people use when they are more vulnerable, like care for older people and protecting children	
4	Raise more income through fees and taxes, like increasing the Council Tax you pay	

2. Which of these should be the council's priorities when deciding how to set the budget?

(In order of preference, please select your first, second, and third choice by writing 1, 2, and 3 in the corresponding boxes)

1	Protecting people who are vulnerable, like older people and children at risk of abuse	
2	Investing in infrastructure, like community buildings, streets, and parks	
3	Supporting people who already have problems	
5	Providing good basic services that everyone uses	
6	Working with people to improve their lives directly	
7	Building a stronger community	
8	Investing in preventative work, to stop problems arising later	

D Spending Priorities

The Council has to save £50m next year. This is more than they currently spend on cleaning the streets, collecting the bins, lighting streets and running libraries combined.

This budget challenge can be met though either reducing spending or increasing income, or a mixture of both. The Council want to know what your priorities are when they are deciding how their budget should be spent.

1. Please tell us how much you support or oppose the following approaches to saving and generating income?

		Strongly support	Somewhat support	Neither support nor oppose	Somewhat oppose	Strongly oppose	Don't know
1	Reduce spending on supporting people to get into work, like the Council's Workplace employment service						
2	Increase council tax by 1.99% next year, for an average property in Newham (Council Tax Band C) this would mean a £16.72 increase in the annual bill						
3	Reduce spending on tackling crime and anti-social behaviour like dumped rubbish, graffiti, street drinking, and food safety						
4	Reduce spending on street cleaning, like picking up litter and sweeping the streets						
5	Reduce spending on support for vulnerable adults and elderly people, like home-care and residential care for the elderly and disabled, and support for people with						

	mental health problems						
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Continued...

		Strongly support	Somewhat support	Neither support nor oppose	Somewhat oppose	Strongly oppose	Don't know
6	Reduce spending on supporting people with housing needs, like finding temporary housing and helping people find a home to rent						
7	Reduce spending on opportunities for our young people like free school meals, free music lessons, the chance to try different sports, and theatre trips						
8	Reduce spending on arts and community groups and venues, like the Theatre Royal and Newham City Farm						
9	Reduce spending on looking after vulnerable children, like children's social services and adoption services						
10	Introduce charges for environmental services which are currently free like bulky waste and garden waste collection						
11	Reduce spending by closing libraries and community centres						
12	Reduce spending on maintaining parks and green spaces						

13	Reduce spending on centres which provide part-time day and evening adult education courses						
14	Reduce spending on free events that bring people together like the Mayor's Newham Show and the fireworks display						

You were just asked if you support or oppose each saving and income option on its own, now we want you to think about them in relation to each other.

2. Which three of these areas should the council focus on when making savings or increasing income to meet their budget challenge?

(In order of preference, please select your first, second, and third choice by writing 1, 2, and 3 in the corresponding boxes)

1	Reduce spending on supporting people to get into work	
2	Increase council tax by 1.99%	
3	Reduce spending on tackling crime and anti-social behaviour	
4	Reduce spending on street cleaning	
5	Reduce spending on support for vulnerable adults and elderly people	
6	Reduce spending on supporting people with housing needs	
7	Reduce spending on young people including free music lessons, sports and theatre for children in Newham	
8	Reduce spending on arts and community groups and venues	
9	Reduce spending on looking after vulnerable children	
10	Introduce charges for environmental services which are currently free like bulky and garden waste collection	
11	Reduce spending on libraries and community centres	
12	Reduce spending on parks and green spaces	
13	Reduce spending on providing part-time day and evening adult education courses	
14	Reduce spending on free events that bring people together like the Mayor's Newham Show and the fireworks display	

3. Which three of these areas should the council not focus on when making savings or increasing income to meet the budget challenge?

(In order of preference, please select your first, second, and third choice by writing 1, 2, and 3 in the corresponding boxes)

1	Reduce spending on supporting people to get into work	
2	Increase council tax by 1.99%	
3	Reduce spending on tackling crime and anti-social behaviour	
4	Reduce spending on street cleaning	
5	Reduce spending on support for vulnerable adults and elderly people	
6	Reduce spending on supporting people with housing needs	
7	Reduce spending on young people including free music lessons, sports and theatre for children in Newham	
8	Reduce spending on arts and community groups and venues	
9	Reduce spending on looking after vulnerable children	
10	Introduce charges for environmental services which are currently free like bulky and garden waste collection	
11	Reduce spending on libraries and community centres	
12	Reduce spending on parks and green spaces	
13	Reduce spending on providing part-time day and evening adult education courses	
14	Reduce spending on free events that bring people together like the Mayor's Newham Show and the fireworks display	

4. Please use this space to tell us if you have any alternative suggestions for areas that the council should consider to reduce its spending or increase its income that have not been covered above

E Demographic Monitoring

Newham Council is committed to eliminating discrimination and promoting equal opportunities. They want to deliver and improve their services and ensure they are available to all members of the community. The data from this form will help the council achieve this aim. They will also use this data to report the needs of different groups of people. The information you provide on this form will remain confidential and will only be used for monitoring.

1. What is your household income each week (including any benefit payments) before income tax and national insurance are taken off.

- Up to £99
- £100 - £199
- £200 - £399
- £400 - £599
- £600 - £799
- £800 - £999
- £1000 or more
- Don't know/not sure
- Prefer not to say

2. Do you have any children of the following ages? (Please tick all age groups that apply)

- 0 - 4
- 5 - 7
- 8 - 11
- 12 - 14
- 15 - 16
- 17 - 18
- Prefer not to say

3. Do you have any children that attend a Newham school or college?

- Yes
- No
- Prefer not to say

The Equality Act 2010 defines disability as "a physical or mental impairment, which has a substantial and long-term adverse effect on your ability to carry out normal day-to-day activities." This includes people with physical impairments, visual impairments, hearing impairments, deaf BSL users, people with learning difficulties including people with specific learning difficulties like dyslexia, people with mental health needs and people living with a health condition. E.g. HIV, multiple sclerosis, cancer.

Do you consider yourself to be a disabled person?

- Yes
- No
- Prefer not to say

4. Can you please select the relevant impairment (disability) group below? You can tick more than one box, if appropriate.

- Physical impairment
- Hearing impairment
- Learning difficulties
- Mental illness
- Mobility impairment
- Visual impairment
- Deaf BSL user
- Blind
- A health condition e.g. HIV, multiple sclerosis or cancer

- Other
- Prefer not to say
- Not applicable

The following questions are being asked for equality monitoring purposes. We appreciate that some people may prefer not to provide this information. Please note that answering these questions is purely optional.

5. How would you describe your religion or beliefs?

- | | |
|---|------------------------------------|
| <input type="checkbox"/> Buddhist | <input type="checkbox"/> Christian |
| <input type="checkbox"/> Hindu | <input type="checkbox"/> Jewish |
| <input type="checkbox"/> Muslim | <input type="checkbox"/> Sikh |
| <input type="checkbox"/> Paganism | <input type="checkbox"/> Atheist |
| <input type="checkbox"/> Agnostic | <input type="checkbox"/> None |
| <input type="checkbox"/> Any other religion or belief | |
| <input type="checkbox"/> Prefer not to say | |

6. How would you define your sexual orientation?

- Lesbian
- Gay man
- Bisexual
- Heterosexual
- Any other sexual orientation
- Prefer not to say

7. Finally, can you please provide us with your postcode. This is helpful as it allows us to analyse responses at an appropriate geographic level.

ENTER POSTCODE

8. Do you consent to us including your postcode along with your survey responses in the results that we provide to the London Borough of Newham? This will be used for analysis only and none of your answers will be linked to you in the report. Unless permission is given only anonymous data will be passed back to the London Borough of Newham.

Yes – I consent to my postcode being included in the results along with my responses

No – I don't want my postcode to be passed on to the London Borough of Newham in the results

[THANK YOU SCREEN AND INTERVIEWER QUALITY CONTROL QUESTIONS WILL BE INSERTED AT THE END]