

Responses to KCC on-line Budget Consultation

Headline Statistics

5 – weeks the consultation has been open

800,000 – total audience reach via media coverage

17,500 – web page views

19% – number of page views that were referred from KNet

3,650 – responses in total

487 – responses to BMG online budget tool

3,163 – responses to ‘2 minutes, 2 questions’

829% – % increase in total survey responses from last year’s consultation

Response Analysis

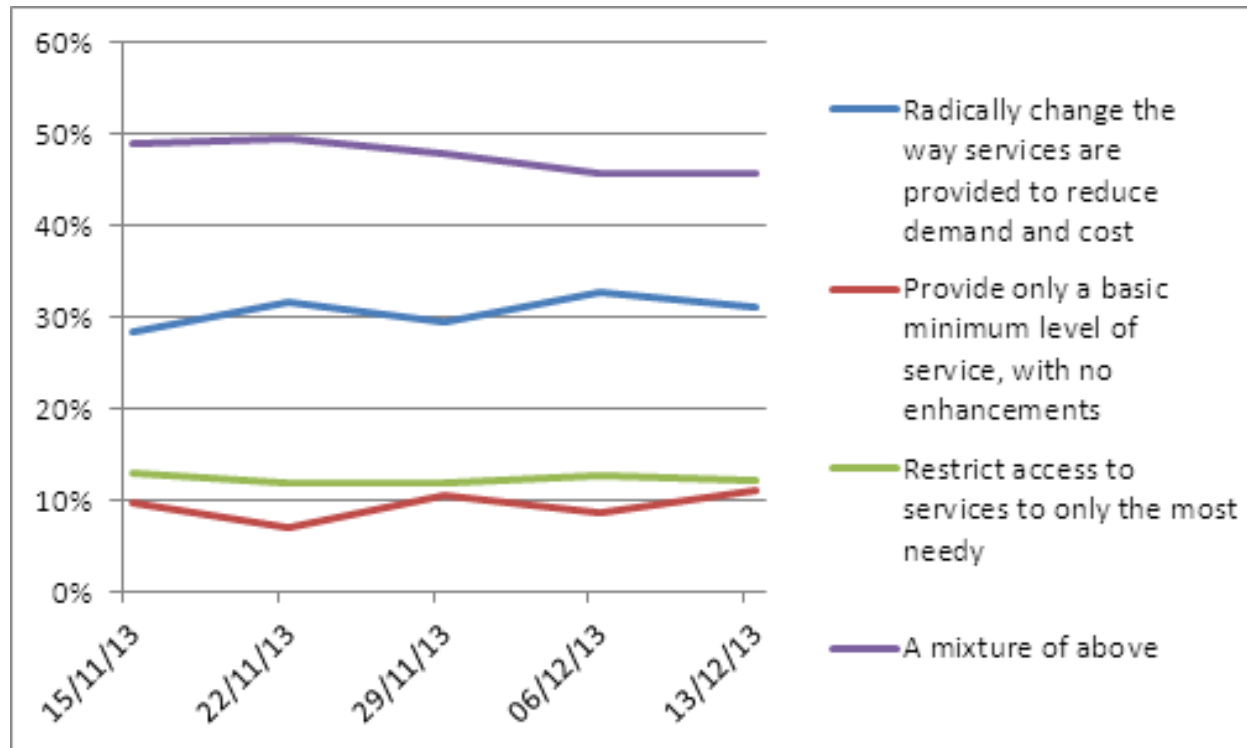
2 minutes, 2 questions: 3,163 responses

- 341 (Version 1), 129 (Version 2) & 2693 (Version 3)

Question 1 – where do you think KCC should look to find the £273m required savings?

- | | | |
|----|--|-----|
| A. | Radically change the way services are provided to reduce demand and cost | 31% |
| B. | Provide only a basic minimum level of service, with no enhancements | 9% |
| C. | Restrict access to services to only the most needy | 12% |
| D. | A mixture of above | 48% |

Q1 Response Rate Variation

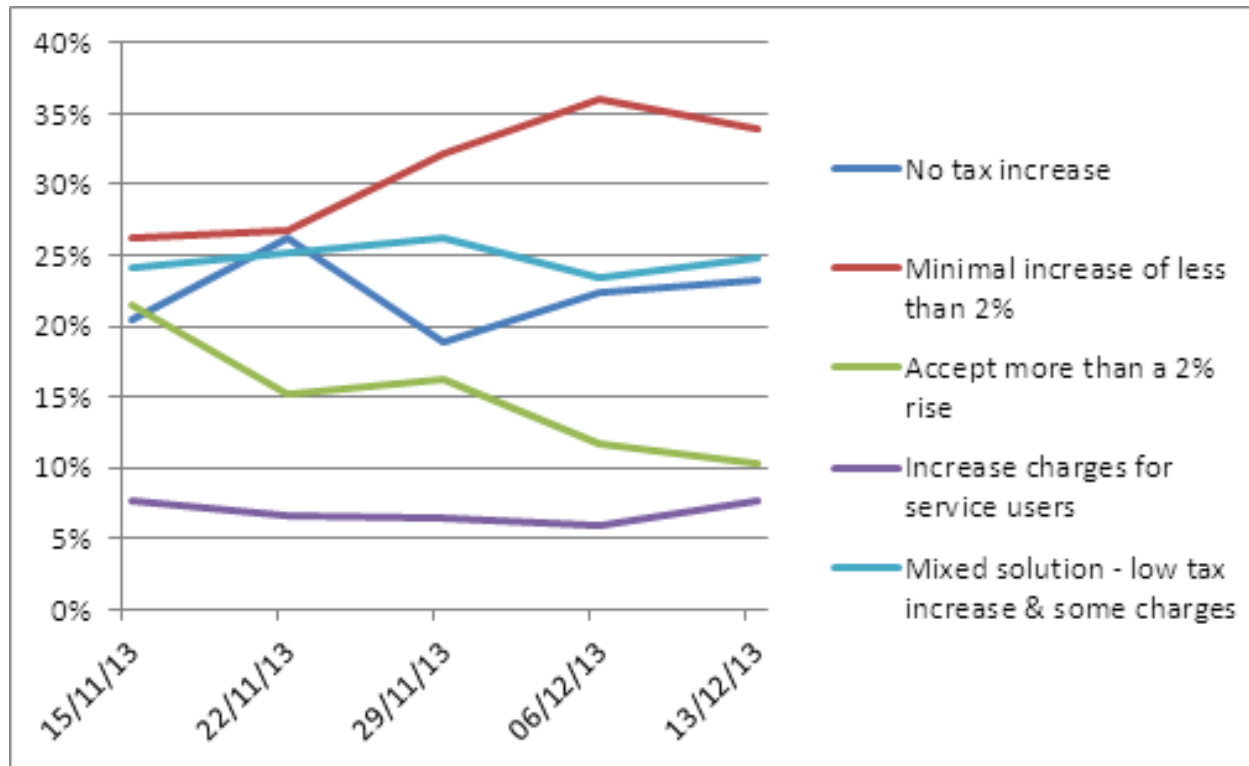


Response Analysis

Question 2 – to preserve some of our most popular services we may need to raise council tax to offset funding cuts. What is your view on this?

A. No tax increase	23%
B. Minimal increase of less than 2%	30%
C. Accept more than a 2% rise	16%
D. Increase charges for service users	7%
E. Mixed solution - low tax increase & some charges	25%

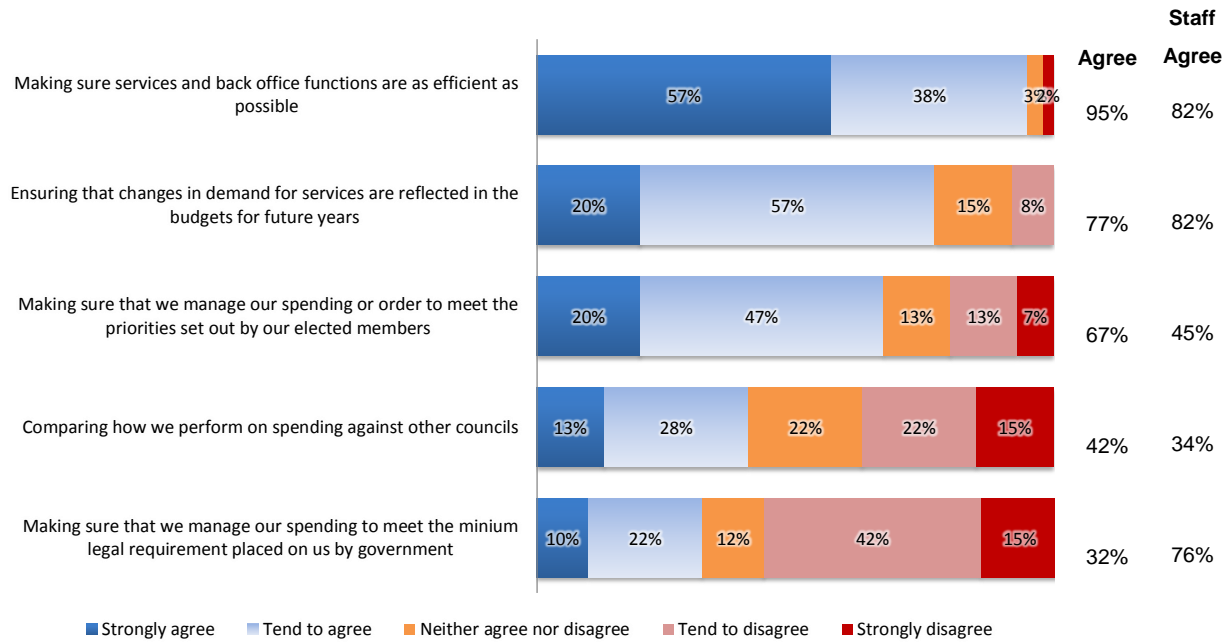
Q2 Response Rate Variation



Executive Summary of BMG Report

Resident's workshops

Residents most likely to agree with making sure services and back office functions are efficient, and least likely to agree with making sure spend is managed to meet minimum legal requirements



Voting session 1 Q5. Kent County Council use the following principles to guide their budget decisions across different services. To what extent do you agree or disagree with each of the following principles?

Base : All workshop residents (60)



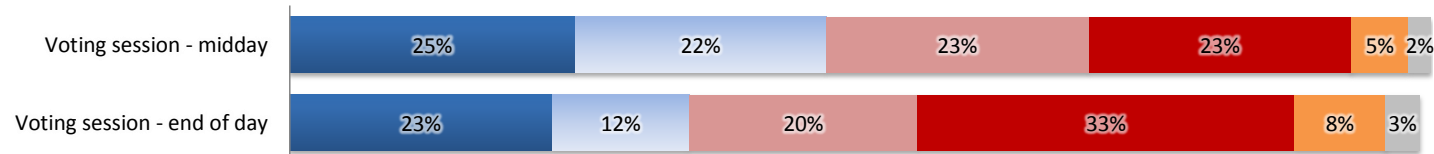
Over three fifths of respondents at the beginning of the day said Council tax is too high, but opinion changed throughout the day

Council tax is ...



■ Too high ■ About right ■ Too low ■ Not provided

Would support an ANNUAL increase in Council Tax of ...



■ Would not support any increase ■ Up to 1% or up to £9.24
 ■ Up to 1.5% or up to £13.92 ■ Up to 2% or up to £18.56
 ■ More than 2% ■ Not provided

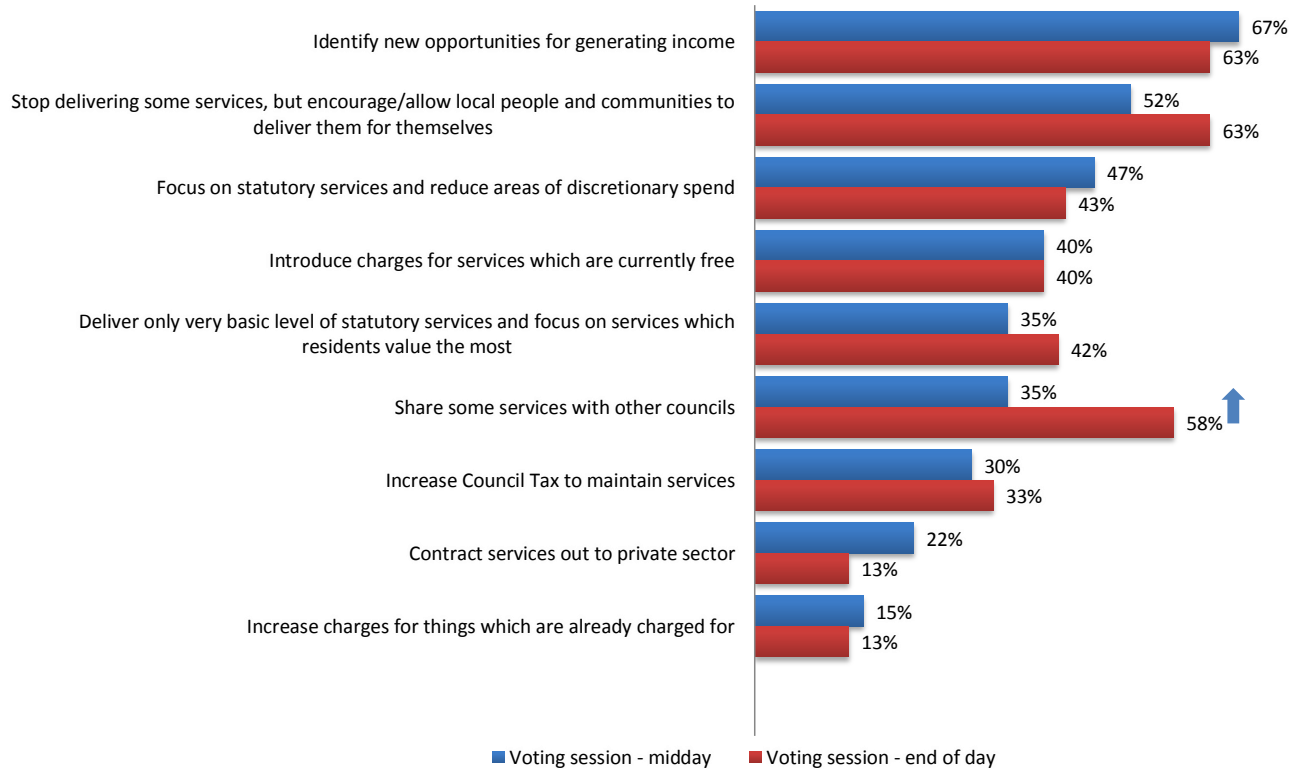


■ Would not support any increase ■ Up to 2% (and avoid a referendum) ■ Up to 3% or £27.92
 ■ Up to 5% or £46.56 ■ Up to 10% or £93.12 ■ More than 10%
 ■ Not provided

Arrival question Q8. Would you say your Council Tax is ...
 Voting session 1 and 2 Question. Government funding to KCC is reducing significantly over this and subsequent years. To bridge some of the gap in income this gives rise to, would you support an ANNUAL increase in Council Tax of ...
 Voting session 1 and 2 Question. If KCC were to increase Council Tax in excess of 2% it would be required to conduct a public referendum (this in itself would cost the equivalent of approximately £2.50 on the average council tax bill to hold the referendum). How much extra would you be prepared to pay on an annual bill in order to protect services? Base : All workshop residents (60)



Views changed between the voting sessions on how KCC should bridge the budget gap



Voting session 1 and 2 Question. To meet the Council's challenges of reduced grants in principle which of the following would you support?

Base : All workshop residents (60)



Residents response to Budget Tool

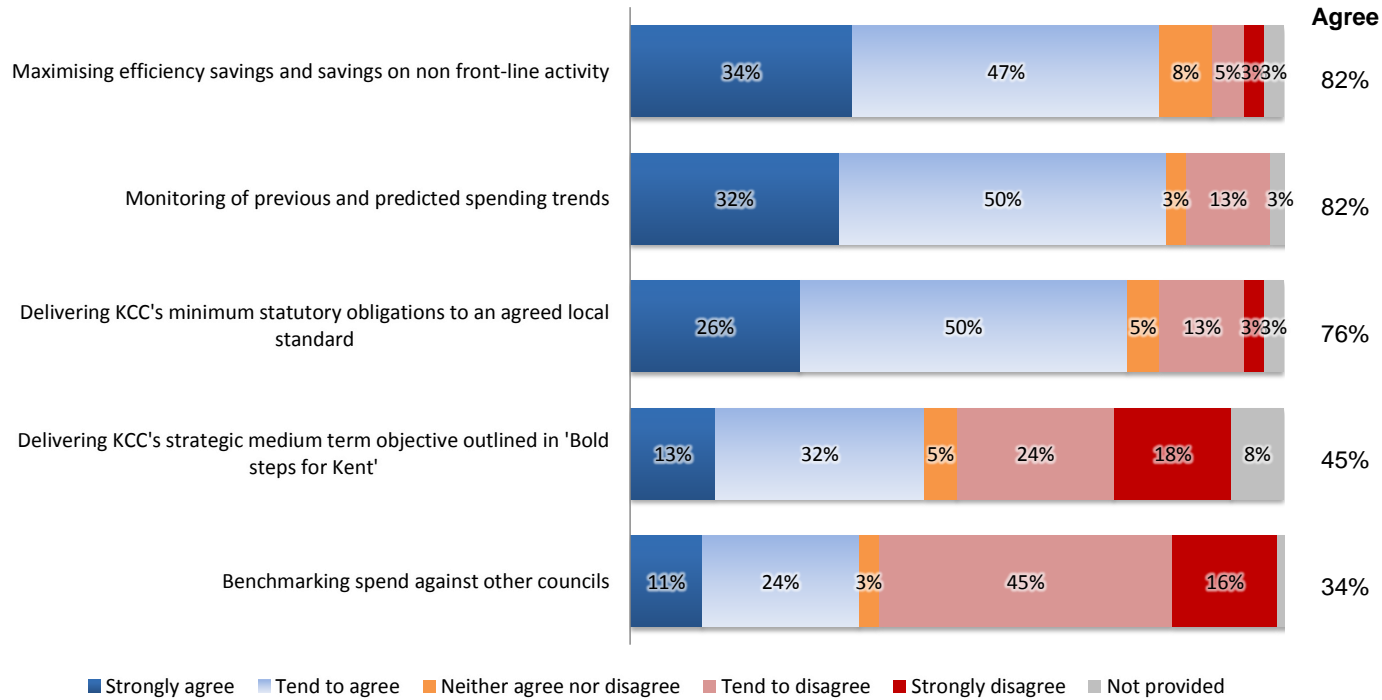
	Rank	Average
2 weeks of residential nursing home care for one older person whose needs have been judged as critical and who cannot meet the full costs themselves	1	9.55%
2 ½ weeks of residential care for one older person whose needs are judged substantial or critical and who cannot meet the full costs themselves	2	8.86%
67 hours of home care for an older person whose needs are judged moderate or substantial and who cannot meet the full costs themselves	3	8.73%
One week of foster care for one child who cannot live safely at home and whose needs are greater than those that can be met by a KCC registered foster carer: care is therefore provided by an organisation independent of KCC	4	8.45%
Just over 2 weeks of foster care for a child who cannot live safely at home, provided in house by a KCC registered foster carer	5	8.34%
100 miles of road gritted in bad weather, or 2 miles of road gritted 50 times over the course of the winter	6	7.16%
4 days of residential care for one adult with learning disabilities whose needs cannot be met by family or other carers	7	9.86%
14.5 tonnes of waste recycled, or enough recycling to support 26 average Kent Households	8	6.01%
Approximately four weeks of Learning Disability Direct Payments to someone with learning disabilities to enable them to choose how they live independently	9	5.50%
10 tonnes of waste disposed of, or enough waste disposal to support 17 average Kent Households	10	5.26%

	Rank	Average
25 square metres of potholes repaired	11	5.19%
One child with Special Educational Needs transported by taxi to and from school for 9 weeks.	12	4.00%
4 children given free transport on buses or trains to and from their nearest secondary school for one term, where the school is more than three miles from their home	13	3.04%
425 visits to a household waste recycling centre	14	2.89%
62 attendances by a young person at their local youth centre or interactions with a youth worker in their local community	15	2.73%
25 street lights lit for a full year, OR 22 faulty street lights investigated and repaired	16	2.39%
Two annual bus passes for young people aged 11 - 15 to access educational or recreational activities via unlimited free bus travel across Kent	17	1.83%
Approximately 500 fare paying journeys on subsidised bus routes which are considered "socially necessary but uneconomic routes".	18	1.65%
430 separate library visits or enough visits for 16 regular library users over the course of a year	19	1.06%
280 email or telephone calls to the KCC Contact Centre	20	0.52%

Staff Workshops



Staff were most likely to agree with maximising efficiency savings and monitoring previous spending trends as parameters for making budget decisions



Voting Q2. Kent County Council use the following principles to guide their budget decisions across different services. To what extent do you agree or disagree with each of the following principles?

Base : All staff (38)



Staff responses to budget tool

	Rank	Average		Rank	Average
2 weeks of residential nursing home care for one older person whose needs have been judged as critical and who cannot meet the full costs themselves	1	11.45%	14.5 tonnes of waste recycled, or enough recycling to support 26 average Kent Households	11	2.68%
2 ½ weeks of residential care for one older person whose needs are judged substantial or critical and who cannot meet the full costs themselves	2	11.33%	One child with Special Educational Needs transported by taxi to and from school for 9 weeks.	12	2.51%
Just over 2 weeks of foster care for a child who cannot live safely at home, provided in house by a KCC registered foster carer	3	11.23%	62 attendances by a young person at their local youth centre or interactions with a youth worker in their local community	13	1.97%
67 hours of home care for an older person whose needs are judged moderate or substantial and who cannot meet the full costs themselves	4	9.81%	Approximately 500 fare paying journeys on subsidised bus routes which are considered "socially necessary but uneconomic routes".	14	1.83%
One week of foster care for one child who cannot live safely at home and whose needs are greater than those that can be met by a KCC registered foster carer: care is therefore provided by an organisation independent of KCC	5	9.42%	280 email or telephone calls to the KCC Contact Centre	15	1.73%
100 miles of road gritted in bad weather, or 2 miles of road gritted 50 times over the course of the winter	6	8.25%	25 street lights lit for a full year, OR 22 faulty street lights investigated and repaired	16	1.66%
4 days of residential care for one adult with learning disabilities whose needs cannot be met by family or other carers	7	7.56%	425 visits to a household waste recycling centre	17	1.48%
Approximately four weeks of Learning Disability Direct Payments to someone with learning disabilities to enable them to choose how they live independently	8	6.42%	430 separate library visits or enough visits for 16 regular library users over the course of a year	18	1.32%
25 square metres of potholes repaired	9	5.17%	4 children given free transport on buses or trains to and from their nearest secondary school for one term, where the school is more than three miles from their home	19	0.42%
10 tonnes of waste disposed of, or enough waste disposal to support 17 average Kent Households	10	3.44%	Two annual bus passes for young people aged 11 - 15 to access educational or recreational activities via unlimited free bus travel across Kent	20	0.33%

On-line responses to web tool



Web responses to Budget Tool

	Rank	Average
2 weeks of residential nursing home care for one older person whose needs have been judged as critical and who cannot meet the full costs themselves	1	10.27%
2 ½ weeks of residential care for one older person whose needs are judged substantial or critical and who cannot meet the full costs themselves	2	9.68%
67 hours of home care for an older person whose needs are judged moderate or substantial and who cannot meet the full costs themselves	3	9.57%
Just over 2 weeks of foster care for a child who cannot live safely at home, provided in house by a KCC registered foster carer	4	9.51%
One week of foster care for one child who cannot live safely at home and whose needs are greater than those that can be met by a KCC registered foster carer: care is therefore provided by an organisation independent of KCC	5	9.50%
100 miles of road gritted in bad weather, or 2 miles of road gritted 50 times over the course of the winter	6	7.83%
4 days of residential care for one adult with learning disabilities whose needs cannot be met by family or other carers	7	7.46%
Approximately four weeks of Learning Disability Direct Payments to someone with learning disabilities to enable them to choose how they live independently	8	5.37%
25 square metres of potholes repaired	9	4.80%
14.5 tonnes of waste recycled, or enough recycling to support 26 average Kent Households	10	4.28%

	Rank	Average
10 tonnes of waste disposed of, or enough waste disposal to support 17 average Kent Households	11	3.95%
62 attendances by a young person at their local youth centre or interactions with a youth worker in their local community	12	3.30%
One child with Special Educational Needs transported by taxi to and from school for 9 weeks.	13	2.71%
425 visits to a household waste recycling centre	14	2.36%
Approximately 500 fare paying journeys on subsidised bus routes which are considered "socially necessary but uneconomic routes".	15	2.00%
25 street lights lit for a full year, OR 22 faulty street lights investigated and repaired	16	1.98%
430 separate library visits or enough visits for 16 regular library users over the course of a year	17	1.87%
4 children given free transport on buses or trains to and from their nearest secondary school for one term, where the school is more than three miles from their home	18	1.82%
Two annual bus passes for young people aged 11 - 15 to access educational or recreational activities via unlimited free bus travel across Kent	19	1.05%
280 email or telephone calls to the KCC Contact Centre	20	0.71%



Most important/valued services was consistent across all 3 surveys

Level/amount of service that can be delivered for £1,000	Staff	Resident	Web
67 hours of home care for an older person	4	3	3
2 ½ weeks of residential care for one older person	2	2	2
2 weeks of residential nursing home care for one older person	1	1	1
4 days of residential care for one adult with learning disabilities	7	7	7
Approximately four weeks of Learning Disability Direct Payments	8	9	8
Just over 2 weeks of foster care for a child, provided in house by KCC	3	5	4
One week of foster care for one child provided by an organisation independent of KCC	5	4	5





Least important/valued services are more varied, although still high levels of agreement

Level/amount of service that can be delivered for £1,000	Staff	Resident	Web
430 separate library visits or enough visits for 16 regular library users over a year	18	19	17
62 attendances at their local youth centre or interactions with a youth worker	13	15	12
280 email or telephone calls to the KCC Contact Centre	15	20	20
25 square metres of potholes repaired	9	11	9
25 street lights lit for a full year, OR 22 faulty street lights investigated and repaired	16	16	16
100 miles of road gritted in bad weather, or 2 miles of road gritted 50 times	6	6	6
Two annual bus passes for young people aged 11 - 15	20	17	19
4 children given free transport to and from their nearest secondary school for one term	19	13	18
One child with Special Educational Needs transported by taxi to and from school for 9 weeks.	12	12	13
Approximately 500 fare paying journeys on subsidised bus routes	14	18	15
425 visits to a household waste recycling centre	17	14	14
14.5 tonnes of waste recycled, or enough to support 26 average Kent Households	11	8	10
10 tonnes of waste disposed of, or enough to support 17 average Kent Households	10	10	11