

Your say on Herefordshire Council's budget and tax for 2021/2022

The following results are from 265 respondents for the residents questionnaire and 33 for the business / organisations questionnaire.

The percentages are based on respondents to each question/statement.

Residents questionnaire

Herefordshire Council is responsible for a range of services in your local area, such as refuse collection, education, social care services and road maintenance. The Council Tax paid by residents currently makes up 35% of the council's budget for these services, so we're keen to get your views on how we can make the best use of our budget and give you even better value for money.

What do you think of our services?

Q1 In considering the following questions, please think about the range of services Herefordshire Council provides to the community as a whole, as well as the services your household uses.

Thinking about services you have used in the last year, how satisfied or dissatisfied are you with each of the following services provided or supported by Herefordshire Council?

	Not used	Very satisfied	Fairly satisfied	Neither satisfied or dissatisfied	Fairly dissatisfied	Very dissatisfied	Don't know
Care for older people	143 (55%)	12 (5%)	35 (13%)	16 (6%)	15 (6%)	3 (1%)	37 (14%)
Care for physically disabled and those with learning difficulties	143 (55%)	9 (3%)	24 (9%)	16 (6%)	18 (7%)	8 (3%)	42 (16%)
Children's social services	138 (53%)	10 (4%)	16 (6%)	28 (11%)	19 (7%)	11 (4%)	37 (14%)
Customer services	89 (35%)	16 (6%)	44 (18%)	49 (20%)	18 (7%)	14 (6%)	21 (8%)
Environmental health and trading standards	97 (38%)	23 (9%)	28 (11%)	44 (17%)	28 (11%)	13 (5%)	25 (10%)
Housing advice services	145 (56%)	10 (4%)	12 (5%)	21 (8%)	10 (4%)	9 (3%)	51 (20%)
Highways and roads	8 (3%)	11 (4%)	36 (14%)	22 (8%)	77 (30%)	99 (38%)	6 (2%)
Museums and libraries	71 (28%)	33 (13%)	46 (18%)	46 (18%)	27 (10%)	17 (7%)	18 (7%)
Local bus services	104 (40%)	9 (4%)	39 (15%)	26 (10%)	29 (11%)	37 (14%)	13 (5%)
Parks and open spaces	31 (12%)	35 (14%)	94 (36%)	40 (16%)	36 (14%)	17 (7%)	5 (2%)
Planning	74 (29%)	11 (4%)	38 (15%)	42 (16%)	31 (12%)	44 (17%)	16 (6%)
Public Health (not including NHS services)	81 (31%)	25 (10%)	50 (19%)	49 (19%)	16 (6%)	11 (4%)	28 (11%)
Schools	97 (37%)	30 (11%)	53 (20%)	27 (10%)	17 (7%)	10 (4%)	27 (10%)
Sport and leisure facilities	82 (32%)	24 (9%)	50 (20%)	41 (16%)	21 (8%)	20 (8%)	17 (7%)
Waste and recycling services	5 (2%)	113 (43%)	78 (30%)	25 (10%)	24 (9%)	15 (6%)	2 (1%)
Welfare benefits and Council Tax reduction	128 (50%)	11 (4%)	19 (7%)	33 (13%)	11 (4%)	20 (8%)	35 (14%)
Car parking	19 (7%)	23 (9%)	62 (24%)	48 (19%)	41 (16%)	57 (22%)	9 (3%)

The Council Transformation and Savings Programme

All councils continue to experience constraints on spending, alongside increasing demand for some of their services. To balance the books, councils must continue to review what they do and how they do it.

Additionally, there is currently uncertainty over the amount of funding we will have in future and levels of funding from the government have yet to be confirmed, and the ongoing Covid-19 pandemic has made it hard to be sure how much funding we will receive.

However, Herefordshire Council has a successful track record of delivering savings and has already delivered substantial savings of £90 million. Through early planning and carrying out a range of efficiency measures, the council has protected frontline services and minimised the impact of spending reductions.

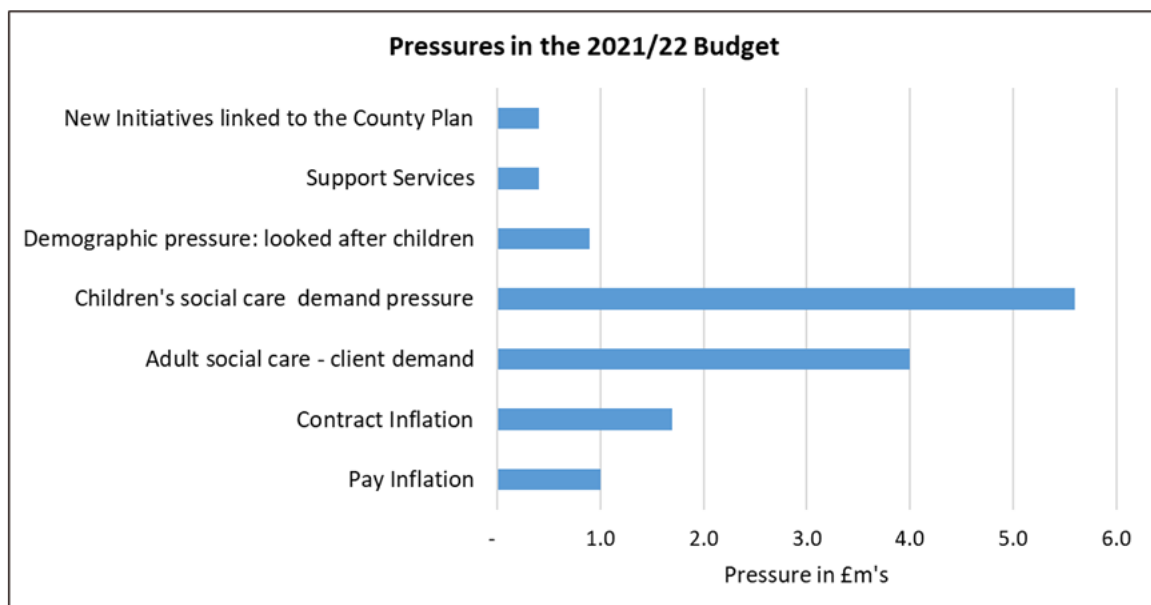
To reduce the continually increasing gap between our available resources and our expenditure, we will need to make further reductions in spending. Whilst the value and timing of such cost reductions is predicated on the level of financial support provided by central government and the impact of Covid-19 on the council's finances and demand for our services, the council is looking to make preparations for areas where cost reductions may need to be made. Current indications are that savings of up to £16m are required in 2021/22.

Savings of this level would involve continued changes to our role and the services we provide and we will continue to review our priorities, as shown in the County Plan summary, to make sure our more limited resources are focused on our 'core' activities.

The next year

Meeting our proposed plan of continued savings would require finding potential savings of up to £16 million in 2021/22.

The main source of these financial pressures, driven by coronavirus and coronavirus legacy issues, are shown in the diagram below:



Q2 Looking at the information in the consultation document, how do you feel about the proposed amount of savings by directorate? Summary of what directorates do.

	Far too little	Too little	About right	Too much	Far too much	Don't know
Adults and Communities Up to £5m or 5.2% of directorate budget	17 (7%)	34 (13%)	112 (43%)	57 (22%)	18 (7%)	21 (8%)
Children and Families Up to £2.9m or 7.9% of directorate budget	18 (7%)	43 (17%)	91 (35%)	59 (23%)	22 (9%)	25 (10%)
Economy and Place Up to £6.71m or 13.5% of directorate budget	14 (5%)	36 (14%)	76 (29%)	67 (26%)	39 (15%)	26 (10%)
Corporate Centre Up to £1.49m or 7.9% of budget	31 (12%)	61 (24%)	68 (26%)	35 (14%)	30 (12%)	33 (13%)

Q3 If you have any comments on the proposed savings please let us know:

104 comments

Q4 To help us plan for the future, please tell us what impact, if any, the council's previous reductions in spending have had on you, your local community, or the services you receive? Please be as specific as possible.

119 comments

Q5 In the next 5 to 10 years, the council will continue to find ways to make services more affordable to run. How strongly do you agree or disagree with using the following approaches?

	Strongly agree	Tend to agree	Neither agree or disagree	Tend to disagree	Strongly disagree	Don't know
Targeting resources on the most vulnerable and people most in need	70 (27%)	108 (42%)	37 (14%)	26 (10%)	17 (7%)	1 (0%)
Reducing the quality of some services provided	12 (5%)	32 (13%)	46 (18%)	92 (36%)	71 (28%)	3 (1%)
Increasing fees and charges for some services	24 (9%)	93 (36%)	40 (15%)	50 (19%)	45 (17%)	7 (3%)
Making more services available online	87 (34%)	105 (41%)	28 (11%)	22 (9%)	11 (4%)	4 (2%)
Using digital technology more widely to support the delivery of services	86 (33%)	114 (44%)	25 (10%)	21 (8%)	12 (5%)	4 (2%)
Making more efficient use of council assets such as land and buildings	142 (54%)	87 (33%)	14 (5%)	10 (4%)	5 (2%)	3 (1%)
Scaling back or stop providing some services	27 (10%)	37 (14%)	56 (22%)	75 (29%)	49 (19%)	15 (6%)
Stopping provision of some discretionary services to protect services to older people and the vulnerable	25 (10%)	63 (24%)	46 (18%)	77 (30%)	38 (15%)	9 (3%)
Changing working practices to make better use of technology and more efficient ways of working	134 (51%)	95 (36%)	13 (5%)	9 (3%)	7 (3%)	5 (2%)
Working in partnership and sharing services with other councils and public sector agencies	88 (34%)	108 (42%)	27 (10%)	18 (7%)	16 (6%)	3 (1%)
Transferring services to other organisations like commercial companies	22 (8%)	22 (8%)	37 (14%)	63 (24%)	105 (40%)	11 (4%)
Transferring services to other organisations like community groups, social enterprises and town and parish councils	44 (17%)	95 (36%)	50 (19%)	42 (16%)	25 (10%)	5 (2%)
Encouraging more people to volunteer their time to become involved in the delivery of services	40 (15%)	96 (37%)	68 (26%)	35 (13%)	21 (8%)	3 (1%)

Q6 Which of the following County Plan commitments would you say are the three highest priorities for investment over the next 4 years? (Please select only three). Please ignore the % for this question, it will be analysed differently in the final report.

	Highest priority	Second priority	Third priority
Minimise waste and increase re-use, repair and recycling	17 (29%)	20 (34%)	21 (36%)
Improve and extend active travel options throughout the county	21 (43%)	11 (22%)	17 (35%)
Build understanding and support for sustainable living	11 (39%)	7 (25%)	10 (36%)
Invest in low carbon projects	6 (27%)	12 (55%)	4 (18%)
Identify climate change action in all aspects of council operation	24 (55%)	10 (23%)	10 (23%)
Seek strong stewardship of the county's natural resources	14 (47%)	10 (33%)	6 (20%)
Protect and enhance the county's biodiversity, value nature and uphold environmental standards	21 (39%)	22 (41%)	11 (20%)
Ensure all children are healthy, safe and inspired to achieve	47 (59%)	22 (28%)	11 (14%)
Ensure that children in care, and moving on from care, are well supported and make good life choices	23 (40%)	21 (37%)	13 (23%)
Build publicly owned, sustainable and affordable houses, and bring empty properties back into use	29 (31%)	32 (34%)	32 (34%)
Protect and improve the lives of vulnerable people	18 (34%)	15 (28%)	20 (38%)
Use technology to support home care and extend independent living	6 (22%)	11 (41%)	10 (37%)
Support communities to help each other through a network of community hubs	6 (19%)	14 (44%)	12 (38%)
Develop environmentally sound infrastructure that attracts investment	18 (34%)	14 (26%)	21 (40%)
Use council land to create economic opportunities and bring higher paid jobs to the county	13 (27%)	23 (48%)	12 (25%)
Invest in education and the skills needed by employers	14 (32%)	13 (30%)	17 (39%)
Enhance digital connectivity for communities and business	11 (33%)	15 (45%)	7 (21%)
Protect and promote our heritage, culture and natural beauty to enhance quality of life and support tourism	15 (29%)	16 (31%)	20 (39%)
Spend public money in the local economy wherever possible	48 (52%)	15 (16%)	30 (32%)

Council Tax options for 2021/22

Proposed Council Tax increase

Following the Chancellor's Spending Review on 25 November 2020, the council's preferred option for the 2021/22 budget is a 1.99% increase in general Council Tax and 3.00% social care precept (Option A), as this will lead to the least reduction in spending on services.

This is on the basis that additional savings of around £1.1m per 1% of Council Tax will need to be found in each year that an increase is not made over and above the savings that the council is already working to deliver.

Due to the large scale savings that the council will need to find in 2021/2022, the council is unable to consider a Council Tax freeze.

please note: the council has no control over the Council Tax collected on behalf of the police, fire service, or parish and town councils. Each of these bodies will make their own independent decisions.

The council would like your views on the level of Council Tax the council should consider for 2021/22:

Option A: To increase Council Tax in 2021/22 by 4.99% (1.99% general Council Tax and 3.00% social care precept)

This would be an increase of £78.53 per year (or £6.54 per month) for a band D household. This would raise an additional £5.4 million.

Option B: To increase Council Tax in 2021/22 by 3.99% (1.99% general Council Tax and 2.00% social care precept)

This would be an increase of £62.79 per year (or £5.23 per month) for a band D household. This would raise an additional £4.3 million.

Q7 Which of the following options would you prefer?

109 (41%) Option A: increase Council Tax by 4.99%

79 (30%) Option B: increase Council Tax by 3.99%

5 (2%) No preference

71 (27%) Neither

1 (0%) Don't know

Q8 The government currently sets limits to the annual increases in both general Council Tax and the social care precept. Should government relax the current annual Council Tax increase thresholds, to what extent would you support or oppose a Council Tax rise greater than 4.99%?

25 (9%) Strongly support

40 (15%) Somewhat support

28 (11%) Neither support nor oppose

39 (15%) Somewhat oppose

133 (50%) Strongly oppose

Potential schemes to support vulnerable residents

Herefordshire Council provides financial support in certain circumstances to households that are in financial difficulty.

There is growing evidence that people are struggling financially as a result of the coronavirus pandemic, and applications to the Council Tax Reduction Scheme have increased compared to previous years.

Q9 In principle, would you be willing to pay more Council Tax if the increase was used to help households on low incomes?

108 (41%) Yes

156 (59%) No

Q10 Would you support a Herefordshire Community Contribution Scheme that allows residents to pay a voluntary sum to contribute towards community schemes, for example schemes to help create the best start in life for our children and young people?

161 (61%) Yes

102 (39%) No

Q11 If a Herefordshire Community Contribution Scheme was introduced would you consider making a contribution?

134 (51%) Yes

129 (49%) No

Q12 Please tell us the main reason that you would, or would not, consider making a contribution:

208 comments

Any other comments about the budget and council savings plan

Q13 Please use this space to make any other comments about the budget and council savings plan:

144 comments

What do you think of your local area and the council?

Throughout this survey we ask you to think about 'your local area'. When answering, please consider your local area to be the area within 15 to 20 minutes walking distance from your home.

Q14 Overall, how satisfied or dissatisfied are you with your local area as a place to live?

93 (35%) Very satisfied

106 (40%) Fairly satisfied

22 (8%) Neither satisfied not dissatisfied

24 (9%) Fairly dissatisfied

17 (6%) Very dissatisfied

0 (0%) Don't know

Q15 Over the past 2 years, do you feel that Herefordshire has become a better place to live, is the same, or is worse?

40 (15%) Better

95 (36%) The same

120 (46%) Worse

8 (3%) Don't know

Q16 If you said that Herefordshire has become either better or worse in the last two years, please tell us what you feel has changed:

147 comments

Your local area receives services from Herefordshire Council, such as refuse collection, street cleaning, planning, education, social services and road maintenance.

In considering the next questions, please think about the range of services Herefordshire Council provides to the community as a whole, as well as services your household uses. It does not matter if you are not aware of all of the services Herefordshire Council provides to the community. We would like your general opinion.

Q17 Overall, how satisfied or dissatisfied are you with the way Herefordshire Council runs things?

15 (6%) Very satisfied

92 (35%) Fairly satisfied

39 (15%) Neither satisfied nor dissatisfied

60 (23%) Fairly dissatisfied

54 (20%) Very dissatisfied

4 (2%) Don't know

Q18 To what extent do you agree or disagree that Herefordshire Council provides value for money?

- 5 (2%) Strongly agree
- 55 (21%) Tend to agree
- 61 (23%) Neither agree nor disagree
- 67 (25%) Tend to disagree
- 67 (25%) Strongly disagree
- 9 (3%) Don't know

Q19 To what extent do you agree or disagree with the following statements about Herefordshire Council?

	Strongly agree	Tend to agree	Neither agree nor disagree	Tend to disagree	Strongly disagree	Don't know
The council keeps me informed about the services it provides	18 (7%)	91 (35%)	63 (24%)	55 (21%)	32 (12%)	2 (1%)
The council keeps me informed about any proposals for change	16 (6%)	87 (33%)	53 (20%)	60 (23%)	41 (16%)	3 (1%)
I can influence decisions affecting my local area	7 (3%)	44 (17%)	41 (16%)	73 (28%)	90 (35%)	5 (2%)

Q20 To what extent do you think Herefordshire Council acts on the concerns of local residents?

- 11 (4%) A great deal
- 64 (24%) A fair amount
- 103 (39%) Not very much
- 66 (25%) Not at all
- 19 (7%) Don't know

About you

If you are responding as an individual please answer the following questions about yourself. This information helps us to understand the profile of respondents and whether views vary amongst different groups of people across the county. It will only be used for the purpose of statistical monitoring, treated as confidential and not used to identify you.

You do not have to answer these questions. If you do not wish to complete them please indicate this below:

45 (100%) I do not wish to complete this section

Which Council Tax band are you in? (if you are not sure a rough guess is fine)

8 (4%) A

29 (13%) B

18 (8%) C

61 (28%) D

28 (13%) E

19 (9%) F

27 (12%) G

0 (0%) H

21 (10%) Don't know

9 (4%) Prefer not to say

Your gender

103 (47%) Male

104 (48%) Female

0 (0%) Other

11 (5%) Prefer not to say

What is your age band?

0 (0%) 0-15 years

1 (0%) 16-24 years

51 (23%) 25-44 years

86 (39%) 45-64 years

53 (24%) 65-74 years

13 (6%) 75+ years

14 (6%) Prefer not to say

Do you have a disability, long-term illness or health problem (12 months or more) which limits daily activities or the work you can do?

25 (12%) Yes

179 (83%) No

11 (5%) Prefer not to say

How would you describe your ethnic group?

199 (90%) White British/English/Welsh/Scottish/Northern Irish

6 (3%) Other White (please specify below)

0 (0%) Any other ethnic group (please specify below)

15 (7%) Prefer not to say

5 comments

Please tell us the first part of your

postcode: 192 comments

Questionnaire for businesses / organisations

Herefordshire Council is responsible for a range of services in your local area, such as refuse collection, education, social care services and road maintenance. The income paid by business rates currently makes up 23% of the council's budget for these services, so we're keen to get your views on how we can make the best use of our budget and give your organisation value for money.

Are you?

- 29 (88%) A local business
- 4 (12%) A voluntary or community sector organisation
- 0 (0%) A parish or town council
- 0 (0%) Other

If 'other' please specify and tell us its name.

0 comments

In considering our questions, please think about the range of services Herefordshire Council provides to the community as a whole, as well as the services your organisation uses. It does not matter if you are not aware of all of the services Herefordshire Council provides to the community. We would like your general opinion.

Your experience of our services

Q1. How satisfied are you with the council services your organisation has used in the last year?

	Not used	Very satisfied	Fairly satisfied	Neither satisfied nor dissatisfied	Fairly dissatisfied	Very dissatisfied
Building control	18 (58%)	5 (16%)	2 (6%)	3 (10%)	2 (6%)	1 (3%)
Business support resources	8 (26%)	7 (23%)	8 (26%)	3 (10%)	3 (10%)	2 (6%)
Commercial waste	9 (30%)	6 (20%)	7 (23%)	4 (13%)	3 (10%)	1 (3%)
Contracts and tenders	21 (68%)	2 (6%)	2 (6%)	0 (0%)	4 (13%)	2 (6%)
Customer services	9 (30%)	5 (17%)	6 (20%)	4 (13%)	4 (13%)	2 (7%)
Emergency Planning Unit	25 (86%)	2 (7%)	0 (0%)	2 (7%)	0 (0%)	0 (0%)
Environmental health and protection, pest control	13 (42%)	4 (13%)	3 (10%)	8 (26%)	1 (3%)	2 (6%)
Health and safety	18 (60%)	5 (17%)	3 (10%)	4 (13%)	0 (0%)	0 (0%)
Learning difficulties employment support	23 (77%)	1 (3%)	1 (3%)	5 (17%)	0 (0%)	0 (0%)
Licensing and street trading	18 (60%)	2 (7%)	4 (13%)	4 (13%)	0 (0%)	2 (7%)
Sustainable transport	20 (67%)	0 (0%)	2 (7%)	1 (3%)	6 (20%)	1 (3%)
Parking	11 (35%)	0 (0%)	4 (13%)	2 (6%)	5 (16%)	9 (29%)
Planning	13 (43%)	2 (7%)	3 (10%)	1 (3%)	2 (7%)	9 (30%)
Trading standards	18 (60%)	3 (10%)	1 (3%)	5 (17%)	2 (7%)	1 (3%)
Workforce development	22 (73%)	0 (0%)	0 (0%)	5 (17%)	3 (10%)	0 (0%)
Maintenance of roads, footpaths and cycle paths	2 (6%)	0 (0%)	6 (18%)	4 (12%)	7 (21%)	14 (42%)
Street cleansing and lighting	3 (10%)	3 (10%)	11 (35%)	5 (16%)	4 (13%)	5 (16%)

The Council Transformation and Savings Programme

All councils continue to experience constraints on spending, alongside increasing demand for some of their services. To balance the books, councils must continue to review what they do and how they do it.

Additionally, there is currently uncertainty over the amount of funding we will have in future and levels of funding from the government have yet to be confirmed, and the ongoing Covid-19 pandemic has made it hard to be sure how much funding we will receive.

However, Herefordshire Council has a successful track record of delivering savings and has already delivered substantial savings of £90 million. Through early planning and carrying out a range of efficiency measures, the council has protected frontline services and minimised the impact of spending reductions.

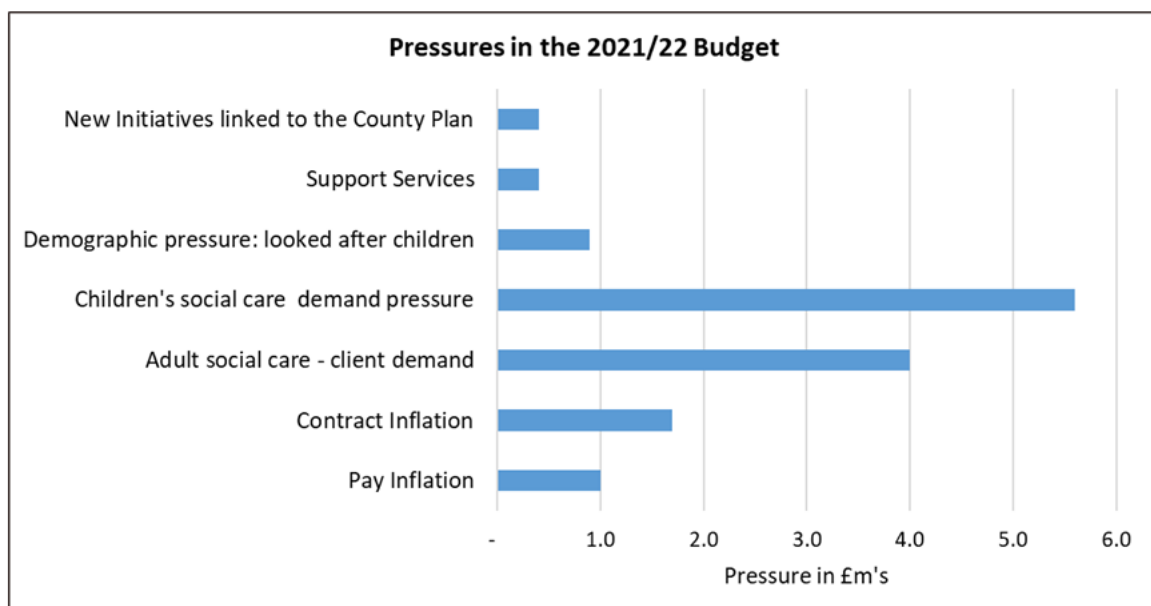
To reduce the continually increasing gap between our available resources and our expenditure, we will need to make further reductions in spending. Whilst the value and timing of such cost reductions is predicated on the level of financial support provided by central government and the impact of Covid-19 on the council's finances and demand for our services, the council is looking to make preparations for areas where cost reductions may need to be made. Current indications are that savings of up to £16m are required in 2021/22.

Savings of this level would involve continued changes to our role and the services we provide and we will continue to review our priorities, as shown in the County Plan summary, to make sure our more limited resources are focused on our 'core' activities.

The next year

Meeting our proposed plan of continued savings would require finding potential savings of up to £16 million in 2021/22.

The main source of these financial pressures, driven by coronavirus and coronavirus legacy issues, are shown in the diagram below:



Q2. Looking at the information in the consultation document, how do you feel about the proposed amount of savings by directorate? summary of what directorates do.

	Far too little	Slightly too little	About right	Slightly too much	Far too much	Don't know
Adults and Communities Up to £5m or 5.2% of directorate budget	2 (6%)	4 (13%)	14 (45%)	4 (13%)	5 (16%)	2 (6%)
Children and Families Up to £2.9m or 7.9% of directorate budget	2 (6%)	6 (19%)	11 (35%)	4 (13%)	7 (23%)	1 (3%)
Economy and Place Up to £6.71m or 13.5% of directorate budget	5 (16%)	5 (16%)	11 (35%)	4 (13%)	5 (16%)	1 (3%)
Corporate Centre Up to £1.49m or 7.9% of budget	3 (10%)	9 (30%)	9 (30%)	3 (10%)	3 (10%)	3 (10%)

Q3. If you have any comments on the proposed savings by directorate please let us know:

10 comments

The next 5 to 10 years

Q4. In the next 5 to 10 years, the council will continue to find ways to make services more affordable to run. How strongly do you agree or disagree with using the following approaches?

	Strongly agree	Tend to agree	Neither agree or disagree	Tend to disagree	Strongly disagree	Don't know
Targeting resources on the most vulnerable and people most in need	15 (45%)	12 (36%)	2 (6%)	0 (0%)	4 (12%)	0 (0%)
Reducing the quality of some services provided	0 (0%)	5 (16%)	7 (22%)	12 (38%)	8 (25%)	0 (0%)
Increasing fees and charges for some services	3 (9%)	16 (48%)	7 (21%)	2 (6%)	3 (9%)	2 (6%)
Making more services available online	10 (32%)	16 (52%)	2 (6%)	2 (6%)	0 (0%)	1 (3%)
Using digital technology more widely to support the delivery of services	14 (44%)	12 (38%)	2 (6%)	3 (9%)	0 (0%)	1 (3%)
Making more efficient use of council assets such as land and buildings	23 (70%)	8 (24%)	1 (3%)	1 (3%)	0 (0%)	0 (0%)
Scaling back to stop providing some services	2 (6%)	7 (22%)	9 (28%)	8 (25%)	5 (16%)	1 (3%)
Stopping provision of some discretionary services to protect services to older people and the vulnerable	6 (18%)	10 (30%)	4 (12%)	6 (18%)	7 (21%)	0 (0%)
Changing working practices to make better use of technology and more efficient ways of working	19 (58%)	10 (30%)	3 (9%)	0 (0%)	1 (3%)	0 (0%)
Working in partnership and sharing services with other councils and public sector agencies	11 (34%)	12 (38%)	5 (16%)	2 (6%)	1 (3%)	1 (3%)
Transferring services to other organisations like commercial companies	4 (13%)	9 (28%)	4 (13%)	6 (19%)	9 (28%)	0 (0%)
Transferring services to other organisations like community groups, social enterprises, and town and parish councils	9 (28%)	11 (34%)	3 (9%)	6 (19%)	3 (9%)	0 (0%)
Encouraging more people to volunteer their time to become involved in the delivery of services	11 (33%)	14 (42%)	4 (12%)	3 (9%)	1 (3%)	0 (0%)

Q5. Which of the following County Plan commitments would you say are the three highest priorities for investment over the next 4 years? (Please select only three). Please ignore the % for this question, it will be analysed differently in the final report.

	Highest priority	Second priority	Third priority
Minimise waste and increase reuse, repair and recycling	4 (44%)	1 (11%)	4 (44%)
Improve and extend active travel options throughout the county	5 (63%)	1 (13%)	2 (25%)
Build understanding and support for sustainable living	2 (33%)	3 (50%)	1 (17%)
Invest in low carbon projects	3 (50%)	1 (17%)	2 (33%)
Identify climate change action in all aspects of council operation	4 (67%)	1 (17%)	1 (17%)
Seek strong stewardship of the county's natural resources	2 (40%)	3 (60%)	0 (0%)
Protect and enhance the county's biodiversity, value nature and uphold environmental standards	3 (60%)	2 (40%)	0 (0%)
Ensure all children are healthy, safe and inspired to achieve	4 (40%)	4 (40%)	2 (20%)
Ensure that children in care, and moving on from care, are well supported and make good life choices	4 (67%)	0 (0%)	2 (33%)
Build publicly owned sustainable and affordable houses and bring empty properties back into use	5 (38%)	4 (31%)	4 (31%)
Protect and improve the lives of vulnerable people	5 (71%)	2 (29%)	0 (0%)
Use technology to support home care and extend independent living	1 (25%)	2 (50%)	1 (25%)
Support communities to help each other through a network of community hubs	1 (25%)	3 (75%)	0 (0%)
Develop environmentally sound infrastructure that attracts investment	2 (29%)	3 (43%)	2 (29%)
Use council land to create economic opportunities and bring higher paid jobs to the county	2 (22%)	3 (33%)	4 (44%)
Invest in education and the skills needed by employers	3 (43%)	2 (29%)	2 (29%)
Enhance digital connectivity for communities and business	1 (17%)	2 (33%)	3 (50%)
Protect and promote our heritage, culture and natural beauty to enhance quality of life and support tourism	4 (44%)	2 (22%)	3 (33%)
Spend public money in the local economy wherever possible	3 (25%)	5 (42%)	4 (33%)

Q6. Please use this space to make any other comments or suggestions about how the council invests and saves money:

10 comments

What do you think of your local area and the council?

Throughout this survey we ask you to think about 'your local area'. When answering, please consider your local area to be the area within 15 to 20 minutes walking distance from where your organisation is based.

Q7. Overall, how satisfied or dissatisfied are you with the way Herefordshire Council runs things?

- 2 (6%) Very satisfied
- 13 (39%) Fairly satisfied
- 3 (9%) Neither satisfied nor dissatisfied
- 8 (24%) Fairly dissatisfied
- 7 (21%) Very dissatisfied
- 0 (0%) Don't know

Q8. To what extent do you agree or disagree that Herefordshire Council provides services that are value for money?

- 1 (3%) Strongly agree
- 11 (33%) Tend to agree
- 7 (21%) Neither agree nor disagree
- 7 (21%) Tend to disagree
- 7 (21%) Strongly disagree
- 0 (0%) Don't know

Q9. To what extent do you agree or disagree with the following statements about Herefordshire Council?

	Strongly agree	Tend to agree	Neither agree nor disagree	Tend to disagree	Strongly disagree
The council keeps my organisation informed about the services it provides	4 (12%)	7 (21%)	9 (27%)	10 (30%)	3 (9%)
The council keeps my organisation informed about any proposals for change	1 (3%)	10 (30%)	7 (21%)	12 (36%)	3 (9%)
My organisation can influence decisions affecting my local area	1 (3%)	6 (18%)	3 (9%)	14 (42%)	9 (27%)

Q10. To what extent do you think Herefordshire Council acts on the concerns of local organisations?

1 (3%) A great deal

8 (24%) A fair amount

13 (39%) Not very much

7 (21%) Not at all

4 (12%) Don't know

Please tell us the first part of the postcode of your organisation (if your organisation has several sites in the county please give the postcode of the site at which you are based)

28 comments

Thank you