

YOUR SAY ON HEREFORDSHIRE COUNCIL'S BUDGET FOR 2022/2023: KEY FINDINGS

Version 1.0

Herefordshire Council Intelligence Unit

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The consultation

The formal public consultation on Herefordshire Council's budget for 2022/23 was carried out using an online questionnaire published on the council's website from 27 August 2021 to 04 October 2021. The consultation was also promoted via the council's social media channels.

A total of 134 responses were received to the online questionnaire, including one response on behalf of an organisation 'Echo of Hereford'. Responses to this year's consultation were relatively low, half the number of responses received to last year's consultation. It's important to be aware of this low response when considering the results; in particular the percentages: an apparently large percentage difference can equate to just a few individual responses.

There was an equal split of male and female respondents. The age profile shows a fair representation of working age (16-64 years) respondents and a marked bias from residents from the upper Council Tax bands (D to H) was also observed.

The following summary presents responses to this year's questionnaire, along with comparison to last year's responses where similar questions were asked. They are marked with this symbol:



Results

Satisfaction with council services (Q1)

The first section of the questionnaire asked about satisfaction with services that Herefordshire Council provides. Different services were listed for residents and for businesses/organisations, and respondents were asked to consider services that they have used themselves in the last year.

The graph (figure 1) below is ordered by the number of people who gave an opinion^[1] on the service, with the most used services at the top. It shows three broad groupings of services in terms of usage.

Note that the percentages quoted in the text below are calculated out of only those people who had used the service, so don't match those on the chart (which shows the proportions of all respondents, to illustrate the wide variation in usage).

- Overall, there were three services which at least half of users who gave an opinion¹ said they were satisfied with: 'waste and recycling' (62%), 'parks and open spaces' (54%), and 'schools' (54%).
- There was a clear distinction in satisfaction levels among the most used services, with higher level of satisfaction for 'waste and recycling' (62% of users satisfied/very satisfied) and 'parks and open space' (54%), while 'highways and roads' has the lowest satisfaction (12%).
- In fact, 'highways and roads' is the service that the users are mostly dissatisfied with (83% of users dissatisfied/very dissatisfied).

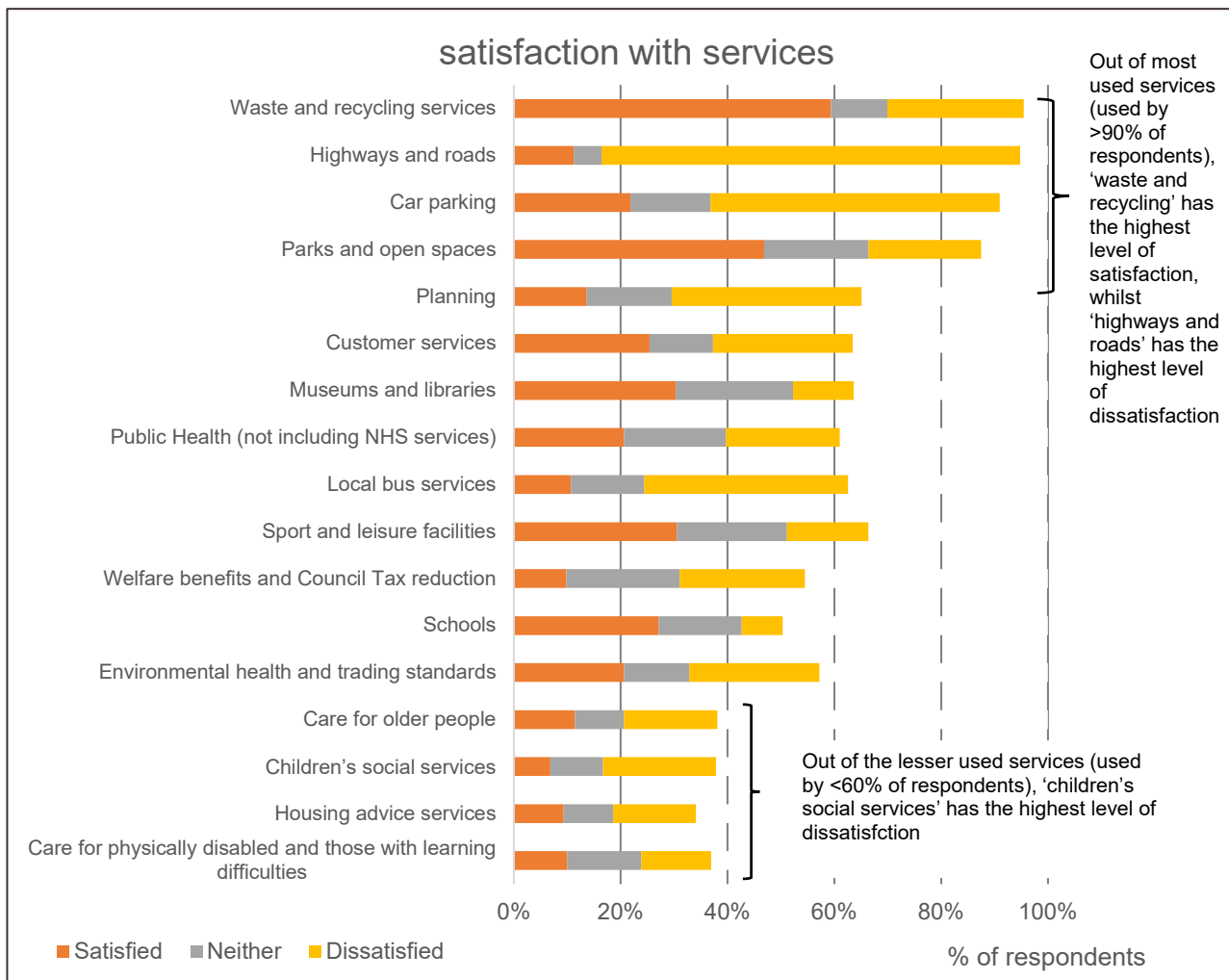
^[1] i.e. respondents who said that they used the services, and excluding those who answered 'don't know'.

- Amongst the lesser used services, satisfaction with services for older people is high (30% of users) – but less so for ‘children’s social services’ (18%).
- Other than ‘highways and roads’, there are four other services where dissatisfaction was higher than 50%: ‘local bus services’ (61%), ‘car parking’ (60%), ‘children’s social services’ (56%) and ‘planning’ (55%).



There appeared to be a broadly similar pattern in terms of the usage of services, although respondents this year were more likely to say they had used the services compared to last year’s response. Overall, respondents to this year’s consultation were less satisfied or more dissatisfied with most of the services than last year. The largest drop in satisfaction is with ‘care for older people’ (by 28 percentage points) which also has the largest rise in dissatisfaction (by 24 percentage points), however this is one of the least used services. There are clear variations in the levels of satisfaction with ‘car parking’, ‘local bus services’, ‘public health’ and ‘children’s social services’ with fewer users been satisfied and more users been dissatisfied with than last year.

Figure 1: Residents’ satisfaction with council services (ordered by usage)



Making services more affordable to run (Q2-Q4)

Q2. This question asked respondents to specify their views on how to make the following services more affordable. The common themes from the comments received are listed below each service:

- a. Making more efficient use of council assets such as land and buildings (69 comments)
 - Use council assets to generate income
 - Diversify the usage of assets e.g. establish community hubs in council buildings
 - Convert council buildings to affordable housing

- b. Changing working practices to make better use of technology and more efficient ways of working (62 comments)
 - Enhance remote/flexible working for council staff where possible
 - Invest in fit for purpose technology e.g. Single data management hubs across agencies to manage interventions with complex clients and case workers, WiFi enabling village halls.

- c. Working in partnership and sharing services with other councils and public sector agencies (63 comments)
 - Make internal and local partnerships rather than sharing services with other authorities
 - Make partnerships only if it provides better services, cut down costs
 - Do not make partnerships as a cost cutting exercise/not with the expense of reduction in resources.

- d. Using digital technology more widely to support the delivery of services (58 comments)
 - Combination of methods need to be used including face to face meetings
 - Make services accessible for all – vulnerable, elderly, people with learning disability, people who are not computer literate, and already disadvantaged groups.
 - Place better infrastructure, more mobile signal coverage first

- e. Making more services available online (53 comments)
 - Do not make services fully automated, make services accessible for people who are not capable of using automated services
 - Not all services are suitable for online provision

Q3. This question asked respondents to provide preventative measures that they would like to see in any of the following service areas.

a. Children's services (48 comments)

- Early identification of needs
- More robust, effective and timely early intervention process
- More competent, committed, qualified, permanent social workers
- Reduce workload of social workers to spend more time on cases
- Provide more resources to early help

b. Adult social care (54 comments)

- Collaborative working with all agencies e.g. NHS, council, care agencies
- Provide care in the community instead of institutional care and improve provision of home care to prevent unnecessary and unwanted residential placements
- More days centres, support hubs to provide leisure facilities, activities and clubs

c. Support for vulnerable people (45 comments)

- Develop community based support e.g. mentoring for young and vulnerable people, more day centres, activities/clubs and meals provided for them
- Improve support for independent living
- Provide a single point of contact for all sectors, collaborative work between all agencies involved and a charter of what is to be offered and where it can be found
- Improve access to mental health services, training in coping strategies

d. Specific prevention measures for any other service area (27 comments)

- Improve access to services and more services to refer to e.g. mental health services, financial help, bereavement
- Improve council practices and standards
- Take actions to protect environment and promote recycling

Q4. Local authorities have the opportunity to borrow money from central government and other sources, and currently Herefordshire Council has not borrowed as much as it is able to.

Respondents were asked whether they agree that the council should borrow more money to achieve its wider aims.

- 58% of respondents agreed for the council to borrow more money to achieve its wider aims while 26% did not agree and further 17% chose to select 'don't know'.

Q5. Only the respondents who agreed that the council should borrow money were then asked to rank areas in order of priority to spend the additional money on.

The results presented in Figure 2 are based on a weighted average of those responses.

There were no stark differences seen in the order of priority for these areas, however, 'children's services (not education) e.g. children in care, respite care, support for children with disabilities' was ranked slightly higher overall. 'Road maintenance' and 'measures to address the climate emergency' have polarised views – Table 1.

Figure 2: priority spending areas ordered by weighted score

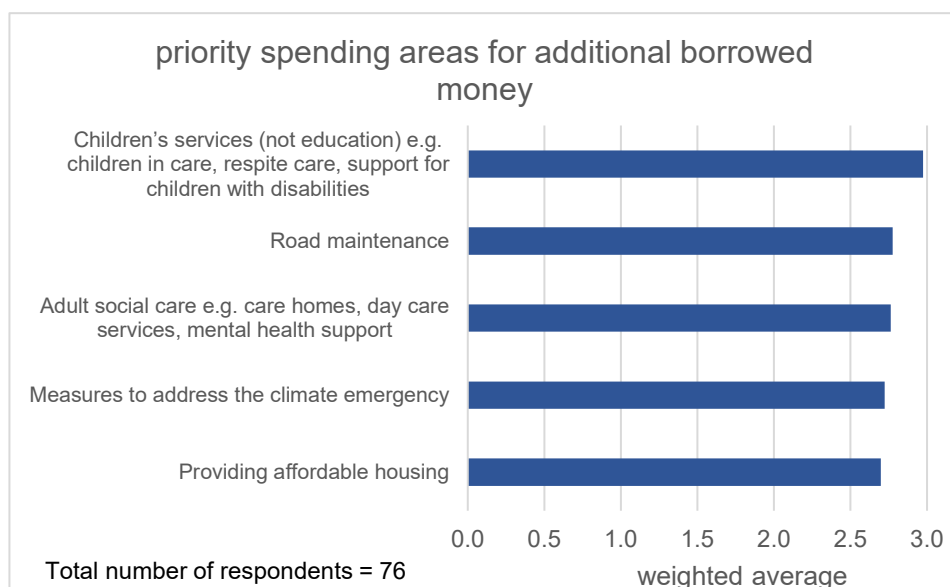


Table 1: proportion of responses to Q5 based on total respondents who ranked at least one option.

	Rank (1= highest and 5 = lowest)				
	1	2	3	4	5
Measures to address the climate emergency	30%	9%	8%	17%	26%
Road maintenance	29%	13%	12%	8%	29%
Adult social care e.g. care homes, day care services, mental health support	8%	25%	25%	29%	4%
Children's services (not education) e.g. children in care, respite care, support for children with disabilities	12%	28%	29%	17%	7%
Providing affordable housing	17%	17%	17%	18%	28%

Respondents were invited to provide other suggestions too. The most common areas suggested to spend the additional borrowings on were: road infrastructure, preventative services, housing, employment opportunities, and public transport.

Tackling climate change and protecting nature (Q6-Q8)

The questions in this section were about the council's carbon management plan and the corresponding action plan.

Q6. 40% of respondents said that Herefordshire Council is not doing enough towards achieving its ambition of a net zero and a nature rich county, compared to 20% who agreed that the council is doing enough. 13% said that they don't agree with the council working towards this ambition.

Sixty respondents commented on Herefordshire Council's work towards achieving its ambition of a net zero and nature rich county. The majority (57%) of comments indicated that the council is not doing enough to achieve its targets, 18% acknowledged that the council is doing enough and heading in the right direction and 12% represented respondents' view on they do not agree with Herefordshire Council working towards this ambition. Despite their varied opinions, respondents provided suggestions for improvement such as tougher planning regulations, more recycling facilities, better and safer cycle routes further afield than the centre of the city, and raising public awareness. Some comments also addressed concerns over other priorities that the council should focus on and some believed the work towards net zero ambition needs to be done by the public and not the council.

Q7. Figure 3 shows the level of support that respondents are prepared and able to do for mitigating climate change.

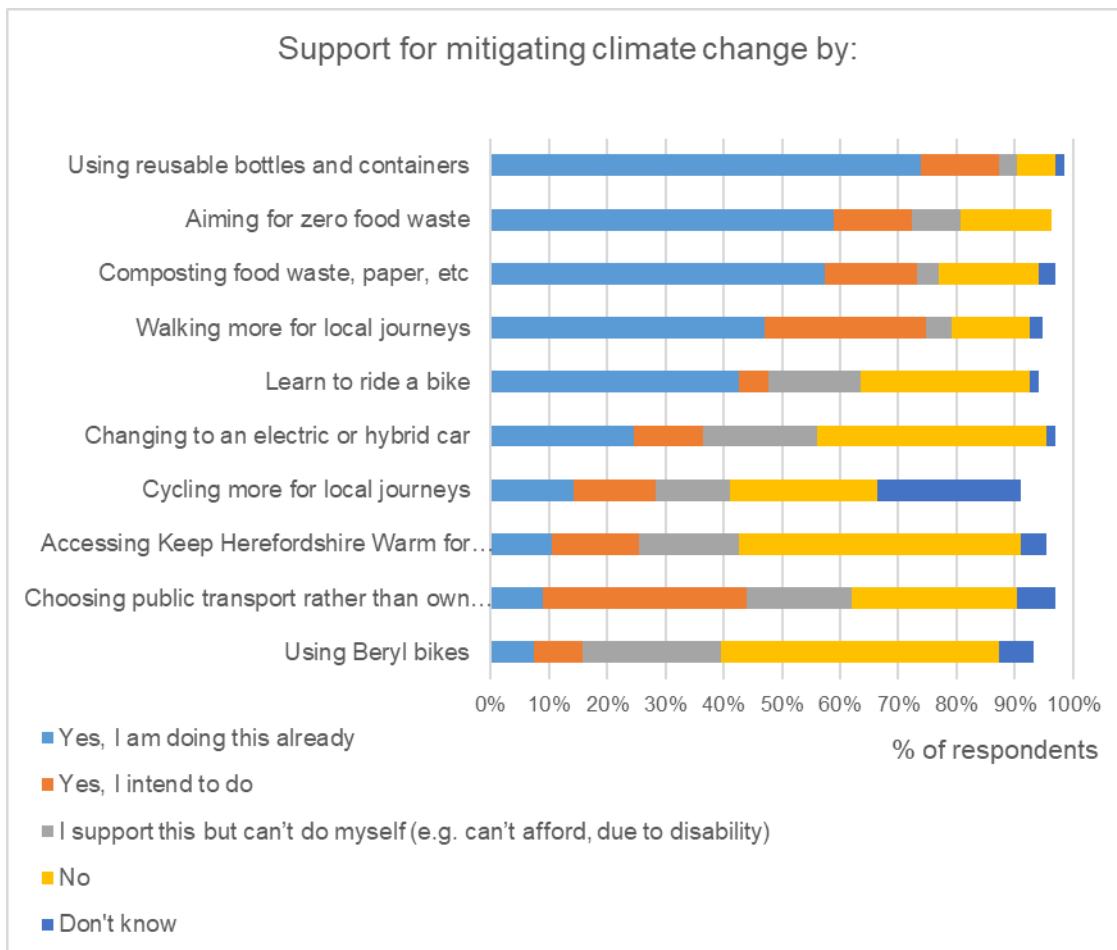
- The majority (60% or more) of respondents said they are already
 - using reusable bottles and containers (75%)
 - walking more for local journeys (61%) and
 - composting food waste, paper, etc (59%)
- The options with the largest proportion of respondents who 'are intending to do' were 'changing to an electric or hybrid car' (36% compared to fewer than 10% who already have) and 'aiming for zero food waste' (29%, in addition to the 50% who are already doing).
- 'Using Beryl bikes' and 'cycling more for local journeys' were the most common options for people to say they support but are unable to do themselves (26% and 20% respectively), but

- They were also the options that people were most likely to say ‘no’ they didn’t support (51% and 41% respectively): along with ‘choosing public transport rather than my own vehicle’ (51%).

Lack of safer and lengthier cycle lanes or lack of reliable public transport were mentioned as to why respondents are not prepared to give up their car journeys towards mitigating climate change.

Forty respondents commented on other activities that they already do or intend to do. Life style changes such as eating less or no meat, using sustainable clothing, choosing sustainable travel choices, making their homes energy efficient or using green energy by adapting to solar power and using energy saving bulbs were cited most frequently. A few respondents said they practice self-sufficient gardening or organic gardening and provide green waste for making bio fuel.

Figure 3: level of support for mitigating climate change (ordered by level of support – already do or intend to do)



Q8. There were 90 comments made when asked about the key things respondents would like to see done differently in the county to help mitigate the Climate Emergency.

Schemes to help support vulnerable residents (Q9)

In last year's consultation there was support for raising money to help support vulnerable residents through a Voluntary Contribution Scheme. Building on that, this year respondents were how they would like to see any money raised through a Herefordshire Lottery Scheme or Voluntary Contribution Scheme spent.

Respondents could select as many of the four options as they wanted, but areas that stand out as being most popular:

- Allocated to parish and town councils to decide with local residents for their area (48%)
- Thematic areas such as children, vulnerable adults, climate emergency (47%)

'Specific charities or local groups' and 'Geographical priority areas' were selected by 37% and 22% of respondents respectively.

Of those who provided details, some respondents thought parish/ town councils and local voluntary or charity organisations would be best placed in understanding their local needs and how these might be best supported. Social housing, young adults with limited capabilities or eligible children were also mentioned by respondents as to where the money should be spent.

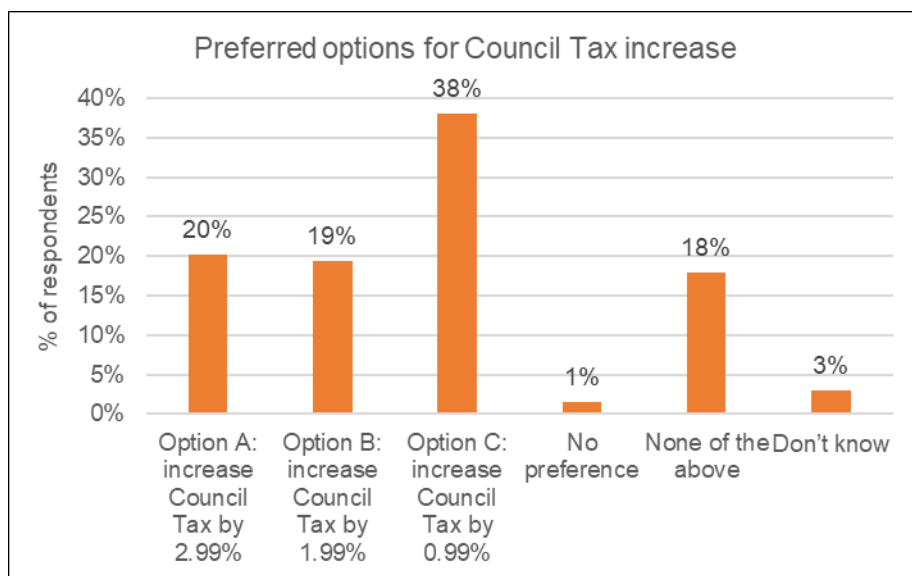
Council Tax options for 2022/23 (Q10 to Q12)

Q10. In this section, residents were asked about their preference on the level of Council Tax increase that the council should consider for 2022/23: increase Council Tax by 2.99%, 1.99% or by 0.99%.

Figure 4 shows the respondents preferred options.

- 38% of respondents supported an increase of 0.99%
- Around 20% supported an increase of either 2.99% or 1.99%. A similar proportion said that they preferred neither option.
- The other 20% preferred neither option; it is not possible to know if they would support less than 0.99% or more than 2.99%.

Figure 4: preference on increasing Council Tax



Q11. In last year's consultation, residents were asked if they would be prepared to pay more Council Tax to help households on low incomes. Given the adverse consequences of Covid-19, the question was repeated in this year's consultation in order to collect views again for the forthcoming year 2022/23.

- Whilst 28% of respondents indicated that they would be willing to pay more Council Tax if the increase was used to help households on low incomes, 56% said they wouldn't and 16% were undecided.



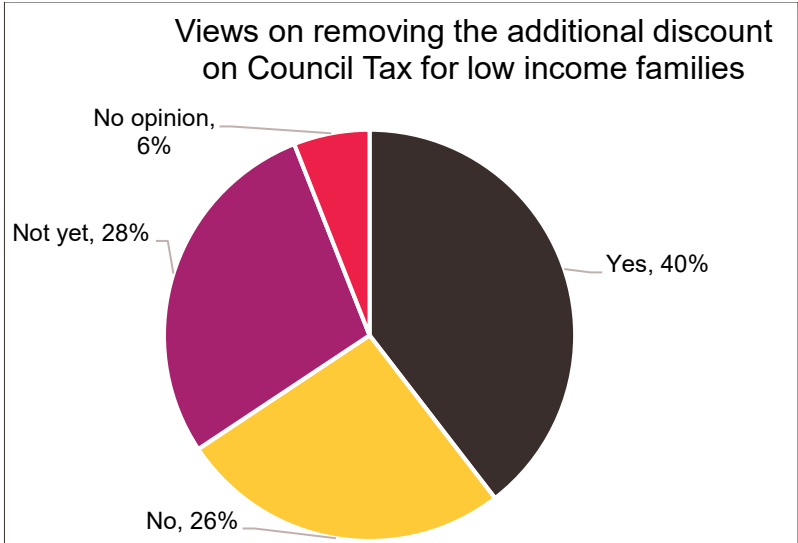
Notably fewer respondents supported this than last year: 41% (2020) compared to 28% (2021).

Although fewer respondents also said they wouldn't be willing to pay more (56% compared to 59% in 2020), a sixth of respondents (16%) selected 'don't know' this year – an option that was not included in last year's question.

Q12. Families on low incomes receive a discount on Council Tax, however, due to the pandemic low income families currently receive an additional discount on their Council Tax.

When asked about whether to remove this additional discount, the majority (54%) felt that it should not be removed this year – half of whom said it shouldn't be removed at all, and half said 'not yet'. 40% of respondents thought that the additional discount should be removed now and 6% chose not to express an opinion – Figure 5.

Figure 5: Views on removing the additional discount on Council Tax for low income families



Participation in other consultations (Q13 and Q14)

43% of those who responded to this year’s budget consultation had also taken part in previous consultations. Most of them had completed Herefordshire Council’s recent waste consultation. Amongst the other consultations mentioned, this year’s bus consultation and local consultations such as parish surveys and neighbourhood development plan surveys were the most common.

Appendix 1: Top line report



Your say on Herefordshire Council's budget and tax for 2022/23

The following results are from 134 respondents for the online questionnaire.
The percentages are based on respondents to each question/statement.

The previous public consultation held last winter (2020-21) invited residents to have some tough conversations about what services they prioritised and where they felt savings could be made, as well as exploring the potential for generating income through alternative revenue streams.

While the world may have changed dramatically during the past eighteen months and the pandemic has brought new challenges, it has also brought with it opportunities and the chance to re-evaluate our actions, work programmes and budgets in partnership with residents, stakeholders, communities and businesses to lead Herefordshire into the future with confidence.

Unlike last year we are not facing a significant funding gap so the focus of this consultation is to build on some of the conversations we started last year and to look at how we might begin a journey of transformation, looking at the way we deliver our services in the most efficient and environmentally friendly way.

For your information this is how much the council was budgeted to spend in 2021/2022 and how the money has been allocated:

- Adults & Communities**
£101.6m / 27%
Wide range of services supporting communities including many of the most vulnerable individuals in the county
- Childrens & Families**
£159.2m / 42%
Responsible for education services, safeguarding and family support
- Economy & Place** **£53.7m / 14%**
Highways, regulatory services, waste and economic development
- Corporate** **£18.2m / 5%**
Finance, human resources, legal, communications and strategic transformation and delivery
- Central, treasury management, capital financing & reserves**
£48.7m / 12%
Pension and financing costs

In 2021/22 the council has a gross revenue budget of £381.4 million to invest in the community. This is the money we use to pay for your day to day services - such as educating children, caring for vulnerable people and recycling and waste.



What do you think of our services?

Q1 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	56 (43%)	3 (2%)	12 (9%)	12 (9%)	11 (8%)	12 (9%)	25 (19%)
Care for physically disabled and those with learning difficulties	60 (46%)	4 (3%)	9 (7%)	18 (14%)	9 (7%)	8 (6%)	22 (17%)
Children's social services	58 (44%)	3 (2%)	6 (5%)	13 (10%)	9 (7%)	19 (14%)	24 (18%)
Customer services	30 (24%)	13 (10%)	19 (15%)	15 (12%)	13 (10%)	20 (16%)	16 (13%)
Environmental health and trading standards	44 (34%)	10 (8%)	17 (13%)	16 (12%)	16 (12%)	16 (12%)	12 (9%)
Housing advice services	57 (44%)	7 (5%)	5 (4%)	12 (9%)	6 (5%)	14 (11%)	28 (22%)
Highways and roads	4 (3%)	1 (1%)	14 (10%)	7 (5%)	29 (22%)	76 (57%)	3 (2%)
Museums and libraries	35 (27%)	16 (12%)	24 (18%)	29 (22%)	10 (8%)	5 (4%)	13 (10%)
Local bus services	38 (29%)	3 (2%)	11 (8%)	18 (14%)	21 (16%)	29 (22%)	11 (8%)
Parks and open spaces	12 (9%)	22 (17%)	38 (30%)	25 (20%)	14 (11%)	13 (10%)	4 (3%)
Planning	31 (23%)	5 (4%)	13 (10%)	21 (16%)	18 (14%)	29 (22%)	15 (11%)
Public Health (not including NHS services)	35 (27%)	14 (11%)	13 (10%)	25 (19%)	15 (11%)	13 (10%)	16 (12%)
Schools	43 (33%)	11 (9%)	24 (19%)	20 (16%)	4 (3%)	6 (5%)	21 (16%)
Sport and leisure facilities	40 (31%)	8 (6%)	32 (24%)	27 (21%)	8 (6%)	12 (9%)	4 (3%)
Waste and recycling services	3 (2%)	34 (26%)	45 (34%)	14 (11%)	18 (14%)	16 (12%)	3 (2%)
Welfare benefits and Council Tax reduction	43 (33%)	6 (5%)	7 (5%)	28 (21%)	7 (5%)	24 (18%)	17 (13%)
Car parking	7 (5%)	7 (5%)	22 (17%)	20 (15%)	26 (20%)	46 (35%)	5 (4%)

Making services more affordable to run

In last year's online budget consultation residents were asked how they felt services could be made more affordable to run in the next 5-10 years. These results showed there was most support for:

- a. Making more efficient use of council assets such as land and buildings
- b. Changing working practices to make better use of technology and more efficient ways of working
- c. Working in partnership and sharing services with other councils and public sector agencies
- d. Using digital technology more widely to support the delivery of services
- e. Making more services available online

Q2. Looking at each of the preferred options above, do you have any specific views about how this could be done?

- a. Making more efficient use of council assets such as land and buildings

69 comments

- b. Changing working practices to make better use of technology and more efficient ways of working

62 comments

- c. Working in partnership and sharing services with other councils and public sector agencies

63 comments

- d. Using digital technology more widely to support the delivery of services

58 comments

- e. Making more services available online

53 comments

Q3. In last year's budget consultation preventative services were identified as an area in need of more prioritisation. Examples of preventative services could be providing earlier intervention and help to children and their families to avoid children going into care, supporting adults to live independently and safely in their own homes, supporting people to be more active e.g. providing free leisure facilities, such as swimming, support for vulnerable people e.g. cross-service prevention work with health partners and local and voluntary organisations to prevent homelessness and drug/substance misuse.

What preventative measures would you like to see in any of the following service areas? Or another service area?

a. Children's services

48 comments

b. Adult social care

54 comments

c. Support for vulnerable people

45 comments

d. Specific prevention measures for any other service area

27 comments

Q4 Local authorities have the opportunity to borrow money from central government and other sources, and currently Herefordshire Council has not borrowed as much as it is able to. Do you agree that the council should borrow more money to achieve its wider aims? (Please see County Plan for aims).

77 (58%) Yes

34 (26%) No (go to Q6)

22 (17%) Don't know (go to Q6)

Q5. If you support borrowing and additional money was borrowed, in which areas would you like to see it spent? Please rank all five choices in order of the priority you would give each where one is the highest and five the lowest.

	1	2	3	4	5
Measures to address the climate emergency	23 (33%)	7 (10%)	6 (9%)	13 (19%)	20 (29%)
Road maintenance	22 (32%)	10 (14%)	9 (13%)	6 (9%)	22 (32%)
Adult social care e.g. care homes, day care services, mental health support	6 (9%)	19 (28%)	19 (28%)	22 (32%)	3 (4%)
Children's services (not education) e.g. children in care, respite care, support for children with disabilities	9 (13%)	21 (30%)	22 (31%)	13 (19%)	5 (7%)
Providing affordable housing	13 (18%)	13 (18%)	13 (18%)	14 (19%)	21 (28%)

Q5a If you have another area you would like to suggest please give details below, together with the priority you would give it.

21 comments

Tackling climate change and protecting nature

Since 2003, the council has been looking at ways to reduce its carbon footprint and also leading countywide carbon reduction efforts. In recognition of this it declared a Climate Emergency in March 2019. The council has set itself a target of reaching carbon neutrality by 2030 and is aiming for a 75% reduction by 2025/26. To achieve this the council is undertaking a number of energy efficiency projects e.g. installation of solar panels on some council owned buildings, hybrid and electric pool cars, use of renewable energy and initiatives to influence behaviour change.

Alongside these changes the council is also working with partners, businesses and residents on a journey to get the county to net zero and nature rich by 2030. Considerable funding will be required from a wide range of sources and some difficult decision will have to be made on this journey. To succeed it will need the support of local residents and communities.

More information are in the council's Carbon Management Plan and the corresponding Action Plan.

Q6 Do you agree that Herefordshire Council is doing enough towards achieving its ambition of a net zero and nature rich county?

36 (27%) Yes, enough

54 (40%) No, not enough

27 (20%) Don't know

17 (13%) I don't agree with Herefordshire Council working towards this ambition

Q6a Any other comments:

60 comments

Q7 Which, if any, of the following options for mitigating climate change would you be prepared and able to support?

	Yes, I am doing this already	Yes, I intend to do	I support this but can't do myself (e.g. can't afford, due to disability)	No	Don't know
Accessing Keep Herefordshire Warm for home energy advice	19 (16%)	19 (16%)	17 (14%)	34 (28%)	33 (27%)
Walking more for local journeys	79 (61%)	18 (14%)	11 (9%)	21 (16%)	0 (0%)
Learn to ride a bike	57 (45%)	7 (6%)	21 (17%)	39 (31%)	2 (2%)
Using Beryl bikes	10 (8%)	11 (9%)	32 (26%)	64 (51%)	8 (6%)
Cycling more for local journeys	33 (25%)	16 (12%)	26 (20%)	53 (41%)	2 (2%)
Choosing public transport rather than own vehicle	14 (11%)	20 (16%)	23 (18%)	65 (51%)	6 (5%)
Changing to an electric or hybrid car	12 (9%)	47 (36%)	24 (18%)	38 (29%)	9 (7%)
Aiming for zero food waste	63 (50%)	37 (29%)	6 (5%)	18 (14%)	3 (2%)
Composting food waste, paper, etc	77 (59%)	21 (16%)	5 (4%)	23 (18%)	4 (3%)
Using reusable bottles and containers	99 (75%)	18 (14%)	4 (3%)	9 (7%)	2 (2%)
Other	21 (42%)	6 (12%)	0 (0%)	5 (10%)	18 (36%)

Q7a. Other, please give details below:

41 comments

Q8 What are the key things you would like to see done differently in the county to help mitigate the Climate Emergency?

90 comments

Schemes to help support vulnerable residents

Last year we consulted on two new ideas for raising money to help support vulnerable residents:
Looking into the establishment of a lottery scheme for the council for the purpose of raising funds to support good causes, benefitting the residents of Herefordshire (through local consultation)
Looking into the establishment of a voluntary contribution scheme for the council for the purpose of raising funds to support good causes, benefitting the residents of Herefordshire (through on-line consultation)

In general, participants were in support of the two schemes and officers have looked into the merits of each. If these were actioned it would be useful to understand how residents would like to see the money raised spent.

Q9 If a Herefordshire Lottery Scheme or Herefordshire Voluntary Contribution Scheme was to go ahead, how would you like to see the money spent? Tick all that apply

26 (22%) Geographical priority areas

56 (47%) Thematic areas such as children, vulnerable adults, climate emergency

44 (37%) Specific charities or local groups

57 (48%) Allocated to parish and town councils to decide with local residents for their area

7 (6%) Other

Q9a Other, please give details below:

16 comments

Council Tax options for 2022/23

Proposed Council Tax increase

Last year, for 2021/22, due to the large scale savings required amounting to £11.205million, Council Tax was increased by 4.99% (1.99% general Council Tax and 3.00% Social Care Precept) which raised only £3.2 million due to a tax base decrease.

For next year, 2022/2023 savings of this magnitude are not anticipated and the council would like your views on the level of Council Tax that it should consider for 2022/2023.

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.

Option A: To increase Council Tax in 2022/23 by 2.99% general Council Tax. This would be an increase of £49.40 per year (or £4.12 per month) for a band D household and would raise an additional £3.4 million.

Option B: To increase Council Tax in 2022/23 by 1.99% general Council Tax This would be an increase of £32.88 per year (or £2.74 per month) for a band D household and would raise an additional £2.2 million.

Option C: To increase Council Tax in 2022/23 by 0.99% general Council Tax This would be an increase of £16.36 per year (or £1.36 per month) for a band D household and would raise an additional £1.1 million.

Q10 Which of the following options would you prefer?

27 (20%) Option A: increase Council Tax by 2.99%

26 (19%) Option B: increase Council Tax by 1.99%

51 (38%) Option C: increase Council Tax by 0.99%

2 (1%) No preference

24 (18%) None of the above

4 (3%) Don't know

Further information about Herefordshire Council Tax can be found using this link:
[Your Council Tax explained 2021/22](#)

Last year we asked if residents would be willing to pay more Council Tax if the increase was used to help households on low incomes. 41% of respondents supported this proposal and 59% did not. Given the adverse consequences of Covid-19, the council would like to ask for your views again on this issue for the forthcoming year 2022/2023.

Q11 In principle, would you be willing to pay more Council Tax if the increase was used to help households on low incomes?

37 (28%) Yes

75 (56%) No

22 (16%) Don't know

Q12 Families on low incomes receive a discount on Council Tax, however due to the pandemic low-income families currently receive an additional discount on their Council Tax. Do you think the council should remove this additional discount?

53 (40%) Yes

35 (26%) No

38 (28%) Not yet

8 (6%) No opinion

More information about the Council Tax Reduction Scheme

Q13 Have you taken part in a budget consultation previously?

57 (43%) Yes

67 (50%) No

10 (7%) Don't know

Q14 What other local consultations have you taken part in over the last year? Please consider any parish consultations, or county wide consultations such as Herefordshire Council's Waste survey.

52 comments

About you

Q15 Are you responding on behalf of an organisation or group, or as an individual?

1 (1%) Organisation or group

132 (99%) Individual

If you are responding on behalf of an organisation or group please tell us the name of the organisation/group:

1 response

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:

34 (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)

6 (6%) A

9 (9%) B

13 (13%) C

25 (25%) D

15 (15%) E

9 (9%) F

8 (8%) G

1 (1%) H

13 (13%) Don't know

1 (1%) Prefer not to say

Your gender

46 (46%) Male

49 (49%) Female

1 (1%) Other

3 (3%) Prefer not to say

What is your age band?

- 0 (0%) 0-15 years
- 4 (4%) 16-24 years
- 30 (30%) 25-44 years
- 38 (38%) 45-64 years
- 20 (20%) 65-74 years
- 7 (7%) 75+ years
- 1 (1%) 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?

- 23 (23%) Yes
- 68 (69%) No
- 7 (7%) Prefer not to say

How would you describe your ethnic group?

- 88 (88%) White British/English/Welsh/Scottish/Northern Irish
- 4 (4%) Other White (please specify below)
- 1 (1%) Any other ethnic group (please specify below)
- 7 (7%) Prefer not to say

6 responses

Please tell us the first part of your postcode:

91 responses

Thank you for telling us your views, please click on the SUBMIT button below to send us your response.