

1 Executive Summary

1.1 Introduction

Targeted consultation and engagement has taken place throughout the year, related to the proposals put forward in the 2015/16 budget report. Specific proposals in this 2016/17 to 2017/18 budget report were subject to consultation and engagement. Budget communication material contained high level messages and focussed on proposals with maximum public impact – for example libraries, reduced environmental standards, play areas, CRCs, markets, youth provision, transport for schools, adult services changes and fewer PCSOs.

As in previous years, communicating and engaging with the community on our future plans was a key part of the budget planning process. We launched a public consultation on 8 January 2016 following publication of proposals on 5 January 2016. Internal communication began on 4 January to ensure employees were aware of the budget proposals before they became public.

Consultation on key proposed cuts to services

Consultation focussed on 32 key proposed cuts to services related to what the public would see including how the changes in the Council's budget would affect your neighbourhood, your community, Council charges, parks and leisure and sports and arts, transport, children and young people, libraries and adults. The savings were demonstrated in a visual way using images and other tools to make it as clear and meaningful as possible for residents.

Consultation on specific proposed cuts to services

During 2016/17 we will refine specific savings; this will require a different kind of timely targeted consultation with residents, service users and stakeholders. These specific consultations will help us understand the impact that these types of changes can have and may offer ways to mitigate any negative impact for our residents. We will also seek ongoing suggestions from local people for their ideas on ways in which the Council and residents can help to save more money and ways in which we can increase income.

1.2 Community Engagement and Communication

Our communication and engagement plan included at Appendix 16 provides further details of how people contributed their views including:-

- Your Voice distributed to homes in the Borough at the start of December included key budget messages and signposting to the online budget page to find out more and get involved.
- Budget briefing sheets and a video highlighting the challenge the Council faces and what it has already done to make savings and earn extra income
- A survey of the Community Panel.
- An online budget survey on the budget section of the Council website – www.telford.gov.uk/budget. This survey asked resident to tell us what they thought about our priorities for the Council, 32 proposed cuts to services, views on Council Tax and fair funding for Telford and Wrekin. This was widely promoted throughout the budget consultation including a 4-page wrap in The Telford Journal on January 14 and information in the Newport Advertiser.
- Signposting opportunities for people to get involved and give their views on the budget strategy including Facebook, Twitter, write in, ring in or text.
- 2 public meetings and 14 roadshows in high footfall locations giving local people an opportunity to hear about the budget and future plans and speak with Cabinet members and senior managers.
- Visits to present the budget strategy at 9 organisations and forums including the Parish Council Forum, Business Forum, Senior Citizens Forum, Young Peoples Forum and Listen not Label (user led organisation).

In total it is estimated that as part of this budget consultation 1,347 people attended roadshow events or forums and up to 2,666 people provided views or comments (excluding comments received during events – 2,135 completed a survey, 531 comments received via other means)

1.2.1 Local Groups and Forums

The Cabinet Member for Finance & Service Delivery, Cabinet Members, the Chief Finance Officer and relevant senior managers, between them attended a number of local groups and forums including:

Group/Forum	Number of people attending
Young People's Forum	9
Senior Citizens Forum	40
Telford College of Arts and Technology (TCAT)	90
Voluntary Sector meeting	40
Listen not Label	10
Parents Opening Doors (PODS)	30
Telford Business Board	33
Shropshire Partners in Care (SPIC)	25
Parish Forum	25
Total in attendance at local groups and forums	302

1.2.2 Roadshow Events

This year we delivered 2 public events and 14 interactive roadshows, visiting a number of areas across the Borough giving local people an opportunity to hear about the budget and future plans and speak with Cabinet members and senior managers.

Roadshow Event	Approximate number of people contacted
Park Lane Centre, Woodside	25
Newport market	150
The Place @ Oakengates public events x 2	80
Telford town centre – Asda supermarket	150
Southwater One	50
Telford town centre bus station	80
Newport – Waitrose supermarket	100
Southwater One	30
Donnington – Wyevale Garden Centre	55
Wrekin retail park – Tesco supermarket	70
Madeley – Tesco supermarket	80
Wellington Civic and Leisure Centre	45
Donnington – Asda supermarket	55
Dawley Christian Centre	30
Wellington market	45
Total (approximate) number in attendance at the road show events	1,045

1.2.3 Social Media

Having learned the lessons from previous budgets, we encouraged residents to complete the survey and to not leave their comments on our social media channels such as Facebook or Twitter. The majority of messages we wrote encouraged people to go to www.telford.gov.uk/budget and to make their views known as part of the survey. This has resulted in a far greater reach for our message but fewer comments left on our channels. The use of videos this year has been an easier way of getting the complex message out to more members of the public. This visual and streamlined approach means that we can impart the messages more clearly and capture all the comments as part of the consultation. Communication activity to raise awareness of the budget and encourage people to get involved in the budget consultation includes the following:

Methods	Communication reach
Total reach for Facebook, Twitter and Streetlife	127,082
Advocacy (similar to likes and retweets)	351
Unique page views (individuals viewing pages) of clicks on the link to our budget web pages	7,383
Total number of page views (total number of views including repeat views). This excludes views of number of web forms.	23,051

Methods	Communication reach
Live Twitter discussion with Cabinet lead for Finance & Service Delivery	(1,295 – figure included in total reach)
Email opens to people signed up through News for You – 13 emails sent out and budget emails opens	31,548
Press releases	6
Radio interviews	6
Budget video views	4,905
Telford Journal wrap around	61,541 readership (Midlands News Association provided)
Newport advertiser	17,573 readership (Midlands News Association provided)
Surveys distributed to the Community Panel	1,159
Posters = 4 large poster sites, 300 A4 and 20 A3	unknown
Postcards	2,500
Total communication reach	277,105*

*Note: Some people will have been reached more than once.

1.2.4 Consultation Responses

The breakdown of how people responded to the consultation is as follows:

Method	n
Budget Survey - Completed online	1,532
Budget Survey – Completed on paper	213
Budget Survey – Completed by a Community Panel member	390
Budget Views - 1 page survey completed at roadshow event/forum	477
General Comment Received*	366
General Comment Received – at an roadshow event / Forum	311
General comments - social media	165

*People used a number of other methods to provide comments to the Council on the budget proposals. These methods included written letters, emails, telephone calls, comments via the Council's 'Complaints, Compliments and Comments' process, petitions and responses made on behalf of groups. Wherever possible, one count represents one comment on one proposal.

1.3 Headline results

1.3.1 Headline result – Our Budget Priorities

People who reported that they ‘strongly agree’ or ‘Agree’ with the priority (% and number)		
	%	n
Working with partners, including Town and Parish Councils and community and voluntary groups and organisations, to find new ways of delivering services	87.2%	1,778
Protecting the most essential services for vulnerable children and adults as far as possible	88.2%	1,794
Bringing in more money to protect services the community rely on	84.9%	1,721

See table 2.1.1 for more information

- In order of importance, people ranked the Council priorities in the following order (see table 2.1.2 for more information):
 - 1st - Protecting the most essential services for vulnerable children and adults as far as possible
 - 2nd - Working with partners, including Town and Parish Councils and community and voluntary groups and organisations, to find new ways of delivering services
 - 3rd - Bringing in more money to protect services the community rely on

1.3.2 Headline result – Budget Proposals

- For each of the budget proposals, we asked ‘How will these savings impact on you or your household?’ The 10 savings which had the highest number of people who reported that these savings would impact them or their household with ‘Some impact’ or ‘Impact a lot’ were:

Savings Proposal	Number of people who reported the saving would ‘Impact a lot’ or have ‘Some impact’ on them or their household
Less enhanced winter maintenance (gritting)	968
Reduction in the number of Council funded Police Community Safety Officers (PCSOs)	693
Changes to litter picking arrangements	681
Closure of Newport library	619
Changes to chemical weed killing and grass cutting	565
Reduce our road sweeping frequency on some minor roads to once per year	557
Less wildflower and annual planting schemes	497
Fewer people offered a NHS health check	494

Savings Proposal	Number of people who reported the saving would 'Impact a lot' or have 'Some impact' on them or their household
To bring forward by one year planned changes to community recycling centres (CRC)	482
New approach to Adult Social Care	360

See section 2.2 to 2.9 for further information. Note: this includes all people who completed a budget survey, including Community Panel, or completed a one-page survey at a roadshow event or forum.

- 837 comments related to the budget were received outside of the main surveys (section 1.2.4 details some of these). Of these comments, the top 5 most mentioned savings proposals were:

Proposal Commented on:	Total comments
No Council paid for transport to Age UK day centres	152
Closure of Newport Library	68
No Council run youth clubs	56
Closure of Libraries – general comments	41
Review of short break provision for children with disabilities	33

Note: 355 comments were received that were not related to a specific savings proposal and were classified as 'general comments'. For further information see sections 2.2 to 2.10.

1.3.3 Headline result – Council Tax

Which is your preferred option for Council Tax		
Proposal:	%	n
Option 1: "Freeze" Council Tax plus 2% adult social care increase only	27.7%	571
Option 2: 1.2% increase in Council Tax for Telford & Wrekin Council Services plus 2% adult social care increase	26.3%	541
Option 3: 1.9% increase in Council Tax for Telford & Wrekin Council Services plus 2% adult social care increase	34.9%	718
Other	11.2%	230

See table 2.11.1 for more information. Note: totals include everyone who responded to this question within a survey (including Community Panel) or provided their views on this question at a roadshow event or forum.

1.3.4 Headline Result – Fair Funding for Telford and Wrekin

People who reported that they 'Strongly Agree' or 'Agree' that it is right for the Council to make a case to Government for the Borough to receive a fairer level of funding to protect front-line services (% and number)		
	%	n
Fair funding for Telford and Wrekin	88.7%	1,756

See table 2.12 for more information. Note: totals include everyone who responded to this question within a survey (including Community Panel) or provided their views on this question at a roadshow event or forum.

2 Consultation Findings

2.1 Consultation Findings: Our Budget Priorities

2.1.1 To what extent do you agree with each of these priorities for the Council?

People who reported that they 'strongly agree' or 'Agree' with the priority (% and number)						
	Budget Survey		Community Panel		Roadshow Events & Forums	
	%	n	%	n	%	n
Working with partners, including Town and Parish Councils and community and voluntary groups and organisations, to find new ways of delivering services	86.1%	1,430	91.5%	345	100%	3
Protecting the most essential services for vulnerable children and adults as far as possible	87.4%	1,447	91.7%	344	100%	3
Bringing in more money to protect services the community rely on	84.3%	1,394	87.1%	324	100%	3

2.1.2 Ranking of priorities in order of importance (1 is most important)

	Budget Survey	Community Panel	Roadshow Events & Forums
Working with partners, including Town and Parish Councils and community and voluntary groups and organisations, to find new ways of delivering services	2 nd equal	2 nd	2 nd
Protecting the most essential services for vulnerable children and adults as far as possible	1 st	1 st	1 st
Bringing in more money to protect services the community rely on	2 nd equal	3 rd	3 rd
Number of people	1,622	360	2

2.2 Consultation Findings: Your Community

2.2.1 How will these savings impact on your household: results

People who reported the budget proposal would have 'a lot' or 'some' impact on their household (% and number)						
	Budget Survey		Community Panel		Roadshow Events & Forums	
Proposal:	%	n	%	n	%	n
No Council run local markets	25.9%	248	24.6%	83	56%	5
Reduction in the number of Council funded Police Community Safety Officers (PCSO)	54.8%	516	49.7%	167	100%	10
No Council run community centres: Brookside Central	12.5%	116	8.6%	28	-	0
No Council run community centres: Donnington Lifelong Learning Centre	12.7%	115	8.0%	26	-	0
No Council run community centres: Leegomery Community Centre	10.6%	95	6.2%	20	-	0
No Council run community centres: Sutton Hill Community Centre	13.1%	119	7.1%	23	-	0
No Council run community centres: Watling Street Community Centre	9.7%	86	6.6%	21	-	0
No 'Your Voice' to your home	10.5%	96	14.5%	48	56%	5
Review of changes to 4 Corporate Grants to Voluntary Sector organisations.	20.5%	184	20.2%	66	100%	10

2.2.2 Other comments received: Your Community

People used a number of methods to provide comments to the Council on the budget proposals outside of the surveys above. These methods included written letters, emails, telephone calls, comments via the Council's 'Complaints, Compliments and Comments' process, petitions and responses made on behalf of groups. Wherever possible, one count represents one comment on one proposal.

Number of comments received (excluding comments made in surveys), by method of communication												
	General Comments				Roadshow Events and Forums				Social Media			
	Broadly agree	Broadly oppose	General comment	Suggestion for saving	Broadly agree	Broadly oppose	General comment	Suggestion for saving	Broadly agree	Broadly oppose	General comment	Suggestion for saving
Proposal:	-	-	-	-	-	-	-	-	-	-	-	-
No Council run local markets	-	5	-	-	-	4	-	1	-	1	1	-
Reduction in the number of Council funded Police Community Safety Officers (PCSO)	-	1	-	-	1	-	-	-	-	-	-	-
No Council run community centres – general comments	-	3	-	-	-	-	1	-	-	-	-	-
No Council run community centres: Brookside Central	-	-	-	-	-	-	-	-	-	-	-	-
No Council run community centres: Donnington Lifelong Learning Centre	-	1	-	-	-	-	-	-	-	-	-	-
No Council run community centres: Leegomery Community Centre	-	-	-	-	-	-	-	-	-	-	-	-
No Council run community centres: Sutton Hill Community Centre	-	-	-	-	-	-	-	-	-	-	-	-
No Council run community centres: Watling Street Community Centre	-	-	-	-	-	-	-	-	-	-	-	-
No 'Your Voice' to your home	-	1	-	-	1	-	-	-	-	-	-	-
Review of changes to 4 Corporate Grants to Voluntary Sector organisations.	-	1	-	-	-	-	-	-	-	-	-	-

2.3 Consultation Findings: Your Neighbourhood

2.3.1 How will these savings impact on your household: results

People who reported the budget proposal would have 'a lot' or 'some' impact on their household (% and number)						
	Budget Survey		Community Panel		Roadshow Events & Forums	
Proposal:	%	n	%	n	%	n
Reduce our road sweeping frequency on some minor roads to once per year	40.7%	400	45.1%	152	50%	5
Changes to litter picking arrangements	50.6%	496	52.5%	176	90%	9
Less enhanced winter maintenance (gritting)	71.2%	702	75.9%	255	100%	11
Changes to chemical weed killing and grass cutting	43.4%	424	40.6%	136	50%	5
Less wildflower and annual planting schemes	37.7%	367	36.0%	121	90%	9
To bring forward by one year planned changes to community recycling centres (CRC)	35.8%	352	37.2%	124	55%	6
Changes to small, household planning applications	18.5%	179	20.1%	66	56%	5

2.3.2 Other comments received: Your Neighbourhood

People used a number of methods to provide comments to the Council on the budget proposals outside of the surveys above. These methods included written letters, emails, telephone calls, comments via the Council's 'Complaints, Compliments and Comments' process, petitions and responses made on behalf of groups. Wherever possible, one count represents one comment on one proposal.

Number of comments received (excluding comments made in surveys), by method of communication												
	General Comments				Roadshow Events and Forums				Social Media			
	Broadly agree	Broadly oppose	General comment	Suggestion for saving	Broadly agree	Broadly oppose	General comment	Suggestion for saving	Broadly agree	Broadly oppose	General comment	Suggestion for saving
Proposal:	-	-	-	-	-	-	-	-	-	-	-	-
Reduce our road sweeping frequency on some minor roads to once per year	-	1	-	-	-	-	-	-	-	-	-	-
Changes to litter picking arrangements	-	1	-	2	-	1	1	1	-	-	-	-
Less enhanced winter maintenance (gritting)	-	1	-	-	-	1	-	-	-	-	-	-
Changes to chemical weed killing and grass cutting	-	1	-	-	-	1	-	-	-	-	-	-
Less wildflower and annual planting schemes	-	1	-	-	-	-	-	-	-	-	-	-
To bring forward by one year planned changes to community recycling centres (CRC)	-	2	-	-	-	-	1	-	-	-	-	-
Changes to small, household planning applications	-	1	-	-	-	-	-	-	-	-	-	-

2.4 Consultation Findings: Parks, leisure, sport and arts

2.4.1 How will these savings impact on your household: results

People who reported the budget proposal would have 'a lot' or 'some' impact on their household (% and number)						
	Budget Survey		Community Panel		Roadshow Events & Forums	
Proposal:	%	n	%	n	%	n
Close old and worn out play areas	23.4%	219	11.6%	38	59%	10
The Town Park Visitor Centre to be closed from November to February	17.4%	162	11.6%	38	59%	10
Reduced public opening hours for Telford Ice Rink during the school day	11.3%	106	7.3%	24	17%	2
Reduced public opening times at Phoenix Sports Centre in Dawley	12.1%	113	7.3%	24	-	0
Review Hadley Learning Centre (HLC) contract for community leisure access	14.1%	131	9.5%	31	44%	4
No Council funded sports development activities	30.6%	285	18.3%	60	36%	5
Stop providing the Creative Arts Service	26.6%	248	10.9%	36	83%	19

2.4.2 Other comments received: Parks, leisure, sports and arts

People used a number of methods to provide comments to the Council on the budget proposals outside of the surveys above. These methods included written letters, emails, telephone calls, comments via the Council's 'Complaints, Compliments and Comments' process, petitions and responses made on behalf of groups. Wherever possible, one count represents one comment on one proposal.

Number of comments received (excluding comments made in surveys), by method of communication												
	General Comments				Roadshow Events and Forums				Social Media			
	Broadly agree	Broadly oppose	General comment	Suggestion for saving	Broadly agree	Broadly oppose	General comment	Suggestion for saving	Broadly agree	Broadly oppose	General comment	Suggestion for saving
Proposal:	-	-	-	-	-	-	-	-	-	-	-	-
General comments regarding parks, leisure, sports and arts	-	1	-	1	-	-	3	-	-	-	-	-
Close old and worn out play areas	-	2	-	-	-	15	-	-	-	-	-	-
The Town Park Visitor Centre to be closed from November to February	-	4	-	-	-	2	-	-	-	2	-	-
Reduced public opening hours for Telford Ice Rink during the school day	-	12	-	-	-	-	-	-	-	-	1	-
Reduced public opening times at Phoenix Sports Centre in Dawley	-	2	-	-	-	-	-	-	-	-	-	-
Review Hadley Learning Centre (HLC) contract for community leisure access	-	1	-	-	-	-	1	-	-	-	-	-
No Council funded sports development activities	-	2	-	-	-	13	1	1	-	-	-	-
Stop providing the Creative Arts Service	-	8	-	-	-	3	1	-	-	-	1	-

2.5 Consultation Findings: Libraries

2.5.1 How will these savings impact on your household: results

People who reported the budget proposal would have 'a lot' or 'some' impact on their household (% and number)						
	Budget Survey		Community Panel		Roadshow Events & Forums	
Proposal:	%	n	%	n	%	n
Closure of Dawley Library	19.8%	190	6.7%	17	-	-
Closure of Donnington Library	17.4%	169	11.2%	36	-	-
Closure of Hadley Learning Centre Library	17.8%	171	8.7%	28	-	-
Closure of Madeley Library	30.1%	302	15.2%	49	100%	4
Closure of Newport Library	45.4%	491	24.2%	80	98%	48
Closure of Stirchley Library	19.8%	190	10.3%	33	-	-
Closure of Mobile Library Service	22.7%	220	12.1%	38	100%	3

2.5.2 Other comments received: Libraries

People used a number of methods to provide comments to the Council on the budget proposals outside of the surveys above. These methods included written letters, emails, telephone calls, comments via the Council's 'Complaints, Compliments and Comments' process, petitions and responses made on behalf of groups. Wherever possible, one count represents one comment on one proposal.

Number of comments received (excluding comments made in surveys), by method of communication												
	General Comments				Roadshow Events and Forums				Social Media			
	Broadly agree	Broadly oppose	General comment	Suggestion for saving	Broadly agree	Broadly oppose	General comment	Suggestion for saving	Broadly agree	Broadly oppose	General comment	Suggestion for saving
Proposal:	-	-	-	-	-	-	-	-	-	-	-	-
Closure of Libraries – general comments	1	6	-	4	-	9	8	2	1	10	-	-
Closure of Dawley Library	-	-	-	-	-	-	-	-	-	-	-	-
Closure of Donnington Library	-	1	-	-	-	-	-	1	-	-	-	-
Closure of Hadley Learning Centre Library	-	-	-	-	-	-	-	-	-	1	-	-
Closure of Madeley Library	-	7	-	-	-	1	-	-	-	2	-	-
Closure of Newport Library	-	34	-	2	-	14	12	3	-	3	-	-
Closure of Stirchley Library	-	-	-	-	-	-	-	-	-	-	1	-
Closure of Mobile Library Service	-	-	-	-	-	-	1	-	-	-	-	-

2.6 Consultation Findings: Transport

2.6.1 How will these savings impact on your household: results

People who reported the budget proposal would have 'a lot' or 'some' impact on their household (% and number)						
	Budget Survey		Community Panel		Roadshow Events & Forums	
Proposal:	%	n	%	n	%	n
Some pupils will have no Council funded bus transport to and from school	19.1%	141	9.2%	29	81%	17
Reduction in Council transport assistance for learners aged 16 years and over	16.6%	123	11.2%	35	75%	12
No Council paid for transport to Age UK day centres	21.4%	157	13.5%	42	83%	38

2.6.2 Other comments received: Transport

People used a number of methods to provide comments to the Council on the budget proposals outside of the surveys above. These methods included written letters, emails, telephone calls, comments via the Council's 'Complaints, Compliments and Comments' process, petitions and responses made on behalf of groups. Wherever possible, one count represents one comment on one proposal.

Number of comments received (excluding comments made in surveys), by method of communication												
	General Comments				Roadshow Events and Forums				Social Media			
	Broadly agree	Broadly oppose	General comment	Suggestion for saving	Broadly agree	Broadly oppose	General comment	Suggestion for saving	Broadly agree	Broadly oppose	General comment	Suggestion for saving
Proposal:	-	-	-	-	-	-	-	-	-	-	-	-
General comments regarding transport	-	-	1	-	-	1	4	-	-	-	1	-
Some pupils will have no Council funded bus transport to and from school	-	1	-	-	-	16	-	1	-	-	-	-
Reduction in Council transport assistance for learners aged 16 years and over	-	-	-	-	-	15	-	1	-	-	-	-
No Council paid for transport to Age UK day centres	-	148	-	-	-	2	-	-	-	2	-	-

2.7 Consultation Findings: Council Charges

2.7.1 How will these savings impact on your household: results

People who reported the budget proposal would have 'a lot' or 'some' impact on their household (% and number)						
	Budget Survey		Community Panel		Roadshow Events & Forums	
Proposal:	%	n	%	n	%	n
Increase the charge for disabled bay applications and 'H' Bar road markings	11.3%	83	9.7%	31	-	0
Introduce a sliding scale of bulk collection charges.	18.2%	134	18.2%	58	-	0
Increase in the charge for music services	11.2%	82	4.1%	13	100%	12
To increase the charge for non statutory weddings and burials	23.2%	168	17.8%	57	56%	5

2.7.2 Other comments received: Council Charges

People used a number of methods to provide comments to the Council on the budget proposals outside of the surveys above. These methods included written letters, emails, telephone calls, comments via the Council's 'Complaints, Compliments and Comments' process, petitions and responses made on behalf of groups. Wherever possible, one count represents one comment on one proposal.

Number of comments received (excluding comments made in surveys), by method of communication												
	General Comments				Roadshow Events and Forums				Social Media			
	Broadly agree	Broadly oppose	General comment	Suggestion for saving	Broadly agree	Broadly oppose	General comment	Suggestion for saving	Broadly agree	Broadly oppose	General comment	Suggestion for saving
Proposal:	-	-	-	-	-	-	-	-	-	-	-	-
Increase the charge for disabled bay applications and 'H' Bar road markings	-	1	-	-	-	-	-	-	-	-	-	-
Introduce a sliding scale of bulk collection charges.	-	1	-	-	-	-	-	-	-	-	-	-
Increase in the charge for music services	-	1	-	-	-	1	-	1	-	-	-	-
To increase the charge for non statutory weddings and burials	-	1	-	-	-	-	-	-	-	-	-	-

2.8 Consultation Findings: Children and Young People

2.8.1 How will these savings impact on your household: results

People who reported the budget proposal would have 'a lot' or 'some' impact on their household (% and number)						
	Budget Survey		Community Panel		Roadshow Events & Forums	
Proposal:	%	n	%	n	%	n
No Council run youth clubs	32.3%	285	13.2%	42	80%	16
Review of short break provision for children with disabilities	22.0%	192	11.7%	37	70%	14
Reshaping our children centre offer	25.1%	217	7.9%	25	36	5

2.8.2 Other comments received: Children and Young People

People used a number of methods to provide comments to the Council on the budget proposals outside of the surveys above. These methods included written letters, emails, telephone calls, comments via the Council's 'Complaints, Compliments and Comments' process, petitions and responses made on behalf of groups. Wherever possible, one count represents one comment on one proposal.

Number of comments received (excluding comments made in surveys), by method of communication												
	General Comments				Roadshow Events and Forums				Social Media			
	Broadly agree	Broadly oppose	General comment	Suggestion for saving	Broadly agree	Broadly oppose	General comment	Suggestion for saving	Broadly agree	Broadly oppose	General comment	Suggestion for saving
Proposal:	-	-	-	-	-	-	-	-	-	-	-	-
General comments regarding Children & Young People	-	-	-	-	-	9	3	-	-	-	-	-
No Council run youth clubs	-	32	-	1	-	23	-	-	-	-	-	-
Review of short break provision for children with disabilities	-	1	-	-	-	27	2	3	-	-	-	-
Reshaping our children centre offer	-	4	-	-	-	1	-	-	-	-	-	-

2.9 Consultation Findings: Adults

2.9.1 How will these savings impact on your household: results

People who reported the budget proposal would have 'a lot' or 'some' impact on their household (% and number)						
	Budget Survey		Community Panel		Roadshow Events & Forums	
Proposal:	%	n	%	n	%	n
New approach to Adult Social Care	34.2%	273	26.6%	83	44%	4
Fewer people offered a NHS health check	45.3%	365	37.9%	120	90%	9

2.9.2 Other comments received: Adults

People used a number of methods to provide comments to the Council on the budget proposals outside of the surveys above. These methods included written letters, emails, telephone calls, comments via the Council's 'Complaints, Compliments and Comments' process, petitions and responses made on behalf of groups. Wherever possible, one count represents one comment on one proposal.

Number of comments received (excluding comments made in surveys), by method of communication												
	General Comments				Roadshow Events and Forums				Social Media			
	Broadly agree	Broadly oppose	General comment	Suggestion for saving	Broadly agree	Broadly oppose	General comment	Suggestion for saving	Broadly agree	Broadly oppose	General comment	Suggestion for saving
Proposal:	-	-	-	-	-	-	-	-	-	-	-	-
New approach to Adult Social Care	-	1	-	-	-	1	2	1	-	-	-	-
Fewer people offered a NHS health check	-	1	-	-	-	-	-	-	-	-	-	-

2.10 Consultation Findings: General Comments Received

People used a number of methods to provide comments to the Council on the budget proposals outside of the surveys above. These methods included written letters, emails, telephone calls, comments via the Council's 'Complaints, Compliments and Comments' process, petitions and responses made on behalf of groups. Wherever possible, one count represents one comment on one proposal. Where these comments were not about a specific proposal they have been counted below:

Number of comments received (excluding comments made in surveys), by method of communication												
	General Comments				Roadshow Events and Forums				Social Media			
	Broadly agree	Broadly oppose	General comment	Suggestion for saving	Broadly agree	Broadly oppose	General comment	Suggestion for saving	Broadly agree	Broadly oppose	General comment	Suggestion for saving
General Budget Comments received (not included elsewhere in this report)	2	1	35	37	-	18	103	26	-	36	96	-

2.11 Consultation Findings: Council Tax

2.11.1 Which is your preferred option for Council Tax:

Method:	Budget Survey		Community Panel		Roadshow Events & Forums		Total	
Proposal:	%	n	%	n	%	n	%	n
Option 1: “Freeze” Council Tax plus 2% adult social care increase only	26.4%	434	34.8%	131	15.8%	6	27.7%	571
Option 2: 1.2% increase in Council Tax for Telford & Wrekin Council Services plus 2% adult social care increase	24.7%	407	31.9%	120	36.8%	14	26.3%	541
Option 3: 1.9% increase in Council Tax for Telford & Wrekin Council Services plus 2% adult social care increase	36.7%	604	25.8%	97	44.7%	17	34.9%	718
Other	12.2%	201	7.4%	28	2.6%	1	11.2%	230

2.11.2 ‘Other’ Option

Where people chose ‘other’ from the options in section 2.11.1 (230 people), they were given the opportunity to explain. Responses fell broadly into the categories below:

	n	%
Increase higher than option 3	29	1.4%
Increase with Option 1 to 3 but with comments	25	1.2%
No increase	76	3.7%
Specific objection to Adult Social Care increase	11	0.5%
General comment – no further indication of choice	46	2.2%
No further detail provided	43	2.1%

2.12 Consultation Findings: Fair Funding for Telford and Wrekin

People who reported that they ‘Strongly Agree’ or ‘Agree’ that it is right for the Council to make a case to Government for the Borough to receive a fairer level of funding to protect front-line services (% and number)						
	Budget Survey		Community Panel		Roadshow Events & Forums	
	%	n	%	n	%	n
Fair funding for Telford and Wrekin	89.0%	1,418	87.7%	334	100%	4

3 Respondent Profiles

Do you live in Telford and Wrekin?				
	Budget Survey		Community Panel	
	%	n	%	n
Yes	91.8%	1485	100%	390
No	3.5%	57	-	0
Prefer not to Say	4.6%	75	-	0
Total	-	1617	-	390

What is your postcode? Where supplied this has been reported as the ward:				
	Budget Survey		Community Panel	
	n	%	n	%
Admaston & Bratton	26	2.3%	15	3.8%
Apley Castle	20	1.8%	10	2.6%
Arleston	8	0.7%	<5	-
Brookside	30	2.6%	15	3.8%
Church Aston & Lilleshall	29	2.6%	10	2.6%
College	26	2.3%	9	2.3%
Dawley & Aqueduct	73	6.4%	19	4.9%
Donnington	20	1.8%	5	1.3%
Dothill	21	1.9%	8	2.1%
Edgmond & Ercall Magna	56	4.9%	18	4.6%
Ercall	24	2.1%	6	1.5%
Hadley & Leegomery	42	3.7%	12	3.1%
Haygate	12	1.1%	6	1.5%
Horsehay & Lightmoor	52	4.6%	11	2.8%
Ironbridge Gorge	33	2.9%	10	2.6%
Ketley & Overdale	50	4.4%	20	5.1%
Madeley & Sutton Hill	105	9.3%	26	6.7%
Malinslee & Dawley Bank	27	2.4%	6	1.5%
Muxton	50	4.4%	14	3.6%
Newport North & West	95	8.4%	16	4.1%
Newport South & East	83	7.3%	26	6.7%
Oakengates & Ketley Bank	41	3.6%	30	7.7%
Park	13	1.1%	10	2.6%
Priorslee	39	3.4%	14	3.6%
Shawbirch	25	2.2%	12	3.1%
St Georges	21	1.9%	8	2.1%
The Nedge	48	4.2%	16	4.1%
Woodside	20	1.8%	6	1.5%
Wrockwardine	16	1.4%	10	2.6%
Wrockwardine Wood & Trench	29	2.6%	15	3.8%
Total (where postcode provided)	1,134		387	

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Do you or a member of your household work for Telford & Wrekin Council?				
	Budget Survey		Community Panel	
	%	n	%	n
Yes	18.8%	308	1.8%	7
No	74.6%	1223	25.6%	100
Prefer not to Say	6.7%	109	72.6%	283
Total	-	1640	-	390

What is your age?				
	Budget Survey		Community Panel	
	%	n	%	n
Under 18	1.2%	20	-	-
19 - 25	4.3%	71	-	<5
26 - 35	11.0%	182	1.5%	6
36 - 45	17.5%	288	5.4%	21
46 - 55	20.3%	335	18.5%	72
56 - 64	17.9%	295	17.7%	69
65 - 75	17.3%	285	30.5%	119
76 - 84	3.8%	63	10.5%	41
85 +	0.8%	14	-	<5
Prefer not to say	5.8%	96	14.4%	56
Grand Total	-	1649	-	390

What is your gender?				
	Budget Survey		Community Panel	
	%	n	%	n
Female	54.2%	893	46.2%	180
Male	39.6%	652	53.1%	207
Prefer not to say	6.3%	103	-	<5
Total	-	1,648	-	390

Do you identify as the gender you were assigned at birth?				
	Budget Survey		Community Panel	
	%	n	%	n
Yes	91.8%	1482	-	-
No	0.9%	15	-	-
Prefer not to say	7.2%	117	-	-
Total	-	1,614	-	Not available

Do you have any long-standing illness or disability that limits your daily activity?				
	Budget Survey		Community Panel	
	%	n	%	n
Yes	13.3%	217	18.2%	71
No	77.4%	1,262	74.1%	289
Prefer not to say	9.3%	151	7.7%	30
Total		1,630		390

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What is your ethnic origin?				
	Budget Survey		Community Panel	
	%	n	%	n
White British	92.4%	1,498	89.5%	349
White Irish	0.7%	12	-	<5
White Polish	0.5%	8	-	-
Other White Background	1.5%	24	2.1%	8
Mixed White and Black Caribbean	0.3%	5	-	<5
Mixed White and Black African	-	0	-	-
Mixed White and Asian	-	<5	-	-
Other Mixed Background	-	<5	-	-
Asian and Asian British – Indian	0.7%	12	-	<5
Asian and Asian British - Pakistani	-	<5	-	<5
Asian and Asian British – Bangladeshi	-	<5	-	-
Other Asian background	-	<5	-	-
Black or Black British – Caribbean	-	0	-	<5
Black or Black British – African	-	0	-	-
Chinese	0.4%	7	-	-
Gypsy	-	<5	-	-
Other Ethnic background	2.5%	40	-	<5
Not Known			6.2%	24
Total	-	1,621	-	390

What is your sexual orientation?				
	Budget Survey		Community Panel	
	%	n	%	n
Bi-sexual	0.9%	14	-	-
Lesbian/Gay	1.5%	25	-	<5
Prefer not to say	12.8%	209	74%	290
Straight/Heterosexual	84.8%	1,380	25%	95-100
Total	-	1,628	-	390

Are you a carer of an adult over the age of 18 years?				
	Budget Survey		Community Panel	
	%	n	%	n
Yes	10.8%	176	3.3%	13
No	82.9%	1353	23.1%	90
Prefer not to say	6.4%	104	73.6%	287
Total	-	1,633	-	390

Do you have an armed forces connection, e.g. currently serving, a reservist, veteran or a dependent of a current or former member of Her Majesty's Armed forces?				
	Budget Survey		Community Panel	
	%	n	%	n
Yes	14.1%	233	-	-
No	80.2%	1,330	99.5%	388
Prefer not to say	5.7%	95	-	<5
Total	-	1,658	-	390