Budget Consultation 2021

On behalf of London Borough of Tower Hamlets

November 2021 (V01)

Prepared by

Contents

Headline Findings

Residents and businesses across Tower Hamlets value Community Safety the most during 2021, marking a shift from 2020 in which Public Health was deemed to be most valuable. Almost half (48%) of respondents value Community Safety the most, followed by Children's Services (39%), Street Cleaning and Waste (36%) and Public Health (35%). Less than a fifth placed value on Economic Growth (18%) and Highways and Transport (15%), favouring more emphasis on safety, education, cleanliness, and health.

Furthermore, residents and businesses across the borough confirmed that Community Safety should be prioritised by Tower Hamlets Council. Almost half (48%) placed this service in their top three priorities for the borough alongside Children's Services (40%), Public Health (37%) and Housing Services (30%). Highways and Transport services were seen as least important (12%).

Businesses in the borough strongly advocated the prioritisation of Community Safety (48%) together with residents but also emphasised the need for Economic Growth and Job Creation (43%).

Overall, almost three-fifths (59%) would prefer the Council to reduce spending on temporary agency staff. Half advocated the reduction of costs by means of delivering more services digitally (50%) and two-fifths (39%) felt the Council should generate more commercial income and maximise use of its assets. These preferences mirrored the top three from the previous year, 2020, highlighting a consistency in attitudes towards these actions. Reduction in spending on frontline services drew least support amongst respondents - just 3%.

More than half of respondents (55%) across the borough believe it is important to investigate better use of council assets and other ways to generate income to minimise the impact of savings in future years. More than two-fifths (43%) also feel that working closely with organisations in the voluntary and community sector is important in mitigating the impact of savings, moving forward. Less than a tenth (8%) felt this aim could be achieved by outsourcing services to the private sector.

More than two-fifths (42%) of residents and businesses across the borough say they support a proposal to increase council tax. Support receded since 2020 by 5%, perhaps in response to changes in economic fortunes caused by the Covid-19 pandemic, rising costs to food and fuel and possible effects of Brexit. Almost half (49%) said they did not support the proposal and a tenth did not know. Business in the borough strongly opposes any increase in council tax; more than two-thirds (69%) in opposition.

When asked what level of increase in council tax people in the borough were prepared to pay, responses were more balanced: 47% of respondents said they would support some level of increase, starting between 0% and 2% and 45% confirmed they would not support any increase. A third (34%) said they would support an increase between 0% and 2%; less than a tenth (8%) between 2% and 3% and 5% said they would support an increase above 3%.

There is increase support for an adult social care precept to support this aspect of the Council's provision. Almost three-fifths (58%) say they would support this proposal with a fifth (22%) in opposition and a further fifth (19%) unsure. Support for this action increased by 2%, overall, since 2020.

More than 8 in every 10 support the Council expanding its approach to income generation so it can continue to protect frontline services and limit the impact of government cuts. This represents an increase of 11% in support from the previous year.

Introduction

Background

This year Tower Hamlets Council is spending £1.2 billion gross expenditure (£364.1million net expenditure budget) on public services to support people and improve lives. Almost half of the net budget is spent on supporting children and vulnerable adults. Covid-19 has had a huge impact on services and finances and the Council will set the budget for 2022/23 in that context.

The Council have worked hard to make over £200m in savings since 2010, as their budget has been cut by the government and been squeezed by additional demand. The additional expenditure and income pressures that have been experienced because of the pandemic, alongside increasing demand for services, and expected changes to government funding, mean the Council still need to look at achieving significant savings. The required savings are subject to ongoing uncertainty as this will depend on both the extent to which the government provides additional funding for Covid-19 pressures, and the impact of the pandemic on income from council tax and business rates.

Despite challenges from budget cuts, increases in the number of vulnerable residents and a rising population, the Council has made several tough choices to minimise the impact on services residents have told them they rely on the most. The Council has reduced running costs, been more efficient in how services are delivered, and reduced workforce by a third since 2010. Tower Hamlets Council must make the most of the money available, as well as continuing to look at innovative ways to generate income.

In addition to an online consultation, hosted on the Council's website, SMSR Ltd, an independent research company was commissioned to undertake a face-to-face survey with residents and businesses across the borough help the Council understand priorities and the impact savings may have on people living and working in Tower Hamlets.

Report structure

This report includes headline findings for each question combined with insight based on demographic trends. It should be noted that when the results are discussed within the report, often percentages will be rounded up or down to the nearest one per cent. Therefore, occasionally figures may add up to 101% or 99%. Due to multiple responses being allowed for the question, some results may exceed the sum of 100%.

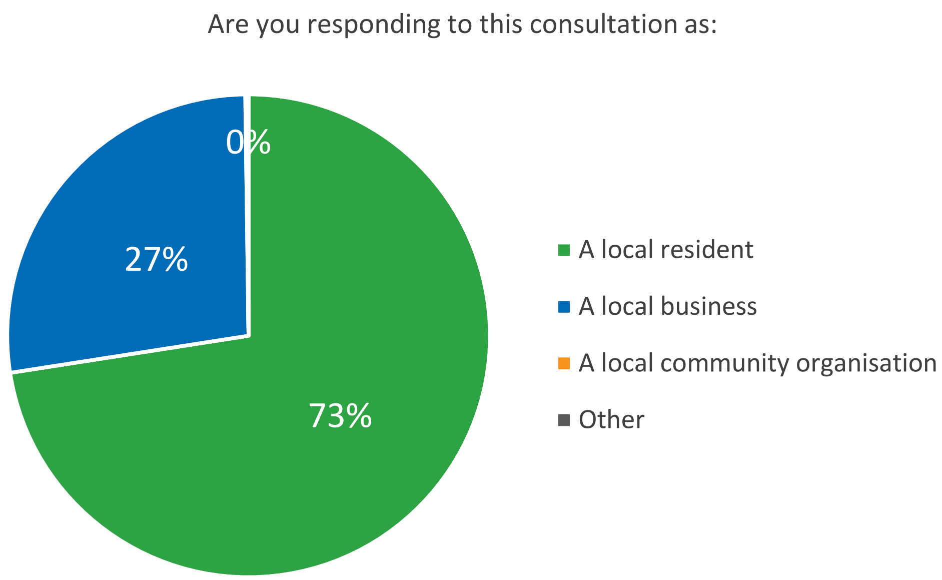
Trends identified in the reporting are statistically significant at a 95% confidence level. This means that there is only 5% probability that the difference has occurred by chance (a commonly accepted level of probability), rather than being a 'real' difference. Unless otherwise stated, statistically significant trends have been reported on.

Sample / Methodology

An interviewer led questionnaire was designed by staff from Tower Hamlets Council with support from SMSR Ltd and administered using CAPI (computer aided personal interviewing) methodology, face to face in the borough. The survey script mirrored the online consultation open to all residents, businesses and local organisations in the borough, located on the Council's website.

Interviews were conducted using random quota sampling to maximise representation across the borough. Target quotas for age, gender and ethnicity were set using the most recent ONS figures available for the residents' consultation and the sample included representation from each of the wards within the borough. Quotas for business interviews were set by business size.

Respondents were asked to identify as a local resident, a local business, or a community group:



A total of 1,843 residents, businesses and community groups took part in the consultation, overall. A representative sample of 1,100 residents were interviewed by SMSR Ltd using Computer Aided Personal Interviewing (CAPI) methodology with residents on the street or at the Council's Ideas Stores. A further sample of 500 businesses were interviewed by SMSR Ltd, using the same methodology. In addition, a total of 243 residents, businesses and community groups responded to an online consultation, hosted on the Council's website. Overall, almost three-quarters responded as a local resident (73%), just over a quarter responded as a business (27%) and less than 1% via a local community organisation. All responses have been combined in this report. The consultation ran from Monday 4th October to Monday 15th November 2021.

The demographic and geographic breakdown of residents and businesses was as follows:

Residents

The following tables show the demographic breakdown of all respondents who participated in the research and identified themselves as a local resident (1,337). Please note that not all residents provided demographic information.

Gender	Number	Percentage of sample
Male	674	50%
Female	636	48%
Prefer to self-identify	22	2%
Prefer not to say	5	0%

Age	Number	Percentage of sample
0-24	183	14%
25-34	407	30%
35-44	329	25%
45-54	189	14%
55-64	116	9%
65+	101	8%
Prefer not to say	12	1%

Ethnicity	Number	Percentage of sample
White	723	54%
Black, Asian and minority ethnic	574	43%

Prefer not to say	40	3%

Ward	Number	Percentage of sample
Bethnal Green	87	8%
Blackwall & Cubitt Town	52	5%
Bow East	62	6%
Bow West	52	5%
Bromley North	27	2%
Bromley South	50	5%
Canary Wharf	65	6%
Island Gardens	58	5%
Lansbury	49	4%
Limehouse	33	3%
Mile End	73	7%
Poplar	25	2%
Shadwell	53	5%
Spitalfields & Banglatown	60	5%
St Dunstan's	49	4%
St Katharine's & Wapping	35	3%
St Peter's	88	8%
Stepney Green	64	6%
Weavers	54	5%
Whitechapel	64	6%

*Please note that no geographical information was collected during the online consultation.

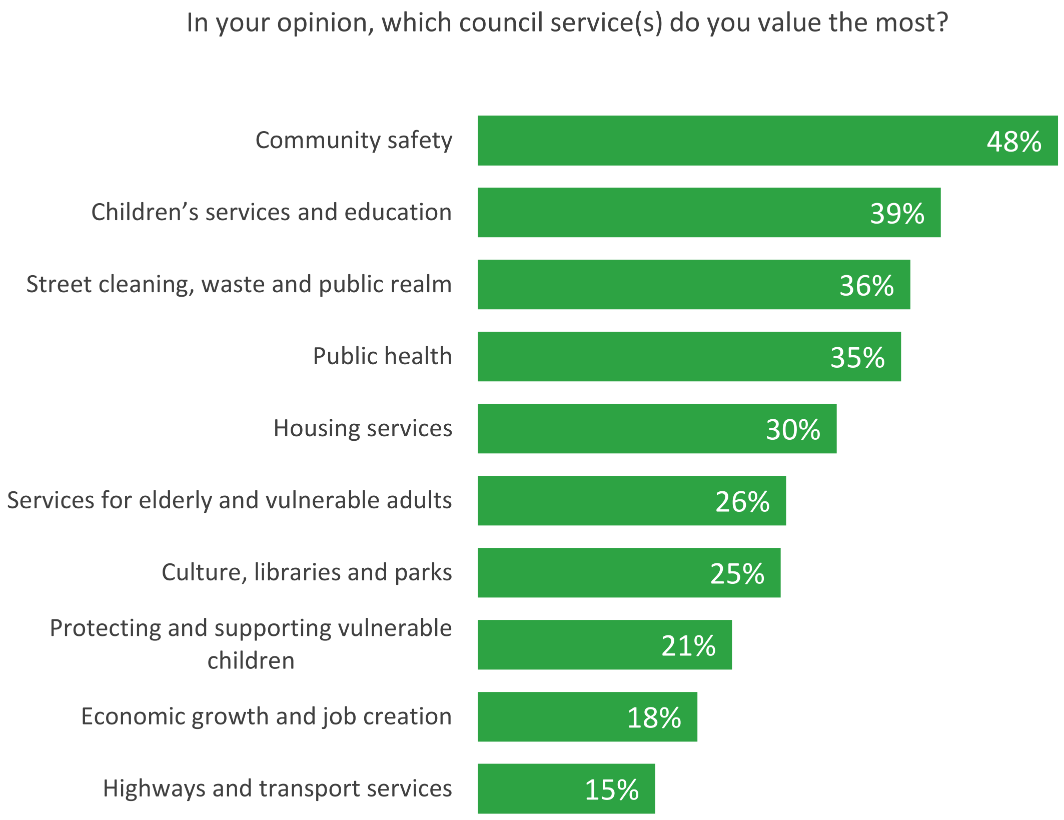
Businesses

Business size	Number	Percentage of sample
Micro (1-10 employees)	443	89%
Small (11-49 employees)	50	10%
Medium (50-249 employees)	5	1%
Large (250+ employees)	2	0%

Ward	Number	Percentage of sample
Bethnal Green	55	11%
Blackwall & Cubitt Town	7	1%
Bow East	56	11%
Bow West	42	8%
Bromley North	0	0%
Bromley South	0	0%
Canary Wharf	45	9%
Island Gardens	0	0%
Lansbury	48	10%
Limehouse	0	0%
Mile End	7	1%
Poplar	0	0%
Shadwell	53	11%
Spitalfields & Banglatown	37	7%
St Dunstan's	13	3%
St Katharine's & Wapping	1	0%
St Peter's	24	5%
Stepney Green	20	4%
Weavers	38	8%
Whitechapel	54	8%
Not known	0	0%

Main Findings

Respondents were asked to choose which council services they valued the most from a list.



Almost half of respondents (48%) say they value Community Safety the most, replacing Public Health, cited as the most valued service during 2020. Almost two-fifths (39%) value Children's Services with over a third mentioning Street Cleaning (36%) and Public Health (35%). Less valuable services include Economic Growth and Highways and Transport with less than a fifth of those asked choosing these options (18% and 15% respectively).

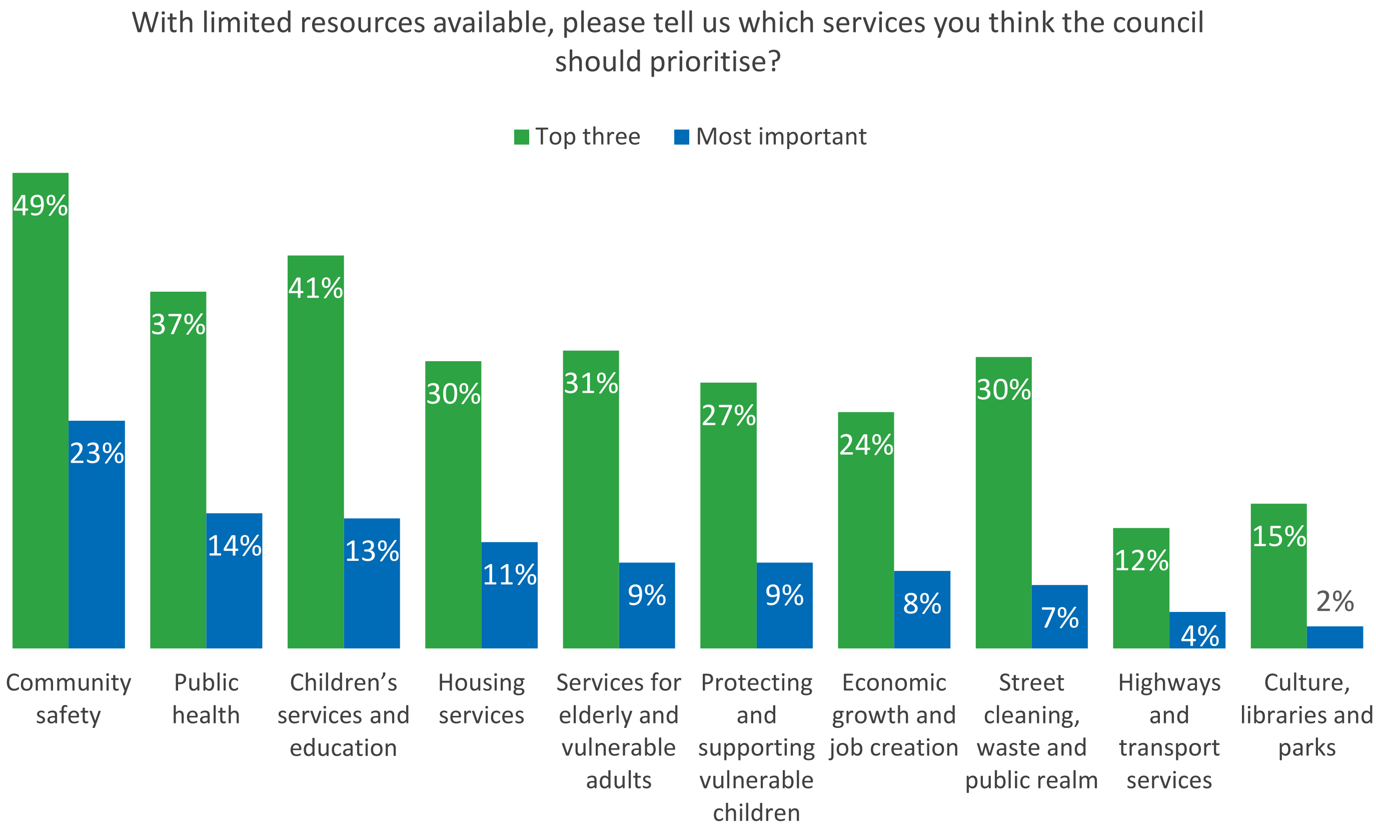
The value placed on Community Safety tended to be slightly higher amongst 25–34-year-olds (52%) and 35–44-year-olds (51%) compared to other age groups with males more likely to deem this service as valuable compared to females (51% vs 46%). Black, Asian, and Minority Ethnic respondents were also significantly more likely to choose this option (52%) compared to white respondents (44%), particularly the Bengali community (58%). This service was revealed to be most valuable amongst those residing or involved in a business in Spitalfields and Banglatown (62%).

Children's Services were valued less by those aged 55+ compared to younger age groups, however, Black, Asian and minority ethnic respondents were more likely to value this service compared to White respondents (42% vs 36%). Almost half of those identifying as Bangladeshi (45%) said they valued this service the most. Furthermore, respondents living or involved in businesses in Bow East (53%) and Bethnal Green (49%) were more likely to choose this option.

Those with a disability (41%) were less inclined to place value on Community Safety compared to those without a disability (49%), with disabled residents placing the most value on Services for Elderly and Vulnerable Adults (42%) instead.

Community Safety Services were highly valued both by respondents making up the representative residents' sample (50%) and the business sample (50%). However, online respondents were less likely to choose this option (37%), instead highlighting Street Cleaning (61%) and Culture, Libraries and Parks (50%) as more valuable services. Online respondents were also less likely to select Children's Services as valuable (32%) compared to the representative residents' sample (40%) and businesses (39%).

Next, respondents were asked to consider, with limited resources available, which council services should be prioritised in the borough. Respondents were asked to rank the options including the service they believed was most important to prioritise. The chart below shows respondents' top three priorities together with the service ranked most important.



Community Safety was again deemed to be important with respondents significantly more likely to prioritise this service as most important (23%) alongside half of the overall sample (49%) ranking this service in their top three. As seen in the previous question, Children's Services were seen to be a priority overall (41%) but when ordered into the most important services, was equal to Public Health in terms of the public's priorities (13% and 14% respectively). Highways and transport services (12%) together with Culture (15%) are seen as lesser priorities during 2021.

Public Health and Children's Services remain priorities since 2020 – both remaining in the top three from one year ago. However, Community Safety has replaced Public Health as the number one priority in 2021.

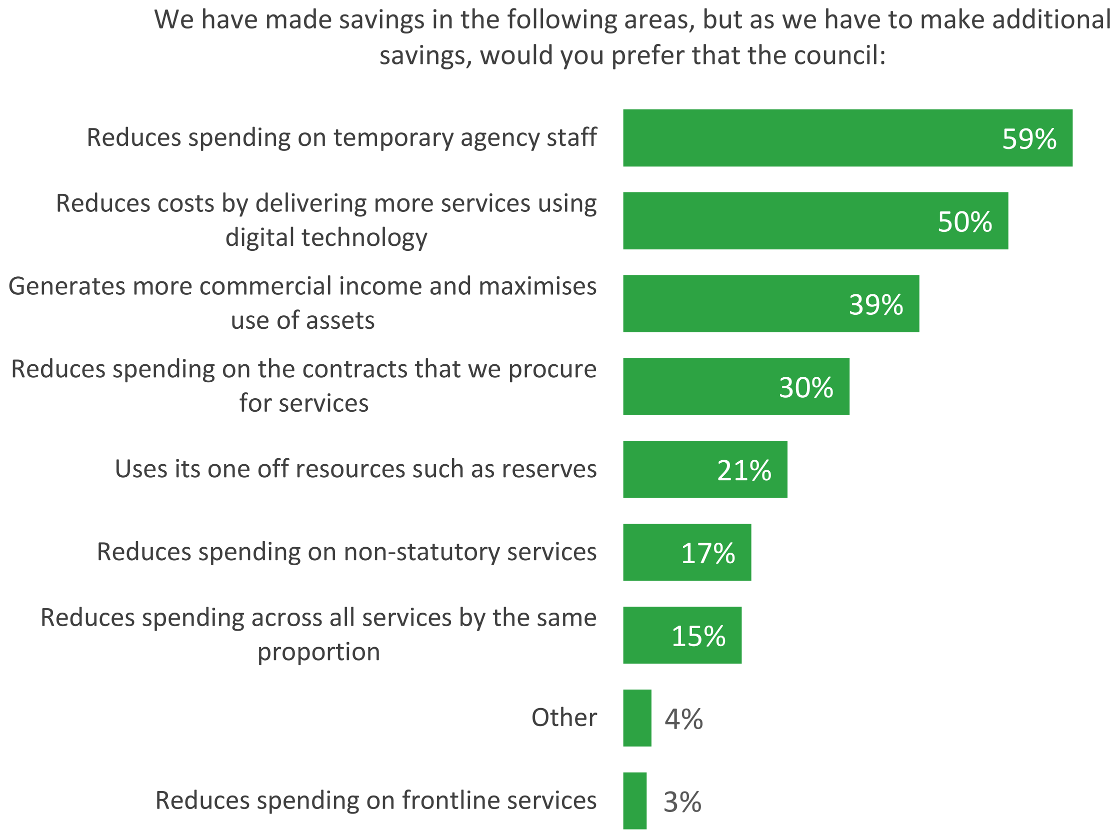
Similar attitudes towards Community Safety were seen amongst demographic sub-groups to those who placed value on each service. Respondents aged 25-44 were most concerned about Community Safety (25-34 – 48% and 35-44 – 55%), compared to other age groups with Black, Asian and minority ethnic responders also more likely to prioritise this service compared to White (51% vs 46%). Again, this seems to be driven in part by the Bengali community of which 56% felt this service should be prioritised. Those responding from Canary Wharf (65%) and Blackwall and Cubitt Town (63%) felt particularly inclined to prioritise this service.

Those with a disability were less inclined to prioritise Community Safety when compared to those without a disability (44% vs 50%) with disabled residents again placing much more emphasis on Services for Elderly and Vulnerable Adults compared to those without a disability (42% vs 24%).

Although no significant trends were identified across demographic subgroups when considering Children's Services as a priority, those responding from Poplar were more inclined to choose this option in their top three (56%).

When comparing the three samples of representative residents, businesses, and online respondents, Community Safety was deemed less important by online respondents (36%) compared to the representative residents' sample (52%) and businesses (49%). Online respondents were significantly more likely to prioritise Street Cleaning (46%).

Due to the impact of the pandemic, increases in demand for services and expected changes to government funding, the Council still need to look at achieving significant savings. Participants were asked where they would prefer these additional savings to be made.



Almost three-fifths (59%) would prefer that Tower Hamlets Council reduces spending on temporary agency staff. Half believe that reducing costs using digital technology (50%) should be pursued to make additional savings and almost two-fifths (39%) feel the Council should generate more commercial income.

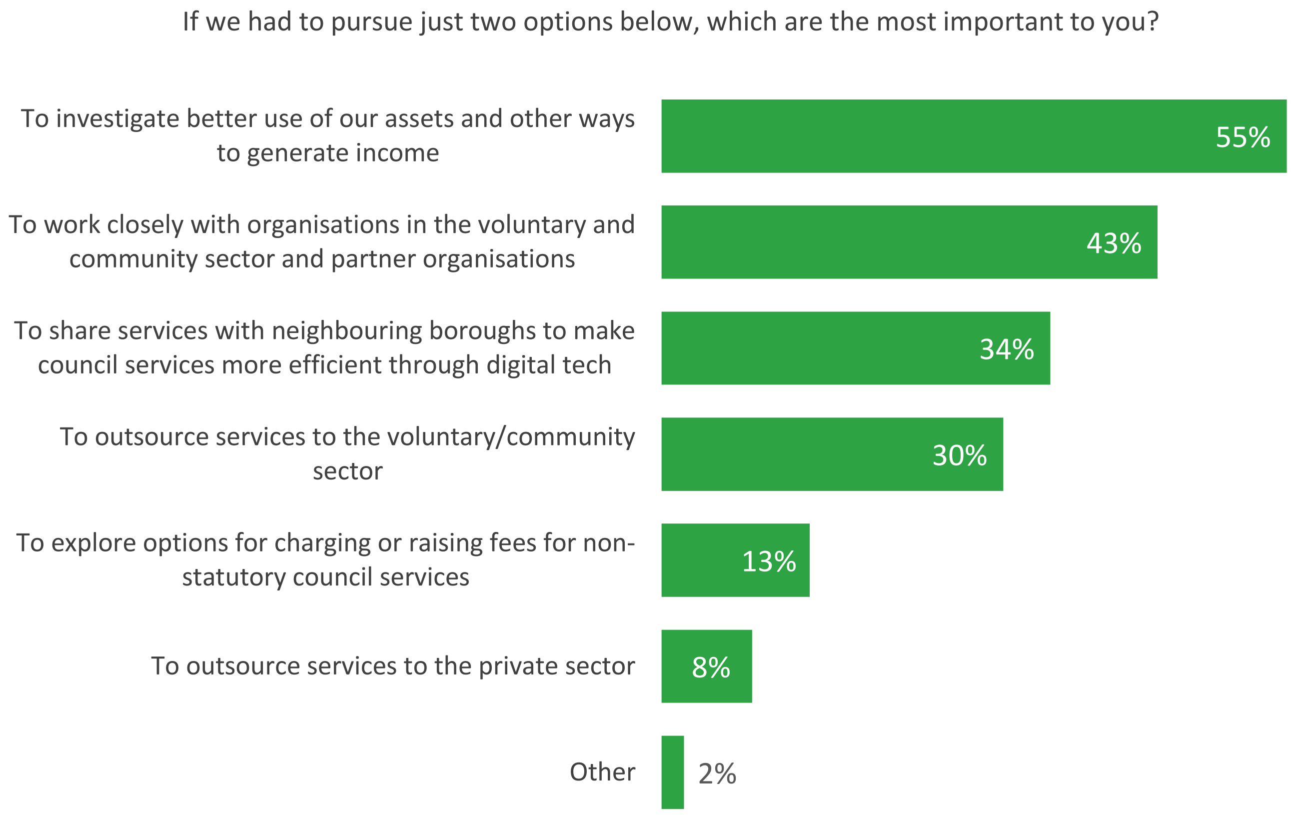
This is comparable to 2020 findings in which respondents chose the same options at their three most preferred actions and in the same order.

Less than a fifth (15%) felt the Council should reduce spending across all services by the same proportion and just 3% thought that additional savings should be made by reducing spending on frontline staff.

Perhaps, naturally, younger respondents felt that savings could be made using digital technologies compared to older participants with 57% of those aged below 25 and 56% of those aged 25-34 compared to a third of those aged 65+ (33%). Conversely, older people were more likely to prefer a reduction in temporary staff with more than two-thirds of respondents aged 65+ (68%) compared to 49% of those under 24.

Residents, businesses and online respondents all heavily favoured a reduction in spending on temporary agency staff, in particular businesses (66%). Online respondents were most inclined to prefer the delivery of services via digital technology, perhaps indicated by the method through they engaged with the research.

Respondents were informed that Tower Hamlets Council is exploring a range of solutions to minimise the impact of the savings the Council will need to make in future years. They were asked to choose two options from a list of actions which they felt were most important.

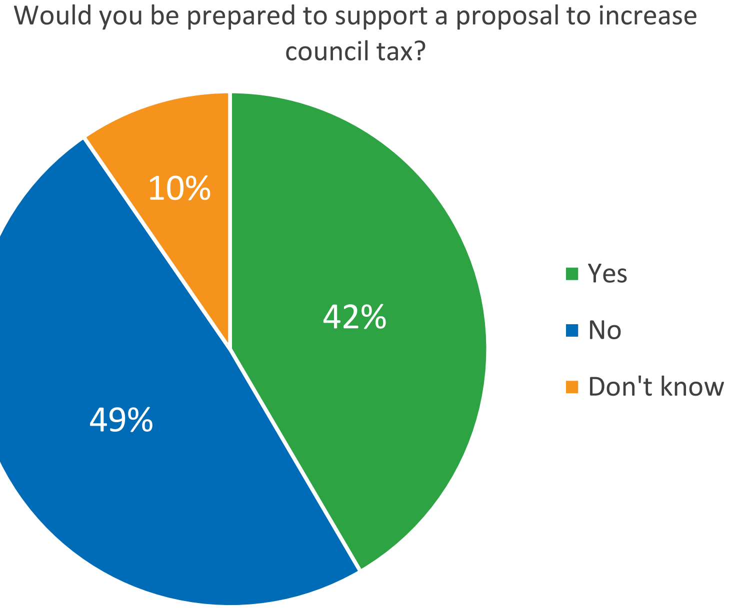


More than half thought Tower Hamlets Council should investigate better use of assets and other ways to generate income (55%). More than two-fifths felt the Council should work closely with organisations in the voluntary and community sector and partner organisations (43%) and a third believe that sharing services with neighbouring boroughs to make service more efficient through digital tech (34%) will minimise the impact of savings in future years.

Results mirror those recorded during 2020; the same top three options in the same order. Fewer respondents felt that exploring options for charging or raising fees for non-statutory council services (13%) or outsourcing services to the private sector was the right actions to pursue.

Differences in opinions were found amongst the three main cohorts who participated in the research. Two-thirds of residents who responded within the representative residents' sample felt that the Council should investigate better use of assets (60%) compared to a tenth less online respondents (50%) and less than half of businesses (46%). Respondents in the online cohort were more likely to look to efficiencies through digital tech (59%) and more than half of businesses attributing more importance on working with voluntary, community and partner organisations.

Respondents were asked if they would be prepared to support a proposal to increase council tax, in order to protect services.



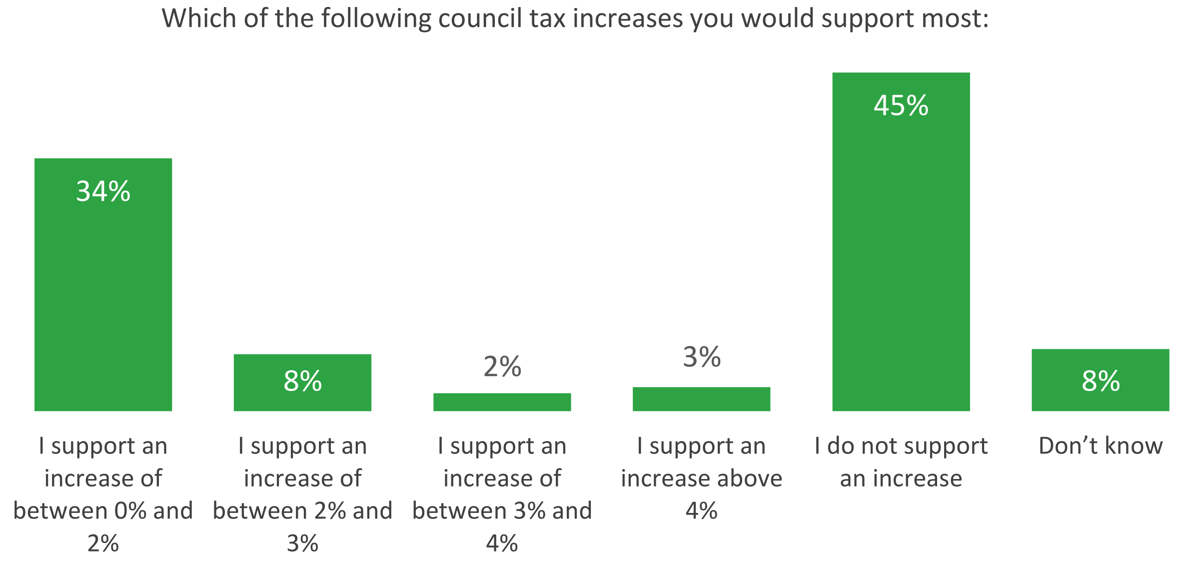
More than two-fifths (42%) said they would support a proposal to increase council tax. The majority (49%) did not support this action and a tenth said they did not know. This represents a decline in support since 2020 in which 47% supported a raise in tax and 43% opposed this action. This decline in support could conceivably be triggered by a number of recent events including the effect of the Covid-19 pandemic on household budgets together with rising energy and food bills.

Support for the proposal was more prominent amongst older respondents with more than half of those aged 55-64 (51%) and over 65 (57%) in favour of the rise in council tax. Females also supported the rise when compared to males (46% vs 38%). White respondents were more than a fifth more likely to support the proposal when compared to Black, Asian and minority ethnic respondents (53% vs 31%) and Asian respondents were least likely to support the rise (27%) compared to other ethnic groups. Those with a disability were more inclined to be in favour of the rise in council tax than those without a disability (46% vs 42%).

Respondents in Bromley North (63%) and Island Gardens (60%) were most likely to back the proposal of a council tax rise whereas just a quarter of those in Shadwell (24%) gave their support.

Businesses were least likely to support the rise when comparing samples with just 20% in favour of this action compared to around half of residents (49%) and online responders (53%).

Any council wishing to raise council tax higher than a threshold set by central government will have to hold a local referendum. As it is unclear what the government threshold may be, residents were asked which council tax increase they would support most.

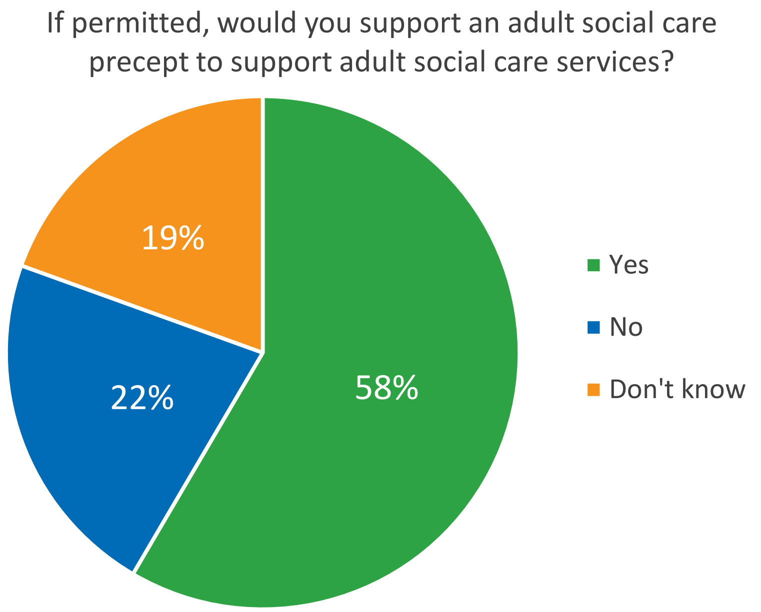


Just under half say they do support some level of increase in council tax (47%). A third (34%) would support an increase up to 2%; just under a tenth (8%) would pay an increase between 2% and 3% and a small percentage (5%) say they are willing to pay an increase over 3%. Less than half (45%) confirmed they do not support an increase and just less than a tenth say they do not know.

Females are more inclined to agree to an increase up to 2% compared to males (39% vs 30%) whereas males are significantly more likely to not support any increase at all (48% male vs 41% female). Black, Asian and minority ethnic respondents strongly favoured no increase in council tax (53%) compared to White participants (36%) who also supported an increase up to 2% by the same percentage.

As seen previously, respondents in Shadwell were most likely to oppose an increase in council tax (66%) together with those responding from Lansbury (57%). More than half of those responding from Bromley North (56%) said they would be prepared to pay up to a 2% increase. Businesses were strongly opposed to any increase (62%). The representative residents' sample was split between no increase (39%) and paying up to 2% (39%).

Tower Hamlets Council estimate that the additional cost pressures for adult social care services in 2021/22 will be £3.5m. The Council has to meet these costs whether or not it increases council tax or other income; if it doesn't increase its income, savings have to be found elsewhere. Therefore, respondents were asked, if permitted, would they support an adult social care precept to support adult social care services.



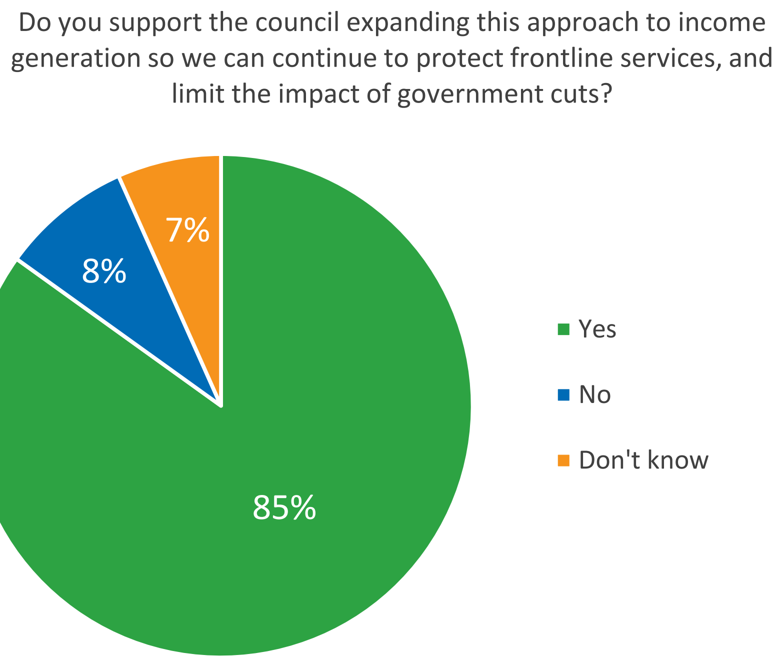
Overall, the majority support an adult social care precept (58%). Around a fifth (22%) do not support this proposal and a further fifth (19%) do not know. The percentage of people who support this action has increased over the past year by 2% from 56% in 2020.

Older respondents were more amiable to the proposal with 71% of those over 65 in support of the precept compared to 58% of those aged under 24. Furthermore, females were also more likely to support this action compared to males (61% vs 57%). Black, Asian and minority ethnic respondents were less likely to support an adult social care precept when compared to those who identified as White (54% vs 65%), whereas those with a disability were more supportive of an adult social care precept than those without a disability (69% vs 58%).

Respondents in St Katherine's and Wapping (78%) strongly approved of the precept whereas residents and businesses in Lansbury were less supportive (49%). Members of the resident cohort were most likely to support the precept (62%) with just over half of businesses (55%) and 49% of the online sample.

Finally, the Council is looking at ways it can generate income to contribute towards the budget shortfall and minimise the impact of cuts on its services.

One of the ways the Council already generates income is by hiring out its unique council-owned assets such as parks for events and filming, and the use of venues for ceremonies and sporting activities. It also continually compares its fees and charges against other councils and looks at how it can be more innovative in raising income. Participants were asked if they supported this approach to income generation.



The vast majority confirm they support this approach to income generation (85%). Less than a tenth (8%) say they oppose this process and 7% do not know. The percentage of respondents who support this approach increased by more than a tenth from 2020 (up 11% from 74% during 2020).

Older respondents and those with a disability were less likely to be in favour of the council expanding its approach to income generation with both cohorts indicating just under three-quarters (74%) of support for this approach.

Levels of support were higher amongst online respondents (89%) and residents (87%) compared to businesses (79%) with strong support found in St Katherine's and Wapping

(94%) and St Dunstan's (92%). Respondents in Poplar were least supportive (76%) but still provided strong support for this aspect of income generation.

Appendices

Questionnaire

Tower Hamlets Council
Budget Consultation 2021

Thank you for agreeing to take part in the Tower Hamlets Budget Survey 2021. Your responses will remain strictly confidential and anonymous, and your personal details will not be forwarded to a third party. It should take approximately 10 minutes, and anonymised responses will be used by SMSR Ltd and Tower Hamlets Council.

The data is being collected in accordance with the MRS Code of Conduct and will only be used by SMSR and Tower Hamlets Council. Data collected will not be used for marketing purposes and the interview will take around 10 minutes.

If you wish to check validity of research, offer the following contact details: SMSR Ltd - Freephone 0800 1380845 and speak to Amy Collier (Office Manager) or call the Market Research Society freephone on 0800 975 9596. For further information regarding the consultation, visit the consultation page at https://talk.towerhamlets.gov.uk/budget

Introduction

This year the council is spending £1.2 billion gross expenditure (£364.1million net expenditure budget) on public services to support people and improve lives.

Almost half of our net budget is spent on supporting children and vulnerable adults.

Covid-19 has of course had a huge impact on our services and on our finances and we set this budget in that context.

We've worked hard to make **over £200m in savings since 2010**, as our budget has been cut by the government and we've been squeezed by additional demand.

The additional expenditure and income pressures that have now been experienced because of the pandemic, alongside increasing demand for services and expected changes to government funding, mean that we still need to look at achieving significant savings.

The required savings are subject to ongoing uncertainty as this will depend on both the extent to which the government provides additional funding for Covid-19 pressures, and the impact of the pandemic on income from council tax and business rates.

Despite challenges from budget cuts, increases in the number of vulnerable residents and a rising population, we are proud to continue our investment in frontline services and have the **seventh lowest council tax** in London.

We have made a number of tough choices to minimise the impact on those services residents have told us that they rely on the most. We have reduced our own running costs, been more efficient in how we deliver services, and reduced our workforce by a third since 2010.

We have to make the most of the money we have, as well as continuing to look at innovative ways to generate income.
This consultation is your chance to get involved in the budget conversations and to help us shape the future for all.

Q1 Are you responding to this consultation as: Tick (✓) one box only

- a local resident ☐ 1
- a local business ☐ 2
- a local community organisation ☐ 3
- other (please specify) ☐ 4

Please specify other:

☐

Q2 In your opinion, which council service(s) do you value the most? Tick (✓) up to three options

- Services for elderly and vulnerable adults ☐ 01
- Children's services and education ☐ 02
- Protecting and supporting vulnerable children ☐ 03
- Housing services ☐ 04
- Public health ☐ 05
- Culture, libraries and parks ☐ 06
- Community safety ☐ 07
- Highways and transport services ☐ 08
- Street cleaning, waste and public realm ☐ 09
- Economic growth and job creation ☐ 10

Q3a With limited resources available, please tell us which services you think the council should prioritise? Tick (✓) up to three options

- Services for elderly and vulnerable adults ☐ 01
- Children's services and education ☐ 02
- Protecting and supporting vulnerable children ☐ 03
- Housing services ☐ 04
- Public health ☐ 05
- Culture, libraries and parks ☐ 06
- Community safety ☐ 07
- Highways and transport services ☐ 08
- Street cleaning, waste and public realm ☐ 09
- Economic growth and job creation ☐ 10

Q3b Please tell us which of the options you think is <u>most important</u> to prioritise? Tick (✓) one box only

- Services for elderly and vulnerable adults ☐ 01
- Children's services and education ☐ 02
- Protecting and supporting vulnerable children ☐ 03
- Housing services ☐ 04
- Public health ☐ 05
- Culture, libraries and parks ☐ 06
- Community safety ☐ 07
- Highways and transport services ☐ 08
- Street cleaning, waste and public realm ☐ 09
- Economic growth and job creation ☐ 10

Q4 Due to the impact of the pandemic, increases in demand for services and expected changes to government funding, we still need to look at achieving significant savings.

We have made savings already, but as we have to make additional savings, would you prefer that the council:

Tick (✓) up to three options

- reduces spending across all services by the same proportion ☐ 1
- reduces spending on frontline services ☐ 2
- reduces spending on temporary agency staff ☐ 3
- reduces spending on the contracts that we procure for services ☐ 4
- reduces spending on non-statutory services (services the council is not legally required to provide) An example of statutory services is social care and a non-statutory service is our funding of additional police officers. ☐ 5
- reduces costs by delivering more services using digital technology ☐ 6
- generates more commercial income and maximises use of assets (currently reduced due to impact of Covid-19) ☐ 7
- uses its one off resources such as reserves ☐ 8
- Other ☐ 9

Please specify other:

Q5 We are exploring a range of solutions to minimise the impact of the savings the council will need to make in future years.

If we had to pursue just two options below, which are the most important to you?

Tick (✓) up to two options

- to work closely with organisations in the voluntary and community sector and partner organisations such as the NHS to deliver more joined up services ☐ 1
- to share services with neighbouring boroughs to make council services more efficient through greater use of digital technology ☐ 2
- to outsource services to the private sector ☐ 3
- to outsource services to the voluntary/community sector ☐ 4
- to investigate better use of our assets and other ways to generate income ☐ 5
- to explore options for charging or raising fees for non-statutory council services (services we are not legally required to provide). An example of statutory services is social care and a non-statutory service is our funding of additional police officers. ☐ 6
- Other ☐ 7

Please specify other:

Council Tax currently funds around a third of our total budget (excluding schools) so it's a significant funding source for the services we provide. The government has said it expects councils to increase their council tax rate by an amount every year to cover inflation. This increase partly helps to meet rising costs and demand for our services but will not be enough to fully cover the rising costs we have in the medium-term future. Even with an increase in council tax, savings will still be needed to balance our budget over the next three years.

In 2021/22, Tower Hamlets Council increased council tax by 1.99% and charged an adult social care precept of 3% so overall an increase of 4.99% which was the case in most other boroughs. The council has retained a local council tax reduction scheme that fully protects those residents on the lowest income from any council tax payment.

Every 1% increase in council tax that the council raises generates circa £1 million, which can be used to protect services. Each 1% rise in council tax costs households an average of 20p extra per week.

Q6 Would you be prepared to support a proposal to increase council tax? Tick (✓) one box only

- Yes ☐ 1
- No ☐ 2
- Don't know ☐ 3

Q7 Any council that wishes to raise council tax higher than a threshold set by central government will have to hold a local referendum.

At this stage it is unclear what the government threshold may be, but we would like to seek your view on which of the following council tax increases you would support most:

Tick (✓) one box only

I support an increase of between 0% and 2%	☐ 1
I support an increase of between 2% and 3%	☐ 2
I support an increase of between 3% and 4%	☐ 3
I support an increase above 4%	☐ 4
I do not support an increase	☐ 5
Don't know	☐ 6

Q8 The government has allowed councils in the last five years to add an additional charge to their council tax for adult social care to support some of their most vulnerable residents. This is called the adult social care precept.

At this stage in the same way as for general council tax increases it is unclear whether, and if so at what level, any adult social care precept will be permitted.

We estimate that the additional cost pressures to the council for adult social care services in 2022/23 will be circa £5m.

The council has to meet these costs whether or not it increases council tax or other income, therefore if it doesn't increase its income, savings have to be found elsewhere.

If permitted, would you support an adult social care precept to support adult social care services?

Yes	☐ 1
No	☐ 2
Don't know	☐ 3

Q9 The council is looking at ways it can generate income to contribute towards the budget shortfall and minimise the impact of cuts on our services.

One of the ways the council already generates income is by hiring out its unique council-owned assets such as parks for events and filming, the use of venues for ceremonies and sporting activities. We also continually compare our fees and charges against other councils and look at how we can be more innovative in raising income.

Do you support the council expanding this approach to income generation so we can continue to protect frontline services, and limit the impact of government cuts?

Yes	☐ 1
No	☐ 2
Don't know	☐ 3

Demographics

In order to better understand the views of the diverse communities we serve, we would like to ask you a few questions about yourself

Q10 How old are you?

- 0-15 ☐ 01
- 16-24 ☐ 02
- 25-34 ☐ 03
- 35-44 ☐ 04
- 45-54 ☐ 05
- 55-64 ☐ 06
- 65-74 ☐ 07
- 75-84 ☐ 08
- 85+ ☐ 09
- Prefer not to say ☐ 10

Q11 Are your day-to-day activities limited because of a health problem or disability which has lasted, or is expected to last, at least 12 months (include any problems related to old age)?

- Yes ☐ 1
- No ☐ 2
- Prefer not to say ☐ 3

Q12 Please state the type of health problem or disability that applies to you?

(People may experience more than one type of disability or health problem, in which case you may indicate more than one. If none of the categories applies, please mark 'Prefer to self-describe ' and specify the type of health problem or disability.)

- Sensory impairment (such as being blind / having a visual impairment or being deaf / having a hearing impairment) ☐ 1
- Physical impairment (such as using a wheelchair to get around and / or difficulty using your arms) ☐ 2
- Learning disability (such as Downs syndrome or dyslexia) or cognitive impairment (such as autism or head-injury) ☐ 3
- Mental health condition, (such as depression or schizophrenia) ☐ 4
- Long-standing illness or health condition (such as cancer, HIV, diabetes, chronic heart disease, or epilepsy) ☐ 5
- Prefer to self-describe (please specify): ☐ 6
- Prefer not to say ☐ 7

Please specify other:

Q13 Which best describes your gender?

- Male ☐ 1
- Female ☐ 2
- Prefer not to say ☐ 3
- Prefer to self-describe (please specify): ☐ 4

Please specify:

Q14 Is your gender identity the same as the sex you were assigned to at birth?

- Yes ☐ 1
- No ☐ 2
- Prefer not to say ☐ 3

Q15 Which of the following describes your sex?

- Man ☐ 1
- Woman ☐ 2
- Intersex ☐ 3
- Prefer not to say ☐ 4
- Prefer to self-describe (please specify): ☐ 5

Please specify:

Q16 Which of the following describes your sexual orientation?

- Gay / lesbian ☐ 1
- Bi (attracted to more than one gender) ☐ 2
- Heterosexual / straight ☐ 3
- Prefer not to say ☐ 4
- Prefer to self-describe (please specify): ☐ 5

Please specify:

Q17 Are you legally married or in a civil partnership?

- Yes ☐ 1
- No ☐ 2
- Prefer not to say ☐ 3

Q18 Which best describes your current marital, civil partnership or cohabitation status?

- Single (never married or never registered a civil partnership) ☐ 01
- Married ☐ 02
- In a registered civil partnership ☐ 03
- Separated, but still legally married ☐ 04
- Separated, but still in a registered civil partnership ☐ 05
- Divorced ☐ 06
- Formerly in a registered civil partnership which is now dissolved ☐ 07
- Widowed ☐ 08
- Surviving partner from a registered civil partnership ☐ 09
- Cohabitating with a partner ☐ 10
- Prefer not to say ☐ 11

Q19 Are you currently pregnant or did you give birth in the last twelve months?

- Yes ☐ 1
- No ☐ 2
- Prefer not to say ☐ 3
- Not applicable ☐ 4

Q21 What is your religion or belief system?

- No religion or belief ☐ 01
- Agnostic ☐ 02
- Muslim ☐ 03
- Christian ☐ 04
- Jewish ☐ 05
- Buddhist ☐ 06
- Sikh ☐ 07
- Hindu ☐ 08
- Humanist ☐ 09
- Prefer not to say ☐ 10
- Prefer to self-describe (please specify) ☐ 11

Please specify other:

Q22 Do you have caring or parenting responsibilities? (for example, childcare or dependent adults)

- Yes ☐ 1
- No ☐ 2
- Prefer not to say ☐ 3

Please provide your postcode (if you are responding as a business, please provide the business postcode):

If you answered the survey as a local business, please complete Bus1 and Bus2:

Bus1 How many employees work in your organisation?

- 1-10 ☐ 1
- 11-49 ☐ 2
- 50-249 ☐ 3
- 250 or more ☐ 4

Bus2 What type of business do you operate?

- Financial or insurance ☐ 01
- Professional, scientific or technical ☐ 02
- Business administration and support services ☐ 03
- Information and communication ☐ 04
- Health ☐ 05
- Education ☐ 06
- Accommodation and food services ☐ 07
- Public administration and defence ☐ 08
- Retail ☐ 09
- Arts, entertainment and leisure ☐ 10
- Wholesale ☐ 11
- Construction ☐ 12
- Property ☐ 13
- Transport, storage and postage ☐ 14
- Manufacturing ☐ 15
- Motor trades ☐ 16
- Other (please specify): ☐ 17

Ward Which ward do you live in?

- Bethnal Green ☐ 01
- Blackwall and Cubitt Town ☐ 02
- Bow East ☐ 03
- Bow West ☐ 04
- Bromley North ☐ 05
- Bromley South ☐ 06
- Canary Wharf ☐ 07
- Island Gardens ☐ 08
- Lansbury ☐ 09
- Limehouse ☐ 10
- Mile End ☐ 11
- Poplar ☐ 12
- Shadwell ☐ 13
- Spitalfields and Banglatown ☐ 14
- St Dunstan's ☐ 15
- St Katherine's and Wapping ☐ 16
- St Peter's ☐ 17
- Stepney Green ☐ 18
- Weavers ☐ 19
- Whitechapel ☐ 20
- Don't know ☐ 21

Thank you for completing this questionnaire.

Q20 How would you describe your ethnic group?

White: British	☐ 01
White: Irish	☐ 02
White: Traveller of Irish heritage	☐ 03
White: Gypsy / Roma	☐ 04
White: Any other White background	☐ 05
Mixed: White and Black Caribbean	☐ 06
Mixed: White and Black African	☐ 07
Mixed: White and Asian	☐ 08
Mixed: Any other Mixed background	☐ 09
Asian / Asian British: Indian	☐ 10
Asian / Asian British: Pakistani	☐ 11
Asian / Asian British: Bangladeshi	☐ 12
Asian / Asian British: Any other Asian background	☐ 13
Black / Black British: Somali	☐ 14
Black / Black British: Other Africa	☐ 15
Black / Black British: Caribbean	☐ 16
Black / Black British: Any other Black background	☐ 17
Other ethnic group: Chinese	☐ 18
Other ethnic group: Vietnamese	☐ 19
Other ethnic group: Any other background	☐ 20
Prefer not to say	☐ 21

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