

20 August 2015

# Shaping Hampshire

Spending Review Study for Hampshire County Council

Sample Survey and Consultation Report - FINAL VERSION



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# Contents

<b><u>Executive summary</u></b> .....	1
<b><u>Study overview</u></b>	
<b>Introduction and objectives</b> .....	6
Introduction.....	6
Objectives.....	6
Publication of the data .....	7
Acknowledgements .....	7
<b>Methodology</b> .....	8
Overview of approach .....	8
Open consultation .....	8
Representative sample survey .....	9
<b>Technical details</b> .....	10
Key lines of questioning .....	10
Interpreting the findings - open consultation.....	10
Interpreting the findings - sample survey.....	12
<b><u>Part A: Open consultation findings</u></b>	
<b>Service priorities and usage</b> .....	14
Most important services for Hampshire County Council to continue supporting or delivering.....	14
Service usage.....	17
<b>Preferences for ways to find anticipated savings</b> .....	18
Views on the County Council’s current financial strategy.....	18
Overall preferences for making anticipated savings .....	20
Raising Council Tax .....	21
Use of reserve funds .....	23
<b>Views on making changes to the way some services are delivered</b> .....	25
<b>Comments and impact</b> .....	35
<b>Other comments about spending priorities and making savings</b> .....	41
<b><u>Part B: Sample survey findings</u></b>	
<b>Preferences for ways to find anticipated savings</b> .....	50
Overall preferences for making anticipated savings .....	50
Raising Council Tax .....	51
Use of reserve funds .....	52
<b>Views on spending on specific services</b> .....	53
Service usage.....	53

**Overall preferences for service spending**.....54

**Adult Services** .....56

**Children’s Services** .....57

**Corporate Services** .....59

**Culture, Community and Business Services**.....60

**Economy, Transport and Environment Services** .....60

**Comments and impact**.....62

**Appendices**

**Part A – Consultation appendices**

- Appendix 1: Hard copy response form
- Appendix 2: List of organisations and groups that took part
- Appendix 3: Marked-up codeframes
- Appendix 4: Technical note on the coding process

**Part B – Sample survey appendices**

- Appendix 5: Sample survey questionnaire
- Appendix 6: Sample survey respondent profile
- Appendix 7: Guide to statistical reliability

# **Executive summary**

# Executive summary

## Overview

This report summarises findings of a Spending Review study conducted by independent researchers Ipsos MORI on behalf of Hampshire County Council. The study comprised of an open consultation and a sample telephone survey of Hampshire residents aged 18 and over. The survey and consultation aimed to establish the views of residents and stakeholder organisations on the County Council's options for managing anticipated and continued reductions in central government funding, from April 2016 onwards; including how it can make anticipated savings of £98 million in order to balance its budget by April 2017. It is intended that the findings from the consultation and survey will help to inform future planning and budgeting decisions from 2016 and beyond.

Table 1 provides a summary overview of key findings from the open consultation and sample survey. The results from the open consultation and sample survey have been reported separately in this report due to the differing nature of the data collection method adopted and the population groups in question.

**Table 1 – Summary of responses to key questions**

<i>Please note that numbers may not add up as 'don't know', 'other', and 'none of these' responses are not included in this table</i>	Sample Survey	Consultation (members of the public)	Consultation (stakeholder organisations)
<b>Council Tax</b>			
	<i>Number of participants answering</i>		
	<b>1,500</b>	<b>1,156</b>	<b>33</b>
The Council should not increase Council Tax	28%	135	1
The Council should increase Council Tax by 1%	28%	209	5
The Council should increase Council Tax by 1.99%	25%	461	15
The Council should increase Council Tax by 3%	6%	95	2
The Council should increase Council Tax by 4%	2%	51	1
The Council should increase Council Tax by 5%	5%	184	5
The Council should increase Council Tax by more than 5%	1%	2	0
<b>Any increase in Council Tax</b>	<b>68%</b>	<b>1,002</b>	<b>28</b>
<b>Reserve funds</b>			
	<b>1,500</b>	<b>1,127</b>	<b>33</b>
Agree with the County Council's current position – no more should be spent from reserves to help find some of the savings needed	59%	566	14
Disagree with the County Council's current position – more should be spent from reserves to help find some of the savings needed	34%	546	16
<b>Preference for ways to find anticipated savings</b>			
	<b>1,500</b>	<b>1,211</b>	<b>32</b>
Anticipated savings should be found <u>ONLY</u> by reducing spending on some services	10%	80	0
Anticipated savings should be found through a combination of a Council Tax increase <u>AND</u> by reducing spending on some services	35%	411	7
Anticipated savings should be found through a combination of using more of the County Council's reserves <u>AND</u> by reducing spending on some services	14%	89	2
Anticipated savings should be found through a combination of a Council Tax increase <u>AND</u> by reducing spending on some services, <u>AND</u> by using more of the County Council's reserves	36%	584	21

## Headline findings: open consultation

- The **services that are most important** for the County Council to continue to support and deliver in the eyes of both stakeholder organisations and the general public are those which support children, older people and vulnerable groups. However, for the general public there are other, more ‘universal’ style services, including road maintenance, household waste recycling centres and libraries that are also seen as important for the council to continue to support or deliver.
- Most stakeholder organisations and general public participants support **the County Council’s current financial strategy** for managing the reductions in central government funding, which has been to run the County Council more efficiently, use savings to help to protect front line services, and prudently use reserves to manage the costs of change (while maintaining Council Tax at the same level for the last six years).
- A number of **proposed options** for achieving the anticipated savings needed by April 2017 were put to participants; these being increasing Council Tax, using more of the County Council’s ‘reserve funds’, reducing spending on some services, or a combination of two or three of these options. Both stakeholder organisations and the general public were most likely to opt for savings being found through a combination of all three options. There was less appetite for using more of the County Council’s reserves (in combination with service spending reductions), and very limited appetite for finding the anticipated savings through reductions in funding for services alone.
- Most support an **increase in Council Tax** to help meet the anticipated savings. Over half of the participating stakeholder organisations are willing to see an increase in Council Tax of up to 1.99%, just below the referendum trigger. And almost three in five general public participants say the same.
- The County Council has indicated that it would prefer *not* to use more of its **‘available reserves’** than it currently does to help meet the anticipated savings. However, when asked as part of the consultation, there is little consensus among stakeholder organisations and members of the public alike, with approximately as many agreeing as disagreeing with the County Council’s current position.
- The consultation aimed to test early ideas emerging from its internal spending review, which looked at possible **ways to make savings across all of its service departments**. Participants were asked to consider a number of options for each departmental service area and to rank the option they would most like to see the County Council to consider further ‘first’, then, the next option they would like to see the County Council consider ‘second’, and so on. Participants were encouraged to give each option for each of the service areas asked about a ranking. Detailed findings are provided in the main report, while the following Table 2 provides an overview of those service options selected as ‘first’ (and in some cases ‘second’) preferences (i.e. the one they would be most willing to see implemented).

**Table 2 – First preferences for savings options presented (stakeholder organisations and general public)**

Departmental Service Area	First preferences	
	Stakeholder organisations	General public
<b>Adult Services</b>	<p><i>'Review of staff working practices and travel costs to improve efficiency'</i></p> <p><i>'Align spend with the NHS to buy services for people with disabilities'</i></p>	<p><i>'Review staff working practices and travel costs to improve efficiency'</i></p> <p><i>'Invest in alternatives to traditional care, for example Extra-Care assisted living'</i></p>
<b>Children's Services</b>	<i>'Seek to increase the number of foster carers to care for children who are currently looked after by the county council'</i>	<i>'Seek to increase the number of foster carers to care for children who are currently looked after by the council'</i>
<b>Corporate Services</b>	Of the 34 stakeholder organisations who answered, all but two agreed that production of the newsletter, <i>'Hampshire Now'</i> , should cease.	Of the 1,205 participants who took part, 1,048 agreed that production of the newsletter, <i>'Hampshire Now'</i> , should cease.
<b>Culture, Community and Business Services</b>	Of the two options for making savings presented, 31 out of 35 stakeholder organisations chose <i>'generating additional revenue at Sir Harold Hillier Gardens by increasing visitor numbers and potential charges'</i> in preference to <i>'reviewing grant funding to voluntary and community organisations'</i>	Of the two options for making savings presented, 876 out of 1,200 members of the public chose <i>'generating additional revenue at Sir Harold Hillier Gardens by increasing visitor numbers and potential charges'</i> in preference to <i>'reviewing grant funding to voluntary and community organisations'</i>
<b>Economy, Transport and Environment Services</b>	<i>'Review the amount of waste produced by households and increase the proportion that can be recycled'</i>	<i>'Dim street lights'</i>

### Headline findings: sample survey

- Of the proposed **options for making savings** asked about (increasing Council Tax, using more of the County Council's 'reserve funds', reducing spending on some services, or a combination of these), as for the open consultation, residents are most likely to opt for a combination of the proposed options. Just one in 10 think the savings should *only* be found through reductions to services. Over two in three residents say they would prefer the council to adopt a combination of higher Council Tax, more use of the council's financial 'reserves' and reductions in spending on services. Meanwhile, a similar proportion wants the savings to come from an increase in Council Tax and spending reductions to services (but, not by using any more of the council's reserves). This suggests that Council Tax is one of the more widely supported ways in which the County Council could look to be making the anticipated savings needed.
- Indeed, when asked about **Council Tax** specifically, two in three residents (68%) are willing to see at least some increase in Council Tax, albeit the majority (just over half) are most likely to support an increase below the referendum 'trigger' point of 2%<sup>1</sup>. This compares to almost three in 10 who are against any increase in Council Tax.
- When it comes to using more of the County Council's **reserve funds**, three in five residents agree with the County Council's current policy that no more of its reserves should be used to make the anticipated savings needed. Only one in three *disagree* with this view, and think that more should be spent from reserve funds.

<sup>1</sup> Survey participants were advised that recent legislation introduced by the Government means that a Council Tax increase of two per cent or above would need to be put to a referendum which could cost the County Council around £1.5 million to administer.

- For the sample survey, participants were asked about the extent to which they supported or opposed possible **reductions in spending** to a series of specific local services provided by Hampshire County Council – 16 services in total. As part of this, participants were asked to bear in mind that the County Council has to make savings to some services, regardless of whether Council Tax increases or more reserves are used - it will not be possible to maintain current spending levels across all services. All in all, the findings point to some clear service areas where local residents do not think it will be acceptable to reduce spending:
  - Residents appear to be more strongly opposed to reducing spending on services that disproportionately fall into the Adult Services, Children’s Services and Economy, and Transport and Environment Services departments. This has implications for the County Council given the current approach being adopted, whereby service departments are required to find the same proportion of savings from their current budgets<sup>2</sup>.
  - Of the 16 services asked about, levels of opposition are highest for reducing spending on services targeting children, older people and vulnerable groups. For example, opposition to reducing spending is highest for services for children with disabilities, residential care services for older people, care services for children, and day care services for older people and people with learning disabilities (around four in five residents are opposed). A majority of residents are also opposed to reductions in spending on more universal ‘street scene’ services such as road maintenance, waste disposal and recycling centres and household waste recycling centres.
  - Anecdotally speaking, these findings are not dissimilar to other local authority surveys conducted by Ipsos MORI which have looked at service prioritisation; in that people generally see it as important to protect those services which are aimed at supporting the more vulnerable people in society (the ‘safety net’ services). It is worthy of note that levels of support and opposition for these kinds of services in Hampshire are not necessarily driven by service usage; that the vast majority of individuals do not use these services does not take away from them being perceived as important for the council to prioritise in terms of spending.
  - In terms of those services where residents would be more supportive of a reduction in spending, the service with by far to most active support is ‘*Hampshire Now*’, the County Council’s magazine for residents (eight in 10 residents actively support reducing spending on this service, with only one in ten actively opposing this). Around half actively support reducing spending on street lighting (which was the top ‘first preference’ for reducing spending in the Economy, Transport and Environment Services department amongst the general public participating in the open consultation). Residents are also more likely to support than oppose reductions in home-to-school transport and local traffic management services.

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<sup>2</sup> A review of possible savings to services was undertaken across the council’s service departments, based on an indicative reduction of around 14.5% in each department’s budget (taking account of specific grants).

# **Study overview**

# Introduction and objectives

## Introduction

This report summarises key findings of a Spending Review study conducted by independent researchers Ipsos MORI on behalf of Hampshire County Council. The study comprised of an open consultation and a sample telephone survey of Hampshire residents aged 18+. The research and consultation aimed to establish the views of residents and stakeholder organisations on the County Council's proposals for managing anticipated and continued reductions in central government funding, from April 2016 onwards; including how it can make anticipated savings of £98 million in order to balance its budget by April 2017. It is intended that the findings from the consultation and survey will inform future planning and budgeting decisions taken at the council from 2016 and beyond.

## Objectives

Hampshire County Council is funded by a combination of grants from central Government, Council Tax, business rates and charges for services. The economic downturn and recent Government policy has led to significant reductions in the funding that Hampshire County Council, along with other councils, receives from central Government. According to the National Audit Office, there has been a 37% estimated real-terms reduction in government funding to local authorities from 2010-11 to 2015-16<sup>3</sup>. Further cuts to grants are likely. At the same time for Hampshire, there has been increased demand for some of its most important services, including those to protect vulnerable children and adults<sup>4</sup>.

In response to this reduction in central Government funding, the County Council ran an efficiency and change programme which, by March 2015, had successfully secured approximately £240 million of savings since 2008. The programme was managed by applying measures such as: sharing services with other public sector organisations; streamlining back-office functions; reducing senior management and staff costs; and, securing better value for money. These savings were made while protecting frontline services and keeping Council Tax at the same level.

However, the County Council has to consider additional savings as budgets are reduced even further. It anticipates having to make further savings of £98 million in order to balance its budget by April 2017. Given the £240 million in savings already made, this will bring the total overall savings to around £340 million. This equates to around a third of the total gross spending on services, excluding schools.

In order to meet the anticipated £98 million shortfall, the County Council is considering a range of options. It has been reviewing its spending and service activity with a focus on identifying different ways of delivering services more efficiently and at lower cost, in order to reduce its overall budget spend. It was on these early options that the County Council wished to consult local residents and stakeholder organisations, before further decisions are made in October 2015 on setting the 'financial envelope' for the years 2016-2018. In summary, the options under consideration involve one or a combination of the following:

- *Increasing Council Tax.* Hampshire County Council has kept Council Tax at the same level for the last six years. However, one of the options to help find the anticipated shortfall in funding is to increase Council Tax. To illustrate, a 1% increase in Council Tax next year would generate an additional £5 million for the County Council. Study participants were reminded that recent legislation introduced by the Government means that a Council Tax increase of 2% or above would need to be put to a public vote or 'referendum' before it could be implemented. It is estimated that a referendum could cost the County Council around £1.5 million to administer.

<sup>3</sup> The impact of funding reductions on local authorities, National Audit Office, November 2014

<sup>4</sup> Shaping Hampshire: modern, public services for the future Strategic Plan 2013 – 2017

- *Using more of the County Council's 'reserve funds'.* These are sums of money that the County Council has put aside to help manage funding shortfalls and as a contingency in case of a major incident, such as flooding. The reserves held by the County Council, as at 31 March 2014, were £481.7 million - the majority of which is already committed. To date, the County Council's policy has been to use some of its reserves to help lessen the impact of the reduction in central Government grant funding. However, given the savings it needs to make, there is an option to use even more of its available (or non-committed) reserves than it does currently. Whilst the County Council does not think this is a sensible approach (because reserves can only be spent once and if they were to be used up, the County Council would simply have put off the inevitable financial challenges for the future), it was an option it was keen to present and test as part of this study.
- *Reducing spending on some services or delivering some services differently.* In order to find the necessary savings by April 2017, the County Council will have to reduce spending on some services. This is regardless of whether Council Tax increases or more reserves are used. That said, an increase in Council Tax and/ or a different use of the County Council's reserves could potentially reduce the amount of savings that have to be found from services. This was made clear to participants taking part in both the open consultation and sample survey. The County Council has looked at a number of options for how savings could be made across its key service areas: Adult Services; Children's Services; Corporate Services; Culture, Community and Business Services; and, Economy, Transport and Environment Services. This review was based on each department have to find around 14.5% of savings from their respective existing budgets, taking account of specific grants.

It is important to note that the consultation and survey were about the County Council's revenue budget; that is to say the ongoing expenditure for running the County Council and delivering its services. The study did not cover capital expenditure which relates to any spending on buildings or new assets (e.g. schools, offices, roads, equipment, plant, vehicles), or extending or making improvements to existing assets (e.g. country parks, recycling centres).

## Publication of the data

This research has been conducted in accordance with the ISO 20252 standard that Ipsos MORI holds. As Hampshire County Council has engaged Ipsos MORI to undertake an objective programme of research and consultation, it is important to protect the organisation's interests by ensuring that findings are accurately reflected in any press release or publication. As part of our standard terms and conditions, the publication of the findings of this report is therefore subject to the advance approval of Ipsos MORI. Such approval will only be refused on the grounds of inaccuracy or misrepresentation.

## Acknowledgements

Ipsos MORI would like to thank the 1,274 participants who took part in the open consultation, and the 1,500 Hampshire residents who agreed to participate in the sample survey. We would also like to thank officers from Hampshire County Council – particularly Deborah Harkin and Paddy Hillary - for their input into the design and implementation of the study.

# Methodology

## Overview of approach

In accordance with the County Council's consultation principles, the study comprised two elements, run in parallel:

- 1** An open consultation, conducted online or via a paper self-completion form, to enable any members of the public or stakeholder organisations to give their views. Whilst self-selecting in nature, this ensured the process was open to anyone wishing to take part.
- 2** A representative sample survey of residents aged 18+. Because of the self-selecting nature of open consultations, it was important that the council heard from a truly representative sample of local residents about the proposed options, including from those communities we know are typically less likely to respond to consultations of this nature.

The results from both of these elements have necessarily been reported separately in this report due to the differing nature of the data collection method adopted and the population groups in question.

## Open consultation

The consultation opened at midday on 26 May and closed at 11.59 pm, on 6 July 2015. A detailed consultation information pack was produced by Hampshire County Council outlining the range of options being considered; this document contained questions inviting participants to put forward their views on these options.

There were a number of formal channels through which individuals and stakeholder organisations could make known their views on the proposals:

- Hard copy response form (a copy is provided in **Appendix 1** of this document).
- Online response platform mirroring the hard copy response form, which could be accessed through Hampshire County Council's website.
- Via written letter. A freepost address was provided on the hard copy response form, as well as in the consultation document in order for individuals and stakeholder organisations to post their response.
- By email via a dedicated email address.

Any responses sent directly to Hampshire County Council during the consultation period were forwarded to Ipsos MORI for inclusion in the consultation analysis.

The paper version of the consultation response form consisted of sixteen sides of A4 paper. Those who wished to give a longer answer than could be fitted in the boxes were asked to continue on a separate sheet of paper and enclose it with the response form. Responses could also be completed electronically, using a web-based online response form.

## Representative sample survey

A sample telephone survey was undertaken in parallel with the wider open consultation to enable the County Council to extrapolate the results to the adult population of Hampshire as a whole; important given the universality of the issues and services under scrutiny. Whilst an open consultation will permit any local resident (or stakeholder organisation) to give their views, it will not necessarily comprise the responses of a representative sample of local residents; only of those who choose to respond to the consultation. As such, it may over or under-represent particular points of view if those people holding them are disproportionately likely to respond; similarly, particular sub-groups may be under or over-represented. Running a sample survey permits measurement of residents' overall opinion, or the exact strength of opinion, about the proposed options for making savings, unlike a consultation.

The methodology consisted of telephone survey of 1,500 Hampshire residents aged 18+, conducted using Computer Assisted Telephone Interviewing (CATI). Fieldwork took place between 29 May and 16 June 2015.

The survey questionnaire was designed to replicate the open consultation response form questions as closely as possible, albeit with some tweaking and shortening to ensure its suitability for a telephone methodology. A copy of the questionnaire is provided in [Appendix 5](#).

Quotas were set by age, gender, working status and district council area to ensure that those who took part in the research were representative of the adult population of Hampshire. Data are also weighted to these profiles, to counteract any non-response bias, using the latest population estimates available for Hampshire. A profile of the sample is provided in [Appendix 6](#).

# Technical details

## Key lines of questioning

Both the open consultation and sample survey were designed principally to ask the same, primarily closed, questions about the council's proposed options for making savings, albeit with the differing methodologies borne in mind. Key lines of questioning were as follows:

- Service use (important for understanding reliance on key services, but also the extent to which use of particular services might be linked to views about savings to said services).
- Preferred options for increasing Council Tax, if at all.
- Whether more 'reserve funds' should be used to help find the anticipated savings, or not.
- Preferred options for making savings in key services areas: Adult Services; Children's Services; Corporate Services; Culture, Community and Business Services; and, Economy, and Transport and Environment Services. For the open consultation participants were required to rank a series of proposed options for making savings *within* each of these services areas. For the sample survey it was necessary to simplify this approach – participants were simply asked the extent to which they supported or opposed reducing spending on a range of 16 different services.
- Overall views about which of the presented options the County Council should implement to make the anticipated savings.
- A series of demographic questions to enable analysis of the results by different community groups, and according to where in the county they live.
- A final 'open-ended' question enabling participants to add further comments about the proposed savings options that may not have been covered elsewhere.

The following were asked in the open consultation only:

- Views on which County Council services are most important for the County Council to deliver.
- Level of support or opposition to the County Council's current financial strategy.

## Interpreting the findings - open consultation

### Understanding who has responded

While a consultation exercise is a valuable way to gather opinions about a wide-ranging topic, there are a number of factors that should be borne in mind when interpreting the results.

While the consultation was open to everyone, the participants were self-selecting, and certain types of people may have been more likely to contribute than others. This means that the responses are not representative of the population as a whole.

Typically with consultations, there can be a tendency for responses to come from those more likely to consider themselves affected and more motivated to express their views. In previous consultations, we have found that responses also tend to be more biased towards those people who believe they will be negatively impacted by the implementation of said proposals.

Thus, it must be understood that the consultation findings, as reflected through this report, can only hope to catalogue the various opinions of the members of the public and stakeholder organisations who have chosen to respond to the proposals. It cannot measure in fine detail the exact strength of particular views or concerns amongst the general public, nor may the responses have fully explained the views of those responding on every relevant matter. It should not, therefore, be taken as a comprehensive statement of public and other stakeholder opinion.

As such, for the open consultation, any figures presented are done so as numbers and not as percentages.

### **Understanding the different audiences**

While attempts are made to draw out the variation between the different audiences engaged with through the open consultation, it is important to note that responses are not directly comparable. Participants may have received differing levels of information about the proposals when taking part - the response form sign-posted relevant chapters of the full consultation document and participants were encouraged to read this, but of course it is not known to what extent each participant read the document. Some responses will therefore be based on more informed opinions than others, and may also reflect differing degrees of interest across participants.

### **Definition of stakeholder organisations**

Those who responded on behalf of an organisation or group were classified as stakeholder organisation responses. Those classified as stakeholder organisations included elected representatives, schools and places of further and higher education, community and voluntary groups, businesses and business interest groups, and local government organisations, including district, parish and town councils. A full list of the organisations that took part (excluding those requesting confidentiality) can be found in [Appendix 2](#).

Because stakeholder organisations tend to be more informed than members of the public, these are reported separately from members of the public.

### **Definition of general public respondents**

Participants who said they were providing their own response at question 1 on the response form were generally classified as members of the public, unless it was clear from their response that they were responding on behalf of a group or organisation. Those who responded by email or letter (i.e. not using the response form) were classified as members of the public, unless it was clear that they were responding on behalf of an organisation or group.

### **Number of responses**

In total, **1,274 responses** were received within the consultation period. Responses were received via a number of different response channels, the breakdown of which is set out in the table below.

**Table 3 – Open consultation: response type**

Response Method	Count
<b>Online response form</b> <i>Responses submitted via the response form on the consultation website</i>	<b>1,170</b> (includes 34 stakeholder organisations and 1,136 members of the public)
<b>Hard copy response form</b> <i>Completed response forms submitted by post or scanned and emailed</i>	<b>90</b> (includes 3 stakeholder organisations and 87 members of the public)
<b>Letters and emails sent to the consultation response address</b> <i>Responses submitted by post or email not using the response form structure</i>	<b>14</b> (includes 8 stakeholder organisations and 6 members of the public)
<b>TOTAL</b>	<b>1,274</b>

Please note that, because a small number of participants responded by email and post, and not using the response form, findings from these response channels can only be included in the analysis of the open-ended or free text question responses. This is because those using email and paper do not necessarily follow the structure of the response form.

### Analysis of responses

Analysis of the responses to the consultation questions required coding of the data. Coding is the process by which responses are matched against standard codes Ipsos MORI has compiled, so that their content can be classified and tabulated. Each of these codes represents a discrete issue or viewpoint raised by a number of respondents in their verbatim responses.

The complete coding frame is comprehensive in representing the whole range of issues or viewpoints given in the open consultation responses. The codes were continually developed throughout the consultation period as further responses were coded to ensure that any new viewpoints that emerged were captured and no nuances lost. Any one response may have had a number of different codes applied to it if a respondent made more than one point, or addressed a number of different themes or viewpoints. Comments were coded in the section of the code frame they related to rather than on a question-by-question basis. A list of codes into which responses were classified (together with the number of responses falling into each) is given in [Appendix 3](#). A technical note on the coding process is provided in [Appendix 4](#).

### Interpreting the findings – sample survey

The sample survey has been designed to provide a representative picture of the views of Hampshire residents aged 18 and over. Thus, results are presented as percentages. Unless otherwise indicated, results from the sample survey are based on all 1,500 respondents. Please treat answers with a base size of less than 100 with caution.

Where figures do not add up to 100%, this is the result of computer rounding or multiple responses. An asterisk (\*) indicates a score less than 0.5%, but greater than zero.

The responses to the open-ended questions were coded and added to the data tables.

Results are subject to statistical tolerances. Not all differences between the overall Hampshire results and those for individual sub-groups will be significant. A guide to statistical reliability is provided in [Appendix 7](#).

# **Part A: Open consultation findings**

# Service priorities and usage

## Most important services for Hampshire County Council to continue supporting or delivering

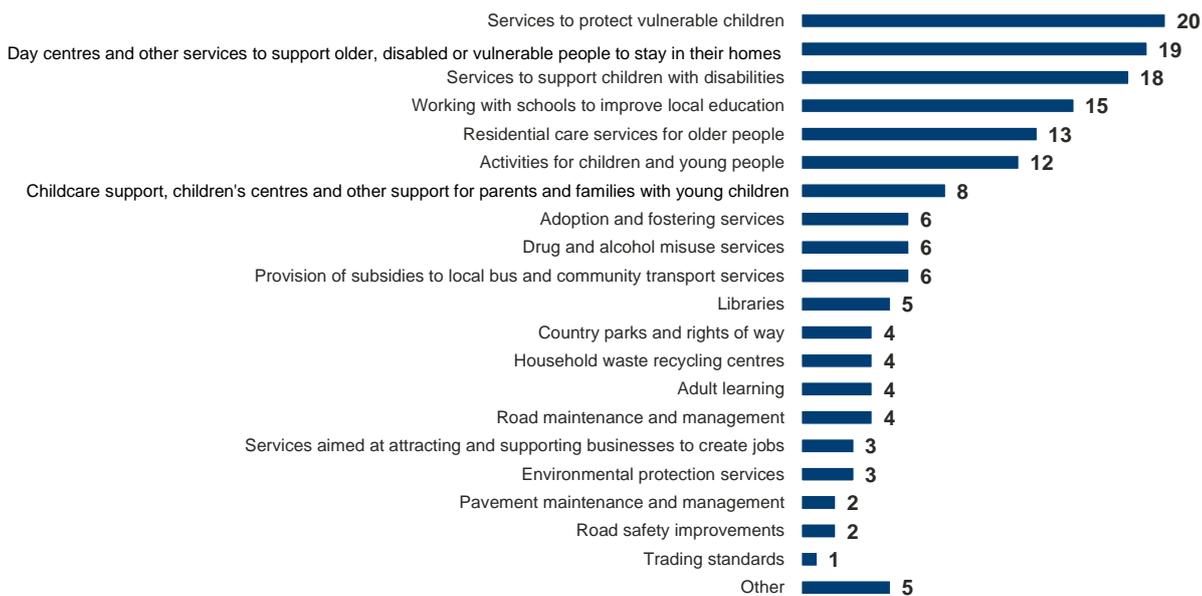
### Stakeholder organisation responses

The services most important to stakeholder organisations for the County Council to continue to support or deliver tended to be those targeted at children, older people and vulnerable groups. For over half of stakeholder organisations answering the question on the response form, services to protect vulnerable children (20 stakeholders), day centres and other services to support older, disabled, and vulnerable people to stay in their homes (19 stakeholders), and services to support children with disabilities (18 stakeholders respectively) were the most commonly selected.

For around a third of stakeholder organisations, working with schools to improve education, residential care services, and activities for children and young people are also important.

**Figure 1 – Most important services for HCC to continue supporting or delivering (stakeholders)**

**Q Firstly...which of the services below would you say are most important for Hampshire County Council to continue to support or deliver?**



Base: 35 stakeholder organisations that took part in the consultation between 26 May and 06 July 2015.

Source: Ipsos MORI

Conversely, stakeholder organisations that responded tended to place less importance on Economy, Transport and Environment Services, such as road and pavement maintenance, business services and household waste recycling centres.

## Priorities by type of stakeholder organisation

Those services that stakeholder organisations think the County Council should continue to support or deliver appear to be driven very much by the type or stakeholder organisation in question:

- Just under half (17) of the stakeholder organisations that responded to this question defined themselves as **charitable and non-government organisations**. Of these, most (13) believe that day centres and other services to support older, disabled or vulnerable people to stay in their homes is a service the County Council should continue to support or deliver, and for nine of these organisations, services to protect vulnerable children are most important services. Eight organisations believe that services to support children with disabilities should continue to be supported or delivered by the County Council, and seven charitable organisations believe that residential care services for older people should continue to be supported.
- Six **schools, colleges or higher education** establishments provided a response to this question. All six of these organisations believe that services to protect vulnerable children are services the County Council should continue to support and deliver. And all but one said that services to support children with disabilities, and also working with schools to improve education, are services that are important for Hampshire County Council to continue to support or deliver.
- Three **parish or town councillors** provided a response to this question: representing Ellingham, Harbridge & Ibsley Parish Council, Silchester Parish Council, and Fleet Town Council. For all three of these organisations, road maintenance and management is seen as a most important service that Hampshire County Council should continue to support or deliver. Ten other services were selected between the three councils, including road safety improvements, household waste recycling centres, environmental protection services, and working with schools to improve education.
- Three **businesses** also answered this question. A wide range of services were selected as being most important and in need of continued support from the County Council. These included services to support children with disabilities (cited by two of these stakeholder organisations); working with schools to improve education (two organisations); and activities for children and young people (two organisations).
- Four organisations, including Four Marks Parish Council defined themselves as ‘another type’ of organisation. These organisations selected eight different services between them as most important services, including residential care services for older people (3), working with schools to improve education, services to protect vulnerable children, and day centres and other services to support older, disabled or vulnerable people to stay in their own homes (each mentioned by two stakeholders).

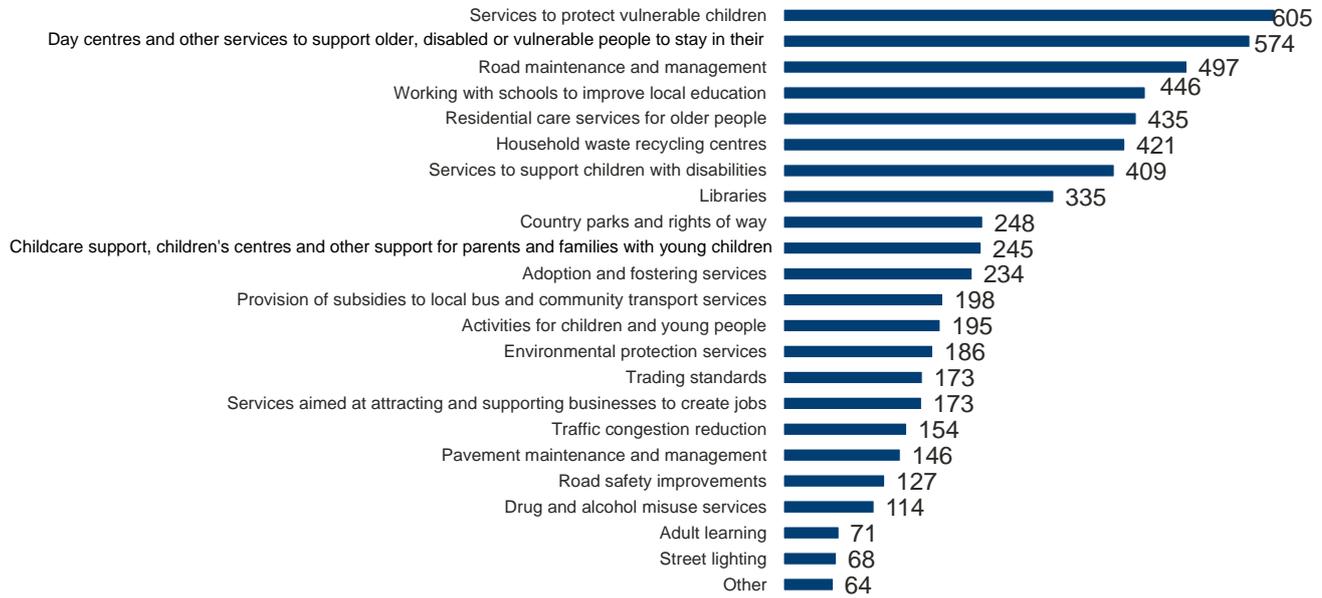
## Responses from members of the public

As with stakeholder organisations, services to protect older and vulnerable adults and children are seen as most important for the County Council to continue to support or deliver. Of the 1,219 members of the public who responded to this question, around half (605) think services to protect vulnerable children are most important for Hampshire County Council to continue supporting and delivering. A similar proportion (575) think that services to support older, disabled or vulnerable people to stay in their homes as most important service. Meanwhile, for around one in three (435) members of the general public, it is most important to maintain residential care for older people, and for 409 participants, it is most important to maintain services to support children with disabilities.

However, for the general public there are other, more ‘universal’ style services, including road maintenance, household waste recycling centres and libraries that are also seen as important for the County Council to continue to support or deliver, as Figure 2 shows:

**Figure 2 – Most important services for HCC to continue supporting or delivering (general public)**

**Q. Firstly...which of the services below would you say are most important for Hampshire County Council to continue to support or deliver?**



Base: 1,219 participants who took part in the consultation between 26 May and 06 July 2015.

Source: Ipsos MORI

## Service usage

### Responses from members of the public

Table 4 shows the number of participants who have used services provided or supported by Hampshire County Council within the past 12 months. Household waste recycling centres, country parks and rights of way, and libraries are the services used by a majority of those who answered the question on the response form.

Forty-seven participants mentioned that they used other services not listed on the response form. These included: arts, heritage and cultural services (mentioned by 10 participants); archive and record office services (9); college services (5); and sport and leisure centres (4).

**Table 4 – Service usage**

Service	Number of users
Household waste recycling centres	1,016
Country parks and rights of way	848
Libraries	750
Subsidised local bus and community transport services	309
Primary schools	259
Activities for children and young people	222
Secondary schools	220
Childcare support, children's centres and other support for parents and families with young children	129
Trading Standards	108
Services to support children with disabilities	96
Adult learning (e.g. courses for English, maths, foreign languages, arts and crafts)	94
Day centres and other services to support older, disabled or vulnerable people to stay in their homes	81
Environmental protection services (e.g. fly-tipping and carbon reduction measures)	60
Residential care services for older people	57
Services to protect vulnerable children (e.g. those in care)	33
Adoption and fostering services	25
Business support services	19
Drug and alcohol misuse services	14
Other services	47
None of these	26
Don't Know	13

# Preferences for ways to find anticipated savings

## Views on the County Council's current financial strategy

To date, the County Council's strategy for managing the reductions in central Government funding (while maintaining Council Tax at the same level for the last six years), has focused on: running the County Council more efficiently by reducing the cost of back office functions; using savings to help to protect front line services; and, prudently using some reserves to manage the costs of change. As part of the open consultation, stakeholders and the general public were asked whether they supported or opposed the current strategy.

### Stakeholder organisation responses

Most stakeholder organisations answering Question 10 on the response form support the County Council's current financial strategy (27 support and 7 oppose). Of those who support, 11 *strongly* support. Of those who oppose, all but one of these organisations *strongly* oppose the council's current financial strategy. These organisations are listed in Table 5 below.

**Table 5 – Support and opposition to current financial strategy (stakeholder organisations)**

Organisations supportive of the strategy	Organisations opposed to the strategy
Alton Community Association	Blackwater Valley Friends of the Earth
Andover & District Mencap	Parent Voice
Broughton Primary School	Romsey Youth Council
Bushy Leaze Children and Families Centre	Silchester Parish Council
Carers Action Network	Solent Mind
Communities First Wessex	Thin Place Baptist Church
deafPLUS	
Ellingham, Harbridge & Ibsley Parish Council	
Emsworth Community Association	
Enham Trust	
Four Marks CE Primary School	
Four Marks Parish Church	
Fleet Town Council	
Gilbert White and the Oates Collections	
Hartley Wintney and District Over 55s Forum	
Henry Beaufort School	
Knights' Enham Infant School	
Making Space	
Princess Royal Trust for Carers in Hampshire	
Proteus Theatre Company	
Speakeasy Advocacy	
Stanmore Community Association	
Step by Step	
Sun Hill Infant School	
The Point	
Treloar's	

\*Some organisations are excluded as they requested confidentiality or that they did not provide their organisation name

Of the six **schools, colleges and places of higher education** that provided a response this question, all support the County Council’s current financial strategy. And all three of the **businesses or business interest groups** are supportive, albeit that they *tend* to support rather than *strongly* support the strategy.

Most **charity and non-government organisations** that responded are also supportive (13 support and 3 oppose). Those organisations that are most supportive of the strategy are: Alton Community Association; Communities First Wessex; Enham Trust; Gilbert White and the Oates Collections; Princess Royal Trust for Carers in Hampshire; Step by Step; and, Treloar’s. On the other hand, of the three organisations opposed to the strategy, all three of these organisations are *strongly* opposed: Blackwater Valley Friends of the Earth; Solent Mind; and, Parent Voice.

While three **parish or town councillors** (representing Ellingham, Harridge & Ibsley Parish Council; Four Marks Parish Council; and, Fleet Town Council) *tend* to support the strategy, one (Silchester Parish Council) is *strongly* opposed. Of the two **other organisations** that answered Question 10, two (Stanmore Community Association; and, The Point) support the strategy, and one (Thin Baptist Church) is opposed.

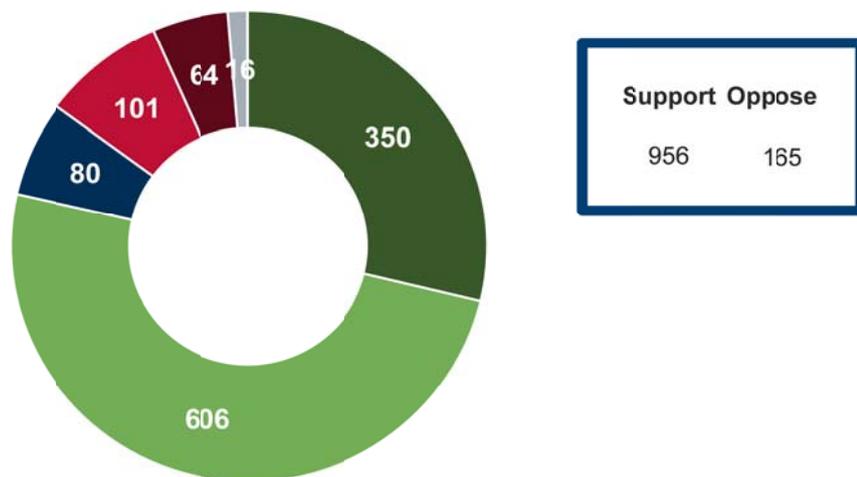
**Responses from members of the public**

Most of those who answered the question in the response form (956) support the County Council’s current financial strategy. One in seven (165) oppose the current strategy.

**Figure 3 – Support and opposition to current financial strategy (general public)**

**Q. Do you support or oppose the council’s financial strategy?**

■ Strongly support ■ Tend to support ■ No views either way ■ Tend to oppose ■ Strongly oppose ■ Don’t know



Base: 1,217 participants who took part in the consultation between 26 May and 06 July 2015.

Source: Ipsos MORI

Levels of support and opposition are broadly consistent across most sub-groups, although there is a correlation between levels of support and household income. While around three in four (127 out of 173) participants on incomes below £25,000 per annum support the strategy, this rises to nine in ten (137 out of 152) participants with household incomes above £75,000 per annum.

## Overall preferences for making anticipated savings

Hampshire County Council wished to understand stakeholders' and the general public's views with regards to the overall proposed options for making the anticipated savings needed by April 2017: increasing Council Tax, using more of the County Council's 'reserve funds', reducing spending on some services, or a combination of these.

### Stakeholder organisation responses

As Table 6 shows, when asked which option comes closest to their own view about how the County Council should make the anticipated savings, stakeholder organisations are most likely to opt for a combination of the proposed options; that savings should be found through a combination of all three options which includes Council Tax increases, spending reductions on some services, and using the council's reserves differently (21 stakeholder organisations). None of the stakeholder organisations believe that the savings should *only* be found by reducing expenditure on some services.

Seven stakeholder organisations believe that Council Tax increases and spending reductions comes closest to their view on how the County Council should find savings, and for two other stakeholder organisations, savings should be found through using reserves differently, as well as reducing expenditure on some services. One stakeholder organisation said 'none of these', and one other stakeholder organisation didn't know which option would be best.

**Table 6 – Overall views about various options for making savings (stakeholder organisations)**

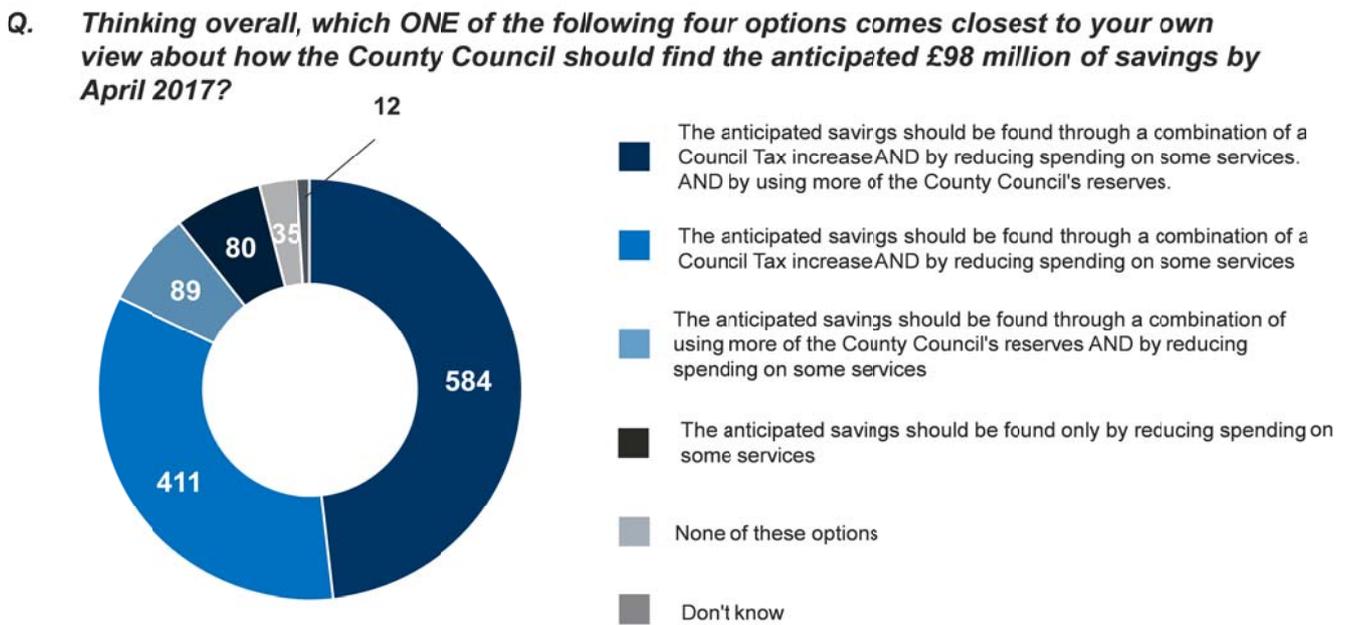
Anticipated savings should be found through a <u>combination of a Council Tax increase AND by reducing spending on some services, AND by using more of the County Council's reserves.</u>	Anticipated savings should be found through a <u>combination of a Council Tax increase, AND by reducing spending on some services</u>	Anticipated savings should be found through a <u>combination of using more of the County Council's reserves AND by reducing spending on some services</u>
Andover & District Mencap Blackwater Valley Friends of the Earth Broughton Primary School Bushy Leaze Children and Families Centre Carers Action Network Communities First Wessex Enham Trust Fleet Town Council Four Marks Parish Council Hartley Wintney and District Over 55s Forum Henry Beaufort School Making Space Parent Voice Proteus Theatre Company Romsey Youth Council Silchester Parish Council Solent Mind Speakeasy Advocacy Sun Hill Infant School The Point Thin Place Baptist Church	Alton Community Association Emsworth Community Association Gilbert White and the Oates Collections Knight's Enham Infant School Princess Royal Trust for Carers in Hampshire Stanmore Community Association Treloar's	Ellingham, Harbridge & Ibsley Parish Council Step by Step

*\*Some organisations are excluded as they requested confidentiality or that they did not provide their organisation name*

**Responses from members of the public**

As with stakeholder organisations, members of the public are most likely to opt for a combination of the proposed options; that savings should be found through a combination of all three options which includes Council Tax increases, spending reductions on some services, and using the County Council’s reserves differently (selected by 584 participants who answered this question). For one in three participants, a combination of a Council Tax increase coupled with reduced spending on some services is preferred. Fewer participants prefer a combination of using more reserves and reducing spending on some services, or finding the anticipated savings through reductions in funding for services alone (89 and 80 participants respectively).

**Figure 4 – Overall views about various options for making savings (general public)**



Base: 1,211 participants who took part in the consultation between 26 May and 06 July 2015

Source: Ipsos MORI

**Raising Council Tax**

Council Tax rises could contribute to increasing the funding available to Hampshire County Council, lessening the impacts of the anticipated reductions in central Government funding. Hampshire County Council provided information on a range of possible percentage increases to participants and asked them which, if any, increase they would be prepared to see. In line with UK legislation, any annual increase above 1.99% would require a local referendum to take place.

**Stakeholder organisation responses**

Thirty-three stakeholder organisations answered Question 11 on the response form. Of these, most supported an increase in Council Tax to help meet the anticipated savings. Over half (20) of stakeholder organisations were willing to have an increase in Council Tax of up to 1.99%, which if any higher, could necessitate a referendum which could cost up to £1.5m to undertake. Eight stakeholder organisations would be willing to have an increase in Council Tax of between 3% and 5%. Those who would be willing to have a 5% increase in Council Tax are Henry Beaufort School, Bushy Leaze Children and Families Centre, Stanmore Community Association/ Solent Mind, and Fleet Town Council. None of the organisations responding opted for an increase in Council tax of more than 5%, and just one organisation was unwilling to have an increase in Council Tax.

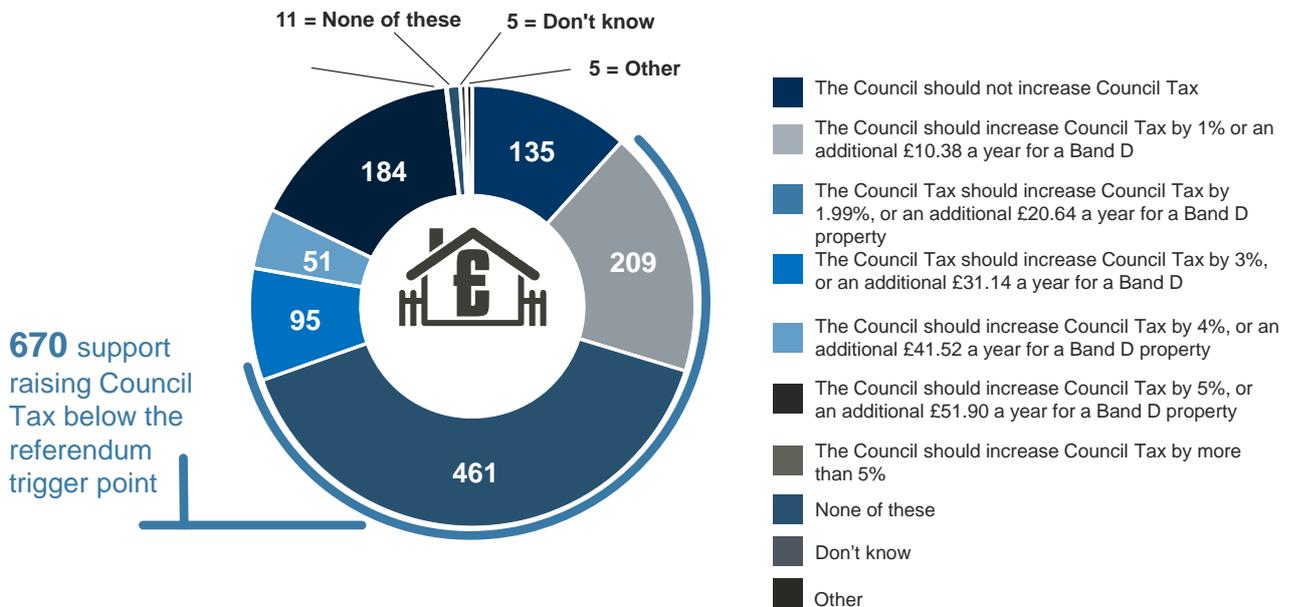
One stakeholder organisation (Silchester Parish Council) provided additional comments at Question 11. These comments included that councillor perks should be reduced, and that the County Council should reduce waste and become more efficient. One organisation said ‘none of these’ and others didn’t know.

**Responses from members of the public**

Of those who answered the question in the response form, most (1,002 out of 1,156 participants) are willing to have an increase in Council Tax to help meet anticipated savings. Almost three in five (670) of those responding would be willing to have an increase in Council Tax up to the referendum trigger point ceiling of 1.99%. And three in ten participants (332) would be willing for an increase in Council Tax of 2% or more, including one in six (184) who would be willing to have a 5% increase. Just 135 participants state would not be willing to have any increase in Council Tax, while 11 said none of the options and five don’t know. A small number of participants (5) made other comments, including that Council Tax should rise by 10% (2), and that Council Tax should increase so services can be retained.

**Figure 5 – Views about Council Tax increase (general public)**

**Q. By how much, if at all, would you be willing to see the Council Tax paid by your household increase in order to help meet the anticipated £98 million of savings?**



Base: 1,156 participants who took part in the consultation between 26 May and 06 July 2015.

Source: Ipsos MORI

Views on raising Council Tax differs according to sub-groups. For example:

- Just over a third of men (159) who responded to the question on the response form are willing to have an increase in Council Tax above the referendum trigger point compared to a quarter of women (163).
- Two in five (57 participants) of those who are opposed to the County Council’s current financial strategy are willing to have an increase in Council Tax of more than 1.99%. This compares to just under a third (254 participants) who support the council’s current strategy.
- There is also a correlation between level of household income and willingness for Council Tax rises of 2% or more. Whereas two-fifths (56) of those with household incomes above £75,000 per annum are willing for a Council Tax increase above the referendum trigger point, less than a quarter (39) of those on incomes below £25,000 would be willing to have such an increase.

## Use of reserve funds

The County Council currently holds £481.7 million of reserves, of which £404.5 million is already committed. One option to help find the anticipated savings would be to use more of the ‘available reserves’ than it currently does. The County Council has indicated that it does not believe that this would be a sensible or sustainable approach, but it was interested to hear from participants all the same.

### Stakeholder organisation responses

Thirty-three stakeholder organisations answered Question 12 in the response form. Almost as many agree as disagree with the County Council’s current position that no more should be spent from reserve funds to help find some of the savings required – 14 stakeholder organisations agree and 16 disagree. A further three stakeholder organisations do not know. The following table lists the stakeholder organisations that agree and those that disagree with the County Council’s current position.

**Table 7 – Views about use of reserves (stakeholder organisations)**

Organisations that agree with the current position	Organisations that disagree with the current position
Alton Community Association	Andover & District Mencap
Broughton Primary School	Blackwater Valley Friends of the Earth
Emsworth Community Association	Bushy Leaze Children and Families Centre
Enham Trust	Carers Action Network
Gilbert White and the Oates Collections	Communities First Wessex
Hartley Wintney and District Over 55s Forum	Ellingham, Harbridge & Ibsley Parish Council
Henry Beaufort School	Fleet Town Council
Knight's Enham Infant School	Making Space
Princess Royal Trust for Carers in Hampshire	Parent Voice
Stanmore Community Association	Proteus Theatre Company
The Point	Romsey Youth Council
Treloar's	Silchester Parish Council
Walk and Cycle	Solent Mind
	Speakeasy Advocacy
	Sun Hill Infant School
	Thin Place Baptist Church

*\*Some organisations are excluded as they requested confidentiality or that they did not provide their organisation name*

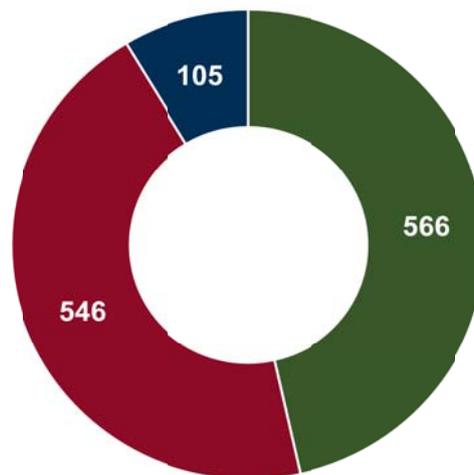
## Responses from members of the public

Opinion is equally split amongst the general public on the way reserves should be used to meet the anticipated savings. Among those who responded to the question, 566 agree and 546 disagree, as Figure 6 shows. Around one in ten (105) 'don't know'.

**Figure 6 – Views about use of reserves (general public)**

**Q. Which one of the following two statements comes closest to your own view about how reserves should be used when considering how to make the anticipated £98 million of savings?**

■ I agree with the council's current position ■ I disagree with the council's current position ■ Don't know



Base: 1,217 participants who took part in the consultation between 26 May and 06 July 2015.

Source: Ipsos MORI

There are some differences by key subgroup:

- Half (495) of those who support the County Council's current financial strategy agree with the County Council's position on the use of reserves. However, for those who oppose the County Council's financial strategy, fewer than three in ten (47) agree with the County Council's position.
- Two in five participants who are unwilling to have an increase in Council Tax (53 participants) agree with the County Council's strategy on the use of reserves. By comparison, just under half (508) of those who would be willing to have a Council Tax rise are agreeable with the County Council's current strategy.
- Three in five (93) participants with household incomes above £75,000 agree with the County Council's current strategy – this compares with less than two in five participants (142) on household incomes below £40,000.

# Views on making changes to the way some services are delivered

The County Council has carried out a review of its spending and activities across all of its services, and the consultation aimed to test early ideas from this exercise. Participants were asked to consider a number of options for each departmental service area and to rank the option they would most like to see the County Council to consider further ‘first’, then, the next option they would like to see the County Council consider ‘second’, and so on. Participants were encouraged to give each option for each of the service areas asked about a ranking.

## Stakeholder organisation responses

### Adults Services

Thirty-three stakeholder organisations gave their preferences for how savings could be made to Adult Services. The eight options presented are listed by order of priority in Table 8.

**Table 8 – Priorities for Adult Services (stakeholder organisations)**

	Preference							
	1	2	3	4	5	6	7	8
<i>Number of stakeholder organisations</i>	33	31	31	31	31	30	30	29
Review staff working practices and travel costs to improve efficiency	11	2	3	3	0	5	5	3
Align spend with the NHS to buy services for people with disabilities	10	5	6	1	4	2	3	1
Review the way care and the support provided on a day-to-day basis is delivered	6	3	2	5	8	1	1	5
Reshape the care market in Hampshire	5	3	5	4	3	4	2	4
Invest in alternatives to traditional residential care, for example Extra-Care assisted living	1	6	4	8	2	3	4	3
Review charges for adult social care services	0	2	4	3	3	4	4	10
Review the way the County Council operates its nursing and residential homes	0	2	6	2	6	7	4	3
Review the way day care services are delivered for older people and people with learning disabilities	0	8	1	5	5	4	7	0

Base: Stakeholder organisations that took part in the consultation between 26 May and 06 July 2015.

### Most preferred savings option

Eleven stakeholder organisations opt for a ‘*review of staff working practices and travel costs to improve efficiency*’ as their first preference for making savings. A number of charities chose this option as a first preference, including Enham Trust; Emsworth Community Association; Step by Step; Proteus Theatre Company; and, Princess Royal Trust for Carers in Hampshire. The option was also the first preference for Andover & District Mencap; Carers Action Network; The Point; Thin Place Baptist Church; and, Knight’s Enham Infant School.

Ten stakeholder organisations prefer as a first preference for the council to ‘*align spend with the NHS to buy services for people with disabilities*’. These are Communities First Wessex; Four Marks Parish Council; Gilbert

White and the Oates Collections; Hartley Wintney and District Over 55's Forum; Making Space; Parent Voice; Solent Mind, Speakeasy Advocacy; and, Stanmore Community Association..

For six stakeholder organisations, their first preference is for a *'review of the way care and the support provided on a day-to-day basis is delivered'*. These organisations are Alton Community Association; Alzheimer's Society Broughton Primary School; deafPLUS; and, Silchester Parish Council. One stakeholder organisation asked to remain confidential.

Five stakeholder organisations prioritise as a first preference the *'reshaping of the care market in Hampshire'*. These organisations are Blackwater Valley Friends of the Earth, Treloar's, Romsey Youth Council, Fleet Town Council, and Ellingham, Harbridge and Ibsley Parish Council.

One stakeholder organisation (Bushy Leaze Children and Families Centre) opted for *'invest in alternatives to traditional care such as Extra-care for assisted living'* as their first preference.

None of the stakeholder organisations responding selected any of the other options as a first preference. These options were: *'review the way day care services are delivered for older people and people with learning disabilities'*; *'review the way the county council operates its nursing and residential homes'*; and *'review charges for adult social care services'*.

#### Least preferred savings option

Twenty-nine stakeholder organisations ranked all of the options from one to eight in order of their preference. Seven of the eight options were selected as an eight preference.

Ten stakeholder organisations selected *'review charges for adult social care services'*. These organisations were Broughton Primary School; Bushy Leaze Children and Families Centre; Fleet Town Council; Making Space; Romsey Youth Council; Silchester Parish Council; Speakeasy Advocacy; Step by Step; and, Thin Place Baptist Church;. One stakeholder organisation asked to remain anonymous.

Five stakeholder organisations selected *'review the way care and the support provided on a day-to-day basis is delivered'* as their eighth preference. These organisations were Carers Action Network; Ellingham, Harbridge & Ibsley Parish Council; Enham Trust; Princess Royal Trust for carers in Hampshire; and, Stanmore Community Organisation.

For four stakeholder organisations, they opted for *'reshape the care market in Hampshire'* as their eighth preference. These are Alton Community Association, Communities First Wessex, Four Marks Parish Council, and Knight's Enham Infant School.

Three stakeholder organisations selected *'review staff working practices and travel costs to improve efficiency'* as their eighth preference for making savings. These were Blackwater Valley Friends of the Earth, deafPLUS; and, Parent Voice. Three other organisations (Emsworth Community Organisation; The Point; and one anonymous organisation) selected *'invest in alternatives to traditional residential care'*, and a further three organisations (Alzheimer's Society; Gilbert White and the Oates Collections; and, Hartley Wintney and District Over 55's Forum) selected *'review the way the county council operates its nursing and residential homes'*.

One stakeholder organisation (Trelor's) placed *'align spend with the NHS to buy services for people with disabilities'* as their eighth of eight priorities for making savings.

## Children's Services

Thirty-two stakeholder organisations gave their preferences for how savings could be made to Adult Services. The six options presented are listed by order of priority in Table 9.

**Table 9 – Priorities for Children's Services (stakeholder organisations)**

	Preference					
	1	2	3	4	5	6
<i>*Please note that where the number of responses add to more than the base, this means participants selected more than one option in joint place</i>						
<i>Number of participants:</i>	31*	32	31	30	31	31
Seek to increase the number of foster carers to care for children who are currently looked after by the County Council	10	8	6	4	3	0
Review the process and placement costs of children's social care, without putting children at risk	7	7	3	7	2	6
Review school improvement services and support	7	8	2	4	3	7
Review services for Special Educational Needs (SEN) transport	5	1	7	3	9	6
Review the operation of children's centres	2	6	8	6	5	4
Review the criteria applicable and the services available for children with disabilities	1	2	5	6	9	8

Base: Stakeholder organisations that took part in the consultation between 26 May and 06 July 2015.

### Most preferred savings option

For ten stakeholder organisations their first preference for making savings to Children's Services is 'seek to increase the number of foster carers to care for children who are currently looked after by the county council'. This included three charitable organisations (Communities First Wessex; Proteus Theatre Company; and Speakeasy Advocacy), two local community groups (Romsey Youth Council and Stanmore Community Association), and two local public sector organisations advocated the option as their first preference. Henry Beaufort School; Sunhill Infant School; The Point; and one anonymous organisation also preferred this option as a first preference.

Seven stakeholder organisations preferred 'review the process and placement costs of children's social care without putting children at risk' as their first preference for making savings in children's services. This included four charitable organisations (Alton Community Association; Gilbert White and the Oates Collections; Parent Voice; and, Solent Mind). Emsworth Community Association; Four Marks Parish Council; and, Silchester Parish Council also preferred this option as a first preference for making savings.

Seven stakeholder organisations preferred 'review school improvement services and support'. These included Blackwater Valley Friends of the Earth; Broughton Primary School; Bushy Leaze Children and Families Centre; Carers Action Network; Ellingham, Harbridge & Ibsley Parish Council; Making Space; and, Princess Royal Trust in Hampshire.

'Review services for Special Educational Needs transport' was a first preference for five stakeholder organisations as a way to make savings. These organisations included Andover & District Mencap; deafPLUS; Hartley Wintney and District Over 55s Forum; Knight's Enham Infant School; and, Step by Step.

There are two stakeholder organisations (Treloar's and one that requested anonymity) that prioritised '*review the operation of Children's Centres*'. Additionally, Fleet Town Council prioritised '*review the criteria applicable and the services available for children with disabilities*'.

#### Least preferred savings option

As with first preferences, stakeholder organisations' views on their last preference are divided. For eight organisations, '*review the criteria applicable and the services available for children with disabilities*' was the least preferred option for making savings within the Children's Services department. These stakeholder organisations included three charitable organisations (Andover & District Mencap; Parent Voice; and, Speakeasy Advocacy), and two parish Councils (Ellingham, Harbridge & Ibsley Parish Council, and Silchester Parish Council). Carers Action Network; Knight's Enham Infant School; and, Stanmore Community Association also placed this option in last place in terms of preferences for making savings.

Seven stakeholder organisations selected '*review school improvement services and support*' as their last preference for savings. These organisations included Alton Community Association; Communities First Wessex; Emsworthy Community Organisation; Fleet Town Council; Hartley Wintney and District Over 55s Forum; and, Solent Mind. One stakeholder organisation asked to remain anonymous.

'*Review services for Special Education Needs transport*' was a last preference for six stakeholder organisations, including Bushy Leaze Children and Families Centre; Gilbert White and the Oates Collections, Making Space; Princess Royal Trust for Carers in Hampshire; and, Treloar's,. One organisation did not provide their name.

Six stakeholder organisations placed '*Review the process and placement costs of children's social care, without putting children at risk*' as their least preferred option. This included Broughton Primary School; Henry Beaufort School; Proteus Theatre Company; Step by Step; The Point; and Thin Baptist Church.

For four stakeholder organisations (Blackwater Valley Friends of the Earth; deafPlus; Four Marks Parish Council; and, Romsey Youth Council), '*review the operation of children's centre's*' was sixth out of six priorities for making savings.

None of the stakeholder organisations responding to the question placed '*seek to increase the number of foster carers to care for children who are currently looked after by the council*' in last place in terms of the savings options on offer.

### **Corporate Services**

Thirty-four stakeholder organisations answered Question 15 on the response form. The question asked if they would agree or disagree that the County Council should cease production of 'Hampshire Now', the County Council's residents' magazine, to help make savings. All but two of these organisations agree that production of the newsletter should cease. Gilbert White and the Oates Collections was the only organisation to disagree, and deafPLUS did not know.

### **Culture, Community and Business Services**

Stakeholder organisations were asked to consider two options for making savings within this service area, and to give their preference for one of the options – 35 organisations did so. Most of these organisations (31 organisations) opted for '*generate additional revenue at Sir Harold Hillier Gardens by increasing visitor numbers and potential charges*'. Just four organisations prefer '*review grant funding to voluntary and community organisations*'. Of those that prefer this latter option, this includes Sun Hill Infant School, Ellingham. Harbridge & Ibsley Parish Council, Walk and Cycle and Four Marks Parish Council.

## Economy, Transport and Environment

Thirty-one stakeholder organisations gave their preferences for how savings could be made to **Economy, Transport and Environment services**. The six options presented are listed by order of priority in Table 10.

**Table 10 – Priorities for Economy, Transport and Environment Services (stakeholder organisations)**

	Preference					
	1	2	3	4	5	6
<i>*Please note that where the number of responses add to more than the base, this means participants selected more than one option in joint place</i>						
Number of participants:	31	31	31	31	31	31
Review the amount of waste produced by households and increase the proportion that can be recycled	14	6	5	3	3	1
Dim streetlights	8	6	3	4	7	3
Review local traffic management schemes which are not led by safety concerns or legal requirements (eg changes to speed limits)	7	6	5	9	2	4
Review the quality and frequency of some road maintenance tasks (where safe to do so)	2	5	7	5	5	8
Review the way the Household Waste Recycling Centres (HWRCs) are operated	2	7	4	5	10	4
Review entitlement to home-to-school transport	0	4	7	5	4	11

Base: Stakeholder organisations that took part in the consultation between 26 May and 06 July 2015.

### Most preferred savings option

Almost half (14) of those who answered the question gave their first preference as ‘*review the amount of waste produced by households and increase the proportion that can be recycled*’. Organisations in favour of this option include Alton Community Association; Broughton Primary School; Parent Voice; Proteus Theatre Company, among others.

Eight stakeholder organisations are in favour of ‘*dimming streetlights*’ as their first preference as a way of generating savings. These included organisations including Gilbert White and the Oates Collections, Henry Beaufort School; Knight’s Enham Infant School; and, Thin Place Baptist Church.

For seven stakeholder organisations, ‘*review local traffic management schemes which are not led by safety concerns or legal requirements*’ was a first preference. These organisations include: Enham Trust; Four Marks Parish Council; Princess Royal Trust for Carers in Hampshire; and, Speakeasy Advocacy.

### Least preferred savings option

‘*Review entitlement to home-to-school transport*’ was the least preferred option for making savings for 11 stakeholder organisations. These included organisations such as Parent Voice; Romsey Youth Council; Sun Hill Infant School; and, The Point.

Eight organisations least preferred a ‘*review of the quality and frequency of some road maintenance tasks where it is safe to do so*’. This included Alton Community Association; Ellingham, Harbridge & Ibsey Parish Council; and, Fleet Town Council.

For four stakeholder organisations, they would least prefer a ‘*review of local traffic management schemes which are not led by safety concerns or legal requirements*’. These are Bushy Leaze Children and Families Centre; deafPLUS; Emsworthy Community Association; and, Making Space.

A further four organisations expressed least preference a ‘*review of the way household waste recycling centres are operated*’. These organisations are Henry Beaufort School; Solent Mind; Stanmore Community Association; and one anonymous stakeholder organisation.

Three stakeholder organisations least prefer the ‘*dimming of streetlights*’ as a way to generate savings. These organisations are four Marks Parish Council; Proteus Theatre Company; and, Step by Step.

Silchester Parish Council would least prefer a ‘*review of the amount of waste produced by households and increase the proportion that can be recycled*’.

## Responses from members of the public

### Adult Services

**Table 11 – Priorities for Adult Services (general public)**

	Preference							
	1	2	3	4	5	6	7	8
<i>*Please note that where the number of responses add to more than the base, this means participants selected more than one option in joint place</i>								
<i>Number of participants:*</i>	1150	1138	1140	1116	1108	1108	1103	1107
Review staff working practices and travel costs to improve efficiency	242	133	138	117	103	125	114	156
Invest in alternatives to traditional residential care, for example Extra-Care assisted living	206	221	171	138	120	113	84	78
Align spend with the NHS to buy services for people with disabilities	193	168	146	142	142	125	111	98
Review the way care and the support provided on a day-to-day basis is delivered	192	139	145	140	153	125	130	103
Reshape the care market in Hampshire	132	159	157	159	112	133	132	143
Review charges for adult social care services	88	95	101	98	106	140	163	332
Review the way the County Council operates its nursing and residential homes	70	149	154	150	177	159	195	70
Review the way day care services are delivered for older people and people with learning disabilities	41	77	134	172	197	189	176	132

Base: Participants who took part in the consultation between 26 May and 06 July 2015.

### Most preferred savings option

As shown in Table 11, by frequency of response, participants' first preferences are for a ‘*review staff working practices and travel costs to improve efficiency*’ (selected by 242 participants); ‘*invest in alternatives to traditional care, for example Extra-Care assisted living*’ (206); ‘*align spend with the NHS to buy services for people with disabilities*’ (193); and ‘*review the way care and the support provided on a day-to-day basis is delivered*’ (192).

Fewer participants select as a first preference ‘*reshape the care market in Hampshire*’ (cited by 132); ‘*review charges for adult social care services*’ (88); ‘*review the way the County Council operate its nursing and residential*

homes' (70); and 'review the way day care services are delivered for older people and people with learning disabilities' (41).

Participants' first preferences are very similar across most sub-groups, although for those who have a disability, around three in ten (39) would prefer for the County Council to review staff working practices and travel costs compared to one in five (196) of those who do not have a disability.

#### Least preferred savings option

There were 1,107 participants who selected all eight options, ranking them by preference from one to eight, with eight representing their least preferred option. Three in ten (332) participants opted for 'review charge for adult social care services' as their least preferred option. This was followed by 'review staff working practices and travel costs to improve efficiency' (156); 'reshape the care market in Hampshire' (143); and 'review the way day care services are delivered for older people and people with learning disabilities' (132).

### Children's Services

**Table 12 – Priorities for Children's Services (general public)**

	Preference					
<i>*Please note that where the number of responses add to more than the base, this means participants selected more than one option in joint place</i>	1	2	3	4	5	6
Number of participants:*	1157	1146	1141	1124	1121	1118
Seek to increase the number of foster carers to care for children who are currently looked after by the County Council	416	259	159	119	106	91
Review the process and placement costs of children's social care, without putting children at risk	259	227	208	158	137	160
Review school improvement services and support	166	159	155	183	167	313
Review the operation of children's centres	161	208	264	222	168	109
Review services for Special Educational Needs (SEN) transport	123	170	183	220	299	134
Review the criteria applicable and the services available for children with disabilities	46	124	173	222	244	314

Base: Participants who took part in the consultation between 26 May and 06 July 2015.

#### Most preferred savings option

As shown in Table 12, in terms of a first preference for making savings to Children's Services, the most popular option selected (by 416 participants) is to 'seek to increase the number of foster carers to care for children who are currently looked after by the council'. This is followed by 'review the process and placement costs of children's social care, without putting children at risk', selected by 259 participants as their first preference. Fewer participants selected other options as their first preference, including just 46 participants whose first preference is for the council to 'review the criteria applicable and the services available for children with disabilities'.

#### Least preferred savings option

Of the six available options to make savings, 1,118 participants chose an option as their sixth preference. By frequency of response, the two least favourable options – those in sixth place – are 'review the criteria applicable

and the services available for children with disabilities’, and ‘review school improvement services and support’ (selected by 314 and 313 participants respectively).

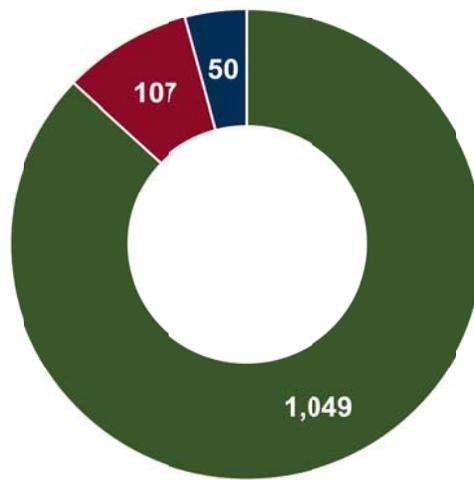
**Corporate Services**

As with the views of a majority of stakeholder organisations, most participants also agree that the County Council should cease production of ‘Hampshire Now’, as Figure 7 shows. Fewer than one in ten of those responding to the question on the response form actively disagree that the County Council should stop producing the residents’ magazine.

**Figure 7 – Priorities for Corporate Services (general public)**

**Q. Do you agree or disagree that the council should stop producing ‘Hampshire Now’ to help make savings?**

■ Agree                      ■ Disagree                      ■ Don't know



Base: 1,206 participants who took part in the consultation between 26 May and 06 July 2015.

Source: Ipsos MORI

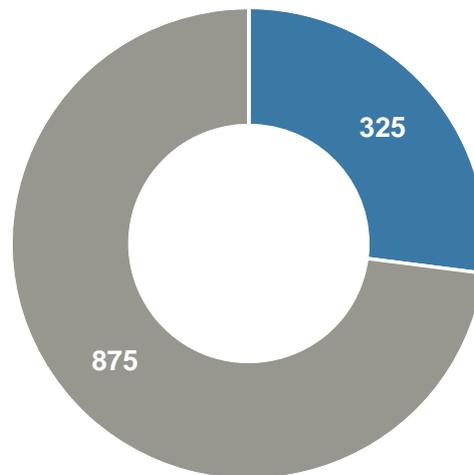
## Culture, Community and Business Services

Participants were presented with two options for making savings to Culture, Community and Business Services. In considering options for savings, participants favoured generating extra income through Sir Harold Hillier Gardens (875 out of 1,200 who answered this question) over reviewing grants to voluntary and community organisations (325), as Figure 8 shows.

**Figure 8 – Priorities for Culture, Community and Business Services (general public)**

**Q. Please consider the two options for making savings to CCBS. Which one of the two options would you prefer the council to consider further?**

- Review grant funding to voluntary and community organisations
- Generate additional revenue at Sir Harold Hillier Gardens by increasing visitor numbers and potential charges



Base: 1,200 participants who took part in the consultation between 26 May and 06 July 2015.

Source: Ipsos MORI

## Economy, Transport and Environment

**Table 13 – Priorities for Economy, Transport and Environment Services (general public)**

	Preference					
	1	2	3	4	5	6
<i>*Please note that where the number of responses add to more than the base, this means participants selected more than one option in joint place</i>						
<i>Number of participants:*</i>	1187	1183	1174	1152	1152	1148
Dim streetlights	382	262	189	141	106	122
Review the amount of waste produced by households and increase the proportion that can be recycled	305	284	181	140	156	144
Review local traffic management schemes which are not led by safety concerns or legal requirements (eg changes to speed limits)	209	238	243	217	188	104
Review entitlement to home-to-school transport	181	208	180	207	170	227
Review the quality and frequency of some road maintenance tasks (where safe to do so)	139	137	174	212	242	303
Review the way the Household Waste Recycling Centres (HWRCs) are operated	62	150	207	237	291	253

Base: Participants who took part in the consultation between 26 May and 06 July 2015.

### Most preferred savings option

In terms of a first preference, 'dim street lights' is the most popular option to make savings to Energy, Environment and Transport Services, selected by 382 participants. 'Review the amount of waste produced by households, and increase the proportion that can be recycled' is the next most popular option as a first preference, selected by 305 participants. In contrast, just 62 participants selected 'review the way the household waste recycling centres are operated' as their first preference.

### Least preferred savings option

Of the six possible options to make savings, 1,148 participants selected one of the options as their sixth preference. 'Review the quality and frequency of some road maintenance tasks where safe to do so' was selected by 303 participants as their sixth, and least preferred, option. This was followed by 'review the way the household waste recycling centres are operated' (selected by 253 participants).

# Comments and impact

## Impacts of the County Council's savings options

### Stakeholder organisation responses

#### Impacts and priorities

Those responding on behalf of stakeholder organisations were asked to describe the impact, if any, that Hampshire County Council's savings options could have on their group or organisation, and ultimately on the people they represent. Twenty-six of the organisations, responding to Question 19 on the response form, made comments about impacts, and 14 organisations provided comments about service priorities.

#### *Adult Services*

Eight organisations made comments about the impact of the options for adult services, and how service users would be adversely affected. Comments included that vulnerable adults would be negatively affected (3); that there would be negative impacts on disabled adults (2 comments); and concerns about reduced quality of service (2).

*“As an organisation we would be concerned about the potential for condition specific funding to be removed as part of the saving options for all types of care and support in the county. The needs of people with dementia differ from other conditions and therefore need to be addressed and provided for in a specific way that is generally not found in generic contracts.”*

Alzheimer's Society

Seven organisations made comments about adult services being a priority service, and one that should not suffer from budget reductions. These comments included that services should be prioritised for vulnerable adults (3 comments); and that adult services should be a priority in general (2). There were also single comments about the prioritisation of care provision, the preventative services should take priority, that services for disabled adults, and also for older people should take priority.

#### *Children's Services*

Sixteen organisations provided comments about the impact of the County Council's options for children's services, and how the options would negatively impact on children. A wide range of comments were provided and included that there would be a negative impact on disabled children (5 comments); that vulnerable children would be affected (4); that saving money is a false economy (3); and a general negative impact from service reductions (3). Other concerns included that there would be a reduced quality of service (2); that current services include early interventions that would now not be there (2); and that there would be a deterioration in quality of life for parents and carers if current services are reduced (2).

*“If you reduce front line services and the funding to voluntary sector organisations, the vulnerable adults and children we work with will be at risk of harm and social exclusion. This will have a negative impact on communities in Hampshire and will result in more people experiencing crisis. Prevention is more cost effective and better for wellbeing than crisis!”*

Speakeasy Advocacy

Ten organisations provided comments about the prioritisation of services for children. The main comment was that services for vulnerable children should be prioritised (5). Other comments included that children’s centres should be prioritised (2); that early help and intervention services should be a priority (2); and that residential placements and services for fostered or adopted children should be a priority for the County Council (1)..

*“The school has found the support services Hampshire provides to schools extremely helpful...we also value the support provided for school improvement. Any reduction in these services would be detrimental to the school. Reductions in support for families and children including reductions in transport for SEN, family centres, children with disabilities would also be likely to have a detrimental effect on education as a whole”*

Four Marks Church of England Primary School

#### *Culture, Communities and Business Services*

Three organisations provided comments about the impact of the County Council’s options for culture, communities and business services. The comments related to there being a negative impact from reduced services (2), and concerns about reliance on voluntary and community groups to provide services to fill a void left because of a reduction in County Council funding (1).

*“It is unfortunate that there were only two choices under CCBS, despite seeing the detailed budget. Grants to independent cultural and community groups which operate throughout the county do an amazing job: provide employment and help to deliver key HCC priorities at a local level for communities, as well as lever in other funding and resources into Hampshire. The grants represent 3.2% of the budget and 1.4% of the total savings HCC is seeking...If Making Space's grant was radically reduced or cut completely, this would impact immediately on the work we do with the community, as well as the resources and funding we attract to the county.”*

Making Space

Seven organisations made comments about service priorities. The main comment centred around the prioritisation of the voluntary and community sector (4 comments). Other, less frequently cited comments included that leisure and recreation facilities should be a priority for the County Council (1); and arts and cultural heritage should be a priority (1).

One organisation in particular was critical of there only being two potential options on the table.

#### *Economy, Transport and Environment Services*

Just two organisations provided comments about the impact of the County Council’s options for economy, transport and environment services. These comments are that the proposals would have a negative impact on the environment, and general concerns about deterioration on quality of services.

*“As a rural community, we rely heavily on the County Council's commitment to keeping our country roads in good order, assisting to alleviate flooding emanating from the Forest and ensuring our network of footpaths are maintained for the pursuit of leisure and tourism activities which are so important within the New Forest. Hitherto, the County Council staff have attended to the above matters with exceptional efficiency providing ongoing support in every way to our Parish. Any cutbacks in these areas would severely disadvantage our residents.”*

Ellingham, Harbridge & Ibsley Parish Council

Three organisations made comments about priorities within this service. A number of comments were provided including that pavements and public walkways should be a priority (2); that flood prevention and land drainage should be prioritised (1); and that road maintenance should be a priority.

#### General impacts and priorities

Six organisations provided general comments about the impact of the options. Comments included that there would be a general decline in quality of life and well-being in the county (3 comments); that making budget reductions would be a futile exercise with any short-term gains leading to longer-term repercussions (3); that vulnerable people will be affected (1); and that there would be a negative impact of quality of life of parents, carers and families (1)..

Three organisations provided comments about service priorities without making clear which service or services their comments applied to. These comments include that front line services are essential (2); that facilities of vulnerable people should be a priority (1); and that any budget cuts or reductions need careful consideration, with impact assessed before a decision is made (1).

#### Comments in terms of opposition to the options and concerns raised

Eight organisations (including five charitable organisations) said they were opposed to the County Council's budget reduction strategy. Comments centred around concerns that services are already struggling to deliver and meet demand (4 comments), and oppositions to a reduction in funding to voluntary and community organisations (also 4 comments).

Three organisations raised concerns about the existing situation with comments made about the impact of previous cuts to cultural services; children's services, and services in general. There was also one comment made about poor quality of existing road maintenance and a belief that road services have got worse in recent years. The argument here is that any further service reductions would make a bad situation even worse.

*“Arts organisations have suffered major cuts from all funding bodies over the past ten years - there is little or no room for further savings in shrunken budgets.”*

Proteus Theatre Company

#### Suggestions

Of those who provide comments at Question 19, 11 organisations made comments about alternatives to the County Council's options at this question. A wide range of suggestions are made and include that the County Council could work more efficiently such as through the use of improved IT and online services (2 comments), that the voluntary sector should receive more funding (2); that the existing budget within Children's services could be used more effectively (1); and that the County Council should be more open and transparent in terms of the way it makes decisions (1).

*“HCC must be prepared to change HCC working practices to ensure the greatest level of funding goes towards front-line services i.e. Skype instead of face-to-face meetings. However, safeguarding must also remain paramount and this can often only be done with direct contact.”*

Enham Trust

Four organisations provided other comments, including criticism of the consultation (2 comments); criticism of County Council management (1); and one suggested that the County Council should listen to the public and treat their concerns seriously (1).

## Responses from members of the public

### Impacts of the proposals

#### *Adult Services*

There were 74 participants who suggested potential negative impacts that could result from the options to make savings within adult services. In particular, concerns were raised that vulnerable, older people, as well as those with disabilities would be significantly affected.

Specific impacts cited include a general decline in the standard of services provided. Some participants also mentioned that any savings made would be a false economy, particularly if, for example, older or vulnerable adults end up in residential care as a consequence of them not being able to lead independent lives, and/or have to rely more on NHS services.

*“The council should resist the temptation to reduce spending or funding for 'early help' or 'preventative' community services, as this would be a false economy. Where these services cease to exist in the community, children and adults do not get the help they need until it reaches a crisis point and they require intervention from 'tier 4' services, which are more costly to provide than the 'early help' services that could have helped to prevent the problems getting worse.”*

#### *Children's Services*

There were 106 participants who made comments about how the options could impact on children and young people. It is felt that disabled and vulnerable children would most likely be impacted by options, and in addition there could also be indirect negative impacts on the lives of those who support service users, in particular families and carers who could find it harder to care for their children, or come under increased pressure, with potential negative consequences on the health, well-being and finances of other family members.

*“A reduction in the provision of day time support for my disabled son would place more pressure on me and I may need to review my ability to work full time.”*

A further concern is that savings options will impact on both the education of children in general, and on the quality of support services for children with disabilities or learning difficulties.

A number of participants challenge the logic of reducing services in order to make savings, stating that it will lead to increased costs in the long-term, for example if opportunities for early-interventions in children's lives are missed and problems are left unchecked to develop to a more expensive and difficult to resolve crisis point, or that it will be a false saving because costs will be redistributed to other parts of the public sector, such as the NHS.

#### *Culture, Communities and Business Services*

Thirty-six participants provided comments about how savings options would impact on Culture, Community and Business Services. Many of their comments here (25) relate to the potential negative impact on library services. These include the employment of less experienced staff, reduced opening hours and the associated reduced access, for example for those who work full-time, impacts on children's literacy and general impacts on people's quality of life.

#### *Economy, Transport and Environment Services*

Potential impacts on Economy, Transport and Environment services as a result of the savings options are raised by 88 participants. Impacts resulting from potential reductions in the budget for road maintenance are the most common issue raised, in particular that the quality of Hampshire's road surfaces would decline, with, for example

an increasing number of potholes and therefore more dangerous for car and cycle users as well as causing increased damage to vehicles and longer journey times.

*“Less maintenance [to roads] would be dangerous and also driving on poor roads causes jolts and back problem.”*

There are some concerns about the impact of changes to public transport services. In particular, that there will be a reduced level of service which would make it more difficult for people to travel, in particular older or elderly people reliant on public transport services as they can no longer drive. Some are concerned that reduction in public transport will encourage more private vehicles onto roads resulting in increased congestion, pollution and road damage.

Reduced opening hours at Household Waste and Recycling Centres (HWRCs), or closure of some HWRC sites attracts criticism, with concerns including that reduced hours will either indirectly discourage use of HWRCs because of longer queues to access sites, or directly by limiting opportunity to visit, with the potential result of reduced recycling, or increased fly-tipping.

*“I think that reducing the opening hours of the Recycling centre/tip has been a big mistake. There are now frequently large queues in Basingstoke - Wade Road - causing traffic jams and tailbacks. Residents no longer have the option of going before work. This does nothing to encourage people to dispose of their waste appropriately. I really hope you will not reduce hours again and would prefer if you re-instated longer summer hours.”*

#### General impacts and priorities

The impact on the level of Council Tax was mentioned by 60 participants. A concern of many of these participants is that an increase in Council Tax, would adversely affect either their own personal finances or those of people in the county generally through an increased cost of living, particularly those who have seen their incomes fall or stagnate since the financial crisis. Some participants state that despite an increase in Council Tax making them financially worse off they thought an increase was necessary or desirable given the circumstances the County Council expects to face.

*“Impact a bit less disposable income if Council Tax rises, but I would be happy to contribute a little more to see essential services maintained.”*

Some of those willing to see an increase in Council Tax state that they are confident in their ability to withstand an increase without serious adverse impact on their personal finances. There are also suggestions for groups who should be protected from an increase in Council Tax. These include lower income households and those who are retired.

As well as impacts on the services provided by the County Council, 61 participants refer to potential impacts within the County Council itself. Over half of these come from participants who work directly or indirectly for the County Council who are concerned about the security of their own employment, whether they will be made redundant, or whether their income will be impacted.

*“Depending on where efficiencies are made, I could, once again, be facing redundancy. Having already been through this in the last 12 months in my HCC department, it is not something I relish the thought of as the main breadwinner in my household.”*

Other participants discuss how their use of services might be impacted by the loss of staff, in particular those who are very experienced in their roles or who work on the front line or by staff being faced with increased workloads, increased stress and reduced morale.

Some comments refer to the County Council and its services as a whole, rather than any one department or service. 170 participants make such comments, almost half of whom do not think that the proposals will have any significant impact on their lives. Other concerns include that the anticipated savings will result in poorer quality services, that cuts will result in savings in the short term but increased costs over the longer term, and that the savings would make Hampshire a less pleasant county to live in with lower quality of life and a diminished social fabric.

Comments in support of, or in opposition to the options

Ninety participants made comments about the County Council's options at Question 19 on the response form. This included 43 participants who made comments in support of the County Council's options. A range of comments were made including support for making the County Council a more efficient organisation, as well as support for reducing budgets across all departments, support for the cessation of production of *Hampshire Now* and also for dimming streetlights.

A small number of participants (27) made comments in opposition to the County Council's options. Most of the comments were general comments opposing further reductions in spending on services.

As well as commenting on the potential future impacts on services, 41 participants refer to consequences resulting from the County Council's previous rounds of budget reductions.

*The council's cost saving has already decimated our local bus service. The council needs to think very carefully about the level of impact that their savings have on residents.*

Comments provided not using the response form

A small number of participants provided comments by email or by written letter. These participants raised a series of concerns about the potential impacts of the anticipated savings on services. These broadly reflected the concerns raised by those responding via the paper or online questionnaire.

Impacts mentioned include:

- **Adult Services** – negative impacts on older people resulting from loss of home-based care or other services that help them live independently within their own homes.
- **Children's Services** – Impacts on SEN transport and on the lives of families and those who care for Children's Service users.
- **Culture, Communities and Business Services** – reductions in the library service.

*"Library services are not a luxury, but a sign of a civilised state."*

- **Economy, Transport and Environment** – impacts on older people due to reduced public transport services, a decline in the quality and maintenance of roads.

# Other comments about spending priorities and making savings

Participants were asked if they had any comments about how Hampshire County Council should prioritise spending or to make savings to help find the anticipated £98 million in savings required by April 2017. This was Question 20 on the response form. A number of comments and suggestions were made and are summarised in the following section, with stakeholder organisation responses first, followed by those made by members of the public.

## Stakeholder organisation responses

### Service priorities

Twelve stakeholder organisations made specific comments on how Hampshire County Council should prioritise spending. These are set out in the following section by service where specific service-related comments were provided.

#### *Adult Services*

Four organisations (including two charitable organisations and a school) made comments on priorities for adult services. Comments included that services should be prioritised for vulnerable adults (4 comments); that services for disabled adults should take priority (2); and that services for older people should be a priority.

*“Priority must be given to protecting, and where possible increasing, services and help for the most vulnerable members of the Hampshire community. Many a less vulnerable resident would be only too pleased to pay more Council Tax if they trusted it would be well spent.”*

Bushy Leaze Children and Families Centre

#### *Children’s Services*

Five organisations (also including two charitable organisations, and a school) provided comments about priorities for children’s services. There were five comments about services being in need of prioritisation for vulnerable children, and two comments that services for disabled children should be a priority.

*“HCC should be looking to develop cuts and services in line with new legislation and some of their new promises. The Care ACT and Learning Disability Plan both indicate the need to put people at the centre of their care and needs. HCC are not doing this by cutting services dramatically and not putting the individual needs at the centre.”*

Anonymous stakeholder organisation

*“There must be a balance of cuts and tax rises not one extreme. Also vulnerable services such as Youth in Romsey should not be targeted just because they are easy to save money on as these help so many younger people who already don't have anywhere to turn for help Romsey.”*

Romsey Youth Council

*Culture, Communities and Business services*

Just one organisation provided comments in favour of cultural and heritage services being a priority.

*Economy, Transport and Environment services*

One stakeholder organisation provided comments that public transport services should be a priority, along with road maintenance services.

*“Prioritise spending on public transport, cycling facilities and pedestrian movement. Savings can be made on car parking and catering for access for cars in the towns.”*

Blackwater Valley Friends of the Earth

General priorities

Ten organisations provided comments about priorities not specifically related to one particular service area. A number of comments were made, with the main comment being centred around that any budget cuts or service reductions should be carefully considered in terms of likely impact on service users (three comments). Other general comments here included that high quality standards should be maintained (2); that front line services should be protected (2); and that tax payers’ money has to be spent wisely (1).

*“The Council is in danger of salami slicing the budgets of services to the point where services are reduced to extremely low quality. The council should consider scrapping services all together that are optional and providing excellent services that remain, even if this means putting up Council Tax.”*

Silchester Parish Council

Suggestions

Fourteen organisations made suggestions including that the County Council could reduce waste and become more efficient (6 comments); that Council Tax should be increased to pay for improved service, or to allow existing services to be maintained (3 comments); and that more reserves could be used or used differently (2).

*“My suggestion is that we could step in and take over much of the work that is currently or used to be performed by the Tourism team. For example, we can provide a much better website for readers to find trails and other walking and cycling information. The site would allow interaction so readers can discuss Hampshire issues between themselves (trail news, advertising of local events) and provide feedback to us and HCC.”*

Walk and Cycle

*“Inefficiencies in staffing and their priorities in workloads across all departments would greatly aid in making many of the necessary saving.”*

Ellingham, Harbridge & Ibsley Parish Council

*“Use some of the reserve and raise Council Tax by 1.99% for the next 3 years. Roughly £1.50 a month, it won’t cripple most.”*

Thin Place Baptist Church

### Other comments

A few other comments were made including that changes will happen regardless of the consultation or people’s comments (1); criticism of senior management (1); support for budget reductions within Culture, Communities and Business services (1); opposition to any cuts or service reductions (1); and opposition to the cessation of Hampshire Now (1).

### Responses from those not using the response form

A small number of stakeholder organisations provided their responses via email, and not using the response form. These comments are briefly summarised in this section.

Yateley Industries Ltd was concerned about the impact of the options for vulnerable and disabled people, and that they would be unable to sustain further cuts of its funding and income. The organisation suggested that the County Council should seriously consider the financial impact that options would have on employment, care and assisted housing that the organisation provides for vulnerable and disabled people.

Bramshaw Parish Council said that it received just a few services from Hampshire County Council and listed these as: the lengthsman scheme; Fritham Taxi Share; a mobile library; and potentially a new traffic calming scheme to help reduce the animal deaths on the roads of the parish. Bramshaw Parish was concerned that these services would be under threat as a result of the options.

Blackwater and Hawley Town Council was also concerned about the options and suggested that there should be focus on cost reduction as opposed to service cuts. It also mentioned that it had already experienced significant budget reductions in recent years, and suggested that any service reductions would represent a failing given Hampshire County Council has over £480 million in its reserves.

*“...services, such as subsidised bus journeys and youth support, have already seen significant reductions over the past few years. Even though the challenge is getting tougher than ever, the emphasis must be on cost reduction rather than service cuts. It is the duty of the County Council to deliver good value for money services for the Council Tax we pay and not to take the easy option of service reduction.”*

Blackwater and Hawley Town Council

Yately Town Council mentioned that community transport, youth services, and low level highway and grounds maintenance as services that would be most affected by the options. Yately Town Council also added that it looked forward to participating in the County Council’s parish lengthsman scheme, whereby some services currently undertaken by the County Council can be devolved to parish council level, and thus, in its opinion resulting in financial savings for the local community.

Basingstoke and Deane Borough Council emailed a three page response to the consultation email address, outlining its thoughts on the proposals, and their likely impact of local people and communities. While the council agreed with the County Council’s approach to reserves, it said it would urge the County Council to consider appropriate use of its available £50 million grant equalization reserve to reduce and smooth proposed savings targets in the medium term. The council also made a number of other comments and suggestions including:

- That there should be safeguards for those who use adult services but who cannot manage direct payments and functions retained by HCC for direct commissioning of care.
- Reducing respite care for disabled children would be a concern given that carers need respite, and may not be able to cope, leading to more intense interventions in the longer term. Other concerns about impact on children's services included that it believed that children's centres prevent more intensive interventions, and that issues which may not be picked up early if access to such centres is limited. The council also raised concerns about poor results in several local schools, and that proposals would lead to reduced support.
- That if the cessation of Hampshire Now goes ahead, it (and other local councils) could offer space on their council magazines (for a fee).
- That grants should be prioritised to services that impact on vulnerable people
- Support for dimming of street lights provided reassurance that no impact on community safety
- Concerns over the impact of options within the economy, transport and environment service (that maintenance still needs to be done well / flooding concerns / reducing grassing cutting frequency in rural areas raises safety issues / reductions to school transport entitlement would increase more road traffic / and that there should be no increased pressure on district councils to introduce alternative weekly waste collections should variations be needed to the number and types of waste collected.

Three stakeholder organisations that did not use the response form, sent their responses by letter in the post. These organisations are Whitchurch Town Council; Abbotswood Community Organisation; and, Cllr Mike Roberts, Labour Councillor for Aldershot Park Ward. These responses are briefly summarized below.

Whitchurch Town Council said it was concerned that by taking part in the consultation it would lead to a situation where it could be seen as its justification for service cuts. The council stated further that as it had no role or executive function in the setting and apportionment of the Hampshire Council Budget, Hampshire County Council should not seek to deflect responsibility to town, parish or borough councils who cannot influence the budgetary decision process.

*“HCC remain solely accountable to the electorate in terms of their budget and should be open and transparent in terms of what, where, and why cuts to HCC expenditure is taking place”.*

Whitchurch Town Council

Abbotswood Community Organisation first outlined its role and stated that community support services provided by Hampshire County Council are invaluable. It also stated that funding is necessary *to “enable community associations and village halls to promote community cohesion, mutual support, as well as educational and recreational opportunities on a voluntary or non-profit basis”*. The organisation raised concerns that any threat or cut or reduced support from the County Council would be likely to have a severe and detrimental effect on the vitality of the organisation. In particular, the organisation was concerned that any reduced funding or support would have implications as it was likely to require support to deal with managing the community building on the Abbotswood estate within the next 18 months.

Cllr Mike Roberts stated that he would not be providing any specific comments, and described the consultation as a “flawed process”. He also mentioned that as the local government sector will be faced with more reductions on top of expected reductions for 2015/16, and possibly for years to come, the County Council's options were meaningless.

*“So to have Hampshire deluding the people...that we are looking at a mere £100m and the implications from that...is a false prospectus offered”.*

Cllr Mike Roberts

## Responses from members of the public

### Comments in support of, or in opposition to the options

Eighty-five participants commented on the County Council’s budget reduction strategy, the majority of which (61) are supportive of particular aspects of the options, including the cessation of *Hampshire Now*, dimming streetlights, and making the County Council more efficient.

On the other hand, twenty participants made negative comments or raised concerns about the options including general opposition to funding cuts, and that worries about how services already struggling would be impacted further.

*“I am frankly appalled that maintaining low Council Tax has so far been prioritised over the wellbeing of the most vulnerable members of our community (i.e. people with disabilities, mental health issues, younger people and older people). There were clearly improvements in spending to be made, but these improvements have now been exhausted and have been stretched too far in some areas.”*

### Service priorities and impacts

#### *Adult Services*

One hundred and seven participants made comments in favour of prioritising adult services and/or protecting these services from budget cuts and other changes. Many of the comments relate to a need to prioritise services for vulnerable adults (63 comments), for elderly people (46 comments); and for disabled adults (32 comments).

*“I strongly believe that trying to make any savings in the adult social care budget is wrong - especially for those who have a learning disability or are disabled. The service is already vastly underfunded and cuts are being made to disability benefits by central government already. Having just been referred to Adult services in Hampshire, I'm appalled at how little support we are being offered, basically being told to get on with it ourselves because our son (now 20 and has autism and special needs) is not deemed to be ‘at risk’.”*

Sixteen participants provide comments about the impact of the options on adult services at Question 20 in the response form. A wide range of comments were made on how adult services would be impacted including concerns about the financial viability of the options and that savings would be a false economy (7 comments); and that disabled adults would be negatively affected by the options (6 comments).

*“I fully understand it is very difficult to please everyone, but fundamentally looking after our vulnerable people is the most important, whether they are in care, the elderly or disabled.”*

#### *Children’s Services*

One hundred and twenty-five participants provided comments in favour of prioritising expenditure in children’s services. The main comments are that services for vulnerable children should take priority (69 comments); that

services for disabled children should be a priority (37 comments); that children's services should be prioritised in general (36 comments); and that it is necessary to prioritise education (21 comments).

A small number of participants (16) also made comments about the impact of the options on children. These comments included concerns about the viability of service cuts (five comments); that there would be a negative impact on disabled children (4); and that parents, families and carers would be negatively affected (three).

*“Any reduction in spending on children's care and education is storing up even more trouble for the future. We must invest in our children for everybody's sake.”*

#### *Culture, Communities and Business services*

Nineteen participants commented about how the County Council should prioritise spending or to make savings within CCBS. A main comment is that library services should be prioritised (11 comments)

Additionally, five participants made comments about the impact of the options on culture, communities and businesses. Comments included concerns about financial viability; worries about a deterioration of quality standards; and concerns that voluntary and community groups would be left to fill a void or gap created by cuts.

#### *Economy, Transport and Environment Service*

Sixty-one participants provided comments about how spending should be prioritised within the Economy, Transport and Environment Service. A wide range of comments were made, with the main comments being that public transport should be a priority (22 comments); that the environment is important and should be prioritised (17); and that roads and road maintenance should be a priority (16). Other comments included that parks and open spaces should be prioritised (eight comments); that cyclists should be catered for (eight comments); and that the needs of pedestrians should be considered (7).

Twelve participants provided comments about the impact of the options would have on economy, transport and environment services. Concerns raised include consequences as a result of reduced service, including fly-tipping and climate change. Sustainability concerns were also raised.

*“The County Council should make it an over-riding priority to look after future generations by doing all it can to tackle climate change now ... encourage schools to put solar PV on their roofs... encourage commercial renewable energy developments ... end your support for fracking... install renewable sources of electricity and heat whenever your own buildings are improved.”*

#### *General priorities and other impacts*

One hundred and seventy-three participants provided comments about priorities not specifically related to a particular service area. The main comment centred around the importance of protecting front-line services (81 comments).

*“Front line services to the elderly, children's services, libraries have been cut enough. I would rather pay more in Council tax than close our libraries or penalise the most vulnerable in our county.”*

Other comments relating to priorities included that any cuts should have their impacts assessed first (43 comments); that support should be provided for those in genuine need of help (18 comments); and that services that protect the public and keep the public safe should be protected (12 comments).

Thirty-four participants provided comments about impacts not specifically related to any one particular service area at question 20 on the response form. These comments included concerns about financial viability of the options (16 comments); that there would be a reduced quality of service (eight comments); and that the well-being of local residents in Hampshire would be affected (five comments).

Twelve participants also provided comments about the impacts of the options would have on the County Council and its staff, including concerns about job security, redundancies, and increased workload for staff who remain.

### Suggestions

A total of 435 participants suggest ways the County Council could help achieve the anticipated £98 million of savings required by April 2017. A range of comments and suggestions are made. The most common suggestion is for the County Council to reduce wastage and unnecessary spending, and to improve efficiency (125 comments). It is suggested that the County Council should aim to operate more like a business, seeking to maximise its income from existing sources such as the selling or leasing of land and other assets, and by seeking ways of generating new revenue streams, such as selling services to neighbouring authorities where possible or generating renewable energy which could be sold back to the Grid.

*“It seems to me that property offers an opportunity to bring in more income. Income generation is generally something that HCC should be targeting to do more”.*

It is suggested that different parts of the County Council could be better integrated and joined-up, so that waste as well as duplication of effort would be reduced.

*“Consideration of efficiencies of scale in providing more joined-up public services administration...Joined up approach to public sector buildings to maximise usage where demand for local services are presented - Schools t lay dormant in the evenings and during school holidays - could these be more effectively used to provide community facilities, health care sessions or greater youth services or other community activity....”*

It is also suggested that the County Council could achieve better value for money in its procurement. Some participants suggest that the County Council should use external contractors, consultants and staff from agencies less than they currently do. Others are concerned that some contracts with private suppliers do not deliver value for money to the County Council, who could either acquire services from other third parties, or internally for a lower cost. More care with the writing and procurement of contracts is advocated.

Using charities and volunteers is one suggestion for reducing the cost of providing services. A number of possible opportunities are suggested, such as environmental groups helping manage parks and green spaces or volunteers assisting with the running of libraries. This could be supported by making it easier for people to get involved and considering using incentives to encourage people to volunteer. Opportunities to make better use of community payback and to involve local businesses could also be investigated.

Streamlining of the County Council's staffing, particularly at senior and middle management level is a popular recommendation, with the suggestion that this could make a considerable impact on the County Council's expenditure, and mean a significantly reduced level of savings needing to be found from front-line services. Similarly, there is support for reviewing the salaries and benefits packages of staff, particularly those at the very highest levels of management, alongside reducing the cost of the County Council's pension scheme and payments for early voluntary retirement.

Some participants advocate reducing the remuneration and expenses offered to elected councillors, as well as the administrative support they are provided with. It is suggested that that number of councillors for the county could be reduced, thereby enabling savings in salaries and costs.

*“Cut the amount of taxpayers’ expenditure on councillors. There is no requirement for more than the number of MPs (one councillor for roughly 75,000 people) with HCC elections taking place at the same time as general elections.”*

Other suggestions included that Council Tax should increase to help to improve or retain services (84 comments); that salaries and benefits of council staff, in particular, County Council management should be reduced (51 comments) and that more reserves should be used to fill funding gaps (51 comments).

*“I have always viewed our reserves as money put by for a rainy day, and I believe that rainy day has arrived. The wealth of the county should be working for the people of the county. If we do not spend it during difficult times such as these, and still hoard it regardless, then it is absolutely useless wealth.”*

#### Responses from those not using the response form

Suggestions made from those who did not use the response form are broadly similar to those who did use the response form. These suggestions included that Council Tax should be increased in order to protect and retain existing services, and that more reserves should be used, or used differently.

There were also some comments made about Hampshire County Council including that a focus should be at reducing the most senior grades of staff, to review staff pay and benefits, and to examine more efficient ways to run the County Council

Other suggestions included comments about reducing waste, running the County Council more like a business, becoming a more ‘joined-up’ organisation, to reduce the cost and use of external procurement and working with the voluntary sector and local people more to deliver services.

# **Part B: Sample Survey findings**

# Preferences for ways to find anticipated savings

## Overall preferences for making anticipated savings

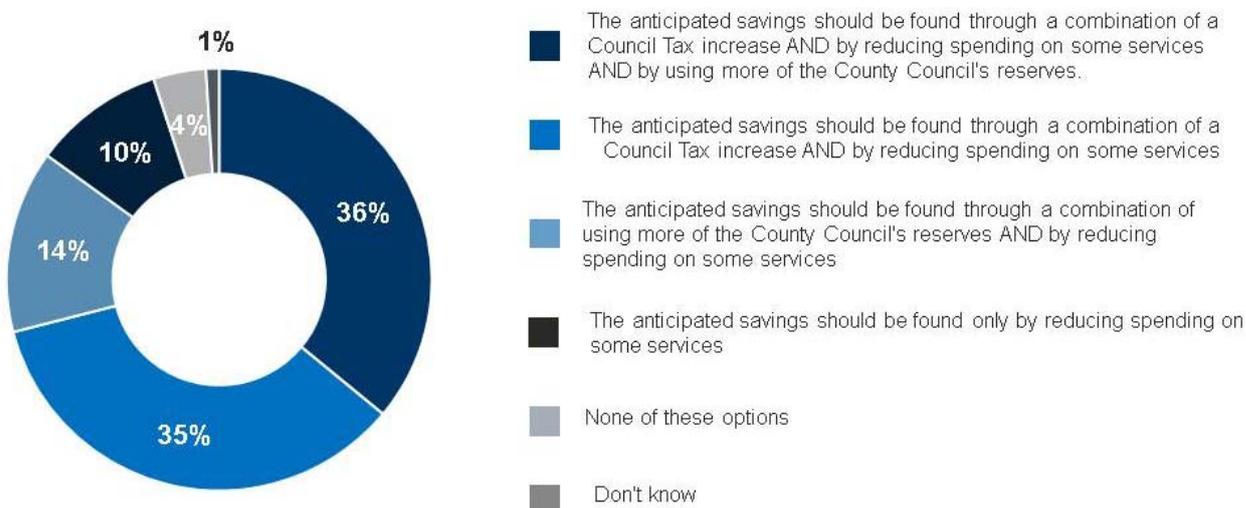
Hampshire County Council wished to understand residents’ views with regards to the overall options for making the anticipated savings needed by April 2017: increasing Council Tax, using more of the County Council’s ‘reserve funds’, reducing spending on some services, or a combination of these.

As the following chart shows, when asked which option comes closest to their own view about how the County Council should make the anticipated £98 million of savings, residents are most likely to opt for a combination of the proposed options; just one in 10 think the savings should *only* be found through reductions to services.

Over two in three (36%) residents say they would prefer the County Council to adopt a combination of higher Council Tax, more use of the County Council’s financial ‘reserves’ and reductions in spending on services. Meanwhile, a similar proportion (35%) want the savings to come from an increase in Council Tax and spending reductions to services (but, not by using any more of the County Council’s reserves).

**Figure 9 – Overall views about various options for making savings**

**Q. Thinking overall, which ONE of the following four options comes closest to your own view about how the County Council should find the anticipated £98 million of savings by April 2017?**



Base: 1,500 residents aged 18+ living in Hampshire. Fieldwork dated 29 May-16 June 2015.

Source: Ipsos MORI

Usage of local services appears to be a determining factor in terms of residents’ preferences. Those who are using a larger number of services<sup>5</sup> tend to more likely to want to see savings made from a combination of all three options (Council Tax increase, use of reserve funds and service spending reductions): 43% compared with 36% of residents overall. In contrast, those non-users of services are more likely to want to see the savings made from only reserve funds and service spending reductions (35% compared with 14% overall). However, non-users are no

<sup>5</sup> Here, and throughout the report, these services users are defined as residents who have used five or more of the 16 local services asked about in the past 12 months.

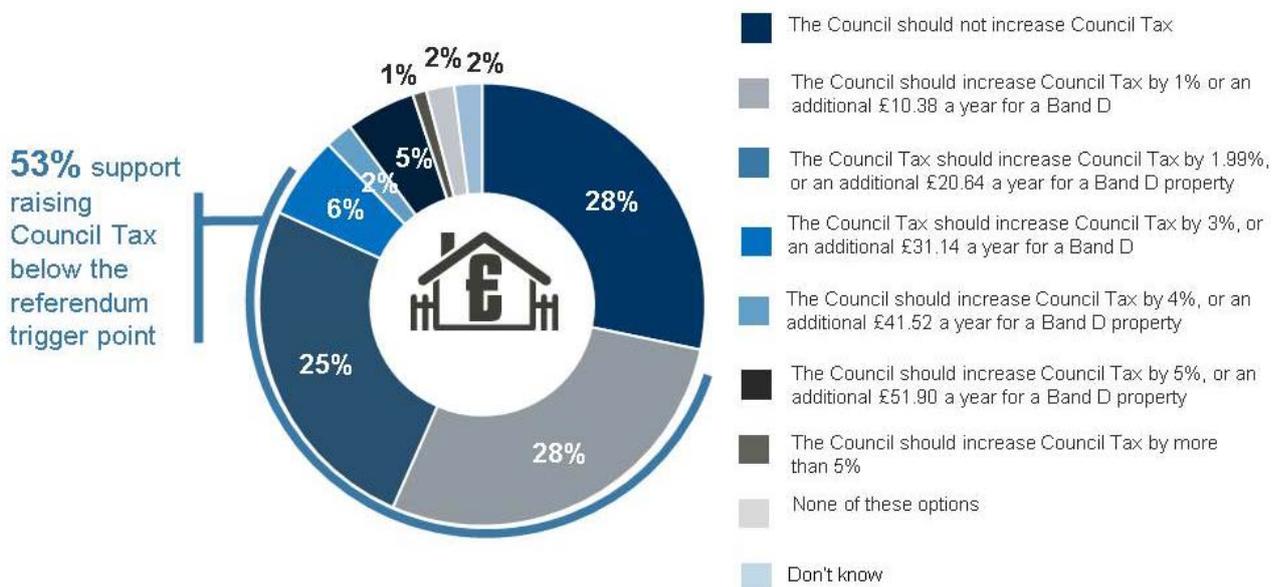
more likely to want to see savings made only from a reduction in spending on services – this remains the least popular option regardless of service use.

### Raising Council Tax

Two in three residents (68%) are willing to see at least some increase in Council Tax to make the £98 million of savings needed by April 2017, compared with almost three in 10 (28%) who are against any increase. However, the majority of residents are most likely to support an increase below the referendum ‘trigger’ point of 2% (53%)<sup>6</sup>. Only one in seven (14%) are willing to see Council Tax to go up by 2% or more.

**Figure 10 – Views about Council Tax increase**

**Q. By how much, if at all, would you be willing to see the Council Tax paid by your household increase in order to help meet the anticipated £98 million of savings?**



Base: 1,500 residents aged 18+ living in Hampshire. Fieldwork dated 29 May-16 June 2015.

Source: Ipsos MORI

In looking at how views differ between different sub-groups of residents, there is most variation by age, with those aged 25-34 most likely to be against any increase (36% compared with 28% of residents overall). In contrast, 18-24 year olds are more likely to want to see an increase of 2% or above (21% compared with 14% overall), whereas those aged 55-64 are most likely to want an increase of up to 1.99% (61% compared with 53% overall).

On the other hand, residents with a disability or health problem are less likely to favour an increase in Council Tax (61% compared with 69% of those without a health problem or disability).

Support for an increase in Council Tax corresponds with reluctance to see the County Council use more of its reserves; three in four (74%) of those who say the County Council should *not* use more of its reserves to find the savings needed would like Council Tax to go up, compared with three in five (60%) of those who say the council should use more of its reserves.

<sup>6</sup> Survey participants were advised that recent legislation introduced by the Government means that a Council Tax increase of two per cent or above would need to be put to a referendum which could cost the County Council around £1.5 million to administer.

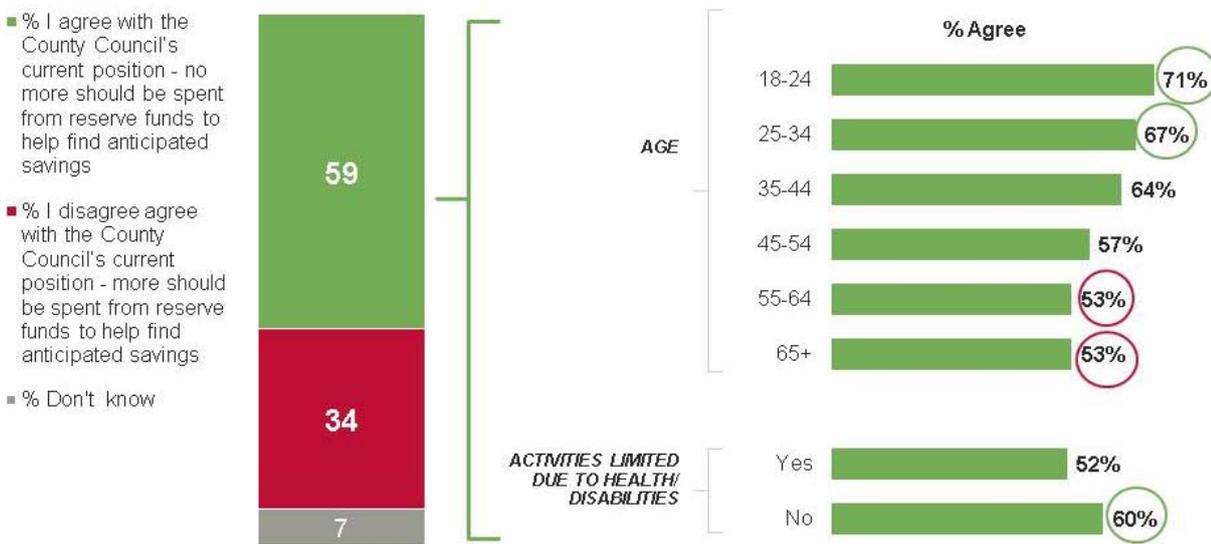
It is worth noting that analysis of the open ended question at the end of the survey questionnaire saw seven per cent of participants who answered spontaneously mention that the County Council should increase Council Tax<sup>7</sup> in order to find the savings needed. This is compared to two per cent who spontaneously commented that the County Council should *not* increase Council Tax.

### Use of reserve funds

Three in five residents (59%) agree with the County Council’s current policy that no more of its reserves should be used to make the anticipated savings needed. Only one in three (34%) disagree with the County Council’s view, and think that more should be spent from reserve funds.

**Figure 11 – Views about use of reserves**

**Q. Which one of the following statements comes closest to your own view about how reserves should be used when considering how to make the anticipated £98 million of savings?**



Base: 1,500 residents aged 18+ living in Hampshire. Fieldwork dated 29 May-16 June 2015. Circled figures show where results are statistically significantly different from the average

Base: All who agree (878)

Source: Ipsos MORI

As shown in the above figure, views about the use of reserves differ across different sub-groups in the county; mainly by age and health. For example, young residents aged 18-34 are much more likely to agree that no more reserves should be used than older residents aged 55+ (68% compared with 53%).

<sup>7</sup>Based on 697 survey participants responding to this question (all giving an answer – excludes no/ nothing/ none/no comment/ no answer /don't know)

# Views on spending on specific services

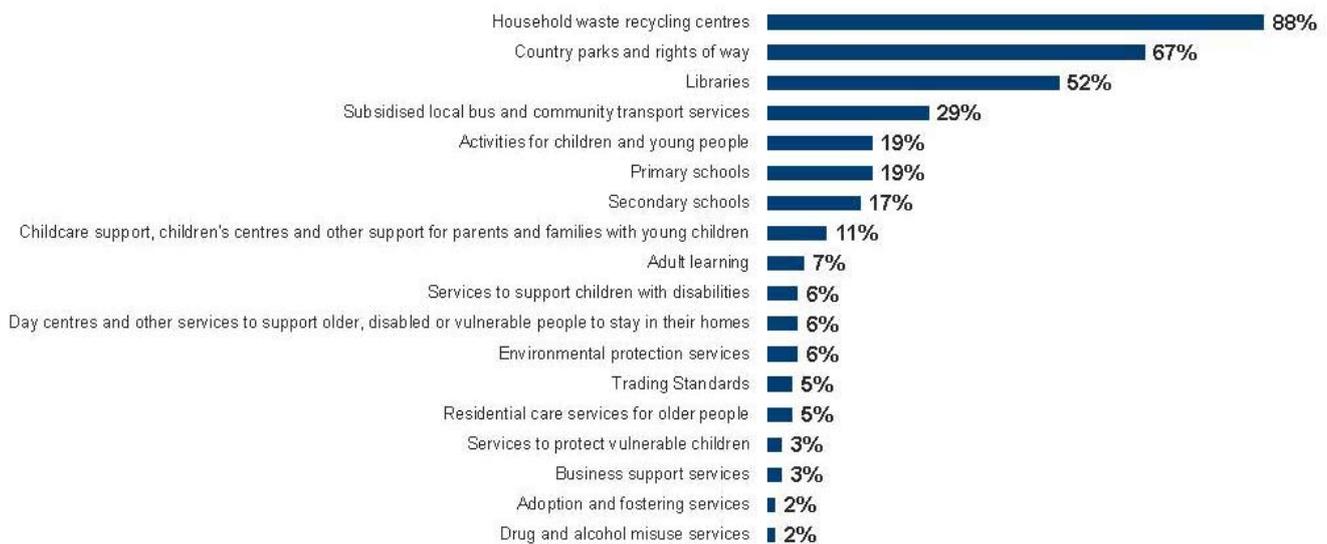
## Service usage

Household Waste Recycling Centres are the most commonly used service by Hampshire residents, with nearly nine in ten (88%) saying they or a member of their household have used this services in the past 12 months. Just over two in three use country parks and rights of way (67%), followed by libraries (52%) and subsidised local bus and community transport services (29%).

Somewhat fewer residents use local education services such as activities for children and young people (19%), primary schools (19%) and secondary schools (17%). Usage is lowest for social services and more specialised services such as drug and alcohol misuses services (two per cent) and adoption and fostering services (two per cent).

**Figure 12 – Service usage**

**Q** *May I just ask, which, if any, of the following services provided or supported by Hampshire County Council have you, or a member of your household, used within the past 12 months?*



Base: 1,500 residents aged 18+ living in Hampshire. Fieldwork dated 29 May-16 June 2016.

Source: Ipsos MORI

Those with children in the household, as well as middle aged (25-44) residents, tend to use more services, particularly services for children and young people and education services. For example, half (50%) those with children in the household have used activities for children and young people compared to one in five (19%) of all residents. This group are also more likely to use libraries and country parks and rights of way, with 68% and 81% of those with children in the household using these services respectively, compared with 52% and 67% of all residents. A similar pattern of service use is seen among age groups that are more likely to have children in their household<sup>8</sup>. For example, 27% of those aged 25-34 and 51% of those aged 35-44 use primary schools compared to 19% of all residents.

<sup>8</sup> Of all residents interviewed, 28% have children in their household, but this figure is significantly greater among those aged 25-34 (53%) and those aged 35-44 (75%).

Havant borough residents tend to use fewer of these services compared with those living in other districts or boroughs. However, they are more likely to use residential care services for older people (nine per cent compared with five per cent overall). This is perhaps unsurprising due to the higher numbers of residents aged over 65 interviewed in this district (36% compared with 27% overall).

As anticipated, service use appears to bear a correlation to how residents view the County Council’s options for making savings. Specifically, those more service dependent residents are more likely to want to see Council Tax increase as a way of making the savings needed (71% compared with 47% of those who do not use the County Council’s services).

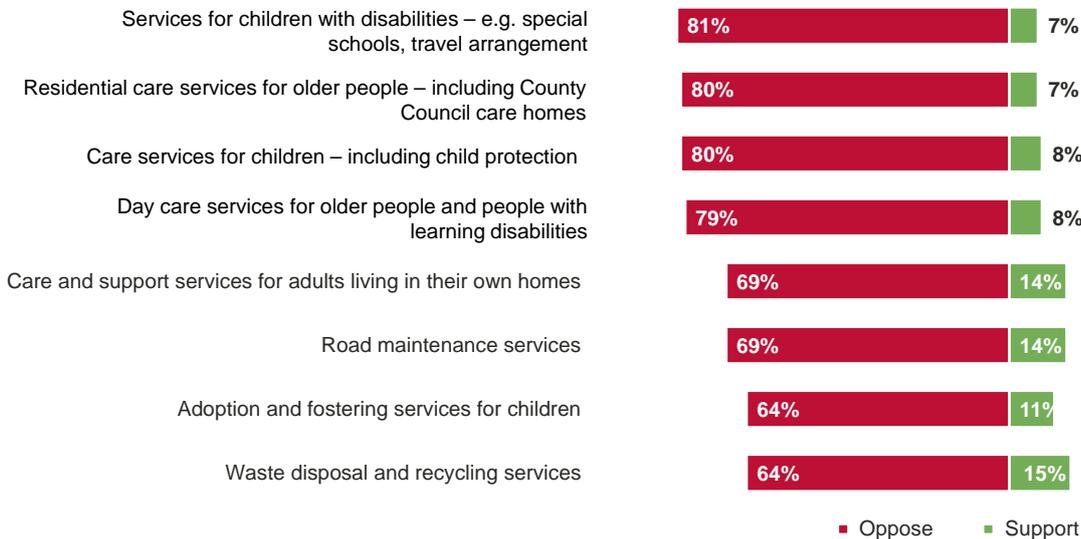
**Overall preferences for service spending**

For the sample survey, participants were asked about the extent to which they supported or opposed possible reductions in spending to a series of specific local services run directly or indirectly by Hampshire County Council – 16 services in total. When answering, participants were asked to think about the full range of services that the council supports or delivers, even if they themselves did not use all of these services. Participants were also asked to bear in mind that the County Council has to make savings to some services, regardless of whether Council Tax increases or more reserves are used - it will not be possible to maintain current spending levels across all services.

The following chart shows those services which residents are most actively opposed to reducing spending on.

**Figure 13 – Strongest opposition on reducing service spend**

**Q. Thinking about [SERVICE] to what extent do you support or oppose reducing spending on this service?**



Base: 1,500 residents aged 18+ living in Hampshire. Fieldwork dated 29 May-16 June 2015.

Source: Ipsos MORI

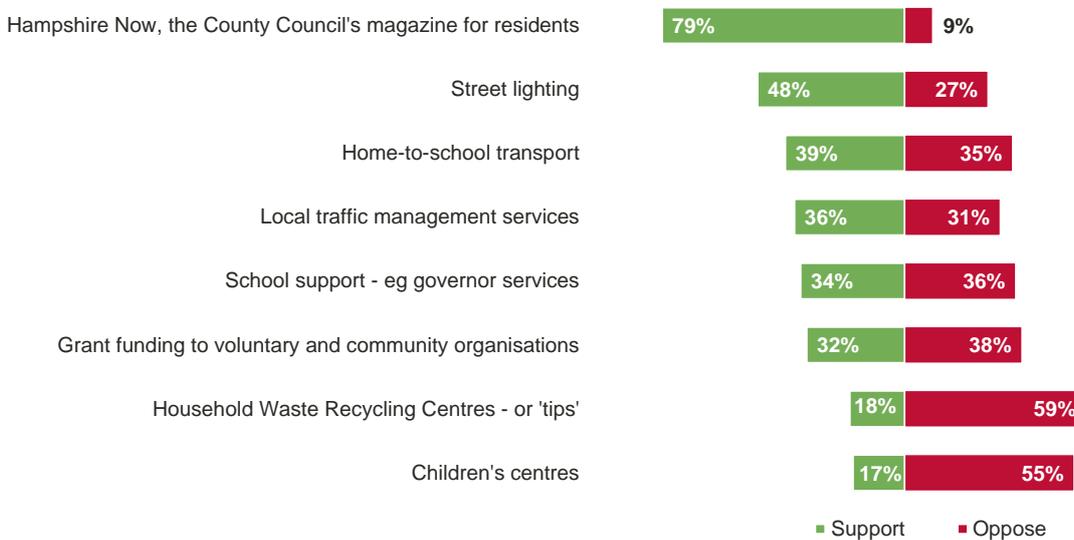
Of the 16 services asked about, levels of opposition are highest for services targeting children, older people and vulnerable groups. Around eight in 10 residents oppose reductions in spending on services for children with disabilities (81%, compared to just seven per cent who support this as a way of finding the anticipated savings needed), residential care services for older people (80% compared with seven per cent who support), care services for children (80% compared with eight per cent who support) and day care services for older people and people with learning disabilities (79% compared with eight per cent who support). Similarly, there are high levels of opposition for reducing spending on care and support services for adults living in their own homes (69% compared with 14% who support) and adoption and fostering services for children (64% compared with 11% who support).

A majority of residents are also opposed to reductions in spending on more universal ‘street scene’ services such as road maintenance (69% are actively opposed to reducing spending on this service, compared to 14% who support reductions in spending) and waste disposal and recycling centres (64% compared to 15%). Household Waste Recycling Centres follows shortly behind in terms of active levels of opposition (59% oppose spending reductions on this service vs. 18% who support them).

The following chart shows those services where residents are most likely to actively support a reduction on spending.

**Figure 14 – Strongest support on reducing service spend**

**Q. Thinking about [SERVICE] to what extent do you support or oppose reducing spending on this service?**



Base: 1,500 residents aged 18+ living in Hampshire. Fieldwork dated 29 May-16 June 2015.

Source: Ipsos MORI

There are a number of services where active support for reducing spending outstrips active opposition. The vast majority of residents (79%) support reducing spending on ‘Hampshire Now’, the County Council’s magazine for residents (with only one in ten actively opposing a reduction to spending on this service). Around half (48%) actively support reducing spending on street lighting (compared to 27% who oppose).

Residents are also more likely to support than oppose reductions in home-to-school transport (39% vs. 35%) and local traffic management services (36% vs. 31%). It should also be borne in mind that a quarter of residents (23% and 26% respectively) neither support nor oppose reductions in spending on these services – a possible indication of indifference to spending reductions here.

Similarly, although more residents actively oppose than actively support reducing spending on school support and grant funding to voluntary and community organisations, around a quarter (23% and 25% respectively) have no opinion either way.

All in all, the findings point to some clear service areas where local residents do not think it will be acceptable to reduce spending. This has implications for the County Council given the current approach being adopted, whereby

service departments are required to find the same proportion of savings from their current budgets<sup>9</sup>. Residents appear to be more strongly opposed to reducing spending in services that disproportionately fall into the Adult Services, Children’s Services and Economy, and Transport and Environment Services departments.

Anecdotally speaking, the findings for Hampshire are similar to other local authority surveys conducted by Ipsos MORI which have looked at service prioritisation; in that people generally see it as important to protect those services which are aimed at supporting the more vulnerable people in society (the ‘safety net’ services). Levels of support and opposition for these services in Hampshire are not necessarily driven by service usage; that the vast majority of individuals do not use these services does not take away from them being perceived as important for the council to prioritise in terms of spending. Nor are they necessarily related to demographic profile, as the following sections go on to examine.

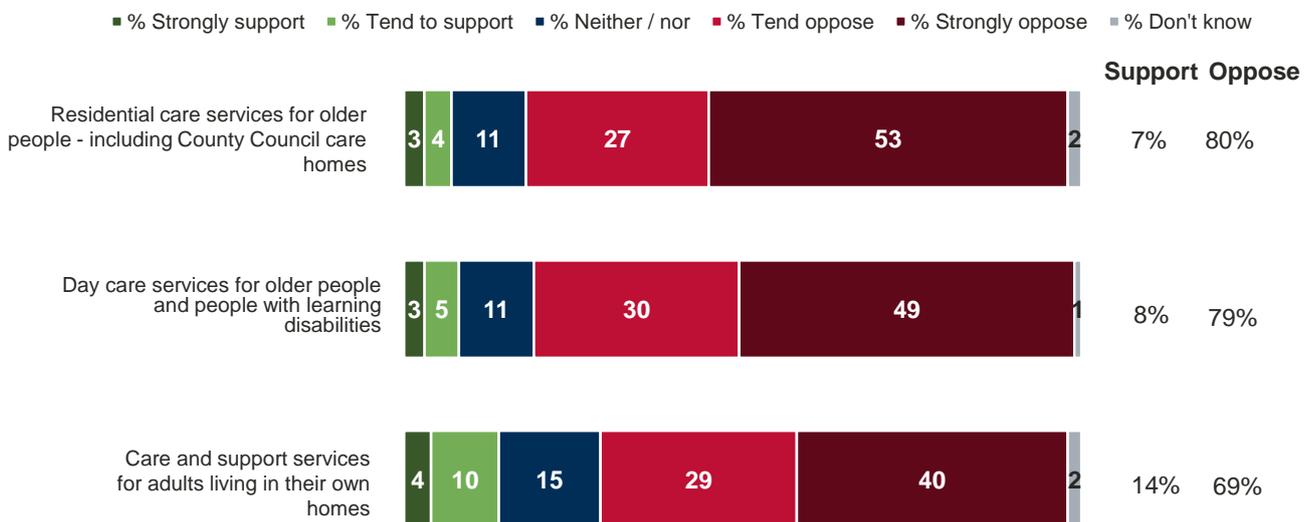
### Adult Services

Active opposition is generally strong to the idea of reducing spending on Adult Services, with very low levels of active support. As many as four in five residents oppose reductions in spending on residential care services and day care services (80% and 79% respectively), with around half of residents ‘strongly’ opposed.

Residents are also less likely to sit on the fence about these services (just over one in 10 report that they do not have a view either way). It is also worthy of note that analysis of the open ended question at the end of the survey questionnaire saw eight per cent of participants spontaneously mention that the County Council should protect spending on the elderly, while six per cent<sup>10</sup> mentioned protecting spending on the vulnerable or needy.

**Figure 15 – Adult Services: support and opposition to reducing spending**

**Q Thinking about [SERVICE] to what extent do you support or oppose reducing spending on this service?**



Base: 1,500 residents aged 18+ living in Hampshire. Fieldwork dated 29 May-16 June 2015.

Source: Ipsos MORI

<sup>9</sup> A review of possible savings to services was undertaken across the council’s service departments, based on an indicative reduction of around 14.5% in each department’s budget (taking account of specific grants).

<sup>10</sup> Based on 697 survey participants responding to this question (all giving an answer – excludes no/ nothing/ none/no comment/ no answer /don’t know)

A clear picture emerges from the sub-group analysis, with consistently greater opposition from women. Across age groups, it is older residents aged 55-64 – likely to be at an age where they, or people they know, may be caring for elderly parents – who are more likely to oppose spending reductions to day care services for older people and people with learning disabilities (85% compared with 79% of residents overall), as well as care and support services for adults living in their own homes (76% compared with 69%). This is not borne out when looking at the over 65 age group; in fact, this group are more likely to actively support spending reductions to day care services for older people and people with learning disabilities (11% compared with eight per cent of residents overall).

Generally speaking, usage of these services does not necessarily affect attitudes to reductions in spending on Adult Services (users are no more likely to oppose reductions in spending to these services than other residents), reflecting the point made earlier about the importance the public tend to place on protecting the state safety net. Although, they are more likely to be opposed to reducing spending on care and support services for adults living in their own home (81% of users of residential care services and 85% of users of day centres and other services to support, older, disabled or vulnerable people to stay in their homes, compared to 69% of residents overall).

## Children's Services

There are also generally high levels of active opposition towards reducing spending on Children's Services, although levels vary according to whether the services are for vulnerable or disabled children (where there is more active opposition), versus children in the round (where there is less active opposition and residents are more likely to sit on the fence). Four in five residents oppose reductions in spending on services for children with disabilities and care services including child protection (81% and 80% respectively), with over half of residents 'strongly' opposed. Active opposition substantially outstrips active support when it comes to adoption and fostering services, and children centres as well. Only for school support services is sentiment more balanced.

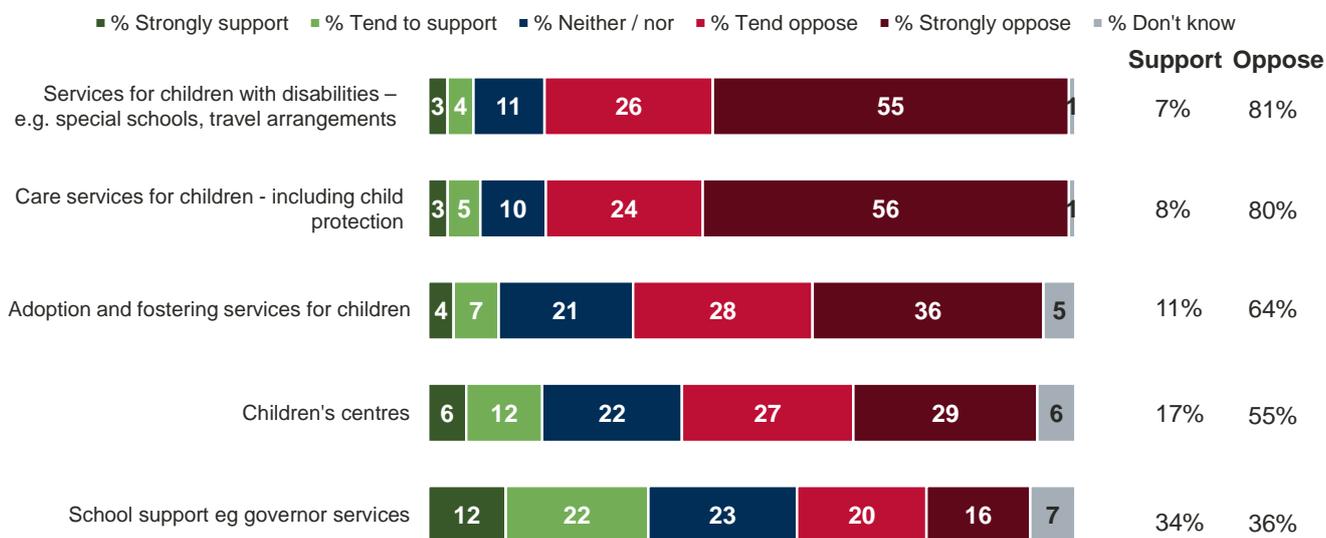
Further to this, analysis of the open ended question at the end of the survey questionnaire saw 10% of participants<sup>11</sup> spontaneously mention that the County Council should prioritise spending on children and young people.

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<sup>11</sup> Based on 697 survey participants responding to this question (all giving an answer – excludes no/ nothing/ none/no comment/ no answer /don't know)

**Figure 16 – Children’s Services: support and opposition to reducing spending**

**Q. Thinking about [SERVICE] to what extent do you support or oppose reducing spending on this service?**



Base: 1,500 residents aged 18+ living in Hampshire. Fieldwork dated 29 May-16 June 2015

Source: Ipsos MORI

Women and those with children in their household are consistently more likely to be opposed to reducing spending on the various children’s services asked about. For example, 90% of those with children in the household oppose reductions in care services for children compared with 80% of residents overall, and 70% of women oppose reducing spending on adoption and fostering service compared to 64% of residents overall.

Opposition to spending reductions to children’s services also tends to be greater from 25-34 year olds, particularly in regards to care services for children (90% compared with 80% of all residents), adoption and fostering services (74% compared with 64%), and children’s centres (69% compared with 55%). This may in part be due to the fact that half of those aged 25-34 have children in their household (53% compared 28% of the residents surveyed overall).

Those in Rushmoor Borough are also more likely to be opposed to spending reductions to these services than average. This is the case for funding reductions to care services (88% are opposed as compared with 80% for the county overall), services for children with disabilities (89% compared with 81%) and children’s centres (65% compared with 55%). This may be related to the fact that a higher proportion of Rushmoor residents have used services to protect vulnerable children in the last 12 months compared to the average Hampshire resident interviewed (seven per cent have used this service compared with three per cent overall).

Service usage can have an impact when considering services with lower levels of opposition among residents generally. Residents who personally use childcare support, including children centres, are more likely to oppose spending reductions to these centres (74% compared with 55% of all residents). Users of primary and secondary schools are more likely to oppose reductions in spending to school support (47% and 42% respectively, compared with 36% of residents overall) and there is also a much higher level of opposition towards spending reductions to adoption and fostering services for children among those who have used services to protect vulnerable children (87% compared to 64% overall).

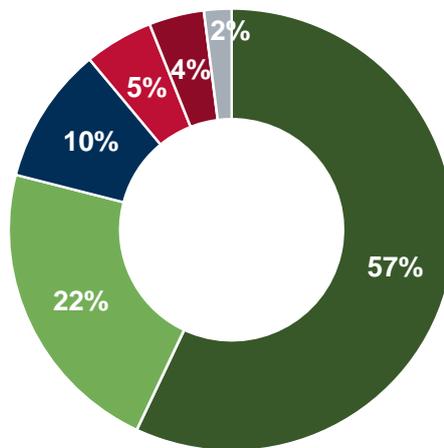
## Corporate Services

Active support for reducing spending on ‘Hampshire Now’, the County Council’s magazine for residents, is the highest across all the services asked about, with four in five residents supporting this (79%). Only one in ten (9%) are actively opposed to reducing funding to the magazine.

**Figure 17 – Corporate Services: support and opposition to reducing spending**

**Q. Thinking about ‘Hampshire Now’, the County Council’s magazine for residents, to what extent do you support or oppose reducing spending on this service?**

■ Strongly support ■ Tend to support ■ Neither/nor ■ Tend to oppose ■ Strongly oppose ■ Don't know



Support	Oppose
79%	9%

Base: 1,500 residents aged 18+ living in Hampshire. Fieldwork dated 29 May-16 June 2015

Source: Ipsos MORI

There were some spontaneous comments regarding the magazine as part of the open ended question asked at the end of the survey questionnaire – three per cent<sup>12</sup> of residents who answered the question mentioned reducing spending on the magazine.

Support for reducing funding remains generally high across the sub-groups interviewed. However, it is particularly high amongst residents working full-time and those aged 45-54 (84% and 85% respectively, compared with 79% of residents overall).

Conversely, those aged 65 and over are more likely to actively oppose reducing spending on the magazine (12% compared with nine per cent of all residents). The borough of Havant, which has a slightly higher proportion of older residents<sup>13</sup>, also has higher levels of opposition to reducing spending on ‘Hampshire Now’ (14% compared with nine per cent).

<sup>12</sup> Based on 697 survey participants responding to this question (all giving an answer – excludes no/ nothing/ none/no comment/ no answer /don't know)

<sup>13</sup> 23% of Havant residents are aged 65+ compared to 20% of Hampshire residents overall according to ONS mid-year population estimates for 2014.

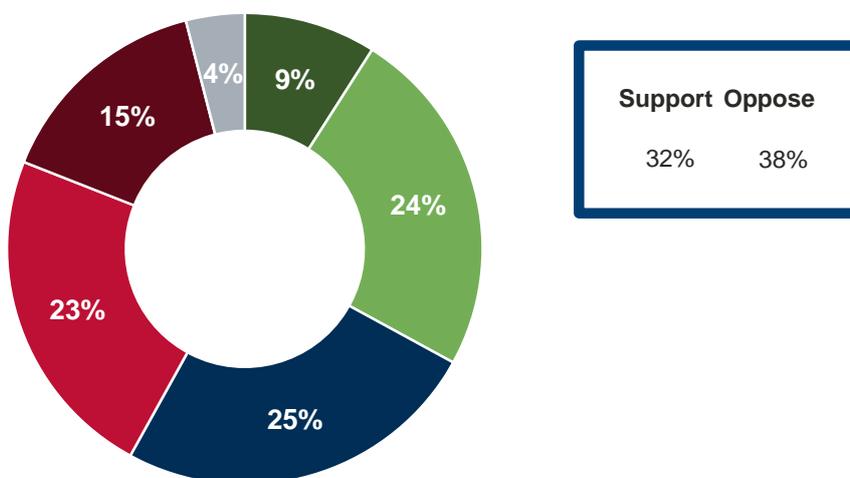
## Culture, Community and Business Services

Opinion is rather more mixed when it comes to whether funding should be reduced on grant funding to voluntary and community organisations. Thirty-eight per cent of residents actively oppose spending reductions to this service, slightly more than the 32% who actively support the reductions. However, one in four residents appears to be indifferent.

**Figure 18 – Culture, Community and Business Services: support and opposition to reducing spending**

**Q. Thinking about grant funding to voluntary and community organisations, to what extent do you support or oppose reducing spending on this service?**

■ Strongly support ■ Tend to support ■ Neither / nor ■ Tend to oppose ■ Strongly oppose ■ Don't know



Base: 1,500 residents aged 18+ living in Hampshire. Fieldwork dated 29 May-16 June 2015

Source: Ipsos MORI

Women are again more likely to actively oppose reducing spending on this service (44% compared with 38% of residents overall), while men are more likely to actively support spending reductions (37% compared with 32% of all residents).

## Economy, Transport and Environment Services

It is a far more mixed picture when it comes to views about spending on services related to the economy, transport and the environment.

Active opposition to reduced spending is high (and active support low) for key universal services provided by this directorate: road maintenance services (where 69% of residents oppose reducing spending on this service), waste disposal and recycling services (64% opposed), and household waste recycling services (59% opposed).

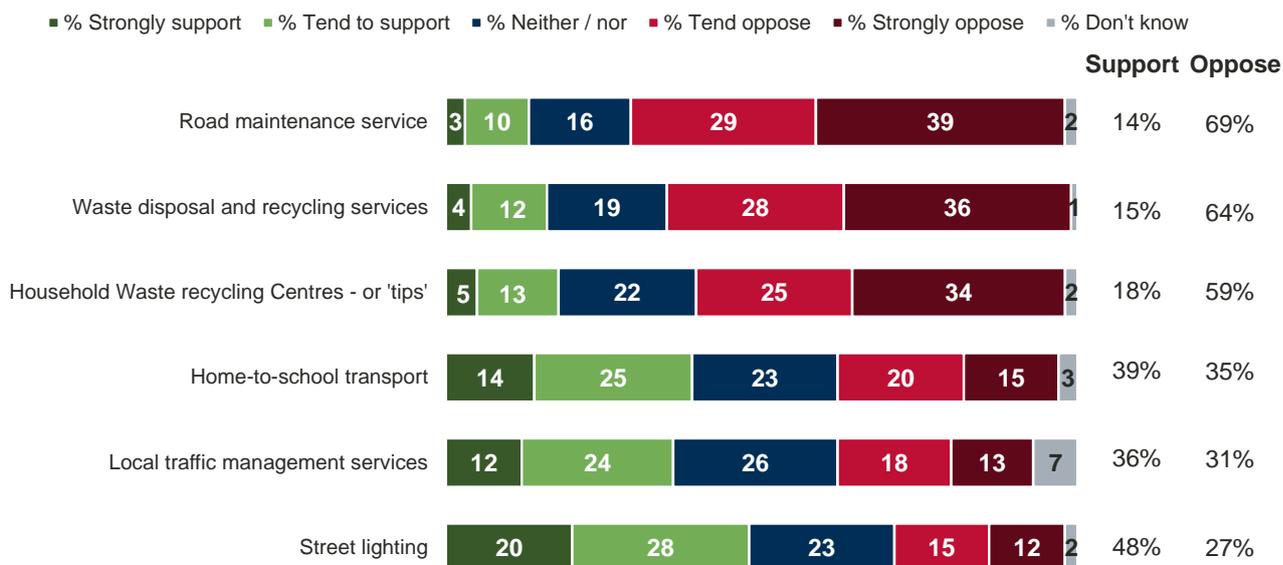
Opinion is far more split for other services including home-to-school transport (39% support vs. 35% oppose) and local traffic management services (36% vs. 31%), with around one in four residents not expressing a view either way about these services. Street lighting is the service where active support for reducing spending is greatest (this is the most popular service for reducing spending across all the services asked about, after the County Council's magazine).

These results provide some useful clarity as to where funding – at least in the eyes of residents - might best be prioritised in terms of these particular services.

Further to this, analysis of the open ended question at the end of the survey questionnaire saw six per cent<sup>14</sup> of participants mention reducing spending on roads or road projects, while three per cent said the County Council should *prioritise* spending in this area. Two per cent of those who answered spontaneously mentioned reducing spending on refuse collection and a similar proportion on recycling and street lighting.

**Figure 19 – Economy, Transport and Environment Services: support and opposition to reducing spending**

Q. *Thinking about [SERVICE] to what extent do you support or oppose reducing spending on this service*



Base: 1,500 residents aged 18+ living in Hampshire. Fieldwork dated 29 May-16 June 2015.

Source: Ipsos MORI

Although, generally speaking, residents are less opposed to spending reductions to some of these services compared with others, there are some clear differences of opinion between certain sub-groups. For example, in terms of street lighting, BME and disabled residents are more likely to *oppose* reductions in spending here compared to residents overall (44% and 35% respectively, compared with 27%).

Views on reducing spending on household waste recycling centres differ according to which district residents live in. Residents living in Fareham and Rushmoor are more likely to *support* a reduction in funding to the centres (28% and 32% respectively, compared with 18% of all residents). On the other hand, there is a higher level of opposition among residents of Gosport (70%, compared with 59% of all residents). These differences do not seem to be correlated to the location of centres or service use, as there is no significant difference between the boroughs. This suggests these differing levels of opposition may be due to other factors, such as access and availability of different centres.

Users of subsidised local bus and community transport services and primary schools are more likely to *oppose* reductions in spending on home-to-school transport (40% and 41% respectively, compared with 35% of all residents).

<sup>14</sup> Based on 697 survey participants responding to this question (all giving an answer – excludes no/ nothing/ none/no comment/ no answer /don't know)

# Comments and impact

Respondents were asked spontaneously for their views via an open-ended question at the end of the survey: “Do you have any comments on how Hampshire County Council should prioritise spending or make savings to help find the anticipated £98 million in savings by April 2017?”. Individual comments that were given by the 697 respondents answering this question were recorded verbatim and then coded into the categories set out in the table overleaf.

By far the most popular themes emerging relate to options for reducing spending, followed by ways to prioritise spending, possible improvements and efficiencies, and alternative options for making the anticipated savings:

- Half (49%) of those responding made a comment or suggestion about reducing spending and ways to do this.
- Just over one in four (27%) commented on prioritising spending, and where this should happen.
- One in four (24%) mentioned possible improvements and efficiencies the County Council could make.
- Around one in five (22%) suggested alternative options for finding the anticipated savings.

In terms of the individual comments made, the most popular related to:

- 18% wanted to see better or increased efficiency, reduced bureaucracy, administration and waste.
- 12% wanted to see a reduction in spending on salaries, bonuses and expenses for senior management.
- 10% wanted to see a reduction in spending on non-essential services and upgrades.

The same proportion (10%) wanted to see spending protected for children and young people, and eight per cent wanted to make sure spending was protected for the elderly, which reflects the findings earlier which showed these services to be the ones residents are most likely to be opposed to reducing spend on.

**Table 14 – Additional comments on how Hampshire County Council should prioritise or make savings<sup>15</sup>**

	%
<b>Reduce spending (net)</b>	<b>49</b>
Reduce spending - on salaries / bonuses / expenses for high level council staff	12
Reduce spending - on non-essential services / upgrades	10
Reduce spending - on staff / reduce the number of staff / management	7
Reduce spending - on roads / don't spend unnecessarily on road projects	6
Reduce spending - on benefits / cut benefits / re-examine spending on benefits	4
Reduce spending - on council magazines / publications	3
Reduce spending - on outside contractors / consultants / agency staff	2
Reduce spending - on free bus passes	2
Reduce spending - on refuse collection / recycling	2
Reduce spending - on street lights / turn street lights off at certain times	2
Reduce spending - on immigrants / tackle immigration	1
Reduce spending - not specified further	1
Reduce spending - on surveys / the council should not spend money on surveys	1
Reduce spending - on council buildings / centralise services	1
Reduce spending - on public transport	1
Reduce spending - on services / spread the cuts across all services	1
Reduce spending others	1
<b>Prioritise spending {net}</b>	<b>27</b>
Prioritise - protect spending on children / young people	10
Prioritise - protect spending on the elderly	8
Prioritise - protect spending on the vulnerable / needy	6
Prioritise - protect spending on roads / infrastructure	3
Prioritise - protect spending on public transport	3
Prioritise - protect spending on schools / education	2
Prioritise - protect spending on health services	2
Prioritise - protect spending on refuse collection / recycling	2
Prioritise - protect spending on police / emergency services	2
Prioritise - others	1
<b>Improvements {net}</b>	<b>24</b>
Improve - better / increased efficiency / reduce bureaucracy / admin / waste	18
Improve - better / increased planning / spending should be carefully planned / reassessed	4
Improve - better / increased access to services / information online	1
Improve - better / increased longevity / projects should be sustainable	1
Improve - better / increased use of voluntary services	1
Improve - better / increased use of shared services with other councils / authorities	1
Improve - better / increased use of renewable energy sources in council buildings	*
Improve - better / increased quality / council to ensure work is carried out correctly / to a high standard	*
Improve - others	*

<sup>15</sup> Question wording: 'Do you have any comments on how Hampshire County Council should prioritise spending or make savings to help find the anticipated £98 million in savings by April 2017?'

<b>Alternative suggestions {net}</b>	<b>22</b>
Alternative suggestion - increase council tax	7
Alternative suggestion - use reserves / money held in reserve	3
Alternative suggestion - central government should take responsibility / provide funds	3
Alternative suggestion - do not reduce spending / cut services	2
Alternative suggestion - do not increase council tax	2
Alternative suggestion - increase taxation for the rich / big businesses / corporations	1
Alternative suggestion - council should sell / raise money from their housing stock	1
Alternative suggestion - increase business rates	*
Alternative suggestion - other alternative suggestion	5
<b>Other {net}</b>	<b>14</b>
Residents should be consulted / made aware of changes	2
The council should be more transparent / open about their finances	2
The council are doing a good job / doing well as it is	2
Other	9

Base: 697 residents (all giving an answer – excludes no/ nothing/ none/ no comment/ no answer /don't know)

# Appendices

# Part A – Consultation appendices

## Appendix 1: Hard copy response form



**This consultation will run from midday on 26 May to 11.59pm on 6 July 2015.**

## Background

Hampshire County Council provides, or supports, a range of local public services in Hampshire. However, like many other councils, it faces significant funding pressures. This is the result of reduced funding from central Government, matched with increased demand for some services. In dealing with these financial pressures over recent years, the County Council has aimed to protect front-line services, as much as possible, and to keep Council Tax at the same level. Through sound financial management and transforming the way it works and delivers services, the County Council has been able to manage the funding shortfall in a number of ways, for example, streamlining 'back-office' functions (e.g. Finance and HR), reducing staff costs and sharing some services with other public sector organisations.

However, going forward, the County Council, along with many other local authorities, expects further reductions in central Government funding. This means that the County Council anticipates finding an *additional* £98 million of savings to balance its budget by April 2017. This is on top of the existing £240 million of savings that the County Council has made since 2008 – and will bring overall savings in the County Council's budget to around £340 million.

In order to meet the anticipated £98 million shortfall, the County Council is considering a range of options. As it is becoming harder to find ways to make further savings, the County Council is seeking your views on these options to help to shape future planning for local services in the county. Please note that doing nothing is not an option for the County Council as it will need to have identified the savings by April 2017.

Please bear in mind this is a consultation, not a 'vote'. The County Council will take responses into account along with the views of local district, borough and parish councils, public sector partner organisations, voluntary and community groups, and other interested stakeholders.

**We are asking those who are interested in having a say to complete this Response Form.** We are interested in your overall responses to the tick box questions and the reasons for your views.

The County Council has appointed an independent researcher, Ipsos MORI, to process and analyse responses to this consultation, and to prepare a report of findings after the consultation period has ended. Ipsos MORI will also be running a separate sample survey of residents in parallel to this consultation.

## How to provide your comments

Please read the accompanying *Shaping Hampshire – Spending Review Consultation Information Pack* before completing this Response Form. It provides background information about the work of the County Council which will be helpful when considering the options presented. Details are also available online at [www.hants.gov.uk/spendingreviewsurvey](http://www.hants.gov.uk/spendingreviewsurvey).

When completing this Response Form please write clearly using black or blue ink. Please do not use pencil. Please reply using the Freepost envelope provided, or send your completed Response Form to the Freepost address below. You do not need a stamp.

**Freepost Plus RTSA-ZHAG-RKEA**  
**Shaping Hampshire**  
**Ipsos MORI**  
**Kings House**  
**Kymerley Road**  
**Harrow**  
**HA1 1PT**

Alternatively, you can complete an online Response Form which can be found on the County Council's online consultation page [www.hants.gov.uk/spendingreviewsurvey](http://www.hants.gov.uk/spendingreviewsurvey). You can also email your response directly to Ipsos MORI using the consultation email address [shapinghampshire@ipsos.com](mailto:shapinghampshire@ipsos.com).

Please only complete and submit one Response Form, either in hard copy, online or by email. Please note that any queries or complaints submitted via this consultation process cannot be counted as part of the consultation.



Hard copies of the Information Pack and Response Form are available in Braille, and copies in other languages can also be provided on request.

**Please note that any responses received after 11.59pm on 6 July will not be included in the findings report.**

If you have any queries about this consultation, please email Hampshire County Council at [corporate.communications@hants.gov.uk](mailto:corporate.communications@hants.gov.uk), or call on 0300 555 1375. Calls from a landline will be charged at the local rate, although mobile phone charges may vary.

Thank you for your participation.

### Data Protection

Information provided in response to this consultation, including personal information, may be subject to publication or disclosure in accordance with the access to information regimes. These are primarily the Freedom of Information Act 2000 (FOIA), the Data Protection Act 1998 (DPA) and the Environmental Information Regulations 2004 (EIR).

If you want information that you provide to be treated as confidential, please be aware that, under the FOIA and the EIR, there is a statutory Code of Practice which deals, amongst other things, with obligations of confidence. In view of this it would be helpful if you could explain to us why you regard the information you have provided as confidential. If we receive a request for disclosure of the information we will take full account of your explanation, but we cannot give an assurance that confidentiality can be maintained in all circumstances.

Hampshire County Council and Ipsos MORI will process your personal data in accordance with the Data Protection Act 1998.

The contact information that you provide will be used to perform internal checks to ensure the validity of responses. We may also use this information to inform participants of any key updates of the consultation, in line with good practice for consultation.

If you wish for your response to be treated as confidential please tick the box and write in your reasons below.

### About you

**Q1. Are you responding on your own behalf or on behalf of an organisation or group?**  
PLEASE TICK ONE BOX ONLY

- |  |   |
|--|---|
| <input type="checkbox"/> I am providing my own response                                  | PLEASE ANSWER Q2 AND Q3 AND THEN GO TO Q8 |
| <input type="checkbox"/> I am providing a response on behalf of an organisation or group | PLEASE GO TO Q4                           |



## FOR THOSE PROVIDING THEIR OWN RESPONSE

PLEASE ONLY complete this section if you are responding on your own behalf.

Q2 and Q3. Please tell us your full postcode and the district or borough council that collects your household's Council Tax. We ask these questions for analysis purposes only and to show the coverage of the response to the consultation.

- Q2. Please provide your full postcode by writing in the box below.  
PLEASE WRITE IN THE BOX BELOW

--	--	--	--	--	--	--	--

- Q3. Please tell us which district or borough council collects your household's Council Tax? PLEASE TICK ONE BOX ONLY

- |  |  |
|--|--|
| <input type="checkbox"/> Basingstoke and Deane Borough Council | <input type="checkbox"/> New Forest District Council               |
| <input type="checkbox"/> East Hampshire District Council       | <input type="checkbox"/> Rushmoor Borough Council                  |
| <input type="checkbox"/> Eastleigh Borough Council             | <input type="checkbox"/> Test Valley Borough Council               |
| <input type="checkbox"/> Fareham Borough Council               | <input type="checkbox"/> Winchester City Council                   |
| <input type="checkbox"/> Gosport Borough Council               | <input type="checkbox"/> Outside the Hampshire County Council area |
| <input type="checkbox"/> Hart District Council                 | <input type="checkbox"/> Don't know                                |
| <input type="checkbox"/> Havant Borough Council                |  |

## FOR THOSE PROVIDING A RESPONSE ON BEHALF OF AN ORGANISATION OR GROUP

Q4 PLEASE ONLY complete questions 4 to 7 if you are responding on behalf of an organisation or group – please be as detailed as you can. For example, if you are responding on behalf of a group or organisation, please record the name of the organisation or group. Please remember that the Response Form and the information you provide may be subject to publication or release to other parties or to disclosure under regimes such as the Freedom of Information Act 2000, the Data Protection Act 1998 and the Environmental Information Regulations 2004.

- Q4. What is your name, job position/role and the name and address of the organisation or group on whose behalf you are submitting this response? The name and details of your organisation or group may appear in the final report.  
PLEASE WRITE IN BELOW IN BLOCK CAPITALS

Name:

Job position / role:

Name of organisation / group:

Address of organisation / group:

Q5. Which of these best describes your group or organisation?

PLEASE TICK ONE BOX ONLY

- Local employer
- Local residents' association
- Charity / non-government organisation
- School / college / place of Higher Education
- Elected Hampshire County councillor, elected district or borough councillor – PLEASE SPECIFY WHICH DISTRICT OR BOROUGH COUNCIL YOU REPRESENT IN THE BOX BELOW

- Parish Councillor – PLEASE SPECIFY WHICH PARISH COUNCIL YOU REPRESENT IN THE BOX BELOW

- Local public sector organisation, e.g. district or borough council, emergency services, health services – PLEASE SPECIFY WHICH PUBLIC SECTOR ORGANISATION YOU REPRESENT IN THE BOX BELOW

- Businesses or business interest group
- Local community or voluntary group
- Other – PLEASE WRITE IN THE BOX BELOW

Q6. Please write in the total number of members in the organisation or group that you are representing. Please include yourself in the total, if applicable.

PLEASE WRITE IN THE BOX BELOW

--	--	--	--	--	--

Q7. Please tell us who the organisation or group represents, and where applicable, how views of members were assembled. PLEASE WRITE IN THE BOX BELOW

EVERYONE PLEASE ANSWER Q8.

### County Council Services

Q8. Firstly, thinking about you and your household (or if you are responding on behalf of a group or organisation, the people you represent) which of the services below would you say are **most important** for Hampshire County Council to continue to support or deliver? PLEASE TICK UP TO FIVE BOXES ONLY

- Adoption and fostering services
- Activities for children and young people
- Services to protect vulnerable children (e.g. those in care)
- Services to support children with disabilities
- Childcare support, children's centres and other support for parents and families with young children
- Working with schools to improve local education
- Adult learning (e.g. courses for English, maths, foreign languages, arts and crafts)
- Trading standards
- Drug and alcohol misuse services
- Day centres and other services to support older, disabled or vulnerable people to stay in their homes
- Residential care services for older people
- Environmental protection services (e.g. fly-tipping and carbon reduction measures)
- Household waste recycling centres
- Services aimed at attracting and supporting businesses to create jobs
- Libraries
- Country parks and rights of way
- Provision of subsidies to local bus and community transport services
- Road safety improvements
- Road maintenance and management
- Pavement maintenance and management
- Traffic congestion reduction
- Street lighting
- Other services – PLEASE WRITE IN THE BOX BELOW

- None of these
- Don't know

PLEASE ONLY ANSWER QUESTION 9 IF YOU ARE RESPONDING AS AN INDIVIDUAL AND NOT ON BEHALF OF AN ORGANISATION OR GROUP.

Q9. Which, if any, of the following services provided or supported by Hampshire County Council have you, or a member of your household, used within the past 12 months?  
PLEASE TICK ALL THE BOXES THAT APPLY

- Adoption and fostering services
- Activities for children and young people
- Services to protect vulnerable children (e.g. those in care)
- Services to support children with disabilities
- Childcare support, children's centres and other support for parents and families with young children
- Primary schools
- Secondary schools
- Adult learning (e.g. courses for English, maths, foreign languages, arts and crafts)
- Trading Standards
- Drug and alcohol misuse services
- Day centres and other services to support older, disabled or vulnerable people to stay in their homes
- Residential care services for older people
- Environmental protection services (e.g. fly-tipping and carbon reduction measures)
- Household waste recycling centres
- Business support services
- Libraries
- Country parks and rights of way
- Subsidised local bus and community transport services
- Other services – PLEASE WRITE IN THE BOX BELOW

- None of these
- Don't know

EVERYONE PLEASE ANSWER Q10 TO Q20.

### Balancing the County Council's budget

Hampshire County Council is considering a number of options for making anticipated savings of £98 million by April 2017 by reviewing its spending and activities across all of its services.

To date, the County Council's strategy for managing the reductions in central Government funding (while maintaining Council Tax at the same level for the last six years), has focused on:

- running the County Council more efficiently by reducing the cost of back office functions;
- using savings to help to protect front line services; and
- prudently using some reserves to manage the costs of change.

Q10. Do you support or oppose the County Council's current financial strategy, as set out above? PLEASE TICK ONE BOX ONLY

- |                          |                          |                          |                          |                          |                          |
|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|
| Strongly support         | Tend to support          | No view either way       | Tend to oppose           | Strongly oppose          | Don't know               |
| <input type="checkbox"/> |

Looking ahead, the County Council will continue to make efficiencies and use some of its reserves. However, these approaches will not be enough to deliver all of the anticipated savings needed by April 2017. Therefore, the County Council is considering other options to find all of these savings. These may include a combination of some, or all, of the following:

- Raising Council Tax
- Using the County Council's reserves differently
- Making changes to the way some services are delivered

The County Council is keen to hear from local residents and other stakeholders before considering these options further.

### Raising Council Tax

Before answering the following questions please read Section 3 in the *Shaping Hampshire – Spending Review Consultation Information Pack*.

One option to help find the anticipated savings could be to increase the level of Council Tax paid by Hampshire residents. To illustrate - a 1% increase in Council Tax next year would generate an additional £5 million for the County Council.

**Q11. By how much, if at all, would you be willing to see the Council Tax paid by your household increase in order to help meet the anticipated £98 million of savings?**

Please note: Recent legislation introduced by the Government means that a Council Tax increase of 2% or above, would need to be put to a public vote or 'referendum' before it could be implemented. It is estimated that a referendum could cost the County Council around £1.5 million to administer.

To aid you in answering this question, we have included an example of what a rise in the financial year 2016/17 would mean for a typical Band D property.

PLEASE TICK ONE BOX ONLY

- 0% increase in Council Tax
- 1% increase in Council Tax (e.g. the annual charge on a Band D property would increase to £1,048.26 - an additional £10.38 from current levels). Raises £5m by April 2017
- 1.99% increase in Council Tax (e.g. the annual charge on a Band D property would increase to £1,058.52 – an additional £20.64 from current levels). Raises £10 million by April 2017
- Referendum trigger point-----
- 3% increase in Council Tax (e.g. the annual charge on a Band D property would increase to £1,069.02 - an additional £31.14 from current levels). Raises £15m by April 2017
- 4% increase in Council Tax (e.g. the annual charge on a Band D property would increase to £1,079.40 - an additional £41.52 from current levels). Raises £20m by April 2017
- 5% increase in Council Tax (e.g. the annual charge on a Band D property would increase to £1,089.78 - an additional £51.90 from current levels). Raises £25m by April 2017
- More than 5% increase in Council Tax – PLEASE WRITE IN THE AMOUNT AS A PERCENTAGE FIGURE IN THE BOX BELOW

- None of these
- Don't know

## Using the County Council's reserves differently

Before answering the following questions please read Section 3 in the *Shaping Hampshire – Spending Review Consultation Information Pack*. Within the County Council's budget are sums called 'reserves'. To date, the County Council's policy has been to use some of its reserves to help mitigate the reduction in central Government grant funding.

The reserves held by the County Council, as at 31 March 2014, was £481.7 million - the majority of which (£404.5 million) is already committed. One option to help find the anticipated £98 million of savings by April 2017 is to use even more of the 'available reserves' than it does currently. The County Council does not think this is a sensible or sustainable approach; spending of one-off reserve funds may simply store up more financial challenges for the future. However, it is interested in your views about the possible use of reserve funds in this way.

**Q12. Which ONE of the following two statements comes closest to your own view about how reserves should be used when considering how to make the anticipated £98 million of savings? PLEASE TICK ONE BOX ONLY**

- I agree with the County Council's current position – no more should be spent from reserve funds to help find some of the savings needed
- I disagree with the County Council's current position – more should be spent from reserve funds to help find some of the savings needed
- Don't know

## Making changes to the way some services are delivered

Before answering please read Section 3 in the *Shaping Hampshire – Spending Review Information Pack*. In order to find the £98 million of anticipated savings by April 2017, the County Council will have to reduce spending on some services. This is regardless of whether Council Tax increases or more reserves are used. This may mean reviewing service levels in some instances, changing the way some services are delivered or introducing charges for some services.

The County Council is carrying out a review of its spending and activities across all of its services, and would like your views on early ideas from this exercise. The following table provides an overview of each departmental service area and the potential contribution that could be made to the anticipated savings. These amounts are based on an indicative reduction of around 14.5% in each departmental service area's budget, taking account of specific grants.

**Adult Services** - Social care: residential and nursing care; day care and respite facilities for older people (aged 65 or over); and people with a learning disability, mental health needs or with a physical disability. Support for carers and for people to maintain their independence.

*Potential savings = £43 million*

**Children's Services** - Children's centres; child protection, services for children in care; fostering and adoption services; and support for children and young people with learning difficulties and/or disabilities, and their families. School admissions (applying for a school place), school improvement, support for pupils with special educational needs, and home-to-school transport.

*Potential savings = £23.3 million*

**Corporate Services** - Planning for emergencies; communicating to residents; managing grants to voluntary organisations; financial management; and legal and democratic support.

*Potential savings = £6.2 million.*

**Culture, Communities and Business Services** - Archives; country parks and public rights of way; grants to voluntary and community groups; libraries, Discovery Centres, museums and arts centres; registration of citizenship, births, marriages and deaths; and Trading Standards.

*Potential savings = £4.9 million*

**Economy, Transport and Environment Services** - Concessionary travel; economic development (supporting the local economy); household waste disposal and waste recycling centres ('tips'); minerals and waste planning; protecting the environment; road and pavement construction; highway repair and maintenance; street lighting; traffic management and road safety; and transport planning and community transport subsidies.

*Potential savings = £14.7 million*

We would like you to review the initial options for savings in each of the County Council's five departmental service areas. For each area, please rank each of the options according to your preference: ranking the option you would most like to see the County Council to consider further '1<sup>st</sup>', then, the next option you would like to see the County Council consider '2<sup>nd</sup>', and so on. Please ensure that each option has been given a ranking.

**EXAMPLE**

In this example, there are three options for making the anticipated savings (Options A, B and C). Please prioritise the options you would like in order to make the savings. In this example, the participant would most like to see the saving from Option B, then Option A, and then Option C.

Options for making savings	Ranking		
	1st	2 <sup>nd</sup>	3rd
Option A		✓	
Option B	✓		
Option C			✓

**Adult Services**

For Adult Services, the potential contribution to the expected savings is £43 million by April 2017. The County Council has identified eight options which could contribute to the anticipated savings. Please see Section 3 of the *Shaping Hampshire – Spending Review* Consultation Information Pack for further details about these savings options and the potential impact.

**Q13.** Please consider the eight options for making savings to Adult Services. Please rank each of the options according to your preference: ranking the option you would most like to see the County Council to consider further '1<sup>st</sup>', then, the next option you would like to see the County Council consider '2<sup>nd</sup>', and so on. Please ensure that each option has been given a ranking. PLEASE TICK ONE BOX ONLY PER ROW

Options for making savings	Ranking							
	1 <sup>st</sup>	2 <sup>nd</sup>	3 <sup>rd</sup>	4 <sup>th</sup>	5 <sup>th</sup>	6 <sup>th</sup>	7 <sup>th</sup>	8 <sup>th</sup>
1 Review the way care and the support provided on a day-to-day basis is delivered	<input type="checkbox"/>							
2 Reshape the care market in Hampshire	<input type="checkbox"/>							
3 Invest in alternatives to traditional residential care, for example <i>Extra-Care</i> assisted living	<input type="checkbox"/>							
4 Align spend with the NHS to buy services for people with disabilities	<input type="checkbox"/>							
5 Review the way day care services are delivered for older people and people with learning disabilities	<input type="checkbox"/>							
6 Review staff working practices and travel costs to improve efficiency	<input type="checkbox"/>							
7 Review the way the County Council operates its nursing and residential homes	<input type="checkbox"/>							
8 Review charges for adult social care services	<input type="checkbox"/>							

## Children's Services

For Children's Services, the potential contribution to the expected savings is £23.3 million by April 2017. The County Council has identified six options which could contribute to the anticipated savings. Please see Section 3 of the *Shaping Hampshire – Spending Review Consultation Information Pack* for further details about these savings options and the potential impact.

- Q14. Please consider the six options for making savings to Children's Services. Please rank each of the options according to your preference: ranking the option you would most like to see the County Council to consider further '1<sup>st</sup>', then, the next option you would like to see the County Council consider '2<sup>nd</sup>', and so on. Please ensure that each option has been given a ranking. PLEASE TICK ONE BOX ONLY PER ROW**

Options for making savings	Ranking					
	1 <sup>st</sup>	2 <sup>nd</sup>	3 <sup>rd</sup>	4 <sup>th</sup>	5 <sup>th</sup>	6 <sup>th</sup>
1 Review the process and placement costs of children's social care, without putting children at risk	<input type="checkbox"/>					
2 Seek to increase the number of foster carers to care for children who are currently looked after by the County Council	<input type="checkbox"/>					
3 Review the criteria applicable and the services available for children with disabilities	<input type="checkbox"/>					
4 Review the operation of children's centres	<input type="checkbox"/>					
5 Review services for Special Educational Needs (SEN) transport	<input type="checkbox"/>					
6 Review school improvement services and support	<input type="checkbox"/>					

## Corporate Services

For Corporate Services, the potential contribution to the anticipated savings is £6.2 million by April 2017.

In addition to the budget reductions so far, other efficiency savings will be secured across Corporate Services by April 2017 through existing programmes of work. The projects outlined below will also be undertaken by Corporate Services to deliver further savings. These will involve:

- changing the way professional Finance and Human Resources (HR) services are provided so that fewer staff are required;
- reviewing the delivery of Information Technology Services to the County Council and its partners;
- generating income by selling services to new partners; and
- stream-lining other central support services.

Please see Section 3 of the *Shaping Hampshire – Spending Review Consultation Information Pack* for further details about the savings options and the potential impact.

Additionally, as part of the overall savings for Corporate Services, the County Council could also make the rest of the required savings within Corporate Services by ceasing production of *Hampshire Now*, which is the County Council's newsletter sent to 600,000 households in the county, three times a year.

- Q15. Do you agree or disagree that the County Council should cease producing *Hampshire Now* to help make savings? PLEASE TICK ONE BOX ONLY**

- Agree – Hampshire County Council should cease production of *Hampshire Now*
- Disagree – Hampshire County Council should not cease production of *Hampshire Now*
- Don't know

## Culture, Community and Business Services

For Culture, Community and Business Services, the potential contribution to the anticipated savings is £4.9 million by April 2017.

Due to the amount of income regularly generated by this department, the County Council has developed two options to contribute towards these savings.

Please see Section 3 of the *Shaping Hampshire – Spending Review Consultation Information Pack* for further details about the savings options and the potential impact, as well as additional savings activities being undertaken by Culture, Community and Business Services.

- Q16. Please consider the two options for making savings to Culture, Community and Business Services. Which ONE of the two options would you prefer the County Council to consider further? PLEASE TICK ONE BOX ONLY**

Options for making savings		1 <sup>st</sup>
1	Review grant funding to voluntary and community organisations	<input type="checkbox"/>
2	Generate additional revenue at Sir Harold Hillier Gardens by increasing visitor numbers and potential charges	<input type="checkbox"/>

## Economy, Transport and Environment Services

For Economy, Transport and Environment Services (ETE), the potential contribution to the expected savings is £14.7 million by April 2017.

The County Council has identified six options which could contribute towards the anticipated savings. Please see Section 3 of the *Shaping Hampshire – Spending Review Consultation Information Pack* for further details about the savings options and the potential impact, as well as additional savings activities being undertaken by Economy, Transport and Environment Services.

- Q17. Please consider the six options for making savings to Economy, Transport and Environment Services. Please rank each of the options according to your preference: ranking the option you would most like to see the County Council to consider further '1<sup>st</sup>', then, the next option you would like to see the County Council consider '2<sup>nd</sup>', and so on. Please ensure that each option has been given a ranking. PLEASE TICK ONE BOX ONLY PER ROW**

Options for making savings		Ranking					
		1 <sup>st</sup>	2 <sup>nd</sup>	3 <sup>rd</sup>	4 <sup>th</sup>	5 <sup>th</sup>	6 <sup>th</sup>
1	Review the quality and frequency of some road maintenance tasks (where safe to do so)	<input type="checkbox"/>					
2	Review local traffic management schemes which are not led by safety concerns or legal requirements (e.g. changes to speed limits)	<input type="checkbox"/>					
3	Dim streetlights	<input type="checkbox"/>					
4	Review entitlement to home-to-school transport	<input type="checkbox"/>					
5	Review the way the Household Waste Recycling Centres (HWRCs) are operated	<input type="checkbox"/>					
6	Review the amount of waste produced by households and increase the proportion that can be recycled	<input type="checkbox"/>					

## Budget priorities – summing up

In this Response Form, you were asked to give your views on a number of options that the County Council is considering in order to find the anticipated savings of £98 million by April 2017. These relate to the potential increase in Council Tax, using the County Council's reserves differently, and many changes to the way some services are delivered.

Regardless of whether the Council Tax is increased next year or not, or whether the County Council uses its reserves differently, spending will still have to be reduced on some services. However, an increase in Council Tax and/ or a different use of the County Council's reserves could potentially reduce the amount of savings that have to be found from departmental service areas.

Q18. Thinking overall, which one of the following options comes closest to your own view about how the County Council should make the anticipated £98 million of savings?  
PLEASE TICK ONE BOX ONLY

- The anticipated savings should be found only by reducing spending on some services. THIS MEANS THAT COUNCIL TAX WOULD NOT INCREASE AND NO MORE RESERVES WOULD BE USED TO FIND THE ANTICIPATED SAVINGS
- The anticipated savings should be found through a combination of a Council Tax increase, AND by reducing spending on some services. THIS MEANS NO MORE RESERVES WOULD BE USED TO FIND THE ANTICIPATED SAVINGS
- The anticipated savings should be found through a combination of using more of the County Council's reserves AND by reducing spending on some services. THIS MEANS THAT COUNCIL TAX WOULD NOT INCREASE
- The anticipated savings should be found through a combination of a Council Tax increase AND by reducing spending on some services, AND by using more of the County Council's reserves.
- None of these options
- Don't know



### Comments and impact

**Q19.** Please describe what, if any, impact Hampshire County Council's savings options could have on you (or your organisation or group, if you are responding on behalf of an organisation or group). PLEASE SUMMARISE YOUR COMMENTS IN THE BOX BELOW

**Q20.** Do you have any comments on how Hampshire County Council should prioritise spending or make savings to help find the anticipated £98 million in savings by April 2017? PLEASE SUMMARISE YOUR COMMENTS IN THE BOX BELOW



## About you

### PLEASE ANSWER Q21 TO Q27 IF YOU ARE PROVIDING YOUR OWN RESPONSE

Hampshire County Council is committed to improving its services, eliminating unlawful discrimination and promoting equality of opportunity for all people.

We would be grateful if you could answer the following questions so we can analyse the results overall and by these different groups of people. Please remember that the Response Form and the information you provide may be subject to publication or release to other parties or to disclosure under regimes such as the Freedom of Information Act 2000, the Data Protection Act 1998 (and the Environmental Information Regulations Act 2004).

**Q21. Are you?**

PLEASE TICK ONE BOX ONLY

- Male                       Female                       Other                       Prefer not to say

**Q22. 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? PLEASE TICK ONE BOX ONLY**

- Yes, a lot                       Yes, a little                       No                       Prefer not to say

**Q23. How old are you?**

PLEASE TICK ONE BOX ONLY

- 17 years and under                       35-44                       65-74  
 18-24                       45-54                       75+  
 25-34                       55-64                       Prefer not to say

**Q24. To which of these ethnic groups do you feel you belong?**

PLEASE TICK ONE BOX ONLY

**White**

- English / Welsh / Scottish / Northern Irish / British  
 Irish  
 Gypsy or Irish Traveller  
 Any other White background

**Black / African / Caribbean / Black British**

- British  
 African  
 Caribbean  
 Any other Black background

**Asian / Asian British**

- Indian  
 Pakistani  
 Bangladeshi  
 Nepalese  
 Chinese  
 Any other Asian background

**Mixed / multiple ethnic groups**

- White and Black Caribbean  
 White and Black African  
 White and Asian  
 Any other mixed background

**Other ethnic group**

- Arab  
 Any other ethnic group  
 Prefer not to say

**Q25. Which of the following best describes your current work status?**

PLEASE TICK ONE BOX ONLY

- |  |   |
|--|---|
| <input type="checkbox"/> Employee in full-time job (30 hours or more per week)   | <input type="checkbox"/> Wholly retired from work                             |
| <input type="checkbox"/> Employee in part-time job (less than 30 hours per week) | <input type="checkbox"/> Full-time education at school, college or University |
| <input type="checkbox"/> Self-employed – full or part time                       | <input type="checkbox"/> Looking after home/family                            |
| <input type="checkbox"/> Government – supported training                         | <input type="checkbox"/> Permanently sick/disabled                            |
| <input type="checkbox"/> Unemployed and available for work                       | <input type="checkbox"/> Doing something else                                 |

**Q26. Are there any children under the age of 16 living in the household?**

PLEASE TICK ALL THAT APPLY

- |   |   |   |
|---|---|---|
| <input type="checkbox"/> Yes – aged 0-4 | <input type="checkbox"/> Yes – aged 9-11  | <input type="checkbox"/> No – none under 16 |
| <input type="checkbox"/> Yes – aged 5-8 | <input type="checkbox"/> Yes – aged 12-15 |   |

**Q27. What is your annual total household income from all sources, before tax and other deductions? PLEASE TICK ONE BOX ONLY**

- |  |  |  |
|--|--|--|
| <input type="checkbox"/> Under £2,500      | <input type="checkbox"/> £13,500 - £15,499 | <input type="checkbox"/> £45,000 - £49,999 |
| <input type="checkbox"/> £2,500 - £4,499   | <input type="checkbox"/> £15,500 - £17,999 | <input type="checkbox"/> £50,000 - £74,999 |
| <input type="checkbox"/> £4,500 - £6,499   | <input type="checkbox"/> £18,000 - £24,999 | <input type="checkbox"/> £75,000 - £99,999 |
| <input type="checkbox"/> £6,500 - £7,499   | <input type="checkbox"/> £25,000 - £29,999 | <input type="checkbox"/> £100,000 or over  |
| <input type="checkbox"/> £7,500 - £9,499   | <input type="checkbox"/> £30,000 - £34,999 | <input type="checkbox"/> Prefer not to say |
| <input type="checkbox"/> £9,500 - £11,499  | <input type="checkbox"/> £35,000 - £39,999 | <input type="checkbox"/> Don't know        |
| <input type="checkbox"/> £11,500 - £13,499 | <input type="checkbox"/> £40,000 - £44,999 |  |

Thank you for taking part in the consultation - please return your completed Response Form in the envelope provided to the following address:

Freepost Plus RTSA-ZHAG-RKEA  
 Shaping Hampshire  
 Ipsos MORI  
 Kings House  
 Kymberley Road  
 Harrow  
 HA1 1PT

1234567890

BARCODE

## Appendix 2: List of organisations and groups that took part

A list of the stakeholder organisations that took part is included below. Please note that two organisations are not listed as they requested confidentiality.

### Charity / non-government organisation

- Alton Community Association
- Alzheimer's Society
- Andover and District Mencap
- Blackwater Valley Friends of the Earth
- Communities First Wessex
- deafPLUS
- Emsworth Community Association
- Enham Trust
- Gilbert White and the Oates Collections
- Making Space
- Parent Voice
- Princess Royal Trust for Carers in Hampshire
- Proteus Theatre Company
- Solent Mind
- Speakeasy Advocacy
- Step by Step
- Treloar's
- Yateley Industries for the Disabled

### Local community or voluntary groups

- Abbotswood Community Association
- Carers Action Network
- Hartley Wintney and District Over 55s Forum
- Romsey Youth Council
- Stanmore Community Association

### District, Parish or Town Councils

- Basingstoke and Deane Borough Council
- Blackwater and Hawley Town Council
- Bramshaw Parish Council
- Cllr Mike Roberts, Aldershot Park Ward
- Ellingham, Harbridge & Ibsley Parish Council
- Fleet Town Council
- Four Marks Parish Council
- Silchester Parish Council
- Whitchurch Town Council
- Yateley Town Council

### School / college / place of Higher Education

- Broughton Primary School
- Bushy Leaze Children and Families Centre
- Four Marks CE Primary School
- Henry Beaufort School
- Knight's Enham Infant School
- Sun Hill Infant School

### Other

- Office of the Police and Crime Commissioner - Hampshire and Isle of Wight
- The Point
- Thin Place Baptist Church
- Walk and Cycle

## Appendix 3: Marked-up topline



**Hampshire**  
County Council

**Ipsos MORI**

**Hampshire County Council Spending Review Consultation 2015  
Topline Results: Stakeholder Organisations  
(19 August 2015)**

A total of 37 participants who responded on behalf of an organisation or group took part in the consultation using the response form (34 online and three using the hard copy response form).

The consultation ran from midday on 26th May to 11.59pm on 6th July 2015

Responses are presented as absolute numbers and not percentages  
Data are unweighted

Findings reflect the view of all who submitted a response to each question through the response form

Where results do not sum to 100%, this may be due to multiple responses or the exclusion of don't know/ not stated answers.

A topline of the responses from members of the public (ie those providing their own



**Hampshire**  
County Council

**Ipsos MORI**

**Total  
(Number)**

**Base size:**

**37**

**Q.1**

**Are you responding on your own behalf or on behalf of an organisation or group?**

I am providing a response on behalf of an organisation or group

37

**Base size:**

**28**

**Q.5**

**Which of these best describes your group or organisation?**

Local employer

1

Local residents' association

0

Charity / non-government organisation

17

School / college / place of Higher Education

6

Elected Hampshire County Councillor, elected district or borough Councillor

0

Parish Councillor

0

Local public sector organisation, e.g. district or borough council, emergency services, health services

0

Businesses or business interest group

0

Local community or voluntary group

4

No additional coding required - information about organisation / confidentiality

only

0

Other

0

	<b>Base size:</b>	<b>35</b>
<b>Q.8</b>	<p><b>Firstly...which of the services below would you say are most important for Hampshire County Council to continue to support or deliver? Please select up to 5 services.</b></p> <p>Services to protect vulnerable children (e.g. those in care)</p> <p>Day centres and other services to support older, disabled or vulnerable people to stay in their homes</p> <p>Services to support children with disabilities</p> <p>Working with schools to improve local education</p> <p>Residential care services for older people</p> <p>Activities for children and young people</p> <p>Childcare support, children's centres and other support for parents and families with young children</p> <p>Adoption and fostering services</p> <p>Drug and alcohol misuse services</p> <p>Provision of subsidies to local bus and community transport services</p> <p>Libraries</p> <p>Country parks and rights of way</p> <p>Household waste recycling centres</p> <p>Road maintenance and management</p> <p>Adult learning (e.g. courses for English, maths, foreign languages, arts and crafts)</p> <p>Services aimed at attracting and supporting businesses to create jobs</p> <p>Environmental protection services (e.g. ecology services)</p> <p>Pavement maintenance and management</p> <p>Road safety improvements</p> <p>Trading Standards</p> <p>OTHER</p> <p>Mental health services</p> <p>Arts / heritage / cultural services</p> <p>Quality of life / well-being</p>	<p>20</p> <p>19</p> <p>18</p> <p>15</p> <p>13</p> <p>12</p> <p>8</p> <p>6</p> <p>6</p> <p>6</p> <p>5</p> <p>4</p> <p>4</p> <p>4</p> <p>4</p> <p>4</p> <p>3</p> <p>3</p> <p>2</p> <p>2</p> <p>1</p> <p>5</p> <p>2</p> <p>2</p> <p>2</p>

		<b>Base size:</b>	<b>35</b>
<b>Q.10</b>	<p><b>Hampshire County Council is considering a number of options for making anticipated savings of £98 million by April 2017 by reviewing its spending and activities across all of its services. To date, the County Council's strategy for managing the reductions in central Government funding (while maintaining Council Tax at the same level for the last six years), has focused on: running the County Council more efficiently by reducing the cost of back office functions using savings to help to protect front line services and prudently using some reserves to manage the costs of change. Do you support or oppose the County Council's current financial strategy, as set out above?</b></p> <p>Strongly support</p> <p>Tend to support</p> <p>No view either way</p> <p>Tend to oppose</p> <p>Strongly oppose</p> <p>Don't know</p>		<p>11</p> <p>16</p> <p>1</p> <p>1</p> <p>6</p> <p>0</p>
	<b>Support</b>		<b>27</b>
	<b>Oppose</b>		<b>7</b>
	<b>Net support</b>		<b>20</b>
		<b>Base size:</b>	<b>33</b>
<b>Q.11</b>	<p><b>How much, if at all, would you be willing to see the Council Tax paid by your household increase in order to help meet the anticipated £98 million of savings?</b></p> <p>0% increase</p> <p>1% increase</p> <p>1.99% increase</p> <p>3% increase</p> <p>4% increase</p> <p>5% increase</p> <p>More than 5% increase</p> <p>10% increase</p> <p>Other Impacts - Negative impact on the service user / community of Hampshire</p> <p>Other</p> <p><b>ALTERNATIVE SUGGESTIONS</b></p> <p>Alternative Suggestion - Council Tax - Increase council tax to improve / retain services</p>		<p>1</p> <p>5</p> <p>15</p> <p>2</p> <p>1</p> <p>5</p> <p>0</p> <p>0</p> <p>0</p> <p>0</p> <p>0</p> <p>1</p> <p>0</p>
			Cont'd

<b>Q.11 cont'd</b>	<b>How much, if at all, would you be willing to see the Council Tax paid by your household increase in order to help meet the anticipated £98 million of savings?</b>	
	Alternative Suggestion - HCC - Reduce councillors / salary / pay / bonuses for councillors	1
	None of these	1
	Don't know	2
	<b>No increase</b>	<b>1</b>
	<b>Below referendum trigger point</b>	<b>20</b>
	<b>Above referendum trigger point</b>	<b>8</b>
	<b>Base size:</b>	<b>33</b>
<b>Q.12</b>	<b>Which ONE of the following two statements comes closest to your own view about how reserves should be used when considering how to make the anticipated £98 million of savings?</b>	
	I agree with the County Council's current position - no more should be spent from reserve funds to help find some of the savings needed	14
	I disagree with the County Council's current position - more should be spent from reserve funds to help find some of the savings needed	16
	Don't know	3
	<b>Base size:</b>	<b>33</b>
<b>Q.13</b>	<b>Please consider the eight options for making savings to Adult Services. Please rank each of the options according to your preference: ranking the option you would most like to see the County Council to consider further '1' then, the next option '2' and so on. 1st preference</b>	
	Review staff working practices and travel costs to improve efficiency	11
	Align spend with the NHS to buy services for people with disabilities	10
	Review the way care and the support provided on a day-to-day basis is delivered	6
	Reshape the care market in Hampshire	5
	Invest in alternatives to traditional residential care, for example Extra-Care assisted living	1
	Review the way day care services are delivered for older people and people with learning disabilities	0
	Review the way the County Council operates its nursing and residential homes	0
	Review charges for adult social care services	0

	<b>Base size:</b>	<b>31</b>
<b>Q.13</b>	<p><b>Please consider the eight options for making savings to Adult Services. Please rank each of the options according to your preference: ranking the option you would most like to see the County Council to consider further '1' then, the next option '2' and so on. 2nd preference</b></p> <p>Review the way day care services are delivered for older people and people with learning disabilities</p> <p>Invest in alternatives to traditional residential care, for example Extra-Care assisted living</p> <p>Align spend with the NHS to buy services for people with disabilities</p> <p>Reshape the care market in Hampshire</p> <p>Review the way care and the support provided on a day-to-day basis is delivered</p> <p>Review staff working practices and travel costs to improve efficiency</p> <p>Review the way the County Council operates its nursing and residential homes</p> <p>Review charges for adult social care services</p>	<p>8</p> <p>6</p> <p>5</p> <p>3</p> <p>3</p> <p>2</p> <p>2</p> <p>2</p>
	<b>Base size:</b>	<b>31</b>
<b>Q.13</b>	<p><b>Please consider the eight options for making savings to Adult Services. Please rank each of the options according to your preference: ranking the option you would most like to see the County Council to consider further '1' then, the next option '2' and so on. 3rd preference</b></p> <p>Align spend with the NHS to buy services for people with disabilities</p> <p>Review the way the County Council operates its nursing and residential homes</p> <p>Reshape the care market in Hampshire</p> <p>Invest in alternatives to traditional residential care, for example Extra-Care assisted living</p> <p>Review charges for adult social care services</p> <p>Review staff working practices and travel costs to improve efficiency</p> <p>Review the way care and the support provided on a day-to-day basis is delivered</p> <p>Review the way day care services are delivered for older people and people with learning disabilities</p>	<p>6</p> <p>6</p> <p>5</p> <p>4</p> <p>4</p> <p>3</p> <p>2</p> <p>1</p>

	<b>Base size:</b>	<b>31</b>
<b>Q.13</b>	<p><b>Please consider the eight options for making savings to Adult Services. Please rank each of the options according to your preference: ranking the option you would most like to see the County Council to consider further '1' then, the next option '2' and so on. 4th preference</b></p> <p>Invest in alternatives to traditional residential care, for example Extra-Care assisted living</p> <p>Review the way care and the support provided on a day-to-day basis is delivered</p> <p>Review the way day care services are delivered for older people and people with learning disabilities</p> <p>Reshape the care market in Hampshire</p> <p>Review staff working practices and travel costs to improve efficiency</p> <p>Review charges for adult social care services</p> <p>Review the way the County Council operates its nursing and residential homes</p> <p>Align spend with the NHS to buy services for people with disabilities</p>	<p>8</p> <p>5</p> <p>5</p> <p>4</p> <p>3</p> <p>3</p> <p>2</p> <p>1</p>
	<b>Base size:</b>	<b>31</b>
<b>Q.13</b>	<p><b>Please consider the eight options for making savings to Adult Services. Please rank each of the options according to your preference: ranking the option you would most like to see the County Council to consider further '1' then, the next option '2' and so on. 5th preference</b></p> <p>Review the way care and the support provided on a day-to-day basis is delivered</p> <p>Review the way the County Council operates its nursing and residential homes</p> <p>Review the way day care services are delivered for older people and people with learning disabilities</p> <p>Align spend with the NHS to buy services for people with disabilities</p> <p>Reshape the care market in Hampshire</p> <p>Review charges for adult social care services</p> <p>Invest in alternatives to traditional residential care, for example Extra-Care assisted living</p> <p>Review staff working practices and travel costs to improve efficiency</p>	<p>8</p> <p>6</p> <p>5</p> <p>4</p> <p>3</p> <p>3</p> <p>2</p> <p>0</p>

	<b>Base size:</b>	<b>30</b>
<b>Q.13</b>	<p><b>Please consider the eight options for making savings to Adult Services. Please rank each of the options according to your preference: ranking the option you would most like to see the County Council to consider further '1' then, the next option '2' and so on. 6th preference</b></p> <p>Review the way the County Council operates its nursing and residential homes</p> <p>Review staff working practices and travel costs to improve efficiency</p> <p>Reshape the care market in Hampshire</p> <p>Review the way day care services are delivered for older people and people with learning disabilities</p> <p>Review charges for adult social care services</p> <p>Invest in alternatives to traditional residential care, for example Extra-Care assisted living</p> <p>Align spend with the NHS to buy services for people with disabilities</p> <p>Review the way care and the support provided on a day-to-day basis is delivered</p>	<p>7</p> <p>5</p> <p>4</p> <p>4</p> <p>4</p> <p>3</p> <p>2</p> <p>1</p>
	<b>Base size:</b>	<b>30</b>
<b>Q.13</b>	<p><b>Please consider the eight options for making savings to Adult Services. Please rank each of the options according to your preference: ranking the option you would most like to see the County Council to consider further '1' then, the next option '2' and so on. 7th preference</b></p> <p>Review the way day care services are delivered for older people and people with learning disabilities</p> <p>Review staff working practices and travel costs to improve efficiency</p> <p>Invest in alternatives to traditional residential care, for example Extra-Care assisted living</p> <p>Review the way the County Council operates its nursing and residential homes</p> <p>Review charges for adult social care services</p> <p>Align spend with the NHS to buy services for people with disabilities</p> <p>Reshape the care market in Hampshire</p> <p>Review the way care and the support provided on a day-to-day basis is delivered</p>	<p>7</p> <p>5</p> <p>4</p> <p>4</p> <p>4</p> <p>3</p> <p>2</p> <p>1</p>

	<b>Base size:</b>	<b>29</b>
<b>Q.13</b>	<p><b>Please consider the eight options for making savings to Adult Services. Please rank each of the options according to your preference: ranking the option you would most like to see the County Council to consider further '1' then, the next option '2' and so on. 8th preference</b></p> <p>Review charges for adult social care services</p> <p>Review the way care and the support provided on a day-to-day basis is delivered</p> <p>Reshape the care market in Hampshire</p> <p>Review staff working practices and travel costs to improve efficiency</p> <p>Review the way the County Council operates its nursing and residential homes</p> <p>Invest in alternatives to traditional residential care, for example Extra-Care assisted living</p> <p>Align spend with the NHS to buy services for people with disabilities</p> <p>Review the way day care services are delivered for older people and people with learning disabilities</p>	<p>10</p> <p>5</p> <p>4</p> <p>3</p> <p>3</p> <p>3</p> <p>1</p> <p>0</p>
	<b>Base size:</b>	<b>31</b>
<b>Q.14</b>	<p><b>Please consider the six options for making savings to Children's Services. Please rank each of the options according to your preference: ranking the option you would most like to see the County Council to consider further '1' then, the next option '2' and so on. 1st preference</b></p> <p>Seek to increase the number of foster carers to care for children who are currently looked after by the County Council</p> <p>Review the process and placement costs of children's social care, without putting children at risk</p> <p>Review school improvement services and support</p> <p>Review services for Special Educational Needs (SEN) transport</p> <p>Review the operation of children's centres</p> <p>Review the criteria applicable and the services available for children with disabilities</p>	<p>10</p> <p>7</p> <p>7</p> <p>5</p> <p>2</p> <p>1</p>

	<b>Base size:</b>	<b>32</b>
<b>Q.14</b>	<p><b>Please consider the six options for making savings to Children's Services. Please rank each of the options according to your preference: ranking the option you would most like to see the County Council to consider further '1' then, the next option '2' and so on. 2nd preference</b></p> <p>Seek to increase the number of foster carers to care for children who are currently looked after by the County Council</p> <p>Review school improvement services and support</p> <p>Review the process and placement costs of children's social care, without putting children at risk</p> <p>Review the operation of children's centres</p> <p>Review the criteria applicable and the services available for children with disabilities</p> <p>Review services for Special Educational Needs (SEN) transport</p>	<p>8</p> <p>8</p> <p>7</p> <p>6</p> <p>2</p> <p>1</p>
	<b>Base size:</b>	<b>31</b>
<b>Q.14</b>	<p><b>Please consider the six options for making savings to Children's Services. Please rank each of the options according to your preference: ranking the option you would most like to see the County Council to consider further '1' then, the next option '2' and so on. 3rd preference</b></p> <p>Review the operation of children's centres</p> <p>Review services for Special Educational Needs (SEN) transport</p> <p>Seek to increase the number of foster carers to care for children who are currently looked after by the County Council</p> <p>Review the criteria applicable and the services available for children with disabilities</p> <p>Review the process and placement costs of children's social care, without putting children at risk</p> <p>Review school improvement services and support</p>	<p>8</p> <p>7</p> <p>6</p> <p>5</p> <p>3</p> <p>2</p>
	<b>Base size:</b>	<b>30</b>
<b>Q.14</b>	<p><b>Please consider the six options for making savings to Children's Services. Please rank each of the options according to your preference: ranking the option you would most like to see the County Council to consider further '1' then, the next option '2' and so on. 4th preference</b></p>	

	Review the process and placement costs of children's social care, without putting children at risk	7
	Review the criteria applicable and the services available for children with disabilities	6
	Review the operation of children's centres	6
	Seek to increase the number of foster carers to care for children who are currently looked after by the County Council	4
	Review school improvement services and support	4
	Review services for Special Educational Needs (SEN) transport	3
	<b>Base size:</b>	<b>31</b>
<b>Q.14</b>	<b>Please consider the six options for making savings to Children's Services. Please rank each of the options according to your preference: ranking the option you would most like to see the County Council to consider further '1' then, the next option '2' and so on. 5th preference</b>	
	Review the criteria applicable and the services available for children with disabilities	9
	Review services for Special Educational Needs (SEN) transport	9
	Review the operation of children's centres	5
	Seek to increase the number of foster carers to care for children who are currently looked after by the County Council	3
	Review school improvement services and support	3
	Review the process and placement costs of children's social care, without putting children at risk	2

	<b>Base size:</b>	<b>31</b>
<b>Q.14</b>	<b>Please consider the six options for making savings to Children's Services. Please rank each of the options according to your preference: ranking the option you would most like to see the County Council to consider further '1' then, the next option '2' and so on. 6th preference</b>	
	Review the criteria applicable and the services available for children with disabilities	8
	Review school improvement services and support	7
	Review services for Special Educational Needs (SEN) transport	6
	Review the process and placement costs of children's social care, without putting children at risk	6
	Review the operation of children's centres	4
	Seek to increase the number of foster carers to care for children who are currently looked after by the County Council	0
	<b>Base size:</b>	<b>34</b>
<b>Q.15</b>	<b>Do you agree or disagree that the County Council should cease producing Hampshire Now to help make savings?</b>	
	Agree - Hampshire County Council should cease production of Hampshire Now	32
	Disagree - Hampshire County Council should not cease production of Hampshire Now	1
	Don't know	1
	<b>Base size:</b>	<b>35</b>
<b>Q.16</b>	<b>Please consider the two options for making savings to Culture, Community and Business Services. Which ONE of the two options would you prefer the County Council to consider further?</b>	
	Review grant funding to voluntary and community organisations	4
	Generate additional revenue at Sir Harold Hillier Gardens by increasing visitor numbers and potential charges	31

	<b>Base size:</b>	<b>31</b>
<b>Q.17</b>	<p><b>Please consider the six options for making savings to Energy, Environment and Transport Services. Please rank each of the options according to your preference: ranking the option you would most like to see the County Council to consider further '1' then, the next option '2' and so on.</b></p> <p><b>1st preference</b></p> <p>Review the amount of waste produced by households and increase the proportion that can be recycled</p> <p>Dim streetlights</p> <p>Review local traffic management schemes which are not led by safety concerns or legal requirements (e.g. changes to speed limits)</p> <p>Review the way the Household Waste Recycling Centres (HWRCs) are operated</p> <p>Review the quality and frequency of some road maintenance tasks (where safe to do so)</p> <p>Review entitlement to home-to-school transport</p>	<p>14</p> <p>8</p> <p>7</p> <p>2</p> <p>2</p> <p>0</p>
	<b>Base size:</b>	<b>31</b>
<b>Q.17</b>	<p><b>Please consider the six options for making savings to Energy, Environment and Transport Services. Please rank each of the options according to your preference: ranking the option you would most like to see the County Council to consider further '1' then, the next option '2' and so on.</b></p> <p><b>2nd preference</b></p> <p>Review the way the Household Waste Recycling Centres (HWRCs) are operated</p> <p>Dim streetlights</p> <p>Review local traffic management schemes which are not led by safety concerns or legal requirements (e.g. changes to speed limits)</p> <p>Review the amount of waste produced by households and increase the proportion that can be recycled</p> <p>Review the quality and frequency of some road maintenance tasks (where safe to do so)</p> <p>Review entitlement to home-to-school transport</p>	<p>7</p> <p>6</p> <p>6</p> <p>6</p> <p>5</p> <p>4</p>

	<b>Base size:</b>	<b>31</b>
<b>Q.17</b>	<p><b>Please consider the six options for making savings to Energy, Environment and Transport Services. Please rank each of the options according to your preference: ranking the option you would most like to see the County Council to consider further '1' then, the next option '2' and so on. 3rd preference</b></p> <p>Review the quality and frequency of some road maintenance tasks (where safe to do so)</p> <p>Review entitlement to home-to-school transport</p> <p>Review local traffic management schemes which are not led by safety concerns or legal requirements (e.g. changes to speed limits)</p> <p>Review the amount of waste produced by households and increase the proportion that can be recycled</p> <p>Review the way the Household Waste Recycling Centres (HWRCs) are operated</p> <p>Dim streetlights</p>	<p>7</p> <p>7</p> <p>5</p> <p>5</p> <p>4</p> <p>3</p>
	<b>Base size:</b>	<b>31</b>
<b>Q.17</b>	<p><b>Please consider the six options for making savings to Energy, Environment and Transport Services. Please rank each of the options according to your preference: ranking the option you would most like to see the County Council to consider further '1' then, the next option '2' and so on. 4th preference</b></p> <p>Review local traffic management schemes which are not led by safety concerns or legal requirements (e.g. changes to speed limits)</p> <p>Review the quality and frequency of some road maintenance tasks (where safe to do so)</p> <p>Review entitlement to home-to-school transport</p> <p>Review the way the Household Waste Recycling Centres (HWRCs) are operated</p> <p>Dim streetlights</p> <p>Review the amount of waste produced by households and increase the proportion that can be recycled</p>	<p>9</p> <p>5</p> <p>5</p> <p>5</p> <p>4</p> <p>3</p>

	<b>Base size:</b>	<b>31</b>
<b>Q.17</b>	<p><b>Please consider the six options for making savings to Energy, Environment and Transport Services. Please rank each of the options according to your preference: ranking the option you would most like to see the County Council to consider further '1' then, the next option '2' and so on. 5th preference</b></p> <p>Review the way the Household Waste Recycling Centres (HWRCs) are operated</p> <p>Dim streetlights</p> <p>Review the quality and frequency of some road maintenance tasks (where safe to do so)</p> <p>Review entitlement to home-to-school transport</p> <p>Review the amount of waste produced by households and increase the proportion that can be recycled</p> <p>Review local traffic management schemes which are not led by safety concerns or legal requirements (e.g. changes to speed limits)</p>	<p>10</p> <p>7</p> <p>5</p> <p>4</p> <p>3</p> <p>2</p>
	<b>Base size:</b>	<b>31</b>
<b>Q.17</b>	<p><b>Please consider the six options for making savings to Energy, Environment and Transport Services. Please rank each of the options according to your preference: ranking the option you would most like to see the County Council to consider further '1' then, the next option '2' and so on. 6th preference</b></p> <p>Review entitlement to home-to-school transport</p> <p>Review the quality and frequency of some road maintenance tasks (where safe to do so)</p> <p>Review local traffic management schemes which are not led by safety concerns or legal requirements (e.g. changes to speed limits)</p> <p>Review the way the Household Waste Recycling Centres (HWRCs) are operated</p> <p>Dim streetlights</p> <p>Review the amount of waste produced by households and increase the proportion that can be recycled</p>	<p>11</p> <p>8</p> <p>4</p> <p>4</p> <p>3</p> <p>1</p>

	<b>Base size:</b>	<b>32</b>
<b>Q.18</b>	<p><b>Thinking overall, which one of the following options comes closest to your own view about how the County Council should find the anticipated £98 million of savings?</b></p> <p>The anticipated savings should be found only by reducing spending on some services</p> <p>The anticipated savings should be found through a combination of a Council Tax increase AND by reducing spending on some services</p> <p>The anticipated savings should be found through a combination of using more of the County Council's reserves AND by reducing spending on some services</p> <p>The anticipated savings should be found through a combination of a Council Tax increase AND by reducing spending on some services, AND by using more of the County Council's reserves</p> <p>None of these options</p> <p>Don't know</p>	<p>0</p> <p>7</p> <p>2</p> <p>21</p> <p>1</p> <p>1</p>
	<b>Base size:</b>	<b>32</b>
<b>Q.19</b>	<p><b>Please describe what, if any, impact Hampshire County Council's savings options could have on you (or your organisation or group, if you are responding on behalf of an organisation or group).</b></p> <p><b>BUDGET REDUCTION STRATEGY / PROPOSALS</b></p> <p><b>OPPOSITION</b></p> <p>Oppose - Any cuts / no additional cuts / privatisation / services are struggling as it is</p> <p>Oppose - CC&amp;B Services - Cutting funding to voluntary and community organisations</p> <p><b>NEUTRAL</b></p> <p>Budget reduction - Uncertain / concerned about the future / impacts</p> <p><b>IMPACTS</b></p> <p><b>IMPACTS - ADULT SERVICES</b></p> <p>Adult Services - Concerns about a decline in standards / quality of services</p> <p>Adult Services - Concerns about financial viability / making cuts to save money is a false economy / pointless exercise</p> <p>Adult Services - Negative impact from reduced services (general)</p> <p>Adult Services - Negative impact mental health service users</p> <p>Adult Services - Negative impact on disabled adults (general)</p>	<p><b>9</b></p> <p><b>8</b></p> <p>4</p> <p>4</p> <p><b>1</b></p> <p>1</p> <p>25</p> <p><b>8</b></p> <p>2</p> <p>1</p> <p>2</p> <p>1</p> <p>2</p> <p>Cont'd</p>

<p><b>Q.19 Cont'd</b></p>	<p><b>Please describe what, if any, impact Hampshire County Council's savings options could have on you (or your organisation or group, if you are responding on behalf of an organisation or group).</b></p>	
	<p>Adult Services - Negative impact on older / elderly people from loss of home care / independent living services</p>	<p>2</p>
	<p>Adult Services - Negative impact on older / elderly people's quality of life / wellbeing</p>	<p>1</p>
	<p>Adult Services - Negative impact on vulnerable adults (general)</p>	<p>3</p>
	<p><b>IMPACTS - CHILDREN'S SERVICES</b></p>	<p><b>16</b></p>
	<p>Children's Services - Concerns about a decline in standards / quality of services</p>	<p>2</p>
	<p>Children's Services - Concerns about financial viability / making cuts to save money is a false economy / pointless exercise</p>	<p>3</p>
	<p>Children's Services - Children's centres - Negative impact from reduced services</p>	<p>1</p>
	<p>Children's Services - Education - Concerns about a decline in service / standards / quality</p>	<p>2</p>
	<p>Children's Services - Home-to-School Transport - Negative impact from reduced services</p>	<p>1</p>
	<p>Children's Services - SEN transport - Negative impact from reduced services</p>	<p>2</p>
	<p>Children's Services - Negative impact from reduced services (general)</p>	<p>3</p>
	<p>Children's Services - Negative impact on mental health service users</p>	<p>1</p>
	<p>Children's Services - Negative impact on children's futures / prospects of children / young people of Hampshire</p>	<p>1</p>
	<p>Children's Services - Negative impact on disabled children (general)</p>	<p>5</p>
	<p>Children's Services - Negative impact on preventative / 'early help' / intervention services</p>	<p>2</p>
	<p>Children's Services - Negative impact on lives of parents / families / carers</p>	<p>2</p>
	<p>Children's Services - Negative impact on school administration / increased workload from reduced services</p>	<p>1</p>
	<p>Children's Services - Negative impact on short breaks / respite care</p>	<p>1</p>
	<p>Children's Services - Negative impact on vulnerable children (general)</p>	<p>4</p>
	<p>Children's Services - Negative impact on youth centres / services</p>	<p>2</p>
		<p>Cont'd</p>

<b>Q.19 Cont'd</b>	<b>Please describe what, if any, impact Hampshire County Council's savings options could have on you (or your organisation or group, if you are responding on behalf of an organisation or group).</b>	
	<b>IMPACTS - CULTURE, COMMUNITIES &amp; BUSINESS SERVICES</b>	<b>3</b>
	CC&B Services - Concerns about reliance on voluntary / community groups to provide services	1
	CC&B Services - Culture - Arts - Negative impact from reduced services	2
	<b>IMPACTS - ECONOMY, TRANSPORT &amp; ENVIRONMENT SERVICES</b>	<b>2</b>
	ET&E Services - Environment - Negative impact on the environment / carbon footprint / climate change	1
	ET&E Services - Transport - Road Maintenance - Concerns about a decline in standards / quality of services	1
	<b>IMPACTS - HAMPSHIRE COUNTY COUNCIL</b>	<b>1</b>
	HCC - Staff - Concerns about redundancies / job losses / job security	1
	<b>IMPACTS - GENERAL</b>	<b>6</b>
	General Impacts - Concerns about financial viability / making cuts to save money is a false economy / pointless exercise	3
	General Impacts - Negative impact on lives of parents / families / carers	1
	General Impacts - Negative impact on quality of life / well-being / community of Hampshire	3
	General impacts - Negative impact on vulnerable people	1
	<b>PRIORITIES</b>	<b>14</b>
	<b>PRIORITIES - ADULT SERVICES</b>	<b>7</b>
	Adult Services - Prioritise adult services (general)	2
	Adult Services - Prioritise care provision / carers	1
	Adult Services - Prioritise preventative / 'early help' / intervention services	1
	Adult Services - Prioritise services for disabled adults	1
	Adult Services - Prioritise services for older / elderly people	1
	Adult Services - Prioritise services for vulnerable adults	3
	<b>PRIORITIES - CHILDREN'S SERVICES</b>	<b>10</b>
	Children's Services - Prioritise children's centres	2
	Children's Services - Prioritise children's services (general)	1
	Children's Services - Prioritise education / schooling	1
		Cont'd

<b>Q.19 Cont'd</b>	<b>Please describe what, if any, impact Hampshire County Council's savings options could have on you (or your organisation or group, if you are responding on behalf of an organisation or group).</b>	
	Children's Services - Prioritise preventative / 'early help' / intervention services	2
	Children's Services - Prioritise residential placements / services for fostered / adopted children	1
	Children's Services - Prioritise services for disabled children	1
	Children's Services - Prioritise services for vulnerable children	5
	Children's Services - Prioritise youth centres / services / youth workers	1
	<b>PRIORITIES - CULTURE, COMMUNITIES &amp; BUSINESS SERVICES</b>	<b>7</b>
	CC&B Services - Communities - Prioritise libraries / library services	1
	CC&B Services - Communities - Prioritise leisure / recreation services	1
	CC&B Services - Culture - Prioritise arts / heritage / cultural services	1
	CC&B Services - Prioritise voluntary / charity / community sector	4
	<b>PRIORITIES - ECONOMY, TRANSPORT &amp; ENVIRONMENT SERVICES</b>	<b>3</b>
	ET&E Services - Environment - Prioritise flood prevention / land drainage services	1
	ET&E Services - Transport - Public Transport - Prioritise public transport services	1
	ET&E Services - Transport - Prioritise pavements / paths / walkways / the needs of pedestrians	2
	ET&E Services - Transport - Prioritise roads / maintenance services	1
	ET&E Services - Transport - Prioritise road safety	1
	<b>PRIORITIES - GENERAL</b>	<b>3</b>
	General Priorities - Direct contact with clients	1
	General Priorities - Families of vulnerable people	1
		Cont'd

<p><b>Q.19 Cont'd</b></p>	<p><b>Please describe what, if any, impact Hampshire County Council's savings options could have on you (or your organisation or group, if you are responding on behalf of an organisation or group).</b></p>	
	<p>General Priorities - Important / vital / essential services / front line services (general)</p>	<p>2</p>
	<p>General Priorities - Savings / cuts need careful / fair consideration / should be impact assessed</p>	<p>1</p>
	<p><b>ALTERNATIVE SUGGESTIONS</b></p>	<p><b>11</b></p>
	<p>Alternative Suggestion - CC&amp;B Services - Voluntary sector / charities should receive more funding</p>	<p>2</p>
	<p>Alternative Suggestion - Children's Services - Use existing budget more effectively / efficiently</p>	<p>1</p>
	<p>Alternative Suggestion - Council Tax - Increase council tax / to improve / retain services</p>	<p>1</p>
	<p>Alternative Suggestion - Corporate Services - Improve technology - IT / online services / to save costs / work effectively / efficiently</p>	<p>2</p>
	<p>Alternative Suggestion - HCC - Improve management / running of HCC</p>	<p>1</p>
	<p>Alternative Suggestion - HCC - Improve openness / be more honest / transparent with the community of Hampshire</p>	<p>1</p>
	<p>Alternative Suggestion - HCC - Reduce council staffing / remove tiers of management</p>	<p>1</p>
	<p>Alternative Suggestion - HCC - Reduce salary / benefits / bonuses of council staff / management</p>	<p>1</p>
	<p>Alternative Suggestion - HCC - Reduce silo mentality / join up services / integrate / work closer together</p>	<p>2</p>
	<p>Alternative Suggestion - HCC - Reduce waste / unnecessary spending / outgoings / bureaucracy / improve efficiency</p>	<p>2</p>
	<p>Alternative Suggestion - HCC - Run HCC like a business / charge for services / allow people to buy / opt into some services</p>	<p>1</p>
	<p>Alternative Suggestion - HCC - Run HCC like a business / increase rental revenue from building and land assets and / or sell-off</p>	<p>1</p>
	<p>Alternative Suggestion - HCC - Run HCC like a business / improve / regulate procured / outsourced services</p>	<p>1</p>
	<p>Alternative Suggestion - Adopt a mixed approach / make some savings / cut some services / raise council tax a bit etc</p>	<p>1</p>
		<p>Cont'd</p>

<p><b>Q.19 Cont'd</b></p>	<p><b>Please describe what, if any, impact Hampshire County Council's savings options could have on you (or your organisation or group, if you are responding on behalf of an organisation or group).</b></p>	
	<p>Alternative Suggestion - Community involvement / volunteering / education can contribute towards savings  <b>EXISTING SITUATION</b>  Existing Situation - CC&amp;B Services - Culture - Arts - Previous cuts have impacted on services / service quality  Existing Situation - Children's Services - Previous cuts have impacted on services / service quality  Existing situation - ET&amp;E Services - Road Maintenance - Quality of repairs is poor / road surfaces have got worse / are bad / unsafe  Existing Situation - Previous cuts have impacted on services / service quality  <b>OUT OF SCOPE</b>  Response mentions police / fire / rescue / emergency services  <b>MISCELLANEOUS</b>  Criticism of the consultation / consultation process / document / document lacks detail  HCC - Management - challenge / criticism  Reduction of services may be a breach of the law / lead to legal action against HCC  The public / those affected need to be listened to / public opinion must be taken seriously  Other</p>	<p>1  <b>3</b>  1  1  1  1  <b>1</b>  1  <b>4</b>  2  1  1  1  1  1</p>
	<b>Base size:</b>	<b>19</b>
<p><b>Q.20</b></p>	<p><b>Do you have any comments on how Hampshire County Council should prioritise spending or make savings to help find the anticipated £98 million in savings by April 2017?</b>  <b>BUDGET REDUCTION STRATEGY / PROPOSALS</b>  <b>SUPPORT</b>  Support - CC&amp;B Services - Budget reduction (general)  Support - ET&amp;E Services - Transport - Road traffic management scheme reductions  <b>OPPOSITION</b>  Oppose - Any cuts / no additional cuts / privatisation / services are struggling as it is  Oppose - Corporate Services - Ceasing production of Hampshire Now</p>	<p><b>5</b>  <b>2</b>  1  1  <b>2</b>  1  1  1  Cont'd</p>

<p><b>Q.20 Cont'd</b></p>	<p><b>Do you have any comments on how Hampshire County Council should prioritise spending or make savings to help find the anticipated £98 million in savings by April 2017?</b></p>	
	<b>NEUTRAL</b>	<b>1</b>
	Budget reduction - Understand the need for budget reduction	1
	<b>IMPACTS</b>	<b>2</b>
	<b>IMPACTS - CULTURE, COMMUNITIES &amp; BUSINESS SERVICES</b>	<b>1</b>
	CC&B Services - Culture - Arts - Negative impact from reduced services	1
	<b>IMPACTS - GENERAL</b>	<b>1</b>
	General Impacts - Concerns about a decline in standards / quality of services	1
	General Impacts - Concerns about financial viability / making cuts to save money is a false economy / pointless exercise	1
	<b>PRIORITIES</b>	<b>12</b>
	<b>PRIORITIES - ADULT SERVICES</b>	<b>4</b>
	Adult Services - Prioritise services for disabled adults	2
	Adult Services - Prioritise services for older / elderly people	1
	Adult Services - Prioritise services for vulnerable adults	4
	<b>PRIORITIES - CHILDREN'S SERVICES</b>	<b>5</b>
	Children's Services - Prioritise services for disabled children	2
	Children's Services - Prioritise services for vulnerable children	5
	<b>PRIORITIES - CULTURE, COMMUNITIES &amp; BUSINESS SERVICES</b>	<b>1</b>
	CC&B Services - Culture - Prioritise arts / heritage / cultural services	1
	<b>PRIORITIES - ECONOMY, TRANSPORT &amp; ENVIRONMENT SERVICES</b>	<b>1</b>
	ET&E Services - Transport - Public Transport - Prioritise public transport services	1
	ET&E Services - Transport - Prioritise roads / maintenance services	1
	<b>PRIORITIES - GENERAL</b>	<b>9</b>
	General Priorities - Families of older / elderly people	1
	General Priorities - Important / vital / essential services / front line services (general)	2
	General Priorities - Preventative / 'early help' / intervention services	1
	General Priorities - Quality of life / well-being / community of Hampshire	1
		Cont'd

<b>Q.20 Cont'd</b>	<b>Do you have any comments on how Hampshire County Council should prioritise spending or make savings to help find the anticipated £98 million in savings by April 2017?</b>	
	General Priorities - Services / standards / quality	2
	General Priorities - Savings / cuts need careful / fair consideration / should be impact assessed	3
	General Priorities - Tax payers' money must be spent wisely	1
	<b>ALTERNATIVE SUGGESTIONS</b>	<b>14</b>
	Alternative Suggestion - Council Tax - Increase council tax / to improve / retain services	3
	Alternative Suggestion - Council Tax - Increase council tax by 1% -1.99%	1
	Alternative Suggestion - Council Tax - Increase council tax by 2% - 5%	1
	Alternative Suggestion - Corporate Services - Hampshire Now - Seek cost effective ways of keeping the magazine / promoting news - opt in / opt out / send out bi-annually	1
	Alternative Suggestion - ET&E Services - Public Transport - Concessionary travel / free bus passes should be targeted for savings	1
	Alternative Suggestion - HCC - Improve management / running of HCC	1
	Alternative Suggestion - HCC - Reduce councillors / salary / pay / bonuses for councillors	1
	Alternative Suggestion - HCC - Reduce funding for reviews / surveys / consultations / referendums	1
	Alternative Suggestion - HCC - Reduce salary / benefits / bonuses of council staff / management	2
	Alternative Suggestion - HCC - Reduce silo mentality / join up services / integrate / work closer together	1
	Alternative suggestion - HCC - Run HCC like a business / encourage innovation / to generate revenue	1
	Alternative Suggestion - HCC - Run HCC like a business / improve / regulate procured / outsourced services	1
	Alternative Suggestion - Community involvement / volunteering / education can contribute towards savings	1
	Alternative Suggestion - Use reserves	3
	Alternative Suggestion - Other	2
		Cont'd





**Hampshire**  
County Council

**Ipsos MORI**

**Hampshire County Council Spending Review  
Consultation 2015  
Topline Results: Individuals**

A total of 1,223 participants who said they were responding on their own behalf took part in the consultation, using the response form (1,136 online and 87 using the hard copy response form)

The consultation ran from midday on 26th May to 11.59pm on 6th July 2015

Responses are presented as absolute numbers and not percentages  
Data are unweighted

Findings reflect the view of all who submitted a response to each question through the response form

Where results do not sum to 100%, this may be due to multiple responses or the exclusion of don't know/ not stated answers.

A topline of the responses from stakeholder organisations (ie those providing a response



Hampshire  
County Council

Ipsos MORI

		Total (Number)
	<b>Base size:</b>	<b>1223</b>
<b>Q.1</b>	<b>Are you responding on your own behalf or on behalf of an organisation or group?</b> I am providing my own response	1223
	<b>Base size:</b>	<b>1215</b>
<b>Q.3</b>	<b>Please tell us which district or borough council collects your household's Council Tax?</b> Winchester City Council New Forest District Council Eastleigh Borough Council Test Valley Borough Council Basingstoke and Deane Borough Council Fareham Borough Council Hart District Council East Hampshire District Council Gosport Borough Council Havant Borough Council Outside the Hampshire County Council area Rushmoor Borough Council Don't know	241 149 135 114 112 89 87 87 71 52 34 27 17

	Base size:	1219
<b>Q.8</b>	<b>Firstly, thinking about you and your household...which of the services below would you say are most important for Hampshire County Council to continue to support or deliver? Please select up to 5 services.</b>	
	Services to protect vulnerable children (e.g. those in care)	605
	Day centres and other services to support older, disabled or vulnerable people to stay in their homes	575
	Road maintenance and management	497
	Working with schools to improve local education	446
	Residential care services for older people	435
	Household waste recycling centres	421
	Services to support children with disabilities	409
	Libraries	335
	Country parks and rights of way	248
	Childcare support, children's centres and other support for parents and families with young children	245
	Adoption and fostering services	234
	Provision of subsidies to local bus and community transport services	198
	Activities for children and young people	195
	Environmental protection services (e.g. ecology services)	186
	Trading Standards	173
	Services aimed at attracting and supporting businesses to create jobs	173
	Traffic congestion reduction	154
	Pavement maintenance and management	146
	Road safety improvements	127
	Drug and alcohol misuse services	114
	Adult learning (e.g. courses for English, maths, foreign languages, arts and crafts)	71
	Street lighting	68
	<b>OTHER SERVICES</b>	<b>64</b>
	<b>ADULT &amp; CHILDREN'S SERVICES</b>	<b>31</b>
	Mental health services	10
	Vulnerable adult support	7
	Disabled adult services	4
	Short breaks / respite care	3
	Employment opportunities for disabled people / supported employment	3
	Counselling / support services	2
	Vulnerable children support	2
		Cont'd

<b>Q.8 Cont'd</b>	<b>Firstly, thinking about you and your household...which of the services below would you say are most important for Hampshire County Council to continue to support or deliver? Please select up to 5 services.</b>	
	Youth centres / services	2
	Support for carers	1
	Learning difficulties services	1
	Adult residential care for those with disabilities	1
	Home to school transport	1
	<b>CULTURE, COMMUNITIES &amp; BUSINESS SERVICES</b>	<b>12</b>
	Arts / heritage / cultural services	6
	Archive / record office	4
	Sport / leisure activities	2
	Community centres	1
	<b>ECONOMY, TRANSPORT &amp; ENVIRONMENT</b>	<b>9</b>
	Climate change	4
	Cycle lanes / cycling provision	4
	Public transport	2
	Sustainable energy / renewable energy	2
	<b>OTHER</b>	<b>9</b>
	Unable to only pick 5 options / 5 options is too limiting	5
	Quality of life / well-being	2
	Tourism	1
	Safety	1
	<b>CORPORATE SERVICES</b>	<b>7</b>
	Emergency / strategic planning	4
	Voluntary / community - support / grants	3
	<b>MISCELLANEOUS</b>	<b>17</b>
	Other	8
	Don't know	5
	Criticism of the question / questionnaire	2
	None of these	2
	No answer	0
	<b>OUT OF SCOPE</b>	<b>10</b>
	Healthcare / NHS	7
	Emergency / fire / rescue services	2
	Waste / refuse / bin collection	1

	Base size:	1209
<b>Q.9</b>	<b>Which, if any, of the following services provided or supported by Hampshire County Council have you, or a member of your household, used within the past 12 months?</b>	
	Household waste recycling centres	1016
	Country parks and rights of way	848
	Libraries	750
	Subsidised local bus and community transport services	309
	Primary schools	259
	Activities for children and young people	222
	Secondary schools	220
	Childcare support, children's centres and other support for parents and families with young children	129
	Trading Standards	108
	Services to support children with disabilities	96
	Adult learning (e.g. courses for English, maths, foreign languages, arts and crafts)	94
	Day centres and other services to support older, disabled or vulnerable people to stay in their homes	81
	Environmental protection services (e.g. ecology services)	60
	Residential care services for older people	57
	Services to protect vulnerable children (e.g. those in care)	33
	Adoption and fostering services	25
	Business support services	19
	Drug and alcohol misuse services	14
	<b>OTHER SERVICES</b>	<b>47</b>
	Roads / road maintenance	11
	Arts / heritage / cultural services	10
	Archive / record office	9
	College	5
	Disabled adult services	4
	Sport / leisure centres	4
	Footpaths / pavements	3
	Street lighting	3
	Mental health services	2
	Residential care	2
	Voluntary / community groups	2
	Carer services / groups	1
	Car parking	1
	Car parking for disabled residents	1
	Countryside / park / rural areas preservation services	1
		Cont'd

<p><b>Q.9 Cont'd</b></p>	<p><b>Which, if any, of the following services provided or supported by Hampshire County Council have you, or a member of your household, used within the past 12 months?</b></p> <p>Website</p> <p><b>OUT OF SCOPE</b></p> <p>Emergency / fire / rescue services</p> <p>Healthcare / NHS</p> <p>Waste / refuse / bin collection</p> <p><b>MISCELLANEOUS</b></p> <p>None of these</p> <p>Don't know</p> <p>Other</p>	<p>1</p> <p><b>6</b></p> <p>1</p> <p>3</p> <p>2</p> <p><b>43</b></p> <p>26</p> <p>13</p> <p>4</p>
	<b>High (4+ services)</b>	<b>587</b>
	<b>Medium (2-3 services)</b>	<b>500</b>
	<b>Low (Less than 2 services)</b>	<b>139</b>
	<b>Base size:</b>	<b>1217</b>
<p><b>Q.10</b></p>	<p><b>Hampshire County Council is considering a number of options for making anticipated savings of £98 million by April 2017 by reviewing its spending and activities across all of its services. To date, the County Council's strategy for managing the reductions in central Government funding (while maintaining Council Tax at the same level for the last six years), has focused on: running the County Council more efficiently by reducing the cost of back office functions using savings to help to protect front line services and prudently using some reserves to manage the costs of change. Do you support or oppose the County Council's current financial strategy, as set out above?</b></p> <p>Strongly support</p> <p>Tend to support</p> <p>No view either way</p> <p>Tend to oppose</p> <p>Strongly oppose</p> <p>Don't know</p>	<p>350</p> <p>606</p> <p>80</p> <p>101</p> <p>64</p> <p>16</p>
	<b>Support</b>	<b>956</b>
	<b>Oppose</b>	<b>165</b>
	<b>Net support</b>	<b>791</b>

	<b>Base size:</b>	<b>1156</b>
<b>Q.11</b>	<b>How much, if at all, would you be willing to see the Council Tax paid by your household increase in order to help meet the anticipated £98 million of savings?</b>	
	0% increase	135
	1% increase	209
	1.99% increase	461
	3% increase	95
	4% increase	51
	5% increase	184
	More than 5% increase	-
	10% increase	2
	Other Impacts - Negative impact on the service user / community of Hampshire	1
	Other	1
	<b>ALTERNATIVE SUGGESTIONS</b>	<b>1</b>
	Alternative Suggestion - Council Tax - Increase council tax to improve / retain services	1
	Alternative Suggestion - HCC - Reduce councillors / salary / pay / bonuses for councillors	-
	Alternative Suggestion - HCC - Reduce waste / outgoings / bureaucracy / improve efficiency	-
	None of these	11
	Don't know	5
	<b>No increase</b>	<b>135</b>
	<b>Below referendum trigger point</b>	<b>670</b>
	<b>Above referendum trigger point</b>	<b>332</b>
	<b>Base size:</b>	<b>1217</b>
<b>Q.12</b>	<b>Which <u>ONE</u> of the following two statements comes closest to your own view about how reserves should be used when considering how to make the anticipated £98 million of savings?</b>	
	I agree with the County Council's current position - no more should be spent from reserve funds to help find some of the savings needed	566
	I disagree with the County Council's current position - more should be spent from reserve funds to help find some of the savings needed	546
	Don't know	105

	<b>Base size:</b>	<b>1150</b>
<b>Q.13</b>	<b>Please consider the eight options for making savings to Adult Services. Please rank each of the options according to your preference: ranking the option you would most like to see the County Council to consider further '1' then, the next option '2' and so on. 1st preference</b>	
	Review staff working practices and travel costs to improve efficiency	242
	Invest in alternatives to traditional residential care, for example Extra-Care assisted living	206
	Align spend with the NHS to buy services for people with disabilities	193
	Review the way care and the support provided on a day-to-day basis is delivered	192
	Reshape the care market in Hampshire	132
	Review charges for adult social care services	88
	Review the way the County Council operates its nursing and residential homes	70
	Review the way day care services are delivered for older people and people with learning disabilities	41
	<b>Base size:</b>	<b>1138</b>
<b>Q.13</b>	<b>Please consider the eight options for making savings to Adult Services. Please rank each of the options according to your preference: ranking the option you would most like to see the County Council to consider further '1' then, the next option '2' and so on. 2nd preference</b>	
	Invest in alternatives to traditional residential care, for example Extra-Care assisted living	221
	Align spend with the NHS to buy services for people with disabilities	168
	Reshape the care market in Hampshire	159
	Review the way the County Council operates its nursing and residential homes	149
	Review the way care and the support provided on a day-to-day basis is delivered	139
	Review staff working practices and travel costs to improve efficiency	133
	Review charges for adult social care services	95
	Review the way day care services are delivered for older people and people with learning disabilities	77

	<b>Base size:</b>	<b>1140</b>
<b>Q.13</b>	<b>Please consider the eight options for making savings to Adult Services. Please rank each of the options according to your preference: ranking the option you would most like to see the County Council to consider further '1' then, the next option '2' and so on. 3rd preference</b>	
	Invest in alternatives to traditional residential care, for example Extra-Care assisted living	171
	Reshape the care market in Hampshire	157
	Review the way the County Council operates its nursing and residential homes	154
	Align spend with the NHS to buy services for people with disabilities	146
	Review the way care and the support provided on a day-to-day basis is delivered	145
	Review staff working practices and travel costs to improve efficiency	138
	Review the way day care services are delivered for older people and people with learning disabilities	134
	Review charges for adult social care services	101
	<b>Base size:</b>	<b>1116</b>
<b>Q.13</b>	<b>Please consider the eight options for making savings to Adult Services. Please rank each of the options according to your preference: ranking the option you would most like to see the County Council to consider further '1' then, the next option '2' and so on. 4th preference</b>	
	Review the way day care services are delivered for older people and people with learning disabilities	172
	Reshape the care market in Hampshire	159
	Review the way the County Council operates its nursing and residential homes	150
	Align spend with the NHS to buy services for people with disabilities	142
	Review the way care and the support provided on a day-to-day basis is delivered	140
	Invest in alternatives to traditional residential care, for example Extra-Care assisted living	138
	Review staff working practices and travel costs to improve efficiency	117
	Review charges for adult social care services	98

	<b>Base size:</b>	<b>1108</b>
<b>Q.13</b>	<b>Please consider the eight options for making savings to Adult Services. Please rank each of the options according to your preference: ranking the option you would most like to see the County Council to consider further '1' then, the next option '2' and so on. 5th preference</b>	
	Review the way day care services are delivered for older people and people with learning disabilities	197
	Review the way the County Council operates its nursing and residential homes	177
	Review the way care and the support provided on a day-to-day basis is delivered	153
	Align spend with the NHS to buy services for people with disabilities	142
	Invest in alternatives to traditional residential care, for example Extra-Care assisted living	120
	Reshape the care market in Hampshire	112
	Review charges for adult social care services	106
	Review staff working practices and travel costs to improve efficiency	103
	<b>Base size:</b>	<b>1108</b>
<b>Q.13</b>	<b>Please consider the eight options for making savings to Adult Services. Please rank each of the options according to your preference: ranking the option you would most like to see the County Council to consider further '1' then, the next option '2' and so on. 6th preference</b>	
	Review the way day care services are delivered for older people and people with learning disabilities	189
	Review the way the County Council operates its nursing and residential homes	159
	Review charges for adult social care services	140
	Reshape the care market in Hampshire	133
	Review staff working practices and travel costs to improve efficiency	125
	Align spend with the NHS to buy services for people with disabilities	125
	Review the way care and the support provided on a day-to-day basis is delivered	125
	Invest in alternatives to traditional residential care, for example Extra-Care assisted living	113

	<b>Base size:</b>	<b>1103</b>
<b>Q.13</b>	<b>Please consider the eight options for making savings to Adult Services. Please rank each of the options according to your preference: ranking the option you would most like to see the County Council to consider further '1' then, the next option '2' and so on. 7th preference</b>	
	Review the way the County Council operates its nursing and residential homes	195
	Review the way day care services are delivered for older people and people with learning disabilities	176
	Review charges for adult social care services	163
	Reshape the care market in Hampshire	132
	Review the way care and the support provided on a day-to-day basis is delivered	130
	Review staff working practices and travel costs to improve efficiency	114
	Align spend with the NHS to buy services for people with disabilities	111
	Invest in alternatives to traditional residential care, for example Extra-Care assisted living	84
	<b>Base size:</b>	<b>1107</b>
<b>Q.13</b>	<b>Please consider the eight options for making savings to Adult Services. Please rank each of the options according to your preference: ranking the option you would most like to see the County Council to consider further '1' then, the next option '2' and so on. 8th preference</b>	
	Review charges for adult social care services	332
	Review staff working practices and travel costs to improve efficiency	156
	Reshape the care market in Hampshire	143
	Review the way day care services are delivered for older people and people with learning disabilities	132
	Review the way care and the support provided on a day-to-day basis is delivered	103
	Align spend with the NHS to buy services for people with disabilities	98
	Invest in alternatives to traditional residential care, for example Extra-Care assisted living	78
	Review the way the County Council operates its nursing and residential homes	70

	<b>Base size:</b>	<b>1157</b>
<b>Q.14</b>	<b>Please consider the six options for making savings to Children's Services. Please rank each of the options according to your preference: ranking the option you would most like to see the County Council to consider further '1' then, the next option '2' and so on. 1st preference</b>	
	Seek to increase the number of foster carers to care for children who are currently looked after by the County Council	416
	Review the process and placement costs of children's social care, without putting children at risk	259
	Review school improvement services and support	166
	Review the operation of children's centres	161
	Review services for Special Educational Needs (SEN)	
	transport	123
	Review the criteria applicable and the services available for children with disabilities	46
	<b>Base size:</b>	<b>1146</b>
<b>Q.14</b>	<b>Please consider the six options for making savings to Children's Services. Please rank each of the options according to your preference: ranking the option you would most like to see the County Council to consider further '1' then, the next option '2' and so on. 2nd preference</b>	
	Seek to increase the number of foster carers to care for children who are currently looked after by the County Council	259
	Review the process and placement costs of children's social care, without putting children at risk	227
	Review the operation of children's centres	208
	Review services for Special Educational Needs (SEN)	
	transport	170
	Review school improvement services and support	159
	Review the criteria applicable and the services available for children with disabilities	124

	<b>Base size:</b>	<b>1141</b>
<b>Q.14</b>	<b>Please consider the six options for making savings to Children's Services. Please rank each of the options according to your preference: ranking the option you would most like to see the County Council to consider further '1' then, the next option '2' and so on. 3rd preference</b>	
	Review the operation of children's centres	264
	Review the process and placement costs of children's social care, without putting children at risk	208
	Review services for Special Educational Needs (SEN) transport	183
	Review the criteria applicable and the services available for children with disabilities	173
	Seek to increase the number of foster carers to care for children who are currently looked after by the County Council	159
	Review school improvement services and support	155
	<b>Base size:</b>	<b>1124</b>
<b>Q.14</b>	<b>Please consider the six options for making savings to Children's Services. Please rank each of the options according to your preference: ranking the option you would most like to see the County Council to consider further '1' then, the next option '2' and so on. 4th preference</b>	
	Review the criteria applicable and the services available for children with disabilities	222
	Review the operation of children's centres	222
	Review services for Special Educational Needs (SEN) transport	220
	Review school improvement services and support	183
	Review the process and placement costs of children's social care, without putting children at risk	158
	Seek to increase the number of foster carers to care for children who are currently looked after by the County Council	119

	<b>Base size:</b>	<b>1121</b>
<b>Q.14</b>	<b>Please consider the six options for making savings to Children's Services. Please rank each of the options according to your preference: ranking the option you would most like to see the County Council to consider further '1' then, the next option '2' and so on. 5th preference</b>	
	Review services for Special Educational Needs (SEN) transport	299
	Review the criteria applicable and the services available for children with disabilities	244
	Review the operation of children's centres	168
	Review school improvement services and support	167
	Review the process and placement costs of children's social care, without putting children at risk	137
	Seek to increase the number of foster carers to care for children who are currently looked after by the County Council	106
	<b>Base size:</b>	<b>1118</b>
<b>Q.14</b>	<b>Please consider the six options for making savings to Children's Services. Please rank each of the options according to your preference: ranking the option you would most like to see the County Council to consider further '1' then, the next option '2' and so on. 6th preference</b>	
	Review the criteria applicable and the services available for children with disabilities	314
	Review school improvement services and support	313
	Review the process and placement costs of children's social care, without putting children at risk	160
	Review services for Special Educational Needs (SEN) transport	134
	Review the operation of children's centres	109
	Seek to increase the number of foster carers to care for children who are currently looked after by the County Council	91

	<b>Base size:</b>	<b>1206</b>
<b>Q.15</b>	<b>Do you agree or disagree that the County Council should cease producing Hampshire Now to help make savings?</b> Agree - Hampshire County Council should cease production of Hampshire Now Disagree - Hampshire County Council should not cease production of Hampshire Now Don't know	1049 107 50
	<b>Base size:</b>	<b>1200</b>
<b>Q.16</b>	<b>Please consider the two options for making savings to Culture, Community and Business Services. Which ONE of the two options would you prefer the County Council to consider further?</b> Review grant funding to voluntary and community organisations Generate additional revenue at Sir Harold Hillier Gardens by increasing visitor numbers and potential charges	325 875
	<b>Base size:</b>	<b>1187</b>
<b>Q.17</b>	<b>Please consider the six options for making savings to Energy, Environment and Transport Services. Please rank each of the options according to your preference: ranking the option you would most like to see the County Council to consider further '1' then, the next option '2' and so on.</b> <b>1st preference</b> Dim streetlights Review the amount of waste produced by households and increase the proportion that can be recycled Review local traffic management schemes which are not led by safety concerns or legal requirements (e.g. changes to speed limits) Review entitlement to home-to-school transport Review the quality and frequency of some road maintenance tasks (where safe to do so) Review the way the Household Waste Recycling Centres (HWRCs) are operated	382 305 209 181 139 62

	<b>Base size:</b>	<b>1183</b>
<b>Q.17</b>	<b>Please consider the six options for making savings to Energy, Environment and Transport Services. Please rank each of the options according to your preference: ranking the option you would most like to see the County Council to consider further '1' then, the next option '2' and so on.</b>	
	<b>2nd preference</b>	
	Review the amount of waste produced by households and increase the proportion that can be recycled	284
	Dim streetlights	262
	Review local traffic management schemes which are not led by safety concerns or legal requirements (e.g. changes to speed limits)	238
	Review entitlement to home-to-school transport	208
	Review the way the Household Waste Recycling Centres (HWRCs) are operated	150
	Review the quality and frequency of some road maintenance tasks (where safe to do so)	137
	<b>Base size:</b>	<b>1174</b>
<b>Q.17</b>	<b>Please consider the six options for making savings to Energy, Environment and Transport Services. Please rank each of the options according to your preference: ranking the option you would most like to see the County Council to consider further '1' then, the next option '2' and so on.</b>	
	<b>3rd preference</b>	
	Review local traffic management schemes which are not led by safety concerns or legal requirements (e.g. changes to speed limits)	243
	Review the way the Household Waste Recycling Centres (HWRCs) are operated	207
	Dim streetlights	189
	Review the amount of waste produced by households and increase the proportion that can be recycled	181
	Review entitlement to home-to-school transport	180
	Review the quality and frequency of some road maintenance tasks (where safe to do so)	174

	<b>Base size:</b>	<b>1152</b>
<b>Q.17</b>	<p><b>Please consider the six options for making savings to Energy, Environment and Transport Services. Please rank each of the options according to your preference: ranking the option you would most like to see the County Council to consider further '1' then, the next option '2' and so on.</b></p> <p><b>4th preference</b></p> <p>Review the way the Household Waste Recycling Centres (HWRCs) are operated</p> <p>Review local traffic management schemes which are not led by safety concerns or legal requirements (e.g. changes to speed limits)</p> <p>Review the quality and frequency of some road maintenance tasks (where safe to do so)</p> <p>Review entitlement to home-to-school transport</p> <p>Dim streetlights</p> <p>Review the amount of waste produced by households and increase the proportion that can be recycled</p>	<p>237</p> <p>217</p> <p>212</p> <p>207</p> <p>141</p> <p>140</p>
	<b>Base size:</b>	<b>1152</b>
<b>Q.17</b>	<p><b>Please consider the six options for making savings to Energy, Environment and Transport Services. Please rank each of the options according to your preference: ranking the option you would most like to see the County Council to consider further '1' then, the next option '2' and so on.</b></p> <p><b>5th preference</b></p> <p>Review the way the Household Waste Recycling Centres (HWRCs) are operated</p> <p>Review the quality and frequency of some road maintenance tasks (where safe to do so)</p> <p>Review local traffic management schemes which are not led by safety concerns or legal requirements (e.g. changes to speed limits)</p> <p>Review entitlement to home-to-school transport</p> <p>Review the amount of waste produced by households and increase the proportion that can be recycled</p> <p>Dim streetlights</p>	<p>291</p> <p>242</p> <p>188</p> <p>170</p> <p>156</p> <p>106</p>

		<b>Base size:</b>	<b>1148</b>
<b>Q.17</b>	<p><b>Please consider the six options for making savings to Energy, Environment and Transport Services. Please rank each of the options according to your preference: ranking the option you would most like to see the County Council to consider further '1' then, the next option '2' and so on. 6th preference</b></p> <p>Review the quality and frequency of some road maintenance tasks (where safe to do so)</p> <p>Review the way the Household Waste Recycling Centres (HWRCs) are operated</p> <p>Review entitlement to home-to-school transport</p> <p>Review the amount of waste produced by households and increase the proportion that can be recycled</p> <p>Dim streetlights</p> <p>Review local traffic management schemes which are not led by safety concerns or legal requirements (e.g. changes to speed limits)</p>	<p>303</p> <p>253</p> <p>227</p> <p>144</p> <p>122</p> <p>104</p>	
		<b>Base size:</b>	<b>1211</b>
<b>Q.18</b>	<p><b>Thinking overall, which one of the following options comes closest to your own view about how the County Council should find the anticipated £98 million of savings?</b></p> <p>The anticipated savings should be found only by reducing spending on some services</p> <p>The anticipated savings should be found through a combination of a Council Tax increase AND by reducing spending on some services</p> <p>The anticipated savings should be found through a combination of using more of the County Council's reserves AND by reducing spending on some services</p> <p>The anticipated savings should be found through a combination of a Council Tax increase AND by reducing spending on some services, AND by using more of the County Council's reserves</p> <p>None of these options</p> <p>Don't know</p>	<p>80</p> <p>411</p> <p>89</p> <p>584</p> <p>35</p> <p>12</p>	

	<b>Base size:</b>	<b>540</b>
<b>Q.19</b>	<b>Please describe what, if any, impact Hampshire County Council's savings options could have on you (or your organisation or group, if you are responding on behalf of an organisation or group).</b>	
	<b>BUDGET REDUCTION STRATEGY / PROPOSALS</b>	<b>90</b>
	<b>SUPPORT</b>	<b>43</b>
	Support - Adult Services - Budget reduction (general)	1
	Support - Children's Services - Home-to-School Transport - Budget reduction	1
	Support - CC&B Services - Budget reduction (general)	1
	Support - CC&B Services - Communities - Libraries - Budget reduction	1
	Support - CC&B Services - Review of grant funding to voluntary and community organisations	3
	Support - Corporate Services - Budget reduction (general)	1
	Support - Corporate Services - Ceasing production of Hampshire Now	6
	Support - ET&E Services - Environment - Dimmed streetlights	6
	Support - ET&E Services - Environment - HWRCs reduced operating hours	2
	Support - ET&E Services - Transport - Road traffic management scheme reductions	1
	Support - Budget reduction across services	6
	Support - No increase in council tax	9
	Support - Efficiency / value for money	7
	Support - Reserves should not be used	4
	<b>OPPOSITION</b>	<b>27</b>
	Oppose - Any cuts / no additional cuts / privatisation / services are struggling as it is	23
	Oppose - CC&B Services - Cutting funding to voluntary and community organisations	3
	Oppose - Corporate Services - Ceasing production of Hampshire Now	1
	Oppose - ET&E Services - Environment - Dimmed streetlights	1
	<b>NEUTRAL</b>	<b>28</b>
	Budget reduction - Uncertain / concerned about the future / impacts	20
	Budget reduction - Understand the need for budget reduction	8
	<b>IMPACTS</b>	<b>374</b>
	<b>IMPACTS - ADULT SERVICES</b>	<b>74</b>
		Cont'd

<b>Q.19 Cont'd</b>	<b>Please describe what, if any, impact Hampshire County Council's savings options could have on you (or your organisation or group, if you are responding on behalf of an organisation or group).</b>	
	Adult Services - Concerns about a decline in standards / quality of services	10
	Adult Services - Concerns about financial viability / making cuts to save money is a false economy / pointless exercise	8
	Adult Services - Older / Elderly People - Concerns about a decline in standards / quality of services	4
	Adult Services - Older / Elderly People - Concerns about financial viability / making cuts to save money is a false economy / pointless exercise	2
	Adult Services - Negative impact from reduced services (general)	8
	Adult Services - Negative impact mental health service users	1
	Adult Services - Negative impact on disabled adults (general)	13
	Adult Services - Negative impact on disabled adults in residential care	2
	Adult Services - Negative impact on older / elderly people (general)	16
	Adult Services - Negative impact on older / elderly people from loss of home care / independent living services	8
	Adult Services - Negative impact on older / elderly people's quality of life / wellbeing	2
	Adult Services - Negative impact on lives of parents / families / carers	3
	Adult Services - Negative impact on quality of life / well-being	2
	Adult Services - Negative impact on social services / added pressure	3
	Adult Services - Negative impact on vulnerable adults (general)	23
	Adult Services - Other impacts	2
	<b>IMPACTS - CHILDREN'S SERVICES</b>	<b>106</b>
	Children's Services - Concerns about a decline in standards / quality of services	12
	Children's Services - Concerns about financial viability / making cuts to save money is a false economy / pointless exercise	19
	Children's Services - Children's centres - Negative impact from reduced services	9
		Cont'd

<b>Q.19 Cont'd</b>	<b>Please describe what, if any, impact Hampshire County Council's savings options could have on you (or your organisation or group, if you are responding on behalf of an organisation or group).</b>	
	Children's Services - Education - Concerns about a decline in service / standards / quality	19
	Children's Services - Home-to-School Transport - Negative impact from reduced services	5
	Children's Services - SEN transport - Negative impact from reduced services	5
	Children's Services - Negative impact from reduced services (general)	6
	Children's Services - Negative impact on mental health service users	1
	Children's Services - Negative impact on children's futures / prospects of children / young people of Hampshire	12
	Children's Services - Negative impact on disabled children (general)	34
	Children's Services - Negative impact on independent living for children	4
	Children's Services - Negative impact on preventative / 'early help' / intervention services	3
	Children's Services - Negative impact on lives of parents / families / carers	28
	Children's Services - Negative impact on school administration / increased workload from reduced services	1
	Children's Services - Negative impact on short breaks / respite care	11
	Children's Services - Negative impact on social services / added pressure	3
	Children's Services - Negative impact on socio-economically disadvantaged children / their families	3
	Children's Services - Negative impact on vulnerable children (general)	26
	Children's Services - Negative impact on youth centres / services	1
	<b>IMPACTS - COUNCIL TAX</b>	<b>59</b>
	Council Tax - Negative impact if council tax is increased (general)	25
		Cont'd

<b>Q.19 Cont'd</b>	<b>Please describe what, if any, impact Hampshire County Council's savings options could have on you (or your organisation or group, if you are responding on behalf of an organisation or group).</b>	
	Council Tax - Negative impact on finances / cost of living if council tax is increased	25
	Council Tax - Negative impact on lower income households	5
	Council Tax - Negative impact on older / elderly people	5
	<b>IMPACTS - CULTURE, COMMUNITIES &amp; BUSINESS SERVICES</b>	<b>36</b>
	CC&B Services - Concerns about reliance on voluntary / community groups to provide services	2
	CC&B Services - Communities - Leisure / Recreation - Concerns about financial viability / making cuts to save money is a false economy / pointless exercise	1
	CC&B Services - Communities - Leisure / Recreation - Hillier Gardens - Concerns about financial viability / making cuts to save money is a false economy / pointless exercise	2
	CC&B Services - Communities - Leisure / Recreation - Negative impact from reduced services	3
	CC&B Services - Communities - Libraries - Concerns about a decline in standards / quality of services	2
	CC&B Services - Communities - Libraries - Negative impact from reduced services	25
	CC&B Services - Communities - Libraries - Negative impact on learning / education	3
	CC&B Services - Culture - Arts - Concerns about financial viability / making cuts to save money is a false economy / pointless exercise	1
	CC&B Services - Culture - Arts - Negative impact from reduced services	1
	CC&B Services - Culture - Arts - Negative impact on quality of life / well-being	2
	CC&B Services - Voluntary and Community Organisations - Concerns about financial viability / making cuts to save money is a false economy / pointless exercise	2
	CC&B Services - Other impacts	2
	<b>IMPACTS - ECONOMY, TRANSPORT &amp; ENVIRONMENT SERVICES</b>	<b>88</b>
	ET&E Services - Environment - Concerns about financial viability / making cuts to save money is a false economy / pointless exercise	3
		Cont'd

<b>Q.19 Cont'd</b>	<b>Please describe what, if any, impact Hampshire County Council's savings options could have on you (or your organisation or group, if you are responding on behalf of an organisation or group).</b>	
	ET&E Services - Environment - Dimmed Streetlights - Negative impact	5
	ET&E Services - Environment - HWRCs - Negative impact from reduced services	14
	ET&E Services - Environment - HWRCs - Negative impact of fly tipping from reduced services	7
	ET&E Services - Environment - Negative impact from reduced services	6
	ET&E Services - Environment - Negative impact on quality of life / well-being	4
	ET&E Services - Environment - Negative impact on the environment / carbon footprint / climate change	5
	ET&E Services - Environment - Parks & Public Spaces - Negative impact from reduced services	8
	ET&E Services - Transport - Public Transport - Concerns about concessionary travel / free bus passes for older people	4
	ET&E Services - Transport - Public Transport - Concerns about financial viability / making cuts to save money is a false economy / pointless exercise	1
	ET&E Services - Transport - Public Transport - Negative impact from reduced services	18
	ET&E Services - Transport - Public Transport - Negative impact on older / elderly people from reduced services	10
	ET&E Services - Transport - Public Transport - Negative impact from more cars on the road - traffic / air quality / road maintenance costs	9
	ET&E Services - Transport - Public Transport - Negative impact on rural / remote / isolated areas from reduced services	4
	ET&E Services - Transport - Road Maintenance - Concerns about a decline in standards / quality of services	26
	ET&E Services - Transport - Road Maintenance - Concerns about financial viability / making cuts to save money is a false economy / pointless exercise	3
	ET&E Services - Transport - Road Maintenance - Negative impact on commuters / disruption / congestion	3
		Cont'd

<b>Q.19 Cont'd</b>	<b>Please describe what, if any, impact Hampshire County Council's savings options could have on you (or your organisation or group, if you are responding on behalf of an organisation or group).</b>	
	ET&E Services - Transport - Road Maintenance - Negative impact on cyclists / pedestrians	4
	ET&E Services - Transport - Road Maintenance - Negative impact on public safety	4
	ET&E Services - Other impacts	1
	<b>IMPACTS - HAMPSHIRE COUNTY COUNCIL</b>	<b>61</b>
	HCC - Staff - Concerns about own job / job security / prospect of redundancy	34
	HCC - Staff - Concerns about pay / salary / remuneration	4
	HCC - Staff - Concerns about redundancies / job losses / job security	10
	HCC - Staff - Concerns about redundancies / job losses / job security of experienced / knowledgeable staff	4
	HCC - Staff - Concerns about redundancies / job losses / job security of front line staff	7
	HCC - Staff - Concerns about workload / staff morale / job satisfaction / stress	13
	HCC - Staff - Negative impact on staff	4
	<b>IMPACTS - GENERAL</b>	<b>170</b>
	No direct / noticeable / significant impact (on me)	73
	General Impacts - Concerns about crime / increase in crime / anti social behaviour	5
	General Impacts - Concerns about a decline in standards / quality of services	30
	General Impacts - Concerns about financial viability / making cuts to save money is a false economy / pointless exercise	23
	General Impacts - Concerns about public safety	1
	General Impacts - Negative impact from reduced services	5
	General Impacts - Negative impact on finances / cost of living	12
	General Impacts - Negative impact on lives of parents / families / carers	13
	General Impacts - Negative impact on social cohesion	4
	General Impacts - Negative impact on children's futures / prospects of children / young people of Hampshire	5
	General Impacts - Negative impact on quality of life / well-being / community of Hampshire	35
	General impacts - Negative impact on vulnerable people	6
		Cont'd

Q.19 Cont'd	<p>Please describe what, if any, impact Hampshire County Council's savings options could have on you (or your organisation or group, if you are responding on behalf of an organisation or group).</p>	
	<b>PRIORITIES</b>	<b>205</b>
	<b>PRIORITIES - ADULT SERVICES</b>	<b>87</b>
	Adult Services - Prioritise adult services (general)	4
	Adult Services - Prioritise adult education services	1
	Adult Services - Housing - Prioritise housing and homeless support	1
	Adult Services - Prioritise care provision / carers	10
	Adult Services - Prioritise preventative / 'early help' / intervention services	1
	Adult Services - Prioritise services for disabled adults	23
	Adult Services - Prioritise services for older / elderly people	39
	Adult Services - Prioritise services for vulnerable adults	46
	<b>PRIORITIES - CHILDREN'S SERVICES</b>	<b>107</b>
	Children's Services - Prioritise care provision / carers	7
	Children's Services - Prioritise children's centres	8
	Children's Services - Prioritise children's services (general)	25
	Children's Services - Prioritise education / schooling	15
	Children's Services - Prioritise Home-to-School transport	3
	Children's Services - Prioritise preventative / 'early help' / intervention services	3
	Children's Services - Prioritise residential placements / services for fostered / adopted children	1
	Children's Services - Prioritise services for disabled children	31
	Children's Services - Prioritise services for socio-economically disadvantaged children / their families	4
	Children's Services - Prioritise services for vulnerable children	46
	Children's Services - Prioritise short breaks / respite care	10
	Children's Services - Prioritise youth centres / services / youth workers	2
	<b>PRIORITIES - CULTURE, COMMUNITIES &amp; BUSINESS SERVICES</b>	<b>27</b>
	CC&B Services - Communities - Prioritise libraries / library services	17
	CC&B Services - Communities - Prioritise leisure / recreation services	4
	CC&B Services - Culture - Prioritise arts / heritage / cultural services	5
		Cont'd

<b>Q.19 Cont'd</b>	<b>Please describe what, if any, impact Hampshire County Council's savings options could have on you (or your organisation or group, if you are responding on behalf of an organisation or group).</b>	
	CC&B Services - Prioritise voluntary / charity / community sector	5
	<b>PRIORITIES - ECONOMY, TRANSPORT &amp; ENVIRONMENT SERVICES</b>	<b>55</b>
	ET&E Services - Environment - Prioritise HWRC services	11
	ET&E Services - Environment - Prioritise parks / public places / open green spaces	10
	ET&E Services - Environment - Prioritise the environment / environmental / eco services / energy efficiency	15
	ET&E Services - Transport - Public Transport - Prioritise public transport services	16
	ET&E Services - Transport - Prioritise cycle lanes / cycling provisions	2
	ET&E Services - Transport - Prioritise pavements / paths / walkways / the needs of pedestrians	3
	ET&E Services - Transport - Prioritise roads / maintenance services	15
	ET&E Services - Transport - Prioritise road safety	3
	ET&E Services - Transport - Prioritise traffic management	1
	<b>PRIORITIES - GENERAL</b>	<b>60</b>
	General Priorities - Children's futures / prospects of children / young people of Hampshire	2
	General Priorities - Departments which have previously suffered heavy cuts should not suffer more	1
	General Priorities - Front line staff	2
	General Priorities - Important / vital / essential services / front line services (general)	29
	General Priorities - Jobs / staff	2
	General Priorities - Preventative / 'early help' / intervention services	2
	General Priorities - Quality of life / well-being / community of Hampshire	3
	General Priorities - Safety / services that keep the public safe	4
	General Priorities - Services / standards / quality	8
	General Priorities - Savings / cuts need careful / fair consideration / should be impact assessed	17
	General Priorities - Support / help for only those deserving / genuine cases	2
		Cont'd

<b>Q.19 Cont'd</b>	<b>Please describe what, if any, impact Hampshire County Council's savings options could have on you (or your organisation or group, if you are responding on behalf of an organisation or group).</b>	
	General Priorities - Tax payers' money must be spent wisely	3
	<b>ALTERNATIVE SUGGESTIONS</b>	<b>231</b>
	Alternative Suggestion - Adult Services - Direct payments should be re-considered / scrapped	1
	Alternative Suggestion - Adult Services - Improve integration with NHS	1
	Alternative Suggestion - Adult Services - Use existing budget more effectively / efficiently	3
	Alternative Suggestion - Adult Services - Older / elderly people - Increase the age at which support can be accessed / in line with state pension age	1
	Alternative Suggestion - CC&B Services - Voluntary sector / charities should receive more funding	5
	Alternative Suggestion - Children's Services - Procure / outsource early years support services	1
	Alternative Suggestion - Children's Services - SEN transport for only those deserving / genuine cases	2
	Alternative Suggestion - Children's Services - Short breaks for the disabled should be provided by the Voluntary sector	1
	Alternative Suggestion - Children's Services - Use existing budget more effectively / efficiently	4
	Alternative Suggestion - Council Tax - Increase business rates / tax for businesses	1
	Alternative Suggestion - Council Tax - Increase council tax / to improve / retain services	92
	Alternative Suggestion - Council Tax - Increase council tax by 1% -1.99%	4
	Alternative Suggestion - Council Tax - Increase council tax by 2% - 5%	7
	Alternative Suggestion - Council Tax - Increase council tax for those who can afford it / different amounts for different bands	14
	Alternative Suggestion - Council Tax - Increase council tax in line with inflation	2
	Alternative Suggestion - Corporate Services - Hampshire Now - Publish electronically only	3
		Cont'd

<b>Q.19 Cont'd</b>	<b>Please describe what, if any, impact Hampshire County Council's savings options could have on you (or your organisation or group, if you are responding on behalf of an organisation or group).</b>	
	Alternative Suggestion - Corporate Services - Improve technology - IT / online services / to save costs / work effectively / efficiently	6
	Alternative Suggestion - ET&E Services - Environment - Find / encourage environmental / eco-friendly / energy efficient solutions	12
	Alternative Suggestion - ET&E Services - Environment - Increased / more HWRC facilities	4
	Alternative Suggestion - ET&E Services - Environment - Reduce roadside maintenance / allow verges to grow into meadows / wildlife havens	2
	Alternative Suggestion - ET&E Services - Environment - Streetlights should be switched off after a certain time / reduce number of streetlights	2
	Alternative Suggestion - ET&E Services - Public Transport - Concessionary travel / free bus passes should be targeted for savings	1
	Alternative Suggestion - ET&E Services - Public Transport - Increase funding for public transport / promote public transport use	5
	Alternative Suggestion - ET&E Services - Public Transport - Invest in railways / railway infrastructure	1
	Alternative Suggestion - ET&E Services - Transport - Increase parking charges	1
	Alternative Suggestion - ET&E Services - Transport - Road maintenance - Use existing budget more effectively / efficiently	5
	Alternative Suggestion - HCC - Downsize to a smaller building / reduce spending on HCC offices / office refurbishments	3
	Alternative Suggestion - HCC - Improve management / running of HCC	4
	Alternative Suggestion - HCC - Improve openness / be more honest / transparent with the community of Hampshire	6
	Alternative Suggestion - HCC - Invest in infrastructure	2
	Alternative Suggestion - HCC - Invest in redevelopment / new builds / expand / improve existing towns	1
		Cont'd

<b>Q.19 Cont'd</b>	<b>Please describe what, if any, impact Hampshire County Council's savings options could have on you (or your organisation or group, if you are responding on behalf of an organisation or group).</b>	
	Alternative Suggestion - HCC - Listen to their staff / take advice / opinions from in-house experts	3
	Alternative Suggestion - HCC - Look at how services are designed / delivered / in other places	4
	Alternative Suggestion - HCC - Reduce council staffing / remove tiers of management	13
	Alternative Suggestion - HCC - Reduce construction / new homes / housing being built	1
	Alternative Suggestion - HCC - Reduce funding for reviews / surveys / consultations / referendums	5
	Alternative Suggestion - HCC - Reduce procurement / outsourcing / keep services in-house	11
	Alternative Suggestion - HCC - Reduce salary / benefits / bonuses of council staff / management	18
	Alternative Suggestion - HCC - Reduce silo mentality / join up services / integrate / work closer together	13
	Alternative Suggestion - HCC - Reduce waste / unnecessary spending / outgoings / bureaucracy / improve efficiency	44
	Alternative Suggestion - HCC - Run HCC like a business	5
	Alternative Suggestion - HCC - Run HCC like a business / charge for services / allow people to buy / opt into some services	9
	Alternative suggestion - HCC - Run HCC like a business / encourage innovation / to generate revenue	9
	Alternative Suggestion - HCC - Run HCC like a business / increase rental revenue from building and land assets and / or sell-off	4
	Alternative Suggestion - HCC - Run HCC like a business / improve / regulate procured / outsourced services	10
	Alternative Suggestion - Adopt a mixed approach / make some savings / cut some services / raise council tax a bit etc	2
	Alternative Suggestion - Ask Central Government to reconsider budget reduction	5
	Alternative Suggestion - Community involvement / volunteering / education can contribute towards savings	10
	Alternative Suggestion - Encourage self sufficiency / reduce dependency on services	4
		Cont'd

<b>Q.19 Cont'd</b>	<b>Please describe what, if any, impact Hampshire County Council's savings options could have on you (or your organisation or group, if you are responding on behalf of an organisation or group).</b>	
	Alternative Suggestion - Use reserves	26
	Alternative Suggestion - Use reserves / but replace at future date	3
	Alternative Suggestion - Other	10
	<b>EXISTING SITUATION</b>	<b>41</b>
	Existing Situation - Adult Services - Housing - Previous cuts have impacted on services / service quality / increase in homelessness / rough sleeping	1
	Existing Situation - Adult Services - Older people / elderly care - Previous cuts have impacted on services / service quality	4
	Existing Situation - Children's Services - Children's Centres - Previous cuts have impacted on services / service quality	1
	Existing Situation - Children's Services - Education - Previous cuts have impacted on services / service quality	2
	Existing Situation - Children's Services - Disabled Children - Previous cuts have impacted on services / service quality	4
	Existing Situation - ET&E Services - Environment - HWRC facilities are excellent	1
	Existing Situation - ET&E Services - Public Transport - Previous cuts have impacted on services / service quality	12
	Existing situation - ET&E Services - Road Maintenance - Quality of repairs is poor / road surfaces have got worse / are bad / unsafe	11
	Existing Situation - Previous cuts have impacted on services / service quality	8
	Existing Situation - Other	2
	<b>OUT OF SCOPE</b>	<b>20</b>
	Alternative Suggestion - Reduce benefits / limit child / housing / unemployment benefit	4
	Existing Situation - House prices are expensive enough as it is / still on the rise	1
	Information about previous personal experiences / personal perspectives	2
	Response mentions education / schools / teachers	3
	Response mentions police / fire / rescue / emergency services	3
	Response mentions waste / refuse / bin collection	8
		Cont'd

<b>Q.19 Cont'd</b>	<p><b>Please describe what, if any, impact Hampshire County Council's savings options could have on you (or your organisation or group, if you are responding on behalf of an organisation or group).</b></p> <p><b>MISCELLANEOUS</b></p>	
	Change will happen regardless / is a done deal	60 1
	Criticism of the consultation / consultation process / document / document lacks detail	14
	Criticism of the government / politicians / political policies / austerity	8
	Criticism of the question / questionnaire	8
	HCC - Management - challenge / criticism	7
	Morality concerns / reducing services is morally wrong	5
	Negative mentions of IBC / Integrated Business Centre	5
	Praise for consultation document and questionnaire	4
	Response requests follow up from HCC	1
	The public / those affected need to be listened to / public opinion must be taken seriously	7
	The public need to understand services are not free / they are paid for through council tax	3
	None / no comments	2
	Don't know / not sure	2
	No answer / see previous	6
	Other	2
<b>Base size:</b>		<b>602</b>
<b>Q.20</b>	<p><b>Do you have any comments on how Hampshire County Council should prioritise spending or make savings to help find the anticipated £98 million in savings by April 2017?</b></p> <p><b>BUDGET REDUCTION STRATEGY / PROPOSALS</b></p> <p><b>SUPPORT</b></p>	
	Support - Adult Services - Budget reduction (general)	85 4
	Support - Children's Services - Budget reduction (general)	61 3
	Support - Children's Services - Home-to-School Transport - Budget reduction	6
	Support - CC&B Services - Budget reduction (general)	7
	Support - CC&B Services - Communities - Libraries - Budget reduction	6
	Support - CC&B Services - Communities - Leisure / Recreation - Hillier Gardens additional fees and charges	1
		Cont'd

Q.20	<p><b>Do you have any comments on how Hampshire County Council should prioritise spending or make savings to help find the anticipated £98 million in savings by April 2017?</b></p>	
	Support - CC&B Services - Review of grant funding to voluntary and community organisations	4
	Support - Corporate Services - Budget reduction (general)	3
	Support - Corporate Services - Ceasing production of Hampshire Now	12
	Support - ET&E Services - Environment - Dimmed streetlights	12
	Support - ET&E Services - Environment - Encouragement of waste reduction	1
	Support - ET&E Services - Environment - HWRCs reduced operating hours	2
	Support - ET&E Services - Transport - Public Transport - Budget reduction	2
	Support - ET&E Services - Transport - Road maintenance budget reduction	5
	Support - ET&E Services - Transport - Road traffic management scheme reductions	4
	Support - No increase in council tax	4
	Support - Efficiency / value for money	8
	Support - Reserves should not be used	2
	<b>OPPOSITION</b>	<b>20</b>
	Oppose - Any cuts / no additional cuts / privatisation / services are struggling as it is	15
	Oppose - CC&B Services - Cutting funding to voluntary and community organisations	3
	Oppose - Corporate Services - Ceasing production of Hampshire Now	1
	Oppose - ET&E Services - Environment - Dimmed streetlights	1
	<b>NEUTRAL</b>	<b>9</b>
	Budget reduction - Uncertain / concerned about the future / impacts	6
	Budget reduction - Understand the need for budget reduction	3
	<b>IMPACTS</b>	<b>67</b>
	<b>IMPACTS - ADULT SERVICES</b>	<b>16</b>
	Adult Services - Concerns about a decline in standards / quality of services	1
	Adult Services - Concerns about financial viability / making cuts to save money is a false economy / pointless exercise	7
		Cont'd

<p><b>Q.20</b></p>	<p><b>Do you have any comments on how Hampshire County Council should prioritise spending or make savings to help find the anticipated £98 million in savings by April 2017?</b></p> <p>Adult Services - Negative impact on older / elderly people (general) 3</p> <p>Adult Services - Negative impact on older / elderly people's quality of life / wellbeing 1</p> <p>Adult Services - Negative impact on lives of parents / families / carers 3</p> <p>Adult Services - Negative impact on vulnerable adults (general) 3</p> <p>Adult Services - Other impacts 1</p> <p><b>IMPACTS - CHILDREN'S SERVICES 16</b></p> <p>Children's Services - Concerns about a decline in standards / quality of services 3</p> <p>Children's Services - Concerns about financial viability / making cuts to save money is a false economy / pointless exercise 5</p> <p>Children's Services - Negative impact from reduced services (general) 1</p> <p>Children's Services - Negative impact on children's futures / prospects of children / young people of Hampshire 2</p> <p>Children's Services - Negative impact on disabled children (general) 4</p> <p>Children's Services - Negative impact on lives of parents / families / carers 3</p> <p>Children's Services - Negative impact on vulnerable children (general) 3</p> <p><b>IMPACTS - CULTURE, COMMUNITIES &amp; BUSINESS SERVICES 5</b></p> <p>CC&amp;B Services - Concerns about reliance on voluntary / community groups to provide services 1</p> <p>CC&amp;B Services - Communities - Leisure / Recreation - Hillier Gardens - Concerns about financial viability / making cuts to save money is a false economy / pointless exercise 2</p> <p>CC&amp;B Services - Communities - Libraries - Concerns about a decline in standards / quality of services 1</p> <p>CC&amp;B Services - Communities - Libraries - Negative impact from reduced services 2</p>	<p>3</p> <p>1</p> <p>3</p> <p>3</p> <p>1</p> <p><b>16</b></p> <p>3</p> <p>5</p> <p>1</p> <p>2</p> <p>4</p> <p>3</p> <p>3</p> <p><b>5</b></p> <p>1</p> <p>2</p> <p>1</p> <p>2</p> <p>Cont'd</p>
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<b>Q.20 Cont'd</b>	<b>Do you have any comments on how Hampshire County Council should prioritise spending or make savings to help find the anticipated £98 million in savings by April 2017?</b>	
	CC&B Services - Communities - Libraries - Negative impact on learning / education	1
	CC&B Services - Culture - Arts - Concerns about financial viability / making cuts to save money is a false economy / pointless exercise	1
	<b>IMPACTS - ECONOMY, TRANSPORT &amp; ENVIRONMENT SERVICES</b>	<b>12</b>
	ET&E Services - Environment - HWRCs - Negative impact from reduced services	2
	ET&E Services - Environment - HWRCs - Negative impact of fly tipping from reduced services	2
	ET&E Services - Environment - Negative impact on the environment / carbon footprint / climate change	1
	ET&E Services - Transport - Public Transport - Negative impact from reduced services	5
	ET&E Services - Transport - Public Transport - Negative impact on older / elderly people from reduced services	2
	ET&E Services - Transport - Public Transport - Negative impact from more cars on the road - traffic / air quality / road maintenance costs	1
	ET&E Services - Transport - Public Transport - Negative impact on rural / remote / isolated areas from reduced services	3
	ET&E Services - Transport - Road Maintenance - Concerns about a decline in standards / quality of services	1
	ET&E Services - Transport - Road Maintenance - Concerns about financial viability / making cuts to save money is a false economy / pointless exercise	1
	<b>IMPACTS - HAMPSHIRE COUNTY COUNCIL</b>	<b>12</b>
	HCC - Staff - Concerns about own job / job security / prospect of redundancy	1
	HCC - Staff - Concerns about pay / salary / remuneration	3
	HCC - Staff - Concerns about redundancies / job losses / job security	2
		Cont'd

<b>Q.20 Cont'd</b>	<b>Do you have any comments on how Hampshire County Council should prioritise spending or make savings to help find the anticipated £98 million in savings by April 2017?</b>	
	HCC - Staff - Concerns about redundancies / job losses / job security of experienced / knowledgeable staff	2
	HCC - Staff - Concerns about redundancies / job losses / job security of front line staff	2
	HCC - Staff - Concerns about workload / staff morale / job satisfaction / stress	5
	HCC - Staff - Negative impact on staff	1
	<b>IMPACTS - GENERAL</b>	<b>34</b>
	General Impacts - Concerns about a decline in standards / quality of services	8
	General Impacts - Concerns about financial viability / making cuts to save money is a false economy / pointless exercise	16
	General Impacts - Negative impact on lives of parents / families / carers	1
	General Impacts - Negative impact on social cohesion	2
	General Impacts - Negative impact on children's futures / prospects of children / young people of Hampshire	2
	General Impacts - Negative impact on quality of life / well-being / community of Hampshire	5
	General impacts - Negative impact on vulnerable people	2
	<b>PRIORITIES</b>	<b>292</b>
	<b>PRIORITIES - ADULT SERVICES</b>	<b>107</b>
	Adult Services - Prioritise adult services (general)	7
	Adult Services - Prioritise adult education services	1
	Adult Services - Prioritise care provision / carers	8
	Adult Services - Prioritise preventative / 'early help' / intervention services	2
	Adult Services - Prioritise services for disabled adults	32
	Adult Services - Prioritise services for older / elderly people	46
	Adult Services - Prioritise services for vulnerable adults	63
	<b>PRIORITIES - CHILDREN'S SERVICES</b>	<b>125</b>
	Children's Services - Prioritise care provision / carers	12
	Children's Services - Prioritise children's centres	3
	Children's Services - Prioritise children's services (general)	36
	Children's Services - Prioritise education / schooling	21
	Children's Services - Prioritise Home-to-School transport	1
		Cont'd

<b>Q.20 Cont'd</b>	<b>Do you have any comments on how Hampshire County Council should prioritise spending or make savings to help find the anticipated £98 million in savings by April 2017?</b>	
	Children's Services - Prioritise preventative / 'early help' / intervention services	3
	Children's Services - Prioritise residential placements / services for fostered / adopted children	1
	Children's Services - Prioritise services for disabled children	37
	Children's Services - Prioritise services for socio-economically disadvantaged children / their families	2
	Children's Services - Prioritise services for vulnerable children	69
	Children's Services - Prioritise short breaks / respite care	1
	Children's Services - Prioritise youth centres / services / youth workers	1
	<b>PRIORITIES - CULTURE, COMMUNITIES &amp; BUSINESS SERVICES</b>	<b>19</b>
	CC&B Services - Business Services - Prioritise Trading Standards	1
	CC&B Services - Communities - Prioritise emergency planning	2
	CC&B Services - Communities - Prioritise libraries / library services	11
	CC&B Services - Communities - Prioritise leisure / recreation services	1
	CC&B Services - Culture - Prioritise arts / heritage / cultural services	4
	CC&B Services - Prioritise voluntary / charity / community sector	3
	<b>PRIORITIES - ECONOMY, TRANSPORT &amp; ENVIRONMENT SERVICES</b>	<b>61</b>
	ET&E Services - Environment - Prioritise HWRC services	5
	ET&E Services - Environment - Prioritise flood prevention / land drainage services	1
	ET&E Services - Environment - Prioritise parks / public places / open green spaces	8
	ET&E Services - Environment - Prioritise the environment / environmental / eco services / energy efficiency	17
	ET&E Services - Transport - Public Transport - Prioritise concessionary travel / free bus passes for older people	1
		Cont'd

<b>Q.20 Cont'd</b>	<b>Do you have any comments on how Hampshire County Council should prioritise spending or make savings to help find the anticipated £98 million in savings by April 2017?</b>	
	ET&E Services - Transport - Public Transport - Prioritise public transport services	22
	ET&E Services - Transport - Prioritise cycle lanes / cycling provisions	8
	ET&E Services - Transport - Prioritise pavements / paths / walkways / the needs of pedestrians	7
	ET&E Services - Transport - Prioritise roads / maintenance services	16
	ET&E Services - Transport - Prioritise road safety	5
	ET&E Services - Transport - Prioritise traffic management	1
	<b>PRIORITIES - GENERAL</b>	<b>173</b>
	General Priorities - Children's futures / prospects of children / young people of Hampshire	5
	General Priorities - Departments which have previously suffered heavy cuts should not suffer more	1
	General Priorities - Families of disabled people	2
	General Priorities - Families of vulnerable people	2
	General Priorities - Front line staff	8
	General Priorities - Important / vital / essential services / front line services (general)	81
	General Priorities - Jobs / staff	6
	General Priorities - Preventative / 'early help' / intervention services	9
	General Priorities - Quality of life / well-being / community of Hampshire	8
	General Priorities - Safety / services that keep the public safe	12
	General Priorities - Services / standards / quality	13
	General Priorities - Savings / cuts need careful / fair consideration / should be impact assessed	43
	General Priorities - Support / help for only those deserving / genuine cases	18
	General Priorities - Tax payers' money must be spent wisely	8
	<b>ALTERNATIVE SUGGESTIONS</b>	<b>435</b>
	Alternative Suggestion - HCC - Reduce waste / unnecessary spending / outgoings / bureaucracy / improve efficiency	125
	Alternative Suggestion - Council Tax - Increase council tax / to improve / retain services	84
		Cont'd

<b>Q.20 Cont'd</b>	<b>Do you have any comments on how Hampshire County Council should prioritise spending or make savings to help find the anticipated £98 million in savings by April 2017?</b>	
	Alternative Suggestion - HCC - Reduce salary / benefits / bonuses of council staff / management	51
	Alternative Suggestion - Use reserves	51
	Alternative Suggestion - HCC - Reduce silo mentality / join up services / integrate / work closer together	47
	Alternative Suggestion - HCC - Reduce council staffing / remove tiers of management	39
	Alternative Suggestion - HCC - Run HCC like a business / improve / regulate procured / outsourced services	34
	Alternative suggestion - HCC - Run HCC like a business / encourage innovation / to generate revenue	31
	Alternative Suggestion - Community involvement / volunteering / education can contribute towards savings	29
	Alternative Suggestion - HCC - Reduce procurement / outsourcing / keep services in-house	26
	Alternative Suggestion - Other	22
	Alternative Suggestion - HCC - Run HCC like a business / increase rental revenue from building and land assets and / or sell-off	20
	Alternative Suggestion - ET&E Services - Environment - Find / encourage environmental / eco-friendly / energy efficient solutions	19
	Alternative Suggestion - HCC - Reduce councillors / salary / pay / bonuses for councillors	19
	Alternative Suggestion - ET&E Services - Transport - Road maintenance - Use existing budget more effectively / efficiently	17
	Alternative Suggestion - HCC - Run HCC like a business / charge for services / allow people to buy / opt into some services	16
	Alternative Suggestion - Council Tax - Increase council tax for those who can afford it / different amounts for different bands	14
	Alternative Suggestion - Council Tax - Increase council tax by 2% - 5%	13
	Alternative Suggestion - Corporate Services - Improve technology - IT / online services / to save costs / work effectively / efficiently	13
		Cont'd

<b>Q.20 Cont'd</b>	<b>Do you have any comments on how Hampshire County Council should prioritise spending or make savings to help find the anticipated £98 million in savings by April 2017?</b>	
	Alternative Suggestion - HCC - Improve management / running of HCC	13
	Alternative Suggestion - HCC - Downsize to a smaller building / reduce spending on HCC offices / office refurbishments	12
	Alternative Suggestion - Council Tax - Increase council tax by 1% -1.99%	10
	Alternative Suggestion - Corporate Services - Cease production of letters / leaflets / glossy literature / publish electronically only	10
	Alternative Suggestion - Corporate Services - Hampshire Now - Publish electronically only	10
	Alternative Suggestion - ET&E Services - Environment - Increased / more HWRC facilities	10
	Alternative Suggestion - HCC - Improve openness / be more honest / transparent with the community of Hampshire	10
	Alternative Suggestion - HCC - Run HCC like a business	10
	Alternative Suggestion - Ask Central Government to reconsider budget reduction	10
	Alternative Suggestion - HCC - Listen to their staff / take advice / opinions from in-house experts	9
	Alternative Suggestion - HCC - Look at how services are designed / delivered / in other places	9
	Alternative Suggestion - Children's Services - Use existing budget more effectively / efficiently	7
	Alternative Suggestion - ET&E Services - Public Transport - Increase funding for public transport / promote public transport use	7
	Alternative Suggestion - Encourage self sufficiency / reduce dependency on services	7
	Alternative Suggestion - Corporate Services - Hampshire Now - Seek cost effective ways of keeping the magazine / promoting news - opt in / opt out / send out bi-annually	6
	Alternative Suggestion - HCC - Reduce funding for reviews / surveys / consultations / referendums	6
	Alternative Suggestion - Adopt a mixed approach / make some savings / cut some services / raise council tax a bit etc	6
		Cont'd

<b>Q.20 Cont'd</b>	<b>Do you have any comments on how Hampshire County Council should prioritise spending or make savings to help find the anticipated £98 million in savings by April 2017?</b>	
	Alternative Suggestion - CC&B Services - Close / merge libraries	5
	Alternative Suggestion - Corporate Services - Should be targeted for savings	5
	Alternative Suggestion - ET&E Services - Environment - Streetlights should be switched off after a certain time / reduce number of streetlights	5
	Alternative Suggestion - ET&E Services - Environment - Traffic lights should be switched off after a certain time / reduce number of traffic lights	5
	Alternative Suggestion - Adult Services - Improve integration with NHS	4
	Alternative Suggestion - ET&E Services - Public Transport - Concessionary travel / free bus passes should be targeted for savings	4
	Alternative Suggestion - ET&E Services - Public Transport - Reduce funding for public transport / tender services to private companies	4
	Alternative Suggestion - HCC - Invest in redevelopment / new builds / expand / improve existing towns	4
	Alternative Suggestion - Adult Services - Use existing budget more effectively / efficiently	3
	Alternative Suggestion - ET&E Services - Economy - Create growth / generate income	3
	Alternative Suggestion - ET&E Services - Public Transport - Invest in railways / railway infrastructure	3
	Alternative Suggestion - ET&E Services - Transport - Increase parking charges	3
	Alternative Suggestion - HCC - Get rid of HCC entirely / merge with neighbouring local authorities	3
	Alternative Suggestion - HCC - Improve debt recovery policies / collect all monies due effectively / efficiently	3
	Alternative Suggestion - Use reserves / but replace at future date	3
		Cont'd

<b>Q.20 Cont'd</b>	<b>Do you have any comments on how Hampshire County Council should prioritise spending or make savings to help find the anticipated £98 million in savings by April 2017?</b>	
	Alternative Suggestion - Adult Services - Older / elderly people - Support / help for only those deserving / genuine cases	2
	Alternative Suggestion - Children's Services - Home-to-School Transport - Use exiting budget more effectively / efficiently	2
	Alternative Suggestion - Council Tax - Increase business rates / tax for businesses	2
	Alternative Suggestion - Council Tax - Increase council tax in line with inflation	2
	Alternative Suggestion - ET&E Services - Environment - Reduce roadside maintenance / allow verges to grow into meadows / wildlife havens	2
	Alternative Suggestion - HCC - Invest in infrastructure	2
	Alternative Suggestion - HCC - Reduce construction / new homes / housing being built	2
	Alternative Suggestion - Adult Services - Older / elderly people - Increase the age at which support can be accessed / in line with state pension age	1
	Alternative Suggestion - CC&B Services - Voluntary sector / charities should receive more funding	1
	Alternative Suggestion - Children's Services - SEN transport for only those deserving / genuine cases	1
	Alternative Suggestion - Children's Services - Schools should help with funding towards children's youth services	1
	Alternative Suggestion - HCC - Run HCC like a business / sell services to neighbouring authorities	1
	Alternative Suggestion - Increase funding for social services	1
	<b>EXISTING SITUATION</b>	<b>10</b>
	Existing Situation - Adult Services - Older people / elderly care - Previous cuts have impacted on services / service quality	1
	Existing Situation - Children's Services - Children's Centres - Previous cuts have impacted on services / service quality	1
	Existing Situation - Children's Services - Disabled Children - Previous cuts have impacted on services / service quality	1
		Cont'd

<b>Q.20 Cont'd</b>	<b>Do you have any comments on how Hampshire County Council should prioritise spending or make savings to help find the anticipated £98 million in savings by April 2017?</b>	
	Existing Situation - ET&E Services - Public Transport - Previous cuts have impacted on services / service quality	3
	Existing situation - ET&E Services - Road Maintenance - Quality of repairs is poor / road surfaces have got worse / are bad / unsafe	4
	Existing Situation - Other	1
	<b>OUT OF SCOPE</b>	<b>27</b>
	Alternative Suggestion - Reduce benefits / limit child / housing / unemployment benefit	10
	Response mentions education / schools / teachers	9
	Response mentions police / fire / rescue / emergency services	1
	Response mentions waste / refuse / bin collection	7
	<b>MISCELLANEOUS</b>	<b>98</b>
	Change will happen regardless / is a done deal	2
	Criticism of the consultation / consultation process / document / document lacks detail	13
	Criticism of the government / politicians / political policies / austerity	9
	Criticism of the question / questionnaire	9
	HCC - Management - challenge / criticism	1
	Morality concerns / reducing services is morally wrong	1
	Negative mentions of IBC / Integrated Business Centre	2
	Praise for consultation document and questionnaire	4
	Response requests follow up from HCC	1
	The public / those affected need to be listened to / public opinion must be taken seriously	11
	The public need to understand services are not free / they are paid for through council tax	2
	None / no comments	19
	Don't know / not sure	1
	No answer / see previous	20
	Other	13

	<b>Base size:</b>	<b>1210</b>
<b>Q.21</b>	<b>Are you?</b> Male Female Prefer not to say	483 692 35
	<b>Base size:</b>	<b>1207</b>
<b>Q.22</b>	<b>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?</b> Yes, a lot Yes, a little No Prefer not to say	39 111 1015 42
	<b>Base size:</b>	<b>1210</b>
<b>Q.23</b>	<b>How old are you?</b> 18 - 24 25 - 34 35 - 44 45 - 54 55 - 64 65 - 74 75+ Prefer not to say	21 162 263 298 263 126 35 42

	<b>Base size:</b>	<b>1208</b>
<b>Q.24</b>	<b>To which of these ethnic groups do you feel you belong?</b>	
	English / Welsh / Scottish / Northern Irish / British	1097
	Irish	5
	Gypsy or Irish Traveller	0
	Any other White background	31
	Indian	1
	Pakistani	0
	Bangladeshi	1
	Nepalese	0
	Chinese	0
	Any other Asian background	2
	British	2
	African	1
	Caribbean	3
	Any other Black background	0
	White and Black Caribbean	2
	White and Black African	0
	White and Asian	2
	Any other mixed background	3
	Arab	0
	Any other ethnic group	1
	Prefer not to say	58
	<b>Base size:</b>	<b>1205</b>
<b>Q.25</b>	<b>Which of the following best describes your current work status?</b>	
	Employee in full-time job (30 hours or more per week)	678
	Employee in part-time job (less than 30 hours per week)	178
	Self-employed - full or part time	71
	Government-supported training	0
	Unemployed and available for work	4
	Wholly retired from work	193
	Full-time education at school, college or University	11
	Looking after home/family	27
	Permanently sick/disabled	13
	Doing something else	30

	<b>Base size:</b>	<b>1189</b>
<b>Q.26</b>	<b>Are there any children under the age of 16 living in the household?</b>	
	Yes - aged 0-4	120
	Yes - aged 5-8	137
	Yes - aged 9 - 11	116
	Yes - aged 12 - 15	145
	No - none under 16	822
	<b>Base size:</b>	<b>1201</b>
<b>Q.27</b>	<b>What is your annual total household income from all sources, before tax and other deductions?</b>	
	Under £2,500	3
	£2,500 - £4,499	3
	£4,500 - £6,499	2
	£6,500 - £7,499	4
	£7,500 - £9,499	6
	£9,500 - £11,499	7
	£11,500 - £13,499	13
	£13,500 - £15,499	15
	£15,500 - £17,999	23
	£18,000 - £24,999	97
	£25,000 - £29,999	67
	£30,000 - £34,999	76
	£35,000 - £39,999	49
	£40,000 - £44,999	81
	£45,000 - £49,999	79
	£50,000 - £74,999	255
	£75,000 - £99,999	88
	£100,000 or over	64
	Prefer not to say	250
	Don't know	19
	<b>Response method</b>	
	<b>Base size:</b>	<b>1223</b>
	Online response form	1136
	Paper response form	87

## Appendix 4: Technical note on the coding process

### Receipt and handling of responses

The handling of responses was subject to a rigorous process of checking, logging and confirmation in order to minimise document loss and to support a full audit trail. All original electronic and hard copy responses remained securely filed within Ipsos MORI, catalogued and serial numbered for future reference.

### Development of initial coding frame

Coding is the process by which free-text comments, answers and responses are matched against standard codes from a coding frame Ipsos MORI compiled to allow systematic statistical and tabular analysis. The codes within the coding frame represent an amalgam of responses raised by those registering their view and are comprehensive in representing the range of opinions and themes given.

The Ipsos MORI coding team drew up an initial code frame for each open-ended free-text question using the first thirty to forty response form responses. An initial set of codes was created by drawing out the common themes and points raised across all response channels by refinement. Each code thus represents a discrete view raised. The draft coding frame was then presented to the Ipsos MORI project team to fully approve before the coding process continued. The code frame was continually updated throughout the analysis process to ensure that newly emerging themes within each refinement were captured.

### Coding using the Ascribe package

Ipsos MORI used the web-based Ascribe coding system to code all open-ended free-text responses found within completed response forms. Ascribe is a proven system which has been used on numerous large-scale projects. The scanned and electronic verbatim responses (from the online and postal response forms) were uploaded into the Ascribe system, where the coding team worked systematically through the verbatim comments and applied a code to each relevant part(s) of the verbatim comment.

The Ascribe software has the following key features:

- Accurate monitoring of coding progress across the whole process, from scanned image to the coding of responses.
- An “organic” coding frame that can be continually updated and refreshed; not restricting coding and analysis to initial response issues or “themes” which may change as the consultation progresses.
- Resource management features, allowing comparison across coders and question/issue areas. This is of particular importance in maintaining high quality coding across the whole coding team and allows early identification of areas where additional training may be required.
- A full audit trail – from verbatim response to codes applied to that response.

Coders were provided with an electronic file of responses to code within Ascribe. Their screen was split, with the left side showing the response along with the unique identifier, while the right side of the screen showed the full code frame. The coder attached the relevant code or codes to these as appropriate and, where necessary, alerted the supervisor if they believed an additional code might be required.

If there was other information that the coder wished to add they could do so in the “notes” box on the screen. If a response was difficult to decipher the coder would get a second opinion from their supervisor or a member of the project management team. As a last resort, any comment that was illegible was coded as such and reviewed by the Coding Manager.

### Briefing the coding team and quality checking

A core team of coders worked on the project, all of whom were fully briefed and were conversant with the Ascribe package. This team also worked closely with the project management team during the set-up and early stages of code frame development.

The core coding team took a supervisory role throughout and undertook the quality checking of all coding. Using a reliable core team in this way minimises coding variability and thus retains data quality.

To ensure consistent and informed coding of the verbatim comments, all coders were fully briefed prior to working on this project. The Coding Manager undertook full briefings and training with each coding team member. All coding was carefully monitored to ensure data consistency and to ensure that all coders were sufficiently competent to work on the project.

The coder briefing included background information, the consultation process and the issues involved, and discussion of the initial coding frames. The briefings were carried out by one of Ipsos MORI's executive team members. All those attending the briefings were instructed to read, in advance, the Consultation Document and go through the response form.

The Ascribe package also afforded an effective project management tool, with the coding manager reviewing the work of each individual coder, having discussion with them where there was variance between the codes entered and those expected by the coding manager.

To check and ensure consistency of coding, 10% of coded responses from the response forms were validated by the coding supervisor team, who checked that the correct codes had been applied and made changes where necessary.

### Updating the coding frame

An important feature of the Ascribe system is the ability to extend the code frame “organically” direct from actual verbatim responses throughout the coding period.

The coding teams raised any new codes during the coding process when it was felt that new issues were being registered. In order to ensure that no detail was lost, coders were briefed to raise codes that reflected the exact sentiment of a response, and these were then collapsed into a smaller number of key themes at the analysis stage. During the initial stages of the coding process, meetings were held between the coding team and Ipsos MORI executive team to ensure that a consistent approach was taken to raising new codes and that all extra codes were appropriate and correctly assigned. In particular, the coding frame sought to capture precise nuances of respondents' comments in such a way as to be comprehensive.

A second key benefit of the Ascribe system is that it provides the functionality of combining codes, revising old codes and amending existing ones as appropriate. Thus, the coding frame grew organically throughout the coding process to ensure it captured all of the important “themes”.

Once coding was complete, a series of checks were undertaken to ensure that the data set was comprehensive and complete.

# Part B – Sample survey appendices

## Appendix 5: Sample survey questionnaire

### HAMPSHIRE COUNTY COUNCIL SPENDING REVIEW SURVEY

FINAL VERSION – 27 May 2015

Good morning, afternoon, evening. I am calling on behalf of Hampshire County Council. My name is ..... from Ipsos MORI, the market and opinion research organisation, and we are carrying out a short survey about local public services. Would you like to take part?

I would like to assure you that all the information we collect will be kept in the strictest confidence, and used for research purposes only. It will not be possible to identify any particular individual or address in the results.

This call may be monitored as part of our quality control procedures. This survey will be carried out in accordance with the Market Research Society Code of Conduct.

IF NECESSARY: The interview will take about 10 to 15 minutes.

ONCE AGREE TO TAKE PART: As part of this survey I will be reading out quite a bit of information about Hampshire County Council. This is important background to help you answer some of the questions.

**QAGE.** Before we start, may I just ask what your age was last birthday? ENTER EXACT AGE AND CODE

- (1) 18-24
- (2) 25-34
- (3) 35-44
- (4) 45-54
- (5) 55-64
- (6) 65-74
- (7) 75+

ASK IF AGED UNDER 18

**Is it possible to speak to someone aged 18 or over please?**

Yes – TAKE REFERRAL  
No – THANK AND CLOSE

**QDISTRICT.** Can I just check which district you live in, that is the council which you or your household pays your Council Tax to? READ OUT AND CODE TO THE RELEVANT DISTRICT. SINGLE CODE ONLY

1. Basingstoke and Deane Borough Council
2. East Hampshire District Council
3. Eastleigh Borough Council
4. Fareham Borough Council
5. Gosport Borough Council
6. Hart District Council
7. Havant Borough Council
8. New Forest District Council
9. Rushmoor Borough Council
10. Test Valley Borough Council
11. Winchester City Council

Don't live in any of the districts - THANK AND CLOSE

Other - THANK AND CLOSE

Don't know - THANK AND CLOSE

**QGENDER. INTERVIEWER TO CODE GENDER. SINGLE CODE ONLY**

1. Male
2. Female

**QWORK. At present, are you...? READ OUT, SINGLE CODE ONLY**

1. Employee in full-time job (30+ hrs/wk)
  2. Employee in part-time job (less than 30 hrs/wk)
  3. Self-employed
  4. Government supported training
  5. Unemployed and available for work
  6. Wholly retired from work
  7. Full-time education at school, college or University
  8. Looking after home/ family
  9. Permanently sick/disabled
  10. Doing something else
- Refused - THANK AND CLOSE

**BALANCING THE BUDGET**

**INTERVIEWER READ OUT: Hampshire County Council provides, or supports, a range of local public services in Hampshire.**

**However, like many councils, it faces significant funding pressures over the coming years. This is mainly the result of reduced funding from central Government, matched with increased demand for some services in recent years.**

**To date, the County Council has managed reductions in central Government funding by reducing the cost of 'back office' functions (e.g. Finance and Human Resources), using savings to help protect frontline services, and using some of its 'reserve funds'. This has been whilst maintaining Council Tax at the same level for the last six years.**

**However, the council needs to consider *further* savings as budgets are reduced even further. The County Council anticipates having to make further savings of £98 million by April 2017. This may mean raising Council Tax, using the County Council's 'reserve funds' differently and/ or making changes to the way some services are delivered.**

**The County Council is now asking residents for their views about how the Council can make the further savings that are needed.**

**INTERVIEWER IF RESPONDENT ASKS WHAT RESERVES ARE: Within the County Council's budget are sums called 'reserves'. These are sums of money that the County Council has put aside to help manage funding shortfalls and as a contingency in case of a major incident, e.g. flooding.**

**COUNCIL TAX**

**Firstly, I would like to ask you some questions about Council Tax.**

**Hampshire County Council has kept Council Tax at the same level for the last six years. However, one of the options to help find the anticipated shortfall in funding could be to increase Council Tax.**

**To illustrate, a 1% increase in Council Tax next year would generate an additional £5 million for the County Council.**

**INTERVIEWER IF RESPONDENT ASKS ABOUT COUNCIL TAX: Your Council Tax bill also includes charges from the Police and Crime Commissioner for Hampshire, Hampshire Fire and Rescue Authority, [INSERT RELEVANT COUNCIL FROM QDISTRICT] and, in many areas, a parish or town council. All of these organisations are responsible for their own budgets, and the setting of Council Tax levels, and the County Council has no control over their decisions.**

ASK ALL

**Q1. By how much, if at all, would you be willing to see the Council Tax paid by your household increase in order to help meet the anticipated £98 million of savings?**

**Please bear in mind that recent legislation introduced by the Government means that a Council Tax increase of 2% or above would need to be put to a public vote or ‘referendum’ before it could be implemented. It is estimated that a referendum could cost the County Council around £1.5 million to administer.**

REVERSE SCALE ON HALF OF SAMPLE CODES 1 TO 7. READ OUT. SINGLE CODE ONLY

1. The Council should not increase Council Tax
  2. The Council should increase Council Tax by 1%, or an additional £10.38 a year for a Band D property
  3. The Council should increase Council Tax by 1.99%, or an additional £20.64 a year for a Band D property
  4. The Council should increase Council Tax by 3%, or an additional £31.14 a year for a Band D property
  5. The Council should increase Council Tax by 4%, or an additional £41.52 a year for a Band D property
  6. The Council should increase Council Tax by 5%, or an additional £51.90 a year for a Band D property
  7. The Council should increase Council Tax by more than 5% - INTERVIEWER WRITE IN HOW MUCH IN PERCENTAGE FIGURE
  8. None of these options
- Don't know (DO NOT READ OUT)

## COUNCIL RESERVES

INTERVIEWER READ OUT: I would now like to ask you some questions about the County Council's ‘reserve funds’.

Within the County Council's budget are sums called ‘reserves’. These are sums of money that the County Council has put aside to help manage funding shortfalls and as a contingency in case of a major incident, e.g. flooding. The reserves held by the County Council, as at 31 March 2014, was £481.7 million - the majority of which is already committed.

To date, the County Council's policy has been to use some of its reserves to help lessen the impact of the reduction in central Government grant funding.

Given the savings it needs to make, the County Council could consider whether to use *even more* of its available (or non-committed) reserves than it does currently. However, the County Council does not think this is a sensible approach; because reserves can only be spent once and if they were to be used up, the County Council would simply have put off the inevitable financial challenges for the future. But, it is interested in residents' views about the use of reserve funds in this way.

ASK ALL

**Q2. Which ONE of the following two statements comes closest to your own view about how reserves should be used when considering how to make the anticipated £98 million of savings?** REVERSE SCALE ON HALF OF SAMPLE. READ OUT. SINGLE CODE ONLY

1. I agree with the County Council's current position - no more should be spent from reserve funds to help find anticipated savings
  2. I disagree agree with the County Council's current position - more should be spent from reserve funds to help find anticipated savings
- Don't know (DO NOT READ OUT)

<b>COUNCIL SERVICES</b>
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I would now like to ask you some questions about services provided or supported by Hampshire County Council.

ASK ALL

In order to find the £98 million of anticipated savings needed by April 2017, the County Council will have to reduce spending on some services. This is regardless of whether Council Tax increases or more reserves are used. The following questions ask how much, if at all, you support or oppose reductions in spending to specific services.

When answering, please think about the full range of services that the County Council helps to support or deliver, even if you do not necessarily use all these services. Please also bear in mind that the County Council has to make savings, so it will not be possible to maintain current spending levels across all services.

SCRIPTING TEAM: PLEASE RANDOMISE SERVICE QUESTIONS A TO P ACROSS QUESTION 3 TO 4 (NOT JUST WITHIN INDIVIDUAL QUESTION NUMBER)

**Q3.** ASK FOR EACH SERVICE A TO H: **Thinking about** [INSERT SERVICE A TO H], **to what extent to do you support or oppose reducing spending on this service?** RANDOMISE SERVICES A TO H. READ OUT EACH A TO H. SINGLE CODE ONLY FOR EACH A TO H.

- A. Residential care services for older people – including County Council care homes
- B. Care and support services for adults living in their own homes
- C. Day care services for older people and people with learning disabilities - e.g. providing things for people to do during the day, delivering meals on wheels to people's homes
- D. Care services for children – including child protection
- E. Adoption and fostering services for children
- F. Services for children with disabilities - e.g. special schools, travel arrangements
- G. Children's centres
- H. School support - e.g. governor services

**Q4.** ASK FOR EACH SERVICE I TO P: **Thinking about** [INSERT SERVICE I TO P], **to what extent to do you support or oppose reducing spending on this service?** RANDOMISE SERVICES I TO P. READ OUT EACH I TO P. SINGLE CODE ONLY FOR EACH I TO P.

INTERVIEWER IF NECESSARY: Once again, when answering, please think about the full range of services that Hampshire County Council helps to support or deliver, even if you do not necessarily use all these services.

- I. *Hampshire Now*, the County Council's magazine for residents. INTERVIEWER IF NECESSARY: This provides residents with information about County Council activities and decisions. It is published three times a year and distributed to 600,000 households in the county
- J. Grant funding to voluntary and community organisations
- K. Road maintenance services
- L. Local traffic management services
- M. Street lighting
- N. Home-to-school transport
- O. Household Waste Recycling Centres - or 'tips'
- P. Waste disposal and recycling services.

1. I strongly support reducing spending on this service
2. I tend to support reducing spending on this service
3. I neither support nor oppose reducing spending on this service
4. I tend oppose reducing spending on this service
5. I strongly oppose reducing spending on this service

Don't know (DO NOT READ OUT)

**Q5. May I just ask, which, if any, of the following services provided or supported by Hampshire County Council have you, or a member of your household, used within the past 12 months? READ OUT EACH SERVICE. SINGLE CODE YES/NO/DON'T KNOW FOR EACH SERVICE. RANDOMISE START.**

1. Adoption and fostering services
2. Activities for children and young people
3. Services to protect vulnerable children INTERVIEWER IF NECESSARY: e.g. those in care
4. Services to support children with disabilities
5. Childcare support, children's centres and other support for parents and families with young children
6. Primary schools
7. Secondary schools
8. Adult learning INTERVIEWER IF NECESSARY: e.g. courses for English, maths, foreign languages, arts and crafts
9. Trading Standards
10. Drug and alcohol misuse services
11. Day centres and other services to support older, disabled or vulnerable people to stay in their homes
12. Residential care services for older people
13. Environmental protection services INTERVIEWER IF NECESSARY: e.g. ecology services
14. Household waste recycling centres
15. Business support services
16. Libraries
17. Country parks and rights of way
18. Subsidised local bus and community transport services

**BUDGET PRIORITIES**

**INTERVIEWER READ OUT: As a reminder, Hampshire County Council anticipates having to find savings of £98 million by April 2017. Regardless of whether or not Council Tax is increased next year, or whether the County Council uses its reserves differently, spending will still have to be reduced on some services.**

**However, an increase in Council Tax and/ or a different use of the County Council's reserves, could potentially reduce the amount of savings that have to be found from services.**

ASK ALL

**Q6. Thinking overall, which ONE of the following four options comes closest to your own view about how the County Council should find the anticipated £98 million of savings by April 2017? RANDOMISE STATEMENTS. READ OUT. SINGLE CODE ONLY**

1. The anticipated savings should be found only by reducing spending on some services.
2. The anticipated savings should be found through a combination of a Council Tax increase AND by reducing spending on some services.
3. The anticipated savings should be found through a combination of using more of the County Council's reserves AND by reducing spending on some services.
4. The anticipated savings should be found through a combination of a Council Tax increase AND by reducing spending on some services, AND by using more of the County Council's reserves.

None of these options (DO NOT READ OUT)

Don't know (DO NOT READ OUT)

ASK ALL

**Q7. Do you have any comments on how Hampshire County Council should prioritise spending or make savings to help find the anticipated £98 million in savings by April 2017? WRITE IN**

## THE BUDGET CONSULTATION

ASK ALL

**Q8. In addition to this survey, Hampshire County Council is conducting a separate consultation on spending review options. May I ask, have you taken part in the consultation? SINGLE CODE ONLY.**

1. Yes
  2. No
- Don't know (DO NOT READ OUT)

INTERVIEWER IF ASKED FOR MORE INFORMATION ON THE CONSULTATION: **A separate 'open' consultation on these matters is running from midday 26 May to 11.59pm on 6 July. All Hampshire residents are invited to take part. Further information can be found online at [www.hants.gov.uk/spendingreviewsurvey](http://www.hants.gov.uk/spendingreviewsurvey).**

**Q9. As part of its consultation on spending review options, Hampshire County Council has produced an information pack called "Shaping Hampshire - Spending Review Consultation Information Pack". Have you or have you not seen this pack?**

1. Yes, have seen the pack
  2. No, have not seen the pack
- Don't know (DO NOT READ OUT)

## DEMOGRAPHICS

**Finally, I would just like to ask you a few more questions about yourself so we can classify your answers. I would like to assure you that all the information we collect will be kept in the strictest confidence, and used for research purposes only.**

ASK ALL

**QHOUSEHOLD. Are there any children under the age of 16 living in the household? READ OUT. MULTICODE.**

1. Yes – aged 0-4
  2. Yes – aged 5-8
  3. Yes – aged 9-11
  4. Yes – aged 12-15
  5. No – none under 16
- Don't know/ Prefer not to say (DO NOT READ OUT)

**QHEALTH 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? READ OUT. SINGLE CODE ONLY**

1. Yes, a lot
  2. Yes, a little
  3. No
- Don't know/ Prefer not to say (DO NOT READ OUT)

**QETHNICITY To which of these ethnic groups do you feel you belong? READ OUT. SINGLE CODE ONLY**

WHITE

1. English / Welsh / Scottish / Northern Irish / British
2. Irish
3. Gypsy or Irish Traveller
4. Any other White background

ASIAN OR ASIAN BRITISH

5. Indian
6. Pakistani

7. Bangladeshi
8. Nepalese
9. Chinese
10. Any other Asian background

**BLACK OR BLACK BRITISH**

11. Caribbean
12. African
13. Any other Black background

**MIXED**

14. White and Black Caribbean
15. White and Black African
16. White and Asian
17. Any other mixed background

**OTHER ETHNIC GROUP**

18. Arab
19. Any other ethnic group

Prefer not to say (DO NOT READ OUT)

**QRE-CONTACT. Thank you very much for taking part in this survey. Ipsos MORI may wish to carry out some further research on this project in the future. Would you be willing to be re-contacted within the next year should we wish to do so? There would be no obligation to take part.**

1. Yes – GO ON TO COLLECT STANDARD CONTACT INFORMATION
2. No

## Appendix 6: Sample survey respondent profile

The following table contains details of the demographic profile of the sample.

**Table 15 – Sample survey respondent profile**

Sample profile	Weighted %	Unweighted %
<b>Base</b>	1,500	1,500
<b>Gender</b>		
Male	48	43
Female	52	57
<b>Age</b>		
18-24	10	9
25-34	14	11
35-44	13	13
45-54	23	24
55-64	14	16
65+	27	27
<b>Work status</b>		
Employee in full-time job (30+ hrs/wk)	40	43
Employee in part-time job (less than 30 hrs/wk)	15	14
Self-employed	4	5
Government supported training	*	*
Unemployed and available for work	2	2
Wholly retired from work	28	28
Full-time education at school, college or University	3	3
Looking after home/family	4	4
Permanently sick/disabled	1	1
Doing something else	1	1
<b>District</b>		
Basingstoke and Deane Borough Council	13	12
East Hampshire District Council	9	8
Eastleigh Borough Council	9	9
Fareham Borough Council	9	8
Gosport Borough Council	6	7
Hart District Council	7	7
Havant Borough Council	9	11
New Forest District Council	14	12
Rushmoor Borough Council	7	7
Test Valley Borough Council	9	9
Winchester City Council	9	10

## Appendix 7: Guide to statistical reliability

The residents who took part in the survey are only a sample of the total ‘population’ of residents in Hampshire, so we cannot be certain that the figures obtained are exactly those that would have been reached had everyone responded (the ‘true’ values). We can, however, predict the variation between the sample results and the ‘true’ values from knowledge of the size of the samples on which the results to each question is based, and the number of times a particular answer is given. The confidence with which we can make this prediction is usually chosen to be 95% - that is, the chances are 95 in 100 that the ‘true’ value will fall within a specified range. The following illustrates the predicted ranges for different sample sizes and percentage results at the ‘95% confidence interval’:

**Table 16 – Sampling tolerances – overall level**

Size of sample on which survey result is based	Approximate sampling tolerances applicable to percentages at or near these levels		
	10% or 90% ±	30% or 70% ±	50% ±
100 responses	6	9	10
200 responses	4	6	7
500 responses	3	4	4
1,500 responses	2	3	3

For example, with a sample size of 1,500 where 30% give a particular answer, the chances are, 19 in 20 that the ‘true’ value (i.e. the one which would have been obtained if all residents aged 18+ living in Hampshire had been interviewed) will fall within the range of +/-3 percentage points from the survey result (i.e. between 27% and 33%).

When results are compared between separate groups within a sample (e.g. males versus females) different results may be obtained. The difference may be ‘real’, or it may occur by chance (because not everyone in the population has been interviewed). To test if the difference is a real one - i.e. if it is ‘statistically significant’ - we again have to know the size of the samples, the percentage giving a certain answer and the degree of confidence chosen. If we once again assume a ‘95% confidence interval’, the differences between the results of two separate groups must be greater than the values given in the following table:

**Table 17 – sampling tolerances – sub-group level**

Size of sample on which survey result is based	Differences required for significance at or near these percentage levels		
	10% or 90% ±	30% or 70% ±	50% ±
100 vs. 100	8	13	14
200 vs. 200	6	9	10
500 vs. 500	4	6	6
500 vs. 1,000	3	5	5

It is important to note that, strictly speaking, the above confidence interval calculations relate only to samples that have been selected using strict probability sampling methods. However, in practice it is reasonable to assume that these calculations provide a good indication of the confidence intervals relating to this survey.

## For more information

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