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Chapter One

Methodology

Members of the Halton 2000 Citizens Panel were sent copies of the Council Budget self-completion questionnaire (Appendix A), during November 2007 and asked to return them within a two-week period. The questionnaire designed by the Research and Intelligence Department (questions were devised from other Local Authority budget survey's), was aimed at gauging public opinion on Council spending on services.

The first set of questions were to designed to set the scene by asking about the following topics; priority spend areas, maintaining or reducing services in relation to the amount of Council Tax paid and levels of funding for individual services. The second set of questions was to determine the following; knowledge of budget information that is publicly available, the format of information available and preferred method of receiving information.

Response Rates

992 completed questionnaires were returned from 2367 respondents, giving a response rate of 42%. This achieves the required number of responses to achieve a 95% confidence level (with a margin of error of +/-5%).

Key Results

Results of q1, which asked respondents to select **THREE** areas of priority spending (from a list of eleven), reflect findings from previous surveys e.g., BVPI and Quality of Life. The top three areas of priority spending were selected by over 30% of respondents:

- Community safety and crime prevention 55.3%
- Development of activities for teenagers 32.4%
- Provide more opportunities to recycle and manage waste in a sustainable way 32.1%.

Priority spending areas that were ranked Fourth – Seventh showed minimal differences and all fell between 29.4% and 26.7% these are illustrated below.

- Making our streets cleaner and disposing of waste and litter 29.4%
- Creating employment opportunities through investment in regeneration/economic development 28.8%
- Improve education standards by investing in our schools 27.6%
- Develop more services for elderly people 26.7%

(Please see page 5 for the full table of results).

Results for q2, which asked respondents about levels of Council Tax and ways of increasing or introducing charges for services, were evenly split and no firm conclusions can be made in relation to these areas. However the more detailed results from q3, which asks about individual services, show that for some services an increase in spending is the preferred option.

Q3 asked respondents about levels of spending for 34 individual services that the Council provides.

Of these 34 services respondents stated that:

- 30 services should have the **same amount** of money spent
- 3 services should have **more money** spent
 - Crime Prevention (70.3%)
 - Community Safety (56.9%)
 - Services for Older People (49.9%)
- 1 service should have **less money** spent
 - Tourism Promotion (48.5%)

Q4 asked respondents if they have previously seen information regarding how the Council spends its money, 70% of respondents stated that they had seen information in 'Inside Halton'. However, when asked in q5 if respondents have seen the summary of how the Council spends its money, (which is available on the Council website, in Libraries and Direct Link), 80.2% of respondents stated that they had not seen this publication.

Following on from this over 70% of respondents stated that they would like to see a brief summary of Council accounts (q6) and 66.7% of respondents stated that this should be available in 'Inside Halton', 64.7% of respondents stated this should be made available with the Council Tax Leaflet and 44.6% of respondents stated it should be available via 'Local Press' (q7).

Chapter 2

Q1. To help us decide how to spend our funds effectively, please select three areas, which you think the Council should prioritise.

When asked to choose three areas that the Council should prioritise, over half of the respondents (55.3%) stated 'invest more in community safety and crime prevention'. Nearly a third of respondents (32.4%) stated 'develop more activities for teenagers' and nearly a third of respondents (32.1%) also stated 'providing more opportunities to recycle and manage waste in a sustainable way'.

Table 2.1 q1. Please 'X' three areas you think the Council should prioritise?

Valid respondents: 992

Areas of priority	Frequency	% of Respondents
Invest more in community safety and crime prevention	549	55.3
Develop more activities for teenagers	321	32.4
Providing more opportunities to recycle and manage waste in a sustainable way	318	32.1
Making our streets cleaner and disposing of waste and litter	292	29.4
Creating employment opportunities through investment in regeneration/economic development	286	28.8
Improve education standards by investing in our schools	274	27.6
Develop more services for elderly people	265	26.7
Investing in better health outcomes	207	20.9
Creating new opportunities for working and learning in our poorer communities	167	16.8
Development and upkeep of our parks and open spaces	123	12.4
Provide more social workers to support vulnerable people	120	12.1

Q2. When making decisions about spending plans for the next year the Council should...?

When asked about spending plans respondent views are split. One quarter of respondents (24.8%) stated that current levels of service should be maintained even if this means an increase in Council Tax and nearly a quarter of respondents (23.3) stated 'Reduce the levels of some services to keep any Council Tax increase to a minimum'.

Table 2.2 q2. When making spending plans for the next year the Council should...?

Valid Respondents: 953

Areas of priority	Frequency	% of Respondents
Maintain the current levels of service even if this means an increase in Council Tax	246	24.8
Reduce the levels of some services to keep any Council Tax increase to a minimum	222	23.3
Raise more money by introducing charges for services that users currently receive free e.g., car parking	186	19.5
Raise more money by increasing the prices of Council services that users have to pay for e.g., pest control treatment	168	17.6
Improve current levels of service even if this means a greater increase in Council Tax	131	13.7

Q3. From your point of view, would you like to see more money, less money or the same amount of money spent on each of the following services in the future?

When asked about the levels of money that should be spent on individual services the highest category for the majority of these services was 'Same amount of money'. However for some services respondents showed mixed views, these services are highlighted below.

CCTV Figure 2.5

For this service just over two fifths of respondents (42.5%) stated 'same amount of money' however two fifths of respondents (40.3%) also stated that 'more money' should be spent on this service.

Children's Social Services Figure 2.6

For this service over 50% of respondents (56.3%) stated 'same amount of money', and 30% of respondents stated 'more money' should be spent on this service.

Community Safety Figure 2.8

Over 50% of respondents (56.9%) stated that more money should be spent on community safety. Just under two fifths of respondents (38.7%) stated that the same amount of money should be spent on community safety.

Crime Prevention Figure 2.9

70% of respondents stated that 'more money' should be spent on crime prevention.

Development Control and Planning Policy Figure 2.10

Over one fourth of respondents (28.1%) stated that 'less money' should be should be spent on this service. 55.4% of respondents stated that the 'same amount' of money should be provided for this service.

Education Welfare (e.g., to improve school attendance)

Nearly 30% of respondents (27.8%) stated that more money should be spent on this service. Over half of respondents (56.3%) however stated 'same amount money'.

Home Help and Home Care Figure 2.14

Two fifths of respondents (41.9%) stated that 'more money' should be spent on this service, 52.1% of respondents stated that the 'same amount of money' should be spent on this service.

Maintenance of Roads and Footpaths Figure 2.16

Nearly 40% of respondents (38.3%) stated that 'more money' should be spent on the maintenance of roads and footpaths. Nearly 60% of respondents (57.8%) stated the 'same amount of money' should be spent.

Preventing Drug and Alcohol Abuse Figure 2.19

Respondent opinion on this service is equally split; 40.8% of respondents stated that 'more money' should be spent on this service while 40.9% of respondents stated that the 'same amount' of money should be spent on this service.

Recycling Facilities Figure 2.2

Over two fifths of respondents (42.1%) stated that 'more money' should be spent on this service, 50% of respondents stated that the 'same amount' of money should be spent.

Services for Older People Figure 2.28

Nearly 50% of respondents (49.9%) stated that more money should be spent on this service, just over two fifths of respondents (44.9%) stated that the 'same amount of money' should be spent on this service.

Street Cleaning Figure 2.29

65.7% of respondents stated that the 'same amount' of money should be spent on street cleaning, however just over 30% of respondents (31.7%) stated that 'more money' should be spent on this service.

Tourism Promotion Figure 2.31

Nearly 50% of respondents (48.5%) stated that 'less money' should be spent on this service, 40% of respondents stated that the 'same amount' of money should be spent.

Youth Services Figure 2.34

Nearly 50% of respondents (48.7%) stated that the 'same amount' of money should be spent on youth standards. However 33.6% of respondents stated that 'more money' should be spent on this service.

Figure 2.1: Adult Education and Evening Classes

Valid Respondents: 935

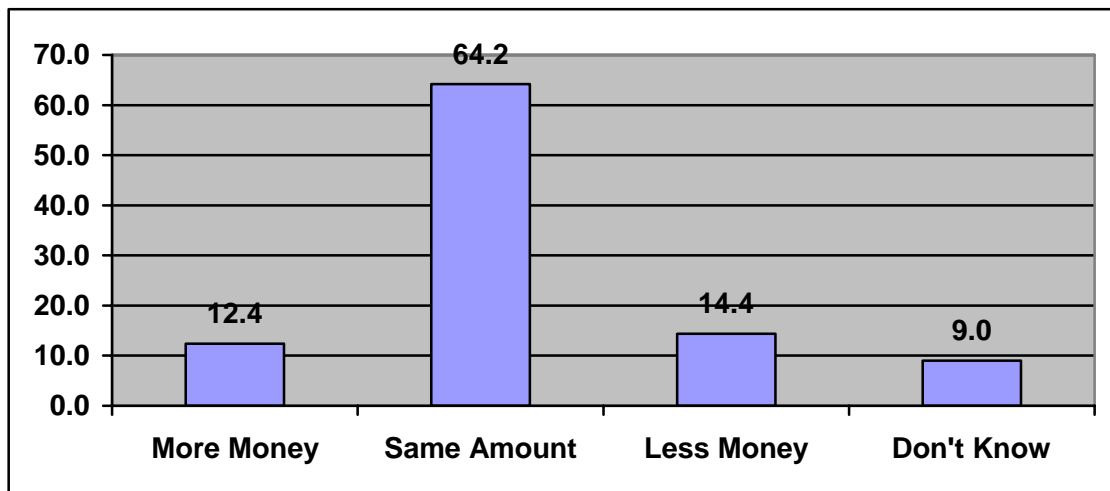


Figure 2.2 Arts and Cultural Activities

Valid Respondents: 930



Figure 2.3 Bus Service Subsidies

Valid Respondents: 944

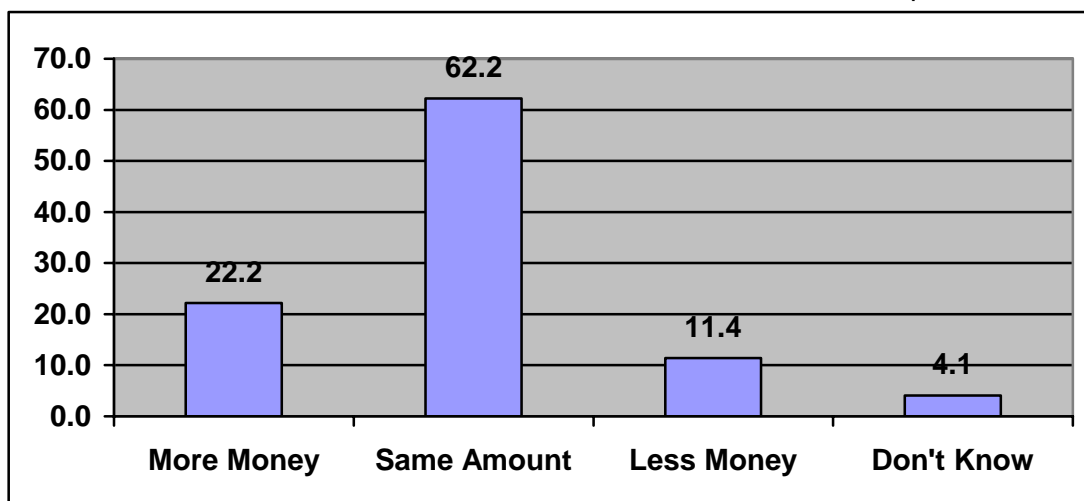


Figure 2.4 Car Parking facilities

Valid Respondents: 937

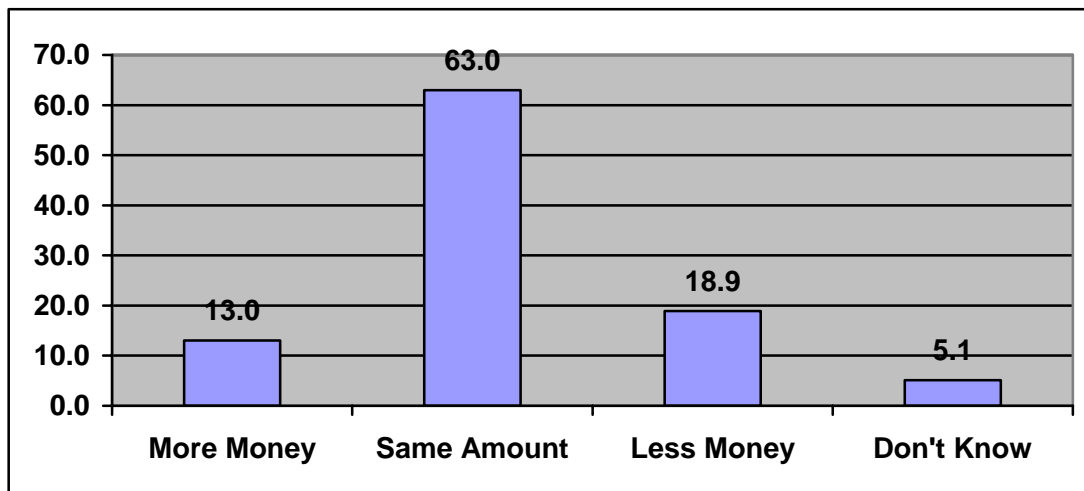


Figure 2.5 CCTV

Valid Respondents: 942

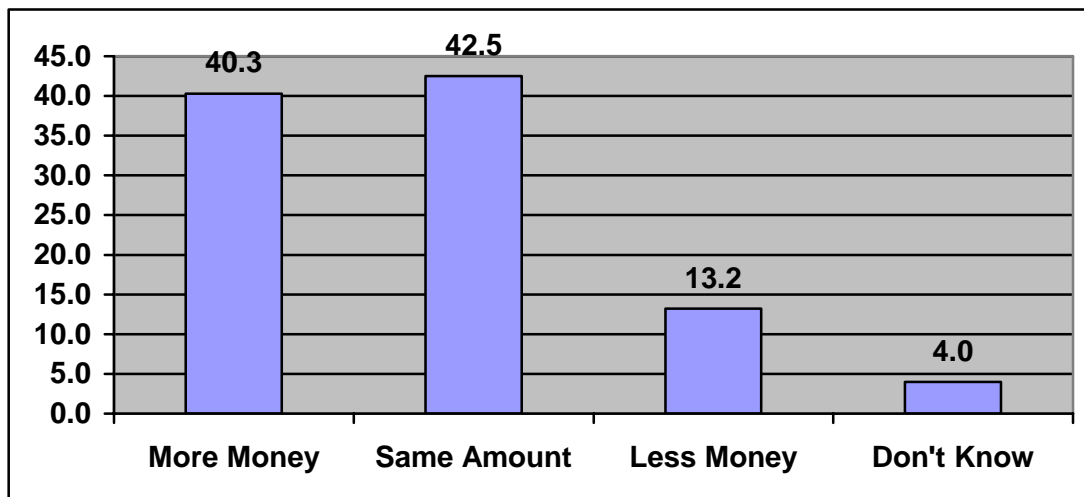


Figure 2.6 Children's Social Services

Valid Respondents: 932

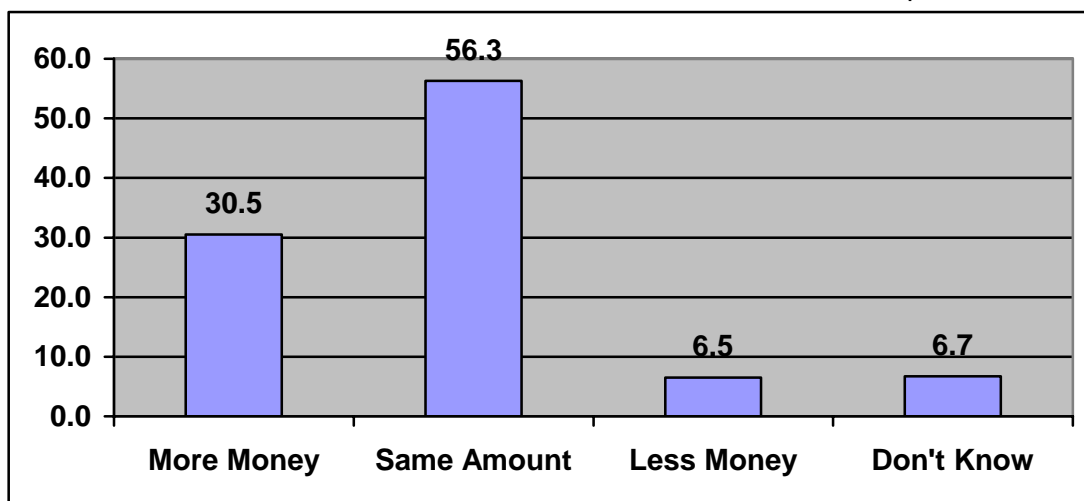


Figure 2.7 Community Recreation Centres

Valid Respondents: 930

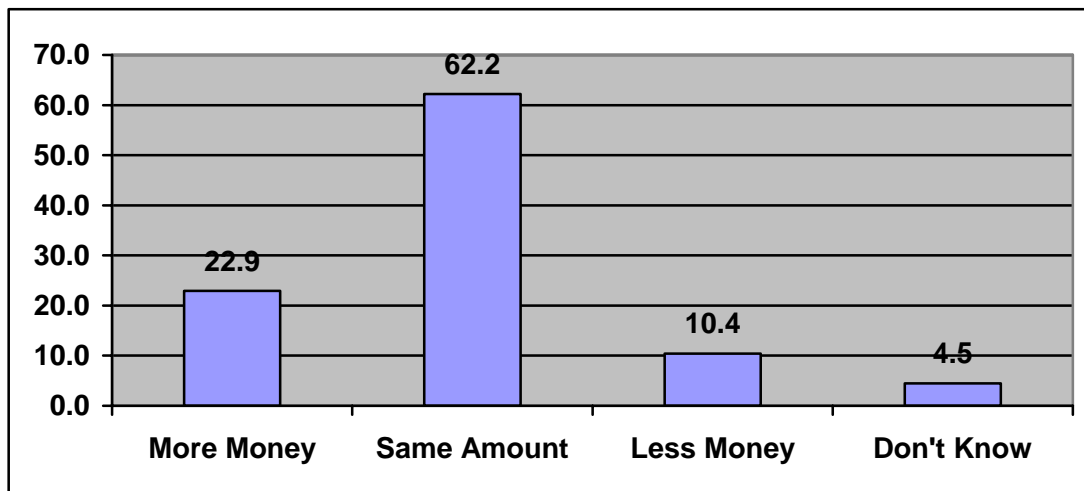


Figure 2.8 Community Safety

Valid Respondents: 942

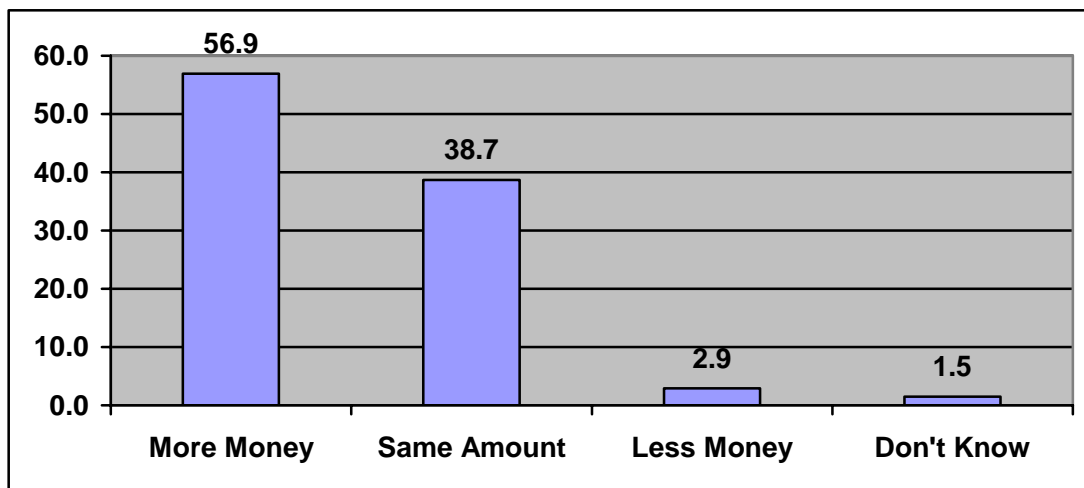


Figure 2.9 Crime Prevention

Valid Respondents: 950

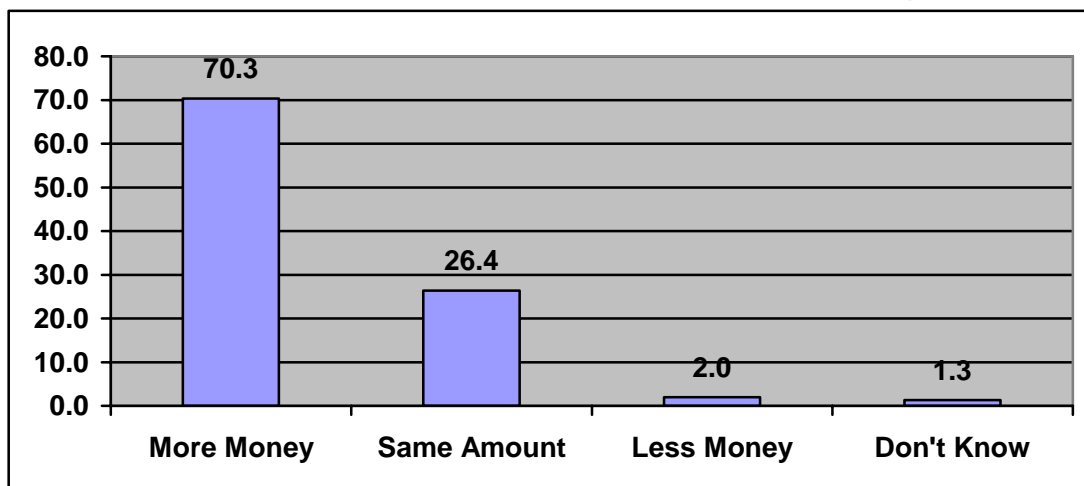


Figure 2.10 Development Control and Planning Policy

Valid Respondents: 924

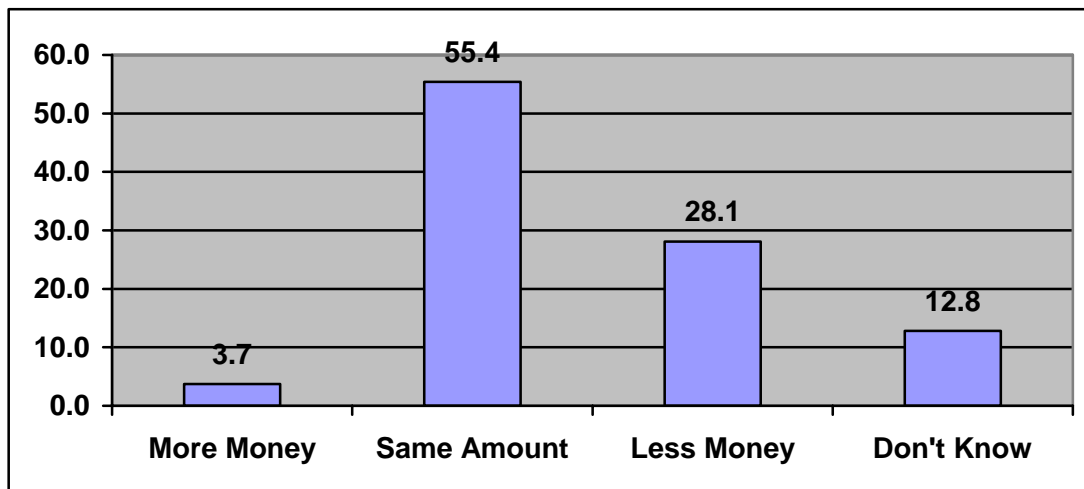


Figure 2.11 Education Welfare (e.g., to improve school attendance)

Valid Respondents: 933

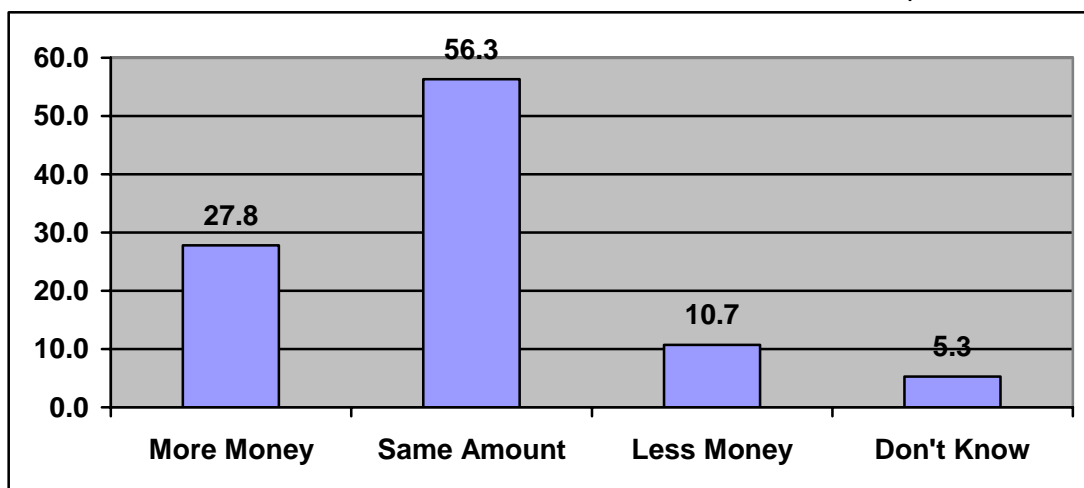


Figure 2.12 Environmental Health Inspections

Valid Respondents: 930

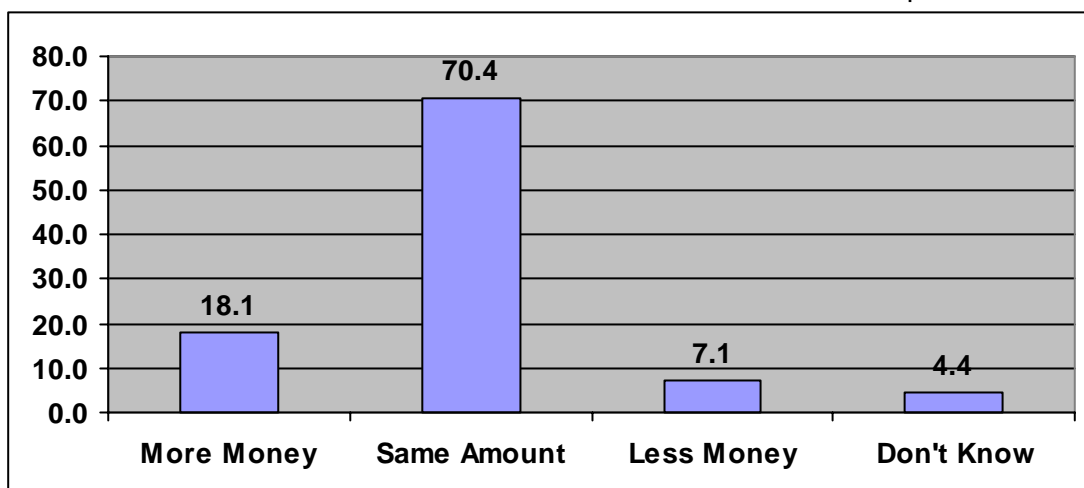


Figure 2.13 Grants to Voluntary Organisations

Valid Respondents: 937

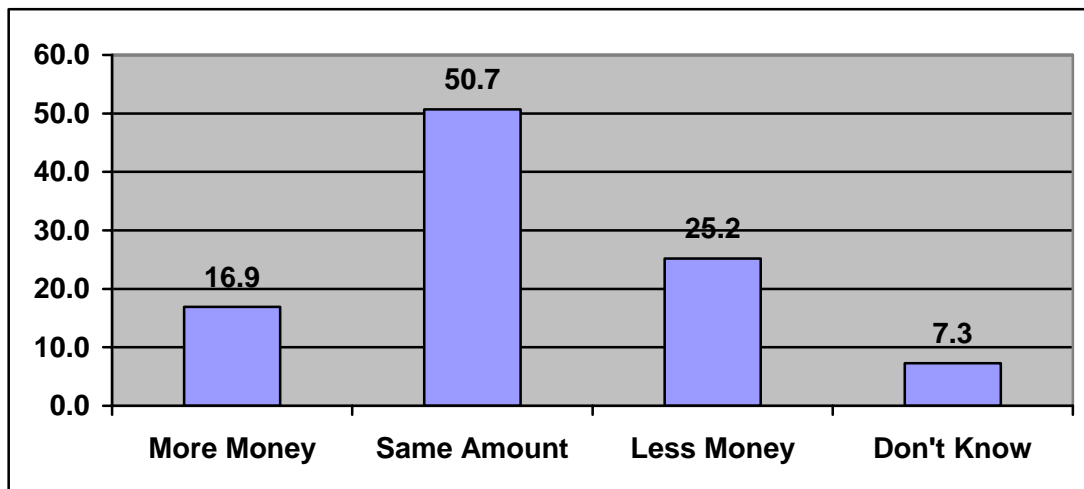


Figure 2.14 Home Help and Home Care

Valid Respondents: 955

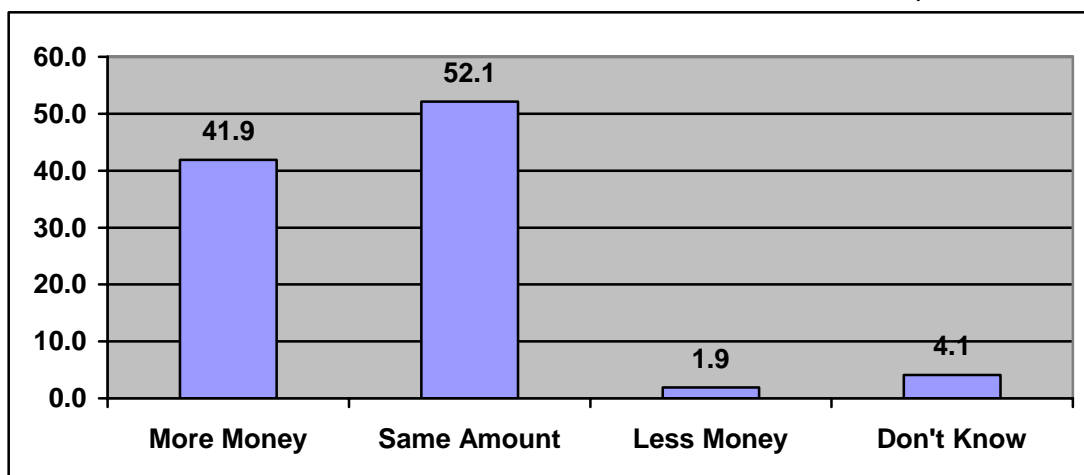


Figure 2.15 Libraries

Valid Respondents: 932

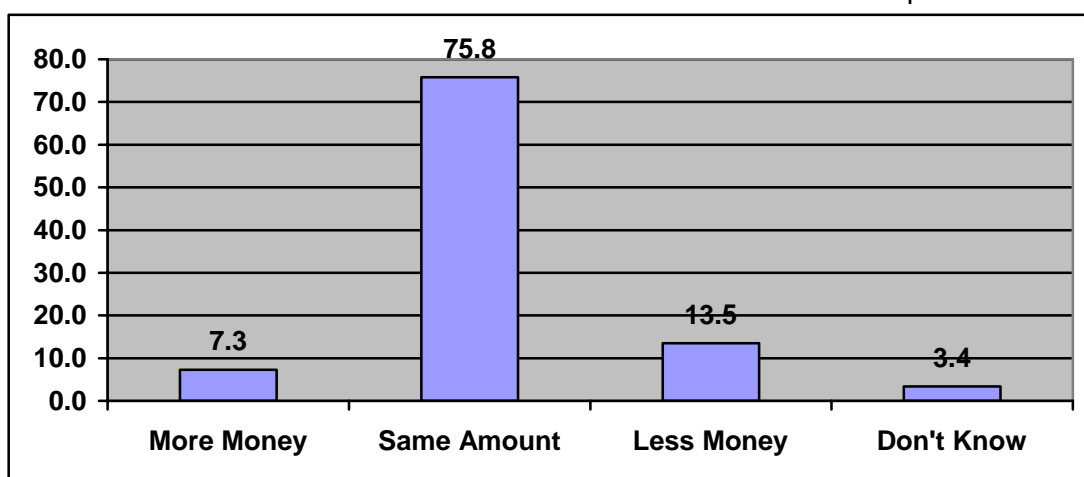


Figure 2.16 Maintenance of Roads and Footpaths

Valid Respondents: 945



Figure 2.17 Parks and Open Spaces

Valid Respondents: 936

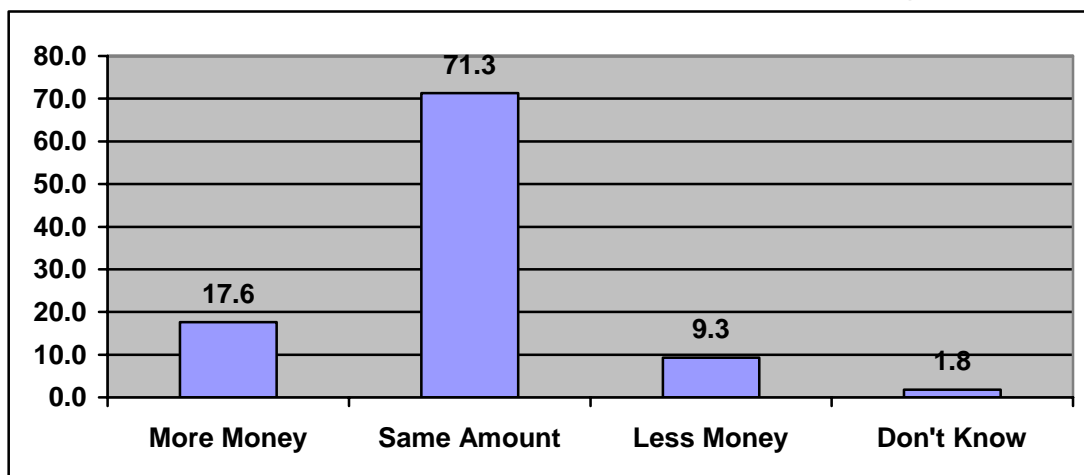


Figure 2.18 Play Services (including adventure playgrounds, holiday schemes, toddlers clubs)

Valid Respondents: 938

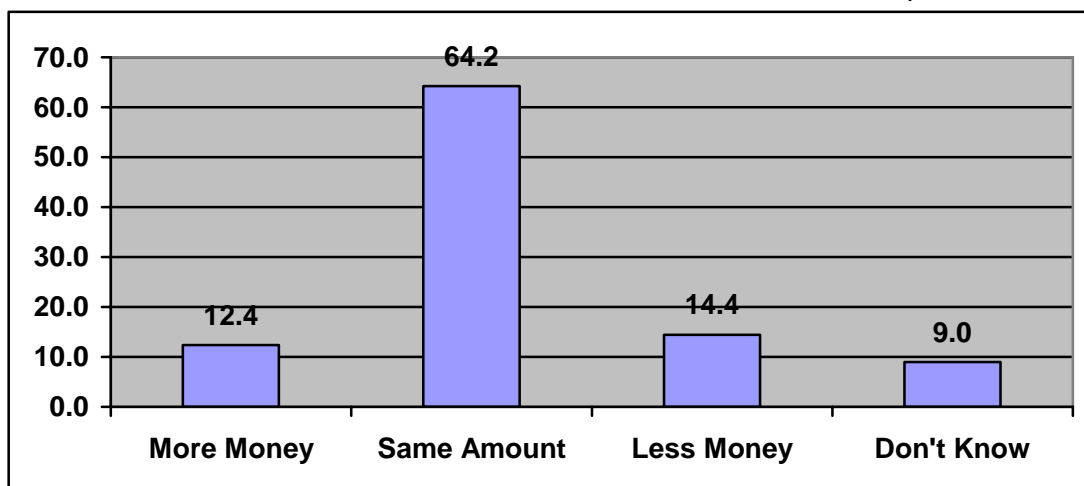


Figure 2.19 Preventing Drug and Alcohol Abuse

Valid Respondents: 950



Figure 2.20 Public Toilets

Valid Respondents: 943

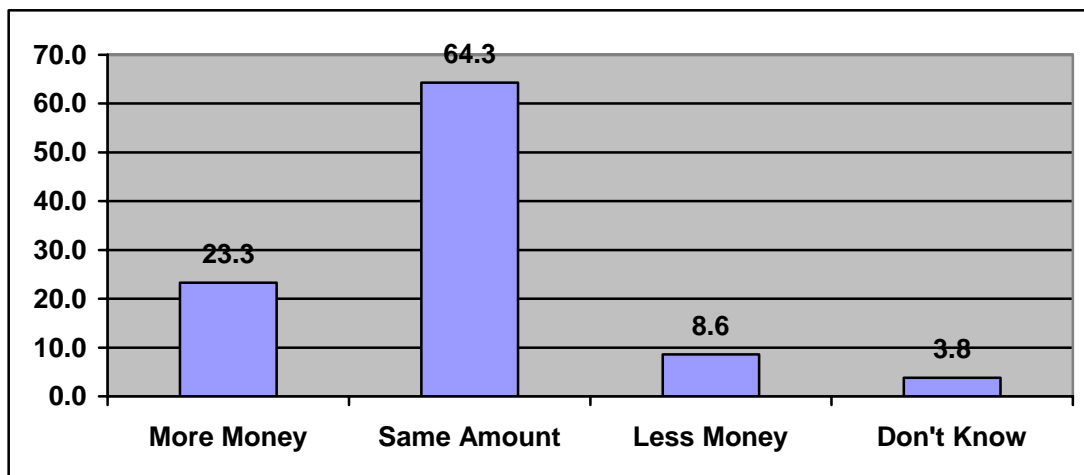


Figure 2.21 Recycling Facilities

Valid Respondents: 946

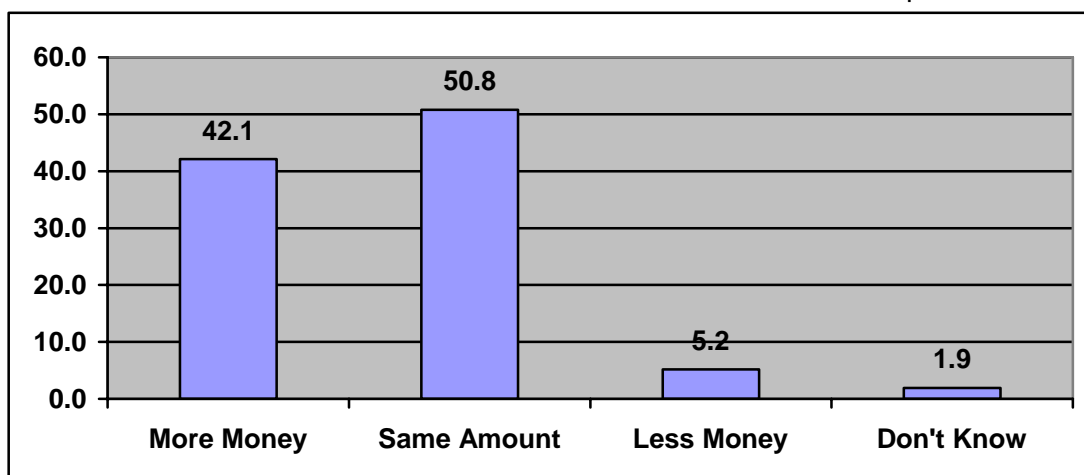


Figure 2.22 Refuse Collection

Valid Respondents: 944

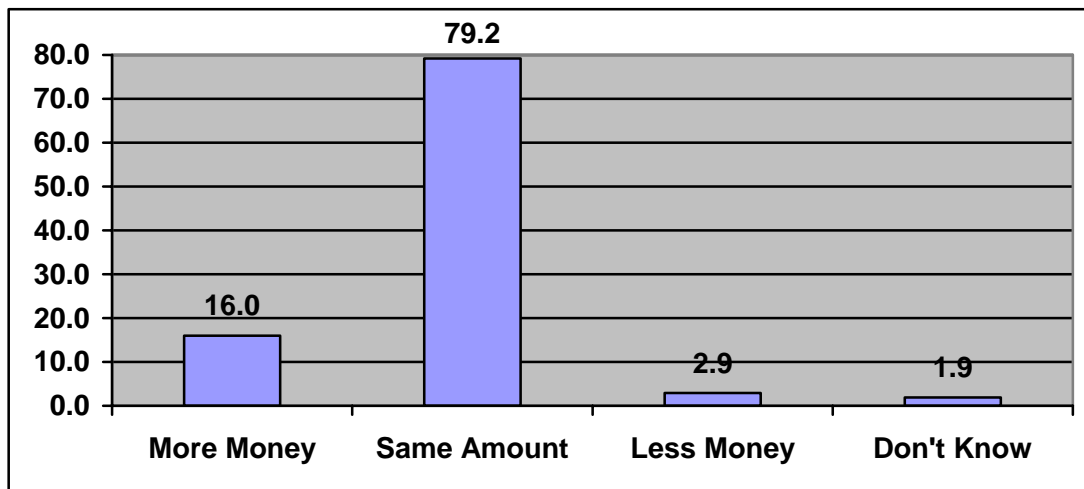


Figure 2.23 Regeneration and Economic Development

Valid Respondents: 927

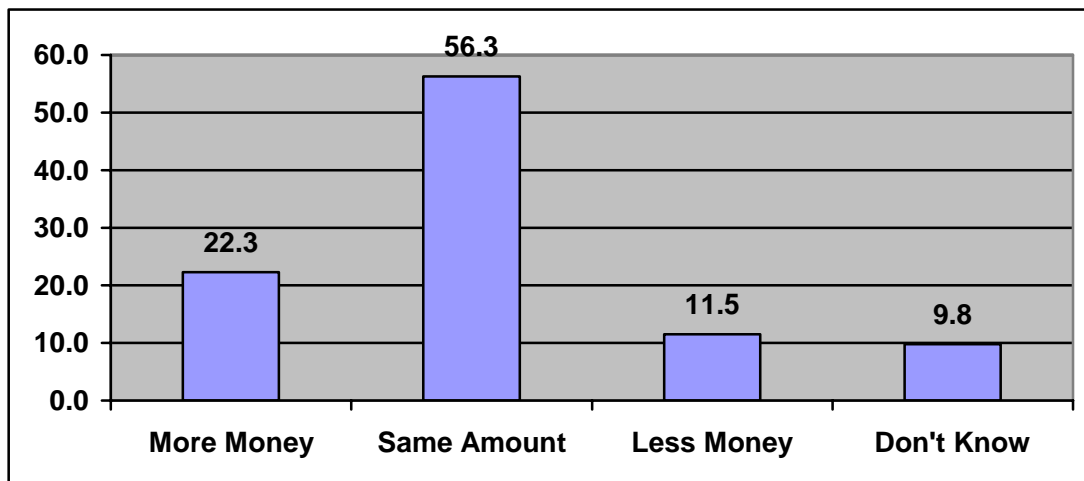


Figure 2.24 Removing Abandoned Vehicles

Valid Respondents: 943

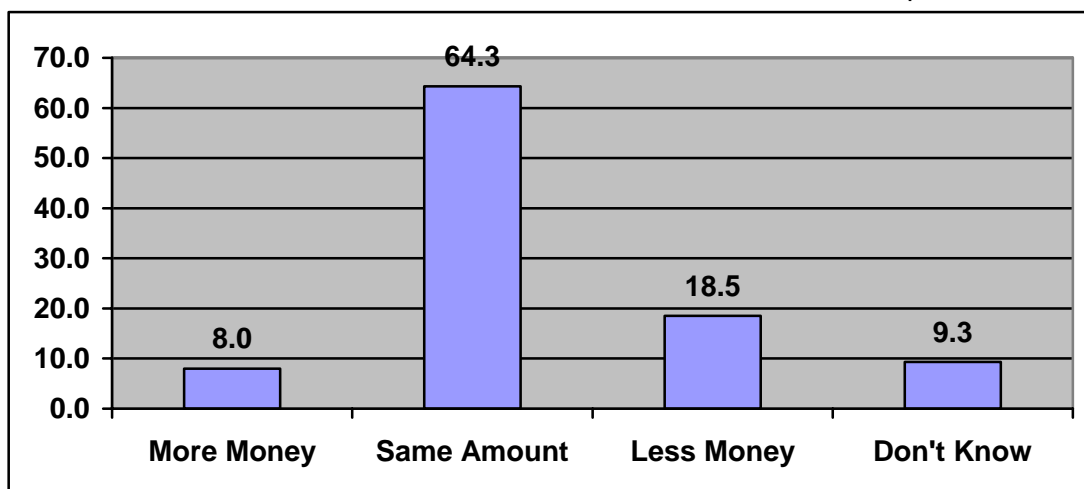


Figure 2.25 Road Safety and School Crossing Patrols

Valid respondents: 951

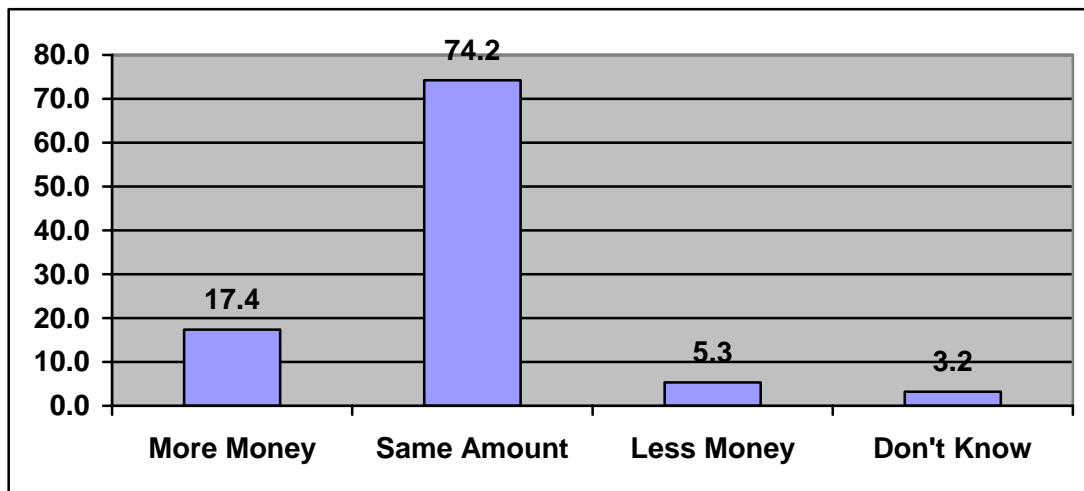


Figure 2.26 School Modernisation Programme

Valid Respondents: 934

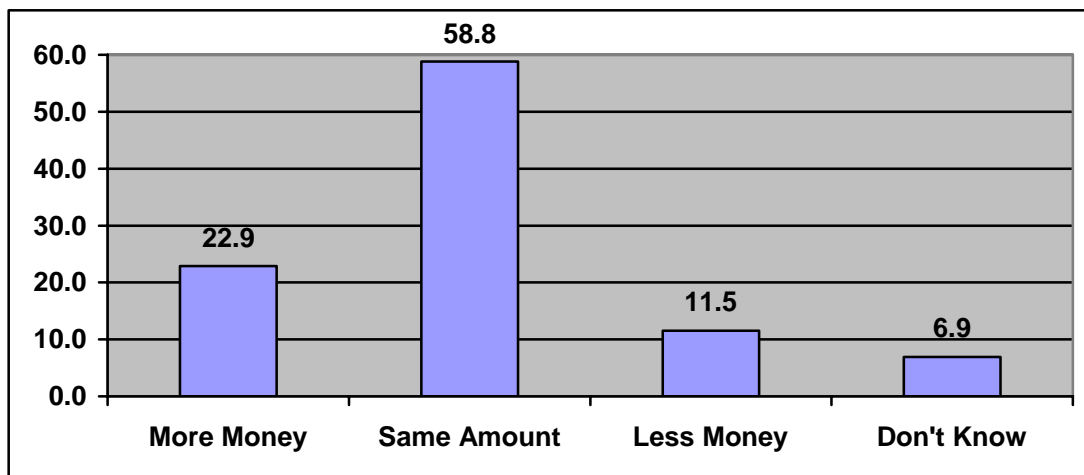


Figure 2.27 Services for Older People

Valid Respondents: 971

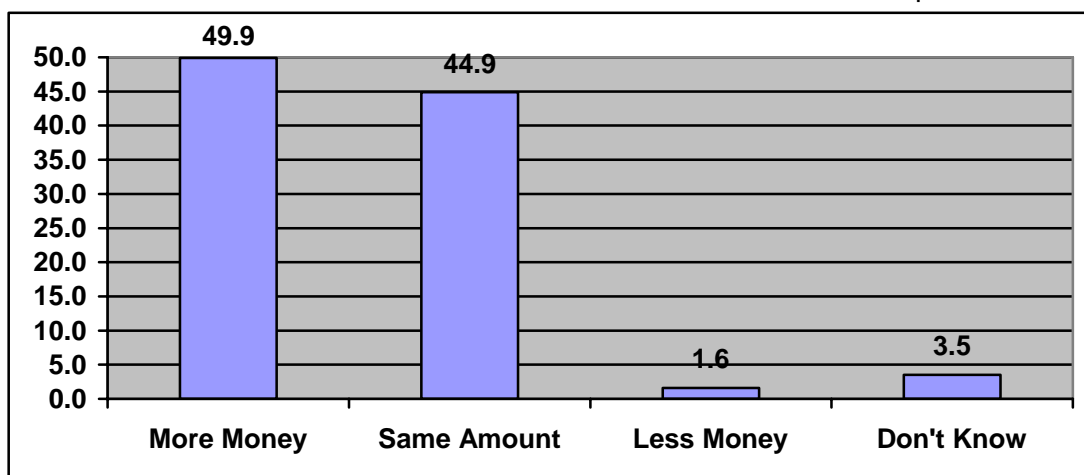


Figure 2.28 Sports and Leisure Centres

Valid Respondents: 953

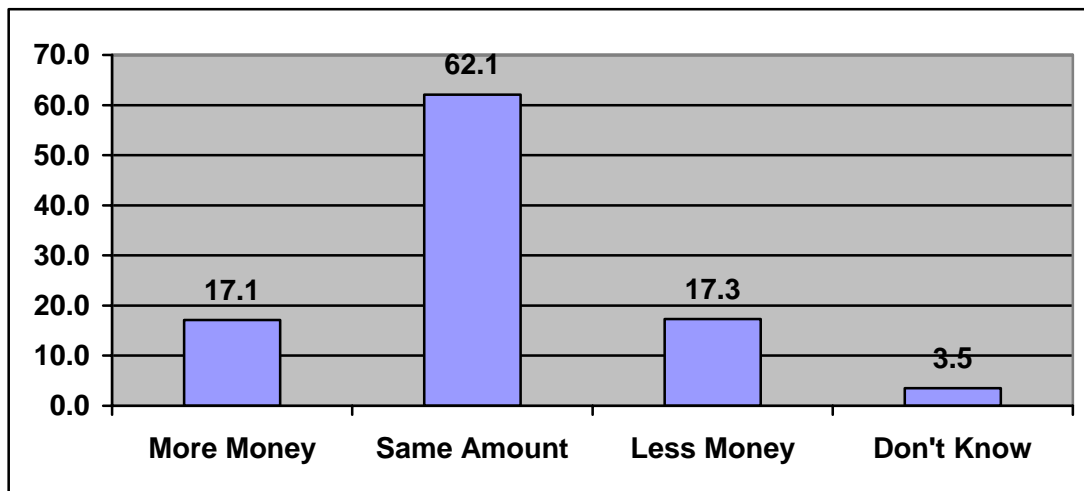


Figure 2.29 Street Cleaning

Valid Respondents: 969

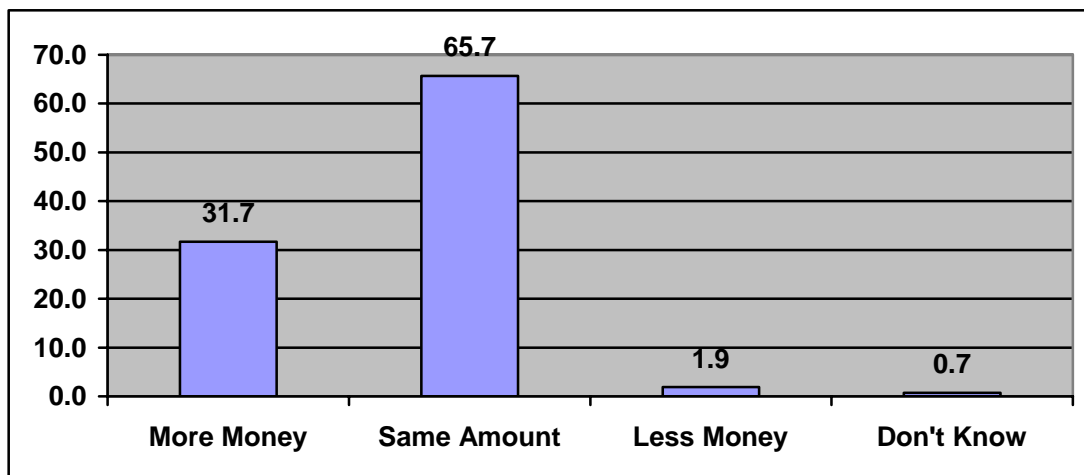


Figure 2.30 Street Lighting

Valid Respondents: 957

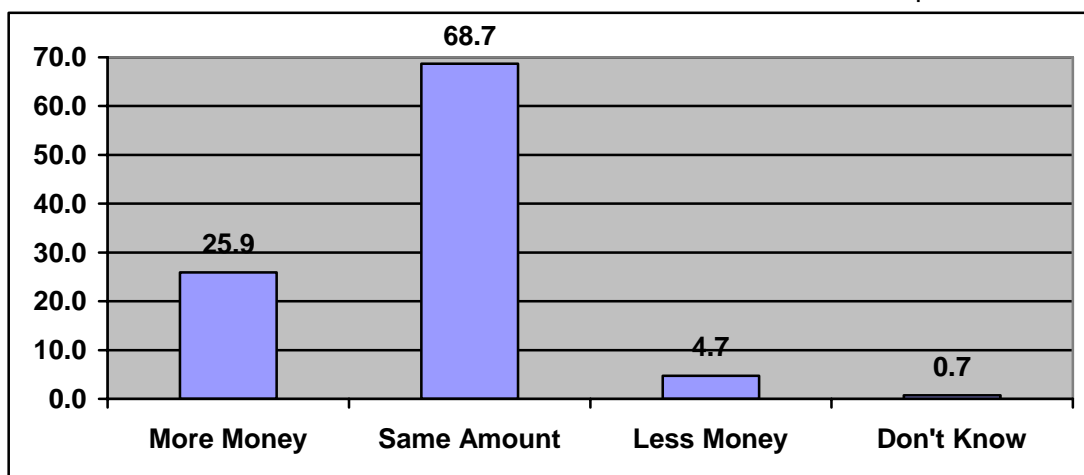


Figure 2.31 Tourism Promotion

Valid Respondents: 945

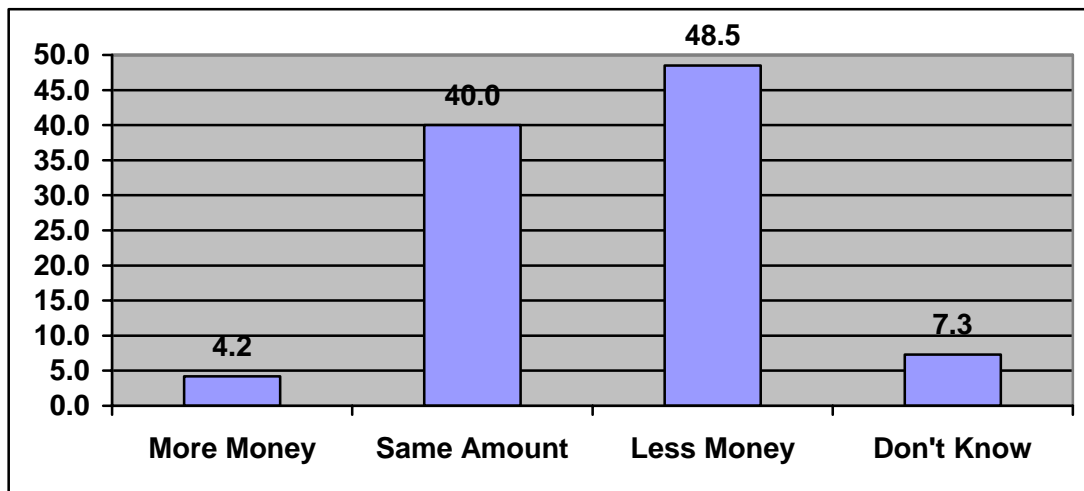


Figure 2.32 Town Centre Management

Valid Respondents: 953

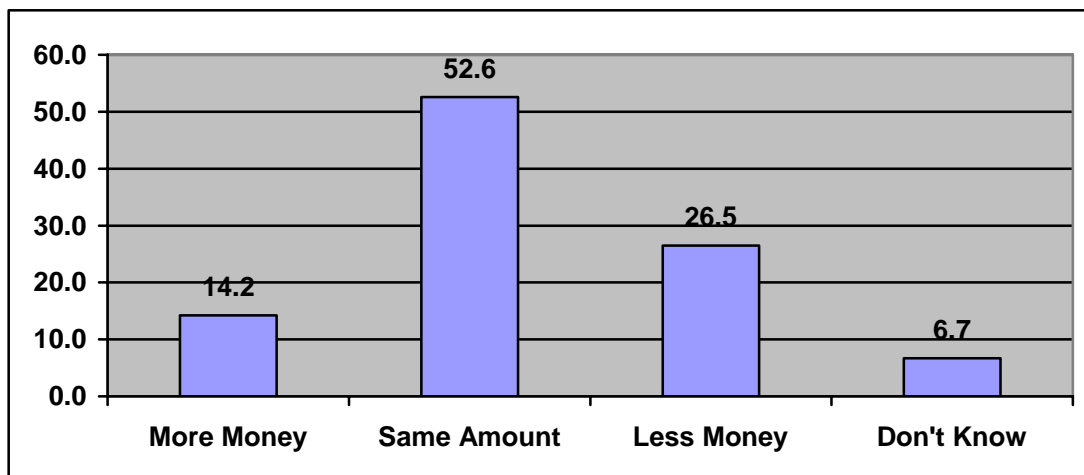


Figure 2.33 Trading Standards

Valid Respondents: 951

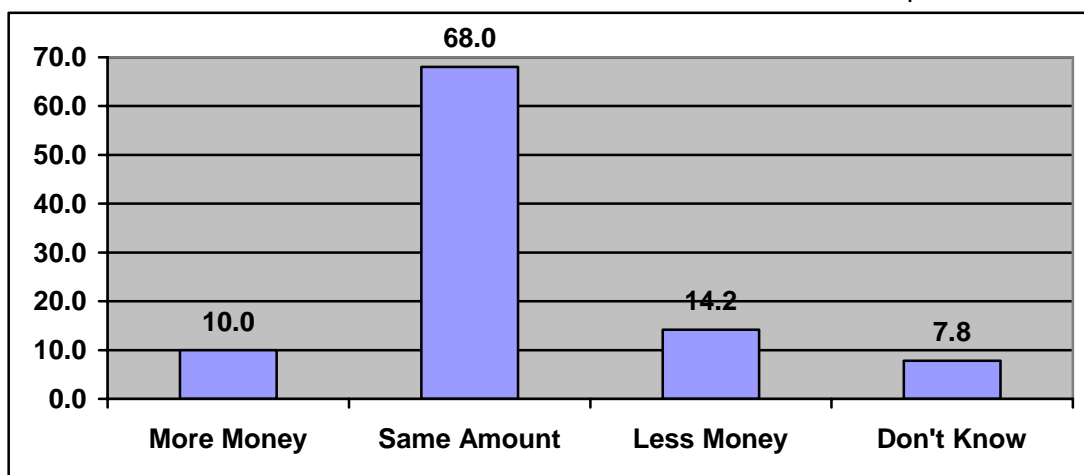
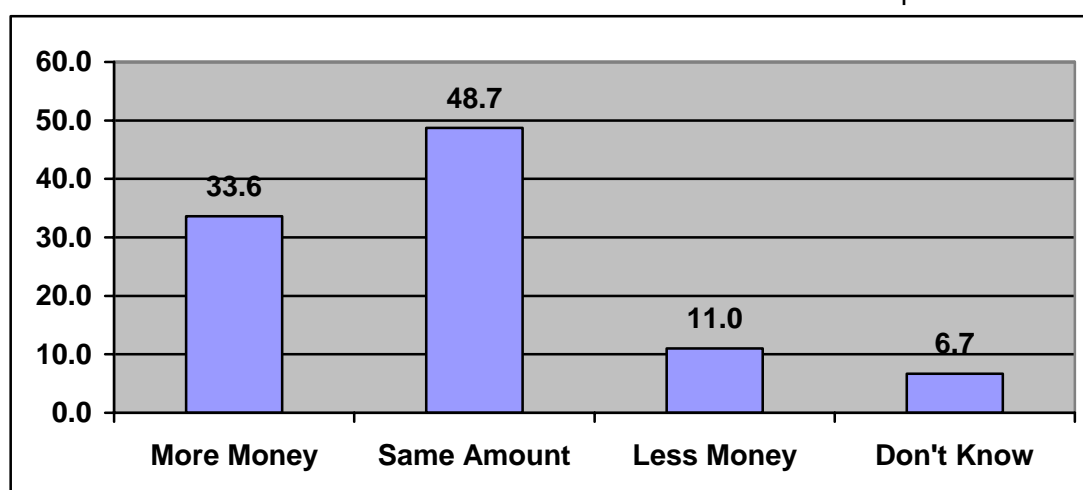


Figure 2.34 Youth Standards

Valid Respondents: 958



Q4. Where have you previously seen information regarding how the Council spends its money?

The majority of respondents have seen information on Council spending in 'Inside Halton' the 'Council Tax Leaflet' and in the 'Local Press' 69.4%, 61.5% and 43.6% respectively. Just 15.5% of respondents have stated that they have seen information on the website and 13.3% of respondents stated that they 'haven't seen any information'.

Table 2.3 q4. Where have you previously seen information regarding how the Council spends its money?

Valid Respondents: 977

Information	% of Respondents
Inside Halton	69.4
Council Tax Leaflet	61.5
Local Press	43.6
Council Website	15.5
Library/ Halton Direct Link	14.2
I haven't seen any information	13.3

Respondents also had the opportunity to state other sources of information. The results are illustrated in table 2.4 below.

Table 2.4 q4. Where have you previously seen information regarding how the Council spends its money - other?

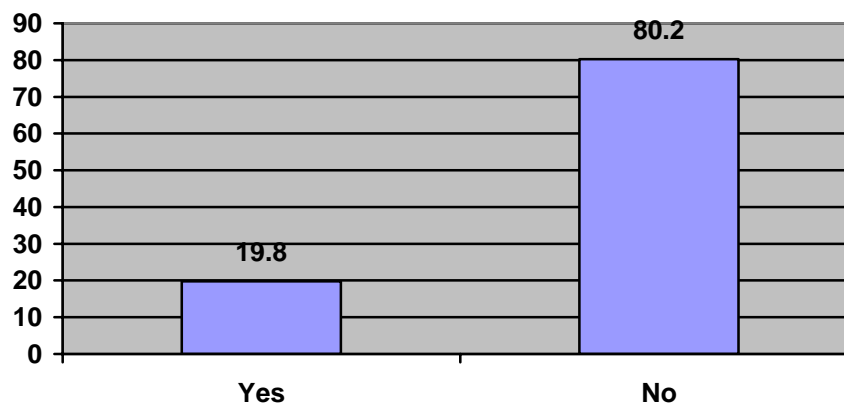
Comment	Frequency
Liverpool Echo	2
I would like to see Cllr expenses lowered and list of expenses published in 'Inside Halton'	1
It's a closed book	1
Local forums	1
Council traffic warden – fines go to Council e.g., cars and other vehicles blocking roads and parking across paths cant get wheelchair or prams past	1
Only on this questionnaire	1
In Touch magazine	1
I work for HBC	1

Q5. Have you seen the four page summary of how the Council spends its money which is available on the Council website and in libraries and Halton Direct Link?

Four fifths of respondents (80.2%) have never seen the four-page summary on Council spending. Just one fifth of respondents (19.8%) have seen the summary.

Figure 2.35 q5. Have you seen the four page summary of how the Council spends its money which is available on the Council website and in libraries and Halton Direct Link?

Valid Respondents: 972



Respondents who have seen the summary were given the opportunity to make suggestions on how this summary could be improved. The results are illustrated in table 2.5 below.

Table 2.5 q5. Have you seen the four page summary of how the Council spends its money which is available on the Council website and in libraries and Halton Direct Link?

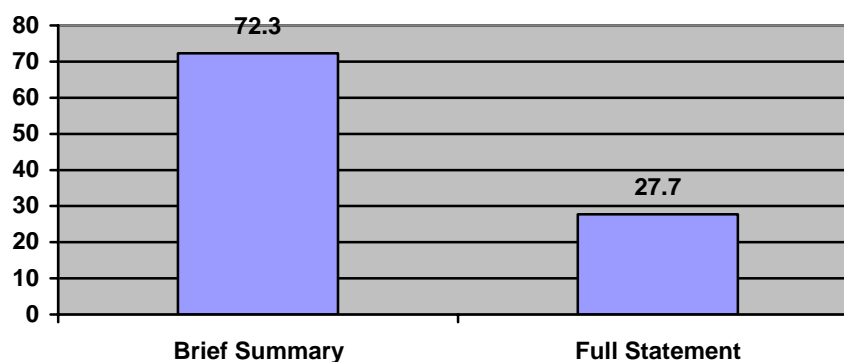
Comment	Frequency
Its good as it is	4
Give greater prominence in Inside Halton and not everyone has access to the website	2
Local newspaper highlighting Council affairs/detailed accounts	2
Consult major national industrial company on presentation	1
Key question is not how much money is spent but how high the need is and how well resources are used to meet this end	1
Simple plain English leaflet one page	1
Wider availability	1
Place a direct link on the homepage entitled 'how we spend your money' as presently it is difficult to find	1
Booklets through doors	1
Distributing flyers every three months	1
Put in free newspaper that is distributed to all	1
Prominent stand in library	1
Letter to houses	1
At Cllr surgery provide info for people to read	1
To few people have access to internet improve distribution	1
Act on it	1
How much is made and spent on recycling	1
Tell us what we want to hear spend money wisely	1
Simple, frank and open info into homes	1

Q6. Do you think a brief summary of how the Council spends its money is helpful or would prefer to access the Council's full statement of accounts?

Over 70% of respondents would prefer to see a brief summary of Council accounts. However nearly 30% of respondents would like to have access to a full statement of accounts.

Figure 2.36 q6. Do you think a brief summary of how the Council spends its money is helpful or would prefer to access the Council's full statement of accounts?

Valid Respondents: 959



Q7. How do you prefer to receive information on how the Council spends its money?

When respondents were asked how they would prefer to receive information on how the Council spends its money the preferred methods were; 'Inside Halton', Council Tax Leaflet and Local Press with 66.7%, 64.7% and 44.6% respectively.

Table 2.6 q7. How do you prefer to receive information on how the Council spends its money?

Valid Respondents: 969

Information Via	% of Respondents
Inside Halton	66.7
Council Tax Leaflet	64.7
Local Press	44.6
Council Website	23.8
Libraries/ Halton Direct Link	15.3

Appendix A – Questionnaire

Halton 2000 Citizens' Panel November 2007 Council Budget Consultation

Everyone uses Council services and the Council receives a substantial part of its income through Council Tax which helps pay for these services.

Each year the Council has to consider its spending plans for the following year to ensure they are in line with its priorities and those of the community. If money is spent in one area it can mean there is less to spend elsewhere, so it is essential to decide on priorities.

As part of this process we would like to know your views about where you feel the Council should be spending more or less money.

Please help us make the right choices by answering the following questions.

q1. Halton Council believes that the items listed below are all important. To ensure we incorporate the views of residents to help us decide how to spend our funds effectively, please 'X' THREE areas you think the Council should prioritise (Please place an 'X' in up to 3 boxes only)

- Creating new opportunities for working and learning in our poorer communities
- Making our streets cleaner and disposing of waste and litter
- Providing more opportunities to recycle and manage waste in a sustainable way
- Improve education standards by investing in our schools
- Provide more social workers to support vulnerable people
- Develop more services for elderly people
- Develop more activities for teenagers
- Creating employment opportunities through investment in regeneration/economic development
- Development and upkeep of our parks and open spaces
- Invest more in community safety and crime prevention
- Investing in better health outcomes

q2. Which of the following statements do you *most* agree with? 'When making decisions about spending plans for next year the Council should...?' (Please place an 'X' in *one* box only)

- Maintain the current levels of service even if this means an increase in council tax
- Improve current levels of service, even if this means a greater increase in council tax
- Reduce the levels of some services to keep any council tax increase to a minimum
- Raise more money by increasing the prices of Council services that users have to pay for
e.g. pest control treatment
- Raise more money by introducing charges for services that users currently receive free
e.g. car parking

q3. From your point of view, would you like to see more money, less money or the same amount of money spent on each of the following services in the future? (Please place an 'X' in one box for each service only)

	More money	Same amount of money	Less money	Don't know
a. Adult education and evening classes	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
b. Arts and cultural activities (e.g. theatre)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c. Bus service subsidies	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
d. Car parking facilities	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
e. CCTV	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
f. Children's social services	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
g. Community/ recreation centres	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
h. Community safety	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
i. Crime prevention	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
j. Development control and planning policy	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
k. Education welfare (e.g. to improve school attendance)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
l. Environmental health inspections	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
m. Grants to voluntary organisations	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
n. Home help and home care	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
o. Libraries	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
p. Maintenance of roads and footpaths	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
q. Park and open spaces	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
r. Play services (including adventure playgrounds, holiday schemes, toddlers clubs)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
s. Preventing drug and alcohol abuse	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
t. Maintenance of roads and footpaths	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
u. Public toilets	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
v. Recycling facilities	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
w. Refuse collection	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
x. Regeneration and economic development	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
y. Removing abandoned vehicles	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
z. Road safety and school crossing patrols	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
aa. School modernisation programme	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
bb. Services for older people	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

q3 continued...

From your point of view, would you like to see more money, less money or the same amount of money spent on each of the following services in the future? (Please place an 'X' in one box for each service only)

	More money	Same amount of money	Less money	Don't know
cc. Sports and leisure centres	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
dd. Street cleaning	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
ee. Street lighting	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
ff. Tourism promotion	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
gg. Town centre management	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
hh. Trading standards	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
ii. Youth services	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

q4. Where have you previously seen information regarding how the Council spends its money? (Please place an 'X' in all boxes that apply)

- | | |
|--|--|
| <input type="checkbox"/> I havent seen any information | <input type="checkbox"/> Inside Halton (the Council magazine for the public) |
| <input type="checkbox"/> Council website | <input type="checkbox"/> Council Tax leaflet that comes to every home |
| <input type="checkbox"/> Library/Halton Direct Link | <input type="checkbox"/> Local press |
| <input type="checkbox"/> Other (please specify below) | |

For office use only		

q5a. Have you seen the four page summary of how the Council spends its money which is available on the Council website and in libraries and Halton Direct Link? (Please place an 'X' in one box only)

- Yes (please go to q5b) No (please go to q6)

q5b. Have you got any suggestions on how we could improve the information it provides? (Please write one main suggestion only)

For office use only		

q6. Do you think a brief summary of how the Council spends its money is helpful or would you prefer to access the Council's full statement of accounts? (Please place an 'X' in one box only)

- Brief summary Full statement of accounts

q7. How do you prefer to receive information on how the Council spends its money? (Please place an 'X' in all that apply)

- | | |
|--|--|
| <input type="checkbox"/> Via the Council website | <input type="checkbox"/> Via Inside Halton (the Council magazine for the public) |
| <input type="checkbox"/> Via libraries/ Halton direct link | <input type="checkbox"/> Via Council Tax leaflet (that comes to every home) |
| <input type="checkbox"/> Via Local press | |

**Thank you for completing the questionnaire.
Please now place in the pre-paid envelope and return before 30th November 2007**

Appendix B – Frequency Tables

Creating new opps for working and learning in poorer communities

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid No	825	83.2	83.2	83.2
Yes	167	16.8	16.8	100.0
Total	992	100.0	100.0	

Making our streets cleaner and disposing of waste and litter

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid No	700	70.6	70.6	70.6
Yes	292	29.4	29.4	100.0
Total	992	100.0	100.0	

Providing more opps to recycle and manage waste in a sustainable way

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid No	674	67.9	67.9	67.9
Yes	318	32.1	32.1	100.0
Total	992	100.0	100.0	

Improve education standards by investing in our schools

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid No	718	72.4	72.4	72.4
Yes	274	27.6	27.6	100.0
Total	992	100.0	100.0	

Provide more social workers to support vulnerable people

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid No	872	87.9	87.9	87.9
Yes	120	12.1	12.1	100.0
Total	992	100.0	100.0	

Develop more services for elderly people

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	727	73.3	73.3	73.3
	Yes	265	26.7	26.7	100.0
	Total	992	100.0	100.0	

Develop more activities for teenagers

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	671	67.6	67.6	67.6
	Yes	321	32.4	32.4	100.0
	Total	992	100.0	100.0	

Creating employment opps through investment in regeneration/economic development

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	706	71.2	71.2	71.2
	Yes	286	28.8	28.8	100.0
	Total	992	100.0	100.0	

Development and upkeep of our parks and open spaces

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	869	87.6	87.6	87.6
	Yes	123	12.4	12.4	100.0
	Total	992	100.0	100.0	

Invest more in community safety and crime prevention

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	443	44.7	44.7	44.7
	Yes	549	55.3	55.3	100.0
	Total	992	100.0	100.0	

Investing in better health outcomes

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	785	79.1	79.1	79.1
	Yes	207	20.9	20.9	100.0
	Total	992	100.0	100.0	

q2

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Maintain the current levels of service even if this means an	246	24.8	25.8	25.8
	Improve current levels of service, even if this means a grea	131	13.2	13.7	39.6
	Reduce the levels of some services to keep any council tax i	222	22.4	23.3	62.9
	Raise more money by increasing the prices of Council service	168	16.9	17.6	80.5
	Raise more money by introducing charges for services that us	186	18.8	19.5	100.0
	Total	953	96.1	100.0	
Missing	Missing	39	3.9		
Total		992	100.0		

Q3

Adult education and evening classes

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	More money	116	11.7	12.4	12.4
	Same amount of money	600	60.5	64.2	76.6
	Less money	135	13.6	14.4	91.0
	Don't know	84	8.5	9.0	100.0
	Total	935	94.3	100.0	
Missing	Missing	57	5.7		
Total		992	100.0		

Arts and cultural activities

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	More money	84	8.5	9.0	9.0
	Same amount of money	493	49.7	53.0	62.0
	Less money	290	29.2	31.2	93.2
	Don't know	63	6.4	6.8	100.0
	Total	930	93.8	100.0	
Missing	Missing	62	6.3		
Total		992	100.0		

Bus service subsidies

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	More money	210	21.2	22.2	22.2
	Same amount of money	587	59.2	62.2	84.4
	Less money	108	10.9	11.4	95.9
	Don't know	39	3.9	4.1	100.0
	Total	944	95.2	100.0	
Missing	Missing	48	4.8		
Total		992	100.0		

Car parking facilities

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	More money	122	12.3	13.0	13.0
	Same amount of money	590	59.5	63.0	76.0
	Less money	177	17.8	18.9	94.9
	Don't know	48	4.8	5.1	100.0
	Total	937	94.5	100.0	
Missing	Missing	55	5.5		
Total		992	100.0		

CCTV

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	More money	380	38.3	40.3	40.3
	Same amount of money	400	40.3	42.5	82.8
	Less money	124	12.5	13.2	96.0
	Don't know	38	3.8	4.0	100.0
	Total	942	95.0	100.0	
Missing	Missing	50	5.0		
Total		992	100.0		

Childrens social sevices

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	More money	284	28.6	30.5	30.5
	Same amount of money	525	52.9	56.3	86.8
	Less money	61	6.1	6.5	93.3
	Don't know	62	6.3	6.7	100.0
	Total	932	94.0	100.0	
Missing	Missing	60	6.0		
Total		992	100.0		

Community/recreation centres

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	More money	213	21.5	22.9	22.9
	Same amount of money	578	58.3	62.2	85.1
	Less money	97	9.8	10.4	95.5
	Don't know	42	4.2	4.5	100.0
	Total	930	93.8	100.0	
Missing	Missing	62	6.3		
Total		992	100.0		

Community safety

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	More money	536	54.0	56.9	56.9
	Same amount of money	365	36.8	38.7	95.6
	Less money	27	2.7	2.9	98.5
	Don't know	14	1.4	1.5	100.0
	Total	942	95.0	100.0	
Missing	Missing	50	5.0		
Total		992	100.0		

Crime prevention

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	More money	668	67.3	70.3	70.3
	Same amount of money	251	25.3	26.4	96.7
	Less money	19	1.9	2.0	98.7
	Don't know	12	1.2	1.3	100.0
	Total	950	95.8	100.0	
Missing	Missing	42	4.2		
Total		992	100.0		

Development control and planning policy

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	More money	34	3.4	3.7	3.7
	Same amount of money	512	51.6	55.4	59.1
	Less money	260	26.2	28.1	87.2
	Don't know	118	11.9	12.8	100.0
	Total	924	93.1	100.0	
Missing	Missing	68	6.9		
Total		992	100.0		

Education welfare (e.g., to improve school attendance)

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	More money	259	26.1	27.8	27.8
	Same amount of money	525	52.9	56.3	84.0
	Less money	100	10.1	10.7	94.7
	Don't know	49	4.9	5.3	100.0
	Total	933	94.1	100.0	
Missing	Missing	59	5.9		
Total		992	100.0		

Environmental health inspections

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	More money	168	16.9	18.1	18.1
	Same amount of money	655	66.0	70.4	88.5
	Less money	66	6.7	7.1	95.6
	Don't know	41	4.1	4.4	100.0
	Total	930	93.8	100.0	
Missing	Missing	62	6.3		
Total		992	100.0		

Grants to voluntary organisations

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	More money	158	15.9	16.9	16.9
	Same amount of money	475	47.9	50.7	67.6
	Less money	236	23.8	25.2	92.7
	Don't know	68	6.9	7.3	100.0
	Total	937	94.5	100.0	
Missing	Missing	55	5.5		
Total		992	100.0		

Home help and home care

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	More money	400	40.3	41.9	41.9
	Same amount of money	498	50.2	52.1	94.0
	Less money	18	1.8	1.9	95.9
	Don't know	39	3.9	4.1	100.0
	Total	955	96.3	100.0	
Missing	Missing	37	3.7		
Total		992	100.0		

Libraries

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	More money	68	6.9	7.3	7.3
	Same amount of money	706	71.2	75.8	83.0
	Less money	126	12.7	13.5	96.6
	Don't know	32	3.2	3.4	100.0
	Total	932	94.0	100.0	
Missing	Missing	60	6.0		
Total		992	100.0		

Maintenance of roads and footpaths

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	More money	362	36.5	38.3	38.3
	Same amount of money	546	55.0	57.8	96.1
	Less money	26	2.6	2.8	98.8
	Don't know	11	1.1	1.2	100.0
	Total	945	95.3	100.0	
Missing	Missing	47	4.7		
Total		992	100.0		

Parks and open spaces

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	More money	165	16.6	17.6	17.6
	Same amount of money	667	67.2	71.3	88.9
	Less money	87	8.8	9.3	98.2
	Don't know	17	1.7	1.8	100.0
	Total	936	94.4	100.0	
Missing	Missing	56	5.6		
Total		992	100.0		

Play services (including adventure playgrounds, holiday schemes, toddlers clubs)

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	More money	167	16.8	17.8	17.8
	Same amount of money	555	55.9	59.2	77.0
	Less money	174	17.5	18.6	95.5
	Don't know	42	4.2	4.5	100.0
	Total	938	94.6	100.0	
Missing	Missing	54	5.4		
Total		992	100.0		

Preventing drug and alcohol abuse

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	More money	388	39.1	40.8	40.8
	Same amount of money	389	39.2	40.9	81.8
	Less money	135	13.6	14.2	96.0
	Don't know	38	3.8	4.0	100.0
	Total	950	95.8	100.0	
Missing	Missing	42	4.2		
Total		992	100.0		

Public toilets

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	More money	220	22.2	23.3	23.3
	Same amount of money	606	61.1	64.3	87.6
	Less money	81	8.2	8.6	96.2
	Don't know	36	3.6	3.8	100.0
	Total	943	95.1	100.0	
Missing	Missing	49	4.9		
Total		992	100.0		

Recycling facilities

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	More money	398	40.1	42.1	42.1
	Same amount of money	481	48.5	50.8	92.9
	Less money	49	4.9	5.2	98.1
	Don't know	18	1.8	1.9	100.0
	Total	946	95.4	100.0	
Missing	Missing	46	4.6		
Total		992	100.0		

Rufuse collection

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	More money	151	15.2	16.0	16.0
	Same amount of money	748	75.4	79.2	95.2
	Less money	27	2.7	2.9	98.1
	Don't know	18	1.8	1.9	100.0
	Total	944	95.2	100.0	
Missing	Missing	48	4.8		
Total		992	100.0		

Regeneration and economic development

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	More money	207	20.9	22.3	22.3
	Same amount of money	522	52.6	56.3	78.6
	Less money	107	10.8	11.5	90.2
	Don't know	91	9.2	9.8	100.0
	Total	927	93.4	100.0	
Missing	Missing	65	6.6		
Total		992	100.0		

Removing abandoned vehicles

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	More money	75	7.6	8.0	8.0
	Same amount of money	606	61.1	64.3	72.2
	Less money	174	17.5	18.5	90.7
	Don't know	88	8.9	9.3	100.0
	Total	943	95.1	100.0	
Missing	Missing	49	4.9		
Total		992	100.0		

Road safety and school crossing patrols

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	More money	165	16.6	17.4	17.4
	Same amount of money	706	71.2	74.2	91.6
	Less money	50	5.0	5.3	96.8
	Don't know	30	3.0	3.2	100.0
	Total	951	95.9	100.0	
Missing	Missing	41	4.1		
Total		992	100.0		

School modernisation programme

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	More money	214	21.6	22.9	22.9
	Same amount of money	549	55.3	58.8	81.7
	Less money	107	10.8	11.5	93.1
	Don't know	64	6.5	6.9	100.0
	Total	934	94.2	100.0	
Missing	Missing	58	5.8		
Total		992	100.0		

Services for older people

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	More money	485	48.9	49.9	49.9
	Same amount of money	436	44.0	44.9	94.9
	Less money	16	1.6	1.6	96.5
	Don't know	34	3.4	3.5	100.0
	Total	971	97.9	100.0	
Missing	Missing	21	2.1		
Total		992	100.0		

Sports and leisure centres

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	More money	163	16.4	17.1	17.1
	Same amount of money	592	59.7	62.1	79.2
	Less money	165	16.6	17.3	96.5
	Don't know	33	3.3	3.5	100.0
	Total	953	96.1	100.0	
Missing	Missing	39	3.9		
Total		992	100.0		

Street cleaning

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	More money	307	30.9	31.7	31.7
	Same amount of money	637	64.2	65.7	97.4
	Less money	18	1.8	1.9	99.3
	Don't know	7	.7	.7	100.0
	Total	969	97.7	100.0	
Missing	Missing	23	2.3		
Total		992	100.0		

Street lighting

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	More money	248	25.0	25.9	25.9
	Same amount of money	657	66.2	68.7	94.6
	Less money	45	4.5	4.7	99.3
	Don't know	7	.7	.7	100.0
	Total	957	96.5	100.0	
Missing	Missing	35	3.5		
Total		992	100.0		

Tourism promotion

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	More money	40	4.0	4.2	4.2
	Same amount of money	378	38.1	40.0	44.2
	Less money	458	46.2	48.5	92.7
	Don't know	69	7.0	7.3	100.0
	Total	945	95.3	100.0	
Missing	Missing	47	4.7		
Total		992	100.0		

Town centre management

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	More money	135	13.6	14.2	14.2
	Same amount of money	501	50.5	52.6	66.7
	Less money	253	25.5	26.5	93.3
	Don't know	64	6.5	6.7	100.0
	Total	953	96.1	100.0	
Missing	Missing	39	3.9		
Total		992	100.0		

Trading standards

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	More money	95	9.6	10.0	10.0
	Same amount of money	647	65.2	68.0	78.0
	Less money	135	13.6	14.2	92.2
	Don't know	74	7.5	7.8	100.0
	Total	951	95.9	100.0	
Missing	Missing	41	4.1		
Total		992	100.0		

Youth services

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	More money	322	32.5	33.6	33.6
	Same amount of money	467	47.1	48.7	82.4
	Less money	105	10.6	11.0	93.3
	Don't know	64	6.5	6.7	100.0
	Total	958	96.6	100.0	
Missing	Missing	34	3.4		
Total		992	100.0		

Q4

I havent seen any information

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	860	86.7	86.7	86.7
	Yes	132	13.3	13.3	100.0
	Total	992	100.0	100.0	

Council website

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	838	84.5	84.5	84.5
	Yes	154	15.5	15.5	100.0
	Total	992	100.0	100.0	

Library/Halton direct link

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	851	85.8	85.8	85.8
	Yes	141	14.2	14.2	100.0
	Total	992	100.0	100.0	

Local press

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	559	56.4	56.4	56.4
	Yes	433	43.6	43.6	100.0
	Total	992	100.0	100.0	

Inside Halton (the council magazine for the public)

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	304	30.6	30.6	30.6
	Yes	688	69.4	69.4	100.0
	Total	992	100.0	100.0	

Council tax leaflet that comes to every home

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	382	38.5	38.5	38.5
	Yes	610	61.5	61.5	100.0
	Total	992	100.0	100.0	

Other

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid No	976	98.4	98.4	98.4
Yes	16	1.6	1.6	100.0
Total	992	100.0	100.0	

q5

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid Yes (please go to q5b)	192	19.4	19.8	19.8
No (please go to q6)	780	78.6	80.2	100.0
Total	972	98.0	100.0	
Missing Missing	20	2.0		
Total	992	100.0		

q6

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid Brief summary	693	69.9	72.3	72.3
Full statement of accounts	266	26.8	27.7	100.0
Total	959	96.7	100.0	
Missing System	33	3.3		
Total	992	100.0		

Q7

Via Council website

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid No	756	76.2	76.2	76.2
Yes	236	23.8	23.8	100.0
Total	992	100.0	100.0	

Via libraries/Halton direct link

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid No	840	84.7	84.7	84.7
Yes	152	15.3	15.3	100.0
Total	992	100.0	100.0	

Via local press

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	550	55.4	55.4	55.4
	Yes	442	44.6	44.6	100.0
	Total	992	100.0	100.0	

Via inside Halton (the council magazine for the public)

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	330	33.3	33.3	33.3
	Yes	662	66.7	66.7	100.0
	Total	992	100.0	100.0	

Via council tax leaflet (that comes to every home)

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	350	35.3	35.3	35.3
	Yes	642	64.7	64.7	100.0
	Total	992	100.0	100.0	