



Budget engagement event 2009/10

Report to London Borough of Hounslow

December 2009

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Objectives and methodology

This report outlines the main findings from a public engagement workshop held by the London Borough of Hounslow on Tuesday 1st December. The workshop was attended by approximately 150 members of the public.

The main aims of the event were to gain participants' views about what they felt should be the council's spending priorities over the coming financial year.

The evening included:

- A presentation from the leader of the council about the purpose of the event; how the results from the previous budget consultation event had been used to inform decision-making
- Several rounds of interactive voting about people's priorities for Hounslow.
- Small group discussions about people's priorities for Hounslow.

Living in Hounslow

Participants at the workshop quickly identified a long list of things that they liked about the borough. These ranged from the facilities available, the green spaces, the transport links to other parts of London and the world, and the diverse population that live in Hounslow. Some of the comments are captured in the table below:

Public services	Private services	Green spaces	Diversity	Other
<p>"Primary and secondary schools"</p> <p>"Leisure facilities"</p> <p>"Availability of GP services"</p> <p>"Good policing – safe"</p> <p>"Peace and security...police protection"</p> <p>"Improved services –waste etc."</p> <p>"Council tax 0%"</p> <p>"Excellent libraries"</p> <p>"Good health facilities"</p> <p>"Street improvements"</p>	<p>"Good shopping facilities"</p> <p>"Good shops and retail"</p> <p>"High street – shopping/lack of cars"</p> <p>"Shopping good"</p>	<p>"Green despite being densely populated"</p> <p>"Greenery ... Osterley, river"</p> <p>"Parks and green spaces"</p> <p>"Lots of Green areas"</p> <p>"Open spaces"</p> <p>"Green space"</p> <p>"Close to gardens/river"</p> <p>"Green spaces, trees on streets"</p> <p>"Green areas – walk for miles and miles"</p> <p>"Approve of tree planting"</p> <p>"Green spaces"</p>	<p>"Multi-racial society"</p> <p>"The diversity"</p> <p>"More multi-cultural - more character"</p> <p>"Mixed community –multi-cultural"</p> <p>"Multi-cultural lots of cultures"</p>	<p>"Near to airport"</p> <p>"A hidden gem"</p> <p>"Town centre development"</p> <p>"Transport links – in and out of London"</p> <p>"Convenient to commute – Heathrow/City"</p> <p>"Easy transport links in and out"</p> <p>"Access to central London"</p> <p>"Near to centre"</p> <p>"Access to London and elsewhere"</p> <p>"Transport hub"</p> <p>"Brentford festival"</p> <p>"Excellent"</p>

<p><i>“Clean streets”</i></p> <p><i>“Schools/education system”</i></p> <p><i>“Recycling collection –bags, clean”</i></p> <p><i>“Safety at home for senior citizens”</i></p> <p><i>“State of the art health centre”</i></p> <p><i>“Regeneration of Feltham, Benthams good”</i></p> <p><i>“Youth centres”</i></p> <p><i>“Street cleaning”</i></p> <p><i>“Social care”</i></p> <p><i>“Community police”</i></p> <p><i>“Street lighting”</i></p> <p><i>“Council tax low ...good...biggest single expense”</i></p> <p><i>“Recycling –best in London”</i></p> <p><i>“Schools happy – good standards secondary experience teaching and caring”</i></p>		<p><i>and parks”</i></p>		<p><i>transport, buses, tubes and airport”</i></p> <p><i>“Ease of access to London and out of London”</i></p> <p><i>“Best borough in London”</i></p> <p><i>“Good transport links –accessible for transport”</i></p> <p><i>“Proximity to London –good bus and tube services”</i></p>
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A number of people also said that they felt that the council was good and listening to them:

“Council seems to want to listen”

“Feel like you have a voice”

“The council –so much better than the old one”

“Council listens”

As well saying what they liked about the borough participants were also quick to identify the things they were less happy about. Again, we have grouped these comments together under specific headings. The large number of comments relating specifically to the environment and transport means they have been grouped together in the table below.

Public services	Private services	Crime and anti-social behaviour	Environment and transport	Other
<p><i>“Recycling - contactor poor service”</i></p> <p><i>“Education poor”</i></p> <p><i>“Dreadful follow up on complaints from council”</i></p> <p><i>“Cannot get through to correct department on phone”</i></p> <p><i>“Lack of control – building/extensions”</i></p> <p><i>“More discipline in schools needed”</i></p> <p><i>“Over officious parking attendants”</i></p> <p><i>“Council workers pay and pension”</i></p> <p><i>“Charges for removal of bulk items”</i></p> <p><i>“Recycling collection –not timely, not available to all”</i></p> <p><i>“Out of hours emergency”</i></p> <p><i>“Hounslow homes to be less racist about people born in this country”</i></p> <p><i>“Inefficient refuse collection make mess”</i></p> <p><i>“Too few GPs long wait for appointment”</i></p> <p><i>“Hounslow borough did not have a local school place, my children are</i></p>	<p><i>“Too many £1 shops”</i></p> <p><i>“No decent shopping centre”</i></p> <p><i>“Quality of shopping”</i></p> <p><i>“Too many stalls outside the shops and advertising posters”</i></p> <p><i>“Few independent shops”</i></p> <p><i>“Not enough planning of shops –endless bars and cafés”</i></p> <p><i>“Retail outlet – downhill...centre is poor”</i></p> <p><i>“Too many pound shops in Hounslow”</i></p> <p><i>“Shopping (too many shops, cheap shops)”</i></p>	<p><i>“Riding bikes on pavement also on high street”</i></p> <p><i>“Not enough policing”</i></p> <p><i>“Don’t feel safe – petty crime on rise”</i></p> <p><i>“Unsafe in many areas ...evenings... High Street, Beth Road”</i></p> <p><i>“Policing doesn’t exist – save yourself”</i></p> <p><i>“Anti-social behaviour”</i></p> <p><i>“Police varies. Hounslow central poor”</i></p> <p><i>“Too much petty crime and no police presence”</i></p>	<p><i>“Houses in Cross Lances Road boarded up”</i></p> <p><i>“Land in Hanworth road was Williams Dyeworks, was to have houses build then stopped. TF London is now going to sell, but what for?”</i></p> <p><i>“Not enough parking for local shops”</i></p> <p><i>“Too many bus lanes”</i></p> <p><i>“Uneven pavements”</i></p> <p><i>“Recreation areas in park very poor and limited”</i></p> <p><i>“Traffic pollution”</i></p> <p><i>“Streets round central area dirty – leaves from trees need to be cleared – trees need to be managed”</i></p> <p><i>“Uneven roads and pavements”</i></p> <p><i>“People parking in front of other peoples drives”</i></p> <p><i>“Aircraft noise”</i></p> <p><i>“Congestion on roads”</i></p> <p><i>“Pavements not replaced/repared frequently”</i></p> <p><i>“Graffiti”</i></p> <p><i>“Parking spaces”</i></p> <p><i>“Lack of development of town</i></p>	<p><i>“Hounslow feels overcrowded – too much immigration”</i></p> <p><i>“Borough long and disparate”</i></p> <p><i>“Diverse needs can lead to inequalities in different parts of borough”</i></p> <p><i>“Over populated”</i></p> <p><i>“Too much diversity”</i></p> <p><i>“Large borough –some areas get missed out – neglected”</i></p>

<p><i>educated by neighbouring borough</i></p> <p><i>“Education for disabled children”</i></p> <p><i>“Training for young people to get those unemployed into work”</i></p> <p><i>“No plan for youth engagement”</i></p> <p><i>“Recycling –more for flats”</i></p>			<p><i>centre (plan for Asda)”</i></p> <p><i>“Hire litter wardens who can issue on-the-spot fines for people in the borough throwing rubbish around in public”</i></p> <p><i>“Harassment of traffic CCTV cameras”</i></p> <p><i>“Affordable family housing”</i></p> <p><i>“Speed bumps – increase in number”</i></p> <p><i>“Poor public transport in some areas”</i></p> <p><i>“Need more notice for street cleaning and more thoroughly cleaning”</i></p> <p><i>“Not enough cycle routes to ensure safety –cyclist on pavements”</i></p> <p><i>“Little maintenance side roads poor condition, also footpath and street lighting is poor for pedestrians –impacts of disabled”</i></p> <p><i>“Cycling lanes are very narrow and unsafe – Feltham. Cyclists are intimidated”</i></p> <p><i>“Fly tipping is increasing across borough”</i></p> <p><i>“Poor street lighting”</i></p> <p><i>“Traffic management –poor road crossing management – congestion –bus lanes badly designed”</i></p>	
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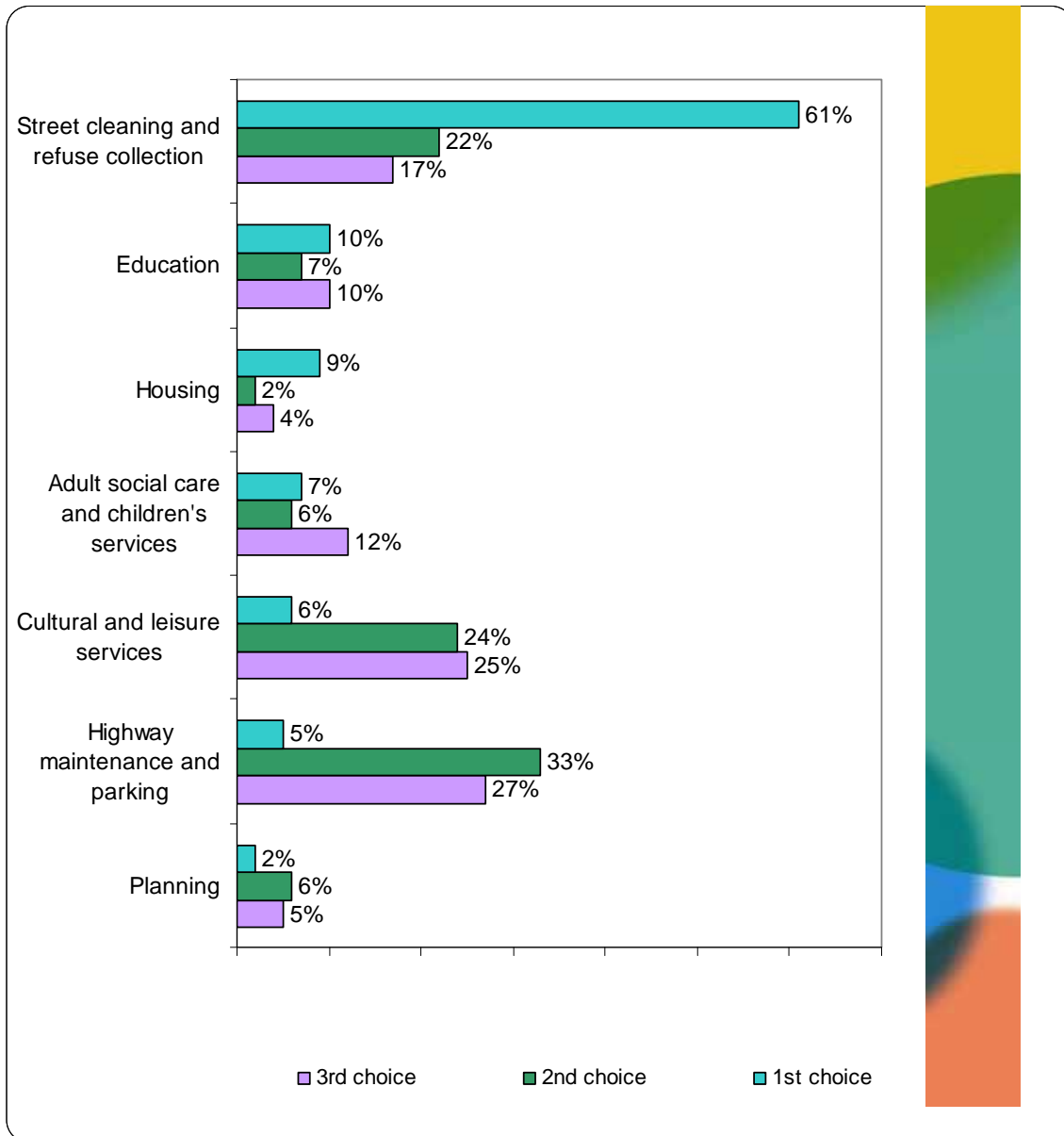
When discussing how Hounslow has changed over the last year people came up with a number of points. Many of these repeated those covered in the table above. We have grouped the positive and negative comments separately.

Positive comments	Negative comments
<p><i>"It has become cleaner and greener"</i></p> <p><i>"Better transport in some areas"</i></p> <p><i>"Frozen council tax"</i></p> <p><i>"Improved policing"</i></p> <p><i>"Green parks spaces/better maintained"</i></p> <p><i>"Garden recycling now year round"</i></p> <p><i>"Streets cleaner"</i></p> <p><i>"School improvements...results"</i></p> <p><i>"Improvements in parks"</i></p> <p><i>"Better pavements and ramps/access more frequent"</i></p> <p><i>"More community police officers"</i></p> <p><i>"Less graffiti"</i></p> <p><i>"Refuse collection –partly better –bags (white) too small, staff a bit careless –green boxes flung green bags are appreciated"</i></p> <p><i>"More visible policing in some areas"</i></p> <p><i>"Heart of Hounslow providing improved service"</i></p> <p><i>"Recycling changed for the better"</i></p> <p><i>"Graffiti and litter has improved"</i></p> <p><i>"Improved greenery –new trees planted"</i></p> <p><i>"Better bus shelters"</i></p> <p><i>"Refuse collection improved"</i></p>	<p><i>"High street Hounslow is no longer attractive, there are too many pound shops"</i></p> <p><i>"Enforcement in planning not consistent"</i></p> <p><i>"Too many mini cab offices opening causing parking problems for residents"</i></p> <p><i>"Too many frivolous parking fines"</i></p> <p><i>"Over development of residential areas"</i></p> <p><i>"Planning control weak"</i></p> <p><i>"Hounslow town centre/Asda area lots of take away rubbish, area has worsened over last year"</i></p> <p><i>"Pavements/roads got worse"</i></p> <p><i>"Development of promised regeneration has slowed"</i></p> <p><i>"People going out of borough more for shopping"</i></p> <p><i>"Fly tipping increase –not paying per tip"</i></p> <p><i>"Too many new people for the good of the borough which causes pressure around services"</i></p>

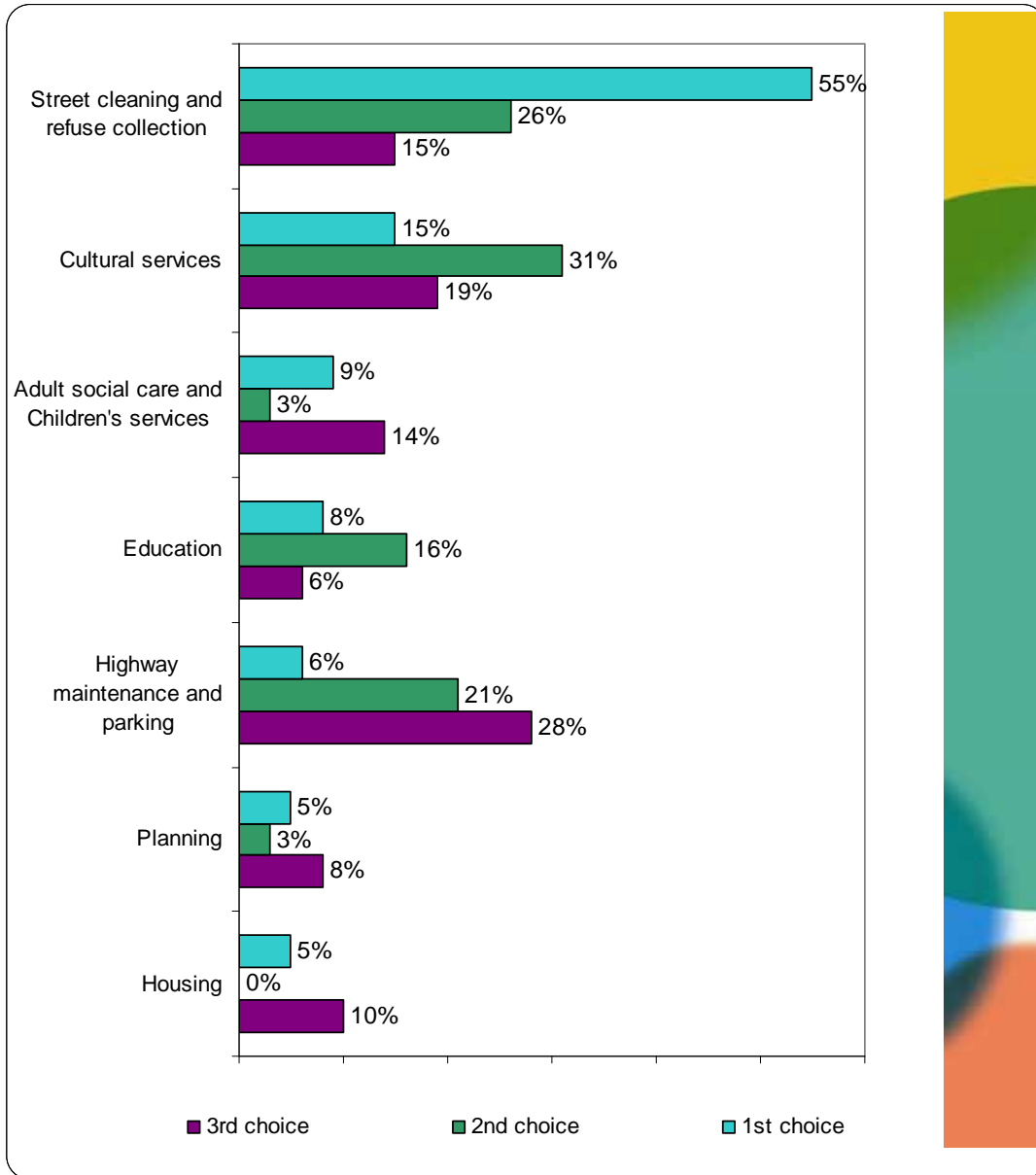
Use and satisfaction with services

Near the start of the evening participants were asked to indicate which services they currently use and how satisfied they are with these services. The three charts below present the results.

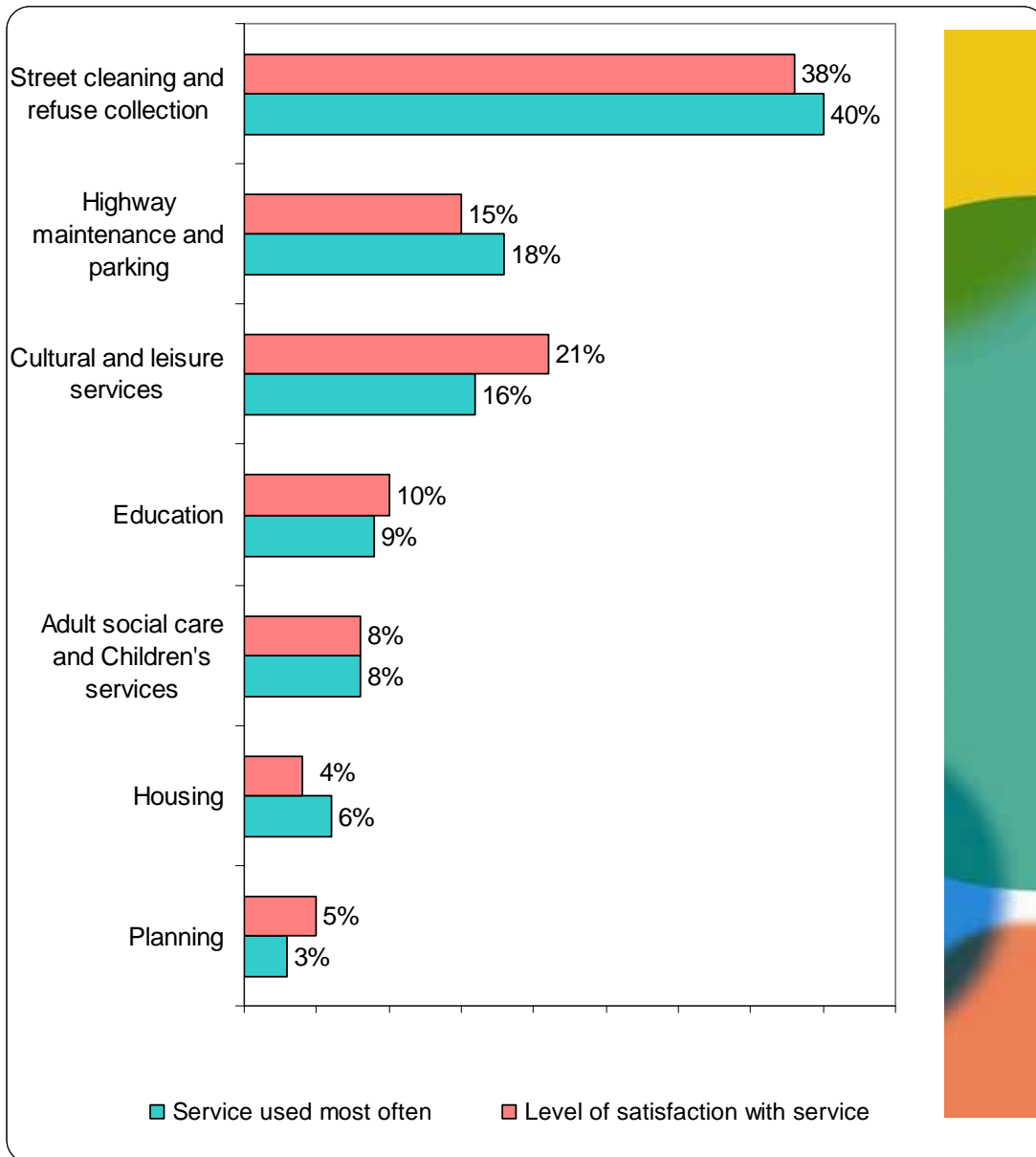
Services which participants use most often – top three choices



Services participants are most satisfied with – top three choices



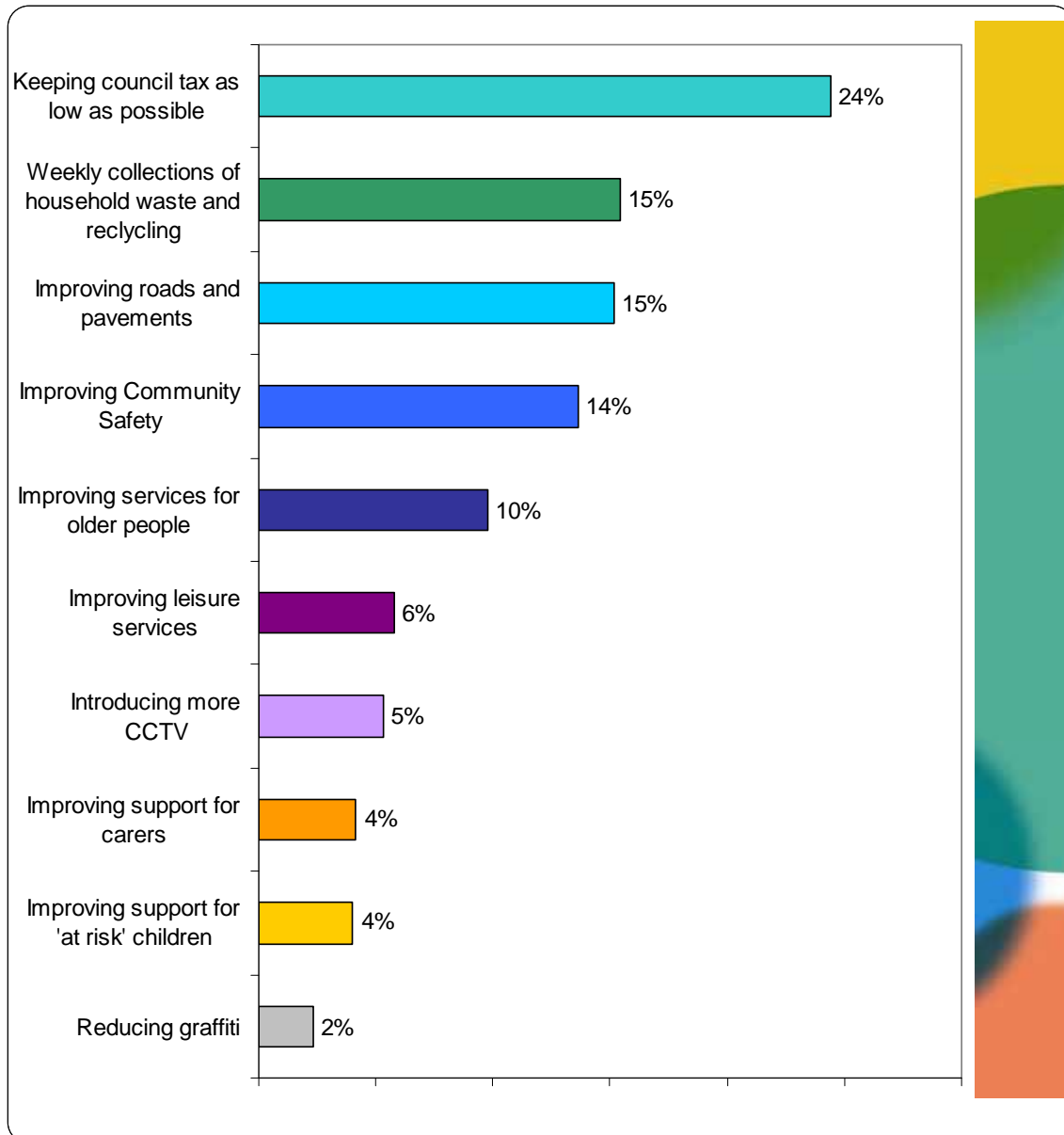
Satisfaction with services against use of services (3 votes summed)



Budget priorities

Towards the end of the event participants were asked to vote on what they felt the three most important budget priorities were for the council. The results are displayed in the chart below

Top three services that should be prioritised in Hounslow's budget (3 votes summed)



What do you feel the council should focus on over the next year?

In the workshop participants were asked to identify and discuss what they felt should be the council's priorities over the next year and to group those by: (1) what would be the easy things to achieve that can be done quickly; and (2) what might be more difficult and take longer to achieve.

We have clustered the results for each under different headings in the table below.

Easy and quick to achieve	Harder and longer to achieve
<p>Parking, roads and environment:</p> <ul style="list-style-type: none"> • <i>“Create more car parks”</i> • <i>“First 20mins free parking tickets”</i> • <i>“Road cleaning”</i> • <i>“Open up civic centre car park at weekends”</i> • <i>“Repair pavements”</i> • <i>“Lights need to be improved”</i> • <i>“Street cleaning -its dirty –trees collect rubbish (Cranbrook road –Hounslow west)”</i> • <i>“Reduction in CO2 and noise control”</i> • <i>“Asda car park flooded”</i> • <i>“Clear the gutter on roads”</i> • <i>“Traffic - particularly school runs”</i> • <i>“Street cleaning side roads/alleyways”</i> • <i>“Litter warden”</i> • <i>“Prosecuting 0% zero tolerance –litter”</i> • <i>“Car parking reduced costs –to everyone more”</i> • <i>“Civic pride –graffiti/litter”</i> • <i>“Street cleaning”</i> • <i>“Concentrate on more cycling –cycling penalties for intimidating motorists”</i> • <i>“Bus lanes freed up 10am-2pm”</i> • <i>“More cycle lanes”</i> • <i>“Improve cycle paths and routes to make pavements safer for pedestrians”</i> • <i>“Littering –more bins, enforcement”</i> • <i>“Conveniences in parks –toilets”</i> • <i>“More accessible public toilets”</i> • <i>“Street cleaning”</i> • <i>“Planting trees”</i> • <i>“Stop parking outside schools by parents –need to walk or use public transport”</i> 	<p>Parking, roads and environment:</p> <ul style="list-style-type: none"> • <i>“Better bus services and better routes”</i> • <i>“Replace old slabs –bad pavement”</i> • <i>“Roads improvement”</i> • <i>“Free parking”</i> • <i>“Cycling –facilitate off pavements”</i> • <i>“Car parking spaces”</i> • <i>“Narrow/humped back roads affect suspension of cars”</i> • <i>“Fundamental rework of road systems”</i> • <i>“Make more one way streets”</i> • <i>“Less bumps and barriers”</i> • <i>“Flood defence systems - especially in low areas”</i> <p>Crime and anti-social behaviour</p> <ul style="list-style-type: none"> • <i>“Anti-social behaviour - all areas”</i> • <i>“More CCTV”</i> • <i>“More community police presence in walking on street not in cars”</i> <p>Planning and shops:</p> <ul style="list-style-type: none"> • <i>“Completing development at town centre”</i> • <i>“Reduce amount of family housing – shouldn’t be a priority”</i> • <i>“Town centre development”</i> • <i>“More housing/not flats”</i> • <i>“Shopping rejuvenation”</i> <p>Health:</p> <ul style="list-style-type: none"> • <i>“More NHS dentist and GPs”</i> • <i>“Mental health”</i> <p>Education:</p> <ul style="list-style-type: none"> • <i>“More schools “</i>

<p>Refuse collection and recycling:</p> <ul style="list-style-type: none"> • <i>“Fly tipping –repair fences and provide CCTV”</i> • <i>“Recycling education for kids”</i> • <i>“Remove charges for removal of bulk items”</i> • <i>“Timely recycling collections”</i> • <i>“Recycling”</i> • <i>“Refuse and waste collection – improvement to procedures”</i> • <i>“Speed up street lighting and footpaths to make people feel safe”</i> • <i>“Stricter enforcement of noise pollution”</i> <p>Crime and anti-social behaviour:</p> <ul style="list-style-type: none"> • <i>“Control drug abuse and crime”</i> • <i>“Alcohol free areas in the central areas to deter youth drinkers”</i> • <i>“More community police around schools”</i> • <i>“More security guards -shoplifting – CCTV”</i> • <i>“One off borough (police) events – community safety”</i> • <i>“Safety – CCTV, police”</i> • <i>“Keep empowering police services”</i> • <i>“Trains should be safer”</i> • <i>“Community policing”</i> • <i>“Promote neighbourhood watch schemes”</i> • <i>“Focus on youth centres –knock on effects, less crime, less anti-social, better community”</i> <p>Sports, leisure and libraries:</p> <ul style="list-style-type: none"> • <i>“More books in library –accept donations”</i> • <i>“Better libraries”</i> <p>Planning and shops:</p> <ul style="list-style-type: none"> • <i>“Regulation of cheap shops”</i> 	<ul style="list-style-type: none"> • <i>“Continued improvements in education”</i> • <i>“Evening classes –adult education Feltham”</i> • <i>“Education –community cohesion”</i> • <i>“Redraw catchment areas for schools to reflect where children actually live”</i> • <i>“Local schools places”</i> • <i>“Make sure the new houses being built have schools places for the children”</i> • <i>“Improve the very bad schools”</i> <p>Other:</p> <ul style="list-style-type: none"> • <i>“More resources for young people perhaps linked to school”</i> • <i>“Capitalising on part of the river we have”</i> • <i>“Balance low council tax/against increasing need and quality services – Some prepared to pay more to protect services”</i> • <i>“Stop growth of population”</i> • <i>“Council workers pay and pensions”</i> • <i>“Elderly care”</i> • <i>“Improved facilities for single parents”</i> • <i>“Community spirit”</i> • <i>“Lift repairs”</i> • <i>“Council owned buildings to be more energy efficient “</i> • <i>“Disabled numbers are increasing –little for them to do”</i> • <i>“Strain of services –due to population rise”</i> • <i>“Decrease population not sustainable”</i> • <i>“Improve number of jobs from industry”</i>
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<ul style="list-style-type: none"> • <i>“Fewer larger hotels/flats”</i> <p>Health:</p> <ul style="list-style-type: none"> • <i>“Reducing take away establishments links to obesity/health”</i> <p>Education:</p> <ul style="list-style-type: none"> • <i>“Distribute education equally”</i> <p>Other:</p> <ul style="list-style-type: none"> • <i>“Amount of languages on leaflets should be restricted”</i> • <i>“Stopping benefit cheats thus saving money”</i> • <i>“Youth services”</i> • <i>“Encourage more childcare places/encourage grandparents to provide childcare”</i> 	
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People were then asked to prioritise this long list into a top 3. The results are presented in the table below.

Priority 1	Priority 2	Priority 3
<p>Parking, roads and environment:</p> <ul style="list-style-type: none"> • <i>“Street cleansing and repairs”</i> • <i>“Graffiti/chewing gum/fly tippers”</i> • <i>“Improve roads, traffic management”</i> • <i>“Footpaths and side roads –lighting repairs, leaf removed”</i> • <i>“Excellent cycling lanes – narrow and unsafe”</i> • <i>“ASB –noise pollution households”</i> • <i>“Cleaning and improving</i> 	<p>Parking, roads and environment:</p> <ul style="list-style-type: none"> • <i>“Reduce night flights/pollution, air/noise”</i> • <i>“Road and pavement improvements including wheelchair access”</i> • <i>“More road works, less potholes”</i> • <i>“Stop fly tipping make use of CCTV to counteract this”</i> • <i>“Cycle friendly roads”</i> <p>Crime and anti-social behaviour:</p>	<p>Parking, roads and environment:</p> <ul style="list-style-type: none"> • <i>“Heavy traffic enforcement on minor road. Why not have a standard map with plan of site. Access by public transport and facilities for ‘car parking’. These maps to be of standard form and inserted into all correspondents requiring a visit to the civic centre”</i> • <i>“Environment – keeping area clean – reducing air pollution. There are certain areas where no attention paid to cleaning</i>

<p><i>pavements</i></p> <p>Refuse collection and recycling:</p> <ul style="list-style-type: none"> • <i>“More refuse collection less money and stages encouraging service”</i> <p>Planning and shops:</p> <ul style="list-style-type: none"> • <i>“New shopping centre with cultural facilities”</i> • <i>“Needs regenerating”</i> • <i>“Hounslow town centre – the poor quality shopping. Regeneration (of Hounslow town centre) half complete and is affecting area. Keeping people informed of why development stopped. It’s a key of land –well linked and not being used. Hotels could serve visitors that are instead being knocked down. Front of Asda needs immediate attention. Think about the types of shops we attract to Hounslow”</i> <p>Health:</p> <ul style="list-style-type: none"> • <i>“Improved health service”</i> <p>Education:</p> <ul style="list-style-type: none"> • <i>“Education”</i> <p>Other:</p> <ul style="list-style-type: none"> • <i>“Keeping council tax as low as possible while providing quality and quantity of services”</i> • <i>“Reduction in council tax</i> 	<ul style="list-style-type: none"> • <i>“Making people feel safe – resident safety. More police representation. Theft is a major issue, residents do not feel safe to walk on their own at night!”</i> • <i>“Community safety and CCTV”</i> • <i>“Truancy officers –kids causing trouble”</i> • <i>“Anti-social behaviour”</i> <p>Health:</p> <ul style="list-style-type: none"> • <i>“NHS more dentists and GPs”</i> <p>Education:</p> <ul style="list-style-type: none"> • <i>“Address under provision on education (all ages)”</i> • <i>“Stop allowing other community schools (we came to England to live with English)”</i> <p>Other:</p> <ul style="list-style-type: none"> • <i>“More care for elderly”</i> • <i>“Recycling –especially plastic”</i> • <i>“Housing repairs”</i> • <i>“Council tax rebates for low incomes”</i> • <i>“Zero council tax increases”</i> • <i>“More for the elderly”</i> • <i>“Zero council tax”</i> • <i>“Support vulnerable in community –more support for carers”</i> • <i>“Focus efficient use of resources”</i> • <i>“More use of email -avoid</i> 	<p><i>– particularly area around trees”</i></p> <ul style="list-style-type: none"> • <i>“General street cleaning“</i> • <i>“Pedestrian safety, cleanliness”</i> • <i>“Plane noise”</i> • <i>“Secondary roads”</i> <p>Refuse collection and recycling:</p> <ul style="list-style-type: none"> • <i>“Weekly refuse collections”</i> • <i>“Weekly collections of household waste and recycling”</i> <p>Crime and anti-social behaviour:</p> <ul style="list-style-type: none"> • <i>“Safer Hounslow – more visible policing”</i> • <i>“More police presence”</i> <p>Sports, leisure and libraries:</p> <ul style="list-style-type: none"> • <i>“Leisure services”</i> <p>Other:</p> <ul style="list-style-type: none"> • <i>“Affordable social housing”</i> • <i>“Invest in youth engagement programmes, clubs, youth centres, sports”</i>
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<p><i>for pensioner”</i></p> <ul style="list-style-type: none"> • <i>“Keeping council tax low”</i> • <i>“Youth activities”</i> • <i>“More services for the elderly”</i> • <i>“Keep council tax low”</i> • <i>“More funded child care places”</i> • <i>“Slopes for disabled”</i> • <i>“Young people”</i> • <i>“Keep council tax as low as possible”</i> 	<p><i>duplication, share information”</i></p>	
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Appendix: evaluation

At the conclusion of the event participants were asked for their views about the evening. They were asked to indicate their level of agreement with a number of statements. The results are presented in the chart below.

