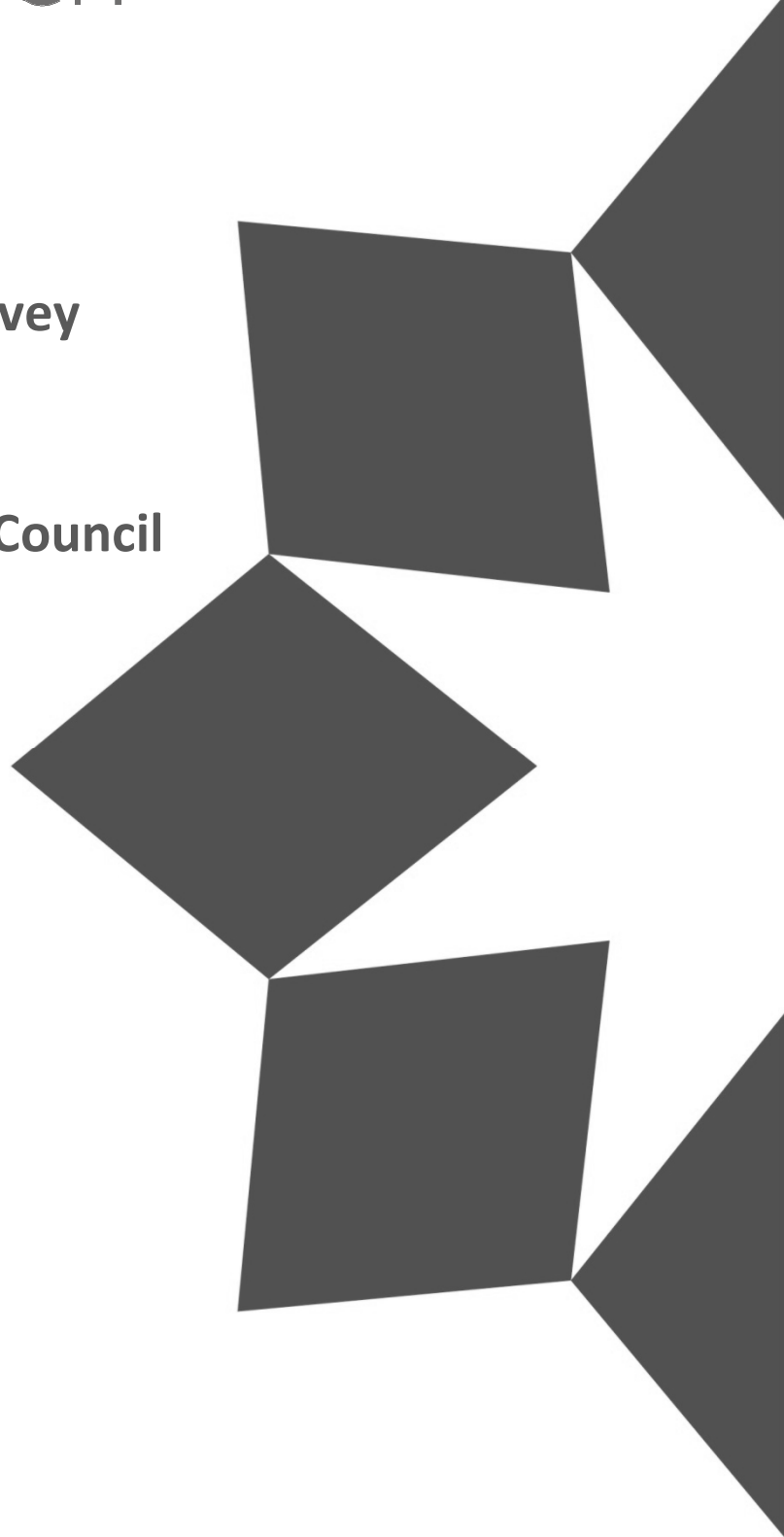


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research

## **Budget Consultation Survey 2017**

**Cambridgeshire County Council**

**Report V2.0  
January 2018**



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## Project details and acknowledgements

<b>Title</b>	Budget Consultation Survey 2017
<b>Client</b>	Cambridgeshire County Council
<b>Project number</b>	17147
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# BUDGET CONSULTATION 2017 - Executive summary



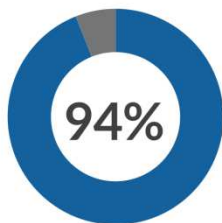
Cambridgeshire  
County Council

Like all councils, Cambridgeshire County Council faces the major challenge of shrinking budgets along with rising costs and increased demand on services. This means that the Council has to do a lot more with less money. To better understand residents views on services and to inform the Council's transformation plans, Cambridgeshire County Council commissioned M-E-L Research to undertake a public survey on their behalf.

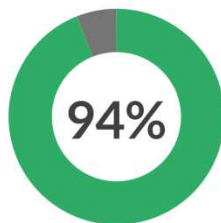
A doorstep survey was carried out with residents which was representative by District, age group and gender to the County as a whole. The fieldwork took place in November 2017 and 1,105 residents responded to the survey. The section presents the key findings of the research.

## Level of support for proposals (% fully support / support)

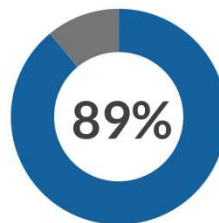
Legend: theme of support



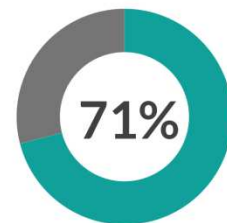
Offering early advice & help for older people before they need care services



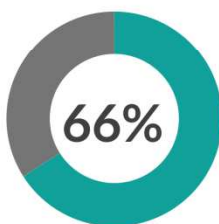
Using specialist tech which allows the elderly & people with learning disabilities to stay independent for longer



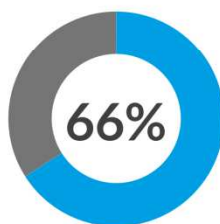
New support so that children going into care is minimised



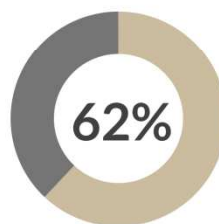
Changing the way we deliver & commission our health services such as health visits, alcohol treatment etc.



Making savings when commissioning care e.g. for older people or for children who are in care



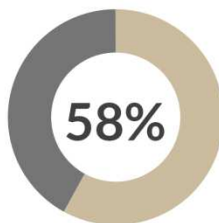
Sharing more Council roles & services with Peterborough City Council



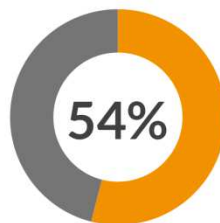
Installing additional bus lane cameras to enforce bus lane violations



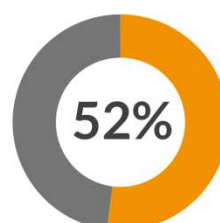
Change charging policy for adult social care so we charge for the same things as other LA's



Increasing on-street parking fees in Cambridge whilst removing Park & Ride parking charges



Changing our support for schools: charging services & giving schools a more independent role in managing standards



Charge for some services within libraries and also introduce new services that can be charged for

## Volunteering & Community Participation

**16%** 

CURRENTLY  
VOLUNTEER

n=1,105

**38%** 

UP TO 5 HRS  
PER MONTH

n=181

**12%**



WILLING TO  
PROVIDE MORE TIME

n=1,105



### MAIN BARRIER TO VOLUNTEERING

Lack of time for both communities and individuals

## Quality of life (% great / some contribution)

### HOW COUNTY SERVICES IMPACT ON QUALITY OF LIFE



**81%**

The quality of life  
within your wider  
community



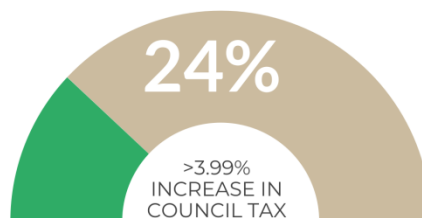
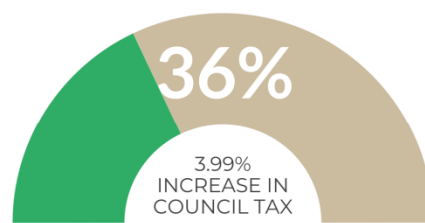
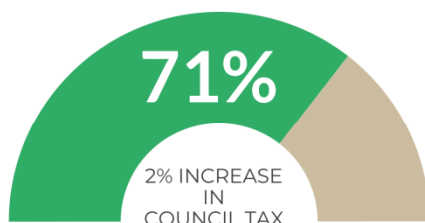
**76%**

Your own quality of  
life and that of your  
household

n=1,054 - 1,090

## Council Tax (% fully support / support)

### SUPPORT FOR INCREASING COUNCIL TAX



SUPPORT FOR ADDITIONAL  
VOLUNTARY COUNCIL TAX  
AIMED AT WEALTHIER HOMES



n=1,035-1,105

# Background

## Context

Like all councils, Cambridgeshire County Council faces the major challenge of shrinking budgets along with rising costs and increased demand on services. This means that the Council has to do a lot more with less money. To better understand residents' views on services and to inform the Council's transformation plans, Cambridgeshire County Council commissioned M·E·L Research to undertake a public survey on their behalf. The main aim of this research was to;

- understand the relationship between people's quality of life and how this relates to the County Council and the services they receive;
- explore community resilience as an alternative to County Council / public sector delivery and working with communities to manage the demand,
- seek residents' views and the extent of support on savings and income generating proposals to deliver services in the future; and,
- establish the level of support for increasing council tax.

## Methodology

A 10-minute, face-to-face (doorstep) survey was carried out by trained interviewers using a Computer Aided Personal Interview (CAPI) approach with a broad cross-section of residents during November 2017.

A sample of starting addresses was drawn randomly from the Postcode Address File and was stratified by District. From each starting postcode, interviewers aimed to achieve approximately 6 interviews. In addition to achieving the desired number of interviews by District, quotas were set for age groups and gender. Interviewers were sent to urban and rural areas to reflect the same split as the county.

In total, 1,105 residents participated in the survey. A marked up questionnaire, which includes data counts and percentages, alongside the questions can be viewed in **Appendix A**.

## Response rates and statistical significance

The achieved confidence interval gives an indication of the precision of results. With 1,105 residents having completed the survey, this returns a confidence interval of  $\pm 2.94\%$  for a 50% statistic. This means that for example, where 50% of residents indicate they agree with a certain aspect, the true figure could in reality lie within the range of 47.1% to 52.9%.

The table below shows the confidence intervals for differing response results (sample tolerance).

Size of sample	Approximate sampling tolerances*		
	50%	30% or 70%	10% or 90%
	±	±	±
1,105 surveys	2.94	2.70	1.77

\* Based on a 95% confidence level

## Analysis and reporting

Cross-tabulations were calculated by key variables including district, age, ethnicity, gender, working status and number of people in the home to represent the demography profile of the county. Mean scores were computed for survey questions with a 0 to 10 scale, and compared to national averages, where applicable.

Differences in views of sub-groups of the population were compared using z-tests and statistically significant results (at the 95% level) are indicated in the text. Statistical significance means that a result is unlikely due to chance (i.e. It is a real difference in the population).

Within the main body of the report, where percentages do not sum to 100 per cent, this is due to computer rounding or multiple choice answers. Where figures do not appear in a chart or graph, these are 3% or less. The 'base' or 'n' figure referred to in each chart is the total number of residents responding to the question.

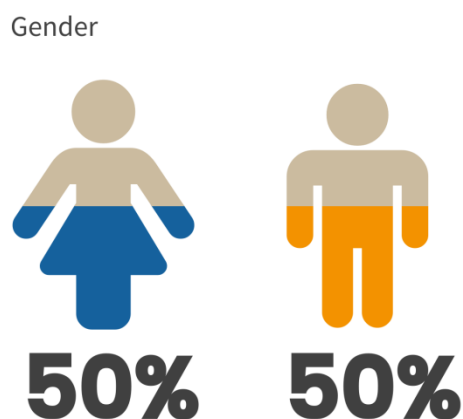
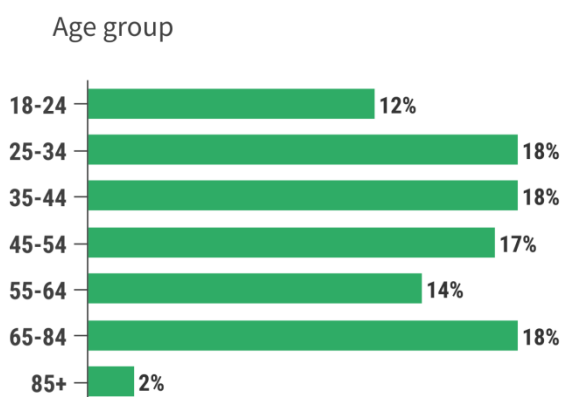
In addition, analysis for agreement/ level of support questions are reported for valid responses only, meaning that this excludes residents who were unable to rate their level of agreement – 'don't know' was therefore classified as non-valid response.

### Icon glossary

	▪ District		▪ Children in the home
	▪ Age group		▪ Working status
	▪ Disability or long term illness		▪ Gender
	▪ Household size		▪ Classified as a carer

# Results

## Who we spoke to:



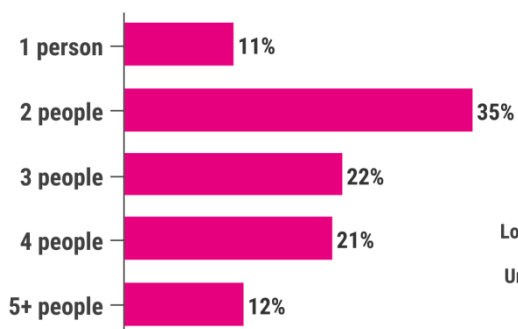
### Ethnic group



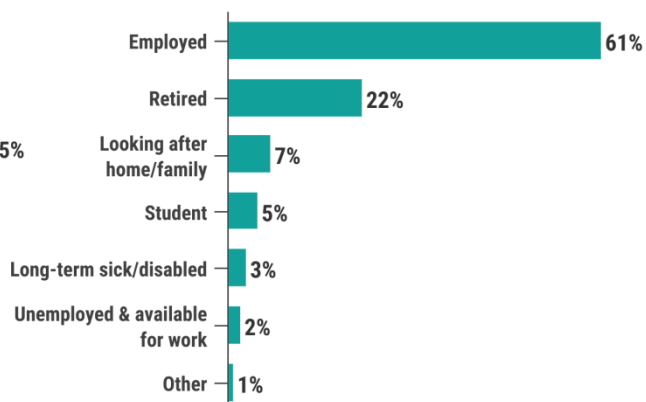
### Those with a disability / long standing illness



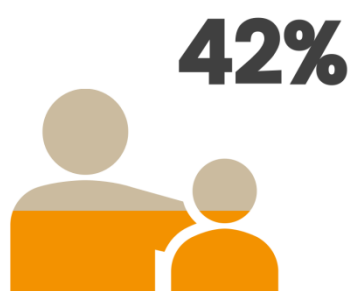
### Household size



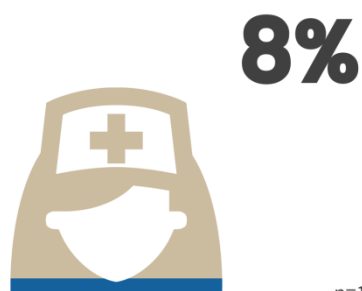
### Working status



### Children under 16 in the home



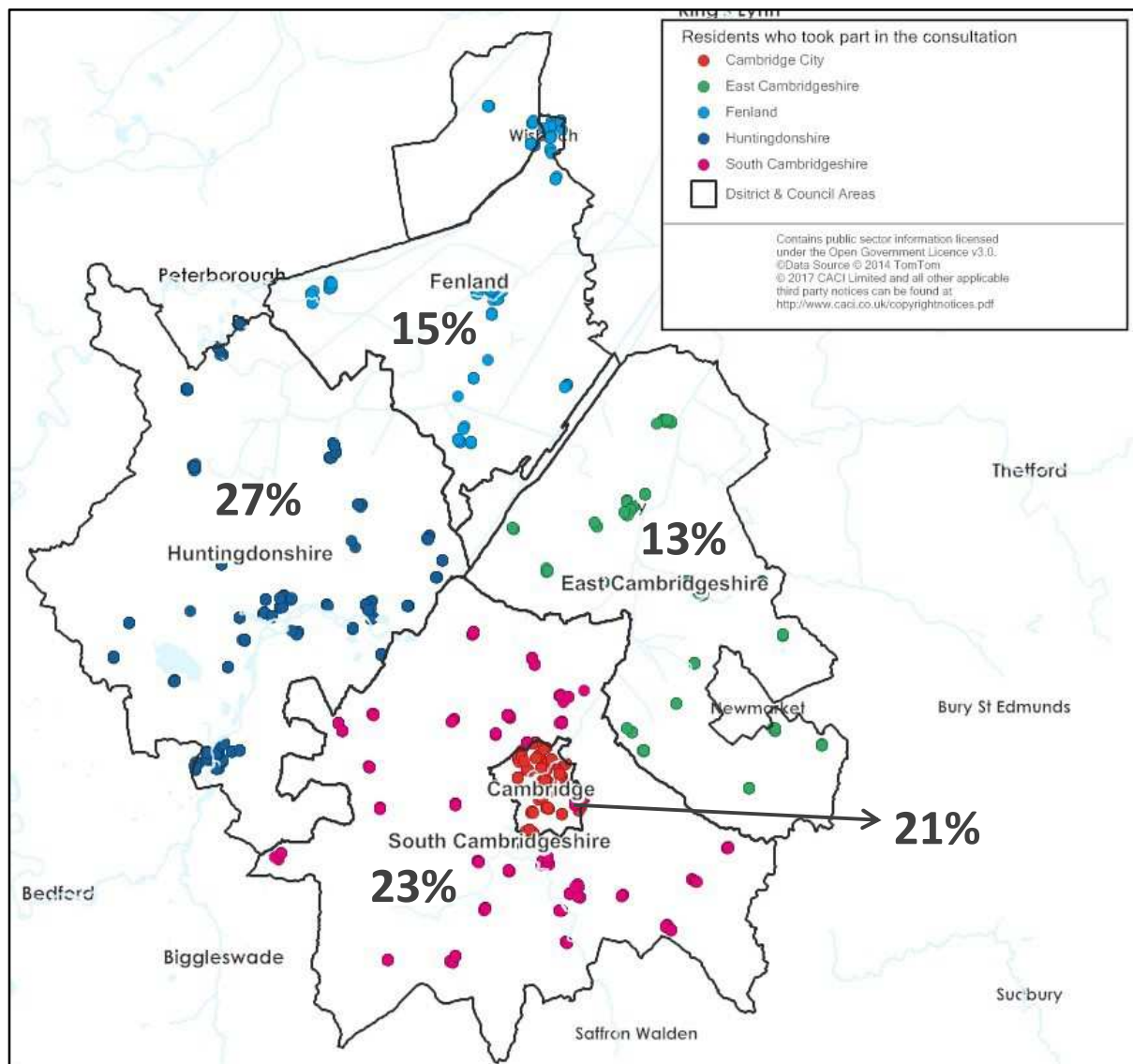
### Classified as a carer



n=1,150 - 1,101



**Map 1: Residents who took part in the consultation, alongside the percentage interviewed by district**



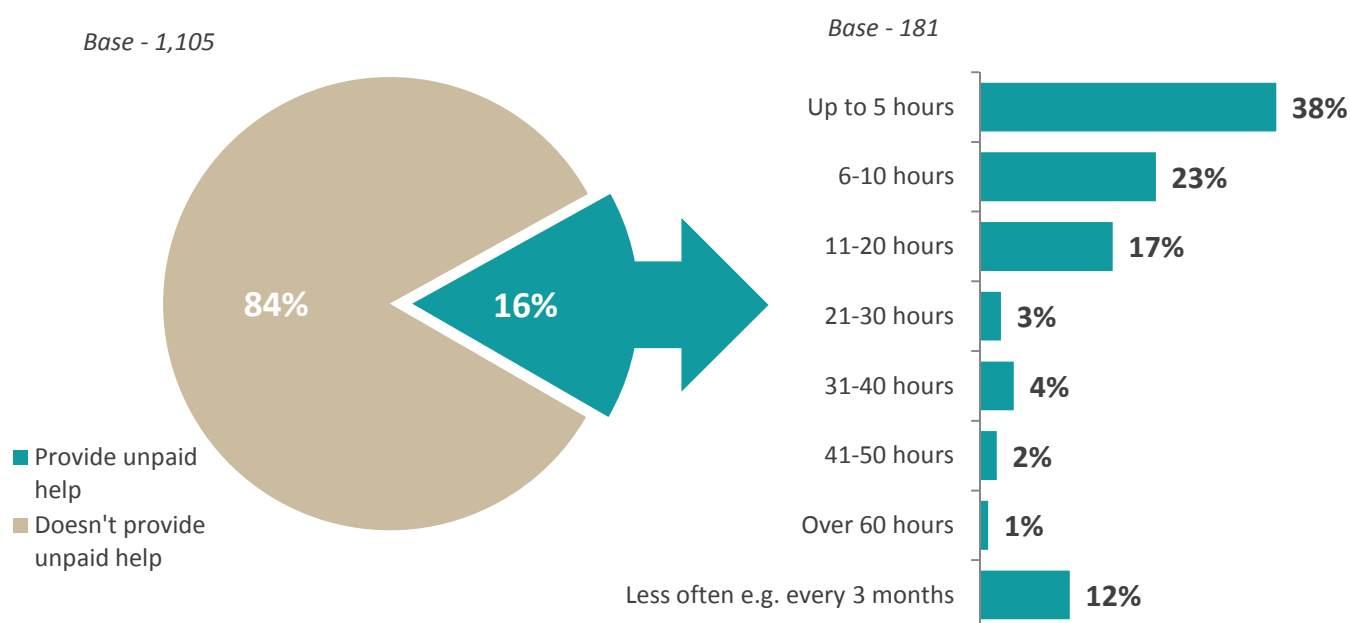
This following sections present the results of the consultation.

## Section 1: Volunteering and Community Participation

The County wanted to understand the current level of unpaid help and support within the local community, as well as exploring residents' willingness to provide more voluntary support; alongside any barriers in doing so.

Residents were first asked on average per month, how many hours they spend giving unpaid help to groups, clubs, or organisations in their community that was not a part of any job. Overall, 16% of residents provided unpaid help and support; of which almost two fifths (38%) provided on average 5 hours or less per month.

**Figure 1: Residents providing unpaid help and support, and how many hours on average they provide per month**



**Who are the 16%?** To understand the type of people who volunteer, the results were analysed using CACI Insite Geographical Information Software. The software uses a combination of ACORN<sup>1</sup> classification, census data (2011) and other national data sources to provide a better understanding of populations. Residents who said they volunteered were profiled against those who didn't volunteer to assess if there were any differences in these two groups.

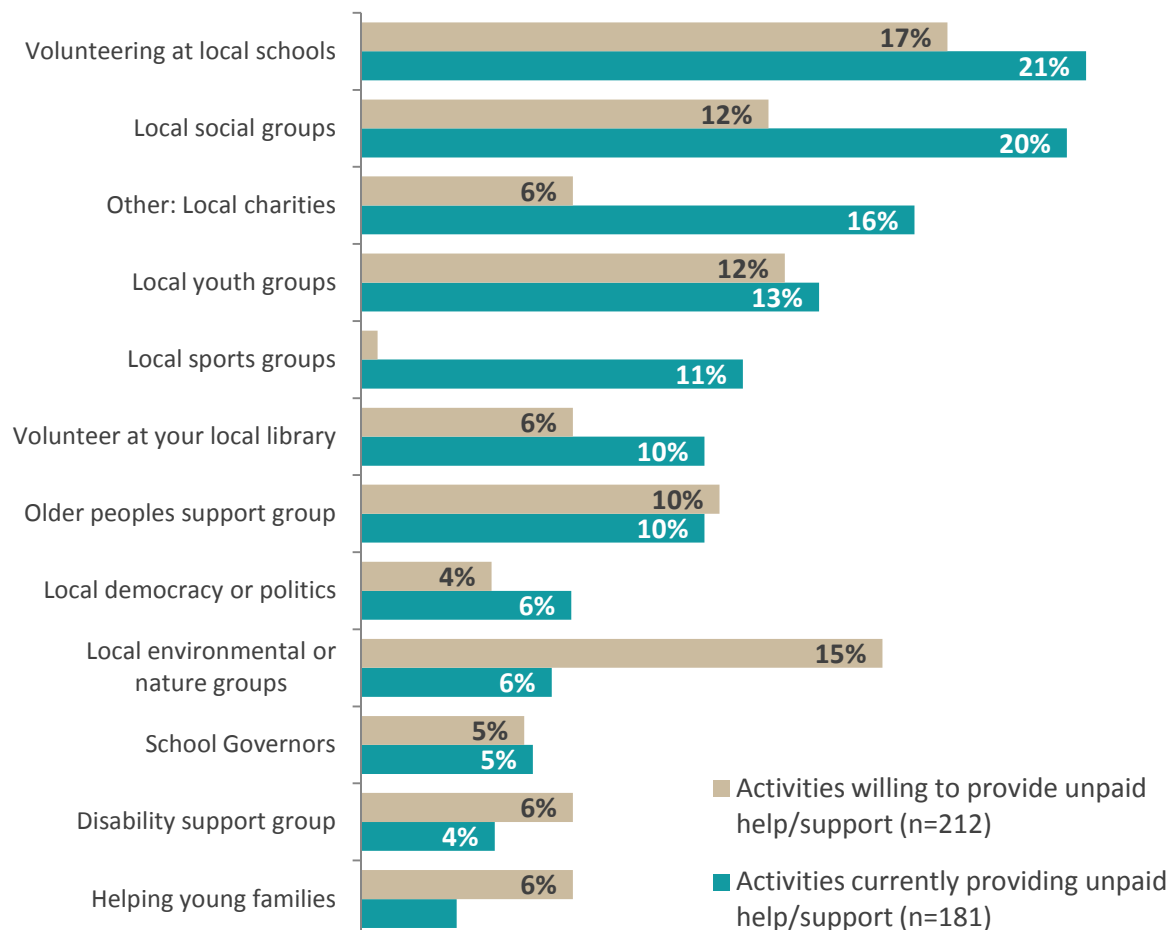
<sup>1</sup>Acorn is a classification system that segments the UK population by analysing demographic data, social factors, population and consumer behaviour. Acorn is broken down into three tiers; 6 categories, 18 groups and 62 types. Acorn provides valuable insight into helping to target and understand the attributes of households and postcode areas.

Results showed that the age structure and household size was fairly similar to those that didn't volunteer, although there were less lone parent families; which could indicate a more stable family structure. Residents who said they volunteered were more likely to live in detached homes, and much less likely to be renting their homes (specifically social rented). Residents who volunteered were also more likely to have higher levels of income compared to those who didn't volunteer and be on a higher social grade.




## Activities supported

Residents who provided unpaid help were asked what activities they currently support. A fifth (21%) gave their time at local schools; this was followed by 'local social groups' at 20%. Other common responses were local charities or church groups at 16% and local youth groups at 13%. All residents were then asked if they would be willing or able to provide more of their time to support activities in their local community. The majority (88%) said 'no', they wouldn't be willing to provide additional time. Of those that were willing, 17% said they could provide more time volunteering at local schools and 15% stated 'Local environmental or nature groups'.

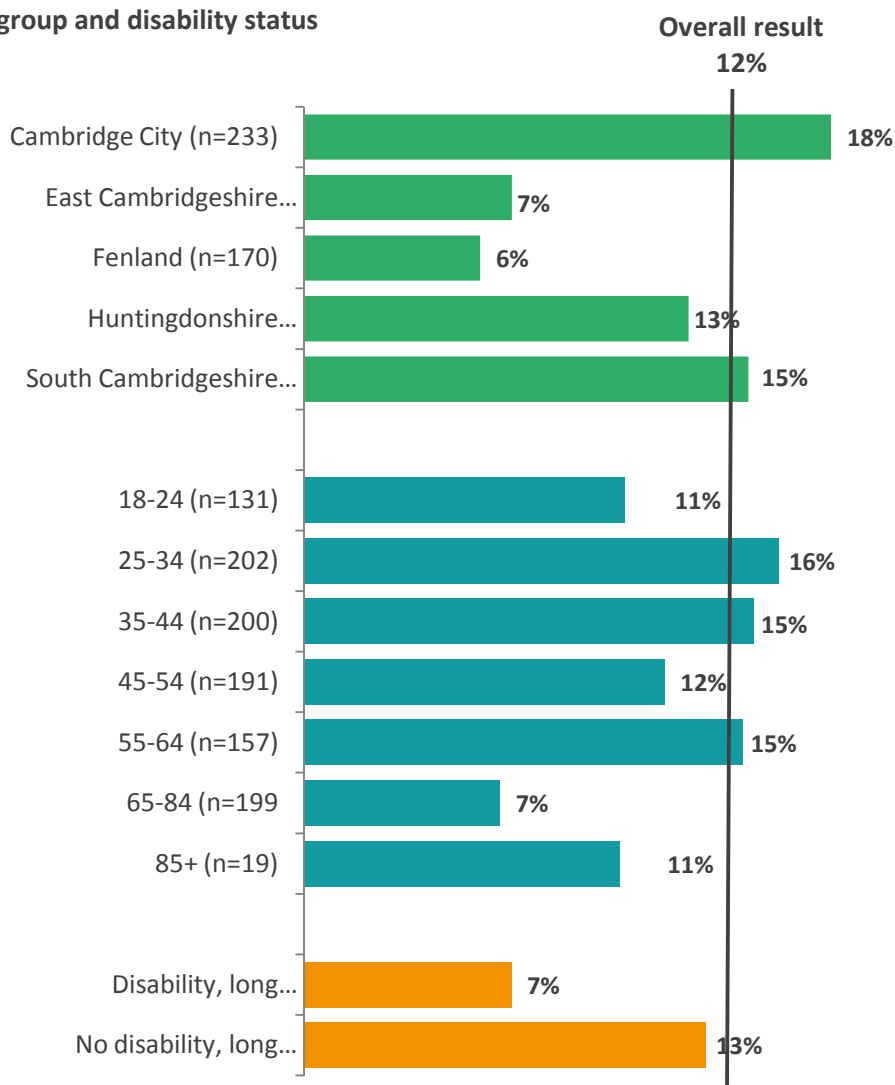
**Figure 2: Current unpaid help and support provided and willingness to provide more time by activity**



Sub-group analysis shows that there are some significant differences by those unwilling or unable to provide more unpaid help than they currently do:

	Significantly less residents in Fenland and East Cambridgeshire were willing to provide more unpaid time compared to residents living in the other districts.
	Significantly more residents aged 65-84 were not willing to provide more unpaid time compared to the other age groups, specifically those falling into the 25-44 and 55-64 age groups.
	Those with a disability or long standing illness were significantly more likely to not want to provide more unpaid time than they already do.

**Figure 3: Those willing or able to provide more unpaid help than they currently do by district, age group and disability status**



Residents were then asked what they think the top three reasons were that stops residents from getting involved in helping to support the community, as well as themselves personally.

- Just over eight out of ten (82%) residents felt that a lack of time (for both communities and individuals) stopped people generally getting involved. This was also the top reason selected for residents personally, with 73% stating this.
- ‘Not knowing what opportunities are available’ was the second most commonly stated barrier for both people generally and for the residents themselves at 40% and 23% respectively.
- The third most stated reason for people in general, was the unwillingness amongst communities and individuals (31%)
- The third most stated reason for residents personally was a combination of reasons such as their health limits their involvement or that they were too old (22%).

**Table 1: Top 3 reasons that stop people in general and the resident personally from getting involved in helping to support the community**

	People in General (n=1,101)		You personally (n=1,099)	
	Count	%	Count	%
Lack of time (for communities and individuals)	906	82%	804	73%
Not knowing what opportunities are available	444	40%	249	23%
Other (health issues, too old)	45	4%	236	22%
Unwillingness among communities and individuals	336	31%	54	5%
Lack of money / funding	148	13%	53	5%
Lack of community facilities	93	8%	39	4%
Community volunteering already at capacity	36	3%	30	3%
Don't know	104	9%	21	2%
Trust within communities	31	3%	15	1%
Trust between communities and the council	15	1%	7	1%

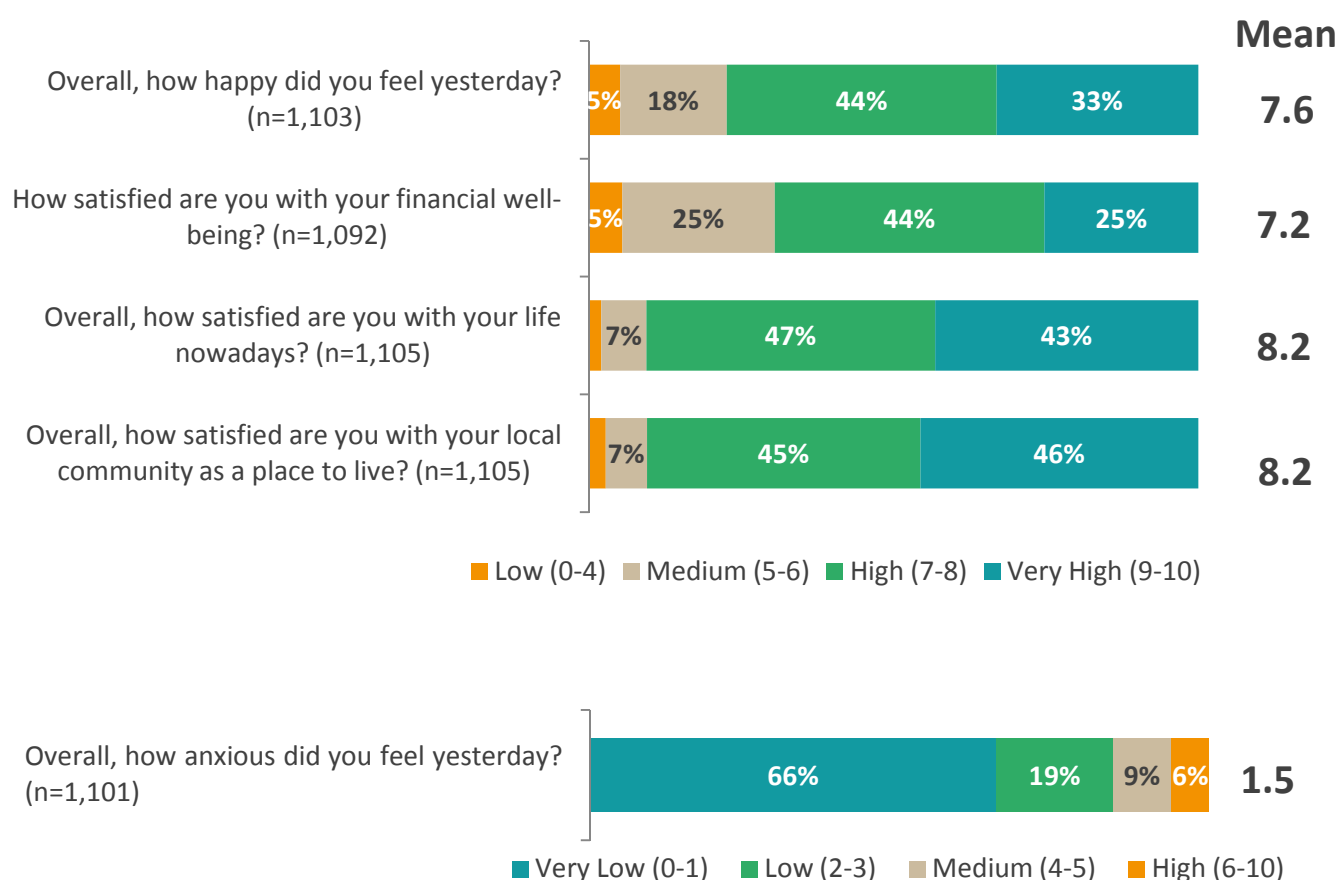
## Section 2: Quality of Life

The County wanted to understand the relationship between people's quality of life and how this is related to the County Council and the services they provide.

Residents were asked to respond on a scale of 0 to 10, where 0 is “not at all” and 10 is “completely” to a set of questions. These ratings are then banded into low, medium, high and very high. Mean scores were produced for all five personal well-being questions. The fifth measure, relating to feeling anxious, is presented in a separate chart due to the banded response ratings being different (very low, low, medium, high)

- Residents reported high levels of satisfaction with their local community as a place to live and with their life nowadays; both measures scored a mean of 8.2 (out of 10).
- Levels of happiness scored slightly lower, with 77% rating this as 'high' or 'very high', this measure scored a mean score of 7.6, and which is just above the national average(7.5).
- Satisfaction with financial wellbeing scored the lowest with 70% rating this as 'high' or 'very high' – and with a mean score of 7.2.
- The majority (84%) reported 'low' to 'very low' levels of anxiety; this measure scored a mean of 1.5 which is well below the national average of 2.9.

**Figure 4: Results and average (mean) ratings across five measures of personal well-being**



Further analysis was carried out to understand if residents who said they volunteered reported any variations in perceptions in their quality of life compared to those who didn't volunteer (please see Table 2 overleaf). There were no significant variations, but generally, **residents who volunteered reported higher levels** of happiness, satisfaction with financial wellbeing, their life nowadays, their local community as a place to live and lower levels of anxiety.

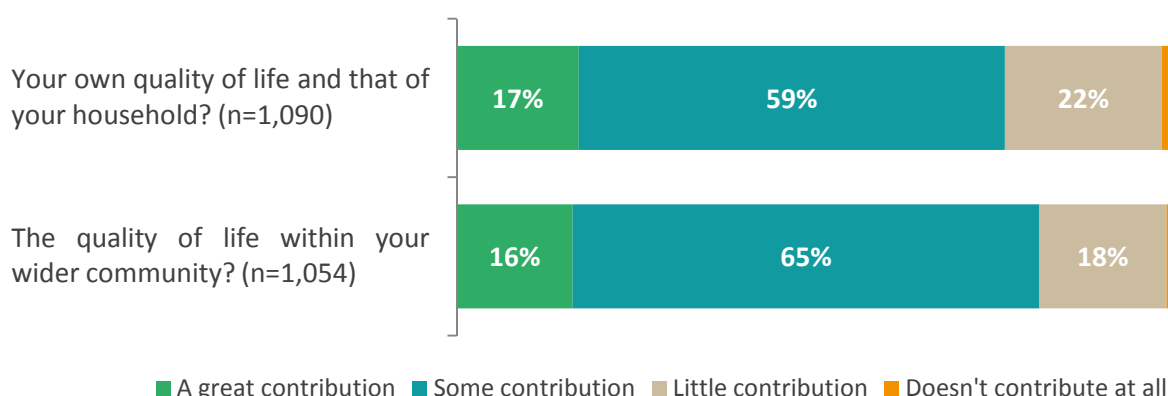
**Table 2: Personal wellbeing by resident who volunteered**

		Very Low (0-4)	Medium (5-6)	High (7-8)	Very High (9-10)	High or very high
Sat with your local community as a place to live	Don't volunteer	3%	7%	46%	45%	90%
	Volunteer	1%	7%	41%	51%	92%
Sat with your life nowadays	Don't volunteer	2%	8%	48%	42%	90%
	Volunteer	1%	6%	46%	47%	93%
Sat with your financial wellbeing	Don't volunteer	5%	26%	46%	23%	69%
	Volunteer	8%	19%	36%	37%	72%
How happy did you feel yesterday?	Don't volunteer	6%	18%	45%	32%	77%
	Volunteer	2%	17%	41%	39%	81%
		Very Low (0-1)	Low (2-3)	Medium (4-5)	High (6-10)	Very low or low
How anxious did you feel yesterday?	Don't volunteer	66%	18%	10%	6%	84%
	Volunteer	64%	23%	7%	7%	87%



Residents were then asked how much County Council services contributed to their own lives and to that of the wider community.

Results show that residents believe that County Services provide slightly more of a contribution to the wider community with 81% stating either 'a great' (16%) or 'a small' (65%) contribution. This is compared to 76% stating that the County Services has an 'a great' (17%) or 'a small' (59%) contribution towards the quality of their own lives.

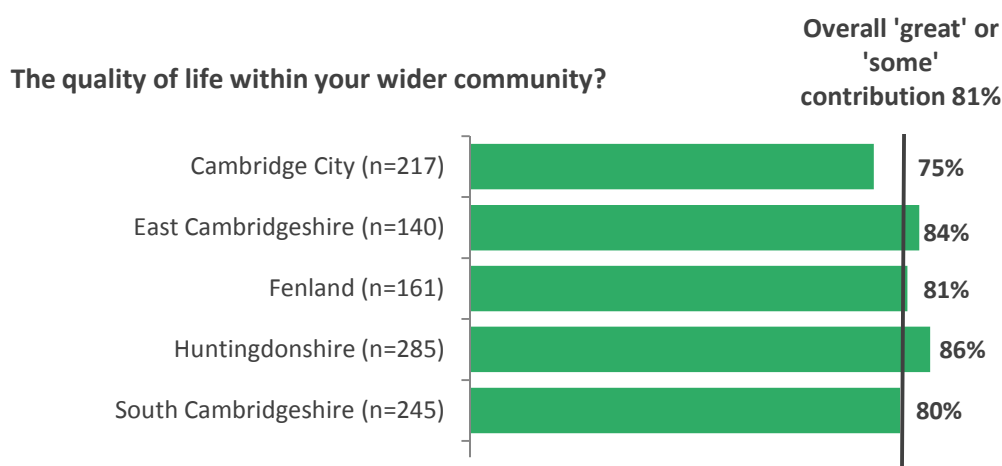
**Figure 5: How much County Council services contribute to their own lives and to that of the wider community?**



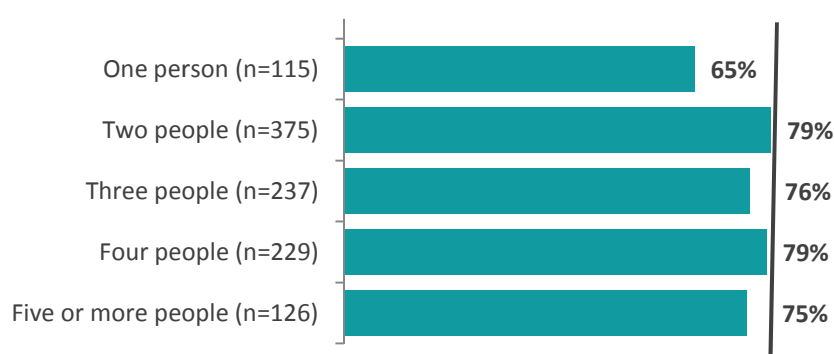
Sub-group analysis shows that there are some significant differences between the level of contribution County Services have on the wider community and of that of the household (results are also presented graphically in Figure 6 and compares this against the overall figure):

	Residents in Huntingdonshire were significantly more likely to feel that County Services have a 'great' or 'some' contribution to the quality of life in the wider community, compared to residents from Cambridge City.
	One person homes were significantly less likely to feel that the County Services contribute 'greatly' or 'somewhat' towards residents own quality of life and that of their household.

**Figure 6: Those stating County Services has a 'great' or 'some' contribution to the quality of the wider community and of the residents own life and household by district and household size**



**Your own quality of life and that of your household?**





### Section 3: Meeting & dealing with increasing demand

In order for the County Council to respond to increasing demand within its limited resources they are considering a number of business plan proposals for 2018. These approaches focus on the following;

- Improving and increasing support to prevent people from needing more costly services later on;
- Changing the way services are designed and then paid for by the Council (commissioned) in order to save money;
- Becoming a more commercial Council by seeking new opportunities to earn money or putting some services on to a commercial footing;
- Changing the way some services are charged for or how regulations are enforced;
- Sharing more services or job roles with other Councils or other public bodies;
- Making the best use of modern technology to support people to be more independent.

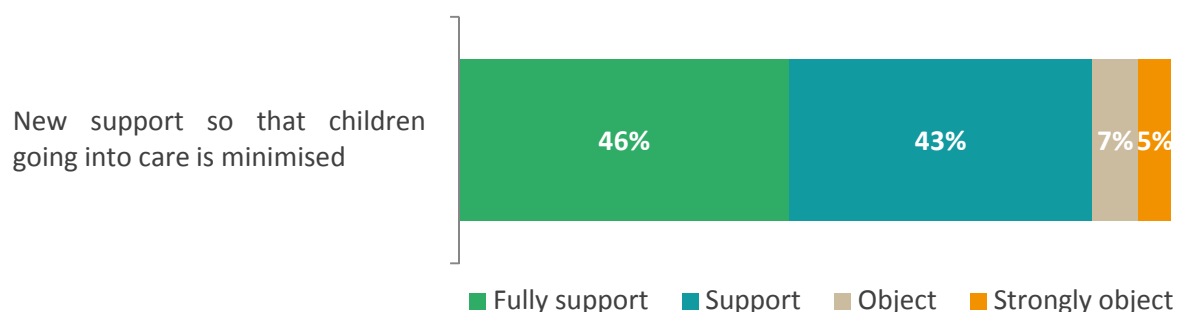
Residents were provided with a showcard which listed eleven approaches the council is considering and were asked how strongly they supported each of them. Below presents the results for each approach and any significant variations by sub- groups.

#### New support so that children going into care is minimised



Almost nine out of ten (89%) residents either 'fully supported' (46%) or 'supported' (43%) the proposal that the County could provide new support so that children going into care is minimised. Only 11% objected to this proposal.

**Figure 7: Level of agreement**

Base – 1,054



Sub-group analysis shows that there are some significant differences between the level of support for this proposal by district and whether there were children in the home.

	<p>Residents in Cambridge City were significantly more likely to support this idea (95%), followed by those living in Fenland (93%). Results were analysed by household size and whether there were children in the home.</p> <p>There were significantly fewer homes with two people in Cambridge City (28%), compared to those in Fenland (41%).</p>
	<p>Significantly more residents with children in the home (95%) supported this idea, compared to those without children in the home (89%).</p>

### Offering early advice and help for older people before they need care services

The majority (94%) of residents either 'fully supported' (51%) or 'supported' (43%) the proposal that the County could offer early advice and help for older people before they need care services. Just 6% objected to this proposal.



**Figure 8: Level of agreement**

Base – 1,099

Offering early advice & help for older people before they need care services



Sub-group analysis shows that there are some significant differences between the levels of support for this proposal by district and gender.

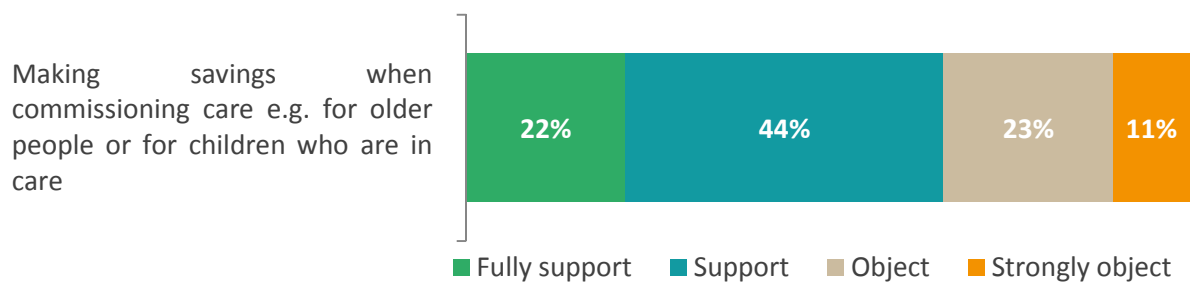
	<p>Residents in Cambridge City were significantly more likely to support this idea (98%) compared to the other four Districts.</p>
	<p>Women were significantly more likely to support this proposal compared to men, at 96% and 93% respectively.</p>

## Making savings when commissioning care, for example for older people or for children who are in care




Two thirds (66%) of residents either 'fully supported' (22%) or 'supported' (44%) the proposal that the County could make savings when commissioning care, whilst around a third (34%) objected to this idea.

**Figure 9: Level of agreement**

Base – 1,027



Sub-group analysis shows that there are some significant differences between the levels of support for this proposal by age group, gender and whether there were children in the home.

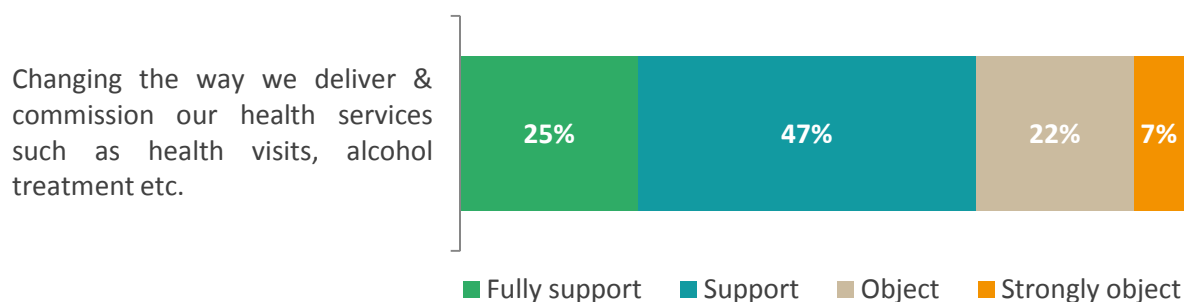
	As age increased, the level of support for this proposal significantly decreased, for example 77% of the 18-24 age group supported this idea, compared to 57% of the 55-64 age group.
	Men were significantly more likely to support this proposal compared to women at 69% and 63% respectively.
	Significantly more residents with children in the home (68%) supported this idea, compared to those without children in the home (66%).

## Changing the way we deliver & commission our health services such as nursing, health visits, sexual health, and drug & alcohol treatment




Just over seven out of ten (71%) residents either 'fully supported' (25%) or 'supported' (47%) the proposal that the County could change the way they deliver and commission some health services. Almost three out of ten (29%) objected to this idea.

**Figure 10: Level of agreement**

Base – 894



Sub-group analysis shows that there are some significant differences between the levels of support for this proposal by age group, disability and employment status.

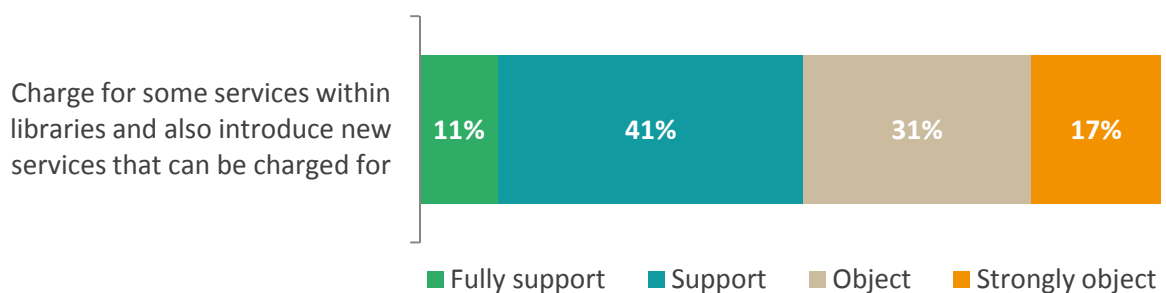
	There were significant variations by age group, with the 55-64 age group more likely to support this idea at 80% compared to 66% of the 45-54 age group and 65% of the 65-84 age group.
	Those with a disability or long standing illness were significantly less likely to support this idea, compared to those without, at 62% and 73% respectively.
	Those in employment were significantly more likely to support this idea (73%) compared to those who are retired (64%).

## Charge for some services within libraries and also introduce new services that can be charged for




This proposal had the lowest level of support, with just over half (52%) of residents stating they either 'fully supported' (11%) or 'supported' (41%) the idea for the County to charge for some services within libraries and introduce new services that can be charged for. Just under a half (48%) of residents either 'objected' (31%) or 'strongly objected' (17%) this idea.

**Figure 11: Level of agreement**

Base – 1,075



Sub-group analysis shows that there are some significant differences between the levels of support for this proposal by district, age group and household size.

	Residents living in Cambridge City were more likely to object to this idea at 59%, compared to the other districts, such as those living in East Cambridgeshire (39%) and Fenland (47%).
	The 18-24 age group was significantly more likely to object to this idea at 63%, compared to those aged 25 and older (ranging from 42% to 52% objecting).
	Those living in homes with three people were significantly more likely to object to this idea (55%) compared to those living in one and two person homes at 43% and 44% respectively. There were no significant variations by whether children were in the home.

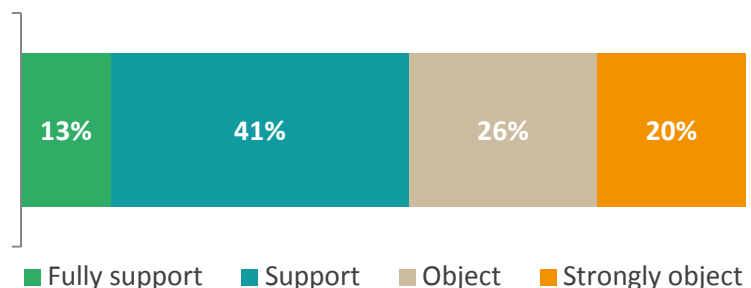
## Changing our support for schools: charging for some services and giving schools a more independent role in managing standards

This proposal had the second lowest level of support from residents; 54% stated they either ‘fully supported’ (13%) or ‘supported’ (41%) this idea. Just under half (46%) of residents either ‘objected’ (26%) or ‘strongly objected’ (20%) to this proposal.



**Figure 12: Level of agreement**

Base – 1,031

Changing our support for schools: charging services & giving schools a more independent role in managing standards



Sub-group analysis shows that there are some significant differences between the levels of support for this proposal by district and gender.

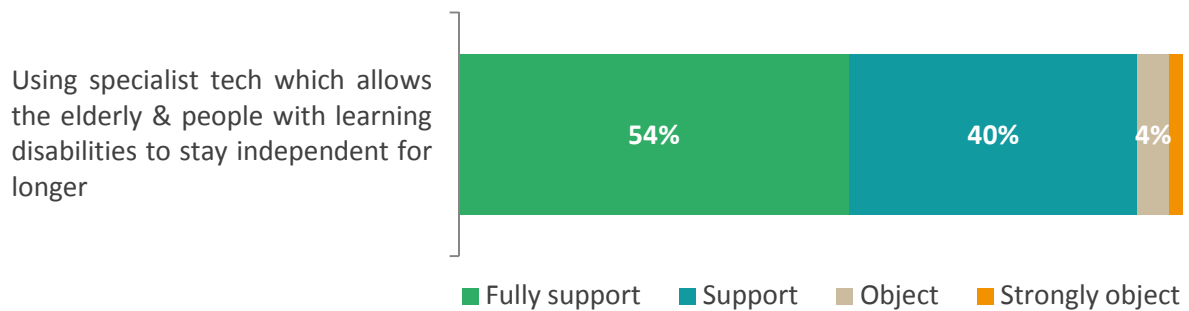
	Residents living in Cambridge City (49%) and Huntingdonshire (50%) were more likely to object to this idea, compared to the other districts, such as those living in East Cambridgeshire (38%).
	Men (50%) were significantly more likely to object to this proposal, compared to women (43%).

## Using specialist technology which allows the elderly and people with learning disabilities to stay independent for longer

The majority (94%) of residents either ‘fully supported’ (54%) or ‘supported’ (40%) the proposal that the County could use technology to help the elderly and people with learning disabilities to stay independent for longer. Just 6% objected to this proposal. There were no significant variations by socio-demographics.

**Figure 13: Level of agreement**

Base – 1,094

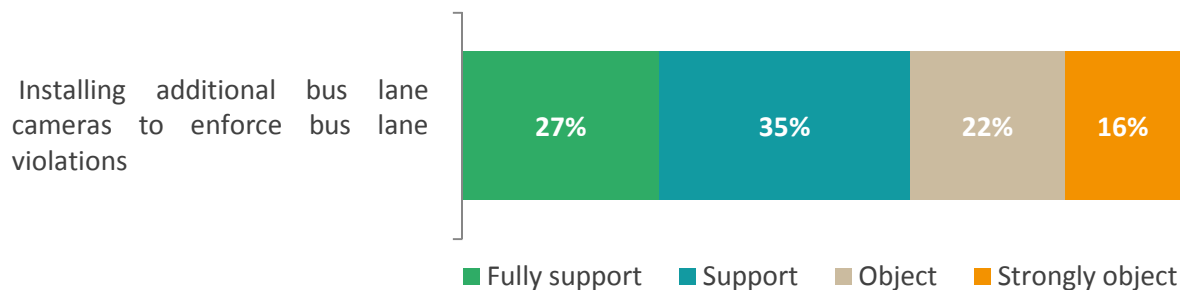


### Installing additional bus lane cameras to enforce bus lane violations

Around two thirds (62%) of residents either ‘fully supported’ (27%) or ‘supported’ (35%) the proposal for the County to install additional bus lane cameras to enforce bus lane violations. Just under two fifths (38%) objected to this idea.

**Figure 14: Level of agreement**



Base – 1,069



Sub-group analysis shows that there are some significant differences between the levels of support for this proposal by district, age group and working status.



Residents living in Cambridge City (71%) were more likely to support this idea, compared to the other more rural districts, such as those living in Fenland (57%), Huntingdonshire (62%) and South Cambridgeshire (57%).

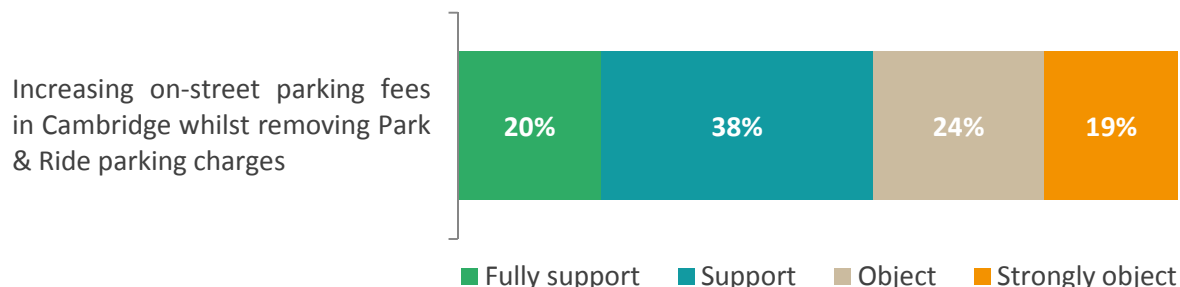
	Those aged 45-64 were least likely to support this proposal, with just over half (45-54 age group at 52% & 55-64 age group at 55%) supporting this, compared to the younger (>44 years) and older (<65 years) age groups (ranging from 62% to 71% supporting this idea).
	Residents who were retired (68%) were significantly more likely to support this idea, compared to those who were in employment (57%)

### Increasing on-street parking fees in Cambridge whilst removing Park & Ride parking charges



This was the third least supported proposal, with 58% stating they either ‘fully supported’ (20%) or ‘supported’ (38%) the idea that the County could increase on-street parking fees in Cambridge whilst removing Park & Ride parking charges. Just over two fifths (42%) objected to this idea.

**Figure 15: Level of agreement**



Base – 1,048



Sub-group analysis shows that there are some significant differences between the levels of support for this proposal by district, age group, working status and household size.

	Residents living in East Cambridgeshire (67%) were significantly more likely to support this idea, compared to those living in Huntingdonshire (52%).
	The younger age groups were significantly more likely to object to this proposal compared to the older age groups. For example, 31% of the 65-84 age group, objected compared to 58% of the 18-24 age group.



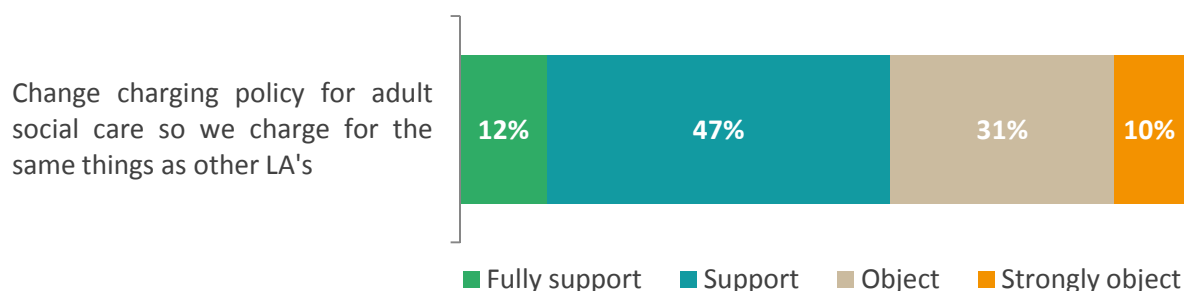
	Residents who were inemployment (46%) were significantly more likely to object to this idea, compared to those who were retired (32%).
	The larger the household size the more likely they were to object to this idea. For example, 49% of homes with three people in them objected, compared to 36% of homes with one person resident.

### Change charging policy for adult social care so we charge for the same things as other local authorities (some families would pay more)



Almost six out of ten (59%) residents either 'fully supported' (12%) or 'supported' (47%) the Counties proposal to change their charging policy for adult social care. Just over two fifths (41%) objected to this proposal.

**Figure 16: Level of agreement**

Base – 963



Sub-group analysis shows that there are some significant differences between the levels of support for this proposal by district and household size.

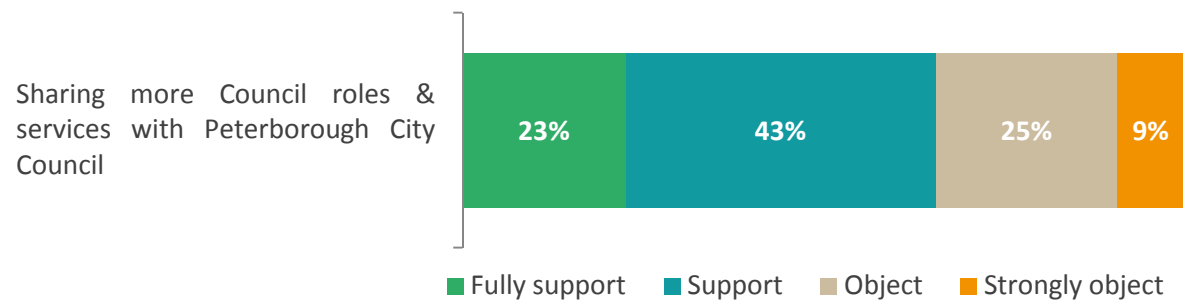
	Residents living in Fenland (65%) were significantly more likely to support this idea compared to those living in Cambridge City (53%).
	The larger the household, the less likely they were to support this proposal. For example those living in homes with one person (67%) were significantly more likely to support the proposal, compared to those in homes of five or more people (51%).

## Sharing more Council roles & services with Peterborough City Council

Two thirds (66%) of residents either 'fully supported' (23%) or 'supported' (43%) the proposal that the council could share roles and services with Peterborough City Council. Around a third (34%) objected to this idea.

**Figure 17: Level of agreement**

Base – 1,003



Sub-group analysis shows that there are some significant differences between the levels of support for this proposal by district and age group.



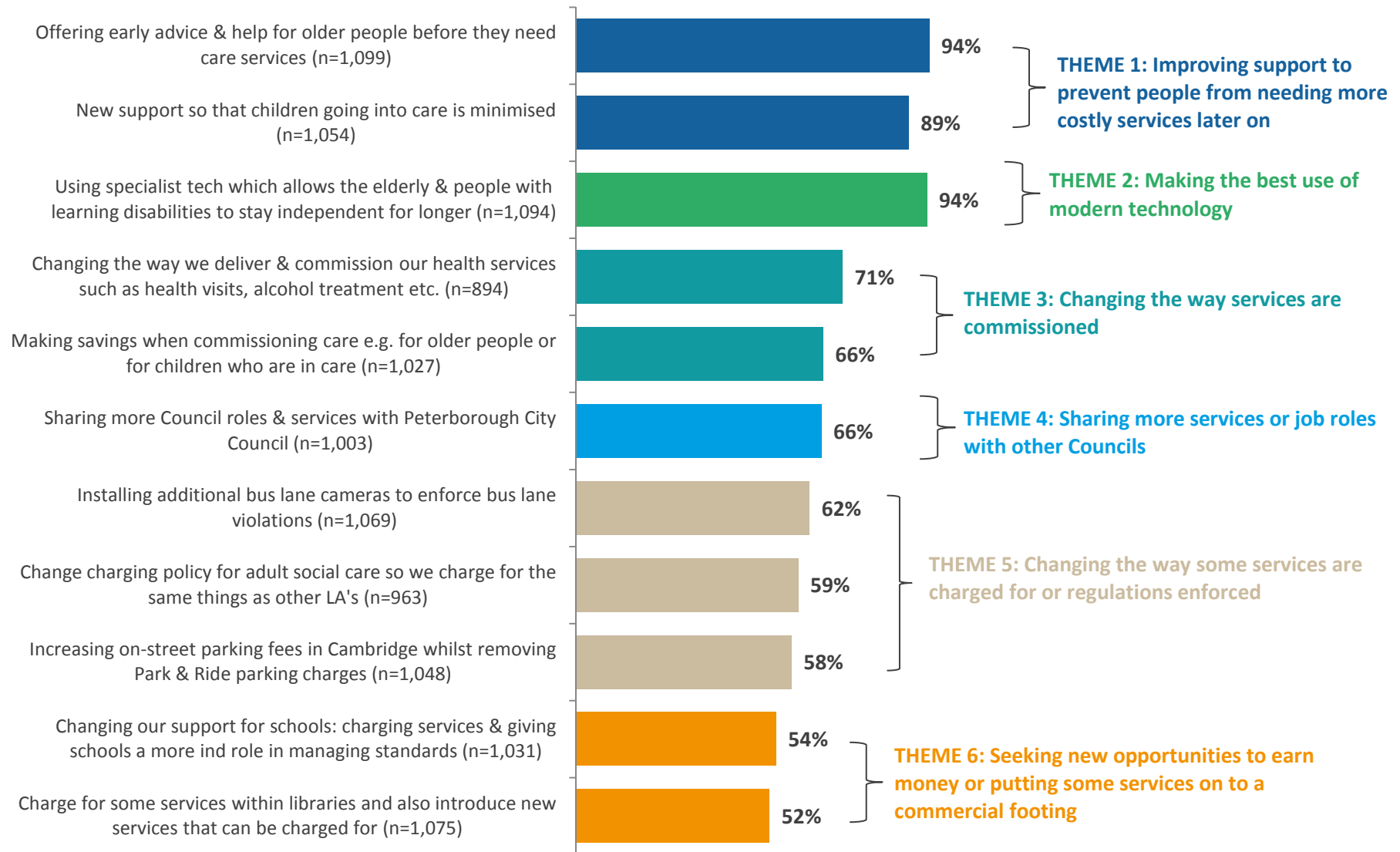
	Residents living in Fenland (80%) were significantly more likely to support this idea compared to those living in the other districts (support ranged from 57% in Cambridge City, to 66% in Huntingdonshire).
	The 25-34 age group (70%) were significantly more likely to support this proposal compared to those aged 65-84 (59%).

Figure 18 overleaf, presents a summary of the level of agreement for each approach and groups each of these into six key themes. Preventative measures are more highly favoured by residents, such as offering early advice and help, whilst approaches that incurred some form of charge or suggested services become more commercial were least favoured.

**Figure 18: Summary of the level of support for each approach and grouped by theme (% stating support or fully support)**



All residents were offered the opportunity to provide any further comments on the proposals, such as any perceived impacts, innovation to the ideas etc. Of those that provided a response, the main comments focused on the following:

- Education and schools need more funding and support

*“Schools standards are currently low, and they need more funding to upgrade.”*

*“They should spend more for kids and the elderly.”*

*“Education needs out extra help and support.”*

- Improve infrastructure

*“Better road infrastructure needed, safe parking for bicycles and more parking at station. Easier public transport access to town and cheaper.”*

*“We need to invest in transport infrastructure and housing for young and low income groups.”*

*“More cycle ways between Alconbury and Huntingdon will be good.”*

- Health care needs more funding and support

*“Changes are important, but health services need extra support.”*

*“Social care and the NHS need more money.”*

*“It is important that we fund schools and health services, but we can cut on luxury services but not the essentials.”*

## Section 4: Council tax

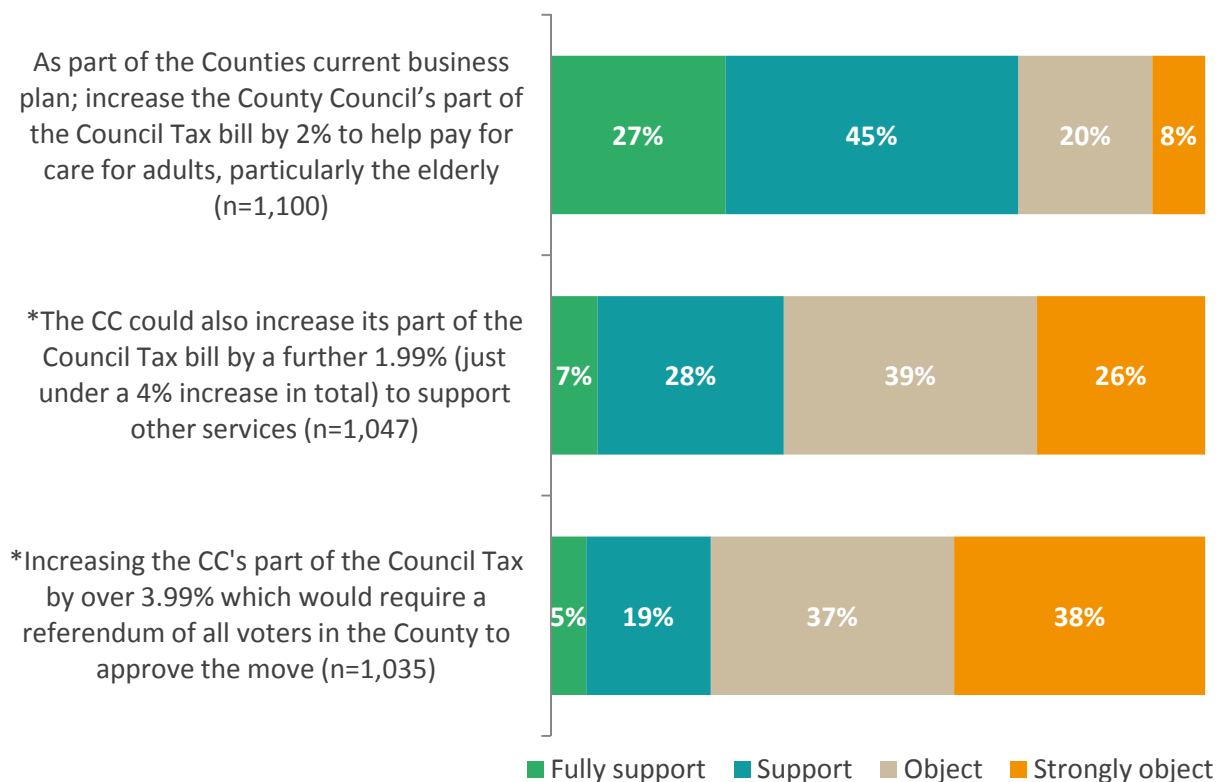
The final section focused on residents' willingness to accept an increase in council tax.

Residents were asked a set of options focusing on increasing Council Tax rates, it should be noted that the options marked with a '\*' are not included in current business plan and was only asked to assess residents views on this.






There are clear variations in the level of support between increasing Council Tax by just 2% compared to increasing this above 2%.

- Just over seven out of ten (71%) either 'fully supported' (27%) or 'supported' (45%) an increase in Council Tax by 2%. Almost three out of ten (29%) objected to an increase of 2%.
- Just over third (36%) of residents either 'fully supported' (7%) or 'supported' (28%) an increase of a further 1.99% (totalling of 3.99% increase) in Council Tax. Two thirds (64%) objected to this idea.
- Almost a quarter (24%) of residents either 'fully supported' (5%) or 'supported' (19%) an increase of over 3.99% in Council Tax, whilst almost eight out of ten (76%) objecting to this idea.

**Figure 19: Level of support**



Sub-group analysis shows that there are some significant differences between the levels of support for this proposal by district, age group, disability or long term illness status, working status, household size and those who are carers.

	<p>Residents living in Fenland (72%) were significantly more likely to object to the idea of increasing the Council Tax bill by just under 3.99%, compared to those in East Cambridgeshire (57% objecting).</p> <p>Following similar trends to the above, residents in Fenland (83%) were significantly more likely to object to an increase in Council Tax above 3.99%, compared to those living in East Cambridgeshire (72%) and Huntingdonshire (71%).</p>
	<p>The 18-24 age group (78%) were significantly more likely to support an increase of 2% in Council Tax, compared to those aged 35-44 (67%).</p>
	<p>Those without a disability or long standing illness (74%) were significantly more likely to support an increase of 2% in Council Tax, compared to those with a disability or long standing illness (60%).</p> <p>Following similar trends to the above, those without a disability or long standing illness (38%) were significantly more likely to support an increase in the Council Tax bill by just under 3.99%, compared to those with a disability or long standing illness (24%).</p> <p>Again, those without a disability or long standing illness (26%) were significantly more likely to support an increase in the Council Tax bill by over 3.99%, compared to those with a disability or long standing illness (16%).</p>
	<p>Residents who were working (73%) were significantly more likely to support an increase of 2% in Council Tax, compared to those who are looking after the home or family (61%).</p>
	<p>Residents living on their own (76%) were significantly more likely to object an increase in the Council Tax bill by just under 3.99%, compared to those living in homes of two or more people (ranging from 62% for two person homes, to 65% for homes with three people).</p>



Residents who classified themselves as carers (34%) were significantly more likely to support an increase in the Council Tax bill by over 3.99%, compared to those who aren't carers (24%).

Further analysis was carried out on the level of support for increases to council tax by whether residents volunteered (please see Table 3 overleaf). Resident who said they volunteered were significantly more likely to 'support' or 'fully support' the options to increase council tax, compared to those who didn't volunteer.

**Table 3: Council Tax increase options by resident who volunteered**

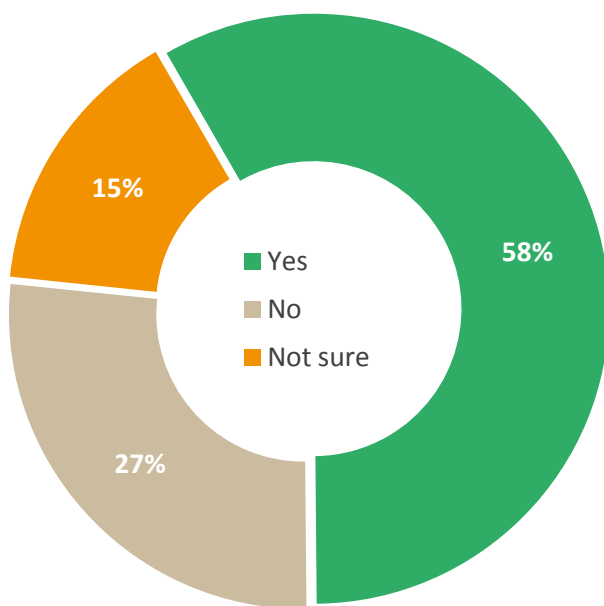
		Support or fully support	Object or strongly object
Increase the County Council's part of the Council Tax bill by 2% to help pay for care for adults, particularly the elderly	Don't volunteer	69%	31%
	Volunteer	83%	17%
Increase its part of the Council Tax bill by a further 1.99% (just under a 4% increase in total) to support other services	Don't volunteer	34%	66%
	Volunteer	46%	54%
Increasing the County Council's part of the Council Tax by over 3.99% which would require a referendum of all voters in the County to approve the move	Don't volunteer	23%	77%
	Volunteer	31%	69%

Nationally, some councils are considering schemes that allow people to pay an extra voluntary contribution to services together with their regular Council Tax bill. This is aimed at better off households. Residents were asked if they supported this idea.

Almost six out of ten (58%) residents said yes they support this idea, 27% said no and 15% were unsure.

**Figure 20: Support for a voluntary tax contribution**

Base – 1,105



Significantly more residents living in Cambridge City (67%) agreed with an additional voluntary Council Tax contribution, compared to those living in Fenland (51%) and Huntingdonshire (53%).



Women (62%) were significantly more likely to have agreed with this, compared to men (54%).



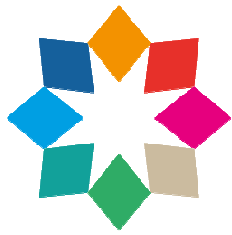
The younger age groups were significantly more (18-24 at 60% and 25-34 at 68%) likely to agree with an additional voluntary Council Tax contribution. This is compared to those aged 35 years and over (agreement was 57% or below across these age groups).



## Appendix A: Marked up questionnaire

# Appendix A: Marked up questionnaire

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