

Findings from 'Take Part'



November 2014

- ❑ Start of conversation with residents about changes the council needs to make over next four years to save £75m.

- ❑ Objectives of first phase focussed on informing community about:
 - £30m savings to be made
 - getting feedback on the impacts
 - residents' priorities
 - understanding residents' views on a proposed Council Tax increase of up to 2%
 - exploring new and innovative ways to provide services in the future.
 - identifying additional community capacity

- ❑ 66% of people feel better informed about why the council needs to make savings

- ❑ Take Part has generated the most engagement in recent years
- ❑ Consultation carried out over an eight week period from 11 September to 8 November 2014.
- ❑ Variety of consultation mechanisms used to ensure residents given the opportunity to respond in a way that suits their needs
- ❑ Volume of activity:
 - 100,000 booklets and surveys distributed via Harrow People
 - 6,000 plus booklets distributed as part of events
 - 361 face to face in depth conversations
 - 50 Community meetings
 - 52 councillors and 23 senior officers involved in Take Part road shows/drop in sessions.



Community engagement included the following groups:

Employer Networks	Bridge Day centre (The Bridge/Mind/Rethink)
Enterprising Harrow Steering Group	ADHD Group
Harrow Advice Forum	EE Staff Engagement Event – Depot
Harrow Civic Residents Association	Stanmore Society Event
Mencap	St. Albans Church, South Harrow
School governors and Heads Meeting	Take Part Carers
SHARRA Residents Association	Age UK Event
Harrow Mosque	Willow Court Sheltered Housing
Job Fair	Harrow Association for the Disabled (HAD)
Elliott Hall Medical Centre	Youth Parliament Take Part Debate
Supporting You Event	Wealdstone Methodist Church
Harrow Carers	Citizens Advice Bureau

- ❑ **3,451** total responses received by 'Take Part':
 - 1,150 online surveys
 - 1,696 paper surveys
 - 468 responses received from Harrow Youth Parliament
 - 53 emails
 - 33 letters, including 23 formal responses
 - 32 telephone calls
 - 4 videos
 - 15 petitions (total 15,845 signatures)
- ❑ Tailored survey developed by voluntary sector for users re. proposed cuts to voluntary sector funding
- ❑ Tailored survey developed by Harrow Youth Parliament completed by 495 young people
- ❑ Formal responses received by the Labour Group office:
 - 35 emails, approx. 10 letters and 5 or 6 phone calls - all regarding Harrow Arts Centre.
 - Letters from Jenny Jones (Green Party Assembly Member) and Nigel Barker (Planning & Conservation Director, English Heritage).

Question		Online	Paper	
1.	Are you completing this survey as a:	Resident of Harrow	82.65%	86.73%
		Resident outside of Harrow	3.53%	3.25%
		Representative of a Harrow Business	2.20%	0.94%
		Representative of a business outside of Harrow	0.00%	0.26%
		Representative of a group or organisation	5.26%	3.51%
		Local Councillor	0.24%	0.34%
		Member of Harrow Council staff	4.24%	2.57%
		Other	1.65%	1.11%
		No response	0.24%	1.28%

Question	Online	Paper	
2. How much if at all do you now feel that you personally know about why the Council is proposing to make cuts of £75 m in the next 4 years?	A great deal	8.78%	10.94%
	A fair amount	57.39%	50.59%
	Not very much	28.09%	25.25%
	Nothing at all	4.52%	6.11%
	No response	1.22%	7.11%

Question		Online	Paper
<p>4a. There are many things the Council is doing to make Harrow a better place to live. Select your top 3 priorities</p>	<p>Bringing together health and social care services so the public can have a better experience</p>	<p>19.42%</p>	<p>19.56%</p>
	<p>Delivering over 3000 new jobs and 500 apprenticeships</p>	<p>15.55%</p>	<p>15.33%</p>
	<p>Building affordable housing and homes for rent</p>	<p>10.27%</p>	<p>12.25%</p>
	<p>Improvements to Harrow Town Centre</p>	<p>8.09%</p>	<p>6.26%</p>
	<p>Expanding schools to provide additional places for children</p>	<p>11.11%</p>	<p>9.76%</p>
	<p>Attracting major developers</p>	<p>4.31%</p>	<p>4.42%</p>
	<p>Supporting people into work</p>	<p>10.27%</p>	<p>10.10%</p>
	<p>Supporting carers</p>	<p>9.87%</p>	<p>11.45%</p>
	<p>Tackling domestic violence</p>	<p>3.34%</p>	<p>3.54%</p>
	<p>Don't Know</p>	<p>0.59%</p>	<p>0.36%</p>
	<p>Other</p>	<p>6.56%</p>	<p>5.49%</p>
	<p>No Response</p>	<p>0.62%</p>	<p>1.36%</p>

Survey Feedback

Question		Online	Paper
4b. Themes of responses when 'other' selected (by number of responses).	Arts Culture & Leisure (including Museum and Library Services)	32	47
	The Environment	18	26
	Street Cleaning	25	17
	Council should maintain essential services	4	4
	Services for older people	0	8
	Improving/maintaining the parks/green spaces	16	11
	Taxation	0	2
	Redevelopment & retail	11	5
	Health Services	6	8
	Develop local amenities	1	1
	Social Services / caring for vulnerable people	2	7
	Supporting businesses	0	2
	Services for children and young people	13	19
	Crime and anti-social behaviour	17	18
	Community services and community cohesion	5	2
	Parking	3	2
	Council staff and consultants	2	0
	Wealdstone Football Club	2	0
	Waste & refuse collection	3	2
	Services for disabled people	1	10
	Traffic and road management	7	9
	Employment	2	0
	Restrictions on new residents moving in the area	2	5
	Do not agree with the statement in the question	7	3
	Other/General Comments	1	5
	Housing and homelessness	1	9
	Education	3	
	Support to Voluntary Sector	2	
	Benefit fraud	0	2
	Planning enforcement	0	1
Public transport	0	3	
Freedom Passes	0	1	
Supporting charities	0	2	
Other / general comments	0	19	

Survey Feedback

Question		Online	Paper
5	Considering the proposed cuts themselves which four or five of the following do you think will have an impact on you and your family the most?		
	Introduce a separate weekly food waste collection and charge for fortnightly collections of garden waste.	11.72%	10.23%
	Close some of Harrow's libraries.	10.44%	9.71%
	Close the Harrow Arts Centre and look for a alternative space for it to continue from 2016 onwards.	11.15%	7.54%
	Switch off some streetlights, or reduce the hours that they are on for.	7.30%	7.41%
	Cut funding provided to the voluntary sector.	3.87%	4.18%
	Closure of the Emergency Relief Scheme due to removal of Government grant.	0.75%	1.78%
	Reduce the number of staff answering calls to Access Harrow. (This means the waiting time will increase.)	1.36%	2.02%
	Removal of the Friday and Saturday night Environment Health noise nuisance response service and a reduction in the size of the team. (Maintaining minimum service levels for Environmental Health.)	3.39%	3.95%
	Cut the number of senior managers in the council	1.05%	3.45%
	Cut the number of council committees.	0.75%	1.82%
	Close or reduce some of the Council's early support services to families, including Children's Centres	5.86%	4.40%
	Close the Harrow Museum	5.86%	4.81%
	Provide fewer short respite breaks to children and carers than we do now.	2.72%	2.77%
	Remove additional road/pavement sweeping near shopping parades.	5.54%	4.23%
	Negotiate with suppliers to cut what they charge the Council.	1.07%	1.99%
	Stop locking park gates, increase biodiversity in parks and cut the number of times litter is picked up.	6.33%	5.12%
	Move to community management of parks.	1.78%	1.24%
	Reduce grass cutting in public spaces.	3.97%	2.99%
	Cut the costs of maintaining Council buildings.	0.97%	1.37%
	Cut some support provided to older and disabled people in Harrow under the Supporting People Programme.	4.70%	5.96%
Review Fees and Charges charged by the Council, including parking charges.	5.03%	4.53%	
Do more online and by email to cut the costs of postage.	0.99%	1.69%	
Stop funding community festivals.	1.87%	3.03%	
Share Council services with other boroughs.	1.05%	1.97%	
None of the above will impact on me and my family.	0.18%	0.28%	
Don't know.	0.12%	0.28%	
No Response	0.22%	1.24%	

Survey Feedback

Question	Online	Paper
6. And which five, if any, of the proposed cuts do you think will have the biggest impact on your local community as a whole?	10.09%	9.17%
Close some of Harrow's libraries.	10.24%	7.73%
Close the Harrow Arts Centre and look for a alternative space for it to continue from 2016 onwards.	8.21%	8.16%
Introduce a separate weekly food waste collection and charge for fortnightly collections of garden waste.	0.60%	2.57%
Cut the number of senior managers in the council	5.72%	5.33%
Cut funding provided to the voluntary sector.	7.08%	7.17%
Switch off some street lights, or reduce the hours that they are on for.	1.88%	2.40%
Reduce the number of staff answering calls to Access Harrow. (This means the waiting time will increase.)	4.06%	4.10%
Removal of the Friday and Saturday night Environment Health noise nuisance response service and a reduction in the size of the team. (Maintaining minimum service levels for Environmental Health.)	0.60%	1.64%
Negotiate with suppliers to cut what they charge the Council.	0.50%	1.19%
Cut the number of council committees.	8.40%	5.89%
Close or reduce some of the Council's early support services to families, including Children's Centres	5.18%	4.23%
Close the Harrow Museum	4.60%	3.76%
Provide fewer short respite breaks to children and carers than we do now.	4.99%	4.21%
Remove additional road/pavement sweeping near shopping parades.	1.88%	2.53%
Closure of the Emergency Relief Scheme due to removal of Government grant.	5.37%	5.14%
Stop locking park gates, increase biodiversity in parks and cut the number of times litter is picked up.	1.32%	1.14%
Move to community management of parks.	4.27%	3.86%
Reduce grass cutting in public spaces.	0.60%	1.21%
Cut the costs of maintaining Council buildings.	7.94%	7.88%
Cut some support provided to older and disabled people in Harrow under the Supporting People Programme.	3.16%	3.19%
Review Fees and Charges charged by the Council, including parking charges.	0.54%	0.84%
Do more online and by email to cut the costs of postage.	1.36%	2.63%
Stop funding community festivals.	0.74%	1.45%
Share Council services with other boroughs.	0.02%	0.19%
None of the above will impact on me and my family.	0.19%	0.60%
Don't know.	0.39%	1.79%
[No Response]		

Question		Online	Paper
7.	Would you personally be willing to volunteer if it meant retaining some aspects of our local services?	28.78%	27.53%
		28.09%	34.37%
		39.83%	30.99%
		3.30%	7.11%

Survey Feedback

Question	Online	Paper
8. Do you have any ideas about how residents in the borough could volunteer to help save the council money?	63	68
Residents to look after their own neighbourhood	51	50
Disagree/not possible/will not happen	57	41
Local parks and green spaces	38	38
General suggestions and comments	43	46
Litter collection and correct disposal of waste	9	25
I already volunteer	17	12
Support to older, disabled & vulnerable members of the community	41	28
The libraries	19	5
Encourage community events/ committees / sign up to volunteering	30	25
Helping with Council services generally	0	2
Pay more Council Tax	15	8
Volunteer in the arts	14	11
Residents are already volunteering/Council should support existing volunteers	5	7
Incentivise Volunteering	24	19
Support & resources from the Council required	30	26
Residents who are unemployed could / should be made to volunteer	5	4
Harrow Council Chief Executive and senior management	0	3
Take advice from existing voluntary bodies/charities	9	5
Offenders or people on probation should volunteer	0	2
School crossing patrol volunteers	15	6
Involvement of local businesses	9	7
Children's and community centres	9	0
Encourage volunteering with existing charities	9	1
The Council could set up an on-line 'Time Bank'	3	0
Volunteers to support services rather than run them	2	1
Be clear about community benefits of volunteering – do not link to cuts	3	0
Volunteers as translators	2	0
Share skills within the community	2	1
Neighbourhood champions	19	10
Encourage young people to volunteer	10	6
Offer volunteering opportunities to retired people	9	0
Councillor related issues	35	22
Other comments not directly related to volunteering	0	6
Volunteer in / around schools	4	6
Neighbourhood watch scheme / safety issues	5	
Pay additional charges	2	
Providing respite breaks for carers	3	1
Other		

Question		Online	Paper	
9.	To what extent if at all would you support an increase in council tax if it meant that some of the services listed in the 2015-16 proposed cuts would not be as severely impacted?	Strongly support	28.17%	18.05%
		Tend to support	31.48%	27.35%
		Tend to oppose	13.39%	15.41%
		Strongly oppose	20.87%	26.16%
		Don't know	4.52%	6.93%
		No response	1.57%	6.11%

- Around 52% of respondents said they would support an increase in council tax

Survey Feedback

Question	Online	Paper
10 Do you have any ideas or proposals about how the Council can save money in ways other than those identified in our 2015-16 budget cut proposals? (By number of responses)	150	101
The Council should operate more differently/more efficiently/effectively	150	101
Reduction/reorganisation in current services	78	87
Council staff	55	70
Reduce the number of Senior Managers or their pay	56	50
Reduce number/role of Councillors or their expenses	50	66
Post of Harrow Chief Executive	50	56
Housing Benefit and benefits in general	34	36
Local Taxation	23	16
Income generation/Increase charges	37	18
Education	8	7
Introduce/increase fines	14	27
Restriction on new residents moving into the area	4	11
Use of agency staff and consultants to the Council	12	7
Share services with/take advice from other Local Authorities	26	9
Seek and encourage increased grant funding	7	11
Translation services	11	8
Facilitate increased employment	4	4
Reduce spend on / sell Council premises or land	10	18
Parking charges and permits	13	5
Develop role of Neighbourhood Champions	0	1
The Council should encourage & engage with volunteers	12	5
Outsource services/partnership arrangements	20	3
Senior Managers to volunteer	0	1
Encourage business sponsorship	5	0
Reduce grants to voluntary organisations	4	0
Review how Local Government is provided across London	3	0
Return external services to Council control	1	2
Reduce corruption	2	1
Reduce charges to increase use of services	3	0
Do not agree with the proposed cuts	24	18
Other/general comments	45	22
Housing	1	11
Consider alternative methods of service provision	0	1
Review how local government is provided	3	1

Question	Online	Paper
<p>11. We will be consulting further with residents and local organisations to discuss the impact of the proposed budget cuts. For information about how to 'Take Part' in those consultations visit www.harrow.gov.uk/takepart of if you would like us to contact you directly please enter details below:</p>	I would like to continue to be involved in consultations on the budget cuts	51.02%
	I would like to be contacted about volunteering opportunities	13.75%
	No response	35.23%
46.52%	18.18%	35.29%

Survey monitoring information

	Harrow Council Monitoring Data Respondents to Consultation Survey			Census Monitoring Data Harrow Borough data	
Monitoring Question	Detail	Online	Paper	Detail	2011
Age	Under 16 years	0.43%	0.33%	0-17 years	19.98%
	16-24 years	3.83%	2.77%	18-24 years	8.97%
	25-44 years	32.17%	19.14%	25-49 years	30.41%
	45-64 years	36.61%	28.09%	45-59 years	18.65%
	65 years & over	21.83%	42.59%	60-74 years	12.31%
	[No Response]	5.04%	0.00%	75 years & over	6.79%

Survey monitoring information

	Harrow Council Monitoring Data Respondents to Consultation Survey			Census Monitoring Data Harrow Borough data	
Monitoring Question	Detail	Online	Paper	Detail	2011
Disability	No	81.22%	57.35%		
	Yes, affecting mobility	5.86%	14.17%	Receiving DLA	3.5%
	Yes, affecting hearing	2.29%	4.47%	People who classify themselves as having disability	17.3%
	Yes, affecting vision	0.85%	2.83%	Not stated	
	Yes, a learning disability	0.17%	3.21%	Not stated	
	Yes, mental ill-health	1.02%	4.92%	Not stated	
	Yes, another form of disability	1.95%	2.86%	Not stated	
	[No Response]	6.63%	11.78%	Not stated	

Survey monitoring information

Monitoring Question	Harrow Council Monitoring Data Respondents to Consultation Survey			Census Monitoring Data Harrow Borough data	
	Detail	Online	Paper	Detail	2011
Marriage	Yes	68.87%	54.40%	Marriage/Civil Partnership	53.83%
	No	24.09%	16.21%	Single	32.26%
	[No Response]	7.04%	29.40%	Separated/Divorced /Dissolved	7.73%
				Widowed/Surviving partner	6.19%
Civil Partnership	Yes	2.96%	2.04%		As above
	No	76.00%	20.28%		
	[No Response]	21.04%	77.69%		
Pregnancy or maternity	Yes	8.09%	5.54%	Not stated	
	No	78.61%	64.33%	Not stated	
	[No Response]	13.30%	30.13%	Not stated	

Survey monitoring information

	Harrow Council Monitoring Data Respondents to Consultation Survey			Census Monitoring Data Harrow Borough data	
Monitoring Question	Detail	Online	Paper	Detail	2011
Ethnic Origin	Asian or Asian British	15.04%	23.37%	Asian or Asian British	42.59%
	Black or Black British	2.61%	4.07%	Black or Black British	8.24%
	Mixed ethnic background	2.26%	1.23%	Mixed	3.97%
	Other ethnic Background	2.70%	0.61%	Arab and Other Group	2.95%
	White or White British	69.39%	57.33%	White or White British	42.24%
	[No Response]	8.00%	12.21%		

Survey monitoring information

	Harrow Council Monitoring Data Respondents to Consultation Survey			Census Monitoring Data Harrow Borough data	
Monitoring Question	Detail	Online	Paper	Detail	2011
Religion	Please select...	12.70%	14.33%		
	Buddhism	0.70%	0.49%	Buddhism	1.13%
	Christianity (all denominations)	40.17%	44.14%	Christianity	37.31%
	Hinduism	8.00%	12.70%	Hinduism	25.27%
	Islam	2.70%	4.23%	Not stated	
	Jainism	1.04%	1.87%	Not stated	
	Judaism	8.78%	5.13%	Judaism	4.41%
	Sikh	0.96%	0.81%	Sikh	1.15%
	Zoroastrian	0.09%	0.33%	Not stated	
	No religion / Atheist	20.78%	13.19%	No religion	9.57%
	Other -please specify	4.09%	2.77%	Other	2.49%
	[No Response]	0.00%	0.00%	Muslim	12.5%

Survey monitoring information

	Harrow Council Monitoring Data Respondents to Consultation Survey			Census Monitoring Data Harrow Borough data	
Monitoring Question	Detail	Online	Paper	Detail	2011
Sex	Male	37.04%	32.41%	Male	49.37%
	Female	56.09%	55.54%	Female	50.63%
	[No Response]	6.87%	12.05%		
Gender Identify	Yes	89.22%	78.83%	Not stated	
	No	0.70%	0.65%	Not stated	
	[No Response]	10.09%	20.52%	Not stated	
Sexual Orientation	Please select...	18.09%	27.12%		
	Bisexual	1.91%	2.36%	Not stated	
	Gay Woman / Lesbian	0.00%	0.16%	Not stated	
	Gay Man	0.52%	0.73%	Not stated	
	Heterosexual	77.13%	66.61%	Not stated	
	Other – Please specify	2.35%	3.01%	Not stated	
	[No Response]	0.00%	0.00%	Not stated	

Key themes emerging from face-to-face discussions:

- The costs of the services should have been available at the start of the consultation
- Opposition to closing arts centre, museum and some libraries
- Disagreement with cutting the budget to the voluntary sector because of impacts on vulnerable people
- Disagreement with the re-instatement of the Chief Executive post
- Agreement with increase council tax

32 telephone calls, 53 emails and 33 letters were received and of these 24 were formal responses. The key themes from the emails and general letters are:

- The Consultation process
- Proposed Budget cuts
- Arts, Culture and Leisure
- Vulnerability
- Environment
- Proposals for Savings
- Council Tax

23 formal responses were received from organisations:

Joint letter from the following voluntary organisations:

ADHD & Autism Support Harrow
Age UK Harrow
Capable Communities
Harrow Anti-Racist Alliance
Harrow Association of Disabled People (HAD)
Harrow Bengalee Association
Harrow CAB
Harrow Carers
Harrow Indian Association
Harrow Mencap
Harrow Tamil Association
Harrow Churches Housing Association
Mind in Harrow
Rethink Mental Illness Harrow Support Group
Voluntary Action Harrow

Unison
Mind in Harrow
Museum of London
Priestmead Primary School
Alexandra School
Central and North West London NHS Foundation Trust
English Heritage
Jenny Jones, Baroness Jones of Moulsecoomb, Green
Party Member of the London Assembly
Harrow Heritage Trust
Pinner Association
The Hatch End Association
Harrow Association of Disabled People (HAD)
Harrow Clinical Commissioning Group Governing Body
Collective response from Harrow's 35 GP Member Practices
Rescue, The British Archaeological Trust
Harrow Local Childrens Safeguarding Board
KFA Mature Moves
Community Voice
Pinner Local History Society
Headstone Residents Association
Residents Hereford Gardens
Harrow Shopmobility

Overall 4 videos were received and the following feedback was provided:

3 users of STARS coffee shop

- ❑ Concerns regarding funding being cut for STARS and cuts in relation to older people

1 further video regarding concerns in relation to proposed cuts to respite care for children

15 petitions received:

- ❑ 4 petitions about Harrow Arts Centre, total of 12,228 signatures.
- ❑ 4 petitions about Harrow Museum, total of 2,238 signatures.
- ❑ 3 petitions against closure of children's centres, total of 582 signatures.
- ❑ 1 combined petition referring to Harrow Arts Centre, Harrow Museum and Children's Centres, with 484 signatures.
- ❑ 1 petition against Council Tax increase with 104 signatures.
- ❑ 1 petition against closure of Harrow Libraries with 101 signatures.
- ❑ 1 petition about locking of park gates with 108 signatures.

Harrow Youth Parliament Tailored Survey Feedback

Harrow Youth Parliament held a debate on the proposed cuts within the Take Part consultation

The Youth Parliament also tailored a survey to meet the needs of young people and handed the Council 495 completed survey forms (14 were unable to be used as had differing questions) and the results are shown in the table below:

Question	Strongly Agree	Agree	Don't know	Disagree	Strongly Disagree	No response
Reduce Grass Cutting	11.75%	26.28%	25.64%	26.71%	8.33%	1.28%
Cut the number of Senior Managers	13.03%	29.91%	33.55%	17.09%	3.42%	2.99%
Closure of Emergency Relief Scheme	8.97%	12.61%	19.02%	30.56%	26.50%	2.35%
Negotiate with suppliers to cut what they charge the Council	19.44%	25.21%	36.11%	13.46%	2.99%	2.78%
Cut funding provided to the Voluntary Sector	19.44%	25.21%	36.11%	13.46%	2.99%	2.78%
Switch off some street lights	8.33%	19.02%	11.32%	33.55%	25.64%	2.14%
Reduce the number of staff answering the main switchboard	8.97%	19.23%	41.88%	21.58%	5.13%	3.21%

Harrow Youth Parliament Tailored Survey Feedback cont'd

Question	Strongly Agree	Agree	Don't know	Disagree	Strongly Disagree	No response
Close the Harrow Arts Centre and look for an alternative space	4.27%	10.68%	17.31%	33.97%	32.48%	1.28%
Cut the number of Council Committees	12.61%	21.15%	34.19%	19.66%	9.62%	2.78%
Close some Children Centres	3.63%	11.11%	12.82%	34.19%	35.47%	2.78%
Reduce Council's early support services to families	9.83%	7.69%	20.09%	32.48%	24.36%	5.56%
Close the Harrow Museum	13.03%	18.59%	20.94%	23.72%	18.38%	5.34%
Don't provide as many short respite breaks to children and carers	8.12%	7.69%	24.57%	26.50%	26.28%	6.84%
Remove additional road/pavement sweeping near shopping parades	11.97%	20.51%	20.51%	27.78%	11.32%	7.91%
Sharing Council services with other boroughs	11.75%	23.50%	30.77%	15.81%	7.48%	10.68%
Stop locking park gates	14.53%	27.35%	16.03%	22.22%	12.61%	7.26%
Close some of Harrow's Libraries	3.63%	13.46%	16.24%	29.27%	31.20%	6.20%

Harrow Youth Parliament Tailored Survey Feedback cont'd

Question	Strongly Agree	Agree	Don't know	Disagree	Strongly Disagree	No response
Charging for fortnightly collection of waste	4.06%	15.17%	22.22%	24.57%	25.85%	8.12%
Cut some support provided to older and disabled people in Harrow	2.99%	9.83%	13.25%	24.79%	41.88%	7.26%
Increase fees and charges charged by the Council	5.34%	10.26%	16.24%	28.63%	33.97%	5.56%
Do more online and by email to cut costs of postage	22.86%	30.77%	23.08%	11.75%	5.13%	6.41%
Stop funding community festivals	14.10%	13.25%	23.50%	24.15%	19.87%	5.13%

Responded to by 245 service users and the feedback included:

- ❑ Over 84% of respondents said that it was likely or very likely that they would be **less able to cope where they live and have problems with their living situation** if the services they currently use ceased to exist.
- ❑ Over 83% of respondents said that would be **less likely to be cope without these services supporting their wellbeing** . And 77% of respondents stated that they would be **likely or very likely to be less able to look after themselves and therefore more reliant on friends, family or partners**.
- ❑ 60% of respondents said that they would be **likely or very likely to be less able to hold down employment** and therefore more reliant on benefits which go against directly Harrow Councils and the government commitment to support disabled people into work. Similarly over 70% said they were **likely or very likely to be less able to manage their finance and therefore would have increased debt**.
- ❑ In addition 80% of respondents said that they would be **more likely to make GP appointments or visit A&E** if the services they use were not available. Already our local health services are overstretched and an increase in demand of this size would inevitable impact the whole population of Harrow .

What's changed as a result of feedback to date?

- ❑ Proposals for Arts Centre and Museum
- ❑ Reduced level of cuts to the voluntary sector
- ❑ Reduced levels of cuts in Children's and Family Services