

Consultation on the Delivery of Local Neighbourhood Services : Summary report

This report was created on Tuesday 29 June 2021 at 08:45 and includes **125** responses.

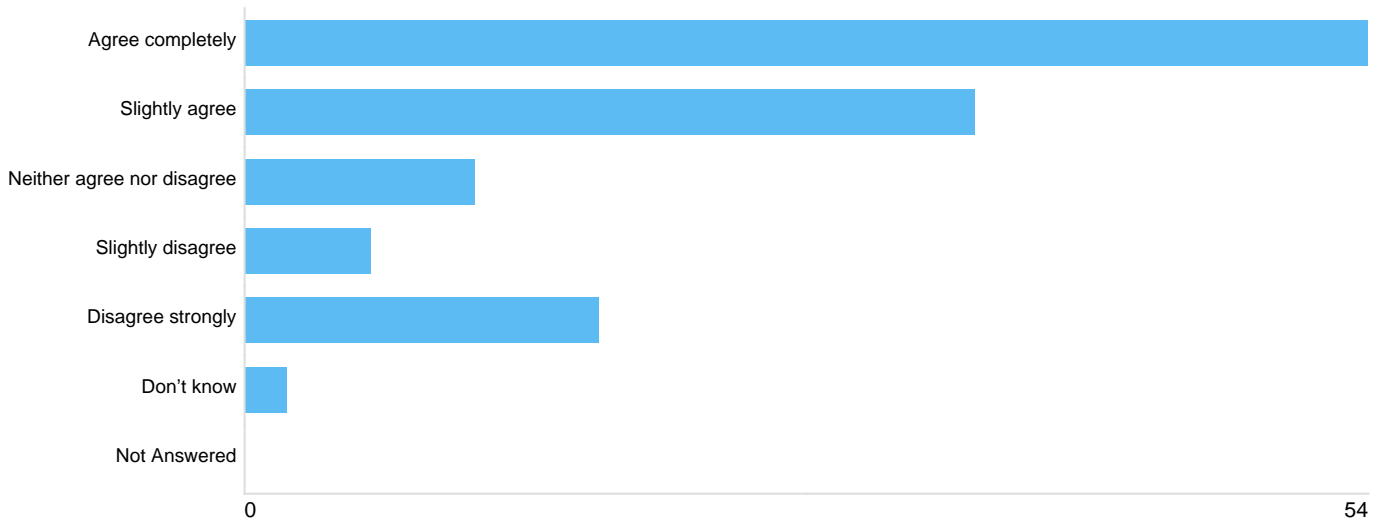
The consultation ran from 18/05/2021 to 28/06/2021.

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Question 1: Do you think the Redefining Local Services (RLS) aims and objectives match up with your priorities for local services?

Q1



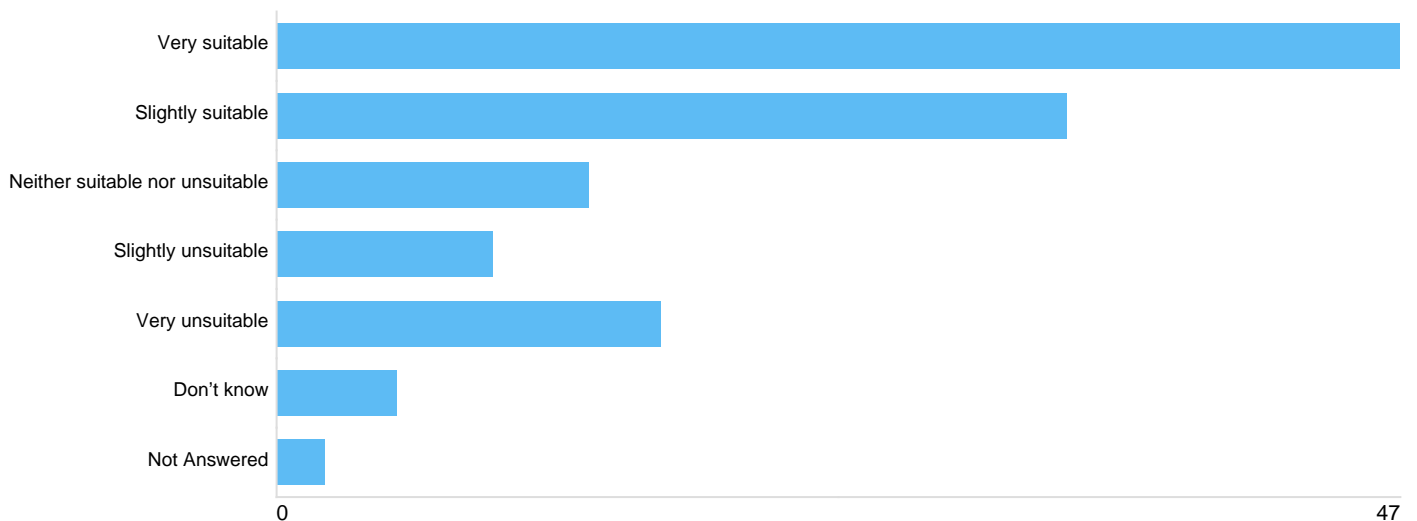
Option	Total	Percent
Agree completely	54	43.20%
Slightly agree	35	28.00%
Neither agree nor disagree	11	8.80%
Slightly disagree	6	4.80%
Disagree strongly	17	13.60%
Don't know	2	1.60%
Not Answered	0	0.00%

Q1a

There were **50** responses to this part of the question.

Question 2: How suitable do you think the council's suggested evaluation criteria are for deciding which delivery model to use?

Q2



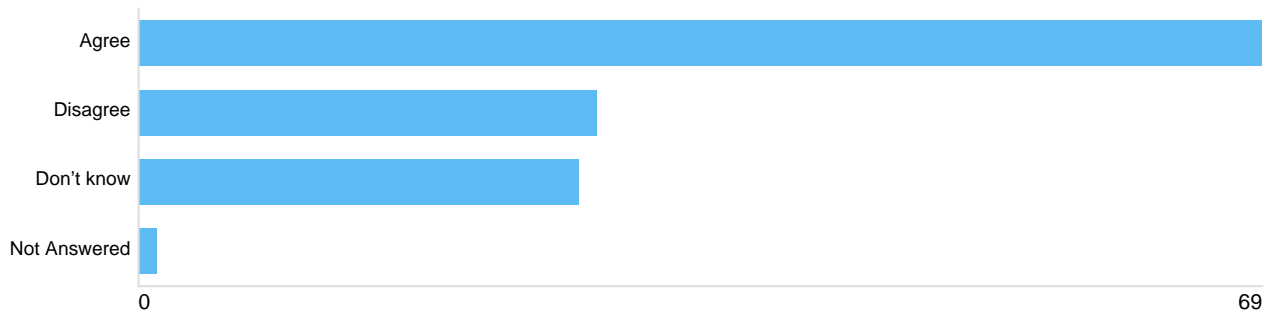
Option	Total	Percent
Very suitable	47	37.60%
Slightly suitable	33	26.40%
Neither suitable nor unsuitable	13	10.40%
Slightly unsuitable	9	7.20%
Very unsuitable	16	12.80%
Don't know	5	4.00%
Not Answered	2	1.60%

Q2a

There were 33 responses to this part of the question.

Question 3: The Council currently has two favoured competing delivery models. Do you agree with the two models it has chosen?

Q3



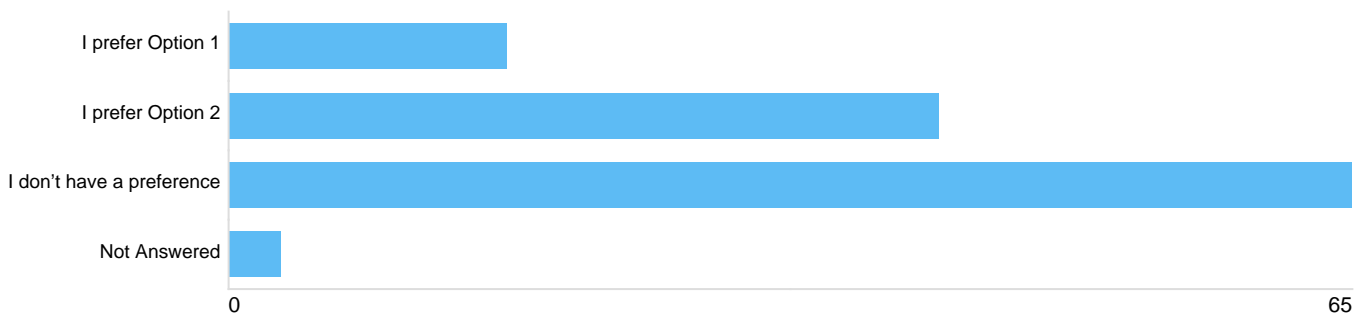
Option	Total	Percent
Agree	69	55.20%
Disagree	28	22.40%
Don't know	27	21.60%
Not Answered	1	0.80%

Q3a

There were 52 responses to this part of the question.

Question 4: Do you have a preference of one model over the other?

Q4



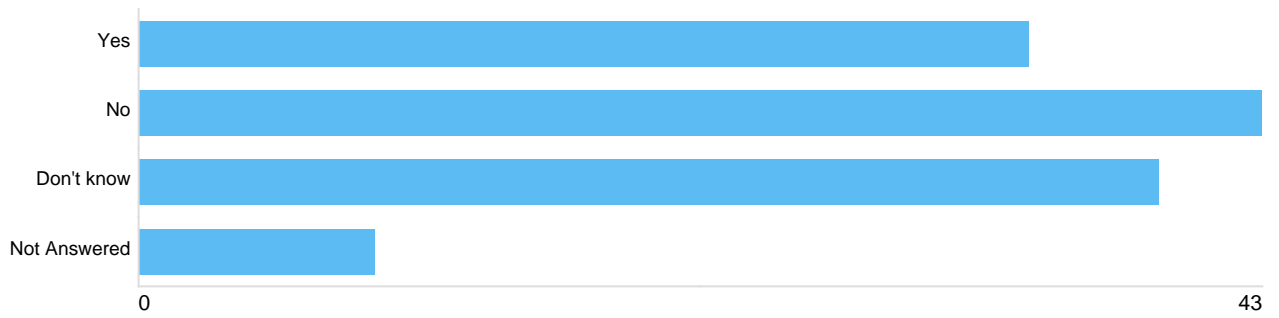
Option	Total	Percent
I prefer Option 1	16	12.80%
I prefer Option 2	41	32.80%
I don't have a preference	65	52.00%
Not Answered	3	2.40%

Q4a

There were 45 responses to this part of the question.

Question 5: Do you prefer an alternative model, or a mix of models? If so, which one(s) and why?

Q5



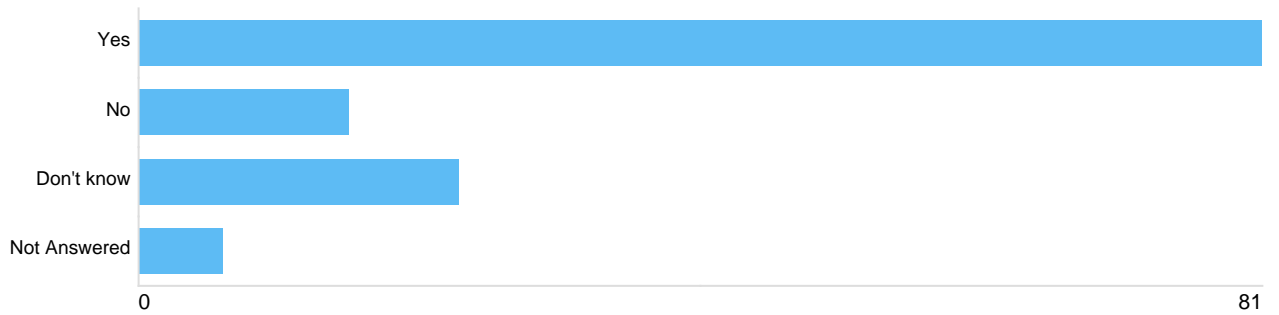
Option	Total	Percent
Yes	34	27.20%
No	43	34.40%
Don't know	39	31.20%
Not Answered	9	7.20%

Q5a

There were 47 responses to this part of the question.

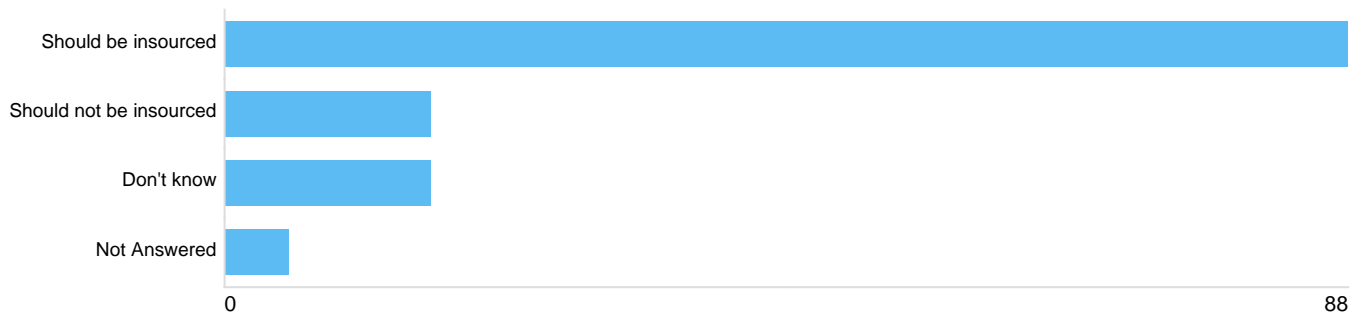
Question 6: Do you think the council should include an option in any extension or re-procurement of the Public Realm Contract to insource the functions in the second part of this question, after 1 April 2023, if the financial climate were to improve?

Q6a



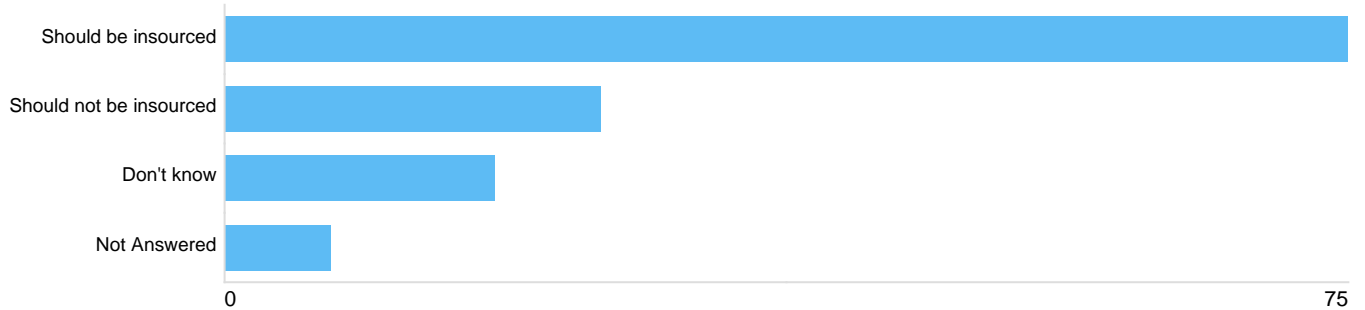
Option	Total	Percent
Yes	81	64.80%
No	15	12.00%
Don't know	23	18.40%
Not Answered	6	4.80%

Q6 - Grounds Maintenance



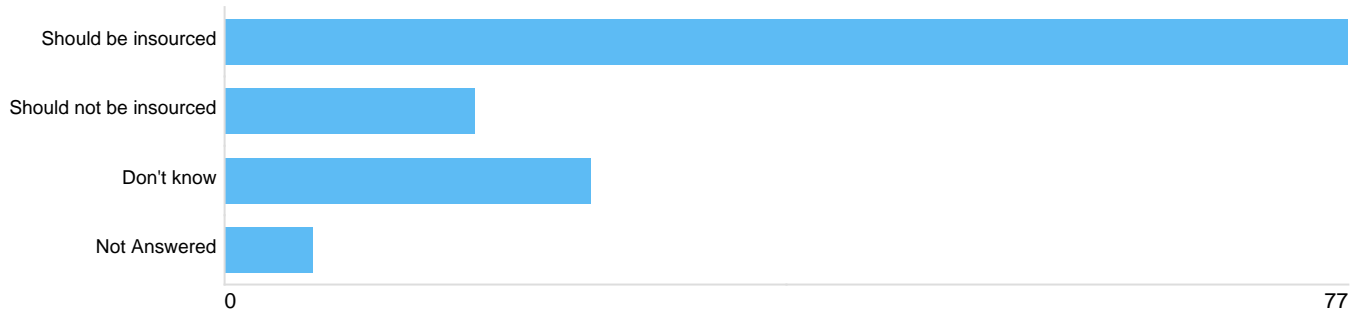
Option	Total	Percent
Should be insured	88	70.40%
Should not be insured	16	12.80%
Don't know	16	12.80%
Not Answered	5	4.00%

Q6 - Graffiti and fly-poster removal service



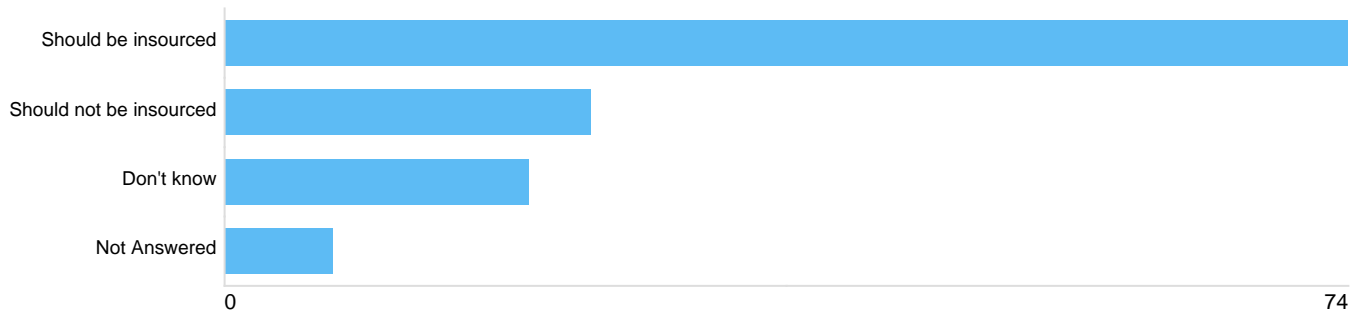
Option	Total	Percent
Should be insured	75	60.00%
Should not be insured	25	20.00%
Don't know	18	14.40%
Not Answered	7	5.60%

Q6 - Public convenience service



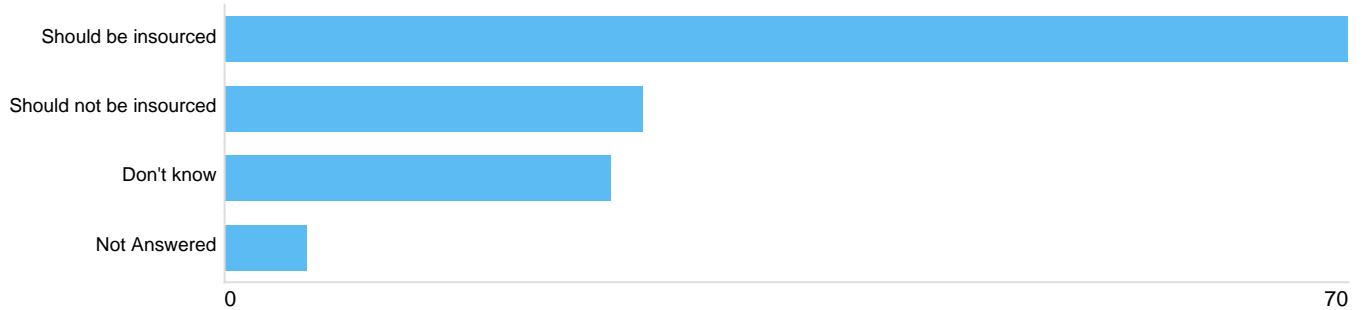
Option	Total	Percent
Should be insured	77	61.60%
Should not be insured	17	13.60%
Don't know	25	20.00%
Not Answered	6	4.80%

Q6 - Pavement washing service



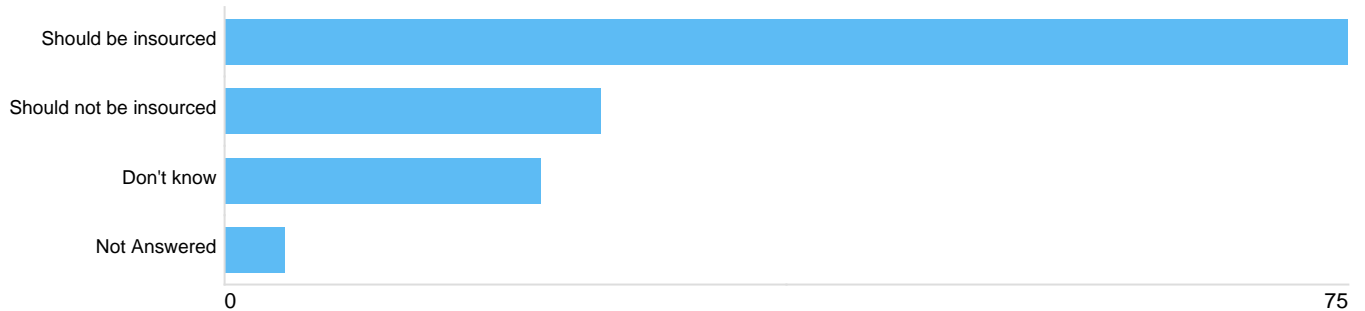
Option	Total	Percent
Should be insured	74	59.20%
Should not be insured	24	19.20%
Don't know	20	16.00%
Not Answered	7	5.60%

Q6 - Furniture and sign cleansing service



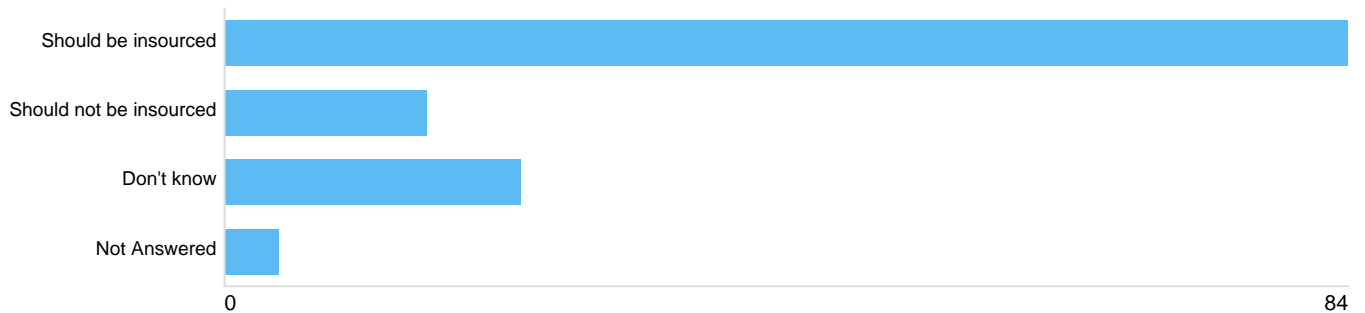
Option	Total	Percent
Should be insured	70	56.00%
Should not be insured	26	20.80%
Don't know	24	19.20%
Not Answered	5	4.00%

Q6 - Emergency call out for cleansing



Option	Total	Percent
Should be insured	75	60.00%
Should not be insured	25	20.00%
Don't know	21	16.80%
Not Answered	4	3.20%

Q6 - A range of other health and safety and public nuisance matters affecting the public realm that are not currently included in the scope of current contracts or team responsibility



Option	Total	Percent
Should be insured	84	67.20%
Should not be insured	15	12.00%
Don't know	22	17.60%
Not Answered	4	3.20%

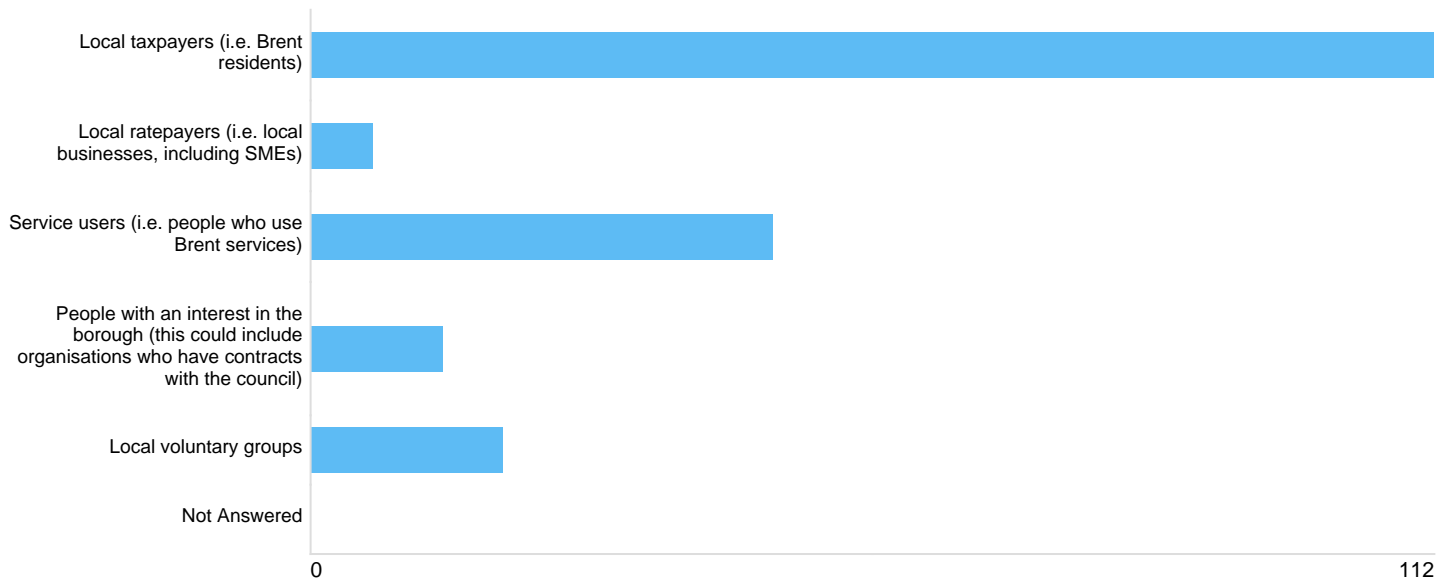
Question 7: Do you have any other comments you would like to add?

Q7

There were **69** responses to this part of the question.

Question 8: By law, the council has a duty to consult with representatives of a few different groups of people. Which of the following groups do you represent (you may choose more than one):

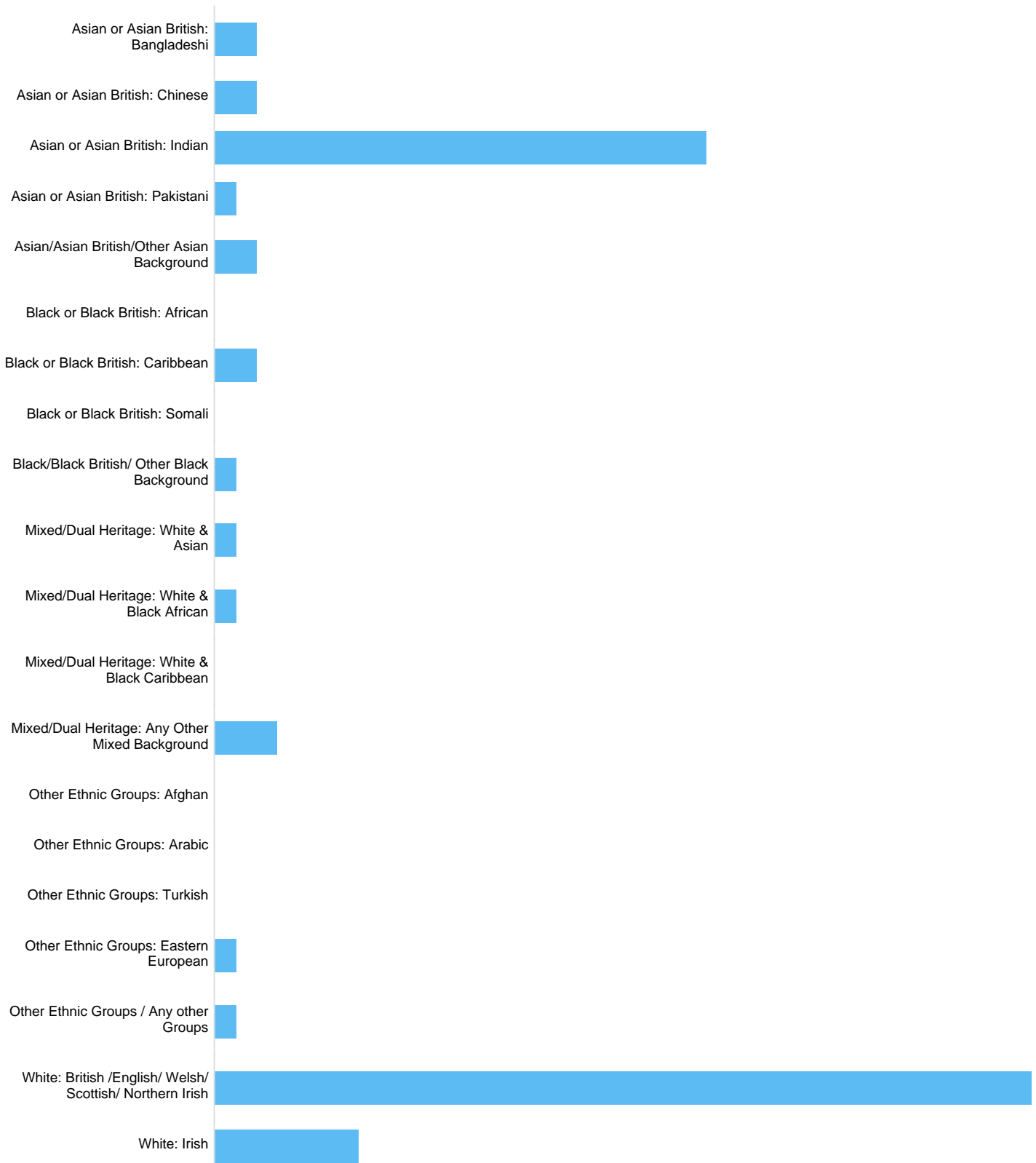
Q8

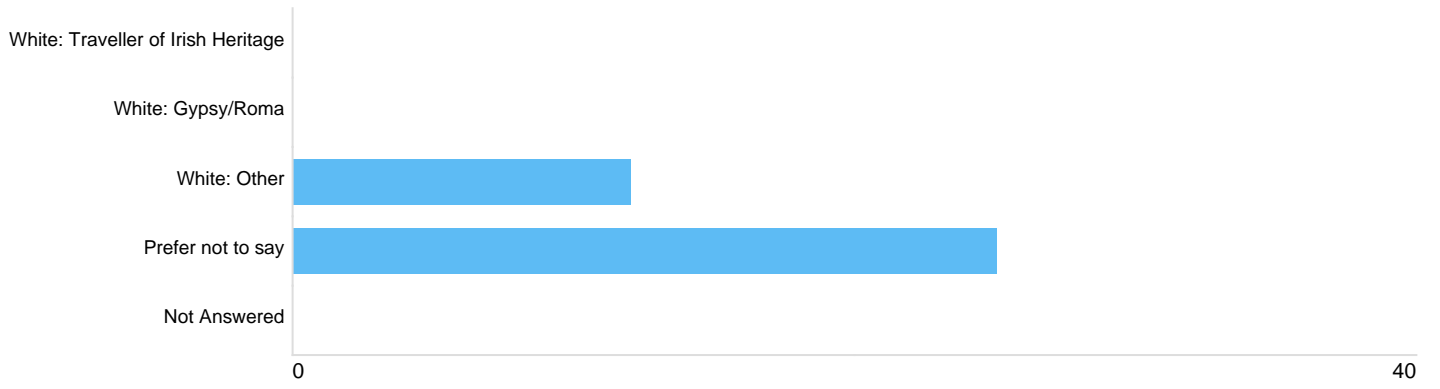


Option	Total	Percent
Local taxpayers (i.e. Brent residents)	112	89.60%
Local ratepayers (i.e. local businesses, including SMEs)	6	4.80%
Service users (i.e. people who use Brent services)	46	36.80%
People with an interest in the borough (this could include organisations who have contracts with the council)	13	10.40%
Local voluntary groups	19	15.20%
Not Answered	0	0.00%

Question 9: Please state your ethnicity:

Ethnicity

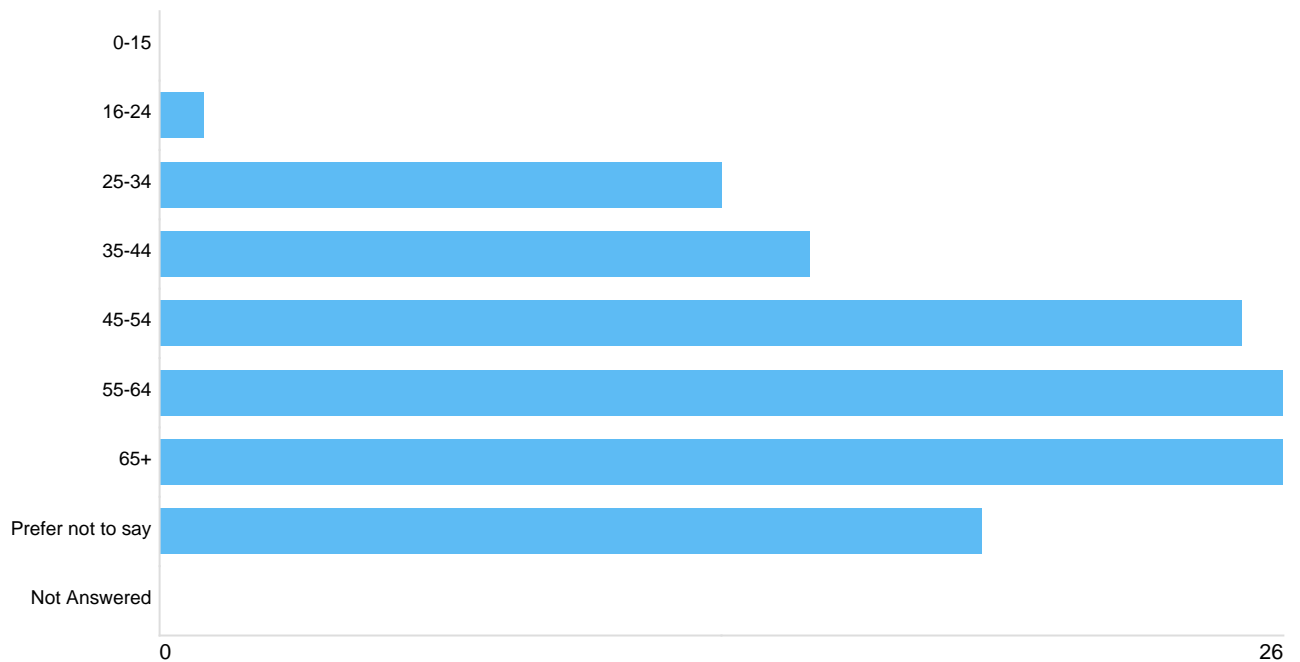




Option	Total	Percent
Asian or Asian British: Bangladeshi	2	1.60%
Asian or Asian British: Chinese	2	1.60%
Asian or Asian British: Indian	24	19.20%
Asian or Asian British: Pakistani	1	0.80%
Asian/Asian British/Other Asian Background	2	1.60%
Black or Black British: African	0	0.00%
Black or Black British: Caribbean	2	1.60%
Black or Black British: Somali	0	0.00%
Black/Black British/ Other Black Background	1	0.80%
Mixed/Dual Heritage: White & Asian	1	0.80%
Mixed/Dual Heritage: White & Black African	1	0.80%
Mixed/Dual Heritage: White & Black Caribbean	0	0.00%
Mixed/Dual Heritage: Any Other Mixed Background	3	2.40%
Other Ethnic Groups: Afghan	0	0.00%
Other Ethnic Groups: Arabic	0	0.00%
Other Ethnic Groups: Turkish	0	0.00%
Other Ethnic Groups: Eastern European	1	0.80%
Other Ethnic Groups / Any other Groups	1	0.80%
White: British /English/ Welsh/ Scottish/ Northern Irish	40	32.00%
White: Irish	7	5.60%
White: Traveller of Irish Heritage	0	0.00%
White: Gypsy/Roma	0	0.00%
White: Other	12	9.60%
Prefer not to say	25	20.00%
Not Answered	0	0.00%

Question 10: What is your age?

Age



Option	Total	Percent
0-15	0	0.00%
16-24	1	0.80%
25-34	13	10.40%
35-44	15	12.00%
45-54	25	20.00%
55-64	26	20.80%
65+	26	20.80%
Prefer not to say	19	15.20%
Not Answered	0	0.00%

Question 11: Please tell us your postcode

Q11

There were **116** responses to this part of the question.