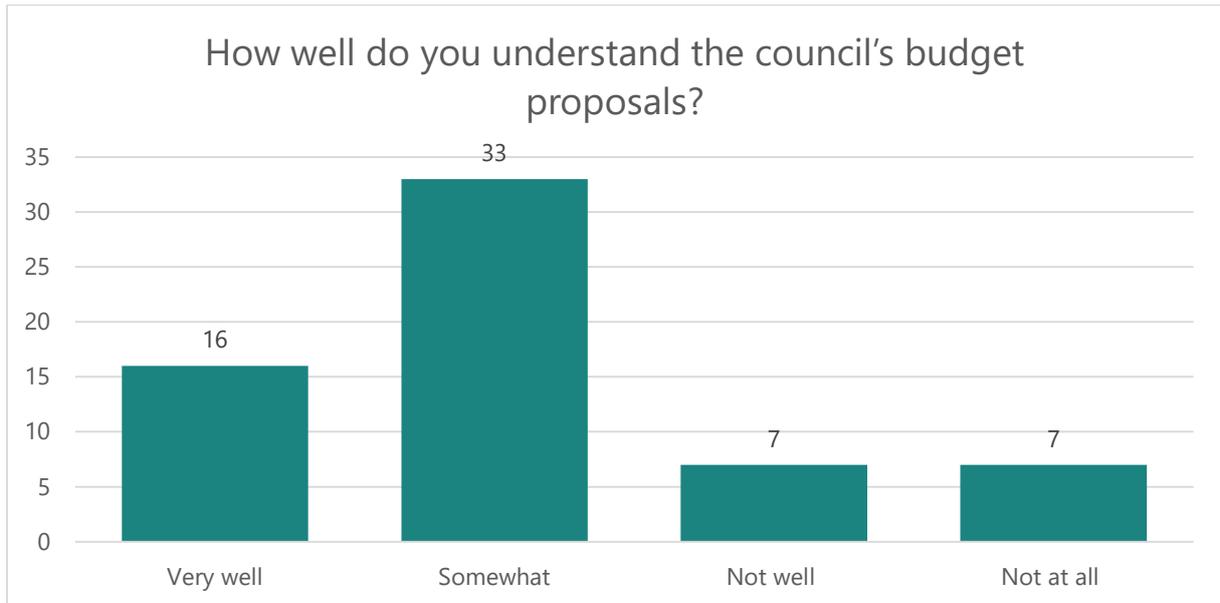


2026/27 Budget Consultation Survey Analysis

Responses

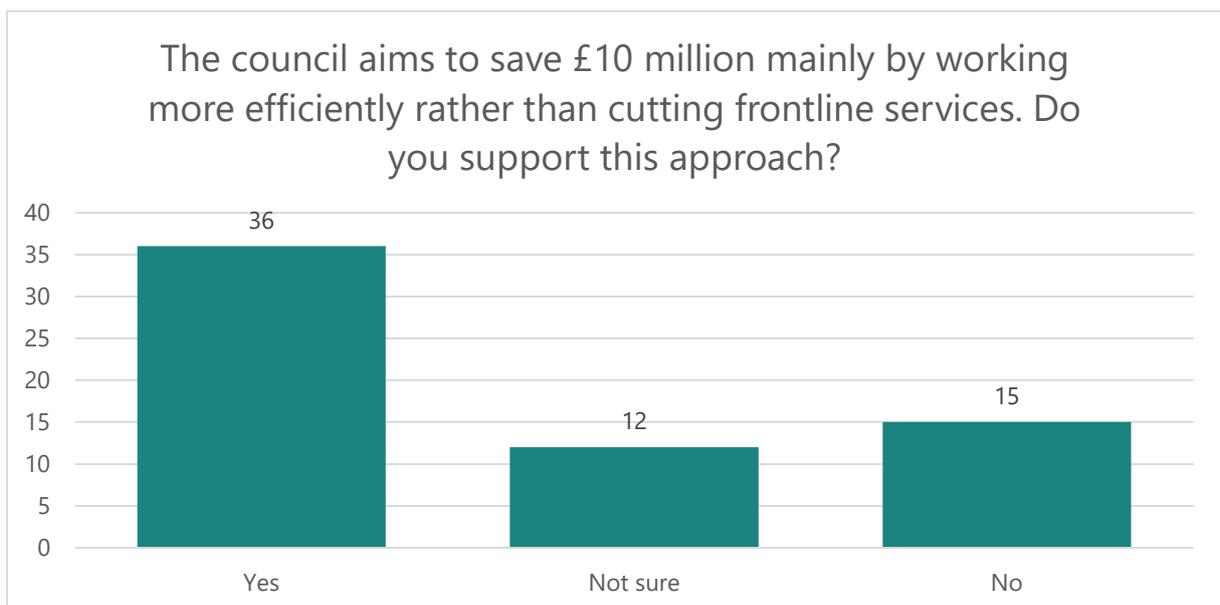
As of 30 January 2026, there were 64 responses to the budget consultation survey.

How well do you understand the council's budget proposals?



One respondent declined to complete the question. Nearly four-fifths of residents felt they understood the council's budget proposals (49) compared to those that didn't (14).

The council aims to save £10 million mainly by working more efficiently rather than cutting frontline services. Do you support this approach?



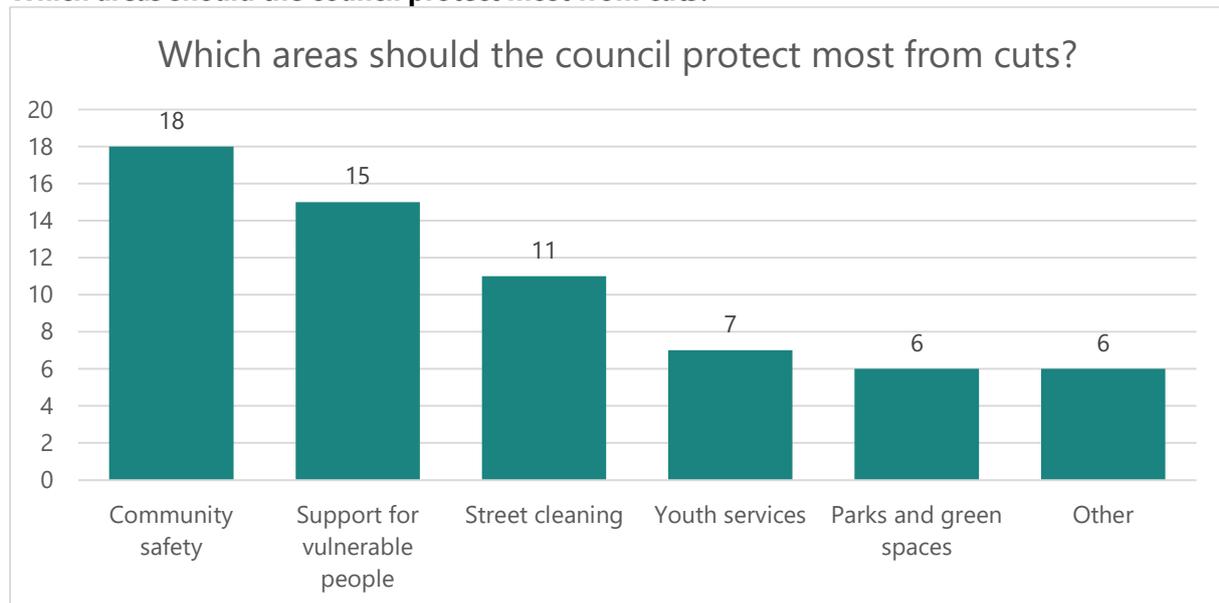
One respondent declined to complete the question. Residents were most likely support this approach with 36 selecting this option, compared to the 15 who did not support this approach.

Cross Reference

		Level of support		
		Yes	Not sure	No
Level of understanding	Very well	11	2	3
	Somewhat	22	6	5
	Not well	3	2	2
	Not at all		2	5

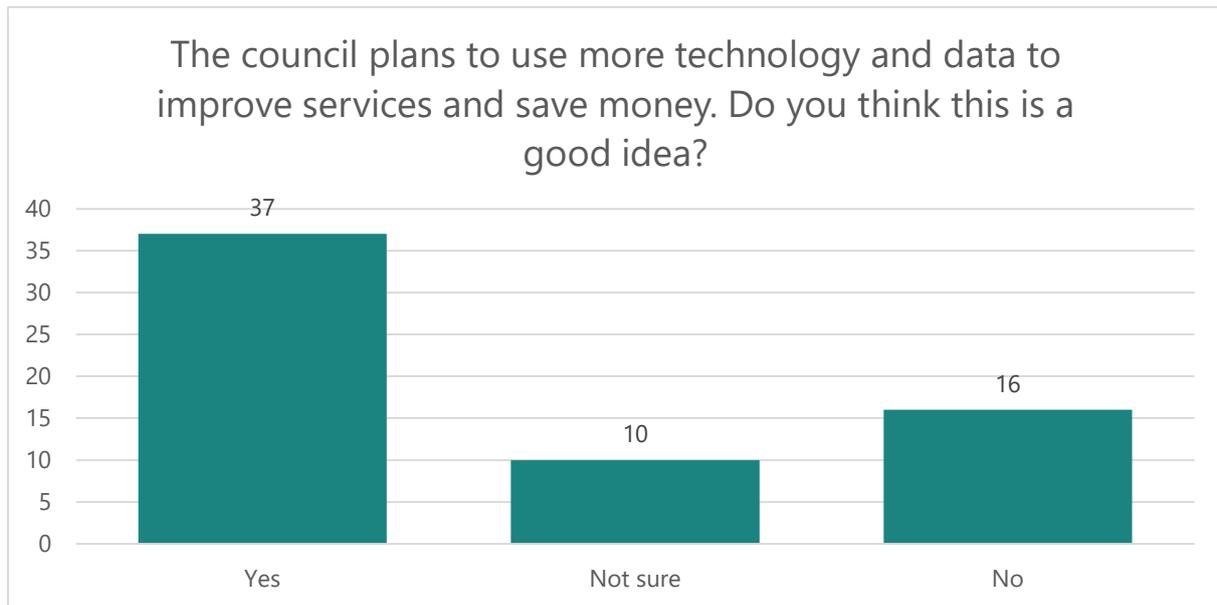
The chart above compares the number of respondents that agreed with the budget with how well those respondents said they understood it. The segments with the highest response were those that felt they understood the proposals somewhat and supported the budget proposals (22 responses), and those that felt they understood the proposals very well and supported the budget proposals (11 responses).

Which areas should the council protect most from cuts?



One respondent declined to complete the question. The most popular responses were community safety (18 responses), support for vulnerable people (15) and street cleaning (11). Of the six respondents that chose other: two responded by saying 'all of the above'; one person said homelessness; one said policing; one said fixing infrastructure with a focus on potholes, pavements, cleaning and community safety; and one said 'I don't know'.

The council plans to use more technology and data to improve services and save money. Do you think this is a good idea?



One respondent declined to complete the question. The majority of residents (37) agreed that using technology and data to improve services and save money was a good idea. 16 residents disagreed.

Comments

Please tell us any ideas or suggestions you have for using technology to improve services.

This question received 36 comments. Comments or themes that occurred multiple times included:

- Concerns about how this would affect vulnerable and digitally excluded residents and how it was important to support them, asking for 'fair opportunities for the most vulnerable in the community to learn and adapt to the rapidly growing changes' with suggestions of 'a session quarterly in the library to assist residents to be able use technology'
- Concerns about the cost for the implementation of new technology and how this may cost the council more long term
- The use of AI with CCTV, with suggestions for more cameras and traffic lights and facial recognition to help handle antisocial behaviour
- A Brent app to make it easier to residents to access services, for example 'A single Brent customer portal where residents can see all open cases across services, track progress in real time, upload documents once, and know who is dealing with their case', and 'Having an app for council services, making the current online services more modern and user friendly'
- Suggestions that AI could be used in debt recovery

How can the council make it easier for you to access services or get help when needed?

This question received 32 comments. Comments or themes that occurred multiple times included:

- The ability to speak to someone directly, wanting to be able to access well-informed and 'empathetic' staff members who are able to resolve problems, including a desire to keep phone lines open. Direct quotes include 'have more accessible platforms that are not online' and 'ensure that phone lines remain available and open'
- A Brent app to make it easier to residents to access services

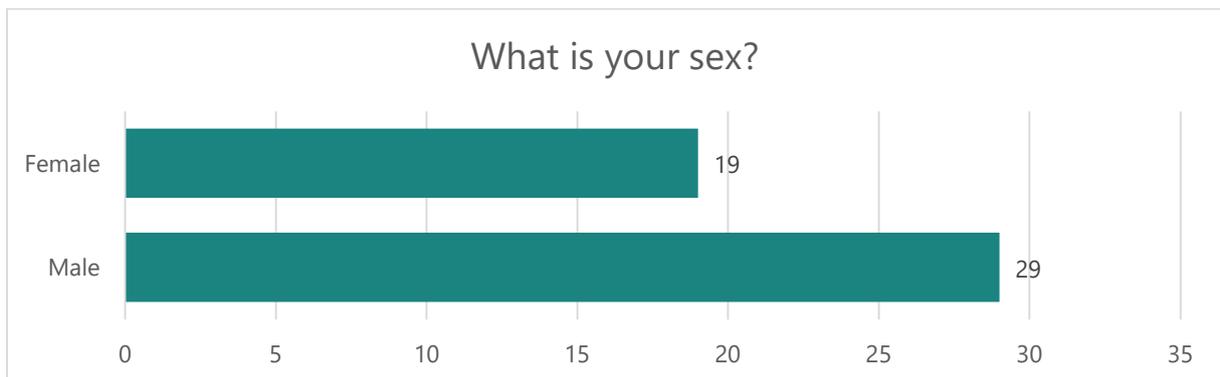
Do you have any other comments or suggestions about how the council could work more efficiently?

This question received 44 comments. Comments or themes that occurred multiple times included:

- Concerns around the increase in Council Tax, with respondents saying 'it is already very high and budgets are already extremely tight for families', 'council tax for homes should increase according to inflation', and 'our household budget is already under pressure from rising housing, energy, food, transport, and childcare costs, and there is little flexibility left to absorb further increases in fixed bills'
- More work should be done to collect council tax and business rates arrears
- Concerns about wastage across the council, with the suggestion that staff should work more efficiently
- Support for the most vulnerable in the community – this included respondents who were both in favour of it, in particular mentioning the Hubs as a success, but also respondents who felt that some of the most vulnerable were either undeserving ('You should think of cutting social care for homeless people') or not sincere in their need ('Cut help for fake vulnerable people')

Equality Monitoring Questions

Sex

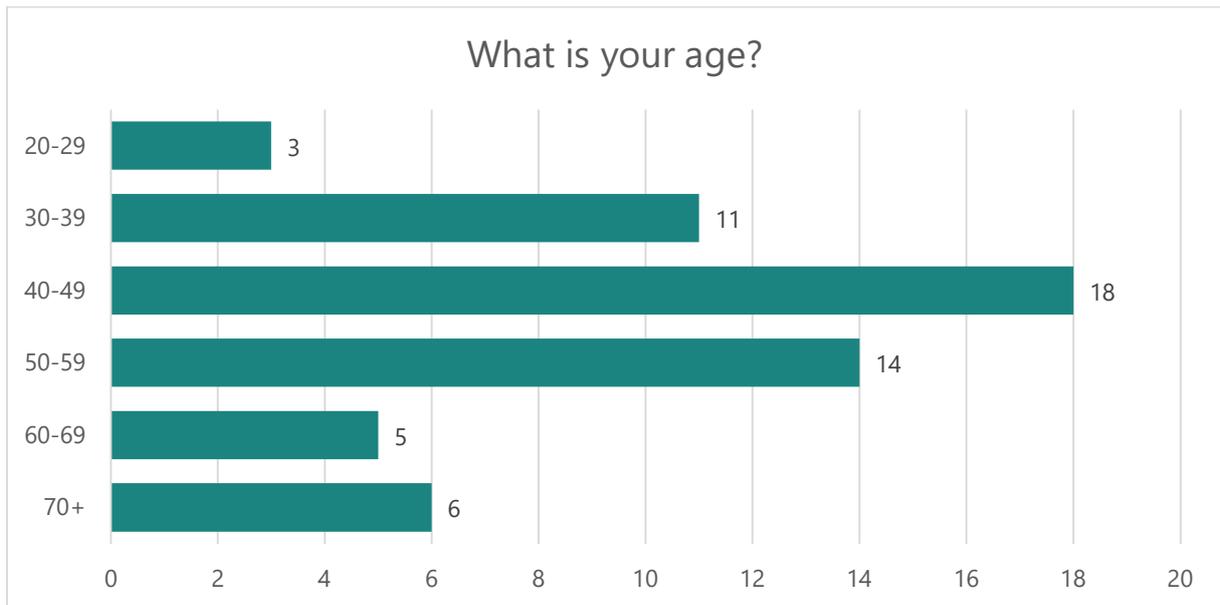


29 respondents identified as male and 19 as female. Six selected 'prefer not to state', and ten declined to complete the question.

Gender Identity

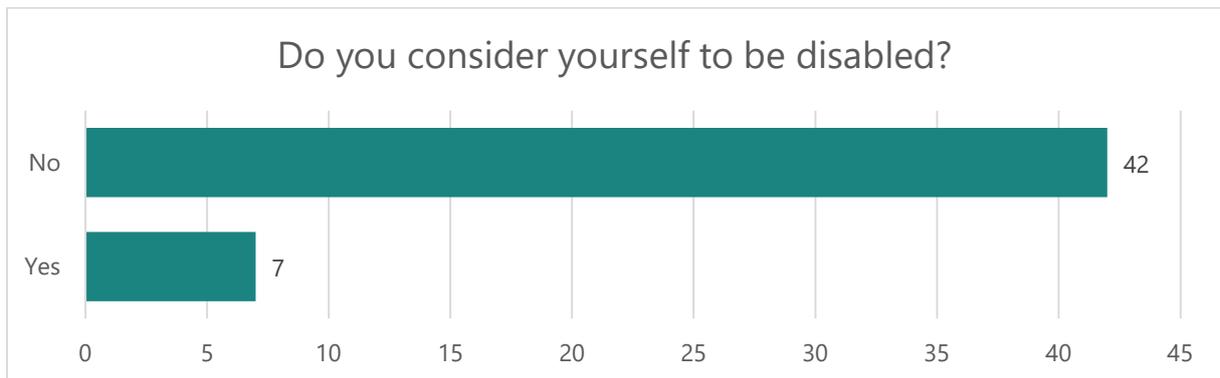
48 respondents said that the gender they identified with matched their sex registered at birth. Five selected 'prefer not to state', and 11 declined to complete the question.

Age Group



The greatest number of respondents (18) are aged between 40 – 49. Seven declined to complete the question.

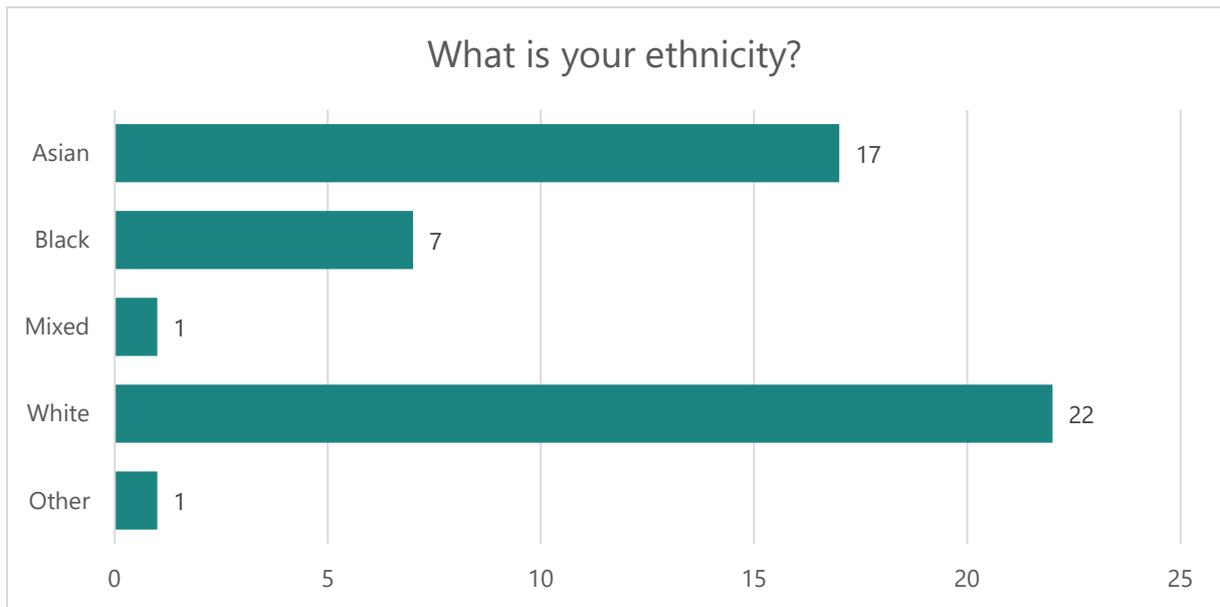
Disability



Seven respondents said they had a disability, with 42 respondents saying they did not. Six respondents chose 'prefer not to state' and nine declined to answer the question.

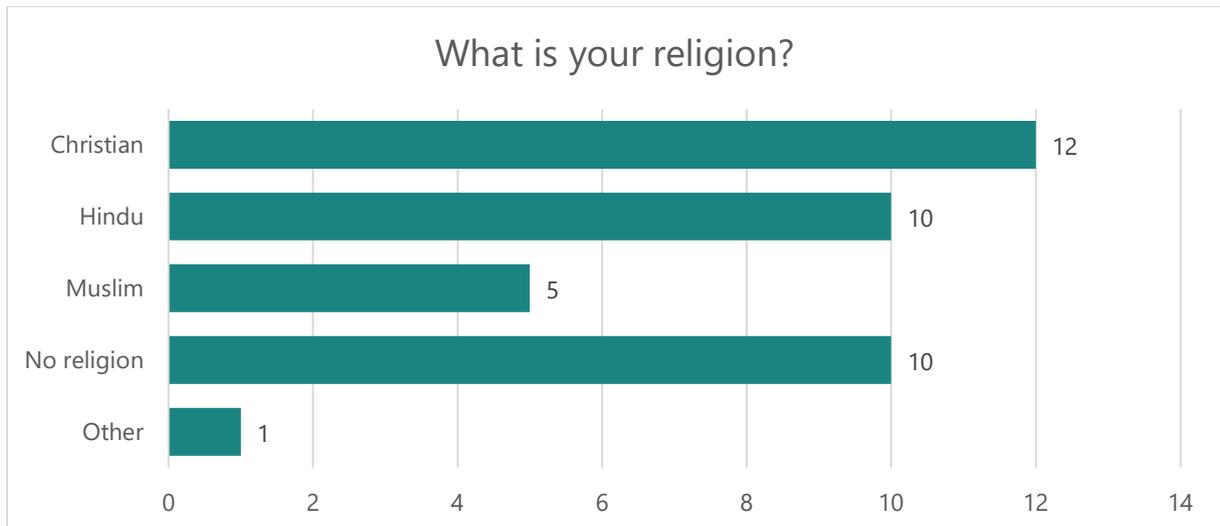
When asked for additional details, there were eight responses. Three respondents chose mental health condition (including anxiety, bipolar disorder and depression), two chose physical impairment (including arthritis, cerebral palsy and using a wheelchair), two chose sensory impairment (including hearing, sight and speech impairments), and one chose 'other'.

Ethnicity



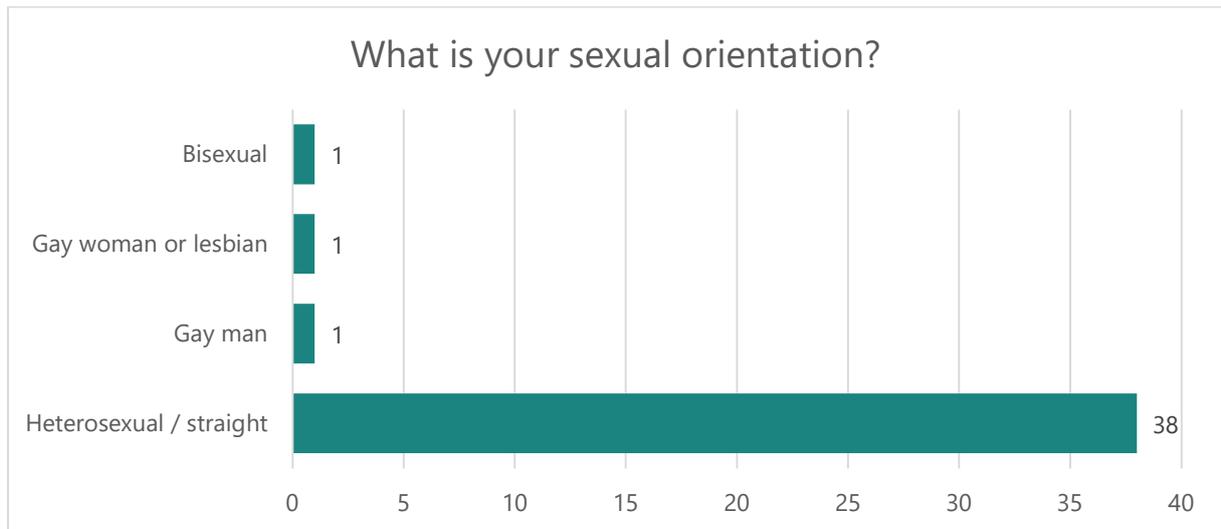
The largest group of respondents were white (22 respondents). Four respondents chose 'prefer not to state' and 12 declined to complete the question.

Religion



Most respondents specified their religion as Christian (12 responses). Eight respondents chose 'prefer not to state' and 18 declined to complete the question.

Sexual Orientation



38 respondents identified as heterosexual, with one respondent choosing gay man, one respondent choosing gay woman or lesbian, and one respondent choosing bisexual. Ten respondents chose 'prefer not to state' and 13 declined to complete the question.