

YouGov Survey Results

Sample Size: 100

Fieldwork: 29/02/12 - 13/04/12

Total

q7. How clearly defined is your council's strategy to deal with the budgetary challenge leading up to 2014/2015?

Unweighted Base	100
Base	100
A strategy is being implemented	36%
A strategy has been developed, has been politically approved and is ready to be implemented	20%
A strategy is being developed	14%
A strategy has been fully developed but has yet to be politically approved	10%
A strategy has already been implemented	19%

qq8. What percentage in efficiencies will you have to deliver across the whole council by 2014?

Unweighted Base	100
Base	100
0% - none [0]	-
0% to 5% [2.5]	8%
5% to 10% [7.5]	14%
10% to 15% [12.5]	22%
15% to 20% [17.5]	12%
20% to 25% [22.5]	15%
25% to 30% [27.5]	12%
30% to 35% [32.5]	9%
35% to 40% [37.5]	3%
More than 40% [50]	1%
Don't know	5%
Mean	17.87

Sample Size: 100
Fieldwork: 29/02/12 - 13/04/12

Total

qq9. And by 2015?

Unweighted Base	100
Base	100
0% - none [0]	-
0% to 5% [2.5]	7%
5% to 10% [7.5]	8%
10% to 15% [12.5]	20%
15% to 20% [17.5]	13%
20% to 25% [22.5]	9%
25% to 30% [27.5]	13%
30% to 35% [32.5]	8%
35% to 40% [37.5]	4%
More than 40% [50]	3%
Don't know	16%
Mean	19.43

qq10. And what have you achieved since 2010?

Unweighted Base	100
Base	100
0% - none [0]	1%
0% to 5% [2.5]	4%
5% to 10% [7.5]	20%
10% to 15% [12.5]	24%
15% to 20% [17.5]	21%
20% to 25% [22.5]	16%
25% to 30% [27.5]	8%
30% to 35% [32.5]	1%
35% to 40% [37.5]	1%
More than 40% [50]	1%
Don't know	4%
Mean	15.81

Sample Size: 100
Fieldwork: 29/02/12 - 13/04/12

Total

q22. Do you think you will have achieved your budgetary targets by 2014/15?

Unweighted Base	100
Base	100
Will have achieved our target	67%
Will have achieved a significant proportion of our target	28%
Will not have achieved our target	3%
Don't know	3%

q14. How critical do you feel outsourcing is to achieving the required efficiencies?

Unweighted Base	100
Base	100
Very critical	7%
Reasonably critical	36%
Not very critical	39%
Not at all critical	16%
Don't know	2%
Net: Critical	43%
Net: Not critical	55%

q10. To your knowledge, what proportion of your council's services are currently being provided by external organisations?

Unweighted Base	100
Base	100
Up to 20% [10]	46%
21% to 40% [30]	24%
41% to 60% [50]	11%
61% to 80% [70]	6%
81% to 100% [90]	2%
Don't know	11%
Mean	26.18

Sample Size: 100

Fieldwork: 29/02/12 - 13/04/12

Total

q11. What proportion of council services do you expect to be provided by external organisations by 2014/15?

Unweighted Base	100
Base	100
Up to 20% [10]	31%
21% to 40% [30]	31%
41% to 60% [50]	15%
61% to 80% [70]	10%
81% to 100% [90]	2%
Don't know	11%
Mean	32.20

qq12a_1. Commercial partners/contractors : In terms of external organisations providing services to your council, what proportion of outsourced services would you expect to be delivered by each of these by 2015?

Unweighted Base	48
Base	47
0-10	13%
11-20	6%
21-30	16%
31-40	10%
41-50	4%
51-60	10%
61-70	13%
71-80	14%
81-90	8%
91-100	6%
Mean	51.13

qq12b_1. Third sector : In terms of external organisations providing services to your council, what proportion of outsourced services would you expect to be delivered by each of these by 2015?

Unweighted Base	48
Base	47
0-10	47%
11-20	14%
21-30	21%
31-40	8%
41-50	2%
51-60	4%
61-70	-
71-80	4%
81-90	-
91-100	-
Mean	20.35

Sample Size: 100
Fieldwork: 29/02/12 - 13/04/12

Total

qq12c_1. Other authorities : In terms of external organisations providing services to your council, what proportion of outsourced services would you expect to be delivered by each of these by 2015?

Unweighted Base	48
Base	47
0-10	41%
11-20	12%
21-30	14%
31-40	8%
41-50	12%
51-60	-
61-70	2%
71-80	5%
81-90	-
91-100	6%
Mean	28.51

qq15. Where you have implemented and used private sector partners to deliver services via outsourcing, generally how effective has your council perceived this to be?

Unweighted Base	100
Base	100
Very successful	19%
Fairly successful	62%
Not very successful	12%
Not successful at all	2%
Don't know	5%
Net: Successful	81%
Net: Not successful	14%

q13b. Value : And do you feel the services you receive from outsourcing providers are getting better or worse in terms of:

Unweighted Base	100
Base	100
Getting better	45%
Getting worse	12%
No change	43%

q13c. Quality : And do you feel the services you receive from outsourcing providers are getting better or worse in terms of:

Unweighted Base	100
Base	100
Getting better	24%
Getting worse	14%
No change	62%

Sample Size: 100
Fieldwork: 29/02/12 - 13/04/12

Total

q13d. Customer satisfaction : And do you feel the services you receive from outsourcing providers are getting better or worse in terms of:

Unweighted Base	100
Base	100
Getting better	25%
Getting worse	13%
No change	62%

q16. To what extent do you anticipate your built assets to change in size by 2014/15? (For instance civic, administrative, leisure and cultural properties, excluding schools and housing.)

Unweighted Base	100
Base	100
Decrease in excess of 46% [-60]	3%
Decrease by 31% - 45% [-38]	9%
Decrease by 16% - 30% [-23]	35%
Decrease by less than 15% [-7.5]	20%
Stay the same [0]	21%
Increase by less than 15% [7.5]	4%
Increase by 16% - 30% [23]	-
Increase by 31% - 45% [38]	-
Increase in excess of 46% [60]	1%
Don't know	8%
Mean	-14.88

q17. Sometimes different departments within a local authority may share outsourced services in order to reduce costs and/or risks. Which of the following departments do you think are likely to combine to reduce costs and/or risks? Please tick all that might apply.

Unweighted Base	100
Base	100
Revenue and benefits	43%
IT	42%
Refuse and waste	31%
Facilities management	30%
Adult services	24%
Transport and planning	22%
Children's services	20%
Construction	19%
Enterprise and business	19%
Public protection	18%
Tourism, culture	17%
None of these	14%
Don't know	23%

q19a. What is your view with regard to the potential to work with and share services with: Other authorities

Unweighted Base	100
Base	100
Will bring many benefits	30%

Sample Size: 100

Fieldwork: 29/02/12 - 13/04/12

	Total
Will bring a few benefits	52%
Will be of little benefit	9%
Will be of no benefit	6%
Will create problems and should be avoided	2%
Don't know	1%
Net: Will bring benefits	82%

Sample Size: 100
Fieldwork: 29/02/12 - 13/04/12

Total

q19b. What is your view with regard to the potential to work with and share services with: Private sector

Unweighted Base	100
Base	100
Will bring many benefits	14%
Will bring a few benefits	62%
Will be of little benefit	14%
Will be of no benefit	5%
Will create problems and should be avoided	2%
Don't know	4%
Net: Will bring benefits	76%

q19c. What is your view with regard to the potential to work with and share services with: PCT or local NHS-funded bodies

Unweighted Base	100
Base	100
Will bring many benefits	24%
Will bring a few benefits	39%
Will be of little benefit	17%
Will be of no benefit	6%
Will create problems and should be avoided	3%
Don't know	11%
Net: Will bring benefits	63%

q19d. What is your view with regard to the potential to work with and share services with: Local education bodies

Unweighted Base	100
Base	100
Will bring many benefits	8%
Will bring a few benefits	35%
Will be of little benefit	20%
Will be of no benefit	12%
Will create problems and should be avoided	2%
Don't know	23%
Net: Will bring benefits	43%

q19e. What is your view with regard to the potential to work with and share services with: Blue light services

Unweighted Base	100
Base	100
Will bring many benefits	8%
Will bring a few benefits	53%
Will be of little benefit	11%
Will be of no benefit	14%
Will create problems and should be avoided	2%
Don't know	13%
Net: Will bring benefits	61%

Sample Size: 100

Fieldwork: 29/02/12 - 13/04/12

Total

q19f. What is your view with regard to the potential to work with and share services with: Central government departments

Unweighted Base	100
Base	100
Will bring many benefits	5%
Will bring a few benefits	30%
Will be of little benefit	29%
Will be of no benefit	20%
Will create problems and should be avoided	9%
Don't know	7%
Net: Will bring benefits	35%

q20. Do you believe the introduction of Community Budgets will increase or reduce your ability to meet your targets?

Unweighted Base	100
Base	100
Increase ability	27%
Have no effect	41%
Reduce ability	16%
Don't know	17%

q21. To what extent do you agree or disagree with the following statement: "When it comes to procurement in the future, the voice of the community will be important in defining and measuring the success of our private sector partnerships."

Unweighted Base	100
Base	100
Strongly agree	22%
Slightly agree	37%
Neither agree nor disagree	24%
Slightly disagree	8%
Strongly disagree	6%
Don't know	3%
Net: Agree	59%
Net: Disagree	15%

Sample Size: 100

Fieldwork: 29/02/12 - 13/04/12

Total

q24. In selecting a private sector partner, please choose your top 5 factors of importance to the Council.

Unweighted Base	100
Base	100
Lowest cost	44%
Partnership approach	40%
Operational capability	39%
Ability to bring investment	37%
Proven local authority experience	32%
Quality of employees	27%
Ability to create training and employment opportunities	27%
Flexibility in approach	26%
Shared risk and reward scheme	25%
Company's reputation	24%
Transparent and open approach	23%
Capability to transfer risks	20%
Use of local SME suppliers	20%
Customer and community engagement	16%
Clear contractual approach	16%
A similar culture	15%
Breadth of service delivery	15%
Strategic advice and support	7%
Strong supply chain management	6%
Decision-making support	-
Other	4%
Don't know	7%

q25. From the following, which do you believe form a serious barrier to outsourcing services in your council?

Unweighted Base	100
Base	100
Local political concerns	44%
Lack of capacity	26%
Commissioning/contract management capability	25%
Financial limitations	24%
Central government policies	20%
Necessary governance	18%
Lack of skills to deliver change	17%
Little knowledge of benefits	14%
Poor leadership	13%
HR knowledge	4%
Other	10%
None of these	13%
Don't know	3%

Sample Size: 100
Fieldwork: 29/02/12 - 13/04/12

Total

q26. From the list below, are there any areas of your organisation that you would consider not suitable for outsourcing?

Unweighted Base	100
Base	100
Children's services	24%
Public protection	22%
Transport and planning	17%
Adult services	16%
IT	12%
Revenue and benefits	10%
Refuse and waste	10%
Enterprise and business	10%
Tourism, culture	9%
Facilities management	8%
Construction	8%
None of these	38%
Don't know	9%

q27. And what is the reason for this?

Unweighted Base	53
Base	52
Political sensitivity	49%
Quality of provision	26%
Risk to the authority	51%
Public perception	24%
Other	7%

q28. In considering the outsourcing of services, what blend of services would you look to combine within a tender package?

Unweighted Base	100
Base	100
A single back office service area	10%
A cross-cutting combination of a number of back office service areas	15%
The majority of service areas that are not front line delivery	8%
A combination of both back office and front office service delivery areas	38%
Don't know/Undecided	29%

Sample Size: 100
Fieldwork: 29/02/12 - 13/04/12

Total

q29. To what extent do you agree or disagree with this statement: Outsourcing can result in less control and increased risk

Unweighted Base	100
Base	100
Strongly agree	32%
Slightly agree	38%
Neither agree nor disagree	22%
Slightly disagree	6%
Strongly disagree	2%
Don't know	1%
Net: Agree	70%
Net: Disagree	8%

q30. And do you think your council will be willing to accept more or less risk in the next few years in order to deliver the required savings?

Unweighted Base	100
Base	100
More risk	57%
Less risk	7%
No change	36%

All figures, unless otherwise stated, are from YouGov plc.