

2016 Budget Consultation Generic Questionnaire Results

Q1. Were you aware that over the last five years we have made savings of more than £180 million?

	Count	Percentage
Yes	810	55.7
No	645	44.3
Total responses	1,455	-

Q2. In your view, during this period, have council services:

	Count	Percentage
Improved	95	6.8
Stayed the same	696	49.7
Got worse	608	43.5
Total responses	1,399	-

Q2a. Please specify how they have changed.

	Comments		People
	Count	%	%
Service level reduced/fewer staff/staff over-stretched/slower or poorer response/minimal services	125	12.7%	8.5%
Charges for garden and special waste, fortnightly collections, reduced hours at HWRC increased dumping fly-tipping	98	9.9%	6.7%
Less street cleaning, litter collection and poorer environment	89	9.0%	6.1%
Grass cutting, flower beds suffering, grass cuttings left, countryside sites and verges not maintained	80	8.1%	5.4%
Poor highways and footpaths, potholes, road repairs, patching, gullies blocked - flood risk	69	7.0%	4.7%
Less provision for elderly, older people, care homes, day centres	58	5.9%	3.9%
More efficient, leaner, reduced wastage, improved service, more business like	58	5.9%	3.9%
New lighting poorer quality, safety issues	54	5.5%	3.7%
Reduced investment in communities, facilities and services	43	4.4%	2.9%
Less children's centres and activities for children and families	39	4.0%	2.7%
Reduction in library opening hours, less library service investment/books etc. library closure	32	3.2%	2.2%
Other (18 issues each representing less than 3% of total responses)	241	24.4%	16.4%
Total number of responses made (respondents could provide more than one comment)	986	-	-

Q3. Having read the leaflet, what do you think of our approach so far:

Scale	Count	Percentage
1 (Poor)	36	2.6
2	31	2.2
3	65	4.7
4	101	7.3
5	325	23.4
6	228	16.4
7	276	19.9
8	220	15.9
9	68	4.9
10 (Excellent)	38	2.7
Total responses	1388	-

Q4. Do you think we should continue to prioritise smaller savings for the areas below?

	Total responses	Yes		No	
	Count	Count	%	Count	%
Children's centres and support for families	1,344	1,016	75.6	328	24.4
Gritting and snow clearance	1,369	927	67.7	442	32.3
Job creation	1,340	968	72.2	372	27.8
School support and education service	1,341	1,014	75.6	327	24.4
Social work and protecting vulnerable children and adults	1,371	1,066	77.8	305	22.2
Support for adults in their homes	1,353	1,032	76.3	321	23.7
Support for community projects, centres, partnerships and groups	1,359	968	71.2	391	28.8

Q5. Do you think we should continue to target larger savings for the areas below?

	Total responses	Yes		No	
	Count	Count	%	Count	%
Democratic Support, decisions and elections	1,346	1,137	84.5	209	15.5
Finance, Legal, IT and Human Resources	1,323	1,075	81.3	248	18.7
Performance management, policy and communications	1,324	1,105	83.5	219	16.5
Subsidised bus travel	1,346	650	48.3	696	51.7

Q6i. If you think any other council services should receive smaller reductions, please specify.

	Comments		People	
	Count	%	Count	%
Maintaining roads, footpaths and lighting	26	8.4%	1	1.8%
Social work and protecting vulnerable children and adults	23	7.4%	1	1.6%
Grass cutting, trees and flower beds	21	6.8%	1	1.4%
Subsidised bus travel	20	6.5%	1	1.4%
Sports, parks and play areas	19	6.1%	1	1.3%
Collection, disposal and recycling of waste	18	5.8%	1	1.2%
Libraries	17	5.5%	1	1.2%
Support for community centres, projects, partnerships and groups	16	5.2%	1	1.1%
Youth offending and youth support work	13	4.2%	1	0.9%
Children's centres and support for families	11	3.6%	1	0.7%
Other (22 service areas each representing less than 3.5% of total responses)	125	40.5%	5	8.5%
Total number of responses made				
(respondents could provide more than one comment)				
	309	-	-	-

Q6ii. If you think any other council services should receive larger reductions, please specify.

	Comments		People	
	Count	%	%	%
Culture	20	8.1%	1.4%	
Grass cutting, trees and flower beds	20	8.1%	1.4%	
Democratic Support, decisions and elections	18	7.3%	1.2%	
Libraries	17	6.9%	1.2%	
Maintenance of council buildings	15	6.1%	1.0%	
Support for community centres, projects, partnerships and groups	14	5.7%	1.0%	
Performance management, policy and communications	13	5.3%	0.9%	
Finance, Legal, IT and Human Resources	12	4.9%	0.8%	
Collection, disposal and recycling of waste	11	4.5%	0.7%	
Job creation	11	4.5%	0.7%	
Other (22 service areas each representing less than 4.5% of total responses)	95	38.6%	6.5%	
Total number of responses made (respondents could provide more than one comment)				
	246	-	-	

Q7. Having read about the savings approach for 2017/18 in the leaflet, do you think this is a reasonable way to go forward?

	Count	Percentage
Yes	860	63.0
No	188	13.8
Don't know	318	23.2
Total Responses	1366	100.0

Q7a. If no, why?

	Comments		People
	Count	%	%
Cut management	34	18.9%	2.3%
Not enough information, detail, explanation, costs, too much to take in	26	14.4%	1.8%
Be more efficient (share staff/resources across services/councils/partners)	20	11.1%	1.4%
Concentrate on increasing money brought in (charges, revenue, capital)	16	8.9%	1.1%
Consider long term impacts (shunting costs/support preventative services)	15	8.3%	1.0%
Other (9 reasons each representing less than 7.5% of total responses)	69	38.5%	4.7%
Total number of responses made			
(respondents could provide more than one comment)			
	180	-	-

Q8. Looking at the suggestions in the leaflet that would help meet the savings, which would you be willing to support?

	Count (Yes)	Percentage (Yes)
Access more services online	844	57.5%
Bin it right	999	68.0%
Get active	722	49.1%
Help a neighbour	813	55.3%
Help look after your neighbourhood	834	56.8%
Shop locally	864	58.8%
Volunteer for local groups and charities	736	50.1%
Work with local groups to take over the running of a local facility or service	576	39.2%
Total responses	1,469	-

Q9 Do you have any other ideas of ways in which you, your community or local organisations can help us meet future savings?

	Comments		People
	Count	%	%
Cut wages, expenses of councillors/council leader, councillor should be voluntary	76	26.4%	5.2%
Encourage, improve support and fund communities and the voluntary sector to take over council buildings and services	44	15.3%	3.0%
Get volunteers to help/unemployed to volunteer	38	13.2%	2.6%
Stop new schemes (roadworks/bus station/County Hall)	15	5.2%	1.0%
Co-locate services in one children's services, access point, library, leisure, voluntary sector, etc.	14	4.9%	1.0%
Council should invest in making communities more self-sufficient/resilient	14	4.9%	1.0%
Get town/parish councils to provide local services	11	3.8%	0.7%
Privatise/get businesses to take over services	10	3.5%	0.7%
Other (22 comments each representing less than 4% of total responses)	66	22.9%	4.5%
Total number of responses made			
(respondents could provide more than one comment)			
	288	-	-