

Consult North Somerset



Budget consultation



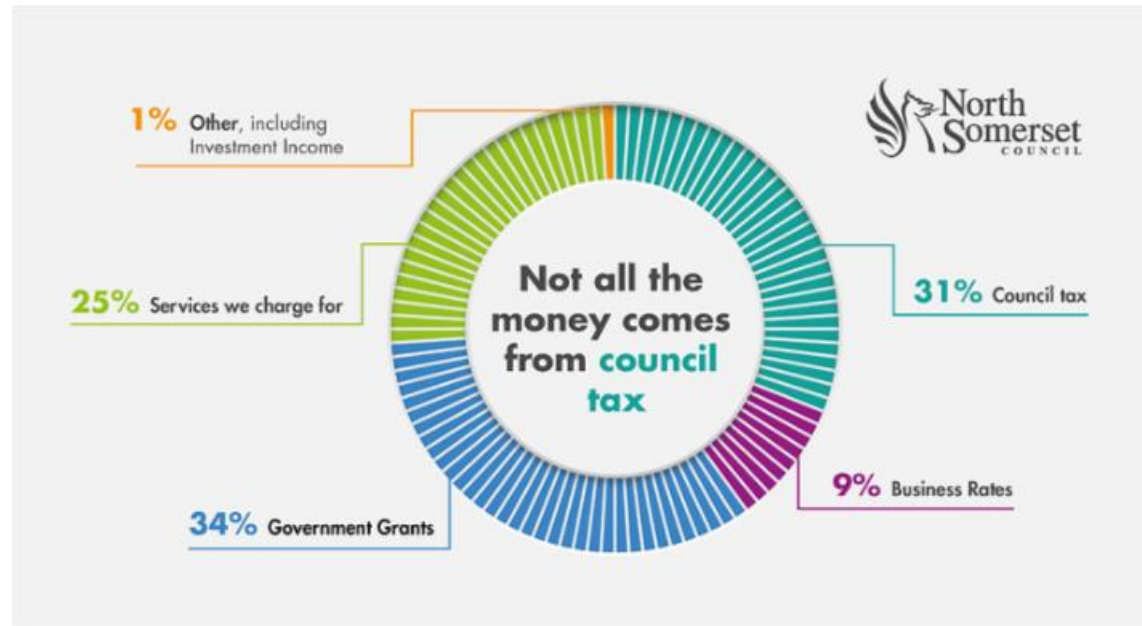
Jan 2020

Background

- Every February the council approves a budget for the next year setting out how much money we have available to spend on the services we provide
- We consulted on the draft budget for 2020/21 via e-Consult (online platform), inviting residents and local organisations to take part via a range of channels including social media and press releases
- The consultation ran from 17 December 2019 to 17 Jan 2020
- After removal of duplicates and empty responses we received 94 responses to analyse
- These slides give a summary of the analysis.

We said...

We spend around £375 million pounds each year providing a wide range of services to communities within North Somerset. This money covers the day-to-day running expenses of the council and is known as our revenue budget. A large proportion of this budget is funded locally through council tax and business rates. The remaining funding comes from grants from the government (such as schools and housing benefits) and other income such as the fees and charges we make for some of the services we provide.



We said...

To ensure a balanced budget in 2020/21 we need to reduce our spending by £5.5 million on top of the savings we have already made. We recognise that making savings is never an easy thing to do but we have a targeted financial strategy to minimise the impacts which includes the following:

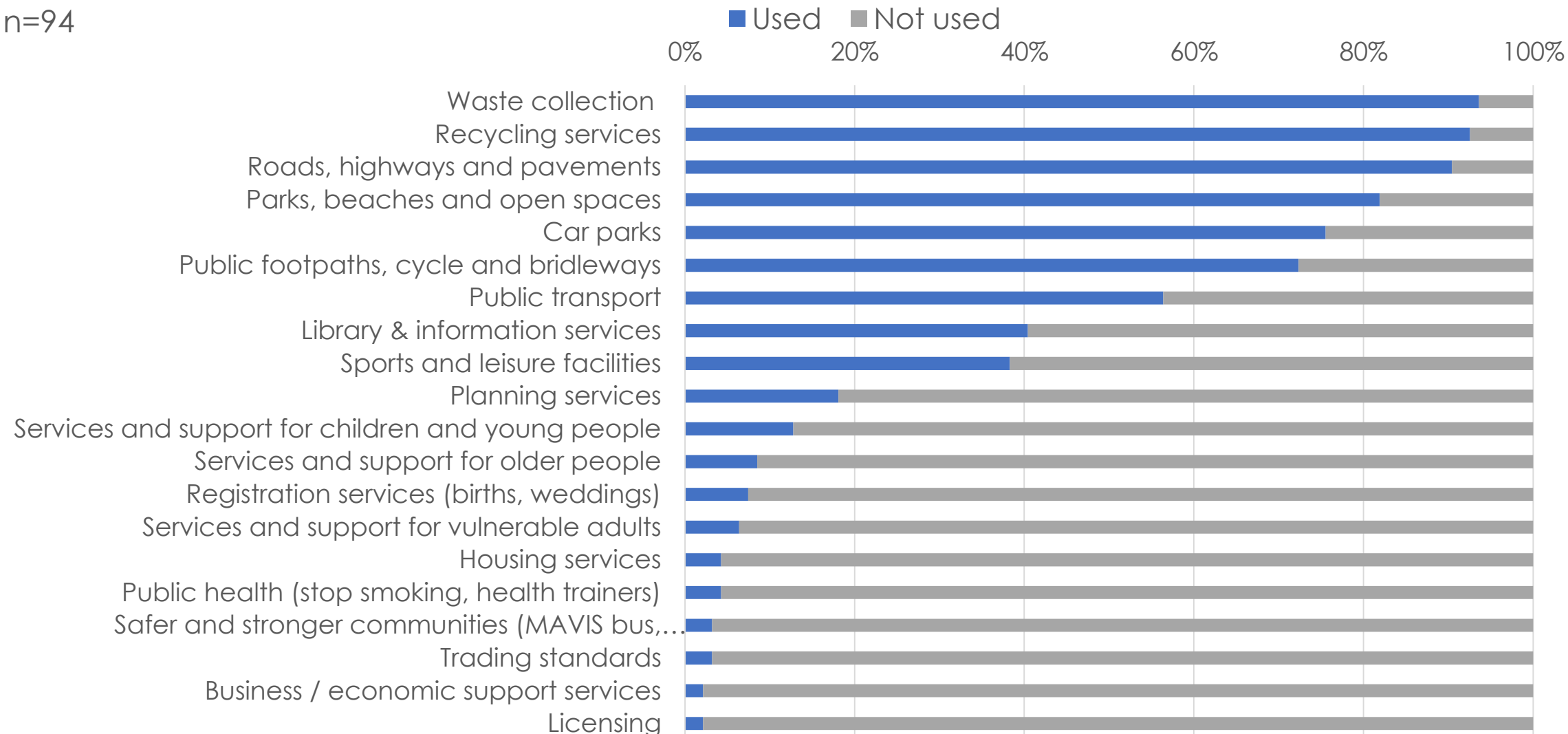
- Developing sustainable local income streams from business and housing growth
- Further increasing income into the budget in targeted ways
- Managing demand for our services and promoting independence
- Being more efficient and reducing service delivery costs
- Transforming our services so that they are more accessible

We believe that this approach will enable a sufficient shift of resources to retain and protect front-line services wherever possible and also avoid any direct cuts in service levels.

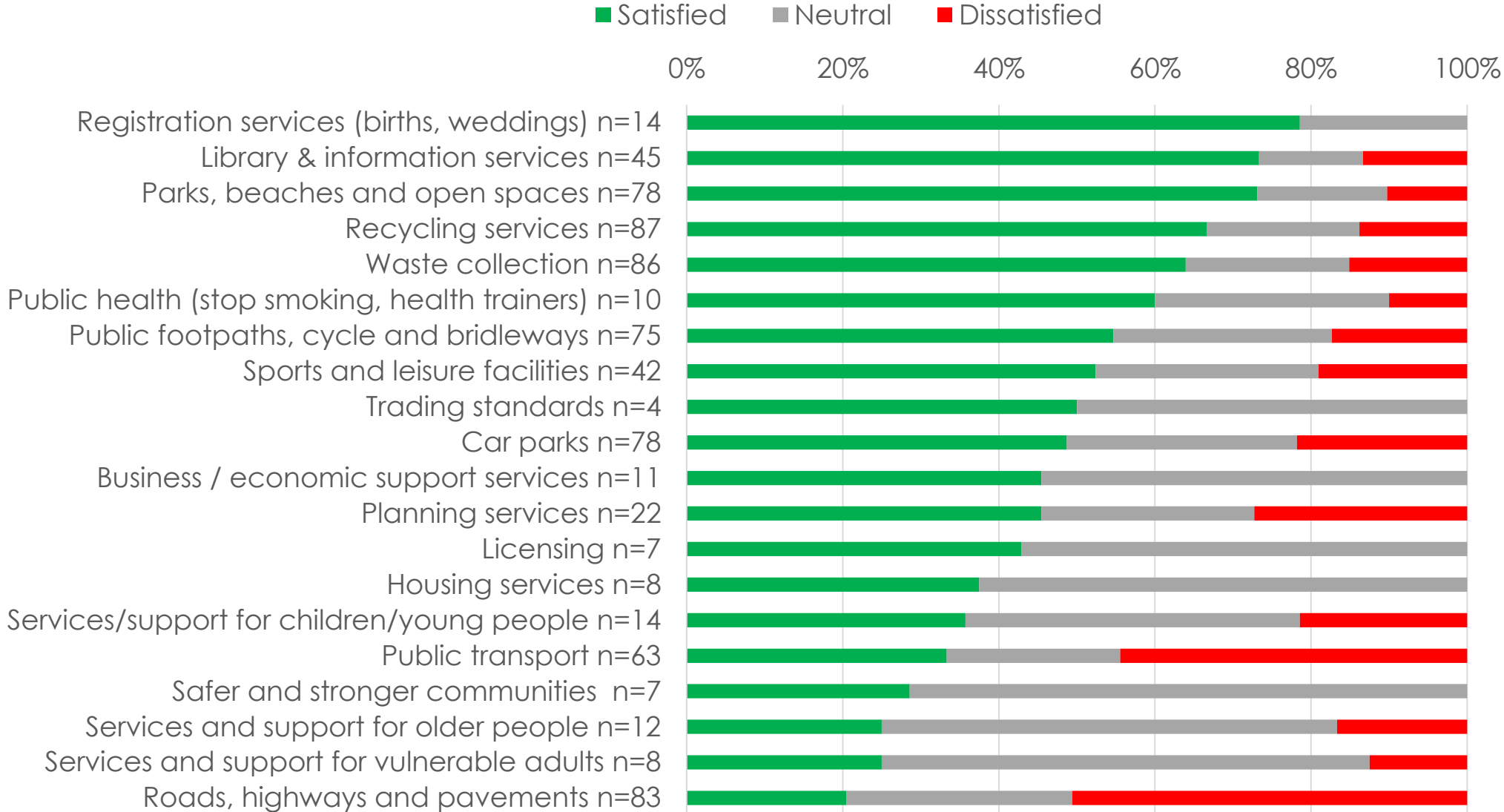


We asked... now you know how we spend your money, which of these public facing council services have you or your family used in the past year?

n=94



Of the public facing services that you or your family have used in the past year, please tell us how satisfied you have been with them:



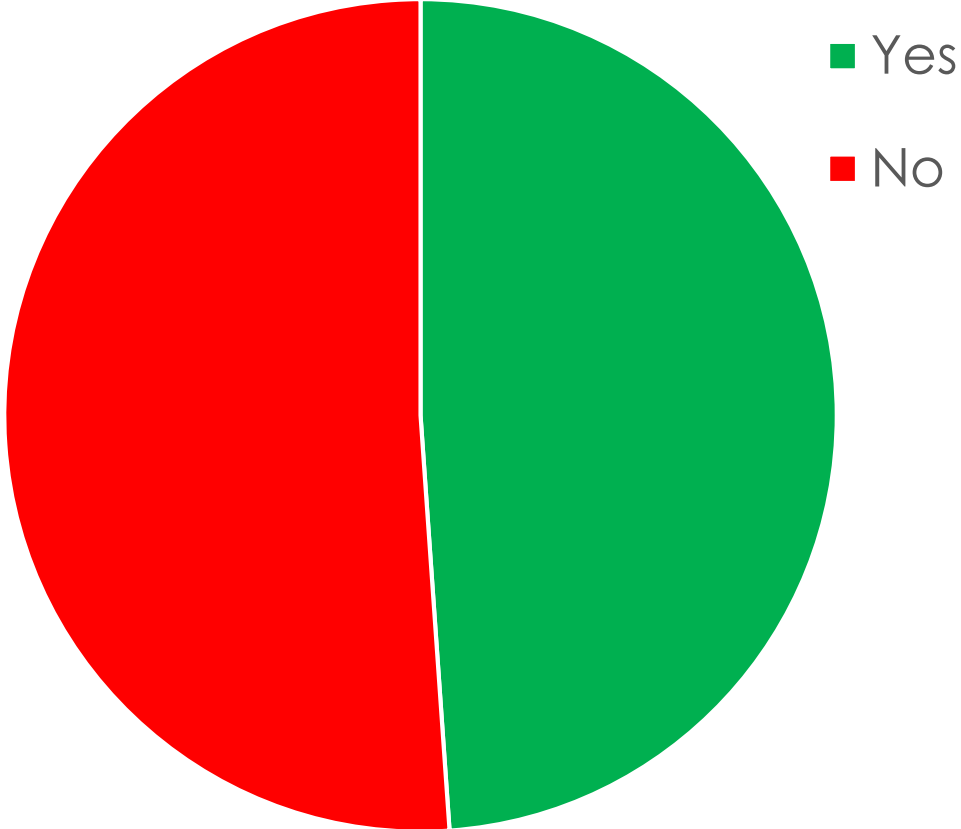
What this tells us...

- The services used by respondents and their families is as expected. High scores for universal services such as waste and recycling, roads, highways and pavements, and parks, beaches and open spaces. Lower scores for services such as licensing, trading standards, business support etc.
- Taking into account the number of responses (n), satisfaction is highest for library and information services, parks, beaches and open spaces and recycling services. It is lowest for highways and pavements and public transport.
- High percentage of neutrals i.e. neither satisfied nor dissatisfied.

Do you feel the council delivers value for money for the services you use?

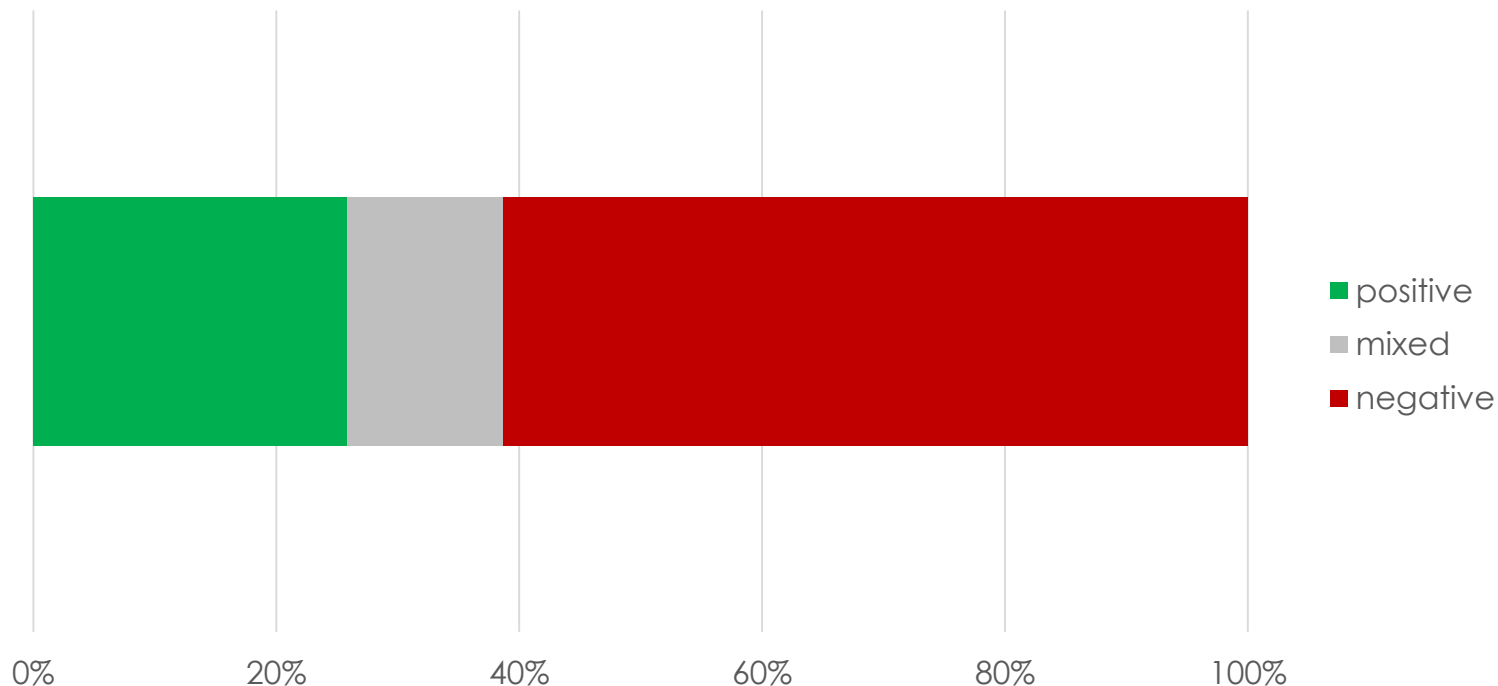
- 49% of respondents said they felt the council provided value for money, similar to that seen in the LGA national survey.

	<u>LGA national</u>	NSC	<u>BANES</u>	<u>Bristol</u>
2012	56%	37%		
2013	51%		41%	
2014	51%	40%	43%	
2015	56%		42%	38%
2016	49%	34%		32%
2018	44%			24%
2019	49%	49%		



Comments

- 64 comments were given around value for money of which 62 could be classified as either 'positive', 'mixed' or 'negative'.
- There were more negative comments than positive but respondents were more likely to leave a comment if they thought the council did **not** provide value for money.



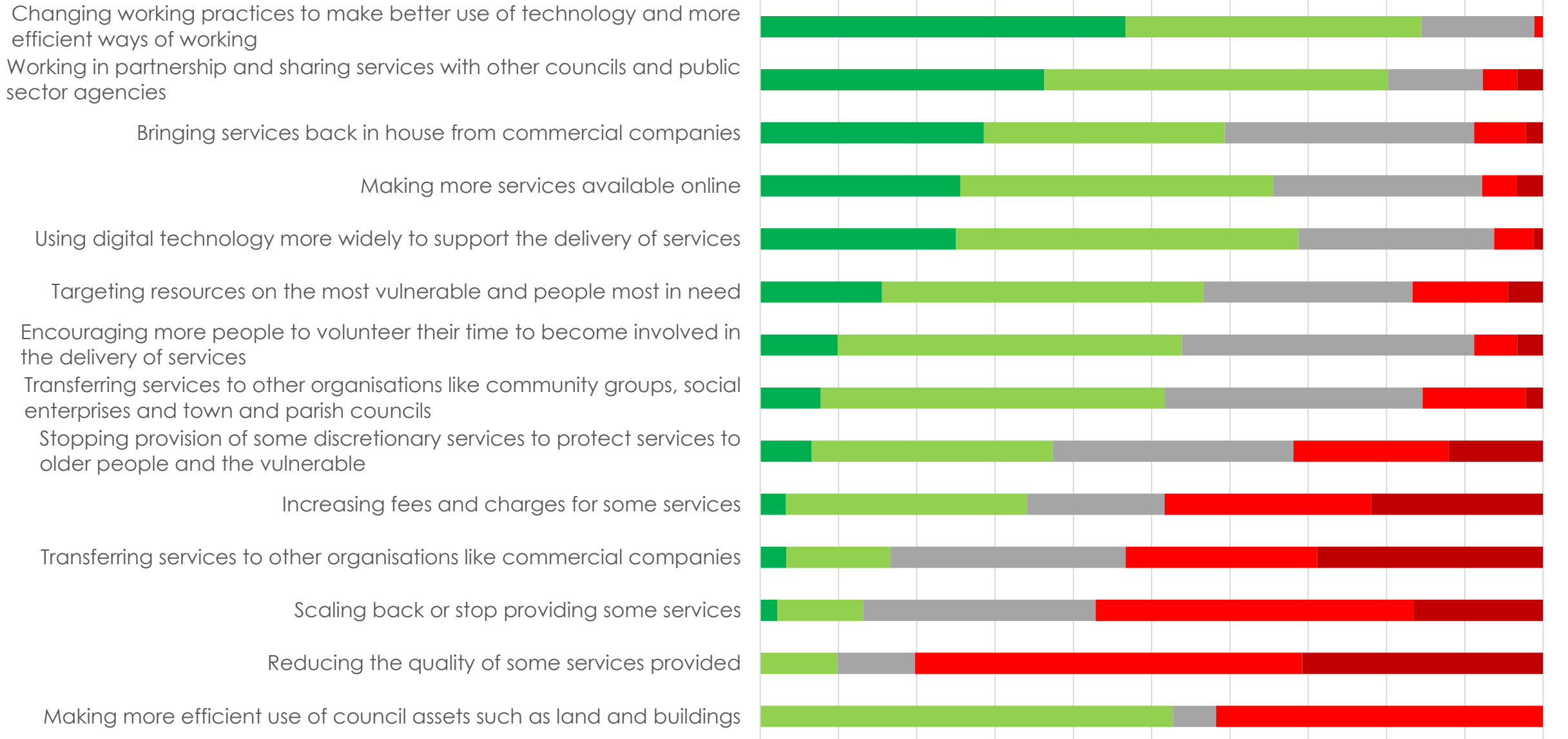
21 comments for those who said the council provides value for money

41 comments for those who said the council does not provide value for money

Over the coming years we will need to continue to find innovative and transformative ways to make services more affordable to run. How strongly do you agree or disagree with using the following approaches?

■ Strongly agree
 ■ Agree
 ■ Neutral
 ■ Disagree
 ■ Strongly disagree

0% 10% 20% 30% 40% 50% 60% 70% 80% 90% 100%



Most popular (Strongly agree/agree)

Changing working practices to make better use of technology and more efficient ways of working	84.44%
Working in partnership and sharing services with other councils and public sector agencies	80.22%
Using digital technology more widely to support the delivery of services	68.75%
Making more services available online	65.56%
Bringing services back in house from commercial companies	59.34%
Targeting resources on the most vulnerable and people most in need	56.67%
Encouraging more people to volunteer their time to become involved in the delivery of services	53.85%
Making more efficient use of council assets such as land and buildings	52.75%
Transferring services to other organisations like community groups, social enterprises and town and parish councils	51.65%
Stopping provision of some discretionary services to protect services to older people and the vulnerable	37.36%
Increasing fees and charges for some services	34.07%
Transferring services to other organisations like commercial companies	16.67%
Scaling back or stop providing some services	13.19%
Reducing the quality of some services provided	9.89%

What this tells us...

There is strong support for:

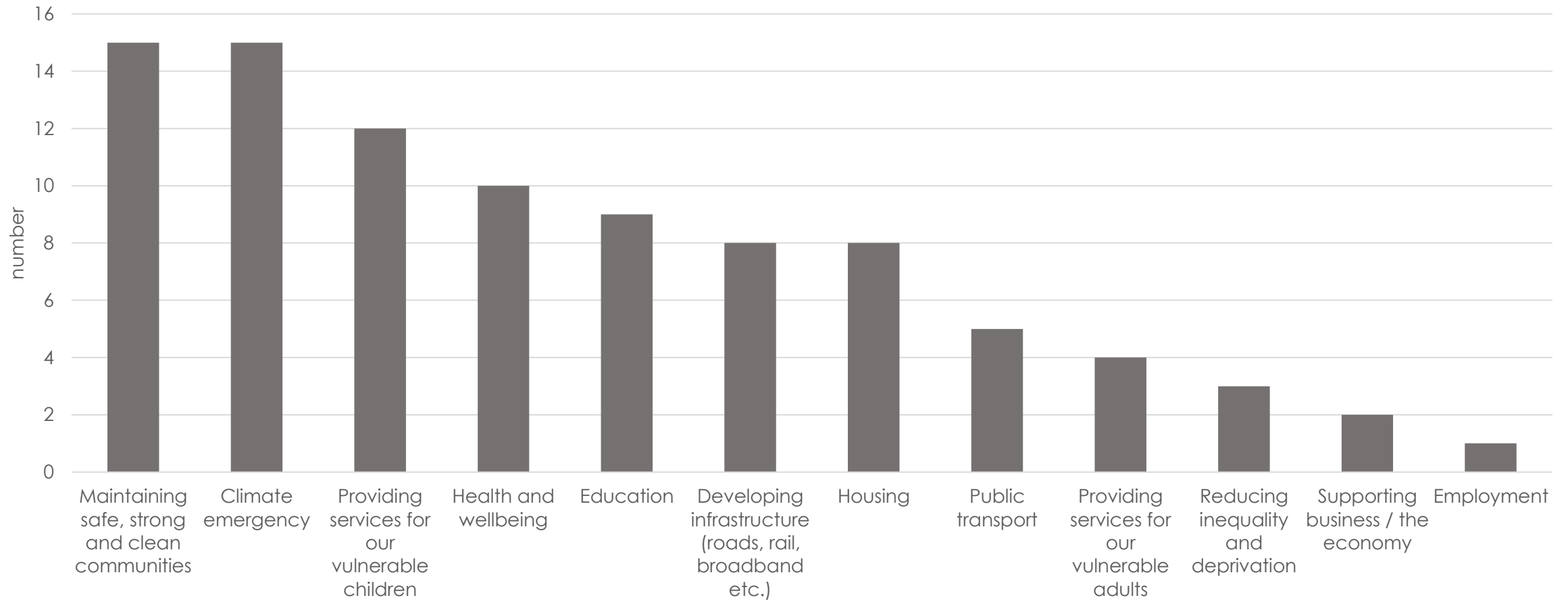
- *Changing working practices to make better use of technology and more efficient ways of working*
- *Working in partnership and sharing services with other councils and public sector agencies*

There is less support for:

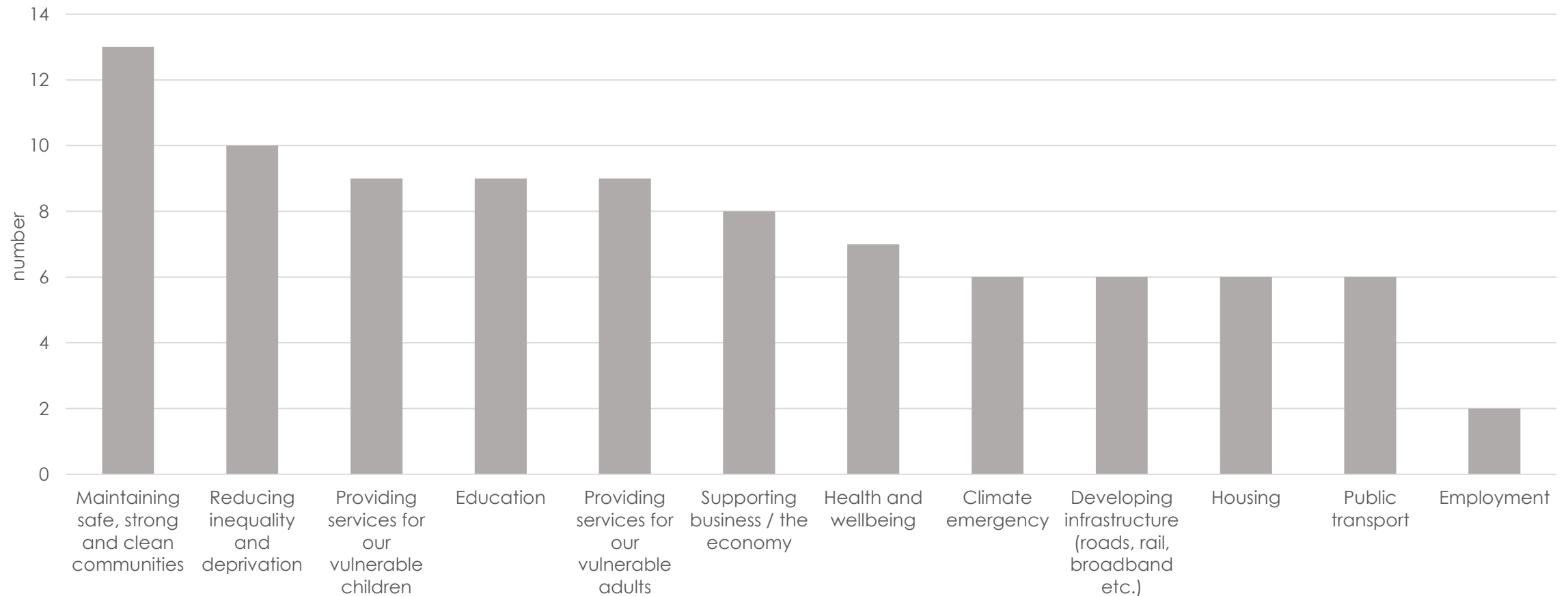
- *Transferring services to other organisations like commercial companies*
- *Scaling back or stop providing some services*
- *Reducing the quality of some services provided*

Which of the following areas would you choose as highest priority for investment in the coming years?

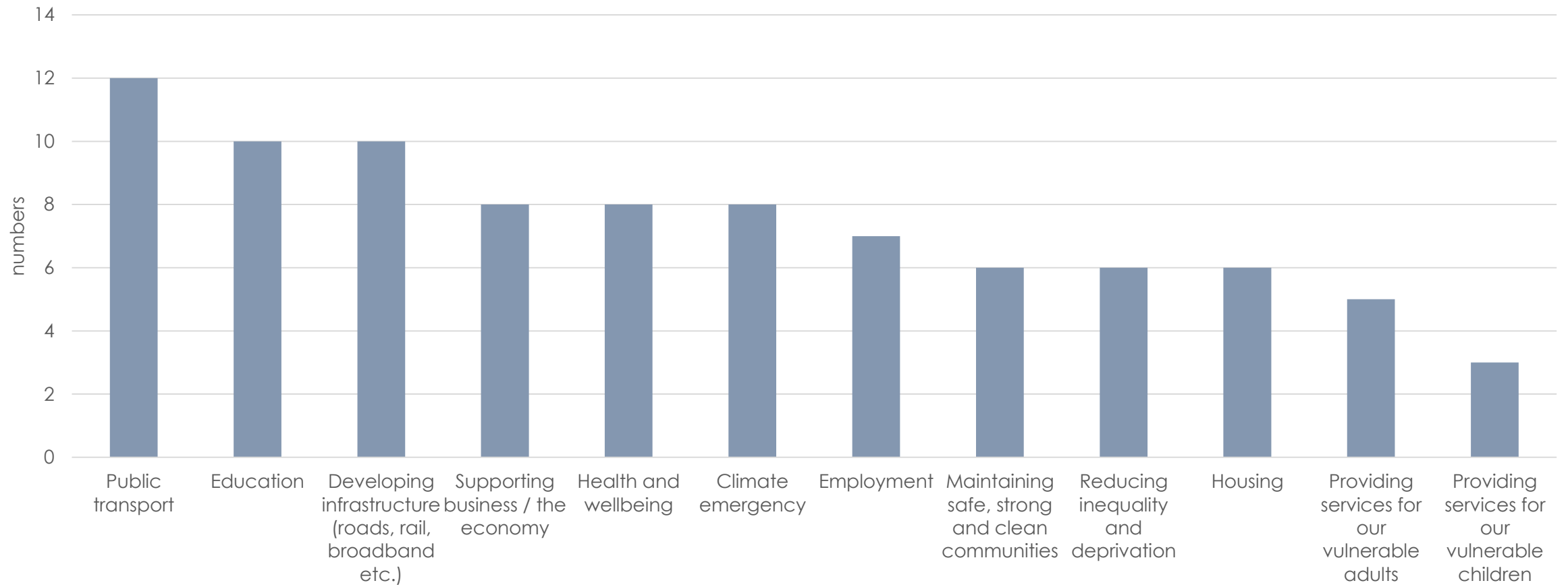
Highest priority



Second highest priority



Third highest priority



Demographics

Based on responses to these questions:

- All responses from individuals not organisations
- Only one respondent not a North Somerset resident
- Responses received from the main settlements across North Somerset including Backwell, Banwell, Congresbury, Clevedon, Portishead, Portbury, Pill, Nailsea, Yatton, Weston-super-Mare, Winscombe and Worle (based on postcode).
- 3% of respondents under the age of 30
- 45% aged 30 to 59
- 52% over the age of 60
- Even split of male and female respondents
- 9% of respondents were disabled
- Over 95% 'white British, Irish or other'

Please note, we do not have a representative or statistically significant sample of our residents from this consultation