

ANNEX 6

BUDGET CONSULTATION 2016/17

CONTENTS	
SECTION	PAGE
Summary & Background	1
The Consultation	2
Results and feedback from the consultation	3
Conclusions	7

APPENDICES	
APPENDIX NUMBER AND TITLE	
A	Your City Your Services 2015 Data Report – December 2015

ANNEX 6: BUDGET CONSULTATION 2016/17

SUMMARY

Nottingham City Council is setting its budget within a context of difficult economic conditions, changes in national policy and continued, substantial reductions in funding. In 2016/17, savings of c£20.0m are proposed to be made.

In line with the Council's commitment to citizen involvement, a full programme of consultation has been undertaken to support construction of the Council's Medium Term Financial Plan (MTFP). This report details the results of that consultation and includes responses received up to and including 8 February 2016.

1. BACKGROUND

Context

There are a number of practical difficulties to be faced when undertaking budget consultation. A unitary authority such as Nottingham City Council provides an enormous number of services and this creates a complex picture with many proposals to consult on. This is made more difficult by the short consultation period available between the government notifying the Council of its funding levels and the annual budget-setting Council meeting.

Impact of Consultation

Nottingham City Council has a long term commitment to feed the views of citizens into the processes of policy making and service improvement. This helps the Council understand the issues and services that matter to local communities, as reflected in the priorities that guided the Executive Board in developing the budget proposals. These priorities are:

- Take account of the Council's priorities within the Council Plan 2015-2019 agreed by the Council on 9 November 2015;
- Address demographic and service pressures through investment;
- Reflect the significant reductions in external funding (especially general and specific Government reductions) by reducing expenditure on those activities;
- Support the Council's determination to be efficient, improve performance and modernise the organisation;
- Recognise the very challenging financial landscape and future outlook and the impact on all sectors, including the public sector.

2. THE CONSULTATION

How we consulted

Consultation on the budget was conducted in two phases:

Pre-budget

Before the budget settlement for 2016/17 was announced in December, pre-budget consultation was carried out during October and November 2015. This gathered views through a survey, available both on-line and through the October Arrow. Citizens were asked about:

- Which services are important;
- Issues of concern in the current economic climate;
- How the Council could make further savings;
- How the Council could generate more income:

Following this process, the draft budget was approved for consultation by Executive Board on 22nd December 2015.

Consultation on budget proposals

The Council consulted on the draft budget proposals from December 22nd 2015. A consultation form was made available online and in hard copy to enable everyone to have their say. As part of the consultation, events were arranged across the City, which were publicised locally by neighbourhood management teams. Discussions held at these events were recorded and attendees were also invited to provide individual feedback via the consultation form. Consultation with businesses, colleagues, One Nottingham partners and the voluntary and community sector was also undertaken. Young people's views were also sought via a discussion at Youth Cabinet.

The consultation events

The local public consultation events provided the opportunity for citizens to engage directly with members of the Council's Executive Board. The style of the neighbourhood events varied depending on local need but generally included a presentation that provided background to the budget and summarised the proposals. A short animated video was also shown which explained the current budget position in Nottingham. Citizens also had the opportunity to discuss the budget during regular weekly surgeries with councillors.

Members of the local business community were invited to a breakfast briefing and One Nottingham Partners were invited to a Learning Network event concentrating on the City Council's budget. There was also an additional event organised for representatives from Nottingham's Voluntary and Community Sectors.

A targeted event was held for equalities groups and Communities of Identity. This event was intended to ensure that the views of all of Nottingham's communities could be heard.

Nottingham City Council colleagues were also given the opportunity to be involved in the consultation, this involved:

- Presentations by the Chief Executive or the Deputy Chief Executive and an Executive Councillor, followed by question and answer sessions.
- Intranet news articles
- Trade Union briefings

Feedback to services

Feedback received on the budget proposals from this series of events and via the consultation form is being forwarded to senior officers on a regular basis for appropriate consideration.

3 RESULTS AND FEEDBACK FROM THE CONSULTATION

Pre-budget consultation

1,834 responses were received from the pre-budget consultation with 95% of these coming from the survey in the October Arrow magazine; the remainder responded online or completed a form which was available at local meetings or in Council buildings.

Respondents were asked to rate a cross section of 24 council services on a scale of 1 (Not important) to 5 (Very important). For each service a mean average has been calculated out of 5. The services rated as the top 5 most important by respondents were:

1. Services to elderly and vulnerable people (4.3 out of 5)
2. Child Protection (4.2 out of 5)
3. Tackling crime and antisocial behaviour (4.2 out of 5)
4. Refuse Collection (4.1 out of 5)
5. Public Transport (4.0 out of 5)

The services rated as the five most important by 2015 respondents are the same top five services identified in the 2014 survey although the order has changed slightly.

The full results of the survey are given in **Appendix A** to this report.

Consultation on the budget proposals

Responses via the budget consultation form

69 survey submissions have been received to date.

Feedback specific to budget proposals

244 comments relating to specific budget proposals have been received to date.

The majority of comments received were about the proposals for Jobs, Growth & Transport (87) and Adults, Health & Community Sector (55).

Portfolio	Number of proposals	Number of comments
Adults, Health and Community Sector	9	55
Community Services & HR	12	14
Early Intervention & Early Years	14	23
Energy & Sustainability	2	8
Jobs, Growth & Transport	21	87
Leisure & Culture	6	14
Planning & Housing	8	3
Resources & Neighbourhood Regeneration	8	8
Schools	15	26
Strategic Regeneration & Development	4	6

Other feedback

47 general comments were received which are not specific to individual budget proposals. These covered a range of themes and issues, including:

- Concern about a rise in Council Tax
- Concern about changes to concessionary travel
- Concern about possible cut to Police and fire service funding
- Concern about the amount/cost of transport projects e.g. Ring road roadworks, Tram extension and cycle paths
- Suggestions for raising funds
- More joint working between councils
- The impact on the vulnerable i.e. children in care, elderly and disabled citizens
- The need to reduce bureaucracy and improve efficiency in Council activities

In some cases, feedback showed that citizens were supportive of the Council and its proposals. Several citizens felt that the Council was doing the best it could, given the difficult circumstances. Some citizens stated that they would need more detailed information about the proposals to be able to provide informed comments.

Feedback from events in neighbourhoods

At the nine neighbourhood events citizens gave their views about the proposals and other issues.

Issues raised included:

- Concern that the homelessness services are overstretched and not able to meet all the needs
- Concern that parks may be affected by budget reductions
- Concern about the cost of public transport
- How to make sure leisure centres are fully utilised
- Whether the budget cuts will be 'across the board'
- Level of investment in local areas
- Concern about proposed rise in Council Tax
- Concern about their lack of understanding around the budget process and how it would affect them
- Whether we have lost businesses as a result of the Workplace Parking Levy
- What is being done to increase tourism in the City
- How the Council is focussing on jobs and employment
- The Council should come together with other cities affected by the reduction in central government grants to lobby the government
- Whether fines and/or warnings should be used to encourage citizens to put their bins out at the correct times

At these events citizens acknowledged the difficulties faced by the Council and many said they understood why the reductions had to be made.

Equality Issues

At the session for equalities groups and Communities of Identity the discussion mostly focussed on processes and issues relating to funding, clarifying the arrangements for delivering Area Based Grant and the priorities for Communities of Identity Grant.

Feedback from the business community

The Presentation by Cllr McDonald outlined the following:

- Financial climate for Local Government
- Need for the City Council to make £20m savings in 2016/17
- Significant budget pressures, predominantly in adult services
- Capital programme ambitions of the City Council
- Update on future proposals for business rates

Feedback from business representatives included:

- Concerns around future levels of Business Rates – although attendees suggested that access to a skilled workforce and good infrastructure were more significant factors in making decisions about where to locate
- Support for the Council's ability to plan long term projects e.g. the tram

Feedback from One Nottingham Partners

Partners from the public, private and voluntary sector attended a Learning Network event organised by One Nottingham. Attendees listened to a presentation on the proposed Nottingham City Council Budget for 2016/17 from Councillor Collins and Councillor Heaton.

There were discussions about:

- Social care – increasing costs, the need to work more closely with health and the need for working more innovatively not just focussing on making savings
- The Council's Commissioning approach – ensuring that it doesn't exclude the local voluntary sector
- Impact of reducing budgets on the voluntary sector – both in terms of direct funding and also the voluntary sector picking up increasing needs

Attendees were also:

- Supportive of the Council's creative solutions to reducing costs
- Commenting on the limited value of savings that directly affected service delivery identified in the presentation.

Feedback from the Voluntary and Community Sector

Concerns and queries centred on:

- Personal safety impact of street light dimming
- Impact on the voluntary sector
- Impact of 100% retention of business rates
- Educational attainment and what the council is doing about it
- The benefits of devolution

Feedback from the Youth Cabinet

Councillor Mellen gave a presentation on the background to and intended impact of the proposed Council budget 2016/17. Members of the Youth Cabinet group then discussed the proposals with Councillor Mellen and asked questions about various matters.

The main themes emerging were:

- Reductions in Children's Services spending
- Children's Transformation Programme
- Proposals around under-utilised Play and Youth sites
- The impact of Devolution on the budget

- The proposed reduction or dimming of street lighting
- The future of Pupil Referral Units

Formal responses

In addition to the survey responses and comments made at public meetings, formal submissions were received from Nottingham Contemporary, Nottingham Playhouse, the Equality Fairness Commission and the Nottinghamshire Disabled People’s Movement in which specific concerns were raised and / or additional information was requested.

The full content of these submissions has been supplied to relevant heads of service and directors and responses to concerns and requests have been sent. The main issues highlighted were as follows:

- Nottingham Contemporary raised their disappointment about the proposed 10% funding grant reduction.
- Nottingham Playhouse requested that the Council reconsider the proposed reduction in their funding.
- In their initial correspondence, the Equality and Fairness Commission (EFC) requested further information about specific proposals and the Equality Impact Assessments (EIAs) for these proposals. A formal submission was then made containing further comments and concerns and specifically asked the Council to involve the EFC in their consultation on two of the proposals. They also recommended that EIAs are published on the website to accompany the proposals at the earliest opportunity and that next year’s process should include more detail.
- The Nottinghamshire Disabled People’s Movement gave comments and raised concerns about specific proposals and specifically asked that the Disability Involvement Group be involved in further consultation on two of these proposals. They also urged the Council to publish details of each proposal along with the EIAs and the Community Impact Assessment at the start of the consultation process.

Other responses

In addition to all of the above, a number of citizens have telephoned and emailed to give their views on stopping concessionary bus travel on the Red Arrow bus to Derby. Although this isn’t a proposal in this year’s budget, this is part of the budget process because it is embedded in year three of a proposal from two years ago. These views have been passed to the relevant officers.

Tenant Consultation – Housing Revenue Account

The City Council and its Arms Length Management Company (Nottingham City Homes) undertake formal consultation on the proposed rent level for the c26,000 tenancies, The consultation is undertaken by questionnaire and via the Tenant Forum. As at 4 February 229 responses had been received. The following table shows the responses.

Question	Yes	No
Do you think the rent offers good value for money?	85%	15%
Do you agree that the Council should reduce rents next year?	88%	12%
Do you think that tenants who benefit from additional services should pay a separate charge for them and that this should be clearly explained?	56%	44%
Do you think that the Responsible Tenant Reward Scheme should continue?	98%	2%

4. CONCLUSIONS

Throughout the consultation a large amount of feedback has been received from a wide-ranging group of respondents and this information has been fed into the decision-making process.

Overall there is recognition of the difficult position the Council is in, regarding the scale of savings that have to be made.

Some respondents would have welcomed the availability of more detailed information about the budget proposals. This feedback will be fed into the planning of future budget consultations.

Appendix A: Your City Your Services 2015 Data Report – 11 December 2015

Background

This report presents the findings from the 2015 Your City Your Services (YCYS) survey. This is the fifth annual Your City Your Services survey.

From the beginning of October 2015 the YCYS survey was available online and a paper version was distributed to every household across the City in the autumn edition of the Nottingham Arrow publication. The survey was also circulated using Social media (Facebook and twitter). Paper copies of the survey were made available at customer reception points across the City including at the Joint Service Centres, leisure centres, libraries and Angel Row Contact Centre.

In addition, Neighbourhood Development Officers circulated the survey at a variety of community and neighbourhood meetings across the City.

As in previous years, the 2015 YCYC survey used a self-completion approach. At the date of writing this report a total of 1,834 responses have been received, compared to 1,982 in 2014 and 2,524 in 2013.

The findings from the survey are being used to inform Councillors' decisions in the 2016/17 budget making process.

Interpreting the data

Please note that, as the Your City Your Services survey did not use a truly random sample, the confidence intervals stated within this report should be used as a guide only.

Percentage figures quoted have been rounded up/down to the nearest whole number and mean scores have been rounded up/down to one decimal place. Where percentages do not sum to 100, this may be due to computer rounding, the exclusion of "don't know" categories, or multiple answers.

The base number of respondents for each question is given as (n = base number)

How important are services?

For question 1, respondents were asked to rate on a scale of 1 (Not important) to 5 (Very important) a cross section of 24 Council services.

Based on the views of respondents each service has been given a mean score calculated out of 5. Figures have been rounded up/down to one decimal point.

The services rated as the top five most important by 2015 respondents are the same top five services identified in the 2014 survey.

Table 1: Top Five Rated Services in 2015

2015 ranking	Service (2014 ranking in brackets)	Mean score
1	Services to elderly and vulnerable people (2)	4.3 out of 5
2	Child Protection (3)	4.2 out of 5
3	Tackling crime and antisocial behaviour (1)	4.2 out of 5
4	Refuse Collection (4)	4.1 out of 5
5	Public Transport (5)	4.0 out of 5

Although the top five service rankings remain the same as in 2014, there is a difference in ranking order. **Services to elderly and vulnerable people** have moved up one place to the most important service to respondents. **Child Protection** has moved up one place to the second most important service. **Tackling crime and antisocial behaviour** has dropped from first to third.

The three services rated as the least important by respondents remains the same as in 2014. These are **Support to Voluntary Sector** (3.0 out of 5), **Museums** (3.0 out of 5) and **Events** (2.8 out of 5)

There is no significant difference between the services rated as important by those aged under 45 and those aged 45 and over.

Table 2: 2015 Service Rankings in order highest to lowest

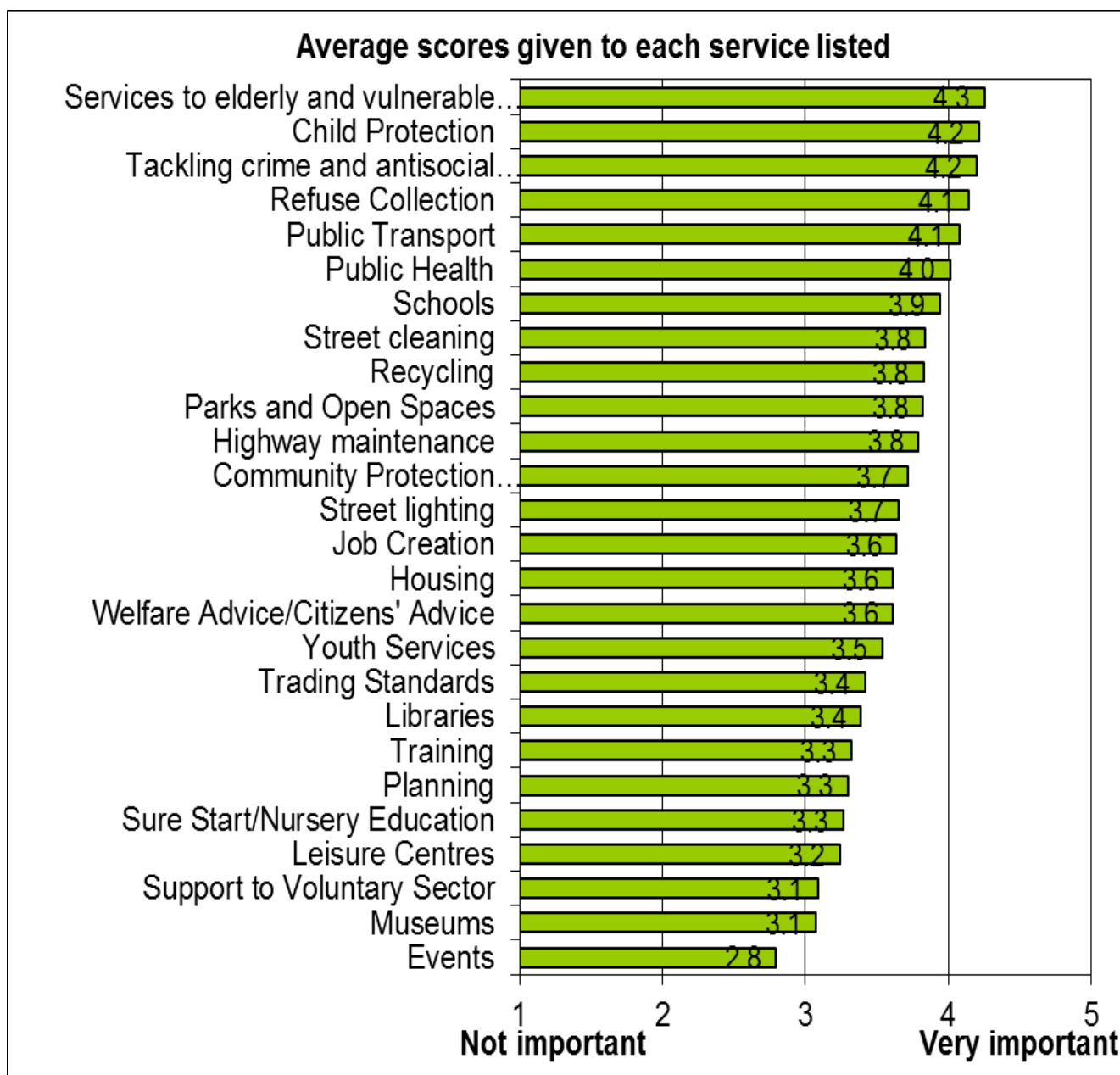


Table 3: 2015 Rankings Compared to 2013

	Service name	Mean Score 2015	Mean Score 2014	Ranking up / same / down compared to 2014
1	Services to elderly and vulnerable people	4.3	4.3	Up 1
2	Child Protection	4.2	4.3	Up 1
3	Tackling crime and antisocial behaviour	4.2	4.4	Down 2
4	Refuse Collection	4.1	4.3	Same
5	Public Transport	4.1	4.1	Same
6	Public Health ⁱ	4.0	N/A	N/A
7	Schools	3.9	4.0	Same
8	Street cleaning	3.8	3.9	Same
9	Recycling	3.8	3.9	Up 1
10	Parks and Open Spaces	3.8	3.9	Up 1
11	Highway maintenance	3.8	3.9	Down 2
12	Community Protection Officers/Wardens	3.7	3.8	Same
13	Street lighting	3.7	3.8	Same
14	Job Creation	3.6	3.7	Same
15	Housing	3.6	3.6	Up 1
16	Welfare Advice/Citizens' Advice	3.6	3.6	Down 1
17	Youth Services	3.5	3.4	Up 1
18	Trading Standards ⁱⁱ	3.4	N/A	N/A
19	Libraries	3.4	3.5	Down 1
20	Training	3.3	3.3	Up 1
21	Planning	3.3	3.3	Down 1
22	Sure Start/Nursery Education	3.3	3.3	Same
23	Leisure Centres	3.2	3.3	Same
24	Support to Voluntary Sector	3.1	3.2	Same
25	Museums	3.1	3.1	Same
26	Events	2.8	2.8	Same

NB: The 2015 Your City Your Services questionnaire included Public Health and Trading Standards for the first time.

In 2015 **Services to elderly and vulnerable people** is the most important service to citizens, moving up one place since 2014.

In general, the mean scores across all the service areas in 2015 have remained the same compared to 2014. This indicates citizens are viewing Council services about the same as they did in 2014.

Which services have moved up/stayed the same/down?

The overall ordering of services has seen some changes since last year.

In the middle third of the table, **'Recycling'**, **'Parks and Open Spaces'**, **'Housing'** and **'Youth Services'** have all moved up one place.

'Highway maintenance' has moved down two places. **'Welfare Advice / Citizens' Advice'** has moved down one place.

ⁱ Included for the first time in 2015

ⁱⁱ Included for the first time in 2015

In the bottom third of the table '**Training**' has moved up one place. 'Libraries' and 'Planning' have each moved down one place in 2015. The bottom five services remain the same as in 2014 with 'Events' remaining at the bottom.

NB: Whilst there have been some upward/downward changes in the rankings, it should be remembered that mean scores have not significantly changed since 2014.

Further savings

Respondents were asked if they have any suggestions where further savings could be made. A total of 667 respondents provided further saving comments.

The main areas identified by respondents for potential further savings have largely remained the same as in 2014.

Main areas identified by respondents for potential further savings

Roads / Highways / Transport – better enforcement of speeding and parking fines, reduce (NCT) bus frequency, plan road works better between agencies, turn off / dim non-essential street lighting, use low energy street lighting, amalgamate transport centres, reduce spending on public transport including the tram, cut back on road and pavement improvement schemes and road works, reduce unnecessary road signage, abandon cycling corridor project

Councillors – reduce spend on Councillors and Civics, including spending on fact finding trips

Council Services / Operation – reduce services, review frequency of refuse and/or recycling collections, stop garden recycling service, reduce library opening times, reduce maintenance services, privatise / sell off some council services, reduce the amount of street cleaning, stop internal charging

Council Staff - review staff structure, merge departments, reduce salaries, encourage job shares, more joined up working, reduce number of staff, stop using consultants

Administration – make back office processes more efficient, improve recovery of rent and council tax arrears, increase the number of online services

Communications and marketing – cut back or stop the Council's publications or make them paperless by circulating online or via email, cut back on advertising, reduce the number of non-essential publicity documents

Events – stop funding events and increase sponsorship from private investors, bid for funding for events, reduce the number of festivals/events

Partnership / Private sector – develop greater co-ordination / joint working between City and County, share back office services with neighbouring authorities, formal joint working with other bodies, pursue more shared service arrangements with D2N2, share buildings

Housing – review NCH vehicles and maintenance services, tackle house tenant fraud, introduce initiative for citizens to report suspected housing benefit fraud, make council tenants responsible for damage they cause

Voluntary Sector – review funding to third sector

Other - Use students, job seekers and low risk offenders to undertake community work, set up community litter picking, teach people how to regulate over-eating, smoking and drinking, stop / reduce number of business trips

Generate Income

Respondents were asked if they had any suggestions on how the Council could generate more income. A total of 608 respondents provided income generating comments.

Main areas identified by respondents on how the Council could generate more income

Charge for services - charge for garden waste collection, admission to museums, for using medilink buses, charge higher commercial rents to large companies, charge late night economy businesses and fast food outlets for clean-up costs, charge for bulky waste collection, increase taxi licensing fees

Council tax – raise council tax for all / those in bigger houses / owners of Houses of Multiple Occupation

Business – invest more in creative industries and technology companies, invest in a business hub for start-ups offering low cost back office solution for new businesses e.g. IT/finance/payroll/legal, reduce business rates to attract more business and support growth in the city, build and rent out more industrial units, look to encourage big names to the city

Housing – recover all rent owed, compulsory purchase of empty properties, set up a maintenance / handyman service, fine private landlords for not maintaining their properties, set up a launderette for tenants

Transport / Roads – increase fares for public transport, introduce a city centre congestion charge, use speed cameras in 20 mph zones, sell Nottingham City Transport or get an increased dividend, set up Nottingham City Transport taxi service, introduce more checks on the tram to ensure passengers pay, introduce a workplace cycle parking levy, introduce a workplace parking levy for all, increase the number of residents' parking schemes

Events – introduce or increase charges for admission

Tourism - host more events/festivals/attractions that bring visitors to the city, invest in large scale attraction, improve tourist amenities to attract more visitors to the city e.g. Wollaton Park, sell the City's history more, encourage foreign investors and advertisers to the city

Parking – raise parking charges, more fines for parking on pavements, provide coach parking in the city to encourage visitors, traffic wardens to work across the whole city, introduce charging for disabled parking

Energy / Environment / Recycling – install solar panels on council buildings, educate how to recycle more, introduce fine for not recycling, roll out solar panel scheme to private housing

Council buildings / land – hire out council buildings, office space and rooms for functions, training, conferences and meetings, open up Loxley restaurant to the public, open up Loxley House car park at weekends, license more buildings for weddings eg Woodthorpe Park, sell off empty / unused buildings, rent out / sell council buildings when not in use, sell council owned brownfield sites, hire out land / parks for events, increase charges for using locations for filming

Commercial services – develop expert briefing services which can be bought by individuals and/or businesses, develop more commercial services and sell to the private sector, develop software to support niche council functions and sell to other local authorities

Communication and Marketing – advertise events better to increase attendance number and revenue, use wheelie bins, refuse disposal trucks etc. to generate income from advertising

Council services – set up a chargeable bin cleaning service, set up a chargeable gardening / tree-cutting service, hold more markets, offer a tree cutting service to private house holders, set up a council run furniture project, convert Council-owned open spaces into car parks, develop wedding packages, improve online bill paying service, develop an ‘App’ which enables citizens to view information, pay bills and fines and contact services

Fines / Taxes - fine people who overload and put the wrong things in dustbins, fine dog owners for not using dog leads, enforce fines for dog fouling, on the spot fines for fly tipping / littering, fine people for leaving wheelie bins on the pavement, fine cyclists for riding on the pavement, use cleaning community orders for those who drop litter, enforcement of parking offences, enforce the Workplace Parking Levy

Other – Lobby central government for more money, set up a city lottery

Suggestions relating to issues outside of Council responsibilities

In addition to the above suggestions for making savings and generating income, many suggestions were made which cannot be considered because they are not within the control of the Council. These suggestions include stopping free school meals for KS1 children and free bus passes for older people, changing benefits and imposing local taxes. These are all part of national policy established by the Government.

Areas of concern

Respondents were asked to indicate their level of concern on a number of issues during the current economic situation.

Table 4: Stated Levels of Concern.

% Very concerned/Concerned	2015	2014	2013	2012
Cuts to public services	92%	92%	93%	90%
Household money problems (Wording changed from previous survey: Debt problems in 2010/11/12/13)	67%	69%	64%	58%
Losing my job	44%	45%	51%	54%
Losing my home ⁱⁱⁱ	47%	N/A	N/A	N/A
Changes to benefits (Wording changed from previous survey: Welfare changes 2010/11/12/13)	54%	58%	77%	N/A
Impact on my health	67%	69%	73%	N/A

Respondents’ levels of concern in 2015 remain similar to 2014. Results indicate that respondents in 2015 are less concerned about changes to benefits than in 2014.

ⁱⁱⁱ Included in 2015 for the first time

In 2015 respondents were asked about their level of concern of losing their home, 47% stated that they were either 'Very concerned (26%)' or 'Fairly concerned (21%)' compared to 53% who stated they were 'Not concerned' about losing their home.

Respondents were asked if they had any 'further concerns' due to the current economic situation. A total of 438 respondents provided comments.

The main areas of further concern to respondents have largely remained the same as in 2014.

The main topics of 'further concern:

Leisure / Culture – possible library closure(s), cuts to arts and education in the city, (central) government policy around heritage and culture

Roads / Highways / Transport – levels of City Centre traffic and resultant pollution, the amount of money that has been spent on the Tram (Phase two and in general), parking charges (Hospitals and other venues), the possible loss of OAP bus pass, street / footpath / pavement maintenance and road standards, expensive car parking (general) and public transport charges

Social Services / Health Care – quality of residential care, the closure of (City) care homes, the reliance on charities, the level of mental health care, the support for the elderly living in their own homes, changes to personal care packages

Housing – lack of suitable housing (in the city), HMO licensing and application checking

ASB / Crime / Police – reduction in Police / PCSO services and numbers, the lack of (Police/PCSO) neighbourhood patrols, an increase in crime (in the city), nuisance dogs and dog fouling, cyclist on pavements

Council Services – (central) government cuts and the impact on services, reduction in public and services and the quality of (Council) services due to (local) budget cuts, the cuts to childcare / community protection / services for the elderly and vulnerable, increased litter / dog fouling, wasting of public money e.g. Council publications / advertising / Tram etc., costs associated with councillors, council job losses, the impact of service cuts on the vulnerable / nursery and primary education, possible library closures and the effect on disadvantaged communities, the level of (council) advertising. Street lighting levels across the City, the upkeep of public parks, reduced (council) support to community groups, possible increase in charges for leisure centres and libraries

Council Charges – increase in council tax, increase in service charges

Employment / Jobs – lack of jobs in general / permanent positions / for over 50's / for graduates (in the city), the current pay freeze and rising (living) costs, job security, losing job and home, finding a full time position, training opportunities for over 25s and over 50s, private sector job security, long term job retention in public sector

Benefits / Taxes – changes to tax credits, benefit reduction in general / for the elderly / vulnerable, the rise in pension age, lack of benefit stability, further council tax increase, universal credit and its impact on housing benefit, bedroom tax, the amount of state pension not a living wage, bedroom tax, tax rises and the impact on disposable income, benefit cuts due to health assessments, difficulties with applying for disability living allowance

Health / NHS – insufficient money in general / people working in disabled / occupational health, cuts to NHS services, cuts to mental health services, cuts to public health, the

economic situation and its impact on mental health, level of (central) government funding for health and social care, delayed implementation of the 2013 Care Act by (central) government, standard of NHS care / services

Money – not being able to support myself / family, the rising living costs i.e. utility / food prices, falling into debt, the low interest rate and the impact on income, having to go without food to feed children, not earning enough to cover housing rent, not being able to afford to use public transport and feeling isolated, lack of pay rise, children not being able to afford a home of their own, rising inflation,

Education – cuts to school budgets and the impact on child (education), lack of school places, lack of opportunity for graduates, lack of books and effect on children literacy levels, getting my child into our local school

Children – cuts to tax credits, closure of Children’s Centres and playgroups, less activities for young children (in the city), the effects (budget) cuts will have on the younger generation, costs of childcare, cost of nursery provision, level of youth support, availability of play therapy session for u10s

Energy / Environmental – cost of heating, the lack of investment in green spaces, building on green belt land and open spaces, pollution levels across the city

Elderly – cost of residential care, the cuts to (elderly) services, the rise in retirement age, support to elderly who live alone, the number of care homes in the City, the elderly feeling they are a burden to the young

Vulnerable / Homeless – lack of support, the effects of budget cuts on the poorest in the community, the vulnerable will become more isolated / scared / anxious, seeing greater use of community food banks, loss of services for the vulnerable, the number of people sleeping rough

Voluntary Sector – funding in the voluntary sector, further third sector cuts

Refugees / Immigrants – increase in numbers of immigrants / refugees (in the city), effects of immigration on (Council) services

Nottingham City Homes – cost of repairs and renovations

Business – concern on the (low) numbers of small businesses, the support to small businesses

Misc.- lack of understanding of what it going on, the reduction in the quality of life in Nottingham, concern that working families will struggle more, nationwide inequality of citizens - London and the rest, how cuts backs and charges will affect people’s lives

Conclusions

The 2015 Your City Your Services survey shows that Citizens' service priorities have not significantly changed since the previous year.

There have been small changes in the overall ranking of services important to citizens. For example Services to elderly and vulnerable people and Child Protection have both seen a rise in importance. This may in part be due to the level of national and local media coverage in these areas over the last twelve months.

The main areas identified for 'potential further savings' and 'ways the Council could generate income' have largely remained the same as in 2014.

It is clear from the survey responses that there are some misconceptions over what the Council can and cannot do. A number of suggestions for making savings and generating income relate to national policies which the Council has no control over eg free bus passes for older people and free school meals for Key Stage 1 pupils.

Findings from the 2015 Your City Your Services survey were shared with senior officers and councillors so that the views of citizens could inform decisions about the 2016/17 budget proposals.

For further information/analysis contact:

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Postcode Data

Of the overall sample (n = 1,834) 1,509 (82%) respondents provided a valid City post code. This information has been used to show the geographical location of respondents as follows:

Table 5: Responses by Area Committee / Ward.

Area Committee / Ward Base: n =		Number of responses	% of overall sample
Area 1	Bulwell (87), Bulwell Forest (87)	174	12%
Area 2	Bestwood (81), Basford (91)	172	11%
Area 3	Bilborough (76), Aspley (51), Leen Valley (67)	194	13%
Area 4	Sherwood (139), Berridge (85)	224	15%
Area 5	Arboretum (28), Radford & Park (62), Dunkirk & Lenton (19)	109	7%
Area 6	Mapperley (116), St Ann's (68), Dales (72)	256	17%
Area 7	Wollaton West (143), Wollaton East & Lenton Abbey (32)	175	12%
Area 8	Bridge (77), Clifton North (76), Clifton South (52)	205	14%
Area Total		1,509	

As in the last three Your City Your Services surveys Area 6: Mapperley, St Ann's and the Dales had the most responses (256). For the 2015 survey Area 5: Arboretum, Radford and Park and Dunkirk and Lenton had the lowest number of responses (109)

Table 6: Responses by Locality

Locality Base: n = 1,834		Number of responses	% of overall sample
North	Area 1, Area 2, Area 3	540	36%
Central	Area 4, Area 5, Area 7	508	34%
South	Area 6, Area 8	461	30%
Area Total		1,509	

Table 7: Demographic data

Base: 1,834	Census 2011	YCYS 2015	+/-
Male	50%	42%	-8%
Female	50%	56%	+6%
Disabled	18%	33%	+15%
White	72%	87%	+15%
Black	7%	3%	-4%
Asian (including Chinese)	13%	4%	-9%
Mixed	7%	2%	-7%
16-24	27%	2%	-25%
25-44	35%	25%	-10%
45-59	19%	27%	+8%
60-64	5%	10%	+5%
65+	14%	35%	+21%

The sample is over represented by female, disabled, white and all age groups over 45. This is most likely to be because the main methodology used was an insert in the Arrow publication, which is predominantly read by age groups over 45.

Annex Report Information

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LIST OF BACKGROUND PAPERS OTHER THAN PUBLISHED WORKS OR THOSE DISCLOSING CONFIDENTIAL OR EXEMPT INFORMATION

Your City Your Services Arrow and Online Survey October to December 2015

Comments made via online survey form: Jan - Feb 2016

Notes of consultation meetings across the City: Jan-Feb 2016

Formal budget submissions from Nottingham Contemporary, Nottingham Playhouse, the Equality & Fairness Commission and the Nottinghamshire Disabled People's Movement: Jan & Feb 2016

PUBLISHED DOCUMENTS REFERRED TO IN COMPILING THIS ANNEX REPORT