



# **Budget 2019/20**

## **Consultation Report**

### **January 2019**

<b>Number of surveys returned</b>
200

**This survey was open between 02 November 2018 and 14 December 2018**

# CONTENTS

<b>1. Executive Summary .....</b>	<b>3</b>
<b>2. Headline Results .....</b>	<b>4</b>
<b>3. Summary of results .....</b>	<b>5</b>
<b>4. Respondent Profile .....</b>	<b>43</b>
<b>5. Event Feedback .....</b>	<b>45</b>
<b>5. Appendix 1: Written Representations.....</b>	<b>46</b>

# 1. Executive Summary

We are committed to creating a prosperous and healthy Torbay and a Council fit to meet the challenges of the future. It's a big task; £17 million worth of savings and new income have to be made over the next three years to achieve a balanced budget - £7.5 million of those budget reductions will be made in 2019/2020. That's on top of the £76 million already made over the last seven years.

[The Elected Mayor](#) published his proposals for his Revenue and Capital Budgets for 2019/2020.

The Transformation Portfolio will deliver over £1.4 million of savings next year whilst maintaining services to our communities. The Elected Mayor is proposing a budget which includes a Council Tax increase of 2.99% in line with current inflation levels. In addition, the draft budget includes proposals for service change, income generation and efficiencies of around £3 million.

Despite this, we still spend approximately £3.6 million per week on services in the community (excluding funding for schools and housing benefit payments), and also plan to spend more than £80 million on capital schemes.

Information regarding the proposals can be found at [www.torbay.gov.uk/budget](http://www.torbay.gov.uk/budget)

Public consultation on the proposals started on 2 November and closed on 14 December 2018. The proposals were communicated to the Torbay community via a press release to local newspapers (Herald Express & Western Morning News), local radio and by posts made on Twitter and Facebook. The proposals were detailed on the Torbay Council website and promoted via screens in doctor's surgery waiting rooms. A budget event was held for the public and people were able to send representations via email and post.

A questionnaire was prepared which highlighted the main proposals being put forward in order to contribute to a balanced budget for 2019/20. It was made available as an electronic survey and a printable version on our consultation web pages. Posters were put up in all public facing offices and Torbay Libraries provided support to respondents wanting to complete the survey on their computers.

An additional question relating to the Discretionary Council Tax Discount proposal was available between 27 November and 9 January 2019. Results from this question will be added to this report on completion of analysis.

There has been a good response to the budget consultation with a total of 200 completed surveys. There were also 10 written representations received from individuals and organisations in response to the budget proposals. These have been collated, anonymised where necessary and can be found at appendix 1.

The budget event was held on 14 November 2018, at which there was an opportunity for the Elected Mayor and Officers to discuss the budget proposals with the public and stakeholders. The event was held at the MyPlace/Parkfield venue. The event was shown live on Facebook so the public to comment on and ask questions about the proposals.

## 2. Headline Results

The majority of respondents identified themselves as Torbay residents (154). Of these respondents who told us their postcode, 33.0% were from Torquay, 30.0% from the Paignton, and 14.0% from the Brixham area.

In the majority of cases, people replying to the questions were in favour of the proposals put forward for these services. There were thirteen proposals where the results show that the majority of respondents were in support of it, these are as follows:

- To raise additional income by providing 40 new sites for Beach Huts at Preston.
- To seek sponsorship or income from external sources to support the UNESCO Geopark.
- To fund the cost of security, maintenance and insurance associated with Oldway Mansion from the Oldway Mansion Reserve Fund.
- To seek sponsorship to cover the cost of providing Torbay's illuminations, and investigate how they can continue to be provided in the future at a reduced cost.
- To generate additional income by providing new pay and display parking areas across Torbay.
- To cease the revenue funding provided to Torbay Development Agency for regeneration projects.
- A reduction in the events budget through seeking sponsorship for the 2019 Airshow, removing the Mayor's Events Budget and reducing the number of events the Council manages each year.
- To reduce the amount spent on street lighting in Torbay.
- To reduce the total amount spent on the Members Allowances Scheme as we move to a Leader and Cabinet governance system from May 2019.
- To relocate the Registrar Service from Cockington Court and Paignton Library and Information Centre, to Torquay Town Hall.
- To reduce the corporate funding for new apprenticeships at the Council.
- To seek savings in our contract with Torbay and South Devon NHS Foundation Trust for adult substance misuse services.
- To increase Council Tax by 2.99%, as permitted by Government, which equates to £0.84 per week (£43.64 per year) on the average band D property.

There were five proposals where the results show that the majority of people did not support it, they are:

- To reduce the budget for highways maintenance.
- To reduce the amount of funding available for reactive maintenance of playgrounds following routine inspections.
- To reduce the amount of money spent on repairs and maintenance of the Council's assets.
- To reduce the amount spent on Natural Environment Services. This may impact on the number of times grass is cut and on seasonal bedding plants in certain areas.
- To seek to re-negotiate the management fee paid to the Torbay Coast and Countryside Trust (TCCT).

Responders were almost evenly split responses from women and men with 48.0% and 43.5% respectively.

Most people who responded were aged between 45 and 74 (64.5%).

For each of the Elected Mayor’s proposals for changes to services, respondents were asked to comment if they felt the proposal would impact on them. Where possible, all comments have been grouped into themes with examples shown alongside each proposal. Some comments span a range of themes. The comments have been divided between those who supported a proposal and those that did not.

In accordance with the Constitution, the Elected Mayor’s savings proposals were sent to all members of the Overview and Scrutiny Board for consideration. The Board established a Priorities and Resources Review Panel which then considered a number of the specific proposals and received representations from a range of organisations and individuals. The report from that review has been forwarded to the Elected Mayor for consideration.

### 3. Summary of results

## Assets and Business Services

### 1) Resort Services

**To raise additional income by providing 40 new sites for Beach Huts at Preston.**

This proposal is expected to generate £20,000 in 2019/20.

*The Beaches Service generated a surplus of £892,000 in 2018/19.*

	Number	Percent
I agree with this proposal	146	73.0%
I disagree with this proposal	31	15.5%
No answer	23	11.5%
<b>Total</b>	<b>200</b>	<b>100.0%</b>

#### 1a) Do you feel this proposal will impact on you?

	Number	Percent
Yes	25	12.5%
No	142	71.0%
No answer	33	16.5%
<b>Total</b>	<b>200</b>	<b>100.0%</b>

Most respondents agreed with the proposal and most felt the proposal wouldn’t impact on them.

## 1b) If yes, please tell us how it will impact on you?

There were 7 comments from people who agreed with this proposal. All of these comments are shown below.

comments
<i>"by affecting local services and infrastructure"</i>
<i>"By providing extra income for essential services."</i>
<i>"In a positive way, more to offer holiday makers. I have holiday apartments in Paignton."</i>
<i>"Likely to result in less parking and a more congested beach. However, the increased income is needed in the bay."</i>
<i>"might use one"</i>
<i>"I am a beach hut owner. There will be an extra burden on already stretched resources.. The council needs to promote and improve these too."</i>
<i>"We have a beach hut in Preston - where are they going to go? It's quite crowded down there as is. But I'd rather have that than the cutting of the funds for the Countryside Trust!"</i>

There were 11 comments from people who disagreed with this proposal. All of these comments are shown below.

comments
<i>"Cutting TCCT's management fee would result into key tourist attractions (such as Berry Head) falling into disrepair. This is because you haven't increased their management fee since 2003 and already have to fundraise to get enough money to keep their sites going. Cutting a further £45,000 could have devastating consequences to our wildlife and the accessibility of our green spaces - both of which would deliver a blow to tourism and our local economy, as well as affecting local people. I regularly use Walls Hill Down, Cockington, Berry Head &amp; Hope's Nose. Not only would my personal health &amp; fitness be affected by your proposals, but my family would suffer these consequences, too. At a time when you are trying to tackle childhood obesity, we should be encouraging people to use our green spaces, not allowing them to fall into disrepair."</i>
<i>"Enough beach huts already. Difficult for locals to find parking spaces near beach in summer."</i>
<i>"I live near Preston beach and there are already too many beach huts. Too many beach huts leads to overcrowding, and I struggle to understand where the extra 40 huts will be located?"</i>
<i>"Money could be used elsewhere"</i>
<i>"Preston has already a large number of beach huts and amenities struggle to cope with the combined number of beach hut occupants and visitors. Also, whilst beach huts are an iconic sight of our seaside resorts, overcrowding the seafront with them will diminish their flair and impact negatively on the beautiful look of the seafront."</i>
<i>"Some of the existing Beach Hut owners already spread all their chairs/tables across the promenade making it difficult for people to walk along therefore increasing the number will only exacerbate the situation."</i>
<i>"The proposed revenue increase of beach huts is not achievable and will have further impact on revenue"</i>
<i>"There are already sufficient Beach Huts in Preston."</i>
<i>"There are already too many beach huts there - I am a regular user of this lovely area and any more will simply take up too much open space and make the place looking cluttered"</i>
<i>"More ugly huts ruining the view."</i>
<i>"Less space to enjoy the beach and green."</i>

## 2) UNESCO Geopark

To seek sponsorship or income from external sources to support the UNESCO Geopark.

This proposal is expected to generate £10,000 in 2019/20.

*There are a number of commitments to the UNESCO Global Geopark organisation that must be met so as to ensure Torbay's UNESCO International Geopark status remains intact. The Council currently spends £35,000 on this.*

	Number	Percent
I agree with this proposal	163	81.5%
I disagree with this proposal	14	7.0%
No answer	23	11.5%
<b>Total</b>	<b>200</b>	<b>100.0%</b>

### 2a) Do you feel this proposal will impact on you?

	Number	Percent
Yes	43	21.5%
No	122	61.0%
No answer	35	17.5%
<b>Total</b>	<b>200</b>	<b>100.0%</b>

Most respondents agreed with the proposal and most felt the proposal wouldn't impact on them.

### 2b) If yes, please tell us how it will impact on you?

There were 31 comments from people who agreed with this proposal. A selection of comments which demonstrate the range of themes are shown below.

Theme	Examples of comments
<b>Tourism / image (11)</b>	<p><i>"I live in Brixham and we have Berryhead to consider - it's vital to our ability to attract tourists."</i></p> <p><i>"The UNESCO site is a major tourist attraction and needs to be protected to ensure jobs. The greater funding from outside the bay the better."</i></p>
<b>Other (10)</b>	<p><i>"We like to use the park and are happy to see new routes to fund the resource"</i></p> <p><i>"If no external funding is received then other budget provisions will have to be reduced."</i></p>

Theme	Examples of comments
Environment / heritage (8)	<i>"I value the geopark heritage and regularly spend time along the coast."</i>
Community / economy (8)	<i>"Any monies spent to support the Geopark is a benefit to the community"</i>

There were 4 comments from people who disagreed with this proposal. All of these comments are shown below.

comments
<p><i>"As someone who is keen on bird-watching and fishing, I am horrified at your proposal to further cut funds to TCCT. Considering how much it has cost to manage Hope's Nose over the past year (with very little assistance from Devon &amp; Cornwall Police), cutting the funds of the only body to have stood up for this site would be a kiss of death to local fishing stocks (&amp; the knock-on effect that would cause to local wildlife would be significant) and the site in general, due to the inevitable rise in antisocial behaviour and litter that a drop in management spending would cause. Hope's Nose is often overlooked, but it is well-used by local people and is a cherished facility. It is also part of the UNESCO Geopark and shouldn't be treated as a 'poorer cousin' to other areas. If anything, TCCT need more funds to care for this site, not less."</i></p> <p><i>"The Geopark requires too much maintenance and spoils the Greensward at Paignton."</i></p> <p><i>"This feels like it was your plan all along,. It this is effectively sold, then whomever takes it on will like start charging for its use. It's the only decent play park in the bay and it draws families here who spend elsewhere, why come here if everything is so expensive, might as well go to Europe.."</i></p> <p><i>"This is very short sighted. Our visitor numbers have already increased as a result of the UNESCO Geopark designation. If it is lost the huge potential for further growth will be lost. By all means investigate sponsorship, but if it can't be found don't let the Geopark designation be lost for £10k"</i></p>



### 3) Highways

**To reduce the budget for highways maintenance.**

This proposal is expected to save £320,000 in 2019/20.

*This would mean a reduction of the budget for reactive repairs. In the current year, the Council will spend £2.1 million on highway repairs and maintenance.*

	Number	Percent
I agree with this proposal	37	18.5%
I disagree with this proposal	142	71.0%
No answer	21	10.5%
<b>Total</b>	<b>200</b>	<b>100.0%</b>

### 3a) Do you feel this proposal will impact on you?

	Number	Percent
Yes	152	76.0%
No	21	10.5%
No answer	27	13.5%
<b>Total</b>	<b>200</b>	<b>100.0%</b>

Most respondents did not agree with the proposal and most felt the proposal would impact on them.

### 3b) If yes, please tell us how it will impact on you?

There were 22 comments from people who agreed with this proposal. A selection of comments which demonstrate the range of themes are shown below.

Theme	Examples of comments
<b>Condition /potholes (8)</b>	<i>"The highways are often in a terrible state, but there's a lot of capital investment going into roads that is really not making much difference. Concentrate on filling the pot holes!"</i>
<b>Other priorities for spend (6)</b>	<i>"I agree that too much money is spent on road maintenance for vehicles. Money on maintenance should be prioritised on supporting walking and cycling routes so that they continue to be safe."</i>
<b>Live /drive in the bay (5)</b>	<i>"I drive on the roads every day"</i>
<b>Other (4)</b>	<i>"but I cycle most of the time anyway or walk to places"</i>

There were 111 comments from people who disagreed with this proposal. A selection of comments which demonstrate the range of themes are shown below.

Theme	Examples of comments
<p><b>Pot holes / conditions</b> (92)</p>	<p><i>"Many roads are not in good repair now, and any cuts will just store up problems for the future."</i></p> <p><i>"Terrible road surfaces everywhere."</i></p> <p><i>"The roads are already in a state, and need more money not less."</i></p> <p><i>"I drive over pot holes and poor road surfaces in Torbay, they are so poor compared to the rest of Britain"</i></p> <p><i>"I am a road user and tax payer. The roads are not in a robust state of repair and any reduction in spend will only be a retrograde step."</i></p>
<p><b>Safety</b> (33)</p>	<p><i>"Torbays Roads need to be kept in a good state of repair for the safety of residents and visitors."</i></p> <p><i>"It is not a good idea to cut spending on roads as it means more pot holes in the road which damage cars and are a hazard to cyclists. As a regular cyclist in Torbay i think reducing spending on reactive repairs to the highway discourages people from cycling and less exercise means poorer public health."</i></p> <p><i>"We are all road users in some way or another and reducing the budget would jeopardise our safety."</i></p>
<p><b>Damage to vehicles</b> (31)</p>	<p><i>"Too many pot holes that need to be repaired where I live. Will cause damage to my car."</i></p> <p><i>"Pot holes have damaged my car that I've had to replace tires. There is also a speed bump on a corner on the road which I live. It's made of bricks which are missing and is causing damage to the cars in the area. I agree with a speed bump, but it's in such a state of disrepair."</i></p> <p><i>"Will this not lead to more claims from drivers whose vehicles are damaged by poor road surfaces. And how does this impact pedestrian and cycle infrastructure?"</i></p>
<p><b>Cost</b> (11)</p>	<p><i>"This will only delay costs, might be more expensive long term. Utilities should have to make more effort when replacing road surface where they have be working, often substandard!"</i></p> <p><i>"My concern with this is that if you reduce the budget and don't fill in the potholes you'll be hit with lots of insurance claims for damage to cars which will then exceed the amount you're trying to save."</i></p>
<p><b>Other</b> (11)</p>	<p><i>"Already road signs are filthy and in some places it is not possible to read them. Apart from the impact on residents, what kind of impression does this give to visitors?"</i></p> <p><i>"This will only delay costs, might be more expensive long term. Utilities should have to make more effort when replacing road surface where they have be working, often substandard!"</i></p>

#### 4) Oldway Mansion Costs

To fund the cost of security, maintenance and insurance associated with Oldway Mansion from the Oldway Mansion Reserve Fund.

This proposal is expected to save £143,000 from the Revenue Budget 2019/20.

	Number	Percent
I agree with this proposal	130	65.0%
I disagree with this proposal	41	20.5%
No answer	29	14.5%
<b>Total</b>	<b>200</b>	<b>100.0%</b>

#### 4a) Do you feel this proposal will impact on you?

	Number	Percent
Yes	33	16.5%
No	128	64.0%
No answer	39	19.5%
<b>Total</b>	<b>200</b>	<b>100%</b>

Most respondents agreed with the proposal and most felt the proposal wouldn't impact on them.

#### 4b) If yes, please tell us how it will impact on you?

There were 15 comments from people who agreed with this proposal. A selection of comments which demonstrate the range of themes are shown below.

Theme	Examples of comments
<b>Heritage / Community</b> (6)	<i>"I live in Paignton. Oldway is an integral part of the community. Paignton has been comparatively ignored over the years and needs investment"</i>
<b>Cost</b> (6)	<i>"What is Old way mansion being used for? Are we paying for an empty building? Costs should be minimal for this."</i>
<b>Other</b> (4)	<i>"a further explanation would have been helpful here - what is the size of the reserve? what will happen when the reserve runs out?"</i>

There were 13 comments from people who disagreed with this proposal. A selection of comments which demonstrate the range of themes are shown below.

Theme	Examples of comments
<b>Cost / funding</b> (6)	<i>"Another issue of lack of care and repair, it's got so bad it's costing more to fix by the day. It's on our route to school, it's going to become even worse to look at if the council won't step up and resolve the issues, even lease it out, but do something!"</i>
<b>Other</b> (5)	<i>"This is another fire waiting to happen, its criminal that old way has stood for so long when it could be used so well, maybe as a classical arts and music centre"</i>
<b>Heritage / Community</b> (4)	<i>"I visit Oldway regularly and it is time money was spent or a long term viable decision was made to secure Oldways future. It is a vital asset to Paignton and Torbay. The gardens are lovely and the mansion is decaying before our eyes. Use it to bring in visitors and therefore investment and money."</i>

## 5) Illuminations

**To seek sponsorship to cover the cost of providing Torbay's illuminations, and investigate how they can continue to be provided in the future at a reduced cost.**

This proposal is expected to save £30,000 in 2019/20.

*The cost of providing the illuminations is currently £100,000 a year.*

	Number	Percent
I agree with this proposal	158	79.0%
I disagree with this proposal	16	8.0%
No answer	26	13.0%
<b>Total</b>	<b>200</b>	<b>100.0%</b>

### 5a) Do you feel this proposal will impact on you?

	Number	Percent
Yes	47	23.5%
No	118	59.0%
No answer	35	17.5%
<b>Total</b>	<b>200</b>	<b>100.0%</b>

Most respondents agreed with the proposal and most felt the proposal wouldn't impact on them.

## 5b) If yes, please tell us how it will impact on you?

There were 27 comments from people who agreed with this proposal. A selection of comments which demonstrate the range of themes are shown below.

Theme	Examples of comments
<b>Tourism / Attraction (13)</b>	<p><i>"Torbay is a sea side town, it generates a lot of holiday makers. We need to keep a good appearance, illumination make for a prettier place and somewhere people like to visit! It's a must have."</i></p> <p><i>"The seafronts really do benefit from the illuminations at night they would be ordinary and dull with out them."</i></p>
<b>Alternative solutions (9)</b>	<p><i>"Cost to local people why are they not solar powered or funded as an advert from renewable energy companies?"</i></p>
<b>Other (7)</b>	<p><i>"I enjoy the illuminations - especially through the darker months, but I appreciate that the council must reduce it's expenditure thanks to the governments determination to use austerity as an excuse to further shrink the powers of local government."</i></p>

There were 6 comments from people who disagreed with this proposal. All these comments are shown below.

comments
<p><i>"This brings in revenue to our bay surely this has to be kept"</i></p> <p><i>"The council is dreaming if it thinks it can get sponsorship for all the things it has identified."</i></p> <p><i>"Spend the money wisely on local nhs facilities and beach cleans"</i></p> <p><i>"How can this be so expensive?"</i></p> <p><i>"It all depends on who the sponsors are."</i></p> <p><i>"It encourages visitors who will add to the economy. Without them the place looks dead".</i></p>

## 6) Playgrounds

To reduce the amount of funding available for reactive maintenance of playgrounds following routine inspections.

This proposal is expected to save £7,000 in 2019/20.

*The current budget is £74,000.*

	Number	Percent
I agree with this proposal	47	23.5%
I disagree with this proposal	124	62.0%
No answer	29	14.5%
<b>Total</b>	<b>200</b>	<b>100.0%</b>

### 6a) Do you feel this proposal will impact on you?

	Number	Percent
Yes	60	30.0%
No	103	51.5%
No answer	37	18.5%
<b>Total</b>	<b>200</b>	<b>100.0%</b>

Most respondents did not agree with the proposal and most felt the proposal wouldn't impact on them.

### 6b) If yes, please tell us how it will impact on you?

There was 1 comment from people who agreed with this proposal. It is shown below.

comments
<i>"No more kids screaming and having a blast outside, great for me I suppose"</i>

There were 50 comments from people who disagreed with this proposal. A selection of comments which demonstrate the range of themes are shown below.

Theme	Examples of comments
<b>Safety (21)</b>	<p><i>"I am concerned that poor maintenance has safety implications for the children that use these facilities"</i></p> <p><i>"It would be difficult to reduce the spending on maintenance and keep a safe environment. The other option would be to close areas that have become unsafe. Reducing areas for children to play is likely to result in greater antisocial behaviour and an overall higher cost to the local economy"</i></p> <p><i>"Playgrounds etc. Must be available, safe and maintained"</i></p>
<b>Other (13)</b>	<p><i>"As a parent, I would like to think that if my child was in a playground and there were repairs required after an inspection, that these could be made to avoid any equipment being taken out of the park. Provision for children to play outside should be a priority."</i></p> <p><i>"Yes in as much as the youngsters will take to the streets and will not be encouraged to value amenities"</i></p>
<b>Health (11)</b>	<p><i>"Children need these facilities to combat obesity and addiction to computers. Can volunteers take on some of the maintenance? Or those doing community service?"</i></p> <p><i>"Children's play is essential for public health and supporting young adults"</i></p>
<b>Attraction (8)</b>	<p><i>"Like many parents, playgrounds are a good way of getting children outside and playing in a safe environment and this may lead to some equipment being closed."</i></p>
<b>Already need maintenance (4)</b>	<p><i>"As a parent to two young children I already feel our local park is poorly maintained and equipped so would not like to see less to look after it"</i></p>

## 7) Asset Management

**To reduce the amount of money spent on repairs and maintenance of the Council's assets.**

This proposal is expected to save £150,000 in 2019/20.

*It is possible that some of the Council's assets may deteriorate to such an extent that they need to be closed. The current budget for repairs and maintenance £662,000.*

	Number	Percent
I agree with this proposal	57	28.5%
I disagree with this proposal	105	52.5%
No answer	38	19.0%
<b>Total</b>	<b>200</b>	<b>100.0%</b>

## 7a) Do you feel this proposal will impact on you?

	Number	Percent
Yes	72	36.0%
No	81	40.5%
No answer	47	23.5%
<b>Total</b>	<b>200</b>	<b>100.0%</b>

Most respondents did not agree with the proposal and most felt the proposal wouldn't impact on them.

## 7b) If yes, please tell us how it will impact on you?

There were 12 comments from people who agreed with this proposal. All these comments are shown below.

Comments
<i>"Asthetically it could affect the place I live. It could affect my place of work too. However, the funding has to come from somewhere.</i>
<i>depends on the asset that is closed. Loss of assets will result in someone suffering"</i>
<i>"Depends which Council assets you are referring too".</i>
<i>"I agree with cutting the repair and maintenance budget so long as safe working conditions can be maintained. Would it be possible to combine some of the offices, to reduce the footprint and therefore maintenance costs?"</i>
<i>"If you cannot afford assests then sell them. It is depressing living amongst decaying buildings, dead high streets and derelict houses."</i>
<i>"It depends on what needs to be closed. If it is buildings that are already in a bad state, then it is alright."</i>
<i>"It is impossible to tell from the information provided what sort of assets may be at risk of closure. I can therefore only state that it appears that any unnecessary assets have already been closed and therefore any extra closures will reduce services."</i>
<i>"Nor sure what the councils assets are but don't want them to deteriorate"</i>
<i>"Possibly - it depends on which council assets may need to be closed.</i>
<i>This is a very vague statement. If reducing money spent on repairs this year means that in future years buildings will deteriorate to a state of closure or needing significant amount of money spent then that seems short sighted. Eg the state of the public toilets in town."</i>
<i>"work in council owned building"</i>
<i>"Just kicking the can down the road, we'll have to deal with it eventually. But I don't care for the council."</i>



There were 51 comments from people who disagreed with this proposal. A selection of comments which demonstrate the range of themes are shown below.

Theme	Examples of comments
Investing now for the future (20)	<p><i>"If repairs and maintenance aren't maintained the costs will be more in the long term. If it's not possible to maintain Council assets be sold to help fund other essential maintenance."</i></p> <p><i>"Spending cuts on maintenance only defers and increases the cost to the Council."</i></p> <p><i>"This will cost us all, a stitch in time etc, routine maintenance on sea walls could save millions in a bad winter"</i></p>
Which Assets? (14)	<p><i>"We need better details of how this will impact on the facilities and which are at risk of closure."</i></p> <p><i>"Without knowing which assets may be at risk it is difficult to know what the impact might be. However, the Council seems to have already closed any assets that are not essential, so we assume this would lead to a reduction in facilities/services."</i></p>
Other (13)	<p><i>"Closing public toilets has an adverse effect on older people, why is this so expensive?"</i></p> <p><i>"If buildings are closed how will that help? I am unsure exactly what is meant by the council's assets, what does this include? It seems as though this will just generate an extra cost later down the line. Maybe propose a smaller saving."</i></p>
Tourism / Community (11)	<p><i>"In the end not maintaining assets is very short sighted and will lead to extra cash having to be spent and a poorer environment for us to live with."</i></p> <p><i>"Public toilets, beach maintenance are essential to keep us in any sort of shape to attract tourism"</i></p>

## 8) Parking

**To generate additional income by providing new pay and display parking areas across Torbay.**

This proposal is expected to generate £5,000 in 2019/20.

*Options would include keeping the Eastern Esplanade in Paignton open for parking.*

	Number	Percent
I agree with this proposal	89	44.5%
I disagree with this proposal	84	42.0%
No answer	27	13.5%
<b>Total</b>	<b>200</b>	<b>100.0%</b>

## 8a) Do you feel this proposal will impact on you?

	Number	Percent
Yes	93	46.5%
No	74	37.0%
No answer	33	16.5%
<b>Total</b>	<b>200</b>	<b>100.0%</b>

The percentages of people that agreed and disagreed with this proposal were very close with 2.5% between them. Most respondents did not agree with the proposal and most felt the proposal wouldn't impact on them.

## 8b) If yes, please tell us how it will impact on you?

There were 29 comments from people who agreed with this proposal. A selection of comments which demonstrate the range of themes are shown below.

Theme	Examples of comments
<b>I drive / use car parks</b> (8)	<i>"i use parking around Torbay quite a lot"</i>
<b>Easier to park / More spaces</b> (8)	<i>"It will make it easier for all to access the beach as long as everyone pays, no exceptions."</i>
<b>Other</b> (7)	<i>"I won't park in these places so often as I have a limited income, but we all shouldn't be using cars so much. You should be looking into improving public transport."</i>
<b>Income</b> (6)	<i>"The council could generate substantial income from reducing the amount of free parking near to town centres."</i>
<b>Free / cheap parking</b> (5)	<i>"It is important that parking charges are kept to a minimum, the excessive charges drive people to other areas."</i>

There were 52 comments from people who disagreed with this proposal. A selection of comments which demonstrate the range of themes are shown below.

Theme	Examples of comments
<b>Negatively affecting visitor numbers and town centres (34)</b>	<p><i>"Both tourists and locals pay enough for car parking you run the risk of milking this asset dry. The council might benefit from parking charges but the local business does not."</i></p> <p><i>"I work in Torquay town centre why shouldn't there be more free parking available in the town centre this would bring people back in to the town centre and not to the outer town business parks or at the very least reduce the over charging that your council dos"</i></p> <p><i>"If the current parking areas offered incentives to locals/out of season more people would use the fee paying car parks and thus generate additional income into the bay, by adding additional meters this will alienate and discourage people visiting the area."</i></p>
<b>Cost / Already too high (28)</b>	<p><i>"Already expensive to park in Torbay and £5000 is a very small part of the overall budget. How long will it take to cover the set up costs?"</i></p> <p><i>"Parking is already at a premium in the bay. Surely expansion could only be in to residential areas, which would be ridiculous."</i></p> <p><i>"It is difficult finding anywhere to park that does not add a significant cost to short trips into the towns of the bay already".</i></p>
<b>Other (9)</b>	<i>"THIS WILL HAVE SUCH A MINOR IMPACT ON THE OVERALL BUDGET, BUT WILL UNDOUBTEDLY UPSET LOCAL RESIDENTS"</i>
<b>Pay less in other places (6)</b>	<i>"The council needs to understand that regular increases in parking charges to levels higher than elsewhere have a negative impact on overall prosperity – they drive people away! just compare with Teignbridge"</i>

## 9) Regeneration

**To cease the revenue funding provided to Torbay Development Agency for regeneration projects.**

This proposal is expected to save £59,000 in 2019/20.

*The Regional Development Agency Strategic Grant of £299,000 (in 2018/19) will remain in place to support the revenue costs of regeneration. The Council will continue to support regeneration through its Capital Plan.*

	Number	Percent
I agree with this proposal	116	58.0%
I disagree with this proposal	44	22.0%
No answer	40	20.0%
<b>Total</b>	<b>200</b>	<b>100.0%</b>

**9a) Do you feel this proposal will impact on you?**

	Number	Percent
Yes	31	15.5%
No	115	57.5%
No answer	54	27.0%
<b>Total</b>	<b>200</b>	<b>100.0%</b>

Most respondents agreed with the proposal and most felt the proposal wouldn't impact on them.

**9b) If yes, please tell us how it will impact on you?**

There were 11 comments from people who agreed with this proposal. All these comments are shown below.

comments
<i>"Keeping the local area from falling apart is important and if the funding can be reduced but used more carefully definitely."</i>
<i>"Money has already been wasted on the expensive cycle path, badly made so hardly used. More money has been wasted on the regeneration of the lakes in Cockington, the so called environmental friendly cement used has failed. How much did this cost? Has the contractor been asked to correct this?"</i>
<i>"More money to spend on worthwhile services rather than paying for TDA showboating".</i>
<i>"Possibility of less much needed regeneration in the Bay, but if costs are being taken out of other council areas then they should also be removed from this area too."</i>
<i>"Regeneration is important. However, if regeneration can be delivered through other funds then it makes sense."</i>
<i>"Seeing as the TDA supposedly made a profit this year why is the cash strapped council putting money into this."</i>
<i>"The tda suck the council of its best resources"</i>
<i>"Torbay needs regeneration it will affect all of us if it does not happen"</i>
<i>"This place really needs some regeneration to be honest"</i>
<i>"TDA is able to support itself and is a great Torbay success story"</i>
<i>"I think the TDA could be a lot more cost efficient".</i>

There were 14 comments from people who disagreed with this proposal. A selection of comments which demonstrate the range of themes are shown below.

Theme	Examples of comments
<b>Investment is needed (11)</b>	<i>"I feel we need to keep Torbay Alive and not let it get any more rundown." "This is short-term savings that could have long-term implications to the detriment of Torbay. Several parts of Torbay are in need of significant regeneration investment."</i>
<b>Community / Economy (5)</b>	<i>"Torbay desperately needs regeneration and any reduction in the TDA's ability to promote it will reduce its competitiveness with other areas, reducing economic progress even further and therefore impact negatively on my financial and career prospects."</i>

## 10) Natural Environment

**To reduce the amount spent on Natural Environment Services. This may impact on the number of times grass is cut and on seasonal bedding plants in certain areas.**

This proposal is expected to save £125,000 in 2019/20.

*The budget for 2018/19 is £1.574 million.*

	Number	Percent
I agree with this proposal	66	33.0%
I disagree with this proposal	109	54.5%
No answer	25	12.5%
<b>Total</b>	<b>200</b>	<b>100.0%</b>

### 10a) Do you feel this proposal will impact on you?

	Number	Percent
Yes	101	50.5%
No	61	30.5%
No answer	38	19.0%
<b>Total</b>	<b>200</b>	<b>100.0%</b>

Most respondents did not agree with the proposal and most felt the proposal would impact on them.

## 10b) If yes, please tell us how it will impact on you?

There were 20 comments from people who agreed with this proposal. A selection of comments which demonstrate the range of themes are shown below.

Theme	Examples of comments
<b>Environment (8)</b>	<i>"As an Ecologist, I would like to see the verges cut less frequently except where public safety is concerned I would like to see the wasteful provision of new bedding plants each season far less frequent. Many of these seasonal flowerbeds could be replaced by perennial plants and shrubs, and if consisting of either native or plants known to be beneficial to local wildlife, be beneficial to biodiversity"</i>
<b>Attractive (7)</b>	<i>"As long as the main areas are well presented as this a again a major draw for tourist, this ought not affect jobs either."</i>
<b>Other (6)</b>	<i>"If this is done well and strategically, it could work. But shouldn't simply be cherry picking affluent areas! Why not allow residents to help?"</i>

There were 67 comments from people who disagreed with this proposal. A selection of comments which demonstrate the range of themes are shown below.

Theme	Examples of comments
<b>Attractiveness (48)</b>	<i>"It will impact on us all, we need to be and look like an attractive place to be, we need to explore ways to save the money and maintain the standards, use colleges and other places of education, why can't our agriculture students learn by looking after some public gardens"</i>  <i>"Highway safety and the attractive well being of the environment encourages local pride and attracts visitors"</i>  <i>"We need attractive, eye catching floral displays. Grass cutting only needs to occur where it is necessary for driver's visibility"</i>
<b>Tourism (35)</b>	<i>"Torbay needs to make itself as attractive as possible, both to attract visitors and to maintain local pride."</i>  <i>"We rely heavily on Tourism, here in the Bay. We have to enhance its natural beauty."</i>  <i>"This will impact on everyone to some extent. We are a tourist area and so we need to keep these areas tidy. Why risk loss of visitor numbers because you are no longer maintaining areas?"</i>
<b>Other (11)</b>	<i>"The grass cutting and weeding is already fairly nonexistent."</i>
<b>Road verges / Safety</b>	<i>"Hedgerows where they fall onto the highway need to be maintained, reducing the width of the highways is a recipe for disaster, we need to maintain standards and make the area more attractive if we want to encourage more holiday makers into the bay."</i>

## 11) Events

A reduction in the events budget through seeking sponsorship for the 2019 Airshow, removing the Mayor's Events Budget and reducing the number of events the Council manages each year.

This proposal is expected to save £164,000 in 2019/20.

	Number	Percent
I agree with this proposal	128	64.0%
I disagree with this proposal	41	20.5%
No answer	31	15.5%
<b>Total</b>	<b>200</b>	<b>100.0%</b>

### 11a) Do you feel this proposal will impact on you?

	Number	Percent
Yes	54	27.0%
No	98	49.0%
No answer	48	24.0%
<b>Total</b>	<b>200</b>	<b>100.0%</b>

Most respondents agreed with the proposal and most felt the proposal wouldn't impact on them.

### 11b) If yes, please tell us how it will impact on you?

There were 28 comments from people who agreed with this proposal. A selection of comments which demonstrate the range of themes are shown below.

Theme	Examples of comments
<b>Fund another way (13)</b>	<p><i>"If money for essential services are being cut, we need to focus money where its needed. Such events, whilst popular could be funded privately if people still want them. Successful events will prosper, less successful ones will end."</i></p> <p><i>"We might lose the Airshow but so what it is not the job of a council to put on Airshows. It may benefit the Hotels but the council lose money. How can they make money on an event that has no entrance fee?"</i></p>
<b>Not a priority (7)</b>	<p><i>"Would be a shame if the Airshow could not run but not sure it should be a priority for the Council"</i></p>
<b>Other (6)</b>	<p><i>"Right to reduce council contribution to air show. Council should provide as much help in kind as possible to events like BMAD, pirate festival, Grinagog etc in terms of road closures, licensing, etc"</i></p>

There were 21 comments from people who disagreed with this proposal. A selection of comments which demonstrate the range of themes are shown below.

Theme	Examples of comments
Attraction / Tourism (15)	<i>"again daft - tourism is the bedrock of the economy and needs events"</i> <i>"This brings thousands and thousands of people to the bay we must keep funding for the air show in place or the bay would die"</i>
Sponsorship not cancellation (7)	<i>"The events are a highlight for a resident and tourist. The funding should only be withdrawn if alternative funding has been found for events like the air show."</i>
Economy (6)	<i>"Events are a very important part of Torbay's economy and brings direct money and profile for the Bay and should be supported"</i>
Other (3)	<i>"we should keep big show stoppers and cut less successful events"</i>

## 12) Torbay Coast and Countryside Trust

**To seek to re-negotiate the management fee paid to the Torbay Coast and Countryside Trust (TCCT).**

This proposal is expected to save £45,000 in 2019/20.

*The management fee paid to TCCT is currently £191,000 a year.*

	Number	Percent
I agree with this proposal	65	32.5%
I disagree with this proposal	129	64.5%
No answer	6	3.0%
<b>Total</b>	<b>200</b>	<b>100.0%</b>

### 12a) Do you feel this proposal will impact on you?

	Number	Percent
Yes	127	63.5%
No	58	29.0%
No answer	15	7.5%
<b>Total</b>	<b>200</b>	<b>100.0%</b>

Most respondents did not agree with the proposal and most felt the proposal would impact on them.



## 12b) If yes, please tell us how it will impact on you?

There were 13 comments from people who agreed with this proposal. All these comments are shown below.

Comments
<i>"Be helpful to know more details on this."</i>
<i>"I don't understand what the impact of the cuts is here - what does this mean to me?"</i>
<i>"It would save money for other areas"</i>
<i>"It's important to manage the Coast and Countryside. If the fee can be re negotiated and gaining or increasing sponsorship could help, it's worth exploring."</i>
<i>"Possible increase in annual membership but one I'd be willing to pay"</i>
<i>"the local area is important but if funding could be found from other sources."</i>
<i>"The Torbay Coast and Countryside Trust needs to generate more sources of income"</i>
<i>"The trust looks after valuable countryside assets and manages the land appropriately. Think carefully before removing funding that will cause impact to the protection or the future of our countryside assets."</i>
<i>"They could waste less, spend the money more efficiently and check contractors complete works correctly."</i>
<i>"This should be possible in the days of austerity even though the TCCT is a worthy organisation."</i>
<i>"Will affect the area I live in if the Trust can't afford to do everything it currently does."</i>
<i>"Would gladly see TCCT cut so the money can be spent on services I could use, parks, beaches etc. Don't have a car so can't get to TCCT sites easily and too expensive when get there. Only for the middle classes and retired."</i>
<i>"As a resident and keen walker I do enjoy the spaces managed by the trust and have concerns that some spaces may become inaccessible if they do not receive attention. However I do understand the demands the council is under and would encourage the trust to fundraise."</i>

There were 107 comments from people who disagreed with this proposal. A selection of comments which demonstrate the range of themes are shown below.

Theme	Examples of comments
<b>Asset / Preservation (51)</b>	<p><i>"Not enough is done now to keep Torbay a pleasant and beautiful place to live in and visit. This would without doubt make it worse"</i></p> <p><i>"We need to help TCCT in every way we can, protect it for the next generations"</i></p> <p><i>"We regularly walk in the coastal areas that TCCT manages and are concerned that lack of funding will result in many of these areas being neglected. We are so lucky to live in this area and one of the main reasons for this is access to these beautiful coastal areas. I am sure this is also a great draw for visitors to the area. Please continue to look after our coastal heritage properly. Once gone it cannot be regained."</i></p>

Theme	Examples of comments
<b>Disrepair / Neglect / Accessibility</b> <b>(43)</b>	<p><i>"Important sites along the coastal area will be left uncared for and will fall into disrepair."</i></p> <p><i>"Areas currently maintained by TCCT will suffer including Bishops Walk - my local area. This is short sighted as so many tourists come to enjoy our scenic walks and will be unable to do so if they become overgrown &amp; litter strewn due to lack of maintenance. This is a service TCCT can carry out much more efficiently than the Council."</i></p> <p><i>"As a volunteer for the Trust I find it difficult to accept our prime beauty spots and coastal walks may not be maintained to a minimum standard"</i></p>
<b>Trust needs the funding</b> <b>(41)</b>	<p><i>"I volunteer for TCCT giving several hundred hours year to maintain our natural heritage. TCCT can't absorb this cut and will have to return land to you to manage. I fail to see how the council will be able to manage these sites, using paid staff or contractors, to keep them safe for the public for less than TCCT can using volunteers.. What will you do fence off area like Walls hill and Bishops walk and leave them to become covered in scrub?"</i></p> <p><i>"Member of TCCT, and value the work it does. The Trust should be supported for the excellent work it does in managing Torbay's rural assets for the benefit of local people; it already has to operate with a reduced budget and further cuts will have significant repercussions for everyone."</i></p> <p><i>"TCCT manages the land superbly well and this reduction means they either will have to cut services or give the land back to you to manage which you can't afford to maintain to the standard they do for the price they do. It's a false economy. TCCT's land is vital for tourism and for locals using the areas for recreation."</i></p>
<b>TCCT Member / I use the land</b> <b>(35)</b>	<p><i>"I use. The TCCT area of outstanding natural beauty regularly also I live in cockington village itself having moved here due to the maintained grounds and gardens it would be a travesty if it were to be allowed to decline."</i></p> <p><i>"Regular user of the areas maintained by the Trust"</i></p> <p><i>"We use the coastal path frequently, along with Cockington, Berry Head and Occombe, it's difficult enough for them to maintain the current standard, without further cuts."</i></p>
<b>Quality of Life</b> <b>(8)</b>	<p><i>"I use their outdoor spaces every day to keep healthy and I think they are most important to keep people fit and healthy. If brambles and other weeds grow everywhere people will stop exercising"</i></p>
<b>Other</b> <b>(6)</b>	<p><i>"This is short sighted as the Council is making the Trust unviable and would then have to spend the same money on managing the sites anyway."</i></p>

### 13) Street Lighting

To reduce the amount spent on street lighting in Torbay.

This proposal is expected to save £25,000 in 2019/20.

The Council currently spends £1 million on street lighting.

	Number	Percent
I agree with this proposal	94	47.0%
I disagree with this proposal	77	38.5%
No answer	29	14.5%
<b>Total</b>	<b>200</b>	<b>100.0%</b>

#### 13a) Do you feel this proposal will impact on you?

	Number	Percent
Yes	87	43.5%
No	71	35.5%
No answer	42	21.0%
<b>Total</b>	<b>200</b>	<b>100.0%</b>

Most respondents agreed with the proposal and most felt the proposal would impact on them.

#### 13b) If yes, please tell us how it will impact on you?

There were 21 comments from people who agreed with this proposal. All these comments are shown below.

Comments
<i>"Better for the environment and therefore me."</i>
<i>"But I am all for reducing light pollution."</i>
<i>"But if it saves a million!"</i>
<i>"Feeling less safe at night but recognise that savings need to be made."</i>
<i>"Highways safety"</i>
<i>"I come home late at night from work but I think we light up far too many areas for far too long even so."</i>
<i>"I feel that you could go back to turning off street lights between 12 midnight and 5.00 am in areas where it is safe to do so. This would be much better for wildlife and have minimal impact on residents as long as sensible choices are made."</i>
<i>"I go out at night less lighting will be a little inconvenient but this is a cut you can make."</i>
<i>"I suggest you return to the practice of turning off certain street lights 12.00 and 5.00am."</i>

Comments
<i>"I will simply take a torch"</i>
<i>"Important to maintain lighting better where it is needed - central busy areas, areas we use to exercise and run. Keeping unnecessary lighting on over night though needs to be addressed"</i>
<i>"It will impact on me to a certain extent, though I am not out late at night very often. The amount of street lighting to be cut needs to be very carefully thought through."</i>
<i>"It would need to be done in a way so it does not create "no go" areas"</i>
<i>"Limited"</i>
<i>"Need pavements well lit at night - pedestrians don't have headlights!"</i>
<i>"obviously lighting has an effect on everyone in the bay, however in my area we already have lights switched off over night so maybe its time to expand the scheme"</i>
<i>"Possible reduced lighting in the evenings - hopefully will just use more efficient lighting"</i>
<i>"Suggests switching street lights off for longer periods at night"</i>
<i>"Too many lights anyhow"</i>
<i>"using Torbay safely in the evening will be more challenging"</i>
<i>"While street lighting is nice, drivers have lights on cars and pedestrians can use a torch. There are more important things to spend the money on."</i>

There were 50 comments from people who disagreed with this proposal. A selection of comments which demonstrate the range of themes are shown below.

Theme	Examples of comments
<b>Security / Safety / Increase in Crime (39)</b>	<p><i>"Good lighting can help to keep down street crime and also traffic accidents"</i></p> <p><i>"Ridiculous. Street lighting is an important safety measure and crime deterrent. You cannot seriously be considering this given that the policing in Torbay has been cut back so much??"</i></p> <p><i>"This will make areas darker and less safe. With an elderly population this may discourage them from going out at night."</i></p>
<b>Other (9)</b>	<i>"I use the streets at night."</i>
<b>Energy efficiency (4)</b>	<i>"What does this mean? If it refers to maintenance then that is unacceptable in terms of safety. If it refers to upgrading to more energy efficient, then surely that's a good idea to deliver savings in long term."</i>

# Corporate Services and Operations

## 14) Members Allowances

To reduce the total amount spent on the Members Allowances Scheme as we move to a Leader and Cabinet governance system from May 2019.

This proposal is expected to save £50,000 in 2019/20.

*There is likely to be fewer and smaller amounts of Special Responsibility Allowances paid to council members. We currently spend £409,000 on the Members Allowances Scheme.*

	Number	Percent
I agree with this proposal	165	82.5%
I disagree with this proposal	8	4.0%
No answer	27	13.5%
<b>Total</b>	<b>200</b>	<b>100.0%</b>

### 14a) Do you feel this proposal will impact on you?

	Number	Percent
Yes	15	7.5%
No	136	68.0%
No answer	49	24.5%
<b>Total</b>	<b>200</b>	<b>100.0%</b>

Most respondents agreed with the proposal and most felt the proposal wouldn't impact on them.

### 14b) If yes, please tell us how it will impact on you?

There were 14 comments from people who agreed with this proposal. All these comments are shown below.

Comments
<i>"Decent counsellors who believe in community more than self"</i>
<i>"I might feel better disposed towards councillors."</i>
<i>"If money is taken from this area it can be spent on services I value more highly"</i>
<i>"I'm not convinced this system will save money."</i>
<i>"Less money for you grubby politicians"</i>
<i>"Other priorities"</i>
<i>"Rate payers have to stump up, members do services for the community so should be ok with this."</i>

Comments
<i>"Surely there are more opportunities in this area."</i>
<i>"The costs associated with top level areas needs to be cut. We are cutting the essentials and cannot continue with a top heavy management."</i>
<i>"The fact that Members Allowances are over £400,000 is preposterous. Reduce this further."</i>
<i>"This is a good way to save money"</i>
<i>"This seems to be the greatest area for saving and one which will impact very few individuals, who should be prepared to set an example in this austere time when every member of the public is experiencing a reduction in services and allowances."</i>
<i>"Those that do pay Council Tax also pay the allowance scheme, if that is too little leave"</i>
<i>"Torbay should not be a unitary council."</i>

There was 1 comment from people who disagreed with this proposal, it is shown below.

Comments
<i>"we will end up with an older membership and the problems that brings"</i>

## 15) Registration of Births, Deaths and Marriages

**To relocate the Registrar Service from Cockington Court and Paignton Library and Information Centre, to Torquay Town Hall.**

This proposal is expected to save £45,000 in 2019/20.

*Registrars would continue to offer a reduced service to customers at Paignton Library and Information Centre. Rooms at Cockington Court would remain available to hire for weddings and civil partnerships.*

	Number	Percent
I agree with this proposal	141	70.5%
I disagree with this proposal	30	15.0%
No answer	29	14.5%
<b>Total</b>	<b>200</b>	<b>100.0%</b>

### 15a) Do you feel this proposal will impact on you?

	Number	Percent
Yes	28	14.0%
No	128	64.0%
No answer	44	22.0%
<b>Total</b>	<b>200</b>	<b>100.0%</b>

Most respondents agreed with the proposal and most felt the proposal wouldn't impact on them.

## 15b) If yes, please tell us how it will impact on you?

There were 10 comments from people who agreed with this proposal. All these comments are shown below.

comments
<i>"A sensible thing to do"</i>
<i>"at some points in my life or death!"</i>
<i>"If I have to register a death - but it is probably will be easier for me to do this at the town hall"</i>
<i>"If somebody needs to use the registrar service, and is elderly and relies on public transport getting to Cockington Court very difficult"</i>
<i>"It will affect me as a local person. But as long as it is still accessible to all then there should be no problem."</i>
<i>"It will be far more convenient location."</i>
<i>"Sounds like a good idea."</i>
<i>"The Paignton Library is my local Registrar Service"</i>
<i>"Torbay town hall is easier for me to reach than the other 2 sites. thank you"</i>
<i>"We all. We'd to know where this service is in Torbay. I agree about making some income from Cockington Court."</i>

There were 15 comments from people who disagreed with this proposal. All these comments are shown below.

comments
<i>"£45.000 is is not really a saving , the impact will be huge."</i>
<i>"If you want to centralise then do it all in Paignton, which is central and more accessible to all Bay residents."</i>
<i>"It's not long moved to cockington from oldway. Seems like a waste of time and resources to move again and shows lack of foresight if it's happening again so soon"</i>
<i>"Local libraries are important hubs for learning and teaching. It is"</i>
<i>"Most couples like photos with grass and roses in the background, not just the streets of Torquay."</i>
<i>"Removing this from Cockington to a hideous building like Paignton Library? Has thought about the impact to Cockington Court been considered? May as well stop providing the service all together and save the money."</i>
<i>"The Registrar has already moved from Oldway and the cost of this is still affecting the budget. It will cost to move everyone and parking in the centre of Torquay would be ridiculous for anyone visiting and employees."</i>
<i>"The Registrar Service at Cockington Court provides a valued and important service for the area."</i>
<i>"The service should be central in Torbay, not just in Torquay."</i>

comments
<i>"These services bring footfall into these locations - the registrar service ties in with the businesses in Cockington, if you take that away a chunk of their business will collapse and therefore you'll need to put more funding in..."</i>
<i>"This is in. Central location in Paignton why waste more money moving to yet another different location"</i>
<i>"Unless the operating days are increased I don't see how removal of Paignton will help. Also accessibility issue. Agree Cockington, but not Paignton (On accessibility and availability grounds)"</i>
<i>"Weddings used to be held at oldway and now taking another beautiful cheap venue away is just horrible. Who wants to get married t Torquay town hall!!"</i>
<i>"Why not centre on Paignton Library - it is a under utilised asset and is central to Torbay and close to the transport hubs?"</i>
<i>"Will take the amenities from Paignton could close cockington and library further determination of services"</i>

## 16) Apprenticeships

**To reduce the corporate funding for new apprenticeships at the Council.**

This proposal is expected to save £212,000 in 2019/20.

*The current budget is £424,000.*

	Number	Percent
I agree with this proposal	92	46.0%
I disagree with this proposal	74	37.0%
No answer	34	17.0%
<b>Total</b>	<b>200</b>	<b>100.0%</b>

### 16a) Do you feel this proposal will impact on you?

	Number	Percent
Yes	22	11.0%
No	127	63.5%
No answer	51	25.5%
<b>Total</b>	<b>200</b>	<b>100.0%</b>

Most respondents agreed with the proposal and most felt the proposal wouldn't impact on them.



## 16b) If yes, please tell us how it will impact on you?

There were 4 comments from people who agreed with this proposal. All these comments are shown below.

comments
<i>"Better that young people shouldn't be violated by right wing views."</i>
<i>"It me stop me taking an apprenticeship course next year."</i>
<i>"No likelihood of getting apprentice for my department"</i>
<i>"Not today, but the cost for tomorrow is way too high."</i>

There were 14 comments from people who disagreed with this proposal. All these comments are shown below.

comments
<i>"Again, very short sighted. Are you going to employ untrained people to do your jobs? The council has a responsibility towards the young people, they need quality training."</i>
<i>"Apprenticeship schemes are the way forward to allow people to learn hands on"</i>
<i>"Apprenticeships are necessary to help people into work where they have been turned away elsewhere. It will help develop skills to help the economy"</i>
<i>"Apprenticeships give jobs to young people and should be encouraged, This should be increased not reduced. Apprentices also do useful work as they are being trained."</i>
<i>"Give kids a chance. There aint shit to do in this town."</i>
<i>"I don't know enough about this to accurately comment?"</i>
<i>"In the long run apprenticeships are good for our youngsters but also for the council as well trained staff are essential you will pay more in the long run."</i>
<i>"Indirectly it will affect everyone. All councils should be supporting employment opportunities and you yourselves say that Torbay lacks achievement so do not cut this."</i>
<i>"It won't impact on me but there are so few opportunities for anything other than minimum wage unskilled jobs for so many young people in Torbay. Support them. Don't perpetuate the low aspirations of Torbay"</i>
<i>"Look to the future. More not less of this"</i>
<i>"This will impact on the prospects of decent employment for young people in Torbay - more of them will have to leave to find good jobs leading to a further imbalance in the population age. This will also undermine the excellent work of South Devon College. These things will impact all residents of Torbay."</i>
<i>"we need to support this kind of activity"</i>
<i>"We need young people to have a future in Torbay."</i>
<i>"Young people in Torbay already have difficulty in finding good jobs which give them a prospect of a career. If you cut apprenticeships more youngsters will either have to leave the 'Bay or take dead end, low paid jobs."</i>

## 17) Adult Substance Misuse

**To seek savings in our contract with Torbay and South Devon NHS Foundation Trust for adult substance misuse services.**

This proposal is expected to save £90,000 in 2019/20.

*These savings would be found by Torbay and South Devon NHS Foundation Trust, through changes to their management structure as well as a reduction in how long and how often patient treatment services are. The budget for 2018/19 is £2.559 million.*

	Number	Percent
I agree with this proposal	88	44.0%
I disagree with this proposal	82	41.0%
No answer	30	15.0%
<b>Total</b>	<b>200</b>	<b>100.0%</b>

### 17a) Do you feel this proposal will impact on you?

	Number	Percent
Yes	36	18.0%
No	115	57.5%
No answer	49	24.5%
<b>Total</b>	<b>200</b>	<b>100.0%</b>

The percentages of people that agreed and disagreed with this proposal were very close with 3.0% between them. Most people agreed with this proposal and most felt the proposal wouldn't impact on them.

### 17b) If yes, please tell us how it will impact on you?

There were 5 comments from people who agreed with this proposal. All these comments are shown below.

Comments
<i>"It is a massive amount of money to help adults that are abusing their bodies of their own freewill, the savings found be used more efficiently elsewhere particularly more police on the beat to prevent the alcohol &amp; drugs abuse taking place on our streets daily in front of youngsters and tourists"</i>
<i>"Providing charities are able to fill the gap and provide support."</i>
<i>"Substance mis-use has an effect on everyone, if we can make things more efficient but still remain effective then that should be a good thing."</i>
<i>"Torbay is a drug haven full of soulless individuals who get caught up within substance misuse, mainly because of living in such a futureless locality. I agree on saving the cash, but we need to sort this mess out."</i>

## Comments

*"Yes, as who knows what this could result in. However, I think you are spending enough and people must take responsibility for themselves. As a mainly retired area we cannot keep paying more and more council tax."*

There were 28 comments from people who disagreed with this proposal. A selection of comments which demonstrate the range of themes are shown below.

Theme	Examples of comments
<b>Substance misuse (14)</b>	<p><i>"It is clear from observing activity in our Town Centres that not enough is done to eradicate drug use, We need to help eradicate this problem."</i></p> <p><i>"There is a huge, and very visible, drug problem in Torbay. I do not want to see this get worse with a reduction in service."</i></p>
<b>Important services / Support is needed (12)</b>	<p><i>"As a local person I feel very strongly that this absolutely must not happen. Substance misuse is a huge problem here affecting everyone whether that be directly or indirectly and funds must not be cut for these vital services"</i></p> <p><i>"Are you kidding? Substance misuse is rife in Torbay. It's one of residents main gripes, it's killing the high street, it discourages visitors and it's ruining lives. Do the right thing and fund this. Use your brains!"</i></p>
<b>Crime / ASB (5)</b>	<i>"A reduction in the ability to treat substance misuse will likely result in increased antisocial behaviour, or crime. This is likely to be more expensive in the long run"</i>
<b>Homelessness (4)</b>	<i>"Will this mean more rough sleepers in Brixham or in the woods? This seems punitive"</i>
<b>Other (4)</b>	<i>"Need to look at exactly what families etc will be affected and knock-on effect on children etc"</i>

## Council Tax

In 2018/19, the Council Tax charge attributable to Torbay Council for an average band property is £1,459.90 per year. Torbay's Council Tax rate is currently the lowest in Devon e.g. Teignbridge is £1,768.65.

Government do not allow local authorities to raise basic Council Tax beyond 2.99% on the previous year's charge, without holding a referendum in relation to that increase.

**18) To increase Council Tax by 2.99%, as permitted by Government, which equates to £0.84 per week (£43.64 per year) on the average band D property.**

*This proposal is expected to generate in the region of £1.9 million of additional income.*

	Number	Percent
I agree with this proposal	123	61.5%
I disagree with this proposal	54	27.0%
No answer	23	11.5%

Total	200	100.0%
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## 19) Comments and Suggestions:

Respondents were asked if they had any ideas for how we can find alternative or additional savings or generate income. There were 97 comments received. All these comments are shown below.

Comments
<i>"Reduce the expenditure of Children and Adult care. These areas seem to spend money without any regulation or attempt to make cost savings, whilst other areas are squeezed for funding and expected to manage with ever less amounts."</i>
<i>"(1) Torbay should not be a unitary council. (2) Children's services should be taken over by Devon country council. (3) No agency staff should be employed by any department (4) No services should be contracted out to private companies (5) All directors of Torbay council should be replaced immediately"</i>
<i>"£1 per person tourist tax to be levied by all hotels on all guests."</i>
<i>"Orecuce the perks club up employees get at present iie pensions which I am paying for from my very meagre pension"</i>
<i>"1. Abolish Brixham Town Council - a total waste of money. 2. Abolish the TCDT - it's nothing more than a quango and full of "non jobs". 2. Start charging everyone to use the 60 &amp; 65 buses. Withdraw concessionary bus passes so everyone has to pay."</i>
<i>"Although there is no provision for comment in the previous section (Why not?!) I would like to say that a significant increase in council tax is called for and I think such a proposal would gain support if there was a referendum (with the associated public debate) Many of the problems now faced by the council are due to the fact that successive budgets have deliberately set out to hold down council income"</i>
<i>"Build more social housing"</i>
<i>"Cease all health propaganda: Not your job. Stop helping/promoting sporting activities: Make sports enthusiasts fund them. Shut down the useless Brixham Town Council and discourage others from being set up. Cancel Air Show or merge event with another. Sell all redundant buildings and land. Get rid of all the fake homeless druggies to encourage Town centre shopping. Increase marina charges: they can afford it. Stop grant aid to non-essential charities."</i>
<i>"Change planting schemes from annual bedding to perennials. With skillful design this would substantially reduce the annual cost of plants, and reduce the amount of maintenance necessary. Please see my earlier suggestions about turning off street lights at night, and changing the cutting regime of grass verges."</i>
<i>"Charge tourist tax either on beds on other local attractions. Demolish or replace/use old outdated buildings that cost money to maintain and keep secure I.e. Oldway Mansion, Pavilion, some derelict churches in Paignton &amp; Torquay. Use more Solar Power for lighting."</i>
<i>"Compulsory purchase some empty buildings and sell them for redevelopment"</i>
<i>"Consider holding a referendum to allow a greater increase in Council Tax Lobby Government for permission to allow Torbay Council to raise Council Tax above the 2.9% increase threshold."</i>
<i>"Consider what smaller council buildings/land could be sold off."</i>
<i>"Council tax is becoming a real burden for people. There will need to be a stop on increases soon as it is becoming unaffordable for even reasonable earners."</i>
<i>"Council tax is too much as it is. Families I. Torbay are often on minimum wage and can not afford an increase. Even the lowest paid families have to pay 25% even if they are using food banks to feed themselves! It's disgusting."</i>

## Comments

*"Cut levels of management so that the Council isn't so top heavy - especially those managers who are only responsible for 1 person and don't even manage that 1 person properly. Cut the levels of agency staff and invest more time and money to keep hold of existing, knowledgeable staff especially in Social Services. Provide laptops for more staff to work part-time from home which will cut down on heating, lighting and supplying toilet rolls! Look at encouraging residents to look after the pavement directly in front of their house by weeding/brushing/gritting etc especially in the snowy weather and maybe slightly reduce their Council Tax for doing this."*

*"Cut members allowances"*

*"Cutting the pay of the senior council members staff, and ensuring that the council taxes are collected. Spend the money on the services you are meant to provide rather than wasting money on things like giant palm trees in Torquay or loss making events. Support the local businesses rather than creating more out of town shopping centres (The ring road is getting ridiculous). Work at encouraging businesses who want to creating skilled well paid jobs in the area. Free up council assets to provide much needed affordable housing for LOCAL people instead of encouraging more people to move down here. Many people visit (and live here) who are dog owners - encourage this and support and promote a dog friendly resort. There is a lot of money tied in with dog owners, tap into that and make Torbay the friendliest place to come to with your dog - rather than making feel like outcasts during the summer months. Oh, and sort out the parking in Brixham!"*

*"Do all you can to work towards the election of a Labour government."*

*"Do not cut the grant to Torbay Coast and Countryside Trust. If the Council must save revenue money they should increase the amount from the capital sales of land that they give to the Trust so they can invest this money."*

*"Don't buy properties, shopping centres, whatever, elsewhere, buy out Crossways and regenerate our own town. Stop propping up the E.R.C. and let something useful to be built there, it's been a waste of money since the day it was thought of. And forget any other grandiose schemes, too."*

*"Don't waste money on silly things like the Palm Tree"*

*"engage the public in volunteering make your operations more efficient"*

*"Focus on services provided by the council, rather than marketing (e.g. tourist advertising) which has repeatedly been shown to have poor return-on-investment."*

*"Get a mayor who believes in the bay, rather than one seeking to line his pockets. Involve local people more. We just read about the proposals and think 'that's nuts', whereas if we knew more about the amount you were trying to save and why, we could encourage more of a community approach which, I believe, would result in many more people offering to help you. Make this about the bay rather than about you. For instance, we have a litter problem in the bay. If you employed someone to advertise for volunteers, stressing the importance to all of us to keep it clean and the fact that you're under increased financial pressure, & provided the safety kit (gloves, bags, litter-pickers - all things I assume you already have), you could save a fortune in cleaning costs because the largest outlay (labour) would be down to just one employee. I know I'd sign up for it."*

*"Get rid of mayor and establish a more balanced and air approach by the councillors Take politics out and encourage independent thought for the good of the community"*

*"Get rid of some of the highly paid jobs in the council."*

*"Get rid of the mayor and unnesseary spending by councillors."*

*"Get rid of the Tory government."*

*"Getting rid of the mayor is a start. He has cost the bay far too much already and I'm not talking about his wages! Let companies that have offered to improve things, actually do it eg. Dome over Quaywest or similar... Instantly becomes all year entertainment for tourism AND Locals & generates extra income. We have ALWAYS needed good all weather entertainment.. for ALL ages. Why don't we have boat trips to France or even up and down the coast? We need music events We need to grab the people that usually holiday abroad. We have had a fantastic summer this year weather wise & with global warming this looks set to continue... Make it a place that people want to come to for entertainment and health. People also come to walk, the Sw coast path, the moors, cockington. We have some beautifully stunning natural scenery, all about us. But we don't want them to bring their dogs to share their holiday out in the fresh air. Stop banning access to nature, it's there for everyone to enjoy! What we don't want or need is more*



## Comments

hotels. Building them doesn't bring money to the area.. well it might but they won't stay here to spend it because we no longer have quality shops. They will spend it in Exeter & Plymouth! We have plenty and people in this country that could be enticed to holiday here and I'm sure they would rather spend their money on entertainment, if only we had a council that met theirs and our needs!"

"Give all of the councillors a pay cut in line with the current minimum wage you don't do any different job to a normal worker so why should you be expecting a hugely over inflated wage bill because you make deductions here and there I make decisions every day in my work but I don't get paid over the odds to do that job"

"How about restructuring the pensions paid out to some of the higher earning councillors?"

"<https://www.local.gov.uk/our-support/efficiency-and-income-generation/shared-services> It doesn't look to me like Torbay council has any shared services arrangements in place, why is this?"

"I am not against Council Tax going up but feel we should have it outlined where exactly the money is spent and not just swallowed up to plug budget gaps adhoc. Children's Services continues to overspend but has there been an in depth analysis of their spending? This hasn't been made public if it has. Council services should revert to zero based budgets so all spending is scrutinized."

"I believe the council needs to focus on the important things: maintaining a safe environment and local businesses. With the cuts from central government we need to help fund these things - through a rise in council tax and business sponsorship of events. There are events such as the airshow that bring a significant contribution to the local economy and these should be protected. Green spaces and the UNESCO geopark are tourist attractions and should be protected. That isn't to say that ways of reducing the council's burden shouldn't be sought, however ultimately the council needs to have a provision to protect these areas."

"I do think there are ample areas where parking could be charged. Unpopular, but it raises money."

"I don't but I do wonder sometimes if we need to be a bit brave and recognise the need to attract visitors and businesses to the town centres. Flowers and lights, cleanliness, low parking charges, capital investment to develop a thriving local economy. I feel my voice isn't heard as a supporter of getting on with proposed building and development e.g. Oldway, the Pavilion, Torquay Harbourside and Paignton town centre. There is too much stagnation and visitors and locals alike are becoming increasingly sophisticated in what they expect of a day at the seaside. This is proved by the modernised bars, restaurants and cafes that have breathed life into the Bay as a destination in recent years."

"I feel that Torbay is being let down hugely. There needs to be better services and provisions put in place, especially for children, parents with children who have special educational needs and the mental health services. Torbay was once a lovely area but now I no longer want to live here due to its deterioration."

"I have no immediate response to this question but will consider it and reply separately if possible. I understand the difficulties the council have in balancing cost of services particularly with the reductions being forced by overall government. To answer your question properly I would need to look at the overall groups of expenditure which I assume is available via the website."

"I think the consultation is poorly structured with not enough opportunity to delve in and understand the context (It's over simplified and the only way to comment is by answering "yes"). Surely there are opportunities to reduce council tax hikes by enabling areas to self manage a little more? Plus many of the new housing developments are already paying fees to external management companies to maintain areas instead of the council - surely there should be some consideration of those properties."

"I think there could be savings in the Council's management salaries. When one sees some of the rather too high salaries paid it makes ordinary people, who are of course the providers of these salaries, wonder why such high salaries are required for jobs that are not too demanding. I think some of the recent ideas in investing in property well away from Torbay is completely misplaced, and if even some of the scare stories from the head of the Bank of England ever happened we ratepayers could be facing huge losses. Please manage our money more prudently."

"I thought the mayoral position was going. Perhaps it should go sooner rather than later! Put Torbay Unitary Authority back to Devon."

## Comments

*"I wish I could magic a pot of money for you but do not have a magic wand, I wholeheartedly agree with the changes you have made to the public toilets, I just wish they were open more hours, and would love to see two of the free standing loo units at bottom of market street by warrens,"*

*"I would also like to mention funding of schools. The mainstream schools have seen a further reduction in funding which is impacting on pupils. This is short sighted. We need good education to create young adults who can do their best to generate productivity in the long run. Money should not be diverted from the mainstream schools to support children with special needs/in care etc."*

*"If only we could cut out wastage in every way in every area! Not possible, I know, but by educating the public, especially children, to live more economically it would help. People are SO wasteful these days! There must be some financial wastage within the Council, too! Come on, Everyone, pull together!"*

*"If parking in town wasn't so expensive then more people might use the council car parks. If there were functioning public toilets in town that might draw more people in - living coasts and the seafront are not practical alternatives mid shopping trip and several local shops are now restricting access to their toilets because of misuse. I used to go into town a lot but favour newton Abbot or Teignmouth now because of these issues. Torquay really need a children's play park, like Paignton or Teignmouth. There is massive green space by abbey sands that with a cafe and facilities around it could generate income"*

*"If there was a vote on a bigger increase in council tax I would support it. Are the crazy golf courses at Torre and Paignton yours? I would close them earlier in the winter. very few if any people seem to use them on cold wet nights."*

*"If we didn't have a Mayor, it would save a huge amount of money."*

*"Improve the quality of leadership within the council, it needs to step up to the 21st century"*

*"Improve the roundabouts by using local tourist objects to display them i.e. like they do in France - very large deck-chair, beach huts, fishing lines etc. Get local or national sponsorship"*

*"In the current climate of financial austerity and government cutbacks, Torbay Council can no longer function effectively as a Unitary Authority. It lacks the resources, qualified experience and financial competence. Faith in the council's managerial competence has been dramatically eroded by the misapplication of income to unsustainable and inappropriate development and investment in outmoded retail projects increadisingly abandoned elsewhere in the country, futile road-widening schemes which simply push traffic congestion further down a narrowing peninsula, large scale, poor standard housing which disfigures the landscape that has traditionally attracted people to the region. Increasing residential sprawl serves external housing associations, rental inverstors, second-home owners and commuters to a greater extent than it meets existing local need. The associated demand for supportive infrastructure and resources also increases rather than reduces financial pressures. We desperately need some intelligent investment in the assets which alone make the area attractive and a desirable place in which to live. To ensure the intelligent preservation of what remains, Torbay must now be assimilated into the wider Devon authority and the role of the Mayor removed."*

*"Increase funding for intervention and ensure good Mental health support for everyone, esp young people and their families, Supporting adults is important as this impacts on their children. If we have a high level of people absent from school, we need to look at why this is. If a child aged 9 is absent on a regular basis then in 10 years we are going to have to pay put things right. Self esteem is a big issue for kids, we need to make kids feel better about them selves, so more help in this area., lets look long term other wise will we will be paying the price in 10 years time. I would like to see more activities for kids, but more of these groups really working together. Can we get more events here in Torbay, for example oggcamp (<https://www.oggcamp.org/>), fosdem and similar, if we can get these events in Torbay (we have the ability to host) then it brings in money, brings in publicity for the area. especially during the winter months. Is there a way to attract companies such as Canonical (who make Ubuntu) RedHat and the Linux Professional institute down here so we can have training and exams in Torbay, so Torbay is a HUB for the south West. I think we need to think out side of the box, rather than making savings, see if we can get these people / events in Torbay, could really help generate the skills needed for the future."*

## Comments

*"It would be good if you could tell us exactly what services the Council have to provide to its residents because this is not clear. I see articles on Spotted Torquay and feel that sometimes these are unfounded but no one from the Council ever comments. If you could communicate with us clearly and be honest we might not get so annoyed with you as a Council."*

*"Its a mystery how our council works at all. I fit was a private company it would of gone bust years ago. Too much interfrance from politicians the government interested bodies with their own agendas etc Run it as a business with the interests of its consumers and paymasters ( The Tax Payers) PS My age sex and ethnicity is irrelevant"*

*"Just a suggestion, but what if it was suggested that people with grass outside their property on the pavement or greens by the side of their home put the lawnmover over them themselves. Put a bit of pride in the local area."*

*"Less Fat Cat Payouts. Reduce expensive venues and dinners for all meetings which are not necessary. Pay for more workers and reduce managers and secretaries and unnecessary staff in offices. Reduce waste paying out to people and companies employed to tell all of you how to perform in your jobs and just get on with it instead of discussing it."*

*"Look at the structure of the council - is everyone really needed. Do we really need a Mayor? Start at the top and work down. I am certain there must be some roles / jobs that really are surplus to requirement. Consider some of the things money is spent on in the Bay and ask whether they are really needed, will they bring income into the Bay or enhance the Bay. Sorry but paying for a new palm tree (I know that was several years ago) really was a waste of money and I am certain if I thought about it I could list a whole host of other money wasting things that have happened in the Bay."*

*"Making sure that all departments of our council are run efficiently , without waste"*

*"More openings for volunteer workers and an annual street or supermarket collection for specific expenses in the area involved."*

*"Organise more events not less and generate a buzz about Torbay! Attract more culture, therefore attract more "high budget" visitors and new residents. Restructure the parking - look what the neighbouring councils are doing! Attract people in, rather than repel them with high parking fees. I don't know if this is legal: if able bodied (!) people get benefits make them dependent on a point system where they need to give back a little through community work. This way you could save on public gardening, litter picking, etc."*

*"Please recognise the importance of our outdoor green spaces and opportunities to be outdoors and active and how this creates happy, healthy and therefore more affluent communities."*

*"please remember what you cut will impact on all our lives. young and old should be your priority to protect for the ongoing future of the bay"*

*"Reduce funding to the marina and look at ways of ensuring efficiencies to services like bin collection and waste management. Reduce the use of agencies! Also focusing on reduction of substance misuse and supporting individuals through rehab and into work. Focus on the upkeep of local areas such as cockington and the sea front and stop pouring money into stupid schemes like reducing parking for residents!! Giving local community groups over £3000 to put up bollards is absurd!! Torbay council can't even upkeep the area so plans to put a children's play park are there are ridiculous!! Also why pour so much money into schools? It's stupid, when other groups could benefit so much from that money! People who have been residents here for years who have contributed and paid council tax would benefit from support!!"*

*"Reduce or remove parking meters/charges as this drives residents and visitors out of the town. It's better to encourage people into towns to increase spending in Torbay. A thriving economy generates income and employment. Parking charges and fines drive people away from towns."*

*"REDUCE SALARIES AT SENIOR COUNCIL LEVEL!!!!"*

*"Reduce staff in managerial and office roles whilst maintaining and enhancing front line services. Spend "rainy day funds". Reduce pension benefits. Turn heating down in all offices. Ban all car use for journeys under a mile. Sell all non essential vehicles Every meeting should be conducted without seating and decisions should be made quickly, accountably and without reconvening to discuss the same agenda"*

*"Reduce the number of managers as many dont have the skills to manage. Stop spending time promoting wellness to staff because if managers are not on board supporting wellness it's a*



## Comments

waste of time. Everyone wants to stay well and does their best to do so but pressures of work and staff taking on more with less people is currently the highest reason for sickness in the council. Its not working. Do something positive and stop paying lip service. Close main reception and replace with a telephone handset. Get senior managers back to the floor to find out what is truly happening. Goodwill from staff has now been lost. Staff are no longer involved considered or appreciated. there is no engagement and the core values are not adhered to particularly INTEGRITY. Get staff on board and they will make a difference but it may be too late. stop closing buildings for 10 years before redeveloping them. Torwood street has been an eyesore. The pavillion should be used for something not lying empty. What happened to the pop up shops that we had a few years back? French market? Craft market? Other towns have farmers markets seeking local things to local people why don't we do that? Stop investing in shopping centres up country you will not make any money if they lie empty. Buy new homes and rent them out for temporary accommodation instated of paying fortunes out to rogue landlords. The council would save enough money in a year to buy another property by paying themself this extortionate amounts and this money would be used to benefit local homeless people not rip off landlords. Invest locally in property and reap the rewards from rents instead of selling off all our assets via the tda. Be as strict on the budget for childrens services as it is for the rest of the council educate parents in how to parent and point out the difficulties to schoolchildren BEFORE they have babies and abandon them to the care of the local authority. Charge parents for when their child is being looked after. If they can't afford a child they shouldnt have one. Is this an issue now because having a child used to be an income generator and benefit changes and universal credit now make it not as lucrative to have more and more children? Too late when they have already been born! Get the big businesses to sponsor more things and bringthe community together.”

“Reduce wage bill, remove mayor and highly paid council employees. Use investments and assets outside of Torbay to improve local area. Look at how successful councils manage their budget, UK or European.”

“Regular outdoor food / craft markets in the town would both generate fees from stall holders and increase people coming into town therefore increase parking trade and that in shops Allow & encourage more festivals like Grinagog to take place to generate income Increase flexibility on council property leases such as the towers by Torquay rugby club, allowing catering from them would almost certainly secure tenants and generate rent Encourage street entertainment and charity stalls to the town centre, charging small fees”

“Renegotiate your contract with Torr 2 with regard to rubbish collection. We had several months of patchy service in Brixham earlier this year - they should pay for that, not you (i.e. us, via council tax).”

“Set up separate Community Interest Companies for the Riviera Centre, Oldham Mansion and the Pavillions and give them the buildings. They can then sort out their funding and their future. The vocal minorities that keep complaining and derailing any potential solutions will then need to sort it out themselves.”

“Start a garden waste collection service and charge an annual fee for households if they use it.. Stop doing a weekly recycling collection, make it fortnightly the same as the General waste but only if we are given a wheelie bin to replace the boxes. Stop ploughing the beach in summer, let nature do it! It's a beach not a manicured lawn.”

“Stop all the increased parking charges, and charging in new locations. This is a short term solution and soon enough people stop going parking and go elsewhere, so the in the medium/long term income is lost .”

“STOP COMPLETELY THE GRANT PAID TO THE RIVIERA CENTRE. ALL SAVINGS ON THIS SHOULD BE PUT BACK INTO ADULT/ CHILDREN'S SERVICES.”

“Stop paying people who can work but refuse to do so benefits, stop homing people who are not from England and have never contributed to our Country, get rid of all the 'supposed' homeless people and addicts and look after the older generation who have paid their taxes for over 50 years”

“Streamline your admin functions.”

“Tax the rich. Put in £1000 litter fines. Invest in solar panels. Stop voting Conservative.”

“The Council should consider a small tourist tax on hotel bedspaces. Lots of people come to the Bay and use facilities and although businesses benefit, the Council does not see the income.”

## Comments

*"The flower beds should be redesigned with perennial planting. This would reduce the annual spend on bedding plants, reduce the hours of maintenance necessary, and be better for the environment. The events that Torbay Council fund or part-fund should all be investigated for sponsorship packages. Multiple sponsors for any event is fine, it does not all have to come from one source. Please see my earlier suggestions that grass verges should be managed for a wider species mix and thus reduced number of cuts during the growing season. Also that street lighting should be turned off (where it is safe to do so) overnight e.g. between 12.00 and 5.00am."*

*"The important point is NOT to reduce the Coast and Countryside Trust grant"*

*"The officer leadership of the council should stand down."*

*"The removal on the one-month empty discount has not been factored into savings relating to Council Tax"*

*"There was no mention of how business contribute to this budget,? With improved infrastructure what is being done to encourage industry"*

*"Think long and hard about the ridiculous damaging conservative governments austerity hoax. Campaign long and hard against Brexit."*

*"This survey is important and I found out about it through a friend on Facebook. If the council are truly trying to get an opinion from as many people as possible, there should be better marketing of this questionnaire through the internet and on their website. It should be the first thing you find on the website. I had to search for access."*

*"Torbay should look harder at the existing contracts with TOR2. We see many staff working very inefficiently around Torbay. Surely a better private sector partnership or contract will help with clear efficiency?"*

*"try to develop Torbay as a major conference centre which would bring business here. Is there any income to be derived from all of the boats moored in the harbour?. Investigate claimants getting community benefits for fraudulent claims and try to reduce the money spent in this budget."*

*"Try to encourage large retailers back into our towns. Introduce a "new" Torbay business rate relief for small/med/large businesses to enable them to vacate/move into the numerous empty shops currently plaguing our towns. Providing businesses with this support would encourage business growth drawing the public to our towns. With the means to trade, and customers, this would generate revenues for the council to re-invest into improving facilities to repair the delapidated towns we have now, provide jobs which in turn will provide wealth for people to spend within the bay. Parking charges are ridiculous, Tor2 is a shambles, and all we can think about is ploughing money into schemes to try and make it better! Fit for the future, no... You have driven people away. Made people's lives more difficult who live/work/visit. Back to Basics. Bring back Tor2 into your control, Cut costs by streamlining the Council. Offload sites/land that costs to keep that you have no use for. Fix Oldway and make it into something or Sell to someone who will restore and conserve it!"*

*"use sustainable sources for things like planted gardens - maybe older peoples groups or schools would be interested in preparing plants and maintaining a flower bed? charge for people parking campervans on public roads, or provide parking areas for them, at a cost which then could go into the council funds."*

*"We have an issue of people parking on pavements and government are looking to ban such parking, in some areas have no choices as roads are narrow and limited parking, an opportunity here to sell planning permission for people to creat their own additional parking, by creating an easy compliance plan that supports allissues"*

*"We live in an area of social deprivation. Those of us who can afford to do so should pay more tax. Provided it goes to the services that are so badly lacking. But you as a council have no sense, no spine, no imagination and no common sense. You make a complete mess of the Oldway mansion project. It will cost us to sort out the mess you made of that. You don't chase the money from the Torquay balloon when it was here and paid so little. You have no concept of entrepreneurial; skill. Beach hut sell offs? What a mess you made of that. A friend is making a profit from looking after beach huts properly. Repairs; storage; maintenance. It isn't rocket science. Torbay air show? Nobody even waved a tin in front of my face at Preston beach to ask for a contribution that i would have gladly given- 2 days in a row. And Paignton? Have some courage. There are thousand of new residents in all the housing built on the ring road. But*

## Comments

*we all travel to Exeter and Plymouth to spend our money because there is nowhere local to do so. Speak to someone like Waitrose. Get them to take over Crossways, bulldoze it, and redevelop it. If you do not try and raise the profile of Paignton, it will continue to slide and end up costing you more money. For ever. The truth is, Torbay is too small to be a unitary authority. With too many problems. Rejoin DCC"*

*"We need to make our town more attractive, lower the costs of the shops so we don't have so many empty. Encourage new shops! Make people want to visit Torbay! Generate some interest in our tourism like it once was. Castle circus is a no go even for local people, it's about time it was cleaned up. Have more markets on and events, things to do.. Torbay is beautiful but it is slowly getting a bad name for itself as the years go on."*

*"We pay enough council tax now the council should stop wasting our money on silly rocks on the sea front and pulling up trees when nothing is wrong with them. The council should take heed of the public's comments and wishes"*

*"Why was the EPIC costing £80M? is there evidence the entire £80M is cost effective. A trim off that would fund many of these proposals. Glad to see no proposed cut to Citizens Advice this year. That was a poor proposal last year."*

*"WOT A WAST OF TIME THE STAFF ARE CRAP"*

*"You need to be more business like and look at more ways to generate income. Look at what Bournemouth Council do, they have lovely beach huts that people can rent out and stay in at Boscombe, this generates income for them. Why don't you build more housing for open market sale and private rent to generate money. Get rid of the Mayor he is a waste of money. Cut elected members allowances. You could also look at merging with other Councils, you are too small on your own to be a unitary council."*

*"Your document draws a very depressing picture of Torbay and something many locals and visitors would not recognise. Personally. I'd say you need to build on tourism as it is the main reason people come here. The world is changing and not just Torbay. I feel that the current government has failed to grasp the level of social problems you describe. Those of us who retired here do not agree with or contribute to these problems and yet you are relying on us to foot the bill for the behaviour of others. There needs to be a major overhaul of sex and relationship education making it clear where the financial responsibilities sit. In particular fathers need to be left in no doubt as to their requirement to pay for any child until they are 18. The huge increase of calls for help to the Children's dept should be fully investigated and the causes identified and responsibilities identified to ensure that those who can help at the earliest stages are there to do so. It is not the responsibility of just council tax paying householders to foot the bill. The current government should be asked for more funds through locals MPs and the LGA. Please note Torbay maybe a lower Council Tax area in Devon but Devon is still one of the highest Council Tax areas in the UK. Many people did decide to retire here but the way things are going I don't see that always being the case in the future. Be careful of the pictures you draw as some of them are frightening to older people."*

## 4. Respondent Profile

### 20) Are you?

	Number	Percent
Male	87	43.5%
Female	96	48.0%

Other	<5	~
Prefer not to say	<5	~
No answer	11	5.5%
<b>Total</b>	<b>200</b>	<b>100.0%</b>

**21) Which of the following age groups applies to you?**

	Number	Percent
0 – 15	0	0.0%
16 – 24	<5	~
25 – 34	18	9.0%
35 – 44	26	13.0%
45 – 54	40	20.0%
55 – 64	44	22.0%
65 – 74	45	22.5%
75+	16	8.0%
No answer	9	4.5%
<b>Total</b>	<b>200</b>	<b>100.0%</b>

**22) Please enter your postcode:**

	Number	Percent
TQ1 (Torquay)	29	14.5%
TQ2 (Torquay)	37	18.5%
TQ3 (Preston/Paignton)	38	19.0%
TQ4 (Paignton)	22	11.0%
TQ5 (Brixham)	28	14.0%
Other areas	14	7.0%
No answer	32	16.0%
<b>Total</b>	<b>200</b>	<b>100.0%</b>

**23) Do you consider yourself to be disabled in any way?**

	Number	Percent
Yes	20	10.0%
No	172	86.0%
No answer	8	4.0%
<b>Total</b>	<b>200</b>	<b>100.0%</b>

## 23a) Please tell us how your disability affects you

	Percent
It affects my mobility	6.0%
It affects my vision	0.5%
It affects my hearing	1.5%
It affects me in another way	5.5%

## 24) How would you describe your ethnic origin?

	Number	Percent
White	178	89.0%
Mixed ethnicity	<5	~
Asian or Asian British	<5	~
Black or Black British	0	0.0
Chinese	0	0.0
Other	6	3.0%
No answer	14	7.0%
<b>Total</b>	<b>200</b>	<b>100.0</b>

## 5. Event Feedback

### Elected Mayor's Budget Event 2019/20

The budget event on 14 November 2018 was an opportunity for the Elected Mayor and Officers to discuss the budget proposals with the public and stakeholders. The event was held at the MyPlace/Parkfield venue. It was not well attended in person by the public, but it was shown live on Facebook so the public could comment on and ask questions. The video of the event reached 5,469 Facebook users and was viewed 2,343 times.

The subject of comments from Facebook users, regarding the event video and other posts alerting them to the event, have been summarised below.

Top earner's salaries and staff pay  
Adult Social Care funding  
Highways funding and road maintenance  
Torbay Council's Investments and their impact/outcomes  
Council tax increase  
Financial pressures in Children's and Adult Services  
Children's mental health  
The Mayor's term in office  
Cllrs class

Schools funding  
Dangerous trees  
Timing of the event, publicity and poor sound quality of the video  
More CCTV  
Street lighting  
Street cleansing  
Investments  
Public toilets  
Refuse Collection  
Town Centres

Political parties  
Palm trees  
Unitary status  
Austerity/budget cuts  
Shared services  
Homelessness  
Unitary status  
Flexibility of Direct Payment services  
Social housing

Council meeting transparency  
Local transport  
Crossways and Foxhole shops  
Sea wall integrity  
House building

## 5. Appendix 1: Written Representations.

We were shocked at the level of cuts being imposed on Natural Environment Services, particularly in relation to the contracts with Glendale, Tor2 and Hi Line. The implications for maintenance of our green areas right the way across the Bay are immense, and I am sure that the majority of residents and businesses will have no idea about this until they find that the grass verges are left to grow even longer, playgrounds are closed off because there isn't enough money to make repairs, and the town centre areas are looking even more drab because of a lack of hanging baskets.

We do not have any easy solutions, as we stated in our committee's meeting with Neil Coish two weeks ago. We did suggest that the hanging baskets should come under the Tourism Bid. All of our groups already work hard in their areas to supplement the work done by contractors, but there is obviously a limit to the amount we are able to do, and in our expertise in carrying out jobs. We are always struggling to get members, so do not have the capacity to take responsibility for anything else. We are also adamant that we will not take on anything that might mean the loss of a paid job.

One area that we have queried many times is having two separate contracts for the grounds maintenance. This has been raised on more than one occasion in the past, particularly when we found that the Glendale contract had been extended without being put out to tender. Surely the cost savings in officer time, as well as the added efficiency of having one contractor covering the whole Bay, would be an extremely sensible decision. At our recent meeting with Neil, we once again raised our concerns about the standard of work and service being received from Glendale. The lower quality of work between them and the gardeners at Tor2 is measurable, and the number of complaints that have been placed about Glendale over many years is unacceptable. I am not going to go into detail here, but am more than happy to provide more information should you wish.

I do not know what the conditions are attached to their contract, whether there is a penalty clause should it be terminated before 2020, but I would ask that you seriously consider making Tor2 responsible for the grounds maintenance right across the Bay. I am sure they would be happy to take this on, I know they have the experience within their team to do this, and we would then have one point of contact, and a consistent standard. Hopefully this would result in a decent cost saving which could relieve pressure on other areas.

Regards  
Margaret Forbes-Hamilton  
Chair

Dont put our council tax up again  
Stop workers from doing weekend and night times that will save money

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Dear All,

Please see our comments in respect of the proposed relocation of the registrars service. They are based on our experience over four generations and feedback from thousands of families over the years and may provide a “human” element to the proposal.

In response to the draft proposal;

The rooms at PLAIC are sufficient in size, as on numerous occasions more than one person attends to register a death. Sometimes a family will do this together to support one another at a very difficult time. Bereaved families do not need to a separate room to sit and wait in as the café downstairs provides an open and busy area where they can have a cup of tea/coffee which is nice. There is an area to wait outside the rooms for people if they wish, with seating.

The draft says that Cockington is near to capacity and also the same time that there is too much space at PLAIC. Therefore it would seem that PLAIC would be the sensible place at which to centralise the service. PLAIC has everything going for it with space, services, access and its location within Torbay.

The proposal to relocate to the Town Hall in Torquay would be negative for a number of reasons, chiefly access;

- There is no adjacent parking at the Town Hall, whereas there are three car parks immediately outside the PLAIC all with level access within metres.
- PLAIC is serviced by a huge amount of public transport as it is immediately next to both the Paignton Bus Station and the Train Station. The Town Hall is serviced by a tiny amount of bus routes in comparison and for those relying on public transport would be near impossible to get to from Paignton or Brixham.
- Consideration should be made for those registering a death that occurred within Torbay but who live outside the area. Deaths that occur in Torbay Hospital are not only Torbay residents and the proposed move to the Town Hall would create access issues for those coming to register from the South Hams, Teignbridge and elsewhere.

In this era, working from separate sites should not a barrier to efficient working practice. The use of telephones and email provides sufficient communication links between sites and I do not believe that having a single site would make significant differences to this. Back office calls are able to be taken at PLAIC in addition to Cockington.

Locating a registrar of deaths at Torbay Hospital will not make any difference to the efficiency of the Registrars service, and has seemingly been planned by someone that never looks after the bereaved. As the bereavement team at Torbay Hospital would agree, many families are requesting that the Medical Certificate for the Cause of Death (MCCD) is couriered to the Registrar rather than to be collected by the bereaved. This is primarily because bereaved families do not wish to go back to the place where their loved one died so soon.



The idea that people can collect the MCCD from the bereavement office and go and register immediately will not happen and be no more efficient than the current arrangements. MCCD's are not issued quickly in most cases, therefore there would be a need for the bereaved to return to the Hospital more than once? Often the bereaved need time to gather the information required to register, therefore they would not have this available any quicker whether the death was being registered at the Hospital, PLAIC, Cockington or the Town Hall.

I would also point out that Brixham had its registrars service removed some time ago now and this is especially important to consider with regard to access and transport. Many Brixham residents can access the PLAIC on the number 12 bus. Locating to the Town Hall would be a logistical issue for many people and cause unnecessary additional stress and upset.

If there is to be movement, it should be considered that all the registrars services are relocated to PLAIC as it is by far the most suitable location to serve people of Torbay.

Torbay includes Paignton and Brixham by the way.

The details of the exact expenditure on creating a Registrar service at the Hospital and also making the Town Hall fit for purpose should be publicly considered in conjunction with the practical implications of the proposal. The proposal should be asking the following questions:

What is the cost of setting up the Registrar at Torbay Hospital?  
What is the cost of making the Town Hall "fit for purpose"?  
What is forecast income from rent saving at Cockington?  
What is the forecast rental income from letting rooms at PLAIC (assuming a tenant is found)?  
If no tenants are found, how would this affect the net profit/loss of the proposals?

Is the anticipated net gain/loss more or less beneficial / detrimental than the effect on the services being provided?

Should anyone wish to chat about any of the above we would be more than happy to do so.

Kind regards

Sebastian Loram



230 Torquay Road, Paignton, TQ3 2HN. 01803 552112  
7 Churston Broadway, Paignton, TQ4 6LE. 01803 843710  
19 Holwell Road, Brixham, TQ5 9NE. 01803 882385

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I am writing to express my deep concern at the £165k savings identified in the Natural Environment Budget under the Mayor's Budget 2019/20.  
This will result in no winter bedding/bulbs in our flower beds.  
No Hanging Baskets in the summer in our towns (Currently there have been around 280 provided by the council)  
Fewer highway grass cuts.  
Less money for maintenance in parks, gardens and playgrounds.  
I thought tourism was our main industry in Torbay. Do we really want to give our residents and visitors the impression we do not care about the area?



Please think carefully about these massive cuts.

Yours sincerely,

Tim Eley

Torbay in Bloom organiser for Torquay, Paignton, Brixham and Babbacombe Bay

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## Brixham Town Council

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Town Clerk: Mrs Tracy Hallett

Torbay Council  
Town Hall  
Castle Circus  
Torquay TQ1 3DR

[consultation@torbay.gov.uk](mailto:consultation@torbay.gov.uk)

14<sup>th</sup> December 2018

Dear Sirs

### 2019 / 20 Budget Consultation

We are writing regarding the above consultation.

We would like to say thank you to Steve Parrock and Martin Phillips who kindly attended our Full Council meeting last night to present the proposed budget to Brixham Town Council.

The Town Council appreciates that Torbay Council have a difficult task in order to balance their budget. However, members raised concerns on the following matters:

There seems to be a poor return from the investment portfolio. It is appreciated that much of the portfolio is still in its infancy and in some cases still in the building phase. However, it is hoped that a good business case has been put forward to ensure that a higher return is received once the portfolio is more established.

The Town Council is still concerned that Torbay Council are withholding the rate support grant. The grounds that the Mayor has previously advised are not believed to be substantial grounds warranting the refusal to pay the relevant proportion of the grant to Brixham Town Council. Especially when the majority of other Town and Parish Councils are still receiving their proportion from other Local Authorities.

Concerns were raised about the number of children in care and what seems, from the budget proposals, is an indication that Torbay Council intend to reduce the demand. It is understood that most of the child care problems revolve around societal problems. Whilst it is appreciated that the Children Services team work exceptionally hard to tackle many problems against all the odds, Members felt that there is a need for a far better financial government arrangement that addresses these societal problems.

There are many people in our community who have little or no money. What little money they do have is being paid on increasing bills including Council Tax. However, many of them do not see any benefit to the services offered by Torbay Council i.e. the reduction of face to face contact. Many departments at Torbay do not have a contact number and it is almost impossible to contact anyone for help and guidance. Many of our elderly residents are finding it increasingly difficult to access forms due to the requirement to complete or download them from the website. Visitors to the Town Council office has increased with elderly members of our community unable to use a computer but worrying out the expectation of them having to complete forms online.

As Torbay Council continue to struggle to balance their budget each year it is recognised that there may not be a Torbay Council in future years, or if there is, they will only be providing their statutory duties. Whilst there is a proposal to be working in partnership to ensure that services can continue in a different format, Torbay Council need to have a better understanding of how to discuss and negotiate all aspects of what is expected within the proposals. An example of this can be taken from the experiences for Shoalstone Pool.

It is also important that Torbay Council recognise that volunteer groups do not have the funding resources in order to sustain a long-term service. A greater burden and expectation is being put onto volunteers and this ranges from schools to sports clubs and community groups all of whom need to raise much needed funds to meet their financial needs. In Brixham, for example, many of the volunteers have reached an age where they are physically unable to help any more and those that do have the ability are finding themselves committed to working longer hours to make ends meet. It is unreasonable to rely so heavily on volunteers in order to provide services that Torbay Council cannot afford to run, unless new groups are set up with guaranteed funding to ensure that they can run the service.

We would be grateful if you could include the above within the budget considerations.

Yours sincerely

*Tracy Hallett*

Tracy Hallett  
Town Clerk

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To whom this may concern,

I am requesting some information as to exactly where you plan to install new on street parking meters. I fear that I may be directly affected by this proposal. I live in Chatto Road and have no alternative but to park on the street near my house. Hopefully this may be seen as an opportunity to introduce a residents parking permit zone for not just this area but all the other areas with residents affected by these proposals. There are many residents in Torbay whose property budget limits sadly do not stretch to a home with off road parking. Many of these residents have seen a year on year erosion of their disposable income together with a fall in annual income in real terms and are now just about managing, with their cars being an essential for transport to their place of work rather than a luxury. Having to pay a daily parking charge will put a further strain on many household budgets. I would ask you please to consider the needs of local residents who need this parking rather than introducing blanket parking charges. This information should be made publically available, with affected residents being directly consulted.

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Dear Gordon Oliver

We write to you in regard to the plans for the relocation of the Registrar, from Paignton to Torquay, with regards to the huge implications it will have upon our independent small family business which is set within your Paignton Library & Information Services building.

We have successfully ran Caffè Così for the past three years and have been absolutely thrilled with the social impact we provide as well as the customers we are able to help and serve. We've attached a copy of the letter sent to us from the Torbay Member of Parliament (Kevin Foster) where you will see that this Council thanked us for the work we do but now it feels as if the work we do has been overlooked in some way so we hope to advise you of the impact the move will have on us.

If you are aware, we implemented a 'Suspended Coffee' system where, our customers who are financially able, lovingly buy extra drinks that are then allocated for any vulnerable people to come and request at any time. This brings in the people in your community who are financially suffering, often homeless and always lonely. We offer them a safe place to enjoy a hot drink and food that they know has been donated and welcome them to relax, talk and to truly feel accepted at their most vulnerable moments. This has created an unbelievably compassionate movement within the Library and challenges the social problems that we can all be faced with by noticing the small relief of a hot drink and open arms. Most of these people we are accessing never step foot in another Café at the expense of being unwanted. We know you wholeheartedly would support the continuation of this.

We also support the PATH Charity Scheme and are a drop off point where donations are collected and distributed for the local homeless solidifying our values in reaching out and helping the people in need.

We are a small venue but we can constantly accept donations and always make room for more.

We chose to take the business up as we directly wanted to be a part of the community as well as be in contact with the workers and the users of the services you provide. We adore meeting the new parents and babes after rhyme time, servicing the stroke group and poetry group before and after meetings and as well as your staff members throughout the day and we know them all by name, as they do us.

We employ a mixture of your local residents and have done so to provide the same values of acceptance and assistance as we do in the business.

Moving to Torquay offers no place of rest for the new parents or bereaved family members before and after these life changing events and after speaking with them all over the last three years, nothing has been more appreciative to them in those moments than having our facilities to sit and take in the momentous occasion that they are experiencing right then. In Torquay's location they are situated in between the Job Centre and Factory Row where the social issues are consistent throughout the day and this will not offer a moving and wholesome experience like we offer.

These customers are always complementing the council on the amazing building and services at Paignton and are so happy everything is provided under one roof. They love the access of the bus station and train station and also often go along the beach after for meals. This will affect Paignton local businesses and spirit on the whole.

Please reconsider by looking at the alternative options as we know, along with the Registrars themselves, that the local community will be altered and saddened by this choice.

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I would like to strongly express my objection to the proposed cut of £45,000 to the fee paid by Torbay Council to Torbay Coast and Countryside Trust from 1 April 2019. In my view, the Trust does a good job of maintaining land on behalf of the Council and, as such, should be properly supported and financed so that they can continue to manage the land for the benefit of Torbay's residents and visitors.

The Trust has indicated that it cannot manage the same extent of land for less money and will have to return land to the Council from next April. I feel sure that without the Trust's expert input these places will become neglected and unsafe because the Council do not have the resources to care for this land in the way that the Trust has and does so well. This will include areas that I enjoy visiting such as Marridge Woods, The Grove and Churston Cove. I would like to see these areas looked after and believe that the Trust is better equipped to maintain them at least cost than the Council.

Local people like me use and enjoy these spaces every day. How will we do this if they become overgrown and inaccessible? Where will we go? We talk about developing our tourist economy because it is important economically. How can we attract people to Torbay if our countryside land is neglected and litter-strewn because the Council can't afford to maintain it? Please leave the land with the Trust and the Trust with the funds to manage it.

I urge you to raise my concerns with the Mayor and to oppose the proposed cut in funding if it comes to a vote in Council.

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## Torbay Budget Consultation

### Note for UNISON

#### Introduction

In 2010 the UNISON branch of Torbay Borough Council engaged with the council in a bid to make it think again about a strategy it was about to embark upon which would see it becoming what was at the time referred to as a 'commissioning council'. Underpinned by a business case prepared by accountants Grant Thornton, the aim was to greatly reduce the number of directly employed people and to increase the degree to which the council passed responsibility for service delivery to external contractors. Operating on a so called, thin-clienting arrangement, the approach was supposed to minimise the cost of contract management whilst driving down service costs through market competition.

Following advice from APSE Solutions, UNISON argued that the strategy risked leaving the council unable to manage contracts effectively and with little room for manoeuvre in the event of further funding pressures. The conclusion of a report written by APSE Solutions found that:

- *The GT business case represents an attempt to respond to some very real pressures facing Torbay Council. However, it has some significant weaknesses which can be summarized as follows:*
- *GT's case is based on the argument that 'step change' is essential in Torbay. In fact the evidence presented suggests that the Authority is a middling performer which is not in any kind of crisis and is certainly not incapable of delivering continual improvement.*
- *The business case does not seriously consider any alternatives to the Commissioning model. This suggests that the case has been built around a pre-determined solution that does not appear to have been submitted to the rigour of a full option appraisal process*
- *There is no evidence of meaningful consultation with service users or operational staff and the impact of failure on these key stakeholders is not evaluated.*
- *The Commissioning model envisaged for Torbay works on the assumption that services will be largely outsourced. This implies a number of assumptions about the willingness or ability of the market to deliver cost effective, quality services in Torbay that have not been tested in any meaningful sense.*
- *Given these assumptions the implementation of the model could lead, domino fashion to poor procurement decisions and ultimately poor services and value for money.*

Since 2011 the staff headcount has reduced dramatically from 1294 to just 785 and the bulk of service delivery is contracted out, including to the Joint Venture Company TOR2 which provides waste collection, grounds



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maintenance, cleansing, beach cleansing, highways maintenance and transport. Other services are provided through a range of contractual arrangements, with private companies, as well as some with other local authorities, such as Plymouth which provides Childrens Services.

Although the budget consultation document claims that 'The Council's operating model is flexible, evolving and based in the most appropriate fit for each service', its arrangements are typically locked in via contractual agreements that are in fact difficult to vary. Research conducted by APSE indicates that many authorities are turning away from outsourcing precisely because of a perceived need for the greater degree of flexibility that comes with direct service delivery.

## **TOR2**

The council is a minority (19.9%) shareholder in TOR2 which is otherwise owned by one of the UKs biggest outsourcing companies, Kier PLC which acquired it along with the rest of May Gurney's interest when it took over that company in 2013. The Joint Venture, described as 'ground breaking' on the TOR2 website, had revenues of just under £15m in 2016/17. Prior to its acquisition by Kier the company made a year on year loss but moved into profit in 2013 after the takeover. Small profits have been made ever since but no dividends have been paid to shareholders.

Eight years into an initial 10 year contract Torbay has one of the worst recycling performances in the country and experiences high levels of dissatisfaction with the services provided by TOR2. Moreover, the services do not appear to be delivering value for money, with refuse collection, for example, costing £37 per head of population<sup>1</sup> against an English average of around £25 per head<sup>2</sup>. A reduction in cost to match the average would save nearly £2m a year. Street cleaning also appears to be above average cost at £15 per head of population against an average of £12.27<sup>3</sup>. Reducing cost to the average in this case would save a further £400,000. If proportionately similar levels of savings could be achieved across the remainder of the TOR2 services (around 20%) this would make a very significant contribution of nearly £3m to the overall savings requirement. It is of interest that a cost reduction of this level would reduce the revenue of TOR2 to a little over what it was in the first year of the contract before it increased by over £5m in 2012.

Research by APSE indicates that there has been a significant loss of confidence in outsourcing. One reason for this is an increased perception of the commercial pressures facing contractors. Many carry significant levels of debt and rely upon growth for their ongoing viability. Public sector funding pressures over the last decade have impacted adversely on these companies, with the recent high profile failure of Carillion exposing their vulnerability to an uncertain market. Many authorities were left without service provision when the construction firm went into administration in January 2018 with some putting the cost at millions.<sup>4</sup>

Kier is amongst a number of other large outsourcing firms that have been identified as being at risk of financial failure. Last year (2017) Torbay agreed to pay in advance for the services it purchases from TOR2. This was presumably intended to assist Kier with its liquidity at a point where analysts were expressing concerns over its viability. In return the council received an effective 2.85% rebate on charges. TOR2's accounts for the year show that it loaned Kier Integrated Service £10m of which £5m had been repaid by the end of the year. This loan attracted no interest. At the same time, TOR2 appears to have paid interest on loans from Kier Integrated Services to it.

The accounts suggest a complex relationship between TOR2 and its parent company but it appears the council loaned Kier PLC £10m at an effective rate below what it might expect from the market, with the cost being met by TOR2. It is not known whether, if any, specific security or guarantee was provided but given the

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<sup>1</sup> Based on a budget figure of £4.9m and a population of 133,000

<sup>2</sup> APSE Performance Networks benchmark figure for 2016/17

<sup>3</sup> Based on a budget figure of £1.98m against average benchmark from APSE Performance Networks

<sup>4</sup> Tameside Council in Greater Manchester reported additional costs of £9.4m

apparently parlous state of Kier<sup>5</sup> and the marginal profitability of TOR2, this represented a significant risk to the council. Moreover, it tied up substantial funds that might otherwise have been available to invest in projects that would bring a better return and more local economic benefit. It is not known whether the council's decision to provide assistance to Kier was debated by the council or considered for potential state aid implications.

In October 2017 a motion of no confidence in TOR2 was considered by the council. Although it was lost, it indicated at least some level of concern about the performance of the contract and perhaps, in part, led to a decision in June of this year to enter into negotiation with Kier with a view to acquiring full ownership of the company. If this happens the contract will presumably run the remaining two year of its term, after which it may be extended for a further period.

APSE has not seen any evidence that options other than acquisition have been considered but there are at least two that should have been. Firstly, the council could have decided to focus on improved contract management for the remaining term and used the time to design and prepare for insourcing of the service in 2020. Secondly, it could have considered early termination, depending on the terms of the contract, followed by insourcing. Either of these options could potentially avoid having to pay Kier for its share of TOR2. They would also allow the council to gain full control of the services and facilitate performance and cost improvement.

### **Impact of funding pressure**

According to the budget consultation document, Torbay has reduced its expenditure by £76m over the past seven years and is planning for further reductions of £17m over the next three. The document sets out proposals for cost reduction on a service by service basis, asserting that 'the draft budget includes proposals for *service change, income generation and efficiencies* (our emphasis) of around £3 million'. This, along with an increase in council tax of 2.99%, will allow a balanced budget to be set for 2019/20.

The pressure on council finances has been considerable with research suggesting a reduction in the aggregate spending power of English authorities in the region of 50% since 2010. The difficulties that Torbay has faced, and still faces, are considerable and the task of managing the budget, whilst maintaining an acceptable level of service provision, has never been more difficult. It is however, difficult to find significant examples in the budget proposals of reductions that are genuine *income generation and efficiencies*. They are in the main *service change*, which, in this context, is a euphemism for service cuts. In many cases, according to the risk assessment that accompanies the proposals, these cuts are likely to lead to reduced efficiency and, in some cases, a risk of service failure.

One service area that is likely to raise particular concerns is Children's Services. There has been widespread public concern throughout the UK around the impact of spending reductions on the welfare of vulnerable children. Given that Torbay has the second highest number of children per thousand in the care of the local authority, it is likely that a reduction of 12.5 FTE in business support will have an impact on the ability of the councils to maintain an adequate level of support. Although this is acknowledged in the budget report, the risk is neither quantified nor fully explored. The assertion that 'the risk will be managed through the redesign process' is an insufficient response and it is notable that the impact of this reduction is not considered in the draft Equality Impact Assessments which have been prepared for those proposals which have been assessed as having a material impact on service users.

### **Alternative Strategies**

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<sup>5</sup> Kier Integrated Services, the immediate parent company of TOR2, reported a loss of over £27m in 2016

All councils are faced with difficult choices and most have had to make similar cuts to Torbay. However, many have been able to off-set the impact through genuine improvements in efficiency and an expansion in external income generation. Whilst Torbay does have plans to 'commercialise', the extent to which this is possible is seriously limited by the level to which it has outsourced service provision and restricted its internal capacity. Services such as commercial waste, parks, facilities management and transport all generate significant income streams for many authorities which is unavailable to Torbay whilst these services continue to be provided under contract. Should the authority acquire TOR2 this will open up some potential, although the company will be restricted to earning less than 20% of its income from customers other than the council if it is to meet the so called Teckal criteria. Bringing these services in-house would offer the optimum route to tapping into their income generating potential.

One notable example of how commercialisation can help to offset the cost of provision is provided by Nottingham City Council's parks service. In 2007 the service cost the council £5.8m. By 2017 this had been reduced to a net requirement of just £720,000 and it is likely that breakeven will be achieved in the current year. Nottingham's parks department did not achieve this through cutting the service, indeed it has expanded, but through a series of commercial initiative ranging from events in parks through to the development of a retail garden centre. A further example of how in-house provision can generate cash benefit to authorities is Bolton's commercial waste offer which now generates in excess of £500,000 per annum in surplus that it is able to use to off-set cost pressures in service areas that do not generate income.

Whilst Torbay is unlikely to drive significant income through commercial trading, it does have a sizeable commercial property portfolio which is targeted to deliver a net return of £3.6m in 2019/20. This raises some questions around the degree of exposure to risk but many other councils have followed similar strategies.

### **Wider local impact of council spending reductions**

The budget consultation document issued by the mayor makes much of the council's ambitions to deal with the fact that 'Torbay's economic performance is ranked amongst the lowest across the UK'. It points out that the local economy 'is dominated by sectors characterised by low paid, part time, and seasonal employment, such as tourism, hospitality, retail, and health and social care. The domination of relatively low paid service sector based industries offers limited scope for productivity improvements and increased economic performance'.

A number of councils now recognise that the most significant thing they can do to contribute to the economic well-being of their area is to ensure that a high proportion of the money they spend is retained within the local economy. This means direct provision of core services, supplemented where necessary by local companies with local supply chains. In this way local wealth is not stripped from the area in the form of profit and payments to parent companies in respect of support services etc. Councils are also well placed to counter the problem of low paid, insecure employment by directly employing front line staff on permanent contracts, with decent pay and pension security.

There is little evidence to support the contention that direct provision is a more costly way to provide services. The example of Torbay's outsourced refuse collection and cleansing services demonstrate that contracting out can be more expensive as well as less beneficial to the local economy. Case studies from other authorities also suggest that insourcing does not have to mean an increase in cost. Islington LB, for example, insourced a range of services, including refuse collection, street cleansing and grounds maintenance primarily because it wanted to realise the local economic benefit of bringing staff into secure, better paid employment but the directly delivered service also generated £3m per annum savings on a spend of around £46m.

The company accounts of TOR2 indicate that, whilst it has made little profit, it has spent around £2.7m on 'administrative expenses' each year. Much of this is likely to have been spent on services from within the Kier



group which is based in Bedford. Over a ten year period this is £27m that has left the local economy as a direct result of the decision to outsource services. Returning them to in-house provision would represent a major boost to the local economy.

Other contracts for services can be expected to also impact on the proportion of council spend which goes out of the Torbay area. Even those services that are provided by other authorities, such as Children's Services, represent a loss of investment to the Torbay economy.

The inability of the council to exercise direct control over its outsourced services greatly reduces its ability to generate efficiency savings as opposed to imposing cuts in services. The impact of such cuts, on top of previous reductions is potentially very serious. For example, a relatively minor reduction in expenditure on social work business support could be critical to future performance. Whilst these risks are generally acknowledged in the budget consultation document, very little information about how they will be managed or mitigated is provided. As a consequence, it is very difficult to form a clear view as to where the critical stress points are and which of the cost reductions might be enough, even if relatively minor, to make the difference between minimum service provision and service failure. For those services that are essential to the well-being of vulnerable people further work should be undertaken to provide clearer evidence that statutory responsibilities will not be compromised.

### **Key Questions in Relation to TOR2**

When did the council agree to pay TOR2 in advance in respect of charges due for 2017?

Who made this decision?

Where is it recorded?

What terms applied to the agreement with TOR2 e.g. what was the effective rate of return on the advance payment? What securities or guarantees were sought and/or received?

What information was taken into account in making this decision?

Was legal advice taken in relation to state aid and any other aspect of the decision?

Has the council ever lent money to TOR2?

If so please provided details as follows:

When was the loan made?

What terms was the loan made on i.e. interest payable, repayment period and all other terms?

Was the money passed on to the parent company i.e. Kier Integrated Services Ltd?

Has the loan been repaid as per the terms?

Why was the loan made?

Who made the decision to lend the money?

Where is it recorded?

What information was taken into account in making this decision?

Was legal advice taken in relation to state aid and any other aspect of the decision?

For further information please contact the Corporate Support Team on 01803 207227 or email [consultation@torbay.gov.uk](mailto:consultation@torbay.gov.uk)

The information used to collate this report has been collected and processed in accordance with the Data Protection Act, 1998.

**Policy, Performance and Review Team**

