Torbay Budget Consultation 2013-14 Report

January 2013

Event and Budget Simulator Feedback Survey Results

Number of questionnaires returned:

Method	Number of questionnaires returned	Percent of responses
Paper	157	45.4%
Internet	189	54.6%
Total	**346**	**100.0%**
ViewPoint Respondents	**258**	**74.1%**

The consultation opened in September 2012 and was closed on 21 January 2013

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1. Introduction

The Mayor announced his draft budget for 2013/14 at the beginning of December which included a number of proposals for savings across all Council departments. Details of these proposals were published online, along with a series of service reviews which outlined details of what services do and how much they cost to run.

In proposing the budget for 2013/14 Torbay Council faces an unprecedented challenge. The Council, along with all local authorities, is entering the third year of the Government's Comprehensive Spending Review. For local government this means a reduction of 28% in Government funding over the four year period. Torbay Council needs to find up to £10million through a mixture of service savings, further efficiencies and increases in income.

The majority of the proposed savings are being found within re-structures and internal efficiencies, however, some services may need to be reduced, delivered in a different way, or some may stop altogether. It is these proposals that the public were asked to comment on.

2. Methodology

Consultation activity on the budget for 2013/14 was launched in September 2012 with an event. Members of the public and representatives from a variety of organisations were invited to attend. This event gave attendees the opportunity to hear from the Mayor about his priorities and about the challenge the local authority faces in setting future budgets. Attendees were then asked to consider how they would save £8million across Council services. The aim of the event was to raise awareness of the challenge faced by the local authority.

In September 2012 an online budget simulator was also developed which allowed members of the public the opportunity to 'balance' their own Council budget. The simulator was programmed to ensure that members of the public had to find £8million savings. The budget simulator was promoted through the press, social media (Twitter and Facebook) and via our own website.

An initial questionnaire was published online in September 2012, this did not include any details of the proposals but allowed members of the public to say what they felt the most important services were as well as those services which where they felt savings could be made. This initial stage consultation was promoted through the press, social media and our website. We also contacted partners on our stakeholder database to let them know about the survey.

In December 2012, the Mayor announced his draft budget proposals which outlined details of savings across departments. Following this announcement the survey was updated with details of the draft budget and it was promoted again. The Council's ViewPoint panel were also invited to complete the survey and paper copies were made available on libraries and connections offices across Torbay.

The questionnaire closed on Monday 21 January 2013.

- Over 40 members of the public attended the consultation launch event in September
- 47 members of the public took part in the budget simulator
- 346 responses were received to the questionnaire, of which 258 were ViewPoint Panel members.

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3. Summary of results

3.1   Event and Budget Simulator Feedback

- At the event held in September 2012, there was some support for raising Council Tax and a variety of savings were suggested across all Council departments.
- Through the online budget simulator, respondents suggested smaller reductions in children's services and larger reductions for environmental policy and development and conservation.

3.2   Survey Feedback

- Respondents feel that adult social care, waste and cleaning and children's services are the most important services
- Respondents felt that savings could be made in arts and culture, parking and the Economic Development Company.
- There was a fairly balanced view in relation to raising Council Tax, with 51.3% of respondents saying they would choose the Government's offer of a one-grant if Council Tax was frozen.

- Most respondents (78.5%) support limiting the period of time for which community alarms are paid for to three months.
- Most respondents (78.4%) support reducing community protection.
- Most respondents (75.0%) support reducing the beach season.
- More than half of respondents (67.0%) support stopping the Brixham park and ride.
- Nearly all respondents (86.9%) support replacing the ring and ride service with other forms of transport.
- Less than half of respondents (45.4%) support reducing support for subsidised bus routes
- Most respondents (73.8%) support reducing the book fund.

4. Results – Event and Budget Simulator

4.1 Event

An event was held in September 2012 to launch the consultation on the budget for 2013/14. The event launched the first stage of the consultation which was promoted as more of a conversation with the public about the challenge faced by the local authority.

More than 40 members of the public attended the event. The Mayor outlined his priorities and the financial pressures which the local authority will face over the next few years.

Attendees at the event were then asked as part of a round table discussion to consider the Council's budget and identify where they would save £8million across services. They were also given the option to increase charges and Council Tax to reduce the impact of the cuts. In undertaking the round table discussion, attendees were provided with information about services, including how much it costs to run those services.

The aim of the event was to raise awareness of the challenge the Council faces, but also to highlight that in trying to find £8 to £10million in savings, elected members may have to make difficult decisions about some services.

Key feedback from the event and the round table discussion included:

- Some support for increasing Council Tax
- There was some support for looking into other ways in which the Council can generate income
- All tables found it difficult to find the £8million in savings they were asked to find, not one group were able to find the total amount.

The table below outlines the current budget for services along with the savings attendees identified through the round table discussion:

	Current Budget	Savings suggested from / to
Adult Social Care	£42,300,000	£600,000 - £1,500,000
Supporting People	£5,300,000	£50,000 - £500,000
Children's - Family Services	£6,000,000	£300,000 - £550,000
Children's - Safeguarding	£13,700,000	£50,000 - £900,000
Safer Communities	£837,000	£50,000 - £500,000
Community Protection, Food Safety, Licensing and Trading Standards	£1,200,000	£50,000 - £100,000
Libraries	£1,500,000	£50,000 - £200,000
Supporting Arts & Culture	£768,000	£50,000 - £550,000
Highways	£4,300,000	£300,000 - £550,000
Parks, Open Spaces, Beaches and Sport	£2,900,000	£50,000 - £600,000
Public Toilets	£930,000	£100,000 - £600,000
Economic Development Company	£1,900,000	£250,000 – £550,000
Environmental Policy	£1,100,000	£100,000 - £350,000
Development and Conservation	£253,000	£250,000
Waste and Cleaning	£11,100,000	£50,000 - £1,000,000

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4.2 Budget Simulator

As part of the consultation an online budget simulator was developed which gave members of the public to 'balance their own Council budget'. This was programmed to ensure that those using the simulator had to find £8million savings across Council departments. This also offered the opportunity to raise Council Tax and consider alternative forms of income generation.

Although only 47 people took part in the budget simulator, it is important to present their feedback as part of this consultation.

The table below outlines the average budget change which respondents wanted to see by each department. Key findings include:

- Smaller reductions for Children's Services (between 4.7% and 5%)
- Larger reductions in Environmental Policy, Development and Conservation (around 14.5%).

	Average Budget Change
Adults	-10.8%
Children's - Family Services	-5.0%
Children's - Safeguarding	-4.7%
Safer Communities	-11.2%
Community Protection, Food Safety, Licensing & Trading Standards	-11.7%
Economic Development Company	-11.2%
Libraries	-10.3%
Supporting Arts & Culture	-11.2%
Highways	-8.0%
Parks & Open Spaces, Beaches & Sport	-9.9%
Public Toilets	-9.0%
Supporting People	-10.1%
Environmental Policy	-14.5%
Development & Conservation	-14.8%
Waste & Cleaning (TOR2)	-11.5%

There was also support for increasing charges by 5%, particularly within beach hut income and registrar's income (77% and 74% respectively). Please see table below.

	Number	Percent
5% increase in parking income	18	38%
5% increase in beach hut income	36	77%
5% increase in registrar income	35	74%
5% increase in sports pitches income	27	57%

5. Results - Survey

5.1   Services which respondents feel are the most important in Torbay

Respondents were asked to state which services (up to three) which they felt were the most important. The table below shows:

- Almost two thirds (64.1%) of respondents felt that Adult Social Care is important
- Two fifths (40.6%) felt Waste and Cleaning services are important
- Just over a third (38.8%) felt that Children's Services is important.
- A small number (2.6%) felt that supporting Arts and Culture is important.

Q1)   Of the following services which three do you feel are the most important in Torbay?

	Number	Percent
Adult Social Care (Including: Residential and Nursing Home Provision; Domiciliary and Day Care Services; Disability Services; Mental Health Services; Support to Carers)	218	64.1%
Waste and Cleaning	138	40.6%
Children's Services (Including: Family Services, Safeguarding)	132	38.8%
Highways	93	27.4%
Parks & Open Spaces, Beaches & Sport	85	25.0%
Safer Communities	65	19.1%
Public Toilets	51	15.0%
Supporting People	42	12.4%
Libraries	39	11.5%
Economic Development Company	34	10.0%
Community Protection, Food Safety, Licensing & Trading Standards	28	8.2%
Parking (Including: Parking Enforcement)	24	7.1%
Development and Conservation	22	6.5%
Environmental Policy	20	5.9%
Supporting Arts and Culture	9	2.6%

5.2   Services where respondents felt savings could be made

Respondents were also asked to tell us from which three services they felt savings could be made. The table below shows:

- Over a half (57.1%) felt savings could be made in Supporting Arts and Culture
- Over a third (38.7%) felt savings could be made in Parking
- Just over a third (34.2%) felt savings could be made in the Economic Development Company
- Of the important services identified in question one, 13.4% of respondents felt that savings could be made in Adult Social Care while 7.1% of respondents felts savings could be made in Waste and Cleaning.
- A small number (4.8%) felt that savings could be made in Public Toilets.

Q2) Please tell us the three services where you feel that savings could be made?

	Number	Percent
Supporting Arts and Culture	192	57.1%
Parking (Including: Parking Enforcement)	130	38.7%
Economic Development Company	115	34.2%
Development and Conservation	75	22.3%
Community Protection, Food Safety, Licensing & Trading Standards	72	21.4%
Libraries	66	19.6%
Environmental Policy	63	18.8%
Adult Social Care (Including: Residential and Nursing Home Provision; Domiciliary and Day Care Services; Disability Services; Mental Health Services; Support to Carers)	45	13.4%
Parks & Open Spaces, Beaches & Sport	44	13.1%
Children's Services (Including: Family Services, Safeguarding)	42	12.5%
Supporting People	37	11.0%
Safer Communities	26	7.7%
Highways	25	7.4%
Waste and Cleaning	24	7.1%
Public Toilets	16	4.8%

5.3 Income

The survey gave respondents the opportunity to consider income through Council Tax. The question outlined the Government's offer of a one-off grant for freezing Council Tax which for Torbay is the equivalent of a 1% increase (£600,000) or the alternative option to increase Council Tax by 2% which would generate £1,200,000.

Q3) How much do you feel we should increase Council Tax by?

	Number	Percent
0% (accepting one-off the Government grant which would give us £600,000)	158	51.3%
2% (£1,200,000 income. An increase of £25.22 per year or £0.49 per week)	150	48.7%
Total	**308**	**100.0%**

There is a fairly balanced view in relation to Council Tax increases, 51.3% of respondents saying they would accept the Government's grant, while 48.7% would increase Council Tax by 2%.

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5.4   Adult Social Care Proposals

The survey gave respondents the opportunity to consider the Community Alarms proposal for Adult Social Care. Respondents were giving the following information to outline what the proposal means:

- Limit the provision of community alarm call service by providing alarms free of charge for 3 months unless there are exceptional circumstances
- The proposal is expected to save £25,000.

Respondents were then asked to state whether they agreed with this proposal.

Q4)   Do you support this proposal?

	Number	Percent
Yes	230	78.5%
No	63	21.5%
Total	**293**	**100.0%**

The majority (78.5%) of respondents support the proposal to reduce the Adult Social Care budget by only paying for community alarms for three months.

There is little difference in the proportions of respondents who support this proposal between those with a disability (79.6% in support) and those without a disability (78.1% in support).

Respondents who said no, they did not support the proposal were asked to say why they didn't support it. Key issues from these responses with examples of comments regarding the proposal are outlined in the table below:

	Comments made by respondents
£25,000 small amount of money	*"£25,000 is such a small percentage of £43 million it is almost negligible surely another service less important could provide with £25,000 savings."* *"The saving is £25,000 - a drop in the ocean, and it defeats the purpose of services provided."*
Concern about service after 3 months	*"What happens after 3 months? Surely people who have these alarms need them it's not a toy for fun."* *"I assume you mean that after 3 months there is either no cover or people pay for it. I feel that the provision of a full time alarm cover is important for emergencies and for people to feel safe by knowing that they can always call for help."* *"Community alarms are used by some of the most vulnerable and many will go without if they have to pay after 3 months".*
Withdrawing would increase the cost of healthcare	*"Community alarms saves lives - e.g. It enables vulnerable elderly people to alert services when they have fallen and are unable to move, thus reducing hospital admissions and highlighting vulnerable adults to health and social care team members."* *"This will increase costs for health and social care services who will have increased callouts due to accidents etc, not to mention increasing risk of vulnerable people coming to harm."*

5.5   Community Safety Proposals

The survey gave respondents the opportunity to consider the proposals for Community Safety. Respondents were giving the following information to outline what the proposals means:

- A reduction in the amount of contaminated land and air pollution work undertaken
- The prioritisation of dealing with complaints received based on risk and vulnerability (e.g. relating to noise, anti social behaviour)
- A reduction in the number of Street Wardens (currently vacant posts exist)
- The proposal is expected to save £89,000.

Q5)   Do you support this proposal?

	Number	Percent
Yes	228	78.4%
No	63	21.6%
Total	**291**	**100.0%**

Most respondents (78.4%) support the proposal to reduce the community protection budget by reducing the amount of work carried out on pollution, prioritising services to vulnerable people and reducing the number of street wardens.

Respondents who said no, they did not support the proposal were asked to say why they didn't support it. Key issues from these responses with examples of comments regarding the proposal are outlined in the table below:

	Comments made by respondents
Anti-Social Behaviour / Social Issues	*"Anti social (behaviour) is not an area we should compromise on! We should continue to clamp down on those that knowingly have a detrimental impact on the lives of decent people/citizens. This has a wide ranging impact on the individuals and the community as a whole."* *"Noise can be awful in some areas: loud music, all night parties; on the way home from the pub or domestic disputes. If people cannot go out at night we become trapped in our houses and feel unsafe walking around (only in certain areas)."* *"The coming months are likely to see an increase in social issues impacting on our most deprived communities. Reducing support in our communities will cost more in the long term."*
Have never seen / rarely seen Street Warden	*"I rarely see a street warden on our streets, already this net budget is not sufficient for our needs."* *"I have complained of noisy neighbours in the past. We / I have never seen a street warden."* *"What do "street wardens" do? I am not aware of ever having seen one. So maybe I can say "yes" to the proposal to reduce their number!*
Environmental protection	*"We need these services badly these days especially the air pollution work and contaminated land."* *"False economy if result is a rise in air pollution and anti social behaviour."* *"A reduction in the amount of contaminated land and air pollution work undertaken would increase the health risk to people."*

5.6   Residents and Visitor Services Proposals

5.6.1   Beach Services

The survey gave respondents the opportunity to consider the proposal for Beach Services. Respondents were giving the following information to outline what the proposal means:

- Reduce the beach season to 12 weeks (i.e. no beach attendants), from mid June to mid September instead of April to mid September
- The proposal is expected to save £142,000.

Q6.1) Do you support this proposal?

	Number	Percent
Yes	222	75.0%
No	74	25.0%
Total	**296**	**100.0%**

Most respondents (75.0%) supported this proposal.

Respondents who said no, they did not support the proposal were asked to say why they didn't support it. The main issue in relation to beach services was the impact on tourism; examples of these are outlined in the table below:

	Comments made by respondents
Impact on tourism	*"Blue flag beaches are essential for the economy and to bring visitors to the region. If services are cut it will be a short term gain. If visitors stop coming we will be much worse off as a region."* *"Clean safe beaches are essential to tourism in Torbay."* *"This is a holiday "coastal" resort. How can the council make great claims about the number of blue flag beaches, then consider this proposal? Surely it will only mean fewer visitors."* *"Visitors are the life blood of the bay. Any measure that reduces facilities or adverse publicity must be avoided."* *"Not enough is done as it is, we used to be the place to come to, now we have very few amenities for visitors & locals as it is."* *"With no industry or secure commercial infrastructure in Torbay we rely heavily on tourism. Our beaches are free to all and in my view every effort should be made to make our tourist's stay comfortable and as safe as possible."* *"Locals and tourists use the beaches all year but particularly from April until October and the beaches should be supervised and cleaned every day during this period."*

5.6.2 Brixham Park and Ride

The survey gave respondents the opportunity to consider the proposal for Brixham Park and Ride. Respondents were giving the following information to outline what the proposal means:

- Stop the Brixham Park & Ride service
- The proposal is expected to save £20,000.

Q6.2) Do you support this proposal?

	Number	Percent
Yes	197	67.0%
No	97	33.0%
Total	**294**	**100.0%**

Two thirds of respondents (67%) supported the proposal to stop the Brixham Park and Ride Service.

Respondents who said no, they did not support the proposal were asked to say why they didn't support it. Key issues from these responses with examples of comments regarding the proposal are outlined in the table below:

	Comments made by respondents
Increased traffic congestion	*"Brixham is heavily congested during the summer months. Any strategy which helps to combat the clogging of ingress and egress roads and associated noise and pollution has to be beneficial to both visitors and residents."* *"I feel the park and ride greatly reduces congestion in Brixham during the peak season. I do however agree that outside of the school holiday periods it seems to be largely unused so it may be better to limit it to school holidays only. This should save approx 50% of the money without greatly affecting the area."* *"No park and ride will increase traffic into Brixham and thus having an effect on number of visitors to the bay."*
Impact on parking	*"It saves car pollution coming into the town, a little money for buses, and car parks it helps with locals getting into car parks etc."* *"Parking in Brixham is already a big enough problem. This proposal would only make matters worse."* *"As car parking is a contentious issue in Brixham there should be support for local traders i.e. park and ride so that Brixham does not become a ghost town, no park and ride will inevitably mean fewer visitors"* *"There is insufficient parking in Brixham during the summer months and you cannot stay in the car parks all day. to stop the park and ride service would mean that visitors either drive out of Brixham having not found a parking space and/or stay only a short time and so do not spend money there."*
Impact on visitor numbers	*"No-one will visit Brixham, loss of revenue to shops, cafe's etc, we will be virtually cut off from Torbay."* *"Brixham is a tourist hot spot parking is limited stopping the park and ride could harm tourism a major money earner for the area."* *"Surely Brixham will lose even more visitors."*

5.6.3 Ring and Ride Service

The survey gave respondents the opportunity to consider the proposal for the Ring and Ride Service. Respondents were giving the following information to outline what the proposal means:

- Replace the Ring & Ride service with alternative forms of transport
- The proposal is expected to save £50,000.

Q6.3) Do you support this proposal?

	Number	Percent
Yes	252	86.9%
No	38	13.1%
Total	**290**	**100.0%**

Nearly all respondents (86.9%) support replacing the Ring and Ride service with alternative forms of transport.

There is little difference in the proportions of respondents who support this proposal between those with a disability (83.7% in support) and those without a disability (88.5% in support).

Respondents who said no, they did not support the proposal were asked to say why they didn't support it. The main issue in relation to this proposal was the impact on more vulnerable people especially older people and those who are disabled, examples of these are outlined in the table below:

	Comments made by respondents
Impact on older people / those with a disability	*"The ring and ride provides simple (and learnt) access to the community for those who may not have any other forms of mobility. to make these people learn an alternative transport structure will bring stress to individuals."* *"What happens about people in wheelchairs who don't drive because of medical conditions need to get to hospitals; day centres; meeting like minded people?"* *"In many parts of Torquay there are elderly people who do not have easy access to bus routes."* *"I believe a lot of older people with no transport use this service and it is like a lifeline for them. Bus services have reduced to areas away from the town centre and taxis are very expensive. Many elderly people just cannot afford them and are just stuck in their homes relying on friends or good neighbours."*

Some respondents felt that they were not able to make an informed decision as were the alternative means of transport were not detailed, as highlighted by the comments below:

"Depends what 'alternative transport' means - most probably it will mean no transport."

"What alternatives do you propose? Will they be convenient to users?"

"What alternative forms of transport? Until this is known I cannot say yes or no."

5.6.4 Subsidised Bus Routes

The survey gave respondents the opportunity to consider the proposal for subsidised bus routes. Respondents were giving the following information to outline what the proposal means:

- Reduce subsidised bus routes, which may mean providers stop some routes
- The proposal is expected to save £35,000.

Q6.4) Do you support this proposal?

	Number	Percent
Yes	134	45.4%
No	161	54.6%
Total	**295**	**100.0%**

Less than half of respondents (45.4%) supported this proposal.

There is little difference in the proportions of respondents who support this proposal between those with a disability (42.4% in support) and those without a disability (46.5% in support).

Respondents who said no, they did not support the proposal were asked to say why they didn't support it. Key issues from these responses with examples of comments regarding the proposal are outlined in the table below:

	Comments made by respondents
Impact on more vulnerable people	*"You will only save peanuts and condemn many old or disabled people who live on hills or estates on the edge of town to rely on taxi's or become home bound - this will hit the poorest in our town as usual."* *"It would depend on the routes to be cut and the way the subsidy is paid. Getting people off the roads is good in lots of ways. Isolating communities especially if they have a high proportion of vulnerable people helps nobody and ends up putting extra demands on other services.* *"There is a high population of elderly in Torbay and they have retired here for a reason. To stop their bus fares would be detrimental to culture within the over 65's."* *"Elderly people probably use these routes and it is important for them to have the continued access - especially if they do not drive."* *"Some elderly will become isolated"*
Impact environment	*"Everyone is expected to use more public transport to reduce emissions and help environment etc!"* *"I thought we were trying to encourage people to use public transport. if anything we should be increasing the service and reducing prices to make this service attractive and cost effective to the public."*
Lack of alternative form of transport	*"This would be hard on people with no other means of transport."* *"Lots of people are dependent on buses and also we need to give alternatives to car use. Bus routes should be as extensive as possible. It would be better for there to be a charge for bus passes for people with an adequate income.* *"Some bus routes are vital for those without other means of transport."*

5.6.5 Book Fund

The survey gave respondents the opportunity to consider the proposal for the Book Fund. Respondents were giving the following information to outline what the proposal means:

- A reduction in the book fund will mean that the libraries will not buy as many new books
- The availability of educational / specialised literature maybe reduced
- The proposal is expected to save £50,000.

Q6.5) Do you support this proposal?

	Number	Percent
Yes	220	73.8%
No	78	26.2%
Total	**298**	**100.0%**

The majority of respondents (73.8%) supported the proposal to reduce the book fund.

Respondents who said no, they did not support the proposal were asked to say why they didn't support it. The main issue in relation to this proposal was in relation to the educational benefits libraries offer, examples of these are outlined in the table below:

	Comments made by respondents
Educational impact	*"Many of the foreign students who visit Torbay like to visit the libraries and use the educational resources."*
	"Libraries & learning are important and should be promoted better than they are."
	"Books are important for education and leisure
	"Elderly people probably use these routes and it is important for them to have the continued access - especially if they do not drive."
	"Some elderly will become isolated"
	"The stocking of libraries is important for those unable to access books for themselves, particularly educational material."

General comments were received about library provision and these have been forwarded on to the relevant department.

5.7 Further Suggestions for Savings or Income

Respondents were given the opportunity to outline any ideas they had for finding alternative or additional savings or generating income.

5.7.1 Savings

Comments regarding alternative or additional savings have been grouped by theme and examples outlined in the table below.

	Comments made by respondents
Reduce staff numbers	*"Reduce the hiring of consultants in favour of council officers doing the work they are paid for or reduce staff numbers."* *"Reduce the number of typists in the pool who normally are vastly underworked."* *"Get rid of dog wardens, put some of their duties to parking wardens."*
Reducing council staff wages	*"A reduction of the salaries and pensions paid in accordance with the reductions being experienced in the private sector."* *"Salaries of higher paid council staff are too high - any staff member of £50k + should have a pay freeze for the next 5 years."* *"Too many people who are employed by the council are receiving large salaries"*
Councillor number and allowances	*"A councillor's job used to be a voluntary one, yet year on year rises in councillors' wages increase, why?"* *"But Torbay does not need a mayor and I feel his salary would be better invested into the communities of Torbay"* *"Stop paying politicians for holding office in Torbay; return to expense only payments"* *"Reduce the number of meetings, in the chambers over subject, such as planning - this would reduce the expenses of councillors who can claim for each attendance. Perhaps streamline the regulations & clarify them - expensive in the short term but savings on expenses would level this out!"*
Council Initiatives	*"Don't spend money on projects which are then dismantled 6 months down the line i.e. The renovation of the top of the banjo last year & now it is being demolished."* *"Stop buying palm trees @£20,000! This is nothing more than a very expensive gimmick which will bring no tangible benefit to Torbay."* *"Do not go ahead with the expansion of Torbay harbour it will be a waste of money and damage the environment."*
Roadworks	*"Stop putting in more traffic lights at Tweenaway, Roselands, South Devon College etc and use cheaper and more efficient roundabouts."* *" Do all major road works 24hrs a day where feasible, from my observations in 7 days there is approx 40-45 hrs spent on a project i.e. Some 26% of the time that could be spent on the project. All plant stands idle on sites, which are causing long holdups, engines polluting even more, the less time taken must produce savings overall."* *"Reduce the amount of money spent on new road signage until times get better, we have survived without them so far."*

Removing free bus passes	*"Free bus travel - ask those eligible to pay £1 for a day's pass. This could be passed on to the council and set against other priorities."* *"Instead of free bus passes if everyone paid 50p or £1.00 per trip this would help."* *"Regarding the bus-pass system - for all but the disabled, introduce an additional 50p 'anywhere in Torbay' surcharge for residents who currently get the bus-pass just because of their age."*
Shared Services	*"Merge with Devon County Council."* *"Discuss with DCLG the possibility of amalgamating South Hams, Torbay & Teignbridge into one South Devon unitary authority. In the meantime transfer the remaining functions of the lea to Devon County Council - what's the point of an LEA with so many schools now self-governing."*

5.7.2   Income Generation

Comments regarding income generation have been grouped by theme and examples outlined in the table below.

	Comments made by respondents
Parking charges	*"Stop the free and subsidised parking for council employees and councillors."* *"Improve parking control and generate greater income from parking fines. Enforce the spaces licensed for use by business of the paved areas. If they exceed them increase fines or increase their useable area and the charges."* *"Allow parking between the pier and the Redcliff Hotel on the promenade to be all year round therefore generating income from existing parking meters."* *"Parking for the disabled, they can have their own parking bays but must still pay."* *"Stop free parking for councillors"* *"Get traffic wardens to do their job properly and efficiently, give tickets to people who double park and don't stand round as they do waiting for someone's ticket to expire, they may get more tickets if they actually move round more. Give tickets to people who park in disabled bays and disabled designated areas."*
Tourist Tax	*"Tourist tax! Say 50p per day per person - this won't put people off and raise money. Done all over Europe."* *"Introduce local bed tax for hotels, B&B and holiday accommodation and no you don't need to employ any extra staff to collect it."*
Council Tax	*"There are houses in Torbay that are not paying the correct council tax after they have built extensions, I know of one that was still rated as a 2 bed cottage for 16 years after it had become a 5 bed house. The property changed twice in that time. Have the building regs. Staff check this and inform the rating services.* *"Charge full council tax for people with 2 or more homes in the bay if they want more property here fine but I don't see why they should pay less council tax because they have a second home if you can afford 2 or more homes than you can afford to pay the rates for it too."*

5.8 Survey Respondent Profile

Q8)   Are you completing this questionnaire as:

	Number	Percent
Resident of Torbay	88	25.4%
An organisation	0	0.0%
A voluntary / community group	0	0.0%
A business	1	0.3%
A landlord	1	0.3%
Other	0	0.0%
ViewPoint (Resident's Panel)	256	74.0%
Total	**346**	**100.0%**

Q9)   Are you male or female?

	Number	Percent
Male	170	50.6%
Female	166	49.4%
Total	**336**	**100.0%**

Q10)   Which of the following age groups apply to you?

	Number	Percent
16-24	1	0.3%
25-34	12	3.5%
35-44	25	7.3%
45-54	68	19.8%
55-64	79	23.0%
65-74	98	28.6%
75+	60	17.5%
Total	**343**	**100.0%**

Q11a) Do you consider yourself to be disabled in any way?

	Number	Percent
Yes	101	30.9%
No	226	69.1%
Total	**327**	**100.0%**

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Q11b) If yes, please tell us how it affects you:

85 respondents described their disabilities as:

	Number	Percent
It affects my mobility	62	72.9%
It affects my hearing	21	24.7%
It affects my vision	13	15.3%
It affects me in another way	12	14.1%

Q12) What is your ethnic origin?

	Number	Percent
White	332	99.4%
Mixed race	1	0.3%
Asian or Asian British	1	0.3%
Black or Black British	0	0.0%
Other	0	0.0%
Total	**334**	**100.0%**

Q13) What is your home postcode?
Responses to this question were aggregated to show which town respondents lived in:

	Number	Percent
Brixham	45	13.4%
Paignton	64	19.0%
Torquay	227	67.4%
Other areas in Devon	0	0.0%
Outside Torbay or Devon	1	0.3%
Total	**337**	**100.0%**

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