

Resident and Visitor Services

Overview and Scrutiny Meeting
Friday 13th January @ 2.00pm





**HAVE
YOUR SAY!**

**TOUGH DECISIONS
YOUR SERVICES**

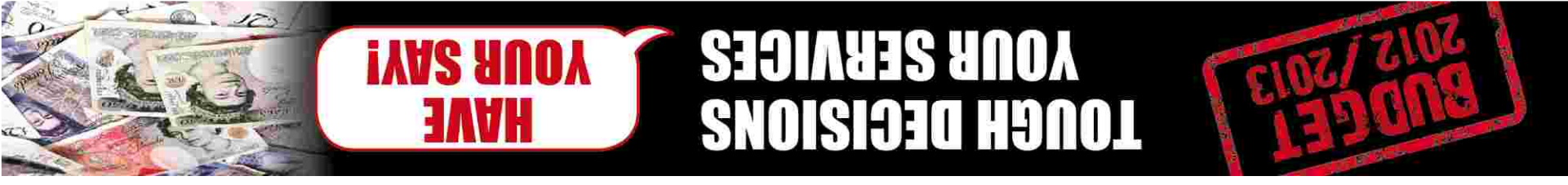


Beach Huts

Consultation Overview

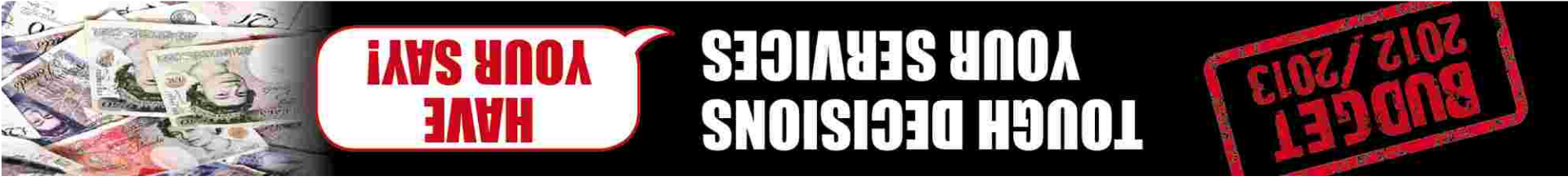
- Consultation undertaken with: -

- The beach hut user group 'BHUGS'.
- Some Community Partnerships have been consulted on the increases at their public meetings.
- Wider Public "Budget Consultation" events and questionnaire.
- Also subject to a Full Council Report which was presented on 8th December 2011.



Consultation Overview

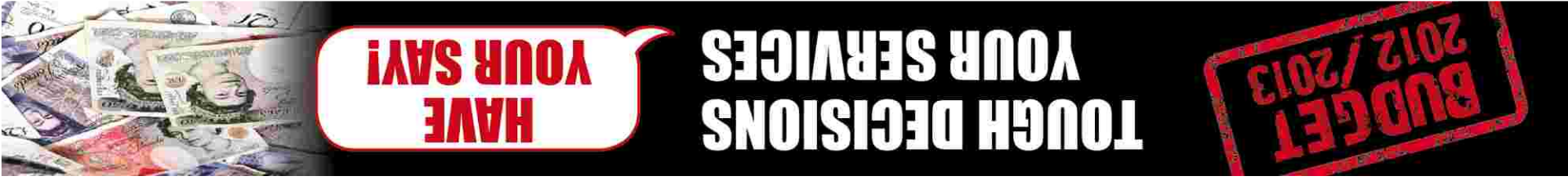
- BHUGs - concerned but understood prices would be rising.
- Original proposal - 23% rise could be charged
- Following consultation - reviewed to an average increase of 12% (18% in areas of high demand)



Impact Assessment Overview

- **Positive impacts:**

- Older & younger people still have access to the beach huts and may get greater choice of site as a result of the price changes.
- Free use of beach huts offered for a number of care groups.
- Option for people with caring responsibilities to share beach huts for those that are unable to afford sole use.
- Beach huts that are currently accessible for people with a disability will not be affected.
- **Outcome = Adjustments have been made to remove barriers** adjustment to the increase in charges has been made from 23% to an average increase of 12% (a maximum of 18% in high demand areas)



Parking Services



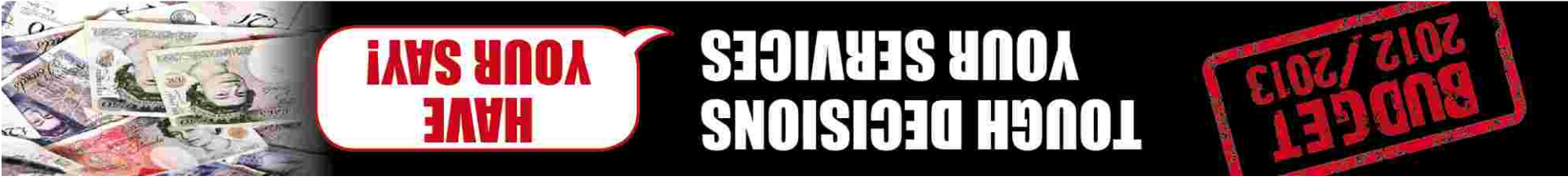
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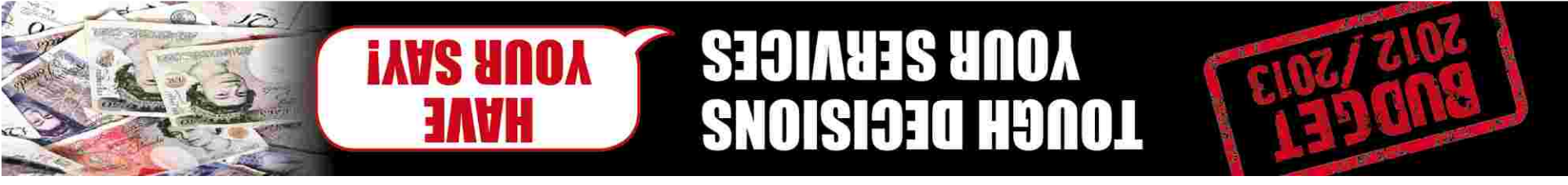
Consultation Overview

- Consultation undertaken with: -
 - Extensive consultation prior to formal advertising process.
 - General open public meetings being held on 5th Sept & 18th Oct 2011.
 - Public meetings held by all Community Partnerships in areas where additional meters were proposed.
 - Invitation for written objections.
 - Two meetings held with local trader group made up of businesses from Torquay and Paignton on charging structures.



Consultation Overview

- Out of the 11 meetings held –
 - 38 individual responses written in advance of the meetings
 - 2 petitions submitted
 - 8 verbal representations were made at the public meetings.
- Following the formal Traffic Regulation Order being advertised a further 38 group and individual objections were received.
- No objections received on the parking structure charging proposals following the advertising of this at all on-street and off street parking areas.
- Public “Budget Consultation” events have also been held

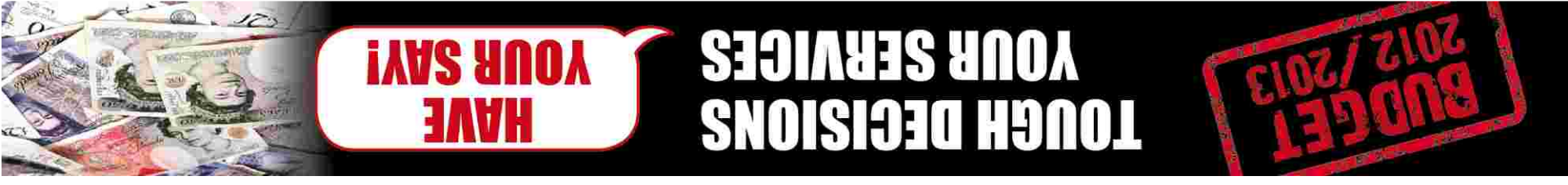


Impact Assessment Overview

• Positive Impacts:

- Secondary shopping areas were removed from the on-street pay and display scheme to ensure that in the current economic climate traders could sustain their businesses.
- Amendments have been made to lengths of stays in some areas.
- Free days have been introduced (i.e. Sundays) where there were significant church users expected.

- **Outcome = Adjustments have been made to remove barriers** – since the consultation activity has taken place.





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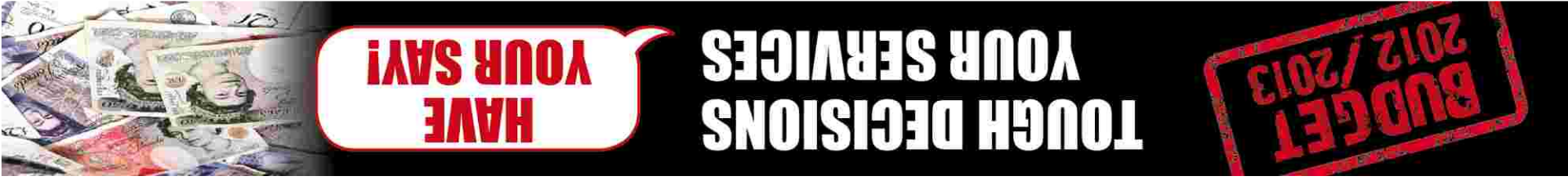
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Libraries

Consultation Overview

- Consultation undertaken with: -
 - Presenting to user groups and Friend of Library Groups.
 - By questionnaire, on line and distributed through the library service points.
 - Two letters of objection from Friends of Library Groups have been received
- Approx. 2500 questionnaires received by individuals on the proposed reduction in service for the Libraries.
- Awaiting full comprehensive results by 20th January.



Consultation Results

• Preliminary Findings –

- Responses from Questionnaires – Initial feedback based on 400 respondents December 2011).
- Most popular visiting time – Mornings 9.30 to 13.00 – Highest % = Monday and Tuesday.
- Least popular visiting time – Evenings 17.00 to 19.00 – Least % = Tuesday and Saturday.
- Least popular times in the day – 9am – 10am and 5pm – 7pm.



Impact Assessment Overview

- Final reduction of hours proposed will need to be determined through full consultation results
- Full consideration will be given to vulnerable groups with the least impact achievable.
- ***Outcome 2: Adjustments to remove barriers =***
There is potential for negative impact on vulnerable groups depending on the specific proposals put forward.



Key Issues for Members to Consider

- Key issues to consider before a decision is made [Note: Beach Hut and Parking proposals already agreed via Full Council.]
- Libraries: -

- Detail on **specific** proposals required (awaiting full consultation results to determine)
- Further consultation required when specific proposals determined?
- Specifically impact on vulnerable groups

