



Budget Consultation Report

January 2016

Method	Number of questionnaires returned	Percent of questionnaires returned
Paper	412	58%
Online	299	42%
Total	711	100%

This survey was open between 6th November and 18th December 2015



CONTENTS

1. Executive Summary	3
2. Headline Results	4
3. Quality Assurance	4
4. Summary of results	5
6. Respondent Profile.....	11
7. Written representations	13
8. Budget Consultation Report additional question - Connections.....	14
9. Budget Consultation Report additional question - Council Tax	18

1. Executive Summary

Torbay Council, along with other local authorities, is in the process of identifying savings to meet the challenges posed by further significant grant reductions and increasing cost and demand pressures in services. Difficult decisions have to be made and consultation has been undertaken on the latest proposals for service change, income generation and savings.

The council has already made savings of £50 million in the last five years and needs to make further reductions estimated at £32.4 million over the next three years.

An Equality Impact Assessment (EIA) has been prepared for each of the proposals where there is a potential impact upon service users/members of the public. The EIAs evidence that the Council has considered the impact of the proposed changes to services, and has carried out appropriate consultation on those changes with the key stakeholders. It enables the Council to make informed decisions about the proposals.

The EIAs have been published as part of the savings proposals pack on the Council website at www.torbay.gov.uk/budget.

Public consultation on the proposals started on 6th November 2015 and closed on 18th December 2015. The proposals were communicated to the Torbay community via local newspaper (Herald Express & Western Morning News), local radio, Twitter and Facebook and were detailed on the Torbay Council website. Emails were sent to key stakeholders and a range of opportunities were provided for people to contribute to the consultation, including a Budget Event held in Paignton. People were also able to send representations via email and post to Torbay Council.

A general questionnaire was prepared which covered questions concerning Torbay Council services and proposals where there was a potential for some impact on the services the Council delivers. It was available online and as a paper questionnaire which was distributed via libraries, Connections offices, Harbour Offices and was made available at the public budget event in Paignton.

There has been a good response to the consultation with a total of 711 respondents via paper and online surveys.

Further questions regarding Connections, and an additional Council Tax proposal were also made available to the public online, these consultations closed on 4th January 2016. Results from these additional questions can also be found within this report.

A budget event was held on the 7th December 2015 at which the Mayor and Officers were able to discuss the budget proposals with the public and key stakeholders. Around 60 people attended the event which was held in Paignton.

2. Headline Results

The majority of respondents identified themselves as Torbay residents (687). Of these respondents who completed their postcode, 40.3% were from Torquay, 29.5% from Paignton, and 21.2% from the Brixham area.

In the majority of cases, people were in favour of the proposals put forward for these services. There were 10 proposals where the results show that the majority of people were in support of the proposal - these are as follows:

- Road Safety Education and School Crossing Patrols
- Riviera International Centre
- Events Development - income via Town Centres Revenue
- Resort Services
- Redesign within Community Services
- Parks and Open Spaces - Ceasing the Torbay Council sponsorship paid to Bay Blooms
- Torbay Coast and Countryside Trust
- Social Fund
- Council Tax
- Fees and Charges

There were 5 proposals where the results show that the majority of people did not support the proposal – these are as follows:

- Children's Centres Contract
- Sports Development – Swim Grant
- Museum Services
- Highways Management
- Parks and Open Spaces - Reducing the winter maintenance programme

3. Quality Assurance

To ensure the quality of data provided, all information received through both the online and paper surveys were verified. This provides assurance that the results presented overleaf are an accurate representation of respondent's views.

4. Summary of results

Q1) Children's Centres Contract:

A 10% reduction to the current value of the Children's Centres Contract.

This proposal is expected to save £85,000.

Children's Centres provide a service available to all families with a child aged 0 to 5 years and include services such as stay and play sessions, young mums to be, parents to be, dad's clubs as well as providing targeted family support for more vulnerable families

Do you support proposal 1?	Number	Percent
Yes	330	46.4%
No	352	49.5%
No answer	29	4.1%
Total	711	100%

Q2) Road Safety Education and School Crossing Patrols:

To increase income by charging Academy Schools for School Crossing Patrol services to fully recover the Council's costs.

This proposal is expected to generate £25,000 additional income.

Academy Schools currently provide some funding to the Council towards the School Crossing Patrol service. This proposal means that Academy Schools will pay the whole cost for school crossing patrols at their schools.

Do you support this proposal 2?	Number	Percent
Yes	538	75.7%
No	151	21.3%
No answer	22	3.0%
Total	711	100%

Q3) Riviera International Centre:

To reduce the grant funding currently paid to the Riviera International Centre.

This proposal is expected to save £129,000.

The Riviera International Centre currently receives £524,000 in grant funding from Torbay Council.

Do you support this proposal 3?	Number	Percent
Yes	632	88.8%
No	59	8.3%
No answer	20	2.9%
Total	711	100%

Q4) Sports and Events Development:

a) To increase income via Town Centres Revenue. This will generate £10,000

b) To reduce the grant to Swim Torquay and Admiral Community Swimming Pools.

This will save £15,000.

In total this proposal is expected to generate/save £25,000

Increasing income via Town Centre Revenue will be found via permissions for events and promotions in the Town Centre.

Swim Torquay and Admiral Community Swimming Pool (Brixham) are pools open to members of the public; these pools are also used by local schools and clubs. Currently the grant is £30,000 to Swim Torquay and £30,000 to Admiral Swimming Pool.

Do you support proposal 4a)?	Number	Percent
Yes	530	74.5%
No	148	20.9%
No answer	33	4.6%
Total	711	100%

Do you support proposal 4b)?	Number	Percent
Yes	285	40.0%
No	395	55.6%
No answer	31	4.4%
Total	711	100%

Q5) Resort Services:

To re-design Resort Services including:

- Reductions in non pay expenditure
- Increasing Beach Hut charges beyond 3% (The increase may vary dependent on location)
- Identifying new income streams across Resort Services

This proposal is expected to generate/save £60,000.

Do you support proposal 5?	Number	Percent
Yes	619	87.0%
No	62	8.8%
No answer	30	4.2%
Total	711	100%

Q6) Museum Services:

To reduce the grant funding currently paid to the Museum Service.

This proposal is expected to save £10,000.

Do you support proposal 6?	Number	Percent
Yes	331	46.6%
No	361	50.8%
No answer	19	2.6%
Total	711	100%

Q7) Redesign within Community Services:

To reduce the overall staffing levels and therefore potentially the ability to deliver existing statutory services across the Community Services portfolio:

This proposal is expected to save an additional £292,000.

The areas where it is proposed that budgets will be reduced include:

- Food Safety
- Licensing
- Trading Standards
- Private Sector Housing Standards
- Environmental Protection
- Administration and Finance
- Conservation and Design
- Commercial Team

Do you support proposal 7?	Number	Percent
Yes	344	48.3%
No	335	47.1%
No answer	32	4.6%
Total	711	100%

Q8) Highways Management:

To reduce the overall amount of funding for highways maintenance, this will reduce the amount we can invest in improving roads and associated footways etc.

This proposal is expected to save £331,000.

This proposal will reduce the maintenance of the highway network to a largely reactive service which may contribute to further deterioration of the highway network over time.

Do you support proposal 8?	Number	Percent
Yes	134	18.9%
No	554	77.9%
No answer	23	3.2%
Total	711	100%

Q9) Parks and Open Spaces:

To reduce the Parks and Open Spaces budget by:

- a) Reducing the winter maintenance programme by £10,000
- b) Ceasing the Torbay Council sponsorship paid to Bay Blooms - this will save £5,000

In total this proposal is expected to save £15,000.

The winter maintenance programme currently consists of spend to save projects to reduce high maintenance areas and areas requiring improvement out of the summer season, for example overgrown shrub beds, bare patches of grass and overgrown hedges.

Do you support proposal 9a)?	Number	Percent
Yes	329	46.3%
No	366	51.4%
No answer	16	2.3%
Total	711	100%

Do you support proposal 9b)?	Number	Percent
Yes	439	61.7%
No	257	36.1%
No answer	15	2.2%
Total	711	100%

Q10) Torbay Coast and Countryside Trust:

To reduce the grant funding currently paid to the Torbay Coast and Countryside Trust by £15,000.

Torbay Coast and Countryside Trust currently manage Torbay Council land (1,700 acres, of which 600 acres are farmed) for which the Council pays £183,000 per year.

This proposal is expected to save £15,000.

Do you support proposal 10?	Number	Percent
Yes	429	60.3%
No	262	36.9%
No answer	20	2.8%
Total	711	100%

Q11) Social Fund:

To reduce the Social Fund budget provision to nil.

This proposal is expected to save £312,000.

The Social Fund Scheme currently provides assistance in a crisis type situation i.e. the issuing of Crisis Loans and Community Care Grants.

Do you support proposal 11?	Number	Percent
Yes	376	52.9%
No	311	43.8%
No answer	24	3.3%
Total	711	100%

Q12) Council Tax:

To increase Council Tax by 1.99%.

This proposal is expected to generate £450,000 additional income.

Do you support proposal 12?	Number	Percent
Yes	430	60.6%
No	265	37.2%
No answer	16	2.2%
Total	711	100%

Q13) Fees and Charges:

To increase income by applying an above inflationary rise of 3% to Torbay Councils fees and charges e.g. Sports Hire, Licensing Fees, Harbour Charges and Birth, Deaths and Marriages Fees.

This proposal is expected to generate £450,000.

This will only apply to those fees and charges which are not set by statute.

Do you support proposal 13?	Number	Percent
Yes	553	77.8%
No	133	18.7%
No answer	25	3.5%
Total	711	100%

6. Respondent Profile

Q14) Are you completing this questionnaire as:

	Number	Percent
A resident of Torbay	687	96.6%
An organisation	7	1.0%
No answer	17	2.4%
Total	711	100%

Q15) Are you male or female?

	Number	Percent
Male	348	48.9%
Female	343	48.3%
No answer	20	2.8%
Total	711	100%

Q16) Which of the following age groups applies to you?

	Number	Percent
0 – 15	1	0.1%
16 – 24	8	1.1%
25 – 34	42	5.9%
35 – 44	78	10.9%
45 – 54	112	15.8%
55 – 64	158	22.3%
65 – 74	180	25.4%
75+	101	14.2%
No answer	31	4.3%
Total	711	100%

Q17) Do you consider yourself to be disabled in any way?

	Number	Percent
Yes	102	14.3%
No	567	79.8%
No answer	42	5.9%
Total	711	100%

Q17a) Please tell us how your disability affects you

	Number
It affects my mobility	70
It affects my hearing	30
It affects my vision	13
It affects me in another way	26
Total	139

Q18) How would you describe your ethnic origin?

	Number	Percent
White	655	92.2%
Mixed ethnicity	0	0%
Asian or Asian British	2	0.2%
Black or Black British	0	0%
Chinese	2	0.2%
Other	8	1.2%
No answer	44	6.2%
Total	711	100%

Q19) What is your postcode?

	Number	Percent
TQ1 (Torquay)	162	22.8%
TQ2 (Torquay)	124	17.5%
TQ3 (Preston/Paignton)	113	15.9%
TQ4 (Paignton)	97	13.6%
TQ5 (Brixham)	151	21.2%
No answer	64	9.0%
Total	711	100%

Further Comments and Suggestions:

Respondents were asked if they had any other ideas to find alternative or additional savings or generate income. There were 299 comments received, all of which have been forwarded to the Mayor.

7. Written representations

Four written representations were received these have been forwarded to the Mayor and Councillors.

For further information please contact the Policy Performance and Review team on 01803 207227 or email consultation@torbay.gov.uk

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



Budget Consultation Report - Additional Question - Connections

January 2016

Method	Number of questionnaires returned	Percent of questionnaires returned
Paper	150	60.9%
Online	96	39.1%
Total	246	100%

This survey was open between 3rd December 2015 and the 4th January 2016

Torbay Council has previously consulted with users of the Connections service during a trial closure of the Brixham and Torquay Connections offices. This consultation started on 5th October and closed on 11th November 2015.

Public consultation on the budget proposal to permanently close the Torquay and Brixham Connections offices has subsequently been undertaken – the results from which can be found below.

This Consultation started on 3rd December 2015 and closed on 4th January 2016.

Q1) Connections:

To close Torquay and Brixham Connections Offices and Centralise the Connections service within the existing office in Paignton Library and Information Centre. Self Service Pods will be provided at Torquay and Brixham Libraries. Customers will still be able to access services via the Customer Contact Centre (telephone) and/or the Council's website.

This proposal is expected to save £76,000.

The Connections Service provides the main point of contact for Torbay Council.

Do you support this proposal ?	Number	Percent
Yes	135	54.9%
No	105	42.7%
No answer	6	2.4%
Total	246	100%

Respondent Profile

Q2) Are you completing this questionnaire as:

	Number	Percent
A resident of Torbay	206	83.8%
An organisation	1	0.4%
No answer	39	15.8%
Total	246	100%

Q3) Are you male or female?

	Number	Percent
Male	104	42.3%
Female	104	42.3%
No answer	38	15.4%
Total	246	100%

Q4) Which of the following age groups applies to you?

	Number	Percent
0 – 15	0	0%
16 – 24	2	0.8%
25 – 34	6	2.4%
35 – 44	23	9.4%
45 – 54	41	16.7%
55 – 64	55	22.4%
65 – 74	57	23.2%
75+	28	11.3%
No answer	34	13.8%
Total	246	100%

Q5) Do you consider yourself to be disabled in any way?

	Number	Percent
Yes	42	17.0%
No	150	61.0%
No answer	54	22.0%
Total	246	100%

Q6) Please tell us how your disability affects you

	Number
It affects my mobility	35
It affects my hearing	6
It affects my vision	2
It affects me in another way	6
Total	49

Q7) How would you describe your ethnic origin?

	Number	Percent
White	198	80.5%
Mixed ethnicity	0	0%
Asian or Asian British	1	0.4%
Black or Black British	1	0.4%
Chinese	0	0%
Other	1	0.4%
No answer	45	18.3%
Total	246	100%

Q8) What is your postcode?

	Number	Percent
TQ1 (Torquay)	46	18.7%
TQ2 (Torquay)	46	18.7%
TQ3 (Preston/Paignton)	43	17.5%
TQ4 (Paignton)	31	12.6%
TQ5 (Brixham)	32	13.0%
No answer	48	19.5%
Total	246	100%

Further Comments and Suggestions:

Respondents were asked if they had any other ideas to find alternative or additional savings or generate income. There were 30 comments received, all of which have been forwarded to the Mayor.



Budget Consultation Report - Additional Question - Council Tax January 2016

Method	Number of questionnaires returned
Online	28

This survey was open between 8th December 2015 and the 4th January 2016



On the 25th November the Government announced its "Spending Review and Autumn Statement 2015". The Spending Review advised that local authorities who are responsible for adult social care have the ability to raise new funding through raising council tax in their area by up to 2%. This money would be spent exclusively on adult social care. As a result of this announcement Torbay Council began a consultation specifically on this proposal. The results for this can be found below.

Q1) Council Tax:

To raise Council Tax by up to 2% to generate new funding to spend exclusively on Adult Social Care.

Do you support this proposal ?	Number	Percent
Yes	9	32.2%
No	19	67.8%
No answer	0	0%
Total	28	100%

Respondent Profile

Q2) Are you completing this questionnaire as:

	Number	Percent
A resident of Torbay	27	96.4%
An organisation	0	0%
No answer	1	3.6%
Total	28	100%

Q3) Are you male or female?

	Number	Percent
Male	17	60.8%
Female	11	39.2%
No answer	0	0%
Total	28	100%

Q4) Which of the following age groups applies to you?

	Number	Percent
0 – 15	0	0%
16 – 24	1	3.6%
25 – 34	0	0%
35 – 44	3	10.8%
45 – 54	12	42.9%
55 – 64	6	21.5%
65 – 74	4	14.1%
75+	2	7.1%
No answer	0	0%
Total	28	100%

Q5) Do you consider yourself to be disabled in any way?

	Number	Percent
Yes	4	14.2%
No	23	82.2%
No answer	1	3.6%
Total	28	100%

Q6) Please tell us how your disability affects you

	Number
It affects my mobility	3
It affects my hearing	0
It affects my vision	0
It affects me in another way	1
Total	4

Q7) How would you describe your ethnic origin?

	Number	Percent
White	27	96.4%
Mixed ethnicity	0	0%
Asian or Asian British	0	0%
Black or Black British	0	0%
Chinese	0	0%
Other	0	0%
No answer	1	3.6%
Total	28	100%

Q8) What is your postcode?

	Number	Percent
TQ2 (Torquay)	7	25.0%
TQ1 (Torquay)	6	21.5%
TQ3 (Preston/Paignton)	5	17.9%
TQ4 (Paignton)	3	10.7%
TQ5 (Brixham)	3	10.7%
No answer	4	14.2%
Total	28	100%

Further Comments and Suggestions:

Respondents were asked if they had any other ideas to find alternative or additional savings or generate income. There were 5 comments received, all of which have been forwarded to the Mayor.