



Budget 2018/19 Consultation Report

January 2018

Method	Number of surveys returned
Paper	63
Online	320
Total	383

This survey was open between 30th October and 8th December 2017

CONTENTS

1. Executive Summary	3
2. Headline Results	4
3. Summary of results	5
4. Respondent Profile	24
5. Event Feedback	26

1. Executive Summary

In the last seven years Torbay Council has made budget reductions of £69 million. Further reductions of £9.6 million must be made for 2018/19 in order to produce a balanced budget.

Despite our achievements in delivering balanced budgets to date, continuing austerity means that the identification of further efficiencies, savings and income generation becomes ever harder. We face an immense challenge in preparing and achieving a robust budget year-on-year which will provide the statutory services of the Council, as well as discretionary services which are valued by our communities.

Over the course of the year the Council's Transformation Programme has been supporting the delivery of a number of projects which have either increased income to the Council, reduced the Council's costs or created services which are more resilient.

The work of the Transformation Programme will continue to achieve further savings and income within 2018/19 and beyond, however demand for children's and adult social care is increasing and the Government is continuing to reduce the amount of funding it provides to local government.

Therefore, to maintain a balanced budget, it was proposed that there would be some changes to services. Information regarding the proposals is at www.torbay.gov.uk/fit-for-the-future/.

Public consultation on the proposals started on 23rd October 2017 and closed on 8th December 2017. The proposals were communicated to the Torbay community via a press release to local newspapers (Herald Express & Western Morning News), local radio and posts made on Twitter and Facebook. The proposals were detailed on the Torbay Council website. 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 2018/19. It was available online and as a paper survey which was distributed via Torbay Libraries, The Paignton Library and Information Centre and Harbour Offices.

There has been a good response to the budget consultation with a total of 383 completed surveys. There were also 22 written representations received from individuals and organisations in response to the budget proposals. These have been collated, anonymised where necessary and forwarded to senior Torbay Council officers, Councillors and the Elected Mayor.

The budget event was held on 16th November 2017, at which the Elected Mayor and Officers were able to discuss the budget proposals with the public and key stakeholders. The event was held at the Riviera International Conference Centre and was attended by 16 people.

At the event, attendees were shown the targeted actions from the Council's Corporate Plan and the proposed distribution of gross revenue expenditure for 2018/19. They were then asked to allocate a percentage of revenue spending to each of the targeted actions themselves, based on what was important to them and their community. Results from this exercise and recorded comments from the event are included in this report.

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.

2. Headline Results

The majority of respondents identified themselves as Torbay residents (321). Of these respondents who completed their postcode, 48.3% were from Torquay, 23.2% from the Paignton, and 12.3% 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 seven proposals where the results show that the majority of respondents were in support of the proposal - these are as follows:

- To reduce the Substance Misuse Service contract.
- To create additional income generation from beach huts, including fees paid in specific locations and numbers of beach huts.
- To reduce the Elected Mayor's Event budget.
- To change the way funding is made available to Swim Torquay at Plainmoor Community Swimming Pool and Admiral Swimming Centre in Brixham, by providing a reserve fund that can be drawn on by both organisations.
- To use Capital Structural Maintenance funding to carry out some of the larger reactive works required on the highway.
- To increase Council Tax by 1.99%.
- To add the Adult Social Care Precept of 3% to Council Tax.

Respondents also responded more positively than not, when asked the questions below:

- Would they be prepared to pay more Council Tax in addition to the proposed 4.99%?
- Whether they would support the closure of some public toilet facilities, so the Council could concentrate its resources and funding on upgrading the facilities which are used the most.
- Would they support charging a fee for some public toilet facilities to refurbish and improve the standard and quality?
- How much would they be prepared to pay to use some facilities?

There were three proposals where the results show that the majority of people did not support the proposal – they are:

- To reduce the funding given to youth service providers.
- To reduce the funding for Economic Regeneration.
- To remove the grant funding to Torquay and Brixham Museums.

Most respondents were from Torbay (83.8%) and more specifically mostly from Torquay at 48.3%, with 23.2% from Paignton and 12.3% from Brixham.

Responders were almost evenly split responses from women and men with 45.4% and 49.1% respectively.

The largest age group of respondents was 65-74 at 27.9%.

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. Many chose to add a comment though they had indicated that the proposal wouldn't impact them. 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. There were 925 comments in total, including those in response to Q15, all of which have been forwarded to senior Torbay Council officers, Councillors and the Elected Mayor.

3. Summary of results

Children's Services

Q1) Youth Grants

To reduce the funding given to youth service providers.

This proposal is expected to save £30,000 in 2018/19 and will mean that the council will not provide grants to locality based youth service providers.

These providers deliver activities and services for young people. They will have the opportunity to raise funds through the Torbay Lottery. The proposed budget next year for the Youth Trust would be £307,000 with the provision for youth grants being £0.

	Do you support this proposal?		Do you feel this proposal will impact on you?	
	Number	Percent	Number	Percent
Yes	142	37.1%	74	19.3%
No	226	59.0%	269	70.2%
No answer	15	3.9%	40	10.4%
Total	383	100.0%	383	100.0%

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

There were 12 comments from people who supported this proposal. A selection of comments which demonstrate the range of themes are shown below.

Theme	Examples of comments
Alternate funding / provider	<p><i>"Move Children's Services to Plymouth. Will be run better."</i></p> <p><i>"Young people-- and their service providers should, in normal circumstances, be the most able in Society, to support their own most advantageous fund- raising for their own desired purposes. Diverted funding could then be available for "The most vulnerable in society"."</i></p>
Other	<p><i>"I have a child who would benefit from youth service providers but we feel currently there is plenty of provision"</i></p> <p><i>"Possibly lead to young people spending more time on the streets"</i></p> <p><i>"Less Council tax"</i></p>

There were 60 comments from people who did not support this proposal. A selection of comments which demonstrate the range of themes are shown below.

Theme	Examples of comments
Children are the future / An investment	<p><i>"Youth grants assist those ages but also self-direct our next generation. This has a cost no price but must be constant."</i></p> <p><i>"We should looking to "our future" children and helping them not taking away from them."</i></p>
Increase in problems / Make things worse	<p><i>"In general terms. In that the lack of youth services could lead to more youth gangs, hanging around, anti-social behaviour, etc."</i></p> <p><i>"I help run a group at Parkfield. The YS help many people, some of whom may turn to crime or suffer other harm. The cost of grants is probably lower than the cost of dealing with these problems."</i></p> <p><i>"The year on year cuts in youth services have already contributed to social problems in Torbay. Don't make it worse."</i></p>
Other	<p><i>"Not directly but we have a large population of very young parents etc....they need guidance and don't necessarily receive it from their own parents."</i></p> <p><i>"I have children involved in local groups."</i></p>
Effect on the community	<p><i>"The youth services require funding to support disadvantaged young people. This is important for the community mix of the bay."</i></p> <p><i>"This will have an impact on every Torbay resident do not cut this funding."</i></p>

Public Health

Q2) Adult Substance Misuse Services

To reduce the Substance Misuse Service contract.

This proposal is to reduce the budget by £62,000 in 2018/19 and £100,000 in 2019/20.

These services provide treatment for people who use drugs and alcohol problematically and provide pharmacy based services e.g. needle exchange and supervised consumption of controlled medication. The proposed budget for next year would be £2,475,000.

	Do you support this proposal?		Do you feel this proposal will impact on you?	
	Number	Percent	Number	Percent
Yes	200	52.2%	92	24.0%
No	167	43.6%	242	63.2%
No answer	16	4.2%	49	12.8%
Total	383	100.0%	383	100.0%

Most respondents supported this proposal. The majority of respondents felt this proposal wouldn't impact on them.

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

Theme	Examples of comments
Another Way	<p><i>"Better education is required not more money being thrown at this problem. That should originate in Schools."</i></p> <p><i>"More "Druggies" on the street & beggars. Jail them and get them off the street."</i></p>
Too much is spent on this	<p><i>"This seems a very high figure - almost £2.5m to treat drug users in Torbay? Why is there a budget at all?"</i></p> <p><i>"Why should we fund this when I have to live with uneven pavements, weeds growing up my walls and anti-social behaviour."</i></p>
Other	<p><i>"Many families we work with will need the support offered by these services. However I feel it does leave them with something."</i></p> <p><i>"Less Council tax"</i></p>
Will impact all of us	<p><i>"We are all impacted by drug users and their impact on society."</i></p>

There were 70 comments from people who did not support this proposal. A selection of comments which demonstrate the range of themes are shown below.

Theme	Examples of comments
More ASB / Drug use / Homelessness	<p><i>"Homeless people often have misuse difficulties. I feel this would make the problem worse and in turn affect people in Paignton. I live in an area where homeless people meet up. If people who have a home have substance abuse problems, there is a risk to them becoming homeless if reduced help is available."</i></p> <p><i>"It will mean more addicts and misusers using in public places. Discarded needles littering public areas and more of a chance of youngsters becoming users themselves."</i></p> <p><i>"Drugs and alcohol addiction are serious problem in Torbay. More unchecked and unassisted usage means much higher crime rates."</i></p>
An existing problem for Torbay	<p><i>"I feel that there is a very high proportion of substance abuse in Torbay and that cutting the grant will lead to increased misuse if addicts are unable to receive the right level of treatment"</i></p> <p><i>"People need support to stop using! The problem in Torbay is clear to see on the streets. Reducing the budget will only increase the problem."</i></p> <p><i>"The area has an increasing problem with drugs addicts, a short walk through Torquay town centre will show how bad this problem is. If anything services need to be increased. I don't feel safe in some parts of town, do not use certain car parks because of the antisocial behaviour. Cutting this funding is a ridiculous idea."</i></p>

Theme	Examples of comments
Effects community / Tourism	<p><i>"Support the provision as it would impact on the whole community if cuts are made to service."</i></p> <p><i>"This would have a direct impact on people being in my community being able to access safe treatment. Any reduction in needle exchange services, safe dispensing of methadone and availability of treatment for addictions has an impact on the safety and wellbeing of the whole Community."</i></p> <p><i>"The drug problem in Torquay is horrendous, the ever dwindling amount of holiday makers often make comment about how rampant and obvious it is, a reduction can only see an increase in an already bad situation."</i></p>
Other	<p><i>"Put the money you save in to. Our hospital"</i></p> <p><i>"Without seeing evidence that this scheme has had good results in the past, it is difficult to say but it seems a very large budget. I would support a larger reduction than £100,000 if there are no clear indications of this being a successful programme to date."</i></p> <p><i>"Addictions are diseases"</i></p>
Personal experience	<p><i>"As an Alcoholic/Drug addict, I do need rehab from time to time, or just Bury me at your expense!"</i></p> <p><i>"I work with people who rely exclusively on these services to help them deal with substance misuse issues. What does this reduction mean for the services?"</i></p>
They need more help not less	<p><i>"These people need help, not left floundering in public places."</i></p> <p><i>"I would say this issue would need more money not less- from observations of town centre and activity within drug and alcohol services."</i></p>

Business Services

Q3) Beach Team

To create additional income generation from beach huts, including fees paid in specific locations and numbers of beach huts.

This proposal is expected to generate income of £31,000 in 2018/19 and £20,000 in 2019/20.

The Beaches Service would generate a surplus of £181,000 next year.

	Do you support this proposal?		Do you feel this proposal will impact on you?	
	Number	Percent	Number	Percent
Yes	320	83.6%	36	9.4%
No	43	11.2%	303	79.1%
No answer	20	5.2%	44	11.5%
Total	383	100.0%	383	100.0%

Most respondents supported this proposal. The majority of respondents felt this proposal wouldn't impact on them.

There were 30 comments from people who supported this proposal. A selection of comments which demonstrate the range of themes are shown below.

Theme	Examples of comments
Knock on effect	<p><i>"Increasing revenue from tourists will support other services that are necessary to ensure we care for the most vulnerable of our fellow residents."</i></p> <p><i>"An increased cost for beach huts may mean the take-up is reduced and they will become even shoddier in some places."</i></p>
Ok to pay more	<p><i>"If people can afford the luxury of a beach hut it is only right they should contribute in some way towards the economy of the town."</i></p> <p><i>"The beach huts are luxury items and so happy to pay more"</i></p>
Revenue management	<p><i>"If it generates a surplus then this should have a positive impact on all Torbay residents, as long as the surplus is distributed with the best interests of Torbay residents at heart."</i></p> <p><i>"As long as this is managed correctly through beach hut owners and their official committee members to ensure the extra income collected is put towards beach hut and beach management for the enjoyment of all."</i></p>
Other	<p><i>"Well done - something that will not affect the vulnerable or poor."</i></p>

There were 13 comments from people who did not support this proposal. A selection of comments which demonstrate the range of themes are shown below.

Theme	Examples of comments
Costs enough / too much already	<p><i>"I enjoy having a beach hut at Goodrington and do not want to have increased costs."</i></p> <p><i>"These huts are often beyond the income capabilities of most local residents which is a shame...."</i></p>
Other	<p><i>"There are no services or security provided to Beach Hut owners on many of the beaches especially Corbyn Head"</i></p> <p><i>"No more beach huts please. They are generally an eyesore and spoil the beauty of the bay. We have more than enough already...."</i></p>

Q4) Economic Regeneration

To reduce the funding for Economic Regeneration.

This proposal is expected to save £50,000 in 2018/19.

The proposed budget for next year would be £299,000.

	Do you support this proposal?		Do you feel this proposal will impact on you?	
	Number	Percent	Number	Percent
Yes	165	43.1%	111	29.0%
No	194	50.7%	215	56.1%
No answer	24	6.3%	57	14.9%
Total	383	100.0%	383	100.0%

Most respondents did not support this proposal. The majority of respondents felt this proposal wouldn't impact on them.

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

Theme	Examples of comments
Other funding	<i>"We need more innovative solutions. These will not come from the Council, but need to be stimulated to come from the private sector"</i>
Considered spending	<i>"I live in Torbay so everything that effects this location effects everybody living in it. Regeneration needs to take place but if it happens slower and more focussed, then better improvements could take place."</i>
Other	<i>"What do we actually get for £299,000 per year? I don't see any economic regeneration in Brixham." "Unsure if it will have an impact as I don't know enough about this subject."</i>
Support the cut	<i>"Economic regeneration affects us all and it is vital that Torbay continues to grow, however, we need to make savings so I agree to this cut."</i>

There were 83 comments from people who did not support this proposal. A selection of comments which demonstrate the range of themes are shown below.

Theme	Examples of comments
<p>Improve appearance</p>	<p><i>“As Torquinian born, just look at the place. No pride, no gleaming paint, no soul! Too many empty shops, reduce the rents/rates. Do something positive.”</i></p> <p><i>“Torbay’s high streets are already looking worn and tired with litter and mess all over. The last thing we need is less funding for regeneration, spending on this should be a priority.”</i></p> <p><i>“The bay needs regeneration, over the last few years it has started to look very tired, visitor numbers are down, we need to invest in plans & schemes to allow the area to thrive again.”</i></p>
<p>Jobs / Economy / Business</p>	<p><i>“The further Economic Regeneration will affect anyone who wishes to live and work in Torbay. It is essential that investment is made to ensure that future economy of each of the towns in Torbay are invested in to ensure it remains an attractive place for new businesses.”</i></p> <p><i>“Torbay is in much need of economic regeneration, without it businesses will flounder which will decrease the council income from business rates and impact on us all.”</i></p> <p><i>“The area is going down the drain, needs as much money to be input for regeneration, to bring in the jobs that are going to be needed for all the new houses being built without it jobs will be poorly paid and will have to leave the area to get better paying work.”</i></p>
<p>Town Centres/Tourism</p>	<p><i>“Economic regeneration is a key target in getting the Bay to be attractive to business and tourism. There are too many areas in the Bay which urgently need to be developed”</i></p> <p><i>“More empty shops - less attractive for visitors, thus losing tourist income.”</i></p> <p><i>“Our High Street in Brixham is in a very sorry state and has been for some time. Every pound lost in an Economic Regeneration programme makes it that much harder to revitalise it and drive the standards back up for both the locals and our visitors.”</i></p>
<p>Impacts on everyone</p>	<p><i>“Anything that will reduce the regeneration of this deprived area of the UK will impact on its residents.”</i></p> <p><i>“This will impact on everyone in the bay. Our town is a run embarrassment that needs investment if we are to survive as a top holiday destination.”</i></p> <p><i>“Lower economic growth in what is already an economically deprived area will impact everyone! Economically and socially.”</i></p>
<p>Future decline</p>	<p><i>“Paignton is run down and unless there is investment in the town centre it will become one of those economically poor seaside towns that fail and tourists will not be attracted to. Much of the development is out of the town centre and therefore people aren’t attracted in. Crossways and Victoria Square in particular need economic regeneration.”</i></p> <p><i>“Regeneration is the key to income. If you build it, then they will come. Failure to invest is a really short sighted policy”</i></p>

Theme	Examples of comments
More investment needed	<i>"Torbay need economic regeneration badly. I see the towns deteriorating rapidly and regeneration needs MORE funding not less. Torbay especially Torquay and Paignton are not a nice places to live anymore. If things don't change and regeneration slumps which is already visible to everybody these towns will lose their residents and visitors which is already happening. STOP putting money into ridiculous ventures that don't work. Fast Ferry, Balloon, Torbay Palm etc. etc. you know what they are and invest in our town centres. Abbey Sands Development is the way forward. Torwood Street and The Pavilion development need to go ahead immediately so cutting this budget will have a detrimental effect"</i>
Other	<i>"Crazy short-termism"</i> <i>"The local economy needs diversification"</i> <i>"Not clear what this actually means but economic regeneration is surely about improving current situation. It's a relatively small budget as it is."</i>

Community Services

Q5) Events Development

To reduce the Elected Mayor's Event budget.

This proposal is expected to save £15,000 in 2018/19 and £15,000 in 2019/20.

The funding has historically been used to support new events in Torbay and part fund the Air Show, Tall Ships, Hockey and Bowls Festivals etc. The proposed budget for next year would be £30,000.

	Do you support this proposal?		Do you feel this proposal will impact on you?	
	Number	Percent	Number	Percent
Yes	283	73.9%	80	20.9%
No	84	21.9%	252	65.8%
No answer	16	4.2%	51	13.3%
Total	383	100.0%	383	100.0%

Most respondents supported this proposal. Most respondents felt this proposal wouldn't impact on them.

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

Theme	Examples of comments
Non-Essential	<p><i>"May reduce the number and scale of events, but would help reduce costs from a non-essential service."</i></p> <p><i>"This would seem to be a necessary saving, although the bay should encourage new events wherever possible."</i></p> <p><i>"What's the point of spending money on vanity projects at the expense of local people. Scrap this budget immediately."</i></p>
Other	<p><i>"Air show makes a loss and not too sure who gains from these events."</i></p> <p><i>"£30K should be sufficient and force the Council to be more prudent with their advertising budgets. However, I don't think such a small amount is that much of a problem in the grant scheme of things. However, an extra £5 on someone's individual Council Tax bill each month could determine whether some people can afford to switch the heating on this Winter, so it's good to put things in perspective."</i></p>
Self / Private / Funding from elsewhere	<p><i>"Private businesses should support events more."</i></p> <p><i>"These events should be self-financed or not be undertaken. Why should the community charge pay for these luxuries?"</i></p> <p><i>"We will all be impacted if the funding is cut for events but hopefully funds can be raised from elsewhere as it is hugely important to have events to draw people into Paignton. However this is a very small amount of money and could be raised elsewhere"</i></p>
Make them better / more efficient	<p><i>"The air show can make money through sponsorship (look at the air tattoo model) with more attractions on the ground, not funfair."</i></p> <p><i>"Attend the above events- but they need to be delivered more effectively and efficiently."</i></p>

There were 36 comments from people who did not support this proposal. A selection of comments which demonstrate the range of themes are shown below.

Theme	Examples of comments
Valuable for attracting tourists / income	<p><i>"Even less to attract visitor or things for the locals to enjoy"</i></p> <p><i>"It would reduce tourism and local expenditure. As a lifelong resident of Torbay I have seen the decline in tourism and its negative impact upon the bay. It means less shops, more unemployment, more benefit uptake"</i></p> <p><i>"This figure is a pittance. and all the place offers is tourism, so why shoot yourself in the foot?"</i></p>
Good for locals / community	<p><i>"I think The Grinagog festival was a really positive event in Torquay last year involving lots of community groups. It would be a shame if this could not continue"</i></p> <p><i>"Because a good way of giving something back to the locals"</i></p>
Other	<p><i>"Plenty of people enjoy these things"</i></p>

Q6) Museums

To remove the grant funding to Torquay and Brixham Museums.

This proposal is expected to save £28,000 in 2018/19 and £27,000 in 2019/20.

The proposed budget for next year would be £27,000.

	Do you support this proposal?		Do you feel this proposal will impact on you?	
	Number	Percent	Number	Percent
Yes	147	38.4%	136	35.5%
No	231	60.3%	214	55.9%
No answer	5	1.3%	33	8.6%
Total	383	100.0%	383	100.0%

Most respondents did not support this proposal. Most respondents felt this proposal wouldn't impact on them.

There were 19 comments from people who supported this proposal. A selection of comments which demonstrate the range of themes are shown below.

Theme	Examples of comments
Other sources of funding	<i>"Brixham museum will have to charge for entry. It is free at the moment but it is a luxury we can pay for."</i> <i>"Visit the museums, but do not feel they need grant support. Alternative national arts and culture funding should be considered."</i>
Other	<i>"We go to the museum, but there's not a lot there. Perhaps a merge of both museums into one would be an option. Though it would be very sad to see them go."</i> <i>"While the museums are important there are other greater needs"</i>

There were 115 comments from people who did not support this proposal. A selection of comments which demonstrate the range of themes are shown below.

Theme	Examples of comments
Heritage / Culture	<i>"The Museum has nationally important collections concerning the Torbay area and its heritage. These cuts will have a negative impact on the stated aim of 'ensuring Torbay remains an attractive place to visit'. And they will significantly lessen the likelihood of the Museum attracting grant funding from external sources, not only for its exhibited artefacts but also its archival collections. These cuts threaten local heritage. The sense of the past and one's roots are vital for psychological well-being, and a sense of meaning. Their steady erosion is contributing to the huge increase in mental ill-health and breakdown in our Society today, and in cutting one service you are unleashing a flood of need that can only be met by local authorities - in other words you will find you are cutting off your nose to spite your face."</i>

Theme	Examples of comments
	<p><i>“The museum houses some nationally important items and archives. Also, ancestral tourism is on the rise, this year I have spent two weeks of my holiday entitlement visiting areas relevant to my ancestry. Why not make the museum an asset, by encouraging people to visit to use the archives it houses?”</i></p> <p><i>“Volunteer 16 year olds at Torquay Museum and one committee member. Well used museum as family and kid friendly. We may have to close. Artefacts of local history will be lost forever. We need to keep our past for future generations to understand.”</i></p> <p><i>“Valuable historical artefacts may be lost to private collectors forever. The museum is a jewel in the crown of Torbay”</i></p> <p><i>It is important that museum archives be available for researchers, not just in the local authority area, but also across the nation. The proposed cuts to the Museums detract from the maintenance of, and access to, nationally important collections concerning the Torbay area and its heritage. Also, cuts will significantly lessen the likelihood of the Museums attracting grant funding from external sources, not only for its exhibited artefacts but also its archival collections. Due to staffing problems it is difficult now to access archival material, additional cuts will limit the service further.</i></p>
<p>Tourism</p>	<p><i>“Torquay Museum is one of our world-class selling points. I attend the Museum Society lectures regularly and enjoy the fantastic collections. I tell my friends (with children and without) who visit me here to go along and they are always full of praise. The contribution our museums make to local schools, instilling pride and demonstrating our archaeology, history and heritage, is vital. Brixham Museum offers similar historical context and is a good wet-weather attraction - something different from pirates and chips. Without such civilised and stimulating resources we are just a run-down seaside resort that has seen better days.”</i></p> <p><i>“.....The museums do have nationally important collections and they do attract visitors (like me) from other areas. Such things ARE important - look at the financial success of the national 'Cities of Culture' and look at the increased visitors generated by galleries like Turner in Margate and Tate in St Ives.”</i></p> <p><i>“The museums, in tourist towns, are vital as part of the attractions. This in addition to the educational reasons for their existence. Their funding should be increased, not cut.”</i></p>
<p>Education / Community</p>	<p><i>“Torquay Museum not only functions as a museum, but has many other uses which benefit the community e.g. outreach to schools and providing programmes for children. Also the society meets there which is a lifeline for lonely elderly providing not only intellectual stimulation but a chance to meet like-minded friends over lunch. To lose funding would severely impact its ability to remain open”</i></p> <p><i>“This will have an impact on children's knowledge of their local history and at times of reducing budgets reduce schools ability to offer local culture.”</i></p> <p><i>“Museums are an important part of learning and education and our heritage for all ages and for residents and visitors to our bay affordable access is important for all.”</i></p>

Theme	Examples of comments
Other	<p><i>"They are doing good work, don't restrict them"</i></p> <p><i>"These museums cannot survive if the Council withdraws its funding. They are very important to the Bay and need to be supported. The Council should stop haemorrhaging money on Torre Abbey and make it more self-supporting instead of killing off the museums."</i></p> <p><i>"This Grant is Relatively small and supports "The Unique Environment" of this Unique Location in Britain."</i></p>

Q7) Swimming Pool Grants

To change the way funding is made available to Swim Torquay at Plainmoor Community Swimming Pool and Admiral Swimming Centre in Brixham, by providing a reserve fund that can be drawn on by both organisations.

This proposal is expected to save £47,000 in 2018/19.

The proposed revenue budget for next year would be £0.

	Do you support this proposal?		Do you feel this proposal will impact on you?	
	Number	Percent	Number	Percent
Yes	222	58.0%	68	17.8%
No	135	35.2%	258	67.4%
No answer	26	6.8%	57	14.9%
Total	383	100.0%	383	100.0%

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

There were 18 comments from people who supported this proposal. A selection of comments which demonstrate the range of themes are shown below.

Theme	Examples of comments
Alternative funding	<p><i>"I use Admiral pool on a regular basis. The pool is well used and swimming lessons are very popular. If neither pool has drawn down their grant in this past financial year then I accept that the budget should be changed."</i></p> <p><i>"It would if the pools had to close!! However, surely there is an option for them to source external funding."</i></p>

There were 55 comments from people who did not support this proposal. A selection of comments which demonstrate the range of themes are shown below.

Theme	Examples of comments
Health / fitness	<p><i>"Both pools need as much funding as possible! We need sport in our lives.& inspire the next generation to swim. Both pools offer good squad training! There are many excellent swimmers within the bay...!"</i></p> <p><i>"As I have a disability I try to keep as mobile as possible & swimming is a very good way, this pool offers me the ability to take part in swimming class every week with trained staff to keep me safe & mobile."</i></p> <p><i>"I use the Plainmoor community pool regularly and again feel it is a valuable resource to the Bay especially considering the levels of childhood obesity that a rife in the UK. To risk the presence of available exercise facilities is pure stupidity."</i></p>
Learn to swim / gain skill	<p><i>"Swimming is the most vital lifesaving skill that children can learn, so much so that it is the only sport that is compulsory in the National Curriculum. These two pool provide this opportunity to schools in Torquay and Brixham. Most local authorities would love to have a swimming provision for such a small cost"</i></p> <p><i>"living by the sea it is imperative that ALL children learn to swim and have the facilities so to do"</i></p>
Community Asset	<p><i>"These areas are used mainly by local residents. This amenity should be funded"</i></p>
Other	<p><i>"This will impact as only those thought a priority will end up getting money from the pot. Seen it happen elsewhere and it is not a good idea."</i></p> <p><i>"These are voluntary groups who need support."</i></p>

Q8) Highways Maintenance

To use Capital Structural Maintenance funding to carry out some of the larger reactive works required on the highway.

This proposal is expected to save £50,000 in 2018/19.

The current Capital Structural Maintenance allocation is used to fund investment such as planned resurfacing and preventative maintenance. It is proposed to use some of this for reactive larger patching works. This would leave a proposed Capital Structural Maintenance budget for next year of £1.2million.

	Do you support this proposal?		Do you feel this proposal will impact on you?	
	Number	Percent	Number	Percent
Yes	243	63.4%	156	40.7%
No	118	30.8%	175	45.7%
No answer	22	5.7%	52	13.6%
Total	383	100.0%	383	100.0%

Most respondents supported this proposal. Most respondents felt this proposal wouldn't impact on them.

There were 73 comments from people who supported this proposal. A selection of comments which demonstrate the range of themes are shown below.

Theme	Examples of comments
Improvements are needed	<p><i>"Anything that helps with reducing potholes!"</i></p> <p><i>"It is about time that Torbay Council invested in resurfacing of highways. The patchwork does not work and invariably requires redoing within a short period of time...."</i></p> <p><i>"Positively. It will reduce wear and tear damage to car from potholes and very poor road surfaces."</i></p> <p><i>"We all use roads and given the woeful state of many of Torbay's roads, sticking plaster solutions are needed. What is really needed is stronger lobbying by the Tory Mayor and his Tory colleagues and MPs to central government for a fairer funding settlement!"</i></p>
Will make things worse	<i>"You should not cut costs on road maintenance shoddy work will show all too soon so spend now to save in the future."</i>
I drive a car	<i>"As a car driver I use the roads. There are a lot of pot holes that need fixing."</i>
Other	<p><i>"in constant pain so feel every bump in the roads when travelling"</i></p> <p><i>"Over inflated highways budgets always need to be reduced."</i></p>

There were 66 comments from people who did not support this proposal. A selection of comments which demonstrate the range of themes are shown below.

Theme	Examples of comments
Improvements are needed	<p><i>"I have had to replace the shocks on my car twice in 5 years. The garage always says that the condition in the road's surface and the great number of "sleeping policemen" are the contributing reason, despite my driving being careful...."</i></p> <p><i>"I use the roads and potholes just keep coming back in the same areas"</i></p> <p><i>"Never seen an area prepared to tolerate such poor road standards as Torbay. Huge amounts required immediately. Main roads dangerous. Pedestrians must beware of flying stones. Years of neglect and poor workmanship cause untold damage to vehicles....."</i></p>
Will make things worse	<p><i>"Affects everyone. This is a cut that should not happen. Roads need ongoing repair or problems are just exacerbated"</i></p> <p><i>"Any proposal to reduce road maintenance in Torbay is crazy. I don't think my kidneys will stand much more!"</i></p>
I drive a car	<i>"I ride a motorcycle as well as a car. ALL roads need to be maintained properly."</i>
Other	<p><i>"I don't actually understand what this means as there is so little information on this. I can only assume that the CSM has to fund a lot more than highways and so as a resident of Torbay my environment will not be kept up as much as it has been."</i></p> <p><i>"It will impact all Torbay motorists. Stop wasting money on un-needed 'improvements' such as the modifications at the top of Kings Ash Hill."</i></p>

Council Tax

Q9) To increase Council Tax by 1.99%, as permitted by Government, which equates to £0.53 per week (£27.40 per year) on the average band D property.

This proposal is expected to generate in the region of £1.2 million of additional income.

Do you support this proposal?	Number	Percent
Yes	247	64.5%
No	121	31.6%
No answer	15	3.9%
Total	383	100.0%

Q10) To add the Adult Social Care Precept of 3% to Council Tax.

This proposal is expected to generate Council Tax in the region of £1.8 million as additional income specifically to support the pressures in Adult Social Care Services. This equates to £0.79 per week (£41.31 per year) on an average band D property.

If an increase in Council Tax of 1.99% (as per question 9) is agreed, the total percentage increase could be 4.99% which equates to £1.32 per week (£68.71 per year) on an average band D property.

Do you support this proposal?	Number	Percent
Yes	213	55.6%
No	155	40.5%
No answer	15	3.9%
Total	383	100.0%

Q11) Raising Council Tax above the proposed 4.99% could help protect front line and non-statutory services that may be at risk. However, this would mean the Council would be required to hold a referendum in relation to the increase.

(The figures below use the 2017/18 Council Tax charge attributable to Torbay Council for an average band D property).

Would you be prepared to pay more Council Tax in addition to the proposed 4.99%?	Number	Percent
I would be willing to pay a 1% increase which equates to an extra £0.26 per week (£13.77 per year) and would generate £600,000 for Torbay services.	97	25.3%
I would be willing to pay a 5% increase which equates to an extra £1.32 per week (£68.85 per year) and would generate £3 million for Torbay services.	78	20.4%
I would be willing to pay a 10% increase which equates to an extra £2.65 per week (£137.69 per year) and would generate £6 million for Torbay services.	38	9.9%
I would not be willing to pay more Council Tax.	154	40.2%
No answer	16	4.2%
Total	383	100.0%

Other Potential Options

Public Toilets

Q12) We know that some of our toilets are rarely used and are expensive to maintain. We are interested to know whether you would support the closure of some facilities, so the Council could concentrate its resources and funding on upgrading the facilities which are used the most.

Do you support this proposal?	Number	Percent
Yes, I would support the closure of some of the least used toilets so as to upgrade the facilities which are used the most.	196	51.2%
No, I would not support closing any of the toilets.	162	42.3%
Don't know.	19	5.0%
No answer	6	1.6%
Total	383	100.0%

Q13) Some Councils are able to refurbish and improve the standard and quality of their public toilets by introducing a fee for the use of facilities. Would you support charging a fee for some public toilet facilities?

Do you support this proposal?	Number	Percent
Yes, I would support charging for some toilets if the standard and quality was improved.	242	63.2%
No, I would not support charging to improve the standard and quality.	128	33.4%
Don't know.	7	1.8%
No answer	6	1.6%
Total	383	100.0%

Q14) Charging a fee to use some toilets would provide some of the funding needed to improve facilities to ensure they are fit for the future and are of a much higher standard than current provision. Improvements could include; improved lighting, new fittings and redecoration. How much would you be prepared to pay to use some facilities?

Do you support this proposal?	Number	Percent
I would be prepared to pay up to 30p a visit.	180	47.0%
I would be prepared to pay up to 40p a visit.	16	4.2%
I would be prepared to pay up to 50p a visit.	37	9.7%
No, I would not be prepared to pay.	138	36.0%
No answer	12	3.1%
Total	383	100.0%

Q15) 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 176 comments received. These comments have been grouped into themes. A selection of comments which demonstrate the range of themes are shown below.

Theme	Examples of comments
Toilets	<p><i>"20p to use a toilet - how is that not an option... There is no 30p coin, there is no 40p coin and 50p is taking the mickey!"</i></p> <p><i>"Is there scope for privatisation of public toilets? If charges are to apply there must be many easy options to pay including cash, card, phone. Public conveniences are a basic requirement of any civilised society and it is imperative that for hygiene reasons facilities are available throughout both summer and winter. I've seen people going to the toilet because public facilities are locked. "</i></p> <p><i>"Some councils are asking restaurants and other venues to provide public toilet facilities for a fee paid for by the council but is cheaper than providing their own toilets. Efficiency savings within all areas of service provided by the council would generate income."</i></p> <p><i>"We must keep visitors coming in to Torbay so public toilets should remain open especially the ones by the breakwater which can only be described as dire."</i></p>
Councillors / Elected Mayor	<p><i>"Halve Councillors and Mayoral allowances and ban expenses claims."</i></p> <p><i>"Have a ceremonial mayor only as we had some years ago. In Brixham we are already paying twice for some services. Town Council and Torbay Council!"</i></p> <p><i>"Remove the Mayor - after all, his salary alone could pay for better facilities for the bay! For example making sure the 60 bus route continues to run!"</i></p> <p><i>".....Reduce the number of Councillors....."</i></p>
Council Tax	<p><i>"Not sure on the alternative but raising the council tax again is just an awful idea. I already struggle to pay since the last increase, I wouldn't be able to cover the extra cost. You can't keep raising it when people's wages aren't rising with it"</i></p> <p><i>"Most of Torquay are poor- suggest maybe you run this by the residents of Ilsham Marine Drive and the super-rich and see if they will volunteer to pay more (along with Civil Servants) e.g. on good pay."</i></p> <p><i>"Teignbridge provide far superior services for almost the same tax."</i></p> <p><i>"I accept and support cuts to council budgets. I also accept higher taxation to minimise some of these cuts."</i></p>
Parking	<p><i>"To be more responsible on disabled on street parking outside people own house. If not registered or displaying a blue badge. Should been given a ticket. This should include supermarket car parks."</i></p> <p><i>"....Parking on Marine Parade along Preston seafront should NOT be free - this discourages people from using Colin Rd car park and would generate more income for the council. People have to pay to park along the seafront, they have to pay to use beach car parks elsewhere in the Bay - why not at Preston?....."</i></p> <p><i>"Why doesn't the council allow overnight parking in some of the car parks? Many car parks are little used in the evenings. On the continent many towns allow overnight, parking charging nominal fees of say £5 to £8 which raises revenue and also encourages people into towns to spend money in shops And restaurants."</i></p>

Theme	Examples of comments
<p>Staff</p>	<p><i>"I do feel it very unfair that council staff get such good pensions when I can't save for mine at all because I have to keep paying more to live in the Bay. I've lived here for 53, my whole life but it's too expensive now."</i></p> <p><i>"Savings should be made where possible. Staff should be rewarded for ideas to save money, they see the day to day wastage, overspends, and areas where savings could and should be made. Take advantage of their experiences reward them accordingly Do not pay Premier league salaries and expenses for minor league performance"</i></p>
<p>Refuse / Street Cleaning</p>	<p><i>"Start cracking down on houses that do not segregate rubbish for collection. Look in any road on collection day, you will see plenty of houses with no boxes out. Increase funds through re cycling...."</i></p> <p><i>"Get takeaway premises to pay towards street cleaning costs....."</i></p>
<p>Tourism / Events</p>	<p><i>"Contact visiting cruise ships in advance to put Torbay in the programme. Instead of coaches taking them off to Greenway etc., give an option to see Brixham, Paignton sights and tell the story of Babbacombe Lee, St Marychurch bombing, Oddicombe beach etc. on an open top bus with a guide(s). Also history of harbour, ships to Canada for pit props and to take immigrants, D-Day Americans and troops etc. We have history galore. Maybe more shops will be interested then, with overseas footfall. Also visit Tqy museum (if agreeable) for old farmhouse history and of course, Agatha Christie."</i></p> <p><i>"Introduce a resort fee similar to other places such as Las Vegas etc., of say £5 for a stay shorter than a week, £10 a week, so that this money can be used to provide additional services needed in the summer due to the increase in population, such as toilets, additional stress on police etc....."</i></p> <p><i>"No more free events for holidaymakers, including Air Show. All should be chargeable. I personally disagree totally with my council tax payments being used to fund events for holidaymakers. Do not close the promenade parking in Paignton during the holiday season, keep it open and continue to charge Fines for dropping litter, dog fouling, feeding sea gulls."</i></p>
<p>ASB / Drugs / Homelessness</p>	<p><i>"Charge individuals for irresponsible behaviour that involves the use of public services such as the police and medical requirements. If they can afford to drink excessive alcohol they can afford to pay for services rendered."</i></p> <p><i>"The sad situation in Torquay with the homeless and drugs needs to be tackled. Torquay is a tourist town and tourist downtown not want to visit a town full of druggies and homeless people. Also there are too many empty shops in the town centre. These need to be filled to allow those visiting to spend their money here. Otherwise they will simply go and spend it in Exeter or Plymouth. Plymouth has seen massive generation over the past two years and it will benefit greatly from it."</i></p> <p><i>"The Torquay connexions office should be rented out or maybe utilised for the homeless project. The Humanity Torbay and T.R.I.P. charities on Castle Road, Torquay both working with vulnerable adults have serious breaches in their safeguarding. If this was address and proper safeguarding checks were enforced these people would have a better chance of recovery and turning their lives around and people would feel safer when on foot in town, which in turn would encourage consumers. I never feel safe when walking in the Castle Circus area."</i></p>

Theme	Examples of comments
<p>Shared services / Not unitary / Contracts</p>	<p><i>“Please give up trying to run a unitary authority - the area is too small to support the services!! Merge back with Devon County Council - and then look at merging local services e.g. council tax collection, housing benefits, customer services with Teignbridge If you continue to run a unitary authority, Torbay will continue its downward spiral. Seems like the decision to continue as you are is more of a vanity project with no consideration of what's best for the residents of Torbay”</i></p> <p><i>“Could we cut costs by sharing eh and conservation departments with another council, or getting rid of them completely...?”</i></p> <p><i>“Curb the TDA and allow the charity sector to deliver more services, possibly running a building, recognising that there is an opportunity for Torbay to be developed in a positive and cost-effective way.”</i></p>
<p>Riviera Centre</p>	<p><i>“Sell off the Riviera Centre to a private company. Release the funds for further investment to the infrastructure and save the subsidy.”</i></p>
<p>Bus Passes</p>	<p><i>“Charge the many thousands of free bus pass users a flat fee for the pass - say £100 per annum. The country and the local councils cannot afford all these free bus passes.”</i></p>
<p>Other</p>	<p><i>“Having a business in Paignton we have paid £180 for our alcohol licence for 10 years now. I don't know if this is set by council or government but a small increase across the board for the whole of Torbay would bring in some extra revenue. Convert Paignton multi storey car park to pay on exit. People stay longer when not restricted so increase in revenue.”</i></p> <p><i>“Reduce the funding for Children and social care as currently this absorbs a large portion of the Councils budget. Savings or more cost effectiveness in this service would help.”</i></p> <p><i>“Review whether outsourcing utilities (TOR2) offers value for money. Close Chelston library”</i></p> <p><i>“This is about balance and a huge challenge. There is a wealth of untapped human potential in the bay. Innovation and entrepreneurial skills (especially those in the creative industries) are key economic drivers and catalysts for social change. Empower young people, empower those who require special care, empower older residents, but most of all value the remarkable staff who work within the Council. They do remarkable things every day.”</i></p>

4. Respondent Profile

Q16) Are you?

	Number	Percent
Female	174	45.4%
Male	188	49.1%
Other	0	0.0%
Prefer not to say	11	2.9%
No answer	10	2.6%
Total	383	100.0%

Q17) Which of the following age groups applies to you?

	Number	Percent
0 – 15	1	0.3%
16 – 24	7	1.8%
25 – 34	27	7.0%
35 – 44	48	12.5%
45 – 54	73	19.1%
55 – 64	77	20.1%
65 – 74	107	27.9%
75+	32	8.4%
No answer	11	2.9%
Total	383	100.0%

Q18) Please enter your postcode:

	Number	Percent
TQ1 (Torquay)	108	28.2%
TQ2 (Torquay)	77	20.1%
TQ3 (Preston/Paignton)	44	11.5%
TQ4 (Paignton)	45	11.7%
TQ5 (Brixham)	47	12.3%
Other areas	22	5.7%
No answer	40	10.4%
Total	383	100.0%

Q19) Do you consider yourself to be disabled in any way?

	Number	Percent
Yes	63	16.4%
No	306	79.9%
No answer	14	3.7%
Total	383	100.0%

Q19a) Please tell us how your disability affects you

(Respondents could select more than one answer)

	Number
It affects my mobility	37
It affects my vision	11
It affects my hearing	12
It affects me in another way	27
Total	87

Q20) How would you describe your ethnic origin?

	Number	Percent
White	348	90.9%
Mixed ethnicity	1	0.3%
Asian or Asian British	0	0.0%
Black or Black British	0	0.0%
Chinese	0	0.0%
Other	15	3.9%
No answer	19	5.0%
Total	383	100.0%

5. Event Feedback

Elected Mayor's Budget Event 2018/19 Budget Allocation Exercise

Sixteen people took part in the Budget distribution exercise at the Elected Mayor's Budget event on 16th November 2017. They were asked to allocate a percentage of Council revenue spending to each of the Targeted Actions of the Corporate Plan. Participants were given the figures for distribution of gross expenditure which is proposed for 2018/19. These figures assume a 4.99% increase in Council Tax from the proposal to increase by 1.99% and the addition of the Adult Social Care precept of 3%.

One participant chose to distribute a total budget which added up to less than 100%.

Six participants chose to distribute a total budget which added up to 100%.

Nine participants chose to distribute a total budget which added up to more than 100%.

Protecting all children and giving them the best start in life

Proposed percentage of gross expenditure for 2018/19: 28%

Of the 16 participants, five chose to maintain the figure of 28% proposed for this targeted action. This equates to 31.3% of participants.

Four (25%) increased the percentage allocation. One participant increased it to 40% of the revenue spending, the biggest increase from the group.

Increased Allocation	Number of Participants	% of Participants
30	2	12.5%
32	1	6.3%
40	1	6.3%

Seven (43.8%) participants decreased the percentage allocation for this targeted action.

Decreased Allocation	Number of Participants	% of Participants
26	3	18.8%
25	2	12.5%
21	1	6.3%
20	1	6.3%

Working towards a more prosperous Torbay

Proposed percentage of gross expenditure for 2018/19: 6%

Of the 16 participants, three opted to maintain the 6% proposed allocation of revenue spending for this targeted action. This equates to 18.8% of all participants.

Ten (62.5%) participants chose to increase the allocation for this targeted action.

Increased Allocation	Number of Participants	% of Participants
8%	4	25.0%
10%	3	18.8%
15%	1	6.3%
20%	1	6.3%
30%	1	6.3%

Three (18.8%) participants chose to decrease the allocation for this targeted action.

Decreased Allocation	Number of Participants	% of Participants
5%	1	6.3%
4%	1	6.3%
2%	1	6.3%

Promoting healthy lifestyles across Torbay

Proposed percentage of gross expenditure for 2018/19: 7%

One (6.3%) participant decided to maintain the revenue spending proposed for this targeted action.

Fourteen (87.5%) of those who participated at the event opted to increase the budget for this targeted action. The highest allocated was to 20% (by two people).

Increased Allocation	Number of Participants	% of Participants
8%	4	25.0%
10%	6	37.5%
15%	1	6.3%
16%	1	6.3%
20%	2	12.5%

One (6.3%) participant chose to decrease the allocation of budget to this targeted action.

Decreased Allocation	Number of Participants	% of Participants
4%	1	6.3%

Ensuring Torbay remains an attractive and safe place

Proposed percentage of gross expenditure for 2018/19: 23%

Four (25.0%) participants chose to keep the level of revenue spending the same as the proposed amount.

Five (31.3%) of the participants decided they would increase the percentage.

Increased Allocation	Number of Participants	% of Participants
24%	1	6.3%
25%	3	18.8%
28%	1	6.3%

Seven (43.8%) participants chose to decrease the allocation for this targeted action.

Decreased Allocation	Number of Participants	% of Participants
22%	1	6.3%
20%	2	12.5%
18%	1	6.3%
15%	1	6.3%
10%	1	6.3%
3%	1	6.3%

Protecting and supporting vulnerable adults

Proposed percentage of gross expenditure for 2018/19: 36%

Six participants chose to stick with the proposed amount of 36%.

Two participants (12.5%) decided to increase the revenue spending proposed for this targeted action.

Increased Allocation	Number of Participants	% of Participants
39%	1	6.3%
40%	1	6.3%

Eight participants (50.0%) chose to decrease the allocation of budget.

Decreased Allocation	Number of Participants	% of Participants
35%	2	12.5%
34%	1	6.3%
33%	1	6.3%
30%	1	6.3%
28%	1	6.3%
20%	2	12.5%

Event Comments

Attendees were invited to leave any comments they wished. These were collected at the end of the event and are collated below.

- Q – Why do we have more children with special needs etc. than the average? A – Could it be that we need to be and more creative about promoting healthy lifestyles?
- How many children and adults actually have moved into the bay with manifold problems to become responsibility of this council? Why are our proportions much higher than other councils? Are our assessments more lenient? Are children being “labelled” unnecessarily for the wrong reason i.e. extra benefits?
- Stop wasting money on consultants, project managers etc. from outside agencies. Your own staff is just or even more competent.
- I would hope both Brixham and Torquay pools are treated equally.

For further information please contact the Corporate Support 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.

Policy, Performance and Review Team

