***Appendix 1***

Date:
Enquiries to: Consultation Team
Tel: (01454) 868154
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E-mail: consultation@southglos.gov.uk

## Council budget consultation – have your say

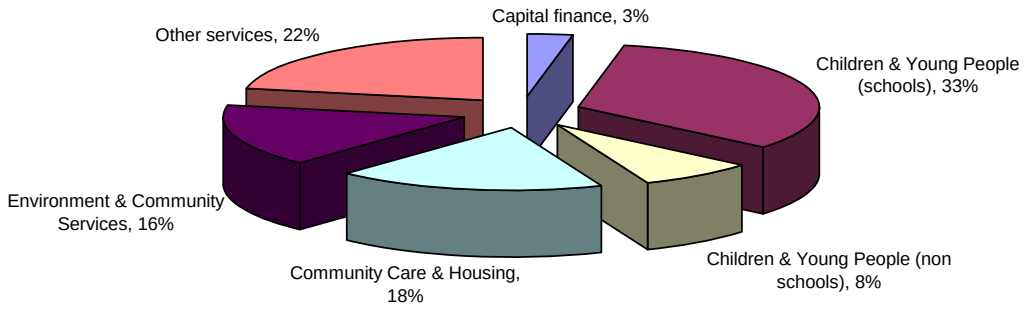
Dear Resident,

Your local area receives services from South Gloucestershire Council.
South Gloucestershire Council is responsible for a range of services such as refuse collection, street cleaning, planning, education, social care services and road maintenance.

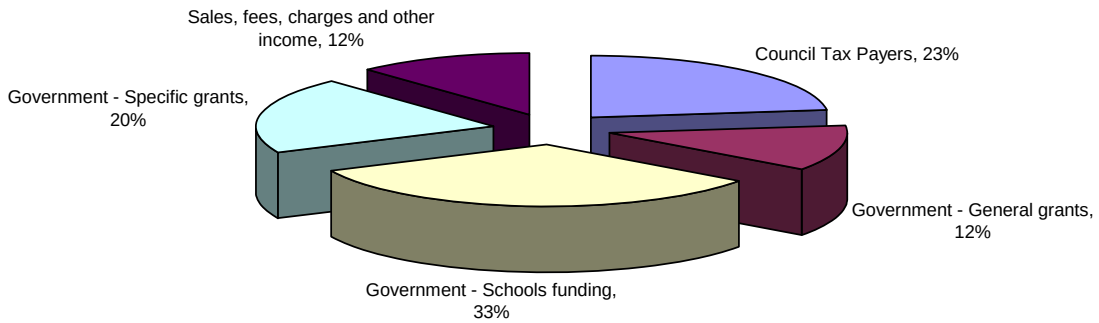
South Gloucestershire Council is currently consulting on its budget and council tax levels for next year. The council asks council tax payers their views each year before agreeing its budget and council tax. This is your opportunity to comment on the council's priorities, its council tax and proposals to improve services and increase efficiency.

Excluding schools, we spend over £338m million a year. Central Government provides about £104m million in grants towards these costs. In addition we spend about £169 million on our schools and this is fully funded by Government grant. The first pie chart below shows how we currently spend your money, the second one shows where we get our income.

**How the council has spent £506.9M in 2012/13**




**How the council financed £506.9M expenditure in 2012/13**



Funding from Government is falling by 28% in real terms over the four years to 2014/15 which means difficult decisions are having to be made. We have already saved £25 million from our running costs over the past couple of years steered by consultation results. A large proportion of this has been made by improving our administrative processes and professional support services, through changes to procurement, and by reducing our management structure. This approach has helped protect the provision of front line services to the community. By 2014/15 we need to be saving in total £43 million a year based on the current national austerity measures. Plans are already in place to deliver a high proportion of the remaining amount. The council is now thinking about how it might approach further austerity measures after 2014/15.

As a local resident we welcome your views so that we can ensure that we spend our limited resources in the wisest possible way. We would be grateful if you could complete the attached questionnaire and return it using the FREEPOST address provided by Friday 21st December 2012.

## You can also complete this survey online at: www.southglos.gov.uk/budget

You may also like to attend one of our road shows:

- Yate Shopping Centre on Thursday 8th November 10am - 2pm
- Bradley Stoke Tesco on Tuesday 13th November 3pm - 7pm
- Emersons Green Sainsburys on Monday 19th November 3pm – 7pm
- Kingswood Shopping Centre on Friday 30th November 10am – 2pm
- Thornbury Shopping Centre on Thursday 6th December 10am - 2pm
- Staple Hill Shopping Centre – date and venue to be determined ……..
- Patchway or Filton – date and venue to be determined

If you any questions about this survey, please call us on 01454 868154 or e-mail: consultation@southglos.gov.uk

Yours faithfully,

Caroline Matcham
Corporate Research & Consultation Manager

## You can also complete this survey online at: www.southglos.gov.uk/budget

Throughout this survey we ask you to think about “your local area”. When answering, please consider your local area to be the area within 15 to 20 minutes walking distance from your home.

**Q1 Overall, how satisfied or dissatisfied are you with your local area as a place to live?**

- ☐ Very satisfied
- ☐ Fairly satisfied
- ☐ Neither satisfied or disatisfied
- ☐ Fairly dissatisfied
- ☐ Very dissatisfied
- ☐ Don't know

Your local area receives services from South Gloucestershire Council. South Gloucestershire Council is responsible for a range of services such as refuse collection, street cleaning, planning, education, social care services and road maintenance.

**Q2 Overall, how satisfied or dissatisfied are you with the way South Gloucestershire Council runs things?**

- ☐ Very satisfied
- ☐ Fairly satisfied
- ☐ Neither satisfied or disatisfied
- ☐ Fairly dissatisfied
- ☐ Very dissatisfied
- ☐ Don't know

In considering the next question, please think about the range of services South Gloucestershire Council provides to the community as a whole, as well as the services your household uses. It does not matter if you do not know all the services South Gloucestershire Council provides to the community. We would like your general opinion.

**Q3 To what extent do you agree or disagree that South Gloucestershire Council provides value for money?**

- ☐ Strongly agree
- ☐ Tend to agree
- ☐ Neither agree nor disagree
- ☐ Tend to disagree
- ☐ Strongly disagree
- ☐ Don't know

**Q4 To what extent do you think South Gloucestershire Council acts on the concerns of local residents?**

- ☐ A great deal
- ☐ A fair amount
- ☐ Not very much
- ☐ Not at all
- ☐ Don't know

**Q5 In the last year have you used any of the following council services?**

- ☐ Care for older people
- ☐ Care for physically disabled and those with learning difficulties
- ☐ Environmental health and trading standards
- ☐ Schools
- ☐ Children's social services
- ☐ Highways / roads
- ☐ Reported a litter or refuse issue
- ☐ Refuse collection
- ☐ Doorstep recycling
- ☐ Local tip / household waste and recycling centres
- ☐ Local transport information
- ☐ Local bus services
- ☐ Sport and leisure facilities
- ☐ Libraries
- ☐ Parks and open spaces
- ☐ Housing advice services, welfare and council tax benefits

## What do you think of our services?

**Q6** **South Gloucestershire Council is a key provider of public services locally, so we would like your views on some of the services it provides. How satisfied or dissatisfied are you with each of the following services provided or supported by South Gloucestershire Council?**

| | Very satisfied | Quite satisfied | Neither satisfied or dissatisfied | Fairly dissatisfied | Very dissatisfied | Don't know / Not used |
|---|---|---|---|---|---|---|
| Care for older people | ☐ | ☐ | ☐ | ☐ | ☐ | ☐ |
| Care for physically disabled and those with learning difficulties | ☐ | ☐ | ☐ | ☐ | ☐ | ☐ |
| Environmental health and trading standards | ☐ | ☐ | ☐ | ☐ | ☐ | ☐ |
| Schools | ☐ | ☐ | ☐ | ☐ | ☐ | ☐ |
| Children's social services | ☐ | ☐ | ☐ | ☐ | ☐ | ☐ |
| State of our roads | ☐ | ☐ | ☐ | ☐ | ☐ | ☐ |
| Keeping public land clear of litter and refuse | ☐ | ☐ | ☐ | ☐ | ☐ | ☐ |
| Refuse collection | ☐ | ☐ | ☐ | ☐ | ☐ | ☐ |
| Doorstep recycling | ☐ | ☐ | ☐ | ☐ | ☐ | ☐ |
| Local tip / household waste and recycling centres | ☐ | ☐ | ☐ | ☐ | ☐ | ☐ |
| Town centre cleanliness | ☐ | ☐ | ☐ | ☐ | ☐ | ☐ |
| Local transport information | ☐ | ☐ | ☐ | ☐ | ☐ | ☐ |
| Local bus services | ☐ | ☐ | ☐ | ☐ | ☐ | ☐ |
| Overall public transport | ☐ | ☐ | ☐ | ☐ | ☐ | ☐ |
| Traffic congestion | ☐ | ☐ | ☐ | ☐ | ☐ | ☐ |
| Sport and leisure facilities | ☐ | ☐ | ☐ | ☐ | ☐ | ☐ |
| Libraries | ☐ | ☐ | ☐ | ☐ | ☐ | ☐ |
| Parks and open spaces | ☐ | ☐ | ☐ | ☐ | ☐ | ☐ |
| Housing advice services, welfare and council tax benefits for which the council is responsible | ☐ | ☐ | ☐ | ☐ | ☐ | ☐ |

## The council budget and council tax

**Q7** **Please rank the following statements in order of importance to you (1 being the most important and 3 being the least important)**

| | 1st | 2nd | 3rd |
|---|---|---|---|
| The council provides good value for money to local tax payers | ☐ | ☐ | ☐ |
| Council tax rates are kept low | ☐ | ☐ | ☐ |
| The council provides high quality services | ☐ | ☐ | ☐ |

**Q8 From the list below, please order the service areas on which you feel the council should prioritise its resources? (Where 1 is your highest priority and 10 is your lowest)**

| | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 |
|---|---|---|---|---|---|---|---|---|---|---|
| Care for older people | ☐ | ☐ | ☐ | ☐ | ☐ | ☐ | ☐ | ☐ | ☐ | ☐ |
| Care for physically disabled and those with learning difficulties | ☐ | ☐ | ☐ | ☐ | ☐ | ☐ | ☐ | ☐ | ☐ | ☐ |
| Environmental health and trading standards | ☐ | ☐ | ☐ | ☐ | ☐ | ☐ | ☐ | ☐ | ☐ | ☐ |
| Schools | ☐ | ☐ | ☐ | ☐ | ☐ | ☐ | ☐ | ☐ | ☐ | ☐ |
| Children's social services | ☐ | ☐ | ☐ | ☐ | ☐ | ☐ | ☐ | ☐ | ☐ | ☐ |
| Highways maintenance | ☐ | ☐ | ☐ | ☐ | ☐ | ☐ | ☐ | ☐ | ☐ | ☐ |
| Public transport | ☐ | ☐ | ☐ | ☐ | ☐ | ☐ | ☐ | ☐ | ☐ | ☐ |
| Waste collection and disposal | ☐ | ☐ | ☐ | ☐ | ☐ | ☐ | ☐ | ☐ | ☐ | ☐ |
| Libraries, culture, sport and open spaces | ☐ | ☐ | ☐ | ☐ | ☐ | ☐ | ☐ | ☐ | ☐ | ☐ |
| Housing advice services, housing and council tax benefits | ☐ | ☐ | ☐ | ☐ | ☐ | ☐ | ☐ | ☐ | ☐ | ☐ |

We have already saved £25 million a year over the last few years. By 2014/15 we need to be saving in total £43 million a year.

**Q9 How strongly do you support or object to the following ways the council could save money?**

| | Strongly support | Tend to support | Neither support nor object | Tend to object | Strongly object | Don't know |
|---|---|---|---|---|---|---|
| Getting better value from the goods and services the council buys | ☐ | ☐ | ☐ | ☐ | ☐ | ☐ |
| Targeting resources on the most vulnerable and people most in need | ☐ | ☐ | ☐ | ☐ | ☐ | ☐ |
| Reduce the quality of some services provided | ☐ | ☐ | ☐ | ☐ | ☐ | ☐ |
| Increase fees and charges for some services | ☐ | ☐ | ☐ | ☐ | ☐ | ☐ |
| Make more use of volunteers to deliver services | ☐ | ☐ | ☐ | ☐ | ☐ | ☐ |
| Make more services available online | ☐ | ☐ | ☐ | ☐ | ☐ | ☐ |
| Scale back or stop providing some services | ☐ | ☐ | ☐ | ☐ | ☐ | ☐ |
| Transfer services to other organisations like community groups, social enterprises or commercial companies | ☐ | ☐ | ☐ | ☐ | ☐ | ☐ |

The council is considering council tax levels for 2013/14 and future years. The council has no control over the council tax collected on behalf of the police or fire services, or the tax collected for parish and town councils. Each of these bodies will make their own decisions.

The amount the council can raise its council tax by for next year is likely to be limited to 2% without a referendum of residents. This will lead to the council having to find additional savings of £0.6million compared to its original plans for next year. A 2% increase would add about £25 to the average Band D annual council tax bill for South Gloucestershire Council services.

To increase council tax above 2% the council would need to hold a referendum of residents. The cost of holding a referendum would be approximately £500,000.

The government plans to provide the option of a council tax freeze grant (equivalent to a 1% Council Tax rise) next year. If Councils limit their Council Tax increase to 1%, they will be eligible for the council tax freeze grant and can thereby freeze their council tax levels for 2013/14 . This grant is likely to be available to the council for 2 years. If the council takes up this option it would need to make additional savings of over £1m next year, rising to over £2m after 2 years.

For information, £2million pounds would support 112,000 hours of home care support to the elderly, or maintain 400 kilometres of roads, or run 9 of our libraries.

**Q10 Which of the following options would you prefer?**

- ☐ A council tax freeze in 2013/14 with additional service cuts of £2million
- ☐ A council tax increase of 2% in 2013/14
- ☐ A council tax increase of 2.5% in 2013/14 with referendum costs of £500,000
- ☐ No Preference
- ☐ Don't Know

**Q11 The council reviews its fees and charges annually .**
**How strongly do you support or object with the following options?**

| | Strongly support | Tend to support | Neither support nor object | Tend to bject | Strongly object | Don't know |
|---|---|---|---|---|---|---|
| Ensure fees and charges are in line with other councils and service providers | ☐ | ☐ | ☐ | ☐ | ☐ | ☐ |
| Ensure fees and charges cover the full cost of providing the service | ☐ | ☐ | ☐ | ☐ | ☐ | ☐ |
| Offer concessions at the same percentage discount of the full price across all services where available | ☐ | ☐ | ☐ | ☐ | ☐ | ☐ |

## Your local area and community

**Q12 Over the past 2 years, do you feel that South Gloucestershire has become a better place to live, is the same or is worse?**

☐ Better ☐ The same ☐ Worse ☐ Don't know

**Q13 How strongly do you agree or disagree with the following statement?**
**I can influence decisions affecting my local area.**

- ☐ Strongly agree
- ☐ Tend to agree
- ☐ Neither agree nor disagree
- ☐ Tend to disagree
- ☐ Strongly disagree
- ☐ Don't know

**Q14 To what extent do you agree or disagree that your local area is a place where people from different backgrounds get on well together?**

- ☐ Strongly agree
- ☐ Tend to agree
- ☐ Neither agree nor disagree
- ☐ Tend to disagree
- ☐ Strongly disagree
- ☐ Don't know

**Q15 In your local area, how much of a problem do you think there is with people not treating each other with respect and consideration?**

- ☐ A very big problem
- ☐ A fairly big problem
- ☐ Not a very big problem
- ☐ Not a problem at all
- ☐ Don't know

**Q16 How safe or unsafe do you feel when outside in South Gloucestershire after dark?**

- ☐ Very safe
- ☐ Fairly safe
- ☐ Neither safe nor unsafe
- ☐ Fairly unsafe
- ☐ Very unsafe
- ☐ Don't know

**Q17 How safe or unsafe do you feel when outside in South Gloucestershire during the day?**

- ☐ Very safe
- ☐ Fairly safe
- ☐ Neither safe nor unsafe
- ☐ Fairly unsafe
- ☐ Very unsafe
- ☐ Don't know

**Q18 Thinking about this local area, how much of a problem do you think each of the following are?**

| | A very big problem | A fairly big problem | Not a very big problem | Not a problem at all | Don't know |
|---|---|---|---|---|---|
| Noisy neighbours or loud parties | ☐ | ☐ | ☐ | ☐ | ☐ |
| Rubbish or litter lying around | ☐ | ☐ | ☐ | ☐ | ☐ |
| Vandalism, graffiti and other deliberate damage to property or vehicles | ☐ | ☐ | ☐ | ☐ | ☐ |
| People using or dealing drugs | ☐ | ☐ | ☐ | ☐ | ☐ |
| People being drunk or rowdy in public places | ☐ | ☐ | ☐ | ☐ | ☐ |
| Groups hanging around the streets | ☐ | ☐ | ☐ | ☐ | ☐ |

It is the responsibility of the Police and other local public services to work in partnership to deal with antisocial behaviour and crime in your local area.

**Q19 How much do you agree or disagree with the following statements?**

| | Strongly agree | Tend to agree | Neither agree nor disagree | Tend to disagree | Strongly disagree | Don't know |
|---|---|---|---|---|---|---|
| The police and other local public services seek people's views on local issues | ☐ | ☐ | ☐ | ☐ | ☐ | ☐ |
| The police and other local public services are successfully dealing with these issues in your local area | ☐ | ☐ | ☐ | ☐ | ☐ | ☐ |

## Your comments

**Q20 Please use this space to make any comments or suggestions that you think are relevent**

## About you

This section is really important as it helps us to understand more about the people who use council services and may be affected by any changes to the council's budget. Any responses to these questions will remain confidential, individuals will not be identified and personal details will not be published.

**Q21 Please tell us your full postcode**

**Q22 Are you?** ☐ Male ☐ Female ☐ Prefer not to say

**Q23 How old are you?**

☐ Under 18 ☐ 18 to 25 ☐ 26 to 35 ☐ 36 to 45 ☐ 46 to 55 ☐ 56 to 65 ☐ 66 to 75 ☐ Over 75 ☐ Prefer not to say

**Q24 Do you consider yourself to have a disability? Please tick all that apply**

☐ Yes - Physical impairment, such as difficulty using arms or mobility issues which may mean using a wheelchair or crutches

☐ Yes - Sensory impairment, such as being blind or having a visual impairment or being deaf or having a hearing impairment or having both hearing and visual impairments

☐ Yes - Mental health condition, such as depression, anxiety or schizophrenia

☐ Yes - Dementia or memory loss

☐ Yes - Learning disability/difficulty (such as Down's Syndrome, dyslexia, dysphasia) or cognitive impairment (such as autistic spectrum disorder)

☐ Yes - Long standing illness or health condition, such as cancer, HIV, diabetes, chronic heart disease or epilepsy

☐ Yes - Other

☐ No

☐ Prefer not to say

Please tell us how your disability impacts on your use of council services

**Q25 Please tell us your ethnic origin.**

☐ Arab

☐ Asian/Asian British - Bangladeshi

☐ Asian/Asian British - Indian

☐ Asian/Asian British - Pakistani

☐ Asian/Asian British - Chinese

☐ Asian/Asian British - Other (please state)

☐ Black/African/Caribbean/Black British - African

☐ Black/African/Caribbean/Black British - Caribbean

☐ Black/African/Caribbean/Black British - Other (please state)

☐ Gypsy or Traveller

☐ Mixed/Multiple Ethnic Groups - White & Asian

☐ Mixed/Multiple Ethnic Groups - White & Black African

☐ Mixed/Multiple Ethnic Groups - White & Black Caribbean

☐ Mixed/Multiple Ethnic Groups - Other (please state)

☐ White - English/Welsh/Scottish/Northern Irish/British

☐ White - Irish

☐ White - Other (please state)

☐ Other Ethnic Group (please state)

☐ Prefer not to say

Other, please specify

Thank you for taking the time to tell us your views. Please return your completed survey by **21st December 2012** by posting it to: FREEPOST RRZE-CTRG-TJLJ South Gloucestershire Council, Budget Consultation, Council Offices, Castle Street, Thornbury, BRISTOL, BS35 1HF