

BUDGET CONSULTATION 2019/20 - SUMMARY

The Budget Consultation was carried out between 14th September 2018 and 26th October 2018 and was well-publicised to all residents and businesses across Hambleton District. In addition, a meeting was arranged on 4 December 2018 in accordance with the statutory requirement to enable all businesses to be able to comment during the budget consultation.

A total of 179 responses were received in relation to the 2019/20 budget. This was an increase of 46 (34.6%) compared to the previous year of 133 responses for 2018/19. The largest majority responded from the Northallerton area (33.5%) and the least from the Bedale area (5.6%). The bulk of respondents were residents (89%), rather than businesses (8.2%) or other organisations (2.8%), and the 60 years and over age group attracted the majority of responses (41.3%).

The key comments from the consultation are detailed below.

Question 4

Question four lists 14 service areas and respondents were asked to indicate their opinions of the services. The Waste Service, incorporating household waste collection and kerbside recycling rated well with over 80% being satisfied with the service, however the green waste collection has seen a significant reduction in satisfaction compared to the previous year. Street Cleanliness had a slight increase compared to the previous year to a 55.3% satisfaction rate. Leisure Services received a rating of 43.6% of satisfaction with some comments requesting funding for sport activities for disabled or additional needs to be provided. Public Car Parking received the highest level of dissatisfaction with 36.9% followed by Planning at 27.4%.

Question 5

Question five asked respondents to rank how the Council should try to balance the budget. The most popular response in this consultation was an increase in fees and charges. It was clear that the respondents were against providing fewer services. The council continues to be committed to providing good services to its residents and continues to have the third lowest council tax in the country therefore it is to increase the Council Tax by £5 on a band D equivalent property in 2019/20.

Question 6

Question six asked respondents which services should have their funding increased. Community Safety was the most popular with 35.2% of respondents with a preference of increasing the funding in this area. Street Cleansing also proved to be a high priority as 31.3% of those responded thought the service should have increased funding. Benefits was the most common answer to have funding decreased (39.1%) closely followed by Planning at 32.4%.

Question 7

Question seven showed that 67.6% of respondents were either very satisfied or satisfied with the way the council provides services. 19% were dissatisfied, whilst the remaining respondents either didn't reply or had no opinion. 82.1% of respondents were either very satisfied or satisfied with the local area as a place to live and 11.2% were either dissatisfied or very dissatisfied.

Question 8

Question eight also provided numerous suggestions on how the Council could increase income, reduce costs or make savings to support the budget. These were considered when setting the 2019/20 budget.

Budget Consultation 2019/20

14 September – 26 October 2018

6 paper and 173 online responses received = 179 total

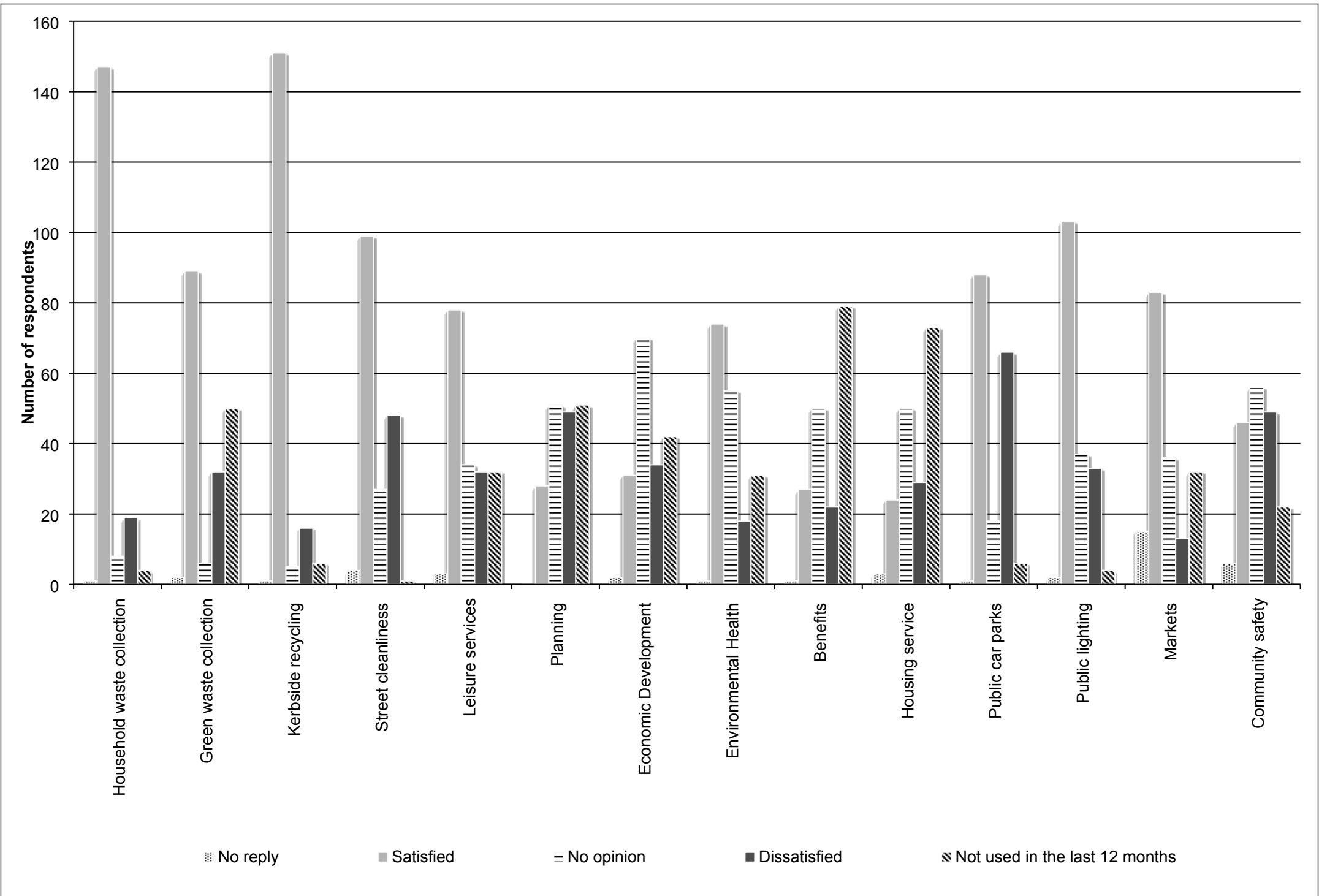
Q1	Which of the following towns do you live in or are closest to?	
	10 (5.6%)	Bedale
	47 (26.3%)	Easingwold
	60 (33.5%)	Northallerton
	32 (17.9%)	Stokesley
	28 (15.6%)	Thirsk
	2 (1.1%)	Prefer not to say
	0 (0.0%)	No reply

Q2	Are you responding as a ...?	
	15 (8.2%)	Business
	162 (89.0%)	Resident
	0 (0.0%)	Stakeholder group
	1 (0.5%)	Voluntary organisation
	2 (1.1%)	Prefer not to say
	2 (1.1%)	No reply

Q3	Which age group do you belong to?	
	0 (0.0%)	Under 18 years
	3 (1.7%)	19-24 years
	32 (17.9%)	25-44 years
	68 (38.0%)	45-59 years
	74 (41.3%)	60 years and over
	0 (0.0%)	Prefer not to say
	2 (1.1%)	No reply

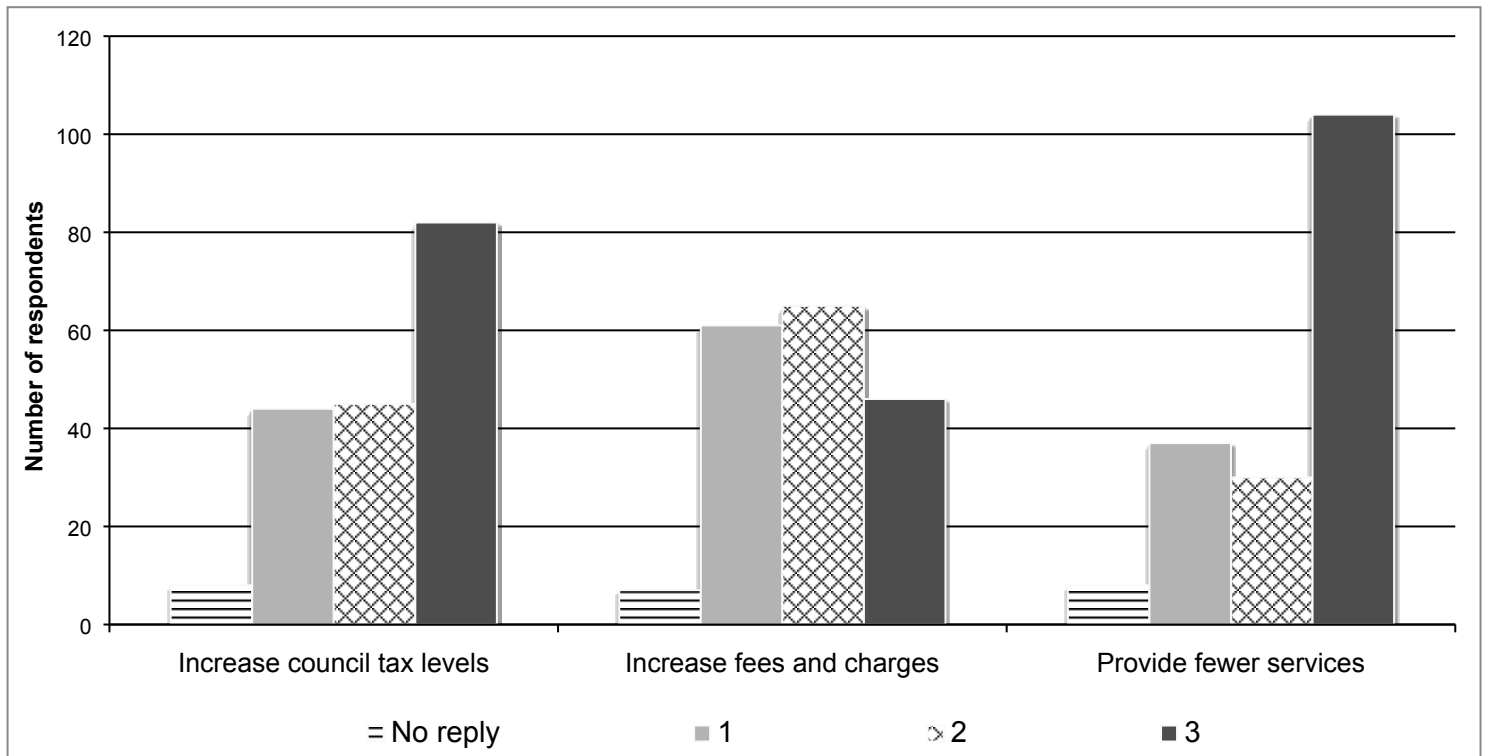
Q4	What is your opinion of the following council services over the last 12 months?					
		No reply	Satisfied	No opinion	Dissatisfied	Not used in the last 12 months
	Household waste collection <i>(black bin)</i>	1	147	8	19	4
	% response	0.6%	82.1%	4.5%	10.6%	2.2%
	Green waste collection <i>(green bin)</i>	2	89	6	32	50
	% response	1.1%	49.7%	3.4%	17.9%	27.9%
	Kerbside recycling <i>(blue bin and box)</i>	1	151	5	16	6
	% response	0.6%	84.4%	2.8%	8.9%	3.4%
	Street cleanliness <i>(including litter collection, graffiti removal, fly-tipping, dog warden)</i>	4	99	27	48	1
	% response	2.2%	55.3%	15.1%	26.8%	0.6%
	Leisure services <i>(including leisure centres, arts and culture, sports development, healthy lifestyles and CCTV)</i>	3	78	34	32	32
	% response	1.7%	43.6%	19.0%	17.9%	17.9%
	Planning <i>(including planning applications and planning policy)</i>	0	28	51	49	51
	% response	0.0%	15.6%	28.5%	27.4%	28.5%
	Economic Development <i>(support to businesses, management of council offices and land)</i>	2	31	70	34	42
	% response	1.1%	17.3%	39.1%	19.0%	23.5%
	Environmental Health <i>(including licensing, food hygiene inspections, nuisance complaints, private water supplies and pest control)</i>	1	74	55	18	31
	% response	0.6%	41.3%	30.7%	10.1%	17.3%
	Benefits <i>(housing benefits and council tax support)</i>	1	27	50	22	79
	% response	0.6%	15.1%	27.9%	12.3%	44.1%
	Housing service <i>(housing option advice, homelessness and provision of affordable housing)</i>	3	24	50	29	73
	% response	1.7%	13.4%	27.9%	16.2%	40.8%
	Public car parks <i>(pay and display, free car parks and disc parking)</i>	1	88	18	66	6
	% response	0.6%	49.2%	10.1%	36.9%	3.4%

		No reply	Satisfied	No opinion	Dissatisfied	Not used in the last 12 months
	Public lighting <i>(marked with white squares and green numbers only)</i>	2	103	37	33	4
	% response	1.1%	57.5%	20.7%	18.4%	2.2%
	Markets <i>(Northallerton and Thirsk only)</i>	15	83	36	13	32
	% response	8.4%	46.4%	20.1%	7.3%	17.9%
	Community safety <i>(including anti-social behaviour, domestic abuse and alcohol awareness) not NY Police</i>	6	46	56	49	22
	% response	3.4%	25.7%	31.3%	27.4%	12.3%



Q4	Please expand your answer if necessary: (please note libraries are run by NYCC)
	40 Responses received

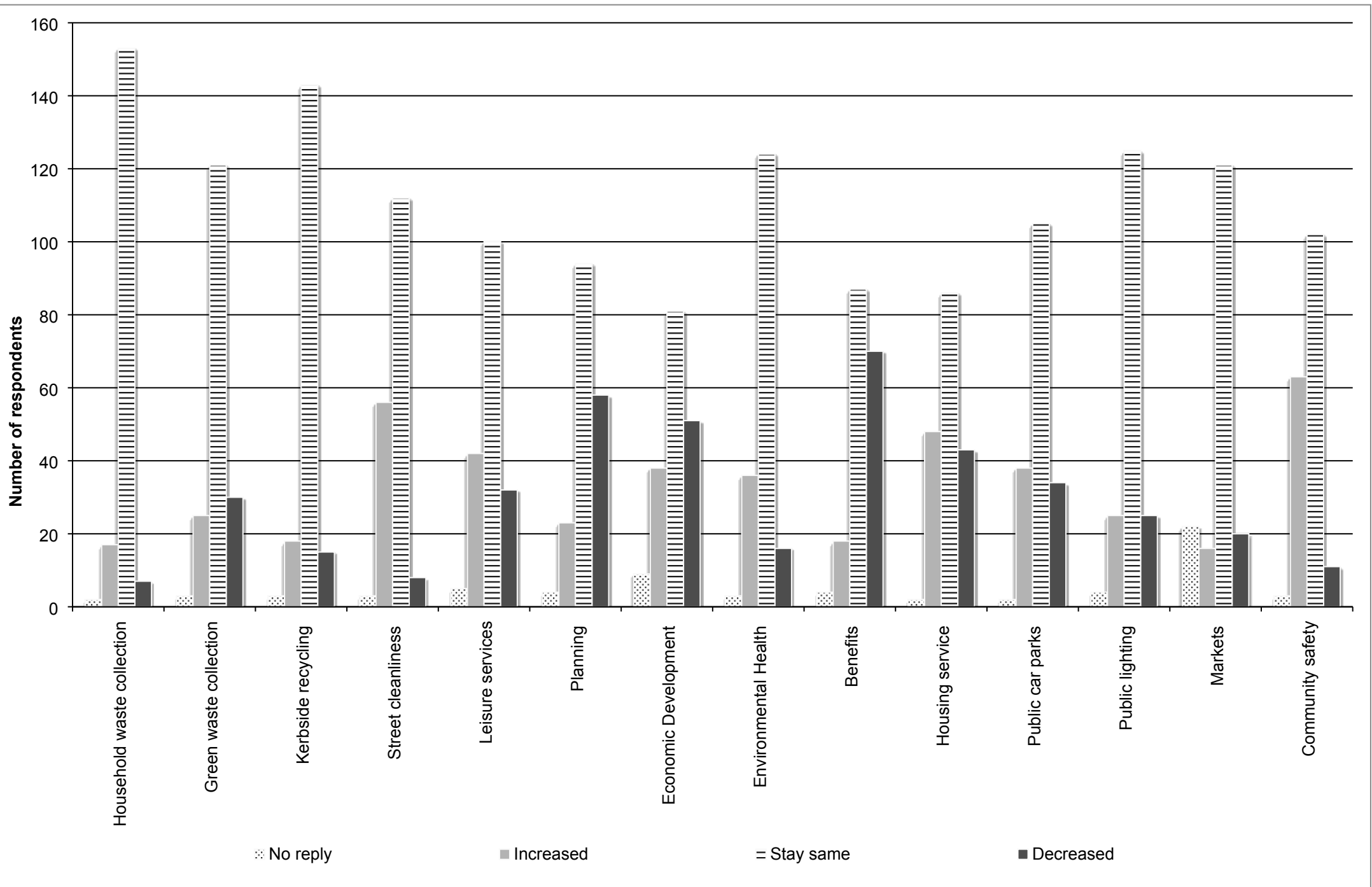
Q5	In order to balance the council's budget, rank the following in order of preference where 1 is the most preferred and 3 is the least:																				
	<table border="1"> <thead> <tr> <th></th> <th>No reply</th> <th>1</th> <th>2</th> <th>3</th> </tr> </thead> <tbody> <tr> <td>Increase council tax levels</td> <td>8 (4.5%)</td> <td>44 (24.6%)</td> <td>45 (25.1%)</td> <td>82 (45.8%)</td> </tr> <tr> <td>Increase fees and charges</td> <td>7 (3.9%)</td> <td>61 (34.1%)</td> <td>65 (36.3%)</td> <td>46 (25.7%)</td> </tr> <tr> <td>Provide fewer services</td> <td>8 (4.5%)</td> <td>37 (20.7%)</td> <td>30 (16.8%)</td> <td>104 (58.1%)</td> </tr> </tbody> </table>		No reply	1	2	3	Increase council tax levels	8 (4.5%)	44 (24.6%)	45 (25.1%)	82 (45.8%)	Increase fees and charges	7 (3.9%)	61 (34.1%)	65 (36.3%)	46 (25.7%)	Provide fewer services	8 (4.5%)	37 (20.7%)	30 (16.8%)	104 (58.1%)
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Q6	Of the following council services, do you think funding should increase, decrease or remain the same?																																			
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		No reply	Increased	Stay same	Decreased
	Street cleanliness (including litter collection, graffiti removal, fly-tipping and dog warden)	3	56	112	8
	% response	1.7%	31.3%	62.6%	4.5%
	Leisure services (including leisure centres, arts and culture, sports development, healthy lifestyles and CCTV)	5	42	100	32
	% response	2.8%	23.5%	55.9%	17.9%
	Planning (including planning applications and planning policy)	4	23	94	58
	% response	2.2%	12.8%	52.5%	32.4%
	Economic Development (support to businesses, management of council offices and land)	9	38	81	51
	% response	5.0%	21.2%	45.3%	28.5%
	Environmental Health (including licensing, food hygiene inspections, nuisance complaints, private water supplies and pest control)	3	36	124	16
	% response	1.7%	20.1%	69.3%	8.9%
	Benefits (housing benefits and council tax support)	4	18	87	70
	% response	2.2%	10.1%	48.6%	39.1%
	Housing service (housing option advice, homelessness and provision of affordable housing)	2	48	86	43
	% response	1.1%	26.8%	48.0%	24.0%
	Public car parks (pay and display, free car parks and disc parking)	2	38	105	34
	% response	1.1%	21.2%	58.7%	19.0%
	Public lighting (marked with white squares and green numbers only)	4	25	125	25
	% response	2.2%	14.0%	69.8%	14.0%
	Markets (Northallerton and Thirsk only)	22	16	121	20
	% response	12.3%	8.9%	67.6%	11.2%

		No reply	Increased	Stay same	Decreased
	Community safety (<i>including anti-social behaviour, domestic abuse and alcohol awareness</i>) <i>not NY Police</i>	3	63	102	11
	% response	1.7%	35.2%	57.0%	6.1%



Q6	Please expand your answer if necessary: (please note libraries are run by NYCC)
	29 responses received

Q7	Overall, how satisfied or dissatisfied are you with ...?						
		No reply	Very satisfied	Satisfied	No opinion	Dissatisfied	Very dissatisfied
	The way in which the council provides services	4 (2.2%)	26 (14.5%)	95 (53.1%)	20 (11.2%)	22 (12.3%)	12 (6.7%)
	Your local area as a place to live	2 (1.1%)	63 (35.2%)	84 (46.9%)	10 (5.6%)	14 (7.8%)	6 (3.4%)

Q8	Do you have any other suggestions on how the council could increase income, reduce costs or make savings to support the budget?
	63 responses received