

Budget Consultation 2021/22 - Summary

The Budget Consultation was carried out between 21 September 2020 and 30 October 2020 and was well-publicised to all residents and businesses across Hambleton District. In addition, a meeting was arranged on 3 December 2020 in accordance with the statutory requirement to enable all businesses to be able to comment during the budget consultation.

A total of 309 responses were received in relation to the 2021/22 budget. This was an increase of 11 (3.69%) compared to the previous year of 298 responses for 2020/21.

The largest majority responded from the Northallerton area (38.5%) and the least from the Stokesley area (9.0%). The bulk of respondents were residents (92.6%), rather than businesses (3.9%) or other organisations (1.9%) and the 45-59 years age group attracted the most responses (37.2%).

The key comments from the consultation are detailed below.

Question 4

Question four lists fourteen 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 90% being satisfied with the service, as well as the green waste collection that has seen a significant increase in satisfaction of 12% compared to the previous year. Street Cleanliness had an increase compared to the previous year to a 58% satisfaction rate, however the service received numerous negative responses relating to litter and dog fouling.

Leisure Services received a rating of 41% of satisfaction with comments including some improvements to cleanliness at Northallerton Leisure Centre.

Community Safety received a 33% satisfaction rating with a high number of responses commenting on increasing levels of anti-social behaviours within the district.

Public Car Parking continues to receive the highest level of dissatisfaction with 25% which is a decrease from 42% in 2020/21 with numerous comments in regards to the enforcement of the car parks and the charging. This is followed by Planning at 23% (26% 2020/21), Community Safety 21% (33% 2020/21) and Street Cleanliness at 19% (37% 2020/21), which have all seen a decrease in dissatisfaction levels from 2020/21.

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 has undertaken a review of fees and charges during the setting of the 2021/22 budget. The Council continues to have the third lowest council tax in the country and the proposal is not to increase the district Council's council tax in 2021/22.

Question 6

Question six asked respondents which services should have their funding increased. Community Safety was the most popular with 41% of respondents with a preference of increasing the funding in this area. Street Cleansing also proved to be a high priority as 29% of those responded thought the service should have increased funding. Planning was the most common answer to have funding decreased at 35% followed by Housing Benefits at 34% and Economic Development at 30%.

Question 7

Question seven showed that 71% of respondents were either very satisfied or satisfied with the way the council provides services. 15% were dissatisfied, whilst the remaining respondents either didn't reply or had no opinion. 83% of respondents were either very satisfied or satisfied with the local area as a place to live and 11% 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 2021/22 budget.

Budget Consultation 2021/22

21 September - 30 October 2020

1 paper and 308 online responses received = 309 total

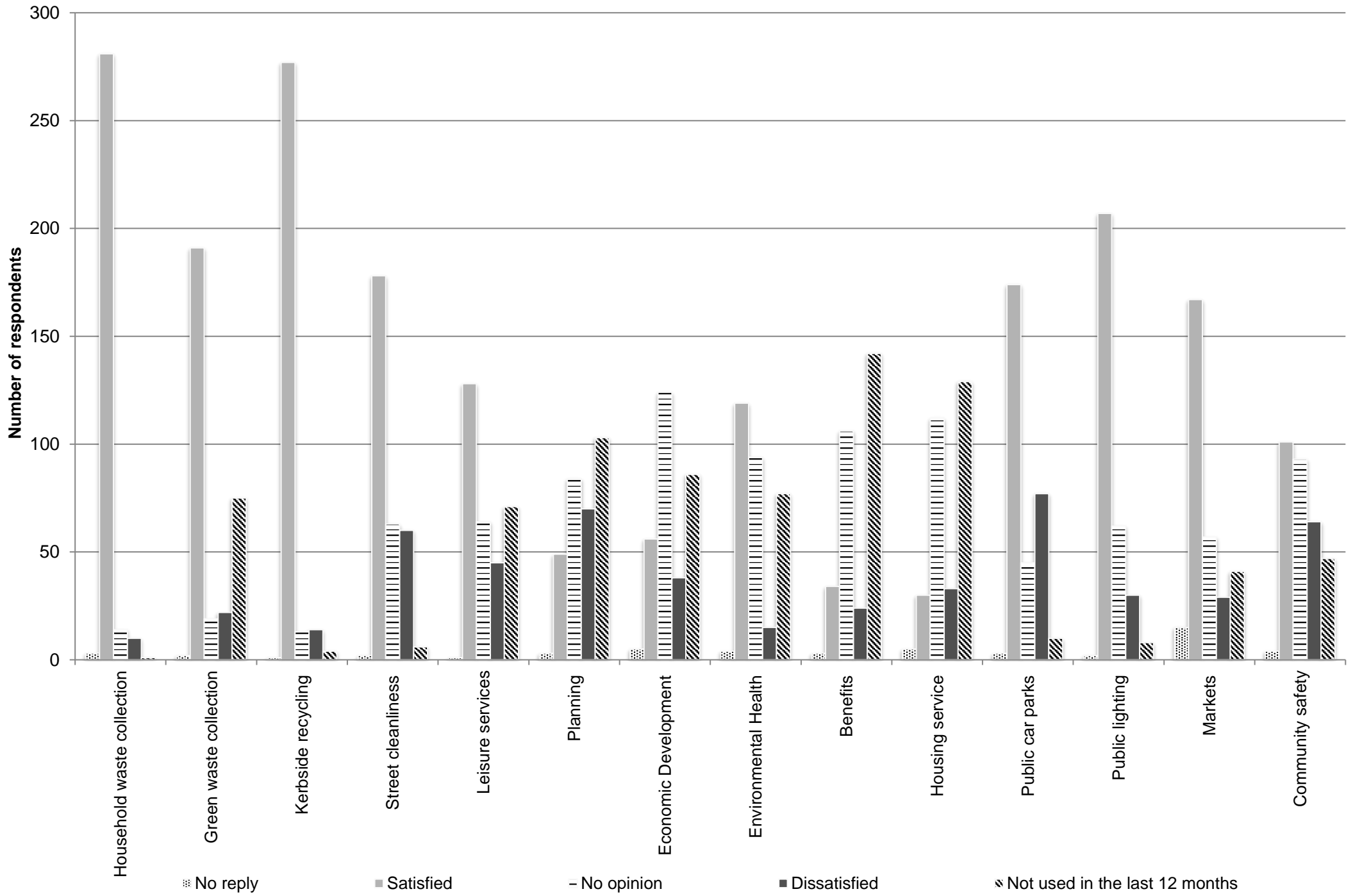
Q1	Which of the following towns do you live in or are closest to?	
	53 (17.2%)	Bedale
	49 (15.9%)	Easingwold
	119 (38.5%)	Northallerton
	28 (9.0%)	Stokesley
	56 (18.1%)	Thirsk
	3 (1.0%)	Prefer not to say
	1 (0.3%)	No reply

Q2	Are you responding as a ...?	
	12 (3.9%)	Business
	286 (92.8%)	Resident
	2 (0.6%)	Stakeholder group
	4 (1.3%)	Voluntary organisation
	3 (1.0%)	Prefer not to say
	2 (0.6%)	No reply

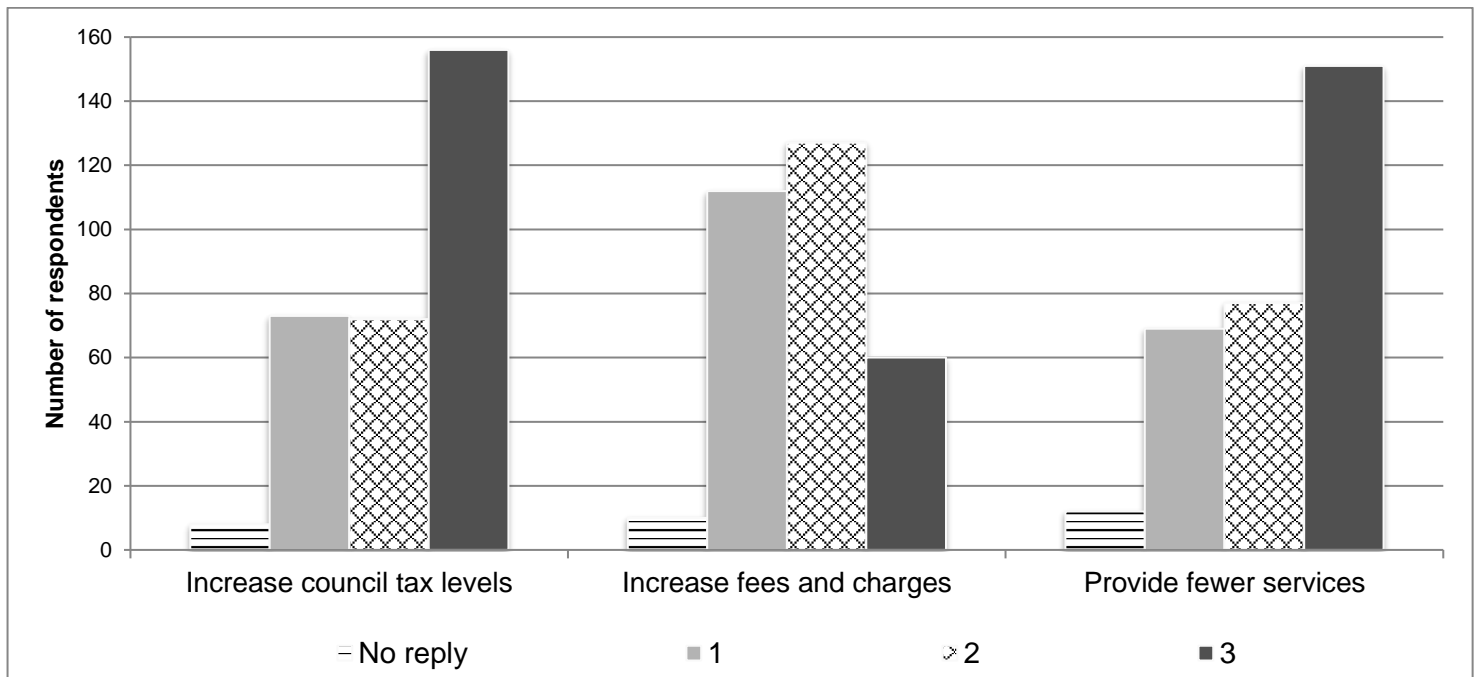
Q3	Which age group do you belong to?	
	0 (0.0%)	Under 18 years
	5 (1.6%)	19-24 years
	88 (28.5%)	25-44 years
	115 (37.2%)	45-59 years
	91 (29.4%)	60 years and over
	8 (2.6%)	Prefer not to say
	2 (0.7%)	No reply

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>	3	281	14	10	1
	% response	1%	91%	5%	3%	0%
	Green waste collection <i>(green bin)</i>	2	191	19	22	75
	% response	1%	62%	6%	7%	24%
	Kerbside recycling <i>(blue bin and box)</i>	1	277	13	14	4
	% response	0%	90%	4%	5%	1%
	Street cleanliness <i>(including litter collection, graffiti removal, fly-tipping, dog warden)</i>	2	178	63	60	6
	% response	1%	58%	20%	19%	2%
	Leisure services <i>(including leisure centres, arts and culture, sports development, healthy lifestyles and CCTV)</i>	1	128	64	45	71
	% response	0%	41%	21%	15%	23%
	Planning <i>(including planning applications and planning policy)</i>	3	49	84	70	103
	% response	1%	16%	27%	23%	33%
	Economic Development <i>(support to businesses, management of council offices and land)</i>	5	56	124	38	86
	% response	2%	18%	40%	12%	28%
	Environmental Health <i>(including licensing, food hygiene inspections, nuisance complaints, private water supplies and pest control)</i>	4	119	94	15	77
	% response	1%	39%	30%	5%	25%
	Benefits <i>(housing benefits and council tax support)</i>	3	34	106	24	142
	% response	1%	11%	34%	8%	46%
	Housing service <i>(housing option advice, homelessness and provision of affordable housing)</i>	5	30	112	33	129
	% response	2%	10%	36%	10%	42%
	Public car parks <i>(pay and display, free car parks and disc parking)</i>	3	174	45	77	10
	% response	1%	56%	15%	25%	3%

		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	207	62	30	8
	% response	1%	67%	20%	10%	2%
	Markets <i>(Northallerton and Thirsk only)</i>	15	167	57	29	41
	% response	5%	54%	19%	9%	13%
	Community safety <i>(including anti-social behaviour, domestic abuse and alcohol awareness) not NY Police</i>	4	101	93	64	47
	% response	1%	33%	30%	21%	15%
Please expand your answer if necessary: (please note libraries are run by NYCC)						
49 responses received						



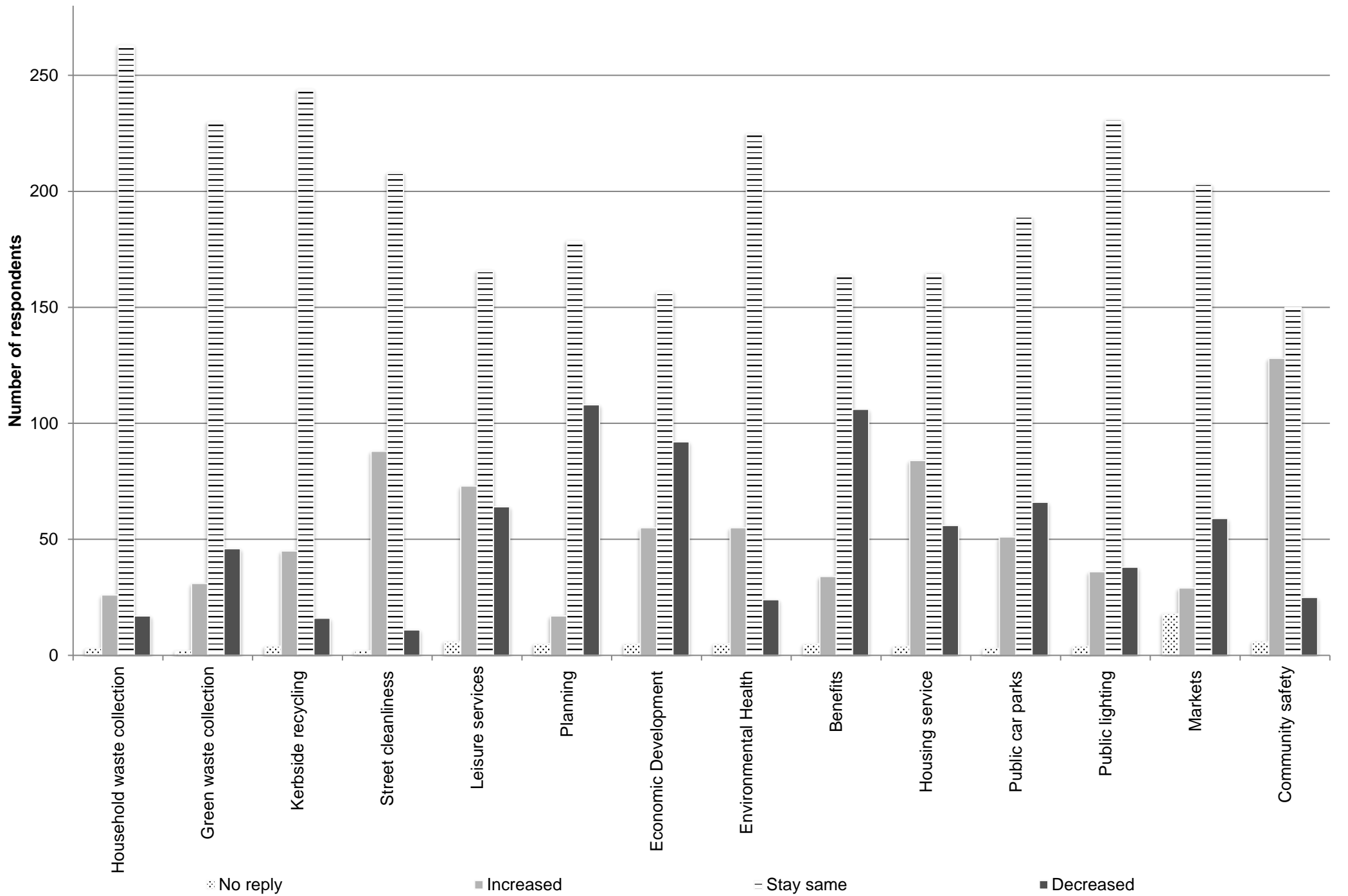
Q5 In order to balance the council's budget, rank the following in order of preference where 1 is the most preferred and 3 is the least:					
		No reply	1	2	3
	Increase council tax levels	8	73	72	156
	% response	3%	24%	23%	50%
	Increase fees and charges	10	112	127	60
	% response	3%	36%	41%	20%
	Provide fewer services	12	69	77	151
	% response	4%	22%	25%	49%



Q6 Of the following council services, do you think funding should increase, decrease or remain the same?					
		No reply	Increased	Stay same	Decreased
	Household waste collection <i>(black bin)</i>	3	26	263	17
	% response	1%	8%	85%	6%
	Green waste collection <i>(green bin)</i>	2	31	230	46
	% response	1%	10%	74%	15%
	Kerbside recycling <i>(blue bin and box)</i>	4	45	244	16
	% response	1%	15%	79%	5%

		No reply	Increased	Stay same	Decreased
	Street cleanliness (including litter collection, graffiti removal, fly-tipping and dog warden)	2	88	208	11
	% response	1%	29%	67%	3%
	Leisure services (including leisure centres, arts and culture, sports development, healthy lifestyles and CCTV)	6	73	166	64
	% response	2%	23%	54%	21%
	Planning (including planning applications and planning policy)	5	17	179	108
	% response	2%	5%	58%	35%
	Economic Development (support to businesses, management of council offices and land)	5	55	157	92
	% response	2%	17%	51%	30%
	Environmental Health (including licensing, food hygiene inspections, nuisance complaints, private water supplies and pest control)	5	55	225	24
	% response	2%	17%	73%	8%
	Benefits (housing benefits and council tax support)	5	34	164	106
	% response	2%	11%	53%	34%
	Housing service (housing option advice, homelessness and provision of affordable housing)	4	84	165	56
	% response	1%	27%	54%	18%
	Public car parks (pay and display, free car parks and disc parking)	3	51	189	66
	% response	1%	17%	61%	21%
	Public lighting (marked with white squares and green numbers only)	4	36	231	38
	% response	1%	12%	75%	12%

		No reply	Increased	Stay same	Decreased
	Markets (<i>Northallerton and Thirsk only</i>)	18	29	203	59
	% response	6%	9%	66%	19%
	Community safety (<i>including anti-social behaviour, domestic abuse and alcohol awareness</i>) <i>not NY Police</i>	6	128	150	25
	% response	2%	41%	49%	8%
Please expand your answer if necessary: (<i>please note libraries are run by NYCC</i>)					
24 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	3	48	173	40	31	14
	% response	1%	15%	56%	13%	10%	5%
	Your local area as a place to live	7	109	148	12	30	3
	% response	2%	35%	48%	4%	10%	1%

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