

**BUDGET CONSULTATION 2017/18 - SUMMARY**

The Budget Consultation was carried out between 14 September and 28 October 2016 and was well-publicised to all residents and businesses across Hambleton District. In addition, a meeting was organised on 7 December 2016 in accordance with the statutory requirement to enable all businesses to be able to comment during the budget consultation.

From the 129 responses received, the largest majority responded from the Northallerton area and the least from the Easingwold and Thirsk areas. The bulk of respondents were residents, rather than businesses or other organisations, and the 45 – 59 year old age group attracted the majority of responses.

Question four lists 14 service areas and respondents were asked to indicate their opinions of the services. The Waste Service, incorporating household, green, kerbside and street cleansing rated well with over 80% being satisfied with the service.

Question five asked respondents how the council should balance the budget. The most popular response in this consultation was an increase in Council Tax or an increase in fees and charges with a difference of only four replies. 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 2017/18.

Question six asked respondents which services should have their funding increased. Street Cleanliness and Leisure Services were the most popular both with over 40% of respondents with a preference of increasing the funding in these areas. Benefits was the most common answer to have funding decreased. The council has committed capital expenditure to improve the facilities at the four Leisure Centres in the District.

Question seven showed that 85.3% of respondents were either very satisfied or satisfied with the way the council provides services. 5.1% were dissatisfied, whilst the remaining respondents either didn't reply or had no opinion.

Finally, when asked for any further suggestions on how the council could increase income or reduce costs, a range of suggestions and comments were received including raising Council Tax as it is one of the lowest in the country and new ideas for fees and charges.

## Budget Consultation 2017/18

**14 September-28 October 2016**

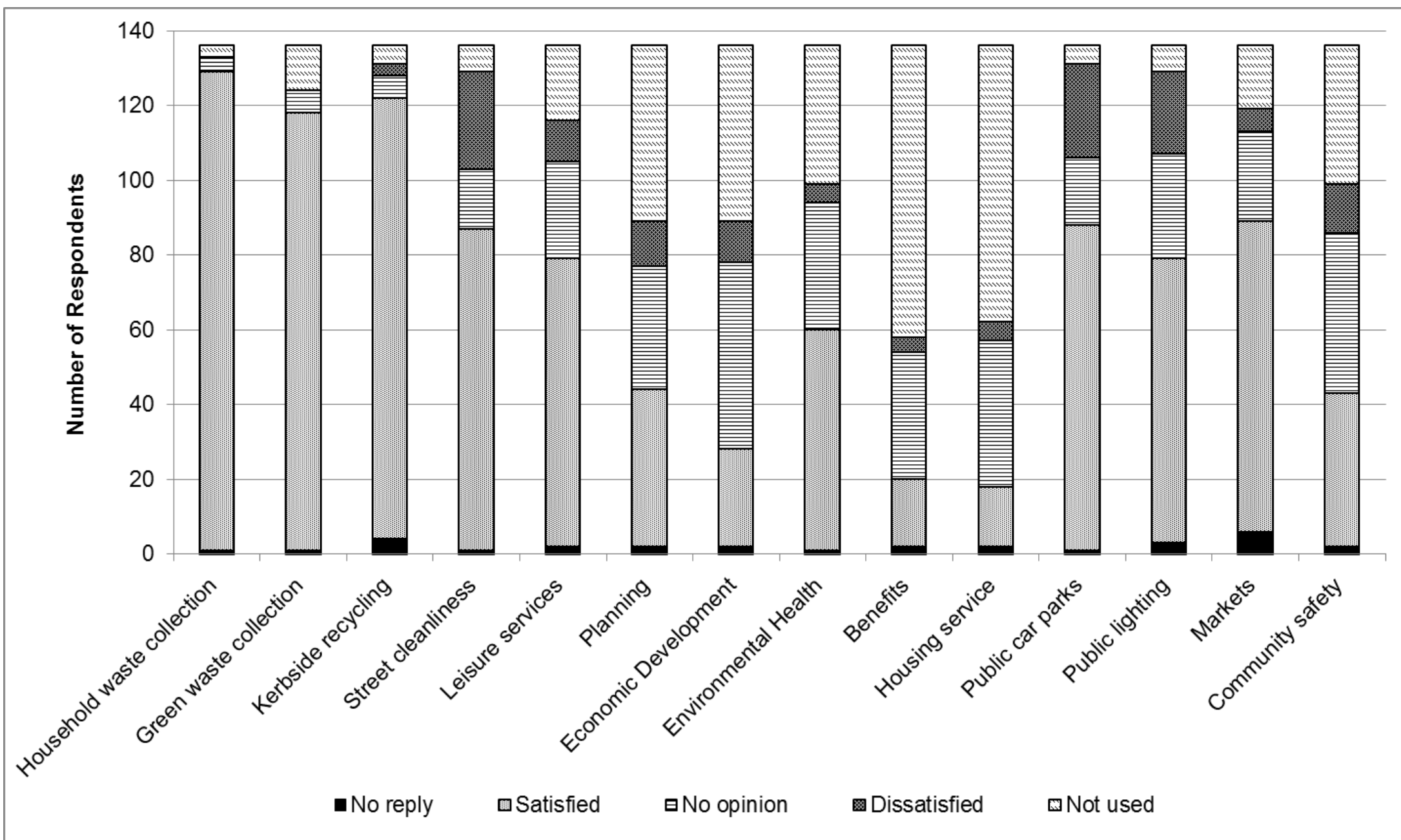
7 paper and 129 online responses received = 136 total

Q1	Which of the following towns do you live in or are closest to?	
	17 (12.5%)	Bedale
	13 (9.6%)	Easingwold
	67 (49.3%)	Northallerton
	19 (14.0%)	Stokesley
	18 (13.2%)	Thirsk
	2 (1.5%)	Prefer not to say

Q2	Are you responding as a ...?	
	8 (5.9%)	Business
	123 (90.4%)	Resident
	3 (2.2%)	Stakeholder group
	3 (2.2%)	Voluntary organisation
	1 (0.7%)	Prefer not to say

Q3	Which age group do you belong to?	
	0 (0.0%)	Under 18 years
	2 (1.5%)	19-24 years
	32 (23.5%)	25-44 years
	70 (51.5%)	45-59 years
	29 (21.3%)	60 years and over
	1 (0.7%)	Prefer not to say
	2 (1.5%)	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
	<b>Household waste collection</b> <i>(black bin)</i>	1 (0.7%)	128 (94.1%)	4 (2.9%)	0 (0.0%)	3 (2.2%)
	<b>Green waste collection</b> <i>(green bin)</i>	1 (0.7%)	117 (86.0%)	6 (4.4%)	0 (0.0%)	12 (8.8%)
	<b>Kerbside recycling</b> <i>(blue bin and box)</i>	4 (2.9%)	118 (86.8%)	6 (4.4%)	3 (2.2%)	5 (3.7%)
	<b>Street cleanliness</b> <i>(including litter collection, graffiti removal, fly-tipping, dog warden)</i>	1 (0.7%)	86 (63.2%)	16 (11.8%)	26 (19.1%)	7 (5.1%)
	<b>Leisure services</b> <i>(including leisure centres, arts and culture, sports development, healthy lifestyles and CCTV)</i>	2 (1.5%)	77 (56.6%)	26 (19.1%)	11 (8.1%)	20 (14.7%)
	<b>Planning</b> <i>(including planning applications and planning policy)</i>	2 (1.5%)	42 (30.9%)	33 (24.3%)	12 (8.8%)	47 (34.6%)
	<b>Economic Development</b> <i>(support to businesses, management of council offices and land)</i>	2 (1.5%)	26 (19.1%)	50 (36.8%)	11 (8.1%)	47 (34.6%)
	<b>Environmental Health</b> <i>(including licensing, food hygiene inspections, nuisance complaints, private water supplies and pest control)</i>	1 (0.7%)	59 (43.4%)	34 (25.0%)	5 (3.7%)	37 (27.2%)
	<b>Benefits</b> <i>(housing benefits and council tax support)</i>	2 (1.5%)	18 (13.2%)	34 (25.0%)	4 (2.9%)	78 (57.4%)
	<b>Housing service</b> <i>(housing option advice, homelessness and provision of affordable housing)</i>	2 (1.5%)	16 (11.8%)	39 (28.7%)	5 (3.7%)	74 (54.4%)
	<b>Public car parks</b> <i>(pay and display, free car parks and disc parking)</i>	1 (0.7%)	87 (64.0%)	18 (13.2%)	25 (18.4%)	5 (3.7%)
	<b>Public lighting</b> <i>(marked with white squares and green numbers only)</i>	3 (2.2%)	76 (55.9%)	28 (20.6%)	22 (16.2%)	7 (5.1%)
	<b>Markets</b> <i>(Northallerton and Thirsk only)</i>	6 (4.4%)	83 (61.0%)	24 (17.6%)	6 (4.4%)	17 (12.5%)
	<b>Community safety</b> <i>(including anti-social behaviour, domestic abuse and alcohol awareness)</i>	2 (1.5%)	41 (30.1%)	43 (31.6%)	13 (9.6%)	37 (27.2%)

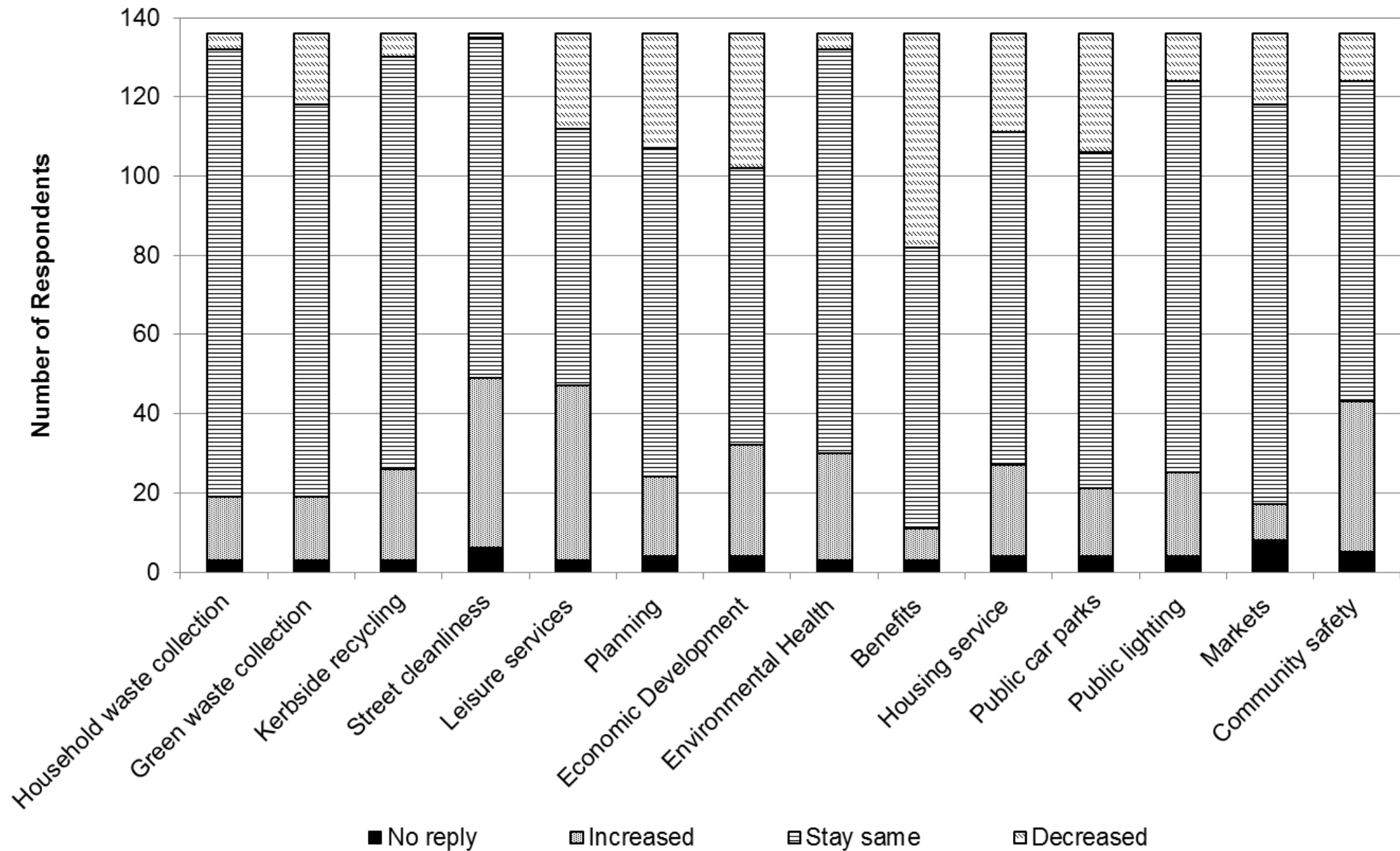


	Please expand your answer if necessary:
	28 responses received

Q5	In order to balance the council's budget, would you rather the council ...? <i>(rank your responses according to how important they are to you):</i>				
		No reply	Most important	Important	Least important
	Increased council tax levels	4 (2.9%)	41 (30.1%)	49 (36.0%)	42 (30.9%)
	Increased fees and charges	4 (2.9%)	45 (33.1%)	61 (44.9%)	26 (19.1%)
	Provided fewer services	5 (3.7%)	25 (18.4%)	21 (15.4%)	85 (62.5%)

Q6	Of the following council services, which do you think should have their funding increased, decreased or stay the same?				
		No reply	Increased	Stay same	Decreased
	<b>Household waste collection</b> <i>(black bin)</i>	3 (2.2%)	16 (11.8%)	113 (83.1%)	4 (2.9%)
	<b>Green waste collection</b> <i>(green bin)</i>	3 (2.2%)	16 (11.8%)	99 (72.8%)	18 (13.2%)
	<b>Kerbside recycling</b> <i>(blue bin and box)</i>	3 (2.2%)	23 (16.9%)	104 (76.5%)	6 (4.4%)
	<b>Street cleanliness</b> <i>(including litter collection, graffiti removal, fly-tipping and dog warden)</i>	6 (4.4%)	43 (31.6%)	86 (63.2%)	1 (0.7%)
	<b>Leisure services</b> <i>(including leisure centres, arts and culture, sports development, healthy lifestyles and CCTV)</i>	3 (2.2%)	44 (32.4%)	65 (47.8%)	24 (17.6%)
	<b>Planning</b> <i>(including planning applications and planning policy)</i>	4 (2.9%)	20 (14.7%)	83 (61.0%)	29 (21.3%)
	<b>Economic Development</b> <i>(support to businesses, management of council offices and land)</i>	4 (2.9%)	28 (20.6%)	70 (51.5%)	34 (25.0%)
	<b>Environmental Health</b> <i>(including licensing, food hygiene inspections, nuisance complaints, private water supplies and pest control)</i>	3 (2.2%)	27 (19.9%)	102 (75.0%)	4 (2.9%)
	<b>Benefits</b> <i>(housing benefits and council tax support)</i>	3 (2.2%)	8 (5.9%)	71 (52.2%)	54 (39.7%)
	<b>Housing service</b> <i>(housing option advice, homelessness and provision of affordable housing)</i>	4 (2.9%)	23 (16.9%)	84 (61.8%)	25 (18.4%)
	<b>Public car parks</b> <i>(pay and display, free car parks and disc parking)</i>	4 (2.9%)	17 (12.5%)	85 (62.5%)	30 (22.1%)
	<b>Public lighting</b> <i>(marked with white squares and green numbers only)</i>	4 (2.9%)	21 (15.4%)	99 (72.8%)	12 (8.8%)
	<b>Markets</b> <i>(Northallerton and Thirsk only)</i>	8 (5.9%)	9 (6.6%)	101 (74.3%)	18 (13.2%)
	<b>Community safety</b> <i>(including anti-social behaviour, domestic abuse and alcohol awareness)</i>	5 (3.7%)	38 (27.9%)	81 (59.6%)	12 (8.8%)

Number of Respondents



	Please expand your answer if necessary:
	15 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 (2.9%)	34 (25.0%)	82 (60.3%)	8 (5.9%)	7 (5.1%)	1 (0.7%)
	Your local area as a place to live	3 (2.2%)	62 (45.6%)	60 (44.1%)	5 (3.7%)	5 (3.7%)	1 (0.7%)
	Please expand your answer if necessary:						
	17 responses received						

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