

**BUDGET CONSULTATION 2018/19 - SUMMARY**

The Budget Consultation was carried out between 15th September and 27th October 2017 and was well-publicised to all residents and businesses across Hambleton District. In addition, a meeting was held on 6 December 2017 in accordance with the statutory requirement to enable all businesses to be able to comment during the budget consultation.

From the 133 responses received, the largest majority responded from the Northallerton area and the least from the Bedale area. The bulk of respondents were residents, rather than businesses or other organisations, and the 60 years and over 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 waste collection and kerbside recycling rated well with over 85% being satisfied with the service, however the green waste collection and street cleanliness has seen a significant reduction in satisfaction compared to the previous year. This will be as a result of introducing charges to collect green bins for the first time.

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 or an increase in council tax levels with a difference of only 7 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 2018/19.

Question six asked respondents which services should have their funding increased. Street Cleanliness was the most popular with 32% of respondents with a preference of increasing the funding in this areas. Community Safety also proved to be a high priority as 29% of those responded thought the service should have increased funding. Benefits was the most common answer to have funding decreased.

Question seven showed that 71% of respondents were either very satisfied or satisfied with the way the council provides services. 18% were dissatisfied, whilst the remaining respondents either didn't reply or had no opinion. 87% of respondents were either very satisfied or satisfied with the local area as a place to live and 10% were either dissatisfied or very dissatisfied.

Question eight showed that the residents on the whole agreed with the Council's Priorities, a number of suggestions were identified that the residents would like to be included in the Council's priorities which the Council has considered in the budget setting process.

Question nine 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 2018/19 budget.

**Budget Consultation 2018/19**

**15 September – 27 October 2017**

10 paper and 123 online responses received = 133 total

Q1	Which of the following towns do you live in or are closest to?	
	10 (8%)	Bedale
	25 (19%)	Easingwold
	59 (44%)	Northallerton
	21 (16%)	Stokesley
	17 (13%)	Thirsk
	1 (1%)	Prefer not to say
	0 (0%)	No reply

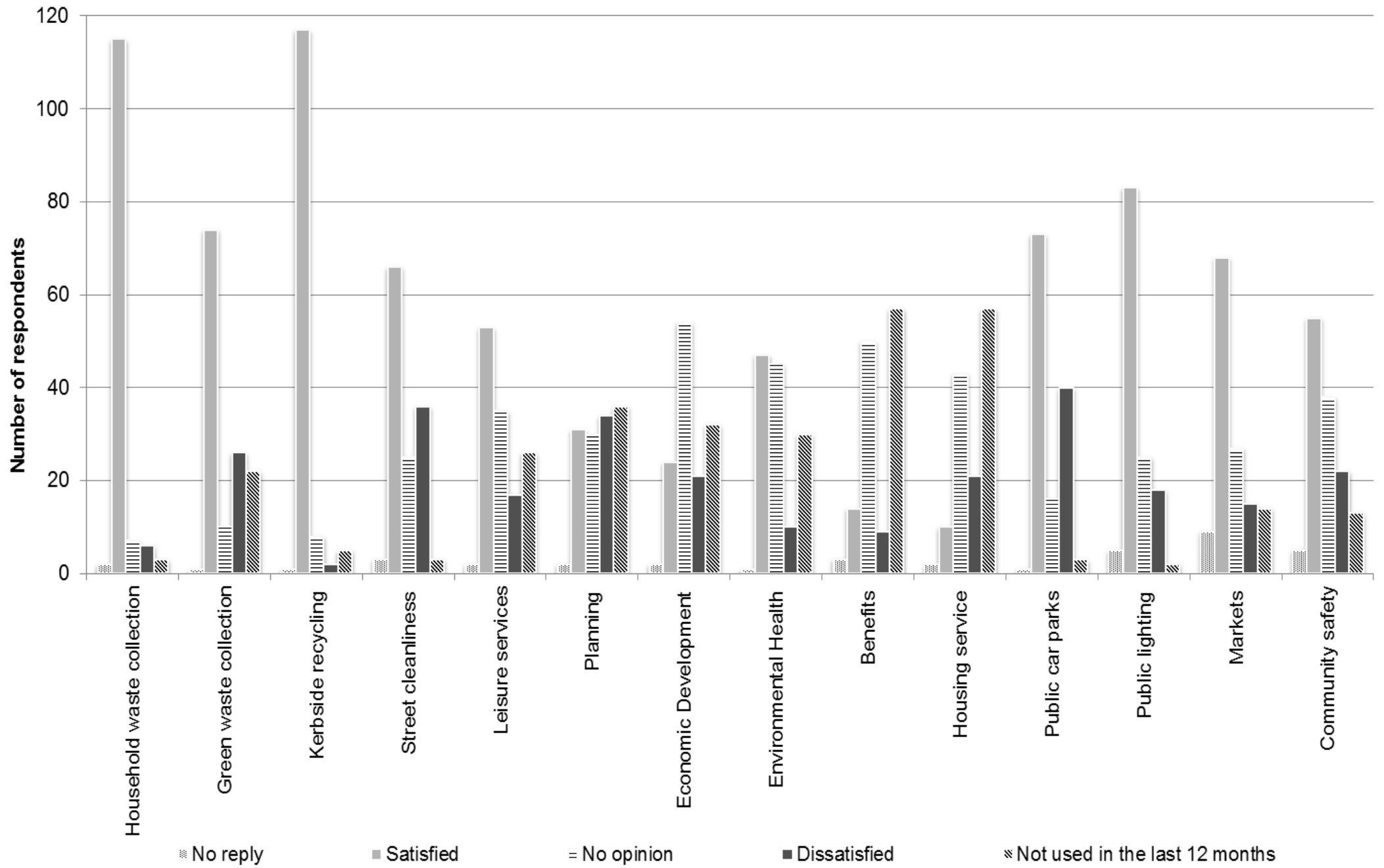
Q2	Are you responding as a ...?	
	12 (9%)	Business
	120 (86%)	Resident
	4 (3%)	Stakeholder group
	4 (3%)	Voluntary organisation
	0 (0%)	Prefer not to say
	0 (0%)	No reply

Q3	Which age group do you belong to?	
	0 (0%)	Under 18 years
	1 (1%)	19-24 years
	15 (11%)	25-44 years
	49 (37%)	45-59 years
	60 (45%)	60 years and over
	7 (5%)	Prefer not to say
	1 (1%)	No reply

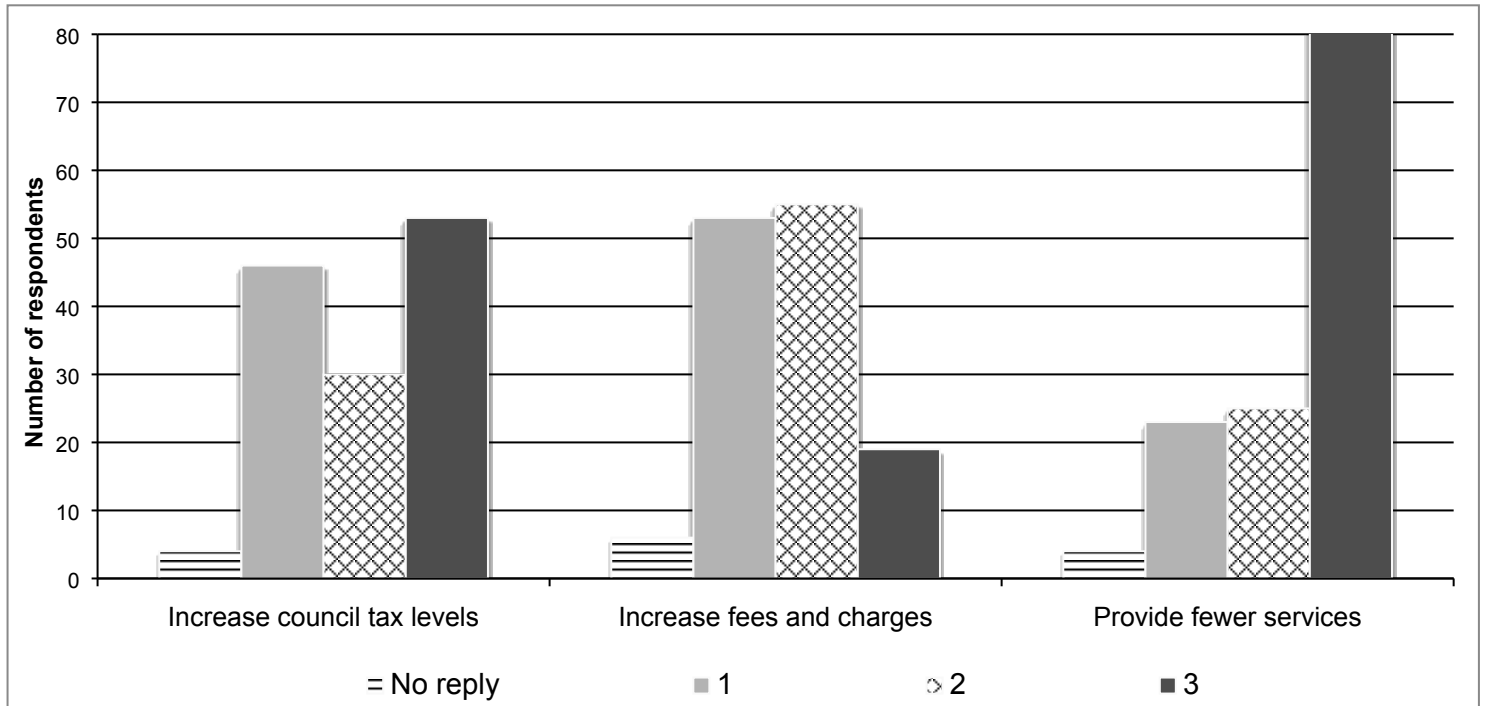
Q4 What is your opinion of the following council services over the last 12 months?						
		No reply	Satisfied	No opinion	Dissatisfied	Not used in the last 12 months
	<b>Household waste collection</b> <i>(black bin)</i>	2	115	7	6	3
	<b>% response</b>	2%	86%	5%	5%	2%
	<b>Green waste collection</b> <i>(green bin)</i>	1	74	10	26	22
	<b>% response</b>	1%	56%	8%	20%	17%
	<b>Kerbside recycling</b> <i>(blue bin and box)</i>	1	117	8	2	5
	<b>% response</b>	1%	88%	6%	2%	4%
	<b>Street cleanliness</b> <i>(including litter collection, graffiti removal, fly-tipping, dog warden)</i>	3	66	25	36	3
	<b>% response</b>	2%	50%	19%	27%	2%
	<b>Leisure services</b> <i>(including leisure centres, arts and culture, sports development, healthy lifestyles and CCTV)</i>	2	53	35	17	26
	<b>% response</b>	2%	40%	26%	13%	20%
	<b>Planning</b> <i>(including planning applications and planning policy)</i>	2	31	30	34	36
	<b>% response</b>	2%	23%	23%	26%	27%
	<b>Economic Development</b> <i>(support to businesses, management of council offices and land)</i>	2	24	54	21	32
	<b>% response</b>	2%	18%	41%	16%	24%
	<b>Environmental Health</b> <i>(including licensing, food hygiene inspections, nuisance complaints, private water supplies and pest control)</i>	1	47	45	10	30
	<b>% response</b>	1%	35%	34%	8%	23%
	<b>Benefits</b> <i>(housing benefits and council tax support)</i>	3	14	50	9	57
	<b>% response</b>	2%	11%	38%	7%	43%
	<b>Housing service</b> <i>(housing option advice, homelessness and provision of affordable housing)</i>	2	10	43	21	57
	<b>% response</b>	2%	8%	32%	16%	43%
	<b>Public car parks</b> <i>(pay and display, free car parks and disc parking)</i>	1	73	16	40	3
	<b>% response</b>	1%	55%	12%	30%	2%

		No reply	Satisfied	No opinion	Dissatisfied	Not used in the last 12 months
	<b>Public lighting</b> ( <i>marked with white squares and green numbers only</i> )	5	83	25	18	2
	<b>% response</b>	4%	62%	19%	14%	2%
	<b>Markets</b> ( <i>Northallerton and Thirsk only</i> )	9	68	27	15	14
	<b>% response</b>	7%	51%	20%	11%	11%
	<b>Community safety</b> ( <i>including anti-social behaviour, domestic abuse and alcohol awareness</i> ) <i>not NY Police</i>	5	55	38	22	13
	<b>% response</b>	4%	41%	29%	17%	10%

Q4	Please expand your answer if necessary: ( <i>please note libraries are run by NYCC</i> )
	30 responses received

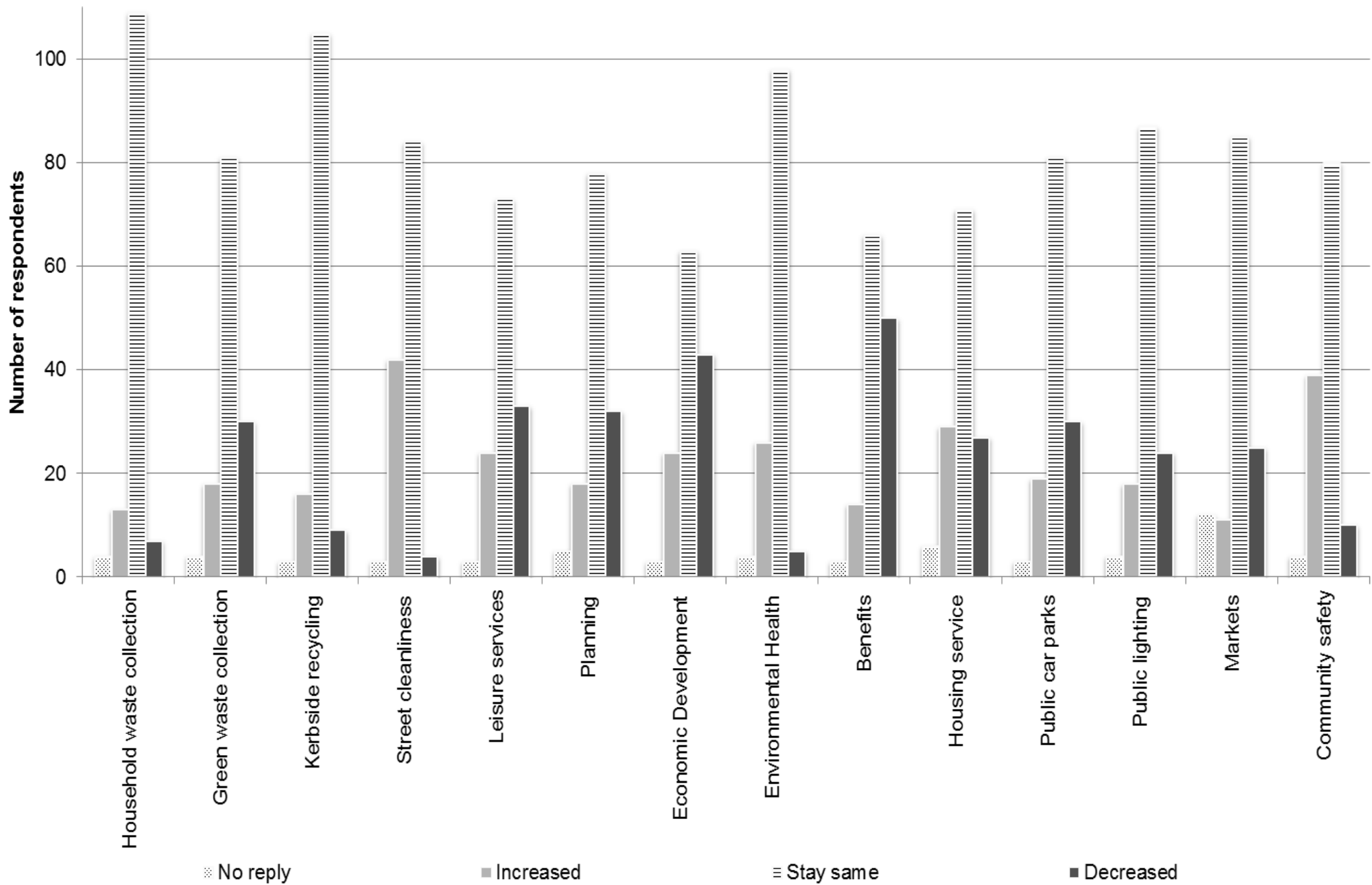


Q5 In order to balance the council's budget, rank the following in order of preference to you, where 1 is the most preferred and 3 is the least preferred					
		No reply	1	2	3
	Increase council tax levels	4 (3%)	46 (35%)	30 (23%)	53 (40%)
	Increase fees and charges	6 (5%)	53 (40%)	55 (41%)	19 (14%)
	Provide fewer services	4 (3%)	23 (17%)	25 (19%)	81 (61%)



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>	4	13	109	7
	<b>% response</b>	3%	10%	82%	5%
	<b>Green waste collection</b> <i>(green bin)</i>	4	18	81	30
	<b>% response</b>	3%	14%	61%	23%
	<b>Kerbside recycling</b> <i>(blue bin and box)</i>	3	16	105	9
	<b>% response</b>	2%	12%	79%	7%
	<b>Street cleanliness</b> <i>(including litter collection, graffiti removal, fly-tipping and dog warden)</i>	3	42	84	4
	<b>% response</b>	2%	32%	63%	3%

		No reply	Increased	Stay same	Decreased
	<b>Leisure services</b> (including leisure centres, arts and culture, sports development, healthy lifestyles and CCTV)	3	24	73	33
	<b>% response</b>	2%	18%	55%	25%
	<b>Planning</b> (including planning applications and planning policy)	5	18	78	32
	<b>% response</b>	4%	14%	59%	24%
	<b>Economic Development</b> (support to businesses, management of council offices and land)	3	24	63	43
	<b>% response</b>	2%	18%	47%	32%
	<b>Environmental Health</b> (including licensing, food hygiene inspections, nuisance complaints, private water supplies and pest control)	4	26	98	5
	<b>% response</b>	3%	20%	74%	4%
	<b>Benefits</b> (housing benefits and council tax support)	3	14	66	50
	<b>% response</b>	2%	11%	50%	38%
	<b>Housing service</b> (housing option advice, homelessness and provision of affordable housing)	6	29	71	27
	<b>% response</b>	5%	22%	53%	20%
	<b>Public car parks</b> (pay and display, free car parks and disc parking)	3	19	81	30
	<b>% response</b>	2%	14%	61%	23%
	<b>Public lighting</b> (marked with white squares and green numbers only)	4	18	87	24
	<b>% response</b>	3%	14%	65%	18%
	<b>Markets</b> (Northallerton and Thirsk only)	12	11	85	25
	<b>% response</b>	9%	8%	64%	19%
	<b>Community safety</b> (including anti-social behaviour, domestic abuse and alcohol awareness) not NY Police	4	39	80	10
	<b>% response</b>	3%	29%	60%	8%





<b>Q6</b>	Please expand your answer if necessary: <i>(please note libraries are run by NYCC)</i>
	21 responses received

<b>Q7</b>	<b>Overall, how satisfied or dissatisfied are you with ...?</b>						
		No reply	Very satisfied	Satisfied	No opinion	Dissatisfied	Very dissatisfied
	The way in which the council provides services	4 (3%)	13 (10%)	81 (61%)	11 (8%)	21 (16%)	3 (2%)
	Your local area as a place to live	1 (1%)	51 (38%)	65 (49%)	3 (2%)	10 (8%)	3 (2%)

<b>Q8</b>	<b>To what extent do you agree or disagree that the following should be corporate priorities for Hambleton District Council?</b>						
		No reply	Strongly agree	Agree	Disagree	Strongly disagree	No opinion
	Caring for the environment	3 (2%)	46 (35%)	74 (56%)	3 (2%)	3 (2%)	4 (3%)
	Driving economic vitality	4 (3%)	51 (38%)	58 (44%)	11 (8%)	4 (3%)	5 (4%)
	Enhancing health and wellbeing	4 (3%)	42 (32%)	61 (46%)	13 (10%)	5 (4%)	8 (6%)
	Providing a special place to live	3 (2%)	38 (29%)	65 (49%)	9 (7%)	5 (4%)	13 (10%)
	Is there anything missing from the council's priorities that you would like to see included?						
	36 responses received						

<b>Q9</b>	<b>Do you have any other suggestions on how the council could increase income, reduce costs or make savings to support the budget?</b>
	54 responses received