

BUDGET CONSULTATION 2020/21 - SUMMARY

The Budget Consultation was carried out between 13th September 2019 and 25th October 2019 and was well-publicised to all residents and businesses across Hambleton District. In addition, a meeting was arranged on 4 December 2019 in accordance with the statutory requirement to enable all businesses to be able to comment during the budget consultation.

A total of 298 responses were received in relation to the 2020/21 budget. This was an increase of 119 (66.48%) compared to the previous year of 179 responses for 2019/20. The largest majority responded from the Northallerton area (31.9%) and the least from the Stokesley area (7.4%). The bulk of respondents were residents (91.2%), rather than businesses (3.9%) or other organisations (2.3%), and the 45-59 years age group attracted the majority of responses (39.3%).

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 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 decrease compared to the previous year to a 48% satisfaction rate. Leisure Services received a rating of 39% of satisfaction with comments including improvements to cleanliness, updating of Stokesley and Thirsk facilities and pricing levels being high. Community Safety received a 28% satisfaction rating with a high number of responses commenting on the increasing levels of anti-social behaviours within the district. Public Car Parking continues to receive the highest level of dissatisfaction with 42% which is an increase from 36.9% in 2019/20 with numerous comments in regards to the enforcement of the car parks and the charging. This is followed by Street Cleanliness at 37%, Community Safety 33% and Planning at 26%.

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, has undertaken a review of fees and charges during the setting of the 2020/21 budget and due to the Council continuing to have the third lowest council tax in the country it is therefore to increase the Council Tax by £5 on a band D equivalent property in 2020/21.

Question 6

Question six asked respondents which services should have their funding increased. Community Safety was the most popular with 47% of respondents with a preference of increasing the funding in this area. Street Cleansing also proved to be a high priority as 40% of those responded thought the service should have increased funding. Benefits was the most common answer to have funding decreased 34% closely followed by Economic Development at 29% and Planning at 27%.

Question 7

Question seven showed that 66% 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 10% 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 2020/21 budget.

Budget Consultation 2020/21

13 September – 25 October 2019

6 paper and 292 online responses received = 298 total

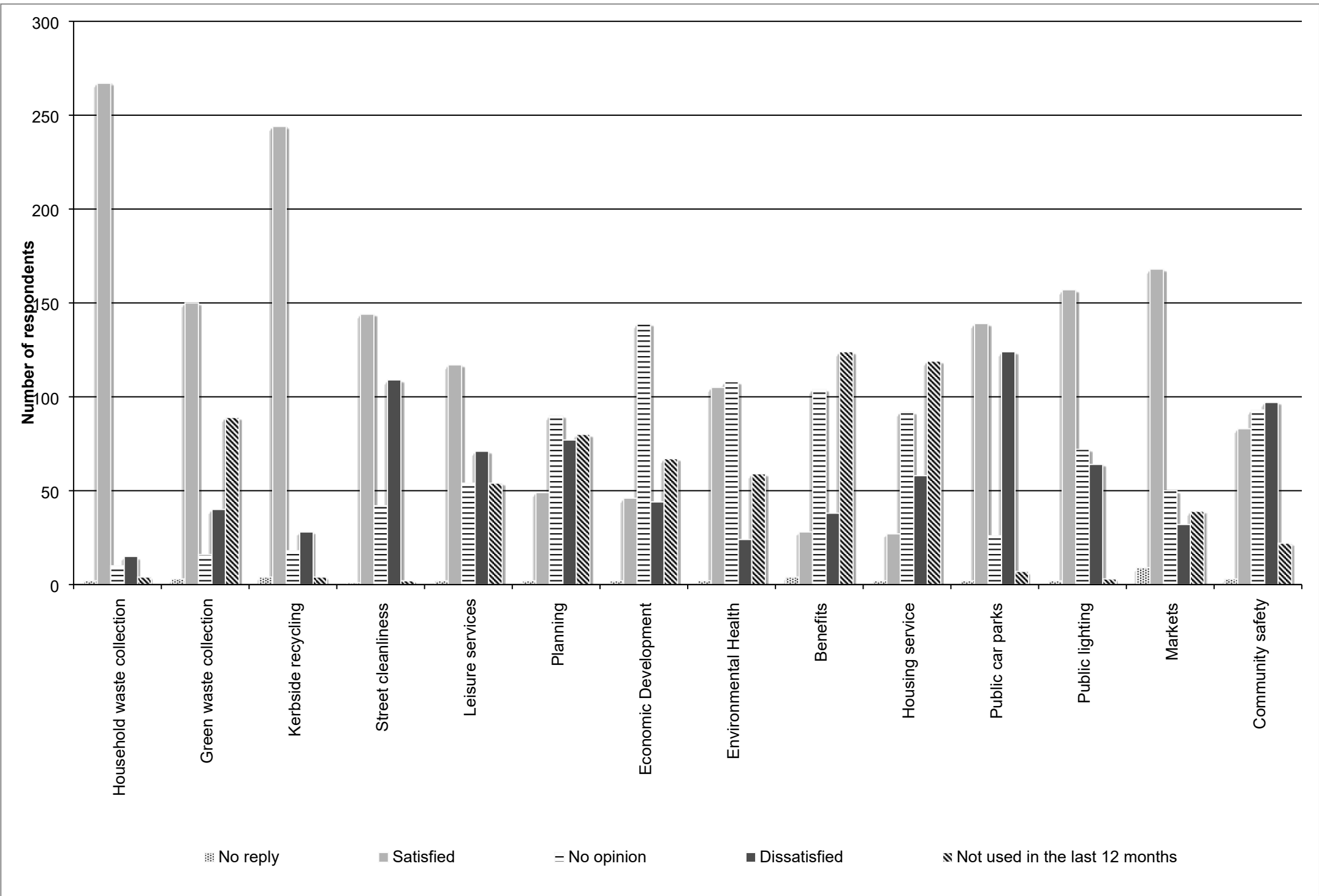
Q1	Which of the following towns do you live in or are closest to?	
	58 (19.4%)	Bedale
	48 (16.1%)	Easingwold
	95 (31.9%)	Northallerton
	22 (7.4%)	Stokesley
	73 (24.5%)	Thirsk
	0 (0.0%)	Prefer not to say
	2 (0.7%)	No reply

Q2	Are you responding as a ...?	
	11 (3.9%)	Business
	272 (91.2%)	Resident
	2 (0.7%)	Stakeholder group
	5 (1.6%)	Voluntary organisation
	4 (1.3%)	Prefer not to say
	4 (1.3%)	No reply

Q3	Which age group do you belong to?	
	0 (0.0%)	Under 18 years
	14 (4.7%)	19-24 years
	81 (27.2%)	25-44 years
	117 (39.3%)	45-59 years
	76 (25.5%)	60 years and over
	7 (2.3%)	Prefer not to say
	3 (1.0%)	No reply

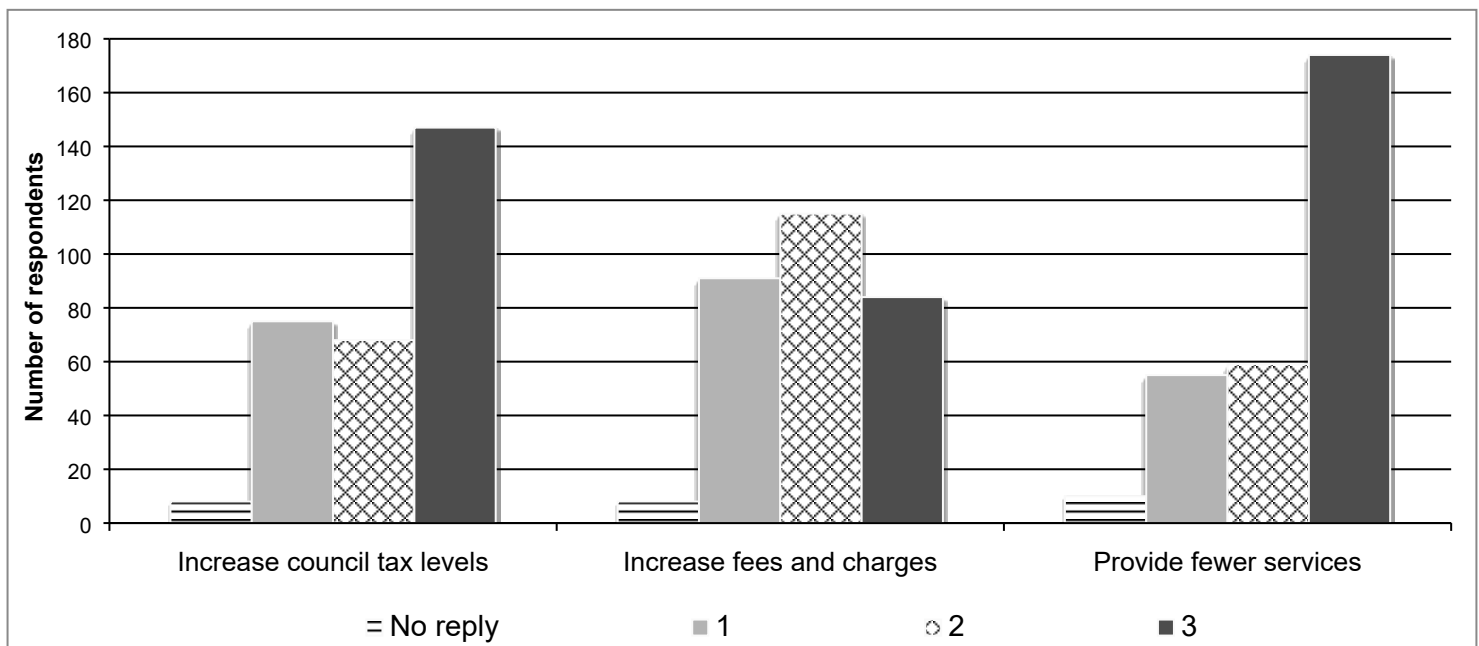
Q4	What is your opinion of the following council services over the last 12 months?					
		No reply	Satisfied	No opinion	Dissatisfied	Not used in the last 12 months
	Household waste collection <i>(black bin)</i>	2	267	10	15	4
	% response	1%	90%	3%	5%	1%
	Green waste collection <i>(green bin)</i>	3	150	16	40	89
	% response	1%	50%	6%	13%	30%
	Kerbside recycling <i>(blue bin and box)</i>	4	244	18	28	4
	% response	1%	82%	6%	10%	1%
	Street cleanliness <i>(including litter collection, graffiti removal, fly-tipping, dog warden)</i>	1	144	42	109	2
	% response	0%	48%	14%	37%	1%
	Leisure services <i>(including leisure centres, arts and culture, sports development, healthy lifestyles and CCTV)</i>	2	117	54	71	54
	% response	1%	39%	18%	24%	18%
	Planning <i>(including planning applications and planning policy)</i>	2	49	90	77	80
	% response	1%	16%	30%	26%	27%
	Economic Development <i>(support to businesses, management of council offices and land)</i>	2	46	139	44	67
	% response	1%	15%	47%	15%	22%
	Environmental Health <i>(including licensing, food hygiene inspections, nuisance complaints, private water supplies and pest control)</i>	2	105	108	24	59
	% response	1%	35%	36%	8%	20%
	Benefits <i>(housing benefits and council tax support)</i>	4	28	104	38	124
	% response	1%	9%	35%	13%	42%
	Housing service <i>(housing option advice, homelessness and provision of affordable housing)</i>	2	27	92	58	119
	% response	1%	9%	31%	19%	40%
	Public car parks <i>(pay and display, free car parks and disc parking)</i>	2	139	26	124	7
	% response	1%	47%	9%	41%	2%

		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	157	72	64	3
	% response	1%	53%	24%	21%	1%
	Markets <i>(Northallerton and Thirsk only)</i>	9	168	50	32	39
	% response	3%	56%	17%	11%	13%
	Community safety <i>(including anti-social behaviour, domestic abuse and alcohol awareness) not NY Police</i>	3	83	93	97	22
	% response	1%	28%	31%	33%	7%



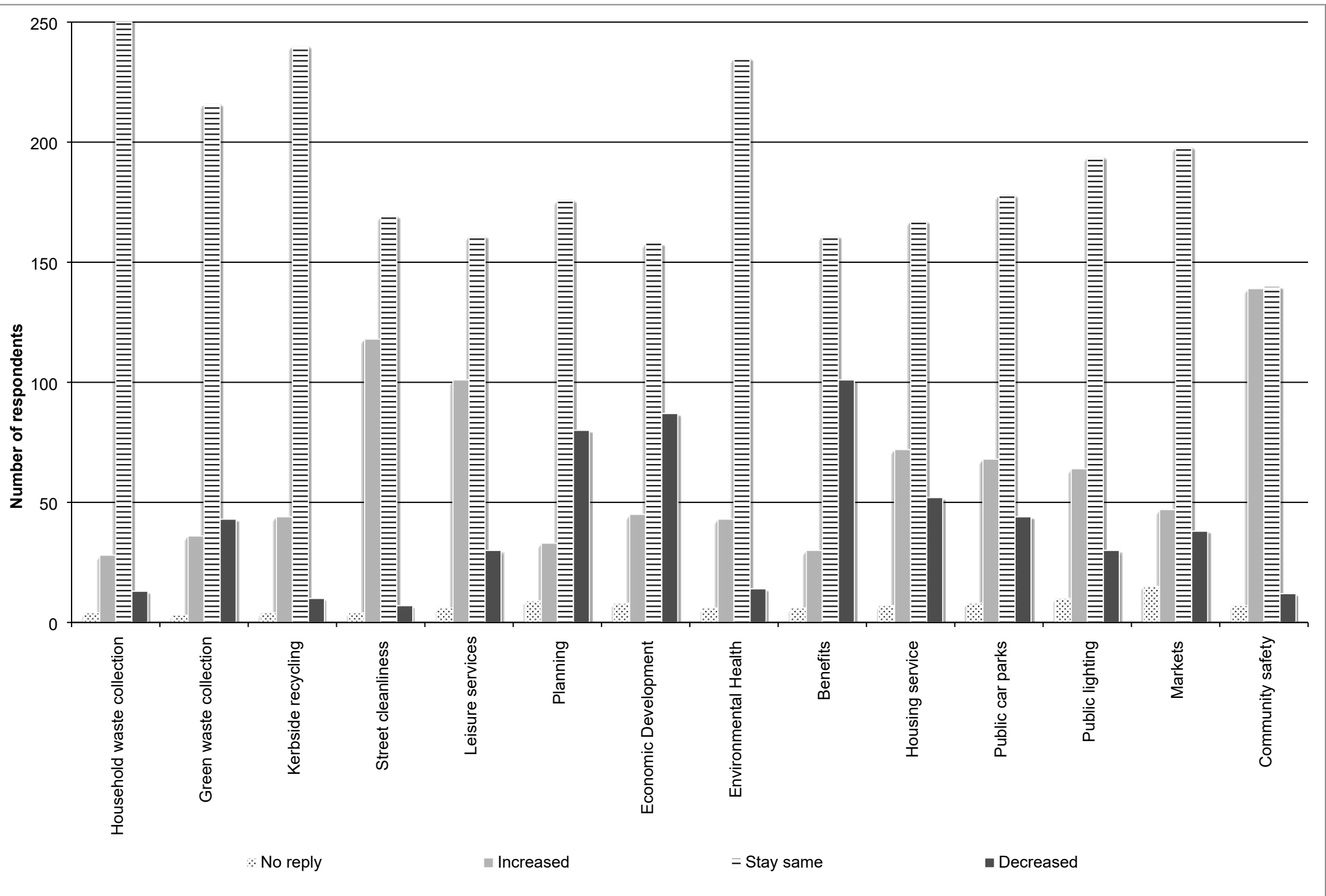
Q4	Please expand your answer if necessary: (please note libraries are run by NYCC)
	58 responses received

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	75	68	147
	% response	3%	25%	23%	49%
	Increase fees and charges	8	91	115	84
	% response	3%	30%	39%	28%
	Provide fewer services	10	55	59	174
	% response	3%	19%	20%	58%



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>	4	28	253	13
	% response	1%	10%	85%	4%
	Green waste collection <i>(green bin)</i>	3	36	216	43
	% response	1%	12%	73%	14%
	Kerbside recycling <i>(blue bin and box)</i>	4	44	240	10
	% response	1%	15%	81%	3%
	Street cleanliness <i>(including litter collection, graffiti removal, fly-tipping and dog warden)</i>	4	118	169	7
	% response	1%	40%	57%	2%
	Leisure services <i>(including leisure centres, arts and culture, sports development, healthy lifestyles and CCTV)</i>	6	101	161	30
	% response	2%	34%	54%	10%
	Planning <i>(including planning applications and planning policy)</i>	9	33	176	80
	% response	3%	11%	59%	27%
	Economic Development <i>(support to businesses, management of council offices and land)</i>	8	45	158	87
	% response	3%	15%	53%	29%
	Environmental Health <i>(including licensing, food hygiene inspections, nuisance complaints, private water supplies and pest control)</i>	6	43	235	14
	% response	2%	14%	79%	5%
	Benefits <i>(housing benefits and council tax support)</i>	6	30	161	101
	% response	2%	10%	54%	34%
	Housing service <i>(housing option advice, homelessness and provision of affordable housing)</i>	7	72	167	52
	% response	2%	24%	56%	18%

		No reply	Increased	Stay same	Decreased
	Public car parks (<i>pay and display, free car parks and disc parking</i>)	8	68	178	44
	% response	2%	23%	60%	15%
	Public lighting (<i>marked with white squares and green numbers only</i>)	10	64	194	30
	% response	3%	22%	65%	10%
	Markets (<i>Northallerton and Thirsk only</i>)	15	47	198	38
	% response	5%	16%	66%	13%
	Community safety (<i>including anti-social behaviour, domestic abuse and alcohol awareness</i>) <i>not NY Police</i>	7	139	140	12
	% response	2%	47%	47%	4%



Q6	Please expand your answer if necessary: (please note libraries are run by NYCC)
	39 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	21	174	52	40	7
	% response	1%	7%	59%	18%	13%	2%
	Your local area as a place to live	3	74	173	17	27	4
	% response	1%	25%	58%	6%	9%	1%

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