Budget Consultation 2018/19

For Derby City Council

5 January 2018



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This research has been carried out in compliance with the

International standard ISO 20252, (the International Standard for Market and Social research), The Market

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I. Introduction

This report outlines the findings of the 2018/19 Budget Consultation for Derby City Council. Every year the Council undertakes a consultation regarding the Council's Budget Proposals with the objective to understand the views of those who live and work in the city.

Whilst data for the consultation was collected by the Council in the form of online and paper surveys (see Methodology below for more details) the analysis of the data and preparation of this report has been conducted by Qa Research on behalf of the Council.

2. Methodology

Derby residents were consulted using a self-completion questionnaire prepared by Derby City Council. This was distributed as an online survey hosted by the Council on their website, and secondly through a paper questionnaire that could be completed as an alternative to the online.

The consultation ran in November and December 2017. Following the end of the survey period the raw data from the online survey was passed securely to Qa. No paper surveys were completed. The data was processed for analysis, and data tables were produced which included analysis of the statistical significance of the results. A total of **26** responses to the consultation were received

The low participation rate for the Consultation does have consequences for the accuracy of the data gathered. Based on a population of Derby Unitary Authority of 248,700¹, the standard error of the data at the 95% confidence level is +/- 19.2%. For comparison, the benchmark for statistically robust data is a standard error of no more than +/- 5.0%.

As a result, the results of this survey cannot be generalised to the population of Derby. Indeed, the low base size means that it is hard to make the case for the findings being seen as even indicative of the attitudes for citizens of Derby. Instead, the results should be viewed as being solely a reflection of the views of those who chose to take part in the consultation. That is not to say that the data has no use, as it does provide intelligence of the views of those who proactively sought to engage with the Budget Consultation.

In addition to the formal responses to the consultation, a workshop was carried out with members of the **Voices in Action** youth council in Derby in order to better understand the views of young people. Notes from for this workshop were submitted to Qa and the themes that emerged from these have been referred to at relevant points of this report.



²⁰¹¹ Census

3. Key findings

This section of the report details the key findings of the consultation survey. The following four sections set out the level of agreement with, and thematic analysis of the verbatim comments relating to, each of the directorates and the Capital Programme.

Due to the small size of the sample subgroup analysis (for example by age, gender, or ethnicity) has not been carried out, as unfortunately the base sizes would be too small make comparisons between the different groups.

3.1 Proposals by Directorate: People Services

This section outlines responses related to the proposals for the People Services Directorate. Respondents were asked, having read the savings detailed in the budget summary document, if they would like to make comment on the budget for People Services. Answers were recorded verbatim (word-for-word). Nine respondents choose to make comments and these are reproduced below.

The majority of the comments, six out of nine, made specific reference to the Livewell programme and expressed concern about a reduction in this service. Indeed, this one topic area constituted the majority of discussion across the entire budget consultation. Respondents made reference to positive outcomes of Livewell with a number giving personal accounts, and others highlighted the potential it had to improve public health. Comments were unanimously opposed to a reduction in the Livewell service.

- 1. Public health Livewell and also Drugs and Alcohol service. Livewell is a successful project which does great work in many different communities as well as working closely and effectively with hospitals and GP practices. The smoking cessation support is available city wide taking the pressure off surgeries by providing appointments at venues across the city. They provide support to many groups of people wanting to lose weight taking the pressure off the NHS and saving them money long term. The advice given is about lifestyle changes and increasing activity and is not a short term solution to the problem. I fear that like other councils this service will be taken or worse yet given to a private company who's results show many actually gain weight long term due to the 'syns' and choices being unhealthy. Child obesity is a huge problem UK wide and the services provided by the CYP team encourage young people to embrace a healthy lifestyle from a young age whilst having fun. Drug & Alcohol service with the growing problems with drug users in Derby city centre I cannot understand how you could reduce costs? There is clearly already not enough being done so how could they do more with less resources?
- 2. Pages 7 & 14: Refocus of provision to the Livewell service It states that there will be a £1,000,000 reduction to the service. It also states that this will enable 'refocusing of the service delivery to priority areas to ensure vulnerable residents gain maximum benefit. ' How can a reduction allow a focus towards more vulnerable residents as this reduction leaves the service with a budget of zero.....it is impossible to refocus service delivery without any budget and this is an excellent service which delivers value for money and reduces health inequalities reduces obesity and the burden on the NHS for treatment costs relating to smoking alcohol and weight management. This cost saving will not result in a cost saving but add further burden to the already increasing costs of lifestyle choices in the population of our City. Counterintuitive and will undoubtedly lead to increased costs in the future.
- 3. Livewell has been a positive scheme for me and my family. It has not only given us confidence to exercise again but has helped us lose weight by developing better food management and



introduced us to different kinds of exercise that we wouldn't have had confidence to do otherwise. The frontline staff are really supportive and always make time to talk to you to support you in your journey and the clients in the classes are friendly which makes you feel part of a social network. I think it will be a shame to cut the cost to this service and limit it even further as you then restrict access to people who fall between the gap or guidelines that you stipulate. This service should continue as it is but add elements to it that currently aren't being covered such as having links with the hospitals where support for older adults and patients with mental health difficulties are limited.

- 4. LIVEWELL Changes This does not indicate the changes that this scheme offers nor does it detail that this will affect the vulnerable people of Derby city yet again. This service is essential in ensuring that people of Derby can have healthy lifestyles if this is cut by I million ponds how on earth can the people that need the help get it. I think that DCC need to reconsider this as the service ensures that there is less strain on health services empowers individuals to look after themselves and supports children too. NO MORE CUTS TO FRONT LINE SERVICES FOR THE PEOPLE OF DERBY PLEASE!!!!!!
- 5. It is short sighted to reduce spending on public health prevention (Livewell) when the net saving across health and social care of such programmes is substantial.
- 6. I have noted the proposal for the Livewell Service. In my opinion the service should be expanded. It is one of the few organisations I have come across that has got its act together and is delivering an excellent service second to none. Livewell sets out to encourage people to make lifelong changes to their lifestyles. This is in stark contrast to commercial organisations that would go out of business if people lost weight became active and stayed healthy. I know from my own personal experience that the programme is very effective. Any budgetary cuts would be short sighted and ultimately would backfire. I assume DCC do not wish their other services to be stretched and budgets swallowed up by a population that is overweight inactive and unhealthy.

A response to the budget consultation that related to the Livewell programme was also received in the form of a letter (as opposed to an online survey completion) from South Derbyshire Clinical Commissioning Group. In brief, the letter outlined that the CCG does "not support any further reduction in the Livewell budget from the current spend on circa £1 m per annum", citing concern that the proposed reduction in service would "increase health inequalities across the City" and that "citizens of the city will be negatively impacted".

In addition to respondents comments on the online survey relating to the Livewell programme, a number of others were made and these related to a variety of areas;

- 7. Slashing delivering of these areas has to stop you are creating financial pressures to other local systems. Continual cutting of public health is fundamentally wrong if you are committed to the long term health & wellbeing of the residents of Derby
- 8. I Could the sites be converted for use as Council housing? Or demolished and replaced by new Council housing? 5- 'additional savings within Adults Health and Housing' Housing is now part of Communities so is presumably covered in that section?
- 9. I am concerned that by not replacing people when they leave extra stress is being put on the staff left. This will increase sickness levels and will also result in the whole service failing. There is also talk about taking the carers services back in house and I cannot see how this can be done with even less staff that now.



3.2 Proposals by Directorate: Communities and Place

This section outlines responses related to the proposals for the Communities and Place Directorate. Outlined below is the level of agreement with the proposals amongst respondents who completed the paper and online survey;

Livewell was once again mentioned here, with a comment expressing the feeling this programme should not be reduced. In addition, a second comment suggested that more information was needed and therefore once again we see a need for greater clarity in the budget proposals.

- 1. Livewell is a well-used and accessible scheme that has supported many to develop confidence in accessing exercise losing weight development of community healthy living groups social skills and much much more. It is a shame that this is being cut and "redirected" to other areas. As far as I can see it should be added to and not cut.
- 2. Savings 9 as properties are 'rationalised' could the land be used for Council housing? 13 Will the Museums Trust be able to survive? The Joseph Wright Gallery is world class but under advertised and must be preserved in some way. Pressures How can there be £280k of extra 'unplanned' tree costs?

Note that one respondent submitted exactly the same answer for this directorate as they had for People Services. It is unclear if this was deliberate or not, but as submitting the response twice would require 'copy and pasting' at a minimum, and as other responses to this directorate also discussed Livewell, we feel it should be included again.

3. Public health - Livewell and also Drugs and Alcohol service Livewell - is a successful project which does great work in many different communities as well as working closely and effectively with hospitals and GP practices. The smoking cessation support is available city wide taking the pressure off surgeries by providing appointments at venues across the city. They provide support to many groups of people wanting to lose weight taking the pressure off the NHS and saving them money long term. The advice given is about lifestyle changes and increasing activity and is not a short term solution to the problem. I fear that like other councils this service will be taken or worse yet given to a private company who's results show many actually gain weight long term due to the 'syns' and choices being unhealthy. Child obesity is a huge problem UK wide and the services provided by the CYP team encourage young people to embrace a healthy lifestyle from a young age whilst having fun. Drug & Alcohol service - with the growing problems with drug users in Derby city centre I cannot understand how you could reduce costs? There is clearly already not enough being done so how could they do more with less resources?

Voices in Action – comments relating to the b_line service

As in the previous (2017/18) budget consultation, concern was raised by young people about cuts to the b_line service that allows those aged 11 to 18 in Derbyshire access to discounted bus and train tickets along with discounts in some shops and business. For this consultation concern was raised in the **Voices in Action** workshop, whereas in last year's consultation a number (65) of students from Landau Forte College wrote emails in opposition to reduction in this service.

Concerns relating to reduction in the b_line service raised by **Voices in Action** very much mirrored those raised last year, in that it would increase both travel costs and some non-travel costs for young people. In the workshop, II young people voted that cutting b_line was a bad idea compared to only one who felt it was a good idea. Some suggestions to decrease the cost of



the provision of this service included using a smartphone App instead of a physical card and selling advertising though this, getting sponsorship, or charging so sort of small subscription fee for the card.

Voices in Action – comments relating to the libraries service

There was a small amount of discussion in the **Voices in Action** workshop that touched on proposals for the libraries service, and this was seen as an area that should be protected. Libraries were seen as not just a place to borrow books, but also somewhere safe and quiet to go. The possibility of using the space for other activities was raised, such as cafés or childcare services.

3.3 Proposals by Directorate: Organisation and Governance

This section outlines responses related to the proposals for the Organisation and Governance Directorate. Only two respondents opted to give comment here and their answers are shown below.

- 1. Savings 20 how are the 'staffing efficiencies' to be delivered? The details are rather vague
- 2. Again with shortage of staff housing benefits payments will be delayed and could result in more homeless problems.

3.4 Capital Programme proposals

Responses related to the proposals for the Capital Programme are shown below. Only two respondents elected to respond to this section.

- 1. Some of the figures are clearly wrong? e.g. Government Grants? Unsupported Borrowing costs what does this deliver? Seems very cheap for a £53m gap in funding? How is the £53m funding gap to be financed?
- 2. I note that there is a figure of £1,670,000 in the budget for the Victory Road re-alignment. This is something which Rolls-Royce want to improve their site. Why are they not paying for it? Why are the Council tax payers of Derby paying for something which did not necessarily need doing and are now having to put up with the disruption as well?

Voices in Action – comments on the swimming pool proposals

The budget summary outlined plans to fund construction of a new swimming pool and leisure facility at the Moorways site. The proposed closure of the previous Moorways facility generated considerable response to the 2016/17 budget consultation with residents opposed to this.

The **Voices** in **Action** workshop expressed the view that renovating the old swimming pool would have been sufficient rather than constructing a new one. The group appeared to suggest that costs could have been further cut by building a smaller pool rather than a full sized 50m one, and others suggests that many residents would have found alternative swimming facilities by this point. Whilst the workshop therefore appeared unenthusiastic about the new pool, some did suggest that parking at the pool or the pool in general could be a revenue generator.



3.5 Comments on other ideas

Two other ideas for making savings in budget were put forward, and respondents again asked if they wish to make comments or offer alternative suggestions. These two ideas were

- A 'cashless' Council
- Working closer with Nottingham City Council

Only one respondent elected to respondent to this section, who in particular highlighted the perceived benefits of working more closely with Nottingham City Council.

1. Both initiatives sound sensible - Nottingham has more cultural activities (Theatres/Concert venues) and with better transport links Derby could perhaps avoid the huge capital costs of the major investments being considered. Derby has the velodrome Nottingham the Ice Rink so there is no real need to duplicate these in each others' cities. By working together and planning these developments they can be better planned and shared to provide regional cultural options rather than one in each City.

Voices in Action – comments on other ideas

These two ideas were also explored in the **Voices in Action** workshop. Working closer with other councils was well received, both in terms of learning from them (by looking at where they have saved money and provided services at lower cost), by sharing resources between councils, and through joined up processes (waste collection services being an often mentioned example).

Better use of technology to process payments was also talked about, and although this generated less discussion that working with other councils the workshop did agree that greater use of email instead of post and talking to and learning from big companies (such as Google) would be beneficial.

3.6 Council Tax

Having given their comments on the proposals for various directorates, respondents were then asked to what extent they agreed with the proposed I.99% increase to Council Tax in order to balance the budget. Answers were recorded on the four point scale shown below.

Having read the summary document and in light of the financial situation, do you agree with the proposed 1.99% increase to Council Tax in order to balance the budget?

- Yes absolutely, residents should pay more Council Tax
- Yes, reluctantly it appears to be the only way to balance the budget
- No, I don't agree with any increase in Council Tax
- Undecided





Source: Qa Research 2018 **Base:** 26 (all responses)

The results of this question were essentially polarised between those that would accept an increase in Council Tax and those who would not. Whilst a slightly greater proportion (58%) of respondents gave a response of yes (either 'absolutely' or 'reluctantly') than said 'no' (42%) there was no statistically significant difference between these figures. It should also be noted that due to the low base size of this question (and indeed, the survey results as a whole) this results cannot be generalised to Derby population; in short, this result does not mean that 58% of Derby residents agree with an increase in Council Tax.

Respondents did seem to be able to form an opinion on the Council Tax increase, however; whilst there was the option to say that they were 'undecided' none gave this answer.

Voices in Action –comments on Council Tax

Council Tax was discussed in brief in the **Voices in Action** workshop, with comments relating to a need for more support for those who struggled to afford the Tax. One suggestion was to increase the income threshold where Council Tax needed to start being paid, as it was "very low" at the moment.

3.7 Other comments on the budget

Finally, aside from a section of demographic questions, respondents were asked if they had any other comments or suggestions on the budget. Again, responses were recorded verbatim and have been reproduced below. Note that this question came immediately after the question on Council Tax and it's therefore unsurprising at a number of comments related this.

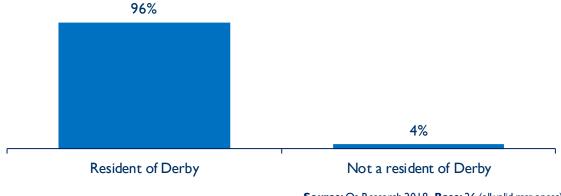
- 1. Cut spending on adult social care.
- 2. Be clear and transparent in your process and budget setting
- 3. Council Tax is one thing but I don't agree with the adult social care precept. Especially if we're going to 'outsource' the Council-owned care homes that will only cost more in the long run.
- 4. Having just had a large over 4% increase on Council Tax for 2017/18 I feel another 5% is excessive when my wages are held at 1% increases and have been for nearly 8 years. I am unsure where residents who are also on pay freezes are supposed to find all this extra money. I am happy to contribute if I feel that services are being improved so it would be nice to see that a lot of the promises that have been set out to Derby residents actually happen
- 5. The City Centre desperately needs development. I am pleased to see that plans for Duckworth Square are beginning to take shape but it is time the Hippodrome was replaced and the Assembly Rooms replaced. Therefore I consider a referendum to increase Council Tax more for a period of time to deal with these developments reasonably promptly should be considered.
- 6. I don't think there were enough answers to choose from. I am happy to pay more council tax but do not agree with a 5% increase particularly when our wages at Derby City Council haven't been increased by more than 1% for a number of years now. I guess there isn't any option but to increase it is just annoying knowing so much money has been wasted over the years by Derby City Council regardless of which political party has been in charge. Failed pay reviews and the Derby Arena are two things that spring to mind.
- 7. As a Band G Council tax payer I would support significant increases in Council Tax to support local services. I hope that DCC can look forward to a more stable financial position in future but am concerned about the third year deficit. I cannot understand why Council Tax income will reduce in that year if it is being increased by 1.99%?
- 8. Less money spent on ridiculous items and more pumped into keeping people safe and healthy.
- 9. If the government will not invest in the local area then the local elected representatives need to stand firm and show a commitment to the people. How much would the Council Tax have to increase to make spending effective for Derby. It should be noted that austerity and general penny pinching always costs more in the long run. Limiting CT increase to 2% is a total nonsense.
- 10. The mismanagement that [the current leadership] have placed upon Derby has been awful. They are not Labour at all.
- 11. I understand the constraints being imposed on Councils by the withdrawal of support from central government and would urge you to continue with the pressure which has been applied to try to rectify this.



3.8 Demographic profile of respondents

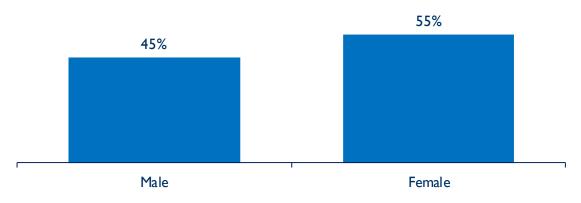
The following tables and charts set out a demographic profile of those that responded to the Budget Consultation. Note that the bases sizes vary, as many respondents chose not to answer some or all of these questions. The base size must be considered when interpreting the data.

Figure 1. Respondents by residency



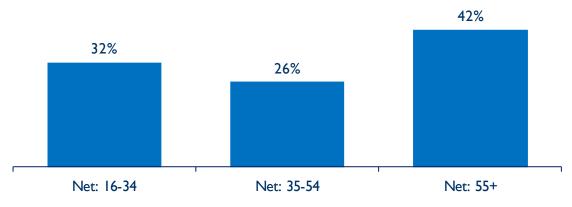
Source: Qa Research 2018 **Base:** 26 (all valid responses)

Figure 2. Respondents by gender



Source: Qa Research 2018 Base: 22 (all valid responses)

Figure 3. Respondents by age (on last birthday)



Source: Qa Research 2018 Base: 19 (all valid responses)



Figure 4. Respondents by ethnicity

Ethnic group of respondents	Count	Percentage
NET: White	20	91%
NET: BME	2	9%
Asian or Asian British - Indian	I	5%
Asian or Asian British - Pakistani		
Asian or Asian British - Bangladesh	-	-
Asian or Asian British - Chinese	-	-
Any other Asian background	-	-
Black or Black British - African	-	-
Black or Black British - Caribbean	-	-
Any other Black background	-	-
Dual Heritage - White and Black Caribbean	-	-
Dual Heritage - White and Black African	-	-
Dual Heritage - White and Asian	-	-
Any other Dual Heritage background	-	-
White - English / Welsh / Scottish / Northern Irish / British	20	91%
White – Irish	-	-
White - Gypsy or Irish Traveller	-	-
Any other White background	-	-
Other ethnic group – Arab	-	-
Any other ethnic group	I	5%
Base: All valid answers	22	100%

Figure 5. Respondents by disability

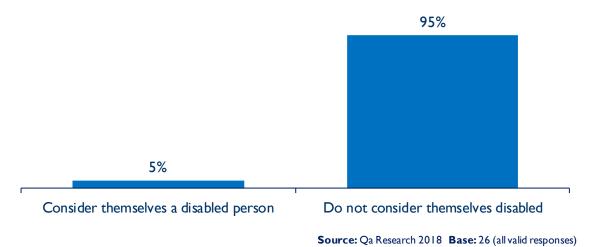
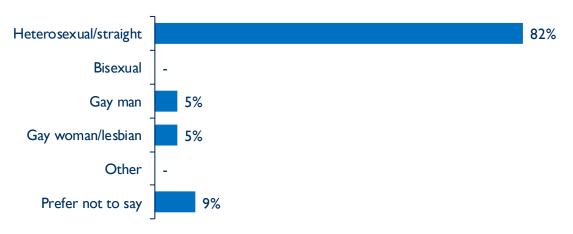
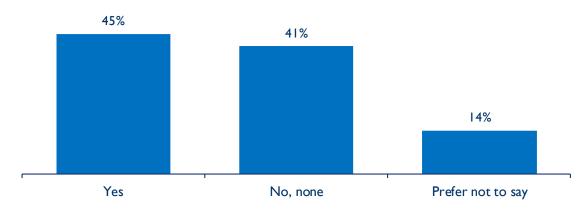


Figure 6. Respondents by sexuality



Source: Qa Research 2018 Base: 22 (all valid responses)

Figure 7. Respondents by religious beliefs



Source: Qa Research 2017 Base: 33 (all valid responses)

Amongst those who said they were religious, their beliefs were as follows;

• Christian 100% (10 respondents)

4. Summary of findings

- A consultation was conducted by Derby City Council in order to understand the views of residents towards the 2017-20 Budget proposals. A total of 26 people choose to take part.
- The low number of response to the survey element of the consultation means that the results reported here are reflective only of the views of those who choose to take part in the consultation and they unfortunately cannot be generalised beyond this sample.
- The small number of people who took part in the consultation, and to a lesser extent the nature of the questions (that collected verbatim qualitative data rather than quantitative measures), mean that it is difficult to draw conclusions from the results. Of the 26 people who took part only nine choose to make comments on aspects of the budget and for most directorates only two or three did so.

Previous iterations of the budget consultation have included a number of questions to capture quantitative data (typically using agree/disagree scales) about the proposals for directorates, but these have been omitted in this most recent survey. We suggest that these questions are reinstated for future budget consultations as all respondents typically answer them and therefore they can provide more conclusive answers.

- One theme that did emerge from the results was opposition to reductions in the Livewell programme. This attracted more comment that any other aspect of the budget summary, and indeed more than the others combined. Respondents expressed support for this programme and some felt that cutting it would have a negative impact on public health, a view echoed in a letter from South Derbyshire CCG
- Respondents were polarised on the subject of a 1.99% increase in council tax to balance the budget, and whilst a slightly majority of those who took part agreed (58%) more than half of these did so reluctantly and two fifths (42%) disagreed with the increase. Due to the low number of people who took part these figures should be treated with caution, and certainly cannot be used to represent all residents of Derby.
- Responses from the young people's Voices in Action workshop once again highlighted concern about cuts to the b_line discount card, feeling that these negatively affect the youth population of Derby. This was also an area of considerable in the 2017/18 Budget Consultation, and indeed was brought up again in 2018/19 despite no direct reference to b_line being made in this year's Budget Summary document.

5. Appendix

5.1 Questionnaire



Budget 2018/19 CONSULTATION

Seeking your views on our budget for next year

Derby City Council remains committed to ensuring our city is a great place to live, work and visit. The budget for 2018/19 has been prepared within the context of the continued impacts of government cuts and pressure on our statutory services, but with the determination to improve the quality of life for our residents and meet our ambitions for the future.

What is this consultation about?

We are seeking your views on the proposed budget for the next financial year (2018/19). The budget summary document sets out the main elements, showing how the budget is expected to be funded and the savings needed to ensure that it is balanced. We would like to know your views on our budget as well as any ideas or suggestions you have.

Your views

People Services

The budget summary document sets out a number of savings for People Services. People Services includes public health, adult social care and children and young people services.

I				



Communities and Place

The budget summary document sets out a number of savings for Communities and Place. Communities and Place includes services such as libraries, parking and traffic management, travel concessions, leisure and culture.

Our capital programme

The budget summary document sets out a number of proposals for our capital programme. This includes investment in schools, housing, property, the Our City Our River flood defence project, highways and transport, regeneration and major projects such as the new swimming pool.

Q4		If you would like to make a comment on the budget for the capital programme, please use the space below. (If possible, please tell us the budget line your comment refers to)
Oth	er	ideas
Oui	r ot	ther proposed ideas for saving money included:
		ashless Council orking closer with Nottingham City Council
Q5		If you would like to make a comment on our other proposed ideas for saving money, please use the space below.

a o	aving read the summary document and in light of the financial situation, do you gree with the proposed 1.99% increase to Council Tax (and the additional increase f 3% in the adult social care precept) in order to balance the budget? Please select one)
	Yes absolutely, residents should pay more Council Tax
	Yes, reluctantly it appears to be the only way to balance the budget
	No, I don't agree with any increase in Council Tax
	Undecided
	you have any other comments or suggestions on our budget, please say in the pace below.

About you

The next few questions will help us to make sure that we hear everyone's views, whatever your age or background.

Why are we asking these questions?

To make sure that we comply with our legal equality responsibilities and understand how all sections of our community feel about our services and functions; particularly people in equality groups or with protected characteristics (as these groups are referred to in the Equality Act). This is so that we can make any appropriate changes. You can find out more about this in the guide to public authorities.

We would like people to fill in the equality questions, but it is not essential. If you feel uncomfortable about this then please leave the questions blank.

Are you a resident of Derby? (Please select one)				
Yes	No			
Are you (Please select one) male? Is your gender the same as you were assigned Yes What was your age on your last birthday? (Ple	No			
To which group do you consider you belong? Asian or Asian British - Indian Asian or Asian British - Pakistani Asian or Asian British - Bangladeshi Asian or Asian British - Chinese Any other Asian background Black or Black British - African Black or Black British - Caribbean Any other Black background Dual Heritage - White and Black Caribbean	Dual Heritage - White and Black African Dual Heritage - White and Asian Any other Dual Heritage background White - English / Welsh / Scottish / Northern Irish / British White - Irish White - Gypsy or Irish Traveller Any other White background Other ethnic group - Arab Any other ethnic group			
If you have selected one of the 'Any other' backgro	ound options, please give further details.			



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bo you consider yourself to be a disabled person? (Please select one)						
Yes	☐ No					
I consider myself to be (Please select one)						
heterosexual/straight	gay woman/lesbian					
bisexual	other					
gay man	prefer not to say					
Do you have any religious beliefs? (Please select one)						
Yes	Prefer not to say					
No						
If yes, to which religion do you belong? (Please select one)						
Buddhist	Muslim					
Christian	Sikh					
Hindu	Other					
Jewish	Prefer not to say					
All information provided will be treated in accordance with the Data Protection Act 1998. We will only use this information to inform our budget for 2018/19. All of the information you provide will remain confidential.						
Thank you for taking the time to fill in this feed	dback form.					
For further information, or to request this survey in a different format, please contact yourcityyoursay@derby.gov.uk.						
To return your completed questionnaire by Wednesday 13 December, please return to:						
Budget Consultation Derby City Council FREEPOST MID24259 Derby DE1 2BR						