Derby's Big Conversation

Main Findings

Report on the Feedback Received between

21 July and 20 November 2014

Version 6.6

6 February 2015

Derby City Council

PROUD OF DERBY

Contents

1.   Background and purpose of the consultation

1.1   Due to cuts in government funding and the increased cost of providing services Derby City Council has to make significant savings over the next three years.

1.2   In response to this, Derby's Big Conversation consultation was launched to:

- explore the challenges facing Derby City Council
- better understand which Council services people who live, work and visit Derby value the most.

1.3   The aims of the consultation were to:

- inform, raise awareness and get agreement amongst residents and stakeholders in Derby about:

    o the impact of national economic policy on the Council's budget and budget decisions
    o the current composition of the Council budget and the scale of the budget savings required in 2015/16 to 2017/18
    o the need to think differently about the range and levels of services the Council can provide in the future
    o the need to think differently about whose responsibility it is to provide services
    o the delivery of services and achieving shared goals in different and innovative ways.

- engage and involve a large number of residents and stakeholders in an exercise to prioritise services and Council expenditure
- explore with residents and stakeholders how services can be delivered differently in the future and the capacity for all sections of the community to play a role
- maintain a continuous dialogue with residents and stakeholders to ensure these issues are being discussed across the city and that the conversations are captured.

2. Consultation approach

2.1 Consultation method and timeline

2.1.1   The main methods used to undertake Derby's Big Conversation included…

- a Communications Strategy
- an online Your Council, Your Money, Your Views Budget Simulator to enable participants to:
  - review how the Council currently spends its budget
  - try to balance the Council's budget themselves; making the £60 million of savings required.
- the promotion of Derby's Big Conversation and participation in the Your Council, Your Money, Your Views Budget Simulator at events
- a Derby's Big Conversation feedback form which was made available online and on paper at events.

2.1.2   Derby's Big Conversation was first introduced in December 2013. The initial Budget Simulator phase of the consultation began on 21 July 2014 and ended on 17 October 2014. The results from this phase of the consultation have been used to inform the Council's Budget setting process for the financial year 2015/16.

2.1.3   This report presents all responses received through Derby's Big Conversation up until 20 November 2014 through the Budget Simulator; as well as comments given by those attending events. It also includes comments submitted by email up to the end of December 2014.

2.1.4   The Your Council, Your Money, Your Views Budget Simulator will remain live for all interested to take part up until 31 March 2015. Information collected between 20 November 2014 and 31 March 2015 through the Budget Simulator cannot be considered as a part of the Council's budget setting process for 2015/16 but will be considered within the budget setting process for 2016/17.

2.2 Communications Strategy

2.2.1   A Communications Strategy was devised to support the process of informing, raising awareness and encouraging participation in Derby's Big Conversation amongst residents and stakeholders with an interest in Derby.

2.2.2   Through Derby's Big Conversation information has been provided about the scale of the Council's funding gap in future years and the impact on the range and levels of services the Council will be able to provide.

2.2.3   Throughout Derby's Big Conversation consultation information has been available in a range of ways including:
- on the Council's website through our Your City Your Say pages, the Homepage and Big Conversation page
- through Social media
- the inclusion of a message about the consultation to all customers phoning the Council
- lamppost banners around the city.

2.2.4   The impact of the Communication Strategy and its effectiveness has been monitored throughout the consultation.

2.3   Your Council, Your Money, Your Views Budget Simulator[1]

2.3.1   The Your Council, Your Money, Your Views online Budget Simulator shows details of current spending on Council services. Through the Budget Simulator participants are asked make £60 million of savings by adjusting the budget available for the range of Council services. In addition participants are given the opportunity to increase income, fees, charges and Council Tax. This enables participants to:

- see how the Council currently spends its budget
- suggest how they would achieve the savings
- give comments within each service area and suggestions on how Derby City Council can make savings or generate income.

2.3.2   Respondents are provided with information on six service areas along with sections for 'Income, Fees and Charges', and 'Council Tax'. See Table 12 for details of these service areas.

2.3.3   When selecting each service area respondents are presented with a list of services provided in that area by the Council. Further information is available to help respondents understand each of the services they are viewing.

2.3.4   Under each service a slider allows respondents to; increase funding for a service by 10%, keep it at the same level, or decrease it by 10%, 25%, 50%, 75% or 100%. When the slider is moved the consequences of the changes in funding are described for respondents to see.

2.3.5   Respondents are able to make comments and suggestions about the service areas to help support their decisions. Once £48 million of savings have been achieved respondents can submit their budget and make any final comments.

2.3.6   In order to submit a budget through the Budget Simulator, the participant's budget has to be within 20% of balancing.

2.3.7   As an incentive for people to complete the Budget Simulator, all who submitted their budget by 17 October 2014 was offered a chance to enter a prize draw with the opportunity to win an iPad.

2.4   Promotion of Derby's Big Conversation at Events

2.4.1   The consultation was promoted at various events between July and October 2014, giving people the opportunity to take part there and then, if needed, with assistance from officers who could give further explanation about services or to provide support with using the technology. Officers attended the events with iPads to support participation. Respondents who were unable to complete the simulator were able to make their comments to officers, who captured their feedback on a paper form. See Appendix 1 for the list of events.

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[1] "Budget Simulator" is a Registered Trademark of Delib Limited.

2.5   Derby's Big Conversation Feedback Forms

2.5.1   A feedback form was also available online and on paper for participants who preferred to provide their comments rather than complete the Budget Simulator exercise.

2.6   Accessibility

2.6.1   Whilst we are aware that 84% of households[2] are likely to have access to the internet and Budget Simulator, to ensure that this consultation has been widely accessible to all we:

- created a short video including British Sign Language available on our website to explain how to use the Budget Simulator.
- attended a wide range of events to engage with residents and assisted them with using the technology where needed.
- undertook a paper based face-to-face interview approach when it was more appropriate for the participant.
- offered the opportunity for people to make comments on paper or online without having to complete the full Budget Simulator exercise.

2.7   Who did we consult with?

2.7.1   Anyone with an interest in Derby including residents and those who have dependent family members living in Derby, people who own or run businesses in Derby, work in Derby or visit Derby were encouraged to take part in this consultation.

2.7.2   The consultation was promoted at various events between July and October 2014, the number of participants at events varied from around 20 people attending a session at a Children's Centre, to over 30,000 people attending the Darley Park concert. A full list of events can be found in Appendix 1.

2.7.3   During Derby's Big Conversation consultation period media coverage by BBC Radio Derby, BBC East Midlands Today and the Derby Telegraph on 7 October 2014 further raised awareness and provided a boost to participation.

2.7.4   Google Analytics was used to monitor the number of people visiting and accessing the Budget Simulator between 21 July and 20 November 2014, see Table 1. There were 6,840 visits made to our Budget Simulator page; these include 4,990 new or first visits with 1,850 returning to the page. Out of all of the visits made to our Budget Simulator page, this has resulted in 13% of visitors completing and submitting their budget.

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[2] ONS Statistical Bulletin: Internet Access – Households and Individuals 2014.

Table 1. Budget Simulator Site Activity Figures

Number of visits to the Budget Simulator	6,840
Returning visitors	1,850 (27%)
New visitors to the Budget Simulator	4,990
Average session duration	4 minutes 15 seconds

Google Analytics – 21 July to 20 November 2014.

2.7.5 Out of the visitors to the Budget Simulator website up until 20 November 2014, 57% were from Derby and 43% were from outside of Derby.

2.7.6 Table 2 shows the different devices used when completing the Budget Simulator.

Table 2. Device Used to Access the Budget Simulator

Device	Sessions	% Sessions
Desktop	5,279	77.18
Tablet	933	13.64
Mobile	628	9.18
Total	6,840	100.00

Google Analytics – 21 July to 20 November 2014.

2.7.7 Figure 1 shows the number of visits each day to the Budget Simulator between 21 July 2014 and 20 November 2014.

Figure 1. Visits / Sessions per Day to the Budget Simulator - Google Analytics Figures 21 July – 20 November 2014.

3.   Derby's Big Conversation Consultation Response

3.1   Responses received overall

3.1.1   This report provides a summary of the responses made by the 1,047 people taking part in Derby's Big Conversation so far. It includes a summary of the responses made through the Budget Simulator between 21 July and 20 November 2014, along with any additional comments, suggestions and ideas made through the online or paper feedback forms and by emails sent to the Council with ideas and suggestions up until the end of December 2014.

3.1.2   In total 902 budgets were submitted through the Budget Simulator between 21 July and 20 November 2014; 305 submissions contained at least one comment and overall 978 comments were included within the submissions.

3.1.3   This report presents the average overall results of the budgets submitted through the Budget Simulator by the 902 participants, showing the percentage increase or decrease when compared with the current Council budget. This is also reported on for each service area and analysed by the different population groups taking part.

3.1.4   In total, through Derby's Big Conversation consultation, 1,390 comments were received. This includes the 978 comments received through the Budget Simulator, along with 380 comments received through 117 completed forms at events, 16 comments given through the 12 feedback forms received and through 16 emails. Table 3 shows the number of comments received during Derby's Big Conversation consultation by response method.

Table 3. Number of Comments Received through Derby's Big Conversation between 21 July and 20 November 2014.

Service Area / Subject	Number of comments submitted through				
	Budget Simulator	Events	Feedback form*	Email	Total
Adults	129	52	1	-	182
Health and Housing	100	38	1	1	140
Children and Young People	107	43	-	-	150
Environment and Regulatory Services	66	27	-	-	93
Regeneration Leisure and Culture	102	60	2	2	166
Strategic Services and Corporate Management	90	34	1**	1	126
Neighbourhoods and Streetpride	100	63	2***	1	166
Income Fees and Charges	70	-	-	-	70
Council Tax	89	38	-	1	128
Final comments	125	25	9****	10	169
Total	**978**	**380**	**16**	**16**	**1,390**

* Includes paper and online Derby's Big Conversation Feedback Form self-completions.
** Comment received before 21 July 2014.
*** One comment was received before 21 July 2014.
**** Three comments were received before 21 July 2014.

3.1.5   This report provides a summary analysis of the comments given by the main themes they cover.

3.2   Demographic profile of those taking part through the Budget Simulator, at events and through feedback forms

3.2.1   Respondents were asked as part of the Budget Simulator to provide demographic information after they had submitted their budget. Not all of those who completed the Budget Simulator provided a response to these questions. Demographic questions were also asked of participants taking part at events and through the feedback forms.

3.2.2   Table 4 shows the responses to the Budget Simulator, at events and through feedback forms by respondent type. Out of these 64.6% of respondents completing the Budget Simulator stated they live in Derby, with 13.8% living outside of Derby. The majority of those completing the event and feedback forms said they live in Derby (87.1%).

Table 4. Budget Simulator, Events and Feedback Form Respondents - Respondent Type

Which of the following applies to you?	Budget Simulator		Events and Feedback Forms	
	Frequency	%	Frequency	%
I live in Derby – including Armed Forces service personnel living in Derby but located elsewhere	411	64.6%	89	87.1%
I live outside of Derby but have an interest in the city	88	13.8%	11	10.9%
I work in Derby	296	46.5%	3	3.0%
I own or run a business in Derby	34	5.3%	-	-
I represent a public sector organisation in Derby	30	4.7%	-	-
I represent a private sector organisation in Derby	4	.6%	2	2.0%
I represent a Voluntary / Community sector organisation in Derby	12	1.9%	3	3.0%
I have dependent child/ren aged under 16	100	15.7%	1	1.0%
I have adult relative/s that I provide care for	52	8.2%	-	-
An adult member of my family receives care from Derby City Council	26	4.1%	-	-
A child in my family receives care from Derby City Council	14	2.2%	-	-
I have a child at a Derby City Council nursery / primary or secondary school	60	9.4%	1	1.0%
Myself or a member of my family use Derby City Council sports, leisure or cultural facilities	179	28.1%	2	2.0%
Myself or a member of my family use housing, advice or benefits services provided by Derby City Council	50	7.9%	2	2.0%

* Based on 636 budget simulator respondents and 102 events and feedback form respondents who gave a reply to this question.

3.2.3   Table 5 shows the gender of respondents who completed the Budget Simulator as well as those taking part at events and through feedback forms. Out of the respondents completing the Budget Simulator, 53.3% are male, with 46.7% being female. There was similar participation at events and through feedback forms with 53.5% of respondents being male and 46.5% female.

Table 5. Budget Simulator, Events and Feedback Form Respondents - Gender

	Budget Simulator		Events and Feedback Forms	
	Frequency	%	Frequency	%
Male	323	53.3%	53	53.5%
Female	283	46.7%	46	46.5%
Total	606	100.0%	99	100.0%

* Based on 606 budget simulator respondents and 99 events and feedback form respondents who gave a reply to this question.

3.2.4   Table 6 shows the age of respondents who completed the Budget Simulator alongside the age of those taking part at events or by feedback form. The largest proportion of responses to the Budget Simulator came from those aged 10-17 (33.6%) with the smallest proportion aged 65 and over (2.6%). This differs to those taking part at events or submitting feedback forms, with the largest response being from those 65 and over (32.9%) and a lower number of respondents below the age of 18 (7.1%).

Table 6. Budget Simulator, Events and Feedback Form Respondents - Age

Age Group	Budget Simulator		Events and Feedback Forms	
	Frequency	%	Frequency	%
Under 10	-	-	1	1.4%
10-17	156	33.6%	4	5.7%
18-24	25	5.4%	3	4.3%
25-34	75	16.2%	11	15.7%
35-44	85	18.3%	10	14.3%
45-54	77	16.6%	8	11.4%
55-64	34	7.3%	10	14.3%
65+	12	2.6%	23	32.9%
Total	464	100.0%	70	100.0%

* Based on 464 budget simulator respondents and 70 events and feedback form respondents who gave a reply to this question.

3.2.5   There were 10.7% of Budget Simulator respondents and 15.9% of participants through events or feedback forms who consider themselves to be a disabled person, see Table 7.

Table 7. Budget Simulator, Events and Feedback Form Respondents - Disability

Do you consider yourself to be a disabled person?	Budget Simulator		Events and Feedback Forms	
	Frequency	%	Frequency	%
Yes	60	10.7%	13	15.9%
No	500	89.3%	69	84.1%
Total	560	100.0%	82	100.0%

* Based on 560 budget simulator respondents and 82 events and feedback form respondents who gave a reply to this question.

3.2.6   Table 8 shows the responses given to the question asking about ethnicity from those completing the Budget Simulator and those feeding back at events and through feedback forms. The largest proportion of Budget Simulator respondents are White British (70%), with 11.3% who are Asian or Asian British - Pakistani. The largest proportion of respondents through events and feedback forms are White British (83.7%) with 7.6% from any other White background.

Table 8. Budget Simulator, Events and Feedback Form Respondents - Ethnicity

	Budget Simulator		Events and Feedback Forms	
	Frequency	%	Frequency	%
Asian or Asian British – Indian	20	4.0%	2	2.2%
Asian or Asian British – Pakistani	57	11.3%	2	2.2%
Asian or Asian British – Bangladeshi	3	0.6%	-	-
Asian or Asian British – Chinese	5	1.0%	-	-
Any other Asian background	4	0.8%	1	1.1%
Black or Black British – African	5	1.0%	-	-
Black or Black British – Caribbean	10	2.0%	-	-
Any other Black background	1	0.2%	-	-
Dual Heritage – White and Black African	6	1.2%	-	-
Dual Heritage – White and Asian	7	1.4%	2	2.2%
Any other Dual Heritage Background	1	.2%	-	-
White - English / Welsh / Scottish / Northern Irish / British	352	70.0%	77	83.7%
White – Irish	5	1.0%	1	1.1%
White – Gypsy or Irish Traveller	5	1.0%	-	-
Any other White Background	13	2.6%	7	7.6%
Other ethnic group – Arab	1	.2%	-	-
Any other ethnic group	8	1.6%	-	-
Total	503	100.0%	92	100.0%

* Based on 503 budget simulator respondents and 92 events and feedback form respondents who gave a reply to this question.

3.2.7   Table 9 shows the sexuality of respondents who responded to the Budget Simulator, the majority (80.1%) said they are heterosexual/straight and 9.5% said they preferred not to say.

Table 9. Budget Simulator Respondents - Sexuality

	Frequency	%
Heterosexual/Straight	371	80.1
Bisexual	15	3.2
Gay Man	16	3.5
Gay woman/lesbian	6	1.3
Other	11	2.4
Prefer not to say	44	9.5
Total	463	100.0

* Based on 463 respondents to the Budget Simulator who gave a reply to this question.

3.2.8   Respondents were asked for their postcode, for those within Derby City, this information has been analysed to identify ward. Table 10 shows responses to the Budget Simulator by ward.

Table 10. Budget Simulator Respondents - Ward

	Frequency	%
Abbey	7	3.6
Allestree	7	3.6
Alvaston	6	3.1
Arboretum	24	12.4
Blagreaves	22	11.4
Boulton	5	2.6
Chaddesden	12	6.2
Chellaston	7	3.6
Darley	6	3.1
Derwent	10	5.2
Littleover	6	3.1
Mackworth	8	4.1
Mickleover	8	4.1
Normanton	25	13.0
Oakwood	13	6.7
Sinfin	17	8.8
Spondon	10	5.2
Total	193	100.0

* Based on 193 valid postcodes given through the Budget Simulator, identified within the Derby City ward boundaries.

3.2.9   As part of the demographic questions respondents were asked what type of stakeholder they are (Table 4). This information was processed alongside the postcode information provided by respondents to enable further analysis as to whether respondents live in Derby or outside of Derby. Table 11 shows that there were 458 Budget Simulator respondents living in Derby.

Table 11. Budget Simulator Respondents - Location

	Frequency	%
Derby	458	50.8
Outside Derby	94	10.4
Unknown	1	0.1
Not specified	349	38.7
Total	902	100.0

* This is based on the location of respondents completing the budget simulator identified through the demographic questions.

3.2.10   As part of the analysis presented in this report, cross tabulations have been undertaken on the budgets submitted through the Budget Simulator by the demographic characteristics given by participants including; age, gender, disability and location to identify any trends by these demographic groups. Notable differences relating to the budgets submitted by each of these demographic groups are highlighted in each section of this report and are based on observed differences of 3% or more.

4. Your Council, Your Money, Your Views Budget Simulator – Average Service Area Changes

4.1 Table 12 shows the average percentage increase or decrease for all service areas, made through the Budget Simulator.

Table 12. Budget Simulator Average % Increase or Decrease for all Service Areas.

Service Area	Average % change
Adults overall	**-30.91%**
Help to Live at Home	-31.20%
Residential and Nursing Home Care	-31.11%
Day Support	-30.58%
Commissioning and Quality Monitoring	-32.82%
Assessment, Support Planning and Safeguarding	-28.83%
Heath and Housing	**-23.57%**
Health Protection	-16.97%
Health Improvement	-31.45%
Health Services	-20.96%
Housing Advice and Homelessness Service	-24.91%
Children and Young People	**-18.82%**
Integrated Commissioning Team and Special Educational Needs transport	-19.61%
Children in Care Fieldwork	-15.91%
Early Intervention and Safeguarding including Social Work Fieldwork	-20.25%
Specialist Services for Children and Young People	-17.79%
Learning and Inclusion	-20.54%
Environment and Regulatory Services	**-21.14%**
Building Consultancy and Emergency Planning	-22.61%
Bereavement Services and Markets	-28.12%
Environmental Protection and Housing Standards	-22.06%
Food Safety	-17.95%
Licencing and Building Consultancy Trading	-19.58%
Occupational Health and Safety	-20.23%
Trading Standards	-17.42%
Regeneration, Leisure and Culture	**33.28%**
Cultural Entertainment and Events	-40.09%
Economic Regeneration	-31.59%
Leisure Services, Facilities and Parks	-31.75%
Libraries	-34.09%
Museums	-35.68%
Planning and Transport	-26.49%

Table 12 continued.

Strategic Services and Corporate Management	-29.78%
Policy, Research, Performance and Communications	-32.65%
Business Support	-30.63%
Legal and Democratic Services	-30.84%
Human Resources (HR)	-33.09%
Customer Services	-31.94%
Information Systems	-31.81%
Finance, Procurement, Audit and Governance	-24.92%
Estates, Facilities Management, Property Design and Maintenance	-24.82%
Exchequer and Benefits Services	-27.29%
Neighbourhoods and Streetpride	-27.77%
City and Neighbourhood Partnerships	-39.49%
Community Safety	-24.61%
Highways and Engineering	-25.68%
Grounds Maintenance and Street Cleansing	-28.49%
Traffic and Transport	-24.68%
Waste Management	-23.66%
Income, Fees and Charges	21.15%
Bereavement Services	20.29%
Derby Live	22.63%
Leisure Facilities	21.98%
Markets	20.84%
Parking	20.86%
Chargeable refuse collection services, excluding black and blue wheeled bin collections	20.28%
Council Tax	1.59%

4.2   Amongst the five service areas receiving the smallest average budget decrease through the Budget Simulator are Children in Care Fieldwork, Health Protection, Trading Standards, Specialist Services for Children and Young People and Food Safety, see Table 13.

Table 13. The Top Five Service Areas Receiving the Smallest Average Budget Decrease through Budget Simulator Submissions.

Service Area	%
Children in Care Fieldwork	-15.91%
Health Protection	-16.97%
Trading Standards	-17.42%
Specialist Services for Children and Young People	-17.79%
Food Safety	-17.95%

4.3   Table 14 highlights the five service areas receiving the largest average budget decreases through the Budget Simulator; these include Cultural Entertainment and Events, City and Neighbourhood Partnerships, Museums, Libraries and Human Resources (HR).

Table 14. The Top Five Service Areas Receiving the Largest Average Budget Decrease through Budget Simulator Submissions.

Service Area	%
Cultural Entertainment and Events	-40.09%
City and Neighbourhood Partnerships	-39.49%
Museums	-35.68%
Libraries	-34.09%
Human Resources (HR)	-33.09%

4.4   Detailed analysis has been undertaken by each service area and is presented within this report from Section 5 onwards. These sections look at the main key findings from the Budget Simulator responses as well as all of the comments received.

5. Adults

5.1 Budgets Submitted through the Budget Simulator

5.1.1 Overall through the Budget Simulator submissions, Adult services received an average decrease of 30.91% to its budget, with the largest reduction made for Commissioning and Quality Monitoring (32.82%) and the smallest reduction made to Assessment, Support Planning and Safeguarding (28.83%). Table 15 shows the average percentage change for the services within Adult services.

Table 15. Budget Simulator Adults Average Percentage Change (Base 902)

Adults	
Assessment, Support Planning and Safeguarding	-28.83%
Day Support	-30.58%
Residential and Nursing Home Care	-31.11%
Help to Live at Home	-31.20%
Commissioning and Quality Monitoring	-32.82%
Adults – overall average % change	**-30.91%**

5.1.2 The average budgets submitted for the services within Adults has been cross-tabulated by the demographic information provided by Budget Simulator participants including gender, age, disability and location. The differences in response to note include:

- Male respondents reduced the Help to Live at Home scheme by more than female respondents
- Those aged 10-17 and those over 65 reduced all services for Adults more than other age groups
- Respondents who stated they are not a disabled person reduced all services for Adults more than those who stated they are a disabled person.
- When looking at location, those respondents who said they live outside of Derby reduced services for Adults more than those who live in the city. Those respondents who did not specify a location when asked made more reductions to all areas of Adults.

5.2 Comments submitted through the Budget Simulator

5.2.1 In total there were 129 comments submitted through the Adults section of the Budget Simulator.

5.2.2 A summary of the 1,000 most frequently occurring words contained within these comments is presented in the word cloud in Figure 2.

**Figure 2. Word Cloud – Budget Simulator, Adults Section Comments,
21 July to 20 November 2014.**

5.2.3   Table 16 shows a summary of the themes covered by the comments given in the Adults section of the Budget Simulator.

5.2.4   Overall the largest number of comments and suggestions received focus on transforming staffing and service management structures (21) and on developing new approaches to service delivery (20). There is some overlap within these themes where for example, comments relate to working more closely with other sectors to provide services and in streamlining administrative functions.

5.2.5   Included in the comments are references to the specific service areas shown within the Adults section of the Budget Simulator. The largest number of comments focus on Residential and Nursing Care (17) and Help to Live at Home services (16). There was some overlap between the comments made within these areas where for example, respondents perceived that by continuing to fund services to support people to live independently at home this would reduce the demand and therefore the budget required for residential care services.

5.2.6   There were 13 comments anticipating a greater care role for families and communities in the future and six comments highlighting the individual's responsibility for looking after themselves or covering the cost of their care. There were eight comments which highlighted the importance of protecting older people and vulnerable adults.

Table 16. Themes from comments submitted within the Adults section of the Budget Simulator between 21 July and 20 November 2014.

Theme	Number of comments
Budget Simulator sections:	
Residential and Nursing Care	17
Help to Live at Home	16
Commissioning and Quality Monitoring	7
Day Support	3
Assessment, Support Planning and Safeguarding	2
Other themes:	
Transform staffing and service management structure	21
Develop new approaches to service delivery	20
Miscellaneous	19
Greater role for families and communities	13
Balancing the budget - maintaining safe / statutory services	11
Budget Simulator approach / content	10
Relative size of the budget for Adults leads to having to make cuts here to balance the Council's budget overall.	9
Important to protect older people and vulnerable adults	8
Use of other service suppliers	8
Role of individual responsibility	6
Reduce waste and duplication	5
Confirming support of budget just submitted in this area	4
Need closer working with the NHS	3
Support for young people	3
Charge those who can afford to pay for services	2
Need more money / increase in budget	2
Other suggested savings	2
Clarify which are statutory services	1
Provide only statutory services	1
Important to protect Adult Social Care Services	1
Other suggested activities	1
Positive comment about current service from recent service user.	1

Individual comments may cover more than one theme, 129 comments were received to this question in total.

5.2.7 With reference to balancing the Council's budget overall within the Budget Simulator, there were nine comments given about the relative size of the budget for Adult services - leading to participants having to make cuts in this area. In addition there were 11 participants who commented on making the cuts necessary to balance the budget; six respondents highlighted the difficulty that reductions to this budget could lead to the Council not being able to deliver statutory services, three respondents commented that savings would need to be made in this area, one respondent confirmed that they had reduced the budget to the minimum as it was the 'only way to save money' and one respondent questioned why other external agencies are not supporting the claims of not being able to meet statutory duties included within the Budget Simulator consequences.

5.3   Comments submitted at events, through feedback forms and by e-mail

5.3.1   In total there were 53 comments submitted about Adult services at events and through the feedback form. Of these:
- 52 comments were received at events
- 1 comment was received through a paper feedback form.

5.3.2   Table 17 shows a summary of the themes covered by the comments given within the Adults section at events and from feedback forms.

Table 17. Themes from comments submitted about the Adults section from events and feedback forms, between 21 July and 20 November 2014.

Theme	Number of comments
Other suggested activities	13
Miscellaneous	12
Important to protect older people and vulnerable adults	9
Other suggested savings	9
Important to protect Adult Social Care Services	7
Value free bus pass / park and ride	6
Negative comment about current service (including from recent service user)	5
Percentage changes for sections of the budget simulator	5
Develop new approaches to service delivery	3
Preference / better for people to be able to live in their own homes - less emphasis on placing people into care	3
Transform staffing and service management structure	1
Greater role for families and communities	1
Budget Simulator approach / content	1
Use of other service suppliers (including voluntary sector)	1
Charge those who can afford to pay for services	1

Individual comments may cover more than one theme, 53 comments were received about this section in total.

5.3.3   Overall, the largest number of comments and suggestions received were comments on other suggested activities that the Council should consider to improve services for adults (13) or were a variety of miscellaneous comments (12). There were 9 comments made which suggested ways in which the Council could save money and a further 3 suggestions about changes to service delivery which may also result in cost savings.

5.3.4   The importance of adult services was evident from the feedback received with 16 comments relating to the importance of protecting vulnerable adults (9) and of Adult Social Care Services (7).

5.3.5   The free bus services and park and ride services were commented on by 6 respondents; the majority of these comments noted the importance of the service or suggested keeping free bus passes.

6. Health and Housing

6.1 Budgets Submitted through the Budget Simulator

6.1.1 Table 18 shows the Budget Simulator results for Health and Housing services; overall Health and Housing received an average decrease of 23.57%, with the largest reduction made for Health Improvement (31.45%) and the smallest reduction made to Health Protection (16.97%).

Table 18. Budget Simulator Health and Housing Average Percentage Change (Base 902)

Heath and Housing	
Health Protection	-16.97%
Health Services	-20.96%
Housing Advice and Homelessness Service	-24.91%
Health Improvement	-31.45%
Health and Housing – overall average % change	**-23.57%**

6.1.2 The average budgets submitted for the services within Health and Housing have been cross-tabulated by the demographic information provided by Budget Simulator participants including gender, age, disability and location. The differences in response to note include:

- Female respondents made more reductions to all areas of Housing than male respondents
- Younger respondents (10-17) made the least reductions to Housing, with those respondents over 65 making the largest reductions. Health improvement received reductions from those aged 35-44 and 45-54
- Respondents who stated they are a disabled person reduced services to housing more than those who stated they are not a disabled person.

6.2 Comments submitted through the Budget Simulator

6.2.1 In total there were 100 comments submitted through the Health and Housing section of the Budget Simulator.

6.2.2 A summary of the 1,000 most frequently occurring words contained within these comments is presented in the word cloud in Figure 3.

6.2.3 The themes covered by the comments given through the Health and Housing section of the Budget Simulator are presented in Table 19. Some of the comments received referenced or related to the specific service areas of Health and Housing shown within the Budget Simulator.

6.2.4 Health Improvement attracted the largest number of comments (21), just under half of these comments (9) highlighted either where savings could be made where others already provide these services such as GPs, hospitals, gyms, websites and television shows; or that this is a service area which should be provided by others rather than the Council. There were six respondents who emphasised the potential for individuals to self-help, two suggested new ways to deliver the service, two highlighted the importance of work with schools and early years, two suggested merging Health Improvement and Health Protection and one respondent suggested that maintaining funding in Health Improvement would long-

term enable money to be saved in other areas. Some of these comments covered more than one of the points highlighted above.

Figure 3. Word Cloud – Budget Simulator, Health and Housing Section Comments, 21 July to 20 November 2014.

Table 19. Themes from comments submitted within the Health and Housing section of the Budget Simulator between 21 July and 20 November 2014.

Theme	Number of comments
Budget Simulator sections:	
Health Improvement	21
Housing Advice and Homelessness Service	20
Health Services	8
Health Protection	6
Other themes:	
General comment	17
Miscellaneous	15
Role of individual responsibility	13
Develop new approaches to service delivery	12
NHS	11
Transformation / restructure of services	8
Housing	7
Role for community / community groups	5
Reduce duplication of services	5
Balancing the budget - maintaining safe / statutory services	4
Introduce charges	3
Clarify which are statutory services	3
Budget Simulator approach / content	1
Cycle to work initiative	1
Provide only statutory services	1
Challenge central government over reduced funding and expectation of continued provision of statutory services	1

Individual comments may cover more than one theme, 100 comments were received to this question in total.

6.2.5　There were eight comments relating to Health Services, three suggested improvements to the approach to service delivery, two were unclear as to what services are provided in this area, two considered that the NHS should be responsible for these services and one respondent suggested that sufficient information about health is available outside of the Council and that it is the responsibility of individuals to help themselves.

6.2.6　Commenting on Health Protection were six respondents; two suggested merging Health Protection and Health Improvement, one stated that health issues should be addressed by the NHS, one commented that if funding was reduced in this area then it could be spent on other things, one respondent questioned what 'statutory obligation would cease to be met at a saving of £23,546' and one respondent stressed the importance of this area of work in a time when we are 'struggling to find cures for dangerous diseases'.

6.2.7　Housing Advice and Homelessness Services received 20 comments through Budget Simulator submissions.

- There were ten wide ranging comments specifically about homelessness; whilst two respondents were positive about supporting homeless people, one respondent stated that they were 'strongly opposed to taxpayers' money being used to assist the homeless', one respondent asked what the extent of homelessness is in Derby, whilst one respondent anticipated that demand on homelessness services would likely improve with employment growth. The comments also focused on service delivery with a general comment about service improvement, a suggestion for a one-stop solution for those who are homeless, a suggestion for people paying the bedroom tax to 'offer a home to homeless people to help', one respondent suggested that the current service helps 'very few people' and a suggestion that funding for homelessness advice should be reduced.

- Relating to the issue of empty properties, two respondents highlighted the need to return empty properties back into use.

- In the area of Housing Advice, five respondents commented that they see this as a duplication of services with the Citizen's Advice Bureaux.

- There were three comments given generally in support of housing; that there is 'not enough help with housing as is', that 'housing advice is seen as a lifelong benefit by many people' and that 'people should have a house to live in..'

6.2.8　Under the general comment theme there are a range of views given (17) by respondents providing additional context to their budget decisions. For example, 'I didn't lower health services otherwise we'd be taking a step back from health technology' and 'I feel mean'; to broad statements of principle including, 'The Council should be helping people to live independently' and 'I think all of the above are very important to human health and rights and should be met or raised above'; and for example, 'As a pensioner I don't remember using any of these services' and 'Just need to save money'.

6.2.9   Developing new approaches to service delivery (12) and the transformation and restructure of services (8) were highlighted by respondents. The NHS was also referred to by 11 respondents within this section, whilst four comments referred to the service provided by the NHS, the remaining seven respondents suggested broadly that there needs to be better joined up working with the NHS or that these health services should be provided by the NHS.

6.2.10   The role of individual responsibility featured in 13 comments and these covered a range of health and homelessness scenarios.

6.2.11   There were a range of comments given about housing (7) from a view that people should have a clean house to live in through to the need to bring empty properties back into use, as well as the future supply of affordable housing and housing standards within the private rental market.

6.3   Comments submitted at events, feedback forms and by e-mail

6.3.1   In total there were 40 comments submitted about Health and Housing at events, through feedback forms and by e-mail. Of these:
- 38 comments were received at events
- 1 comment was received as an online feedback form
- 1 comment was received by e-mail.

6.3.2   Table 20 shows a summary of the themes covered by the comments given about Health and Housing at events, through the feedback form and by e-mail.

Table 20. Themes from comments submitted about the Health and Housing section from events, through the feedback form and by e-mail, between 21 July and 20 November 2014.

Theme	Number of comments
Support for homeless services / people	14
Housing	12
Importance of / support for Public Health Services	9
General comment	7
Transformation / restructure of services	4
Other suggested activities	4
NHS	3
Percentage changes for sections of the Budget Simulator	3
Other suggested savings	3
Importance of existing services	3
Role of individual responsibility	2
Challenge central government over reduced funding and expectation of continued provision of statutory services	2
Develop new approaches to service delivery	1

Individual comments may cover more than one theme, 40 comments were received about this section in total.

6.3.3 The largest number of comments and suggestions received concerned support for the overlapping themes of homeless services / people (14) and housing (12). One comment noted that it was 'outrageous that over 50 vulnerable people slept rough in Derby every night in 2014'.

6.3.4 A further 9 comments were received about the importance of different Public Health Services. The comments received about homelessness and Public Health Services overlapped, with several respondents making comments about both of these themes.

7. Children and Young People

7.1 Budgets Submitted through the Budget Simulator

7.1.1 Table 21 shows the Budget Simulator results for Children and Young People's services; overall Children and Young People received an average decrease of 18.82%, this service area received the lowest decrease overall when compared with the other service areas. The largest reduction was made for Learning and Inclusion (20.54%) and the smallest reduction made to Children in Care Fieldwork (15.91%).

Table 21. Budget Simulator Children and Young People Average Percentage Change (Base 902)

Children and Young People	
Children in Care Fieldwork	-15.91%
Specialist Services for Children and Young People	-17.79%
Integrated Commissioning Team and Special Educational Needs transport	-19.61%
Early Intervention and Safeguarding including Social Work Fieldwork	-20.25%
Learning and Inclusion	-20.54%
Children and Young People – overall average % change	-18.82%

7.1.2 The average budgets submitted for the services within Children and Young People have been cross-tabulated by the demographic information provided by Budget Simulator participants including gender, age, disability and location. The differences in response to note include:

- Respondents aged 18-24 reduced Children and Young People less than respondents aged 10-17. Those over 65 made the largest reductions.
- There were no differences in response by gender; although female respondents made larger reductions to Learning and Inclusion than male respondents.

7.2 Comments submitted through the Budget Simulator

7.2.1 In total there were 107 comments submitted through the Children and Young People (CYP) section of the Budget Simulator.

7.2.2 A summary of the 1,000 most frequently occurring words contained within these comments is presented in the word cloud in Figure 4.

7.2.3 The comments given through the CYP section of the Budget Simulator are presented by theme in Table 22.

Figure 4. Word Cloud – Budget Simulator, Children and Young People Section Comments, 21 July to 20 November 2014.

7.2.4   The largest number of comments received in this section (33) refer to CYP having a relatively large budget. Over half of these respondents identified that as reductions are made in this area within the Budget Simulator in efforts to balance the Council budget overall, it results in the Council no longer being able to meet its statutory duties. Comments included:

- respondents in 18 cases identified that the CYP budget presented within the Budget Simulator could not be changed and remain legal for example, 'All of the above need to stay the same to stay in legal guidelines so nothing can be changed or altered'.
- respondents in eight of the comments highlighted that CYP services are expensive and make-up a large proportion of the Council's budget.
- respondents in eight cases suggested that from within such a large budget further savings could likely be identified if examined in more detail.
- a need to explore new approaches to delivering services was suggested by seven respondents, for example by combining the Council's commissioning teams, adopting 'smarter working practices' and by providing and charging for services to the private sector.
- general statements were given by six respondents, mostly referring to investing in young people, although one respondent stated that if the Council 'can't afford statutory requirements, then central government will take control!'.

7.2.5   Developing new approaches to service delivery was suggested by 22 respondents, comments included making savings through identifying more efficient ways to work.

7.2.6   Included amongst the 15 general comments received were those highlighting the importance of investing in children, as well as two specific requests for service, 'there should be more youth clubs for young people' and 'should be given free university admission.'

7.2.7   Some of the comments received relate to the CYP service areas shown within the Budget Simulator. There were 12 comments about Integrated Commissioning and Special Education Needs (SEN) Transport, these included; six comments focusing on the cost of SEN transport - for this to be reviewed or as an area for savings to be made, with one respondent suggesting that this could be means tested; there were five comments suggesting that savings could be made by combining the commissioning teams for CYP and Adult services.

7.2.8   Out of the eight comments made about Children's Centres half (4) referred to the support they provide to 'mum's and children' and half (4) suggested that this is a potential area where savings could be made, in particular with the availability of other service providers and funded nursery places.

7.2.9   In terms of funded nursery care for the under 5's, three out of the five comments focusing on this were supportive of removing this funding whilst one respondent suggested that it should only be available for parents who have secured work or training and one respondent suggested that there should be more support for mothers to stay at home while children are under 5.

7.2.10   Suggestions were made for transforming or restructuring services by six respondents; five comments suggested reducing management or reducing management wages and one comment suggested reducing some administrative posts.

7.3   Comments submitted at events, through feedback forms and by e-mail

7.3.1   In total there were 43 comments submitted about Children and Young People at events.

7.3.2   Table 23 shows a summary of the themes covered by the comments given about Children and Young People at events.

7.3.3   Overall, the largest number of comments and suggestions received concerned activities that the Council should consider to improve services for children and young people (10). There were a further 10 comments about the importance of youth centres / clubs and activities for children and young people. Several of these comments identify that there shouldn't have been cuts to youth centres or that there shouldn't be any further cuts in this area.

7.3.4   There were 6 comments about Children's Centres / SureStart services. Several of these comments identify the need to retain the service or not to reduce funding in this area. Similar comments were received about the importance of Children in Care Services (5 comments).

Table 23. Themes from comments submitted about the Children and Young People section at events, between 21 July and 20 November 2014.

Theme	Number of comments
Other suggested activities	10
Youth centres / clubs / activities for children and young people	10
General comment	9
Children's Centres / SureStart	6
Importance of Children in Care services	5
Other suggested savings	4
Important to look after / keep young people safe	3
Percentage changes for sections of the budget simulator	3
Role for other agencies and service providers	2
Parental responsibility	2
Fostering	2
Need to protect vulnerable children	2
Balancing the budget - maintaining safe / statutory services	1
School SEN transport	1

Individual comments may cover more than one theme, 43 comments were received about this section in total.

8. Environment and Regulatory Services

8.1 Budgets Submitted through the Budget Simulator

8.1.1 Table 24 shows the Budget Simulator results for Environment and Regulatory Services; overall Environment and Regulatory Services received an average decrease of 21.14%. The largest reduction was made for Bereavement Services and Markets (28.12%) and the smallest reduction made to Trading Standards (17.42%).

Table 24. Budget Simulator Environment and Regulatory Services Average Percentage Change (Base 902)

Environment and Regulatory Services	
Trading Standards	-17.42%
Food Safety	-17.95%
Licencing and Building Consultancy Trading	-19.58%
Environmental Protection and Housing Standards	-22.06%
Occupational Health and Safety	-20.23%
Building Consultancy and Emergency Planning	-22.61%
Bereavement Services and Markets	-28.12%
Environment and Regulatory Services – overall average % change	-21.14%

8.1.2 The average budgets submitted for the services within Environmental and Regulatory Services have been cross-tabulated by the demographic information provided by Budget Simulator participants including gender, age, disability and location. Points to note include:

- Respondents aged 65 or over reduced Trading Standards and Food Safety a lot less than other age categories.
- There were no differences by gender
- Those respondents who said they are a disabled person made more reductions to all areas of Environment and Regulatory Services than respondents who are not disabled people.

8.2 Comments submitted through the Budget Simulator

8.2.1 In total there were 66 comments submitted through the Environmental and Regulatory Services section of the Budget Simulator.

8.2.2 A summary of the 1,000 most frequently occurring words contained within these comments is presented in the word cloud in Figure 5.

8.2.3 The main themes emerging from the comments given in the Environmental and Regulatory Services section of the Budget Simulator are show in Table 25.

8.2.4 Developing new approaches to service delivery was highlighted by 18 respondents. These comments included suggestions for how specific services could work differently in the future for example, 'random spot checks not 100% full inspection', 'Devolve H&S to individual departments', 'privatise', in addition some of these comments include suggestions for reducing waste, more efficient working processes and maximising income.

Figure 5. Word Cloud – Budget Simulator, Environmental and Regulatory Services Section Comments, 21 July to 20 November 2014.

8.2.5   Specific references were made to the Environmental and Regulatory Service areas presented in the Budget Simulator. There were 11 comments about Bereavement Services and Markets.

- Out of these comments seven focused on the city centre markets with respondents questioning whether more than one market is needed in Derby and with three respondents suggesting the closure or sale of markets and finding alternative uses for the buildings.

- Out of these comments four focused on Bereavement Services with two respondents asking why cuts would be made in this area if it appears to be profitable and one suggestion was to increase charges.

8.2.6   Overall there were ten references to Licencing and Building Consultancy.

- Out of these comments six focused broadly on the area of Building Consultancy including one suggestion that this, '… needs to be combined with planning – one whole service – reduce staff numbers and duplication' and one suggestion that 'Building control – this service is in direct competition with private industry. Remove service.'

- There were four comments relating to Licencing including one focusing on the need to improve the current income management system, one comment on businesses being asked to contribute to licensing costs, one comment suggested including a charge to businesses for Health and Safety advice through licensing and one comment suggesting that additional non statutory areas of licensing are being considered.

Table 25. Themes from comments submitted within the Environmental and Regulatory Services section of the Budget Simulator between 21 July and 20 November 2014.

Theme	Number of comments
Budget Simulator sections:	
Bereavement Services and Markets	11
Licensing and Building Consultancy Trading	10
Occupational Health and Safety	5
Food Safety	4
Trading Standards	4
Environmental Protection and Housing Standards	3
Building Consultancy and Emergency Planning	0
Other themes:	
Develop new approaches to service delivery	18
Balancing the budget	10
Miscellaneous	7
General comment	6
Transformation / restructure of services	6
Budget Simulator approach / content	5
Provide only statutory services	3
Retrieve money through enforcement	2
Supportive of reduction in this area	2
Need for better trained Council staff.	1

Individual comments may cover more than one theme, 66 comments were received to this question in total.

8.2.7   There were ten comments which related to being able to balance the budget in this area, these included seven respondents who commented on the potential risk to the public or inability to provide statutory services if significant reductions are made within this area; though three respondents suggested reducing funding in this area and two of these respondents felt that the likely risk was acceptable.

8.3   Comments submitted at events, through feedback forms and by e-mail

8.3.1   In total there were 27 comments submitted about Environmental and Regulatory Services at events.

8.3.2   Table 26 shows a summary of the themes covered by the comments given about Environmental and Regulatory Services at events.

8.3.3   Overall, the largest number of comments and suggestions received concerned waste services (7), with several of these relating to the cost of collecting brown bins. Some respondents believed that the cost of the brown bin service is too high whilst another respondent suggested that the cost could be increased. Further comments on Waste Management can be found in Section 11.

8.3.4   There were a further 7 general comments received about a wide range of subjects.

8.3.5   Whilst it was recognised that there has to be regulation, and some specific services were identified by respondents as being important (Housing Standards and Food Standards), 4 comments supported some cuts within this area. These comments overlap with an additional 3 comments that recognise the need to balance the budget with the need to maintain safe / statutory services.

Table 26. Themes from comments submitted about the Environmental and Regulatory Services section from events, between 21 July and 20 November 2014.

Theme	Number of comments
General comment	7
Waste services	7
Supportive of reduction in this area	4
Travel / Transport	4
Balancing the budget - maintaining safe / statutory services	3
Percentage changes for sections of the budget simulator	3
Other suggested activities	3
Develop new approaches to service delivery	2
Retrieve money through enforcement	2
Noise	2
Other suggested savings	1

Individual comments may cover more than one theme, 27 comments were received about this section in total.

9. Regeneration, Leisure and Culture

9.1 Budgets Submitted through the Budget Simulator

9.1.1 Table 27 shows the Budget Simulator results for Regeneration, Leisure and Culture services. Overall Regeneration, Leisure and Culture received an average budget decrease of 33.28%; this service area received the largest average decrease when compared with the other service areas. The largest reduction was made for Cultural Entertainment and Events (40.09%) and the smallest reduction made to Planning and Transport (26.49%).

Table 27. Budget Simulator - Regeneration, Leisure and Culture Average Percentage Change (Base 902)

Regeneration, Leisure and Culture	
Planning and Transport	-26.49%
Economic Regeneration	-31.59%
Leisure Services, Facilities and Parks	-31.75%
Libraries	-34.09%
Museums	-35.68%
Cultural Entertainment and Events	-40.09%
Regeneration, Leisure and Culture – overall average % change	-33.28%

9.1.2 The average budgets submitted for the services within Regeneration, Leisure and Culture have been cross-tabulated by the demographic information provided by Budget Simulator participants including gender, age, disability and location. The differences in response to note include:

- Respondents aged 35-44 and 45-54 made the largest reduction to cultural entertainment and events. Those over 65 reduced economic regeneration more than other age groups, however they reduced museums less than the younger age groups. Overall those respondents aged 10-17 made the least reductions to all areas of Regeneration, Leisure and Culture
- Female respondents reduced planning more than male respondents. In all other areas there were no real difference in reductions made
- Those respondents who are disabled people made more reductions to all areas of Regeneration, Leisure and Culture than those who are not disabled people.
- Libraries and Cultural Entertainment and Events were reduced more by respondents who stated they lived outside Derby, than those who live in Derby.

9.2 Comments submitted through the Budget Simulator

9.2.1 In total there were 102 comments submitted through the Regeneration, Leisure and Culture Services section of the Budget Simulator.

9.2.2 A summary of the 1,000 most frequently occurring words contained within these comments is presented in the word cloud in Figure 6.

9.2.3 A summary of the themes from the comments received through the Regeneration, Leisure and Culture section of the Budget Simulator are shown in Table 28.

Figure 6. Word Cloud – Budget Simulator, Regeneration, Leisure and Culture Section Comments, 21 July to 20 November 2014.

9.2.4 Whilst there were some comments which focused on one service or issue, several comments gave suggestions for ways to provide the various services such as libraries, museums, leisure services, facilities and parks in the future.

9.2.5 Around a quarter of comments submitted within Regeneration, Leisure and Culture were about libraries (27), museums (24) and just over a fifth were about leisure services, facilities and parks (22).

9.2.6 Amongst the 27 comments referencing libraries there were suggestions for new approaches to delivering this service including; shifting the emphasis of the provision to an online service (8), using the resource to have one large central library (4), reducing the numbers of libraries (3), providing the service through school libraries (3) or college / university libraries (1), utilising the mobile library (2), for libraries to become self-funding or run as a social enterprise (2) and closing libraries (2). There were five other broad comments given, two of which questioned the demand for library services and one respondent highlighted that the, 'Closure of Chaddesden library would be a waste of previous funds to build this new facility…'.

9.2.7 Where museums were highlighted by 24 respondents, there were suggestions for ways to provide this service in the future including; references to the Museum Trust (7), reducing or combining elements of the service (4), charging for entry to museums (3) and for museums to be self-funding or run through social enterprise (3). There were four 'other' comments including a question as to, 'who goes to the library and museums' and one respondent was happy to reduce funding in this area as long as 'the Silk Mill remains'. There were three comments in support of providing the museums service in terms of promoting tourism, as a 'fundamental right' and for the wider health and social benefits that art, culture, leisure and sport provide in the prevention of illness and antisocial behaviour.

Table 28. Themes from comments submitted within the Regeneration, Leisure and Culture section of the Budget Simulator between 21 July and 20 November 2014.

Theme	Number of comments
Budget Simulator sections:	
Libraries	27
Museums	24
Leisure Services, Facilities and Parks	22
Cultural Entertainment and Events	13
Economic Regeneration	8
Planning and Transport	6
Other themes:	
Sponsorship for Arts events / business investment	17
Charge for events / services	12
Privatise / outsource services - sell or close assets	12
General comment	10
In context of the cuts relatively this area is where reductions can be made	11
Services / events should be self-funding	8
Role for volunteers	7
Transformation / restructure of services	7
Balancing the budget - maintaining safe / statutory services	6
Role for community	5
Role for voluntary sector	5
Utilise school / college / university libraries and school gym equipment for wider use	5
Important to provide services in this area	4
Miscellaneous	4
Run leisure and cultural services through not for profit companies	2
Services not perceived to be used by whole community in Derby	2
Reduce waste / improve efficiency	2
Role for other funding partners	1
Budget Simulator approach / content	1
Provide only statutory services	1

Individual comments may cover more than one theme, 102 comments were received to this question in total.

9.2.8 There were 22 comments referring to Leisure Services, Facilities and Parks. Out of these:

- there were nine comments specifically related to parks; with five suggesting a greater need for self-funding and support from the community, two respondents suggested no longer providing the public golf courses, one respondent made a specific reference to the need for a park at the Kingsway site. Whilst one respondent commented on the good standard of parks and equipment - one respondent suggested that play equipment at some parks is in need of improvement and to focus spending on a smaller number of play areas to ensure better quality.

- suggestions were given by nine respondents for elements of these services to be outsourced, funded privately or through sponsorship, to be run by community groups or to be run as social enterprises.

- there were four comments in support of keeping these services for the wider health and social benefits they provide.

- there were four comments which suggested that elements of these services are 'luxuries', 'isn't an essential to live' in the context of 'hard times' and are not spending priorities.

- there were three respondents who referred to the Assembly Rooms – one suggested 'it would be better not to replace Assembly Rooms but still to support local cultural organisations so that it is not council run', one highlighted that 'if the demand is there, the private sector should be able to provide' and one suggested there being a 'reduced cost of the entertainment programme due to closure of Assembly Rooms'.

- two respondents suggested charging for events with one respondent suggesting charging specifically for the Darley Park Concert and the Bonfire Night Firework display.

- one respondent suggested providing gym membership for adults in schools and one respondent suggested encouraging cycling more.

9.2.9　Out of the 13 comments which reference Cultural Entertainment and Events, eight suggest providing these services in different ways in the future so that they are either self-funding, sponsored or run through social enterprise, two respondents suggested charging for events such as the Darley Park Concert, Feste and the Bonfire Night Fireworks display, two respondents highlighted the wider tourism, health and social benefits of providing culture and events within the city, one respondent suggested the closure of venues and one respondent asked, 'why pay for fireworks for it to go up in smoke' when the money could be spent on other council services.

9.2.10　The eight comments focusing on Economic Regeneration submitted through the Budget Simulator cover a range of issues including comments about encouraging external investment in Derby (4), the need for better targeted regeneration (2), improved marketing of the city (1) and a suggested organisational efficiency by combining Economic Regeneration with Planning.

9.2.11　Of the six comments referencing Planning and Transport, four were specifically about planning including; in relation to process a suggestion to reduce bureaucracy, there was an observation about there being 'less planning restrictions these days' to encourage more new homes to be built and therefore more Council Tax to be collected, a question as to 'would delaying replying to plans cause that much inconvenience?' and with one suggestion for planning to 'remain focused on processing planning applications that fulfil sustainable growth ambitions that also bring in targeted S[ection] 106 or better still CIL [Community Infrastructure Levy]…'. One comment focused on a planning and transport issue relating to the Mickleover area of the city and in particular transport infrastructure to support housing development within the area and problems of congestion at Kingsway and around the Royal Derby Hospital roundabout. One comment relating to transport suggested 'an increase in discounts on bus fares in Derby'.

9.2.12　The majority of the remaining themes from the comments given within the Regeneration, Leisure and Culture section of the Budget Simulator focus on new or alternative ways to deliver these services in the future including attracting sponsorship or business investment for arts and events (17), charging for events or services (12), privatising, outsourcing of some services or selling or closing some assets (12), that some services or events should be self-funding (8) and the potential role for the different sectors for example, the role of the voluntary sector (5).

9.2.13　In addition, there were 11 comments which suggested that some services in this area are not a funding priority in the context of balancing the wider budget.

9.2.14　The suggestion for transformation and restructuring of services was made by seven respondents and two respondents suggested the need to reduce waste and improve efficiency.

9.3　Comments submitted at events, through feedback forms and by e-mail

9.3.1　In total there were 64 comments submitted about Regeneration, Leisure and Culture at events, from feedback forms and by e-mails. Of these:
- 60 comments were received at events
- 2 comments were received by online and paper feedback forms
- 2 comments were received by e-mail.

9.3.2　Table 29 shows a summary of the themes covered by the comments given about Regeneration, Leisure and Culture at events, from feedback forms and by e-mail.

Table 29. Themes from comments submitted about the Regeneration, Leisure and Culture Services from events, feedback forms and by e-mail, between 21 July and 20 November 2014.

Theme	Number of comments
Miscellaneous	25
Sponsorship for Arts events / business investment	11
General comment	7
Role for other funding partners	6
Charge for events / services	5
Role for community	4
Percentage changes for sections of the Budget Simulator	3
Other suggested activities	2
Privatise / outsource services - sell or close assets	1
In context of the cuts relatively this area is where reductions can be made	1
Assembly rooms	1
Other suggested savings / income	1
Role for Volunteers	1

Individual comments may cover more than one theme, 64 comments were received about this section in total.

9.3.3　Overall, the largest number of comments received concerned a wide variety of miscellaneous ideas and suggestions (25).

9.3.4　There was wide support from respondents to maintain cultural events and services through:

- the sponsorship of events (11 comments); this overlaps with an identified role for other funding partners (6 comments).
- charging for events such as the Darley Park Concert (5 comments).

9.3.5   Within the responses, there was also support for involving the community (4 comments) – these included the local community doing litter picks and looking after parks.

10.   Strategic Services and Corporate Management

10.1   Budgets Submitted through the Budget Simulator

10.1.1   Table 30 shows the Budget Simulator results for Strategic Services and Corporate Management. Overall Strategic Services and Corporate Management received an average budget decrease of 29.78%. The largest reduction was made for HR (33.09%) and the smallest reduction made to Estates, Facilities Management, Property Design and Maintenance (24.82%) and Finance, Procurement and Audit Governance (24.92%).

Table 30. Budget Simulator Strategic Services and Corporate Management Average Percentage Change (Base 902)

Strategic Services and Corporate Management	
Estates, Facilities Management, Property Design and Maintenance	-24.82%
Finance, Procurement, Audit and Governance	-24.92%
Exchequer and Benefits Services	-27.29%
Business Support	-30.63%
Legal and Democratic Services	-30.84%
Information Systems	-31.81%
Customer Services	-31.94%
Policy, Research, Performance and Communications	-32.65%
Human Resources (HR)	-33.09%
Strategic Services and Corporate Management – overall average % change	-29.78%

10.1.2   The average budgets submitted for the services within Strategic Services and Corporate Management have been cross-tabulated by the demographic information provided by Budget Simulator participants including gender, age, disability and location. The differences in response to note include:

- Strategic Services and Corporate Management were reduced more by older respondents, than younger respondents. Those aged 10-17 making the least reductions in all areas and those over 65 making the largest reductions, most notably in HR
- Male respondents reduced most of the strategic services more than female respondents, with Exchequer and Benefits Services showing the largest difference
- Those respondents who are disabled people made more reductions to Business Support, Information Systems and Estates, Facilities Management, Property Design and Maintenance than those respondents who are not disabled people.

10.2   Comments submitted through the Budget Simulator

10.2.1   In total there were 90 comments submitted through the Strategic Services and Corporate Management section of the Budget Simulator.

10.2.3   A summary of the 1,000 most frequently occurring words contained within these comments is presented in the word cloud in Figure 7.

Figure 7. Word Cloud – Budget Simulator, Strategic Services and Corporate Management Section Comments, 21 July to 20 November 2014.

10.2.4 The main themes emerging from the comments given in the Strategic Services and Corporate Management section of the Budget Simulator are shown in Table 31.

10.2.5 The largest number of comments received in this area (34) suggested there were more efficiencies to be made in this area. Ideas ranged from moving admin tasks back to officers, such as typing letters and dealing with their own emails and messages (2), to using IT to make things easier for staff and customers (6). Two comments suggested closing libraries. Several comments made suggested that some of the services in Strategic Services were not known to them and they didn't understand what these functions did, therefore questioned whether they were they needed.

10.2.6 Linking with efficiencies, 17 comments made suggested this area should further look at staff restructuring, looking where there were duplications over all the areas and trimming this down to just statutory work. Nine comments were made about management structures and pay with suggestions that this also needs to be restructured and pay reviews undertaken. Two comments made suggested these types of functions could be merged with certain areas of Derbyshire.

Table 31. Themes from comments submitted within the Strategic Services and Corporate Management section of the Budget Simulator between 21 July and 20 November 2014.

Theme	Number of comments
Look for efficiencies	34
Staff restructuring	17
Outsource some areas	12
Councillors and Elections	11
Look at management structures and pay	9
Benefit comments	7
Better in house services	7
Miscellaneous	6
Merging with Derbyshire	2
Reducing expenses	2

Individual comments may cover more than one theme, 90 comments were received to this question in total.

10.2.7 Specific suggestions were made in 12 comments on areas that could be outsourced such as HR, all IT functions, libraries and estates. With 3 comments suggesting all the back office functions could be outsourced. Counter comments were made about keeping good in house services, 3 comments suggested IT could all be in house, with 4 comments suggesting that talking and engaging with the public is a key service.

10.2.8 There were 11 comments made which specifically referenced Councillors and Elections, as well as the expenses given. With 6 of these comments suggesting that there are too many Councillors and 2 comments that elections are too frequent.

10.2.9 There were 7 comments made with reference to benefits and benefit claimants, suggesting this needs to be reviewed. With 1 comment that those on benefits could volunteer their time to help them get back into work and 2 comments that if people are not looking for paid employment they should forfeit their benefits. There was 1 comment which stated that there needs to be effort made in recovering non-payment of Council Tax and 1 comment suggesting there may be quicker ways to assess benefit claims.

10.3 Comments submitted at events, through feedback forms and by e-mail

10.3.1 In total there were 36 comments submitted about Strategic Services and Corporate Management at events, by online feedback form before the budget simulator was available and by e-mail. Of these:
- 34 comments were received at events
- 1 comment was received by the online feedback form before the budget simulator was available
- 1 comment was received by e-mail.

10.3.2 Table 32 shows a summary of the themes covered by the comments given about Strategic Services and Corporate Management at events and by the online feedback form before the budget simulator was available and e-mail.

10.3.3   Overall, the largest number of comments and suggestions received concerned Councillors and elections (21). The majority of these comments suggested reducing the number of Councillors and the frequency of elections as two possible ways of reducing costs.

10.3.4   There were 12 comments about the need to reduce expenses. Of these, 7 respondents suggested cutting Councillors' expenses / wages.

10.3.5   Notably, there were also 12 comments received about the overlapping themes of staff restructuring (7) and management structures and pay (5). There were several suggestions that the number of managers could be reduced and that senior managers' salaries should be reduced.

Table 32. Themes from comments submitted about Strategic Services and Corporate Management from events, by the online feedback form before the budget simulator was available and e-mail, between 21 July and 20 November 2014.

Theme	Number of comments
Councillors and Elections	21
Miscellaneous	16
Reducing expenses	12
Other suggested savings / income	10
Staff restructuring	7
Look at management structures and pay	5
Other suggested activities	5
Percentage changes for sections of the budget simulator	4
General comment	4
Look for efficiencies	3

Individual comments may cover more than one theme, 36 comments were received about this section in total.

11. Neighbourhoods and Streetpride

11.1 Budgets Submitted through the Budget Simulator

11.1.1 Table 33 shows the Budget Simulator results for Neighbourhoods and Streetpride services. Overall Neighbourhoods and Streetpride received an average budget decrease of 27.77%. The largest reduction was made for City and Neighbourhood Partnerships (39.49%) and the smallest reduction made to Waste Management (23.66%).

Table 33. Budget Simulator Neighbourhoods and Streetpride Average Percentage Change (Base 902)

Neighbourhoods and Streetpride	
Waste Management	-23.66%
Community Safety	-24.61%
Traffic and Transport	-24.68%
Highways and Engineering	-25.68%
Grounds Maintenance and Street Cleansing	-28.49%
City and Neighbourhood Partnerships	-39.49%
Neighbourhoods and Streetpride – overall average % change	-27.77%

11.1.2 The average budgets submitted for the services within Neighbourhoods and Streetpride have been cross-tabulated by the demographic information provided by Budget Simulator participants including gender, age, disability and location. Points to note include:

- There were no obvious differences by age or gender for Neighbourhoods and Streetpride
- Those respondents who stated that they are a disabled person made more reductions in all areas for Neighbourhoods and Streetpride than those respondents who stated they are not a disabled person.

11.2 Comments submitted through the Budget Simulator

11.2.1 In total there were 100 comments submitted through the Neighbourhoods and Streetpride section of the Budget Simulator.

11.2.2 A summary of the 1,000 most frequently occurring words contained within these comments is presented in the word cloud in Figure 8.

11.2.3 The main themes from the comments received through the Neighbourhoods and Streetpride section of the Budget Simulator are shown in Table 34. Comments related to the distinct service areas within Neighbourhoods and Streetpride as well as other themes, some comments cover more than one theme.

11.2.4 A third of comments made reference to Waste Management (32) and just under a quarter to Grounds Maintenance and Street Cleansing (23). Around a fifth of comments related to Traffic and Transport (19) and to comments or suggestions about the need to look at new ways of providing services in the future (21).

Figure 8. Word Cloud – Budget Simulator, Neighbourhoods and Streetpride Section Comments, 21 July to 20 November 2014.

Table 34. Themes from comments submitted within the Neighbourhoods and Streetpride section of the Budget Simulator between 21 July and 20 November 2014.

Theme	Number of comments
Budget Simulator sections:	
Waste Management	32
Grounds Maintenance and Street Cleansing	23
Traffic and Transport	19
Highways and Engineering	16
City and Neighbourhood Partnerships	12
Community Safety	9
Other themes	
New approaches to service delivery	21
General comment	9
In support of reductions in this area	7
Budget Simulator approach / content	6
Miscellaneous	6
Transformation / restructure of services	5
Balancing the budget – maintaining safe / statutory services	4
Reduce waste / improve efficiency	4
Role for community and individuals	4
Role for volunteers	4
Government approach	1
In support of maintaining these services	1
Provide only statutory services	1
Scrutinise activity of Council employees	1

Individual comments may cover more than one theme, 100 comments were received to this question in total.

11.2.5   There were a range of comments made in relation to Waste Management (32) including; charging and individual responsibility for bulky waste items (7), suggestions to introduce charges for aspects of the service (5), suggestions to outsource the service (5), the reintroduction of the brown bin service (4), concern expressed at the suggestion of bin collections being reduced to every four weeks (3), the role of individual responsibility when disposing of waste (3), a disproportionate amount being spent on waste management within the Normanton and Arboretum wards (2), a suggestion for community recycling areas to replace the blue bin collection (1) and with one comment being generally supportive of service reduction in this area. There were six other comments which included references to fly tipping, reducing food waste and recycling - reducing the need for regular bin collections, one respondent stated that there are 'too many bins' and one suggested 'alter waste collection to match budget'.

11.2.6   Grounds maintenance and Street Cleansing were referred in 23 comments:

- There were eight comments about litter; with four of these suggesting enforcement of fines for littering, there were three more general comments about the effects of littering and one respondent suggesting that the amount of household bins these days have become the 'new litter' and to focus on prevention rather than cleansing.

- References to grounds maintenance were given in seven comments including generating income through advertising (1), outsourcing parks (1) along with not cutting the grass on parks (1), relying on volunteers to cut verges (1), or residents to look after verges through an 'adopt a street campaign' (1), maintain green spaces by working with the courts through 'community payback' (1) and 'longer grass verges will increase wild flowers' (1).

- Fly tipping was referred to in five of the comments, with three comments focusing on the need to enforce fines for this, one comment observing that there is 'too much fly tipping' and with one comment suggesting that 'the council creates much of the fly tipping problem by refusing to pick up the waste it should'.

- There were four respondents suggesting more community involvement and volunteers could work to maintain streets and verges.

- Graffiti was mentioned by three respondents, with one suggesting that this is a police issue, one suggesting that there is little point in cleaning up graffiti when it reappears anyway and one comment about an incident of graffiti on a traffic signal.

- There were four 'other' comments, three of which suggested ways for supporting service provision in the future and with one expressing a view that street cleansing 'is a huge waste of money'.

11.2.7   Transport and Traffic was the subject of 19 of the comments received. These comments included:

- discount travel cards which were highlighted by six respondents, whilst two of these comments were in support of maintaining the B-line card for young people, two respondents were in favour of removing this service, and three respondents were in favour of removing the free travel for gold card holders.

- there were five income generation suggestions including to; 'create a congestion zone around Derby, outer ring road' to generate revenue (1), attract external funding (1), privatise the CCTV service (1), levy charges for company car parking (1) and for schools to be 'responsible and pay for their own crossing patrols'(1).

- respondents in two cases commented that this presents an opportunity for other types of transport including walking and cycling to be encouraged.

- there was a reference given to the work undertaken at the Little Eaton and Markeaton islands that was perceived by this respondent to have 'wasted people's time, cost a fortune'.

11.2.8   Highways and Engineering featured in 16 of the comments. Out of these comments there were 10 references to street lighting, with suggestions from nine respondents to make savings by dimming and or turning off some street lighting and from one respondent a suggestion to 'seek corporate sponsorship of street lighting'. Highways were highlighted by seven respondents, comments included; four references to potholes with two respondents referring to the importance of maintaining roads to a good quality and with one respondent suggesting utilising government funding to repair potholes. There was a suggestion to explore grant funding for highways, a suggestion that road repairs 'should be better organised' and dissatisfaction from one respondent with regard to the Little Eaton and Markeaton island schemes. One respondent suggested reducing 'wear on the roads by discouraging driving in the city and encouraging more walking and cycling'.

11.2.9   There were 12 references made to City and Neighbourhood Partnerships, these included:

- new ways of delivering this service in the future, suggested by six respondents, comments include; altering the way funding is allocated to areas; 'Residents have their say by voting. Members should then stick to their mandate. Neighbourhood forums and devolved budgets are not required. If funds need to be allocated have central budget that forums submit bids for, in this way the needs of the whole city are considered not just a house, street, ward or cricket club' and 'allowing neighbourhoods to control funding for their area'. Two respondents suggested that the partnerships could be provided either by the police or voluntary organisations or by 'voluntary service, with groups lobbying Councillors'. One comment suggested that neighbourhood work needs to be focused on areas in need and one respondent suggested 'encouraging neighbourhood management through the Localism Act' with management structures independent of the Council.

- these services being viewed by five respondents as 'nice to have' and an area within which reductions should be considered.

- one view expressed about Neighbourhood Boards, that they 'do not represent the community or only serve part of the community.'

11.2.10 There were nine references to Community Safety, five references were to the relatively small amount of budget involved – in three cases as to whether this was worth including in the Budget Simulator and in two cases this was perceived to be a small amount considering the services being provided. One respondent highlighted that this is an important service area, one suggested merging Community Safety into Environmental Health to reduce management posts and two respondents suggested that this should either be supported by or provided entirely by the Police.

11.2.11 New approaches to service delivery or delivering aspects of services were suggested by 21 respondents. Comments included suggestions for the outsourcing of some services, charging fees, encouraging sponsorship as well as increased roles for volunteers and other agencies.

11.3   Comments submitted at events, through feedback forms and by e-mail

11.3.1 In total there were 66 comments submitted about Neighbourhoods and Streetpride at events, from online feedback forms during and before the budget simulator was available and by e-mail. Of these:
- 63 comments were received at events
- 1 comment was received from the online feedback form
- 1 comment was received from the online feedback form before the budget simulator was available
- 1 comment was received by e-mail.

11.3.2 Table 35 shows a summary of the themes covered by the comments given about Neighbourhoods and Streetpride at events, from online feedback forms during and before the budget simulator was available and by e-mail.

11.3.3 The largest number of comments received were a wide range of general (25) and miscellaneous (24) comments.

11.3.4 There were 21 comments received suggesting other activities that the Council could undertake to improve services. There were a wide variety of comments but the majority were about different approaches to reducing waste, fly tipping and litter.

11.3.5 Comments were received in support of maintaining most services within Neighbourhoods and Streetpride (13). There were however five comments about the importance of maintaining the roads – this overlaps with the 7 comments received about the poor state of Derby's roads and footpaths.

Table 35. Themes from comments submitted about Neighbourhoods and Streetpride from events, online feedback forms during and before the budget simulator was available and by e-mail, between 21 July and 20 November 2014.

Theme	Number of comments
General comment	25
Miscellaneous	24
Other suggested activities	21
In support of maintaining these services	13
Brown bins	9
Community safety	9
Other suggested savings / income generation	9
New approaches to service delivery	8
Pavement / Road maintenance	7
Role for community and individuals	6
Verges	5
Litter / street cleaning	4
In support of reductions in this area	3
Percentage changes for sections of the budget simulator	3
Earn benefits by undertaking voluntary work	1
Reduce waste / improve efficiency	1
Look at Wages of Top Managers	1

Individual comments may cover more than one theme, 66 comments were received about this section in total.

11.3.6 There were 9 comments received about the brown bin scheme. Of these, the majority of respondents were either against the charge (3) or thought that the cost should be included in the Council Tax. One respondent suggested that the Council could make one-off charges for emptying brown bins as a way of increasing income.

11.3.7 The importance of community safety was recognised through 9 comments with a few comments making specific suggestions about things to improve. There were a variety of comments received, however, two of these stated that more needs to be done to tackle anti-social behaviour.

12. Income, Fees and Charges / Council Tax

12.1 Budgets Submitted through the Budget Simulator

12.1.1 Table 36 shows the Budget Simulator results for different income, fees and charges. Overall there was an average increase in charges by 21.15%. When asked about an increase in Council Tax, there was an overall average increase of 1.59% (above the 2% Council Tax rise assumption).

Table 36. Income, Fees and Charges/Council Tax % change (Base 902)

Income, Fees and Charges	
Bereavement Services	20.29%
Chargeable refuse collection services, excluding black and blue wheeled bin collections	20.28%
Markets	20.84%
Parking	20.86%
Leisure Facilities	21.98%
Derby Live	22.63%
Income, Fees and Charges - overall average % change	21.15%
Council Tax	1.59%

12.1.2 The average budgets submitted for Income, Fees and Charges have been cross-tabulated by the demographic information provided by Budget Simulator participants including gender, age, disability and location. The differences in response to note include:

- Those aged 10-17 and over 65 made the least increase to charges, with respondents 25-34 and 35-44 making the largest increases in charges. Those over 65 made the smallest increase to Council Tax, with those aged 24-64 making the largest increase to Council Tax.
- Male respondents increased fees and charges, including Council Tax more than female respondents.
- Those respondents who stated that they are not a disabled person increased Council Tax more than those who said they are a disabled person.
- Respondents who said they live outside Derby increased charges in all areas, more than those who said they live in Derby.

12.2 Comments submitted through the Budget Simulator

12.2.1 In total there were 70 comments submitted through the Income, Fees and Charges section of the Budget Simulator.

12.2.2 A summary of the 1,000 most frequently occurring words contained within these comments is presented in the word cloud in Figure 9.

12.2.3 The main themes emerging from the comments given in the Income, Fees and Charges section of the Budget Simulator are shown in Table 37.

12.2.4 The largest number of comments received in this area (17) are around ideas and suggestions to do things differently. These were a wide range of ideas and suggestions for both income and other charges, as well as comments that the Council should be looking at other options. Examples range from looking to students as volunteers to help with community services, as well as those on 'Job Seekers' to help with certain tasks. Ideas to bring in advertising income and suggestions that the Council needs to become more efficient.

Figure 9. Word Cloud – Budget Simulator, Income, Services and Charges Section Comments, 21 July to 20 November 2014.

12.2.5 There were conflicting opinions on increasing or decreasing charges. There were 8 comments made around increasing the charges and a general feeling that this is something that cannot be avoided. There were 10 comments made about decreasing charges, of these 6 comments related specifically to bins.

12.2.6 There were 3 comments made about Bereavement services, with all of these comments mentioning that people would want their relatives who reside in the city to be buried there. 10 comments were made about markets, with 2 comments mentioning an increase in rent and 7 comments mentioning either rationalising markets or closing them. 3 specific comments were also made on regenerating the markets and making these more attractive with restaurants and coffee shops and suggestions of pop-up stalls for local businesses.

12.2.7 There were 8 comments made on parking with 5 of these suggesting increases could be made to parking charges, others (2) felt charges should not increase. 2 comments made stated specifically that increasing charges would stop people from coming to the city.

12.2.8 Of the 4 comments made on leisure facilities, 2 comments suggested introducing a means tested price range for Leisure Services, with 1 comment suggesting these are privatised and 1 comment on how cheap a swim is.

12.2.9   There were 2 comments made specifically about Derby Live, 1 comment suggesting this could all be outsourced and another suggested that sponsorship could be sought.

12.2.10   Of the 10 comments made about chargeable refuse services, there were many suggestions and ideas on how to increase income. Examples of these are suggestions on a £2 charge for everyone who uses the recycle centres and generating income by allowing people to purchase items from recycling centres.

Table 37. Themes from comments submitted within the Income, Fees and Charges section of the Budget Simulator between 21 July and 20 November 2014.

Theme	Number of comments
Budget Simulator sections:	
Markets	10
Chargeable refuse services	10
Parking	8
Leisure Facilities	4
Bereavement Services	3
Derby Live	2
Other themes:	
Other ideas on charges and income	17
Charges need to decrease	10
Miscellaneous	10
Charges need to increase	8
Transform staff / management structures	5
Regeneration of markets	3
Hard to balance the budget	2
People won't visit the city if charges/parking too high	2
Need more money	1

Individual comments may cover more than one theme, 70 comments were received to this question in total.
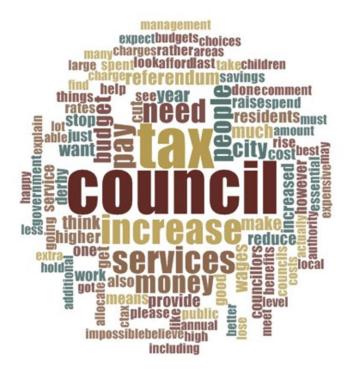

12.3   Comments submitted at events, through feedback forms and by e-mail

12.3.1   The questionnaire designed to capture feedback from participants at events combined 'comments or suggestions on Income, Fees, Charges and Council Tax'. In this report these comments are all presented in section 12.5.

12.4   Council Tax Comments submitted through the Budget Simulator

12.4.1   In total there were 89 comments submitted through the Council Tax Comments section of the Budget Simulator.

12.4.2   A summary of the 1,000 most frequently occurring words contained within these comments is presented in the word cloud in Figure 10.

12.4.3   The main themes emerging from the Council Tax comments section of the Budget Simulator are shown in Table 38.

12.4.4   The largest number of comments received in this area (19) are about the need to increase Council Tax, no specific % figures were mentioned however overall these comments suggested there was no other option, 8 comments made mentioned increasing Council Tax over the minimum that would trigger a referendum, with 2 comments to increase Council Tax just to the minimum levels. There were 6 comments which mentioned means testing people for their Council Tax levels. Counter acting the suggestions to increase Council Tax, 15 comments said not to increase, or to keep Council Tax frozen at the current levels. There were 4 comments suggesting targeting people who don't pay and collecting arrears.

Figure 10. Word Cloud – Budget Simulator, Council Tax Comments Section, 21 July to 20 November 2014.

12.4.5   There were 5 comments which suggested that the Council needs to look at service efficiency within the Council. 1 comment suggested certain services being merged with Derbyshire. 5 comments specifically mentioned Councillors, 2 of these comments on the number of councillors there are, 3 comments on expenses and pay. 1 comment suggested looking at staff wages.

Table 38. Themes from comments submitted within the Council Tax Comments section of the Budget Simulator between 21 July and 20 November 2014.

Theme	Number of comments
Affect statutory services	2
Comments on simulator	1
Cost saving suggestions	
- Centralise services with Derbyshire	1
- Councillors	5
Council Tax needs to increase – no amount stated	19
Council Tax increase by the minimum every year	2
Council Tax increase by more than minimum	8
Council Tax should be means tested	6
Council Tax should be reduced or frozen	15
Look at service efficiency	5
Miscellaneous	12
Public need to understand where Council Tax is spent	1
Look at staff wages	1
Target those who don't pay	4

Individual comments may cover more than one theme, 92 comments were received to this question in total.

12.5 Income, Fees, Charges and Council Tax Comments submitted at events, through feedback forms and by e-mail

12.5.1 In total there were 39 comments submitted about Income, Fees, Charges and Council Tax at events and by e-mail. Of these:
- 38 comments were received at events
- 1 comment was received by e-mail.

12.5.2 Table 39 shows a summary of the themes covered by the comments given about Income, Fees, Charges and Council Tax at events and by e-mail.

12.5.3 The largest number of comments received were about Council Tax (23). These comments include where respondents stated that Council Tax should be reduced or frozen (8) or should increase by the minimum amount each year (6). A further 4 comments identified that Council Tax could be increased but didn't identify by how much. Notably, 3 comments related to the impact of Council Tax increases on low income households or suggested that Council Tax should be means tested.

12.5.4 There were also a wide range of miscellaneous comments and suggestions (23).

Table 39. Themes from comments submitted about Income, Fees, Charges and Council Tax from events and by e-mail, between 21 July and 20 November 2014.

Theme	Number of comments
Miscellaneous	23
Council Tax should be reduced or frozen	8
Council Tax increase by the minimum every year	6
Council Tax needs to increase – no amount stated	4
Target those who don't pay	4
Look at service efficiency	3
Other suggested activities	3
Percentage changes for sections of the budget simulator	3
Council Tax should be means tested	2
Cost saving suggestions - Councillors	1
Council Tax increase by more than minimum	1
Public need to understand where Council Tax is spent	1
Other suggested savings	1
Impact of increasing Council Tax	1

Individual comments may cover more than one theme, 39 comments were received about this section in total.

13. Final comments

13.1 Comments submitted through the Budget Simulator

13.1.1 In total there were 125 comments submitted through the Final Comments section of the Budget Simulator.

13.1.2 A summary of the 1,000 most frequently occurring words contained within these comments is presented in the word cloud in Figure 11.

Figure 11. Word Cloud – Budget Simulator, Final Comments Section, 21 July to 20 November 2014.

13.1.3 The main themes emerging from the final comments section of the Budget Simulator are show in Table 40.

13.1.4 The largest number of comments received in this area are about the Budget Simulator itself (55). 21 of these comments made were around the 'more information statements' provided in the simulator, about not meeting statutory needs, mainly that it wasn't helpful to have this statement as it forced people not to reduce these budgets, and that there wasn't sufficient understanding what the impact would be. 12 of the comments about the Budget Simulator were that it was very hard to do and that reducing the budget by this much is 'impossible,' 'brutal' and 'difficult' and that there are tough decisions ahead. 9 comments about the simulator viewed the exercise negatively, such as 'it is a waste of time' 'waste of money' or is 'fairly pointless.' 4 of the comments made were that there was no opportunity to provide ideas and suggestions for other ways of generating money and 5 comments that the areas should have drilled down further. 4 comments were positive about the simulator including it was 'thought provoking' and 'an effective tool in communicating the difficulties the Council faces'.

Table 40. Themes from comments submitted within the Final Comments section of the Budget Simulator between 21 July and 20 November 2014.

Theme	Number of comments
Comments on central government	4
Comments on Council budgets	20
Comments on the budget simulator	
- Comments on meeting statutory requirements	21
- Doesn't drill down sufficiently	5
- Hard to do	12
- Negative comments about the simulator	9
- No opportunity to provide other ideas of generating money	4
- Positive comments about the simulator	4
Council needs to become efficient	18
- Councillors	7
- Elections less often	1
- Look at wages of senior staff	6
- Reductions in staff or restructure	11
- Too much paid externally to contractors	2
Council Tax	7
Miscellaneous	6
Review and look at other avenues to reduce costs	12
Suggestions to improve and reduce costs	14
Supporting the wrong people	5

Individual comments may cover more than one theme, 125 comments were received to this question in total.

13.1.5 There were 20 comments around the Council budget itself and the amount it spends, with a mention that there are areas that need protecting such as vulnerable people and that the Council is 'spending too much money' and they need to 'get rid of non-essential services'. Other comments were about specific areas of the budget that should be maintained or removed. Some of these comments offered very differing opinions, with one comment that libraries should be reduced, and a counter comment that they are important. 4 of the comments made mention of central government and their role in the reductions, one comment made was that the Council should fight the reductions and 'argue' the case with them.

13.1.6 There were 18 comments expressing general views about the Council and how there shouldn't necessarily be a reduction in services, but about delivering services more efficiently and that the Council is wasteful and there is duplication, mentioned in the comments were 'commissioning' not using an outside IT company and the cost of paying outside consultancy projects that are wasteful. Comments where specific areas were mentioned and identified are Councillors, with 2 comments suggesting we don't need 51 Councillors in the city, 2 comments on reducing costs of committee teas and allowances. 1 comment made was that the election cycle is too frequent and could be done less often. 6 comments mentioned that the Council could review the pay of senior managers to save money as they have with the equal pay review of officers. 11 comments about efficiencies were that there could be a further look at staff restructuring, again avoiding duplication in areas. Comments also included looking at the management structure and reducing all areas equally.

13.1.7   There were 7 comments made specifically about Council Tax, 6 of these commented that Council Tax should be increased, 1 comment state it should be decreased. 5 comments suggested that the Council was supporting the wrong people and that people need to help themselves more.

13.1.8   There were 14 comments which offered a variety of different ideas on doing things in a different way. Suggestions on fines for litter dropping, 2 comments felt that cultural activities shouldn't be free and could be charged for, with a suggestion that the cost of leisure activities should be increased. One suggestion was for a yearly fee to borrow books from libraries. 12 of the comments stated that the Council has not looked sufficiently at other avenues and ways of doing things differently.

13.2   Comments submitted at events, through feedback forms and by e-mail

13.2.1   In total there were 44 other comments and suggestions received at events, from online feedback forms during and before the budget simulator was available and by e-mail. Of these:
- 25 comments were received at events
- 3 comments were received from the online feedback forms before the budget simulator was available
- 6 comments were received from online and paper feedback forms after the budget simulator opened
- 10 comments were received by e-mail.

13.2.2   Table 41 shows a summary of the themes covered by 'other comments and suggestions' at events, from online feedback forms during and before the budget simulator was available and by e-mails.

13.2.3   There was very little pattern to the 'other comments and suggestions' received. The largest number of responses covered a wide range of miscellaneous comments and suggestions (43). There were also a wide range of suggestions made about how the Council could save money / raise income (18).

13.2.4   There were 11 comments received about the need to 'review and look at other areas to reduce costs' – several of these comments were about the need to become more efficient. There is some overlap here with a further 12 comments about the need to increase efficiency relating to Councillors (7), wages of senior staff (4) and elections (1).

13.2.5   Notably, there were 8 comments about how difficult it was to balance the budget using the Budget Simulator.

Table 41. Themes from 'Other Comments and Suggestions' from events, online feedback forms during and before the budget simulator was available and by e-mail, between 21 July and 20 November 2014.

Theme	Number of comments
Miscellaneous	43
Other suggested savings / income generation ideas	18
Other suggested activities	15
Review and look at other avenues to reduce costs	11
Comments on the budget simulator - Hard to do	8
Supporting the wrong people	8
Council needs to become efficient - Councillors	7
Comments on central government	5
Council needs to become efficient - Look at wages of senior staff	4
Suggestions to improve and reduce costs	4
Comments on the Budget Simulator - Doesn't drill down sufficiently	3
Council Tax	3
Comments on the Budget Simulator - Negative comments about the simulator	2
Council needs to become efficient - Reductions in staff or restructure	2
Comments on Council budgets	1
Comments on the Budget Simulator - Comments on meeting statutory requirements	1
Comments on the Budget Simulator - Council should look at doing things differently	1
Council needs to become efficient - Elections less often	1

Individual comments may cover more than one theme, 44 comments were received about this section in total.

List of Events at which the Big Conversation consultation was promoted

What	Where	When
Awareness raising and participation of Budget Simulator took place at:		
Parks	Markeaton Alvaston Arboretum Chaddesden Mackworth	28 July 11am – 3pm 29 July 11am – 3pm 30 July 11am – 3pm 31 July 11am – 3pm 1 August 11am – 3pm
Derby by the Sea	Market Place	31 July – 1 August 10am – 4pm 6 – 8 August 2014 10am-4pm
Community Asset Transfer Event	The Council House, Corporation Street	12 August 2014 2pm-6pm
Stay and Play	Boulton Children's Centre Chellaston Children's Centre	14 August 2014 10am 18 August 2014 10am
Spondon Carers Group	Spondon Methodist Church, Lodge Lane North, Spondon, Derby, DE21 7GF	22 August 2014 1.30 – 3.30pm
Littleover Carers Support Group	Grange Banqueting Suite, 457 Burton Road, Derby, DE23 6XX	26 August 2014 10.15am – 12.15pm
Darley Park Concert	Darley Park	31 August 2014 – 1.30pm-9pm
Voices in Action Youth Council	The Council House, Corporation Street	8 September 2014 – 6pm
Joint Deaf Council Forum	The Council House, Corporation Street	10 September 2014 7pm-9.30pm
Staff promotion	Council House	10 September 2014 12-2pm 11 September 2014 12-2pm
Enthusiasm event	Merrill Academy Allenton	13 September 2014 11am-3pm
Older People Diversity Forum	The Council House, Corporation Street	18 September 2014 10.30am
Derby College Freshers Fair	The Roundhouse	18 September 2014 10.30am-2.30pm
Learning Disability Partnership Board	Transition 2, Whitaker Centre, Whitaker Rd, Derby	24 September 2014 10.30am to 12.30pm
Darley – board	Broadway Baptist Church	24 September 2014 7pm
Derwent – board	Breadsall Hilltop Centre, Fieldsway Drive	24 September 2014 6pm
On street promotion	St Peters Street	25 September 2014 11am-3pm
Village School	Normanton	29 September 2014
Strategic Liaison Group	The Council House, Corporation Street	1 October 2014 2pm – 4pm
Disabled People Diversity Forum	The Council House, Corporation Street	2 October 2014 10.30am

What	Where	When
West Park School	Market Place	6 October 2014
Gender and Sexual Orientation Diversity Forum	The Council House, Corporation Street	7 October 2014 10.30am
Darley Moor School	Littleover	9 October 2014
50+ forum	Silk Mill	16 October 2014 10am
VCS compact	Council House	16 October 2014 10am
Arboretum City Centre – board	The Council House, Corporation Street	20 October 2014 6pm
Oakwood – board	Church on Oakwood, Bishops Drive	21 October 2014 6.30pm
Minority Communities Diversity Forum	The Council House, Corporation Street	23 October 2014 5.30pm
Arboretum St Chads – board	St Chad's School, Gordon Road	29 October 2014 6pm