Public

Agenda Item No 4(b)

DERBYSHIRE COUNTY COUNCIL

CABINET

21 January 2021

Report of the Director of Finance & ICT

BUDGET CONSULTATION RESULTS
(STRATEGIC LEADERSHIP, CULTURE AND TOURISM)

1 Purpose of the Report

To enable Cabinet to consider the outcome of the Council's budget consultation exercises in formulating its budgetary proposals to Full Council regarding the Revenue Budget for 2021-22.

This report should be read alongside the following reports to this meeting: the Reserves Position Report, the Revenue Budget Report 2021-22 and the Capital Programme Approvals, Treasury Management and Capital Strategies for 2021-22 Report.

2 Information and Analysis

The Council has, for a number of years, undertaken a variety of consultation exercises, using a range of methods, in the preparation of its annual revenue budget. For 2021-22 the Council devised a "Your Council, Your Voice 2020" survey. As in 2020-21, this was an in-depth survey, combining both budget and residents' consultations, to provide even more useful information than in surveys before 2020-21. The headline findings from the survey are being used to refresh the Council Plan for 2021-22 and the budget consultation elements are reported on here. Plans are being formulated to undertake further analysis to support wider strategy development across the Council and engagement with residents and local communities.

Online Survey

The online survey combined both budget and residents' consultations and ran for six weeks, from 2 November 2020 to 13 December 2020. Participation in the survey has been encouraged using various means including social media posts on Twitter and Facebook, and a short Facebook advertising campaign which reached 143,000 people. The survey was also publicised in the Council's residents' magazine Derbyshire Now, both the printed and e-version, featured in the Our Derbyshire employee newsletter and the Councillors' briefing Members' News. In addition, approximately 5,800

residents who had previously expressed an interest in being involved in further consultation with the Council were e-mailed the survey directly. A total of 2,101 Derbyshire residents completed the survey. Last year, the Council attracted 3,763 responses to its survey. Although the number of residents completing the survey has reduced, the response remains strong, especially considering the ongoing Covid-19 pandemic.

To promote participation amongst residents who are less familiar with, or have no internet access, copies of a paper consultation questionnaire, containing the same questions, were made available on request. A freepost address was used to encourage participation. A small number of paper questionnaires were sent out, but none were returned.

The average age of respondents was 57 years, with the age of respondents ranging from 14 to 92 years old. This compares to an average age of 53 for the 2020-21 consultation. Responses from the over 65 group have increased by seven percentage points compared to the 2020-21 consultation response, but responses from the under 44 age group have declined by seven percentage points. Of those responding, 50% were male and 50% were female, which represents a higher response from Derbyshire's male residents than for the 2020-21 consultation, when 42% were male and 58% were female and is more in line with the gender profile of Derbyshire according to the Office for National Statistics (ONS).

A map showing the Derbyshire location of respondents is attached at Appendix One. If survey response rates were to follow the percentage of population in each district, the Council would expect 9% of respondents to be resident in Derbyshire Dales. The analysis shows that residents from Derbyshire Dales are over-represented in the consultation, as 17% of all respondents live in Derbyshire Dales. High Peak residents are also over-represented (5% higher), whilst those in Erewash and South Derbyshire are under-represented, with figures being 4% and 5% lower respectively. These findings were similar in the 2020-21 consultation.

A total of 16% of respondents identified themselves as having a disability, a similar proportion to the 2020-21 budget consultation. This compares to 20% of the population identified in the 2011 Census who said their day to day activities were limited.

Further demographic analysis is attached for consideration at Appendix Two.

An infographic showing headline results in respect of the Your Council Your Voice 2020 Survey, including the budget consultation questions, has been produced and is attached at Appendix Three.

Within the survey, local people were asked six budget consultation questions to establish their views on what the Council's top and bottom three priority

services should be and why they had chosen these, to rank in order of importance nine options the Council could use to save money or raise additional revenue and whether they had any other suggestions for how the Council could save money or raise additional revenue. Of the six budget consultation questions, five required respondents to select their answers from options given in the consultation and one allowed respondents to comment freely. Fewer responses were received where respondents were asked to comment freely.

In summary, the Covid-19 pandemic has had little impact on respondents' priorities in respect of the services the Council provides and what the Council should do to save money or raise additional revenue. The following views were expressed:

- From a choice of 22 Council services, respondents thought that the top three priorities, with the most popular listed first, should be: 'highways services including planning and maintenance' (selected by 35% of respondents as being in their top three priority services), 'waste and recycling centres' (25%) and 'environmental policy including flooding and climate change' (24%). These "top priority" services were not the least frequently selected from the same list requiring respondents to select their "bottom three priorities". The least selected service as a bottom priority was 'safeguarding and child protection' (2%), followed by 'support for vulnerable children and families' (2%), then 'day care or residential care for older adults' (3%) – this is identical to the 2020-21 budget consultation.
- The top Council service priority selected by both males and females is 'highways services including planning and maintenance', although 44% of males, compared to 26% of females, chose this service priority. The second most popular service priority for females is 'environmental policy including flooding and climate change' but for males it is 'waste and recycling centres'. The third most popular service priority for females is 'support for older adults' but for males it is 'economic development and regeneration'.
- The most important reason for choosing the top Council service priorities in the survey was 'important to you or your family' (59%), followed by 'need to protect and support vulnerable people' (48%) and then 'importance of road and public transport issues' (35%).
- From the same choice of 22 Council services, the priorities which respondents thought should be at the bottom, with the ones most frequently selected first, are: 'museums, heritage and arts services' (selected by 40% of respondents as being in their bottom three priority services), followed by 'grants and aid to voluntary groups' (32%), then 'adult community education' (27%). 'Museums, heritage and arts services' and 'grants and aid to voluntary groups' are in the same positions as in the 2020-21 budget consultation but the third placed 'adult community education' has replaced 'libraries', now in fifth place. These "bottom priority" services were not all present in the least frequently selected from

the same list requiring respondents to select their "top three priorities" question. The least selected service as a top priority was 'fostering and adoption services' (2%), followed by 'adult community education' (2%), then 'trading standards' (3%) – these are the same three as in the 2020-21 budget consultation.

- The bottom two Council service priorities above were selected most by both males and females. However, the third most selected bottom Council service priority is 'adult community education' for females and 'welfare rights advice' for males.
- The most important reason for choosing the bottom Council service priorities in the survey was 'other services are more important' (50%), followed by 'difficult to choose' (37%) and then 'not relevant or important to you or your family' (29%).
- Respondents identified the most important of nine options the Council could use to save money or raise additional revenue as 'work with other councils to deliver shared services', followed by 'use other ways of delivering services such as local trusts or other 'not for profit' partnerships', then 'put more services on-line'. Males and females agreed on the most important option but their second and third place selections were reversed, with males selecting 'put more service on-line' more often. This top three is identical to the 2020-21 budget consultation.
- The least important of the nine options to save money or raise additional revenue, as ranked by both male and female respondents, is 'increase Council Tax', followed by 'increase charges for services supplied to the public', then 'maintain services but do less frequently or reduce level of service'. This order is identical to the 2020-21 budget consultation.
- Most people (1,454 respondents) did not make any suggestions on alternative ways for saving money or raising additional revenue. Examples of comments and suggestions received include:
  - "If the services provided are necessary, they have to be paid for, and a modest rise in Council Tax would be OK".
  - "Improve the quality and control of contracted services to get better value for money".
  - "Concentrate on core business, vulnerable adults and children and transport/highways".
  - "Bring your staff in to line with the private sector regarding sickness and time off".
  - "Consolidate the resources utilised across the County. Have one county wide authority".

Focus Groups

It was agreed, as part of the approach, that reports of headline survey findings be reported to the Council's Corporate Management Team (CMT), with significant emerging issues becoming the subject of virtual focus groups carried out during the survey period.

Following a successful pilot focus group involving six Derbyshire residents, a further five focus groups were held, including one with members of the Black Minority Ethnic Forum (BME) Forum. Between six and ten residents signed up for each, with the final session taking place on 8 December 2020, five days before the survey closed on 13 December 2020. The average age of those attending was 62 years; the youngest person was 42 and the oldest was 74. Participants were split 45% female and 55% male.

The focus groups primarily focused on value for money, satisfaction and priorities.

An infographic summarising key outcomes and demographic information from the focus groups has been produced and is included at Appendix Four, together with a map showing the location of respondents.

The key issues and findings from the groups include:

- Confirmation from residents that the selection of their top three priorities is primarily driven by individual use and/or need for a particular service.
- There was general agreement that the top three priorities emerging overall reflect participants' own views.
- Direct experience of a service, customer service and experiences with those delivering the service is key to determining satisfaction with the Council overall.
- There is little concern about who provides a particular service, provided it is delivered effectively and efficiently.
- Residents would like to receive more information on how the Council spends its money on particular services, to judge whether the Council provides value for money.
- There is general consensus that residents would find more information about the Council's performance interesting and useful in determining their views on satisfaction and value for money.
- There was wide understanding that Elected Members and Senior Officers have to balance many competing issues when making decisions, however residents would like more openness and transparency on how decisions are reached and why, particularly in terms of the weight given to residents' views.

Feedback has started to identify a number of potential areas for action, particularly around the provision of financial and performance information, the provision of feedback on how residents' views, obtained through consultation, have been used in decision making and the strong impact of Elected Member and staff interaction with residents.

A detailed analysis of the consultation results and themes arising from the comments that participants contributed are included at Appendix Five.

Other Consultation

The Council's Constitution provides that the Improvement and Scrutiny Committee should also be notified of the budget proposals. The Director of Finance & ICT has engaged with the Committee regularly throughout the year, with particular emphasis on the September and December meetings in relation to the budget for 2021-22. The December meeting was dedicated solely to discussion around the forthcoming budget and was attended by the Council Leader as well as the Director of Finance & ICT. At both the September and December meetings there were numerous comments, questions and views expressed by members of the Committee. The comments were around the following broad issues:

- Financial resilience and the ability to balance the budget;
- How working from home may have affected performance and achievement of objectives;
- Processes to identify pressures and risks;
- How to test the reasonableness of assumptions;
- What are the level of reserves and how robust are they;
- How reliant are we on the Spending Review outcome;
- The potential cost and timing of the health consequences, both directly and indirectly, of Covid-19;
- The likelihood that funding from Government will be sufficient to meet the cost incurred.

The trade unions were consulted at the Corporate Joint Committee held earlier on 21 January 2021. A verbal update will be provided at the Full Council meeting on 3 February 2021.
In addition, the Local Government Finance Act 1992 requires local authorities to consult representatives of business ratepayers in their area about the budget proposals for each financial year. The Council is seeking the views of business ratepayers by corresponding with representatives of Derbyshire and Nottinghamshire Chamber of Commerce and the Federation of Small Businesses on the Council's budget proposals. A verbal update will be provided at the Full Council meeting on 3 February 2021.

3 Financial Considerations

The outcomes of these consultations should be used to inform service planning and help determine budget priorities.

4 Legal Considerations

Members are invited to have regard to the advice contained in the Revenue Budget Report 2021-22.

5 Equality and Diversity Considerations

Members are invited to have regard to the advice contained in the Revenue Budget Report 2021-22.

6 Other Considerations

In preparing this report the relevance of the following factors has been considered: prevention of crime and disorder, human resources, environmental, health, property, transport and social value considerations.

7 Background Papers

Papers held electronically by Technical Section, Room 137, County Hall.

8 Key Decision

No.

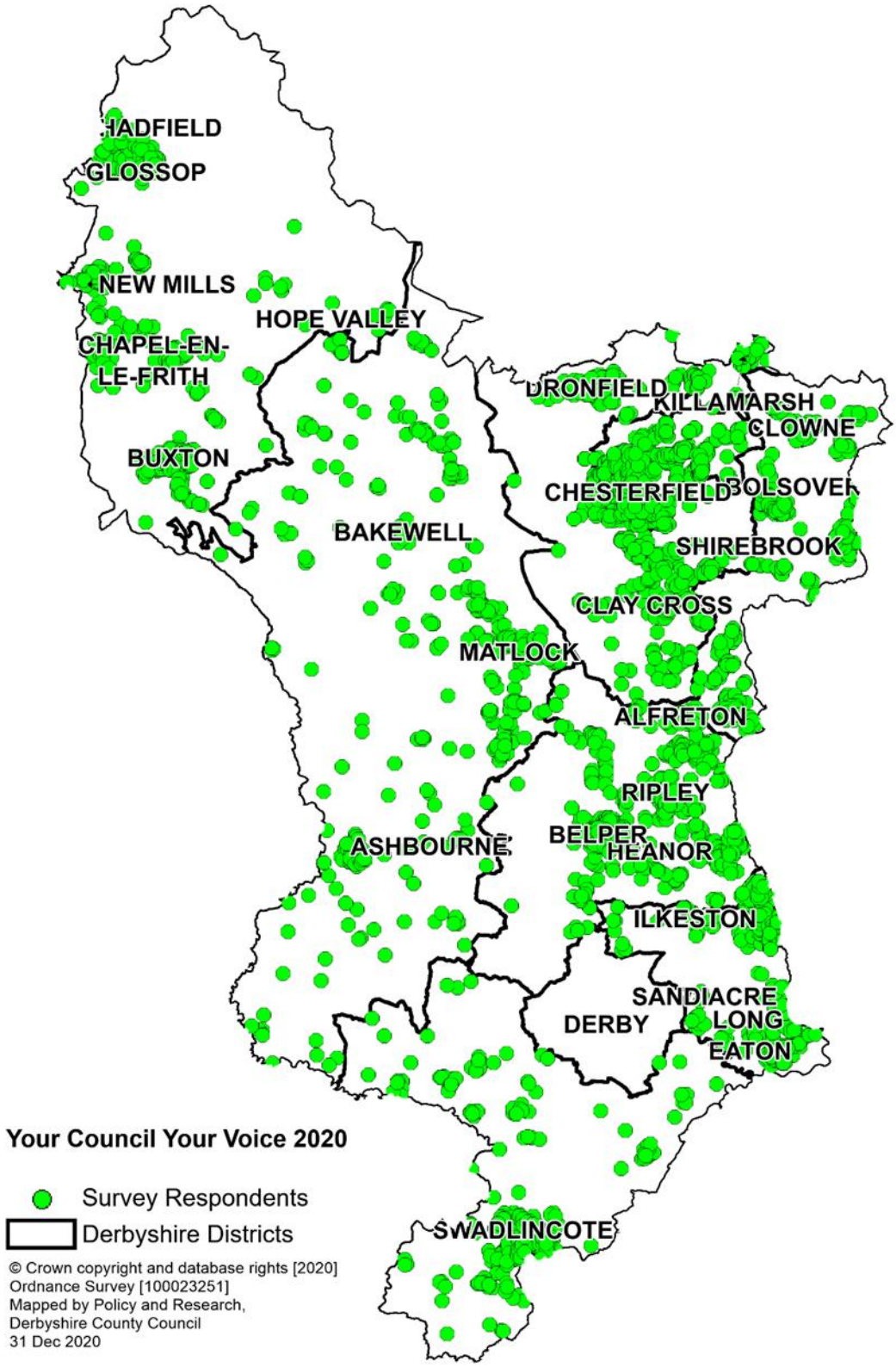
9 Officer's Recommendation

That the views of the consultation respondents are taken into account by Cabinet in formulating its proposals to Full Council regarding the Revenue Budget for 2021-22.

PETER HANDFORD

Director of Finance & ICT

Map - Location of Your Council Your Voice 2020 Survey Respondents



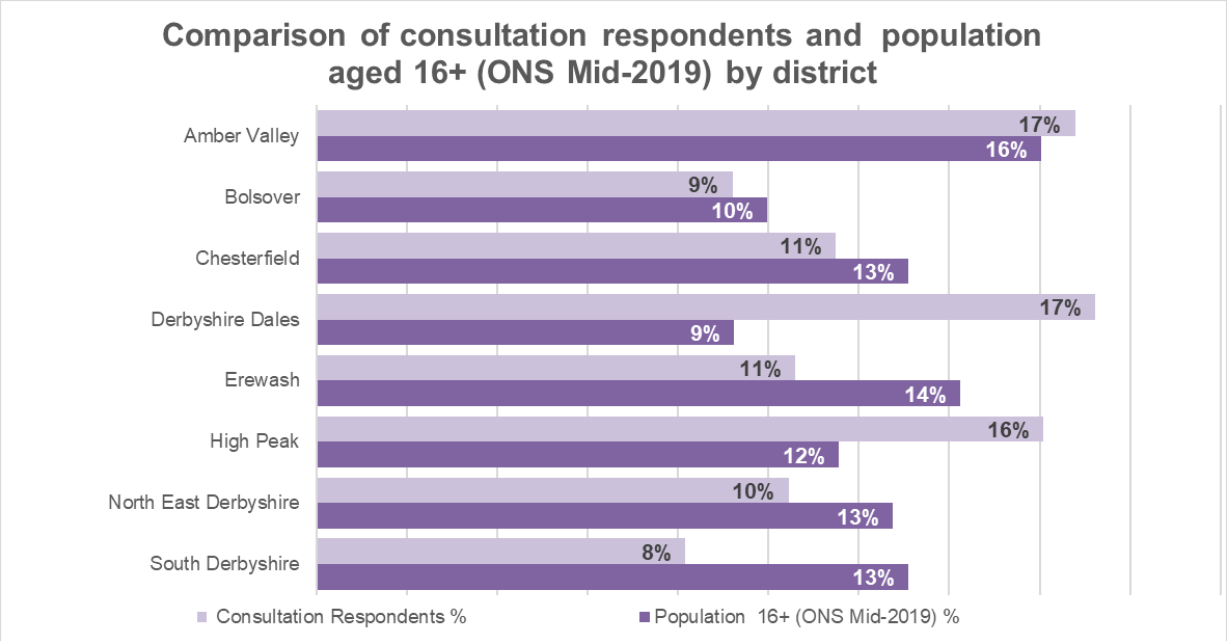
Demographic Profile of Budget Consultation Respondents

A total of 2,169 people responded to the consultation, but the analysis included in this report looks at the analysis of 2,101 respondents. This excludes the responses of 9 people who lived outside Derbyshire and those of 52 who submitted multiple entries. The total number of respondents will vary for individual questions as not all respondents answered all of the questions. A small number of paper questionnaires were posted out to residents, but none were returned.

The distribution of residents for those that live within Derbyshire has been compared to the distribution of the population aged 16+ according to the latest Office for National Statistics (ONS) mid-year population estimates for 2019.

Location

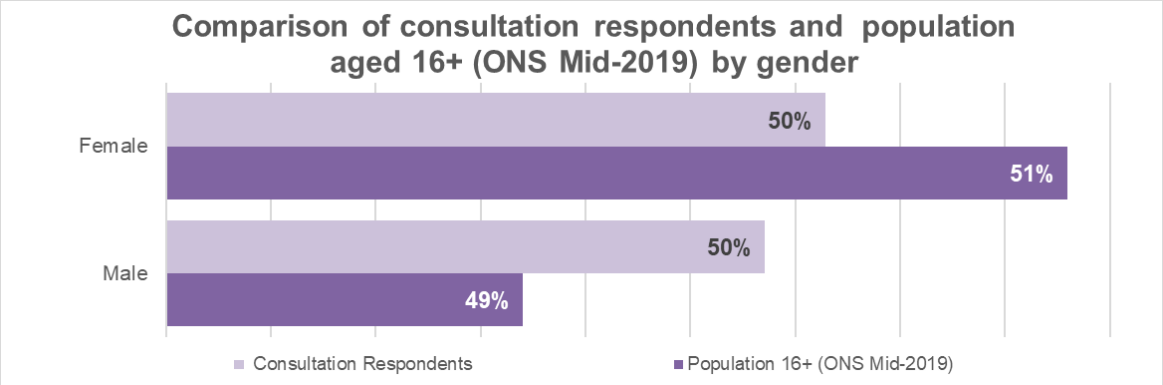
District	Consultation Respondents		Population 16+ (ONS Mid-2019)		Difference (Respondents - Population)	
	Number	%	Number	%		
Amber Valley	339	17%	106,603	16%	0.8%	↑
Bolsover	186	9%	66,277	10%	-0.8%	↓
Chesterfield	232	11%	87,043	13%	-1.6%	↓
Derbyshire Dales	348	17%	61,490	9%	8.0%	↑
Erewash	214	11%	94,721	14%	-3.7%	↓
High Peak	325	16%	76,866	12%	4.5%	↑
North East Derbyshire	211	10%	84,857	13%	-2.3%	↓
South Derbyshire	165	8%	87,110	13%	-4.9%	↓
Total	**2,020**	**100%**	**664,967**	**100%**		



Gender

The gender and age profile of respondents have also been compared to the profile of all residents as given by the mid-2019 ONS population estimates.

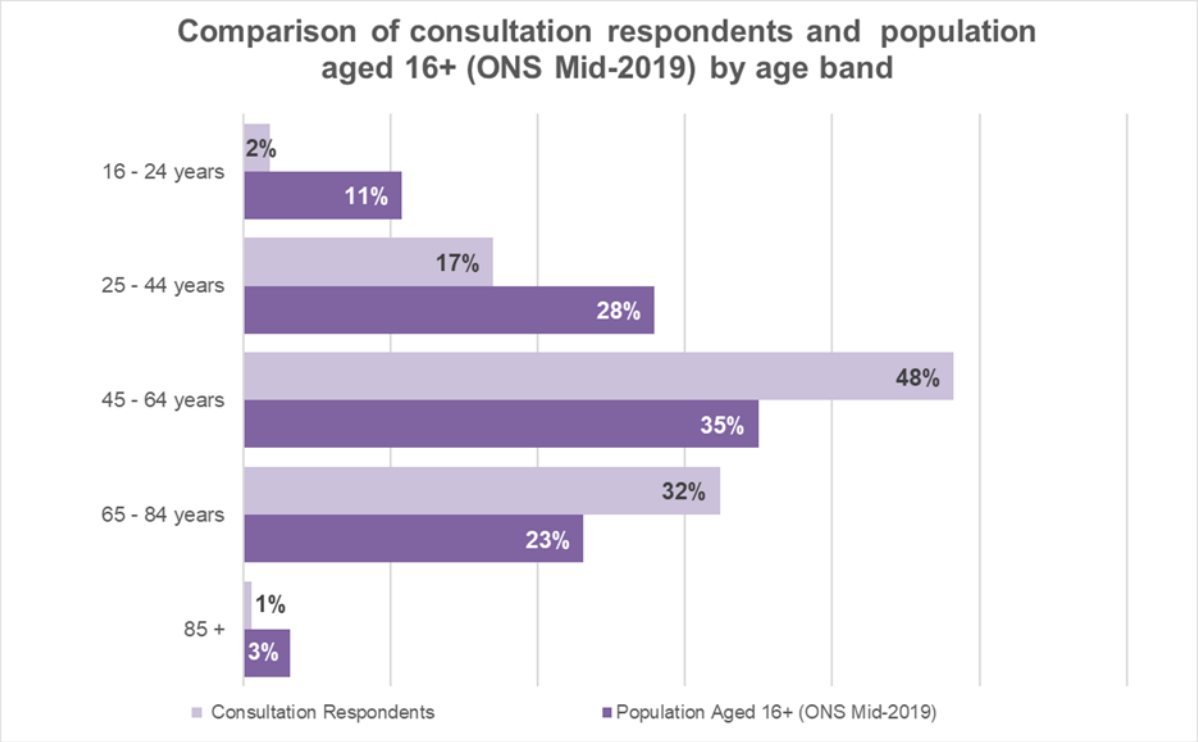
Gender	Consultation Respondents		Population 16+ (ONS Mid-2019)		Difference (Respondents - Population)	
	Number	%	Number	%		
Female	1,044	50%	341,126	51%	-1.2%	↓
Male	1,038	50%	323,841	49%	1.2%	↑
Total	**2,082**	**100%**	**664,967**	**100%**		



Age

Age Band	Consultation Respondents		Population Aged 16+ (ONS Mid-2019)		Difference (Respondents - Population)	
	Number	%	Number	%		
16 - 24 years	37	2%	71,680	11%	-9%	↓
25 - 44 years	349	17%	185,650	28%	-10.9%	↓
45 - 64 years	991	48%	232,681	35%	13.3%	↑
65 - 84 years	665	32%	153,660	23%	9.3%	↑
85 +	12	1%	21,296	3%	-2.6%	↓
Total 16 or over	**2,054**	**100%**	**664,967**	**100%**		

The average age of respondents was 57 years.



Disability

Do you consider yourself disabled?	Consultation Respondents	
	Number	%
Yes	322	16%
No	1,722	84%
Total	**2,044**	**100%**

Infographic – Your Council Your Voice 2020 Survey Summary Results

Your Council Your Voice Headline Results 2020

2,101 residents responded to the survey which asked for views on a range of Council services and priorities, support and living in Derbyshire

50% of respondents were female

The average age of respondents was **57** years with the youngest being **14** and the oldest **92**

53% were satisfied with how the the Council runs things

36% had given unpaid help to groups, clubs or organisations once at least once a month

58% said they trust the Council

75% agreed Derbyshire is a safe place to live

79% were satisfied with their local area as a place to live

Percentage of residents who agreed that the Council:

- Stands up for Derbyshire - 55%
- Keeps them informed about decisions - 51%
- Makes it easy to access services - 48%
- Treats people fairly - 48%
- Provides value for money - 39%

Percentage who were satisfied or dissatisfied with services:

highest satisfaction levels:

Countryside services e.g. trails & country	78.1
Waste & recycling centres	77.9
Libraries	55.9

highest dissatisfaction levels:

Highway services including planning & maintenance	44.7
Support for older adults	29.6
Day care/residential care for older adults	29.3

Policy & Research - January 2021

Source: Derbyshire County Council Your Council Your Voice Survey 2020

DERBYSHIRE County Council

Infographic – Your Council Your Voice 2020 Focus Groups Summary

Derbyshire Budget Consultation Online Focus Groups November/December 2020

22 residents took part in **5** online focus groups

12 of those taking part were male and 10 female

The average age of those attending was **62** years, the youngest person was **40** and the oldest **74**

What does 'Value for Money' mean?

Generally people agreed it was difficult to judge value for money, they felt it would be useful to be given additional information including:

Budget information

Performance levels

Services provided

What influences levels of satisfaction?

Why are services selected as priorities?

The top 3 priorities from the survey are:

- Highway services
- Waste & recycling centres
- Environmental policy inc. flooding & climate change

Why?

We all use roads in some way
We all need to consider our actions on the planet
We all produce waste

Priorities may vary depending on:

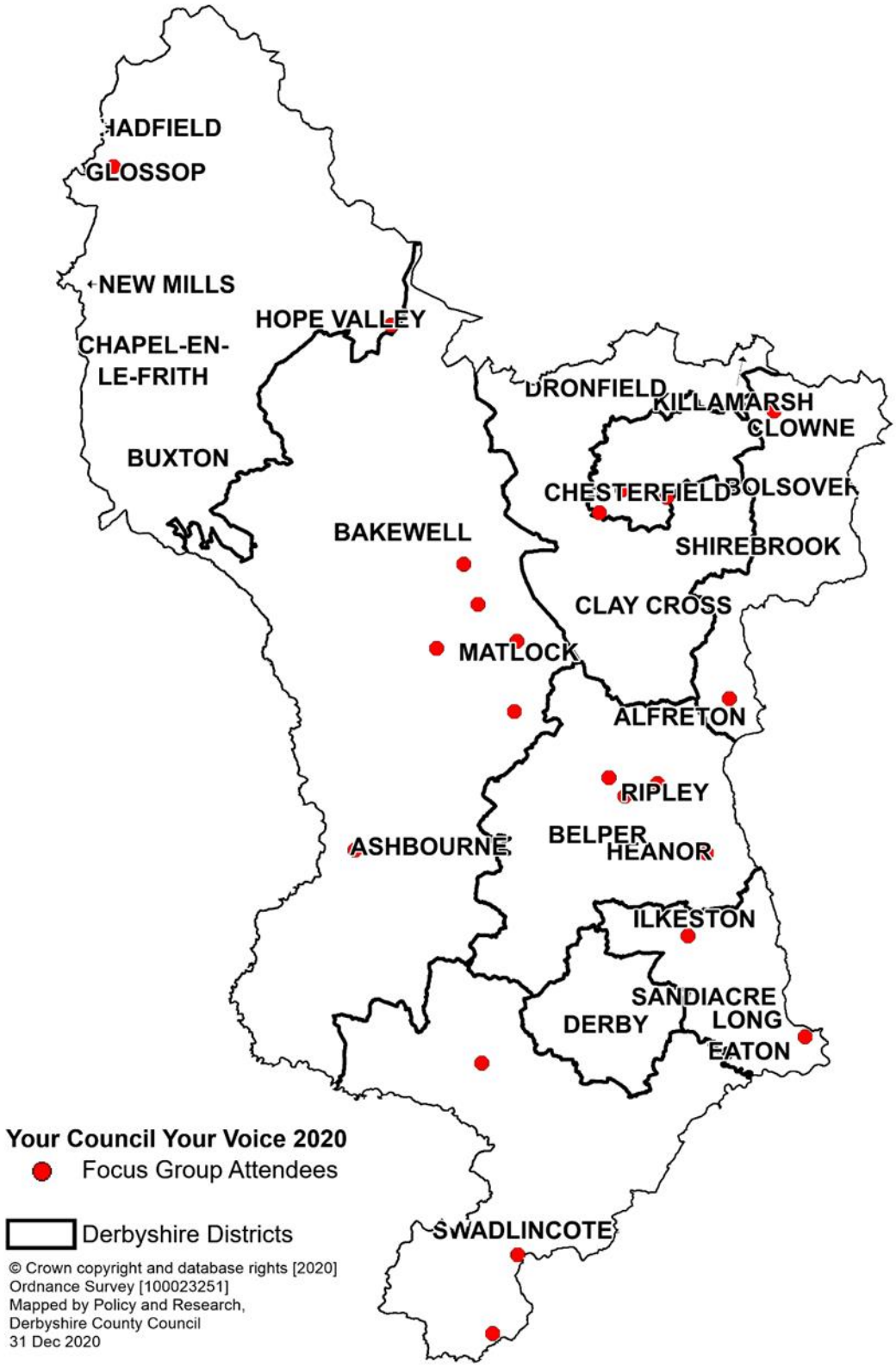
Where people are in their life
How people are answering the survey
Lack of understanding of services/information

Policy & Research - January 2021

Source: Derbyshire County Council Budget Online Focus Groups November/December 2020

DERBYSHIRE County Council

Map – Location of Your Council Your Voice 2020 Focus Groups Attendees

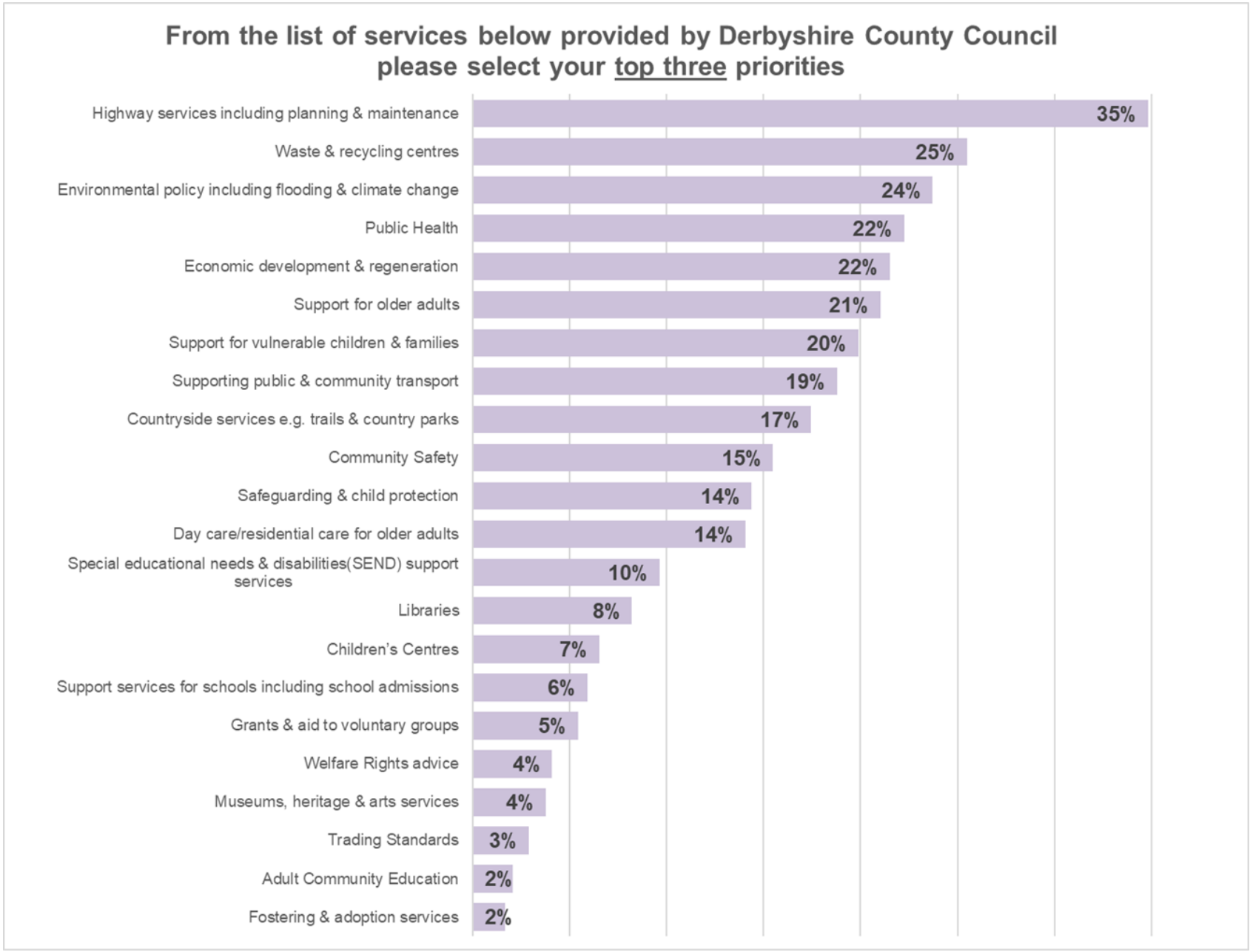


Budget Consultation - Analysis of Consultation Responses

All Derbyshire Residents

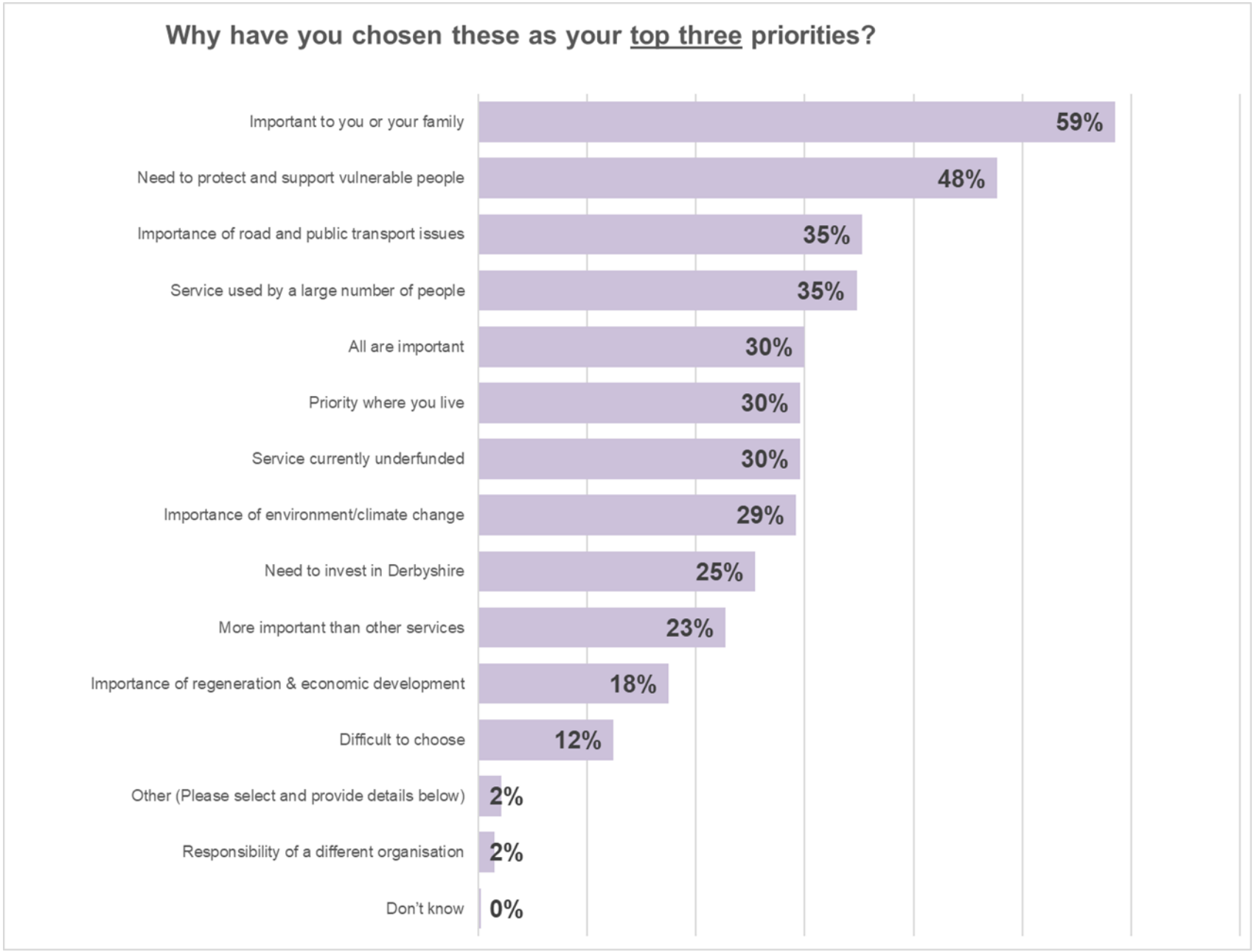
From the list of services below provided by Derbyshire County Council please select your top three priorities:

From the list of services below provided by Derbyshire County Council please select your top three priorities:			
Priority	**Consultation responses**		
	Number	**%**	**Rank**
Highway services including planning & maintenance	728	**35%**	**1**
Waste & recycling centres	533	**25%**	**2**
Environmental policy including flooding & climate change	496	**24%**	**3**
Public Health	465	22%	4
Economic development & regeneration	450	22%	5
Support for older adults	440	21%	6
Support for vulnerable children & families	416	20%	7
Supporting public & community transport	393	19%	8
Countryside services e.g. trails & country parks	365	17%	9
Community Safety	324	15%	10
Safeguarding & child protection	301	14%	11
Day care/residential care for older adults	294	14%	12
Special educational needs & disabilities(SEND) support services	202	10%	13
Libraries	172	8%	14
Children's Centres	137	7%	15
Support services for schools including school admissions	124	6%	16
Grants & aid to voluntary groups	114	5%	17
Welfare Rights advice	86	4%	18
Museums, heritage & arts services	79	4%	19
Trading Standards	61	3%	20
Adult Community Education	43	2%	21
Fostering & adoption services	35	2%	22
Total	**6,258**	**299%**	
NB. The responses sum to approximately 300% as each respondent was asked to choose three options			


From the list of services below provided by Derbyshire County Council please select your top three priorities
Highway services including planning & maintenance 35%
Waste & recycling centres 25%
Environmental policy including flooding & climate change 24%
Public Health 22%
Economic development & regeneration 22%
Support for older adults 21%
Support for vulnerable children & families 20%
Supporting public & community transport 19%
Countryside services e.g. trails & country parks 17%
Community Safety 15%
Safeguarding & child protection 14%
Day care/residential care for older adults 14%
Special educational needs & disabilities(SEND) support services 10%
Libraries 8%
Children's Centres 7%
Support services for schools including school admissions 6%
Grants & aid to voluntary groups 5%
Welfare Rights advice 4%
Museums, heritage & arts services 4%
Trading Standards 3%
Adult Community Education 2%
Fostering & adoption services 2%

Why have you chosen these services as your top three priorities?

Why have you chosen these services as your top three priorities:			
	Consultation responses		
	Number	%	Rank
Important to you or your family	1,215	**59%**	**1**
Need to protect and support vulnerable people	990	**48%**	**2**
Importance of road and public transport issues	733	**35%**	**3**
Service used by a large number of people	722	35%	4
All are important	623	30%	5
Priority where you live	614	30%	6
Service currently underfunded	614	30%	7
Importance of environment/climate change	606	29%	8
Need to invest in Derbyshire	529	25%	9
More important than other services	472	23%	10
Importance of regeneration & economic development	364	18%	11
Difficult to choose	258	12%	12
Other (Please select and provide details below)	45	2%	13
Responsibility of a different organisation	32	2%	14
Don't know	6	0%	15


Why have you chosen these as your top three priorities?
Important to you or your family
59%
Need to protect and support vulnerable people
48%
Importance of road and public transport issues
35%
Service used by a large number of people
35%
All are important
30%
Priority where you live
30%
Service currently underfunded
30%
Importance of environment/climate change
29%
Need to invest in Derbyshire
25%
More important than other services
23%
Importance of regeneration & economic development
18%
Difficult to choose
12%
Other (Please select and provide details below)
2%
Responsibility of a different organisation
2%
Don't know
0%

Only 2% of respondents (45) chose “Other” as an option, twelve of the comments duplicated the question options, the remaining have been grouped into a range of topics including:

- Important for mental health and wellbeing (6)
- Support the children and young people of Derbyshire (5)
- Covid-19 related (5)

Examples of comments include:

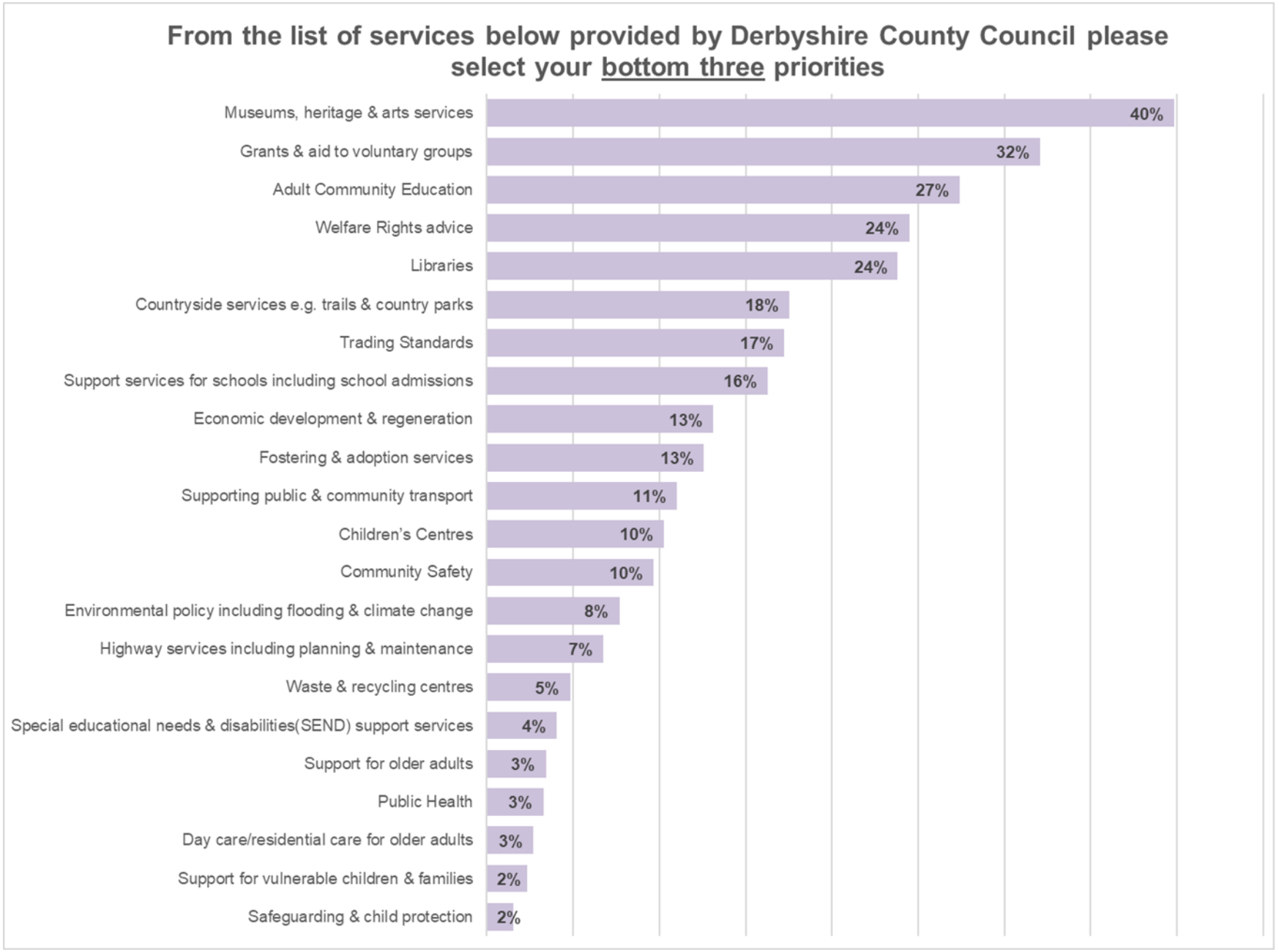
- "Countryside / trails are important for mental and physical health"
- "Future global challenges that will directly affect us here in Derbyshire"
- "Covid has clearly shown we can't trust central government to manage Test Track & Trace.....we need an effective Public Health service run locally"
- "Not enough investment in public health as the Covid-19 pandemic has highlighted"
- "I would like to see something about looking out for the local residents of Derbyshire. Services are important, but I think more emphasis should be given to residents rather than visitors. I think Covid-19 has shown this to be true as more & more people came into the Peak District"
- "Whilst all areas need to be funded, I feel that the three I selected should get a bigger slice of the pie'"
- "Need to support Derbyshire's heritage by supporting museums"
- "Priorities have changed due to Covid"
- "I feel that my three choices would help to maintain a safe and prosperous community for all"
- "Investment in these areas will generate wealth and therefore the Council’s income and its ability to fund all the other sectors"
- "Combating the climate and ecological emergency is of overriding importance. After Covid, people need new, green, sustainable jobs"
- "Anything which helps children gain a better future is so important"
- "Many of these are interdependent, for example I believe that climate change is the biggest issue for the next few decades and transport, regeneration and new models of economic 'success' all underpin this. If we don't get this one right, and quickly, we are compounding problems for the future"
- "Services for teenagers in Derbyshire is now very underfunded and Covid has not helped young people. Mental health problems will have escalated now and youth centres are now not available in many areas of the county. Young people need the care and support of youth workers more than ever"
- "These are the Cinderella services that make life in Derbyshire so much better but if they weren't funded by the Council they would disappear"
- "I would like to see greater funding and consideration to cycle ways in Derbyshire and green transport in general. Cycling is so underrated as it is green, healthy and cost effective for people. I would like to see

Derbyshire lead the way re cycling which would also promote tourism. Just do it!"

- "The most vulnerable if old or young must be supported"
- "These surveys are always too simplistic. All things the Council does are important and affect wellbeing"
- "All services listed and provided by the Council are important dependant on who you are and what issues you have to deal with in everyday life. All services currently provided are what makes Derbyshire such a decent place to live in"

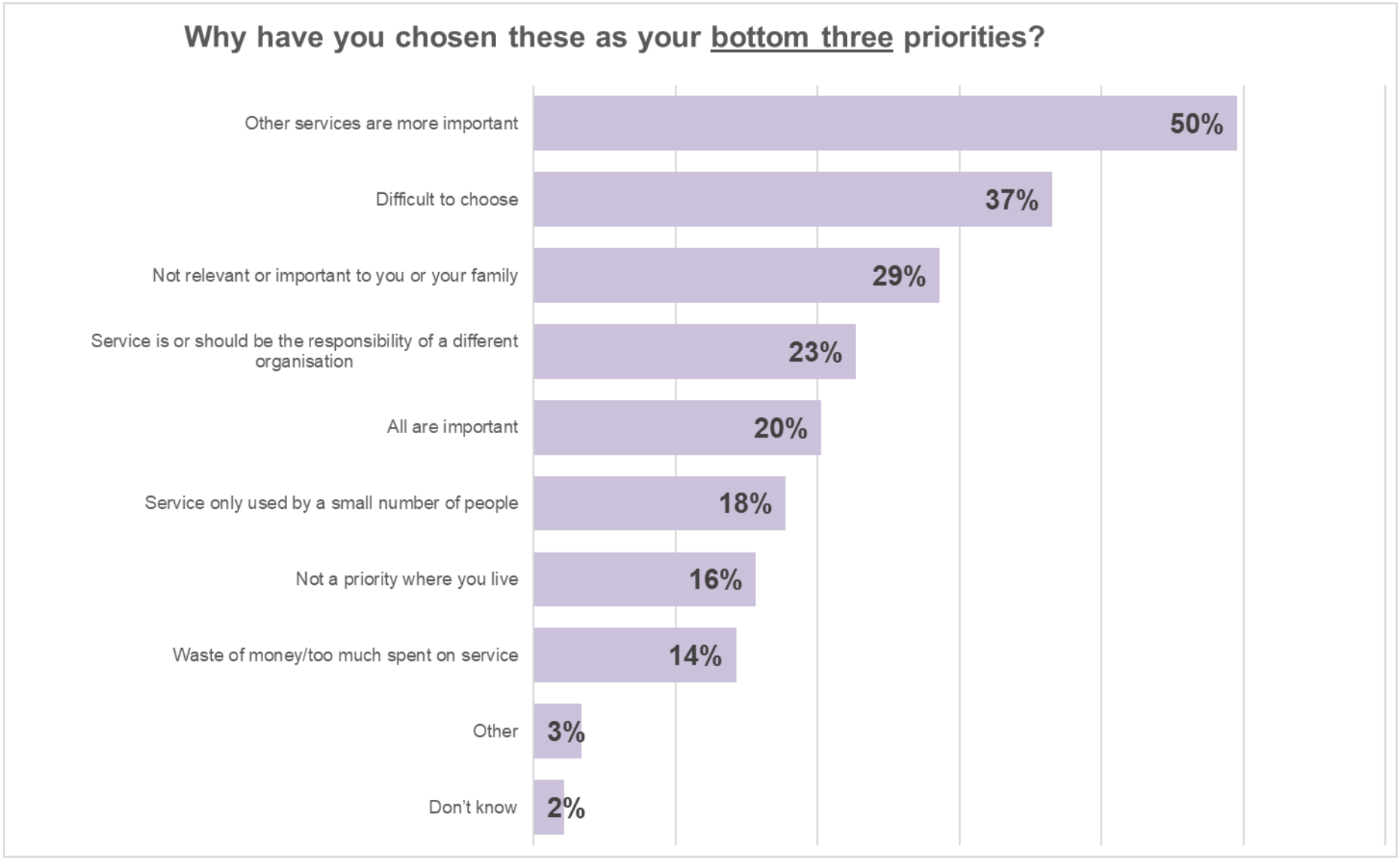
From the list of services below provided by Derbyshire County Council please select your <u>bottom three</u> priorities:

Priority	Consultation Responses		
	Number	%	Rank
Museums, heritage & arts services	766	**40%**	**1**
Grants & aid to voluntary groups	617	**32%**	**2**
Adult Community Education	527	**27%**	**3**
Welfare Rights advice	471	24%	4
Libraries	458	24%	5
Countryside services e.g. trails & country parks	337	18%	6
Trading Standards	331	17%	7
Support services for schools including school admissions	313	16%	8
Economic development & regeneration	252	13%	9
Fostering & adoption services	242	13%	10
Supporting public & community transport	212	11%	11
Children's Centres	197	10%	12
Community Safety	186	10%	13
Environmental policy including flooding & climate change	148	8%	14
Highway services including planning & maintenance	130	7%	15
Waste & recycling centres	93	5%	16
Special educational needs & disabilities(SEND) support services	78	4%	17
Support for older adults	66	3%	18
Public Health	63	3%	19
Day care/residential care for older adults	52	3%	20
Support for vulnerable children & families	45	2%	21
Safeguarding & child protection	29	2%	22
Total	**5,613**	**292%**	
NB. The responses sum to approximately 300% as each respondent was asked to choose three options			


From the list of services below provided by Derbyshire County Council please select your bottom three priorities
Museums, heritage & arts services 40%
Grants & aid to voluntary groups 32%
Adult Community Education 27%
Welfare Rights advice 24%
Libraries 24%
Countryside services e.g. trails & country parks 18%
Trading Standards 17%
Support services for schools including school admissions 16%
Economic development & regeneration 13%
Fostering & adoption services 13%
Supporting public & community transport 11%
Children's Centres 10%
Community Safety 10%
Environmental policy including flooding & climate change 8%
Highway services including planning & maintenance 7%
Waste & recycling centres 5%
Special educational needs & disabilities(SEND) support services 4%
Support for older adults 3%
Public Health 3%
Day care/residential care for older adults 3%
Support for vulnerable children & families 2%
Safeguarding & child protection 2%

Why have you chosen these services as your bottom three priorities?

Why have you chosen these services as your bottom three priorities:			
	Consultation responses		
	Number	%	Rank
Other services are more important	1,019	**50%**	**1**
Difficult to choose	751	**37%**	**2**
Not relevant or important to you or your family	588	**29%**	**3**
Service is or should be the responsibility of a different organisation	467	23%	4
All are important	417	20%	5
Service only used by a small number of people	365	18%	6
Not a priority where you live	322	16%	7
Waste of money/too much spent on service	293	14%	8
Other	69	3%	9
Don't know	44	2%	10


Why have you chosen these as your bottom three priorities?
Other services are more important
50%
Difficult to choose
37%
Not relevant or important to you or your family
29%
Service is or should be the responsibility of a different organisation
23%
All are important
20%
Service only used by a small number of people
18%
Not a priority where you live
16%
Waste of money/too much spent on service
14%
Other
3%
Don't know
2%

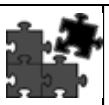
3% of respondents (69) chose “Other” as an option, the details provided by these respondents has been summarised into a range of topics including:

- All services are important (18)
- Could be done private or by voluntary/charity sector (8)
- Only made the choice because they had to (6)

Examples of comments include:

- "These places should not be being used during a global pandemic"
- "All services are important. It is not right that a shortage of funding should penalise any"
- "Could be done by a private company rather than council"
- "Libraries, almost obsolete & used by a minority. Museums / Arts are nice to have not essential"
- "With the Covid-19 virus I realise that your priorities need to change in order to help those affected"
- "Already getting enough support"
- "Difficult to place 3 services as low priority since within each service there will be elements of low priority"
- "Libraries and museums are important, but not a priority during Covid"
- "At a time of budget cuts, and reduced Council income streams, I believe other areas are more vital"
- "Adult education courses are available online and may therefore be considered a lower priority"
- "I guess the least important are the ones that affect fewest people"
- "Other places are available to go for the same advice or service"
- "I had to choose the three least important, but they are still important!!!"
- "I could not rule out any of the services, they are all important to some people in Derbyshire"
- "Other sources of grant funding are available"
- "Think all areas are important but libraries and museums should be funded by charitable funding"
- "Some can seek grants/alternative funding"
- "Set a needs Budget – no to cuts"
- "If you're asking us to decide which of the parts of your job you aren't going to do, I'm not playing"

Please rank the following options that the Council could use to save money or raise additional revenue from 1 to 9 in order of importance.
(Please rank the option you consider most important as 1, the second most important as 2 through to the least important option as 9)

Rank		Option
	1	Work with other councils to deliver 'shared services'
	2	Use other ways of delivering services such as local trusts or other 'not for profit' partnerships
	3	Put more services on-line
	4	Reduce the number of properties the Council owns
	5	Use Council assets to win business from the private sector
	6	Reduce or stop delivery of less important services
	7	Maintain services but do less frequently or reduce level of service
	8	Increase charges for services supplied to the public
	9	Increase Council Tax

If you have any other suggestions for how you think the Council could save money or raise additional revenue, please provide details.

Most people (1,454) did not make any suggestions on alternative ways for saving money or raising additional revenue. An additional 9 people referred to services that were provided by district/borough councils or other organisations such as police or health. A further 100 comments duplicated the 9 options that respondents had been asked to rank.

The remaining comments were grouped into a range of topics including:

- Staffing issues (148) - including reducing the number, pay, sick leave and pensions of managers and staff and increasing productivity
- Increasing funding (39) by various ways including lobbying Government, local income tax, council tax and lottery funding
- Council workers work from home / Have meetings online - sell off buildings, save building costs, environmental reasons (28)

Examples of comments include:

- “Less management and red tape would save quite a lot of money and streamline the Council”
- “Consolidate the resources utilised across the County. Have one County-wide authority.”
- “Improve the quality and control of contracted services to get better value for money”
- “Concentrate on core business, vulnerable adults and children and transport/highways"
- “Save revenue by improving procurement”
- “I feel it is essential that the Council explores amalgamating all the local authority areas within the county”
- “Share with other providers across public sector”
- “Should look to work more closely with other East Midlands Counties. Also look at new technology.”
- “Look at earlier intervention as well as permanent solutions- e.g. adoption rather than fostering”
- “Set up a voluntary organisation to plug the gaps in services i.e. ask the public to become involved”
- “Demand more funding from central Government”
- “Use more renewable energy, make more services available online".
- "Make a small charge, i.e. 50p or £1 per visit to Council refuse sites”
- “More working from home to save on heating and maintenance of offices”
- “Use local suppliers, contractors within Derbyshire thus recirculating the Derbyshire £”

- “Smarter working with community agencies who are providing such valuable services”
- “Reduce 'red-tape'... simplify procedures”
- “Allow more flexible working for staff moving forward so that buildings can be sold”
- “Reduce concessions on bus fares. I think a charge of 50p per journey would be better”
- “Manage your staff and functions more like a business, less waste less dead wood”
- “Encourage more voluntary action, e.g. countryside services, support for older adults”
- “Definitely look at providing services to other authorities in order to obtain efficiencies/income”
- "Sometimes long-time investment saves money in future, money makes money”
- “Reduce number of committees and associated meetings. Continue with virtual meetings when essential”
- “Petition central Government to provide an increase in funding, access to grants etc”
- "Amalgamate with district and borough councils. Most people don’t know who provides their services"
- "Turn streetlights off or down after 9pm, particularly in side roads as most in bed by then"
- "Increase working from home and sell Council properties to release capital and revenue"
- "Reduce bureaucracy and be more cost effective. Stop trying to be a business you are a service"
- "Become a bit more business oriented and get some advice from the private sector"
- "Culture change amongst staff. Efficient ways of working. Departments within the Council working together"
- "Once the Covid-19 pandemic is over, continue to allow staff to work from home where possible"
- "Potholes in roads repaired in a more permanent way rather than just filling them with tarmac"
  “Think quality on contracts/repairs/procurement - the cheapest is not always 'Best Value'"
  "Could you collaborate with other councils on purchasing services, items and sharing expertise"

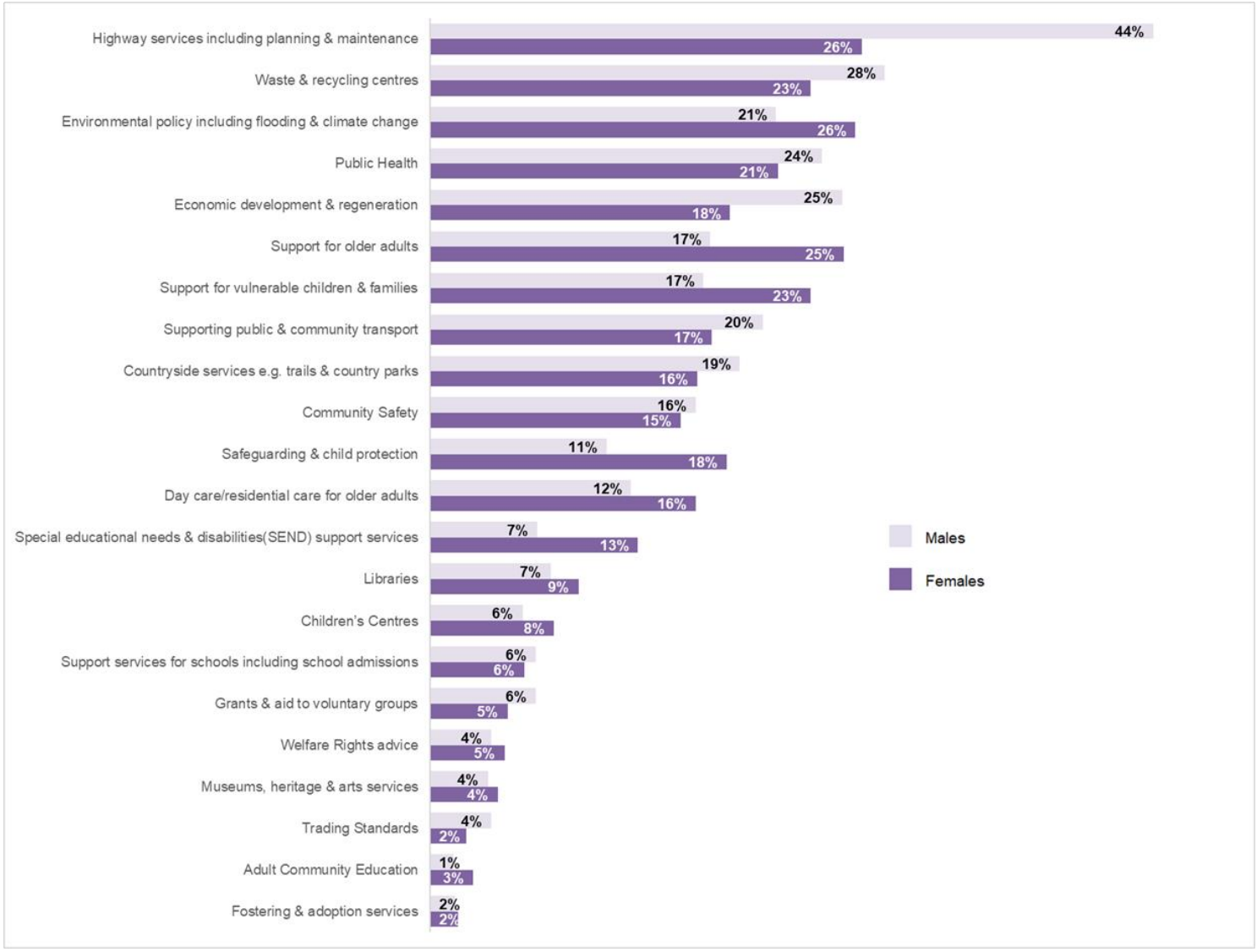
Analysis of Consultation Responses – By Gender

From the list of services below provided by Derbyshire County Council please select your top three priorities:

Priority	Consultation Responses - By Gender					
	Males		Females		All respondents	
	Number	Percentage	Number	Percentage	Number	Percentage
Highway services including planning & maintenance	447	**44%**	272	**26%**	728	**35%**
Waste & recycling centres	281	**28%**	240	23%	533	**25%**
Environmental policy including flooding & climate change	214	21%	268	**26%**	496	**24%**
Public Health	243	24%	219	21%	465	22%
Economic development & regeneration	255	**25%**	189	18%	450	22%
Support for older adults	173	17%	261	**25%**	440	21%
Support for vulnerable children & families	169	17%	240	23%	416	20%
Supporting public & community transport	206	20%	178	17%	393	19%
Countryside services e.g. trails & country parks	192	19%	168	16%	365	18%
Community Safety	164	16%	158	15%	324	16%
Safeguarding & child protection	109	11%	187	18%	301	15%
Day care/residential care for older adults	124	12%	167	16%	294	14%
Special educational needs & disabilities(SEND) support services	66	7%	131	13%	202	10%
Libraries	74	7%	93	9%	172	8%
Children's Centres	57	6%	78	8%	137	7%
Support services for schools including school admissions	65	6%	59	6%	124	6%
Grants & aid to voluntary groups	65	6%	49	5%	114	6%
Welfare Rights advice	38	4%	47	5%	86	4%
Museums, heritage & arts services	36	4%	43	4%	79	4%
Trading Standards	38	4%	23	2%	61	3%
Adult Community Education	14	1%	27	3%	43	2%
Fostering & adoption services	15	2%	18	2%	35	2%
Total	**3,045**	**299%**	**3,115**	**300%**	**6,258**	**299%**

Please note the percentages sum to 300% as respondents were asked to choose 3 priorities

From the list of services below provided by Derbyshire County Council please select your <u>top three</u> priorities:

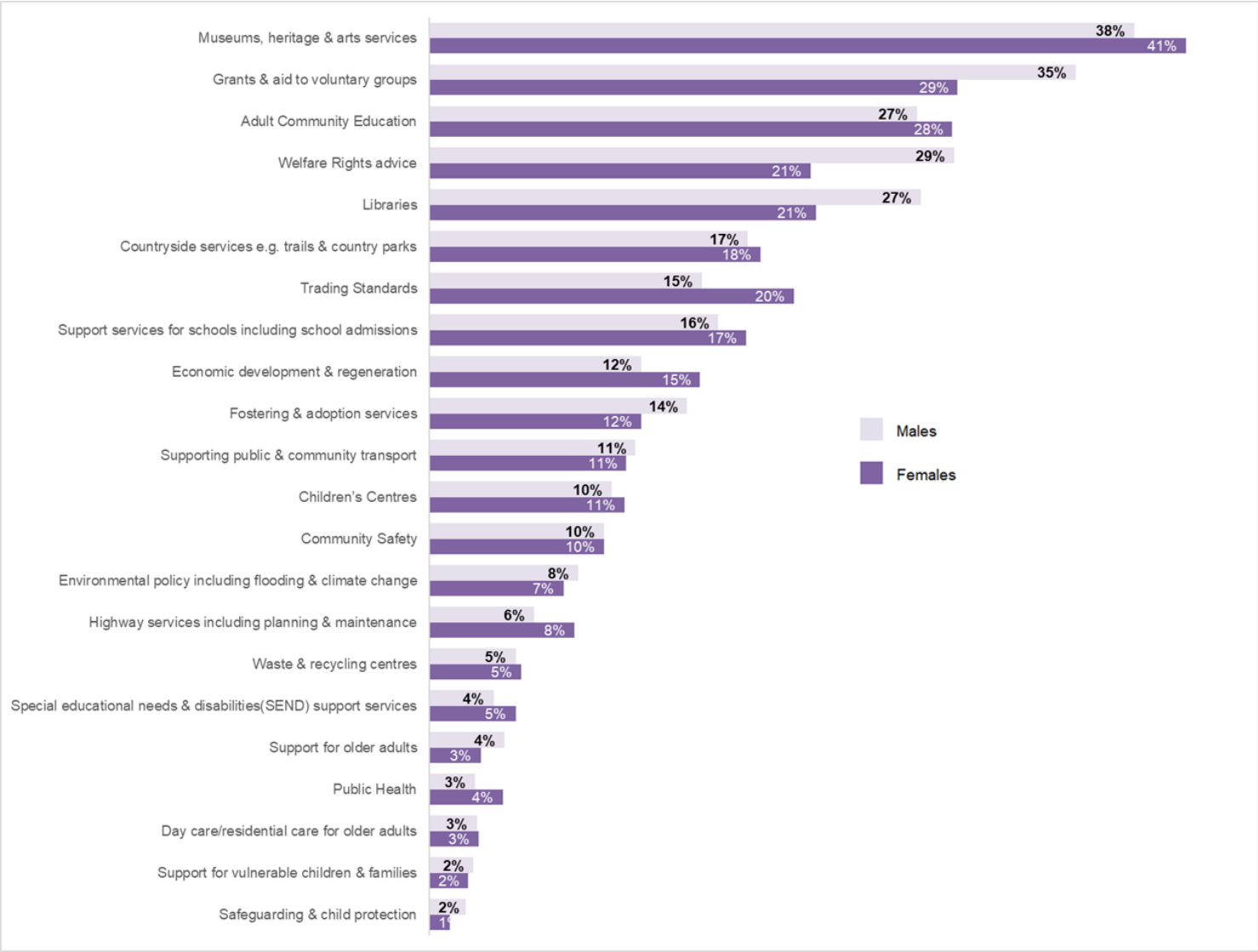


From the list of services below provided by Derbyshire County Council please select your bottom three priorities:

Priority	Consultation Responses - By Gender					
	Males		Females		All respondents	
	Number	Percentage	Number	Percentage	Number	Percentage
Museums, heritage & arts services	366	**38%**	387	**41%**	766	**40%**
Grants & aid to voluntary groups	335	**35%**	270	**29%**	617	**32%**
Adult Community Education	253	27%	267	**28%**	527	**27%**
Welfare Rights advice	272	**29%**	195	21%	471	24%
Libraries	255	27%	198	21%	458	24%
Countryside services e.g. trails & country parks	165	17%	169	18%	337	18%
Trading Standards	141	15%	186	20%	331	17%
Support services for schools including school admissions	150	16%	162	17%	313	16%
Economic development & regeneration	110	12%	138	15%	252	13%
Fostering & adoption services	134	14%	108	12%	242	13%
Supporting public & community transport	107	11%	101	11%	212	11%
Children's Centres	95	10%	100	11%	197	10%
Community Safety	91	10%	89	10%	186	10%
Environmental policy including flooding & climate change	77	8%	69	7%	148	8%
Highway services including planning & maintenance	54	6%	74	8%	130	7%
Waste & recycling centres	45	5%	47	5%	93	5%
Special educational needs & disabilities(SEND) support services	33	4%	44	5%	78	4%
Support for older adults	39	4%	26	3%	66	3%
Public Health	24	3%	38	4%	63	3%
Day care/residential care for older adults	25	3%	25	3%	52	3%
Support for vulnerable children & families	23	2%	20	2%	45	2%
Safeguarding & child protection	19	2%	10	1%	29	2%
Total	**2,813**	**295%**	**2,723**	**290%**	**5,613**	**292%**

NB. The responses sum to approximately 300% as each respondent was asked to choose three options

From the list of services below provided by Derbyshire County Council please select your <u>bottom three</u> priorities:



Please rank the following options that the Council could use to save money or raise additional revenue from 1 to 9 in order of importance *(Please rank the option you consider most important as 1, the second as 2 through to the least important option as 9)*			
	Consultation Responses - By Gender		
	Males	**Females**	**All respondents**
	Overall Rank	**Overall Rank**	**Overall Rank**
Work with other councils to deliver 'shared services'	**1**	**1**	**1**
Put more services on-line	**2**	**3**	**2**
Use other ways of delivering services such as local trusts or other 'not for profit' partnerships	**3**	**2**	**2**
Reduce the number of properties the Council owns	5	4	4
Use Council assets to win business from the private sector	6	5	5
Reduce or stop delivery of less important services	4	6	6
Maintain services but do less frequently or reduce level of service	7	7	7
Increase charges for services supplied to the public	8	8	8
Increase Council Tax	9	9	9

Analysis of Consultation Responses – All Derbyshire Respondents By Age Group

From the list of services below provided by Derbyshire County Council please select your top three priorities:												
Priority	**Consultation Responses - By Age Band**											
	16 - 24 years		**25 - 44 years**		**45 - 64 years**		**65-84 years**		**85 and over**		**All respondents**	
	Number	**Percentage**	**Number**	**Percentage**	**Number**	**Percentage**	**Number**	**Percentage**	**Number**	**Percentage**	**Number**	**Percentage**
Highway services including planning & maintenance	10	**28%**	100	**29%**	338	**35%**	250	**38%**	2	17%	728	**35%**
Waste & recycling centres	8	22%	65	19%	257	**26%**	183	**28%**	4	**33%**	533	**25%**
Environmental policy including flooding & climate change	13	**36%**	92	**27%**	228	**23%**	142	22%	3	**25%**	496	**24%**
Public Health	6	17%	68	20%	216	22%	165	**25%**	3	**25%**	465	22%
Economic development & regeneration	15	**42%**	83	24%	208	21%	131	20%	2	17%	450	22%
Support for older adults	1	3%	53	15%	219	22%	153	23%	3	**25%**	440	21%
Support for vulnerable children & families	9	25%	71	21%	214	22%	109	17%	1	8%	416	20%
Supporting public & community transport	10	**28%**	55	16%	150	15%	161	25%	4	**33%**	393	19%
Countryside services e.g. trails & country parks	7	19%	85	**25%**	165	17%	97	15%	1	8%	365	17%
Community Safety	4	11%	57	17%	147	15%	103	16%	2	17%	324	15%
Safeguarding & child protection	6	17%	68	20%	146	15%	74	11%	0	0%	301	14%
Day care/residential care for older adults	2	6%	34	10%	146	15%	99	15%	3	**25%**	294	14%
Special educational needs & disabilities(SEND) support services	3	8%	38	11%	100	10%	58	9%	0	0%	202	10%
Libraries	2	6%	24	7%	73	7%	65	10%	2	17%	172	8%
Children's Centres	2	6%	42	12%	68	7%	24	4%	1	8%	137	7%
Support services for schools including school admissions	0	0%	22	6%	60	6%	39	6%	1	8%	124	6%
Grants & aid to voluntary groups	4	11%	22	6%	46	5%	37	6%	1	8%	114	5%
Welfare Rights advice	1	3%	17	5%	41	4%	24	4%	0	0%	86	4%
Museums, heritage & arts services	2	6%	16	5%	40	4%	18	3%	1	8%	79	4%
Trading Standards	1	3%	3	1%	31	3%	21	3%	2	17%	61	3%
Adult Community Education	0	0%	11	3%	22	2%	9	1%	0	0%	43	2%
Fostering & adoption services	2	6%	10	3%	17	2%	4	1%	0	0%	35	2%
Total	**108**	**300%**	**1,036**	**300%**	**2,932**	**299%**	**1,966**	**299%**	**36**	**300%**	**6,258**	**299%**

NB. The responses sum to approximately 300% as each respondent was asked to choose three options

From the list of services below provided by Derbyshire County Council please select your bottom three priorities:												
	Consultation Responses - By Age Band											
	16 - 24 years		25 - 44 years		45 - 64 years		65-84 years		85 and over		All respondents	
Priority	**Number**	**Percentage**	**Number**	**Percentage**	**Number**	**Percentage**	**Number**	**Percentage**	**Number**	**Percentage**	**Number**	**Percentage**
Museums, heritage & arts services	17	**50%**	138	**42%**	351	**39%**	235	**38%**	4	**36%**	766	**40%**
Grants & aid to voluntary groups	6	18%	98	**30%**	260	**29%**	229	**37%**	7	**64%**	617	**32%**
Adult Community Education	6	18%	67	21%	236	**26%**	203	**33%**	4	**36%**	527	**27%**
Welfare Rights advice	8	**24%**	68	21%	204	23%	176	29%	4	**36%**	471	24%
Libraries	8	**24%**	82	25%	234	26%	124	20%	1	9%	458	24%
Countryside services e.g. trails & country parks	3	9%	59	18%	146	16%	123	20%	3	27%	337	18%
Trading Standards	7	21%	90	**28%**	150	17%	75	12%	0	0%	331	17%
Support services for schools including school admissions	4	12%	50	15%	144	16%	108	18%	1	9%	313	16%
Economic development & regeneration	3	9%	40	12%	126	14%	71	12%	1	9%	252	13%
Fostering & adoption services	4	12%	21	6%	123	14%	89	15%	2	18%	242	13%
Supporting public & community transport	3	9%	48	15%	105	12%	49	8%	0	0%	212	11%
Children's Centres	1	3%	30	9%	106	12%	57	9%	0	0%	197	10%
Community Safety	3	9%	25	8%	78	9%	72	12%	0	0%	186	10%
Environmental policy including flooding & climate change	6	18%	28	9%	69	8%	39	6%	1	9%	148	8%
Highway services including planning & maintenance	5	15%	28	9%	61	7%	29	5%	1	9%	130	7%
Waste & recycling centres	2	6%	21	6%	47	5%	21	3%	0	0%	93	5%
Special educational needs & disabilities(SEND) support services	3	9%	19	6%	34	4%	22	4%	0	0%	78	4%
Support for older adults	5	15%	17	5%	27	3%	15	3%	1	9%	66	3%
Public Health	1	3%	10	3%	33	4%	17	3%	1	9%	63	3%
Day care/residential care for older adults	3	9%	14	4%	24	3%	10	2%	1	9%	52	3%
Support for vulnerable children & families	1	3%	7	2%	25	3%	12	2%	0	0%	45	2%
Safeguarding & child protection	0	0%	2	1%	16	2%	10	2%	1	9%	29	2%
Total	**99**	**291%**	**962**	**294%**	**2,599**	**291%**	**1,786**	**292%**	**33**	**300%**	**5,613**	**292%**
NB. The responses sum to approximately 300% as each respondent was asked to choose three options												

Please rank the following options that the Council could use to save money or raise additional revenue from 1 to 9 in order of importance *(Please rank the option you consider most important as 1, the second as 2 through to the least important option as 9)*						
	Consultation Responses - By Age					
	16 - 24 years	**25 - 44 years**	**45 - 64 years**	**65 - 84 years**	**85 and over**	**All respondents**
	Overall Rank	**Overall Rank**	**Overall Rank**	**Overall Rank**	**Overall Rank**	**Overall Rank**
Work with other councils to deliver 'shared services'	**1**	**1**	**1**	**1**	**1**	**1**
Use other ways of delivering services such as local trusts or other 'not for profit' partnerships	**3**	**3**	**3**	**2**	5	**2**
Put more services on-line	**2**	**2**	**2**	4	4	**3**
Reduce the number of properties the Council owns	5	5	4	5	9	4
Use Council assets to win business from the private sector	7	4	5	6	5	5
Reduce or stop delivery of less important services	6	6	6	**3**	**2**	6
Maintain services but do less frequently or reduce level of service	4	7	7	6	**3**	7
Increase charges for services supplied to the public	8	8	8	8	8	8
Increase Council Tax	9	9	9	9	7	9