

# Budget Consultation 2014/2015 – Summary Messages



(Policy Committee – 11<sup>th</sup> February)

## Overview

Consultation took place between 26 September and 6 December 2013.

Details of consultation were directly sent via letter or email to:

- Parish/Town Councils
- Residents Panel
- Local voluntary/community orgs, partners and Local Action Teams on the partnership database
- Business contacts on Economic Development database

Articles were also placed in Community News; details were press released and copies placed in main Council contact points. Staff were also notified.

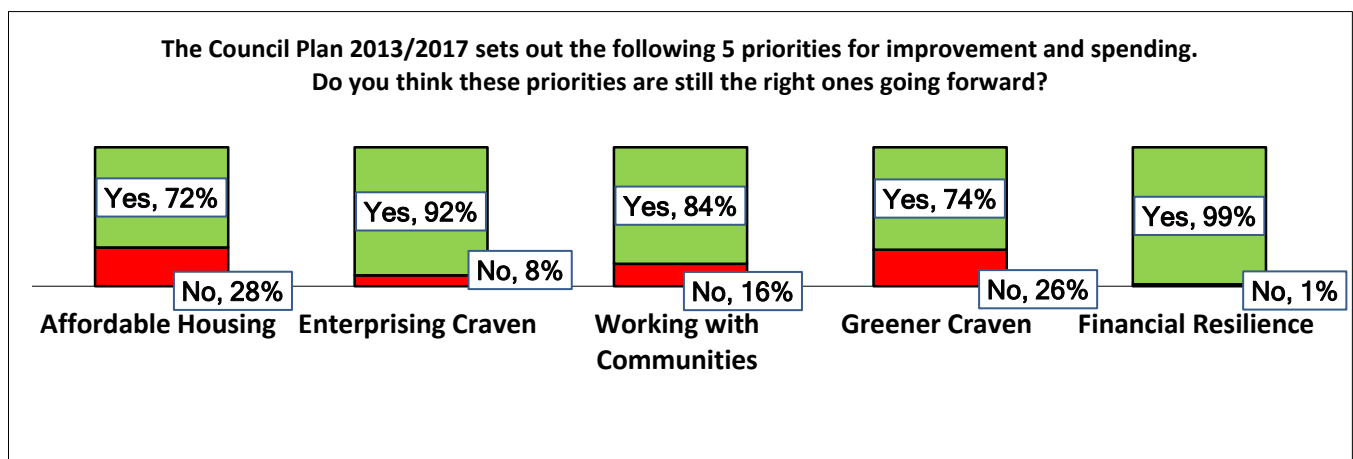
Around 490 contacts (excluding staff) were directly mailed/emailed. 87 responses were received.

This represents a return rate of 18% – a typical response rate for this kind of survey is between 10% and 20%.

A summary of the results are included at Page 2 onwards. The consultation also included a number of questions which allowed respondents to give an open response/comment. These responses are currently being considered in further detail by Council officers and will be used to feed into service planning processes.

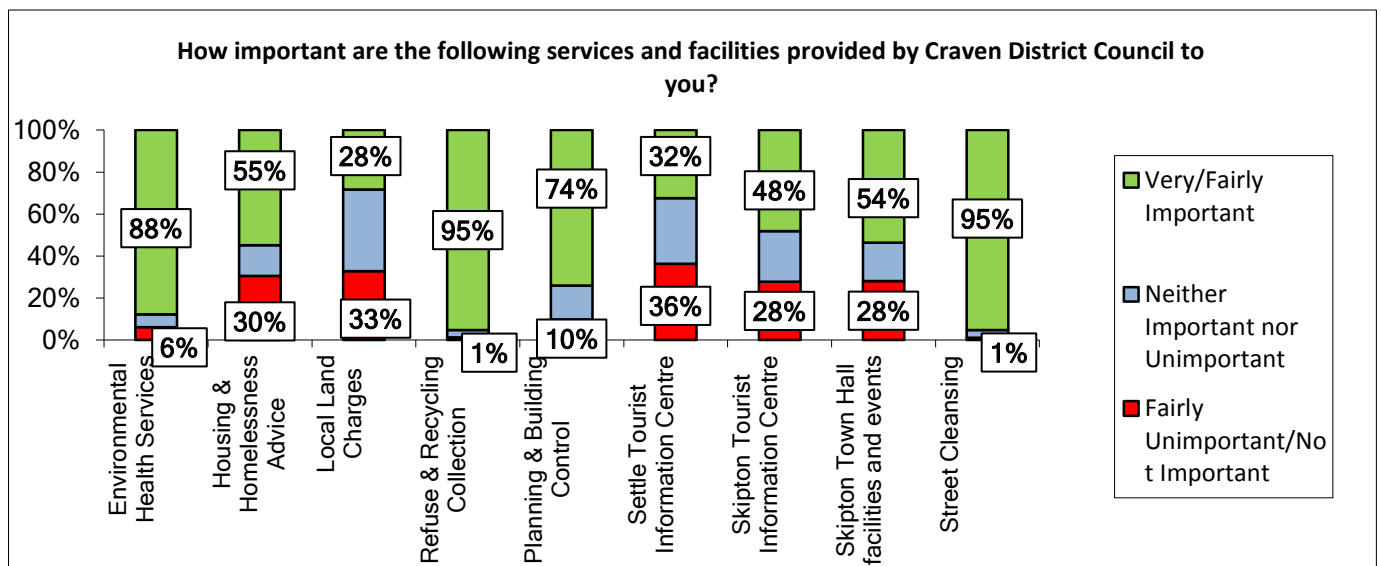
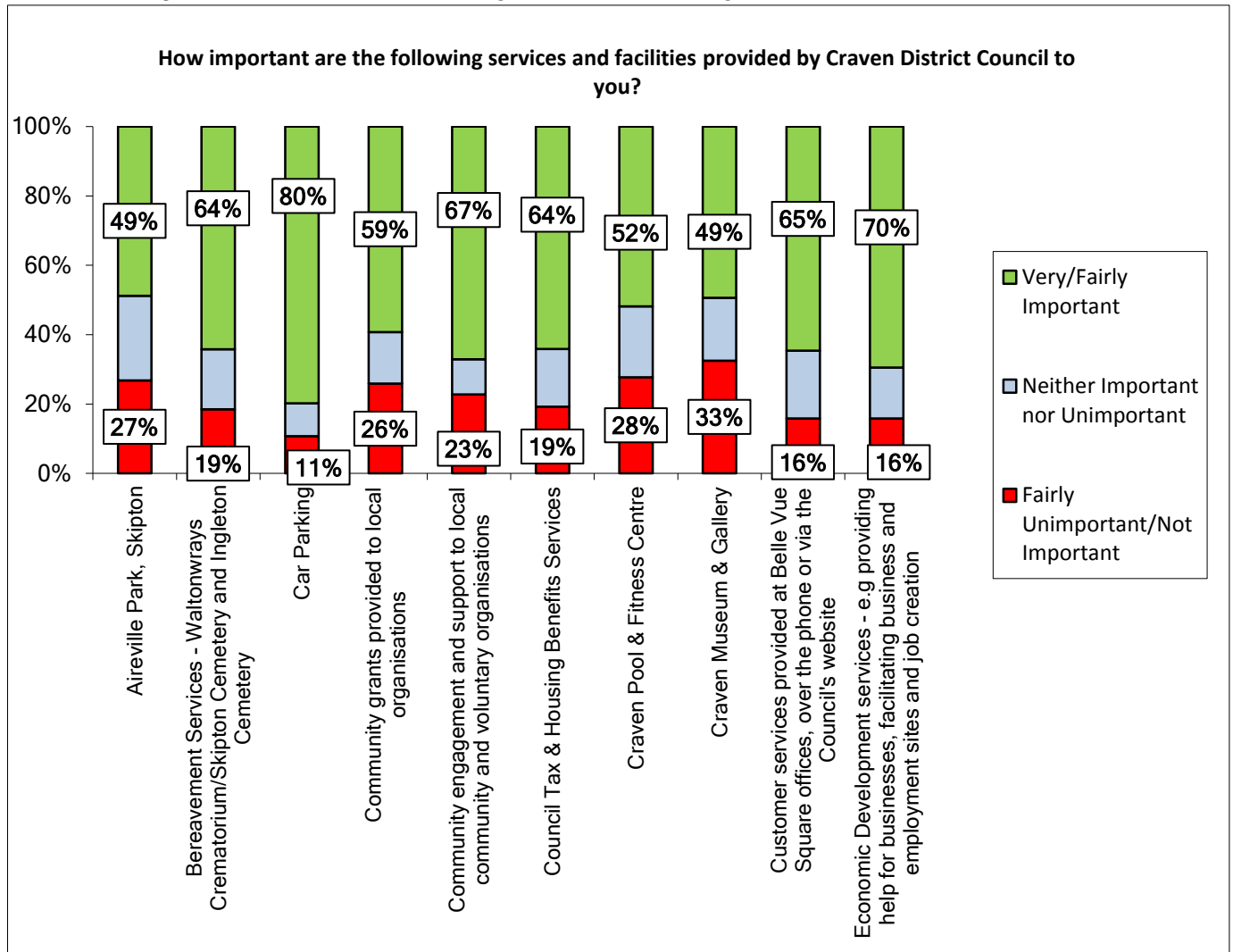
## Council Priorities

There is a high level of support for the current priorities. Affordable housing and greener Craven lesser so. However, demographics/needs of respondents likely impacting.

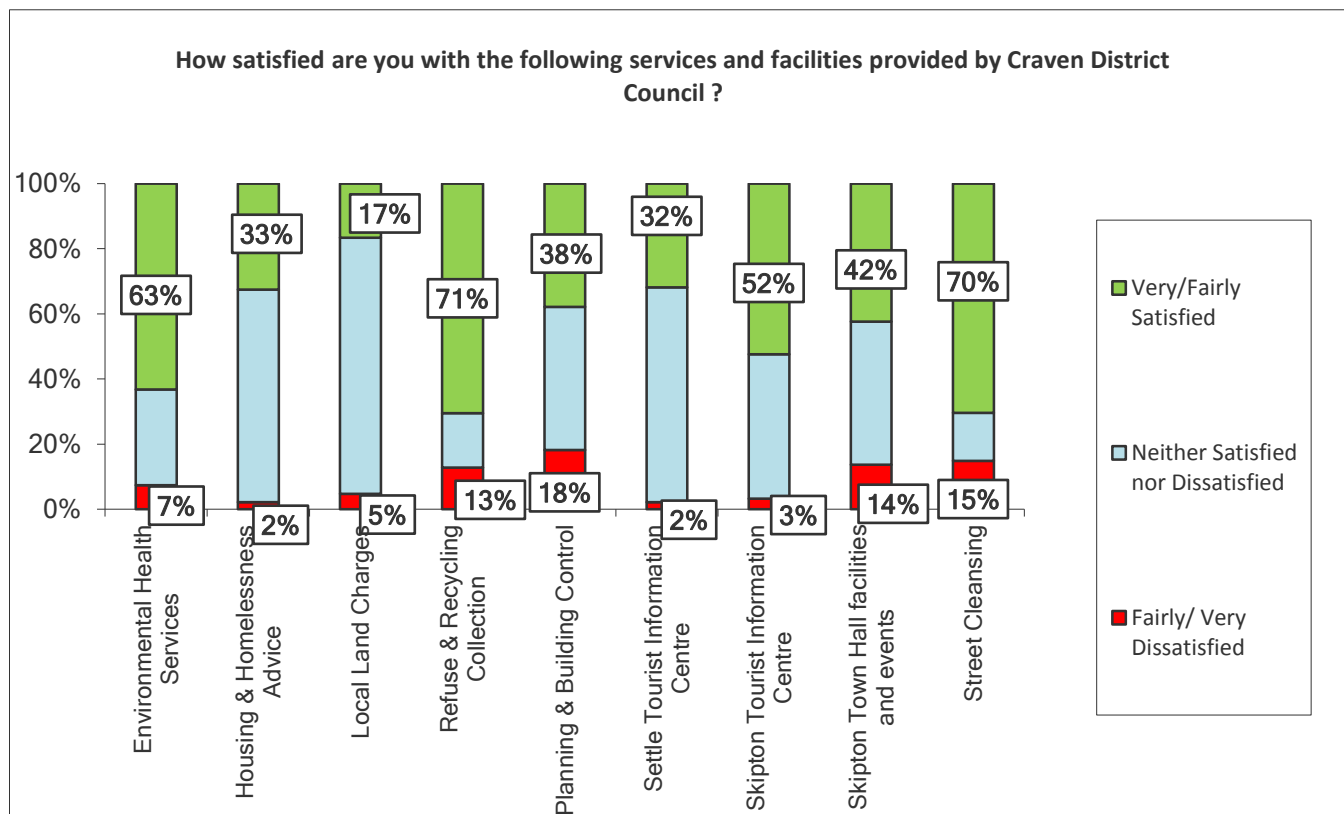
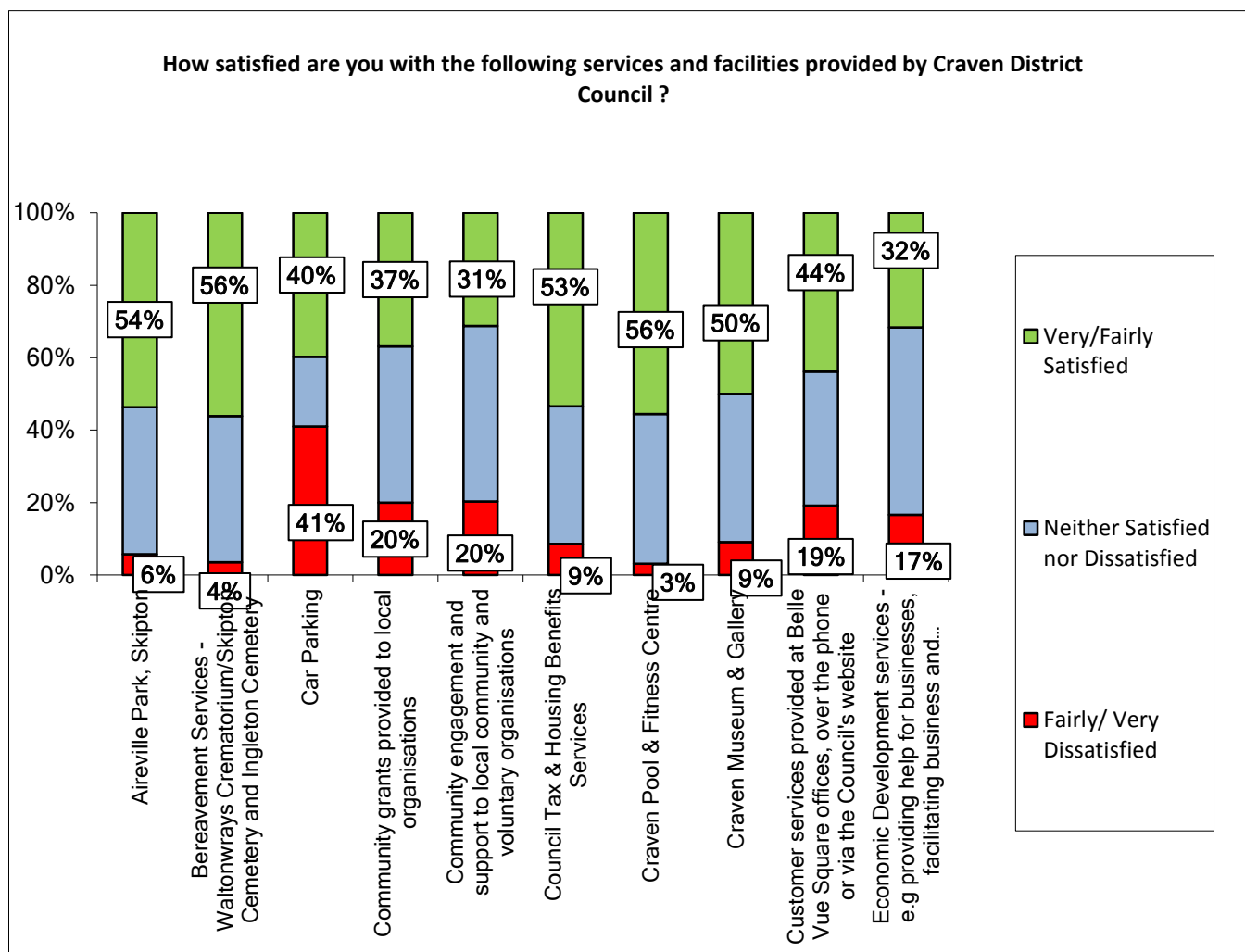


## Importance of Services

Results exclude 'Don't Know' responses. Non statutory services such as Aireville Park, Craven Pool & Fitness Centre, Craven Museum & Gallery, Settle & Skipton TICs, Skipton Town Hall appear of lesser importance to respondents. Local Land charges is very low – however, it is likely there is a lack of understanding about the function impacting, as this had the highest 'Don't' Know response.

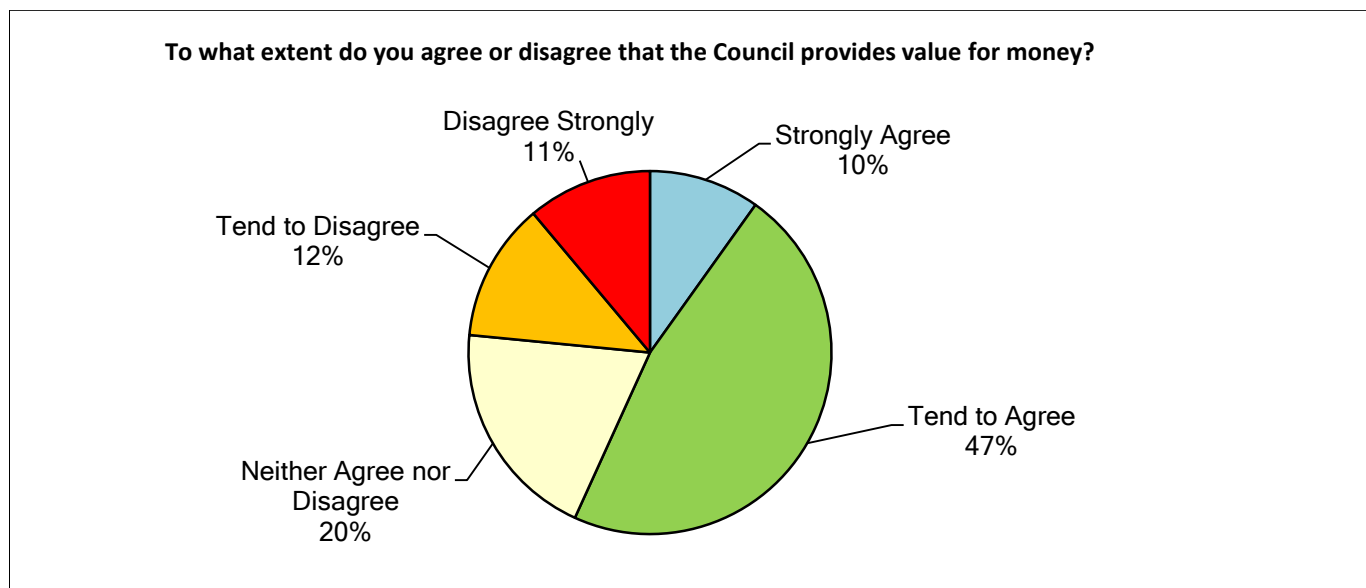


### Satisfaction with Services



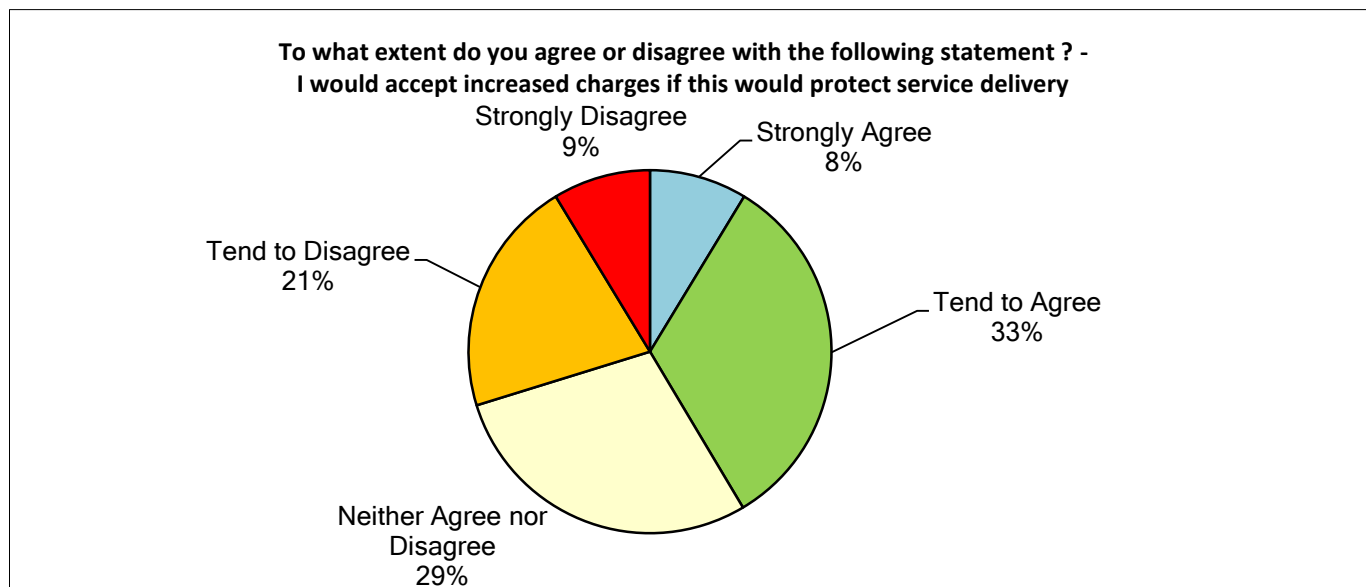
## Value for Money

57% of respondents strongly agree/tend to agree CDC provides value for money. In 2013/14, 51% of respondents. % disagreeing has dropped slightly to 23% from 25%



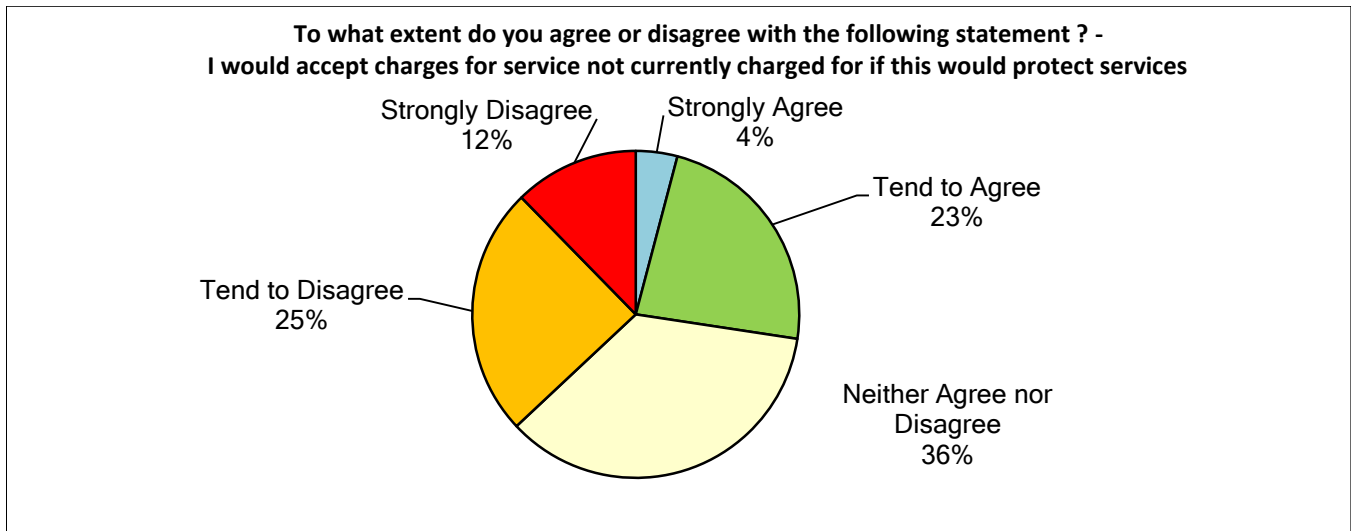
## Funding Services – Increased Service Charges

Some support for increased charges - 41% strongly agree/tend to agree . 30% tend to disagree/strongly disagree. Though about a third are indifferent.



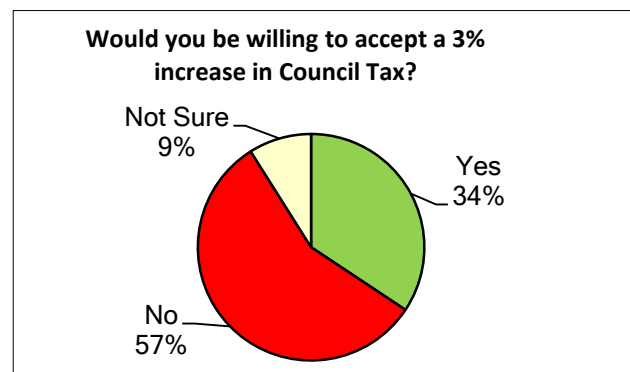
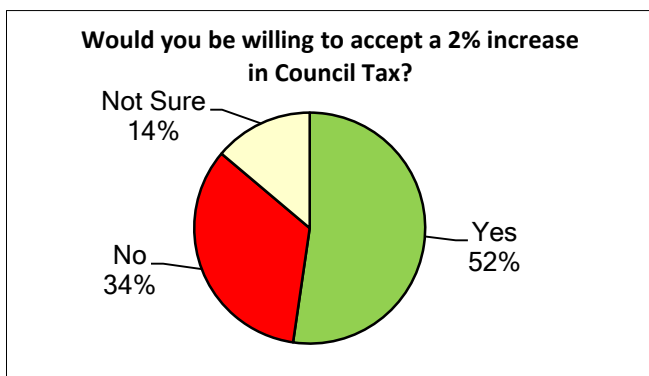
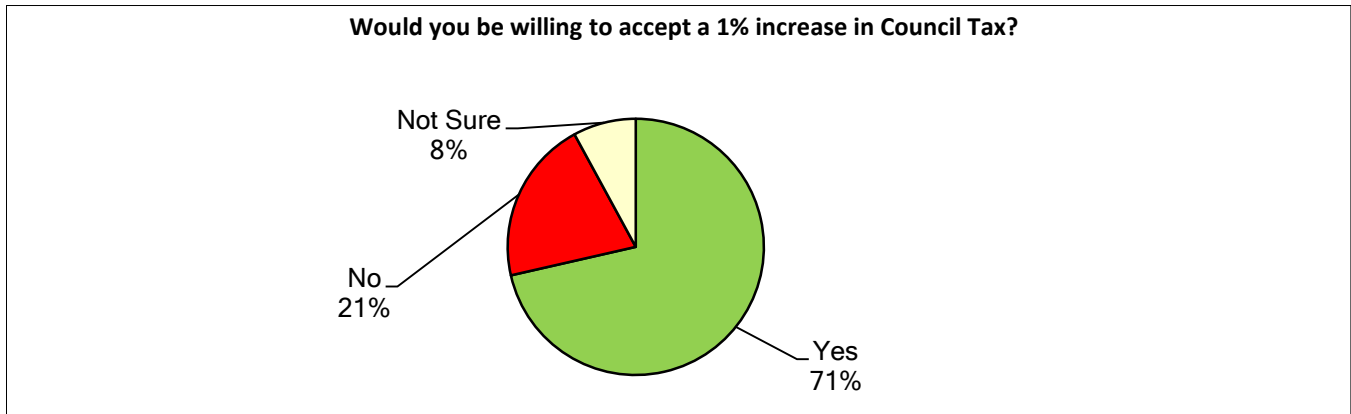
### Funding Services – New Service Charges

Only 27% strongly agree/tend to agree. Higher % (37%) tend to disagree/strongly disagree compared to those for increased charges. Slightly higher level of indifference (36%), than for increased charges. Though not a particularly strong steer in any direction - a fairly equal split between those agreeing, indifference and those disagreeing.



### Funding Services – Council Tax

High level of support for 1% increase. 71% said they would be willing to accept Responses should only be from those who pay Council Tax, as the question included an option of ‘am not responsible for paying Council Tax’



### Funding Services – Stopping Providing Some Services

36% strongly agree/tend to agree for stopping providing some services to protect others. Though not a particularly strong steer in any direction - a fairly equal split between those agreeing, indifference and those disagreeing.

