

Budget proposals 2020/21 - Consultation Feedback

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Introduction

1. Southampton City Council ran consultations on a range of budget proposals for 2020/21. The written consultation ran for 12 weeks from 16/10/19 – 07/01/20.
2. As a result of reductions in funding from national government and the increasing demand for services, Southampton City Council has tackled £151 million of savings in the last eight years. The council still needs to save another £33m by 2022/23 which through the proposals in this budget would be reduced to £12m.
3. This year there was a slightly different approach towards the budget. Whilst continuing to find and deliver efficiencies the council want to grow their way out of the budget gap. For example, making bold investments in the areas which are important to the city, and by investing money in things which can generate income to the council and therefore support services.
4. This year the proposals were split into four areas:
 - Efficiencies
 - Investment
 - Priorities
 - Savings
5. This report summarises the aims, principles, methodology and results of the public consultation. It provides a summary of the consultation responses both for the consideration of decision makers and any interested individuals and stakeholders.
6. It is important to be mindful that a consultation is not a vote, it is an opportunity for stakeholders to express their views, concerns and alternatives to a proposal. This report outlines in detail the representations made during the consultation period so that decision makers can consider what has been said alongside other information.

Aims

7. The aim of this consultation was to:
 - Communicate clearly to residents and stakeholders the budget proposals for 2020/21.
 - Ensure any resident, business or stakeholder who wished to comment on the proposals had the opportunity to do so, enabling them to raise any impacts the proposals may have.
 - Allow participants to propose alternative suggestions for consideration which they felt could achieve the objective in a different way.
 - Provide feedback on the results of the consultation to elected Members to enable them to make informed decisions about how to best progress.
 - Ensure that the results were analysed in a meaningful, timely fashion, so that feedback could be taken into account when decisions are made.

Consultation principles

8. The council takes its duty to consult with residents and stakeholders on changes to services very seriously. The council's consultation principles ensure all consultation is:
 - Inclusive: so that everyone in the city has the opportunity to express their views.

- Informative: so that people have adequate information about the proposals, what different options mean, and a balanced and fair explanation of the potential impact, particularly the equality and safety impact.
 - Understandable: by ensuring that the language used to communicate is simple and clear and that efforts are made to reach all stakeholders, for example people who are non-English speakers or disabled people.
 - Appropriate: by targeting people who are more likely to be affected and using a more tailored approach to get their feedback, complemented by a general approach to all residents, staff, businesses and partners.
 - Meaningful: by ensuring decision makers have the full consultation feedback information so that they can make informed decisions.
 - Reported: by letting consultees know what was done with their feedback.
9. Southampton City Council is committed to consultations of the highest standard, which are meaningful and comply with the following legal standards:
- Consultation must take place when the proposal is still at a formative stage
 - Sufficient reasons must be put forward for the proposal to allow for intelligent consideration and response
 - Adequate time must be given for consideration and response
 - The product of consultation must be carefully taken into account.
10. Public sector organisations in Southampton also have a compact (or agreement) with the voluntary sector in which there is a commitment to undertake public consultations for a minimum of 12 weeks wherever possible. This aims to ensure that there is enough time for individuals and voluntary organisations to hear about, consider and respond to consultations. It was felt that a 12 week consultation period would be the best approach.

Consultation methodology

11. Deciding on the best process for gathering feedback from stakeholders when conducting a consultation requires an understanding of the audience and the focus of the consultation. It is also important to have more than one way for stakeholders to feedback on the consultation, to enable engagement with the widest range of the population. Previous best practice was also considered in the process of developing the consultation methodology.

Questionnaires and written feedback

12. The agreed approach for this consultation was to use a combination of online and paper questionnaires as the main basis. Questionnaires enable an appropriate amount of explanatory and supporting information to be included in a structured questionnaire, helping to ensure respondents were aware of the background and detail of the proposals. Paper copies of the questionnaire were made available in all Southampton libraries.

13. Respondents to the consultation could also write letters or emails to provide feedback on the proposals. Emails or letters from stakeholders that contained consultation feedback were collated and analysed as a part of the overall consultation.

Public drop-ins

14. There were also a total of 6 public meetings at the following times and locations throughout the consultation period. These were designed for people to ask questions about the adult social care proposals and give their views.

Date	Time	Location
12/11/19	18:00-19:30	Committee Room 1, Civic Centre Southampton
22/11/19	13:00-14:30	Erskine Court, Sutherland Road, Southampton, SO16 8FZ
25/11/19	14:00-15:30	Sembal House, Handel Terrace, Southampton, SO15 2FH
03/12/19	14:00-15:30	Challis Court Community Room, off King Street, Holyrood, Southampton SO14 3DQ
09/12/19	10:00-12:30	Weston Court Community Room, Kingsclere Avenue, Woolston, Southampton SO19 9LB
10/12/19	10:30-12:00	Bassett Green Court, Bassett Green Court, Bassett Green Village SO16 3FH

Table 1

Promotion and communication

15. Throughout the consultation, every effort was made to ensure that as many people as possible were aware of the budget proposals and had every opportunity to have their say. Please be aware that as a result of the December General Election promotional activity had to be restricted during the pre-election period. Promotional activity was therefore concentrated at the start of the consultation and after the election had passed.

16. The consultation was promoted in the following ways:

- A link to the consultation questionnaire, the Equalities and Safety Impact Assessments and cabinet papers were included on the consultation section of the council website.
- Press release
- Article in Tenants' Link
- Promotion in the following Southampton City Council e-alerts:
 - i. Your City Your Say
 - ii. City News
 - iii. Community News and Events
 - iv. Adult Social Care Can Do Bulletin
 - v. Internal Staff Bulletin
- Promotion on Southampton City Council social media pages (Twitter, Facebook, Consultation Events pages on Facebook, LinkedIn)
- The consultation was discussed at the Southampton Voluntary Services Friday Forum on 01/11/19
- The consultation was discussed at the Supported Housing Forum on 26/11/19
- Video message from Cllr Barnes-Andrews on social media
- Paper copies of the questionnaire were distributed at drop in sessions
- Paper copies of the questionnaire were available in Southampton libraries

Summary of Consultation Feedback

Overall respondents

17. Overall, there were **633** separate written responses to the consultation.

18. The majority of responses were received through the consultation questionnaire; 630 in total.

Additional written responses were also received through email. The breakdown of all written responses is shown within table 2 below.

Feedback route	Total number of responses
Questionnaire (Paper and online)	630
Letters or emails	3
Total	633

Table 2

19. In addition to written responses to the consultation, there were a number of public engagements and meetings in which verbal feedback was provided.

20. This year the proposals in the questionnaire were arranged over 5 sections. The quantitative questions from each of these sections has been analysed and presented in graphs:

- Efficiencies
- Investment
- Priorities
- Savings
- Overall budget

21. Respondents were also given opportunities throughout the questionnaire to provide written feedback on the proposals. In addition anyone could provide feedback in letters and emails. All written responses and questionnaire comments have been read and then assigned to categories based upon similar sentiment or theme. We have also endeavoured to outline all the unique points and suggestions gathered as a part of the consultation and so there are tables of these provided for each theme of comment.

22. All written and verbal feedback received is summarised within the following sections.

Breakdown of questionnaire respondents

23. A number of questions were asked within the questionnaire to find out a bit more about the respondents to help contextualise their response.

24. The first question asked respondents what their interest in the consultation was. Figure 1 shows the breakdown of responses to this question. Please note percentages add up to more than 100% as respondents could select multiple options. A total of 537 respondents (86% of respondents) were interested in the consultation as a resident of Southampton. The second highest number were people that described themselves as someone who works or studies in Southampton; 123 respondents in

total. The third highest category were the 74 respondents that were family members or carers of a recipient of adult social care. Employees of Southampton City Council made up the fourth most common category of respondents with 71 employees completing the survey. Of the remaining options: 36 respondents answered as a third sector organisation; 28 respondents as a resident elsewhere in Hampshire; 19 respondents were a private business; 18 respondents were a public sector organisation; 12 respondents were recipients of adult social care; 11 respondents were political members and 8 respondents were family members or carers of a recipient of children’s social care. There were also 37 respondents that described their interest in the consultation as “Other”.

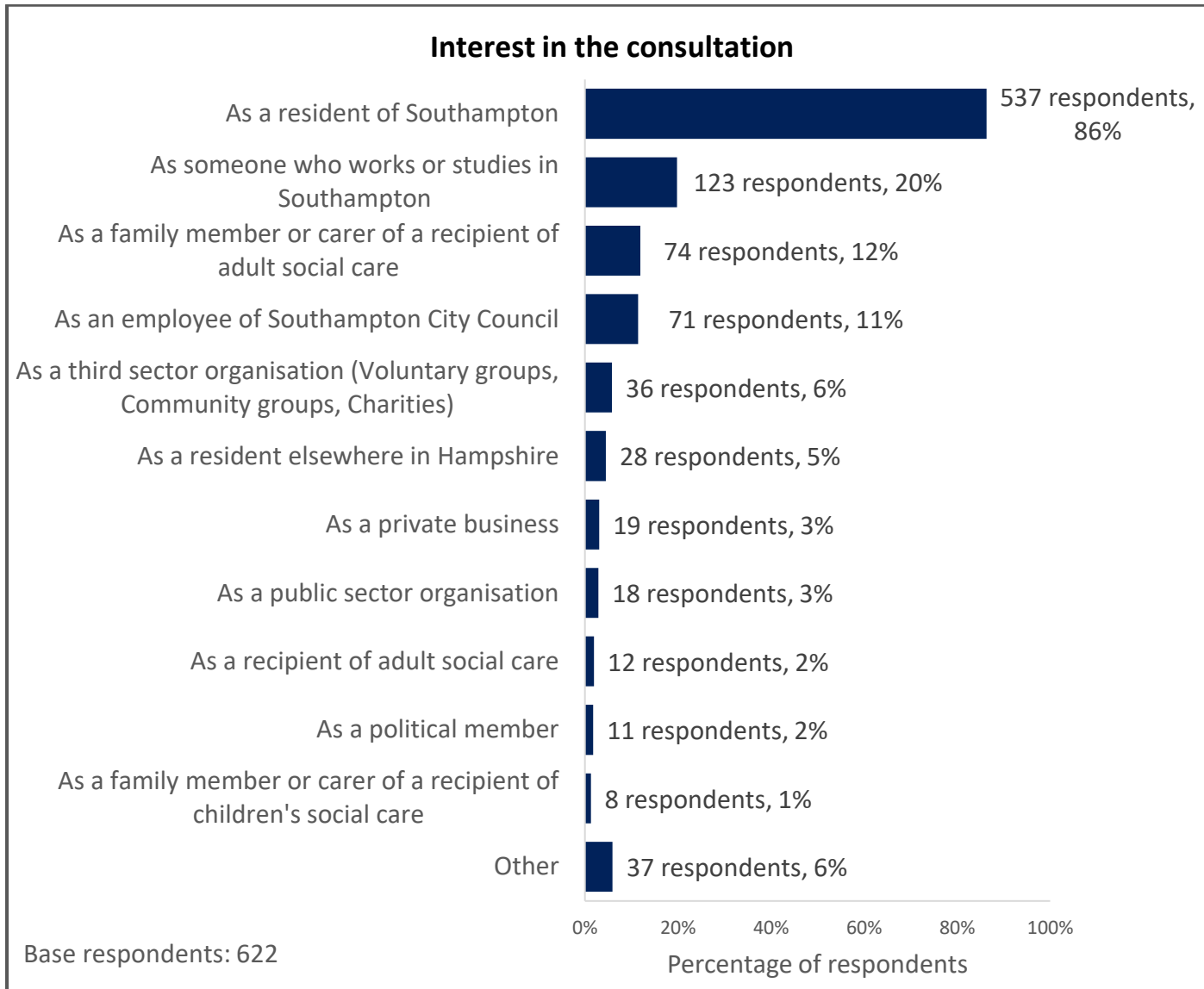


Figure 1

25. Figure 2 shows how respondents described their gender. A total of 283 respondents (48%) described themselves as Female, 302 respondents (51%) described themselves as Male and 4 respondents (1%) described themselves in another way.

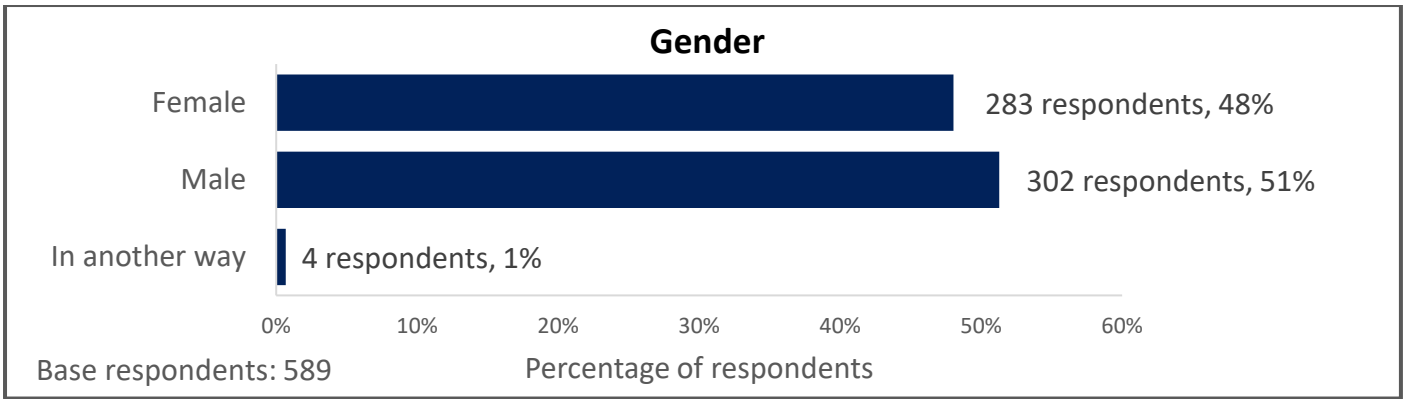


Figure 2

26. Figure 3 shows the age categories of respondents. The highest proportion of respondents were between the ages of 55 and 74. The lowest proportion of respondents were below the age of 25 and over 75.

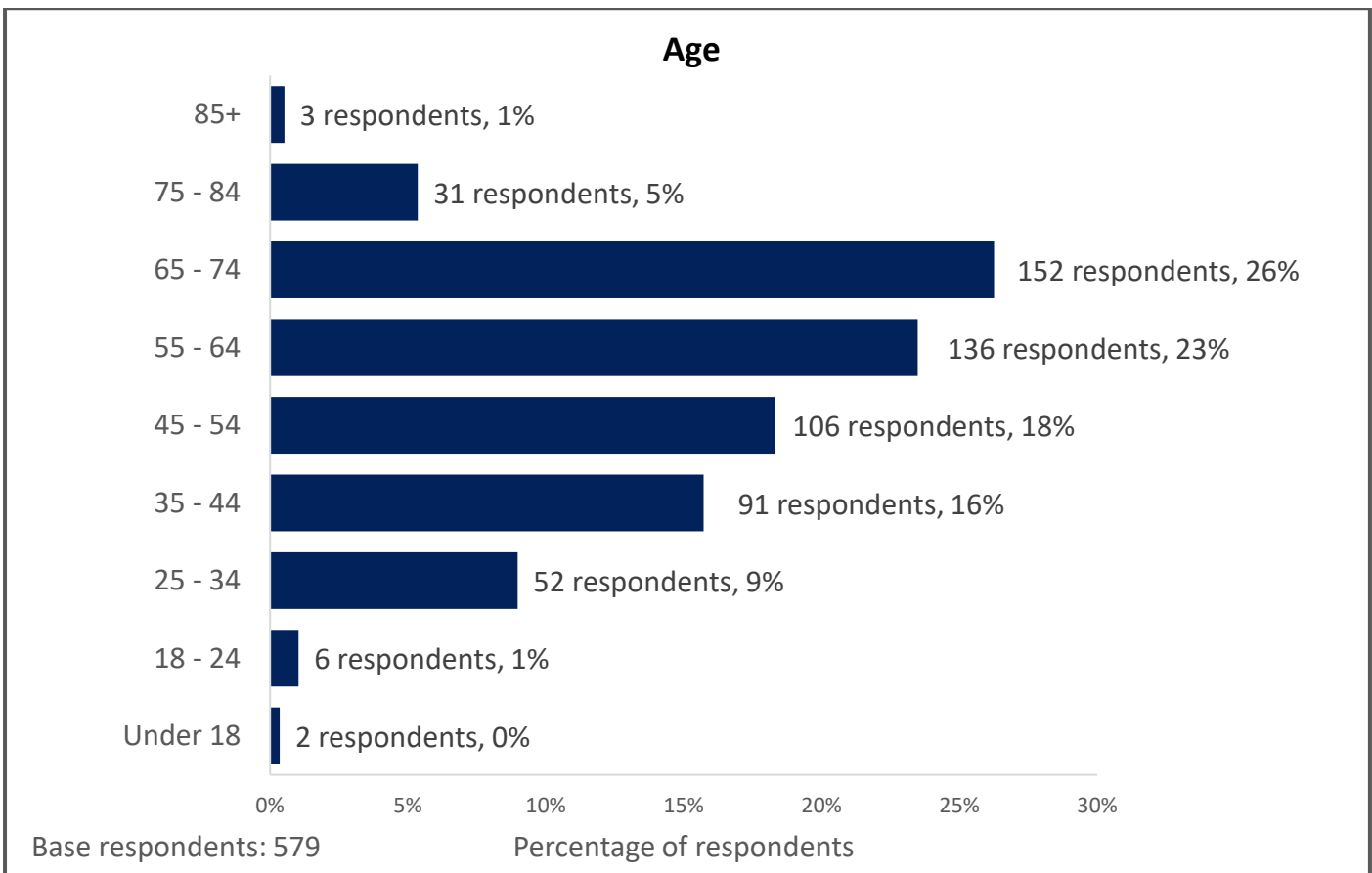


Figure 3

27. Respondents were also asked their ethnicity. Figure 4 shows that 534 respondents (94%) described themselves as White. A further 11 respondents (2%) described themselves as Asian or Asian British; 10 respondents (2%) described themselves as Mixed or multiple ethnic groups, 6 respondents (1%) described themselves as Black, African, Caribbean or Black British, and a further 5 respondents (1%) described themselves in another ethnic group.

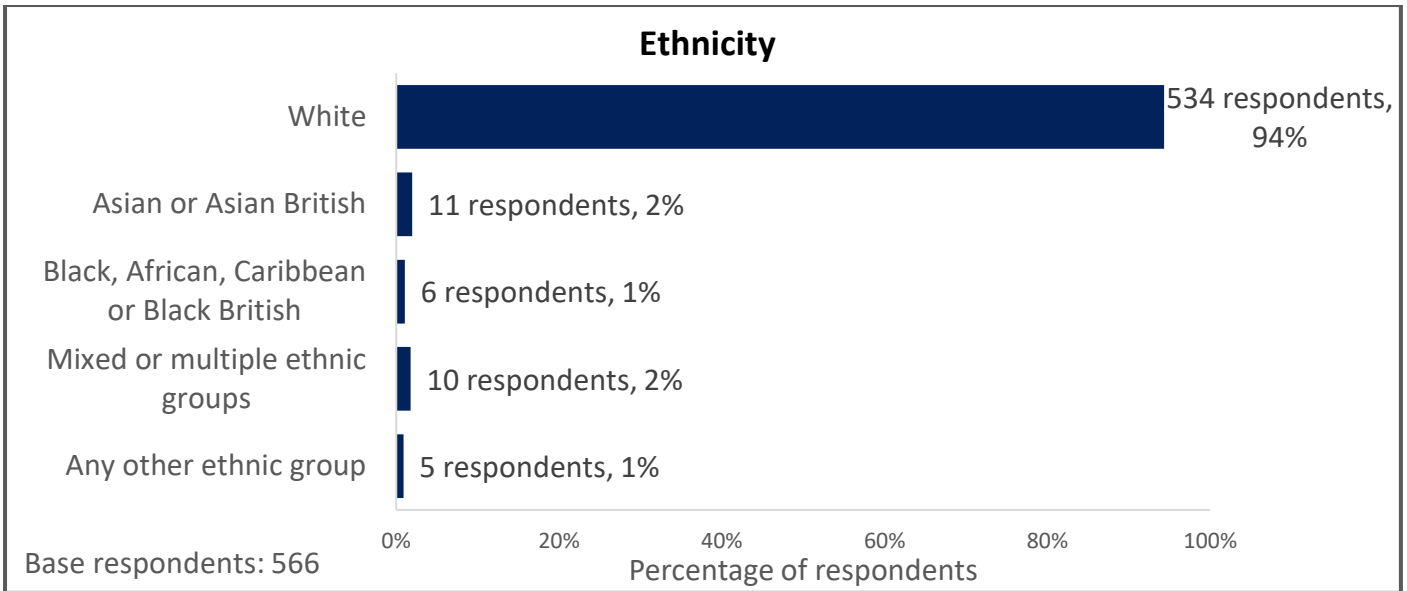


Figure 4

28. The final question in this section asked respondents to what extent their day to day activities were limited because of a health problem or disability. Figure 5 shows that a total of 46 respondents (8%) felt their day to day activities were limited a lot. A further 116 respondents (20%) felt their day to day activities were limited a little. The remaining 429 respondents (73%) had no day to day activities limited by a health problem or disability.

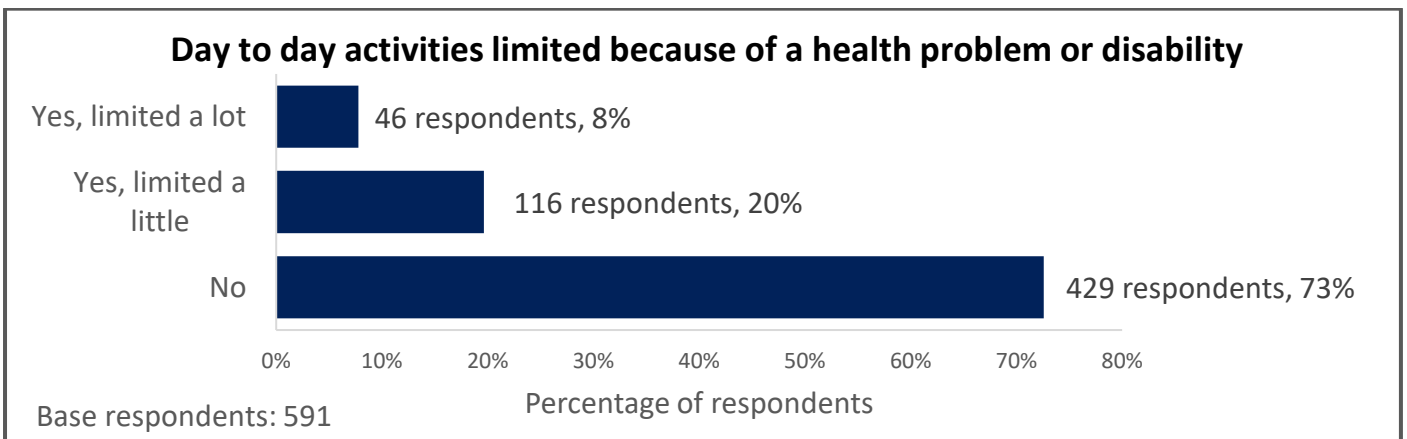


Figure 5

Efficiencies proposals

29. The first section of the questionnaire asked respondents for their feedback on a range of proposed efficiencies. These included: streamlining management, reducing the cost of IT, making savings from external spend, improving the collection of council tax, reducing the cost of staff sickness, getting the most benefit from existing contracts and ensuring any borrowing made for investment is at the most competitive rates possible.

30. Respondents were asked to what extent they agreed or disagreed with the proposed efficiencies (Figure 6). Overall, 78% of respondents expressed agreement with the proposals. Of this, 23% strongly agreed, and 55% agreed with the proposed efficiencies. A further 16% of respondents neither agreed nor disagreed with the proposals and the remaining 6% disagreed. Of this 6%, 4% disagreed and 2% strongly disagreed.

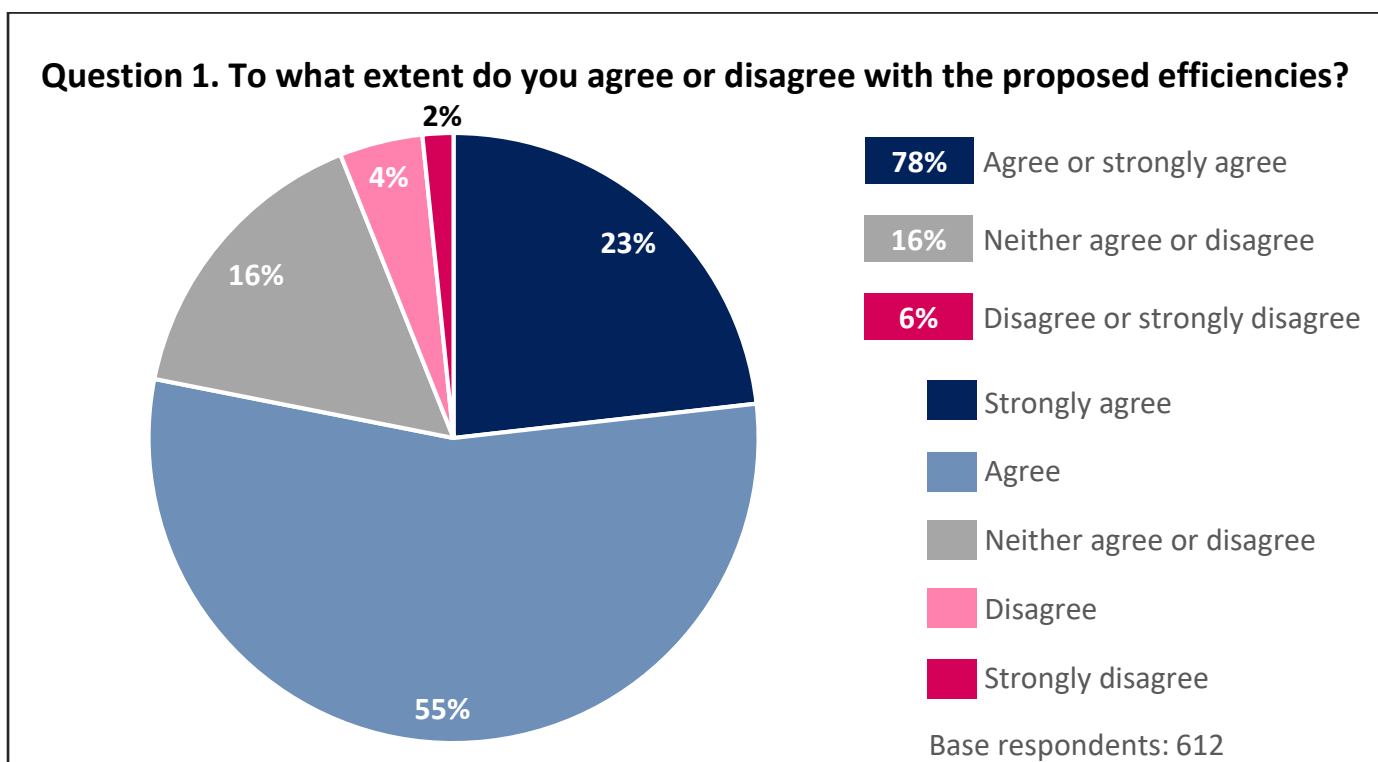


Figure 6

31. Respondents were then asked if they had any comments, impacts suggestions or alternatives to provide regarding the efficiencies proposals. Figure 7 shows the total numbers of respondents by themes of comments and the subsequent tables summarise the unique points and suggestions provided. A total of 50 respondents, the highest in this section, commented on the proposal to reduce the cost of staff sickness. Respondents were confused over the way the cost of sickness could be reduced, and concerned over the impacts of the proposals and also provided reasons as to why staff sickness rates could be high.

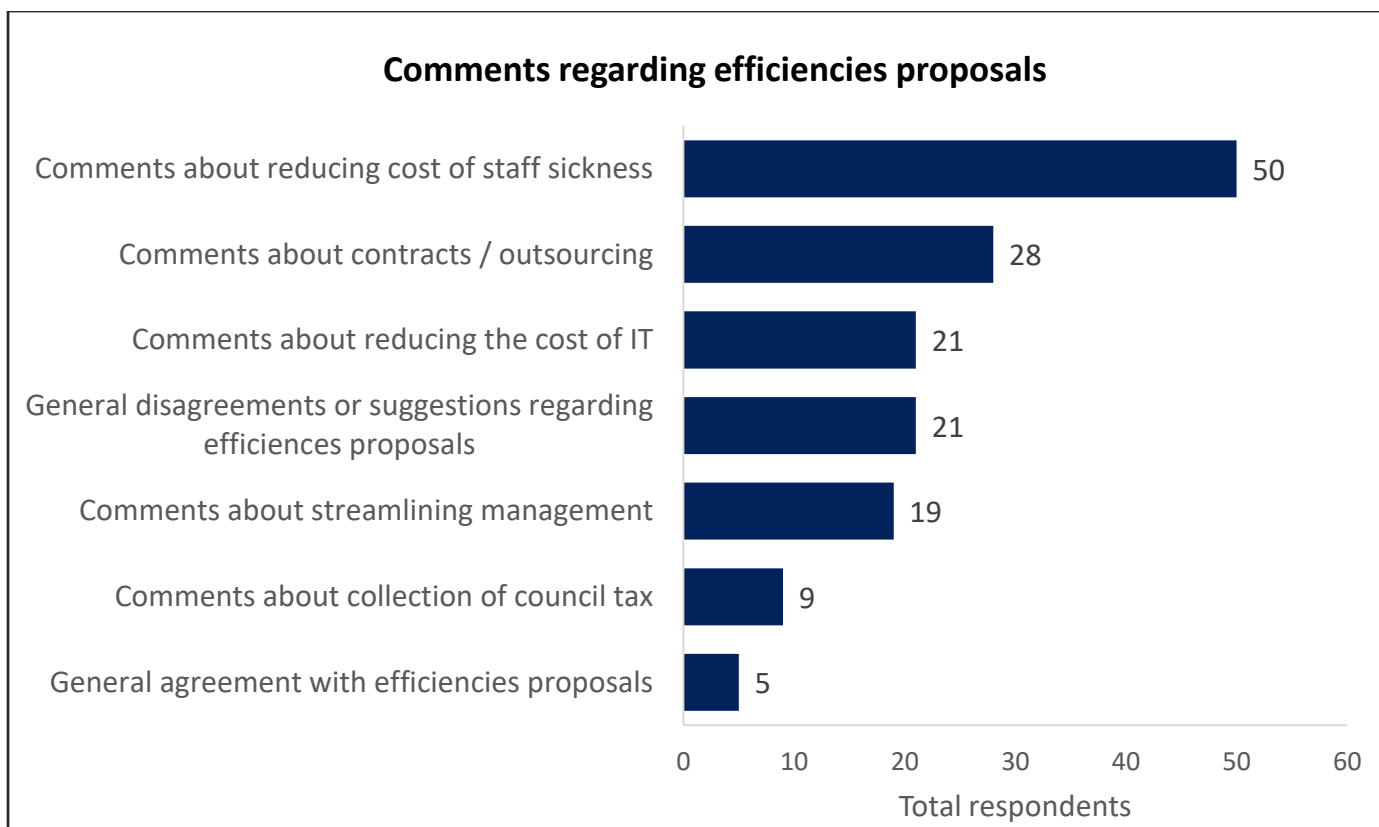


Figure 7

32. A total of 50 respondents comments on the proposals to reduce the cost of staff sickness. The unique points raised and suggestions were:

Agreements (more attention should be given to staff attendance and sickness; would like it if relevant unions agree with measures)
Confusion over how the cost of staff sickness can be reduced.
Concerns regarding impacts of the proposal (unsupportive of well-being; staff rights reduced; sick people may be sacked; affect vulnerable people more; sickness allowance may be reduced; feel pressured to work when ill; people with health issues may be moved onto zero hour contracts; delays to the start of sick benefit; pressure to not recruit people with disabilities)
Reasons for staff sickness (reduced numbers of staff increases workload of others; increased stress in jobs; poor air ventilation; use of agency workers that unsettle and undermine existing overworked staff; bullying culture; negative experiences or trust with HR)
Suggestions (Focus should be on staff wellbeing, security, happiness and support; Do team building; Learn from private businesses; Train staff in emotional first aid training and mental health awareness)

33. There were 28 people that raised the following comments about contracts and outsourcing:

Need to review existing contracts (Should be constant; Review contract with Balfour Beatty; sometimes price is more because they know they are approved contractors; all contracts with private companies should be scrapped; sometimes long delays and inefficiencies; look at competitor investment and contracts; contractors deliberately stretch out jobs for the council to undertake other private work instead; workmanship is shoddy and things break again; end arrangements with contractor if work is poor; make sure they won't be affected by Brexit; problems with consultants not delivering work; Business world has been very difficult to deal with; check contracts still value for money)
Outsource more (to improve efficiency; bring in consultants to provide innovation for additional income)

Outsource less to improve efficiency (bring services back in house to have direct control on effectiveness and spending; often there isn't long-term cost savings and becomes more expensive, outsourcing is by nature working for maximum profit rather than at cost; train staff internally to do the jobs themselves; take full responsibility for highways; tendering process causes disruption; forcing staff to TUPE causes instability in staff; reduce use of consultants)

34. 21 respondents commented on reducing the cost of IT. The unique points and suggestions raised were:

Suggestions (Need better IT equipment; Invest in IT; Upgrade computers as cheaper than buying new ones; do not reduce if affect security or performance of systems; insist the staff leading on this have appropriate skills and professional status; should be saying "using IT to reduce costs"; Invest in AI)

Disagreements with reducing cost of IT (negative impact on the business; not good service currently with no spare laptops, delays with resolutions etc.; potential for business failures; poor software might be purchased because it is the cheapest; results in higher costs in the future; would be a short-term false economy; Good IT drives efficiency and cost management; old computer that are slow and don't work properly have been spotted by residents at community meetings; customer portal is an example of IT that needs updating; need a lot more detail to know what requirements are; new computer systems can cause a lot of stress)

35. There were 21 respondents that expressed a general disagreement or had suggestions regarding efficiencies proposals. These unique comments were:

Efficiency sounds like there is going to be cuts
Rather than reducing spend in some services, scrap some of the new ideas instead.
Concern that the efficiencies cause a poorer service from: reduction in staff; reduction in management; poor IT; cuts to IT volunteers never as effective as paid employees; reduction in admin; mobile phone problems.
Be careful that the efficiencies do not accrue hidden costs, negligence, stress, strain and knock on effects
Not enough information about the efficiencies to suggest alternatives or give opinion
The suggestions should be part of good business management already

36. There were 19 respondents that commented about streamlining management, these comments included:

Agree (Council is too top heavy; Salaries of management are high; too many middle managers; should already be streamlined; remove poor quality managers)
Problems caused by streamlining management (impact the teams below, teams have less manager's time and input; reduces quality of service; staff morale; stress for staff; not cost effective)
Suggestions (Doesn't go far enough; focus on all staff productivity; Invest in staff and managers instead; cut out many middle layers of management)

37. The nine respondents that commented on the collection of council tax raised the following points:

Would like to be able to pay rent or council tax locally
Agree with improving collection of council tax
Improving the collection of council tax (take council tax from source; stop sending council tax arrears collection to external agencies; stop some people getting away with it)
Consider those with mental health or other issues. Any automated messages that apply pressure to those who lack the support or means to pay could worsen mental health. Would like assurances that

systems are in place to identify vulnerable people and alternative approaches to managing council tax accounts for them

38. Five respondents expressed the following agreements with efficiencies proposals:

It makes sense to improve efficiencies
Agree with more efficient collection of council tax
Agree because of reduced funding from central government
Agree with streamlining management and use of external agencies

Investment proposals

39. The second section of the questionnaire asked respondents for their feedback on a proposal to further invest in a portfolio of properties to contribute to the city’s economic, social and environmental developments and regeneration initiatives.

40. Figure 8 shows to what extent respondents agreed or disagreed with the investment proposal. A total of 24% of respondents strongly agreed with the proposal and 50% agreed. This meant a total of 74% of respondents expressed a level of agreement with the idea. A further 16% neither agreed nor disagreed. The remaining 10% of respondents expressed a level of disagreement of which 8% disagreed and 2% strongly disagreed.

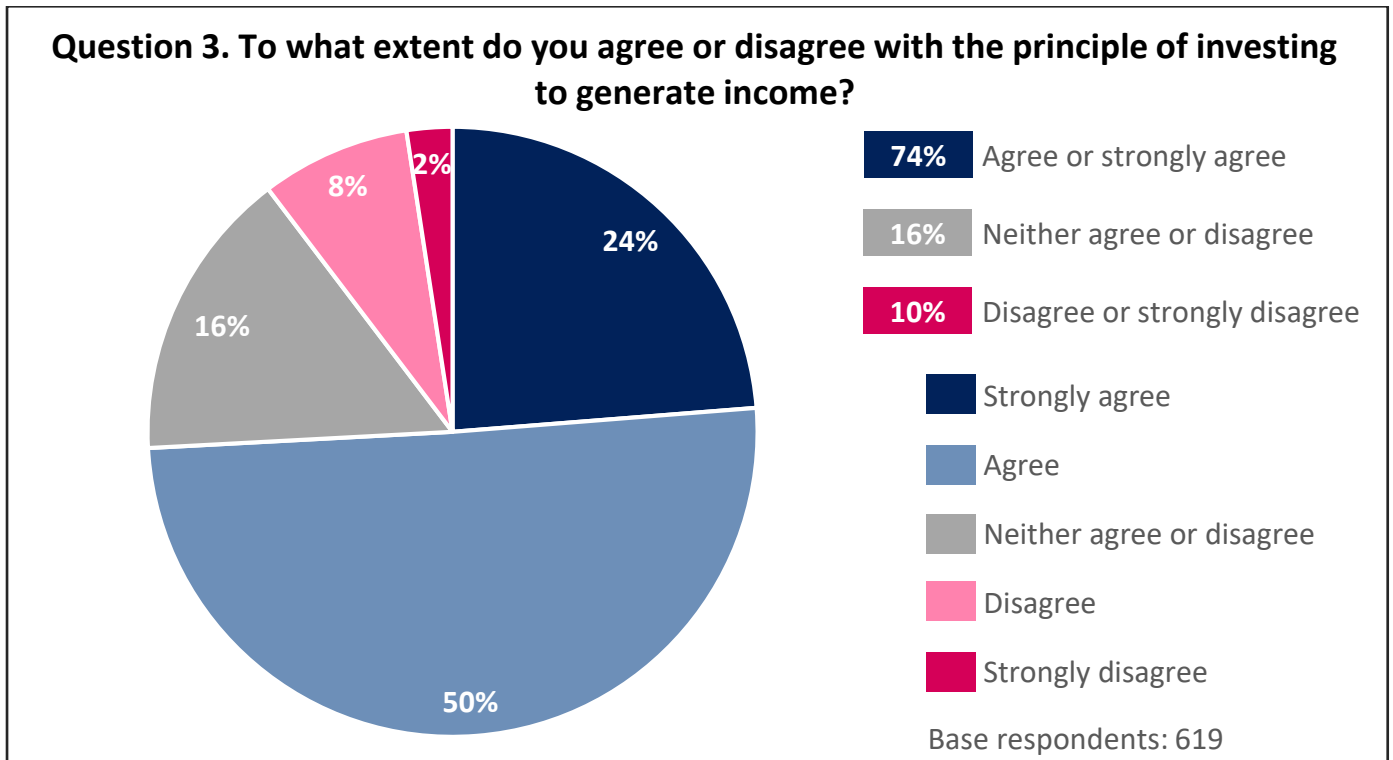


Figure 8

41. Question 4 asked respondents if they had any comments, impacts suggestions or alternatives to provide. Figure 9 shows the total numbers of respondents by themes of comments and the subsequent tables summarise the unique points and suggestions provided. The highest number of comments regarding the investment proposals were suggestions for how investments should be made or take place; in total 94 respondents gave suggestions for this.

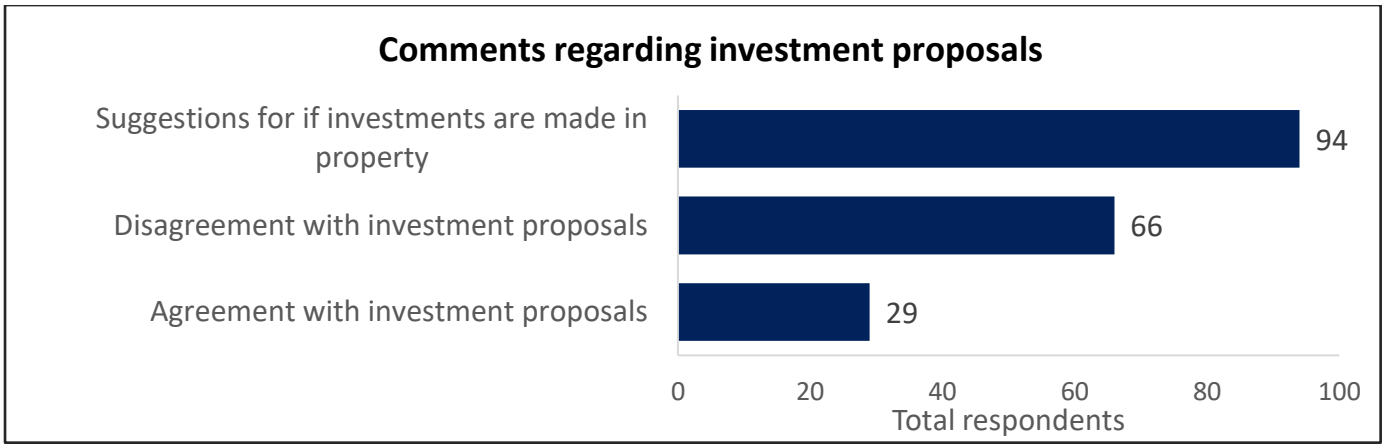


Figure 9

42. A total of 94 respondents provided different suggestions for how investments should be made in property. The following table outlines all of the unique points and suggestions raised:

The ways investments should be planned / carried out (Council should future proof the projects against changes in policy; should be well managed; should not be tempted into a very high proportion of debt to income; there should be agreed criteria for agreeing investment and it should be shared publicly; this needs to be done very carefully so that money is not lost; should consider the environmental needs of Southampton and make it as eco-friendly as possible; encourage use of renewable energy sources; make rents fair and affordable; would like to see more information balancing the risk and gain; conduct financial risk analysis; only invest if there is an overwhelming benefit; take advantage of property potentially at a reasonable cost as a result of Brexit; do not borrow more money to do it; make the property accessible to other organisations such as the NHS; only carry out developments that benefit the residents of Southampton; purchase the land, prepare outline planning permission for what you would like there then sell it on; if bringing in consultants put penalties into contract if it goes wrong; varied and spread to minimise collapse in one area or sector; adapt governance model to be able to work more commercially; create jobs and apprenticeships to build; make better use of existing property assets; procurement processes severely restrict- would need a free rein; do not place too much focus on any one area of investment; invest in business sectors that are making profits; must be within the city; Make sure green spaces are also invested in; Buy ABP land back off them and transform back into coastal town; look to Hong Kong; give priority to co-operative or social enterprise partners; make sure it doesn't lead to dishonest or exploitative business practices; borrow from central government on low interest rates; look at other models by successful councils; think about the traffic associated with developments; tax payer should not fund it; employees and contractors should be on living wage; clearly define pay-back periods to recover capital investment; keep consulting with the public; should be leading it rather than splitting the profits with layers of middlemen or organisations; align with council priorities; make partnership investments)

Suggestions for housing investment (Make the properties residences for the homeless so that there are no homeless people in the city; focus on affordable housing; take back ownership of empty houses that were/are privately owned; focus on new council housing development to deal with social housing back log; currently efficiency problems in older houses; make sure the extra infrastructure is there such as healthcare, roads, public transport; invest in social housing as it also provides a service; improve the properties provided to tenants; more money spent on void properties process; house building will increase employment and tax revenue; some tenants will have little or no intention or keeping properties clean and looked after; do not buy and then sell housing stock for a discount; create your own housing association company; build new ones and sell off old ones; be careful not to potentially raise property prices for buying or renting; build a variety of sized properties; speed up regeneration of Townhill Park; build more 1-bed council homes and private rented homes; think about parking; no more

student accommodation; demand for housing for middle income families struggling to get onto the property ladder; sell off the golf driving range for housing)

Suggestions for commercial investment (do not create more office space as lots is currently vacant; it takes away land that could be used for housing; should be restricted to existing commercial properties that are unused; new restaurants or cafes not needed; include community facilities open to all; retail is not a good investment with collapse of high streets; encourage local businesses and co-ops; invest in technology hubs to retain talent in the city; invest in regenerating the waterfront; build indoor arena for 10,000+ for entertainment and conferences; invest in the Pier to improve the view of the seafront; also add cultural investment; invest in the sports centre; no more casinos)

43. 66 respondents described their disagreement with the investment proposal. The following points or alternative suggestions were made:

Disagreements (Building new homes doesn't help as most people cannot afford them; do not want to destroy green areas; the current property portfolio is not managed well or looked after such as Royal Pier, Itchen Bridge, Car parks, O2 Guildhall; Southampton is full with a high demand for services already such as GPs, roads, shopping; local authorities shouldn't have to be investing and business talk; already too many empty properties poorly maintained; council tax should not be spent on investments; concerned with the risk; concern over vulnerability to external factors; lack the expertise in the area; the value of properties can go down; disagree with plans for Toys R Us site; too much red tape; timing is too risky to invest in property; potentially a waste of money; parking is an issue created by building so many new flats; disagree with retail and restaurant developments as many already vacant; councils shouldn't be able to own or use property for economic advantage; concern about interest rates and Brexit; may not need to use funding in investments if government may give councils more money in the future; do not have money to spare to put into this; stop building without the infrastructure in place)

Alternative suggestions (The money should be spent on other local services; sell, lease or use existing empty properties; upgrade buildings currently not fit for purpose like Vermont School; invest in what there currently is; repair roads instead; sell council properties instead; upgrade the buildings in Hoglands Park; invest in solar panels for council buildings; install wind turbines at the docks)

44. 29 respondents made the following agreements with investment proposals:

Good because they bring in income for the council long term

Supports economic development

Good idea to use reserves to generate income

Allow greater flexibility with current stock and customer requests

More control and influence over how property is used

Future councils will be encouraged to maintain value of investment

Good idea if it works

Boosts the economy

Priorities proposals

45. The next section of the questionnaire outlined a number of key priorities that the council was proposing to invest in. These projects included: meeting the commitments of the Green City Charter; tackling child hunger; investing in transport; bidding to become the City of Culture 2020; and investing in adult social care to help the most vulnerable in the community.
46. Respondents in the questionnaire were asked to what extent they agreed or disagreed with focusing spend on the priorities listed. Figure 10 shows that 75% of respondents generally agreed with the proposal overall; of this 30% strongly agreed and 46% agreed. A total of 10% of respondents expressed disagreement with the proposals of which 8% disagreed and 2% strongly disagreed. The remaining 14% of respondents neither agreed nor disagreed with the proposal.

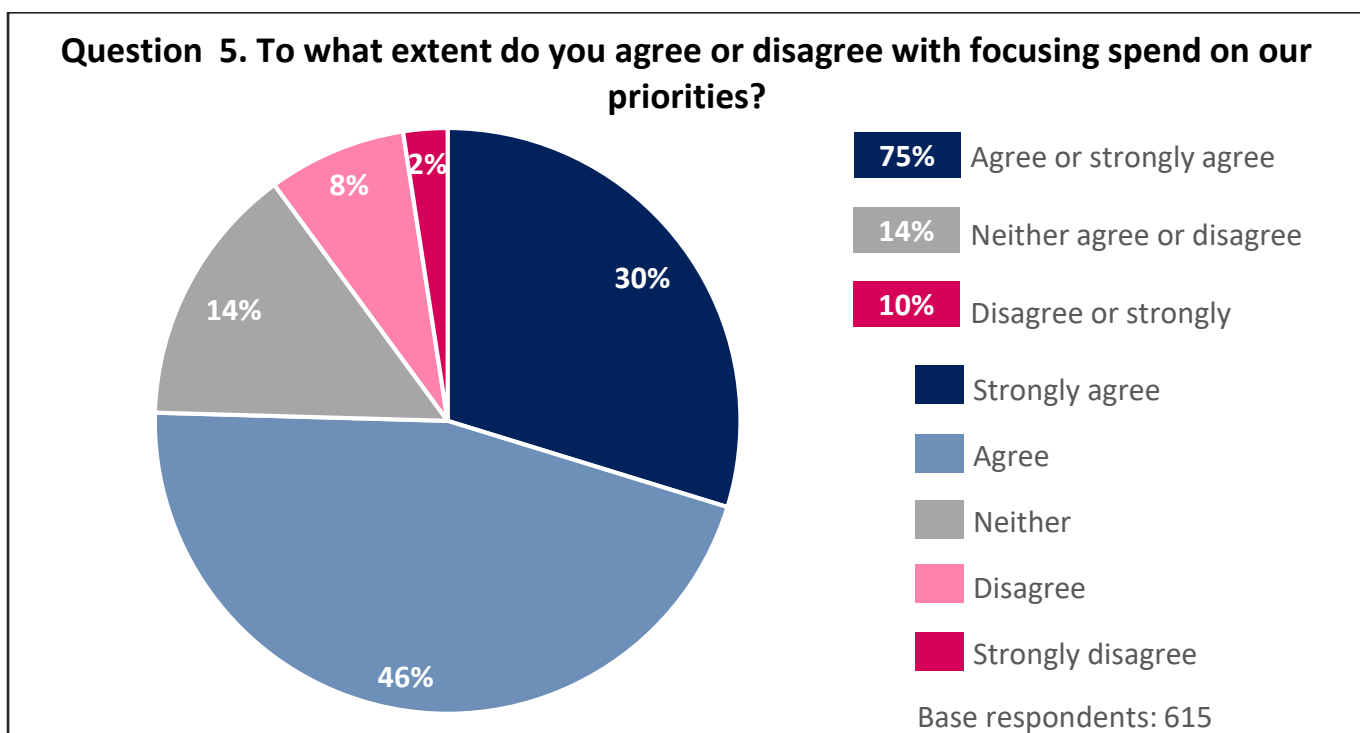


Figure 10

47. Question 6 asked respondents if they had any comments, impacts suggestions or alternatives to provide. Figure 11 shows the total numbers of respondents by themes of comments and the subsequent tables summarise the unique points and suggestions provided for each of these themes.

Comments regarding priorities proposals

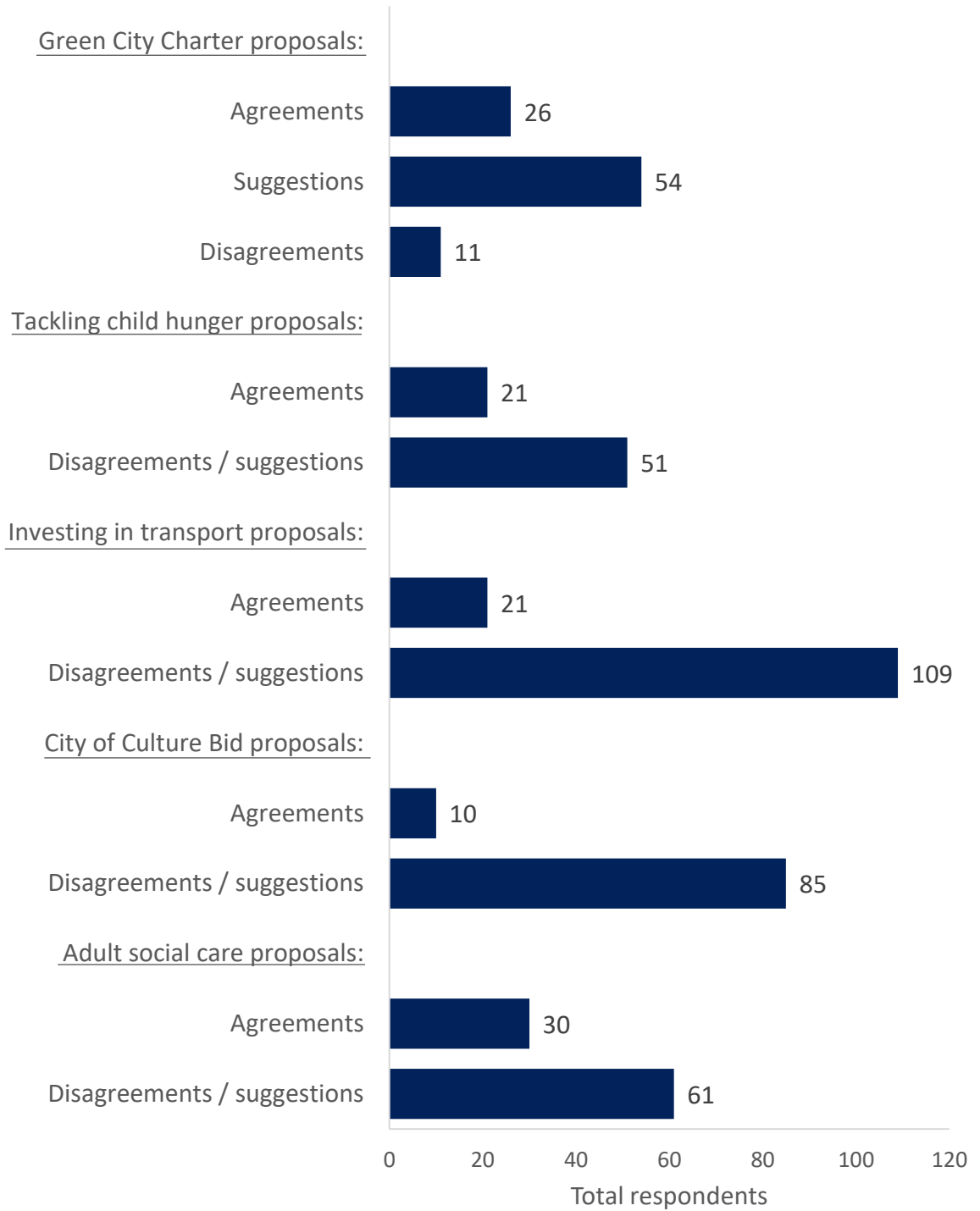


Figure 11

48. Agreements with the Green City Charter proposals:

Especially important because of air quality problems
Without tackling climate change, the rest is irrelevant
Should be the number one priority

49. Suggestions for the Green City Charter proposals:

Transport suggestions (ban diesel cars for leisure; reduce the number of vehicle movements; reduce private car use; make park and ride; build a tram loop; council should invest in all electric fleet vehicles;

sort out road junctions; educate people against vehicle idling; would like to know more about infrastructure for private e-vehicles; roll out charges points for electric vehicles; free parking for electric vehicles; council staff walk, cycle or travel by public transport around the city; centralise parking in housing estates to make people walk to their cars)
Port suggestions (tackle the pollution from ships; the noise is a problem from the generators; put in place ship to shore power; must match other local work to reduce emissions; Ships should be subject to certain pollution levels; problems with the number of HGVs coming into the city for the port; force lorries along motorways and not through A roads)
Green spaces suggestions (encourage gardening or allotments for children to help grow healthy food; bring people into connection with land; plant edible shrubs and trees in parks; introduce living spaces in neighbourhoods; plant more trees everywhere; enhance green spaces; improve the parks; encourage people to plant a tree in graveyards with a small plaque rather than headstones; increase the number of allotments; bring back Southampton in Bloom)
How the Green City Charter should be planned (Need a lot more work and investment as not good enough yet to tackle climate emergency; must not reduce attractiveness of the area for inward investment and businesses thriving; look to Pontevedra or Barcelona for advances; balance against cost of implementation; undertake cost-benefit analysis; need more information; what will be achieved in the next year)
Other suggestions (police littering and fly tipping with heavy fines; support the idea to bring in a 'Green Mile'; make Southampton the UK's first 'Green City'; attract entrepreneurs and more Plastic Free shops; solar panels on council properties; encourage low or neutral carbon industries; support green economy; all council policies and contracts should reflect principles of Green City Charter; council lead by example; tax breaks for technology companies to help achieve project; more street trees; encourage personal responsibility to reduce plastics; 'Boris Bike' like scheme with docking stations; more plastic recycling; new clean incinerating plants; difficult to support Green City Charter when support for the expansion to the airport continues)

50. Disagreement with the Green City Charter proposals:

Green charter penalises normal people when the largest polluter is the ships
City will be cleaner and healthier when people can afford new, cleaner ways of life
Help ensure climate change is really tackled
Disagree with spending money on this
Just lip service worldwide
Concern on there being enough budget to deliver it
Please stop focussing on stopping drivers some people have to drive for work.

51. Agreements with the proposals for tackling child hunger:

Very good idea, as long as every child is treated same equally
Good idea to promote healthy eating
Should be a high priority
Help with education on dental health

52. Disagreement or suggestions for the proposals for tackling child hunger:

Disagreements with providing free food in school (it will not tackle child hunger; free school meals plans should already cover it; parents should already be providing this food; Some families will spend money on other things or expensive takeaway food; people that can afford food may take unfair advantage of service; not aware of any hunger issues; don't think giving out free fruit, veg and yoghurts
--

will help the problem; most will reject the healthy food; food wasted; not the council's problem; tackles malnutrition which is important but doesn't tackle hunger; the food provided is very low quality, fruit is very bruised and old; local school currently end up giving it away at the end of the week as not eaten)
Suggestions regarding the proposal (Continue to the age of 18; Families with under 5s also struggling and may need support; Support in the school holidays; Be careful as a lot of fruit and veg already provided is not eaten and thrown out; Make it more targeted than being available to all children; means tested; feel that yoghurt is too sugary as a snack; best issued to schools to issue; have something available for breakfast; social services should monitor families; make it an option parents can opt in for; libraries should be a part of it in the school holidays; have a policy that no child goes to school or starts the day hungry; engage with businesses to assist with the funding for this such as universities and research facilities; also need carbohydrate too or just fruit and veg will make them more hungry; link up with local shops to reduce food waste - schools get food that needs to be eaten by that day; provide bottle of milk too)
Alternative suggestions (Help parents with budgeting; Help parents and children with learning how and what to cook; Encourage parents to give up smoking and drinking to have more money for food; Educate parents with what essential items are versus luxury items; council should not be supporting the Coca Cola truck; need to do more to address child poverty in the city; use allotments more; distribute some of the spare food grown in allotments; make sure lunchtimes are long enough at school to have a proper nutritious meal; tackle the reason why children are hungry rather than just giving them food; tackle this at the source and prosecute neglectful parents; issue part of benefits as food vouchers; preventative measures such as good quality housing, fair rent, fair pay, education, funding health visitors; teach cooking in schools till leaving age; older kids in school could cook a meal for the class once a month)

53. Agreements with the transport investment proposals:

Especially important because of air quality problems
Lots of benefits of cycling including better health, cleaner air, less congestion, reduced obesity and better mental health.
Pleased with the cycle lanes
Poor public transport connectivity is bad for people and the economy

54. Disagreements or suggestions for the transport investment proposals:

Improvements to public transport (better; cheaper; more frequent; buses not reliable; more bus lanes; more bus routes and diverse routes; friendlier buses; improved ticket options; tickets that work on all bus networks; "one price fits all" approach; more electric buses; improve bus routes so that they aren't all going to similar places; extend rail network to Marchwood; introduce a tram; improved ferry services; dislike bus parking in roads; make it accessible for those with mobility problems or in a wheelchair; set up small bus company to do 1 or 2 routes to start with; introduce trains that follow the roads; improve the current system; Ban Uber from Southampton; take a cut of increase parking charges at West Quay; more public transport incentives and subsidies; bus connections between cities; improve linkage from city centre to waterfront boarding; improve bus availability to the hospital)
Improvements to cycling and walking infrastructure (more cycle lanes; better pavements; safer road crossings; improve cycling facilities at work and school including safe lock ups, showers and changing rooms; make wheelchair accessible; make some roads one way to give cyclists more space; convert more roads to pedestrian only; enforce people cycling on the pavements when there are the new cycle ways; improved signs for walking; improve linkage from city centre to waterfront boarding; bike borrowing scheme with docking stations like Boris Bikes; separate traffic for other users by physical barriers; improved bike parks)

Disagreements with cycling lanes (No-one use them; bus lanes would be more useful; money could have been better spent in other areas; cause congestion and more pollution; not sure good use of resources; disagree with the one at Bitterne triangle; don't want to be asked a vague or euphemistic question so it can later be said they approved of it; not long enough so cyclists dodge in and out of traffic or continue to stay in the main flow; slows down traffic so doesn't reduce CO2; Cyclists don't find them safe; cause chaos on the roads to put them in; people cannot always cycle long distances; on a dark wet night you cannot see the cycle lane curb)
Encourage people to travel differently (tempt people out of cars; Get children to take their cycling proficiency tests; ban cars in city centre if only one person in vehicle; people will only change if you make it more difficult for them in a car)
Build a park and ride (to reduce journey times into the city; to reduce pollution; good for football or cricket games; good for cruise ship passengers; use electric buses; worth the set up cost; would reduce the cost of road upkeep; smaller cities have them)
Improvements to roads and junctions and parking (fewer traffic lights; have smart traffic lights and junctions; invest in roads less but more into other transport; sort out potholes; people rather than good roads than innovative transport investment; sort out subsidence; stop messing with the roads; confusion over why some roads and junctions have been improved versus others; sort out lights to reduce pollution; changes to Cobden Bridge have only made the traffic worse in St Denys; joined up approach to road works; toll on the Itchen Bridge is too expensive; reduce the Itchen Bridge toll have not seen the benefit of the roadworks as make no difference; turn off traffic lights after 10pm; disagree with the work at Bitterne Park Triangle; terrible traffic at M27/M3 junction; do not take away disabled parking on council sites; more streamlines routes; make junctions logical and safe; only have bus lanes in rush hour; disagree with present use of 20mph limits; introduce congestion charge; parking is too expensive; shop mobility car park urgently requires attention as has a large pothole)
Tax breaks for technology companies to help achieve project
Do a cost-benefit analysis
Think about how it would be to experience it
Spend the money on other services
Transport is fine, so no need to improve

55. Agreements for the City of Culture bid:

Good to promote our interesting history and culture (the Romans, Norman walls, French traders, Mayflower, Titanic, D Day, the Spitfire, the great passenger liners, Premiership football, museums, art galleries, theatres.)

56. Disagreements or suggestions regarding the City of Culture bid:

Reasons against City of Culture bid (more important things or services the council should be prioritising; cost would be higher than the benefit; concern it won't bring in additional income; concern over money lost; waste of taxpayers' money; would not benefit residents; we might not even win it; nobody cares if somewhere is the city of culture when deciding to visit; feel that culture offer in the city is poor; a vanity project; City of Culture is a title associated with the most deprived cities; city not in a strong enough position; other culture projects have not gone to plan or were over budget such as Mayflower 400 project, Arts quarter; the city-wide infrastructure would not be good enough to deal with extra tourists; even if brings benefit to the city if successful it will still cost millions; we would be unlikely to win; it will take a lot of work in the community to win it; we are leaving the EU so how can we be European City of Culture)

Suggestions for the City of Culture (Would like to see a cost benefit analysis; want more detail; would like to see the cost and estimated income; look to see if other cities that have previously held the position have made money from it; improve appearance of city to increase chance of getting the bid; reduce number of people begging to increase chances of getting the bid; must be sustained beyond the bid; tax breaks for technology companies to help achieve project; lowest priority project; don't focus on too many diverse initiatives; don't worry about award, just do it)

Suggestions related to culture (focus on Mayflower 2020 as it has potential to attract tourist revenue for the city; attract cruise ship passengers to visit Southampton; open a Tourist Information Centre; improve the cultural offer; look into aviation heritage; there is no suitable large venue for performances/exhibitions; improve the Music in the City event as currently disorganised; invest in the National Lottery; expand music services to reach everyone; engage with the Universities on their social efforts and programmes; open the art gallery for longer hours; do not charge for museums; support local music venues; treat our artwork better; build an ice rink; build a dog stadium; Move the Christmas market to Winchester)

57. Agreements with the Adult Social Care proposals:

Agree with needing more social workers

Will see the benefit in the future of extra social workers

Make this the highest priority

58. Disagreements or suggestions regarding the Adult Social Care proposals:

Disagreements with additional social worker proposal (Concern about cuts being needed elsewhere in the service due to additional spend on social workers; too much is already spent on adult social care; encourage neighbourhoods and communities to support social care; do not trust the proposals; should look at the current working practices of social workers; spending on this is already excessive)

Suggestions for additional social worker proposal (would like to know the numbers that will be employed; need to make social worker time more efficient by clustering and coordinating visits to reduce travel time/expenses; make sure sufficient oversight and management structure put in place; encourage more people to be social workers with direct training paths or extra pay or bonuses; improve support to social workers as this is the reason there is a shortage and such a fast turnover; employ better trained, more experienced social workers; as long as it isn't agency social workers; value social workers higher with better pay and more investment in training; give them long standing credit; mentoring programme)

Alternative suggestions instead of additional social worker proposal (The extra funding should be given to person needing care instead; provide more care facilities instead; provide more support for community facilities and volunteers; fund a survey to see what the social care problems are; invest in respite centres; pensioners on average are wealthy enough to afford care themselves even though they don't wish to; reduce the adult social care charges)

Comments or suggestions regarding Adult Social Care generally (Make this a high priority; Invest in Adult Social Care rather than make savings; The threshold should be increased for the amount of savings a person has before financial help is given; spend more money on elderly care for dementia and nursing homes; questioned why Brownhill House was closed; Adult Social Care should be more linked with healthcare as problems when people are referred to health services without adequate social support; service is not currently streamlined enough and a lot of time is spent sending clients around different teams which increases client wait time and increase staff time, visits and paperwork; Central government should offer more support and leadership; the individuals should be priority rather than savings; burden falls on to relatives that are often emotionally involved, lack time or money and not professionally trained; invest more on the care that has the biggest impact; work with neighbouring authorities to build new care facilities; should be grants available and options to have home maintenance costs carried out by the council and charged back when the house is sold; improve early intervention; cannot say the council is investing in adult social care when they take people's money and double their client contribution; concern that a lot of money for Adult Social Care is spent on unnecessary bureaucracy rather than on individuals and families; consider the different individuals involved and how they perceive different situations; use advocacy to support people; help is often given to those that shout the loudest; should be responsibility of the NHS; been no improvement in the last 5 years so little trust in service or proposals; reduce social care offerings as it only attracts lesser contributors to the area; poor service; reopen the close day services; carers are suffering; invest in the non-scc workforce who are stretched and underpaid; build a care force which is respected; get more staff generally; older people will suffer; some care providers are not fit for purpose; if no family then people can be left unsupported; disagree with private care)

59. In addition to the priorities listed in the questionnaire, a number of respondents wrote in the feedback there were also additional or alternative priorities the council should consider. These are summarised in figure 12 and subsequent tables after highlight the unique points or suggestions that were made. The priority suggested the most was to focus on the internal workings of the council, a total of 46 respondents raised this in the comments.

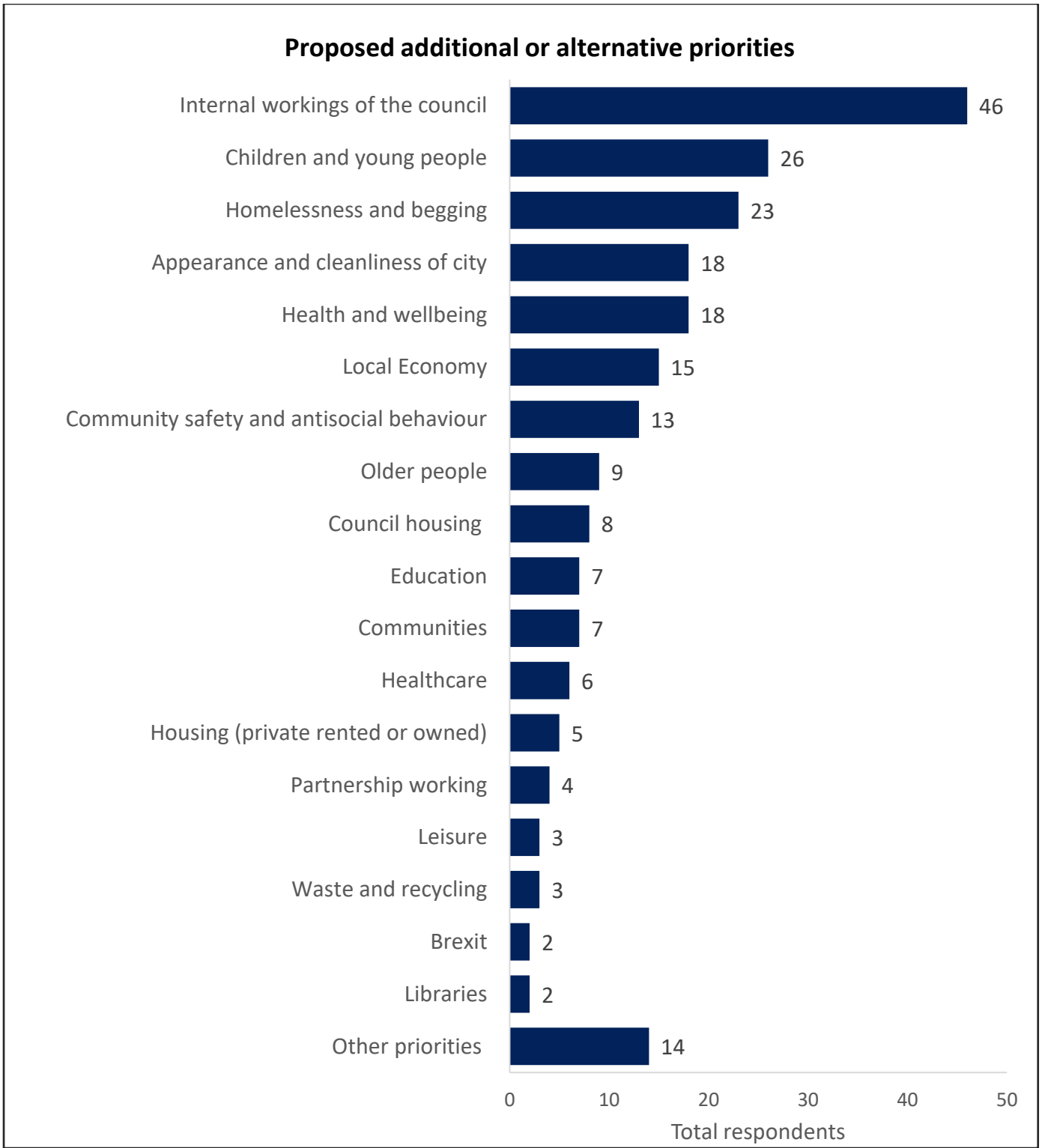


Figure 12

60. The following table highlights the unique points and suggestions for the proposed additional or alternative priorities:

Internal workings of the council	Suggestions regarding staff (fewer go to meetings; improve wages; wages should be reviewed and lowered; integrate between teams more; give basic rates of pay to all staff at all levels and then give bonus payments once measurable targets are achieved; provide incentives to improve performance; increase support to staff; increase support to staff that have to deliver news and make cuts to individuals; provide good training; evaluate success regularly to ensure aims are carried out; improve communications with staff on up to date information and priorities; employ good people; improve efficiencies; staff too stressed and therefore more likely to make mistakes; staff will
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	<p>leave if conditions aren't good; staff need to be able to work in a more flexible and rapid way; stop spending loads of money for redundancies; greater support for problems like high sickness levels; agency workers unsettle and undermine staff; bullying culture; staff stretched too thinly; problems with vacant posts not been recruited to; review timeframes for resolving staff grievances and workplace investigations to reduce time spent paying staff absence; mandatory training on equalities and diversity; record disability related absence separately to sickness to avoid discriminating staff with disabilities; work with trade unions who represent staff; make sure staff with disabilities can park in the civic centre; employ more parking wardens)</p>
	<p>Suggestions for councillors (reduce the number of councillors; reduce their allowances)</p>
	<p>Contact or payments with the council (Improve council phone lines; better customer services; difficult to pay for something; Website is difficult; surprised there was no direct debit paying for care monthly, instead received an invoice every 4 weeks to pay; invoices frequently received after the date due; contacting online is a shambles; if you go into gateway to complain they instead direct you to use the computer to email query or question; Nobody every contacts you or calls you back; council do not stick to own timelines)</p>
	<p>Suggestions for services/projects (Invest in IT; Invest in support services; disagree with LatCo; to reduce costs look closely at social care transactions to identify duplicate or over payments which could be recovered; identify unreasonably high placement costs; improve management of the council budget; invest in the right equipment for staff; be careful that services that were previously outsourced don't go back to having too much bureaucracy; concern that unnecessary spend on new uniforms for Street Cleansing and Parks teams when old ones were fine; invest in a municipal talent bank for different public services to hire temp staff; turn off lights when room not used; don't leave SCC engines running; close windows in air conditioned offices; fine more people for parking)</p>
<p>Children and young people</p>	<p>Suggestions (invest in more social workers; preventative work would be beneficial in the long run; be more supportive of young people; bring back Sure Start; invest in youth work; improve early intervention; invest in childcare and childcare settings; better checks on social workers at interview; introduce youth centres and activity programmes; fewer agency social workers; drive ambition in children)</p>
	<p>Concerns (Capacity of child social services is at dangerous levels; poor quality social workers from agencies; serious cases are costing a lot of money; significant funding shortage in early years settings as hourly rate paid to settings is less than it costs to run; the city is not delivering the Carers Assessments for Parent Carers as a separate assessment as promised advertised and stated in the Care Act 2014; Struggling to contact and communicate with social services to get their loved ones assessed; young people will inherit the problems in the world; difficult to get EHCP plan without a jumping through hoops with council contact poor)</p>
<p>Homelessness and begging</p>	<p>Problems currently (begging is detrimental to the appearance of the city; homelessness often accompanied with drug use; services continuing to be cut make homelessness worse)</p>
	<p>Suggestions (Invest in homeless hostels; authorities should not allow homeless people to stay on the streets; use containers for housing; get homeless people registered to an app where money can be donated to help them but they have to be off the streets to claim the donations/allowance; provide support to help maintain tenancies; the current community support and contracts are ineffective as large percentage of residents at homeless shelters can be seen openly drug taking and commuting crimes)</p>

Appearance and cleanliness of city	Suggestions (Fine people for dumping rubbish in the streets; Fine people for not clearing dog mess; people take more responsibility for their litter; fewer overflowing bins; cleaner streets; more controls on landlords for dumped waste by tenants; organise community litter pick-ups; improve clean-up of chewing gum on streets; improve shabby precinct)
Health and wellbeing	Invest in services to provide support for: Addiction to drugs, Mental Health Support; Alcoholism
	Suggestions (Bring back walk-in clinics; encourage flexible working for people with mental health issues; greater support for high functioning autistic people; educate children regarding healthy living such as exercise, healthy food, vitamins and minerals, healthy weight, bones, muscles and teeth; invest in physical activity and health programmes; make smoking and excessive drinking unacceptable for parents; ensure people know how to cook cheap nutritious meals; ensure pregnant women eat healthily; encourage people to go out to the shops and walk around to improve health rather than sitting and ordering online)
	Concerns (Health provision is poor on the east side of the city; much preventative work has struggled to gain or maintain funding such as Drop-ins and Social groups; rehabilitation facilities inadequate; Mental health care poorly funded)
Local Economy	Continued economic development should be a focus
	Suggestions for jobs (create good jobs for all; grow industries that will have jobs for part-time workers rather than basic wage zero-hour projects; provide grants to help city centre jobs; improve wages)
	Suggestions for businesses / organisations (help with business rates for smaller businesses; attract them to the area; help businesses by providing fast broadband which is currently poor in Ocean Village; create more business space; dry docks to use for repairing and maintaining ships for the economic benefit; encourage start-ups; promote entrepreneurial culture in the area; use more local suppliers in line with social value act aims; follow CLES ideas used in Preston; focus on the Southampton pound; focus on getting the 2020 Masterplan delivered and VIP projects; encourage small individual shops)
Community safety and antisocial behaviour	Suggestions (More police generally; Greater police presence at night; extra street lighting; reduce anti-social behaviour; enforce against people cycling without lights at night; enforce those parking blocking pavements or double yellow lines as it makes it hard for people with disabilities; focus on youth crime and exploitation by gangs; introduce youth centres and activity programmes)
	Problems (Drugs; theft; violent crime, hooliganism; damage to public places, antisocial behaviour, groups of youth terrorising, street lighting issues)
Older people	Support for older people (improve the support for older people; put more preventative measures in place; OAP discounts have been abolished; by the time you get to being older, the services keep being cut)
	Everyone should be encouraged to prepare for being older
	Need to budget for the ageing population
	Consider elderly social care to be as great a priority as adult care.
	For pensioners the TV Licence should be calculated on income.
	The Fuel allowance should also be given only to those with an income of less than £20,000 per year, which would save a huge amount of money.
Council housing	Suggestions (improve management of properties; have higher expectations on tenant behaviour and care of homes; do not sell off council properties; encourage residents in larger properties they do not need to downsize; manage it the same way private rented is managed; if you can afford to pay full rent in private sector you should so

	that council properties are there for those that need them; stop selling council homes as it is reducing the stock and isn't replaced)
	Disagreements (Strongly disagree with right to buy because it reduces housing stock, reduces council income through rent and is unfair on residents that have to pay the going rate for a house; disagree with the local housing offices being closed; Townhill Park regeneration is painfully slow; current place has ground movement and council keep just filling in the cracks)
Education	Problems currently (performance of local school and colleges; competition between schools is replacing with cooperation that existed; disagree with forced academisation as it is undemocratic and counterproductive; staff providing increasing levels of support for families of SEND children without extra funding to help them access education; support for SEND children not put in place quick enough as difficulties not identified early enough; budgets are appalling; staff are being made redundant)
	Suggestions (fund nursery education more as it is the start of accessing education; education should be featuring in the consultation as a priority; improve early years intervention and support)
Communities	Improve community centres
	Lack of social cohesion amongst residents
	Improve loneliness and isolation
	Increase in spending to recover our communities
	Introduce helpful neighbour scheme or buddy scheme with incentives
	Grow volunteering
	Increase the number of community programmes
Healthcare	Concerns with NHS (poor performance in the city)
	Suggestions for the NHS (Only UK citizens should be eligible for treatment; treatment for obesity should not waste NHS resources; Anyone requiring treatment or ambulance for binge drinking should have to pay the cost; local health system needs to be made to work more efficiently; also need quick turnaround in beds even at weekends in hospital)
Partnership working	Other local authorities (Liaise to jointly purchase equipment and services; generate efficiencies from working together more proactively; share senior managers)
Housing (private rented or owned)	Regeneration grants required for deprived areas like St Mary's, Queensway, Kingsland, Newtown due to big damp and energy efficiency problems in the older houses.
	Lack of affordable private rented properties
	Dislike of HMOs (tenants do not care about neighbourhood; should be forced to tidy up front gardens)
	Help more people to get onto the property ladder and own homes
Leisure	The city needs a leisure strategy
	Investment in leisure
	Outdoor sports centre (needs investment; pleased to see proposed investment as it has a huge value on people's lives; safeguard for future generations)
Waste and recycling	Put more investment into waste and recycling and the workers that do the job
	Recycling is a shambles
Brexit	Provide maximum support to communities post Brexit
	Concern over the impact of Brexit on public services
Libraries	More library staff
	Libraries good value for all ages
	Improve preventative support in the city to reduce demand on services.

Other priorities	The east of the city lacks investment.
	There should be a vote to decide how money is spent
	Shops, pubs, public buildings should allow free use of toilet facilities.
	Disagreed with raising banks of soil around Veracity playing fields to block access to gypsies and travellers. Would prefer the issue is addressed rather than temporary solutions.
	What about setting up charities or involving charities to help to part fund some of the council services. A charity would more likely spend the money more frugally than the council.
	Noise pollution is a bigger problem than the council realises.
	It would be nice to work and pay bills in this country without borrowing. To earn £40.00 a day cannot cover rent and council tax.
	Make us proud of our city not just for what is in it but what it stands for.
	Maintain and improve the various high streets, parks and other public environments.
	Invest in creative town planning
	Additional support for people caring for others would be beneficial. To be able to train for a career from home would generate income and help the carer feel inclusive and not isolated. Some charities do offer a degree of support but sign posting from the Local Authority would hold more weight. The Council has little or no empathic understanding of the impact of financial issues on family. No letter arrived to advise what a carer should do.
	Increase council tax banding
	Please focus on the people that are most in need first.

Savings proposals

61. In this section of the questionnaire there were multiple savings proposals each with their own question asking levels of agreement or disagreement. There was also a free text box for any comments, suggestions and alternatives at the end of the section where respondents provided feedback on any of the different savings proposals. The following analysis shows the levels of agreement and comments associated with each savings proposal.

Getting people home after a short stay in residential care on discharge from hospital

62. The first saving proposal was to work quickly to get people home after a short stay in residential care on discharge from hospital (Saving: £34,000). Figure 13 shows that 86% of respondents expressed a level of agreement with the proposal and that a total of 5% expressed a level of disagreement. Of the respondents that expressed a level of agreement, the breakdown was 38% that strongly agreed and 49% that agreed. For levels of disagreement, 4% disagreed and 1% strongly disagreed. The remaining 8% of respondents neither agreed nor disagreed.

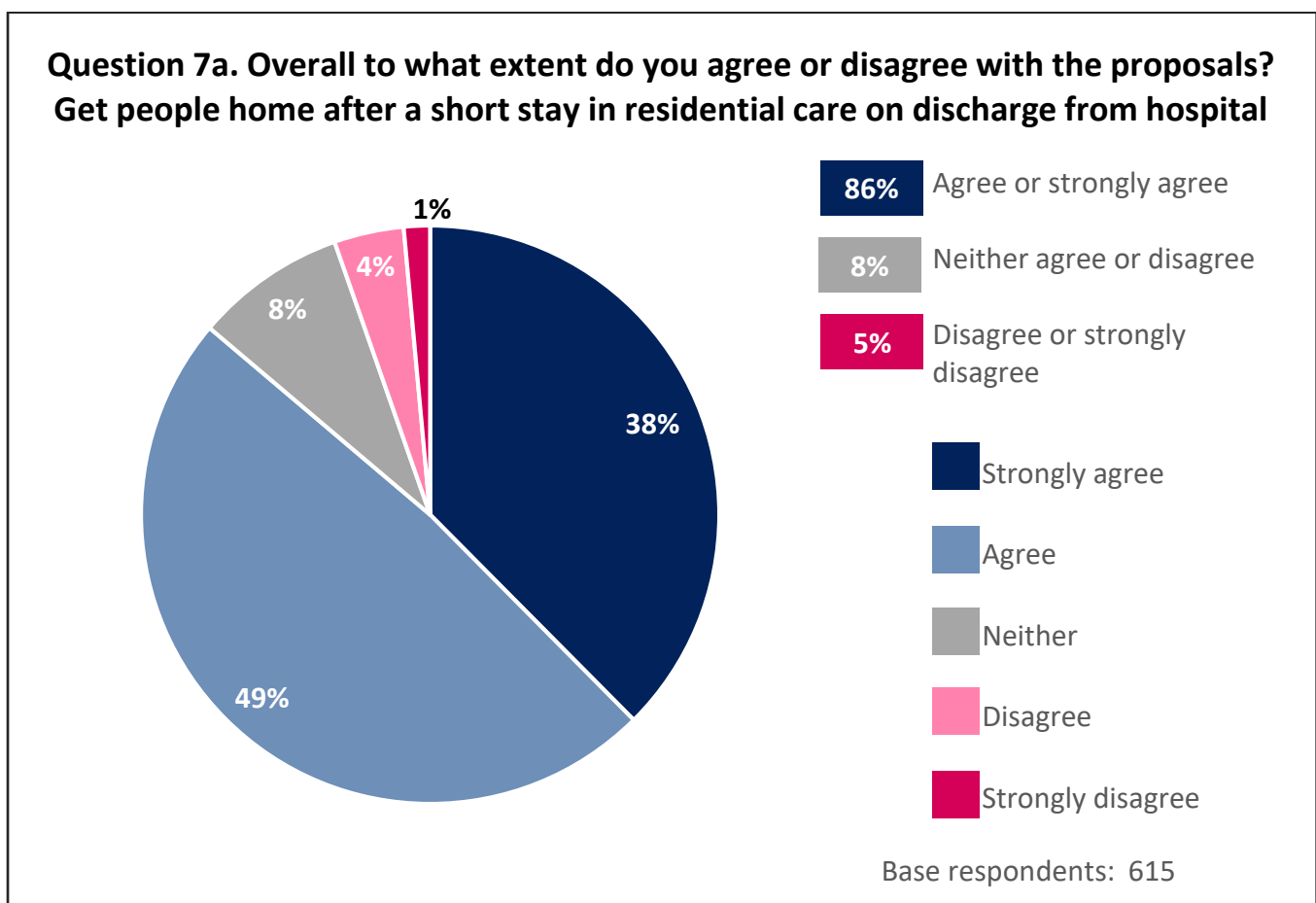


Figure 13

63. Figure 14 shows the total numbers of respondent that commented on the proposal regarding getting people home after a short stay in residential care. A total of 18 respondents either disagreed with the proposal or had an alternative suggestion to raise. Four respondents expressed their agreement with the proposal in their comment.

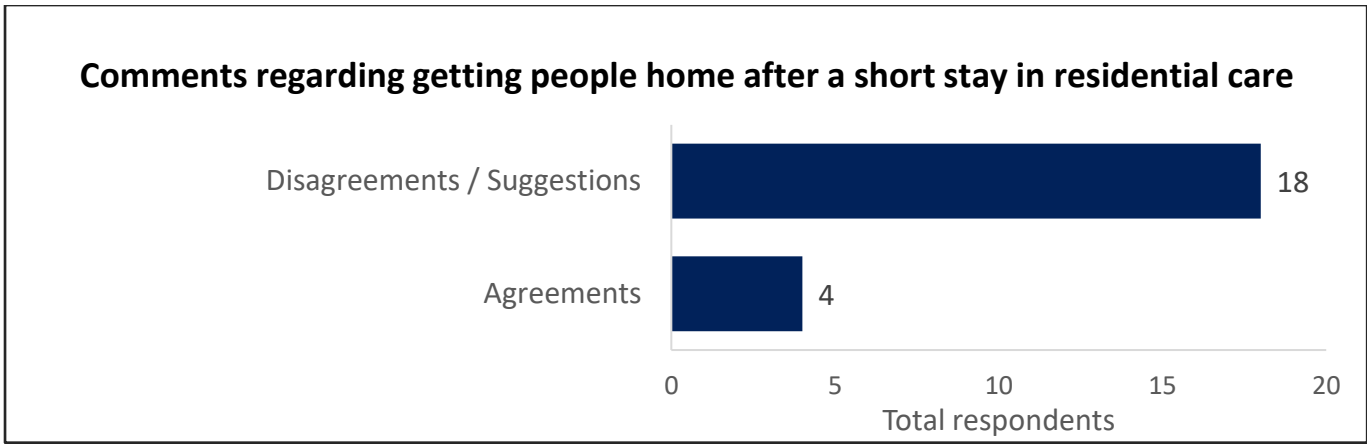


Figure 14

64. The unique disagreements and suggestions regarding getting people home after a short stay in residential care:

Disagreements and concerns (pressure on care staff to move people out even if not quite ready; people will be pressured to go home; just saving money; might not have the right care at home; concern that people end up back in residential care again if sent home too soon; if not enough beds people may be sent home; some people play down their needs due to pride; carers do not have enough time with each person)

Suggestions (make sure it is needs based assessment to send people home and not cost; make sure it is not a rushed process; make sure the support is already in place before they leave and home is suitable; make sure family worries and concerns are taken into account; give families and individuals all the options and information)

Comments about residential care generally (need more care homes as lot of people have no-one to care for them at home; inefficiencies, wasted time and disjointed between departments involved; poor communication; need better ways to pay)

Supporting people to live independently in a community setting

65. The second proposals was about supporting people to live independently in a community setting (Saving: £370,000). Figure 15 highlights that 87% of respondents expressed agreement with the proposal of which 41% strongly agreed and 46% agreed. A further 8% of respondents neither agreed nor disagreed. The remaining 4% of respondents either disagreed (3%) or strongly disagreed (2%) with the proposal.

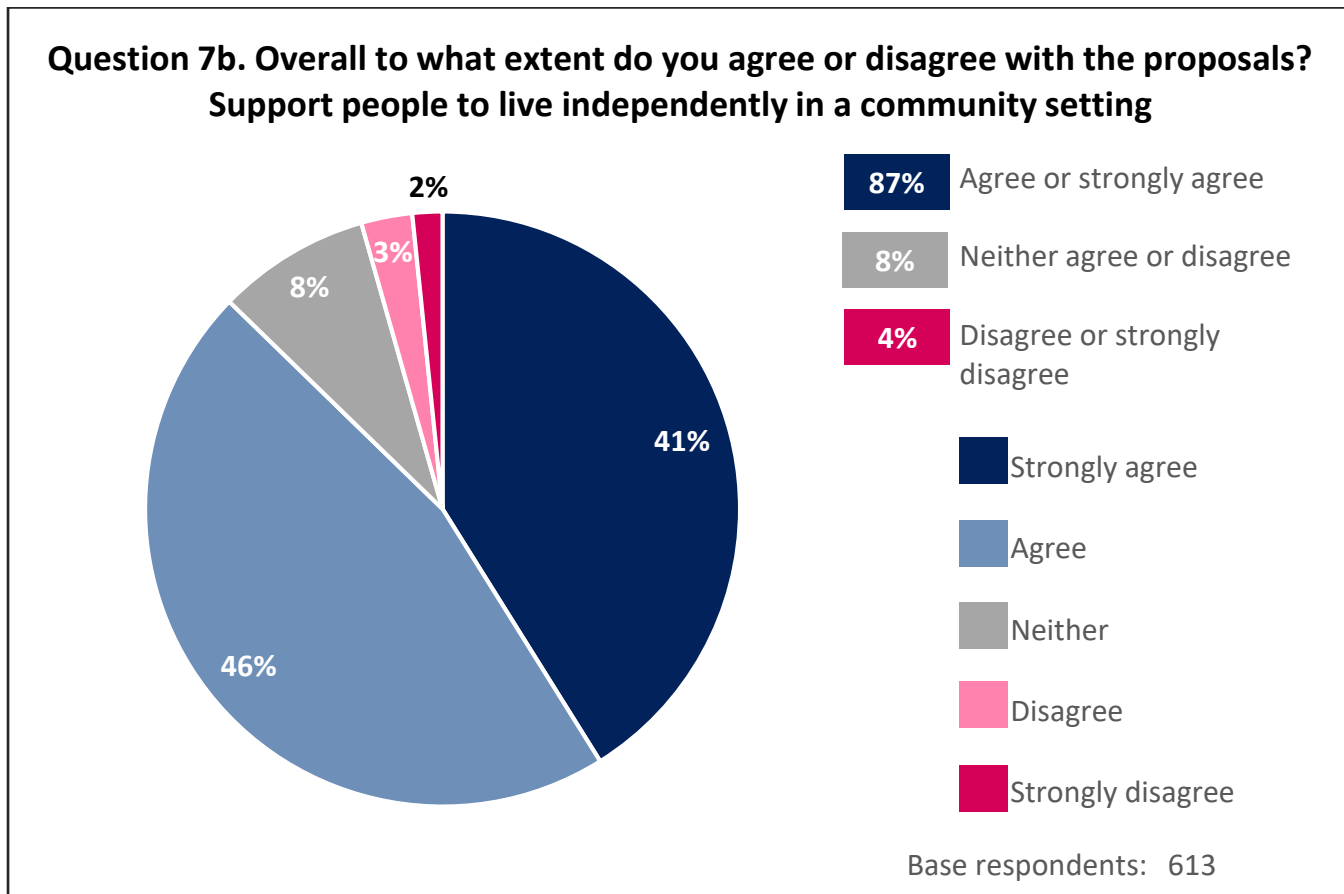


Figure 15

66. Figure 16 shows the number of respondents that commented on this proposal. There were 25 respondents that specifically disagreed with the proposal or had an alternative suggestion. An additional seven respondents stated agreement in their comments.

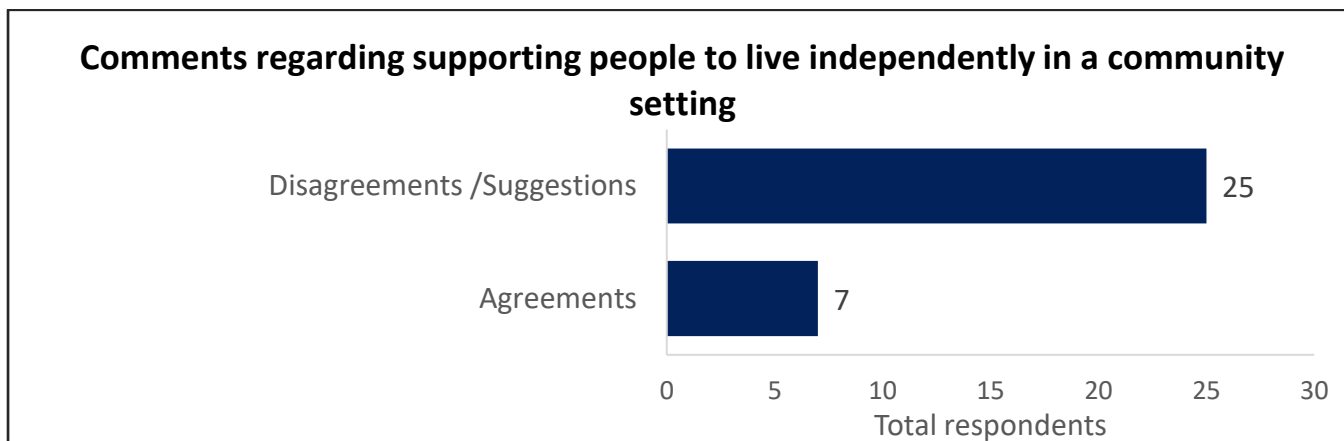


Figure 16

67. The following table highlights the unique disagreement and suggestions raised by 25 respondents regarding supporting people to live independently in a community setting:

Disagreements / concerns (Concern people will be abandoned to the community without the support they need; there are not enough staff to deal with the demand; would not be suitable for people with dementia or Alzheimer's; cuts may mean job losses for staff; no safety net for if things go wrong; the responsibility of care giving will be pushed onto families; sounds like 'Care in the Community' which did not go well; people could fall through the cracks; increased loneliness and isolation; community support can be ineffective; reducing face to face interaction with pill dispensers, alarms and electronic devices is poor idea as it could lead to deterioration of the health of the individual and lack of interaction; individuals may not take their medication correctly; options for individuals have been restricted or removed; vulnerable people may be left for longer without their full support package while alternatives are tested on them which could affect mental health)

Suggestions for the proposal (Must be needs driven assessment rather than economic; Must be the right support in place to stop people going into crisis; People need more than 10 minutes a day; make sure it is appropriate for the individual; people take time to adapt to new methods or technologies so make sure the right support is in place to facilitate transition at the pace of the end user; need help for all aspects of living independently including eating and cleaning; do not allow violent or mentally unfit people back into the community; fewer agencies involved so that council has proper oversight and control of who is employed; should centralise types of care to stop carers spending time travelling all over the city)

Alternative suggestions (some people may be happy to provide care to someone by inviting an individual into their own home, council could support them; put more funding into the service rather than cuts)

68. Agreements regarding supporting people to live independently in a community setting:

Supporting people to live in their own homes is important.

Seen success with the Falls Revolution Programme and Independent Living Unit

Cost effective for people to remain in own homes

There can be economies of scale wherever there is community independent living with centralised services. Successful if managed well

Expanding the successful reablement service

69. Figure 17 shows the extent to which respondents agreed or disagreed with the proposal to expand the successful reablement service (Saving £655,000). Overall, 31% of respondents strongly agreed and 51% of respondents agreed which meant 82% of respondents expressed a level of agreement. A further 15% of respondents neither agreed nor disagreed. The remaining 3% of respondents expressed a level of disagreement with the proposal (2% disagreed, 1% strongly disagreed).

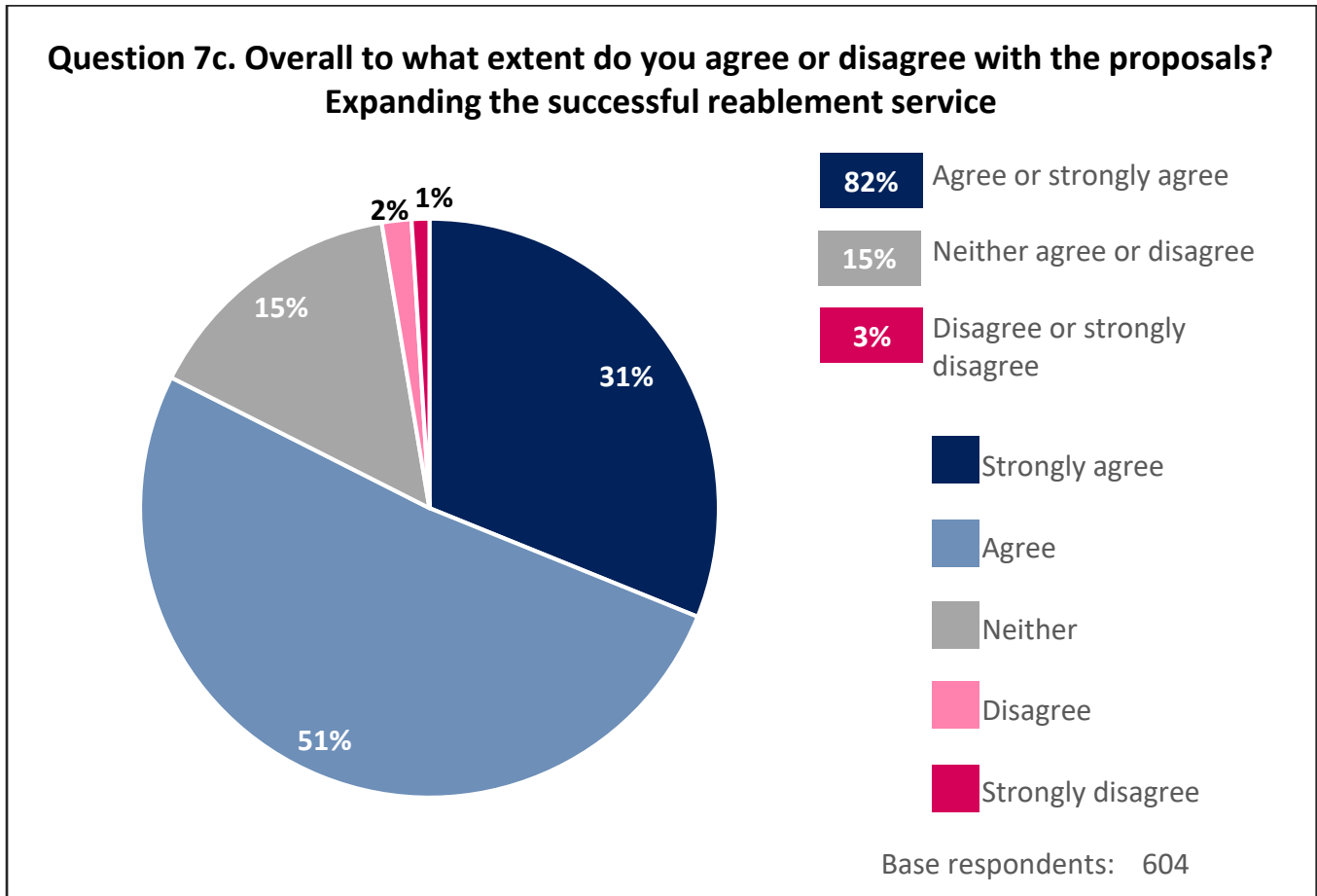


Figure 17

70. A total of eight respondents expressed a disagreement or suggestion in their comment regarding the reablement service and three respondents voiced an agreement (Figure 18).

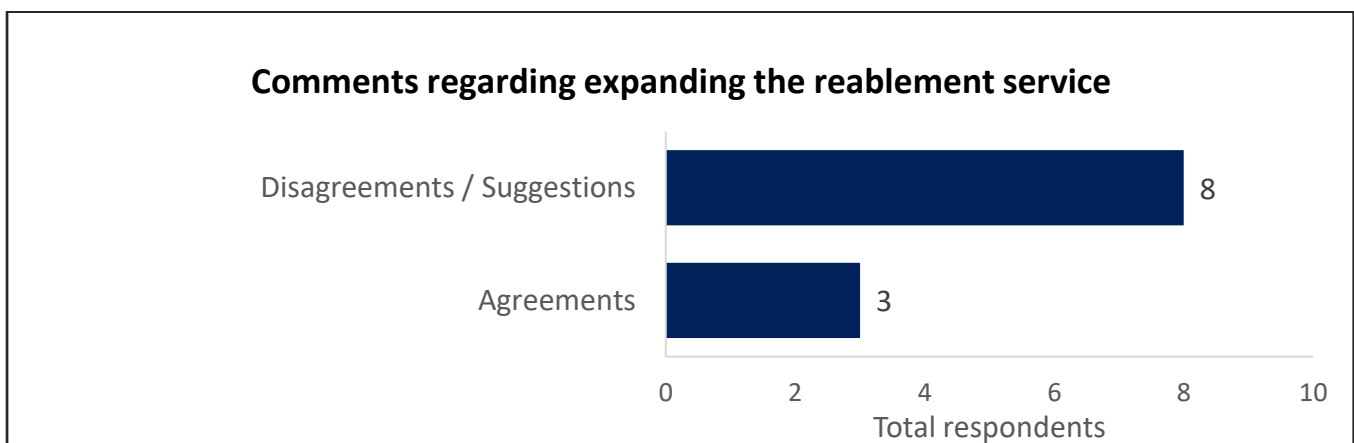


Figure 18

71. The disagreements or suggestions raised by eight respondents regarding expanding the reablement service were:

Concerns or disagreements (can push people too hard; suddenly go from everything to nothing; the savings seem too large to be realistic; people have been taxed their whole lives and deserve a decent old age; dementia patients and immediate families less likely to benefit from this system; concern over the mental wellbeing of individuals; concern individuals may be left longer without the full support package they require; not enough slots currently available in reablement service so individuals are put in care instead)

Suggestions (must be driven by needs led assessment rather than economic decision; ensure well-trained good staff; staff spend a good amount of time with individuals; service continues until it is safe to withdraw)

72. Agreements regarding expanding the reablement service:

Interested in the plans for this area of work and how these people can be sustainably supported.

Recommending equipment and training carers so that care can be provided safely by one carer

73. The next saving proposal was to recommend equipment and train carers so that care can be provided safely by one carer (Saving: £80,000). Figure 19 shows that 66% of respondents agreed to a certain extent with the proposal. Of this, 26% strongly agreed and 40% agreed. A further 22% of respondents neither agreed nor disagreed. There were 8% of respondents that disagreed with the proposals and 3% that strongly disagreed which added up to 11% of respondents expressing a level of disagreement overall.

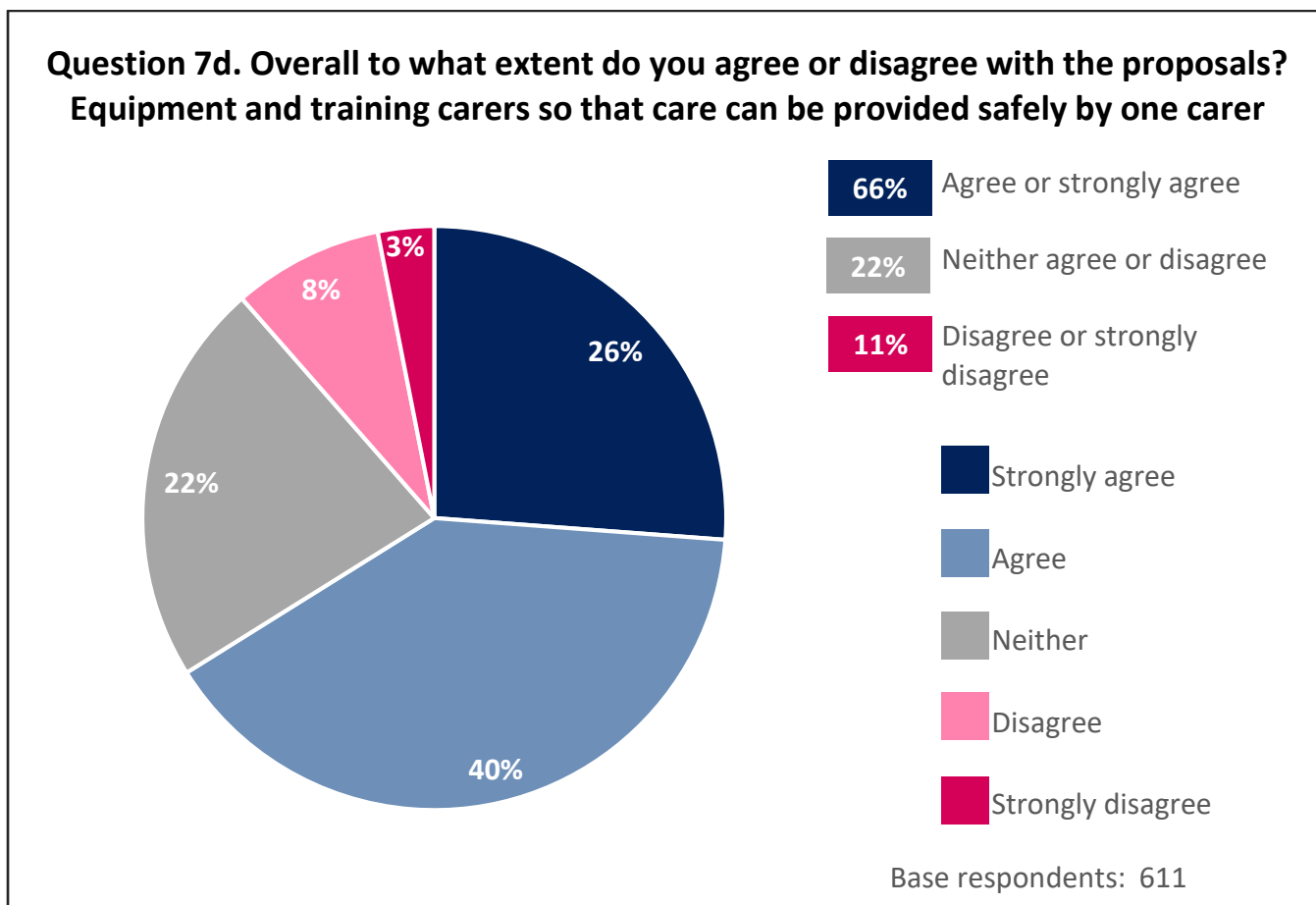


Figure 19

74. Figure 20 shows the numbers of respondents that provided a comment on this savings proposal. In total, 26 respondents communicated a disagreement or made a suggestion. Six respondents wrote about their agreement with the proposal.

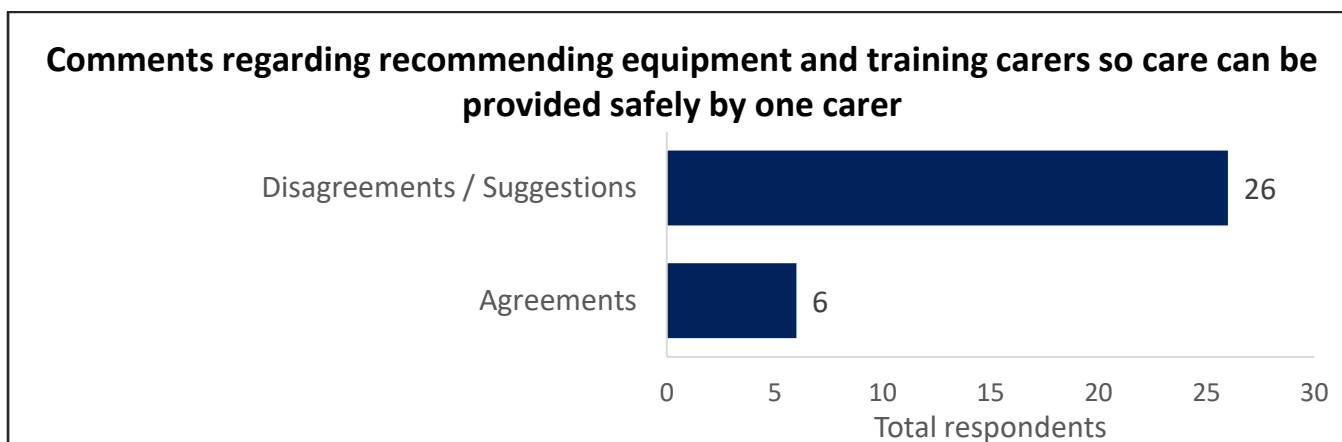


Figure 20

75. Disagreements or suggestions regarding recommending equipment and training carers so that care can be provided safely by one carer:

Disagreements and concerns (two carers is essential on some calls; double care relieves caring responsibilities from spouses; should be two carers for health and safety reasons; may be difficult for one to lift an individual; Two carers is good for back-up, extra ears, eyes and hands if a situation occurs; client may become dependent on one particular carer; may put too much strain on one carer; concern that Occupational Therapists will be under pressure to reduce carers; one carer on their own could be wrongly accused or complained against; that the change won't be properly explained to clients; could breach Care Act if people have been assessed as needing two carers and then it is reduced down to one which would undermine their care to save money; if it is a private company they should be paying to train their own staff; could be additional work and pressure for carers; looks like it is about reducing costs rather than need; jobs could be lost)

Suggestions for the proposal (Need more Occupational therapists time to recommend equipment and train carers; Working hours and conditions of carers needs to be monitored and controlled to avoid burnt out staff; Send an occupational therapist at the start to work out whether need two carers; carers deserve more pay if more responsibility is placed on their shoulders; also review the people that already have one carer; consultation should be carried out with recognised trade unions and safety representatives; the savings are not huge and by keeping two carers it keeps more people employed and the client receiving more care; encourage older people to keep mobile with more physio)

76. Agreements with care being provided by one carer:

I wholly agree with the proposal
Training is a good solution to two person lifting and turning
Training carers to provide the abilities of OTs is a good progression for workers to learn new skills.

New extra care housing schemes

77. The fifth savings proposal was to invest in new extra care housing schemes (Saving: £100,000). Figure 21 shows that 34% of respondents strongly agreed with the proposals and 50% agreed. A total of 84% of respondents expressed a level of agreement with the proposal. A further 13% of respondents neither agreed nor disagreed with the proposal. The remaining 3% of respondents disagreed with the proposal (1% disagree, 2% strongly disagree).

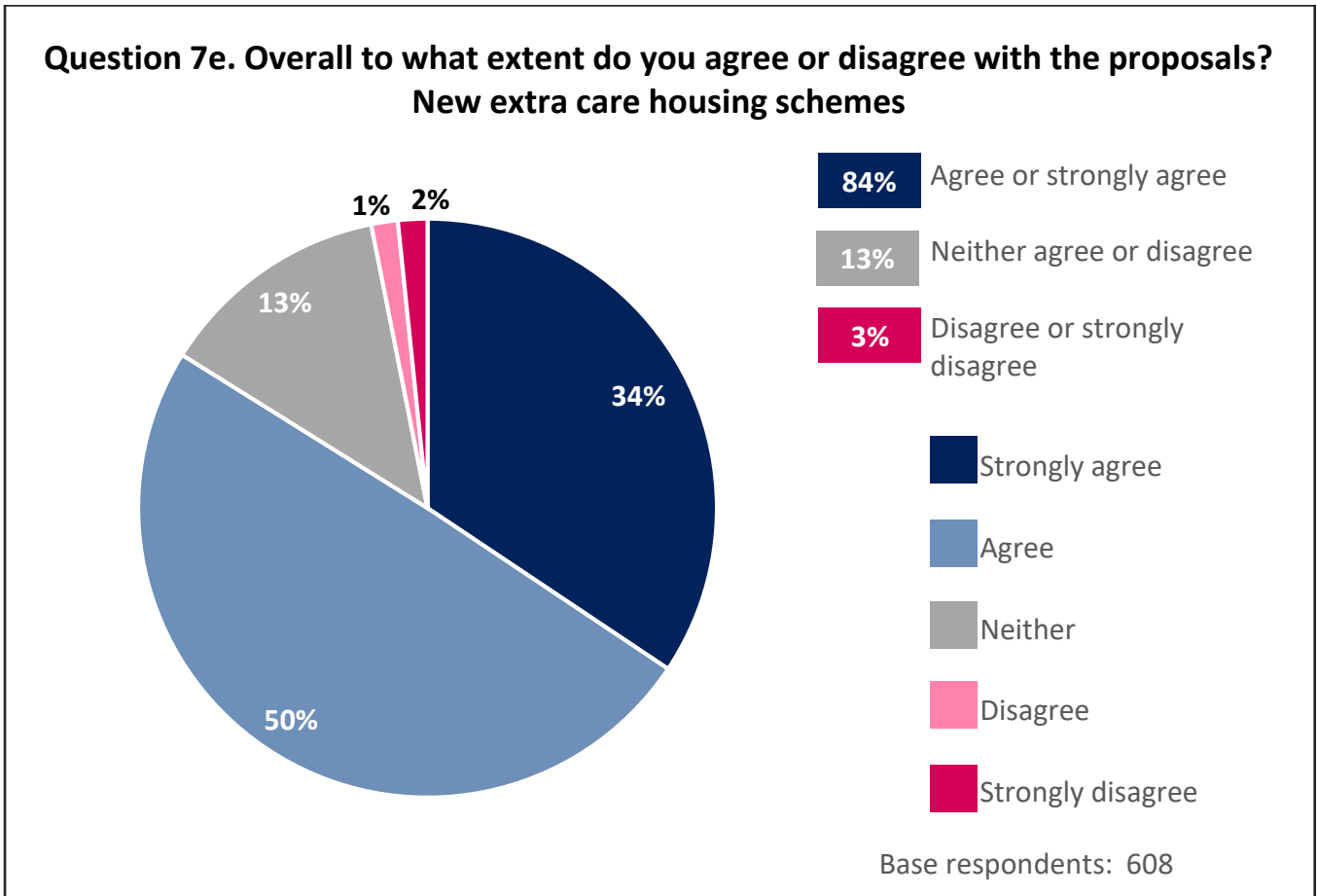


Figure 21

78. A few respondents commented on the extra care housing schemes proposals (Figure 22). In total, seven respondents provided a reason why they disagreed or a suggestion and six respondents conveyed their agreement with the proposal.

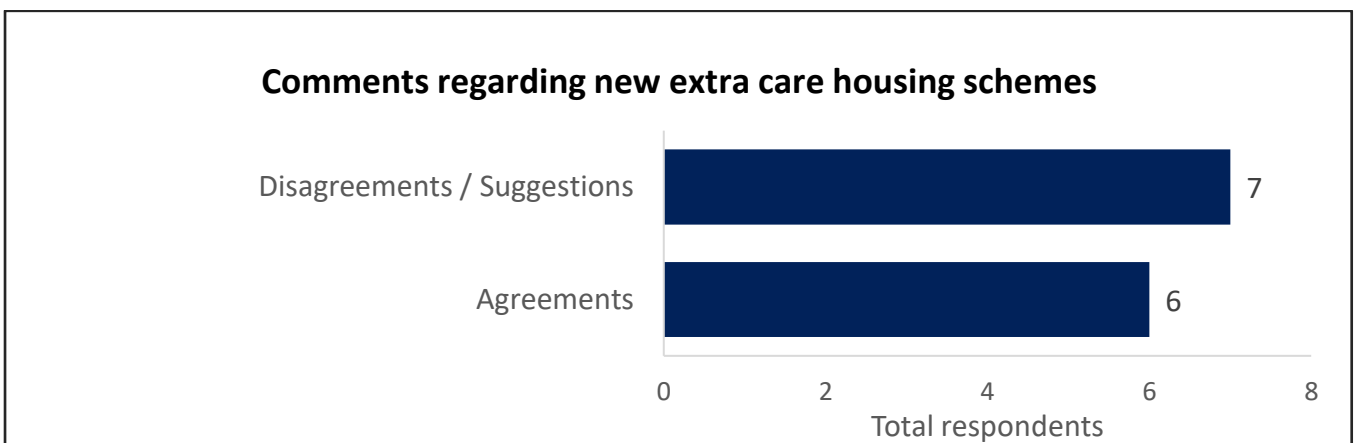


Figure 22

79. Disagreements or suggestions regarding new extra care housing schemes:

Concerns and disagreements (the number of hours of support per week is low; those with higher needs get more hours of care leaving other people with less support; sounds too much like Care in the Community; puts risk on the housing revenue account if the properties are not filled)

Suggestions (need more extra care housing schemes on the east of Southampton; need services for people with mental health problems and problems with alcohol or drugs; do not reduce numbers of staff; council support identification of land and property; create multi-generational co-housing communities in the city that could commission their own services and council could incentivise; should be delivered by housing associations rather than SCC; use the money to deliver home care instead; build them around district centres with shops and public transport to be able to keep people in local areas)

80. Agreements with new extra care housing schemes:

The more help people can be given to remain in their own homes, with the right support, the better.

Helping people to use direct payments

81. Figure 23 shows the proportion of respondents that agreed or disagreed with the proposals to help people to use direct payments (Saving £320,000). Overall 70% of respondents agreed with the proposal (24% strongly agreed, 46% agreed). A total of 6% of respondents expressed a disagreement of which 4% disagreed and 1% strongly disagreed. The remaining 24% of respondents neither agreed nor disagreed with the proposal.

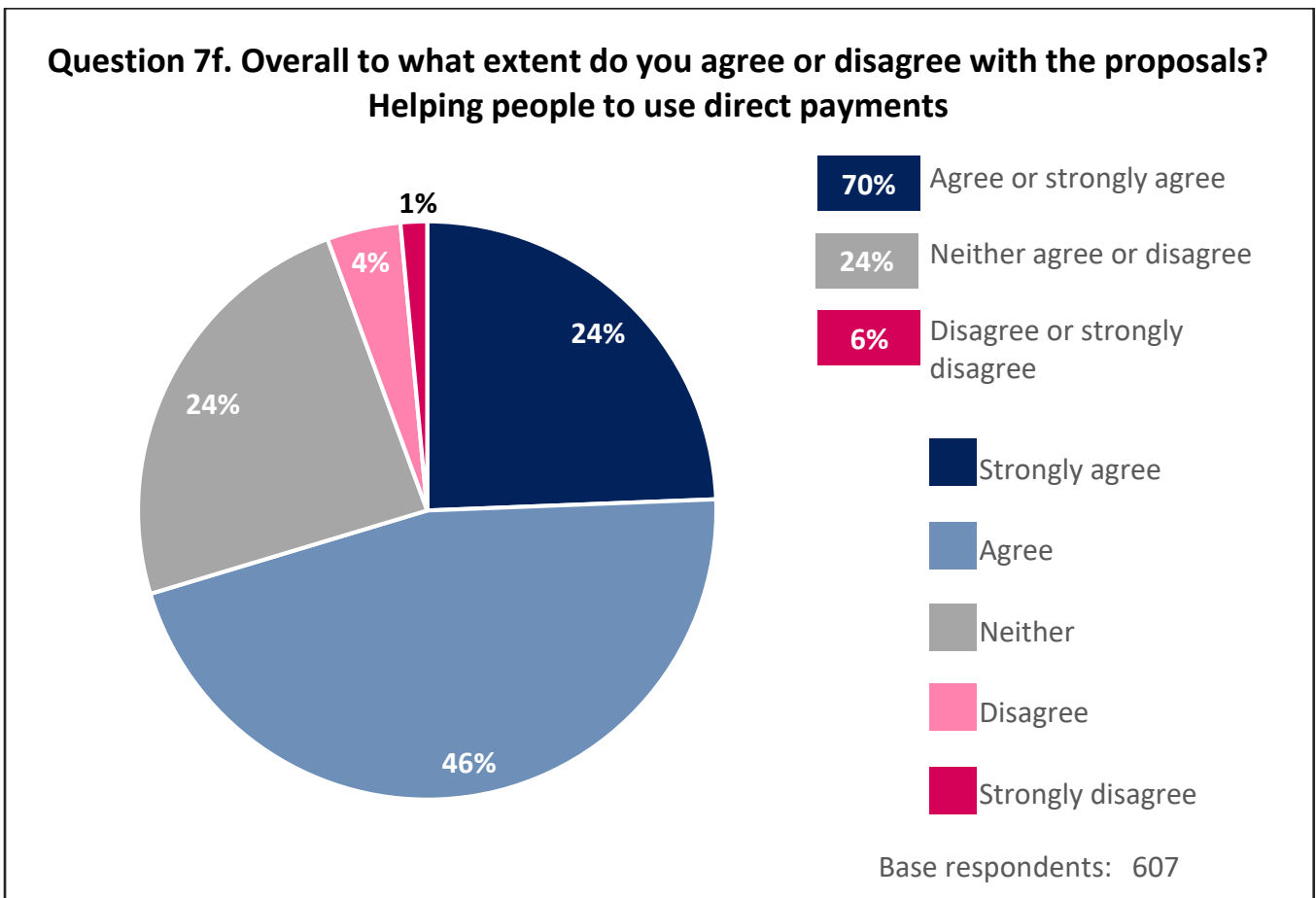


Figure 23

82. Figure 24 shows the total numbers of comments received on this proposal. Overall 18 respondents conveyed a disagreement or suggested an alternative to the proposal. Two respondents wrote of their agreement with the proposal.

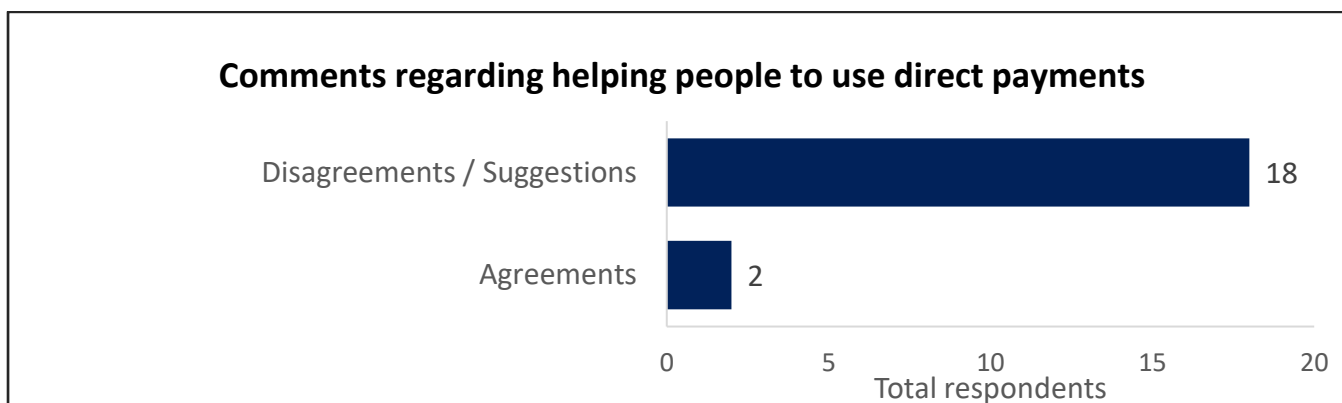


Figure 24

83. Disagreements or suggestions regarding direct payments:

Concerns with direct payments (Not everyone has the capability to use direct payments; Not everyone understands direct payments; puts too much pressure on the family who are already stressed; futile attempt to shift work from council and give work to vulnerable people; clients sometimes find themselves charged "extras" by care companies exploiting users reliance on the care company; direct payments can make people more isolated; vulnerable people's income is being taken when they need it for themselves making them even more vulnerable; already going through a lot without having to worry about finances; what is happening now to make the savings so high in this proposal; costing the council money; being pushed out inappropriately; increasing number of financial reviews and audits will increase workload and burden on carers; direct payments offer no or little support for getting out and about and staying well; direct payments offer little support with laundry and cleaning and little support with bathing, dressing and meals; some people do not use the payments as intended; payments can be cut and puts pressure on the individuals to reduce their hours of care; letters have been poorly phrased, unclear, incoherent, unsympathetic, uncaring and unhelpful; learn from the problems in housing rent arrears from directly paying people)

Suggestions regarding direct payments (ensure carers under direct payments have adequate supervisions and line management other than from the client; billing needs to be more accurate and on time; should only be used when appropriate; make direct payments much clearer to understand so maximum benefit is reached; could bring in a debit card with severe restrictions as to how it can be used)

Giving people better and earlier advice and information

84. Figure 25 shows the extent to which respondents agreed or disagreed with the proposal to give people better and earlier advice and information (Saving: £150,000). A total of 87% of respondents agreed (41%) or strongly agreed (46%) with the proposal. A further 10% of respondents neither agreed nor disagreed. The remaining 3% either disagreed (2%) or strongly disagreed (1%) with the proposal.

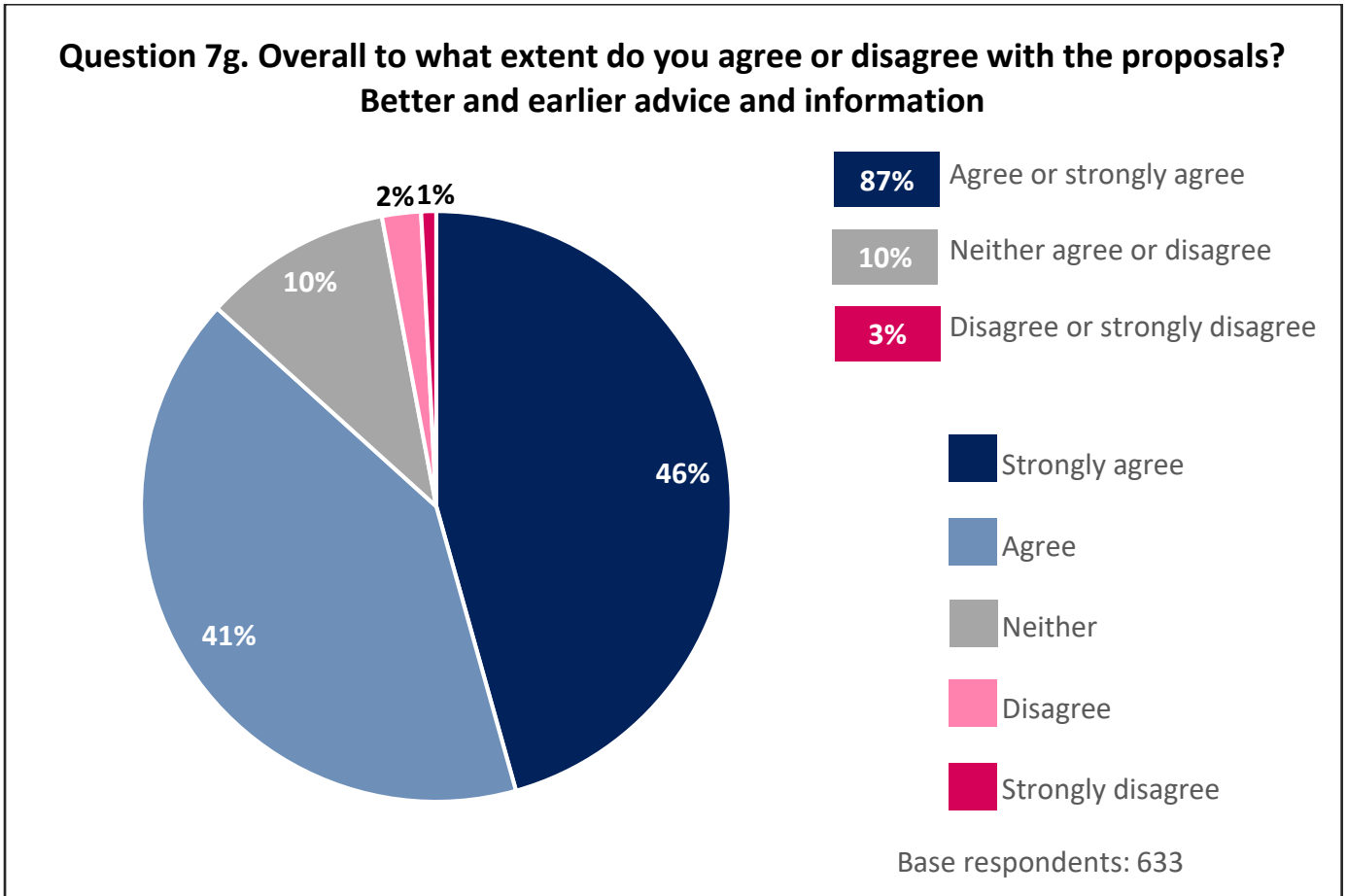


Figure 25

85. Figure 26 shows the total numbers of respondents that provided a comment on this proposal. A total of 17 respondents wrote a comment to disagree with the proposal or provide an alternative suggestion. There were six respondents that conveyed an agreement with the proposal in their comment.

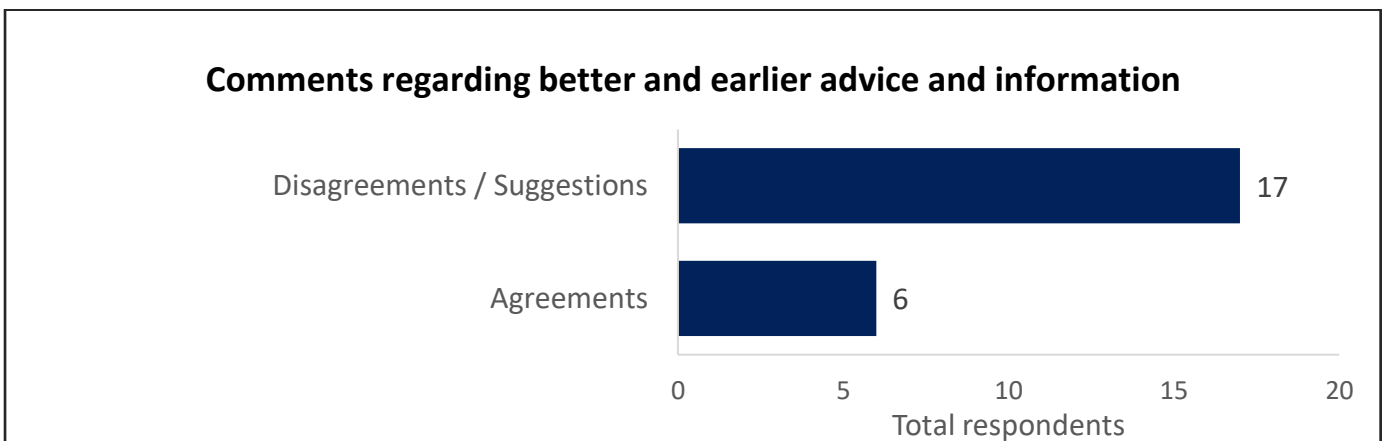


Figure 26

86. The following table highlights the unique disagreements or suggestions regarding better and earlier advice and information:

Disagreements and concerns (Many people are not online; may need support to go online; may not have the support to go online; cannot rely solely on a website; increasing reliance on the internet; Council has an obligation under the Care Act yet are signposting people to volunteer agencies or getting people to look online; those with learning disabilities or autism may struggle to access or understand the information; puts more responsibility on carers and family to go through the information; potential problems for people where English is not their first language; advice given before care becomes the only viable option has been not sustainable and a stopgap measure rather than a full plan; GP surgeries have a similar system)

Suggestions (More face to face contact; Easier telephone contact; Vulnerable people need support not a website; people take time to adapt to new methods so make sure right support is in place to facilitate transition at pace of end user; needs to be carefully planned and maintained; information available in multiple languages; would like to know how to find out information now; instigate end of life arrangements)

87. Agreements with better and earlier advice and information:

Strongly agree with giving people early advice so they can make plans before they require these services.

Developing a specialist Foster Care scheme

88. The final savings proposals in the section was to develop a specialist Foster Care scheme (Saving: £131,000). Figure 27 shows that 33% of respondents strongly agreed, and 44% of respondents agreed. A total of 76% of respondents therefore expressed a level of agreement with the proposal. In contract, a total of 3% of respondents expressed a disagreement of which 2% disagreed and 1% strongly disagreed. The remaining 21% neither agreed nor disagreed.

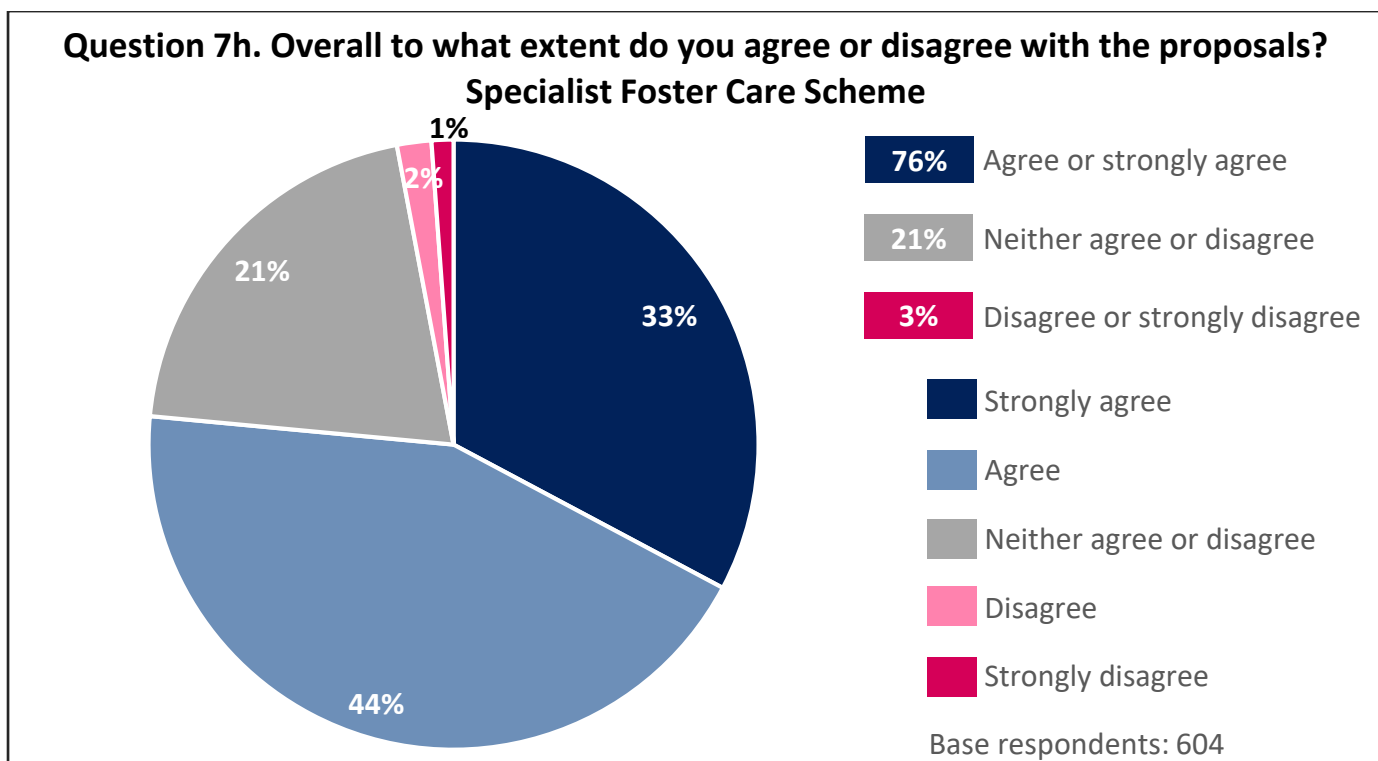


Figure 27

89. Figure 29 shows that 16 respondents commented on the proposal to express a disagreement, concern or make a suggestion. A further 4 respondents expressed an agreement with the proposal in their comment.

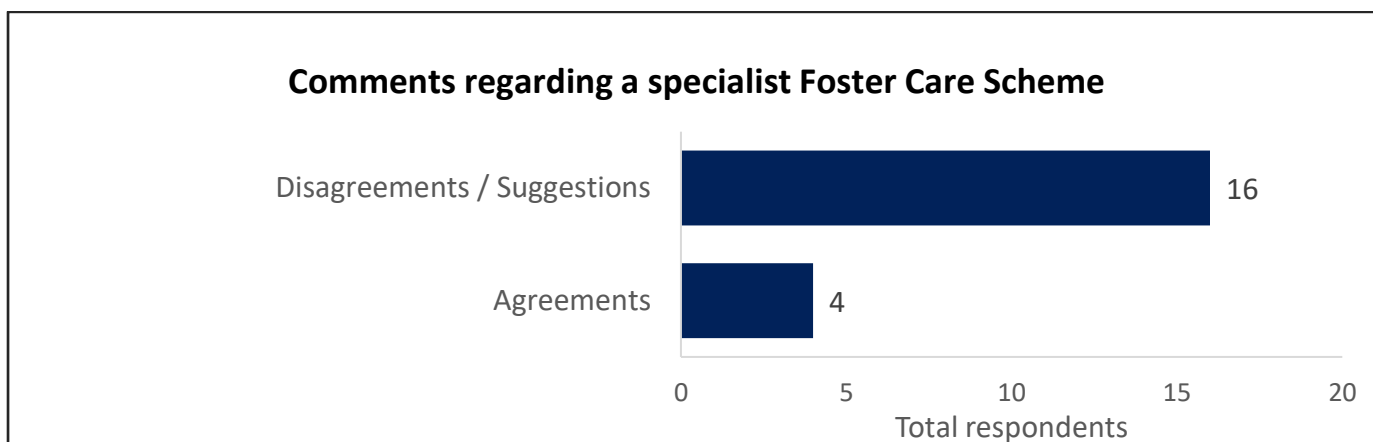


Figure 28

90. Disagreements or suggestions regarding a specialist Foster Care Scheme:

Suggestions for the proposal (Foster carers will also need ongoing training and support, not just extra funding; make sure education, health and family needs also met; ensure it is quality assured; foster carers should be able to demonstrate knowledge and ability before young person placed with them; pay them properly or you will get awful foster carers; don't end the placements out of area until ready; needs to be facilitated well; provide respite for Foster Carers without losing out on income;)

Concerns (are there sufficiently trained people with suitable housing to foster these children; proposals will be undermined by excessively high agency rates in social work teams; concern that similar schemes did not reduce numbers going into high cost residential placements such as Treatment Foster Care and Bridge to Fostering; this won't be enough to tackle current crisis; struggle to get foster carers already; concerned about the uptake and sustainability of the scheme)

Suggestions for foster care generally (whole foster service needs to be reviewed; reduce spending; funding levels for Foster Carers already very generous in comparison to other local authorities so probably should review whole system; more support for young care leavers to help them grow into mature and confident adults; invest in foster carers; it is fine and needs no investment)

Impact of the savings proposals

91. At the end of the savings proposals section, respondents were asked specifically what the impact would be to them, their family or community if the savings proposals in this section were implemented. Figure 30 shows the levels of impact that respondents felt there would be. A total of 53% of respondents felt that there would be an overall positive impact of the savings proposals. This was broken down into 11% that felt the impact would be very positive, 22% that felt it would be fairly positive and 20% that felt it would be slightly positive. A further 29% felt there would be no impact at all. A total of 10% of respondents felt that the impact would be negative. Of this, 4% felt the impact would be slightly negative, 4% fairly negative and 3% very negative. The remaining 7% of respondents felt they did not know what the impact would be.

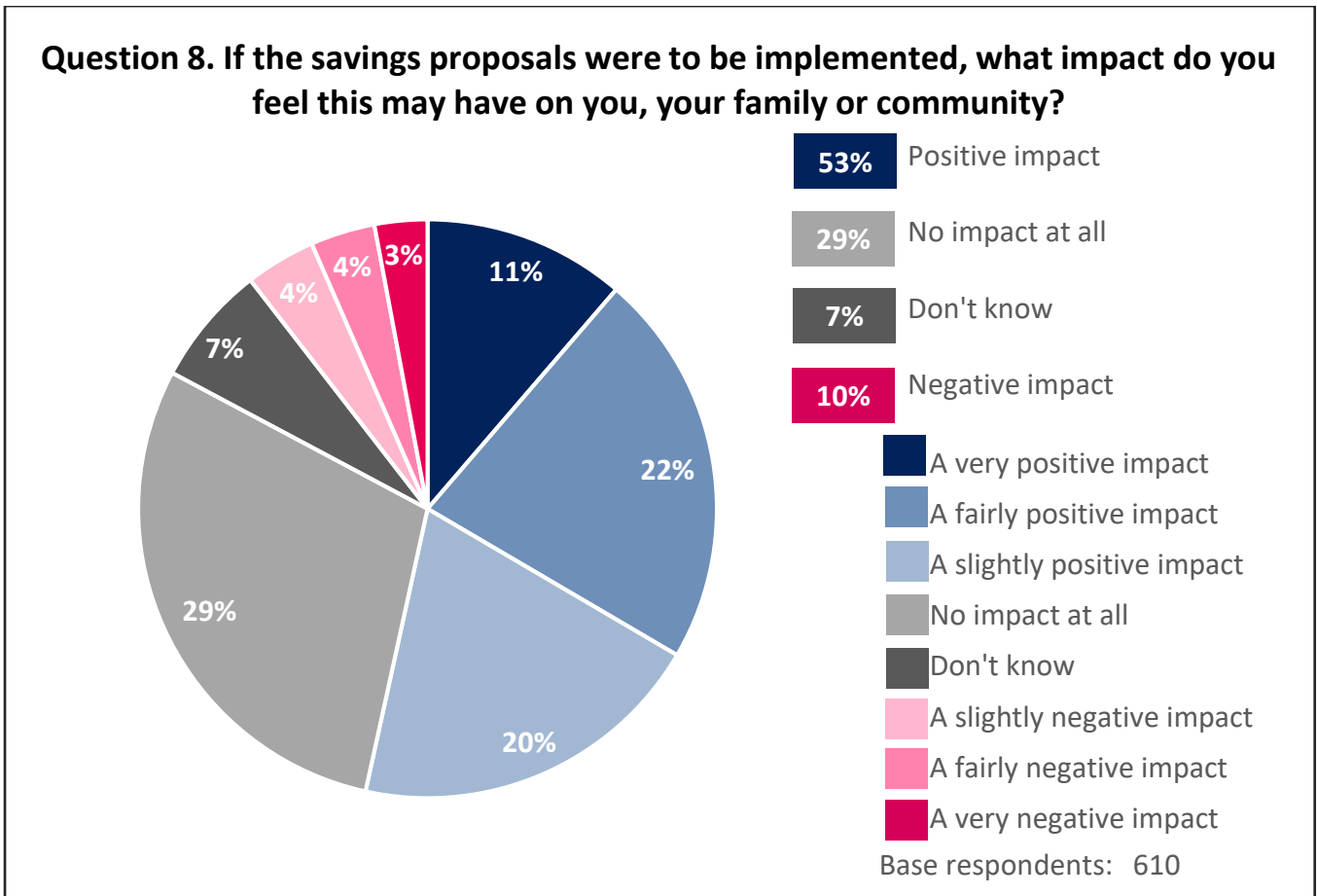


Figure 29

Overall Budget

92. Once all of the proposals had been outlined, the later part of the questionnaire was designed to see how respondents felt about the budget proposed as a whole. Respondents were first asked to what extent they agree or disagreed with the proposed budget overall. Figure 31 shows that 69% of respondents agreed or strongly agreed with the proposals overall. Of this, 15% strongly agreed and 53% agreed. In contrast, 10% of respondents either disagreed or strongly disagreed. This was broken down into 7% of respondents that disagreed and 3% of respondents that strongly disagreed. The remaining 21% of respondents neither agreed nor disagreed.

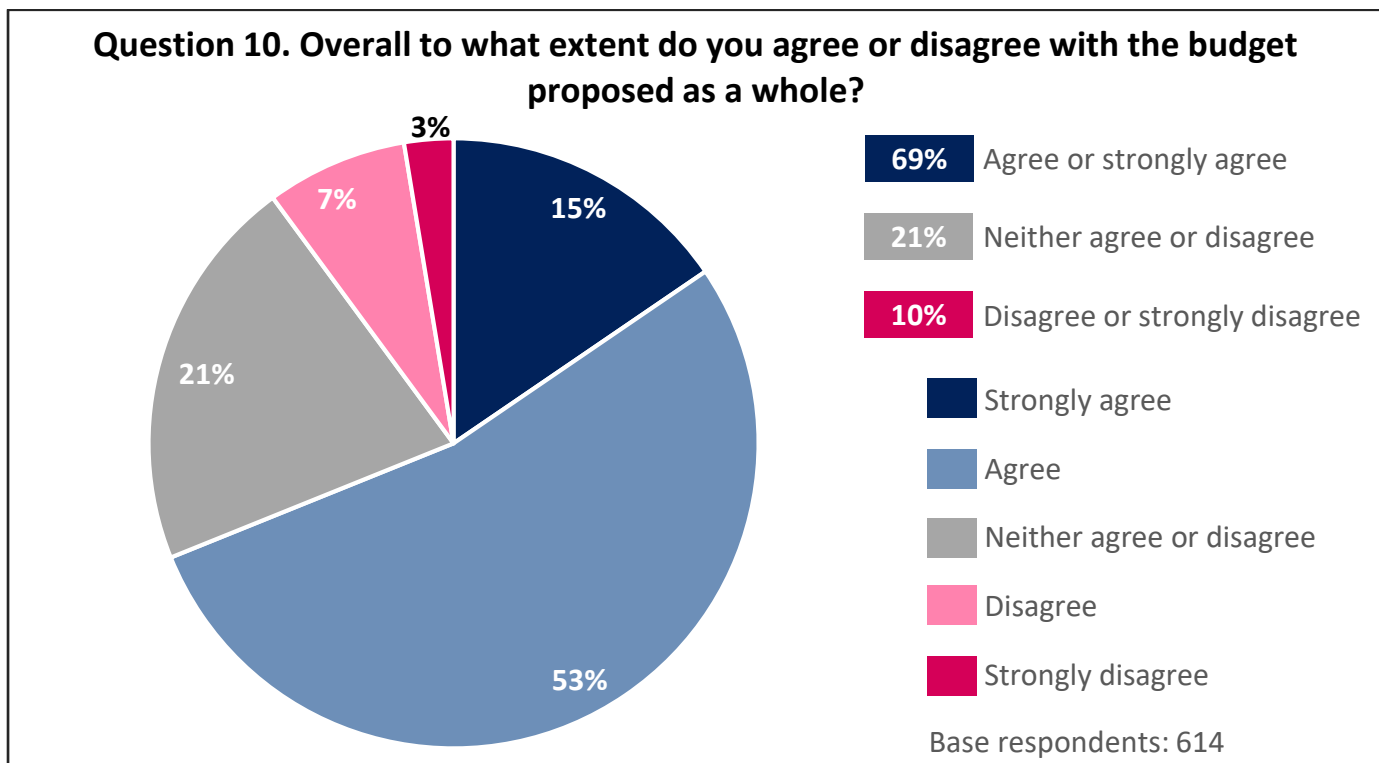


Figure 30

93. Respondents were then asked what the impact of the budget proposed as a whole would be on them, their family or community (see Figure 31). Overall, 51% of respondents felt the proposals would have a positive impact. Of this, 9% felt the impact would be very positive, 18% fairly positive and 24% slightly positive. In contrast, 22% of respondents felt the proposals would have a negative impact, of which 11% felt there would be a slightly negative impact, 7% a fairly negative impact, and 4% a very negative impact. Of the remaining respondents, 19% felt there would be no impact at all and 8% did not know what the impact would be.

Question 11. If the proposals were to be implemented, what impact do you feel this may have on you, your family or community?

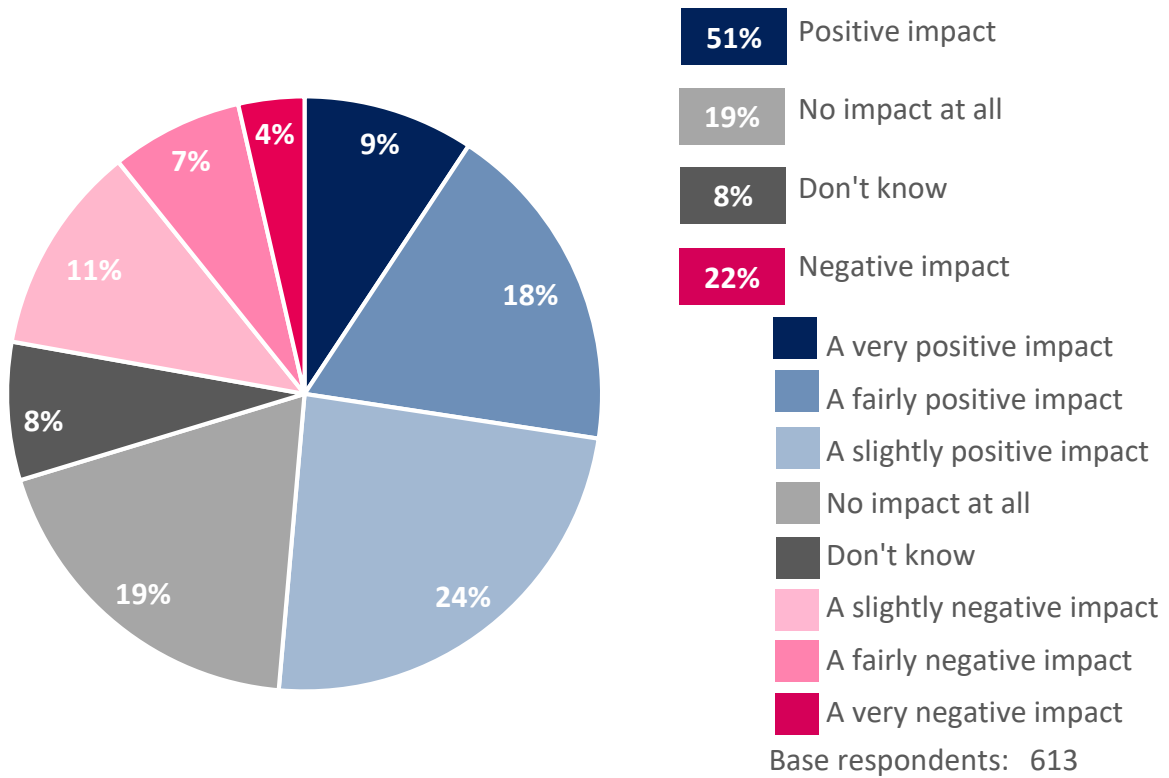


Figure 31

94. The final question in the proposals section asked respondents if they had any comments, impacts suggestions or alternatives to provide. Figure 32 shows the total numbers of respondents by themes of comments and the subsequent tables summarise the unique points and suggestions provided.

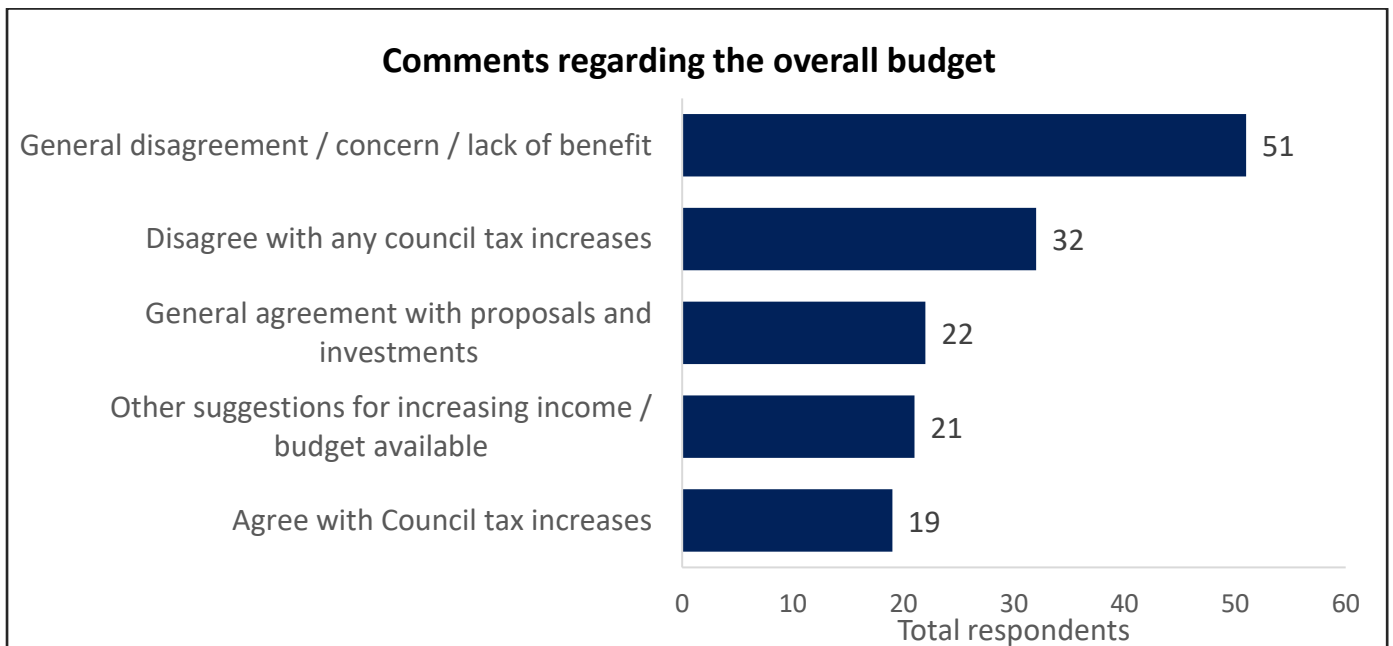


Figure 32

95. There were 51 respondents that articulated a general disagreement or concern with the budget proposals in their comments. The unique points made were:

There is no benefit for anyone other than the council.
Not sure whether the proposals are realistically achievable and make the savings expected.
Plans are too optimistic. At lot of hype but little hope.
Look to fix current problems before having grand money saving ideas
Concern that many of the descriptions are cuts to services but with a positive spin
Used to think the council was one of the best, but disagree with recent council decisions
Not saying anything new
Feel that the council should spend some of the money it has
Proposals need more development and resource
Lack of trust that the council would do a good job
Service cuts rather than using money effectively
The proposals will result in some vulnerable people ending up in a more vulnerable position. Consider them in decision making.
Implies council has been very inefficient before now
Spend council money very wisely as it is complex
Not thinking long-term
Most of the proposals are unnecessary and a luxury
Some of the saving proposals seem very modest and wonder whether they are worth considering.
Remember that people are people. They are not just numbers on a finance spreadsheet
Depends on what the proposed income generation measures are, if they are bad ideas for the community they will have short term financial benefits but a negative long term impact.
A degree of concern at the proposal to dip into reserves with no explanation of the reserves remaining or the long term impact or risk involved.
Money is wasted on failed projects.

96. Disagreements with any council tax increases:

Reasons why they do not want to pay more council tax (cannot afford to pay anymore council tax; already pay enough council tax compared to other cities; if plans are to grow out of a budget deficit would not need more council tax; 2% is quite a lot of money; would see no benefit from a council tax rise; services continue to deteriorate even though council tax goes up; costs go up but salaries are not; stealth tax; lot for pensioners; concern that would not be able to afford council tax if the council abolished the single persons discount)
Impacts of increase in council tax (further stress on finances - particularly for those in financial hardship; mental health issues; impact families; particularly difficult for people that are only just over so do not receive benefits; drive people into poverty)
Alternative suggestions (government contributes more; poll tax for wages would be fairer; lower the rates rather than increase them; keep council tax reduction in line with the increase; council should make up the 2% in a different way; council tax should not increase higher than inflation)

97. General agreements with proposals and investments:

This is complex stuff but critically important.
Don't envy the Council in having to make substantial savings in an already decimated system.
We need to make our money to go further and this looks good
Lead to a better quality life for the city as a whole

Ambitions are admirable
The council has no option other than to look for ways to generate income
Pleased to see a focus on development of support for Southampton's vulnerable residents

98. Other suggestions for increasing income / budget:

Demand more money from central government
Council tax (increase by £1 a week; get students to contribute as they use the same service)
Business rates (charge higher for businesses in West Quay)
Other charges or taxes suggestions (Environment Tax on workplace parking places; HGV transit tax; Cruise Ship company tax for departure; tourist tax; cruise ship passenger tax; charge HMO landlords for the condition of outside and inside of properties; student tax; fine people for jumping red lights; parking fines in residential areas; fine cyclists for riding on pavements that they shouldn't be on; charge foreign lorries)
Suggestions for providing a service (provide professional services to other local authorities or businesses; charge more for specialist services already run; operate a departure zone/café/bar at waterfront; environmental programmes; PVC window and doorframe production and installation)
Other suggestions (Sell off some of the stored artwork; more money from central government)

99. Agreements with council tax increases:

Reasons why people would be happy to pay more council tax (to improve services; to support the wider community; 2% is not a huge amount to look after those in need; to be able to maintain current levels of service; to help you if you need the services in the future)
Conditions of paying more (If efficiencies have been made as much as possible; if the city needs further investment; as long as it is only used for Adult Social Care; increase for those with higher resources)

Public engagements, meetings and verbal feedback

100. A total of 6 public meetings were held throughout the consultation period and around 9 people attended.

101. The following general agreements were made:

- Good set of proposals
- Fully supportive and makes the best use of council resources

102. Comment made regarding transport:

- Council should invest in a new mass transit system in the city

103. Comments made regarding City Of Culture or culture in the city:

- Support proposed bid for City of Culture to improve civic pride and to make best use of city's cultural assets.
- Cultural events need to be well-publicised, including on screens in buses
- The city has good cultural events to build on – e.g. ice skating at West Quay

104. Comment about getting people home after a short stay in hospital:

- Support the proposal

105. Comments about living independently:
- Important to support people to live at home for as long as possible
 - Helps to support their routine and pets
 - Support proposal to help people to live independently.
 - Agree with investing in telecare as it provides reassurance.
 - Greater focus on preventing hospital admissions.
 - Some people really need support and the council needs to make sure that this is available to those who need it the most (for example, people who cannot get upstairs to sleep in their bed)
 - Compliments on the Care Team app
106. Comment about expanding the reablement service:
- The reablement service should provide advice on benefits and welfare rights
107. Comment about recommending equipment and training carers so care can be provided safely by one carer:
- Concern that two carers may be needed where there is a safety issue, for the carers' and individual's protection
108. The following points or suggestions were made regarding supported housing:
- More care should be taken when allocating properties in supported housing schemes
 - Would welcome the development of additional extra care housing schemes particularly in the North of the city and the East of the city.
 - People living in Supported Housing schemes would benefit from weekly checks.
 - The council should "reach out" to people who don't live in Supported Housing blocks
 - Housing Support staff and Wardens should be doing more to tackle loneliness, which is perceived as a problem in the city
 - Support for more Extra Care housing in the city but concerns about its suitability for people living with dementia and the need for a scheme in the North of the city. Good training should be provided to carers to ensure that the right care is provided.
 - Concerned about who the council is allocating properties to in Ventnor Court
 - Object to reducing the age for Supported Housing in some schemes to 50
 - People living in Supported Housing should have access to a warden in an office at the scheme but would not necessarily like to see weekly or daily visits to residents' homes
109. Comment on direct payments:
- Strong support for regulating Direct Payments to make sure they are at the right amount and spent on care
110. Comments on advice and information
- Positive views about the work of the Environment Centre, which has benefitted from a Fuel Poverty grant
 - Concern that things aren't joined up as a council – for example, housing with social care with NHS health services. Improved advice and information should take this into account

Feedback on the consultation process

111. Southampton City Council are committed to make the whole consultation process as transparent and fair as possible. As a part of this commitment, any feedback on the consultation process itself received during the course of the consultation is gathered together here.
112. A total of 60 respondents commented on the consultation process and questionnaire.
113. The following table highlights the unique points and suggestions made:

Confusion with the proposals (what is meant by the terms efficiencies, investment, priorities and savings; proposals too complex to understand; confusion by the phrase "investing in our priorities to grow our way out of our challenges"; blue sky thinking; queried whether the proposals are in priority order; mixed question; don't know what an "active travel zone" is; confusion from saying there will be an increase in budget but then also saying seeking reductions; the word investment means different things in different sections; have previously said 4% increase in council tax rather than 2%)
Suggestions (There should be a link to the cabinet papers in the questionnaire; should have been increased promotion of the consultation by all parties and councillors; the list of priorities too disparate to consider as one question; give examples of property portfolio)
Not sufficient detail to make an informed decision (headlines are too generic; don't say how much is to be spent on each proposal; need more detail generally; queried how investing in properties generates income, needed detail on how this works; the proposals are hard to disagree with without the detail; need more detailed examples on the efficiencies proposals; opinion would be different depending on the different types of property investment if detailed; shouldn't need to look for more details in the cabinet papers; do not say the types of property investments; ways to generate revenue; no idea of the costs or savings involved; need more information about IT proposal; no information about the amount in reserves or long term impact of using that)
Process (Concern that the wrong end date had been promoted on a radio advert; concern over the way previous adults social care consultations have taken place; rigged survey; consultation isn't really asking for suggestions, it is simply agree or disagree with what the council intends to do; not enough options; would rather be asked more openly "how much council tax should rise?", "what services should be cut", "where extra spend should be"; need more consultation on the proposals)

Conclusion

114. Southampton City Council sought views on draft budget proposals for 2020/21. The consultation ran for 12 weeks from 16/10/19 – 07/01/20.
115. In total, there were 633 responses to the consultation of which 630 responded via the consultation questionnaire and a further 3 responded via emails.
116. All questionnaire results have been analysed and presented in graphs within the report. In addition all written feedback has been read and assigned to categories based upon similar sentiment or theme and descriptions have been provided of each category within the report.
117. In conclusion, this consultation allows Cabinet to understand the views of residents and stakeholders on the proposals that have been consulted on. It represents the best possible summary and categorisation of all the feedback received through the consultation period.