

The background of the slide is a photograph of a fountain at night. The fountain is illuminated with warm, golden light, creating a dramatic contrast against the dark sky and the stone wall behind it. The water is captured in motion, with many fine droplets and larger jets of water. The fountain has a central column and several smaller jets around the base. The stone wall is made of large, rectangular blocks.

# Budget Proposals 2021/22

## Summary of Results

Data, Intelligence & Insight Team – January 2021

## Introduction and methodology

- [Introduction](#)
- [Consultation principles](#)
- [Methodology and promotion](#)
- [Interpreting this report](#)
- [Who are the respondents](#)

## Priority areas

- [Protecting frontline services...](#)
- [Greener, healthier, fairer...](#)
- [Efficiency, income generation...](#)

## Efficiencies and service improvements

- [Reduce double handed care](#)
- [Independence for those with learning disabilities](#)
- [Concessionary fares in line with usage](#)
- [Overall agreement / disagreement](#)
- [Impact of proposals](#)

## Income generation proposals

- [Library and registration services](#)
- [Telecare charges](#)
- [City lottery and crowdfunding](#)
- [Impact of proposals](#)

## Council tax

- [Core 2% rise](#)
- [Additional 2% adult social care precept](#)
- [Additional 1% protecting vulnerable adults](#)

## Overall budget

- [Overall agreement / disagreement](#)

## Further information





# Introduction and Methodology





- Southampton City Council conducted a public consultation to seek views on the new budget proposals for 2021/22. This included asking for feedback on:
  - Priorities
  - Income generation proposals
  - Efficiencies and service improvement proposals
  - Proposals to increase council tax
- The consultation took place between **16 December 2020** and **19 January 2021 (5 weeks)**.
- The aim of this consultation was to:
  - Communicate clearly to residents and stakeholders the budget proposals for 2021/22.
  - 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 feel could achieve the objectives in a different way.
- 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.
- 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. Equally, responses from the consultation should be considered in full before any final decisions are made. 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.



Southampton City Council is committed to consultations of the highest standard, which are meaningful and comply with *The Gunning Principles (considered to be the legal standard for consultations)*:

1. Proposals are still at a formative stage (a final decision has not yet been made)
2. There is sufficient information put forward in the proposals to allow 'intelligent consideration'
3. There is adequate time for consideration and response
4. Conscientious consideration must be given to the consultation responses before a decision is made



New Conversations 2.0  
LGA guide to engagement



## Rules: The Gunning Principles

They were coined by Stephen Sedley QC in a court case in 1985 relating to a school closure consultation (R v London Borough of Brent ex parte Gunning). Prior to this, very little consideration had been given to the laws of consultation. Sedley defined that a consultation is only legitimate when these four principles are met:

- 1. proposals are still at a formative stage**  
A final decision has not yet been made, or predetermined, by the decision makers
- 2. there is sufficient information to give 'intelligent consideration'**  
The information provided must relate to the consultation and must be available, accessible, and easily interpretable for consultees to provide an informed response
- 3. there is adequate time for consideration and response**  
There must be sufficient opportunity for consultees to participate in the consultation. There is no set timeframe for consultation,<sup>1</sup> despite the widely accepted twelve-week consultation period, as the length of time given for consultee to respond can vary depending on the subject and extent of impact of the consultation
- 4. 'conscientious consideration' must be given to the consultation responses before a decision is made**  
Decision-makers should be able to provide evidence that they took consultation responses into account

These principles were reinforced in 2001 in the 'Coughlan Case (R v North and East Devon Health Authority ex parte Coughlan<sup>2</sup>)', which involved a health authority closure and confirmed that they applied to all consultations, and then in a Supreme Court case in 2014 (R ex parte Moseley v LB Haringey<sup>3</sup>), which endorsed the legal standing of the four principles. Since then, the Gunning Principles have formed a strong legal foundation from which the legitimacy of public consultations is assessed, and are frequently referred to as a legal basis for judicial review decisions.<sup>4</sup>

<sup>1</sup> In some local authorities, their local voluntary Compact agreement with the third sector may specify the length of time they are required to consult for. However, in many cases, the Compact is either inactive or has been cancelled so the consultation timeframe is open to debate

<sup>2</sup> BAILII, [England and Wales Court of Appeal \(Civil Decision\) Decisions](#), Accessed: 13 December 2016.

<sup>3</sup> BAILII, [United Kingdom Supreme Court](#), Accessed: 13 December 2016

<sup>4</sup> The information used to produce this document has been taken from the Law of Consultation training course provided by The Consultation Institute



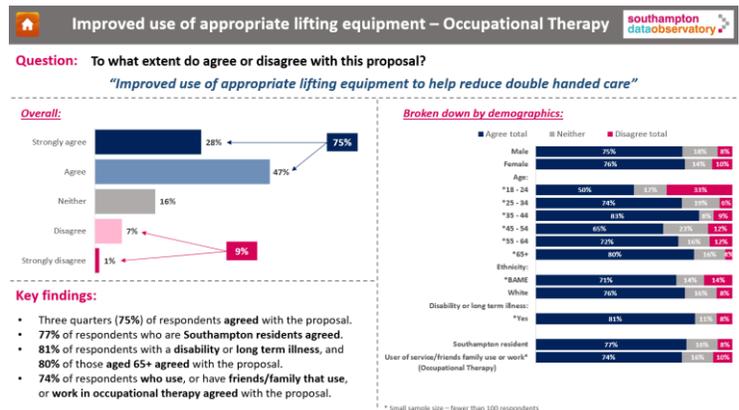
- The agreed approach for this consultation was to use both online and paper questionnaires as the main route for feedback. Questionnaires enable an appropriate amount of explanatory and supporting information to be included in a structured questionnaire, helping to ensure respondents are aware of the background and detail of the proposals.
- The consultation was promoted in the following ways:
  - Sent to the Peoples Panel (3,200 members)
  - Council e-bulletins
  - Social media channels (including paid for adverts through Facebook)
  - Use of outdoor advertising opportunities
  - Paper copies of the questionnaire were available upon request from libraries or via the COVID-19 residents helpline to ensure those not online were not excluded from responding
  - Services were encouraged to promote the consultation amongst their users that could be directly affected by the proposals. For example, the proposals were discussed at the Learning Disabilities Carers Coproduction Group
- All questionnaire results have been analysed and presented in graphs within this report. Respondents were 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 quotes or summaries of these for each theme of comment.



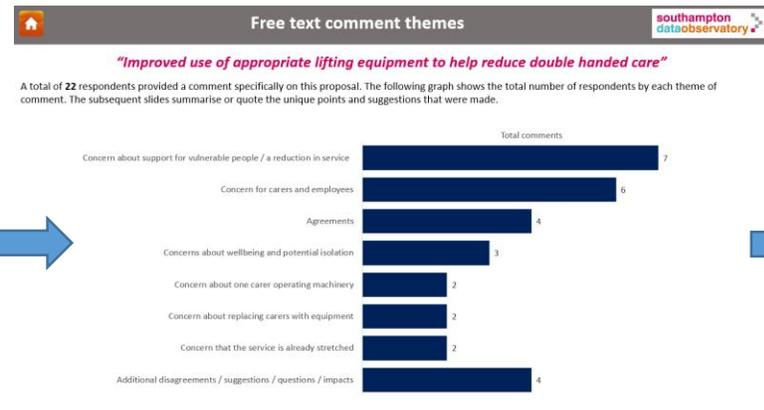
# Interpreting this report

- It is not the purpose of this report to make recommendations. It is intended to provide an accurate and objective reflection of the feedback received as part of the consultation, which can be used by decision makers as part of the decision making process.
- For each section and proposal, the following are provided:
  - A summary of the **quantitative results** presented in chart form. This is supplied at both city level (all responses received) and by key demographic group (gender, age, ethnicity, disability) to better understand any variation in opinion / sentiment. Where appropriate, results are also presented for those that specifically use the service in question or have family members that use it. The quantitative data is useful for understanding whether there is general agreement or disagreement with a proposal / priority.
  - Qualitative analysis of free text comments.** Free text comments provided by respondents have been **thematically** analysed throughout the questionnaire and grouped by similar sentiment or theme. These **themes** are presented in chart form with an indication of how frequently it was mentioned by unique individuals. Individuals may have commented on more than one theme, so could be represented more than once in a chart. This qualitative information provides a richer picture of respondent views and may identify specific issues that need to be considered or addressed.
  - A list of **unique points or quotes** within each theme. This provides an added level of granularity and allows more in depth exploration of important themes. Again, this may identify specific issues that need to be considered or addressed.

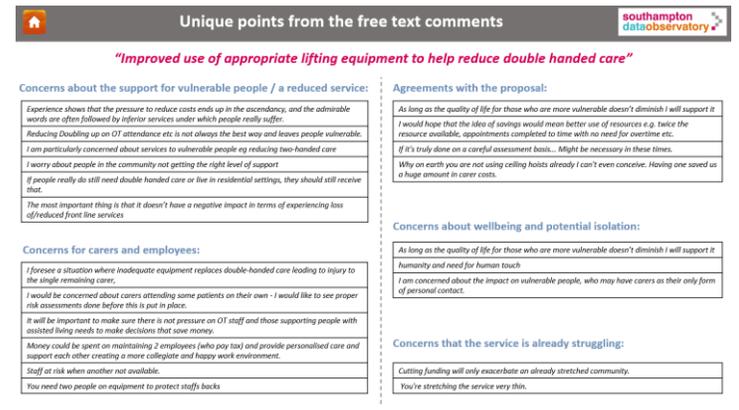
## Quantitative analysis



## Thematic analysis



## Unique points / quotes





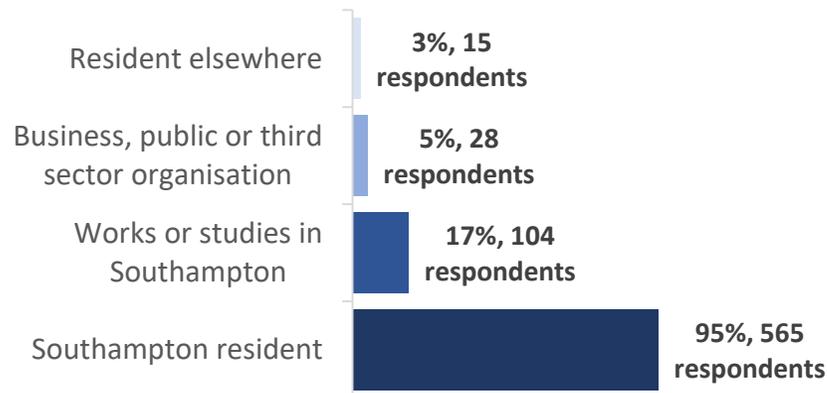
# Who are the respondents?

**Total respondents:** **597**

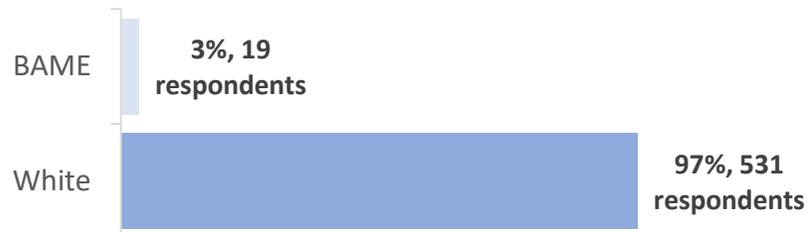
## Gender:



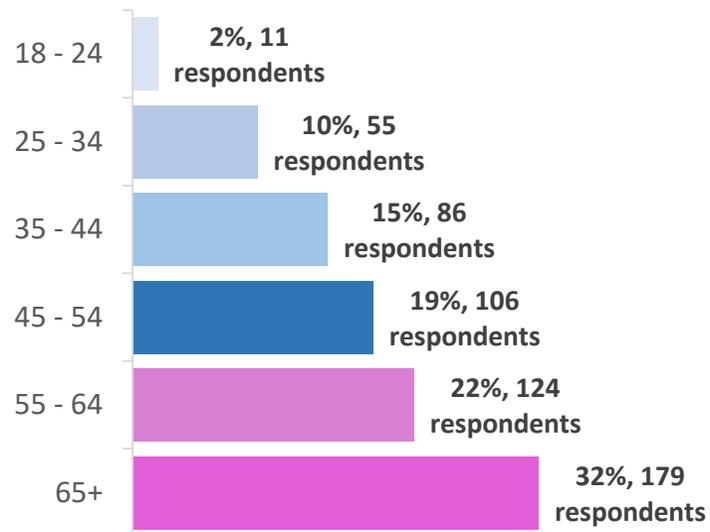
## Reason for interest in consultation:



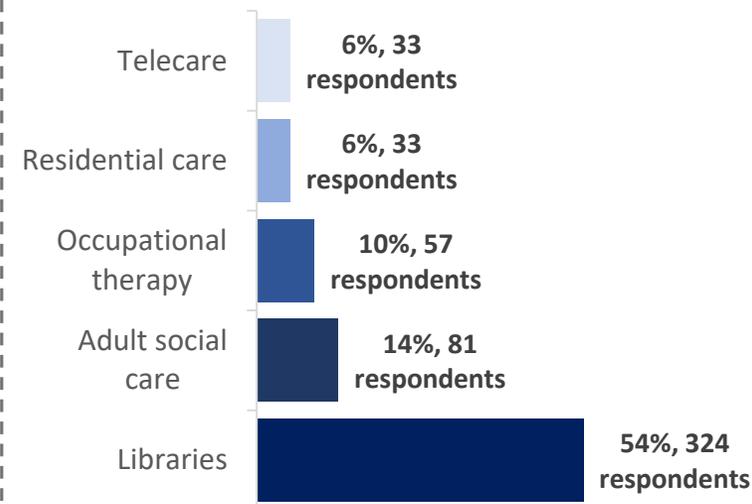
## Ethnicity:



## Age:



## User of service, friends family use or work in service:





## Priority areas

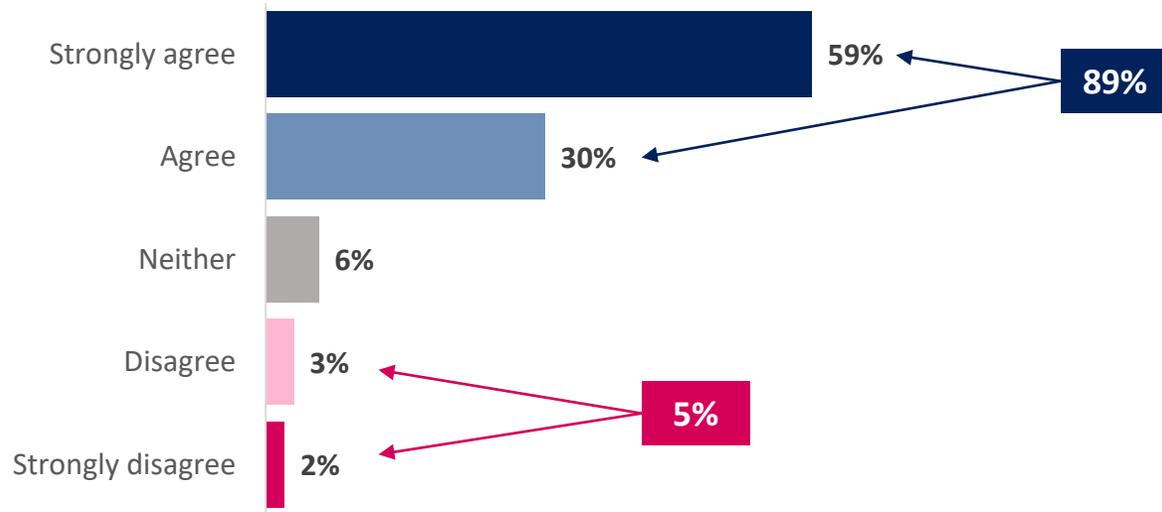




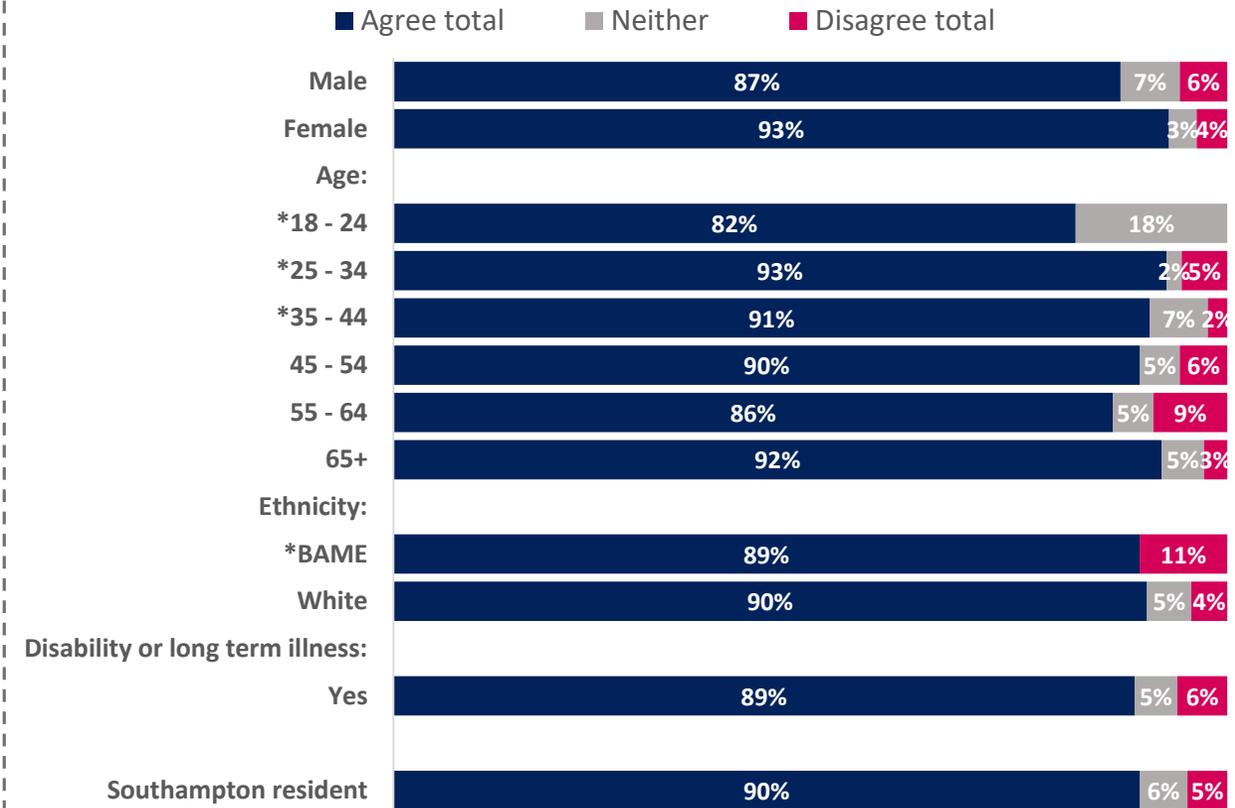
**Question:** When thinking about the priority areas overall, to what extent do you agree or disagree with their focus?

*“We are committed to protecting frontline services and caring for the most vulnerable in society.”*

### Overall:



### Broken down by demographics:



### Key findings:

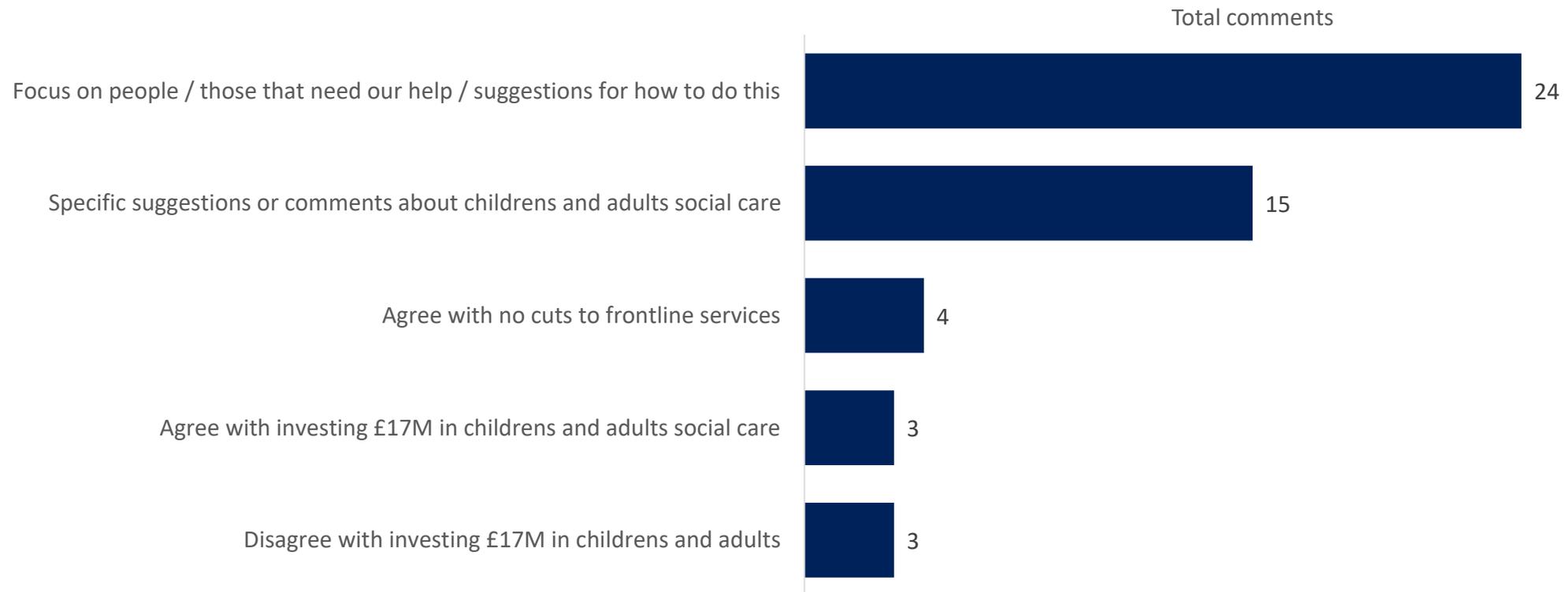
- The majority (**89%**) **agreed** that SCC should be committed to protecting frontline services and caring for the most vulnerable in society; only **5%** disagreed.
- Respondents that agreed to the highest extent were **female (93%)** and those aged 25-34 (**93%**).

\* Small sample size – fewer than 100 respondents



***“We are committed to protecting frontline services and caring for the most vulnerable in society.”***

A total of **45** respondents provided a comment specifically on this priority. The following graph shows the total number of respondents by each theme of comment. The subsequent slides summarise or quote the unique points and suggestions that were made.





# Unique points from the free text comments

**“We are committed to protecting frontline services and caring for the most vulnerable in society.”**

## Focus on people / those that need our help / suggestions for how:

*I would be upset to know that savings are being made from the most vulnerable people in our community. I don't have a solution to propose, but I feel strongly that this is not right.*

*We need to help the people first, everything else must wait until we have the financial resources at our disposal again.*

*Providing care for the vulnerable has to come before spending any money on projects for kudos. spend it on the less visible but more important areas i.e. people*

*Elderly and vulnerable should be your primary concern.*

*More help for people who struggle financially and better help getting on to council list and more help for people for are venerable*

*Mental health, jobs and vulnerable people will need more safeguarding over the coming decade as Brexit and Covid financial impacts are felt. There ought to have been mentioned here as to what a vague plan is for the coming years, not just 20/21.*

*You need to control the abuses of the system that mean people in real need cannot gain support*

*we have to protect and care for the most vulnerable, but by spending money to improve poverty and mental health in our community, it could save on the amount of people being considered vulnerable i.e. investment in libraries and kids football, community projects.*

*concentrate on the people in the city that are struggling and don't fit in to your current help*

*The quality of care for our more vulnerable citizens should not suffer for the greater population,*

*Care for elderly to help them stay at home is a priority and children are a priority. They are our future.*

*Start assisting local disabled with national government disability assessment*

*Be more specific around vulnerable, some vulnerability is self caused some isn't, a blanket word is not appropriate*

*Prioritise the important things in life which is people.*

## Agree with no cuts to frontline services:

*Frontline Services are increasingly important to deliver improvements to cleaning, parks and waste collection*

*I agree with protecting frontline services*

*I think it is important to safeguard public sector jobs at a time when nationally we are reliant on the public sector workforce and their expertise.*

*I agree that health, social care and teaching frontline services should not be cut, I think that might seem a little insulting towards the end of a pandemic, where frontline workers have risked the most.*

## Agree with investing £17M in children's and adults social care :

*It is right and proper that we should care for the vulnerable. Children in need must be cared for, however feckless parents. must be made to help pay for the councils costs. Children of foreign nationals with no parents paid directly by the State.*

*It's right that social care is better supported as we continue the fight against Covid and deal with the aftermath.*

*I don't know what kind of services £17 million can get you, but I agree that after certain people have lost their jobs in recent times that social care for young and old should be invested in to provide support for those who may be struggling financially at the moment.*



# Unique points from the free text comments

***“We are committed to protecting frontline services and caring for the most vulnerable in society.”***

## Specific suggestions or comments about children's and adults social care:

## Disagree with investing £17M in children's and adults:

*Continue to shout at Government about Social Care*

*Having used the Adult Care services & having some knowledge of the Children's services spending I know there is a tremendous amount of wastage, duplication and basically bad decision making when it comes to spend.*

*Look at working more efficiently in Social Services. They have a huge budget but always want more. Stop paying for holidays abroad for looked after children. If children receive high rate DLA, charge them for school transport.*

*Re-instate libraries and services for the disabled and those with learning difficulties.*

*Caring for most vulnerable is good, but need to ensure that resilience (and responsibility) is encouraged*

*And one thing that should be re-visited is the freely given mobility scooters, that is not helping the community or the NHS. Because of a few extra pounds the people can still walk and don't need a blue badge or scooter. Leave those support equipment for people with real issues, they are very expensive.*

*Also in these hard times there are lots of families in need of social services and other health services*

*The ongoing crisis in children's services means that without changes in the management of this service the same failed practice, well trailed in the press and Ofsted will lead to increases in costs on top of the investment - sadly Southampton's history is these teams will spend, spend because it's easier to take a child into care at high cost for these managers and staff than work hard to create safe but more effective alternatives.*

*Social care has been the poor relation of the NHS for years. And this has been proved by the Covid deaths in care homes. Staffing, training, knowledge, and facilities have not always been as they should have been. The council should invest in social care and work with the NHS to ensure that social care provision is better and more integrated. The council should regulate and educate private sector providers more. The council should employ an infection control lead to support all social care in our city, who is not a Health & Safety officer, but a clinician with skills in a hospital environment. This increase will not fund care in a way that will see people get the care they wish for off the state. But any increase is a step in the right direction....I work in a vital NHS and council social care team and it's quite shocking how poor the environment and facilities we work in are.*

*I don't believe that the council will achieve the predicted efficiencies as children's services as ever year it overspend and delivers substandard services.*

*Support for frontline workers, such as free passes for Itchen bridge via Smart Cities card.*

*You are facing a huge deficit yet planning to find an additional £17 million pounds in order to invest in additional support for children's and adult social care! Whilst this is laudable it is pointless if it can't be properly funded and this ambition should be severely curtailed in order to balance the books.*

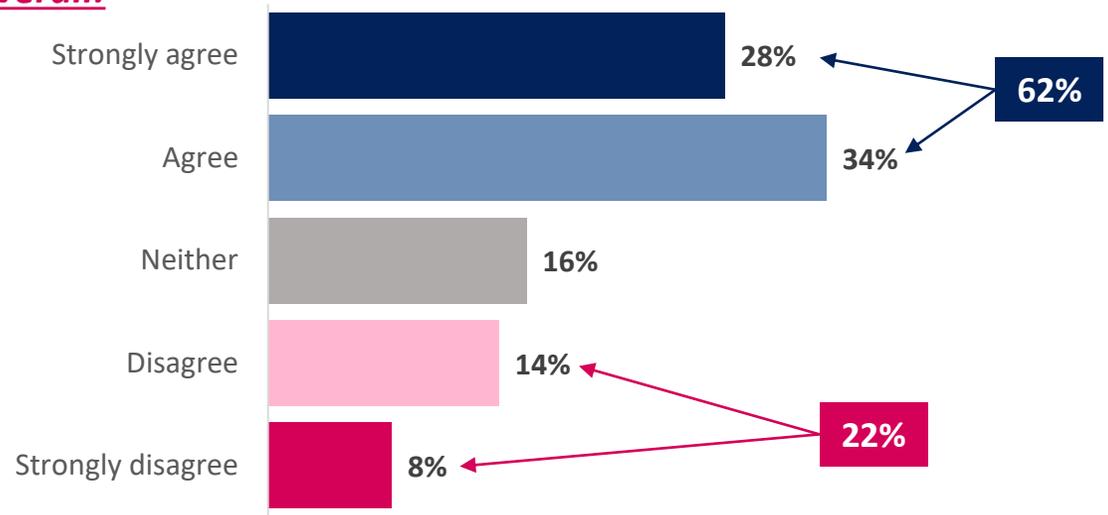
*Stop spending so much on adult and social health.*

*I believe we spend far to much on adult social care ... at most there should be no increase*



**Question:** When thinking about the priority areas overall, to what extent do you agree or disagree with their focus?  
*“We are committed to delivering a city that is Greener, Fairer, and Healthier by realising our long-term strategy for the city.”*

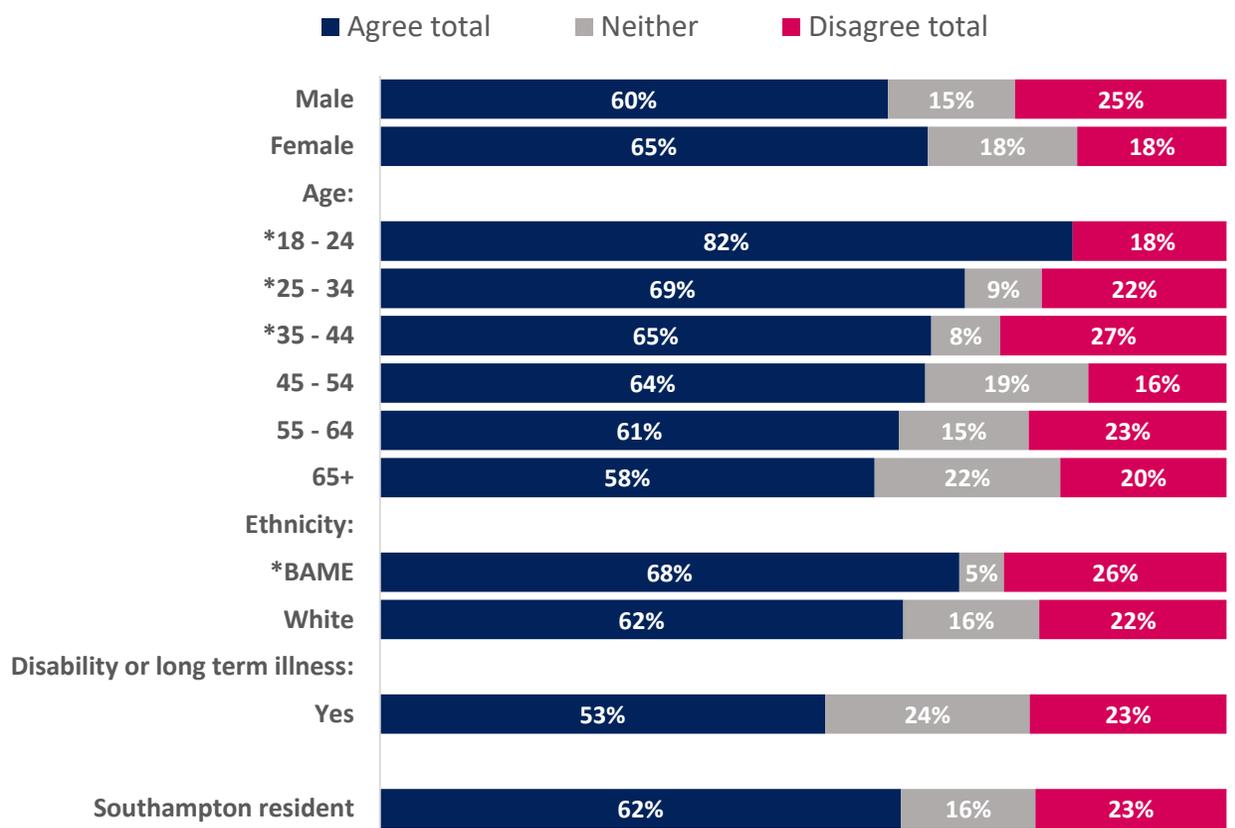
### Overall:



### Key findings:

- **62%** of respondents **agreed** with this priority, whilst approximately **1 in 5 (22%)** respondents **disagreed**.
- There is a gradient between respondent agreement and age, with **agreement declining with age**.

### Broken down by demographics:

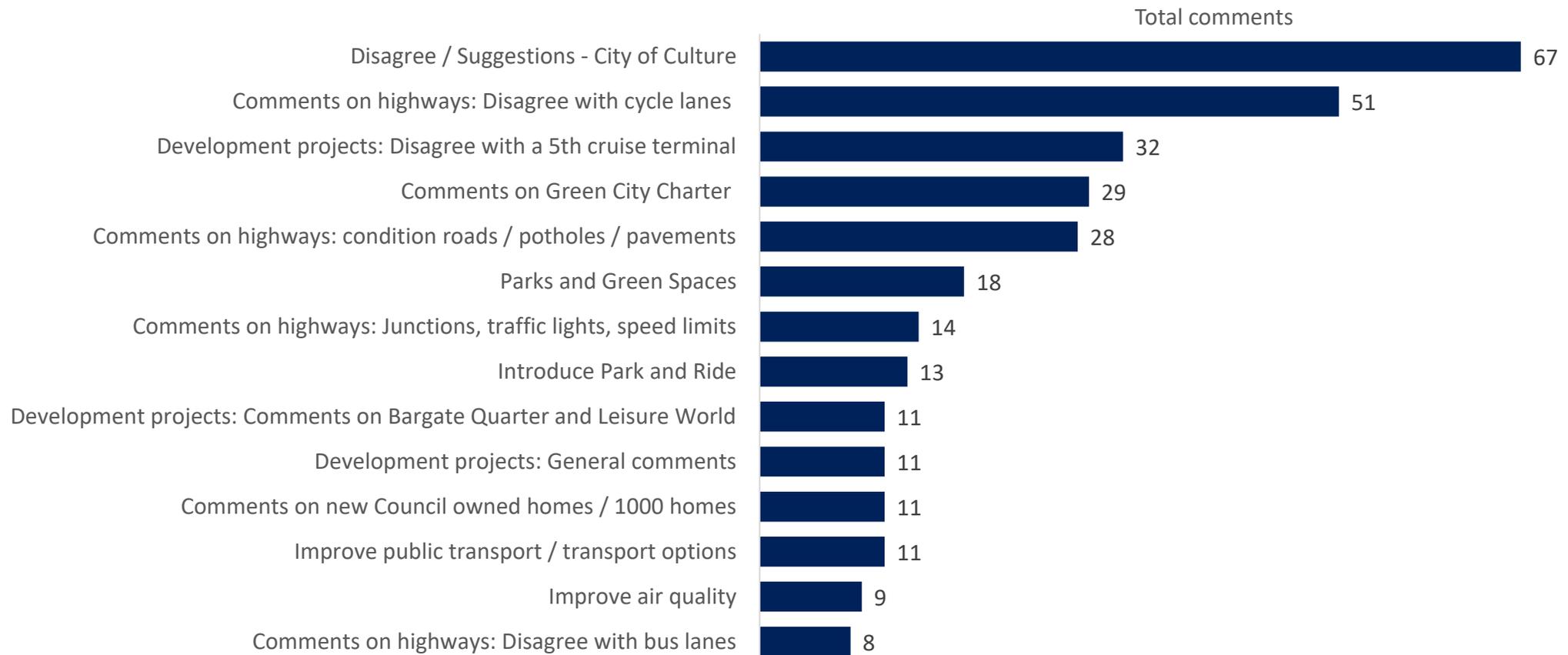


\* Small sample size – fewer than 100 respondents



*“We are committed to delivering a city that is Greener, Fairer, and Healthier by realising our long-term strategy for the city”*

A total of **176** respondents provided a comment specifically on this priority. The following graph shows the total number of respondents by each theme of comment. The subsequent slides summarise or quote the unique points and suggestions that were made.





# Unique points from the free text comments

## **“We are committed to delivering a city that is Greener, Fairer, and Healthier by realising our long-term strategy for the city”**

### Disagree / Suggestions – City of Culture:

<i>Why are you complaining about not having enough money for vulnerable adults and other vital services yet you were going to spend £800000 to try and become a city of culture</i>
<i>I think that “investing” £800,000 to bid for Cultural City 2025 is shameful. You have ready said that there is nearly a £10m black hole and you want to “invest” nearly a million pound in a vanity project.</i>
<i>What if this bid fails? Is that wasted money?</i>
<i>You do not quote any financial benefits that this commitment will achieve. Please publish a cost benefit analysis for this project.</i>
<i>There is no benefit to becoming the city of culture.</i>
<i>Being a city of culture means zero. It will not attract any additional income. Look at other cities most of which have made losses</i>
<i>Given the impacts of Covid so far and the cost saving measures you need to do, I do not think the use of public funds to pursue the City of Culture campaign is wise or relevant.</i>
<i>I don't think it warrants it at this time. Southampton has sadly demolished most of its cultural buildings and fails to utilise what it does have; it appears ugly, dirty, traffic heavy and all about pubs and shopping.</i>
<i>Cannot achieve city of culture without good air quality</i>
<i>I don't think Southampton has what it takes to become a city of culture and that accolade in itself will not bring any further tourism.</i>
<i>Forget about becoming "City of Culture" it's a waste of money, and I doubt Southampton will beat other cities anyway.</i>
<i>In this climate the bid is non essential and should therefore have a reasonable prospect of covering its costs over a 2-3 time frame.</i>
<i>The funds being used for the UK City of Culture 2025 are a waste - they would be much better spent on other areas that really need funding - better to delay to make a stronger case than put forward a limp case and waste a load of money</i>

<i>I strongly disagree with trying to become a UK City of Culture when Southampton can't even seem to get the basics sorted for the residents of Southampton.</i>
<i>it would be a great achievement but I think awards are a luxury in the current economic climate.</i>
<i>I'm concerned about the proposal to spend £800k on a bid to be UK City of Culture at this time. I'm a huge supporter of the arts but I would like to know the economic justification for spending this much at this point in time. Is it likely to bring long term benefits to the city? Could the money be better used in supporting local groups and organisations to get back on their feet once we see the virus brought under control?</i>
<i>there is no point to Southampton being a city of culture when the overall aim of the council is to kill anything cultural unless it is minority or the Mayflower. Southampton had world renowned live music, dance and more and the council killed it...</i>
<i>The current climate of dealing with the pandemic far outweighs the need to attempt to become a city of culture! We need to concentrate on dealing with our own city problems. Going for these types of accolades can wait till we are better placed to meet these awards!</i>
<i>the money towards the city of culture bid I feel would be better off going towards those building projects, how do you expect to win the city of culture award if half the city is; abandoned, empty or not taken advantage off? The city of culture bid should be held off until we have at least a whole city centre.</i>
<i>People will come to our city if we offer something worth coming for not a title.</i>
<i>The whole city is a building site right now. Make a bid when we are actually in a fit state to even have a chance of winning...</i>
<i>Does this title/status benefit the average person as much as new schools would?</i>
<i>City of culture is a big investment, I am not convinced it will benefit the whole city.... Only some parts of it and some people... We're all having to make tough decisions and not have luxuries in some ways... This seems a luxury right now that will benefit a few, not all.</i>
<i>Forget the city of culture and concentrate on the people in the city that are struggling and don't fit in to your current help</i>



# Unique points from the free text comments

**“We are committed to delivering a city that is Greener, Fairer, and Healthier by realising our long-term strategy for the city”**

## Comments on highways: Disagree with cycle lanes:

<i>You only put them where they are not needed - like long straight roads anyway.</i>
<i>Keep things simple and stop wasting money on pointless schemes e.g. bus/cycle lanes</i>
<i>I feel that money is being wasted on 'vanity projects' such as cycle lanes</i>
<i>If the council did not insert cycle lanes then remove them they would not waste money.</i>
<i>I not with incredulity that the council has installed, at great expense / without consultation the cycle lines which created city wide traffic jams</i>
<i>You can recover that by dropping your ridiculous cycle schemes</i>
<i>We do not need finances wasted on stupid projects where money is wasted i.e. cycle lanes!</i>
<i>Stop spending money on useless cycle lanes. Businesses will not come to a gridlocked city. Congestion causes pollution</i>
<i>Highways development - developments in the summer were a huge waste of money. Even if the money came from central government it ultimately came from tax payers.</i>
<i>Get rid of cycle lanes.</i>
<i>there was a lot of money wasted on the ridiculous road schemes in the city, including the monstrosities on the Northam bridge, which narrows the pavement so much, it's hard for a cyclist to pass a pedestrian safely. Again, children walk across that bridge getting to school.</i>
<i>Stop making cycle lanes if we ever get back to working on site the city will grind to a halt as so much of the city roads has been given over to cycles. So much work is out of the city making a car necessary before the pandemic it was taking over an hour to travel 7 miles hate to think with one lane roads for cars what time will be added to this journey money that would be better spent on education</i>
<i>Please no more cycle lanes that cause long traffic queues adding even more pollution to the air</i>

<i>Cycle lanes are creating more pollution than its purpose to reduce it. Traffic congestion will dissuade people coming to shop in already depleted shopping area.</i>
<i>I don't think the health of the city has been helped by cycle lanes on Hill Lane or Winchester Road or the Avenue past Burgess Road. It has had the opposite effect of creating carbon-filled bottlenecks.</i>
<i>Sadly. Money has been wasted by introducing then removing cycle lanes around the city.</i>
<i>There should be no further expenditure on cycle lanes until our city fabric is maintained housing estates have been neglected for years</i>
<i>Some of the green priorities seem a bit misguided and focussed on cyclists - not everyone can or will ever be able to cycle. Can't carry a weeks shopping for a family on a bike.</i>
<i>cyclists do not use the 'green' lanes as it is.</i>
<i>Please please please get rid of the cycle lanes. None of them citywide are used enough compared to the environmental impact of car fumes in queues of traffic</i>
<i>maybe all the money wasted on pop up cycle lanes should have been better spent,</i>
<i>There was either none or very poor consultation about these lanes, and they should be returned immediately to the VED paying motorists using the city to generate wealth.</i>
<i>It's not the time for cycle lanes. They didn't work and I genuinely think they will increase pollution in the long run. The only gainer was Uber.</i>
<i>The new Cycle lanes need to be abandoned as it is causing stresses on the infrastructure which couldn't handle the traffic at the best of times.</i>
<i>I agree with going greener but feel that cycle routes need to be more considered some currently in place are a hindrance to other road users. I also feel cyclists should have some form of license as many fail to follow the rules of the road, such as stopping at red lights.</i>
<i>The council wastes so much money for instance cycle lanes then no cycle lanes which must have cost millions, again for a minority of the population, it all baffles me.</i>



# Unique points from the free text comments

***“We are committed to delivering a city that is Greener, Fairer, and Healthier by realising our long-term strategy for the city”***

## Development projects: Disagree with a 5th cruise terminal:

<i>A 5th cruise terminal at a time when the travel industry is in poor shape is foolish and will bring more pollution to the city</i>
<i>Building cruise terminals isn't in line with the impact that Covid has had in restricting in-person shopping. In particular, the cruise terminal is also in direct opposition to your green targets.</i>
<i>For environmental reasons, cruising needs to reduce radically. I would support a new cruise terminal more environmentally friendly with land power available when ships are in port if we closed the two existing least environmentally friendly terminals.</i>
<i>Greener, Fairer and Healthier doesn't correlate with the 5th cruise terminal.</i>
<i>Bargate Quarter, Leisure World and Cruise terminal should be funded with private money. The private investors will be the ones to benefit.</i>
<i>Trying to be greener and building a fifth cruise terminal doesn't really go hand in hand... Especially when the cruise industry has been hit hard by COVID.</i>
<i>Disagree with investing in a fifth cruise terminal. This could potentially have a harmful impact on air quality and does not align with the UK's commitment to reaching net zero.</i>
<i>I think a 5th cruise terminal is inappropriate given COVID19 pandemic on travel restrictions which will last long-term.</i>
<i>Furthermore, more cruise terminals is in stark contradiction with the Green city agenda. Money needs to be invested in regeneration of the existing terminals and the area around Town Quay instead.</i>
<i>Is there a forward projection on whether a fifth cruise terminal will be needed in the light of people possibly changing habits for green and other reasons?</i>
<i>changes at the bottom of town have made getting to Terminal 3 almost impossible - stupidly wide pavements and one-line traffic queues along the bottom road!? Making cruise coaches and lorries use the M275 would be a good idea and developing the road network from the bottom of the M275 into the New Mayflower area would keep that traffic from having to cross town.</i>

<i>Adding a 5th cruise terminal would seem to fly in the face of the commitment to be greener...?</i>
<i>However I fail to see how a 5th ferry terminal achieves any of these, ditto a new significant building project.</i>
<i>There is talk of a new terminal for the cruise industry, however as a long term resident of Southampton I would like to know what money raised is being used for the good of the residents of the city as I don't see it improving services for me i.e. why am I still paying to cross the Itchen Bridge?</i>
<i>The design of this question ties the "business" development projects with this idea of a "Greener, Fairer, and Healthier City", which is absurd because that implies building a 5th cruise terminal will in some way make the city greener, rather than increasing pollution.</i>
<i>Will the cruise industry recover quickly enough to require a fifth terminal on the same time scale as previously planned - could that development be pushed back a year?</i>
<i>Isn't the 5th cruise terminal being financed by a shipping line together with the port authority!</i>
<i>You want to become greener but want to have another cruise terminal which would bring in more pollution from ships, not to mention the extra people that would be driving to the terminal in cars or busses to get on the cruise.</i>
<i>I am also concerned, that inviting more cruise ships to the City, is regarded as a 'Green' option, when the Port is probably the largest cause of pollution.</i>
<i>most people who travel to this country on cruises via our ports may pass through Southampton, but don't stay/invest in our city.</i>
<i>An additional cruise terminal flies in the face of a healthier city as the cruise ship industry is notorious in developing greater amounts of diesel fuel related smog with on board generator having to run 24/7 dues to insufficient quay side power solutions. Plus give the current down turn in the cruise industry the need and drain on resources is simply not there.</i>
<i>Seeking to install a 5th cruise terminal and wanting to make the city greener is a contradiction. Also with the impact of COVID on the cruise industry how is this a worthwhile endeavour?</i>



# Unique points from the free text comments

***“We are committed to delivering a city that is Greener, Fairer, and Healthier by realising our long-term strategy for the city”***

## Comments on Green City Charter:

*I strongly agree we need to look after our environment.*

*getting freight onto the railway rather than on roads.*

*4 Cyclists do NOT always have a priority, particularly when they continue in abundance to flout the Road Traffic Act and as such must be educated, so that drivers can drive safely and pedestrians can walk safely....To make Southampton a greener city will not be achieved unless: 1 There is a much greater infrastructure for charging electric cars. 2 There is a greater plug in facility at the docks.*

*I witnessed the wholesale destruction of many mature trees at St Marks school and the continuing lack of care to our mature trees around the city (Mistletoe, Ivy, strangled roots). Not what you'd expect from a caring Green City.*

*We will have to manage as we have done for many year & put all green projects to one side, including buildings & infrastructures. We need to help the people first, everything else must wait until we have the financial resources at our disposal again.*

*we all need to be contributing now in this climate. All of us.*

*Strongly support any initiatives to promote active travel within the city*

*Invest in green infrastructure, public transport, electric car charging points, green spaces*

*I don't think the proposals seem very environmentally friendly.*

*I really support the Greener City plan....Please keep the cycle/bus lanes implemented this year*

*Dire times like this when money is short requires focused thinking. Going "green" is a noble idea for when times are back to normal. We're far from normal.*

*Green City charter and its costs. Do we need that at the moment.*

*CYCLES USING THE COMMON from would benefit many more people. Cyclists have mostly ignored the lanes and cycled on the road or pavement. Consideration should be given to a two-way cycle lane, south of Lodge Road that goes through the central grassed area and has it's own traffic lights - as they do in Amsterdam etc.*

*I don't see a problem with using your resources to deliver the ambitions set out in the corporate business plan 2020-25 such as the Green City charter*

*Add grass verges or tree lined avenues*

*I don't think being a 'greener' county is important considered to other priorities.*

*Until money is less of an issue I believe green initiatives should progress at a slower rate.*

*Prioritising vital services and supporting businesses through Covid must come first , over and above green issues, just whilst this pandemic is ongoing.*

*Reduce budget on green projects to compensate the current Covid climate.... green and frivolous projects should not be entertained!*

*I don't disagree in principle with the greener city etc. I do not believe it is a priority right now. Yes in 18 months but not now.*

*Now is not the time to be spending on Green City charter. They surely must be postponed for now.*

*As with the green issues, sadly although important, I don't think we should. step up investment here in the short/medium term. I would invest more in the top category but expand the recipients of the support so not such a threshold to get the support offered.*

*Now isn't the time to be worrying about green city if it means money is not available for the most vulnerable and keeping businesses open and thriving*

*I live in the centre of town I do not want to pay congestion charges or my friends and family.*

*Make it easier and safer to cycle so we can get rid of the car!*

*There is hardly any mention of improving the 'greener' aspect of the city, which strongly suggests you have no plan for this and therefore will fail this target.*

*pursue a green agenda*



# Unique points from the free text comments

***“We are committed to delivering a city that is Greener, Fairer, and Healthier by realising our long-term strategy for the city”***

## Comments on highways: condition roads / potholes / pavements:

<i>The Council should also consider reductions to its spending on Highways and scrapping the proposed increase to the Fleet spending in 2022/23.</i>
<i>Roads with potholes so deep that they damage cars</i>
<i>All the potholes and uneven surfaces on the roads are properly dealt with.</i>
<i>I do agree on spending on highways</i>
<i>better pedestrian access as some of the pavements around Portswood (Winn Road/Westwood Road) are shocking, especially when so many elders are based there</i>
<i>Less money to roadbuilding</i>
<i>The city needs to be mobile and not riddled with dangerous potholes. Howard Road in Southampton is a classic case of patchwork temporary repairs done sporadically and was earmarked for complete repair in 2019/20. What happened. Please repair our roads</i>
<i>Fix the potholes, sort out the street furniture.</i>
<i>Instead of spending money on frivolous projects, get the by roads resurfaced.</i>
<i>If their should be any money left in the kitty. Could some badly needed road repairs be carried out. Pot holes are getting bigger and more dangerous. Please wait until the summer. Repairing in cold and wet weather is a waste of time and money.</i>
<i>Pedestrianisation from London South would also make the City more pleasant</i>
<i>We were supposed to have our road resurfaced this year but we still only get wholes filled in which is having to be done over and over again.</i>
<i>I don't see a problem with using your resources to deliver the ambitions set out in the corporate business plan 2020-25 such as the Green City charter, highways development, new schools in the city and an additional 1,000 council owned homes.</i>
<i>money is more useful spent on Southampton residents like unblocking drains as in Shirley And other areas when it rains there are lots of localised flooding</i>

<i>Fill potholes. Pennine way atrocious... Put barriers at Subways that allow mobility scooters and pushchairs, but stop high speed motorbikes racing through. School children walk in Pendle Close subway, it's an accident waiting to happen. Ensure drop curbs in place for mobility scooters and stop pavement parking! Mend badly sloping pathway by lorry garage near redbridge roundabout. Dangerous so close to main carriageway and sloping so badly towards the traffic.</i>
<i>road improvement.</i>
<i>The potholes and bad paving across the city need to be addressed</i>
<i>The greener city. We in Bursledon Road have suffered greatly in 2019/20 from Road works and closures. Many of these closures had to be repeated because of bad workmanship. A point in question is that the original work from Kathleen Road to Sedgwick Road had the effect of shaking our houses every time a lorry went by.</i>
<i>You try walking down Shirley Avenue - funny how the pavements outside the Civic Centre are all properly maintained</i>
<i>Our roads are tremendously bad, especially the one I live on (Coates Road, Sholing)</i>
<i>I believe our roads need to be a priority.</i>
<i>Roads need more work.</i>



# Unique points from the free text comments

**“We are committed to delivering a city that is Greener, Fairer, and Healthier by realising our long-term strategy for the city”**

## Parks and Green Spaces:

facilities for children, including outdoor play areas which have been badly needed this year as “pay” facilities such as soft play area have been shut for most of the year, so even if we could afford them, they have been inaccessible.

Riverside Park remains unfinished and has been for years

I witnessed the wholesale destruction of many mature trees at St Marks school and the continuing lack of care to our mature trees around the city (

I feel quite strongly about the lack of park wardens and park maintenance especially at Riverside parks water edge the longer it is left the more expensive it will cost to put right

Mayflower Park that never get completed is not appropriate or a good use of our money at all.

Use some of the space in the abandoned areas of the sports centre for commercial use perhaps like the abandoned boating lake - and make some money that way.

improving the look and safety of the main city parks

More trees. Outside exercise areas.

Any new developments in and around the City should have significant green spaces as part of a healthier environment.

More wildlife areas need to be made.

Green land is being lost at a terrific rate under this council.

Try to improve waterfront areas for tourism and general well being.

By greener, please ensure this means looking after the city’s open spaces and not building on any...

How can it be healthier when you make parks which are not easy accessible

## Comments on highways: Junctions, traffic lights, speed limits:

During the first lockdown there was barely a car on the road but ALL the traffic lights were still on. Equally I can drive home at midnight. All the traffic lights are on. Why? On a trip to the Baltic States years ago we left very early one morning to go on a trip. So early that the traffic lights were switched off because there was insufficient traffic to require their use.

Fed up with the one lane over Northam bridge PLEASE revert back to how it was....

traffic lights that slow everyone down and cycle lanes that are good in places but then suddenly end and start further down the road.

So much work is out of the city making a car necessary before the pandemic it was taking over an hour to travel 7 miles hate to think with one lane roads for cars what time will be added to this journey money that would be better spent on education

Our roads are grid locked, and all the council seems to do is create 'solutions' that make our roads worse,

stop spending our money on badly planned poorly designed "Road Safety Improvements" that just cause more and more traffic jams(during the works e.g. 3 separate sets of temp lights on the busiest main road at once and afterwards because the "improvements" don't work. e.g. making a junction too small to get more than one car at a time to turn)

I think we should have mobile speed cameras in town as it’s become a racing track, no one stops for crossing anymore either.

Rather than close lanes to car users, put tolls on other entry points to the city, like you do on Itchen bridge. You always said that the toll was a deterrent as Northam bridge had two lanes so that was the incentive, but you have removed that lane. You will never get cars off the road, so make some revenue to improve the city instead.

Greater need for traffic monitoring, especially around recently altered areas. This would both improve safety and generate revenue. The area around Northam Bridge and the top of the avenue would benefit from better signage and enforcement cameras.

the road blocks in st Denys are not helping to make it greener in fact a lot worse



# Unique points from the free text comments

***“We are committed to delivering a city that is Greener, Fairer, and Healthier by realising our long-term strategy for the city”***

## Introduce Park and Ride:

<i>Park &amp; Ride and a central bus station have been badly needed for a long time but are now probably out of the question for the foreseeable future. Such a pity SCC didn't provide for these when all the West Quay development was going on.</i>
<i>look at Park and Ride to encourage everyone to use public transport into the city centre.</i>
<i>a Park and ride service and bus lanes down to Lodge Road</i>
<i>instead invest in 'Park and Ride' schemes on at least the east and west sides of the City.</i>
<i>Southampton may benefit with a Park and Ride for visitors entering the city from the M3 and M27. Particularly for major events such as football matches and shopping.</i>
<i>better infrastructure like a park and ride so the extra people the city want to attract doesn't mean more pollution because at the moment they're saying one thing about wanting to become greener but their actions are contradictory.</i>
<i>Not one Park &amp; Ride in operation, instead you are proposing schemes to encourage more traffic, entering the city, so local Health does not matter, just the money from multi car parking building,</i>
<i>I don't see a Park n Ride being built either, which is important if we seriously want to reduce traffic in the City.</i>

## Development projects: Comments on Bargate Quarter and Leisure World:

<i>developing the bar gate area isn't in line with the impact that Covid has had in restricting in-person shopping.</i>
<i>I doubt whether the any of these will bring a significant improvement in jobs or a real boost to the local economy.</i>
<i>throwing more money at bankrupt development schemes such as the Bargate and Mayflower Park that never get completed is not appropriate or a good use of our money at all.</i>
<i>Bargate Quarter, Leisure World and Cruise terminal should be funded with private money. The private investors will be the ones to benefit.</i>
<i>Is Bargate Quarter going to be for housing rather than commercial as surely we have enough empty shop space/offices at present.</i>
<i>Bargate Quarter has been a bit embarrassing for Southampton City Council, they need to approve a sensible and sustainable construction method, perhaps input a bigger budget for Public Realm.</i>
<i>Are development plans for the Bargate, Leisure World etc projects being reviewed in light of COVID-19? For example, with the accelerated trend towards online shopping, does the city really need more retail units?</i>
<i>Scrap any ideas of working delivering development projects, such as the Bargate Quarter, Leisure World</i>
<i>I agree that you should focus on finishing building projects in the city such as the bargate</i>
<i>Bargate quarter and leisure world.....again will not benefit us all, nice to have, but not worth it in these current times given that so many are struggling.</i>
<i>Bargate Quarter redevelopment stagnation is an embarrassment - years with nothing happening on an abandoned building site, (with advertisements still proclaiming “coming in 2019!”)</i>



# Unique points from the free text comments

**“We are committed to delivering a city that is Greener, Fairer, and Healthier by realising our long-term strategy for the city”**

## Comments on new Council owned homes / 1000 homes:

*building homes in the city cramped as it is*

*Ensure new council owned homes are energy efficient together with solar panels.*

*The talk of new council homes has been going on since 2012 with not much to show for it.*

*I don't see a problem with using your resources to deliver the ambitions set out in the corporate business plan 2020-25 such as the Green City charter, highways development, new schools in the city and an additional 1,000 council owned homes.*

*The City Council should build more council housing*

*Yes to building new houses but is it really essential right now?*

*To complete the regeneration programme in Townhill Park. You have tenants living in properties that are freezing in the winter and ovens in the summer or in the meantime at least give tenants the option to choose when the heating comes on to suit each family. They pay for it for the whole year yet don't get to choose when it's used.*

*build more social housing.*

## Development projects: General comments:

*Development projects will be the same rabbit hutch flats, unwanted retail and unnecessary office space in a city awash in vacant offices. Come up with a vision for the 21st century, not the 19th.*

*new developments in and around the City should have significant green spaces*

*Let's get the basics sorted before we go for big projects!*

*I'd MUCH rather see these aims met by green initiatives and projects which lead to greater inclusivity and social mobility, a stark contrast with a polluting ferry terminal or yet another large building development.*

*I fail to see how development projects, such as the Bargate Quarter, Leisure World and a 5th cruise terminal, would make the City a greener, fairer or healthier place.*

*Don't disagree with aims for a greener city but large projects as suggested don't mean a lot to me.*

*Scrap any ideas of working delivering development projects, such as the Bargate Quarter, Leisure World and a 5th cruise terminal, to bring jobs and visitors to the city. You don't have the resources to deliver these projects so don't increase the council tax to cover these.*

*Redevelopments such as that planned in the city concentrate on restaurants, bars and casinos. Then we complain about the effects of alcohol on the streets.*

*Fully agree that we should create more jobs but as long as no more waterfront is sacrificed in doing so, we have very little waterfront areas for people to relax at, lets not get rid of what we have.*

*Though I feel that with the global damage and tourism impact to cruises, airlines and coach services, that in fact the 5th terminal could be delayed, and even if at this point you would release half of the expected costs that is another 5 Million spent elsewhere in the other priority's or put into safeguarding of current jobs. If you were to look at the IT infrastructure creating that excelled new revenue, that in turn would take 10 years to even come close to that saving of 10 million from the 5th terminal. Point it, there will be a boost in tourism when things are safe here in the UK but else where no so much. On top of that, I feel that the project would as always said, go over budget meaning that another resource would have to suffer the consequences of this.*

*The development projects point I don't agree with too much either, I also think the buildings we have in Southampton are pretty good and businesses will build bigger and better buildings naturally as part of the evolution of commerce. So I don't feel this point needs to be enforced/backed by the council.*



# Unique points from the free text comments

***“We are committed to delivering a city that is Greener, Fairer, and Healthier by realising our long-term strategy for the city”***

## Improve public transport / transport options:

*Privately owned areas suffer from poorer bus services*

*Poor public transport especially in the Bassett Green area*

*I would support a congestion charge to fund better, cleaner and reliable public transport*

*The reported E-Scooter scheme is another dangerous venture - please refer to the scheme in Coventry where it was a disaster and caused a lot of accidents. It is already dangerous enough as a pedestrian dodging illegal electric scooters on our city pavements and in parks.*

*It would be great if we could get an electric motorcycle scheme. This would mean that people would have an alternative to buses.*

*Public transport that isn't all about getting in and out of the town centre. To get from one part of Southampton to another you need to go to the town centre, change bus to come back out of the town centre again. Sometimes changing between up to 3 different bus companies. Which means 3x the ticket price. It's no wonder everyone drives!!!!!!*

*improving public services like buses...making bus travel cheaper.*

*Maybe work and focus on improving public transport in order to make city greener. Why not offer free public transport to all council tax payers and their families? There are other cities in the world where this is done!*

*Moreover; when we look at future transport in the city, and the necessity of efficient mass transit, it is a further embarrassment to see the apparent preferred option is nothing more radical than more busses; surely trams which could also link out of city parking to the cruise terminals and provide an alternative to hundreds of thousands of cars entering our city each year would be a better solution.*

## Improve air quality:

*6 Any body driving a diesel taxi which is not Euro 6 or better should either be taken out of service or instructed to replace the vehicle.*

*We have to take air pollution seriously because currently it's far from greener, fairer and healthier where I live in the city centre due to the considerable pollution created by the docked boats Start working with ABP to ensure on shore power is available at every terminal*

*Please no more cycle lanes that cause long traffic queues adding even more pollution to the air*

*Local Clean air tax to apply to diesel delivery vans entering the city.*

*In order to bring in additional income whilst tackling air pollution issues in the city, please can you declare an Ultra Low Emissions Zone (ULEZ) with older, more heavily polluting vehicles charged a daily fee for driving in the SO14, SO15, SO17 postcodes.*

*The City's pollution should be seriously considered. Southampton is recognised as being one of the UK's worst polluted areas to live in.*

*Stop the cruise ship polluting the city and clean air project as air pollution is very bad in the city.*

## Disagree with bus lanes:

*Keep things simple and stop wasting money on pointless schemes e.g. bus/cycle lanes*

*also the bus lane into city centre from east side is causing more delays and therefore build up of fumes from cars which isn't good. at the moment people do not want to travel on buses unless they have no alternative and this should be reflected in what the council is doing.*

*buses are still held up in the normal vehicle lanes in between the green lanes...There was either none or very poor consultation about these lanes, and they should be returned immediately to the VED paying motorists using the city to generate wealth.*

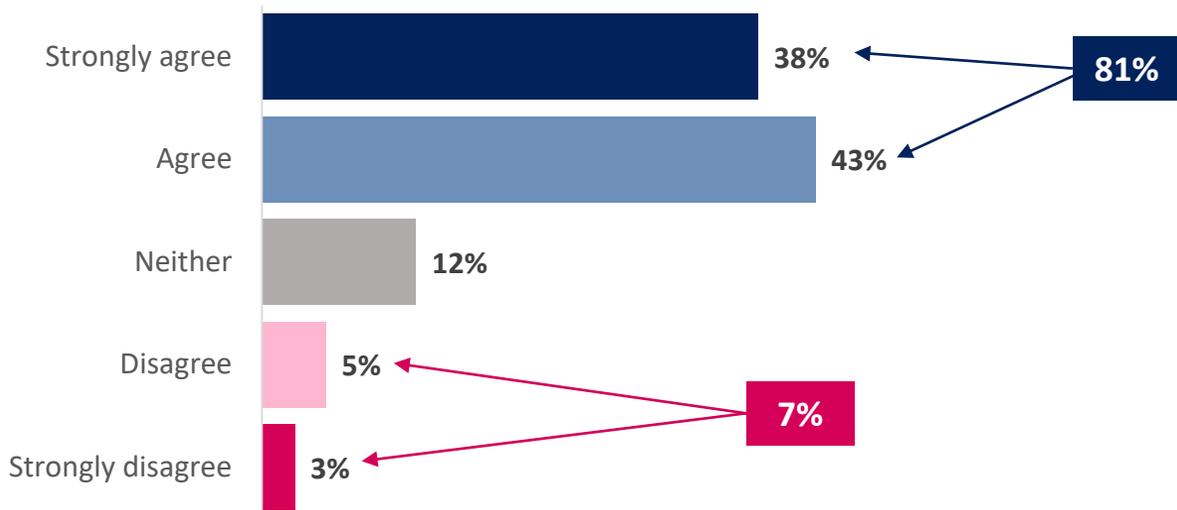
*Public Transport solutions are not in place to warrant the excessive amount of bus lanes that is clogging up the roads with idling traffic. Please reconsider removing the trail bus lanes as they are not helpful and furthermore making our roads dangerous.*



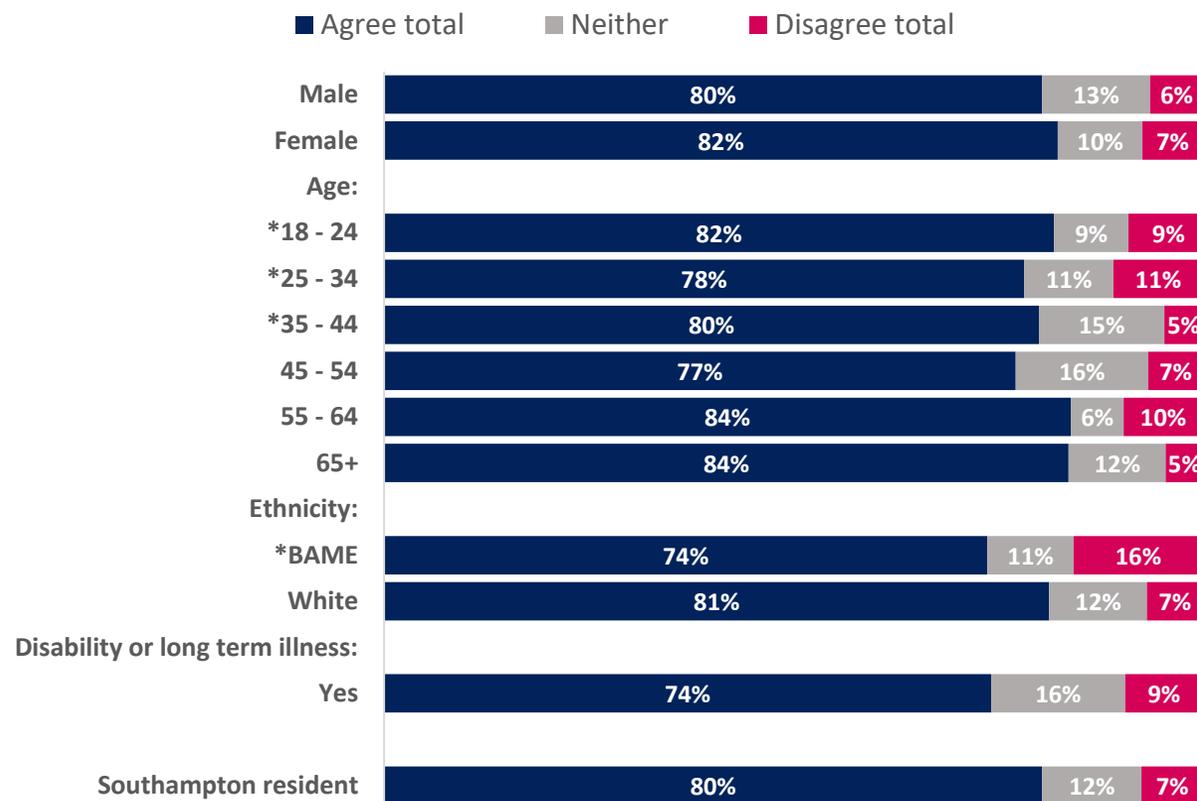
**Question:** When thinking about the priority areas overall, to what extent do you agree or disagree with their focus?

*“We are looking to be even more efficient, generate income and safeguard jobs.”*

### Overall:



### Broken down by demographics:



### Key findings:

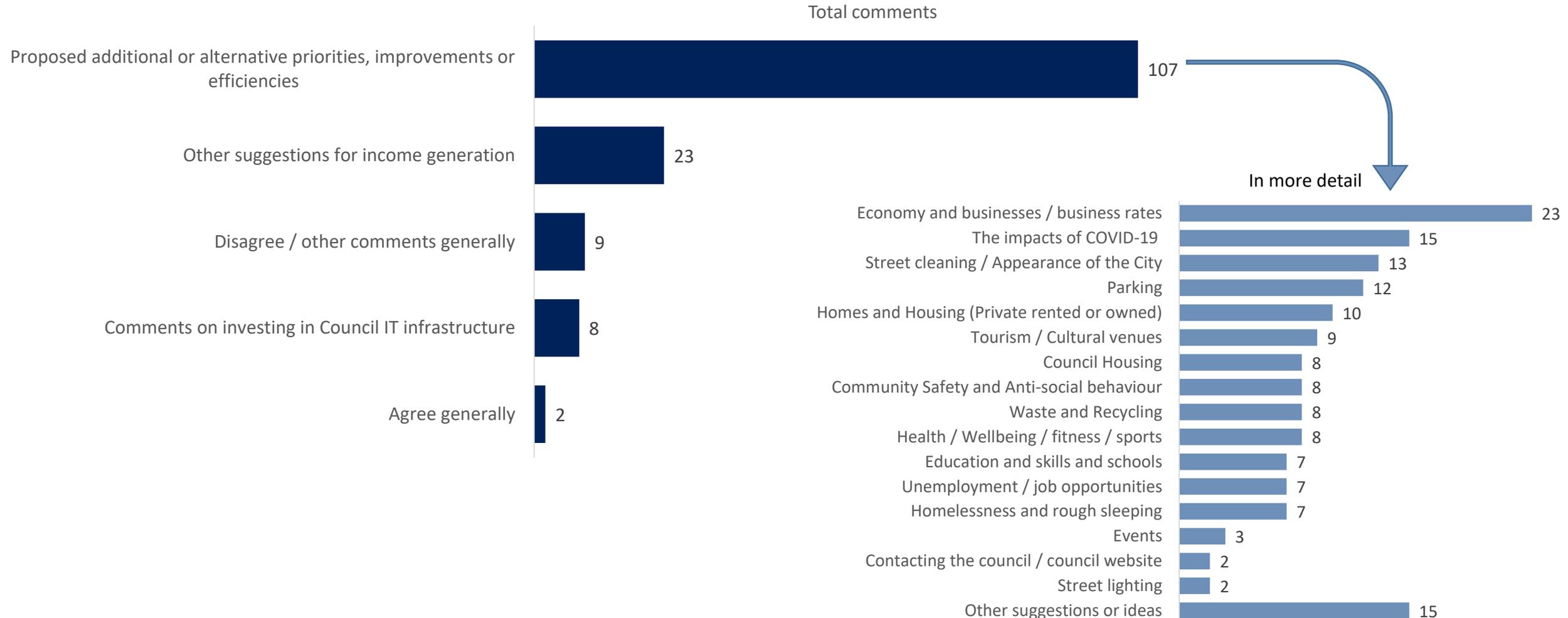
- **81%** of respondents **agreed** with this priority, whilst only **7% disagreed**.
- Those aged **55-64** and **65+** **agreed** the most, although agreement was **high** across **all demographic** breakdowns.

\* Small sample size – fewer than 100 respondents



## *“We are looking to be even more efficient, generate income and safeguard jobs”*

A total of **136** respondents provided a comment specifically on this priority. The following graph shows the total number of respondents by each theme of comment. The subsequent slides summarise or quote the unique points and suggestions that were made.



(Further detail available upon request)



# Unique points from the free text comments

**“We are looking to be even more efficient, generate income and safeguard jobs”**

## Disagree / other comments generally:

<i>Becoming more efficient might mean losing jobs, so this point is contradictory!</i>
<i>Disagree as there are no clear outlines described of how this income will be generated balanced against the need to provide increasing statutory services. I would hope that the council have used their own resources to determine the further development of income generating services rather than expensive external consultants - one of which suggested a way of managing demand was to increase the response time from Children’s Services to the delivery of statutory assessments- not seemingly understanding that these timelines are not council timelines but legal statutory requirements enshrined in various government acts and the council can’t change these....Concerned about the income generation aspect- services have been impacted so much on years of cuts that there is little reserve to generate income after having to deliver statutory services.</i>
<i>I have doubts about the feasibility of making efficiency gains, as this has already been done in previous years.</i>
<i>Efficiency savings should be forward thinking and care should be taken about allowing corporate restructuring dogma rule the decisions without proper analysis.</i>
<i>Jobs should not be safeguarded for the sake of it, especially in the public sector. Efficiency does not necessarily coexist with keeping unsustainable costs.</i>
<i>The last statements is contradictory when you want efficiency it is necessary to look at jobs if you safeguard jobs you cannot be efficient. You cannot be greener healthier and fair to everyone.</i>
<i>I am not sure that the council is capable of making itself efficient.</i>
<i>Invest your savings and increased generation of income into a more automatics approach for residents</i>
<i>Set the service delivery expectation to match the need of your customers and work to meet it. Response times are far too slow and I never see any urgency when dealing with council.</i>

## Comments on investing in Council IT infrastructure:

<i>Sort out website, digital access and make sure the staff have tools they need and the savings will come Your finance systems and customer payment systems are rubbish</i>
<i>IT projects rarely go well, and usually benefit consultants. Ditch Microsoft and use Linux and opensource software. Save millions of £</i>
<i>Agree that improving IT infrastructure is hugely important, and making sure that ALL council/city interactions can be completed online without visiting any offices should be a priority (if this is not already possible).</i>
<i>If being more efficient means the continuous withdraw from the public and providing services that hide behind IT then I disagree.</i>
<i>Being more efficient shouldn't just mean doling out more on IT services. Often this is not as good an investment as it masquerades to be.</i>
<i>It would be useful if you noted what was to be spent on Council IT infrastructure; detailing expenditure on other priorities but not this one raises questions rather than reassuring me.</i>
<i>I am always concerned that proper specification and contract details for IT projects require buy-in from those likely to be affected, otherwise the money goes largely to waste.</i>
<i>A new IT system will not help you to become more efficient when the issue is how city council workers are expected to work and are lead.</i>

## Agree generally:

<i>I think option number 3 sounds nice, but I don't know how much this will affect people directly.</i>
<i>Efficiency is the most important thing.</i>



# Unique points from the free text comments

**“We are looking to be even more efficient, generate income and safeguard jobs”**

## Other suggestions for income generation:

<i>As you're allowing the putting up of 5g masts around the city maybe charge these companies a lot more rental</i>
<i>Invest in a new ice rink to encourage visitors to the city - this was promised probably 20 or 30 years ago, but has never materialised, but the old rink was very popular.</i>
<i>Schools should be used by the community during the evenings for a charge.</i>
<i>I think the Council should make up financial shortage by imposing a "stay tax" on all hotel rooms and cruise liner accommodation up to a maximum of £1 per person per night in Southampton.... This would cover the extra cost of tourist footfall in Southampton and the pressures on the City's infrastructure.</i>
<i>On a separate note, the model of councils investing in rentable freehold commercial property, particularly for small and shared business space, is well-established elsewhere, and should be a central plank of revenue-generation here.</i>
<i>Heavy fines must be given to keep this city clean, safe and green.</i>
<i>raise parking fees and tax petrol if possible. Tax petrol car usage to subsidise electric cars, public transport and active transport</i>
<i>Why not rent out gyms etc. for sport events and raise the community spirit....their are many other raising fund venues available - walks / jumble sales etc. Why not ... example - rent a babysitter or a grand-ma ? that would give some people purpose, maybe a small income and people who have to work and cannot afford expensive child care an option to go and be able to work?</i>
<i>I would also like to see the Itchen Bridge charges increased for people form outside the Southampton Councils area and for anyone that don't use the smartcities card.</i>
<i>I would like to see more ideas for raising income through the Council offering more services that make money and under cut private services e.g. pest control /environmental waste collections.</i>

<i>our art gallery has many pieces which are loaned to major companies; increase the loan payments.</i>
<i>A congestion charge would help the environment and being in more revenue.</i>
<i>No projects like citizenenergy should be considered to raise income</i>
<i>Potentially look at the increase in licensing with Taxis, now this should be circumstantial. you could increase the taxi licences and renewals fees by 1.5% which would generate income for the healthier city and general public transport sector.</i>
<i>Rather than close lanes to car users, put tolls on other entry points to the city, like you do on Itchen bridge. You always said that the toll was a deterrent as Northam bridge had two lanes so that was the incentive, but you have removed that lane. You will never get cars off the road, so make some revenue to improve the city instead.</i>
<i>If the single lane on Bitterne Road West was removed I believe this would generate income for the city. We want to encourage people to visit our city not discourage them. The traffic jams created by the single lanes will put people off spending money in Southampton which will damage our economy and businesses and cause unemployment and reduce council incomes. At the same time Southampton could encourage car sharing post Covid and this would cut emissions more than the single lanes. Nobody uses the cycle lanes and buses are being shunned because of Covid and vandalism and anti social behaviour....The council must support income generation and do everything it can to encourage and enable our city's economy and growth. In this way Southampton will remain a vibrant and strong city.</i>
<i>Increase parking enforcement. Southampton has a huge problem with drivers who feel comfortable running lights, ignoring lane directions and parking in inappropriate places. As one of the few revenue generating activities which improves the city for everyone, I am surprised this is not a larger focus.</i>
<i>Would there be merit in looking at longer term investment in property to provide consistent additional income streams</i>
<i>There is also no mention if targeting income generation for sectors the worst hit by the pandemic, but instead focusing on the building sectors.</i>



## Efficiencies and service improvements

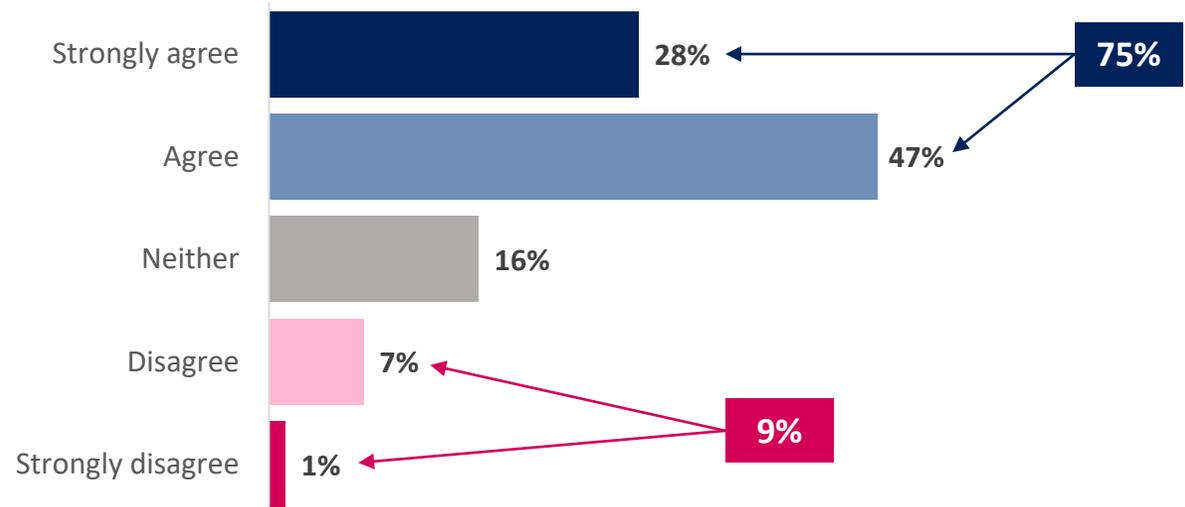




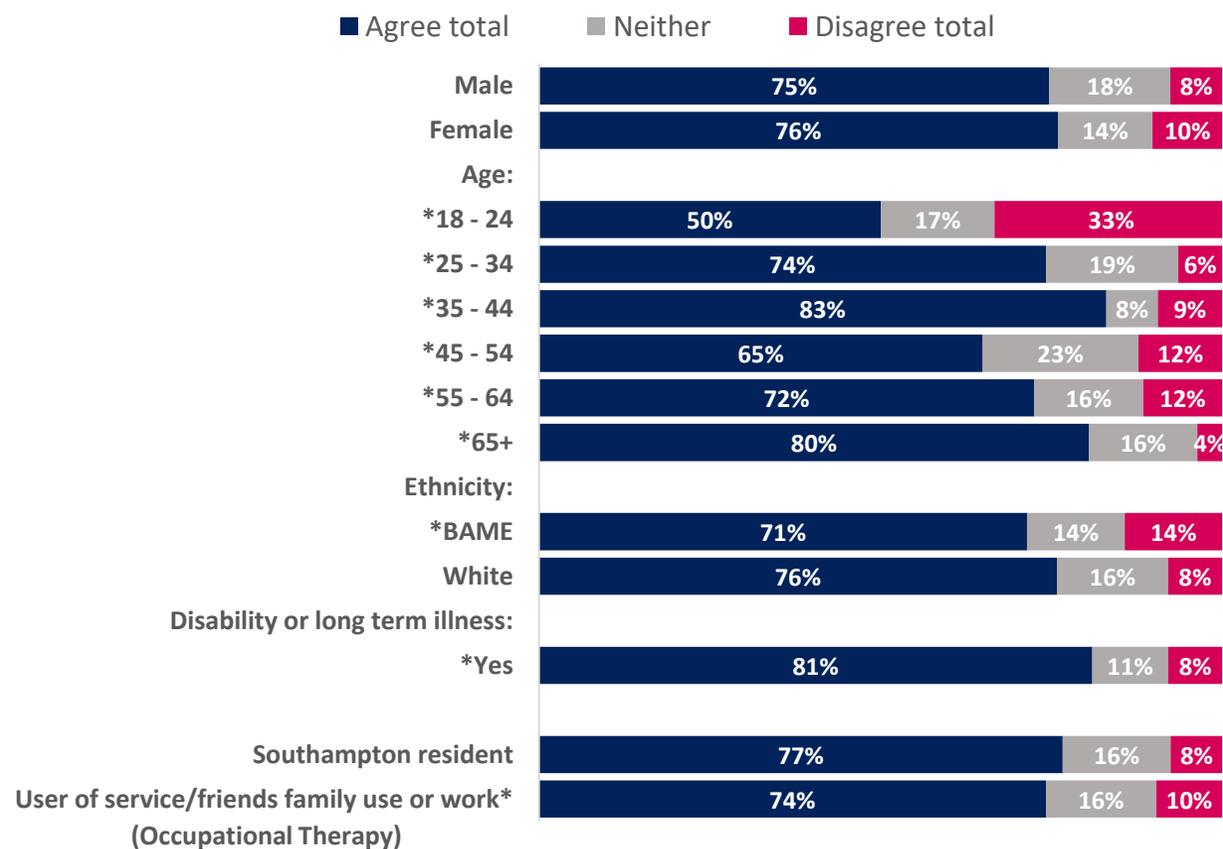
**Question:** To what extent do agree or disagree with this proposal?

*“Improved use of appropriate lifting equipment to help reduce double handed care”*

**Overall:**



**Broken down by demographics:**



**Key findings:**

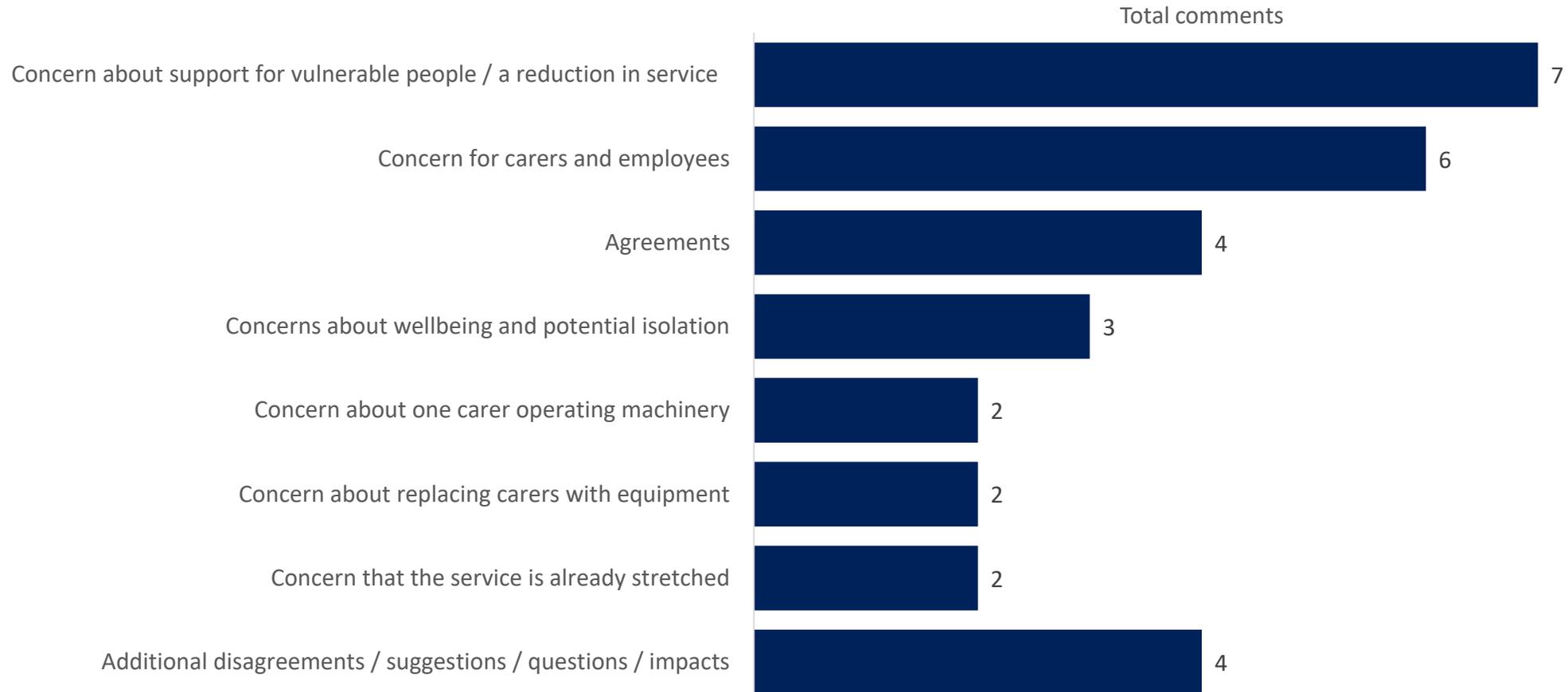
- Three quarters (**75%**) of respondents **agreed** with the proposal.
- **77%** of respondents who are **Southampton residents** agreed.
- **81%** of respondents with a **disability** or **long term illness**, and **80%** of those **aged 65+** agreed with the proposal.
- **74%** of respondents **who use**, or have **friends/family that use**, or **work in occupational therapy** agreed with the proposal.

\* Small sample size – fewer than 100 respondents



## *“Improved use of appropriate lifting equipment to help reduce double handed care”*

A total of **22** respondents provided a comment specifically on this proposal. The following graph shows the total number of respondents by each theme of comment. The subsequent slides summarise or quote the unique points and suggestions that were made.





## “Improved use of appropriate lifting equipment to help reduce double handed care”

### Concerns about the support for vulnerable people / a reduced service:

*Experience shows that the pressure to reduce costs ends up in the ascendancy, and the admirable words are often followed by inferior services under which people really suffer.*

*Reducing Doubling up on OT attendance etc is not always the best way and leaves people vulnerable.*

*I am particularly concerned about services to vulnerable people e.g. reducing two-handed care*

*I worry about people in the community not getting the right level of support*

*If people really do still need double handed care or live in residential settings, they should still receive that.*

*The most important thing is that it doesn't have a negative impact in terms of experiencing loss of/reduced front line services*

### Agreements with the proposal:

*As long as the quality of life for those who are more vulnerable doesn't diminish I will support it*

*I would hope that the idea of savings would mean better use of resources e.g. twice the resource available, appointments completed to time with no need for overtime etc.*

*If it's truly done on a careful assessment basis... Might be necessary in these times.*

*Why on earth you are not using ceiling hoists already I can't even conceive. Having one saved us a huge amount in carer costs.*

### Concerns about wellbeing and potential isolation:

*As long as the quality of life for those who are more vulnerable doesn't diminish I will support it*

*humanity and need for human touch*

*I am concerned about the impact on vulnerable people, who may have carers as their only form of personal contact.*

### Concerns that the service is already struggling:

*Cutting funding will only exacerbate an already stretched community.*

*You're stretching the service very thin.*

### Concerns for carers and employees:

*I foresee a situation where inadequate equipment replaces double-handed care leading to injury to the single remaining carer,*

*I would be concerned about carers attending some patients on their own - I would like to see proper risk assessments done before this is put in place.*

*It will be important to make sure there is not pressure on OT staff and those supporting people with assisted living needs to make decisions that save money.*

*Money could be spent on maintaining 2 employees (who pay tax) and provide personalised care and support each other creating a more collegiate and happy work environment.*

*Staff at risk when another not available.*

*You need two people on equipment to protect staffs backs*



## *“Improved use of appropriate lifting equipment to help reduce double handed care”*

### Concerns about one carer operating machinery:

*As a manual trainer myself I have always been trained that hoisting is a 2 person task. It is very scary to be hoisted. One carer would operate the hoist and the other reassures and performs the task such as personal hygiene needs. This shouldn't be made a one person job.*

*All fancy lifting equipment we have available is deemed (by regulations) to be used by 2 carers so I don't see how that is going to work.*

### Concern about replacing carers with equipment:

*I disagree with cutting 2 person care in favour of tech. Rarely does he h in the home on scale add real impact or cost saving.*

*Concern about equipment replacing 2 carers edict*

### Additional disagreements / suggestions / questions / impacts:

*I would hope that the idea of savings would not come from cutting staff (One handed care, lose 50% of staff)*

*The considered opinion of staff in caring roles must be given due weight e.g. if need for double presence is being assessed. Panels are not always right. Team managers must get out of the office and into the field on occasion.*

*If you had done a test to see who needs two helpers why would they only need one in your plans now*

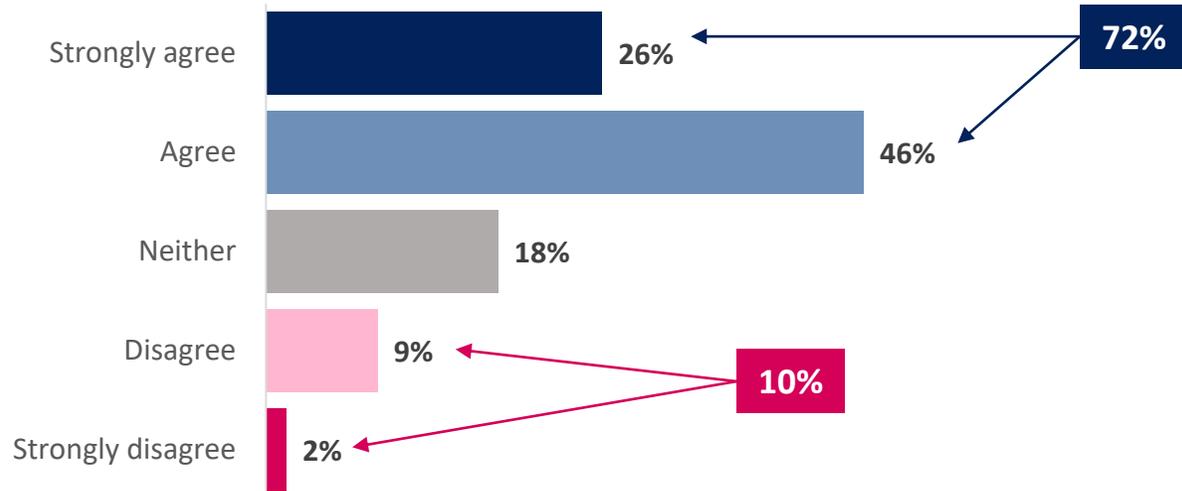
*Also, the contract for equipment with NRS seems to be based on constricting what can be supplied to keep the budget down. For example, for bathing issues the criteria for getting a chair has been constricted but the next step up is a bathroom rebuild, so the NRS budget stays low whilst passing on far greater costs to the council's housing adaptations team.*



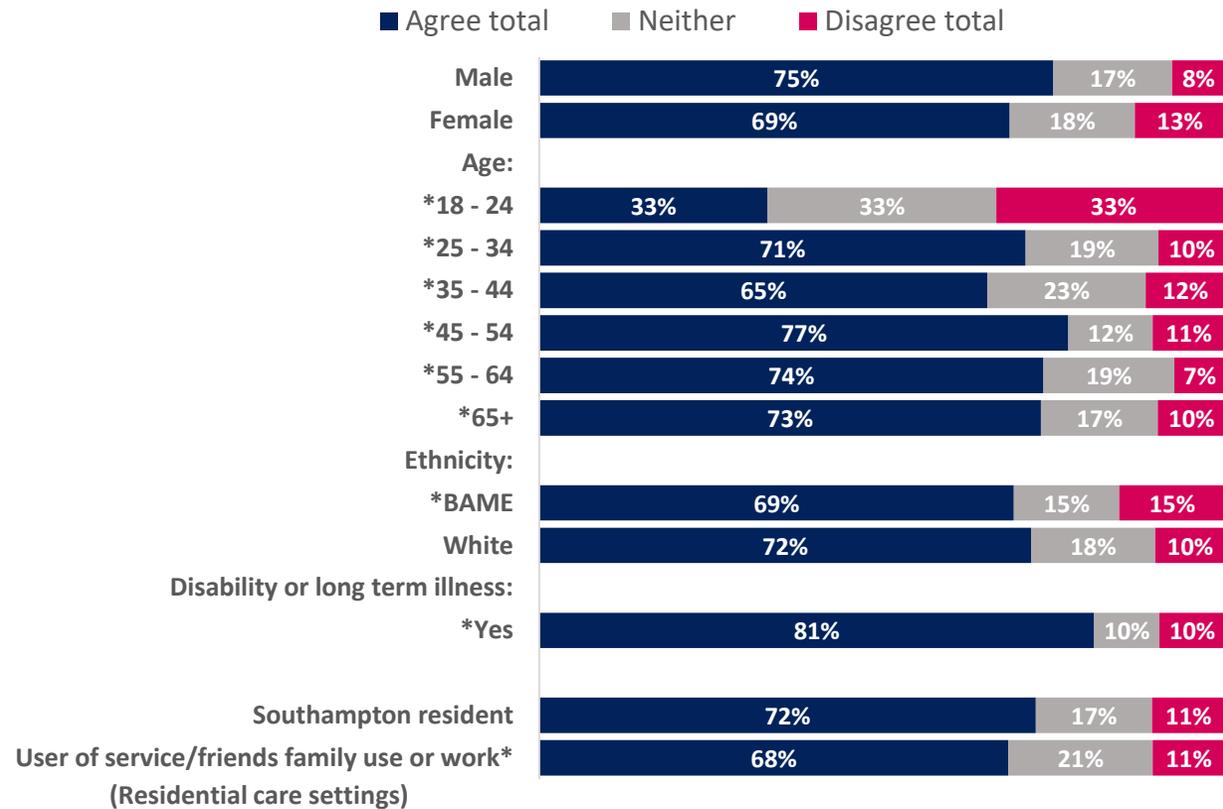
**Question:** To what extent do agree or disagree with this proposal?

*“Maximising independence for people with Learning Disabilities”*

**Overall:**



**Broken down by demographics:**



**Key findings:**

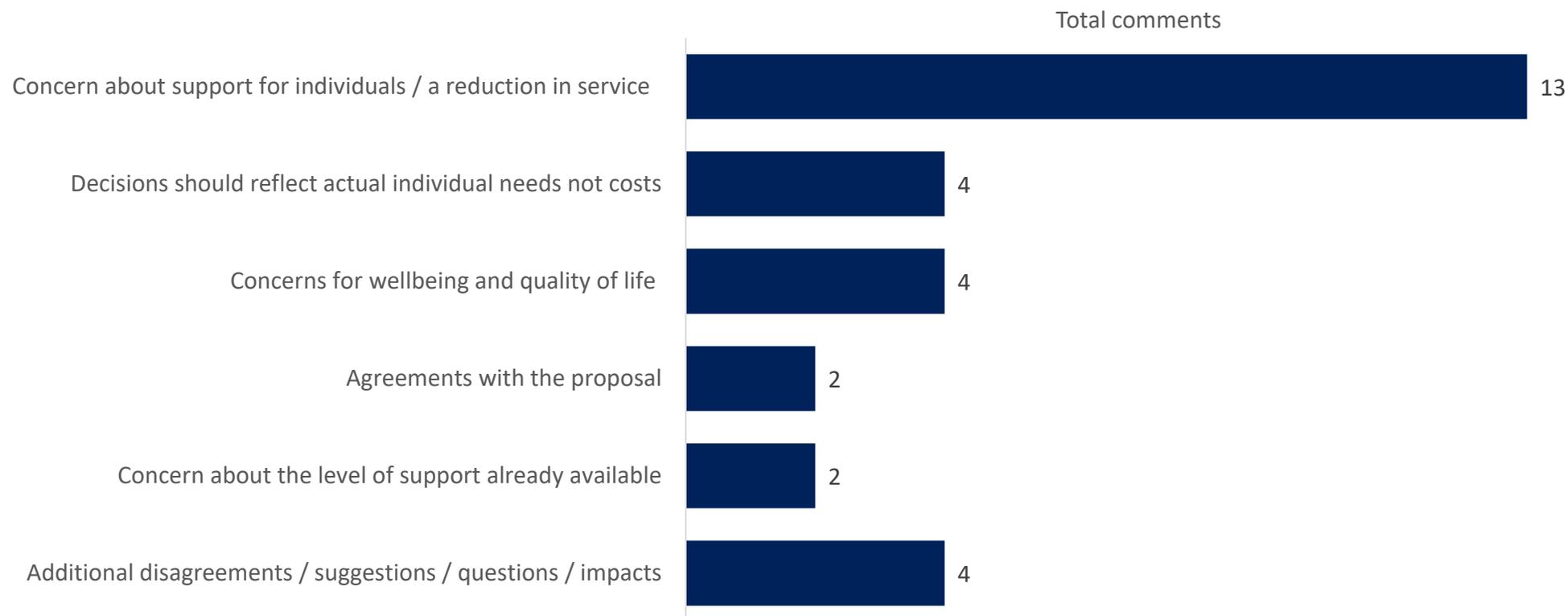
- The **majority (72%)** of respondents **agreed** with the proposal.
- Respondents with a **disability** or **long term illness** agreed to the greatest extent (**81%**).
- Agreement was slightly lower (**68%**) amongst respondents **who use, have friends/family that use the service, or work in residential care**. However, only **11% disagreed**.

\* Small sample size – fewer than 100 respondents



## *“Maximising independence for people with Learning Disabilities”*

A total of **21** respondents provided a comment specifically on this proposal. The following graph shows the total number of respondents by each theme of comment. The subsequent slides summarise or quote the unique points and suggestions that were made.





## “Maximising independence for people with Learning Disabilities”

### Concern about support for individuals / a reduction in service :

*Under-funded inadequate support services for those with learning difficulties leads to them being unsupported, vulnerable and with vastly reduced quality of life.*

*I feel strongly that if people are moved on from residential accommodation you need to ensure there is sufficient support for them in the community, for example funding day centres so they aren't isolated and lonely.*

*I am concerned, given how COVID has already impacted care home residents and those with learning disabilities that the cuts are targeting them further and unfairly. The reduction in people contact and care seems hard on groups which have already been impacted so much.*

*I worry about people in the community not getting the right level of support*

*I would want to see how this was going to be done I have a brother with learning difficulties who without my support would be in a mess he used to get support but that has gradually been reduced to nothing*

*I'm worried about the possible reduction in care as well as residential services - having been a carer I know the stresses that staff and families are under.*

*'Increasing independence' for care / assisted living is needless spin. call it what it is, no-one is fooled.*

*it is a fine balance to target resources for those with disabilities to maximise their independence without this being an excuse/covert way to cut resources*

*the most important thing is that it doesn't have a negative impact in terms of experiencing loss of/reduced front line services*

*There is a risk that the reduction in learning disability services simply leads to a reduction in service to a vulnerable group. In this process, it is crucial that independent advocates are involved who can liaise with the client group and speak on their behalf.*

*There will be a change in care needs and in some cases savings will be possible. What the impact will be in individual cases would require detailed knowledge of the care packages...a big job but necessary to make sure that changes don't simply mean cuts to provision and resultant loss of support with all the ramifications that follow on from loss of front line workers or day provision and well being issues for all concerned.*

*trying to push people with mental disabilities back into the community*



## “Maximising independence for people with Learning Disabilities”

### Concerns for wellbeing and quality of life :

*Leads to them being unsupported, vulnerable and with vastly reduced quality of life.*

*The knock on effect on everyone's MH must be purposely looked after. I firmly believe that the stresses caused can lesson lifespans, be careful.*

*As long as the quality of life for those who are more vulnerable doesn't diminish*

*Will decrease quality of life and have other costs such as increased demand on other services, e.g. police, ambulance.*

### Decisions should reflect actual individual needs not costs:

*What the impact will be in individual cases would require detailed knowledge of the care packages...a big job but necessary to make sure that changes don't simply mean cuts to provision and resultant loss of support*

*Very concerned that measures regarding people with learning difficulties and other vulnerabilities will be decided on what council/council workies think is in best interests and NOT what individuals and their carers or families think*

*Be very aware that moving numbers of people from care establishments to more independent living should reflect actual needs/quality of life and not be done just to save relatively modest sums.*

*For people with learning disabilities a person-centred approach is needed. Shoving people from residential care to less appropriate supported living to save on costs (e.g. housing benefit from national government) is NOT person centred*

### Concern about the level of support already available :

*It is not good enough as it is at the moment.*

*He used to get support but that has gradually been reduced to nothing*

### Agreements with the proposal:

*Some semi independent 'institutions' have to be the best and most efficient way of delivering care for learning disabilities and ensuring the social support needed by many.*

*As long as the quality of life for those who are more vulnerable doesn't diminish I will support it*

### Additional disagreements / suggestions / questions / impacts :

*In this process, it is crucial that independent advocates are involved who can liaise with the client group and speak on their behalf.*

*And where are you going to get the housing for these people you want to move from residential care make the housing list longer?*

*I'm concerned about the 'move on proposal'*

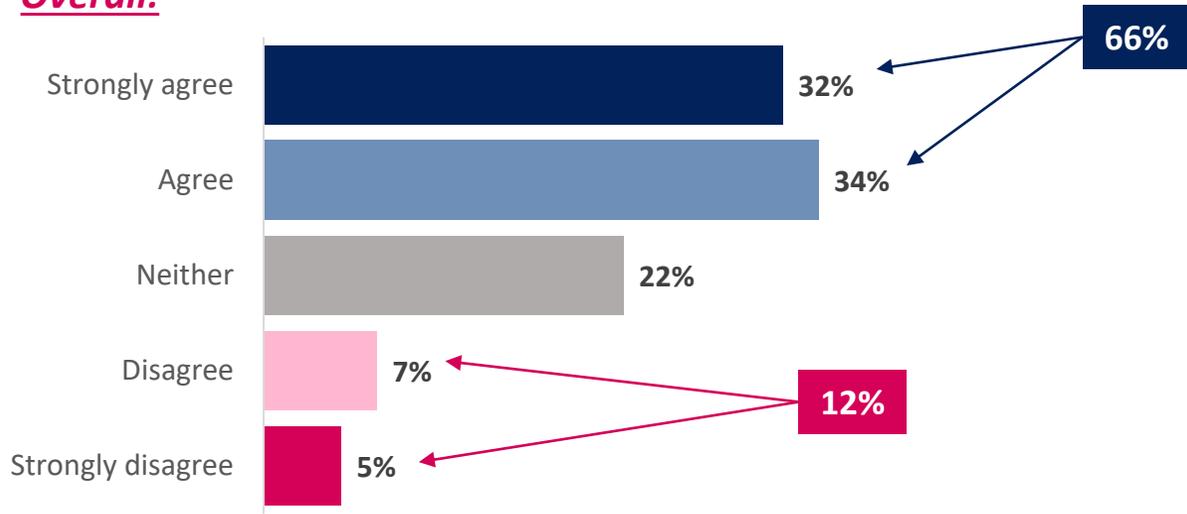
*Commissioning private companies for care, appears on the surface good, but I have seen they value profit over care*



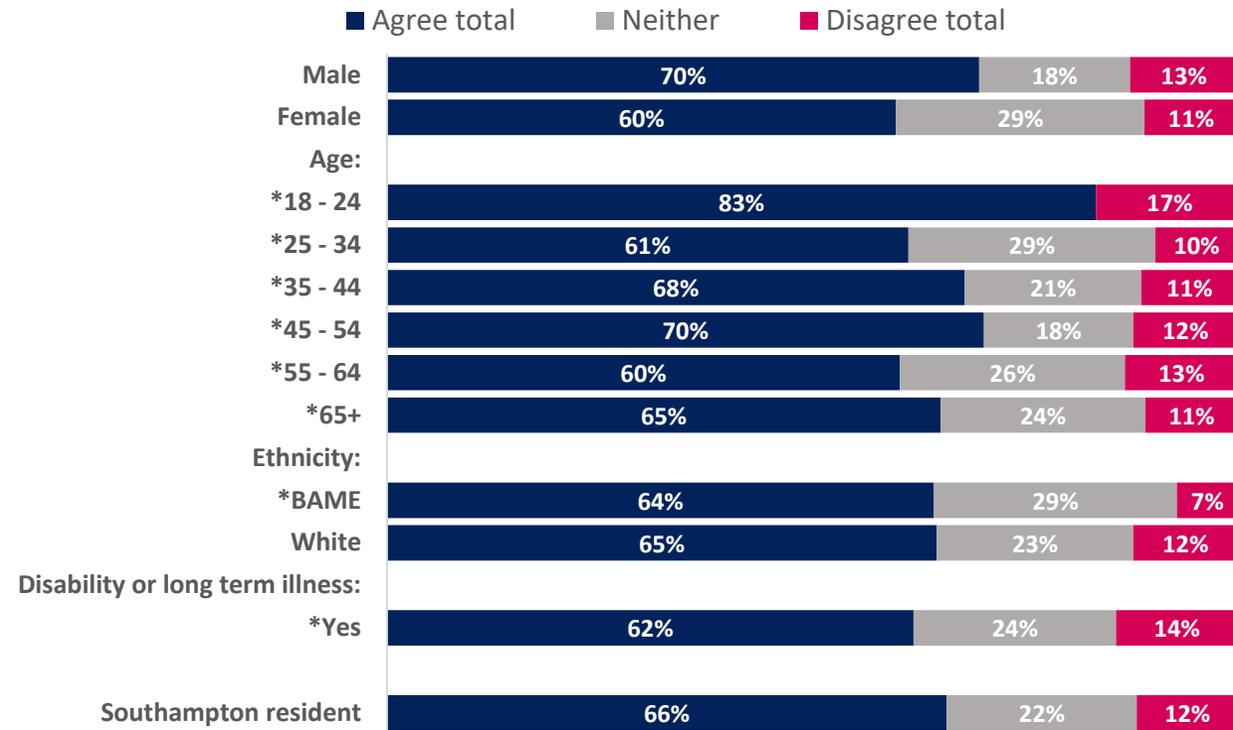
**Question:** To what extent do agree or disagree with this proposal?

*“Pay concessionary fares in line with usage”*

**Overall:**



**Broken down by demographics:**



**Key findings:**

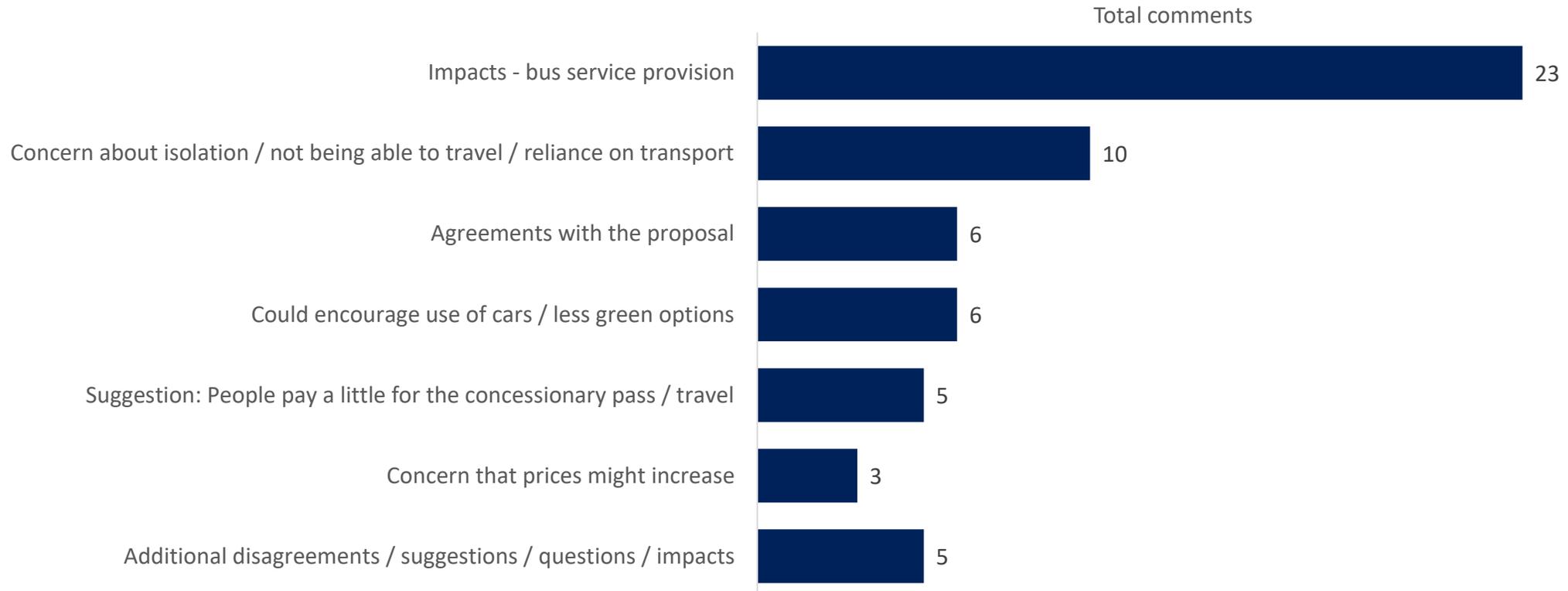
- Two thirds (**66%**) of respondents **agreed** with the proposal, whilst **12% disagreed**.
- **22%** of respondents **neither agreed or disagreed**.
- **Males (70%)** and those aged **18-24 (83%) agreed** the most
- However, the **18-24** age group also **disagreed** the most (**17%**), although the number of respondents in this age group was small, so results should be treated with some caution.

\* Small sample size – fewer than 100 respondents



## *“Pay concessionary fares in line with usage”*

A total of **35** respondents provided a comment specifically on this proposal. The following graph shows the total number of respondents by each theme of comment. The subsequent slides summarise or quote the unique points and suggestions that were made.





## “Pay concessionary fares in line with usage”

### Impacts - bus service provision:

<i>If they come back with a threat to reduce services, I suggest they in turn streamline, or we review their franchise to find a supplier who will provide an adequate service.</i>
<i>In the long run this will see services reduced</i>
<i>The impact on bus companies and services needs more detail in order for this proposal to be assessed by citizens</i>
<i>Likely resulting in some areas losing their bus route</i>
<i>Any changes to bus funding needs guarantees services will not be reduced as would be in line with The Green City Charter.</i>
<i>Any drop in revenue to a company will be met by a corresponding drop in services that is just common sense business practice.</i>
<i>Perhaps the loss of services to low usage routes which can be a lifeline to students and the elderly</i>
<i>covert way to cut resources. This also includes buses/bus timetables</i>
<i>companies pulling routes or reducing frequencies.</i>
<i>Cutting the subsidy to an already substandard endeavour will simply worsen the bus services in the city to an unacceptably low level for the already dissatisfied user base.</i>
<i>How will bus drivers be affected?</i>
<i>Would be difficult with such a big cut without other government support</i>
<i>Cause buses to reduce services that vulnerable or older people rely on? How are you making sure that vital bus routes remain in place?</i>
<i>the most important thing is that it doesn't have a negative impact in terms of experiencing loss of/reduced front line services</i>
<i>The reduction in revenue for bus operators by 25% could have unintended consequences such as the reduction of services.</i>

### Agreements with the proposals:

<i>I fully support the idea to pay bus companies for what we use as opposed to a set fee, and am disappointed that previously we have been wasting money in this fashion.</i>
<i>Certainly modification of bus concessionary travel arrangements should make operators seek to sweat their assets, and rationalize under utilized services.</i>
<i>If they are providing a service that is not being used, then it does need rethinking</i>
<i>it's probably a wise thing to do financially</i>
<i>Other proposals seem sound including the payment to bus companies for services used rather than a block payment regardless of service use</i>

### Concern that prices might increase:

<i>Reducing these payments would force the companies to increase fares to all paying Southampton residents:</i>
<i>If you revert to bus subsidy based on actual usage won't this mean the bus companies will just increase their fares to cover the loss. The Council will then have to re-imburse the bus companies at the higher rate thus reducing the saving?</i>



## “Pay concessionary fares in line with usage”

### Concern about isolation / not being able to travel / reliance on transport:

<i>Services that vulnerable or older people rely on?</i>
<i>They are a lifeline for non car drivers.</i>
<i>I would be upset to know that savings are being made from the most vulnerable people in our community.</i>
<i>Lifeline to students and the elderly</i>
<i>As someone who is medically unable to drive and has a concessionary pass - this could impact on my ability to get about</i>
<i>Some people rely on the bus network to get around and a reduction in that network could impact the more vulnerable such as those who cannot use or cannot afford a car.</i>
<i>This will impact on elderly people, like myself, who rely on public transport.</i>
<i>To a level that my Mental Health would be effected. I can not drive as I am disabled... I will be depressed and isolated in my community which in turn costs the NHS and other council services.</i>

### Could encourage use of cars / less green options:

<i>Resulting in a move away from greener transport options.</i>
<i>Any changes to bus funding needs guarantees services will not be reduced as would be in line with The Green City Charter.</i>
<i>If buses are less frequent, people are even less likely to get out of their cars and use them.</i>
<i>In order to be a green city we need public transport.</i>
<i>negative impact on public transport usage. The pandemic has made it challenging to use public transport, but the climate crisis demands us to use more public transport.</i>
<i>Riding on a bus is a green option for this city. This should be encouraged and supported</i>

### Suggestion: People pay a little for the concessionary pass / travel:

<i>Bus passes are a must for me but I would not mind paying a nominal fee say 20p each time I use the bus if this would help</i>
<i>Bus passes which are free for old age pensioners. Why not charge a nominal amount? Both these items would raise further income which I think most people would accept.</i>
<i>I am sure that there are people who travel for free that could afford to pay and some who need the support but do not apply. I think this should be looked at further....</i>
<i>I do think that free bus passes could be means tested and for people that can afford to contribute towards it should (say 50p per person per trip).</i>
<i>More money could be generated by getting rid of current non means tested concessions. My parents have got plenty of money and yet they have a free bus service - a complete nonsense!</i>

### Additional disagreements / suggestions / questions / impacts :

<i>I also do not like it that you say you are not aware of what effect this will have.</i>
<i>If the changes to concession fares means less travel by the older generation going into the city and suburbs. Shop and local businesses would be in even greater trouble. They spend freely in the high st.</i>
<i>In terms of the subsidy to the bus companies, I think the SCC needs to educate the public more that free bus passes are a local subsidy not a national one. Too few people realise this and how much they benefit from the local support to them out of local taxation.</i>
<i>Perhaps a policy encouraging people to use buses could be implemented. One idea could be to work with an independent coffee house to use bus tickets as a way of earning a free coffee. I.e. ten bus tickets gets one free coffee, which could be supplemented by council,</i>
<i>Subsidising the buses needs to be done as part of an overall travel plan.</i>



## Feedback specifically from bus operators

We received responses from two bus companies in the city; Bluestar and First Bus

*My understanding of current **Department for Transport (DfT) advice** is that it guides local transport authorities to **maintain payment at last year's level** without any deduction, and I therefore ask that you reconsider this deduction. (Bluestar)*

*I was concerned to read of the proposal to reduce payments to reflect the number of concession card holders travelling from 1 April 2021. Although the timing of the cessation of CBSSG is unclear, it is likely that it will be replaced by the nascent Recovery Partnerships. Although DfT is yet to publish details of these, it is my understanding that Recovery Partnerships are based on concessionary travel reimbursement continuing to be paid at last year's level. We have meetings arranged with a number of our partner local authorities in January to discuss Recovery Partnerships and would very much welcome such a meeting with yourselves. (Bluestar)*

*We are **very concerned** by this proposed approach by Southampton City Council, as the recovery from Covid is taking longer than first anticipated...This is having a **substantial impact** in terms of reducing passenger demand on buses, and it still remains unclear when we will actually be able to even start to emerge from Covid.... The need to enforce social distancing measures also has a significant effect on reducing passenger demand (First Bus)*

*Our current levels of bus patronage are at 30% of pre-Covid levels in Southampton, and with the extent to which patronage levels will recover remaining an unknown quantity, were Southampton City Council to adopt the proposed pay on demand re-imbusement scheme for ENCTS passes from April 2021, the **substantial shortfall in revenue**...will make it **commercially unviable to maintain our current service provision** for the city of Southampton. We would in effect be forced to not only **reduce service levels**, but to also **remove services altogether**. (First Bus)*

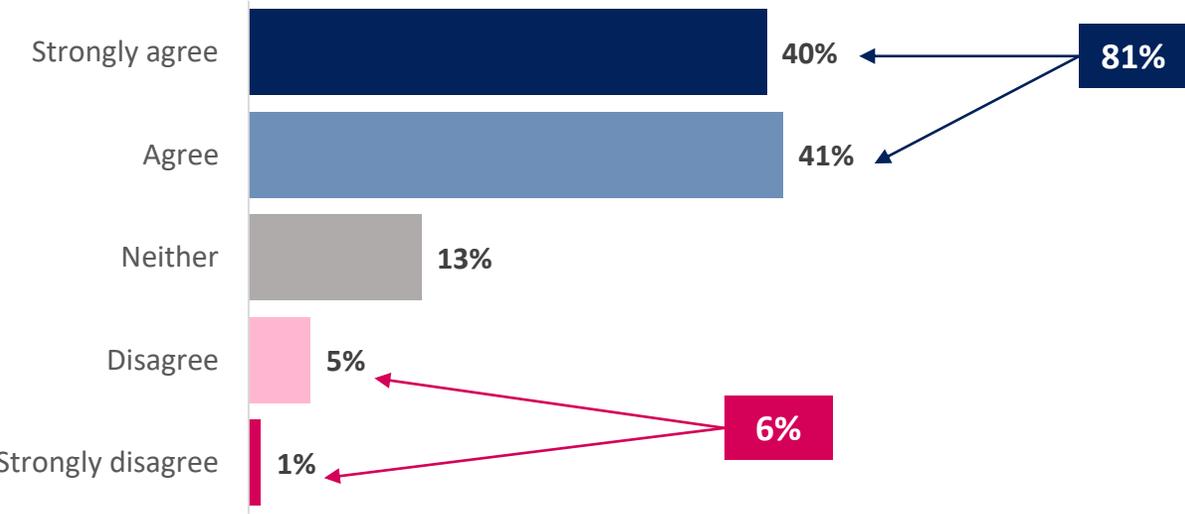
*We do very much **continue to support** Southampton City Council's city **vision with its focus on sustainability** and improvements to **public transport infra-structure** to encourage a modal shift towards public transport, but we can **only fulfil that vision by running a commercially viable network**. (First Bus)*

*I would **strongly urge** Southampton City Council to **reconsider it's proposal** for ENCTS re-imbusement from April 2021 in favour of a fairer re-imbusement system that will at least **enable bus operators to run a breakeven** v.s pre-covid operation. (First Bus)*



**Question:** To what extent do you agree or disagree with these internal efficiencies proposals?

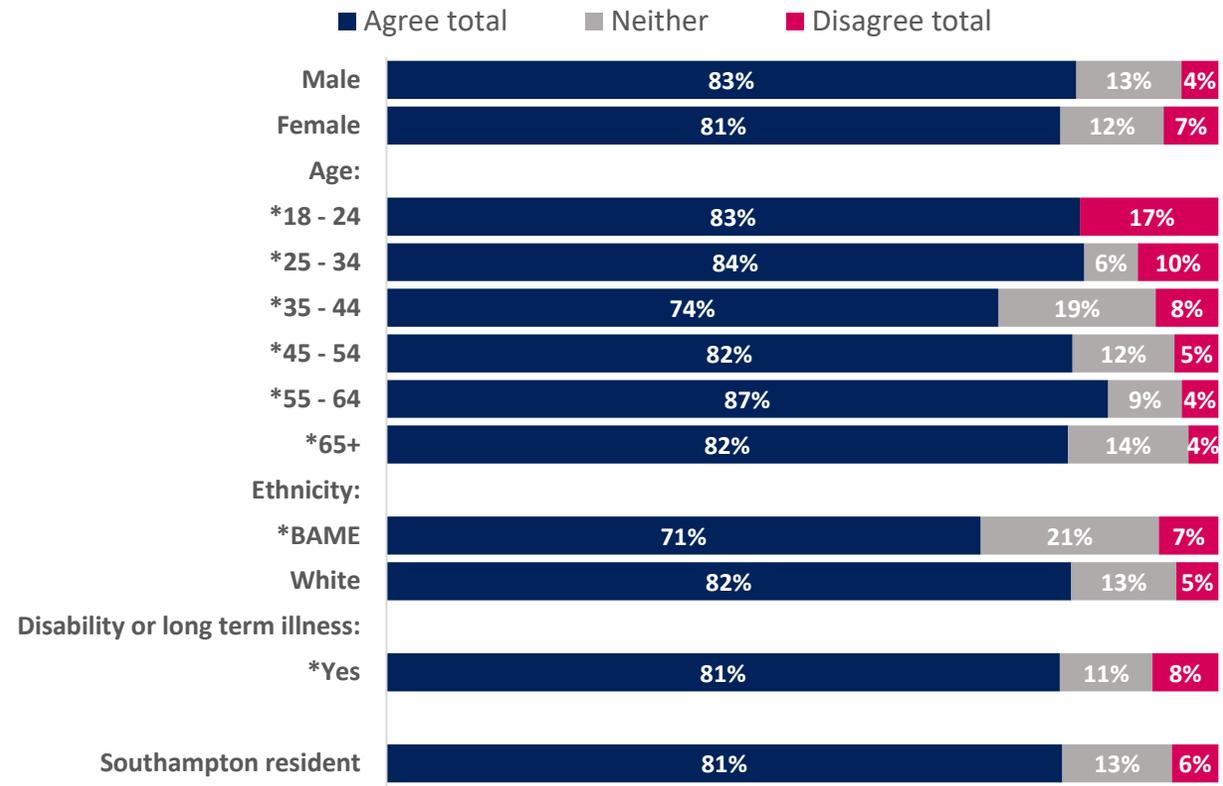
**Overall:**



**Key findings:**

- Overall, the **majority (81%)** of respondents agreed with the internal efficiencies proposals.
- Those aged **55-64 (87%)** agreed to the **greatest extent**.
- There is **good agreement** across all demographic breakdowns.

**Broken down by demographics:**

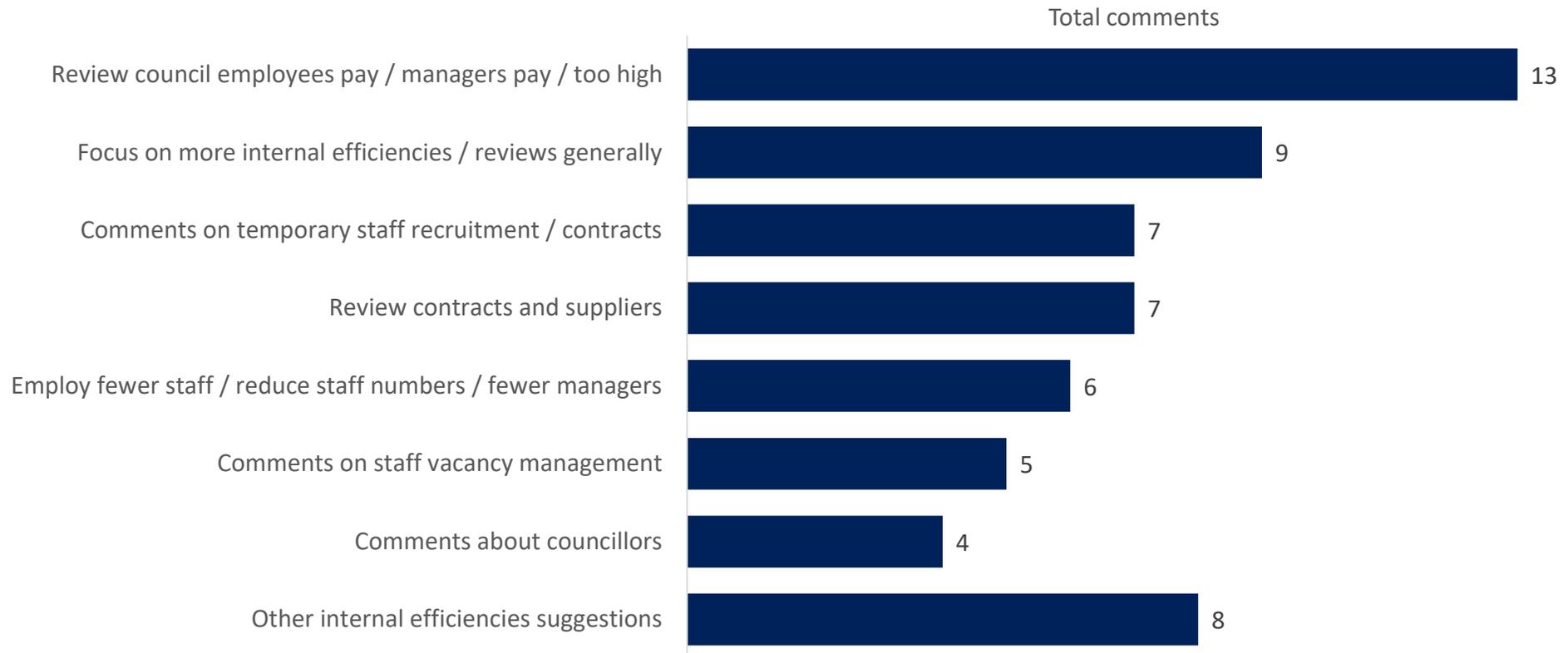


\* Small sample size – fewer than 100 respondents



## *“Internal efficiencies proposals”*

A total of **47** respondents provided a comment specifically on this proposal. The following graph shows the total number of respondents by each theme of comment. The subsequent slides summarise or quote the unique points and suggestions that were made.





## “Internal efficiencies proposals”

### Review council employees pay / managers pay / too high:

*Urgently reduce total staff costs, and remove any above-inflation pay increases for all but the lowest-paid staff.*

*Having previously worked in children’s services at SCC I believe that some staff are able to receive a high salary which is not reflected in their work and that this should be tackled*

*Compress salaries from the top down, and avoid pay increases disguised as "promotions".*

*Focus needed on the excessive salaries paid to senior Council staff.*

*No pay rises are given in the council any money taken must be used on services not lining the pockets of employees. The rest of the UK are not getting pay rises so the council must not either*

*How about all you councils stop paying yourselves such high amounts of money and pensions*

*Why don't the councillors and managers in SCC take a pay cut*

*council office workers should take a cut in wages*

*What about the staff not taking any pay rises and offering a 10% drop in salary to find the services?*

*Please cream off the top and not at the lowest paid*

### Comments on temporary staff recruitment / contracts:

*Along with this, use direct employment only, do not use agencies (fees), and maximise the use of full-time staff (agencies and external contractors can be significantly more expensive).*

*But there are still too many anecdotal tales of temps hired to do nearly nothing all day while services elsewhere suffer.*

*The way forward is within current council staff, please don't employ expensive consultants- what has been the evidence of their success over the last 10 years.*

*I am concerned that simply cutting costs through recruitment reduction doesn't solve the issue...Council staff on absurd contracts that are not echoed out in the real world is a far bigger issue*

### Focus on more internal efficiencies / reviews generally:

*I think a full look at ALL departments needs to be undertaken...*

*Efficiencies need to be the driving force, stop putting money into 'vanity projects' and concentrate on core services whilst the economy recovers*

*A review of all services would be helpful, cut out duplications, ensure that every service is run efficiently without waste and use the internet as much as possible instead of expensive postal services.*

*All employees working for the council should always be looking for efficient ways of working. I don't understand why it has to be in the budget.*

*It's good to see councils finally cottoning-on to the cost of wastage within their operations.... The drive to root out inefficiencies needs to be serious and sustained.*

### Comments about councillors:

*Councillors must walk their patch once per month...and take notes.*

*Wage freeze for councillors.*

*Look at your councillors and what they or do not do. Only pay those who are actually actively supporting their constituents. It would appear that just showing up for meetings and committees are financially awarded. Pay a token amount for their work and any that are already in full time employment only expenses, which would need to be sanctioned.*

*Take out a 1/3 of the Councillors to make a saving. 2 per area is quite enough in this generally in one savings.*



## “Internal efficiencies proposals”

### Review contracts and suppliers:

*Strong scrutineering will have to be made when using 3rd party contractors to ensure that there is an appropriate saving on services and goods. Bids should be used by suppliers as well as making sure that there are compliant with legislation.*

*The budget does not outline tougher tender and audit reviews for contractors.*

*Also need to note that your partner Balfour Beatty continue to distribute dividends while furloughing staff. You need to select your friends more carefully.*

*Stop employing Private profit making companies to do the Maintenance and repair work the city needs, they do a poor job at best and it makes no sense to pay taxpayers money to make a private company's shareholders richer.*

*I do not think we get good deals using private companies and contract renegotiation could achieve those savings. In the end, those extra services will be given to private companies and we will just get the same deal we have but paying more.*

*Maybe you should LOOK at who you award service contracts to based on Expertise and price, NOT on who you like because they give you freebies but actually cost you (Council Tax Payers) DOUBLE if not more, you're being Mugged Off*

### Comments on staff vacancy management:

*If staff are needed that's fine but not to remain employed for it's own sake*

*A level of discretion needs to be taken with recruitment, striking the balance between efficiency whilst making sure existing staff are not over-worked.*

*Council staff are already over-stretched, I believe.*

*I also worry about the council not having enough staff to get the jobs done - I agree duplication is not good and the council needs to be much more joined up in its communication and services, but to cut back staff and provision will only lessen SCC's image.*

*Southampton City Council must ensure there are no council job losses*

### Employ fewer staff / reduce staff numbers / fewer managers:

*The council should look to increase efficiency by restructuring and reducing expensive headcount. Hire younger digital natives who cost less and work quicker.*

*Need for some pruning, and importing staff from Capita has probably inherited undesirable values.*

*stop increasing the amount of managers whilst making life miserable for the front line*

*Less managers in your contact Centre. It doesn't take that manage to manage a CC*

*I do not know how many Southampton Council workers or Councillors have been made redundant but I expect very few of more likely none.*

### Other internal efficiencies suggestions:

*Tackling the shortfall will require a fresh outlook. Hire people who have worked in big business who really know how to manage budgets.*

*I have a couple of neighbours who work for the council, one is a courier the other a decorator and I know full well that they aren't doing their full hours*

*Most get free parking just to sit in the office all day....*

*One of the things you need to do is ensure staff do very simple things like turn off the lights when they leave for the day.*

*Consider merging services with neighbouring areas to save overheads and create more efficient organisations.*

*The reported staff sickness level in SCC is shockingly high and should be a priority to be reviewed.*

*Save money by changing the statutory sickness pay. People play your system to get paid the same with minimal work or attendance.*

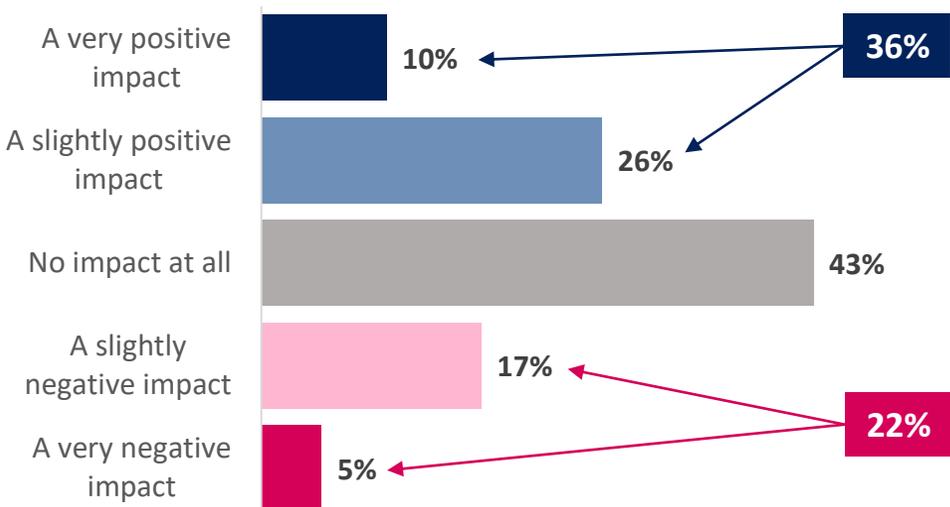
*As I work for the council I think it's sad the amount of time grievances take up? It would be nice if there was a more constructive and positive way to discuss problems? Encouraging dialogue with managers or mediation? Instead of grievances and conflict?*



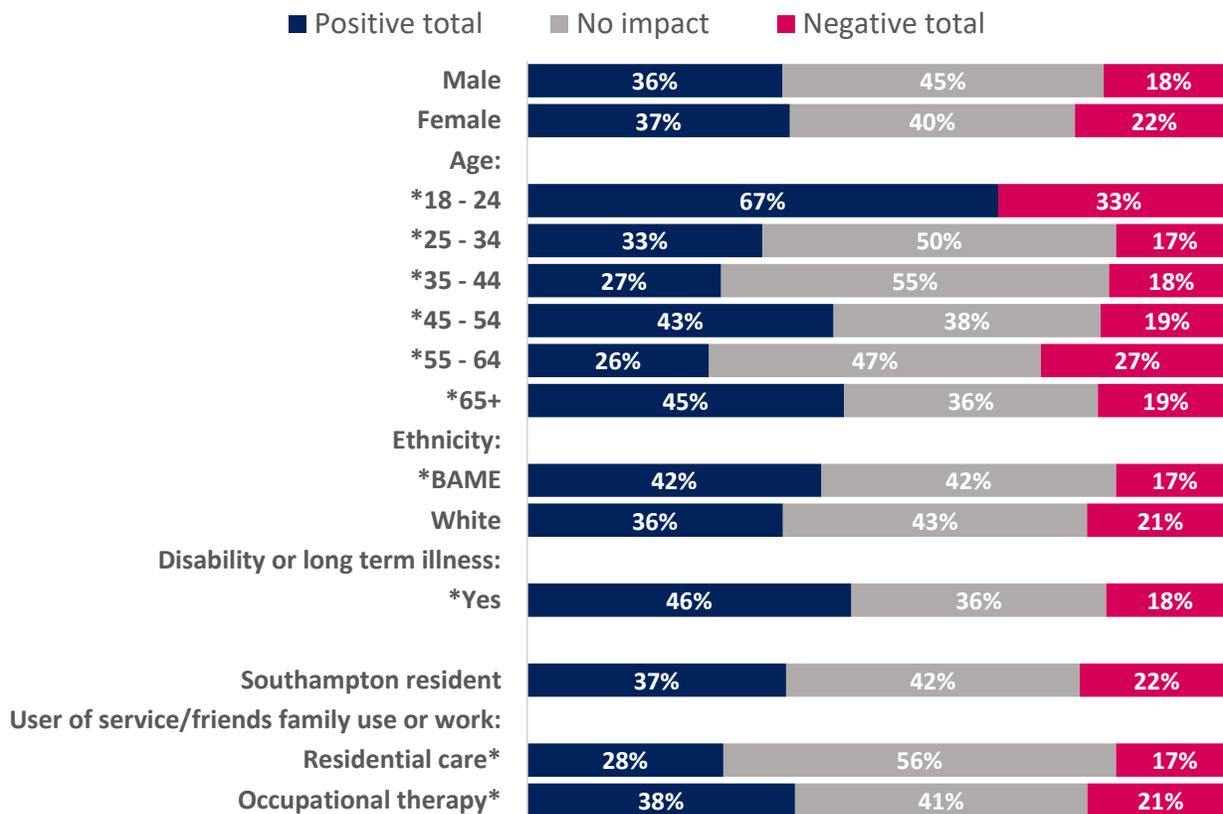
## Question:

Overall, if the proposed efficiencies and service improvements outlined in this section were made, what impact do you feel this may have on you, your family or community?

### Overall:



### Broken down by demographics:



### Key findings:

- **No impact** at all was the largest response category (**43%**).
- Over a third (**36%**) of respondents felt the proposals would have a **positive impact**.
- However, **1 in 5 (22%)** respondents felt the proposals would have a negative impact.

\* Small sample size – fewer than 100 respondents



# Income generation

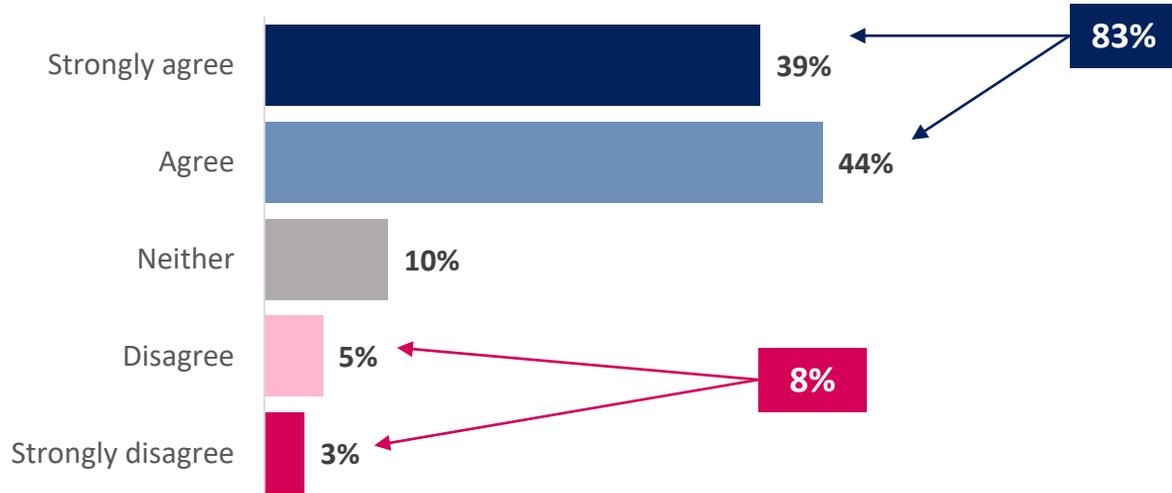




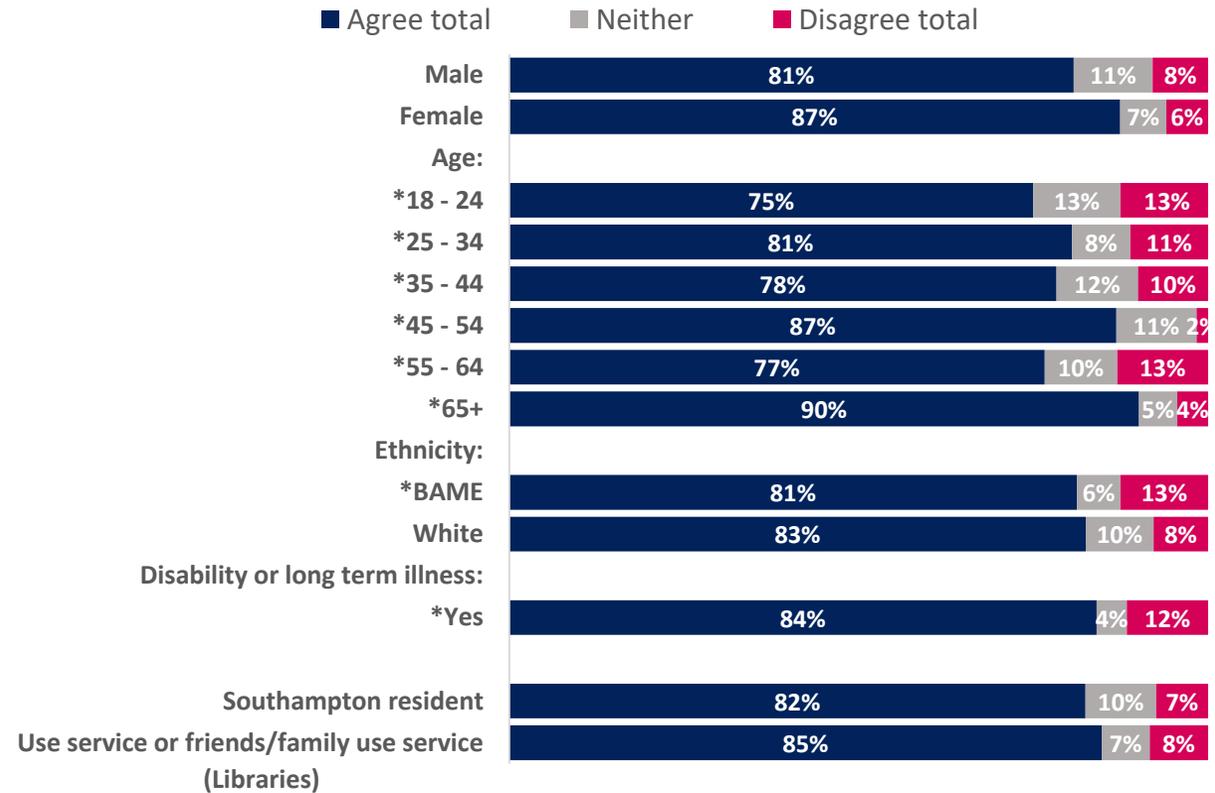
**Question:** To what extent do agree or disagree with this proposal?

*“Reviewing library and registration service offers, fees and charges”*

**Overall:**



**Broken down by demographics:**



**Key findings:**

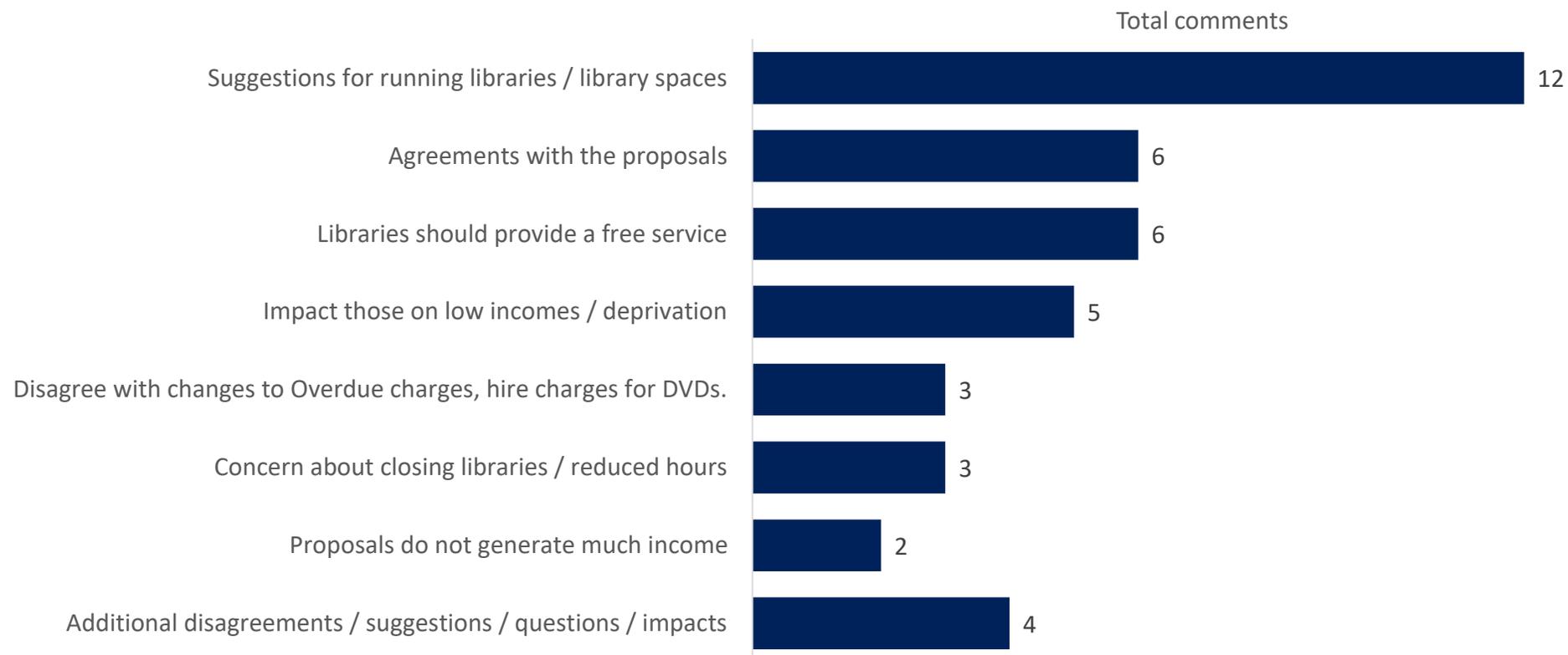
- The **majority (83%)** of respondents **agreed** with the proposal.
- **85%** of respondents **who use or have friends/family that use libraries agreed** with the proposal.
- Those **aged 65+ (90%) agreed** to the **greatest extent**.
- There is **good agreement** across the various **demographic** breakdowns.

\* Small sample size – fewer than 100 respondents



## *“Reviewing library and registration service offers, fees and charges”*

A total of **25** respondents provided a comment specifically on this proposal. The following graph shows the total number of respondents by each theme of comment. The subsequent slides summarise or quote the unique points and suggestions that were made.





## “Reviewing library and registration service offers, fees and charges”

### Suggestions for running libraries / library spaces:

<i>You should be promoting the uptake of this service in wealthier communities to offset/subsidise the cost elsewhere.</i>
<i>Would not want to see the borrowing of books to be hit - we need to encourage families to get their children reading</i>
<i>Charges should be made to the providers who gain profit for the facilities offered to the public.</i>
<i>I agree the council should review commercial opportunities to use library spaces for fee paying services but not for services that are offered elsewhere such as renting out meeting spaces. Additional services should be in line with the library's values. Successful memberships services have been used at other locations such as The British Museum and The British Library and these would serve as good templates.</i>
<i>Would it be possible to allocate space to a "Friends of Southampton Library" to accept donations of books and have volunteers sell any that the library does not want to keep for itself. Thus providing an income for the library and getting greater usage of it's services?</i>
<i>I have always loved libraries: they are essential as centres for accessing info. and for quiet entertainment and leisure but also as learning/community hubs...changes don't have to mean a reduction in services; the future for libraries will have to be technological. This would almost certainly mean investment which would be justified only by spreading services in different ways in the community...e.g. for the very young...for students...the retired...the elderly</i>
<i>I rather would use venues like library to teach classes, book talks and rent out for local businesses that would generate more funds and would educate the community.</i>
<i>Library charges. Hampshire libraries charge for books they have to get in. Why do Southampton not charge?</i>
<i>Library's to rent out space to operate coffee shop inside to bring in extra revenue.</i>
<i>Please ensure that library services retain a focus on encouraging reading and knowledge. The use of library space for other purposes is secondary.</i>
<i>Re-instate libraries</i>
<i>Several DVDS borrowed from the library have proved distorted. The onus should be on users to inform the Library staff. on return so they can be taken out of service. Persistent offenders risk fines to pay for replacements.</i>

### Agreements with the proposals:

<i>I agree the council should review commercial opportunities to use library spaces for fee paying services</i>
<i>I agree with increasing certain library costs e.g. for DVD rental, internet use and printing</i>
<i>I think libraries should be supported. Being able to book council places and libraries are very important for the community.</i>
<i>I think people would understand in these tough times.</i>
<i>I wholeheartedly agree with proposals to increase the use of space in the libraries, and open them up for commercial use</i>
<i>people with late return should pay for that</i>

### Impact those on low incomes / deprivation:

<i>but the problem as you well know is that with that age group you've also got some serious deprivation.</i>
<i>Raising things higher will affect people who can't afford much as it is there isn't much help for people who live on a budget</i>



## “Reviewing library and registration service offers, fees and charges”

### Libraries should provide a free service:

*Charges for library's should be kept to a minimum as not everyone has access to a computer to get information, education etc*

*I disagree with charging for library use. Libraries services have been reduced over the years, and in my experience (as a volunteer with a community library outside Southampton) many of the people who continue to use the library are those with little access to or understanding of technology (therefore, they don't have kindles and the ability to stream free-reading, or buy books on line), and with limited disposable income, meaning they cannot afford kindles or to download books).*

*I do not currently use the lending library but did a great deal when I had small children and would want to see it as affordable to all.*

*In reviewing library services no new fees should be introduced i.e. books must remain free to reserve and borrow.*

*Libraries should provide a free service, set in law, and I trust that this will continue to be the case in Southampton.*

*Library services should be free for the whole community. It's the only access to free education resources the city has.*

### Concern about closing libraries / reduced hours:

*We have seen how some libraries are being closed or reduced their opening days.*

*changes don't have to mean a reduction in services*

*I am also concerned about possible plans to shut libraries*

### Proposals do not generate much income:

*The savings through changes to libraries and to the call centre seem negligible in comparison to the cost to introduce it and/or advise of the changes.*

*I have little faith council will see any appreciable increased income from library and wedding proposals.*

### Additional disagreements / suggestions / questions / impacts:

*I need a bit more information about your proposed charges before I will agree.*

*It might've done if there wasn't the accessibility to streaming services as we were great users of the libraries DVD service.*

*Please ensure library continue to offer services*

*You did not give details of how library charges would change, so I could not determine whether I agree or not*

### Disagree with changes to Overdue charges, hire charges for DVDs:

*not by charging DVD / book charges*

*Disagree with introducing further library charges*

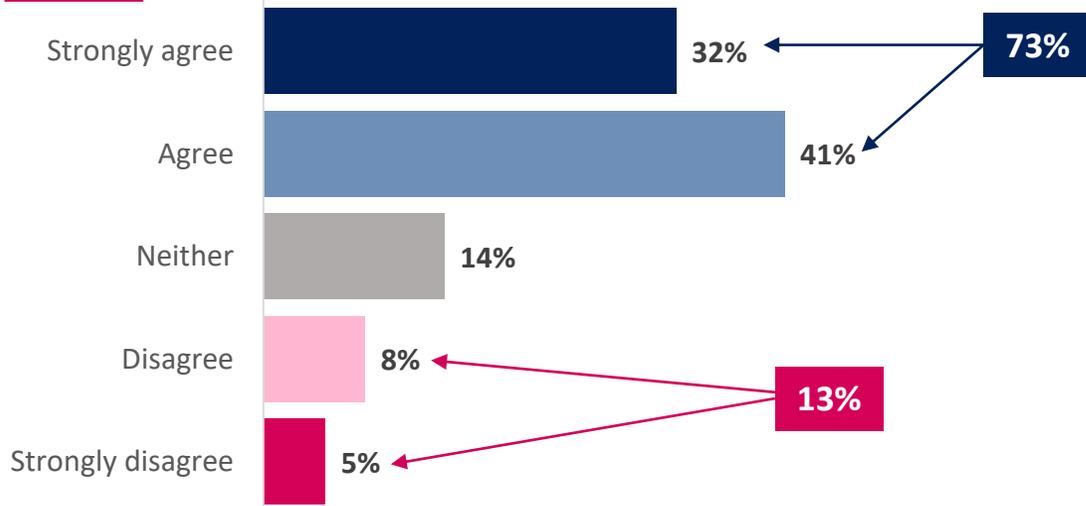
*I would be careful with the late fees review to understand how high you can go without either making the debt too difficult to recover without involving debt collection agencies or putting off service users from using the facilities.*



**Question:** To what extent do agree or disagree with this proposal?

## “Reviewing Telecare Rental Charges”

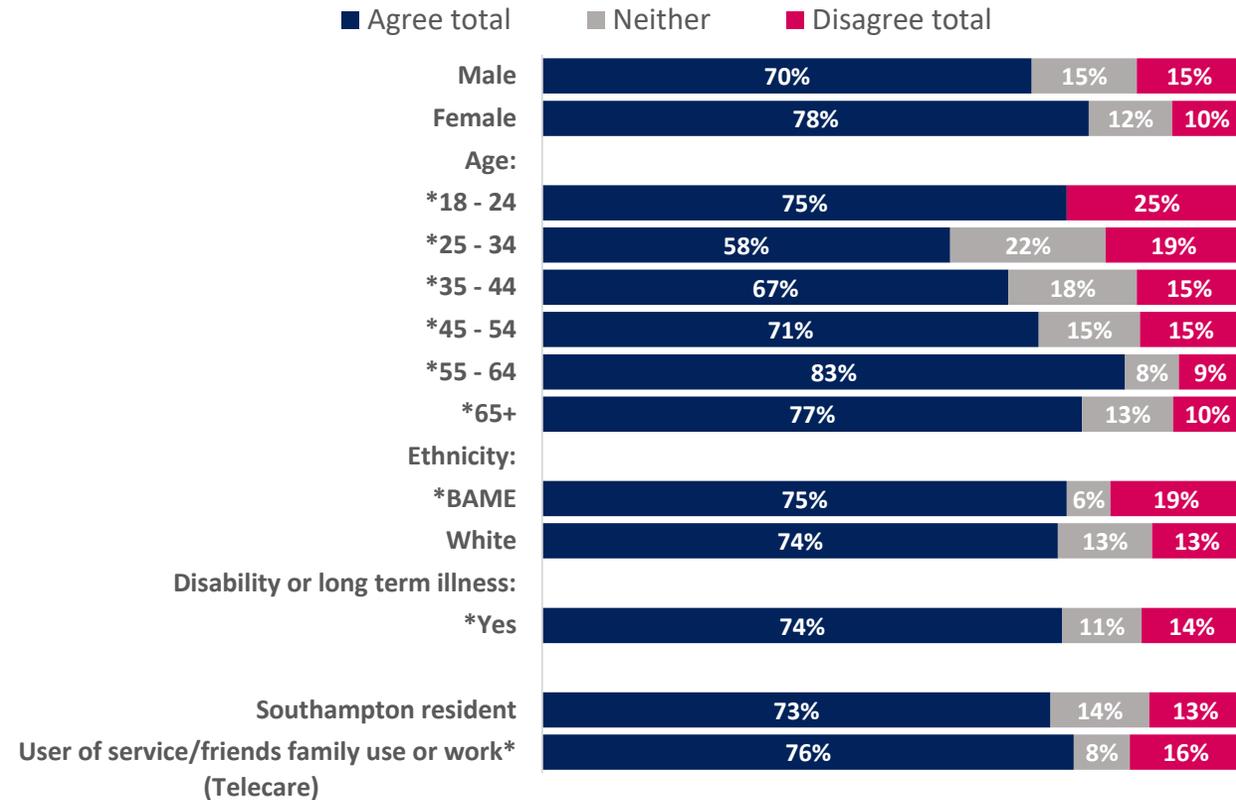
### Overall:



### Key findings:

- **73%** of respondents **agreed** with the proposal, whilst **13%** of respondents **disagreed**.
- **76%** of respondents who **use, have friends/family that use, or work in telecare** agreed with the proposal.
- Those aged **55-64** agreed to the greatest extent (**83%**).

### Broken down by demographics:

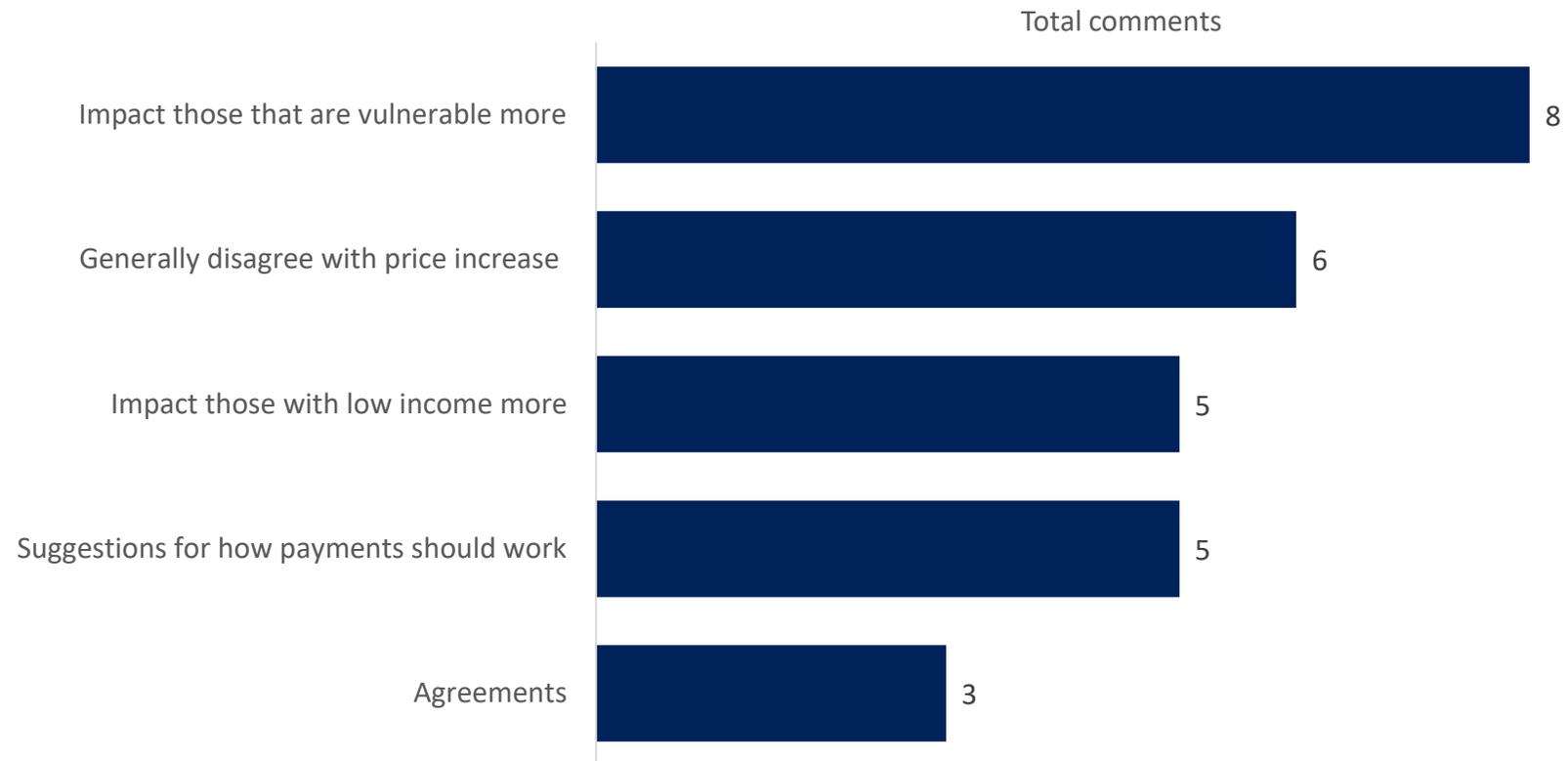


\* Small sample size – fewer than 100 respondents



## *“Reviewing Telecare Rental Charges”*

A total of **15** respondents provided a comment specifically on this proposal. The following graph shows the total number of respondents by each theme of comment. The subsequent slides summarise or quote the unique points and suggestions that were made.





## “Reviewing Telecare Rental Charges”

### Impact those that are vulnerable more:

*Again, it is the people who are most vulnerable, and in need who are being compromised here.*

*I am not sure what to say really. Telecare increased payments?... It's quite sad really and I worry about vulnerable people without advocates.*

*For those who require it, is a necessity*

*Then hit most vulnerable with well above inflation increases to services like telecare.*

*Seems counterproductive to those who use it, especially given that those who use it are normally in at risk groups.*

*I also believe increasing the cost of Telecare would be an unnecessary source of anxiety for people who are already vulnerable and rely on the service.*

*Just put yourself I their shoes, paying nearly £80 last year and using potential savings to cover that for the security of peace and mind for safety, to then finding out that you can't afford the new changes and will have to have this removed, financially nobody is better off from this, and mentally could cause a huge concern of mental health, and potentially feeling badgered into continuing the service. It would be damaging especially to now and this climate.*

### Impact those with low income more:

*not sure about the ability of pensioners to pay for services...possibly there is help for those*

*Against Telecare increases to anyone receiving benefits or financial aid.*

*should not have to pay more for such a service as their pension contributions are not increasing in line with the increase you are proposing.*

*Raising things higher will affect people who can't afford much as it is there isn't much help for people who live on a budget*

*I feel that there are a lot of vulnerable people who may in turn have to sacrifice a tin of beans of bread a week to afford this.*

### Suggestions for how payments should work:

*How about just increasing the cost for private customers, so that they can cover the costs?*

*People who are on benefits should not have to pay for the service. But, people who have extra income should have to pay far more than is being proposed. For those with savings and extra income the service should be treated like any private care service and commercial rates charged. The income could then be spent on other frontline care services.*

*all charges for residential services to should be presented including VAT when applicable as to quote them ex VAT is misleading and appears to be an effort to disguise the real level of increase.*

*I think you should look at this in a band approach fir those already receiving this service. It should look at their income incl private and state pensions...I'm not saying it should be on an individual basis because that is time and money but a band approached to who should pay the difference or have a reduction to nothing extra at all.*

*This does not factor in the additional installation and other costs.*

### Generally disagree with price increase :

*prohibitively expensive for some.*

*Against Telecare increases to anyone receiving benefits or financial aid.*

*Above inflation increases*

*Financially nobody is better off from this,*

### Agreements:

*The telecare service cost increase is again unfortunate, but perhaps necessary.*

*I think the proposal to make the key safe a one off payment is right.*

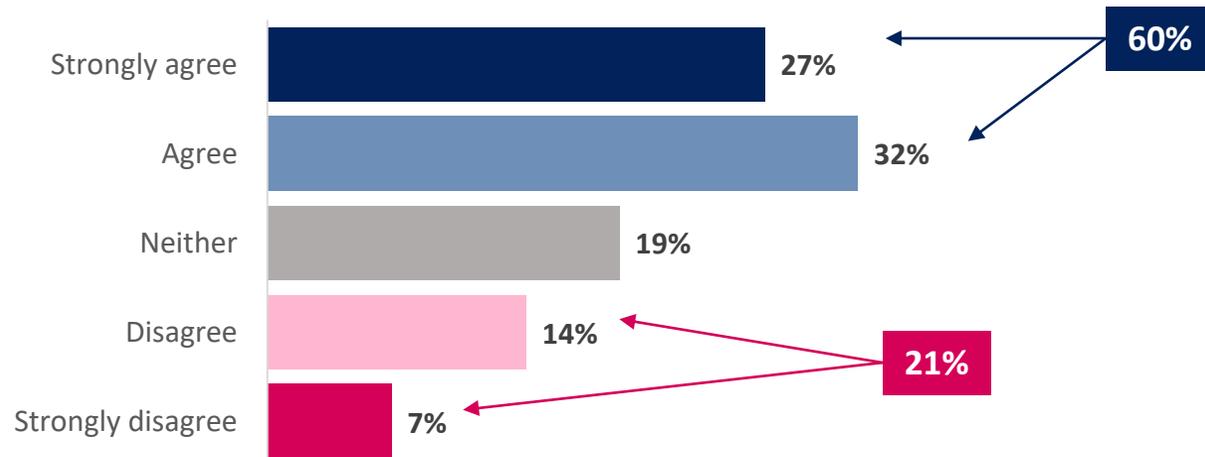
*Agree Telecare increases to private users who receive no financial aid.*



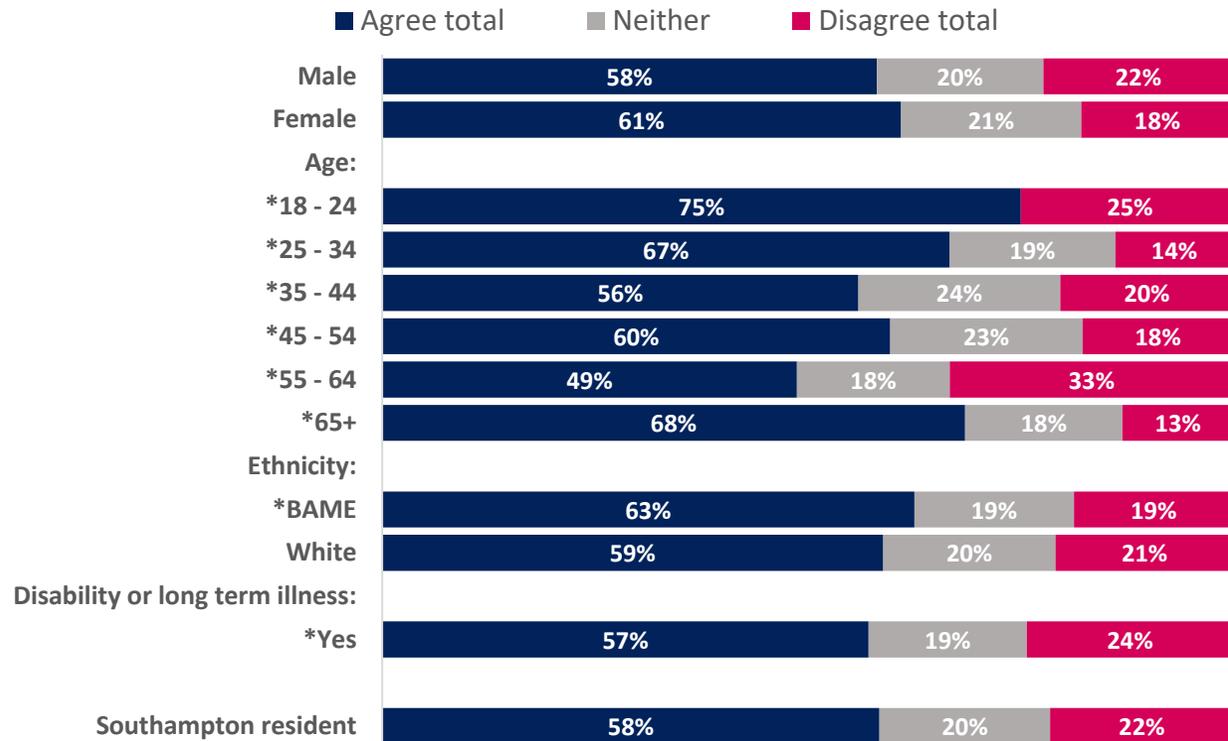
**Question:** To what extent do agree or disagree with this proposal?

*“Explore running a city lottery and explore crowdfunding options”*

**Overall:**



**Broken down by demographics:**



**Key findings:**

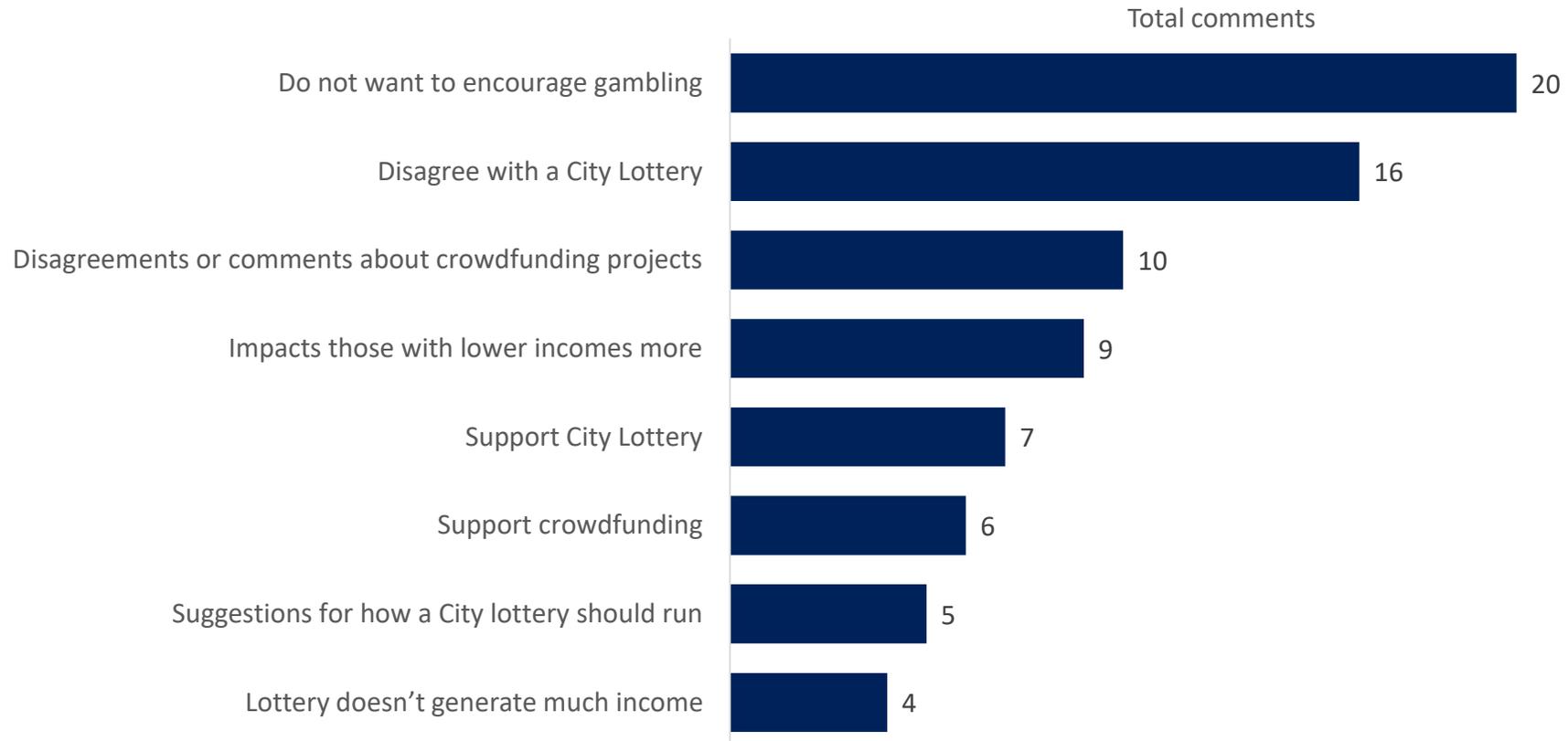
- The majority (**60%**) of respondents **agreed** with the proposal, whilst **1 in 5 (21%) disagreed** with the proposal.
- Those aged **55-64** agreed the least (**33%**).

\* Small sample size – fewer than 100 respondents



## *“Explore running a city lottery and explore crowdfunding options”*

A total of **48** respondents provided a comment specifically on this proposal. The following graph shows the total number of respondents by each theme of comment. The subsequent slides summarise or quote the unique points and suggestions that were made.





## “Explore running a city lottery and explore crowdfunding options”

### Do not want to encourage gambling :

<i>I understand people like lotteries but do we really need to support gambling?</i>
<i>Gambling problems have resulted from the ease of access to National Lottery products.</i>
<i>I think it normalises gambling. For most people gambling is a bit of harmless fun, but for a significant minority it is a devastating problem.</i>
<i>Should we be introducing a lottery where individuals are encouraged to bet if you like when perhaps they can't afford it.</i>
<i>A lottery is a horrific idea and is a gateway to harder gambling. Shame on the council for proposing this. Addictive personalities and idiots play the major national lottery with ridiculous odds of winning. This will penalise the poorest and most vulnerable.</i>
<i>Lottery - we have enough gamblers, chancers, and hoppers already. We must not encourage more.</i>
<i>encourages those who already gamble to get into more difficulty</i>
<i>but will send out mixed messages about gambling. At a time of worsening mental health, it is reasonable to assume more people will face difficulties with addiction issues such as gambling. A council supported lottery could add to those risks.</i>
<i>How would you make sure that a lottery doesn't increase gambling habits across the city?</i>
<i>Gambling limited funds as a means to escape poverty is not to be encouraged.</i>
<i>I disagree with the city lottery as I feel gambling is addictive and it encourages people to spend money they can ill afford to lose</i>
<i>potentially encourage additional gambling by residents who are disproportionately those on lower incomes.</i>

### Disagree with a City Lottery:

<i>lotteries generally take money from the poorest, redistribute some of it, and eat up some in administration. they are thus overall a net loss. if you are taking money off the poorest in the city to give it back to them in council services, but with additional losses through staffing costs at the council, that's stupid. the only gain is if you get people playing your lottery instead of the commercial ones. you'd be better off just banning commercial lotteries.</i>
<i>Hasn't a Southampton lottery been carried out before ? I think it was a few years ago but all interest was lost in it.</i>
<i>Disappointed that Council looking to have its own lottery, just because another authority may have a lottery don't see why Southampton has to have one. This proposal just shows how poor central government funding is.</i>
<i>Lotteries are a bad idea. Community projects should be funded on merit not chance</i>
<i>The lottery seems ill thought out, more hopeful than achievable</i>
<i>Don't like the idea of a lottery at all</i>
<i>I disagree with government lotteries.</i>
<i>I do not think a lottery would be supported enough by the community to make it viable to interduce</i>
<i>I do not like the thought of running council services with lotteries.</i>
<i>Why are you wasting time and money on City lotteries, when there are other more pressing priorities. Like every other Labour scheme, it will cost us money not make it!</i>
<i>It would lose money running a lottery.</i>
<i>No lottery as this will have set up costs</i>
<i>I do not see public services as a lottery business.</i>



## “Explore running a city lottery and explore crowdfunding options”

### Disagreements or comments about crowdfunding projects:

*I can't see who would want to contribute to a crowd-fund for projects that the council should be supporting anyway.*

*Not convinced about crowdfunding exercises, both smack of jumping on bandwagons. These I feel are better left to private enterprise, council should just provide services.*

*crowd funding activities could be arranged independently of the council.*

*This may lead to a reduction in funding for some community projects if those groups are not able to achieve match-funding or attract other funding streams. - so what are the council going to do to help to keep this from happening or to support the community projects that have a reduction in funding (which is already thin on the ground at best these days)?*

*I'm concerned about the proposals to replace the small grants scheme at this time. Asking community groups to match funding in the current economic climate is likely to be a major obstacle for many of them as local businesses face financial difficulties caused by Covid. I would support delaying this proposal for another year until the economy has some chance to recover*

*I am against charity funding for what I perceive as community services.*

*Totally disagree with crowdfunding of any kind. It's legalised begging. To reduce grants and force small projects to crowdfund is wrong. They already ask repeatedly for donations so it's just an excuse for the council to stop helping these small groups*

*I think this could have a negative impact on my community interest company where I work, and also the personal support I and my family receive from other small organisations.*

*Re match or crowd funding approach to fund community projects to replace direct council funding through the current Small Grants Scheme - this should be an additional option available not replacement. If applications to existing grant scheme has had feedback it is difficult to do / obtain then review the application process and simplify it, whilst ensuring there are limits in place and option to attempt crowd funding as part of it*

*I despise Crowdfunding in all its forms*

### Impact those on lower incomes more:

*Often this is dubbed a tax on the poor and gullible - people spending money they should use for food in the incredibly slim hope of a pay day.*

*Lotteries generally take money from the poorest,*

*A lottery will likely disproportionately attract lower income families*

*Lottery tickets are bought by the people who can least afford it*

*A lottery is most likely to attract those who are already on low incomes, negatively impacting them financially and encourages those who already gamble to get into more difficulty*

*Any proposal will need to take into account impacts on median citizen incomes, by socio-economic group in order to reassure (me) that it will not reduce expenditure on life's basics, cause potential increases in poverty, or other mental health problems, or physical decline.*

*A lottery would be a tax on the poor - the same people the Council says it ( quite rightly ) wants to support.*

*potentially encourage additional gambling by residents who are disproportionately those on lower incomes.*

### Lottery doesn't generate much income:

*The City lottery is not envisaged to make sums that can make a huge difference to anything very much.*

*The proposed income looks a bit low. If £23k is all that you think you can make you're not doing it properly!*

*I am unconvinced that there is room, appetite, demand or civic relevance to running a local lottery. The income benefits appear very small in the grand-scheme of Council income.*

*I think a local lottery won't raise significant funds*



## “Explore running a city lottery and explore crowdfunding options”

### Support City Lottery:

The City Lottery idea is a good one.
I like the idea of a local lottery. That way we would know that any profit would go towards supporting local services.
The lottery is a good idea that should be enacted as soon as possible
I FEEL THAT A CITY LOTTERY SCHEME MAY PROVE MORE SUCCESSFUL THAN PROJECTED

### Support Crowdfunding:

<i>Crowdfunding is a good idea</i>
<i>Would encourage crowdfunding for specific projects - crowdfunding such as happened in Burnley to meet specific needs gets people engaged, on board and motivated.</i>
<i>I think bringing the community together is an excellent idea and I enjoyed the video where Southampton used the slogan ‘we March on’ linking Southampton, with the football club, the hospitals and the universities is a wonderful idea. Crowd funding for these areas and bringing them all together to develop Southampton into a culture hub will make for an attractive and exciting place to live, work and visit.</i>
<i>The crowd funding idea is however good and should be explored more.</i>

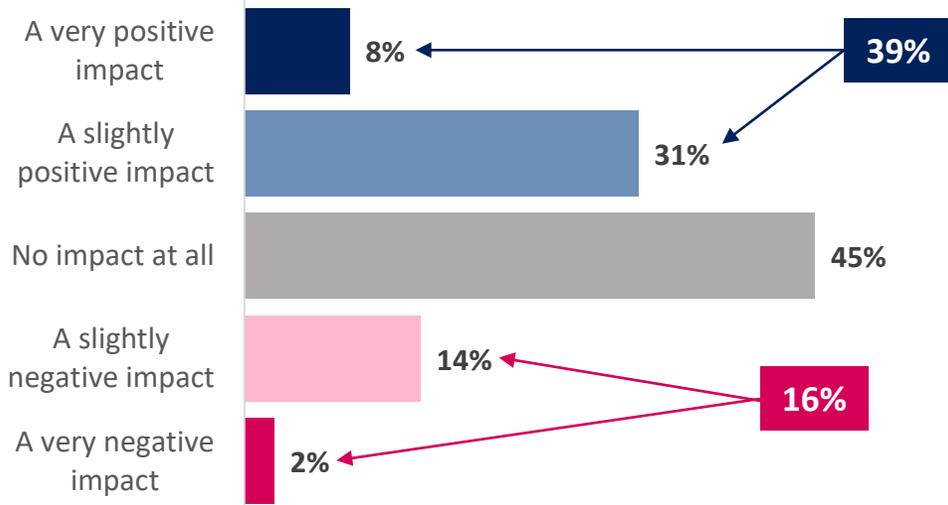
### Suggestions for how a City Lottery should be run:

<i>Perhaps join up with other local authorities to widen population pot and increase value of the prizes?</i>
<i>If lottery goes ahead the purchase age must be 18.</i>
<i>It depends on whether a city lottery could be run efficiently.</i>
<i>Local lottery should run on both a weekly and monthly basis, with spending limits for any one individual to reduce gambling addiction issues. Entry / eligibility should encompass as large a geographical area as possible (toward Winchester, Hamble, New Forest) and not limited to the city centre, to engage a much wider community and increase potential earnings and winnings as much as possible.</i>
<i>only Southampton residents should be able to play and profit from this.</i>



**Question:** Overall, if the income generation proposals outlined in this section were made, what impact do you feel this may have on you, your family or community?

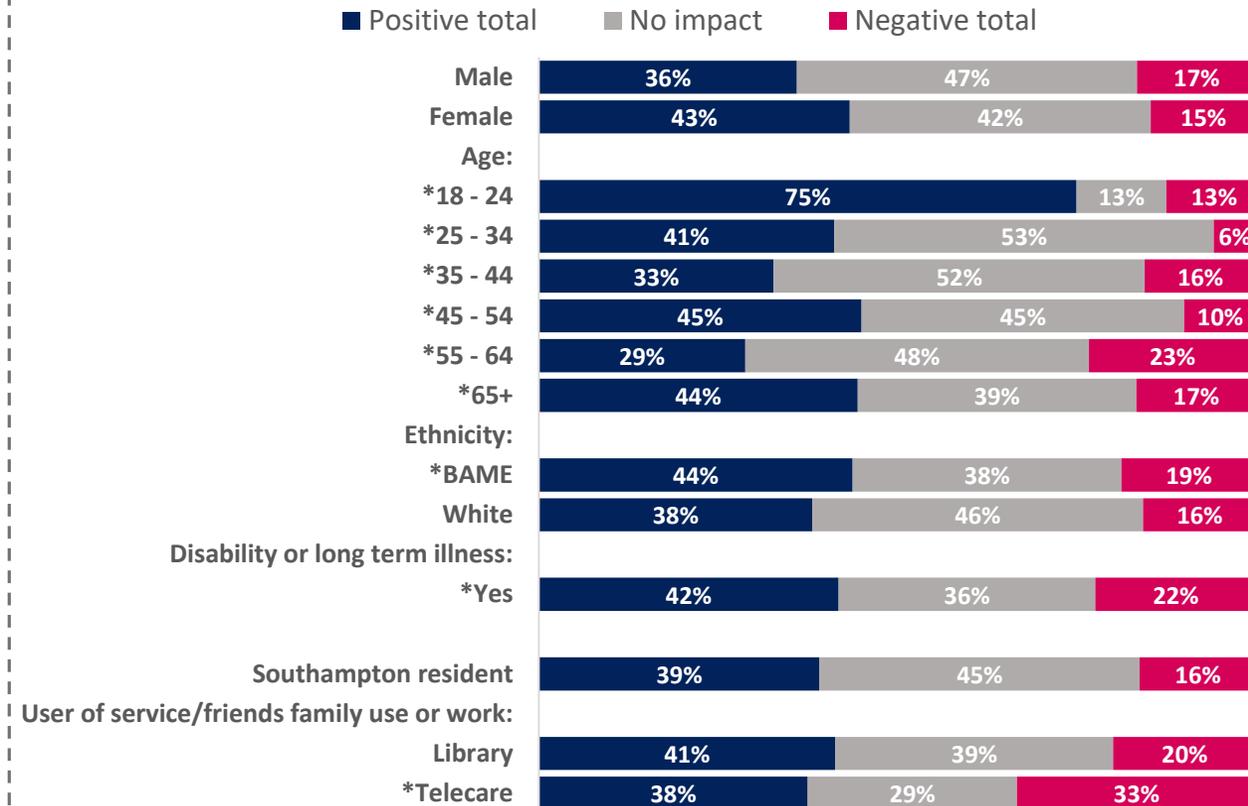
**Overall:**



**Key findings:**

- **No impact at all (45%)** was the category people responded to the **most**.
- **39%** of respondents felt the income generation proposals would have a **positive** impact.
- **16%** of respondents felt the proposals would have a **negative** impact.
- A **higher proportion (33%)** of respondents who **use, have friends/family that use, or work with telecare** reported a **negative** impact.

**Broken down by demographics:**



\* Small sample size – fewer than 100 respondents



# Council tax

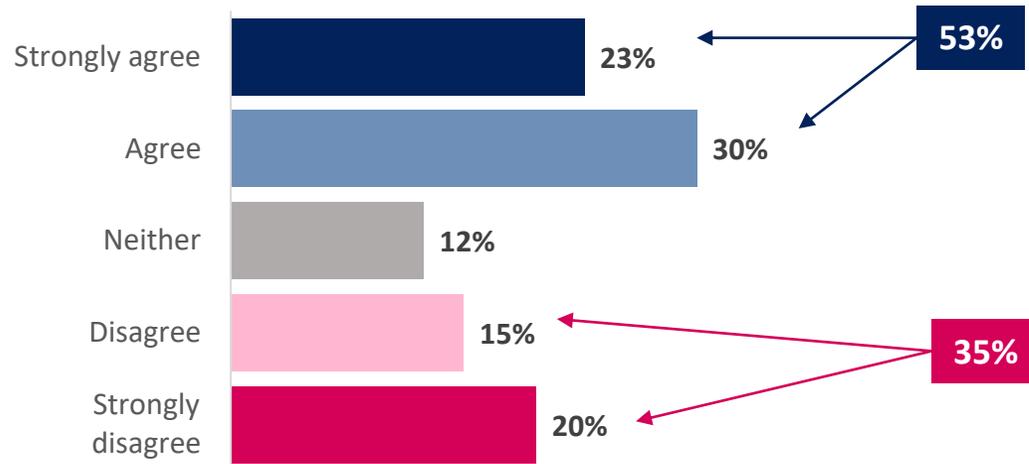




**Question:** To what extent do you agree or disagree with the proposals regarding council tax?

*“Raising the core part of the council tax bill by 2%”*

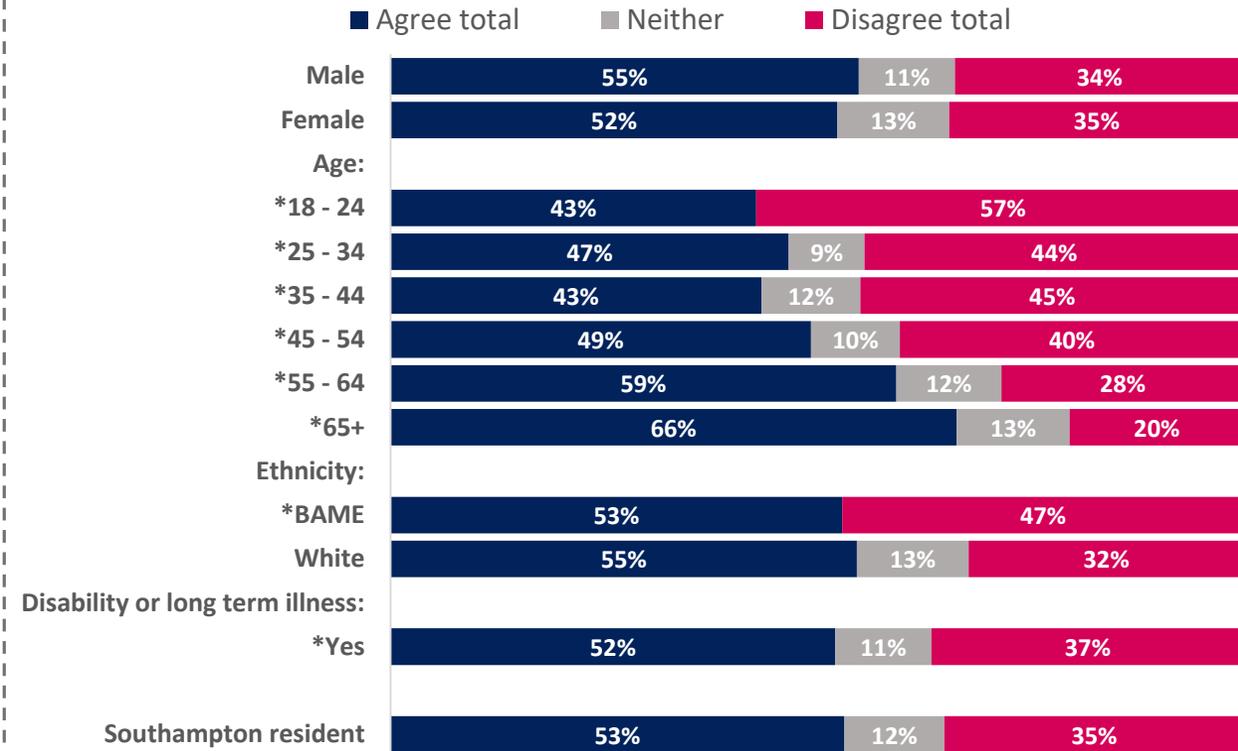
**Overall:**



**Key findings:**

- Over half (**53%**) of respondents **agreed** to the proposal.
- **35%** of respondents **disagreed**.
- There is a **gradient between** respondent **agreement and age**, with **agreement increasing with age**.

**Broken down by demographics:**



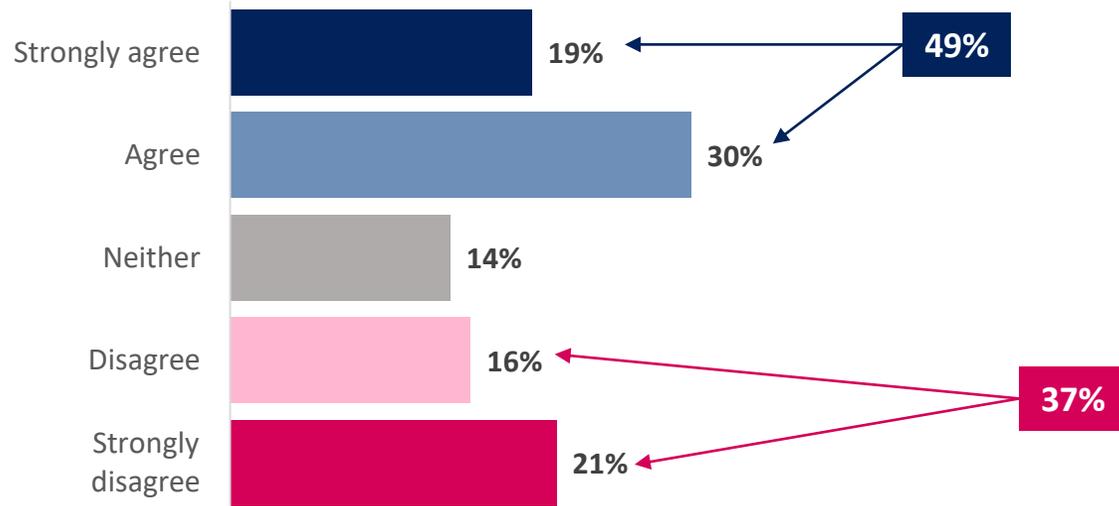
\* Small sample size – fewer than 100 respondents



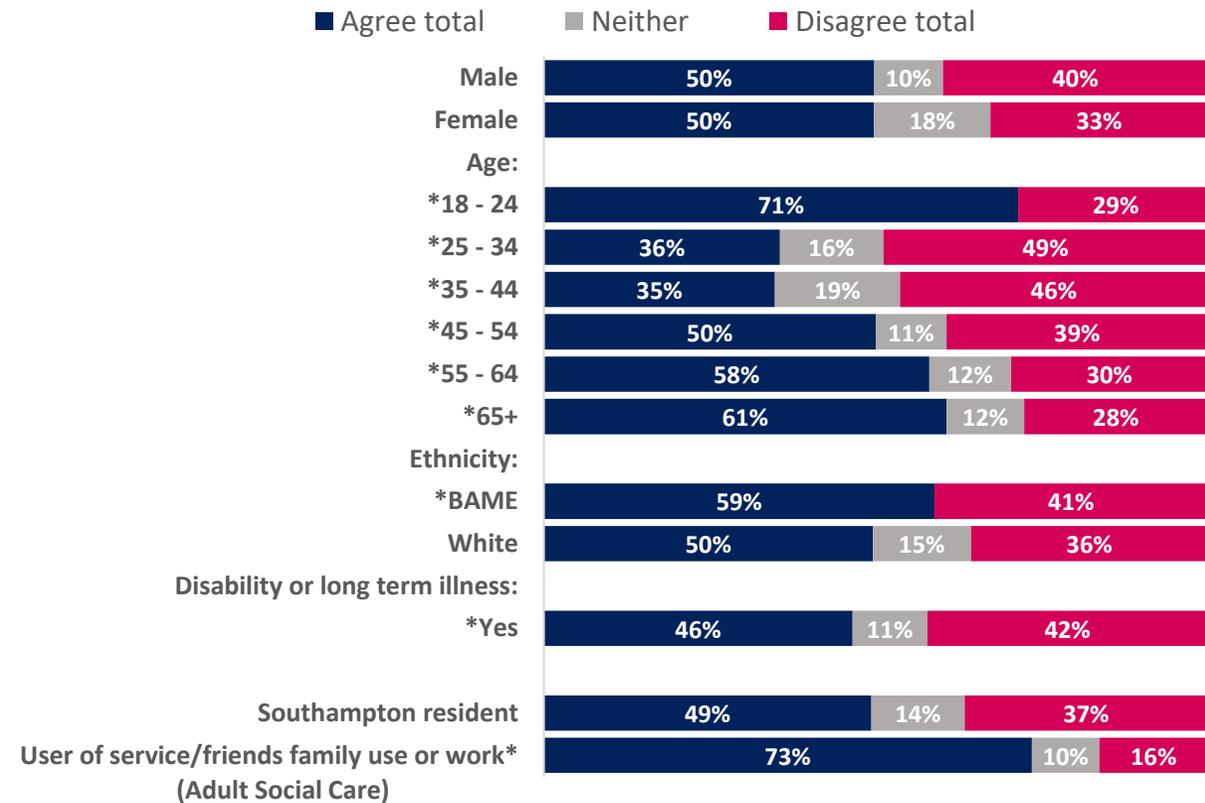
**Question:** To what extent do you agree or disagree with the proposals regarding council tax?

*“Proposing a further 2% increase in council tax for the adult social care precept”*

### Overall:



### Broken down by demographics:



### Key findings:

- **49%** of respondents **agreed** with the proposal, compared to **37%** who **disagreed**.
- **Generally, Older** respondents tend to **agree to a greater extent** than younger respondents; excluding the 18-24 category (11 respondents).
- **73%** of respondents who **use, have friends/family that use, or work in adult social care** agreed with the proposal; the highest agreement among the demographic breakdowns.

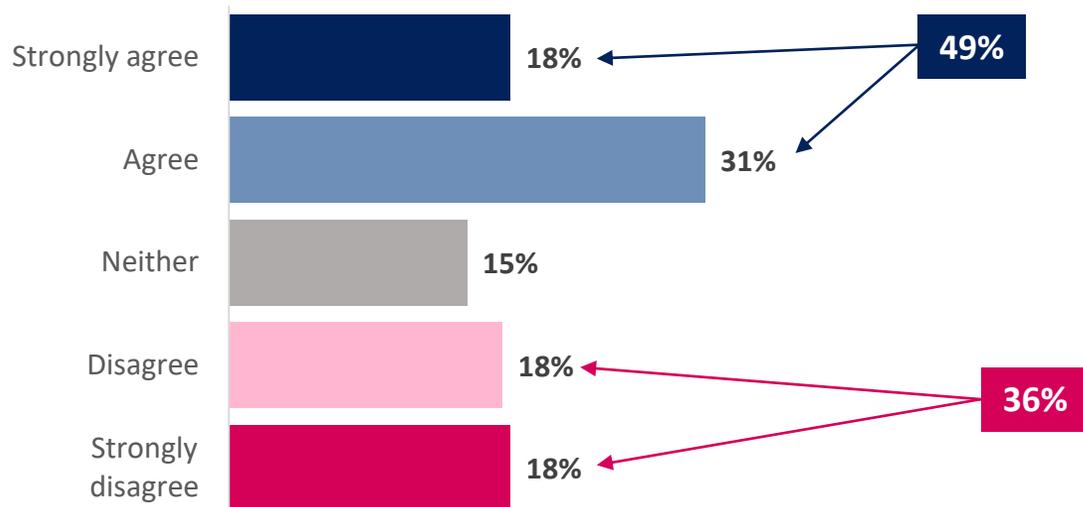
\* Small sample size – fewer than 100 respondents



## Question:

To what extent do you agree or disagree with potentially paying an **additional 1%** council tax to help protect the most vulnerable adults in the city?

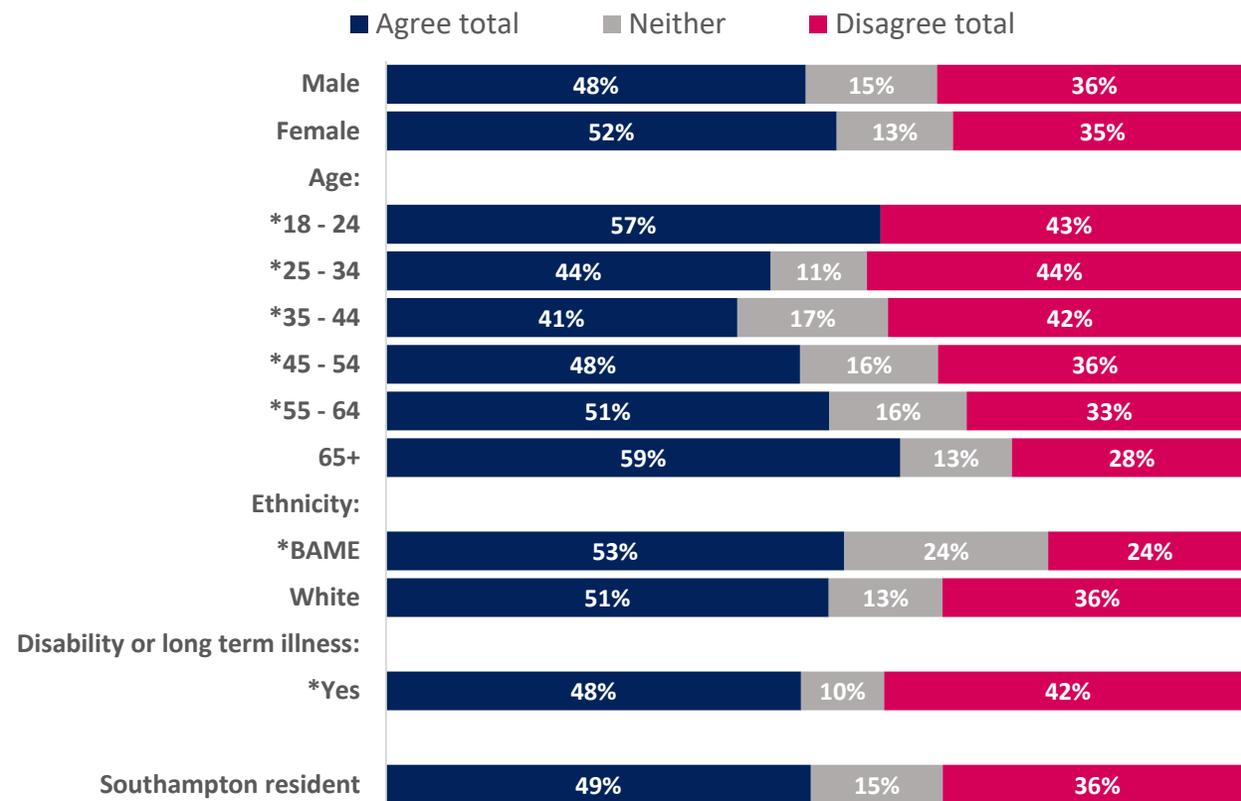
### Overall:



### Key findings:

- **49%** of respondents **agreed** with the proposal, compared to **37%** who **disagreed**.
- These are very similar numbers to those agreeing / disagreeing with the proposal to uplift tax by an initial 2% for ASC.
- **Agreement** continues to **increase with age** (excluding 18-24), with those **aged 65+** agreeing to the **greatest extent**.

### Broken down by demographics:

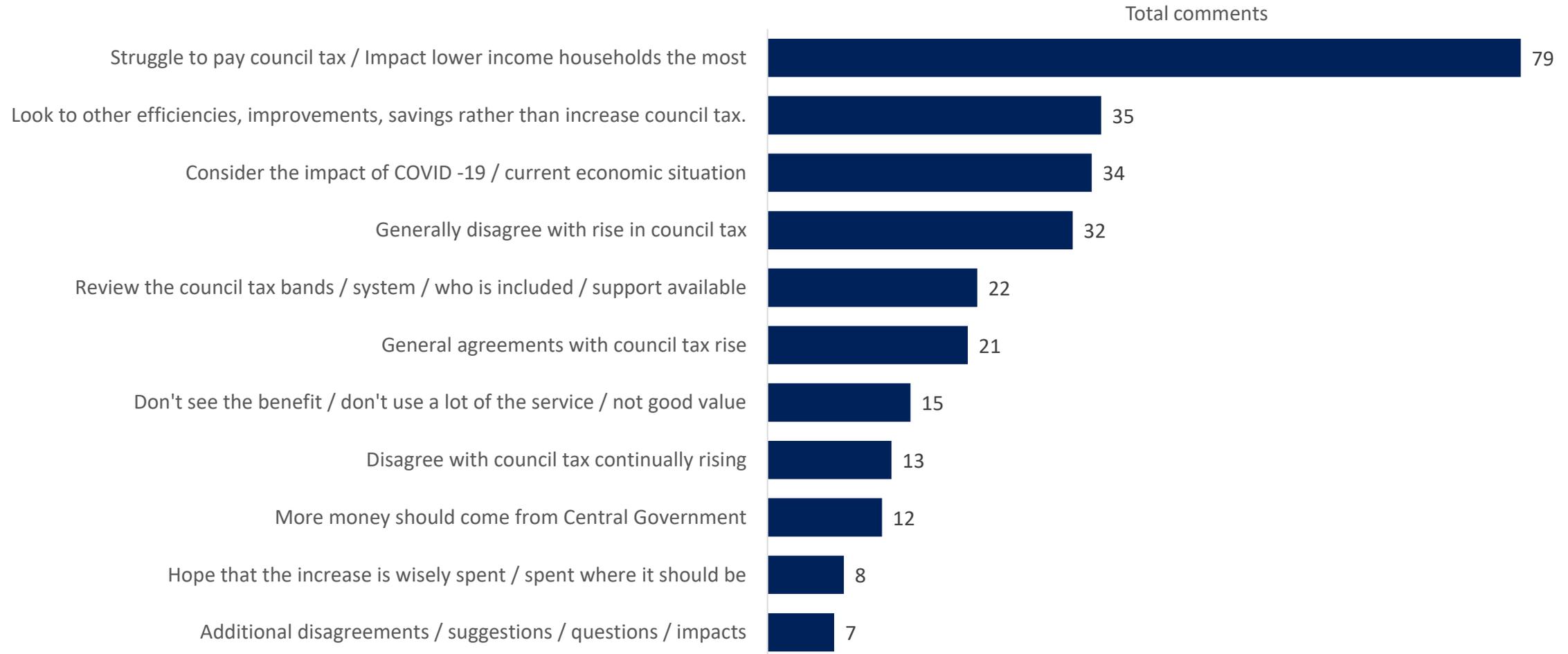


\* Small sample size – fewer than 100 respondents



# Council Tax - Free text comment themes

A total of **144** respondents provided a comment specifically on Council Tax. The following graph shows the total number of respondents by each theme of comment. The subsequent slides summarise or quote the unique points and suggestions that were made.





# Council Tax - Unique points from the free text comments

## Struggle to pay council tax / Impact lower income households the most:

<i>People have lost there jobs and cannot afford bill increases especially the people in minimum wage</i>
<i>The council never appear to consider the difficulties pensioners may face as a result of all the proposed increases. Pensioners are usually given a small percentage increase in their pensions each year - but every year for the past five years at least, this has been lost as the council tax increases by the same amount, thereby leaving pensioners worse off year-on-year.</i>
<i>Council tenants are not receiving ample pension from the state pension funds to cover more and more tax rises, we are council tenants because we only earnt low wages in the past, pensioners should not have to pay more taxes, we are already on low incomes.</i>
<i>Vulnerable adults do require protection but the language in your proposal suggests that they would not receive any protection if this price increase is not realised. This is misleading.</i>
<i>Total tax burden increases disproportionately for lower income families.</i>
<i>it's already high for the region so further increasing this will be a huge challenge for renters</i>
<i>I just hope that these increases do not drive struggling families further into poverty and needed to rely even more on food banks to stay nourished.</i>
<i>council tax is already VERY high</i>
<i>There needs to be, and hopefully are already, safeguards to make sure that people of lower income who are already struggling are not put under further pressure.</i>
<i>It's a non-progressive tax that hardly touches the richest and costs the poorest disproportionately.</i>
<i>As a disabled person who only receives the basic UC and in receipt of PIP, increasing council tax is a foul, bad idea. I can't keep up with council tax as it is as I have no help what so ever.</i>
<i>the additional charges to Council Tax will impact people on an average wage - it will not affect those on lower incomes as they receive Council tax benefits. All the small increases are adding up until we have little disposable income.</i>
<i>Yet there is no safeguarding against people become vulnerable because of it, who are not currently vulnerable</i>
<i>I live by myself, single person discount is not enough as it stands. I cant afford an increase on this, council tax is too much already!</i>
<i>Whilst of thinking of the hardships it's citizens have and are going through! Whilst not putting the added pressure of increasing household bills</i>
<i>We are not entitled to extra support- just over the threshold, any increase in council tax would mean we would go without even more.</i>
<i>Working houses are struggling more then ever with every little help from the council and government.</i>
<i>I have no other bill that costs as much as council tax and I receive less for that money than every acculmative bill I do have that match it</i>
<i>An additional percentage point here and there soon adds up, at a time where many households have lost thousands of their income.</i>



# Council tax - Unique points from the free text comments

## Look to other efficiencies, improvements, savings rather than increase council tax:

*I know there is a tremendous amount of wastage, duplication and basically bad decision making when it comes to spend. I'm not sure who audits these services but I firmly believe that there needs to be better control.*

*We must operate within our means. If revenue decreases or unavoidable costs increase, we must first consider adjusting our spending priorities and if necessary reducing ambitions, rather than plugging any deficit through council tax rises.*

*Council Money should be better spent before I agree to any increase in tax.*

*Make savings in this time of austerity .*

*So I think the budget being considered should be a very frugal one and not one that pinches our purses as a lot of us are struggling and I think the Council do not want more people abstaining from paying their rents, council tax and other necessary bills.*

*Try not to depend on council tax raise that much, but find other venues for money raising. Where I am happy to help to look at other options.*

*it is better for the council to focus on savings rather than generating revenue from tax rises*

*I am not one of those people who clamour for increased services but lower taxes. That is utterly stupid and unsustainable. I think that the council should look at all it's costs and see if they are adequately funded and there is no stupid waste.*

*It isn't just about throwing more money at a problem, but giving better value.*

*Before raising of tax the council should look at being more efficient*

*The council should prioritise seeking ways to increase revenue from other areas*

*To increase tax is the easy way out and you need to be better than that.*

*Make your council work smarter, not harder (or more expensive)*

## Consider the impact of COVID -19 / current economic situation:

*It is unfair to increase this further at a time when many have lost jobs due to COVID-19 and are already battling with living costs.*

*After a year when many residents have not seen any pay rises at all.*

*Whilst people are sympathetic to the needs of social care, COVID and Brexit combined have put huge strains on people and have reduced incomes in real terms.*

*Many people have been furloughed, resulting in a drop in their income. 2021 is looking to be equally challenging for those in low paid work. Now is not the time for inflation busting increases.*

*Many families are facing increased financial pressure and uncertainty*

*There are going to be many struggling to meet bills in 2021 and just be careful!*

*Everyone is facing a crisis of personal finances and employment prospects... It is totally unacceptable even think about raising taxes at the moment.*

*The last thing our young people should be faced with, while also battling with contracting economy, unemployment and education disruptions.*

*I don't think any further increases should be made for residents in Southampton until some normality returns.*

*The pandemic has decimated a lot of families and communities - change and proposals will hit them first and hardest before other people, thus we need to keep them forefront of our minds whenever proposing something.*

*People have lost their jobs and some have lost a family member and you are expecting to charge people more council tax.*

*I accept that the council will receive less funding from central government, however many households have lost 100% of income. It's been a tough year for everyone, now isn't the time the hike council tax rates up. Let everyone get back on their feet,*



# Council Tax - Unique points from the free text comments

## Generally disagree with a council tax rise:

<i>Many residents in Southampton already pay high taxes and council tax.</i>
<i>It is very disappointing that the Council is proposing an above inflation increase in the core part of council tax. It is even more disappointing that the Council is proposing further increases on top of that.</i>
<i>The Tax is already too high. For single people it is worse than the Poll Tax. It severely discriminates against single people. Where is your claim of "fairness" ?</i>
<i>Well, again I can appreciate that in principle it's something that needs to be done but I cannot help but feel that the answer is not to throw money at these issues.</i>
<i>Inflation is about 0.6% so you already propose an inflation busting 3 times higher rise in tax. I'm set against higher proposals.</i>
<i>Do not put up council tax for 2021-22 by the large amount proposed.</i>
<i>Raising council taxes will not win you any friends</i>
<i>A lot of people's impressions / views on the council are based on council tax prices &amp; this could cause a negative impression.</i>
<i>You'll be taking money off the poorest disproportionately, to give it back to the poorest, less the staffing/administration overheads of the council.</i>
<i>Council should be decreased not increased,</i>
<i>I believe we spend far too much on adult social care ... at most there should be no increase</i>
<i>Why should children go in debt to pay for those who had their whole lives to save for a rainy day? It's taxation without representation.</i>
<i>This causes more stress and depression which leads to mental health problems</i>
<i>Council tax is terrible</i>

## Review the council tax bands / system / who is included / support available:

<i>Is there anyway to increase for larger properties only?</i>
<i>Is there some way for certain areas of the city to pay less of an increase given that those same vulnerable people the raised tax is proposing to help may live in those areas in particular?</i>
<i>Ensure all city residents are paying their fair share. The Council need to widen their catchment area....usual payers cannot continue to take up the load.</i>
<i>There needs to be, and hopefully are already, safeguards to make sure that people of lower income who are already struggling are not put under further pressure.</i>
<i>it would help if the council tax bands were directly proportional to the cost of the property, doubled automatically for anyone owning more than one property (on all properties they owned) and was enforced to be paid by the property owner and never passed on to tenants.</i>
<i>The current council tax banding system is out of date, the council should campaign for a proper review for a more equitable system, and failing that at least a review of bands and an increase of the number of bands at both the higher and lower levels.</i>
<i>Household with low income and self employed should be exempted of council tax increases.</i>
<i>I think the whole council tax needs to be re evaluated, however the changes made must be then reported back to the city with real benefits explained.</i>
<i>I would like to see a local income tax system so that people pay according to their income not their property.</i>
<i>Like disabled people and people on disability and UC currently not having help with council tax</i>
<i>I understand the pressure being placed on councils with adult care, however I would suggest this pressure should be weighted towards different households (e.g. a young single occupancy property should not be subject to such charges in the same way as an older larger household).</i>
<i>Why not have a flat tax for students in student only households/accommodation that are not paying any council tax. Even if it just 100 one off payment for the whole year per student .</i>
<i>Increase the highest band council tax by an additional 2-5%to help support services that the poorest rely on.</i>



# Council Tax - Unique points from the free text comments

## General agreements with council tax rise:

*It would not be an issue for me to pay the extra*

*I think the increase should be more, perhaps think more towards mental health and the impact of Covid has Jason families and individuals.*

*I am happy to pay more Council Tax as long as costs are monitored rigorously and extra income is not spent on things that are of little benefit to the majority of Southampton residents.*

*This is a good idea. Given the effect that COVID has had on local and central government I have been anticipating tax rises to cover the cost. Money's got to come from somewhere!*

*I welcome this, and would encourage further, more substantial increases, not for the adult social care precept, but also the core part of council tax, in order to safeguard or restore services (e.g. frequency of street cleaning) that have suffered in recent years.*

*I think that the Council should increase council tax and the social care precept by as much as it is permitted by law to do. It is right that the Council should maximise its revenues in order to provide the services that the people need, especially the more disadvantaged people. If the government will not increase the central grants, local people must be prepared to fill in some of the gap in funding. I am a pensioner, a householder, and a council tax payer.*

*While my household could afford an increase in council tax and I would be happy to pay this, given the need to protect frontline council services,*

*I would personally be happy to pay and am financially able to do so*

*This should have been done years ago. Despite the fact that this is my biggest expense I still believe we should share the load and support genuinely vulnerable people*

*Yes yes yes! Many of us do have the spare income, it is not much that you are asking and if it protected our community it is totally worth it. So long as those financially struggling continued to receive discounts.*

*2% overall is fine. I am not so worried what it gets spent on.*

*Charges need to be increased more to deliver improved services.*

## Don't see the benefit / don't use a lot of the service / not good value:

*If we pay more, we have to see some return.*

*I have seen no improvements to the services council tax is supposed to cover.*

*I would like to know what money raised is being used for the good of the residents of the city as I don't see it improving services for me*

*Coming from Spain, I do not feel we get the most for the council tax we pay. We pay much less in Spain and we have much more police, daily rubbish collection, good education, and roads.*

*Residents who don't use these services should not be responsible for this adult care on top of all the other burdens we have.*

*I would be happy to pay more if I felt it would better the services, but I feel it would only be wasted and still see cuts.*

*I think it's very hard to comment on a proposed increase to council tax esp as it seems that we get less and less each year despite rates rising.*

*You're demanding I pay nearly a third of my rent again in council tax and I personally see utterly no benefit of it. I don't need or use 'adult social care', nor do I care about funding it for others.*

## Disagree with council tax continually rising:

*Council tax continues to increase at a rate not matched by increases in my salary*

*Council tax rates are already high and raise annually*

*I'm not made of money all my utility bills have gone up this is not viable year after year*

*I think it's very hard to comment on a proposed increase to council tax esp as it seems that we get less and less each year despite rates rising.*

*I'd like to see if you could manage with the added 2% before asking for more*

*Council tax is already high enough. We are consistently asked each year to "volunteer" to pay an additional 1-3% on variety of services which seem to be on a rotating schedule of being in distress.*



# Council Tax - Unique points from the free text comments

## More money should come from Central Government:

*The government should be offering financial support to local government*

*The Government is responsible for looking after its citizens and it should help out all local councils until this plague has abated and we can get back to some normality.*

*There is no reason why local councils should not be petitioning hard for more money from central govt.*

*Problem is the answer is with central government and you can't fix that...only a national, comprehensive reform of taxation could fix this mess. you should be making very loud noises back to central government along those lines. If it wasn't toying with people's lives, I'd almost be tempted to let it all go to wreck and ruin, and hand the basket case over to central government to step in and fix.*

*The Council is in a difficult position with both businesses and individuals hard hit by the virus and few options to raise funds. Given the circumstances it's a fair approach however the whole system of funding Local government is inequitable and I would welcome Local Authorities starting a public debate on a better way forward.*

*The problem is that Government has abdicated its responsibility for national services like social care and children. To expect to fund these on the back of local taxation means they never get proper and effective care levels.*

*our MPs must fight for more funding from central government*

*If our Government supports the EU initiative to make it more difficult to evade tax, that would also help with this disparity of wealth - and the Councils' difficulty with funding public services, rather than having 'public services' that reply on generating a profit, a profit which does not go back into the community. Really, there needs to be a top down overhaul of our whole political system and structure - however, I believe this change can also be driven from the bottom up, by a Council who focuses helping the community to help itself. Good luck.*

*This should be funded by central government funding.*

## Hope that the increase is wisely spent / spent where it should be:

*I am happy to pay more Council Tax as long as costs are monitored rigorously and extra income is not spent on things that are of little benefit to the majority of Southampton residents.*

*I would also like to know that money raised via this increase was not wasted and maximum return achieved.*

*I would agree with helping the most vulnerable people if it is fully run by the public sector.... It sounds like a strategy to increase 5% the council tax and nobody is going to really see whether the money is used for what it is promised. Or the money will go to contracts with the party donors for higher prices as we are seeing what Boris is doing with the pandemic*

*Any additions need to have clearly outlined details of where the money will go and all monies used for that purpose and not feeding lucrative contracts for top dogs*

*on top of that I'd like for external auditing to take place as to whether the monies set aside for adult and children's services are being used for best value.*

## Additional disagreements / suggestions / questions / impacts:

*Enforce collection of council tax where individuals fail to pay.*

*However does this include police and fire brigade services?*

*how come as this is health NHS does not fund or provide some funding?*

*I think SCC needs to remind people that there was a Nil rise last year on the core part of the council tax bill so over 2 years this increase is reasonable IF you compare it with rising costs over that period.*

*Some aren't as vulnerable as you think ..*

*I even e-mailed the muppet and told him I didn't think the discount was right, only for him or whoever the moron is who writes on his behalf to e-mail me back "I can confirm that your Council Tax Reduction is correct. As a result of the COVID-19 outbreak you have recently been awarded an additional award under the Council Tax Hardship Fund 2020" Only to take the whole bloody lot back in November. What exactly did the Hardship fund do, exactly? Decide I was no longer hard up? Thanks for the breaking news update, cos I wish some idiot would've told me I suddenly came into an abundance of money.*

*Hypothecation to one valuable service undermines the perceived value of all the other necessary services the council is obliged to provide.*



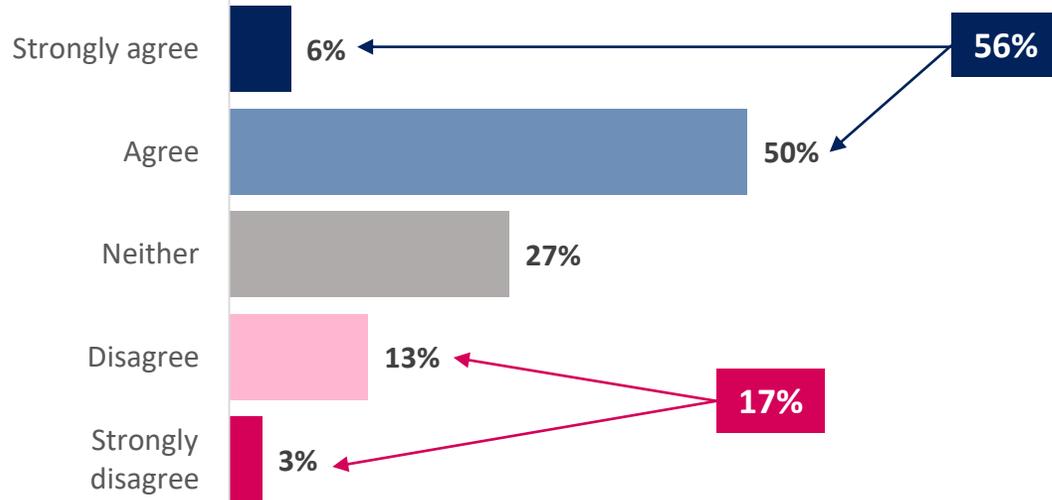
# Overall budget



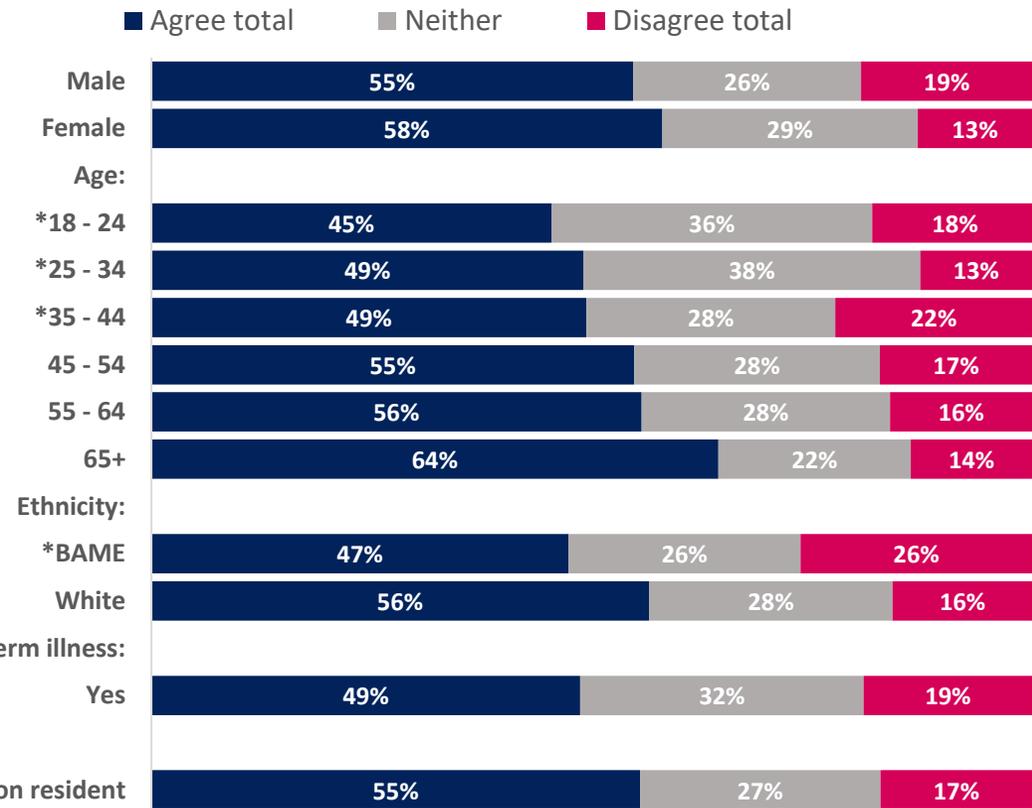


## Question: To what extent do you agree or disagree with the budget proposed as a whole?

### Overall:



### Broken down by demographics:



### Key findings:

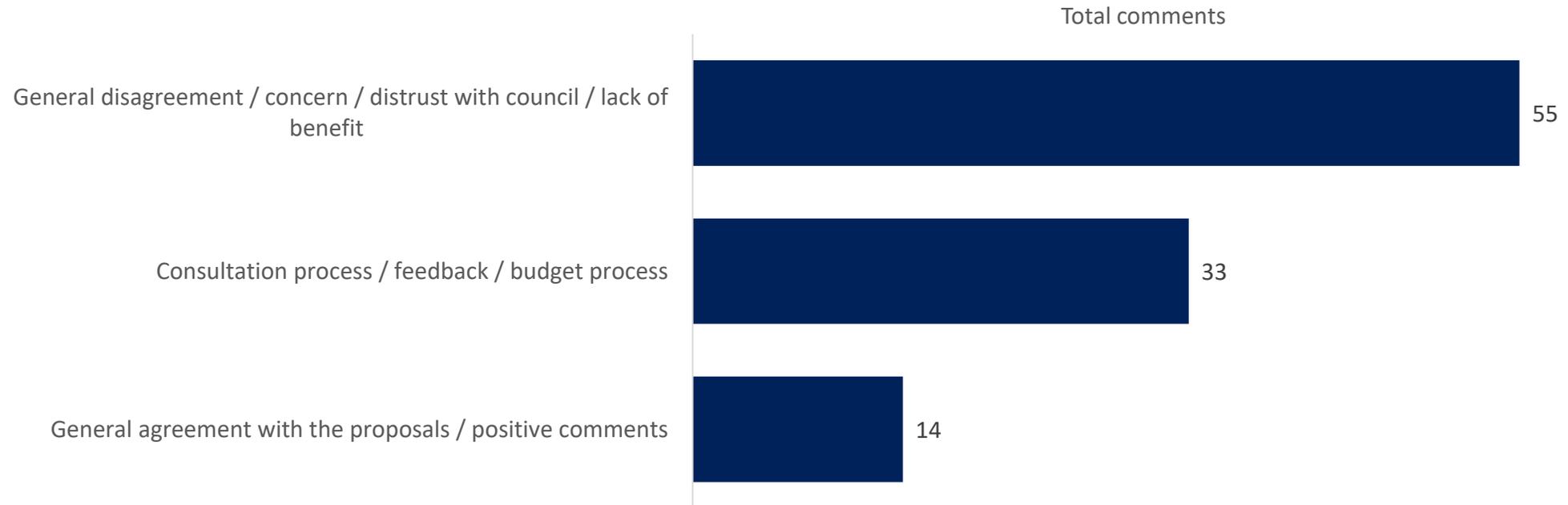
- The majority (**56%**) of respondents **agreed** with the budget proposal as a whole.
- **17%** of respondents **disagreed** with the budget proposal.
- There is a gradient between respondent agreement and age, with **agreement increasing with age**.

\* Small sample size – fewer than 100 respondents



# Overall Budget - Free text comment themes

A total of **83** respondents provided a comment specifically on the budget overall. The following graph shows the total number of respondents by each theme of comment. The subsequent slides summarise or quote the unique points and suggestions that were made.





# Unique points from the free text comments

## General disagreement / concern / distrust / lack of benefit:

<i>WHAT IS THE POINT ? YOU ALWAYS DO WHAT YOU WANT ANYWAY.</i>
<i>Be sensible don't go bust like other councils in the news. Continue to shout about lack of Government support especially where they haven't funded the costs of Covid,</i>
<i>I do not feel the budget is spent fairly.</i>
<i>I fail to understand why these are being championed. Most seem normal management actions e.g. standard practice.</i>
<i>Same old format regurgitated little vision</i>
<i>Too much is being reduced that will impact on the most vulnerable people in our community. I see no extra burden being placed on those who can afford it, whether individuals or businesses.</i>
<i>Fair enough, attempt to make savings where possible, and it's right to identify them, but can those savings actually be made? Sometimes I think that the savings would be made anyway, the money still has to be spent elsewhere.</i>
<i>Ultimately these are cuts not savings although I fully appreciate this stems from central government.</i>
<i>However I do think care should be taken to recognize the financial pressures families are facing and which will undoubtedly get worse in 2021.</i>
<i>There are very few positive council ideas</i>
<i>If these savings were possible, they should have already happened. The fact that they haven't happened indicates gross incompetence within that department</i>
<i>It lacks guts.</i>
<i>I don't think any of the proposed income generation activities will have the impact necessary. There is no innovation and utilisation of technology or novel services in the proposal.</i>
<i>Please remember the importance of boring core services like street cleaning, rubbish collection etc. The quality of life in this city does not depend on 'entertainment' and 'vibrancy' when the basics slip.</i>
<i>I don't think it is appropriate to take a blanket approach to guaranteeing certain services - in an emergency and a financial crisis everything should be up for discussion and cost savings</i>

<i>It makes sense but where are the big ticket items? Big savings come from big budgets. This is just "nickel and dime" stuff mostly.</i>
<i>I would like to know what evaluation of potential cost savings is planned, and who will undertake the evaluation</i>
<i>personally i would like it if the taxpayers were not referred to as customers. that implies choice of where to get our council services from.</i>
<i>I don't trust Labour to do this fairly. They have a record of not listening. This seems a sham survey, to justify what they are already going to do! Why on earth weren't these things done years ago, if they save money and are the best for people?</i>
<i>If you have to find 26m when you have to make cuts somewhere. It seems reasonable the council should cut back on all but essential services until it is back in surplus.</i>
<i>Generating these relatively small additional incomes is not as effective as reducing unnecessary spending, and so is not necessarily the best way to balance the books.</i>
<i>As a city your responsibility is to it's citizens, we are having to tighten our belts and struggle which means you have to concentrate on delivering a budget which promotes a balanced view with added value.</i>
<i>There are some great ideas but there are also some things that need to be reconsidered in my view. This year should only be about spending only on essentials and not growth or extras. The same as every household has to do because money is tighter and tighter for everyone. We are on a knife edge financially and increasing council tax as well as the central government rises and cuts which are inevitable can tip the balance for a lot of people. Not an enviable situation for the council to be in but they have to accept you can't get blood out of a stone. I fully expect council tax debt to increase dramatically.</i>
<i>Like most Southampton Council plans (whichever party is responsible most rarely deliver.</i>
<i>Our city and those in it, especially those who are vulnerable, will suffer without much of this.</i>
<i>Cuts are inevitable; this is the lesson of this exceptionally challenging period of financial planning. If anything I would argue that the budgetary efficiencies do not go far enough.</i>
<i>2020 should have left money in the bank as not much improvements happened due to lockdown and extra grants were received.</i>



# Unique points from the free text comments

## Consultation comments:

*Again there is no point in me having a point of view.*

*You send out surveys and questionnaires then go out and do what ever you want . . . . for our good and we have to like it.*

*Please produce surveys with words and sentences that are easy to understand and unambiguous. I suspect you are deliberately disguising what you are proposing*

*I think sharing the budget openly like this is an excellent idea, then people have the ability to contribute to the discussions and solutions. We have world-leading academics in our universities and it would be fantastic if they would also contribute.*

*What is a precept?? less technical term please!*

*I don't find it easy to assess these options...*

*I hope the Council take my comments on board and prioritise prioritise prioritise.*

*Please make sure you listen to those affected rather than just the research behind it!*

*Please do not put the negatives in the same proposal as the positives. For example, increase support but reduce manual handlers.*

*A lot of the question were not explained enough, it was hard to understand what the consequences of these action would be....I found I didn't have enough knowledge to answer these question properly*

*I seem to fill out endless surveys for SCC which seem to contribute to a revised plan that goes no further .*

*Further detail required on:*

- we need greater transparency around the operational costs for all council departments.*
- Need to see a breakdown of figures before making a more informed comment*
- Reduction in revenue for the bus operators of 25%. The impact on the current network is unknown*
- Need to see the full budget to be able to answer this question fully*
- Internal efficiencies I would need to know more about this before I could give my opinion*
- It would be helpful to tell us how much extra the Government is providing in view of Covid.*
- how library charges would change*

## General agreement:

*The staff delivering service are great*

*Lots of worthwhile opportunities to be reviewed and implemented*

*Very sound proposals.*

*I think there are some good ideas in the budget*

*overall I think the council does a good job, unfortunately I'm in a group who pay council tax and derive very limited proportional benefit, but so long as the bins get emptied and the roads are OK guess that's the best I can hope for.*

*Overall I think the proposals are reasonably balanced.*

*I think some parts of the budget proposals are good, but others need more thought.*

*I am not strongly positive or negative about the proposals - to be honest, I am somewhat relieved that I am in the middle rather than very negative about what is being put forward.*

*Any income is always a benefit*

*The biggest factor is council tax otherwise would have been ok and agreeable*

*As before - the council needs to make money. I support any enterprise that increases income.*

*I think you're trying really hard to get this right and I do believe that with the current leadership that there is hope but there's still a lot of work to be done.*

*The proposals sound positive if the calculations are accurate.*



For further information on the budget consultation process or results please contact:

[yourcity.yoursay@southampton.gov.uk](mailto:yourcity.yoursay@southampton.gov.uk)

