

Appendix 1: Budget consultation



Planning our Future Consultation November 2016

Everything matters. What matters most to you?

Argyll and Bute Council delivers a wide range of services that our communities use now. We also work to protect services and support the area in the longer term. We are doing all this with significantly reducing levels of Scottish Government funding.

Everything we do matters to someone. We would love to do everything our communities want us to, but continually falling funding means that that just isn't an option.

Eighty per cent of our funding is provided by the Scottish Government. We do not yet know what our funding allocation will be for 2017/2018. This will not be announced by the Scottish Government until later in December. However, we must set our budget in February 2017.

We are using this time therefore to seek the views of our communities on what matters most about the role and services of the council.

We have already made millions of pounds of savings over recent years. We have taken on board ideas from our communities in transforming how we work. We have identified a further £1.4 million of efficiency savings for 2017/18 without impact on communities.

We will do as much as we possibly can with whatever resources we have. We will make no more savings than absolutely necessary. We will listen to what you tell us.

These are the toughest of times for councils. Please do take a few minutes to tell us what matters most to you. Thank you for replying to this consultation.

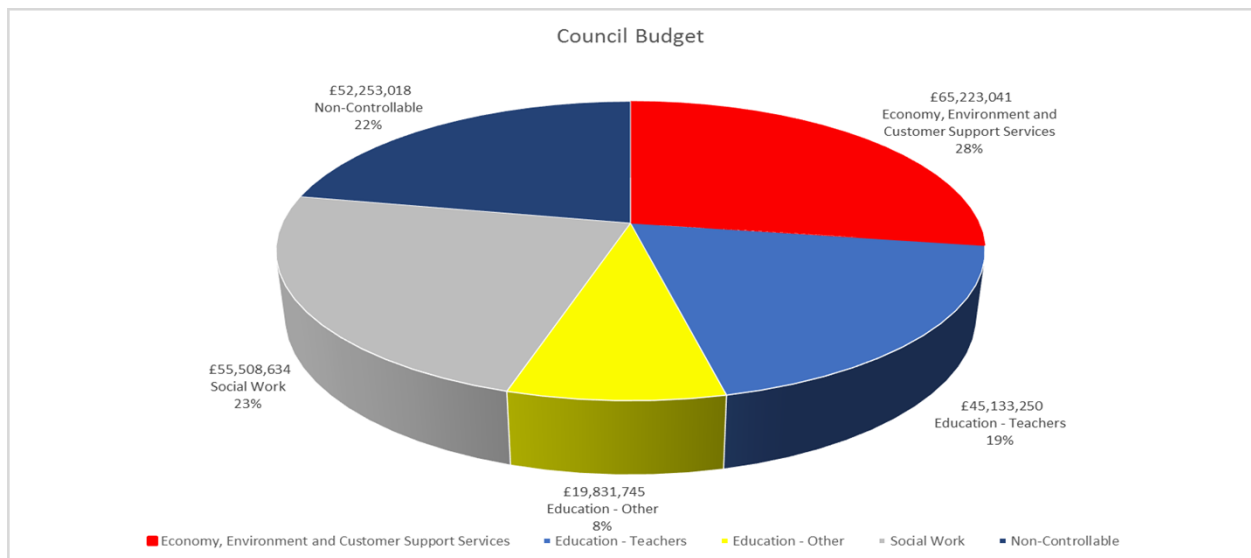
Councillor Dick Walsh

Leader of Argyll and Bute Council

You can find more information on our funding reductions, and the work the council is doing to deliver services with reduced resources, in the budget planning information booklet [web address will be added].

Section 1 – The role and services of the Council

Our funding is split across these main categories.



Economy, Environment, Customer Support services include for example roads maintenance, refuse collection, planning, environmental health, website, customer service centre, legal and procurement services, school and public transport, economic growth, environmental safety, building standards and community council support.

Education includes our 77 primary schools and 10 secondary schools.

Please note: A proportion of the Education budget is committed to the national requirement to maintain teacher numbers, and is not available to reduce.

Social work services, now delivered as part of the Health and Social Care Partnership, provide support for vulnerable children and adults.

'Non-controllable' expenses include for example loan charges, landfill tax, or energy costs.

Here is an example of how our services fit together

A roads worker who grits our roads is supported by for example:

- Human Resources, payroll, legal and health and safety services to recruit and pay him/her and ensure safe, legally compliant working conditions
- Procurement services to buy vehicles at the right cost
- Estates and mechanic services to house and maintain vehicles
- Roads engineer support in identifying the best routes to take (we grit over 700 miles of roads when freezing conditions are forecast)

Section 1	The role and services of the Council
Q1	<p>Which of these general service categories do you most use? (Please rank in order of preference with 1 as the category you most use)</p> <ul style="list-style-type: none"> <input type="radio"/> Education services <input type="radio"/> Economy, environment and customer support services <input type="radio"/> Social care services <input type="radio"/> All of the above <input type="radio"/> Other (please give details)
Q2	<p>Where would you reduce funding? (Please rank in order of preference with 1 as your first choice to reduce funding)</p> <ul style="list-style-type: none"> <input type="radio"/> Education services <input type="radio"/> Economy, environment and customer support services <input type="radio"/> Social care services <input type="radio"/> All of the above <input type="radio"/> Other (please give details)
Q3	<p>What matters most to you about the overall role of the council? (Please rank in order of importance with 1 the most important and 5 the least)</p> <ul style="list-style-type: none"> <input type="radio"/> We are a major employer in the area <input type="radio"/> We deliver a wide range of services <input type="radio"/> We deliver the services you use <input type="radio"/> We provide good customer service <input type="radio"/> We work to build economic prosperity for Argyll and Bute
Q4	<p>Which of these services is most important for the council to deliver? (Please rank in order of importance with 1 being the most important)</p> <ul style="list-style-type: none"> <input type="radio"/> Care for vulnerable people <input type="radio"/> Cultural services (e.g. libraries, museum) <input type="radio"/> Customer and information services (e.g. website, enquiries, advice services) <input type="radio"/> Economic development/business support services <input type="radio"/> Education for adults <input type="radio"/> Education for children <input type="radio"/> Environmental services (e.g. recycling, refuse, street cleaning, flooding protection) <input type="radio"/> Job opportunities <input type="radio"/> Public transport <input type="radio"/> Regulatory services (e.g. planning, trading standards, environmental health) <input type="radio"/> Roads <input type="radio"/> Sports and leisure <input type="radio"/> Other (please specify)

Q5	<p>Where would you reduce funding? (Please rank in order of preference with 1 as your first choice to reduce funding)</p> <ul style="list-style-type: none"> ○ Care for vulnerable people ○ Cultural services (e.g. libraries, museum) ○ Customer and information services (e.g. website, enquiries, advice services) ○ Economic development/business support services ○ Education for adults ○ Education for children ○ Environmental services (e.g. recycling, refuse, street cleaning, flooding protection) ○ Job opportunities ○ Public transport ○ Regulatory services (e.g. planning, trading standards, environmental health) ○ Roads ○ Sports and leisure ○ Other (please specify)
Q6	<p>Which of the following matter most for encouraging people to choose Argyll and Bute to grow up, live and work? (Please rank in order of importance with 1 the most important)</p> <ul style="list-style-type: none"> ○ Broadband/telecommunications ○ Care for vulnerable people ○ Good transport connections ○ Housing ○ Job opportunities ○ Skilled workforce ○ Support for young people (education, leisure activities, career opportunities) ○ Other (please specify) ○ Don't know
Q7	<p>Any other comment on the services or role of the council in the community?</p>

Section 2: Transforming our work – to make savings and raise income

We are transforming how we work in different ways and have taken action on ideas given to us already by communities. The Council has a wide range of resources, for example, vehicles, buildings, or professions and skills relevant to other businesses. We invite additional suggestions for making savings or raising income.

Section 2	Transforming our work – to make savings and raise income
Q8	<p>Providing services on-line saves the council money and can make services more easily available to customers.</p> <ul style="list-style-type: none"> - The average cost for the Council to process a payment or service request: <ul style="list-style-type: none"> ○ In person at our Customer Service Points = £11.33 ○ By phone = £2.03 ○ Online = 22 pence <p>Are there services you use or information you get from us face-to-face, by telephone or printed material (such as leaflets) that you think could be available instead on-line?</p> <ul style="list-style-type: none"> ○ No ○ Yes – please explain
Q9	<p>How could we help you work more with us on-line and save money for services? (Please rank in order of importance with 1 as the most important)</p> <ul style="list-style-type: none"> ○ Provide information on what services are available on-line and where ○ Explain how to use services on-line ○ Make a computer or other device available for me to use ○ Other (please explain)
Q10	<p>Where do you get information on council services? (Please rank in order of importance with 1 as the most important)</p> <ul style="list-style-type: none"> ○ Council website ○ Twitter ○ Facebook ○ Email ○ Word of mouth ○ Leaflets and posters ○ Local newspapers ○ Local radio stations ○ Other (please give details)
Q11	<p>What suggestions do you have for raising income or making savings for council services?</p>

Section 3 Working together

The Community Empowerment (Scotland) Act is about giving community bodies the opportunity to have a greater role in public services, through ownership and control of land and buildings, and stronger voices in service decisions.

Section 3	Working together
Q12	<p>Are there areas of the council's work which you would like to be involved in delivering? (Please choose all of the options below that apply)</p> <ul style="list-style-type: none"><input type="radio"/> Education services<input type="radio"/> Economy, environment and customer support services<input type="radio"/> Social care services<input type="radio"/> None<input type="radio"/> Don't know<input type="radio"/> Other <p>Please give details of any areas of the Council's work you would like to be involved in delivering</p>
Q13	<p>Joining our Citizens Panel means that you will receive surveys now and again asking for your views on the work of the Council and our partner agencies. Residents are invited to join.</p> <p>Would you like to be a member of our Citizens Panel?</p> <ul style="list-style-type: none"><input type="radio"/> Yes (please go to www.argyll-bute.gov.uk/citizenspanel)<input type="radio"/> No. (It would be helpful please to know why not)

Thank you for taking time to give us your views.