

Overall Budget Proposals – Consultation Feedback

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Introduction

1. Southampton City Council ran consultations on a range of budget proposals for 2019/20. The written consultation ran from 17 October 2018 to 2 January 2019.
2. As a result of reductions in funding from central government, Southampton City Council has made £136.4 million savings over the last seven years and we need to make another £15.05 million savings by 2020/21. Income from the Council Tax only covers 17% of our total council expenditure (excluding Housing Revenue Account expenditure and schools expenditure) and the revenue support grant funding we receive from central government will be reduced by 54% over the medium term. At the same time as we are having to make further savings, demand for our services – particularly those for vulnerable children and adults – continues to increase year-on-year.
3. Southampton City Council has adopted an outcome-based planning and budgeting approach to ensure that the council is investing its reduced resources in those services that have the greatest impact on the delivery of our priority outcomes. Those outcomes have been developed based on feedback from residents, staff and partners, and are:
 1. Strong and sustainable economic growth
 2. Children and young people get a good start in life
 3. People in Southampton live safe, healthy, independent lives
 4. Southampton is an attractive and modern city, where people are proud to live and work
4. And, to ensure the council can deliver against these in an affordable way, we aim to be a 'modern sustainable council'. By allocating resources to these priorities, considering what is being achieved from the services being provided, and what can be improved, changed or stopped, we have identified areas where we can potentially make savings. We have also included income generation proposals and 'business as usual' efficiencies.
5. This report summarises the aims, principles, methodology and results of the public consultation. It provides a summary of the consultation responses both for the consideration of decision makers and any interested individuals and stakeholders.

Aims

6. The aim of this consultation was to:
 - a. Communicate clearly to residents and stakeholders the proposals for setting a balanced budget.
 - b. Ensure any resident, business or stakeholder who wishes to comment on the proposals has the opportunity to do so, enabling them to raise any impacts the proposals may have.
 - c. Allow participants to propose alternative suggestions for consideration which they feel could achieve the objective in a different way.
 - d. Provide feedback on the results of the consultation to elected Members to enable them to make informed decisions about how to best progress.
 - e. Ensure that the results are analysed in a meaningful, timely fashion, so that feedback is taken into account when decisions are made.
7. The consultation was not a vote, it enabled participants to read about the preferred option, answer questions and make comments that will enable the final decision to be made. Decision makers need to consider the representations made during the consultation period but a majority view will not necessarily dictate the final decision. It is also important to note that the consultation is one element of the suite of reports that will feed into the final position.

Consultation principles

8. The council takes its duty to consult with residents and stakeholders on changes to services very seriously. The council's consultation principles ensure all consultation is:
 - Inclusive: so that everyone in the city has the opportunity to express their views.
 - Informative: so that people have adequate information about the proposals, what different options mean, and a balanced and fair explanation of the potential impact, particularly the equality and safety impact.
 - Understandable: by ensuring that the language used to communicate is simple and clear and that efforts are made to reach all stakeholders, for example people who are non-English speakers or disabled people.
 - Appropriate: by targeting people who are more likely to be affected and using a more tailored approach to get their feedback, complemented by a general approach to all residents, staff, businesses and partners.
 - Meaningful: by ensuring decision makers have the full consultation feedback information so that they can make informed decisions.
 - Reported: by letting consultees know what was done with their feedback.

9. Southampton City Council is committed to consultations of the highest standard, which are meaningful and comply with the following legal standards:
 - Consultation must take place when the proposal is still at a formative stage
 - Sufficient reasons must be put forward for the proposal to allow for intelligent consideration and response
 - Adequate time must be given for consideration and response
 - The product of consultation must be carefully taken into account.

10. Public sector organisations in Southampton also have a compact (or agreement) with the voluntary sector in which there is a commitment to undertake public consultations for a minimum of 12 weeks wherever possible. This aims to ensure that there is enough time for individuals and voluntary organisations to hear about, consider and respond to consultations. It was felt that a 12 week consultation period would be the best approach.

Consultation methodology

11. Deciding on the best process for gathering feedback from stakeholders when conducting a consultation requires an understanding of the audience and the focus of the consultation. It is also important to have more than one way for stakeholders to feedback on the consultation, to enable engagement with the widest range of the population. Previous best practice was also considered in the process of developing the consultation methodology.
12. The agreed approach for this consultation was to use a combination of online and paper questionnaires as the main basis. Feedback was also received through email and letter.
13. This approach of open consultation, supported by a wide range of communications ensured that as many people as possible were aware of the issues and could have their say if they chose to.

Questionnaire

14. The main vehicle for gathering feedback through the consultation was a combination of online and paper questionnaires. Questionnaires enable an appropriate amount of explanatory and supporting information to be included in a structured questionnaire, helping to ensure respondents were aware of the background and detail of the proposals. It was deemed the most suitable methodology for consulting on this complex issue alongside the information sheets which act as a summary of proposals by area.
15. Paper copies of the questionnaire were made available in Southampton Civic Centre reception, Gateway and all Southampton libraries.

Additional feedback channels

16. Any emails addressed to senior officers or Cabinet members were collated and analysed as a part of the overall consultation.
17. Respondents to the consultation could also write letters to provide feedback on the proposals.

Promotion and communication

18. Throughout the consultation, every effort was made to ensure that as many people as possible were aware of the budget proposals and had every opportunity to have their say.
19. Particular effort was made to communicate the proposals in a clear and easy to understand way. This was achieved by including key information within the questionnaire and signposting to a wide range of supporting information. This included the following which were hosted on a focused area of the council website.
 - a. Information sheets
 - b. Equality and Safety Impact Assessments
 - c. Questionnaire
 - d. Supporting information for the three parallel consultations
20. For the duration of the consultation paper versions of the consultation questionnaire were available in libraries and council offices. Paper copies of the questionnaire or alternative format versions could be obtained on request.
21. At the start of the consultation a media release was issued.
22. The budget consultations were included in 8 Southampton City Council e-alerts. The total reach of these e-alerts was in excess of 30,000. These e-alerts resulted in 810 clicks through to further information and the questionnaire.

23. With regard to social media a combination Twitter and Facebook promotion was used, there were five posts about the overall budget consultation on Facebook with an overall reach of 37,033. There were a total of 17 tweets about the overall budget which had a total reach of 32,948.
24. To support the external promotion of the consultation there were also activities to make staff of Southampton City Council aware of the consultation, internal emails and promotion on staff webpages.

Summary of Consultation Feedback

Overall respondents

25. Overall, there were 559 separate written responses to the consultation.

26. The majority of responses were received through the consultation questionnaire; 533 in total. Additional written responses were also received through emails and letters. The breakdown of all written responses is shown within table 1 below.

Feedback route	Total number of responses
Questionnaire (Paper and online)	533
Letters or emails	26
Total	559

Table 1

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

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

Breakdown of questionnaire respondents

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

30. The first question asked respondents what their interest in the consultation was. Figure 1 shows the breakdown of responses to this question. Please note percentages add up to more than 100% as respondents could select multiple options. A total of 405 respondents (77%) were interested in the budget consultation as a resident of Southampton. The second highest proportion of respondents were employees of Southampton City Council; a total of 112 respondents (21%) selected this option. A further 47 respondents described themselves as a member of a community group or organisation, 44 respondents selected a resident elsewhere in Hampshire, 43 respondents described themselves as an employee or self employee of a business or organisation, 15 respondents were political members and a further 8 respondents selected "other".

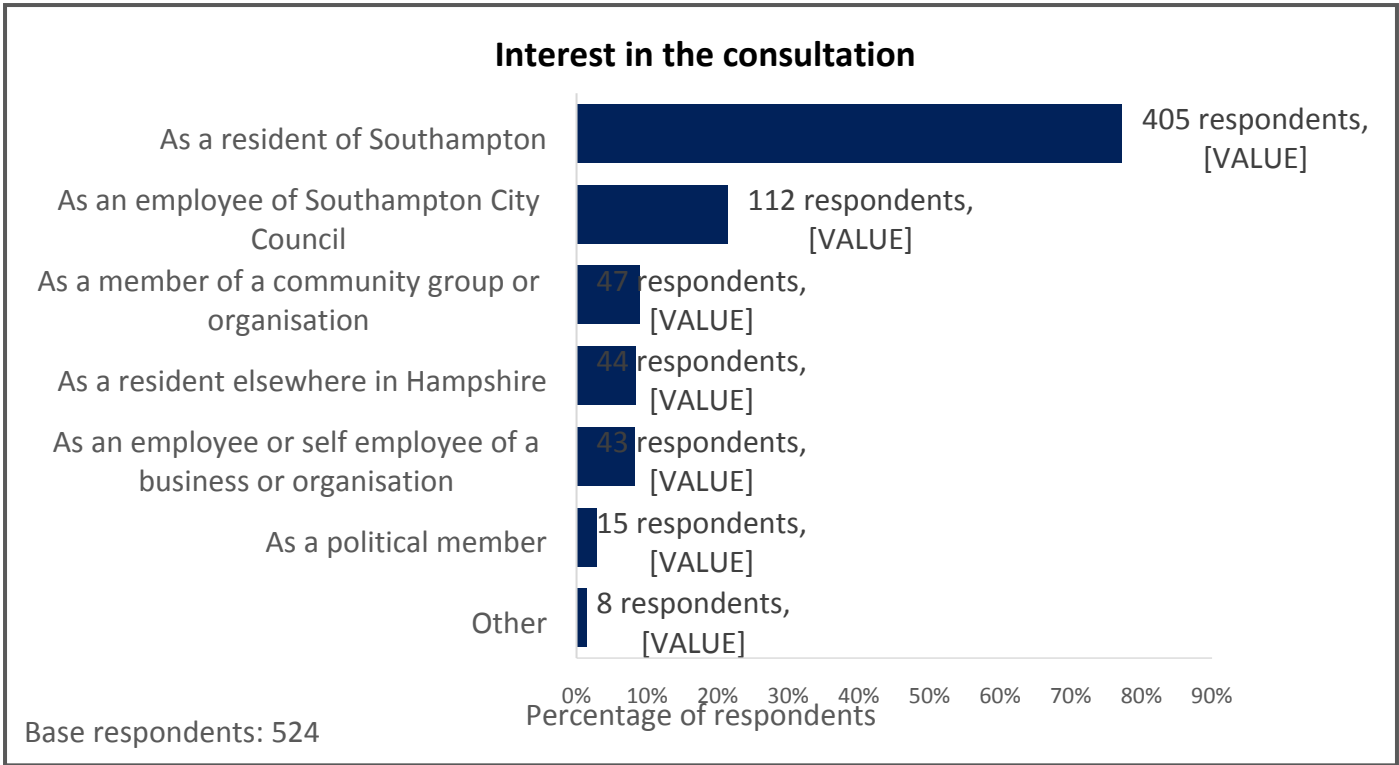


Figure 1

31. Figure 2 shows how respondents to the consultation questionnaire best described their gender. 280 respondents described themselves as Female, 205 respondents described themselves as Male and a further 5 respondents in another way.

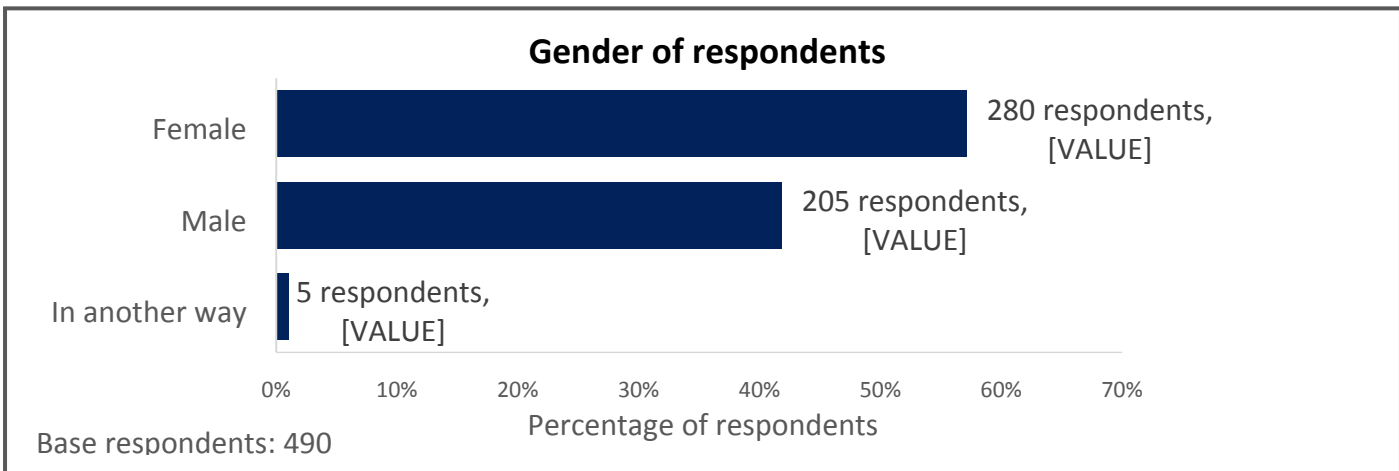


Figure 2

32. Respondents were also asked their age as shown within figure 3. The highest proportion of respondents were between the ages of 25 and 44 which comprised 43% of respondents. Categories with lower numbers of respondents were under the age of 25 and over the age of 65.

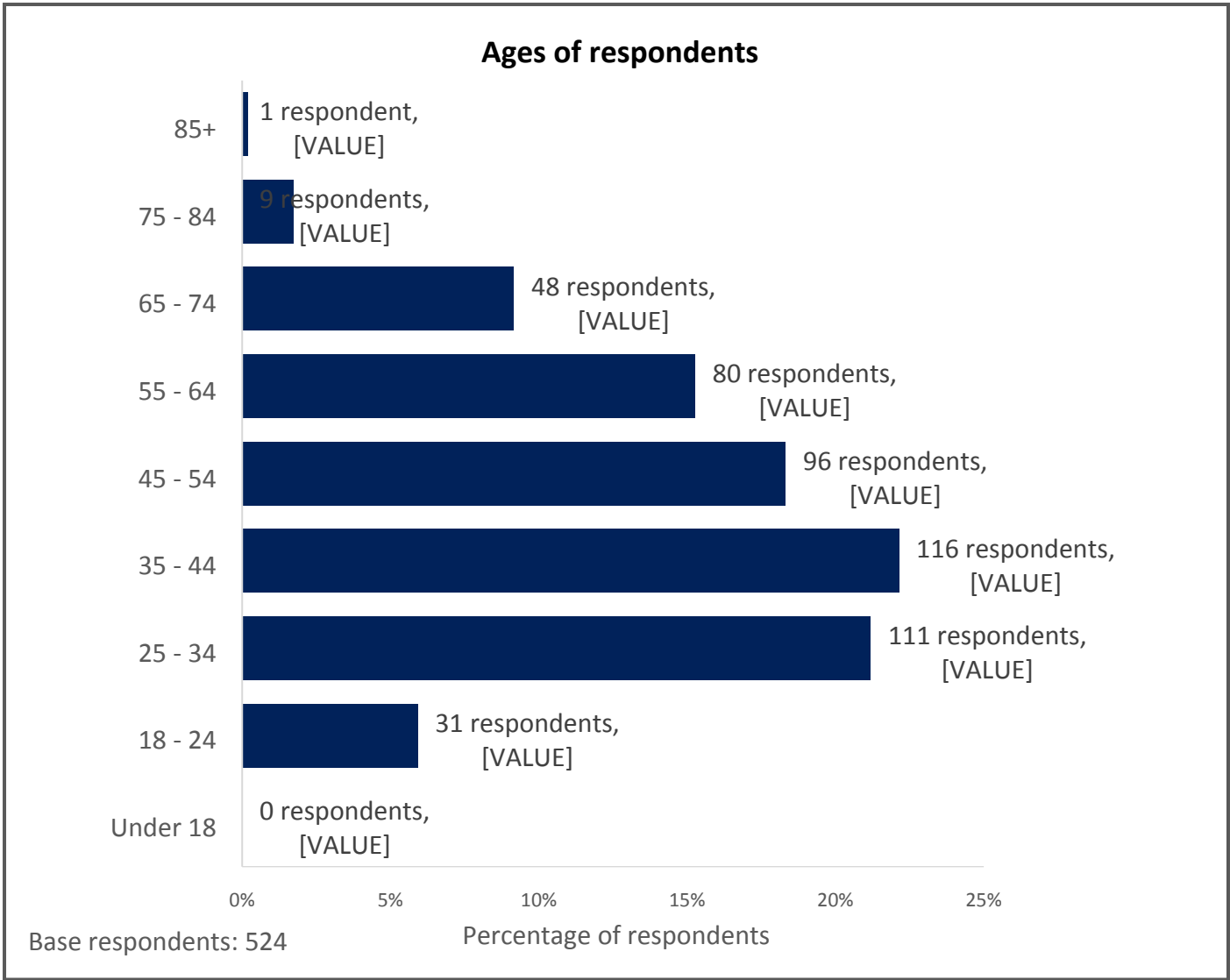


Figure 3

33. The final question asking for more information about the respondents themselves asked them their ethnicity. Figure 4 shows that the highest proportion of respondents (93%) described themselves as White. A further 2% of respondents described themselves as Asian or Asian British; 1% Black, African, Caribbean or Black British; 3% mixed or multiple ethnic groups and 1% as another ethnic group.

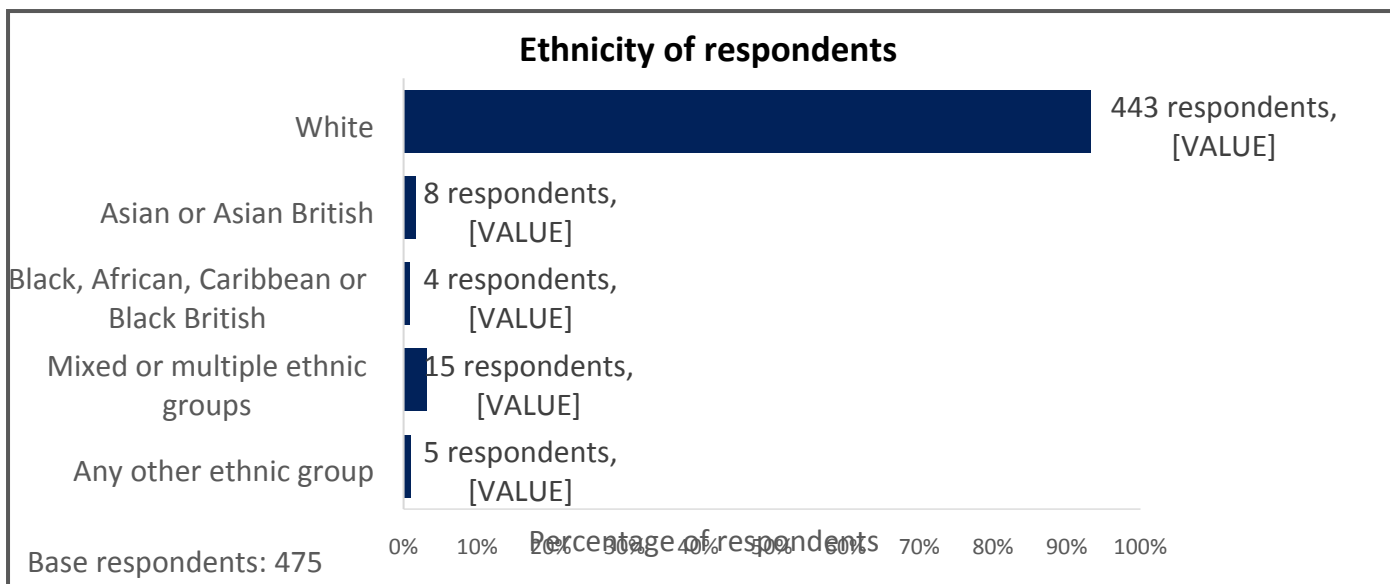


Figure 4

Themes of proposals

34. As the overall budget consultation questionnaire contained a wide range of budget proposals, respondents were given the option at the start of the questionnaire to select the themes of proposals that they would like to read and answer questions on if they did not wish to provide feedback on them all.

35. The following table shows the total numbers of respondents that answered each theme of proposals. The following sections will now summarise the results of the questions within each of the themes of proposals.

	Count of respondents
Children and Young People get a good start in life: Education and Early Years (Compass School Pupil Referral Unit Funding, Early Intervention Fund, Sugar Tax - Healthy Pupils Fund)	301
Children and Young People get a good start in life: Social Care and Early Help (Review and redesign locality based early help and prevention model, Council run Play Offer, Looked After Children Contact Service)	253
People in Southampton Lead Safe, Healthy, Independent Lives: Adult Social Care and Public Health (Increasing capacity of Shared Lives scheme, Increasing capacity of Urgent Response Service)	200
People in Southampton Lead Safe, Healthy, Independent Lives: Housing (Reclassify Accommodation from 60+ to 50+ or 55+)	194
Strong and Sustainable Economic Growth (Charges for blue badge holders in off street car parks, Itchen Bridge fees for non-residents, Transport Review, Investment Properties)	283
Attractive and modern city where people are proud to live and work (Waste collection service efficiencies, Introduction of smart compactor bins)	258
Modern Sustainable Council (Major projects, Other service delivery and redesign proposals)	237
None of them, I just want to comment on the budget consultation generally	36

Children and Young People get a good start in life: Education and Early Years

36. Respondents were asked to what extent they agreed or disagreed with the individual proposals for Education and Early Years. Figure 5 shows the results of these questions.

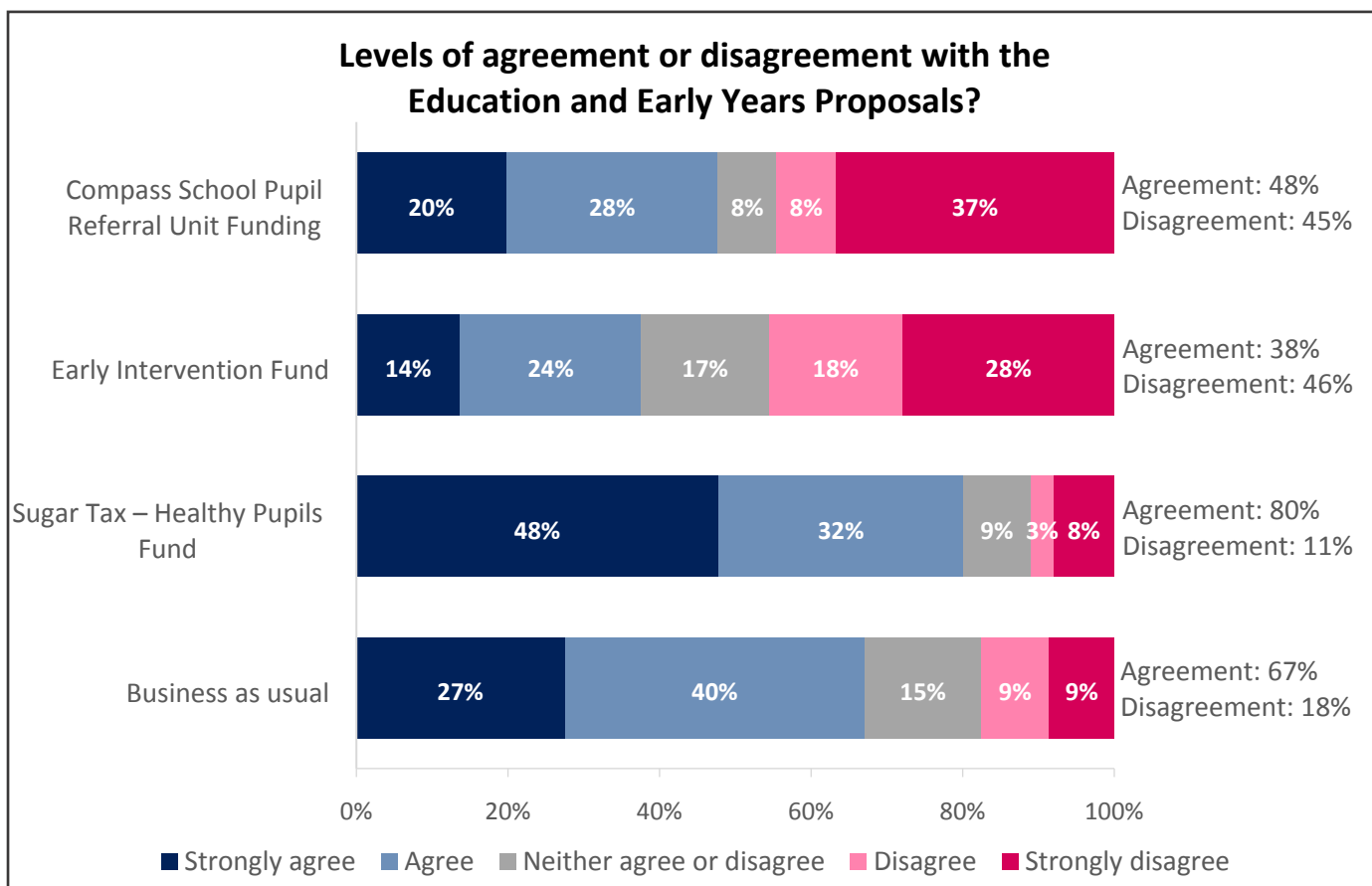


Figure 5

37. A total of 48% of respondents expressed overall agreement with the proposal regarding the Compass School Pupil Referral Unit funding. Of this, 20% strongly agreed with the proposal and 28% agreed. A further 8% of respondents neither agreed nor disagreed. Overall, 45% of respondents either disagreed or strongly disagreed with the proposal; of which 8% disagreed and 37% strongly disagreed.
38. When asked about the proposal regarding the Early Intervention Fund, a total of 38% of respondents either agreed or strongly agreed with the proposal (14% strongly agree, 24% agree). A total of 17% of respondents selected that they neither agreed nor disagreed with the proposal. The remaining 46% of respondents, strongly disagreed (28%) or disagreed (18%) with the Early Intervention Fund proposal.
39. Of the proposals for Education and Early Years, the proposal on Sugar Tax Healthy Pupils Fund received the highest level of agreement. Overall 80% of respondents either agreed or strongly agreed with the proposal. Of this 48% of respondents strongly agreed and 32% agreed. A further 9% of respondents neither agreed nor disagreed and the remaining 11% of respondents expressed disagreement. Of this, 3% disagreed and 8% strongly disagreed.
40. Respondents were also asked about business as usual proposals for Education and Early Years. These proposals included: extending the Autism Resource base at Bitterne Park Secondary School to increase capacity and reduce out of city Special School placements; reducing staffing vacancies, reviewing structures and roles; and making sure we are working as efficiently as possible. A total of 67% of respondents expressed agreement with these

proposals, of which 27% strongly agreed and 40% agreed. A total of 15% of respondents neither agreed nor disagreed with the proposals. The remaining 18% of respondents expressed disagreement with the proposals (9% disagreed and 9% strongly disagreed).

41. Respondents were then asked if the Education and Early Years Proposals were implemented, what impact this may have on them, their family or their community. Figure 6 shows that a total of 24% of respondents felt that there would be a positive impact to some degree; of this 2% felt there would be a very positive impact, 11% a fairly positive impact and 11% a slightly positive impact. A further 17% of respondents felt there would be no impact at all. Overall, 56% of respondents felt that the impact of the proposals would be negative. Of this 9% felt there would be a slightly negative impact, 8% a fairly negative impact and 39% a very negative impact. 4% of respondents did not feel they knew what the impact would be.

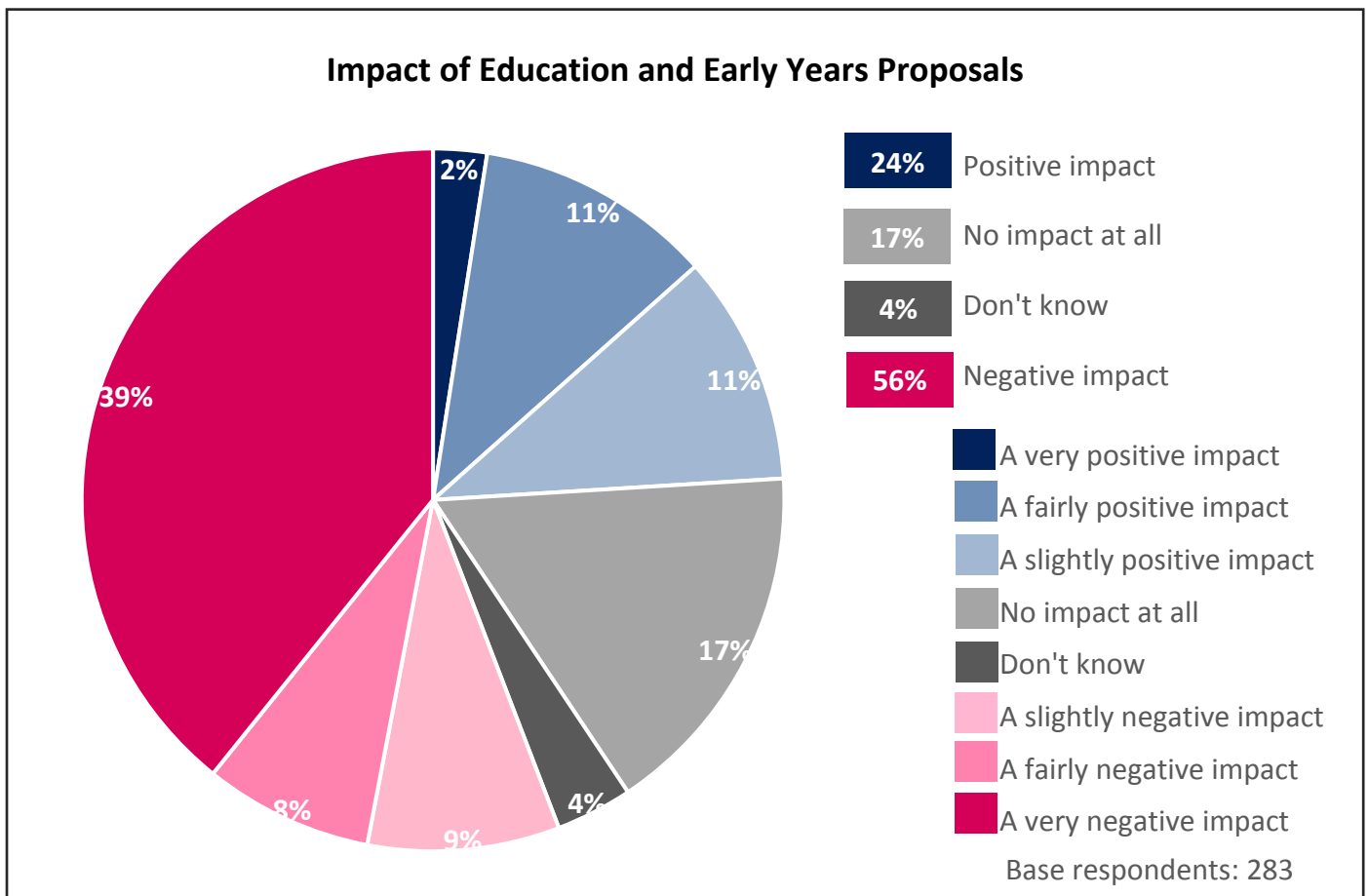
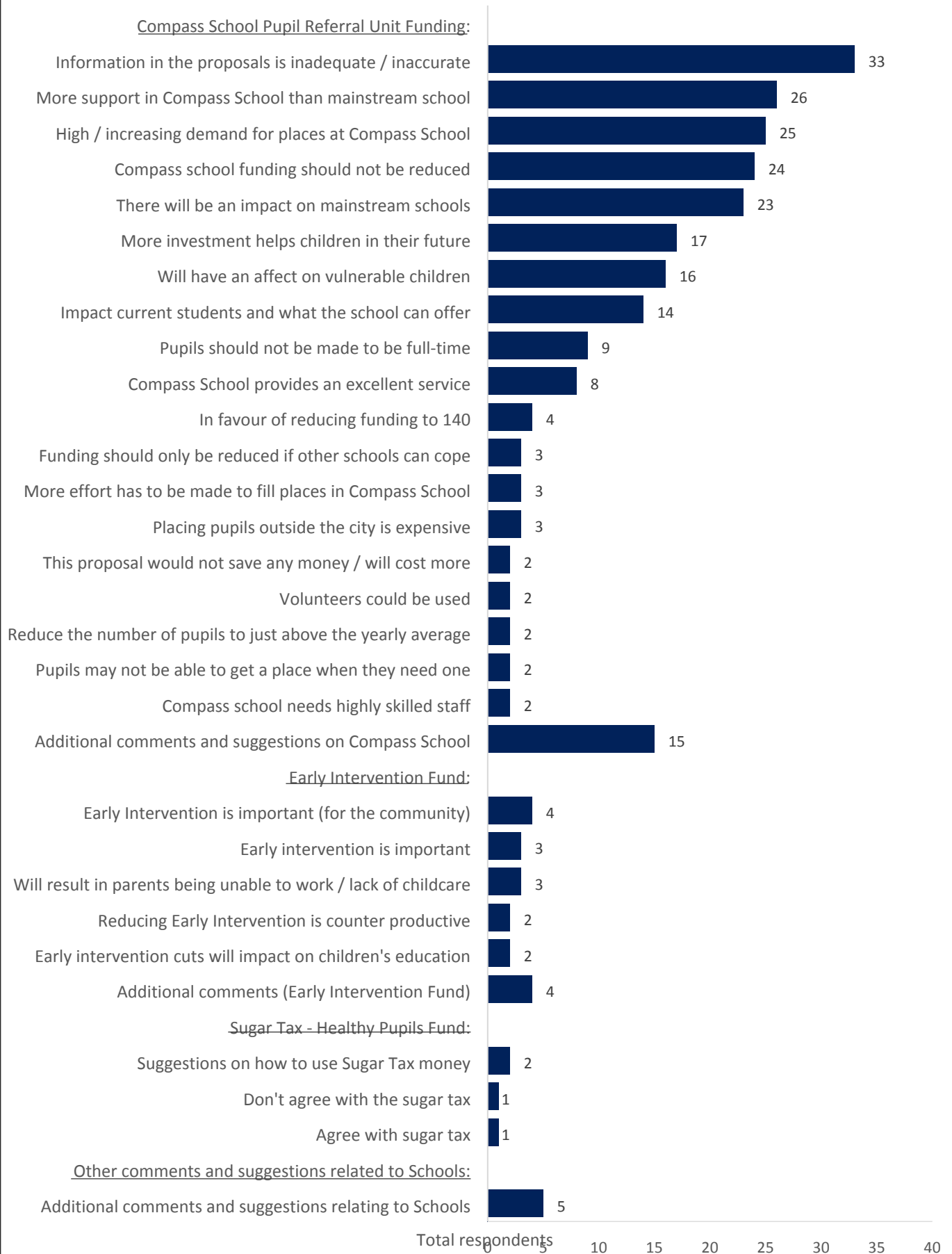


Figure 6

42. 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. The following figure shows the themes of comments regarding education and early years and the number of respondents that raised this point. The report has also endeavoured to outline all the unique suggestions gathered as a part of the consultation and so the subsequent tables after provides the unique comments and suggestions associated with these themes of comment.

Education and Early Years comment themes.



43. Unique comments and suggestions related to the Compass School Pupil Referral Unit Funding:

<p>The information used for the Compass School proposals is inadequate / inaccurate</p>	<p><i>Concern over the inaccuracy of information regarding Compass School within consultation documents, including the ESIA.</i></p>
	<p>The numbers are incorrect for: the total numbers of pupils now; the total numbers of pupils over the past 5 years; the numbers of pupils on personalised timetables.</p>
	<p>There is confusion regarding: how the number were calculated; the figure quoted in the ESIA "100% of pupils in Compass School have special educational needs and/or disabilities (SEND) compared to a national average of 22%"; the statement that the number of pupils reintegrating into mainstream education is lower than other authorities; contradiction between the potential positive impacts section of CY04 referring to trying to reduce the numbers of pupils accessing the Compass School through new preventative outreach programmes compared to other parts of the proposal referring to the Compass School being overfunded and the proposal is to reduce it to meet actual demand. If so, why the need to increase the number of pupils being supported within mainstream schools.</p>
	<p>There is no information on: the actual number of children referred; the impact on pupils and staff; the impact on the wider community;</p>
	<p><i>The information missing or incorrect is essential to respondents to be able to make an informed response to the consultation which makes the consultation worthless as it hides the controversial nature of the proposal.</i></p>
	<p><i>The information missing or incorrect and secrecy of the proposals will limit the numbers of responses to the consultation</i></p>
<p>Children get more support from the Compass School than in mainstream school</p>	<p><i>Compass is so valuable for those children, who for very specific reasons cannot cope with the demands and constraints a mainstream curriculum has.</i></p>
	<p><i>Get more individual support at Compass School and pupils achieve greater progress and success</i></p>
	<p><i>The outreach support and intervention programs run by Compass are invaluable</i></p>
	<p><i>The smaller class sizes make it possible for the teachers to really get to know their students and tailor the Curriculum to their specific needs</i></p>
	<p><i>It provides a safe place for them to regain their confidence in learning and for many is the last chance of making it as a productive part of society.</i></p>
	<p><i>Compass puts pupils back in to the "education" frame of mind.</i></p>
	<p><i>Compass School supports their needs allowing them to be productive, for them and other students.</i></p>
	<p><i>These pupils need care and attention to meet their needs as these are the most vulnerable pupils in the city.</i></p>
<p>High and increasing demand for places in the Compass School</p>	<p><i>The numbers of children attending Compass rises to over 100 every year</i></p>
	<p><i>The demand is greater than capacity</i></p>
	<p><i>There are ever increasing numbers of SEND pupils and pupils with behavioural difficulties</i></p>
	<p><i>Special school/unit places are in high demand and reducing these will only require an increase again in the future</i></p>
	<p><i>Generally an influx of pupils will be admitted in the new year due to mainstream schools exhausting their strategies to keep pupils in school for the first term</i></p>

	<i>It would mean, according to historical data that Compass could be full as soon as half term in the Autumn term and certainly no later than Christmas.</i>
	<i>Compass School is the only Pupil Referral Unit in Southampton and only available to Southampton students</i>
	<i>Already a significant waiting time for places</i>
	<i>Access to Compass school is made difficult with criteria seemingly changing on a regular basis</i>
	<i>Mainstream schools are struggling with the amount of pupils</i>
	<i>The number of pupils entering mainstream education with complex needs is increasing at a rate which is not sustainable without there being support from places such as Compass</i>
	<i>There are already too many disruptive children in mainstream schools</i>
	<i>There are many pupils in mainstream schools at risk of permanent exclusion or in need of intervention packages such as those offered at The Compass</i>
	<i>Children are coming into mainstream schools and nurseries with increasingly complex needs and staff are not able to cater for their needs effectively</i>
Compass school funding should not be reduced	<i>The Compass needs to be well funded and cutting could reduce the quality and staff retention</i>
	<i>You cannot and must not reduce the valuable resource that Compass School provided</i>
	<i>Challenge the government to provide enough money</i>
	<i>Special school provision is underfunded, it should be increased not reduced.</i>
	<i>Concern that the provision of the service would fail without sufficient funding.</i>
	<i>Reduction in funded places will only make the situation worse.</i>
	<i>Concern there would not be enough funded places available for all the pupils who require education at Compass School if numbers keep on rising.</i>
	<i>Compass school should be given more funding so that early intervention is possible</i>
<i>Reconsider the proposals and fully fund the educational needs of students in the city.</i>	
There will be an impact on mainstream schools	<i>Exam results will drop as they will have to include students who would otherwise be at the alternative provision</i>
	<i>Attendance figures at mainstreams would drop as inevitably these vulnerable students would not attend a huge mainstream school</i>
	<i>The children who struggle in mainstream school will become worse which will have a knock on effect on others</i>
	<i>Greater number of schools failing their OFSTED inspections</i>
	<i>Creating strain on staff and students within the mainstream system</i>
More investment in these schools / children now will mean saving costs when children become adults	<i>If the pupils fail there then alternative provision costs much more</i>
	<i>Invest to save</i>
	<i>It will cost the council more in the long run if it is not available as more families will end up needing more intense support and intervention</i>
	<i>If you cut budget in special schools you are making it twice as expensive when they leave school</i>
	<i>The reduction in early intervention is, and will have life- time, impacts for many of our more vulnerable children</i>

	<p><i>Focusing on short term cost savings in this area will lead to future higher costs in policing, healthcare, social care, foster care, courts, youth offending service.</i></p> <p><i>The money saved will need to go straight to the police in order to manage the extra young people causing trouble around the city</i></p>
<p>Compass School proposals will have an effect on vulnerable children</p>	<p><i>This would be catastrophic for development of the highest risk individuals and most vulnerable pupils in the city</i></p> <p><i>They need to take the vulnerable pupils from mainstream schools and support them effectively</i></p> <p><i>How are you honestly going to accommodate this city's most challenging and vulnerable young people when you remove the most nurturing, supportive and inclusive school environment the city has to offer?</i></p> <p><i>This will leave some of the most vulnerable and challenging children in the community even more vulnerable than they are now</i></p> <p><i>The COMPASS school provides much needed support for some of our most vulnerable young people who are struggling to access a suitable education in their mainstream setting</i></p> <p><i>All pupils at Compass have extreme challenges, some being behavioural and others having such poor mental health that they are unable to leave their homes</i></p>
<p>Proposals will impact current students and what the school can offer</p>	<p><i>This proposal will affect all the young people at Compass who receive excellent care and attention</i></p> <p><i>There will be an adverse impact upon pupils emotional well being</i></p> <p><i>Compass is the only PRU in Southampton and is much needed for many students who for whatever reason are unable to access mainstream education</i></p> <p><i>Reducing funding at the compass school would leave a lot of students without the specialist provision they need</i></p> <p><i>Concern over what would happen and where they would go if a pupil no longer has a place there.</i></p> <p><i>The impact on pupils and the community and reduced levels of service due to teacher reductions is significantly detrimental</i></p> <p><i>This is the best place for them to attend</i></p> <p><i>Reducing the number of funded places would impact on what Compass school can offer</i></p>
<p>Pupils should not be made to be full-time</p>	<p><i>While fulltime attendance is always the aim, a more important and immediate aim is to tailor the school's educational offer to the carefully assessed needs of each individual pupil. If the result of this policy which is driven by pupil needs does not create a result that is in line with a policy driven by statistical needs, then so be it.</i></p> <p><i>The individual timetables are tailored around kids who cannot cope with full-time education, that's why they are not there.</i></p> <p><i>You mention part-time timetables as a reason for reducing funding. This is a recognised strategy to help disengaged pupils to re-engage with education and would be part of a learning plan to support a student. They cannot cope with a full day in school and this supports their needs allowing them to be productive in their time here, for them and other students; Pupils on part time timetables would be supported in increasing back up to a full time timetable in line with their needs</i></p>

Compass School provides an excellent service	<i>The Compass School provides vital education and a safe environment for school children in Southampton</i>
	<i>This is a strongly performing school which serves the whole city and provides help across the age groups</i>
	<i>Compass school provides a safe and nurturing environment, smaller classes, post 16 support and supportive staff.</i>
	<i>Compass school has recently been inspected by OFSTED and found to be a good school. All teaching is either good or outstanding</i>
Compass School funding should only be reduced if other schools can cope themselves	<i>Only reduce funding if certain that schools have appropriate policies in place to remove disruptive pupils from mainstream schooling.</i>
	<i>By reducing the places at Compass you are putting more pressure on already stretched school</i>
	<i>It sounds as though a money save could be made with Compass if the funded places aren't being used and other early help provision could help to support children to remain in mainstream schools which could reduce the need for PRU intervention</i>
More effort has to be made to fill places in Compass School	<i>Compass needs to 'evolve' and fill its places so that it can meet a diverse range of needs of the children in Southampton</i>
	<i>The compass school should be used more, not enough schools use this resource as an intervention</i>
	<i>The places at Compass need to be kept, but need to be filled, they have been overfunded for some years and now need to take the vulnerable pupils from mainstream schools and support them effectively</i>
This proposal would not save any money / will cost more	<i>If funding is reduced and staff lost, when the rise in pupils happens, very expensive and frequently poorly skilled staff will need to be recruited from supply agencies.</i>
	<i>There is no cost saving to be made</i>
	<i>Placing pupils outside of the authority instead is very costly</i>
	<i>Reducing numbers based on such inaccurate information is short sighted and will end up costing much more money in the long run</i>
Pupils may not be able to get a place when they need one	<i>Do not want a situation where there are not enough places at Compass School to make sure no pupil is excluded from all forms of education.</i>
Compass school needs highly skilled staff	<i>This is the only PRU in the city that requires dedicated and highly trained staff to ensure the young people achieve and are able to transition back to a mainstream school</i>
Additional unique comments and suggestions regarding Compass School Proposals	<i>Would like to find out more about the work Southampton City Council is doing to support more pupils to stay or reintegrate to mainstream placements.</i>
	<i>Query regarding the funding for pupils attending as part of a three day a week intervention programme. Is Compass School receiving double funding for these pupils (once from the LA and once from mainstream schools that pay for a place there)?</i>
	<i>Compass School should look at provision for KS1 pupils and increase the number of KS2 places.</i>

However, the 3/2 split model is not generally well planned, with a lack of support and advice to implement Compass School strategies within school, nor any of the support of the kind offered by the Springwell team for "virtual" pupils. This up-skilling of classroom staff, and assurance of continuity is surely crucial in ensuring a successful return to mainstream education. Whilst there are many skilled individual staff at the school, I am concerned that the amount of money spent on a placement is not value for money, and the methodology does not enable the majority of pupils to gain the skills that they need to reintegrate successfully.

Compass School should offer more bespoke vocational pathways for older pupils to provide them with motivating and engaging specialist areas of learning

Schools will need extra funding to be able to "be more creative in delivering personalised curricula to pupils". Concern over where this additional funding will come from.

Work with key stakeholders in an open and transparent way so the decisions made are in the best interests of the pupils and the city as a whole

The number of pupils in a Pupil Referral Unit always rises throughout the year. This is a trend in all Pupil Referral Units nationally.

The compass school is well known for its failure to provide an appropriate, safe and specialist education for kids who are supposed to attend the school

There needs to be greater accountability in relation to how the impact of PRU support is measured

If the PRU receives funding for 10 pupils it should be linked in to full time attendance and excessive persistent absence and excessive part time timetables should both result in possible withholding of further funding

Only reduce provision if it is increased should the number of pupils rise

The school could actively recruited to from without the LEA which would bring additional funding in and allow the Council to fund on its own pupil places

Additional funding should be put towards charity organisations that will help these groups

Will have an impact on the staff of Schools

Increasing the unit at Bitterne Park secondary school does nothing to support children in primary school who need additional support & there is no longer funding for teaching assistant support in many primary schools

Year 11 pupils should stay in mainstream education to help them integrate into community

In the information sheets it mentions providers will be encouraged to find alternatives for funding but I am acutely aware that all avenues for funding are investigated to the best of a setting's ability. Since these alternative funding sources already exist how do you propose providers fill this funding gap created by this defunding?

Where are the alternative sources of funding if not to raise charges, not viable when parents have a right to free child care

44. Unique comments and suggestions related to the Early intervention Fund proposals:

Early Intervention is important (specifically for the community)	<i>Targeted early intervention should reduce: antisocial behaviour; school absence; families in debt; crime levels etc.</i>
	<i>When children are young, parents and carers need all the support they can get.</i>
	<i>The city is desperate for more early intervention, not less.</i>
Early Intervention cuts will result in parents being unable to work / lack of childcare	<i>Reducing the amount from the Early Intervention Funding will cause many child care places to close, putting a strain on families who are trying their best to work and support themselves.</i>
	<i>We need more childcare providers and this funds probably helps them</i>
	<i>A huge reduction in Early Intervention funding would have a massive impact on local childcare providers</i>
Impact on children's education	<i>A reduction in early intervention funding is likely to impact in the longer term on educational outcomes for young people</i>
Additional comments (Early Intervention Fund)	<i>Early years funding is already inadequate, with the average hourly cost of providing childcare at £5+ whilst NEF is significantly lower</i>
	<i>Early intervention cuts will mean finding resources from elsewhere</i>
	<i>Early intervention cuts will result in failing to meet your objectives</i>
	<i>Support the idea to encourage schools to increase the number of early years spaces</i>
	<i>If you do want the EWS to continue to trade this has to be made clear to schools but also why not consider the option of trading other professionals such as social workers, family engagement workers, school nurses. This helps promote early intervention and protection</i>

45. Unique comments and suggestions related to the Sugar Tax – Healthy Pupils Fund Proposals

Suggestions on how to use Sugar Tax money	<i>Please can any sugar tax revenue be put into early years as prevention and foundation for lifestyle trends</i>
	<i>Additional funding from the sugar tax levy should be directed to those already doing work in this area so it's not just an expensive new scheme replicating good work that is already going on</i>
Don't agree with the sugar tax	<i>Disagree with this national policy as the sugar tax is a regressive tax on the cost of living.</i>

46. The following table highlights the additional unique comments and suggestions related to schools generally.

Additional unique comments and suggestions relating to Schools	<i>Need more education of real world issues</i>
	<i>Not enough staff in schools</i>
	<i>The Academies have not been successful across the city, with their unqualified teachers & poor way of teaching, except for having too many in senior leadership roles who are paid far too much for what they do. Therefore funding cuts should be made in this area</i>
	<i>Reconsider the viability of running nurseries at Startpoint Northam and Sholing if the third sector market can pickup</i>
	<i>Children are required to attend schools for many years and shouldn't be institutionalised at such an early and important time in their lives</i>

Children and Young People get a good start in life: Social Care and Early Help

47. Respondents were asked to what extent they agreed or disagreed with the individual proposals for Social Care and Early Help. Figure 7 shows the results of these questions.

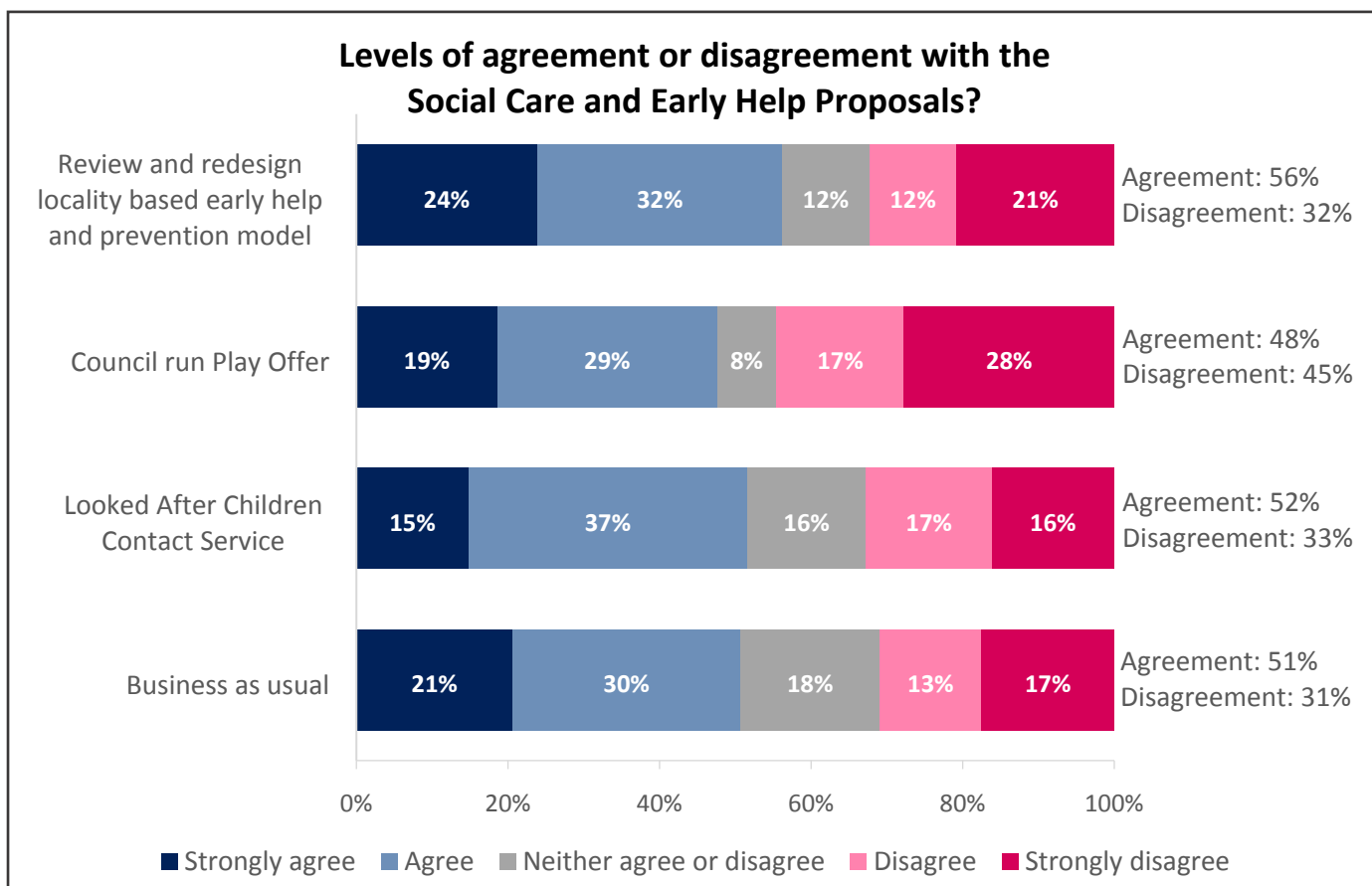


Figure 7

48. When asked about the proposal to review and redesign the locality based early help and prevention model, a total of 56% of respondents expressed agreement with the proposal. Of this, 24% of respondents strongly agreed and 32% agreed. There were 12% of respondents that neither agreed nor disagreed with the proposal. The remaining 32% of respondents expressed disagreement with the proposals (12% disagreed, 21% strongly disagreed).

49. A total of 48% of respondents either agreed or strongly agreed with the proposal for the Council run Play Offer (19% strongly agreed, 29% agreed). A further 8% of respondents neither agreed nor disagreed with the proposal. Overall, 45% of respondents expressed disagreement with the proposal, of which 17% disagreed and 28% strongly disagreed. This was the highest level of disagreement expressed within the Social Care and Early Help proposals.

50. A total of 52% of respondents either agreed (37%) or strongly agreed (15%) with the proposal for the Looked After Children Contact Service. 16% of respondents neither agreed nor disagreed with the proposal and the remaining 33% of respondents expressed disagreement with the proposal (17% disagreed, 16% strongly disagreed).

51. Respondents were also asked about Business as usual proposals for Social Care and Early Help. These proposals included: reducing staffing vacancies, reviewing structures and roles; and making sure we are working as efficiently as possible. Overall, 51% of respondents expressed agreement with the proposals and 31% expressed

disagreement. Of this 21% strongly agreed, 30% agreed, 13% disagreed and 17% strongly disagreed. The remaining 18% of respondents neither agreed nor disagreed.

52. Respondents were then asked if the Social Care and Early Help proposals were implemented, what impact they felt this may have on them, their family or community. Figure 8 shows that 26% of respondents felt that the implementation of the Social Care and Early Help proposals would have a positive impact. Of this 4% felt the impact would be very positive, 11% fairly positive, and 11% slightly positive. In comparison, 50% of respondents felt that the impact of the proposals would be negative. 8% of respondents felt the impact would be slightly negative, 15% fairly negative and 27% very negative. The remaining respondents felt that there would be no impact at all (21%) or they did not know what the impact would be (4%).

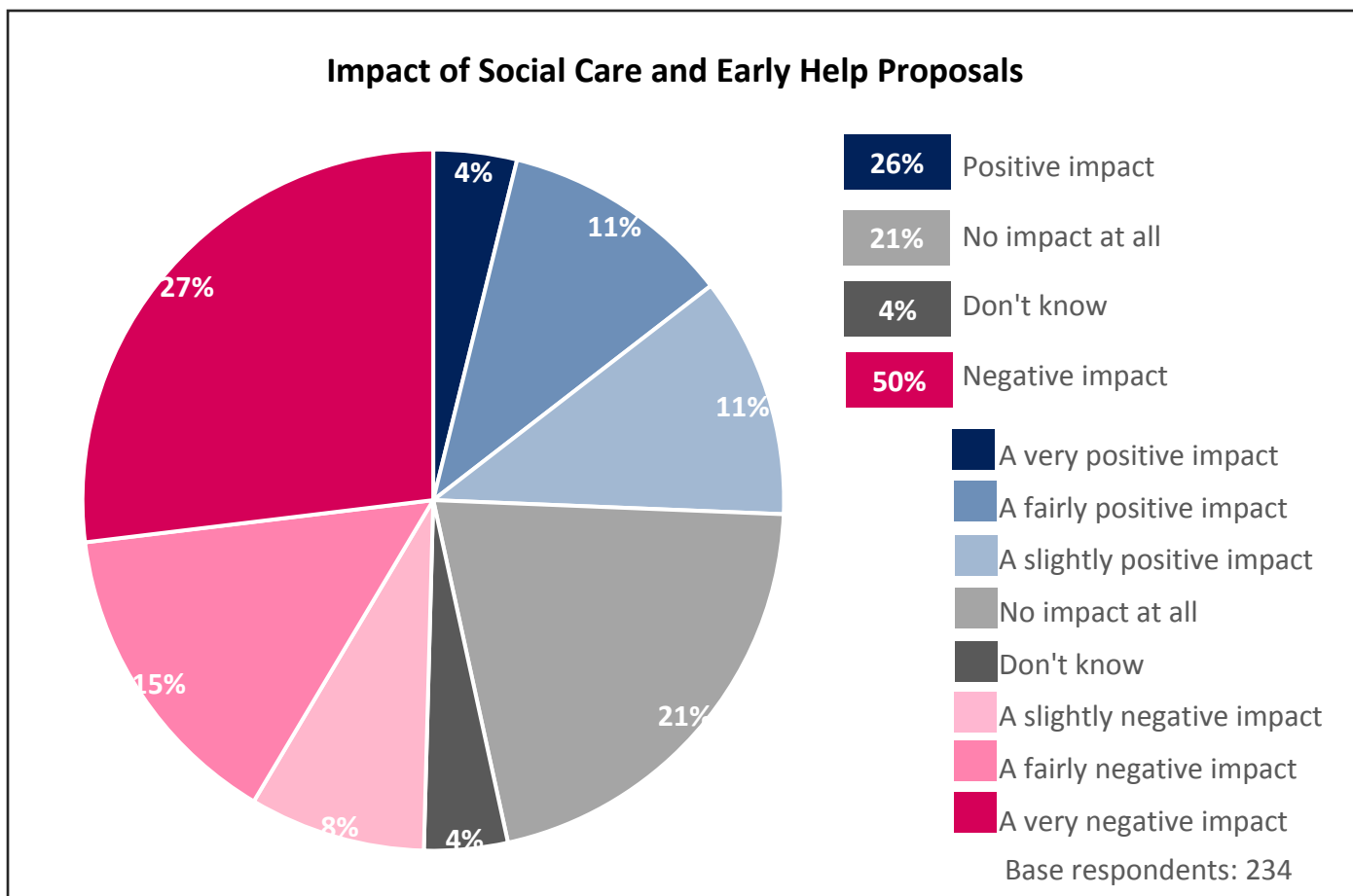


Figure 8

53. 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. The following figure (9) shows the themes of comments regarding the social care and early help proposals and the number of respondents that raised this point. The report has also endeavoured to outline all the unique suggestions gathered as a part of the consultation and so the subsequent tables after provides the unique comments and suggestions associated with these themes of comment.

Social Care and Early Help comment themes

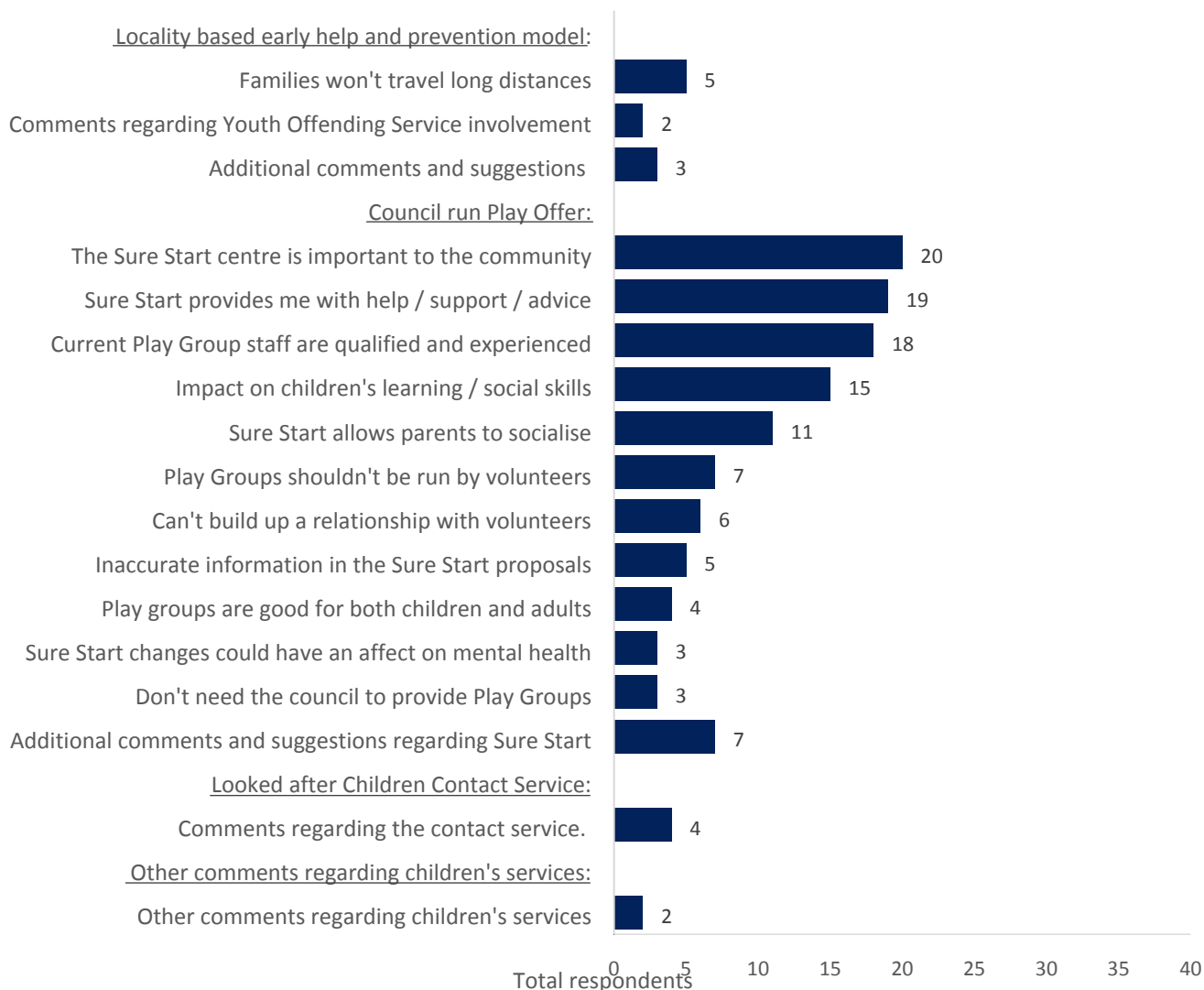


Figure 9

54. Unique comments and suggestions related to the review and redesign of the locality based early help and prevention model:

Families won't use early intervention if they are asked to travel long distances	<i>Health services are not delivered with family's needs in mind and expect parents to come to them</i>
	<i>Many of those who use the Early Help have more than one child and struggle to get their children on public transport (in particular those with disabilities)</i>
	<i>Many families simply wouldn't have the bus fair and then you are effectively blocking those who are the poorest from services</i>
	<i>Asking vulnerable families to travel to access support, in my experience support they often do not wish to engage with in the first place, is also highly likely to fail our young people</i>
	<i>Concerns that people will have to travel and facilities will not be available</i>
Comments regarding Youth Offending Service involvement	<i>Youth Offending Service has had resources cut</i>
	<i>The Youth Offending Service needs to be aligned more closely with services such as the MET Hub and have capacity to work cross locality</i>

	<i>Portsmouth CC tried to align the YOT there with locality teams 2 years ago but this failed and as a consequence they have reverted back to a standalone team</i>
	<i>Could have a negative impact on YOS which has to meet national standards</i>
Additional unique comments and suggestions regarding the locality based early help and prevention model	<i>There is no evidence base of success that supports further integration</i>
	<i>Families Matter approach should be included in the proposal</i>
	<i>The issue for LAC are legacy issues - high cost cases that early help cannot impact and never will, but where costs endure until a child is 18 and leaves the service</i>
	<i>There are commissioner led statements that commissioned services are effective and save SCC money, but there is little evidence to support this</i>
	<i>How will the current traded activity be maintained in the absence of infrastructure to support this function?</i>
	<i>Is there recognition that traded services rely on officers being in role to trade (supply and demand) – this is incongruent with the expected reductions in services or a proposed move to place staff in localities, which limits the reach of staff where city wide schools may have a preference for a named officer or team</i>
	<i>The pressures experienced, by managers who do trade, where others do not who do not, also demonstrates a lack of equity</i>
	<i>Concern if integrated partners withdrew their support and leave staff scrabbling to make arrangements work</i>
	<i>The synergies of the CSE/MET Hub, YOS and EWS with a local offer, that is more specialist are strong – however, their statutory functions in managing compliance and overseeing court ordered activity need to be understood – this is not Early Help. Their relationship with operational Policing also needs to be understood, which is different to the strategic. Demand is high for this.</i>
	<i>CAMH's or a GP frequently approve a child's absence for example, at a stroke undermining a high cost case in court we have taken to court due to non-attendance at school. Early Help's role should be to prevent and reduce demand on these services which within the current models has yet to manifest as reality</i>
	<i>The increasing poor attendance and increasing first time entrants is a result of the current arrangements as neither service generates the outcomes that require their intervention on a statutory basis, set against recent reductions in youth services that have eliminated a prevention offer</i>
	<i>By piloting discrete, but targeted activity in these areas, such as use of Inclusion and Diversion FEW's evidence is emerging of the benefit of an established targeted approach, reducing recourse to complex referral pathways and developing responses that are collaborative with schools and police</i>
	<i>Arguably resources within the integrated model need to be moved the other way – upwards and outwards into these approaches to support their activity</i>
	<i>Historically extended families who were unable to maintain the care arrangements have drawn on the Early Help Teams who have quickly escalated into safeguarding. The value of a preventative approach, building family peer support, family engagement events and a long and enduring programme of support, alongside Inclusion and Diversion, have been dismissed variously as confusing and difficult to navigate by integrated partners; however those partners to whom the resources are targeted report high levels of confidence and express a preference to access these services directly, rather than the alternatives that can often be eligibility heavy and then struggle to engage families</i>
	<i>Cost more</i>
<i>Support proposals</i>	

55. Unique comments and suggestions related to the proposals regarding the Council run play offer:

The Sure Start centre is important to the community	<i>It is extremely difficult to get parents to work with the local authority on issues such as domestic violence education, parenting classes, nutrition etc. Sure Start centres and their experienced and dedicated staff allow families to be reached who are unlikely to engage with more "traditional" support such as social workers.</i>
	<i>Sure Start centres operate a preventative model and therefore help reduce the number of potential looked after LAC children numbers.</i>
	<i>Reducing funding to schemes like sure start will have a really negative effect on local communities, lots of people from all types of backgrounds access the groups</i>
	<i>Sure Start has saved many lives even at an open access point</i>
	<i>We are very often the first people to work with families and have direct contact to be able to help change and help families realise there are problems</i>
	<i>Do not take Sure Start Centres away, there have been enough cuts already</i>
	<i>The groups support families in areas such as Weston where these groups really help to support parents and their babies/children</i>
	<i>I do not agree that a co-op or family led model will give the children what they need on the scheme</i>
	<i>Sure start centres are the core heart of many communities; particularly where there is poverty</i>
Sure Start provides me with help / support / advice	<i>Sure Start supports and welcomes parents needing support</i>
	<i>The council will be sorry in a few years' time when their stats for children in care, people suffering mental health issues, DV cases and children not school ready will all rise if these proposed changes take place</i>
	<i>Sure Start help families realise there are problems that can be dealt with early on to stop them escalating to need a higher level of intervention;</i>
	<i>I need sure start as it's my go to for support and advice</i>
	<i>They help me as a mother as we cannot afford other baby groups and the staff are very helpful whilst at group and also at giving practical advice for at home as well</i>
	<i>Sure start has been a vital part of my life since becoming a parent. The play sessions I attended with the support of workers were what kept me going for another day. A sufferer of severe depression I could take my children to sure start and know I would be supported</i>
	<i>Use the Sure Start to get sign posted for extra support and help</i>
Current Play Group staff are qualified and experienced whereas volunteers aren't	<i>The consultation documents gives no information on how it expects to run an OFSTED rated crèche with no qualified staff.</i>
	<i>The council has failed to consider or publish how much recruiting volunteers will cost for training and even DBS checks.</i>
	<i>Had experience with parent volunteers and most are not reliable and often have other commitments</i>
	<i>The staff are currently training professionals who may have qualifications in the area- to remove them and replace with another "model" is unacceptable and will damage the outcomes for these children</i>
	<i>Using volunteers is likely to require more and better management to secure good relationships between staff, clients and volunteers well as securing sustained high quality experiences and outcomes</i>

	<p><i>The staff were always friendly, experienced and approachable and through the trust I built up with them I then grew in confidence to leave both children in the creche provision to attend training and parenting courses</i></p> <p><i>Volunteers are not professionals. Our vulnerable youngsters deserve quality interventions not volunteers</i></p>
<p>Removing Sure Start groups will impact on children's learning / social skills</p>	<p><i>This further cut to services may well further impact on 2 year old take-up, which will in turn lead to reduced educational outcomes.</i></p>
	<p><i>Socialising children at a young age is greatly important and without groups like Sure Start parents have a greater hurdle to overcome trying to find decent places to take children</i></p>
	<p><i>Sure start groups really help children develop socially & academically</i></p>
	<p><i>The sure start groups have been very helpful in regards to helping my children grow and develop they have learnt how to play with others and to share</i></p>
	<p><i>The play offer is a safe environment for children to learn</i></p>
<p>Sure Start allows parents to socialise</p>	<p><i>The sure start centres are a lifeline for some people the only chance they get to get out and meet people</i></p>
	<p><i>Many parents find it valuable and are able to socialise their children and themselves meeting other parents and making new friends</i></p>
	<p><i>I feel sure start groups help to encourage me to get out of the house and find out about other services within the area. It helps be to build more confidence</i></p>
	<p><i>Attending the universal play sessions kept me from feeling isolated and allowed me to meet new people in the local area</i></p>
<p>Play Groups shouldn't be run by volunteers</p>	<p><i>In Sure Start – the piolet for the parent programme that was volunteer lead had to be cancelled several times as it couldn't be facilitated due to volunteers pulling out at the last minute. Staff had to deliver this training and step in, taking them away from their duties.</i></p>
	<p><i>Some volunteers are vulnerable and will come with their own issues.</i></p>
	<p><i>Southampton City Council Volunteer Policy clearly states that you cannot replace paid staff with volunteers and goes against the council's commitment to proper employment for individuals- not workfare.</i></p>
	<p><i>This concern is increased when you add in potential confidentiality issues with volunteers and the potential for lack of professional boundaries. Our employees do not have friendships of relationships with parents they work with and this is again subject to potential sanctions- the council cannot put the same restrictions on volunteers.</i></p>
	<p><i>Do not believe that volunteers will provide the consistency of service which will result in more sessions cancelled- therefore reducing the faith in the service from parents. This is also evidenced in other areas that use volunteers more regularly such as Arts and Heritage.</i></p>
	<p><i>Using volunteers doesn't work, there is no commitment from them, their life situations change so much that they are not sustainable</i></p>
	<p><i>I have been to play groups where the group has been led by other parents or volunteers and those groups seem to be very cliquy.</i></p>
	<p><i>A lack of volunteers could cause the service to disband</i></p>
<p>Can't build up a relationship with volunteers like you can with full time staff</p>	<p><i>Families may not feel as welcome and there could be tension between the families and the volunteers working. I think staff have made a huge effort in the past to keep the sessions professional and approachable for families and replacing staff for volunteers could affect this.</i></p>

	<i>Although professionals play workers are seen as a non threatening face and non judgemental therefore parents are more inclined to open up and admit their struggles</i>
The information in the Sure Start groups proposal is inaccurate	<i>The sure start play offer reaches far more than 140 children across the whole city a week. This is not a true statistic to put out to the public</i>
	<i>I do not agree each session only meets 15 families the one I attend has 50 plus people come through the door each week</i>
Play groups are good for both children and adults	<i>Sure start centres offer viable potential employment opportunities in communities. Many staff came to Sure Start as parents, became volunteers and now are paid employees of Southampton City Council.</i>
	<i>Good quality sessions can help model this for parents and really help families bond and support child development</i>
	<i>We need these groups to communicate with other parents with similar issues</i>
Sure Start changes could have an effect on mental health	<i>The council will be sorry in a few years time when their stats for children in care, people suffering mental health issues</i>
	<i>I fear many parents mental health could suffer as more will be forced to stay indoors and will miss out on much needed company from other parents</i>
Don't need the council to provide Play Groups	<i>There are lots of free or very very cheap playgroups around the city, we don't need to pay for the council to provide them</i>
	<i>Council run Play Offer should more effectively/cost efficiently be run by the voluntary sector</i>
	<i>Most of the play offer in the city is run by the community or voluntary organisations, so the proposals make sense</i>
Additional unique comments and suggestions regarding Sure Start	<i>This may not be in the physical closing or the complete outsourcing of the service, but by having the service run by volunteers, the council is closing Sure Starts by stealth.</i>
	<i>Should be investing more in paid staff to support those families who need a targeted approach.</i>
	<i>The likelihood of low level problems then escalating into families suffering with multiple and complex needs will rise which will then in turn put even more pressure on social care and other council services.</i>
	<i>Ask for donations / charge for sessions</i>
	<i>Conduct research with Southampton University into effectiveness of Sure Start</i>
	<i>There are already schools that would take on 'sure start' type activities and lead them.</i>
	<i>The service is available after hours and at weekends, so I do not see any evidence that it isn't flexible</i>
	<i>Current Sure Start staff have children's interests at heart and are not motivated by money</i>
<i>Proposals will result in more children being taken into care</i>	

56. Unique comments and suggestions related to the proposals for the Looked After Children Contact Service.

Unique comments and suggestions regarding the looked after children service.	<i>Looked After Children service needs to be retained</i>
	<i>The contact centre need to widen the service they offer or the skills, knowledge and relationship will be lost within the team</i>

	<p><i>At the moment a 7 day a week service is not needed. Foster carers don't want to be bringing children out to contact on Sundays</i></p>
	<p><i>The council have cut the contact team in half over the last 5 years yet they still expect the same level of service</i></p>
	<p><i>The contact scheme also work very closely with the assessment team and social workers this is also something that would not happen if another organisation took over</i></p>

57. Additional unique comments and suggestions related to children's services:

<p>Other unique comments and suggestions regarding children's services</p>	<p><i>The Avenue Centre is saving the Council a considerable amount of money. For the small amount of £23,000, and an ongoing contract, the Council could continue to save money, and still protect vulnerable children and adults. The Avenue Centre would be helping the young adults live safe, healthy, independent lives, and their children would thrive with their parents in their own homes. Without the Council's funding, The Avenue Centre would have to eventually close, and the burden on the Council, in fulfilling its statutory support for these families, would be considerably increased.</i></p>
	<p><i>KPIs for social work have not been right</i></p>
	<p><i>Outputs do little to evidence that an intervention made a difference for a family</i></p>
	<p><i>Let the changes already delivered like Edge of Care, Safe Families and Family Partnership Team embed as they have yielded positive results</i></p>

People in Southampton Lead Safe, Healthy, Independent Lives: Adult Social Care and Public Health

58. Respondents were asked to what extent they agreed or disagreed with the individual proposals for Adult Social Care and Public Health. Figure 10 shows the results of these questions.

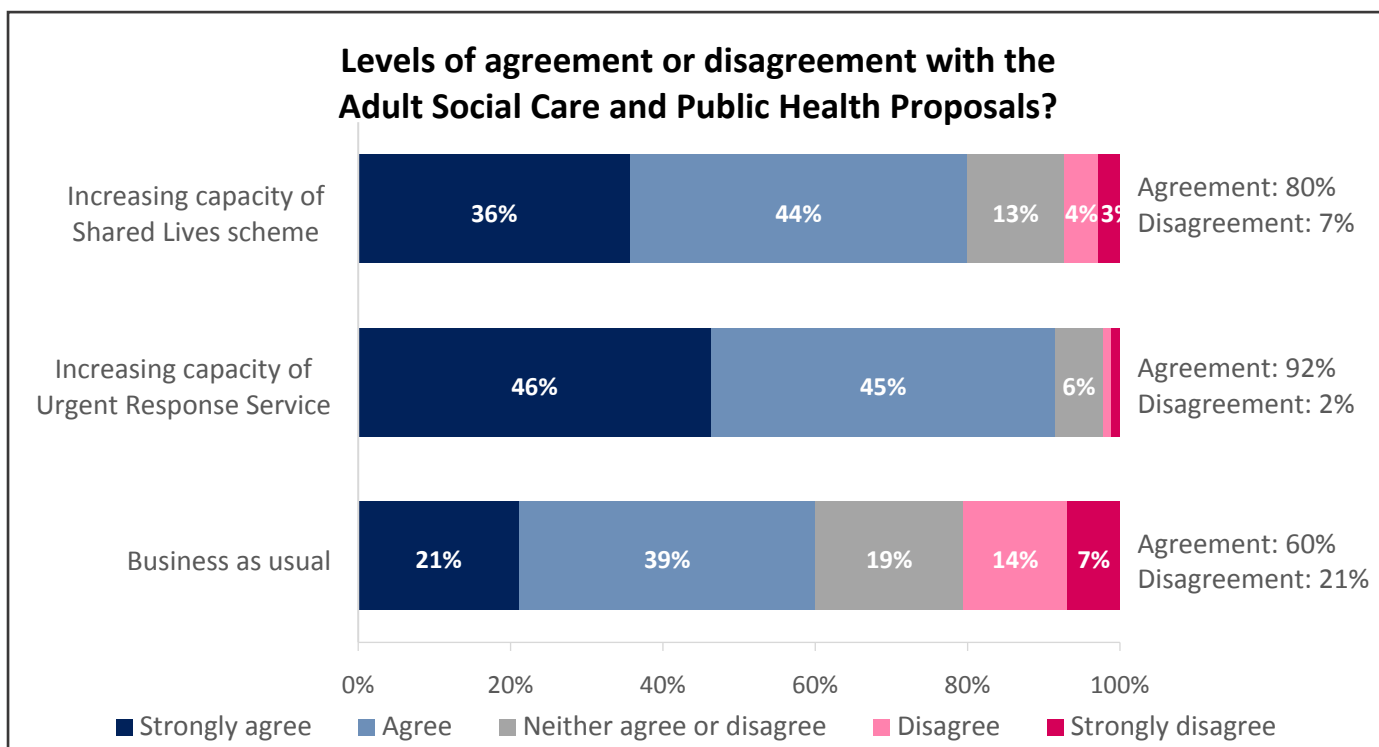


Figure 10

59. When asked about the proposal regarding increasing capacity of the Shared Lives Scheme, 80% of respondents agreed overall with the proposal. Of these respondents, 36% strongly agreed and 44% agreed. There were 13% of respondents that neither agreed nor disagreed with the proposal. The remaining 7% of respondents expressed disagreement (4% disagree, 3% strongly disagree).
60. A total of 92% of respondents agreed or strongly agreed with the proposal to increase capacity of the Urgent Response Service. This was broken down into 46% that strongly agreed and 45% that agreed. This was the highest level of agreement in the Adult Social Care and Public Health proposals. A further 6% of respondents neither agreed nor disagreed and the final 2% of respondents expressed disagreement with the proposal (1% disagree, 1% strongly disagree).
61. Respondents were asked for their feedback on a number of business as usual proposals which included: reducing staffing vacancies, reviewing structures and roles; reducing budgets for things like administration support, equipment, refreshments and parking; ensuring we are working as efficiently and effectively as possible, in line with our policies and procedures; reviewing our contracts with external providers; transferring responsibility for funding some health services to the NHS. Overall, 21% of respondents strongly agreed and 39% agreed with the proposals which totalled 60% of respondents overall. A further 19% of respondents neither agreed nor disagreed. The remaining 21% of respondents expressed disagreement with the proposals (14% disagree, 7% strongly disagree).
62. The next question asked respondents what impact they felt the implementation of the proposals might have on them, their family or community (Figure 11). Overall, 51% of respondents felt that there would be a positive impact if the proposals were implemented. Of this, 8% felt the impact would be very positive, 19% fairly positive,

and 24% slightly positive. Nearly one third of respondents (30%) felt that there would be no impact at all and 3% felt they did not know what the impact might be. A total of 17% of respondents felt there would be a negative impact as a result of the proposals of which 6% felt the impact would be slightly negative, 7% fairly negative and 4% very negative.

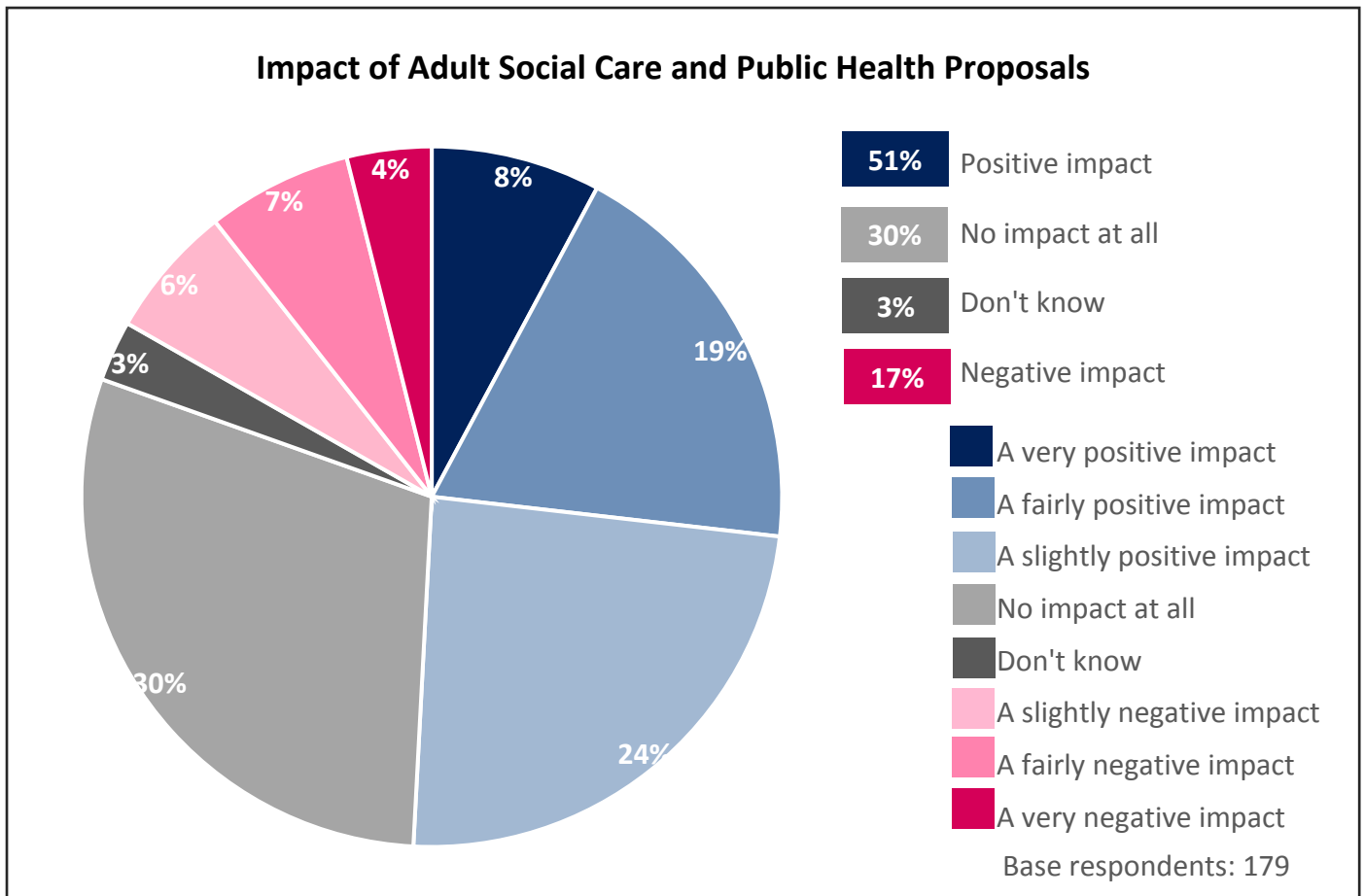


Figure 11

63. 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. Figure 12 shows the themes of comments regarding the adult social care and public health proposals and the number of respondents that raised this point. The report has also endeavoured to outline all the unique suggestions gathered as a part of the consultation and so the subsequent tables after provides the unique comments and suggestions associated with these themes of comment.

Adult Social Care and Public Health comment themes

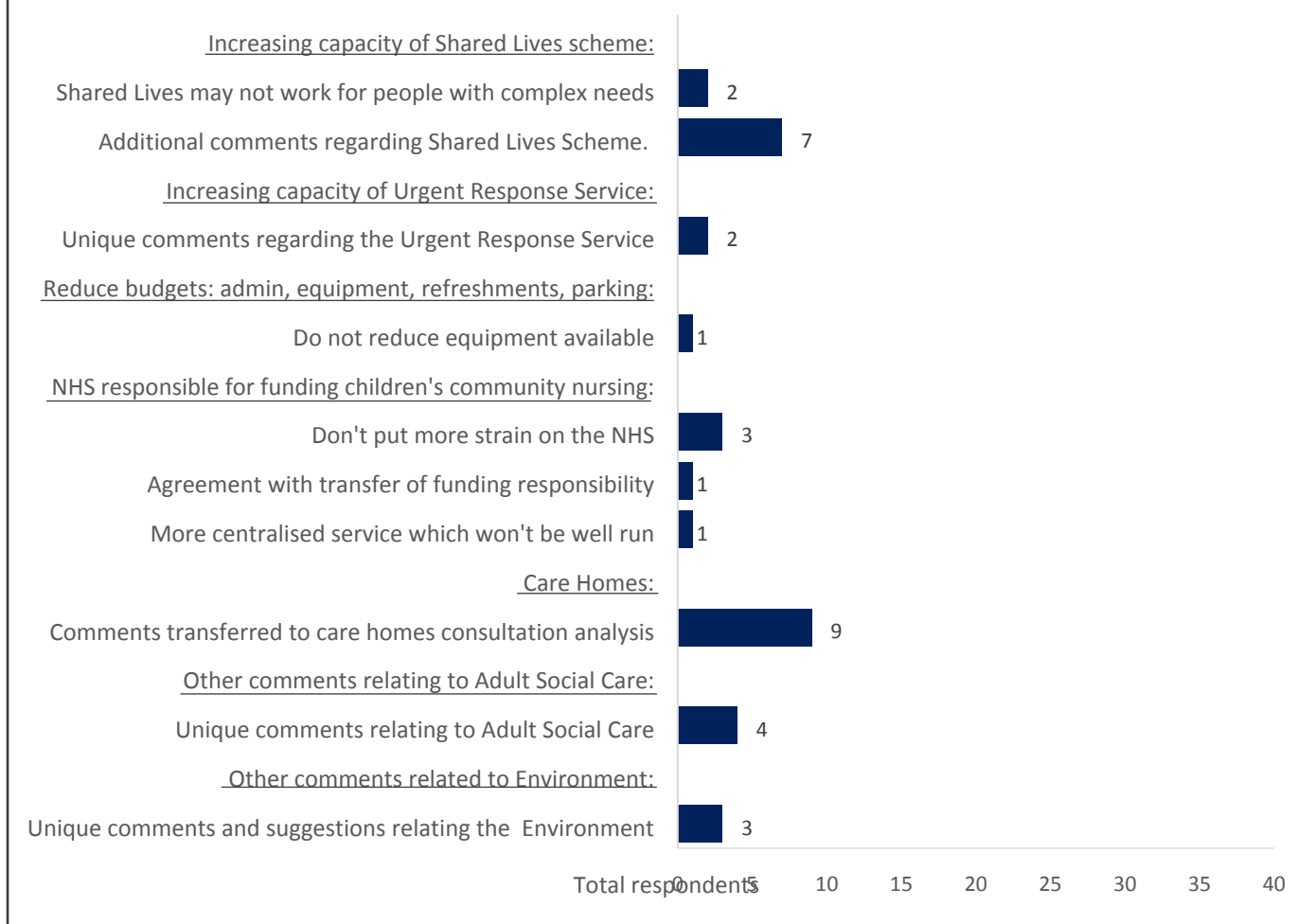


Figure 12

64. Unique comments and suggestions regarding the proposals for increasing the capacity of the Shared Lives Scheme:

Shared Lives may not work for people with complex needs	<i>Regarding shared lives, what is the scope for older people with dementia or those with complex needs such as hoisting?</i>
	<i>There are many who require long term care in a safe and secure unit, with professional and well trained staff.</i>
Additional unique comments and suggestions regarding Shared Lives Scheme.	<i>There are not enough Shared Lives carers</i>
	<i>Investing in home care, urgent response, and rehabilitation services is incredibly important long-term as ensuring that people remain healthy and independent for as long as possible is not only what people want, but it is cheaper!</i>
	<i>Concern that increasing the capacity of Shared Lives will results in less monitoring of these homes on a regular basis and the individual concerned are vulnerable and could be more able to be exploited.</i>
	<i>Carers spend little quality time in people's home, leaving those people isolated and lonely.</i>
	<i>The 'Shared Lives' scheme seems an attractive idea but it would need to be extremely well resourced to ensure that all parties accessed proper support and a 'safe' service.</i>

	<i>Concern that this cost-saving measure will result in clients receiving poorer quality care.</i>
	<i>Support the proposals</i>

65. Unique comments and suggestions regarding the proposals for increase the capacity of the Urgent Response Service:

Unique comments and suggestions regarding the Urgent Response Service	<i>Fast Response is not effective enough to warrant an increase in funds</i>
	<i>Support the proposals</i>

66. Unique comments and suggestions on transferring responsibility for funding health services such as children’s community nursing to the NHS:

Don't put more strain on the NHS	<i>The NHS is under horrendous financial strain, so placing further strain on an already burdened public resource will result in a negative impact on the community you supposedly service</i>
Moving health services to the NHS puts funding over to a more centralised service which won't be well run	<i>Moving some health services to the NHS just puts the funding over to a more centralised service that is given inordinate amounts of money by national politicians.</i>

67. Other unique comments and suggestions relating to Adult Social Care generally:

Unique comments and suggestions relating to Adult Social Care	<i>Pressure needs to be put on central government to put a vote to public about increase taxes for beneficial funding for social care</i>
	<i>I request ICU to check calculations and market feasibility of outsourcing</i>
	<i>Greater focus on face to face actions would be a beneficial improvement</i>
	<i>Good timely access to Occupational Therapists and other professionals would be very helpful.</i>
	<i>There is far too little advice and guidance to enable families to do longer term planning to prevent rather than mitigate risk (e.g. preventing falls, home adjustments for safety and functionality)</i>

68. Other unique comments and suggestions regarding health and the environment generally:

Unique comments and suggestions relating the Environment	<i>The council should be making use of their roof space to fit solar panels which would save the council money and help the environment</i>
	<i>Tackle pollution caused by ships</i>
	<i>More tree planting is needed in the city</i>

People in Southampton Lead Safe, Healthy, Independent Lives: Housing

69. Respondents were asked to what extent they agreed or disagreed with the individual proposals for Housing. The results of this are shown within figure 13 below.

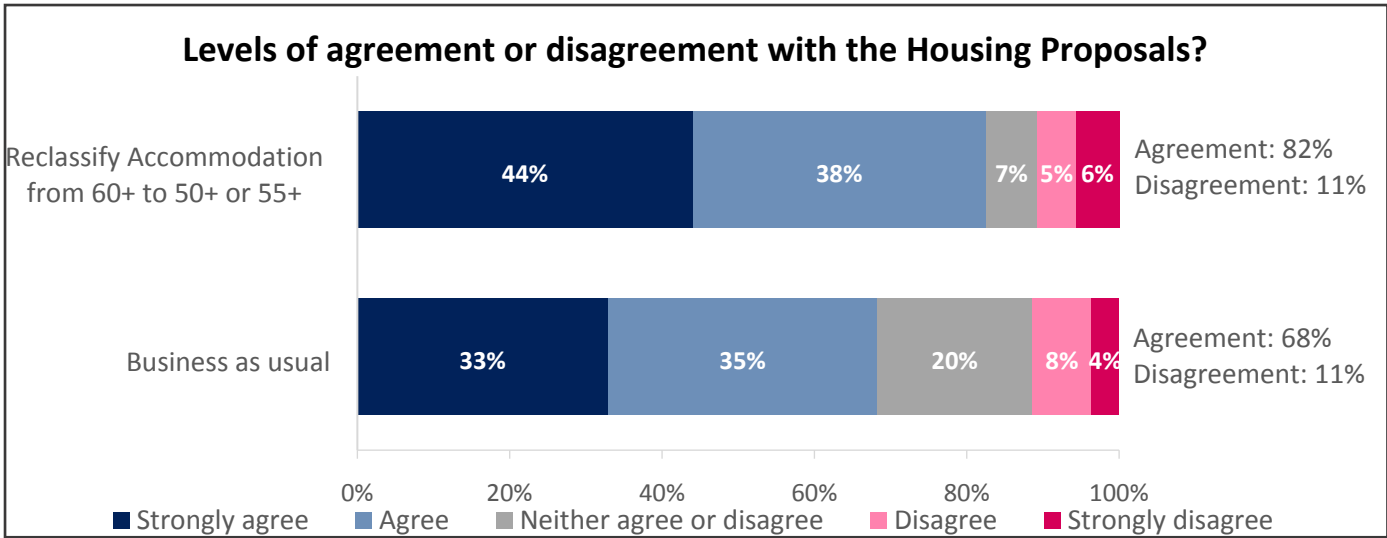


Figure 13

70. When asked what respondents thought about the proposal to reclassify accommodation from 60+ to 50+ or 55+, a total of 82% of respondents expressed agreement. This comprised 44% of respondents that strongly agreed and 38% of respondents that agreed. A further 7% of respondents neither agreed nor disagreed. There were 11% of respondents that expressed disagreement with the proposal (5% disagree, 6% strongly disagree).
71. Respondents were then asked their thoughts on a couple of Business as usual proposals. These included: reviewing internal recharges and making sure we are working as efficiently as possible. Overall, 68% of respondents expressed agreement and 11% of respondents expressed disagreement. Of this 33% strongly agreed, 35% agreed, 8% disagreed and 4% strongly disagreed. The remaining 20% of respondents neither agreed nor disagreed with the proposals.
72. Figure 14 shows what impact respondents thought that the housing proposals may have on them, their family or community if they were implemented. A total of 55% of respondents felt that there would be a positive impact as a result of the proposals. Of this, 14% felt there would be a very positive impact, 19% a fairly positive impact and 22% a slightly positive impact. A further 33% of respondents felt there would be no impact at all and 2% were unsure and did not know what the impact would be. The remaining 10% of respondents felt that the impact would be negative. Of this 4% felt the impact would be slightly negative, 4% fairly negative, and 2% very negative.

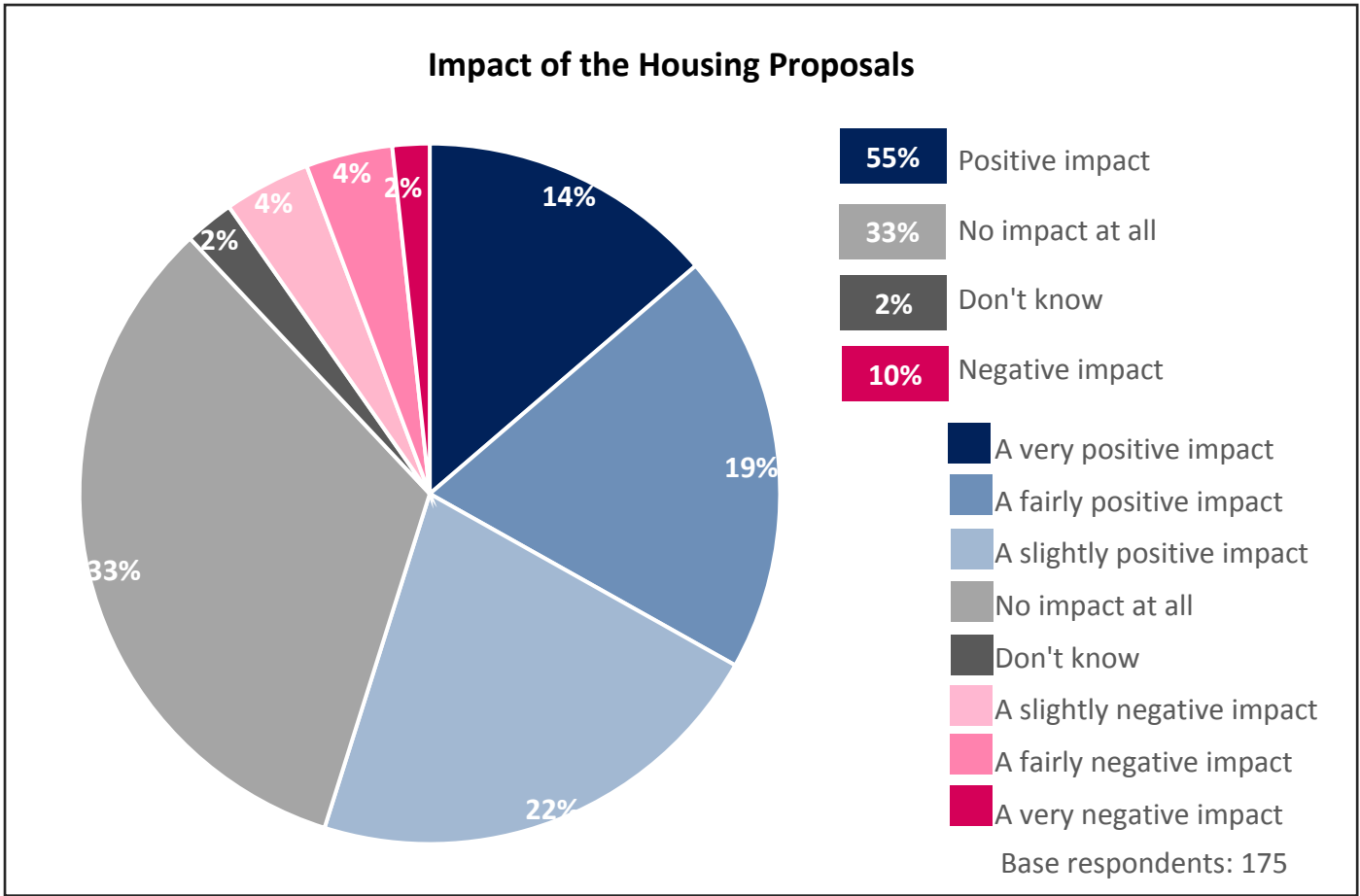


Figure 14

73. 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. The following figure (15) shows the themes of comments regarding the housing proposals and the number of respondents that raised this point. The report has also endeavoured to outline all the unique suggestions gathered as a part of the consultation and so the subsequent tables after provides the unique comments and suggestions associated with these themes of comment.

Housing comment themes

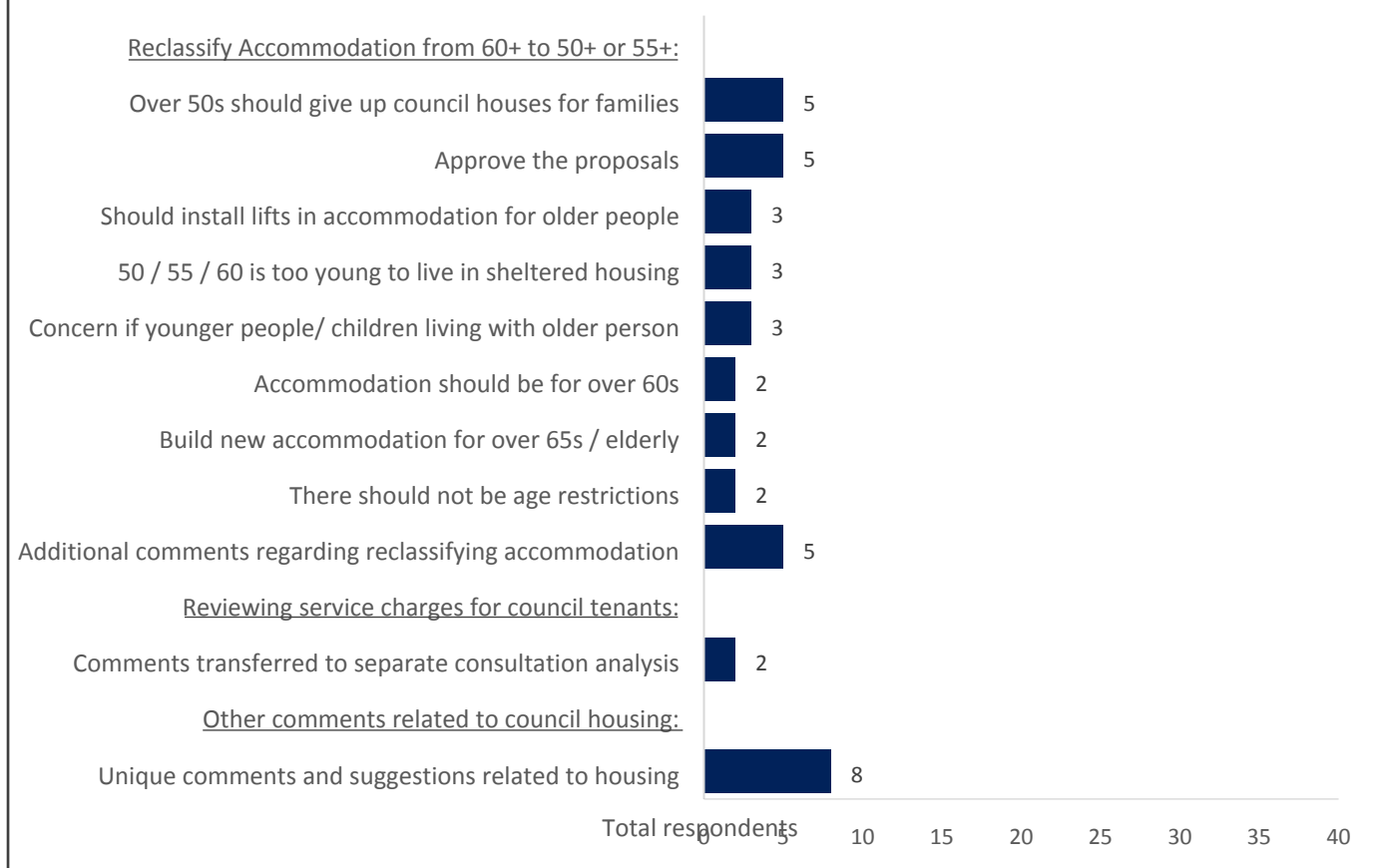


Figure 15

74. Unique comments and suggestions regarding the proposals to reclassify accommodation from 60+ to 50+ or 55+:

Over 50s in council property should give up houses for families	<i>Encourage elderly council residents who live in properties with additional bedrooms to downsize to free up houses for families who need them</i>
	<i>The young families with an additional bedroom are penalised with the "bedroom tax" so should the elderly</i>
	<i>Should be given incentives to give up houses for families</i>
Approve the proposals	<i>Reclassification is a sensible idea</i>
	<i>I would prefer to live in a city that addressed its housing shortage</i>
	<i>If it was changed to 50+ or 55+ as long as there were no children it should be fine</i>
	<i>Accommodation should be for over 55s</i>
50 / 55 / 60 is too young to live in sheltered housing	<i>50 year olds lifestyles are very different from say 75 - 80</i>
	<i>Unless there is an illness or disability, 50/55/60 year olds do not need this benefit.</i>
	<i>These groups should stay as close as possible i.e. 65 years</i>
Concern over process if younger people or children also living with older person	<i>Younger people living with elderly relatives would be asked to move out</i>
	<i>There may be children living in the elderly accommodation</i>
Build new accommodation for over 65s / elderly	<i>If the accommodation above the ground floor is not suitable for over 60s, can it be sold off and more suitable accommodation built for over 65s</i>

	<i>There is a need for appropriate supported housing for our elderly to ensure they do not end stuck in hospital beds</i>
Additional unique comments and suggestions regarding reclassifying accommodation	<i>The city needs more flats</i>
	<i>Families should be consulted as to plans to close / move elderly accommodation</i>
	<i>The proposal may result in sheltered flats being suitable for Right to Buy scheme</i>
	<i>Sheltered housing is often more expensive than other council accommodation</i>
	<i>Any reduction in restrictions on class of use for homes in council control is a move towards a more liberalised market which is a good thing</i>
	<i>Housing should be available to meet peoples changing needs</i>

75. Additional comments and suggestions related to council housing:

Other unique comments and suggestions related to council housing	<i>People shouldn't be able to stay in council property when their circumstances change</i>
	<i>Rent for single tenants is expensive</i>
	<i>Disabled people should have access to ground floor flats</i>
	<i>Recover the money owed in unpaid rent to support social housing needs</i>
	<i>Any social importance of selling council owned premises that trade at low rent?</i>
	<i>Remove the exemption for additional bedroom from Housing benefit claims for those of pension age</i>
	<i>Make sure CCTVs and sprinklers that can work for a whole building are installed</i>

Strong and Sustainable Economic Growth

76. Respondents were asked to what extent they agreed or disagreed with the individual proposals for strong and sustainable economic growth. The results of this are shown within figure 16 below.

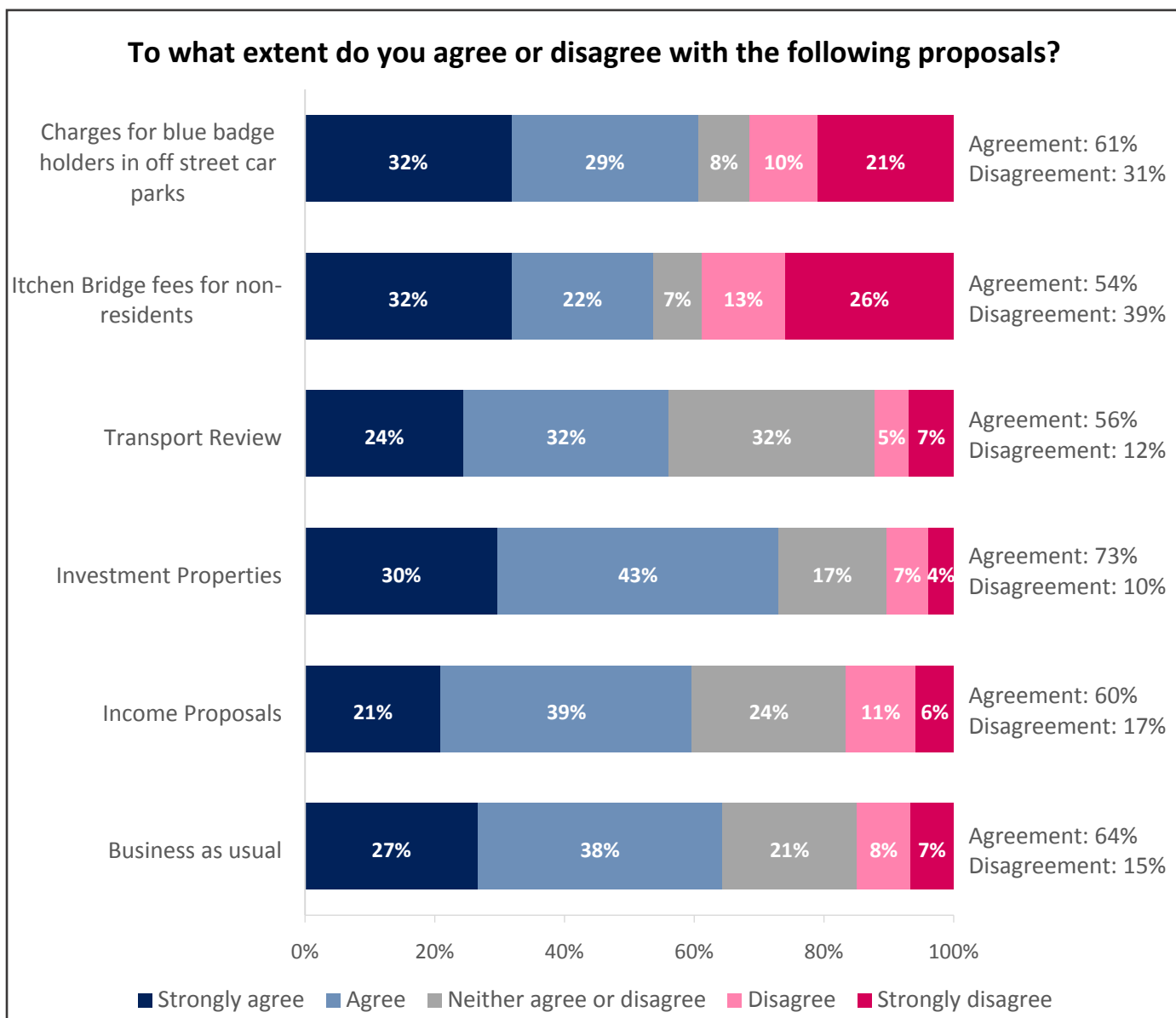


Figure 16

77. Respondents were first asked about the proposed charges for blue badge holders in off street car parks. Overall, 61% of respondents either agreed or strongly agreed with the proposal. Of this, 32% strongly agreed and 29% agreed. There were a further 8% of respondents that neither agreed nor disagreed. The remaining 31% of respondents expressed disagreement with the proposed charges of which 10% disagreed and 21% strongly disagreed.

78. Secondly respondents were asked about Itchen Bridge fees for non-residents. A total of 54% of respondents expressed agreement with the proposal and 39% expressed disagreement with the proposal. Of this, 32% strongly agreed, 22% agreed, 13% disagreed and 26% strongly disagreed. This was the highest level of disagreement of the strong and sustainable economic growth proposals. The remaining 7% of respondents neither agreed nor disagreed with the proposals.

79. Respondents were asked about a proposals to undertake a strategic view of transport the council provides or subsidises across the city. A total of 24% of respondents strongly agreed with the proposal and 32% agreed which totalled 56% of respondents expressing a level of agreement. Nearly a third (32%) of respondents neither agreed nor disagreed with undertaking a transport review. Overall, 12% of respondents expressed disagreement with the proposal of which 5% disagreed and 7% strongly disagreed.
80. When asked about the proposals for investment properties, a total of 73% of respondents either agreed (43%) or strongly agreed (30%) with the proposals. This was the highest level of agreement for all the strong and sustainable economic growth proposals. A further 17% of respondents neither agreed nor disagreed with the proposals and the remaining 10% expressed disagreement (7% disagree, 4% strongly disagree).
81. As part of the strong and sustainable economic growth proposals, a couple of income generating activities were proposed. These included increasing the amount that is charged for pre-planning application advice and investigating opportunities to join up property services with other local authorities. A total 21% of respondents strongly agreed and 39% agreed which represented a total of 60% of respondents that expressed agreement with the proposals. Overall, 17% of respondents expressed disagreement with the proposals of which 11% disagreed and 6% strongly disagreed. The remaining 24% of respondents neither agreed nor disagreed.
82. Lastly respondents were asked about a collection of business as usual proposals for strong and sustainable economic growth. These included: investing in parking enforcement activity to increase compliance, which may increase income generated; reviewing contracts to ensure they are value for money; reviewing the council's offices and service properties to ensure they are being used in the most efficient way and joining up some teams to remove duplication and make sure the council is working as efficiently as possible. Overall, 64% of respondents expressed agreement with these proposals. Of this, 27% strongly agreed and 38% agreed. A further 21% of respondents neither agreed nor disagreed and then the remaining 15% of respondents expressed disagreement (8% disagreed, 7% strongly disagreed).
83. Figure 17 shows the impact that respondents felt that the proposals for strong and sustainable economic growth would have on them, their family or community. A total of 34% of respondents felt that the impact would be positive. Of this, 5% felt the impact would be very positive, 13% fairly positive and 16% slightly positive. A total of 47% of respondents felt that the implementation of the proposals would have an overall negative impact. 15% of respondents felt this impact would be slightly negative, 15% fairly negative and 17% very negative. A further 16% of respondents felt there would be no impact at all and the remaining 3% of respondents did not know what the impact would be.

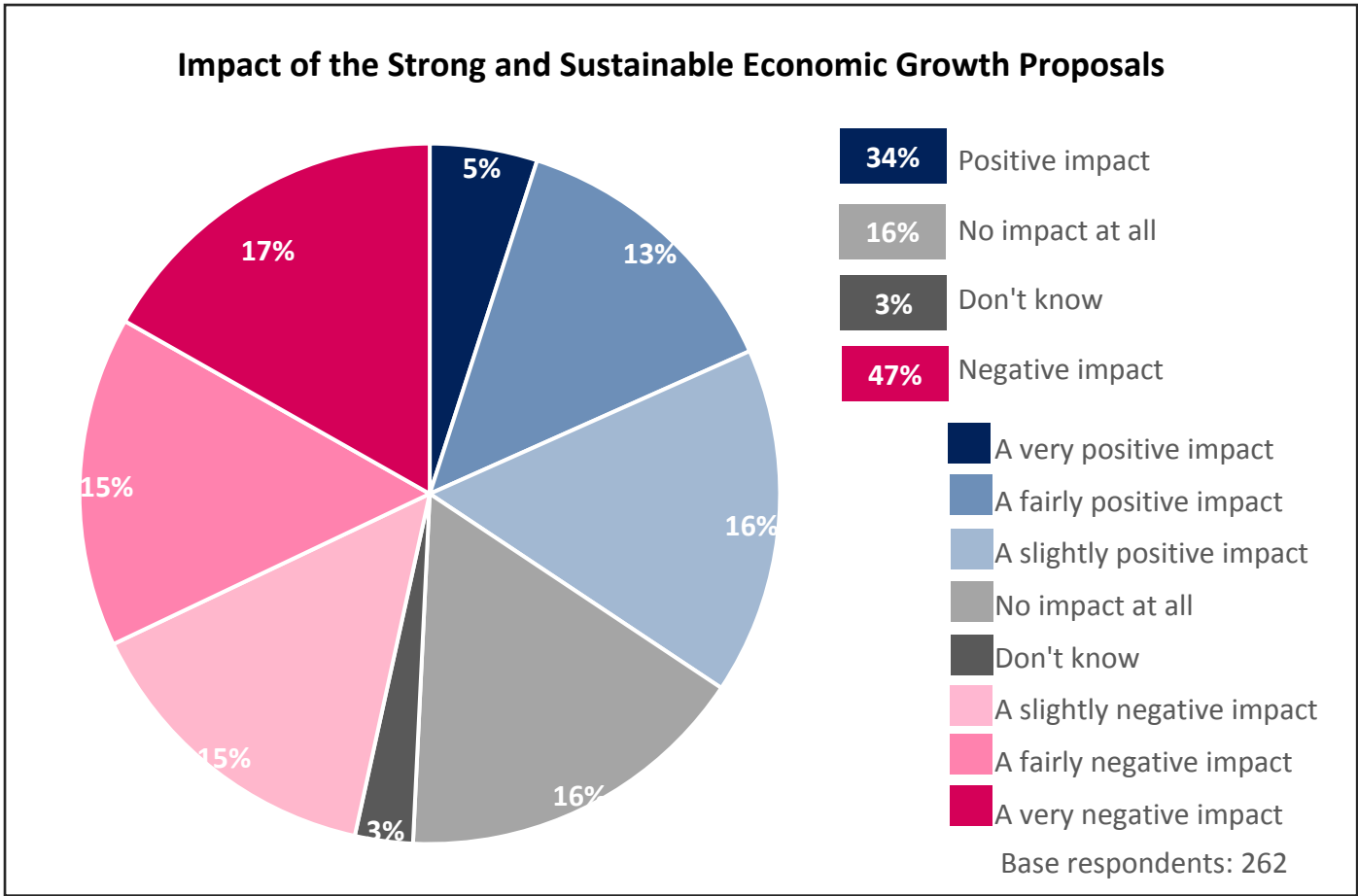
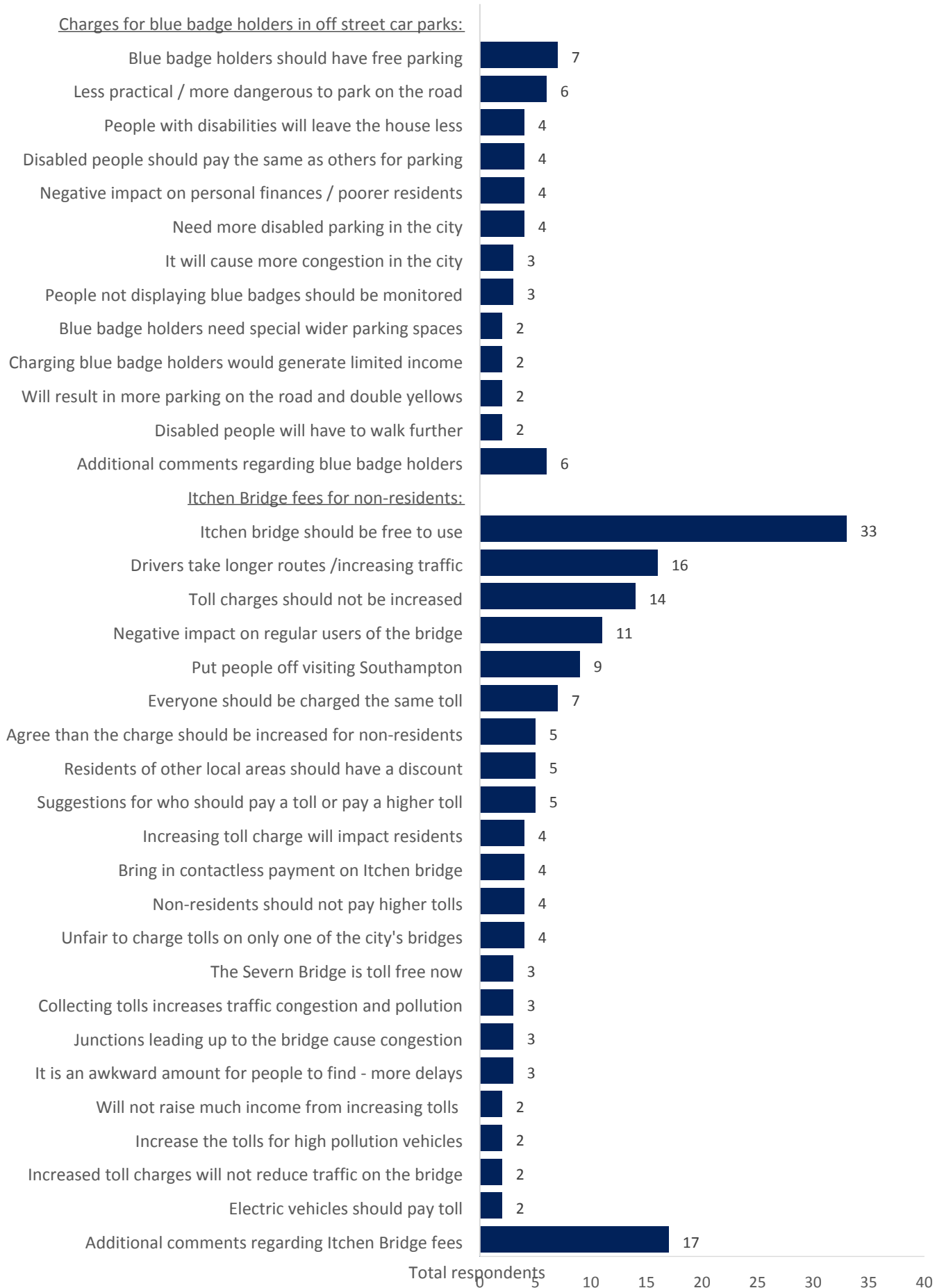


Figure 17

84. 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. Figure 18, which is displayed across two pages, shows the themes of comments regarding the strong and sustainable economic growth proposals and the number of respondents that raised this point. The report has also endeavoured to outline all the unique suggestions gathered as a part of the consultation and so the subsequent tables after provides the unique comments and suggestions associated with these themes of comment.

Strong and sustainable economic growth themes



Strong and sustainable economic growth themes continued.

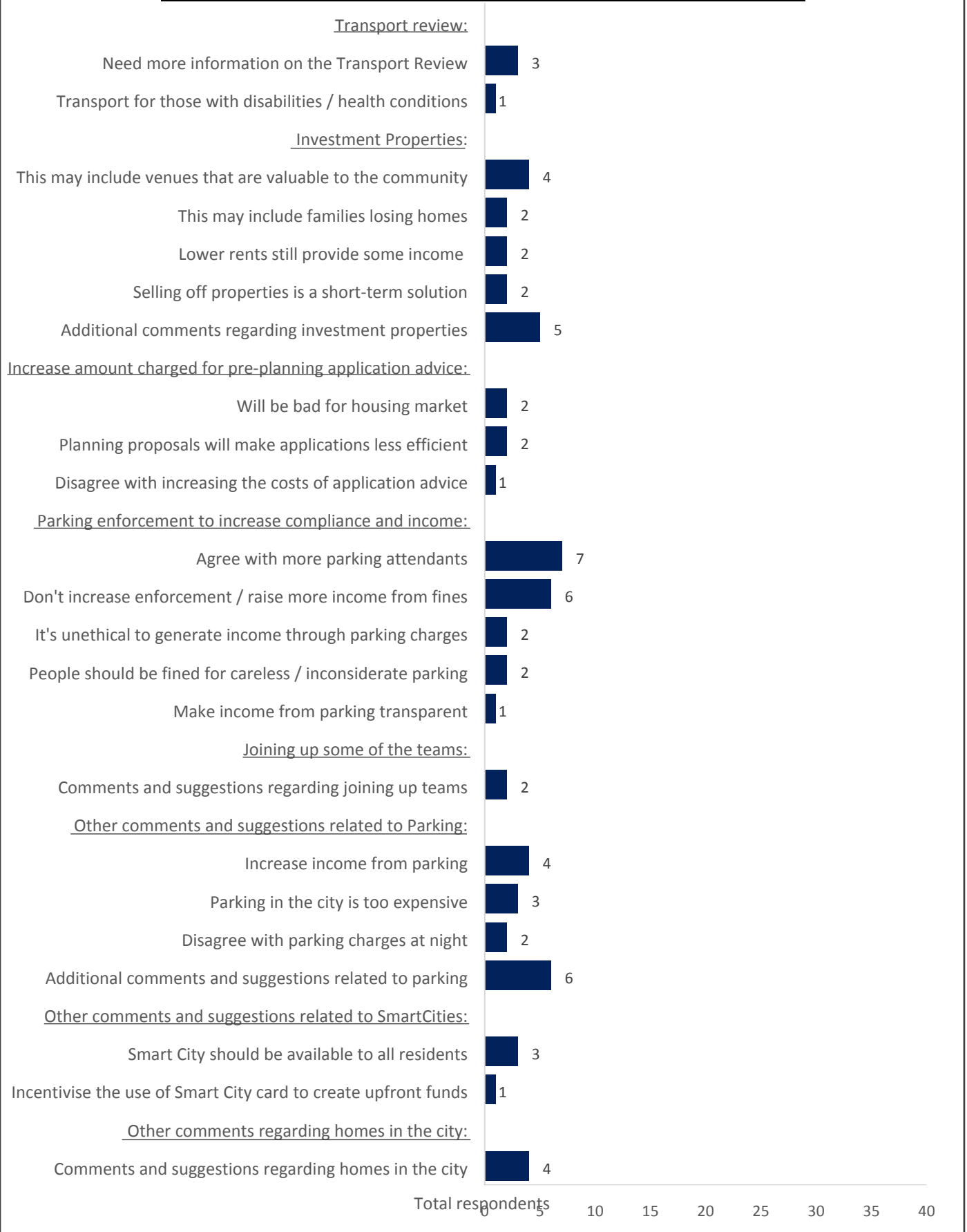


Figure 18

85. Unique comments and suggestions regarding charges for blue badge holders in off street car parks:

Blue badge holders should have free parking	<i>Strongly disagree with charging blue badge holders. Don't 'tax' disability</i>
	<i>Charges for blue badge holders in off street car parks is abhorrent and the idea of it should not even be considered</i>
	<i>Charging disabled people, who already have several complications in their life would be unfair and disgraceful. Providing free parking makes it look like our community cares</i>
Less practical / more dangerous for blue badge holder to park on the road	<i>Wary of displacing blue badge vehicles from car parks to highway</i>
	<i>Blue badge holders can often not park in other areas as they need to have spaces where they can get a wheelchair out and safely transfer across and off street parking has the space for this</i>
People with disabilities will leave the house less	<i>It will increase the risk of isolation as they won't be able to pay parking fees</i>
	<i>It will reduce their desire to go out and live normal lives</i>
	<i>Will put some off going out to places</i>
Disabled people should pay the same as others for parking	<i>I agree with charging for parking for blue badges as these people get additional funding from the government that can be put towards parking even on the roads</i>
	<i>I agree disabled people should be able to park closer but should also have to pay parking the same as everyone else</i>
Negative impact on personal finances and penalise poorer residents	<i>Removing free parking for those who have a blue badge is a very bad idea, those who are already having reductions to their PIP and other benefits so are on a limited income you are trying to make it harder for them to access community and support by charging</i>
	<i>Disabled people also tend to be near the poverty line and an essential tax on using disabled spaces in car parks is overall unfair</i>
	<i>Charging blue badge holders will affect their financial status</i>
Changing blue badge parking will cause more congestion in the city	<i>You will increase the amount of cars with blue badge holders that will start to park on the road and then this will cause road traffic problems</i>
	<i>Blue badge free parking removal we mean more parking on yellow lines causing more congestion</i>
People not displaying blue badges should be monitored more closely	<i>Lots of non-badge holders always park in the bays reserved for disabled people</i>
	<i>Drivers not displaying a blue badge should be heavily fined and this should be monitored more closely</i>
Will result in more parking on the road and double yellows	<i>Will push more to park on street and not necessarily in designated bays, therefore increasing the likelihood of dangerous parking situations.</i>
	<i>Charging disabled users in car parks will mean less on road spaces and more people parking in double yellows</i>
Disabled people will have to walk further as a result of the changes	<i>I can only walk very short distances and have to move my car around the city to access the various shops</i>
Additional unique comments and suggestions regarding charges for blue badge holders	<i>It will cause more challenges and therefore more work for the parking team.</i>
	<i>But we don't believe that charging Disabled People (Blue Badge holders) and non-Disabled People the same is "equal".</i>

	<i>To charge Disabled People (Blue Badge holders) the same as non Disabled People is discriminatory because many Blue Badge holders usually take a lot longer to do their shopping and this includes unloading / loading their wheelchairs from their vehicles and therefore end up paying more to park. If Councillors vote in introducing these charges, the city council could face legal action taken against them under the Equality Act 2010.</i>
	<i>Blue badge holders taking up spaces for free will reduce the amount of potential income</i>
	<i>Number of blue badge holders is set to increase in 2019</i>
	<i>It will be too expensive for disabled people to visit the city (so they will go elsewhere)</i>
	<i>Disabled parking spaces are mis-used</i>

86. Unique comments and suggestions regarding Itchen Bridge fees for non-residents:

Itchen bridge should be free to use	<i>The itchen bridge was supposed to be free after it had paid for itself</i>
	<i>The people of Southampton were told that the fees would be stopped after one year - and that was in 1978</i>
	<i>Spend this income on improving the bridge and making it safer, or do not charge at all</i>
	<i>I assume maintenance for the Northam Bridge and Cobden Bridge are recovered through the rates. Why cannot the maintenance costs for the Itchen Bridge be treated likewise?</i>
	<i>Make the itchen bridge free for residents</i>
	<i>Make the itchen bridge free for residents of Woolston</i>
	<i>Removing toll charges will reduce pollution as people will not need to drive out of their way to avoid a charge</i>
Itchen bridge toll increases traffic / pollution as drivers take longer routes	<i>This will increase traffic using Northam Bridge</i>
	<i>Increasing the Itchen Bridge toll charge will encourage people to use already heavily alternative congested routes</i>
Toll charges should not be increased	<i>Please do not increase the Itchen bridge charges.</i>
	<i>Residents are paying more for the bridge but the bridge and its safety has not been improved since it opened</i>
Negative impact on those working in the city and regular users of the bridge	<i>It doesn't seem fair for frequent travellers across the bridge</i>
	<i>As a resident of Netley Abbey, I am being penalised for travelling into Southampton to work</i>
	<i>Increased fees for regular commuters will cause hardship for many</i>
	<i>Do not penalise me for having a business in the city by taxing extra for my commercial van</i>
	<i>Increasing Itchen Bridge tolls for residents of Eastleigh borough will cause hardship to many commuters, especially those who work in the public sector</i>
Put people off visiting Southampton	<i>Travel elsewhere instead.</i>
Everyone should be charged the same toll	<i>Residents of the Hamble peninsula should be charged the same as Southampton City residents to use the bridge</i>
	<i>Maybe charging every vehicle that uses the Itchen bridge would be a fairer system</i>

	<i>It should be a fair increase across the board, if any at all.</i>
	<i>I think that the toll should be a standard 30p regardless of time of day and obviously a reasonable amount for larger vehicles.</i>
Agree than the charge should be increased for non-residents	<i>Increase non resident charges to higher than 20p (50p or £1)</i>
	<i>Great idea for non-residents to pay more</i>
	<i>Toll idea is good as it will deter people who use the city as a shortcut</i>
Additional suggestions for who should pay a toll or pay a higher toll	<i>Increase the charging amounts for lorries instead</i>
	<i>Bus companies, coach companies and other vehicles that can use the slip road should have to pay to use the bridge if the residents and others are made to pay</i>
	<i>nominal charge for bikes and cyclists would also help</i>
	<i>Residents should pay higher tolls than non-residents as they have more options for getting into the city</i>
	<i>Blue Badge holders should pay a toll to use the Itchen Bridge</i>
Increasing toll charge will impact residents	<i>Increasing the bridge toll will impact thousands of families who have already been paying the toll for several years</i>
	<i>Itchen Bridge toll is expensive already, to raise it again is a betrayal of residents</i>
Bring in contactless payment on Itchen bridge	<i>The fact you can't pay with contactless is an embarrassment</i>
	<i>It would be better to provide contactless payments, that would stop issues with lack of change or coins not being recognised</i>
Non-residents should not pay higher tolls	<i>Insulting to the people who travel in to work in the local Southampton economy.</i>
	<i>Absolute joke that non-residents pay extra for the bridge.</i>
Unfair to charge tolls on only one of the city's bridges	<i>Charging Itchen and Northam bridges would mean that one rate of 50p could be charged</i>
	<i>Other bridges in Southampton do not cost to cross</i>
Junctions leading up to the bridge cause congestion	<i>Since the change of traffic light sequences and the roundabout removed from central bridge side of the Itchen bridge, traffic is built up and congested every day during rush hour times</i>
	<i>If you changed the traffic lights at the western end for roundabouts you would alleviate congestion and encourage business on both sides</i>
	<i>Users of the bridge already experience significant delays</i>
Will not raise much income from increasing tolls	<i>Costs may outweigh new income</i>
Increase the tolls for high pollution vehicles	<i>Charges could be on a sliding scale depending on the emissions of the vehicle</i>
	<i>Increasing fees further on the itchen bridge for higher polluting vehicles and introducing a hybrid discount</i>
Electric vehicles should pay toll	<i>They increase wear and tear on the bridge</i>
Additional unique comments and suggestions regarding Itchen Bridge fees	<i>In announcing the proposed increases it might have helped if the value of the £ in 1977 and its equivalent value 40 years later ie £5.49 was mentioned. The toll in real terms has been reducing.</i>
	<i>The council introduced toll payment machines that do not give change and already profit vastly from when people don't have correct change.</i>
	<i>Wasted millions on the lights going over the bridge.</i>
	<i>Offer a discount rate between midnight and six am for smartcard owners</i>

	<i>If this money was used in the immediate areas surrounding the bridge which would be most users of the bridge then it could be worthwhile.</i>
	<i>Many people claim back toll bridge toll so it's counter productive</i>
	<i>Put toll prices up to match the cost of public transport</i>
	<i>Not enough staff on toll bridge</i>
	<i>Repair and maintenance of Itchen bridge should be paid for by the road fund license</i>
	<i>The car-park next to the toll booths should be re-opened</i>
	<i>Not clear whether income generated from tolls covers maintenance costs</i>
	<i>Bridge should be made safer (eg higher barriers to stop people jumping)</i>
	<i>Should not increase tolls for commercial vehicles</i>
	<i>Tolls should be fair (eg lower fees for regular users)</i>
	<i>Number-plate recognition would help reduce delays on the bridge</i>
	<i>It is incorrect to say that there have been no toll increases</i>

87. Unique comments and suggestions regarding the Transport Review:

Need more information on the Transport Review before commenting	<i>Greatly interested in the transport review but unable to comment on this further until we are able to view a more detailed proposal</i>
	<i>To ask what we think of 'Transport Review' with no detail whatsoever is verging on the ridiculous</i>

88. Unique comments and suggestions regarding the Investment Properties proposals:

This may include venues that are valuable to the community	<i>Southampton is a better place because it isn't all chains and there are still independent places to go</i>
	<i>Some of the investment properties which may not generate much income are valuable community spaces</i>
	<i>Monty's Community Hub occupies one of these units, in Montague Avenue in Sholing. It provides invaluable support to its community, and is a real focal point for community cohesion</i>
This may include families losing homes	<i>This is wrong! You will be putting small businesses out of business. This could lead to entire family's being on the street</i>
	<i>The inevitable rent hikes a commercial landlord would make on these units would likely lead to evictions</i>
Lower rents still provide some income	<i>This is a short term solution, I would look to repurpose the units/building even at a low income.</i>
	<i>Giving them a lower rent means they can afford to stay open some revenue is better than none</i>
Selling off properties is a short-term solution	<i>I disagree with the selling off - this is a short term solution</i>
	<i>While these properties may make less that is required it is important to not be short-sighted in their disposal as has been the case in previous national governments</i>
Additional unique comments and suggestions regarding investment properties	<i>Generating income from buildings is a good idea</i>
	<i>The city's heritage should not be sold off</i>
	<i>This may include small businesses going out of business</i>

	<i>The Council should look in detail at reasons why property was originally acquired before disposing of it</i>
	<i>Perhaps some properties should be offered to community groups under Community Asset Transfer and Community Right to Bid if they meet the relevant criteria.</i>
	<i>Keep as many investment properties as possible</i>

89. Unique comments and suggestions regarding the proposal to increase the amount charged for pre-planning application advice:

Increasing fees for pre-planning application advice will be bad for housing market	<i>Do not increase fees for planning permission advice. We have a national housing market problem, so we need to liberalise the market and get things moving again, not increase costs for small developers and extensions</i>
	<i>Increasing planning application costs would discourage new developments and housing which will increase the housing shortage and discourage private sector investment in making the city a nice place to live.</i>
Planning proposals will make applications less efficient	<i>I disagree with the pre-Planning proposal, as access to this service can improve the quality of applications and reduce contention, hence making the Planning process more efficient</i>
	<i>Free up planning rules to promote housing redevelopment and regeneration.</i>

90. Unique comments and suggestions regarding investing in parking enforcement activity to increase compliance, which may increase income generated:

Agree with more parking attendants	<i>I strongly agree with introducing more parking enforcement</i>
	<i>Enforce misuse of disabled parking spaces</i>
	<i>With the amount of bad parking around the city, there's certainly money to be made in enforcement</i>
	<i>Increase the number of traffic wardens in the city ensuring that all areas of the city are covered by wardens</i>
Don't increase parking enforcement / seek to raise more income through fines	<i>I'm certain a slight increase of council tax and losing the salaries of parking attendants could achieve net gains with a generally more cheerful public</i>
	<i>Generating income by paying more traffic wardens so you can generate more fines seems like a pretty desperate state of affairs</i>
	<i>Extra parking officers will be a waste of money</i>
	<i>Not needed in City Centre where wardens are always spotted being industrious</i>
It's unethical to generate income through parking charges	<i>Be careful about the "reasons" when talking about "income" from car parking charges. The RTRA 1984 is very clear about what a Council can and cannot do in terms of generating a surplus.</i>
People should be fined for careless / inconsiderate parking	<i>In the residential areas please consider introducing traffic warden enforcement of cars and vans parking on pavements, in front of schools and generally causing a danger and nuisance to others</i>
	<i>We should be looking at people parking their cars that overhang the pavement a fine</i>

Make income from parking transparent	<i>Make any profits on speed traps / meter parking/ and parking tickets easily accessed</i>
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91. Unique comments and suggestions regarding joining up some teams to remove duplication and make sure we are working as efficiently as possible:

Comments and suggestions regarding joining up teams	<i>Teams should not be joined up</i>
	<i>Joining up teams should have already been done</i>

92. Additional comments and suggestions related to parking generally:

Increase income from parking	<i>Could raise income by re-opening the Toys R Us car park</i>
	<i>Introduce electric vehicle parking / charging spaces (for a higher fee)</i>
	<i>Charge more for parking</i>
	<i>Increase parking charges for owners of houses in multiple occupation / businesses</i>
Parking in the city is too expensive	<i>Cheaper parking will bring in more visitors to the city</i>
Additional unique comments and suggestions related to parking	<i>More parking should be available in the city centre</i>
	<i>Increased on-road parking will cause more pollution as people look for spaces</i>
	<i>There is no investment in city centre parking</i>
	<i>Offer electric car owners free parking</i>
	<i>Money can be saved by limiting parking restrictions</i>
	<i>Car users who are exempt from road tax should continue to have free parking</i>

93. Additional comments and suggestions related to SmartCities generally:

Smart City should be available to all residents	<i>Smart cities cards aren't available to all postcodes in Southampton only particular ones which is unfair</i>
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94. Additional comments and suggestions regarding homes in the city generally:

Other comments and suggestions regarding homes in the city	<i>Less spend on student housing</i>
	<i>Replace council estates with better quality accommodation</i>
	<i>Turn the non-profitable shops into homes</i>
	<i>This may raise house prices</i>

Attractive and modern city where people are proud to live and work

95. Respondents were asked to what extent they agreed or disagreed with the individual proposals for an attractive and modern city where people are proud to live and work. The results of this are shown within figure 19 below.

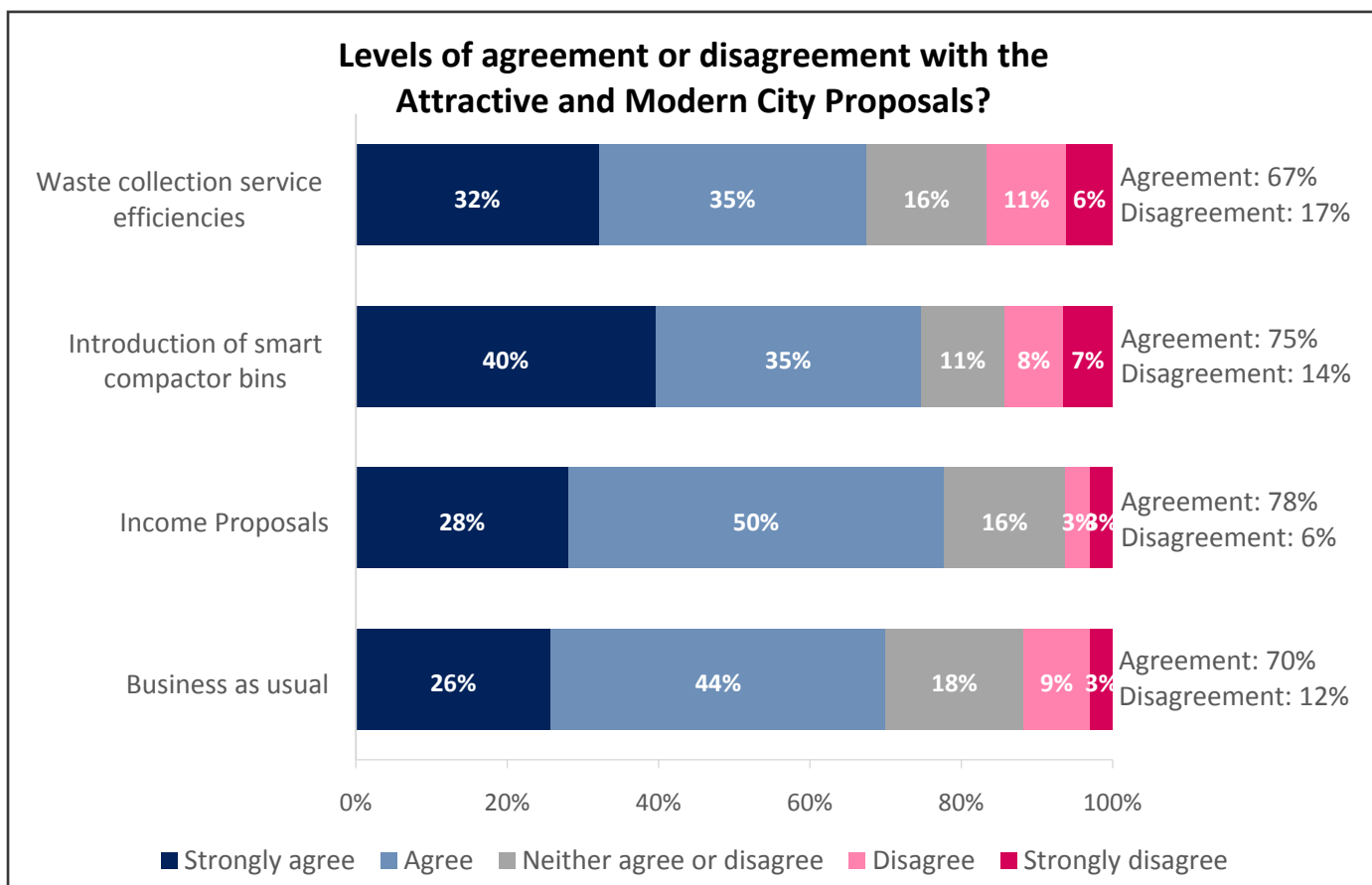


Figure 19

96. Firstly respondents were asked for their thoughts on the proposal for waste collection service efficiencies. A total of 32% of respondents strongly agreed with the proposal and 35% agreed which meant 67% of respondents expressed a level of agreement. 16% of respondents neither agreed nor disagreed with the proposal. The remaining 17% of respondents expressed a level of disagreement with the proposal of which 11% disagreed and 6% strongly disagreed.

97. The second proposal was to introduce smart compactor bins. Three quarters (75%) of respondents either agreed or strongly agreed with this proposal with 35% of respondents selecting agree and 40% selecting strongly agree. A further 11% of respondents selected neither agree or disagree. The remaining 14% of respondents expressed disagreement with the proposals of which 8% disagreed and 7% strongly disagreed.

98. There were three income proposals as part of the attractive and modern city proposals. These were: increasing the number of ceremonies carried out at Westgate Hall and re-opening the Mayor's Parlour in the Civic Centre as a marriage venue; increasing income from regional national trading standards work; and reviewing and increasing fees and charges. Overall, 78% of respondents agreed or strongly agreed with these proposals which was the highest level of agreement in this section. Of this 28% strongly agreed and 50% agreed. There were 6% of respondents that expressed disagreement with the proposals of which 3% disagreed and 3% strongly disagreed. A further 16% of respondents neither agreed nor disagreed with the proposals.

99. Lastly respondents were asked about a number of business as usual proposals for the attractive and modern city proposals. These included: identifying more suitable and cheaper sites for bin storage and heritage collections; further developing Emergency Planning and Business Continuity offer for partners; introducing meadow grass verges on major highways to reduce maintenance costs; and reviewing service standards and internal charges. A total of 70% of respondents either agreed or strongly agreed with the proposals with 26% of respondents strongly agreeing and 44% agreeing. There were 12% of respondents that expressed disagreement with the proposals of which 9% disagreed and 3% strongly disagreed. 18% of respondents neither agreed nor disagreed.

100. Respondents were then asked what the impact of the attractive and modern city proposals would have on them, their family or community. Figure 20 shows that over half (55%) of respondents felt that the impact would be positive. Of this, 9% said the impact would be very positive, 20% fairly positive and 26% slightly positive. Around a quarter of respondents (24%) felt that the impact of the proposals would be negative of which 14% felt the impact would be slightly negative, 5% fairly negative and 5% very negative. Of the remaining 21% of respondents, 16% felt there would be no impact if the proposals were implemented and 5% did not know what the impact would be.

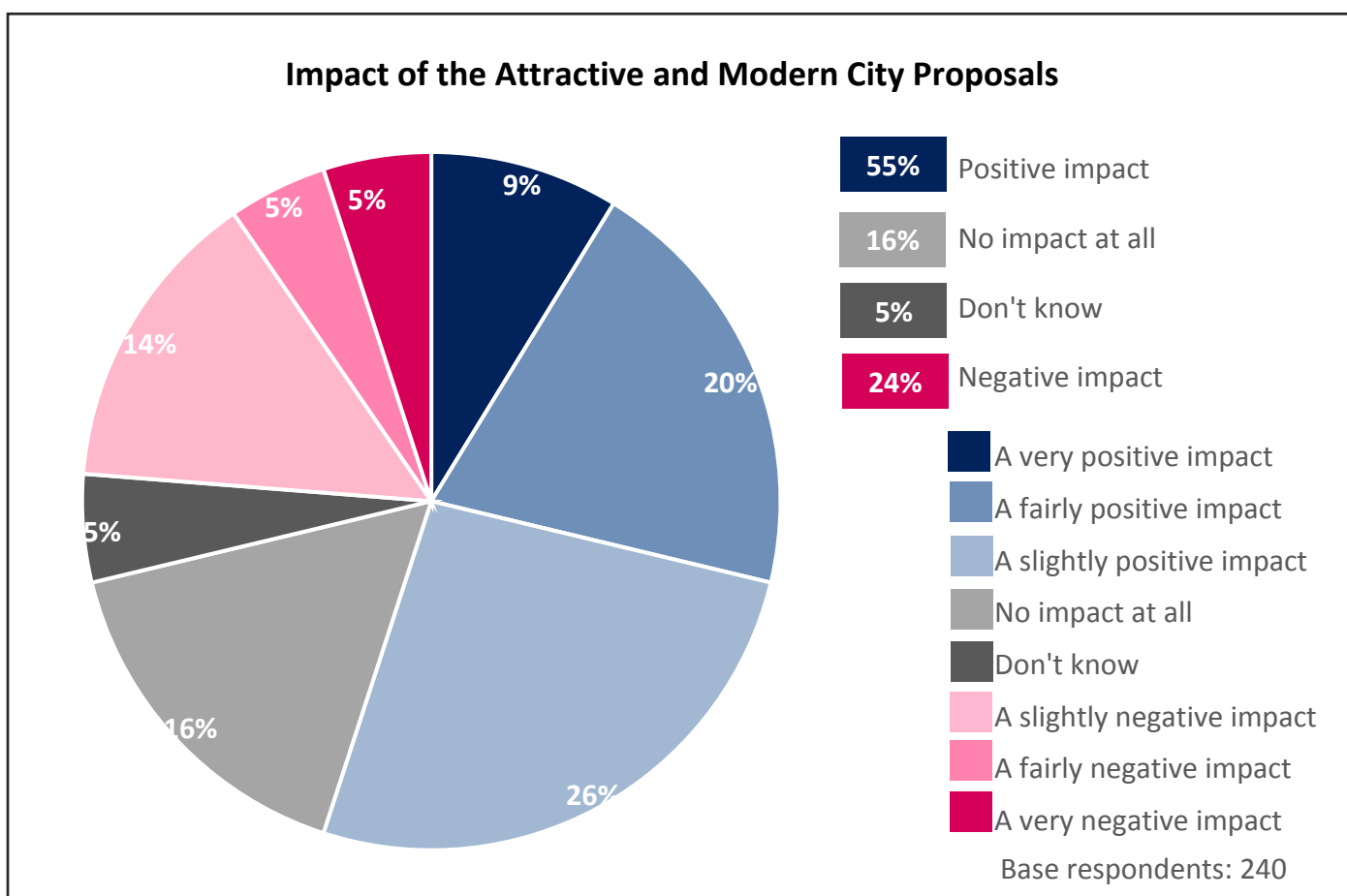
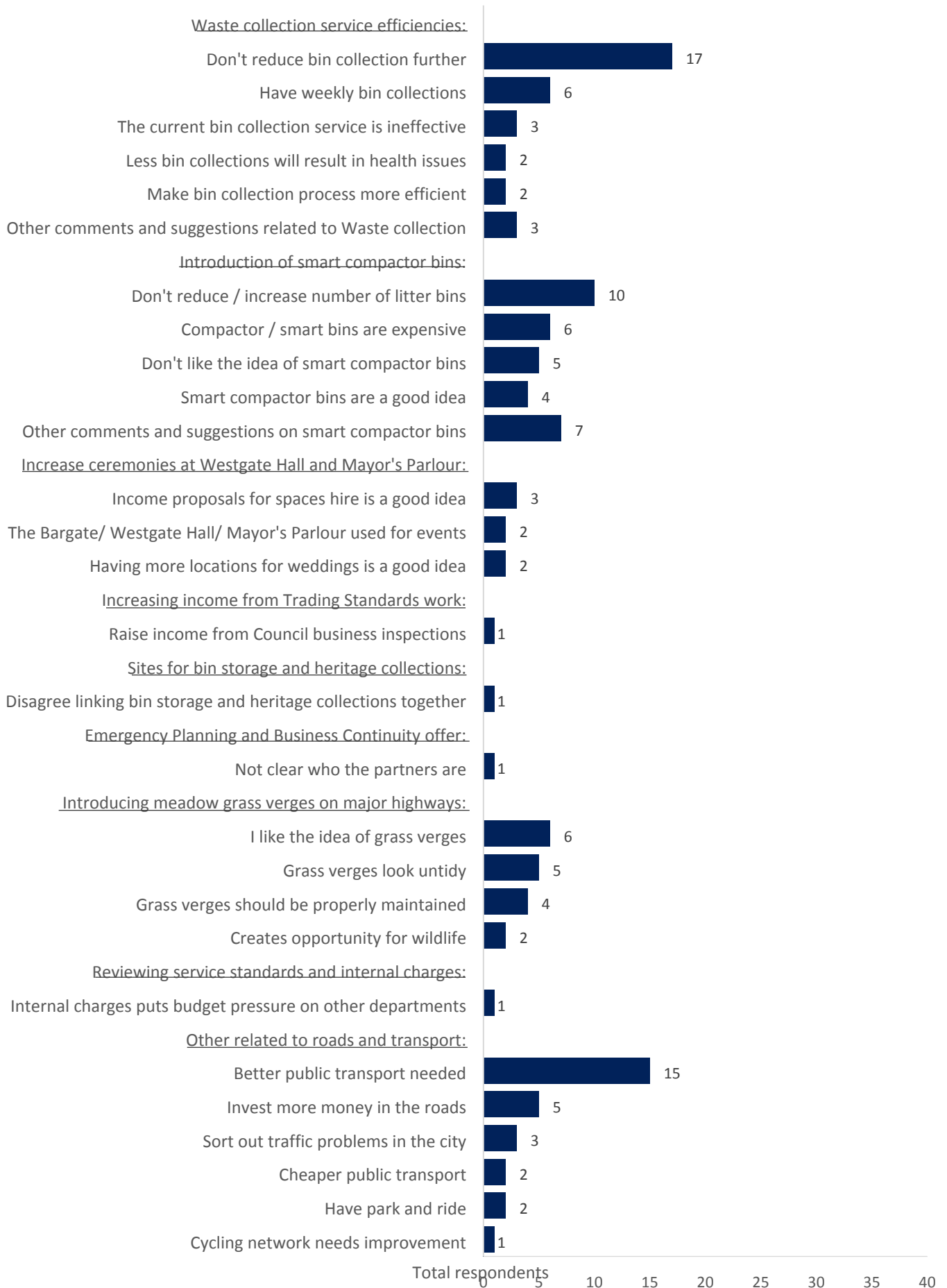


Figure 20

101. 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. The following figure (20)) shows the themes of comments regarding the attractive and modern city proposals and the number of respondents that raised this point. The report has also endeavoured to outline all the unique suggestions gathered as a part of the consultation and so the subsequent tables after provides the unique comments and suggestions associated with these themes of comment.

Attracted and Modern City comment themes



Attracted and Modern City comment themes continued.

Other related to Waste and Recycling:

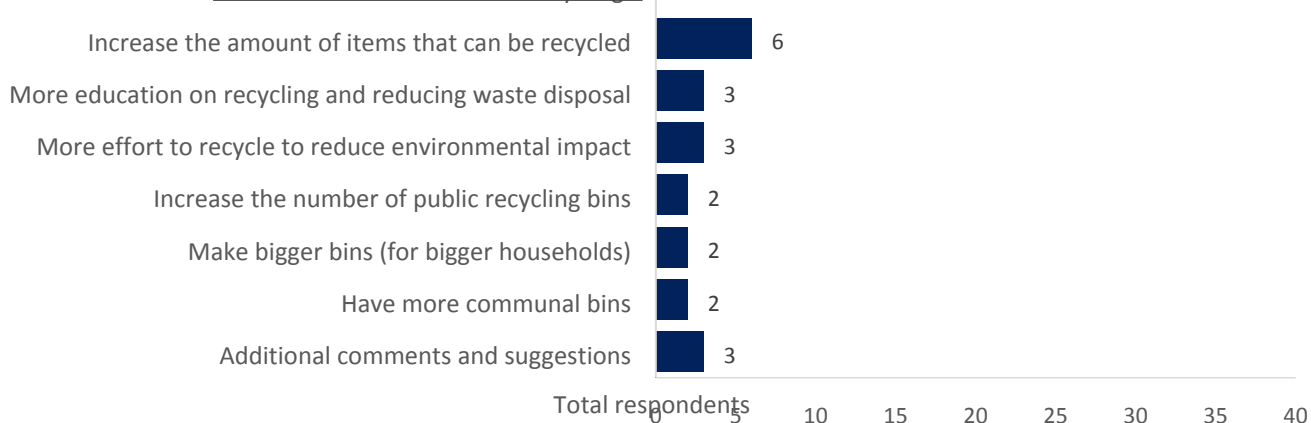


Figure 21

102. Unique comments and suggestions regarding the proposals for waste collection service efficiencies:

Don't reduce bin collection further	<i>The waste collection service was revised and stripped back last summer, it can't be stripped back any further</i>
	<i>If the bins are not collected as often will they not become disgusting and possibly spread disease</i>
	<i>Any reduction in bin collection will increase the risk of fly tipping</i>
	<i>Do not reduce any litter cleaning or bin provisions in total</i>
	<i>I feel I've struggled since it changed from every week to only now every other week on the general waste bins, so I'd struggle if it was any longer</i>
	<i>Improving refuse collection should be a priority</i>
	<i>Address the lack of control over unemptied waste bins</i>
Have weekly bin collections	<i>Currently fortnight collections is a struggle seeing as you take hardly any plastic in the recycling</i>
	<i>Bin collections should be weekly</i>
	<i>Every two weeks in the summer already causes increase risk to public health with maggots etc</i>
	<i>Go back to weekly and blue bin every other week</i>
The current bin collection service is ineffective	<i>Reduced bin pick-ups have increased the general dirtiness in the city.</i>
	<i>When collections happen sometimes they do not do a proper job, especially in the areas in the city centre</i>
	<i>Waste collection services are currently terrible</i>
Make bin collection process more efficient	<i>At times there are 3 lorries in the same street</i>
	<i>I have seen on a number of occasions the 3 persons go and empty bins, this isn't cost effective, too much waste.</i>
Additional unique comments and suggestions related to Waste collection	<i>Review the amount of missed bin collections</i>
	<i>Empty street litter bins more frequently</i>
	<i>Have monthly pick ups for bins</i>

103. Unique comments and suggestions related to the introduction of smart compactor bins:

Don't reduce the number of litter bins / increase number of litter bins	<i>Many areas of the city are overflowing with rubbish</i>
	<i>Please don't take away litter bins as this would make littering worse</i>
	<i>More litter bins not less. Get shops to sponsor them</i>
	<i>I would prefer to see reduction in street waste by encouraging citizens to bring their waste home with them and live more responsible lives</i>
Compactor / smart bins are expensive	<i>The large upfront costs of waste compactors compared to the much more long term impact of a campaign to reduce litter and increase recycling is my reason for disagreeing with this proposal</i>
	<i>The compactor bin thing sounds like it'd just cost more money than it would actually save</i>
	<i>I am cautious regarding long term ownership costs</i>
Don't like the idea of smart compactor bins	<i>I disagree with the introduction of smart compactor bins</i>
	<i>What benefit are the smart bins?</i>
Smart compactor bins are a good idea	<i>As an engineer, compact bins appeal to me</i>
	<i>The smart compactor bins appear to be a brilliant idea reducing monetary outlay</i>
Additional unique comments and suggestions regarding smart compactor bins	<i>Compactor bins will be misused / vandalised</i>
	<i>Have a phone number to call when communal bin needs emptying</i>
	<i>Communal recycling bins will be misused</i>
	<i>Design of a bin that will cope with non-compressible materials may be challenge to both designers and miscreants</i>
	<i>I agree there are too many bins, creating an eyesore and often abandoned by the collectors and not returned to the appropriate position after emptying</i>
	<i>Compactor bins may not be safe</i>
	<i>The private sector should be used to deliver innovative solutions such as compactor bins</i>
	<i>Mayfield Park has overflowing bins and should be part of the compactor bin trial</i>

104. Unique comments and suggestions related to the proposal to increase the number of ceremonies carried out at Westgate Hall and re-opening the Mayor's Parlour in the Civic Centre as a marriage venue:

The Bargate / Westgate Hall / Mayor's Parlour could be used for events	<i>Definitely open up areas for hire</i>
	<i>Income proposals are a good idea</i>
	<i>Seems like a good idea to use existing facilities like the Mayor's Parlour and Westgate to generate income</i>
Having more locations for weddings is a good idea	<i>The increase in the number of ceremonies carried out at Westgate Hall and re-opening the Mayor's Parlour in the Civic Centre as a marriage venue is another excellent proposal</i>
	<i>Having more locations for weddings etc is a good idea especially as we are so close to the water</i>

105. Unique comments and suggestions related to introducing meadow grass verges on major highways to reduce maintenance costs:

Like the idea of grass verges	<i>Introducing meadow grass verges on major highways to reduce maintenance costs be more environmentally sound</i>
	<i>I love the wild grass verges</i>
	<i>Meadow grass verges are an amazing idea</i>
Grass verges look untidy	<i>The grass verges on major highways already look a mess when not cut</i>
	<i>The meadow verges will be left and make entrances to city look run down and less appealing</i>
	<i>In reality major roads will end up like Tebourba Way and Stoneham Way, where the grass verges are hardly ever cut and contain huge amounts of litter</i>
Grass verges should be properly maintained	<i>I think there should be maintained to a high standard.</i>
	<i>Meadow grass verges would need to be managed correctly and ensure that they do not reduce visibility and safety for motorists and pedestrians</i>
Creates opportunity for wildlife	<i>Grass verges help establish a healthy environment for many animals</i>

106. Additional unique comments and suggestions related to roads and transport generally:

Better public transport needed	<i>Better public transport links, especially between Woolston and Bitterne</i>
	<i>Alternative transport options need to be provided. If trains were more frequent or if buses ran the routes I needed or if there was any useable alternative then I would use it</i>
	<i>Netley is so badly serviced with trains running just once an hour</i>
	<i>Transport routes and timetables seem to be changing all the time</i>
	<i>Provide better transport. Trams and trains are highly popular to get people from outside of the city to visit</i>
	<i>We are interested in commenting on transport issues such Uni Link buses and rail links</i>
	<i>Better public transport would reduce traffic in the city</i>
	<i>Cutting public transport will reduce visitors to the city</i>
	<i>Bus ticket that can be used on all bus companies</i>
Invest more money in the roads	<i>Doing a better job of replacing potholes first time round would save money</i>
	<i>The city appears neglected with potholes everywhere</i>
	<i>I urge the council to invest more in the roads of the city, which are crumbling</i>
	<i>Improve road surface quality by speeding up any resurfacing works for minimal disruption and repairing surfaces on link roads</i>
Sort out traffic problems in the city	<i>Traffic problems in the city need addressing</i>
	<i>Introduce a congestion charge for non residents</i>
	<i>Traffic would flow better if some traffic lights were turned off</i>
Cheaper public transport	<i>Buses are overpriced</i>
	<i>Free buses for locals to take local cars off the road will increase capacity for visitors</i>
Have park and ride	<i>Maybe have a park and ride for some big office companies that operate in city centre like they do in Portsmouth for lakeside offices</i>
	<i>Get a park and ride system in place ASAP</i>

107. Additional unique comments and suggestions related to waste and recycling generally:

Increase the amount of items that can be recycled	<i>Expand the items which can be recycled</i>
	<i>Increase recycling facilities or abilities to recycle plastics</i>
	<i>Please add more plastic recycling bins so as a city we can reduce our pollution footprint and plastic pollution</i>
More education on recycling and reducing waste disposal	<i>They should educate the people of Southampton about waste disposal</i>
	<i>I think the council should focus on helping people to reduce their waste</i>
	<i>There is a need for discipline by residents, to optimize utilization of the currently very capable service</i>
More effort to recycle to reduce environmental impact	<i>Increased recycling efforts are also necessary to protect our environment</i>
	<i>Please add more plastic recycling bins so as a city we can reduce our pollution footprint and plastic pollution</i>
Increase the number of public recycling bins	<i>We need to introduce more public recycling bins as well as general waste bins</i>
	<i>There should be recycling compactor bins alongside normal waste compactor bins</i>
Additional comments and suggestions regarding waste and recycling	<i>Collecting waste food separately would be beneficial to the environment and decrease landfill waste</i>
	<i>Waste disposal should be outsourced to private contractors</i>
	<i>Get household bins off pavements</i>

Modern Sustainable Council

108. Respondents were asked to what extent they agreed or disagreed with the individual proposals for a modern sustainable council. The results of this are shown within figure 22 below.

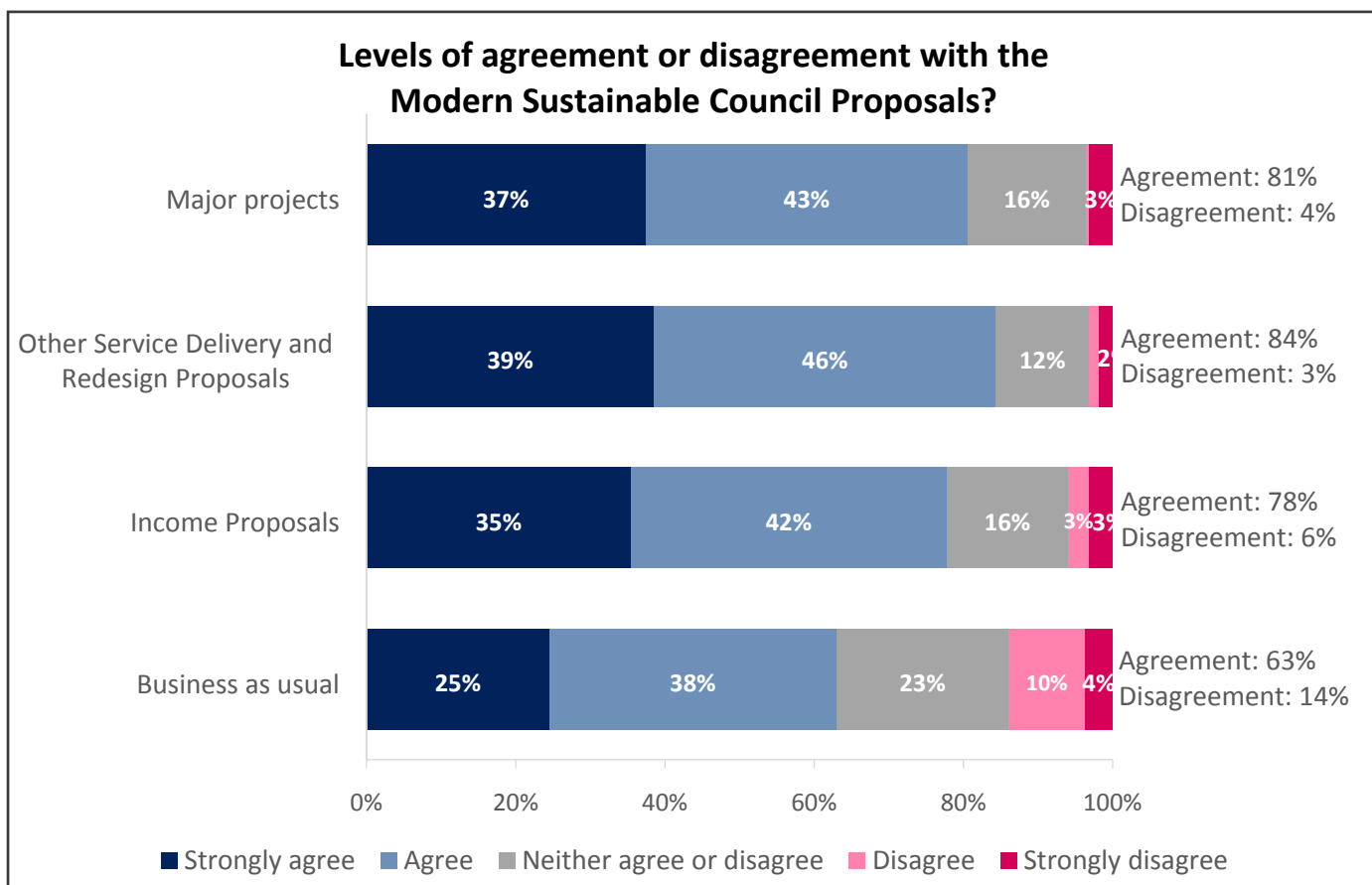


Figure 22

109. Respondents were first asked for their opinion on the major projects proposed under the modern sustainable council outcome proposals. A total of 81% of respondents expressed agreement with the proposals of which 37% strongly agreed and 43% agreed. A further 16% of respondents neither agreed nor disagreed and the remaining 4% of respondents expressed disagreement with the proposal.

110. The second question under the modern sustainable council outcome, was regarding other service delivery and redesign proposals. These included: reviewing contracts to identify efficiency savings; saving commission charges by using council staff rather than external organisations to undertake investigations and process backdated claims to HM Revenues and Customs (HMRC); reviewing how capital projects are funded and using other sources of funding rather than loans; and reducing the expenses budget for Councillors. A total of 84% of respondents expressed agreement with these proposals of which 39% of respondents strongly agreed and 46% agreed. A further 12% neither agreed nor disagreed and the remaining 3% of respondents expressed disagreement (1% disagree, 2% strongly disagree).

111. Respondents were asked about a few income generating proposals under the modern sustainable council outcome including: charging interest after 60 days on commercial debt; providing services or training for partners; and increasing income received from selling advertising space in the city. A total of 78% of respondents strongly agreed and 42% agreed with the proposals representing a total of 78% in agreement. A further 16% of respondents neither agreed nor disagreed. The remaining 6% of respondents expressed disagreement with the proposals (3% disagreed, 3% strongly disagreed).

112. Respondents were also asked for their opinion on a range of business as usual proposals for the modern sustainable council outcome. These included: reducing staffing vacancies, reviewing structures and roles; reducing budgets for things like stationery, training, print and subscriptions; and developing innovative ways to deliver services digitally. A total of 63% of respondents expressed agreement with these proposals and 14% expressed disagreement. This was the lowest level of agreement and highest level of disagreement of the modern and sustainable council proposals. Broken down further, 25% of respondents strongly agreed, 38% agreed, 10% disagreed and 4% strongly disagreed. The remaining 23% of respondents neither agreed nor disagreed.

113. The following question within this section asked the impact that the modern sustainable council proposals may have on the respondent, their family or community. Figure 23 shows that over half (55%) of respondents felt that the impact of the proposals would be positive with 30% saying the impact would be slightly positive, 19% saying it would be fairly positive and 6% a very positive impact. A quarter of respondents (25%) felt that there would be no impact as a result of the implementation of the proposals. A further 7% did not know what the impact would be. The remaining 17% of respondents felt that the impact would be negative with 6% of respondents saying it would be slightly negative, 4% fairly negative and 3% very negative.

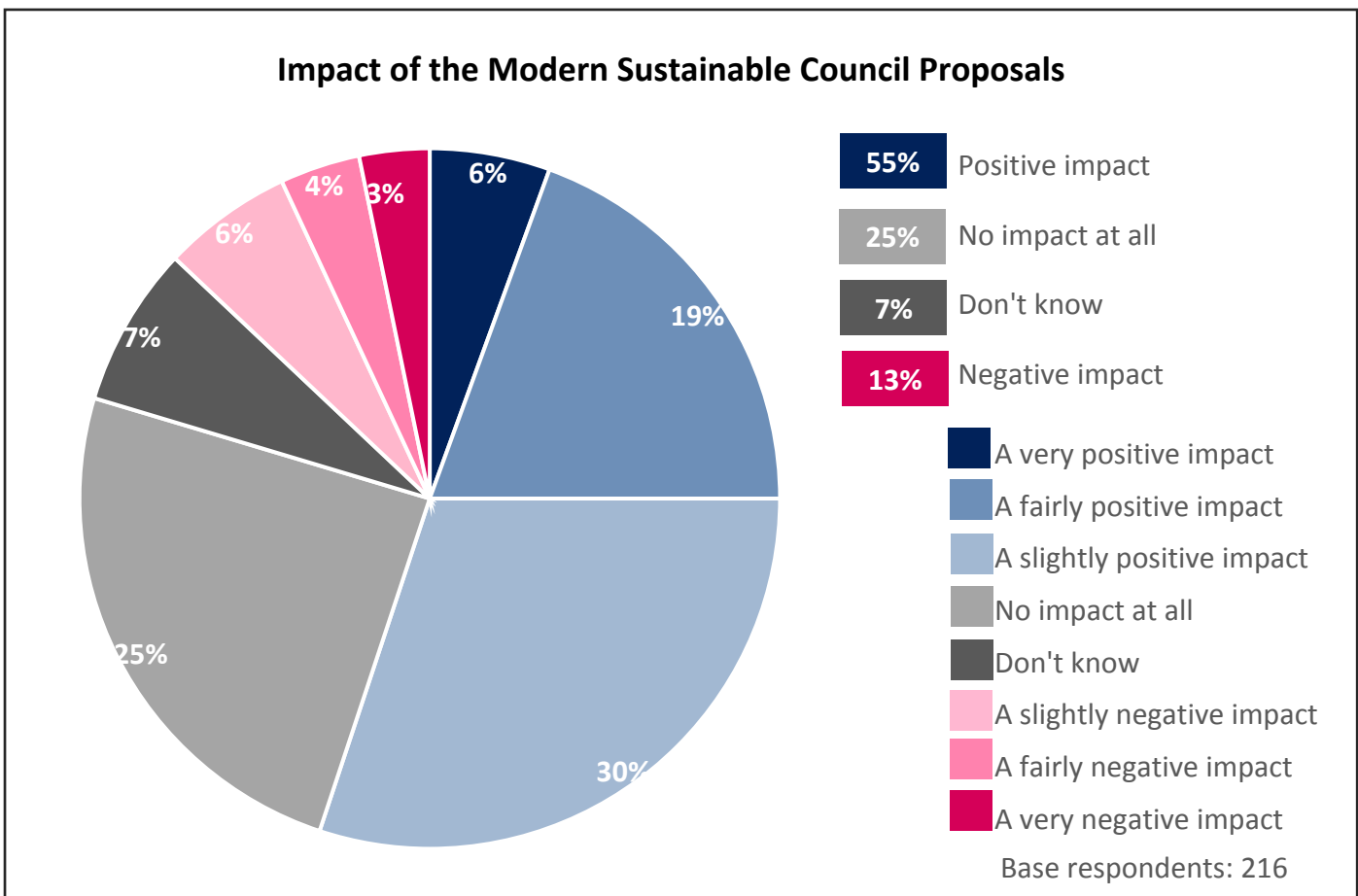
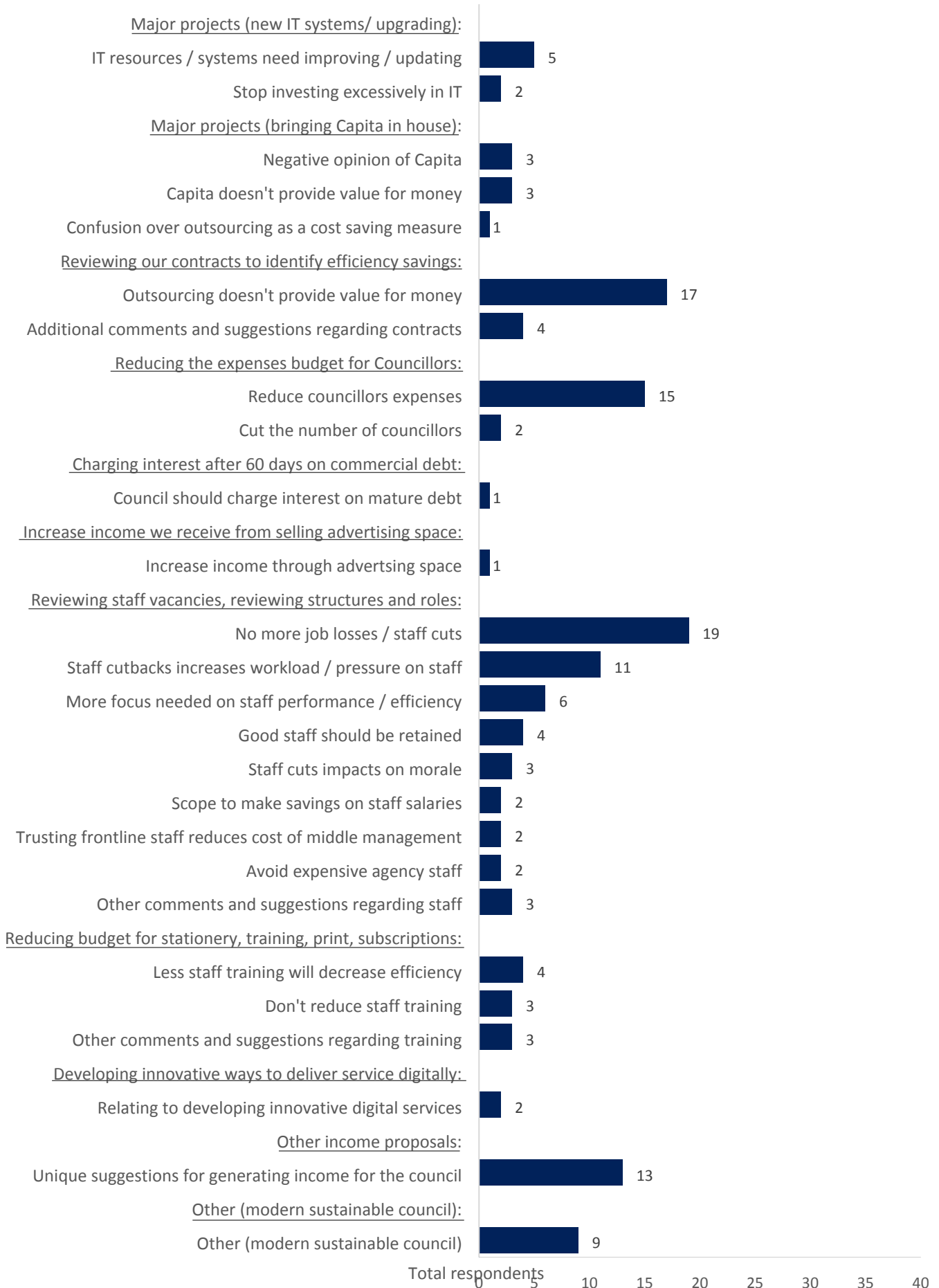


Figure 23

114. Respondents were given opportunities throughout the questionnaire to provide written feedback on the proposals. In addition anyone could provide feedback in letters and emails. The following figure shows the themes of comments regarding the modern sustainable council proposals and the number of respondents that raised this point the subsequent tables after provides the unique comments and suggestions associated with these themes of comment.

Modern Sustainable Council comment themes



115. Unique comments and suggestions related to introducing and upgrading new IT systems:

IT resources / systems need improving / updating	<i>If tools are required to do the work why would you reduce them? There is a lack of staff engagement on new equipment (i.e. expensive, unnecessary high-end equipment), leaving non-senior staff with under-powered machines.</i>
	<i>Investing in a sound IT structure is essential to deliver these proposals</i>
	<i>IT systems need updating and this will be positive and help efficiency and management of services</i>
	<i>The online service by the city council is surprisingly good for local government, and shutting down old systems is sensible</i>
Stop investing excessively in IT	<i>Stop the continual funding of extortionate systems manufacturers and simplify systems</i>
	<i>Care must be taken not to waste money on IT systems that turn out to be inefficient as happened with the NHS.</i>

116. Unique comments and suggestions related to bringing Capita in house:

Negative opinion of Capita	<i>Capita has been incompetent from the start.</i>
	<i>There is a correlation between the decline in SCC's provision of all kinds of things, especially retaining staff, and Capita's involvement in running so much of this city's administration</i>
Capita doesn't provide value for money	<i>Capita is a very large company whose services do not always give good value for the money</i>
	<i>Should look at whether Capita is more effective and better value for money for another company to provide these services</i>
Confusion over the claim that outsourcing is a cost saving measure	<i>The transfer to capita was 'sold' as a cost saving / efficiency measure. Now the insourcing is sold as the same. What is the truth?</i>

117. Unique comments and suggestions related to the proposals to review contracts to identify efficiency savings:

Outsourcing doesn't provide value for money / better service	<i>Contracting out does not normally result in a better service</i>
	<i>How much of the reviews will result in expensive external consultancy fees?</i>
	<i>The council needs to own their responsibilities and not look to private and volunteer organisations</i>
	<i>Not sure how an external party can offer extended service hours for the LACCS at a lower cost than current provision without sacrificing quality</i>
	<i>The contact scheme have outsourced in the past and have received complaints because reports are not up to standard or in some cases they are never received</i>
	<i>The council has just brought back in everything that was out sources to Capita because surprise surprise it didn't work so why look at outsourcing again?</i>
	<i>Returning to a grant funding model rather than contracting of services would save a large amount of money and time</i>
	<i>Charges should be compared against the costs of employing council staff to do this and only process if the latter were cheaper than using external organisations</i>

	<i>The council are still paying over the odds for 'consultants', expensive feasibility studies and evaluations/ external agencies</i>
	<i>Bring road repair back in-house</i>
Additional comments and suggestions regarding contracts	<i>Where contracts are reviewed this needs to be done carefully and it needs to be accepted that suppliers cannot always give more for the less</i>
	<i>There is also the issue with data protection, would an outside company have access to all the details? if not this may put staff and children at risk</i>
	<i>Performance and contract management of services is not configured correctly</i>
	<i>Contracts with third parties should be transparent</i>

118. Unique comments and suggestions regarding reducing the expenses budget for Councillors:

No pay rises for councillors / councillors to take a pay cut / councillors expenses	<i>If you want to save money then make the councillors take a pay cut</i>
	<i>Cut salary of all the senior managers by 10% across the board to raise funds</i>
	<i>Typical council cuts don't see you taking pay cuts</i>
	<i>Take a hard look at all council employees expenses including councillors</i>
	<i>It should be a given to reduce Councillors expenses rather than cut services for the less well off</i>
Cut the number of councillors	<i>Reduce the number of councillors. Does each ward need three?</i>
	<i>Cut numbers of councillors by a third to 32 and switch to a 4 year all seats election cycle</i>

119. Unique comments and suggestions related to reviewing staff vacancies, structures and role:

No more job losses / staff cuts	<i>Reducing jobs will have a negative impact due to people then needing to claim benefits if they are not working, there will be fewer people contributing to council tax, and more people rely on the council to house them.</i>
	<i>Reducing staff vacancies is not the answer moving forward</i>
	<i>SCC periodically have very long, very drawn out staffing reviews which normally result in short term job losses and then a recruitment drive as staffing levels are reduced too far.</i>
	<i>Structural changes and redundancies are expensive</i>
	<i>There has been very little communication and I am concerned about losing job after transfer.</i>
	<i>Staff cuttings always have an impact on the morale of an organisation</i>
	<i>Cutting staff does not make something more efficient</i>
	<i>The council barely is able to meet its statutory functions with the current staffing structure</i>
	<i>Staffing cuts are never the answer! Unless it's higher up the food chain where salaries are higher but the work is less</i>
	<i>Negative impact on those who leave and those who remain putting extra pressure on workloads and therefore mental health or mental health issues for those who no longer have a job and income to support their family</i>

	<i>Would it not be more in the Council's interest not to get rid of staff that have been in post for several years and know how their department runs efficiently and replace, in time, with staff that have no idea how to make the systems work efficiently</i>
Staff cutbacks increases workload / pressure on staff	<i>Staff and leaders in schools face an incredible amount of pressure and mental health/long term sickness is growing</i>
	<i>It will have a negative impact on those who leave and those who remain putting extra pressure on work loads</i>
	<i>Local government is at a wider risk of becoming a largely 'voluntary organisation', with a skeletal, underpaid, overworked staff</i>
	<i>The council have halved the team over the last 5 years but expect the same level of service from the workers</i>
	<i>Reducing staffing vacancies does not mean there will be any less work, just more work done by fewer people.</i>
	<i>There is only a finite reduction you can do before it is impossible to do our jobs</i>
	<i>If jobs are lost, already over-worked staff will suffer</i>
More focus needed on staff performance / efficiency	<i>The Council needs to address systemic failings in delivery and performance across a number of services</i>
	<i>I think efficiencies in terms of reduced administration and greater focus on face to face actions would be a better first alternative</i>
	<i>A focus should be on addressing under-performing staff</i>
	<i>More focus on staff performance, managing budgets and cost efficiency</i>
	<i>Train staff to have customer service skills.</i>
	<i>Review of administrative systems to minimise the number of separate actions</i>
Good staff should be retained	<i>If the pupil numbers are reduced at Compass School staffing cuts will need to be made meaning high quality, experienced and hugely skilled staff will be lost</i>
	<i>If management are scratching around trying to get the funding then quality drops, as does good staff retention</i>
	<i>Keeping people who don't do their job well is a waste of resources.</i>
Staff cuts impacts on morale	<i>If staff are cut back too far, workers may feel demoralised and under valued</i>
Scope to make savings on staff salaries	<i>One of the proposals should also be to review the Council staff salaries and if they are too high compared to the average UK salaries they need to be curtailed too to cover up the financial target</i>
	<i>Too many higher up staff paid high salaries</i>
Additional unique comments and suggestions regarding staff	<i>Poor management / leadership at the council</i>
	<i>Council is recruiting in wrong areas</i>
	<i>Reducing the number of teams may help stability for children and families and stability within social work teams</i>
	<i>Can we look at social workers being able to do 'social work' getting in early and using some of the resource for this</i>

120. Unique comments and suggestions related to reducing budgets for stationery, training, print and subscriptions:

Less staff training will decrease	<i>Training is important for staff development</i>
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efficiency	<i>Reducing the budget for staff training will prevent staff from working more efficiently</i>
	<i>Reducing training means that staff will not be able to make best use of the technologies implemented</i>
Don't reduce staff training	<i>Reducing the training budget is never a good idea.</i>
	<i>Reducing core training could lead to a number of problems</i>
Additional unique comments and suggestions regarding training	<i>Staff training will help retain staff</i>
	<i>How the training needs of the workforce is mapped out and therefore resourced will impact on who is recruited and with the required skill set</i>
	<i>How training is resourced is critical given the budgets here have been withdrawn and critical areas no longer have specialist training to support statutory work or specialist responses</i>
	<i>By cutting budgets for stationary, training and counsellors expenses, staff may be out of pocket and end up subsidising the council which is not fair to them</i>

121. Unique comments and suggestions related to developing innovative ways to deliver services digitally:

Unique comments and suggestions relating to developing innovative ways to deliver service digitally.	<i>Developing innovative ideas is a hope not a plan</i>
	<i>New digital services must have a method of supporting people who find these new ways of doing things complicated</i>

122. Additional suggestions for how the council can generate income:

Unique suggestions for generating income for the council	<i>Are we getting all the income we should from the port, e.g. Border Inspection?</i>
	<i>Promote expansion of the Port of Southampton across the shore of the Test River, to improve economic growth</i>
	<i>Other discretionary charged services need to be increased (such as green bins, commercial waste)</i>
	<i>Find ways to make money through alternative fuels e.g.solar power</i>
	<i>The Council should focus on raising income from those who can afford to pay rather than cutting services for the poorest</i>
	<i>The Council should already receive income from University housing schemes</i>
	<i>Not clear what happened to the Council's plans to raise income through the Trading Company</i>
	<i>LATCO could provide sustainable income generation for the council</i>
	<i>Raise funds with a cafe in the Library / Art Gallery</i>
	<i>Increase fines in the library</i>
	<i>You should have looked at the duplication of teams and services before you tried to get money out of everyone else</i>
	<i>Funds could be made by adopting private healthcare approach</i>
	<i>Sell some paintings</i>
<i>Income proposals shouldn't restrict current volunteer organisations who provide a social and community benefit</i>	

123. Additional comments and suggestions related to modern sustainable council proposals generally:

Other comments and suggestions related to modern sustainable council	<i>Joint services / partnerships are a good idea but difficult to implement</i>
	<i>There should be more focus on a business approach</i>
	<i>Further review of in-house business model including current transport arrangements, staffing structure, terms & conditions, contact policy/procedure</i>
	<i>SCC has a chronic lack of oversight on projects resulting in systems being purchased with approval or awareness of what the actual need is</i>
	<i>What does efficiently mean? How is that measured?</i>
	<i>Staff work in silos / are not integrated</i>
	<i>Perhaps the links to our service need to be communicated wider - we have never not been available to all</i>

Overall views of the budget proposals

124. The last section of the questionnaire asked respondents about their overall views on the budget proposals. Respondents were first asked how favourable or unfavourable they were of the budget proposals overall. Figure 24 shows that in total 35% of respondents were in favour of the budget proposals. Of this, 6% selected very favourable, 16% fairly favourable and 14% slightly favourable. A further 13% of respondents felt the proposals were neither favourable nor unfavourable. Just over half (52%) of respondents were not on favour of the proposals of which, 9% selected slightly unfavourable, 11% fairly unfavourable and 32% very unfavourable.

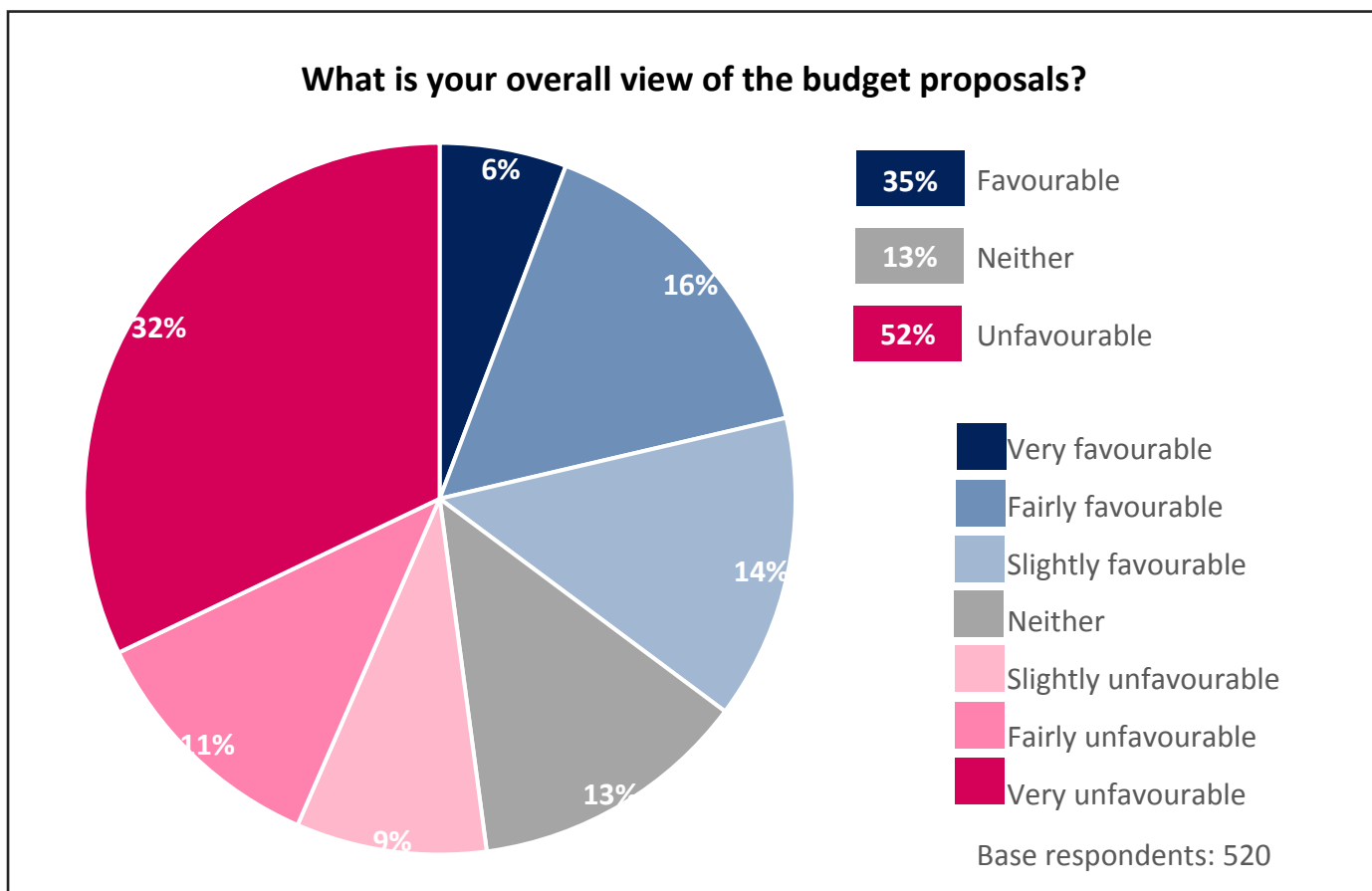
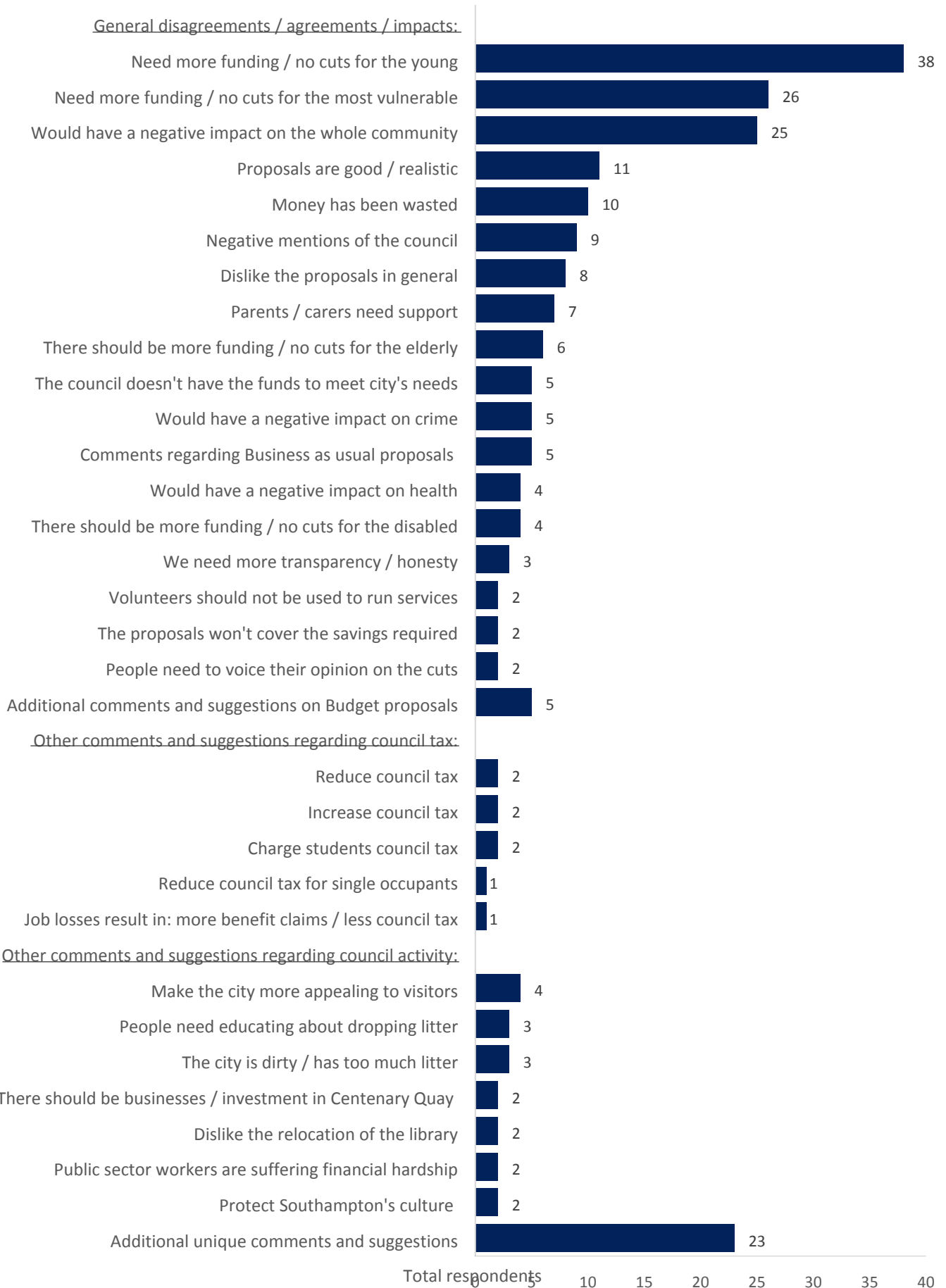


Figure 24

125. Respondents were also given the opportunity to provide any further comments, impacts, suggestions or alternatives that they felt should be considered. Written feedback on specific proposals has been included and summarised in the previous sections of this report, however there were a number of themes of comments that referred to the budget proposals more generally and provided suggestions as to other things the council should consider. These themes of comments are highlighted within the following figure and then the unique suggestions and comments provided in the subsequent tables.

Further comments and suggestions on the budget proposals.



126. Unique comments and suggestions regarding general comments, impacts and suggestions provided on the overall budget proposals:

There should be more funding / no cuts for the young	<i>The second item in your main statement is about giving children in Southampton a good start in life but these proposals will produce the direct opposite effect</i>
	<i>We in Southampton are not putting sufficient support in early years for our children who many have a very poor start in life</i>
	<i>This would then have a negative impact on children, for whom early intervention is of critical importance</i>
	<i>It is unfair to cut funding for children they are our future and need all the help they can get</i>
	<i>I think more support should be available to families that have children with needs. The support is disgraceful</i>
	<i>Cutbacks at the school are detrimental to pupils across the City, when in fact we should be supporting these young people</i>
	<i>How can you justify a £100,000 cut in early years support when the needs of children in the city are so high</i>
	<i>There isn't enough supervised contact placements I'm Southampton so you're not considering the needs of the children you currently have</i>
	<i>I disagree with this proposals as since I have been taking my daughter to groups she has really calmed down and I have meet other parents that I can talk to</i>
	<i>It is an absolute disgrace that one third of the budget is being remove of from children's services after years of cuts but the council can still afford to recruit a digital experiences officer and senior communication officer</i>
	<i>These are key service and help keep children safe and out of care</i>
	<i>The price may be cheaper but you get what you pay for and we are talking about children here. We should be thinking about the children and not the budget</i>
	<i>It seems the council are putting cars in front of children</i>
	<i>Every one of the budget-saving, cost saving activities the council has engaged in, all in the name of improving the service, have had a negative effect on my disabled child's life.</i>
	<i>Really don't feel that the long term impact on the children of Southampton has been fully considered</i>
<i>The impact on children in the city will be immense and it calls itself a children's city!</i>	
<i>The reduction in early intervention will have life- time impacts for many of our more vulnerable children.</i>	
There should be more funding / no cuts for the most vulnerable	<i>The most vulnerable people must be protected above all else. Even if this requires a budget deficit</i>
	<i>Many of the young people at Compass school are already severely disadvantaged due to their home life or early experiences resulting in them having very complex social and emotional needs</i>
	<i>Not until there is an agreement at a societal level, will vulnerable children really get the support they require</i>
	<i>Will there be a fund available for lower income families who may therefore need to travel further in order to access the services they need</i>

	<i>You really need to put yourselves in the shoes of the poorest and most in need families in the city</i>
	<i>These are by definition the most vulnerable children in the city and they deserve the very best care</i>
	<i>I am concerned that locality based early help will ignore certain parts of the Southampton community</i>
	<i>After already decimating adult services, this council really needs to see vulnerable people as important and not just a spreadsheet figure</i>
	<i>Housing needs to be a priority for all sectors, including the increasing numbers of aging persons with a variety of support needs, e.g. mental health, risk of vulnerability to offend, physical disabilities, etc</i>
	<i>Blue badge holders need the facility of extra wide spaces, why should those vulnerable people be targetted?</i>
	<i>Is there any provision for those that cannot afford these payments?</i>
	<i>Don't cut services for the most disadvantaged in education. It is short sighted and only transfers expenditure into social care, YOS and the police</i>
	<i>This will impact on the most vulnerable families who need the support the most</i>
	<i>It is worrying that some of the changes might adversely affect more vulnerable people if they are not well implemented and managed</i>
Would have a negative impact on the whole community	<i>Reduction of the PRU will lead to pressures elsewhere in the community- especially in the health service, criminal and justice system etc</i>
	<i>The reduction in Compass school's ability to help the hard to reach children with special needs would be detrimental for the community</i>
	<i>A reduction in funding would have a huge impact on the community</i>
	<i>This is going to create more problems in the long run for them as individuals, their family, other pupils at the school, the community and in turn the economy of the city</i>
	<i>This must be a fully funded provision without which means you risk negative outcomes for large numbers of students which the City will pay a high price for</i>
	<i>Impact not only on local families but also the staff who are from the local community!</i>
	<i>Sometimes the small things (e.g. parking, administration, refreshments) actually offer much greater benefits than may be immediately apparent, and cutting this type of thing shows just how much the council are trying to save money almost as an ideology.</i>
	<i>The cuts that are probably indicated in the BaU proposal will almost certainly have a negative impact on the city's communities</i>
	<i>Proposals will cause a reduction in social cohesion and general quality of life for the community</i>
	<i>These changes will impact on staff, but will have no positive impact on the community as it will all be lost to savings</i>
	<i>The impact of these proposals can only be detrimental to southampton residents</i>
	<i>They're all predominantly cutbacks which will gradually impact those in the city either directly or indirectly</i>
Proposals are good / realistic	<i>The impacts of these changes on my family are better than the alternatives</i>
	<i>The reduction in funding from SCC for the Compass referral scheme is common sense as this is a discretionary service</i>

	<p><i>Proposals seem broadly sensible but thorough consideration of the details is necessary to ensure that measures work in practice, namely the 'Shared Lives', and the moving of health services to the NHS</i></p> <p><i>The proposal to increase service charges to meet costs is a good idea as they represent a small charge increase to prevent losses</i></p> <p><i>The reclassification of properties is a good proposal if these properties are not in demand</i></p> <p><i>We support the council in making improvements to its budget, to the city and its neighbourhoods</i></p> <p><i>Overall the budget appears to be well thought out and effective at dealing with the scathing budget cuts from central government</i></p> <p><i>The proposals mostly seem to address the savings needed in a realistic way</i></p> <p><i>The proposals provided in this consultation seem reasonable</i></p>
Money has been wasted	<p><i>How much time and money will be wasted on implementing this</i></p> <p><i>8 Million spend on a roundabout would have benefited the above services a lot more</i></p> <p><i>The amount of money the council waste on consultations and transformations is ridiculous; you are throwing away so much time and money</i></p> <p><i>I do feel that overall the council need to look at where they are wasting money</i></p> <p><i>Stop wasting money on stupid schemes like the feather statues and a titanic centre that no one uses</i></p> <p><i>Addressing wasted resources is critical to the Council being back on track</i></p> <p><i>Reduce or cut expenditure of luxury items such as festivals, fireworks shows, Christmas trees and subsidising museums and galleries</i></p>
Negative mentions of the council	<p><i>The council will do what it wants</i></p> <p><i>You always have consultations, the parents always say the move is a disaster, and you always do it anyway. You are determined to push through Shared Living, regardless of whether it suits people or not.</i></p> <p><i>This to me is a Labour council run vision, your core beliefs are long gone, and you are losing votes.</i></p> <p><i>Face the fact that the council is not well served at present</i></p> <p><i>These proposals do nothing to make me feel that Southampton City Council would be a good place to work or that it cares about the community</i></p> <p><i>Not having a budget slashing conservative government and councilors would be a good start</i></p>
Dislike the proposals in general	<p><i>I don't see how the proposals will plug the gap you've identified. A case of really poor, short-sighted policy and funding from central government</i></p> <p><i>There should be no more cuts to public services but increased funding</i></p> <p><i>I dislike the number of cuts and reductions being proposed in this budget</i></p> <p><i>These proposals look distinctly lacklustre in terms of improving the city while reducing spending</i></p>
Parents / carers need support	<p><i>Parents and carers need all the support they can get</i></p> <p><i>Parents are under pressure to work, in order to achieve a basic standard of living and avoid being capped or penalised, but are now expected to also resource their own local facilities</i></p> <p><i>Better information and guidance perhaps in conjunction with local charities would help carers. There is a lot of work to do around managing expectations as to what elders themselves as well as carers and the community can and should do to keep well-being.</i></p>

	<i>Think about the impact on the parents and guardians of the very vulnerable pupils we engage with</i>
There should be more funding / no cuts for the elderly	<i>There needs to be better services for the aging population of the City</i>
	<i>With all the cutbacks to Council run services older people feel very vulnerable</i>
	<i>Care for the elderly is important</i>
	<i>Social care is so very important to people who feel they have paid their dues in but do not receive any respect to their care as they get older</i>
	<i>The cuts in CYP and Adult care at the expense of meeting financial target is not good enough</i>
The council doesn't have the funds to meet the needs of the city	<i>Maybe you should go back to getting funding from the central government</i>
	<i>I am concerned that SCC does not have enough money to meet the increasing needs of Southampton residents</i>
Would have a negative impact on crime	<i>"People in Southampton live safe, healthy, independent lives" this is your SCC objective, a vision I support. But with these proposals you are taking that away;</i>
	<i>Reduction of the Pupil referral unit RU will lead to pressures elsewhere in the community- especially in the health service, criminal and justice system etc</i>
	<i>Focusing on short term cost savings in this area will lead to future higher costs in policing, healthcare and social care</i>
Comments regarding Business as usual proposals	<i>A business as usual approach is not good enough for Southampton</i>
	<i>Business as usual is inadequate</i>
	<i>The business as usual proposals ignore that demand is already great after 6 years of cuts to prevention services in the city</i>
	<i>These proposals under business as usual should be already be undertaken as normal business practice and not seen as a special project</i>
Would have a negative impact on health	<i>People in Southampton live safe, healthy, independent lives this is your SCC objective, a vision I support. But with these proposals you are taking that away</i>
	<i>Reduction of the Pupil Referral Unit will lead to pressures elsewhere in the community- especially in the health service, criminal and justice system etc</i>
	<i>Focusing on short term cost savings in this area will lead to future higher costs in policing, healthcare and social care</i>
There should be more funding / no cuts for the disabled	<i>Cuts to the disabled is a disgrace</i>
	<i>Disabled people struggle enough under the changes implemented by this government don't make it harder for this community</i>
	<i>Investigate employment and living income of disabled residents before enforcing these charges</i>
We need more transparency / honesty	<i>Greater transparency related to the complex sources of income available to adult social care.</i>
	<i>There needs to be greater transparency as to how the money is spent</i>
	<i>In light of these proposals, total transparency is more important than ever. Open the books</i>
Additional unique comments and suggestions relating to Budget proposals	<i>I encourage the council to open the books so that residents can make an informed assessment of where cuts should be made</i>
	<i>Agree with proposals providing training and support is given</i>
	<i>Make the cuts in places where people will see them and vote against this government</i>
	<i>I would like to see the monitoring by the council on the effectiveness of these measures</i>

The approach to developing budget is focussed on a financial view searching for savings rather than a value based planning approach driven by the evidence of growing need, quality improvement and best use of available resources. Evidence suggests budgets for children and young people's social care, for public health and for adult social care should increase in response to need.

127. Unique comments and suggestions specifically regarding council tax:

Reduce council tax	<i>Put more funding into care for the elderly and reduce the council tax; Anything that reduces spending and reduces council tax is a good thing</i>
Increase council tax	<i>I'd like to see some emphasis on income generation, particularly via council tax being raised on the value of properties in a more tiered mannner than it is at present</i>
	<i>Council tax must increase if it only funds 17% of the income then it has to increase by the maximum of 3.99% p/a</i>
Charge students council tax	<i>Landlords should pay students' council tax</i>
	<i>Start charging student as they use the same services as everyone else.</i>
Job losses result in more benefit claims / less people paying council tax	<i>I feel that reducing jobs will have a negative impact due to people then needing to claim benefits if they are not working which will impact on the city not having as many people contributing to council taxes etc to give back to the city</i>

128. Other comments and suggestions regarding council activity:

Make the city more appealing to visitors	<i>High parking charges, multiple rates for different times (evening and daytime for example), parking fines all contribute negatively to a visitor experience and the City needs visitor revenue</i>
	<i>Friends visiting in Bitterne commented on the amount of litter which it is not good to see</i>
	<i>Revenue can be increased by making it more desirable to visit</i>
	<i>Encouraging people into the city would boost the local economy / high street and tax revenue</i>
People need educating about dropping litter	<i>Bring in a new 'Don't Litter' campaign. Sick of standing on bus stops that have to rely on community litter pickers.</i>
	<i>Please could you consider using some of the money saved on the bins for education work with children about not dropping litter</i>
	<i>Encourage citizens to bring their waste home with them and live more responsible lives</i>
The city is dirty / has too much litter	<i>Reduced bin pick-ups have increased the general dirtiness in the city</i>
	<i>I walked over the bridge a fortnight ago and couldn't believe the amount of litter</i>
Dislike the relocation of the library	<i>Concerning the relocation of the School Library Service. Will there be free, convenient parking where visitors can drop-off and pick-up books?</i>
	<i>The current library location is convenient, easy to get to, not too busy and very friendly and inviting.</i>
Additional unique comments and suggestions	<i>Hope that these proposals will lead to more innovative ways of working</i>
	<i>Encourage further partnership working with the CCG (Further pooling of budgets and joint planning, further senior joint appointments, co-location.)</i>
	<i>Council spends too much time competing with private businesses</i>

<i>Lower business rates to encourage shops (and therefore visitors) into the city</i>
<i>Introduce electric scooter hire (for shorter journeys)</i>
<i>People should be fined for failing to cut back trees / hedges which encroach onto pavements</i>
<i>The city benefits from its independent venues / shops</i>
<i>Too many shops closing on the high street</i>
<i>Unemployed should have to pay charges</i>
<i>No additional charges for residents</i>
<i>More police presence</i>
<i>I oppose any "External Investment", as this is just another word for Privatisation. This will change a dedicated service into a profit making venture.</i>
<i>SGO has only just started and we are finding this really helpful</i>
<i>Establish night schools and adult learning centres to ensure social mobility of adults which will thus lead them to higher income employment thus fed into city through tax</i>
<i>The Council has to set a budget or be replaced by commissioners with no further control as I understand it. It undertakes consultation but in the last resort it has to make decisions, not any pressure group or other organisation</i>
<i>Older people are always overlooked and don't get the support they need just because they don't meet the criteria</i>
<i>We need to make a concerted effort to encourage active collaborative citizenship in all our interests</i>
<i>If a department overspends another sections budget is reduced to fund that section</i>
<i>Retain graduates into the city through having more graduate schemes to ensure high income revenue is fed into the city</i>
<i>There are existing volunteer run community organisations which would flourish with council support</i>
<i>Tax people with dogs for cleaning up and environmental impact</i>
<i>Better to pay more in Council tax where we can track the expenditure, rather than contributing to the government central pot</i>
<i>Reduce wages of staff and pensions</i>
<i>Improve CCTV in Saint Marys and City Centre.</i>

Feedback on the consultation process

129. Southampton City Council are committed to make the whole consultation process as transparent and fair as possible. As a part of this commitment, any feedback on the consultation process itself received during the course of the consultation is gathered together here.

130. A total of 71 respondents commented on the consultation process and questionnaire.

131. Figure 25 shows the themes of comments regarding the consultation process and the subsequent tables outline the unique points raised.

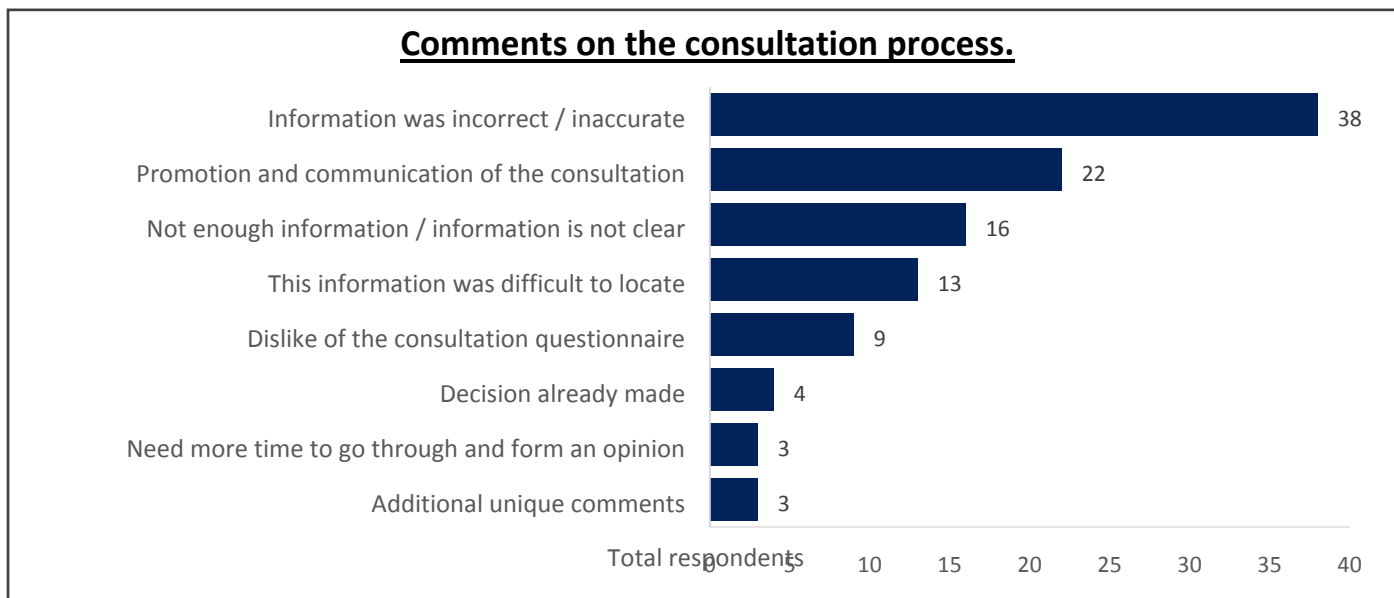


Figure 25

132. Unique comments about the consultation process:

Information was incorrect / inaccurate	<i>Incorrect information in Compass School proposals (more detail found earlier in the report)</i>
	<i>Incorrect information in Council run play offer proposals (more detail found earlier in the report)</i>
Promotion and communication of the consultation	<i>(Regarding Compass School Proposals) There were no notifications about the consultation by anyone who could be impacted, including The Management Committee, staff and leadership team at Compass, as well as other stakeholders like parents, pupils and mainstream schools</i>
	<i>(Regarding Compass School Proposals) Parents, staff and pupils have never been told about the possible cut backs to Compass School.</i>
	<i>(Regarding Compass School Proposals) No secondary heads had located the consultation document before they were informed of its existence at a Heads meeting on 29th November.</i>
	<i>(Regarding Compass School Proposals) As key stakeholders were not made aware of the information, this is illegal and therefore should not go ahead.</i>
	<i>(Regarding Compass School Proposals) The email on 24 October 2018 did not specifically mention Compass School proposals which means busy head teachers unlikely to trawl through the feedback to check that there is something relevant to them.</i>

	<i>It has not been publicised properly</i>
	<i>There has been very little communication and I am concerned about losing my job after transfer</i>
	<i>Suggestion that the consultation should have been stopped and launched properly and publicly, considering all stakeholders and in line with the law.</i>
	<i>Concern that the overall budget consultation was promoted less than other consultations at the same time.</i>
	<i>Found out the information by chance, did not see any advertisements.</i>
	<i>(Regarding Sure Start proposals) Concern that the users of sure start have not been consulted with.</i>
	<i>(Regarding Sure Start proposals) Concern that staff in other parts of the council have been consulted with but staff in children's department have not.</i>
	<i>(Regarding Sure Start proposals) The consultation is unfair, unreasonable and inaccurate and it has not involved stakeholders. Stakeholders have not be consulted with at the appropriate time.</i>
Not enough information / information is not clear	<i>The proposals are extremely vague and do not give the required detail for the consultation to be meaningful.</i>
	<i>Disappointment with the ambiguity of the consultation process</i>
	More information needed on: <i>if the proposals are to make people redundant and replace or people leave with replace with volunteers; what the savings are if council removed 20 staff from Children's Services; what reviewing internal recharges means; Play offer proposals; what play opportunities are universal and which are targeted and how much resource is deployed to each; lack of clarity regarding how the locality model will work in practice; the number of vacancies in different departments; more detail on how process are made efficient and the criteria used to review contracts; what transferring funding to the NHS means to health services; whether the goal of reviewing adult social care charging policy is to reduce costs; need more detail on the likely impacts of the proposals; how identifying cheaper and more suitable sites for bin storage and heritage collections would happen; what type of households and businesses the smart bins would be placed in; who the partners would be for Emergency Planning and Business Continuity; how income would be increased from trading standards work;</i>
	Difficult to answer the question due to broad proposals with a lack of detail on: <i>Major projects proposals; Smart Compactor bins proposals; Play Offer proposals; Locality Based Early Help Service; Shared Lives Proposals; Transport Review</i>
	<i>The proposals are far too complicated for a larger number of SCC residents, so the number of people who respond will be small, thus making the survey valueless</i>
This information was difficult to locate	<i>(Regarding Play Offer proposals) The website shows adult social care charging review and the homes consultation, however there isn't anything for public consultation on the future of Sure Start.</i>
	<i>The consultation was hard to find, it almost hidden that it was dealing with a named institution not a generic consultation</i>
	<i>The consultation cannot be easily found and is submerged in a number of unrelated documents which makes it particularly difficult to find and respond to</i>
Dislike of the consultation questionnaire	<i>Disappointment with the ambiguity of the consultation process</i>
	<i>I find it difficult to use computers and complete online questionnaires</i>

	<i>In some cases a 'Not Sure' box for ticking would be useful until these measures are implemented</i>
	<i>Questionnaire is loaded and biased</i>
	<i>Ask more questions about quality of life as a result of the proposals</i>
	<i>Felt that less favourable proposals put at the start which may skew the final question regarding overall opinions on the budget</i>
	<i>Difficult to answer the question on impact if you think some proposals are positive and others are negative.</i>
	<i>The proposals cannot be considered as a whole as some are beneficial whilst others aren't.</i>
Decision already made	<i>Council will do what it wants regardless of the consultation being carried out.</i>
	<i>You always have consultations, the parents always say the move is a disaster, and you always do it anyway.</i>
	<i>As a council you will do what you want, set the budget you want, spend the money where you want regardless of my opinion or anybody else's</i>
Need more time to go through and form an opinion	<i>(Regarding Compass School proposals) Only found out about the proposals in late November and so it was too late for a detailed response to be prepared.</i>
	<i>I would need to review and an opportunity to speak to discuss these properly and in depth</i>
	<i>There is a contradiction in the paperwork regarding the deadline for the consultation which states the 2nd January rather than the 16th January. This means that the council has closed the consultation 2 weeks earlier than it should have- therefore not giving the public the opportunity to feedback.</i>
Additional unique comments regarding the consultation process	<i>The link on your site goes to the Care Homes and not to the toll bridge which is not very helpful</i>
	<i>Concern that the consultation is not meaningful and should be considered statutory under the Care Act as a significant change to the offer provided to families in the city has been proposed.</i>
	<i>(Regarding Play Offer Proposals) Staff were also warned not to give feedback and not to speak to parents about the proposals which is unacceptable.</i>
	<i>(Regarding Play Offer proposals) Vulnerable families are likely to need more assistance with identifying the consultation and will need support.</i>

Conclusion

133. Southampton City Council sought views on draft budget proposals for 2019/20 and 2020/21. The consultation ran for 10 weeks from 17 October 2018 to 2 January 2019.
134. In total, there were 559 responses to the consultation of which 533 responded via the consultation questionnaire and a further 26 responded via letters and emails.
135. All questionnaire results have been analysed and presented in graphs within the report. In addition all written feedback has been read and assigned to categories based upon similar sentiment or theme and descriptions have been provided of each category within the report.
136. In conclusion, this consultation allows Cabinet to understand the views of residents and stakeholders on the proposals that have been consulted on. It represents the best possible summary and categorisation of all the feedback received through the consultation period.