

**BUDGET PLANNING CONSULTATION – FINDINGS**

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**1.0 EXECUTIVE SUMMARY**

- 1.1 Argyll and Bute Council aims to work with, as well as for, the people of Argyll and Bute. We therefore sought the views of our citizens at three stages in this year's budget planning process.
- 1.2 Overall we received nearly 3,000 responses and over 4,300 comments from across Argyll and Bute.
- 1.3 This report outlines the feedback provided for elected members' consideration.

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**ARGYLL AND BUTE COUNCIL**

**COUNCIL**

**CUSTOMER SUPPORT SERVICES**

**25 FEBRUARY 2021**

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**2.0**

## Overall findings

3.8 While we received feedback specific to the topics covered by the three surveys, this overall reference emerged:

- Rather than cut services, find different ways of working or delivering them to make them sustainable.

3.9 Recurring suggestions for how the council might do this were:

- Efficiency savings (e.g. reduce management/councillor costs, review how services are delivered, use technology to cut costs, reduce the council's energy costs)
- Campaign for more funding for the council
- Introduce/increase charges (\*)
- Support communities to get involved in delivering services that matter to them (\*)

3.10 (\*) Charging, and involving communities more, received some objection as well as support. Main concerns about charging were about the level of charges, and the impact on low income residents. Main objections to community involvement were about expectations of what paying council tax should make possible.

3.11 Those who supported/suggested community involvement gave feedback on the help the council could provide to make this possible:

- Help to organise and co48.82 435 TmC /erevoumen(f)8(e)16(o)6(i)12(s)10( )]T

- 3.15 Members of the public were invited to get involved in budget planning for a third time, by giving views on general service savings options. The options are set out in Appendix 3.
- 3.16 A smaller number of people gave views on these options. Feedback is summarised below.

5.4 HR : None

5.5 Equalities :The consultation was designed to reach a range of people in line with our duties under the Equality Act 2010, and to take account of covid health guidance.

5.6 Risk: None

5.7 Customer Service: Providing feedback on actions taken as a result of this consultation will highlight the value of citizens taking the time get involved in setting the council's budget.

### **Executive Director Kirsty Flanagan**

#### **For further information contact:**

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Policy Lead: Councillor Mary-Jean Devon

#### Appendix

Appendix 1: Amenity Services feedback

Appendix 2: School and public transport feedback

## **Appendix 1: Amenity Services**

Findings from this survey contributed to the proposals put forward for consideration for the amenity services themed savings.

**Q1. How would you make savings from statutory services?**



## Appendix 2: School and bus services survey

This survey was one part of a broader assessment of transport services. Its findings have been used to shape recommendations for this savings theme.

Respondents were presented with a range of hypothetical options for the future of local buses and school transport in Argyll and Bute.

Option	Response
1. Some bus services operate on a demand responsive basis where instead of running to a fixed timetable, they operate flexibly to meet bookings made by phone or app. Should the Council covert more bus services to this type of operation it if reduces costs?	Slightly more agreed (42%) than disagreed (37%).
2. Some communities in Argyll and Bute run their own minibuses with volunteer drivers in cases where the demand for buses is slow. Do you	