



**NORWICH**  
City Council

your services  
your say )))

October 2014

### **Council Priorities and Budget Consultation Questionnaire**

Norwich City Council is currently considering what priorities it should have for the future and is preparing its budget for 2015/16 and is facing a number of challenges and choices:

- The council needs to determine which areas to focus its resources on over the next five years for the good of the City.
- The council needs to find a further £1.6 million of savings or additional income each year for the next four. This is due to budgetary pressures such as significant reductions in government funding and inflation. The council, therefore, needs to determine how best to generate income and make savings.
- The council needs to decide whether to increase council tax for 2015/16 as well as consult on some changes to discounts and reductions.
- The council would like to hear your views on the ways in which you contact us to access services and in particular what services you would like to access by digital methods e.g. internet and smartphone, in the future.
- The council would also like to hear your views on proposals to improve road safety in the city through the introduction of further 20mph zones.

The council wants to get the views of the whole city – residents, businesses, visitors, voluntary groups and other public organisations - about how it tackles these challenges and approaches these choices. This is your chance to tell the council what you think about these important issues.

In order to make sure your responses are kept confidential and the reporting of results is fair, the council has asked BMG Research, an independent market research agency, to carry out the survey on its behalf. **Please send your completed questionnaire back to BMG Research in the envelope provided by Tuesday 6<sup>th</sup> January 2015.**

This public consultation will run from 13 October to 6 January. Councillors will then use this information to help them make decisions about the council's priorities, budget and council tax level in the new year.

If you would prefer to fill in the survey online visit [www.norwich.gov.uk](http://www.norwich.gov.uk)

If you know of anyone else who would like to have their say please do not copy blank forms as they may not scan properly and the responses may not be counted. All they need to do is visit the homepage of [www.norwich.gov.uk](http://www.norwich.gov.uk), call 0344 9803333 or visit City Hall to fill in or request a questionnaire.

If you have any questions or concerns about the survey you can contact the BMG Research helpline on 0800 358 0337. This number is free from landlines, although calls from mobiles may be charged. Alternatively, you can call BMG Research on 0121 333 6006 and ask to be put through to the helpline.

If you need help with another language or format such as large print, Braille, talking tape or in MS Word for putting through a text reader, please call 0800 3580337.

**Portuguese:**

‘Se pretender este questionário noutra idioma ou noutra suporte (grande formato, Braille ou cassete áudio), contacte o 0800 3580337.’

**Polish:**

Jeśli potrzebuje Pan/i dostępu do tej ankiety w innym języku lub formacie, np. wersji drukowanej dużą czcionką, zapisanej Braillem lub nagranej na kasecie, prosimy o kontakt telefoniczny pod numerem 0800 3580337

**Arabic:**

إذا احتجتم لهذا الاستبيان بلغة أخرى أو شكل آخر كالأحرف الكبيرة أو نظام بريل، أو الشريط المتكلم، يرجى الاتصال على الرقم:  
08003580337

**Bengali:**

যদি এই প্রশ্নাবলী অন্য কোনো ভাষায় অথবা ফরম্যাট এ চান যেমন বড় অক্ষরে ছাপা, ব্রেইল অথবা কথ্য বলা টেপ-এ, তাহলে অনুগ্রহ করে 0800 3580337 নম্বরে টেলিফোন করুন।

**Mandarin:**

倾听您的看法：我们希望倾听您对当地生活的看法。请通过电话08003580337参加我们的调查并帮助我们了解有关情况，我们能在口译人员的帮助下以您的语言与您进行交流。

**Russian:**

Опрос общественного мнения: мы хотели бы услышать ваше мнение о жизни в вашем районе. Вы можете помочь нам, приняв участие в нашем опросе. Позвоните по телефону 0800 3580337 и мы сможем поговорить с вами на вашем родном языке с помощью переводчика.

**Lithuanian:**

Klausomės jūsų nuomonės: norime išgirsti jūsų nuomonę apie gyvenimą jūsų vietovėje. Prašome padėkite mums sudalyvaudami tyrime – paskambinkite telefono numeriu 0800 3580337 ir su vertėjo pagalba mes galėsime su jumis pasikalbėti jūsų gimtąja kalba.

**Hungarian:**

- For single and multiple choice questions, please mark your choices with an 'x' ( ☐ ) to indicate your answer.
- If you make a mistake please fill in the box like this ☐
- When writing numbers or words in the box, please ensure that all the writing is **inside the box boundaries**.

## **Section B: Developing the council's budget for 2015/16**

### **How the council has saved money in the last five years**

The council has already reduced its costs by more than a third over the past five years by finding recurring savings of approximately £26 million. This amounts to total cumulative savings of more than £98 million over the period. This has happened through a number of ways involving changing the way the council works including; reducing the number of managers, redesigning services, sharing services, renegotiating external contracts and becoming more efficient in the way we do things.

Our approach has been to make as many savings as we possibly can that won't directly impact on the key services you receive from us and if we do have to make any savings that will impact on those services to consult you on them and provide genuine choices.

However, delivering previous savings of this scale over the last few years has inevitably impacted on the council's overall capacity.

You are asked for your views on proposals for further changes below. These would further reduce the council's overall capacity and its ability to do new work for the City. However, we don't believe they will significantly impact on the key services for 2015/16 that you currently receive from the council, such as parks, street cleaning, refuse collection etc.

### **What the council needs to do next**

Due to budgetary pressures such as reduced government funding and inflation we need to either save or generate in income another £1.6 million per year for each of the next four years to be able to fund the services we currently provide. This is where the council needs your help. This questionnaire sets out how we propose to generate additional income and make those savings, but we would like your help in finalising the way forward.

As part of our last budget consultation we asked you for your ideas on other things we could do to save money and generate income and we have used these to help us develop our proposed approach for 2015/16.

## **Section B1: Income and savings options for 2015/16**

We believe that we can generate income and save the required £1.6 million for 2015/16 through continuing to change the way the council works. This would be through:

- Generating more income through investments and assets
- Generating more income from the government through becoming more efficient in how we process benefit applications
- Generating more income from the building of a replacement car park in the City at Rose Lane as well as helping to improve the area
- Generating more income by selling advertising space and increasing the number of concessions in parks for businesses to operate.
- Generating more income and saving money through joint arrangements with other public organisations including further sharing of City Hall with other organisations
- Saving more money by improving business processes, using new technology and becoming more efficient in how we operate and manage services.
- Saving more money by redesigning support services as the council gets smaller

QB1b. **Do you have any comments or suggestions on the council's proposed approach of continuing to change the way it works to generate income and save money?** *Please write in your suggestions in the box below (continue on an extra sheet if you need to)*

QB1c **Do you have any ideas on other things the council could do differently to generate income or save money?** *Please write in your suggestions in the box below (continue on an extra sheet if you need to)*

## **Section B2: Raising additional income through a council tax increase**

In responses to our budget consultations in the last two years the majority of people who responded supported a council tax rise and that this money should be used to protect key council services within the City. This is the approach that has been followed by the city council and has helped to protect your services.

If the city council were to increase its share of council tax by 2% for 2015/16 it could raise approximately £150,000 in income for the council. This is equivalent to a rise of approximately seven (7) pence per week for the average band B home in Norwich.

In 2015/16 we are proposing to increase our share of the council tax by that amount and use the money again to protect key council services in the future.

QB2a **To what extent do you support the city council raising its share of the council tax by 2% in 2015/16 and using that money to protect key council services in the future?** *Please show your level of support by marking ☒ one box below*

Strongly agree	Slightly agree	Neither agree nor disagree	Slightly disagree	Strongly disagree	Don't know
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Plus additional questions on empty homes and / or increasing disregards for purposes of the reduction scheme

## **Section C: Ways in which you contact the Council and access our services**

The council currently provides services in a number of ways including in-person at different locations, by phone, email and via the website.

QC1

**In the last 12 months have you contacted the council to do any of the following?** Please mark ☒ all boxes and methods of contact that apply

	Online	Phone	In person	Not contacted
To pay for something (such as council tax, housing rent, parking fine)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
To tell us about something (such as a missed bin collection, abandoned car, noise nuisance)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
To request something (such as pest control, replacement bin)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
To apply for something (such as council tax benefit, garage or an allotment)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

## QC2b

The council provides a number of things you can do on its website, **24 hours a day**. It is planning to improve its website so that in the future you will be able to use it for more things.

**Of the services and activities listed below, please indicate in column (a) if this is something you have done through our website or in column (b) if this is something you would be prepared to carry out through our website?** Please mark ☒ all boxes that apply

		(a) Have done	(b) Would do
<b>Pay for it :</b>	Paying your council tax	<input type="checkbox"/>	<input type="checkbox"/>
	Paying the rent for your council house	<input type="checkbox"/>	<input type="checkbox"/>
	Paying a parking fine	<input type="checkbox"/>	<input type="checkbox"/>
	Paying for your allotment	<input type="checkbox"/>	<input type="checkbox"/>
<b>Tell us about it :</b>	Reporting a council house repair	<input type="checkbox"/>	<input type="checkbox"/>
	Reporting a missed bin collection	<input type="checkbox"/>	<input type="checkbox"/>
	Reporting fly tipping, illegal parking, an abandoned vehicle, littering, dog fouling or a local food business you are concerned about	<input type="checkbox"/>	<input type="checkbox"/>
	Reporting a defective street light	<input type="checkbox"/>	<input type="checkbox"/>
	Reporting a pothole	<input type="checkbox"/>	<input type="checkbox"/>
	Commenting on a planning or licensing application	<input type="checkbox"/>	<input type="checkbox"/>
<b>Request it :</b>	Asking for a replacement bin	<input type="checkbox"/>	<input type="checkbox"/>
	Asking for a council tax discount	<input type="checkbox"/>	<input type="checkbox"/>
<b>Apply for it :</b>	Applying for council or housing tax benefit	<input type="checkbox"/>	<input type="checkbox"/>
	Applying for a council garage	<input type="checkbox"/>	<input type="checkbox"/>
<b>None of the above</b>		<input type="checkbox"/>	<input type="checkbox"/>

**QC2c**

The following options are not currently available through our website.

**Of the services and activities listed below, please indicate if this is something you would be prepared to carry out through our website? Please mark ☒ all boxes that apply**

		<b>Would be prepared</b>
<b>Pay for it :</b>	Paying for your brown bin	<input type="checkbox"/>
	Ordering tickets for a city event	<input type="checkbox"/>
<b>Tell us about it :</b>	Reporting noise nuisance	<input type="checkbox"/>
	Reporting antisocial behaviour	<input type="checkbox"/>
<b>Request it :</b>	Asking for a pest control service	<input type="checkbox"/>
	Asking for a bulky waste collection	<input type="checkbox"/>
	Asking for an appointment with a council officer to discuss a specific service	<input type="checkbox"/>
<b>Apply for it :</b>	Applying for a taxi licence	<input type="checkbox"/>
	Applying for a council allotment	<input type="checkbox"/>
	Applying for a residents parking permit	<input type="checkbox"/>
<b>None of the above</b>		<input type="checkbox"/>

**QC2d**

**If you are unwilling to carry out any of the above activities through our website, what is the main reason for this?**

I don't know how to use the internet/ access the council website	<input type="checkbox"/>
I don't have access to the internet	<input type="checkbox"/>
Health issues prevent me from using the internet	<input type="checkbox"/>
Where I access the internet there is poor connectivity	<input type="checkbox"/>
Other <b>Please write in</b> _____	<input type="checkbox"/>

## **Section D – 20mph speed limits**

The Council wants to ensure that Norwich's roads are safe and that fewer people get injured on roads in the City Council area. Part of the work to improve road safety would be to introduce 20 mph speed limits on more of our roads.

**QD1 To what extent do you support the proposals to extend 20 mph speed limits in Norwich?**

*Please show your level of support by marking ☒ one box below*

Strongly agree	Slightly agree	Neither agree nor disagree	Slightly disagree	Strongly disagree	Don't know
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

**QD2 If 20 mph speed limits are introduced on more roads in Norwich which of the following types of roads do you think should be the main priority.**

*Please mark ☒ one box only*

Roads close to schools	<input type="checkbox"/>
Roads in residential areas	<input type="checkbox"/>
Roads in the city centre	<input type="checkbox"/>
Roads close to parks	<input type="checkbox"/>
None of the above	<input type="checkbox"/>

## **Section E: Information about you**

Please complete the following questions. The information will be used to compare the views of different groups. Your responses are confidential – only BMG will see your completed questionnaire.

**QE1 First of all, in what capacity are you responding to this questionnaire?**

*Please mark ☒ one box only*

As an individual	<input type="checkbox"/>	On behalf of a <u>voluntary sector</u> organisation	<input type="checkbox"/>
On behalf of a <u>private sector</u> organisation	<input type="checkbox"/>	As an employee of Norwich City Council	<input type="checkbox"/>
On behalf of a <u>public sector</u> organisation	<input type="checkbox"/>		

*If you are responding as an organisation (public sector, private sector or voluntary sector), you do not need to complete the next few questions. Please go to the end of the questionnaire to read the instructions for returning your questionnaire.*

**QE2 Could we have your full postcode, so that we can look at the data by local area?**

*Please write in your full postcode in the box*

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**QE3 Please mark one box to indicate your gender. Please mark ☒ one box only**

Male ☐

Female ☐



QE4 What was your age on your last birthday? Please write in the box

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QE5 Do you consider yourself as having a disability? Please mark ☒ one box only

Yes ☐

No ☐

QE6 Which, if any, of these activities describe what you are doing at present? Please mark ☒ one box only. Only tick 'looking after the home or family' if this is your main activity and none of the other options apply.

Full time working (30 hours plus per week) ☐

Looking after home or family ☐

Part time working (under 30 hours per week) ☐

Unable to work due to long-term sickness or disability ☐

Full-time education (including on a government supported training programme) ☐

Unemployed and seeking work ☐

Wholly retired from work ☐

None of the above ☐

QE7 Do you currently pay council tax to Norwich City Council? Please answer 'yes' even if you currently receive full benefit on your bill. Please mark ☒ one box only

Yes ☐

No ☐

Don't know ☐

QE8 Do you receive help from the council to pay your council tax (the Council Tax Reduction Scheme)? Please mark ☒ one box only

Yes ☐

No ☐

Don't know ☐

QE9 Do you....? Please mark ☒ one box only

....own your own home (with or without a mortgage) ☐

....rent from a private landlord ☐

....rent from a housing association ☐

....live rent-free with family ☐

....rent from the Council ☐

Other Please mark ☒ box and write in below ☐

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QE10 Which of these groups do you consider you belong to? Please mark ☒ one box only

**White**

English/Welsh/Scottish/Northern Irish/British ☐

Irish ☐

**Black and black British**

Caribbean ☐

African ☐

Any other white background ☐

**Mixed**

White and black Caribbean ☐

White and black African ☐

White and Asian ☐

Any other mixed/ multiple ethnic background ☐

**Asian and Asian British**

Indian ☐

Pakistani ☐

Bangladeshi ☐

Chinese ☐

Any other Asian background ☐

Any other black/African/Caribbean background ☐

**Gypsy / Traveller**

Romany Gypsy ☐

Traveller – Irish origin ☐

Traveller – other ☐

**Other ethnic group**

Arab ☐

Any other ethnic group **Please mark ☒ box and write in below** ☐

**Thank you very much for taking part in this survey.** Please return your questionnaire in the pre-paid envelope provided to: BMG Research, 7 Holt Court North, Heneage Street West, Birmingham Science Park, Aston, Birmingham, B7 4AX.

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