

## **1.0 Considerations around representativeness and reporting of the data**

- 1.1 In line with best practice issued by Government (The Government's Consultation Principles July 2016), the consultation particularly focused on involving the range of stakeholders affected by the proposals, as well as enabling the general public to comment through the online survey, social media and public meetings. The findings from the stakeholder meetings and other qualitative correspondence, is by its very nature, indicative only and not necessarily representative of the wider population.
- 1.2 It is recognised that the public, community groups and key stakeholders may not always be aware of the budgetary and technical financial constraints that local authorities operate under. This document does not attempt to unpick this, but simply reports the views of the various consultees in their broadest perspective.
- 1.3 The qualitative findings are a source of information derived from concepts that are included in the budget proposals. These have been drawn from comments from the survey, emails received from members of the public and social media where available. It should be noted that individual views received are not necessarily representative; however, the inclusion of many of these comments forms an important part of the Council's Equality Assessment of the budget proposals – a process that is legally required.
- 1.4 Given the relatively small sample response to the budget consultation, this is not necessarily representative of the population of Wolverhampton as a whole. Other surveys are carried out by the Council during the year to ascertain customer satisfaction of services provided.

## **2.0 Key Findings**

- 2.1 The main themes that respondents had the opportunity to comment on were:

- Services that are most important;
- Protecting services from further cuts;
- Generating income to help make less cuts to service provision;
- Current ways of contacting the Council;
- Accessing services online; and
- Raising Council Tax.

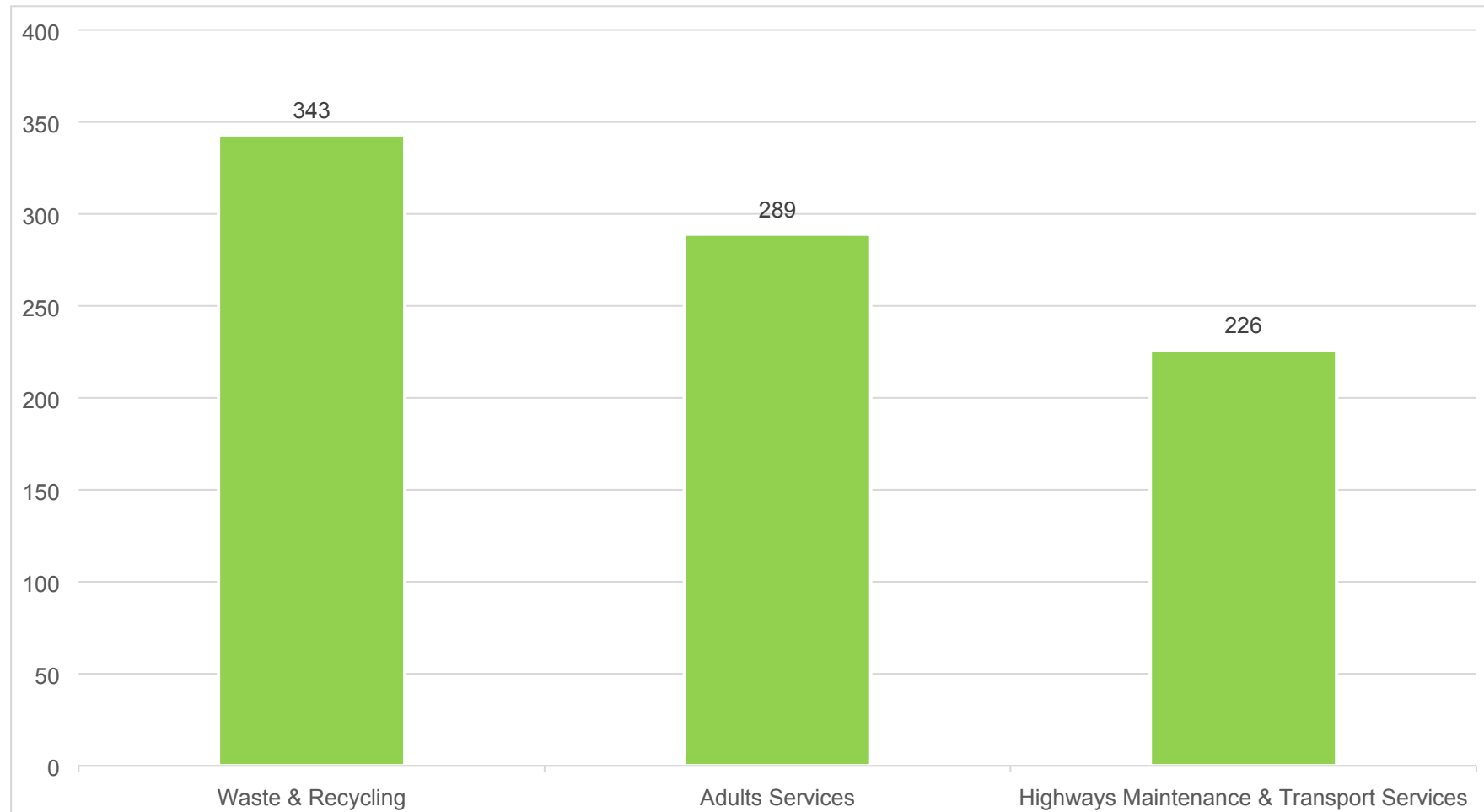
### **2.2 Services that are most important**

The Council provides many services to the public. Respondents were asked that of the services they were personally aware of, which three are the most important to them and

to state if they think the services have improved, stayed the same or got worse in recent years. Their responses are recorded in the following charts:

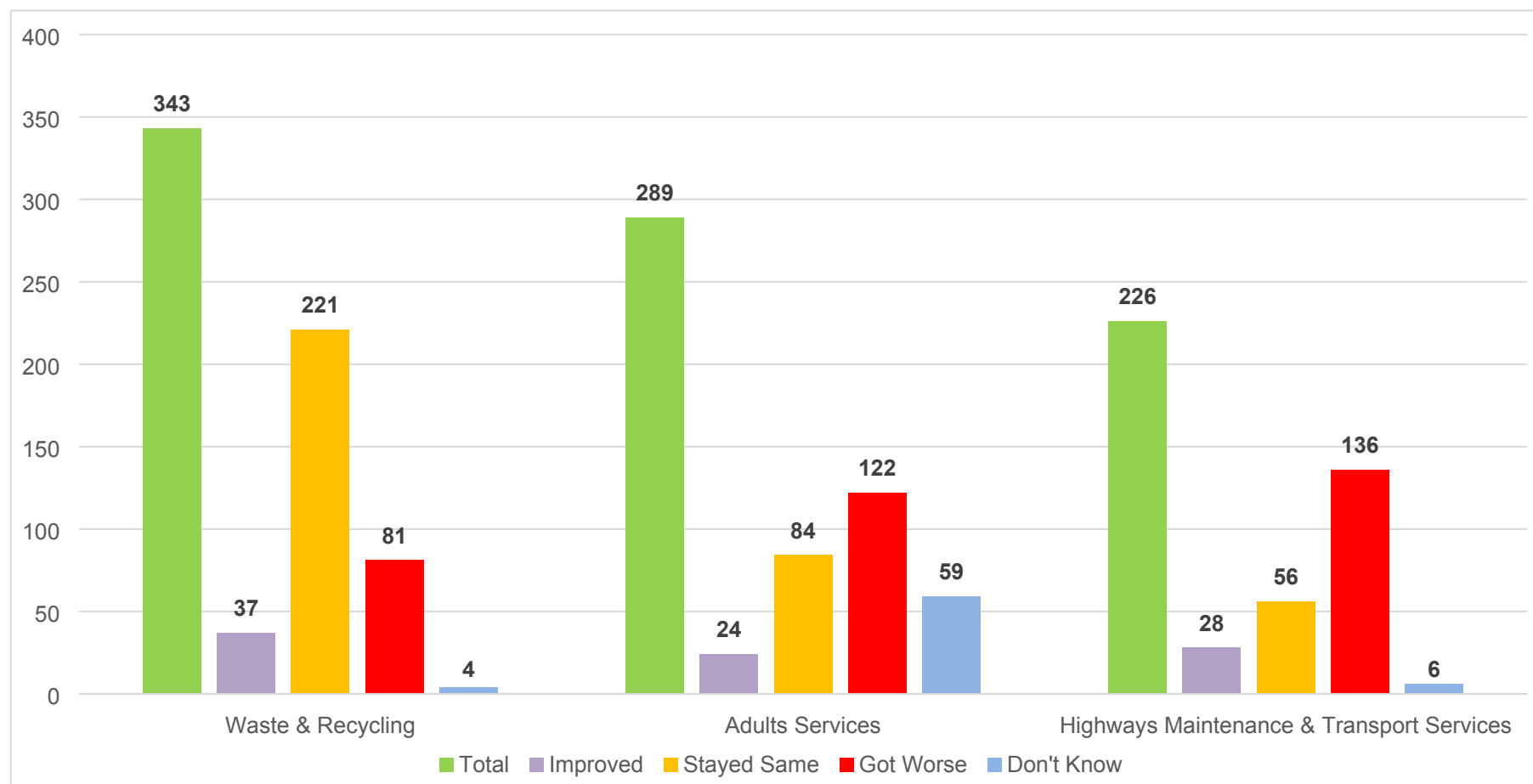
**Chart 1: Top three services most important to respondents (ranked)**

Overall, there were a total of 1,962 responses for this question, commenting on 23 services. Of which 343 (17.5%) of respondents indicated that Waste and Recycling Services was the most important service, followed by 289 (14.7%) for Adults Services and 226 (11.5%) for Highways Maintenance and Transport Services.



**Chart 2: Analysis of the top three services most important to respondents (ranked)**

Respondents were asked to state whether of the three Council services that were selected, if they thought the service had improved, stayed the same or got worse in recent years.



From Chart 1, 343 of respondents indicated that Waste and Recycling Services was the most important service. Chart 2 above shows that 37 (12.4%) stated that the services had improved, 221 (30.4%) stated that the services stayed the same, 81 (10.8%) stated that the services got worse and 4 (2.2%) stated they did not know.

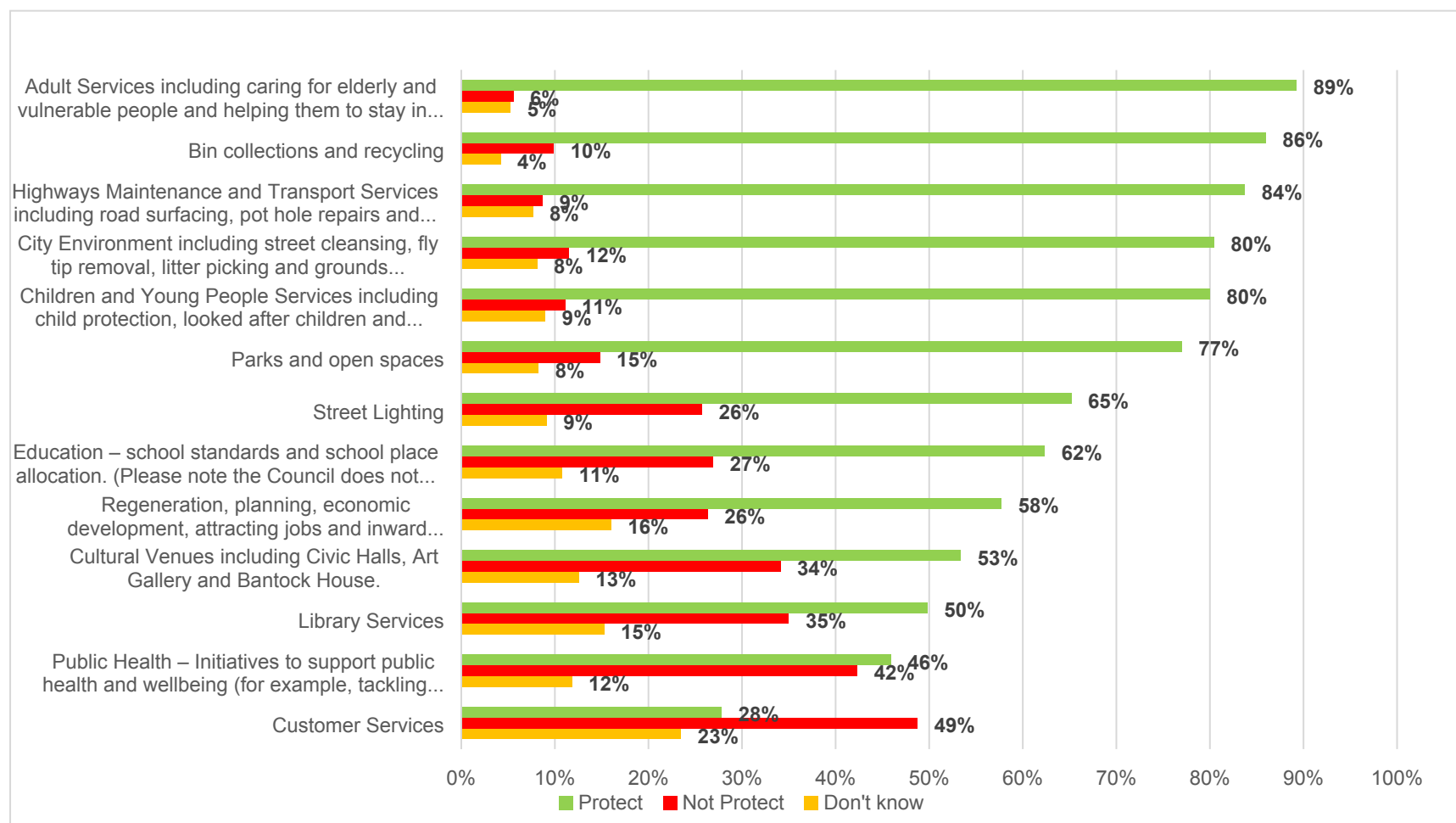
Other important services that did not fall in the top three include Children's Services and Education, which ranked as the fourth and fifth most important service to respondents respectively.

Of all responses, respondents felt that Regeneration in the city has improved the most, whilst Highways Maintenance and Transport services was deemed to be the area that had got worse.

## 2.3 Protecting services from further cuts

The Council has been faced with significantly reduced government funding since 2010-2011 and budget cuts have had to be made. Respondents were asked to review a list of services that the Council provides and to choose if they think the services should or should not be protected from further cuts. Their responses are recorded in the following chart:

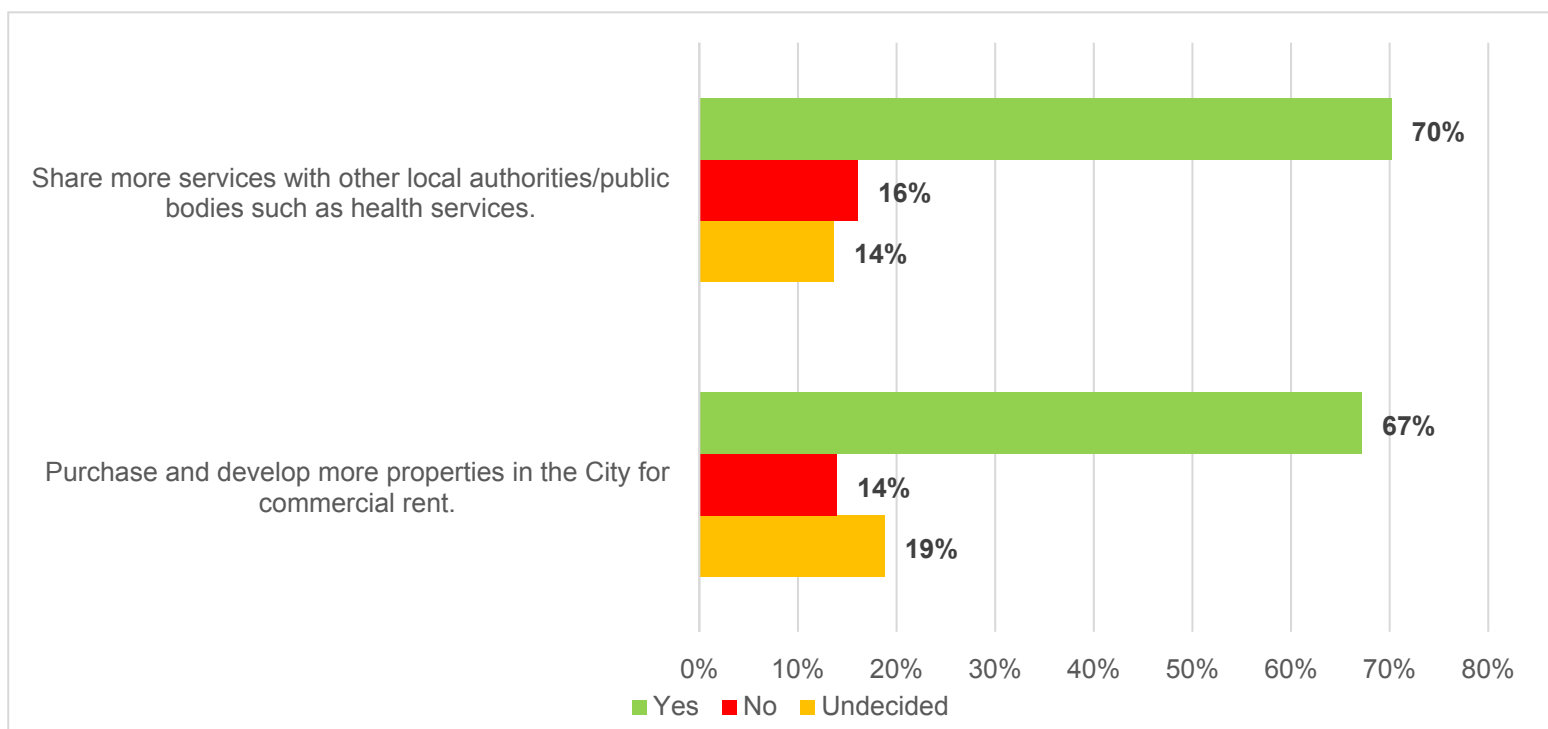
**Chart 3: Which services should be protected from future cuts**



## 2.4 Generating income to help make less cuts to service provision

If the Council is able to raise additional income, we will not need to make as many cuts to service provision. Respondents were asked to choose if they were in favour or not in favour of two income generation opportunities. Their responses are recorded in the following chart:

**Chart 4: In order to generate more income would you like the Council to:**



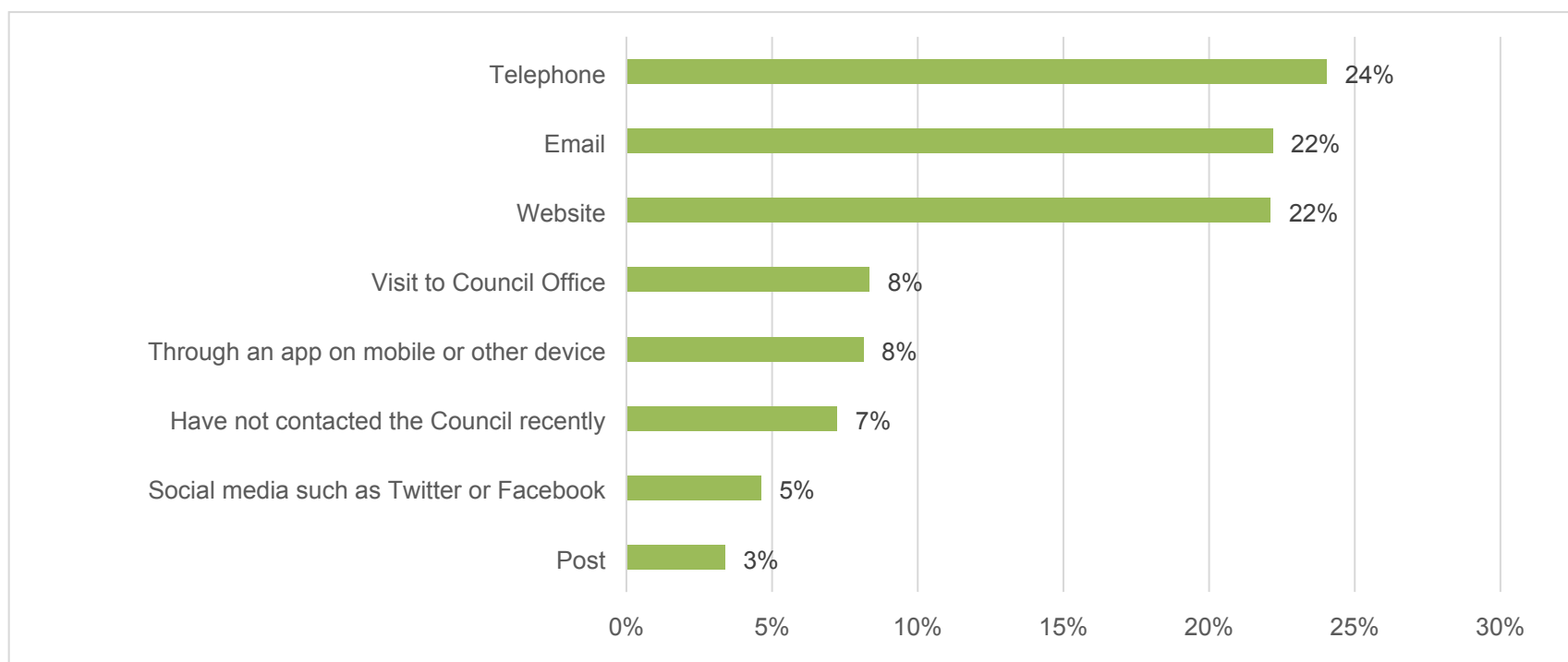
Overall, 467 (70%) of 665 respondents said they would like the Council to share more of its services.

## 2.5 Current ways of contacting the Council

The Council is embarking on a programme of making many of its services available online, over the internet, enabling 24/7 access. Report it, request it, apply for it and payment services will be available through the Council's website.

Respondents were asked how they currently contact the Council. Respondents were able to choose more than one way of contacting the Council. Their responses are recorded in the following chart:

**Chart 5: How respondents currently contact the Council**



Overall, there were a total of 1,452 responses for this question, of which 349 (24%) respondents contact the Council by telephone, 322 (22%) by email and 321 (22%) by website being the top three.



## 2.6 Accessing services online (1)

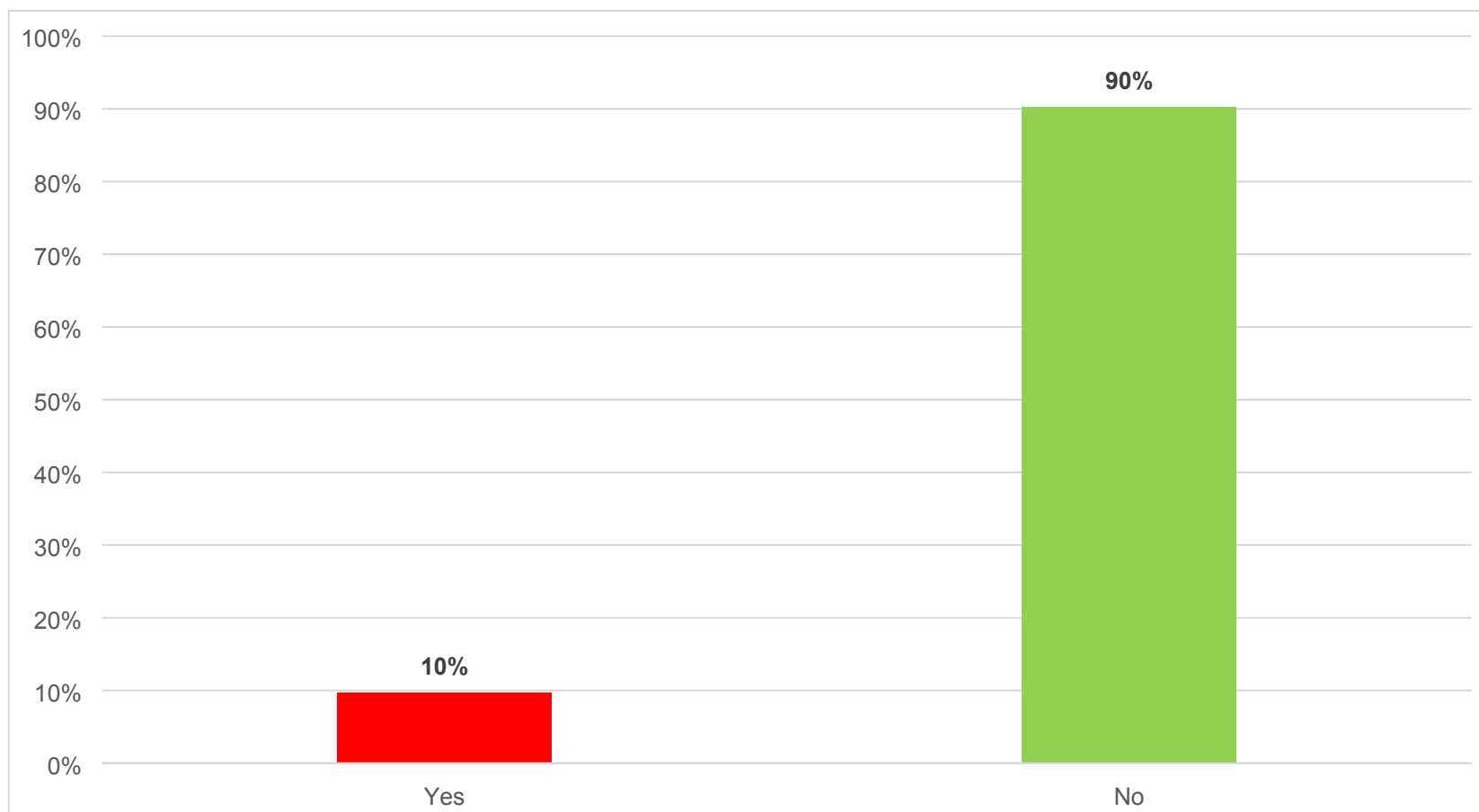
The Council already offers many services online and has plans to offer even more. Respondents were asked which council services would they like to be able to access online. Out of a total of 669 respondents, 351 people responded to this question, the responses are analysed further below:

- 241 specified services that are already accessible online
- 95 specified that as many services as possible should be accessible online
- 15 specified services that are not currently accessible online. The responses have been categorised below:
  - Online chat
  - Report traffic/parking issues online
  - Reserve library books online
  - Online registrar services
  - Online pest control bookings
  - Online local area update
  - Signposting to property maintenance services
  - Online check for public footpath locations
  - Progress of housing benefit applications

## 2.7 Accessing services online (2)

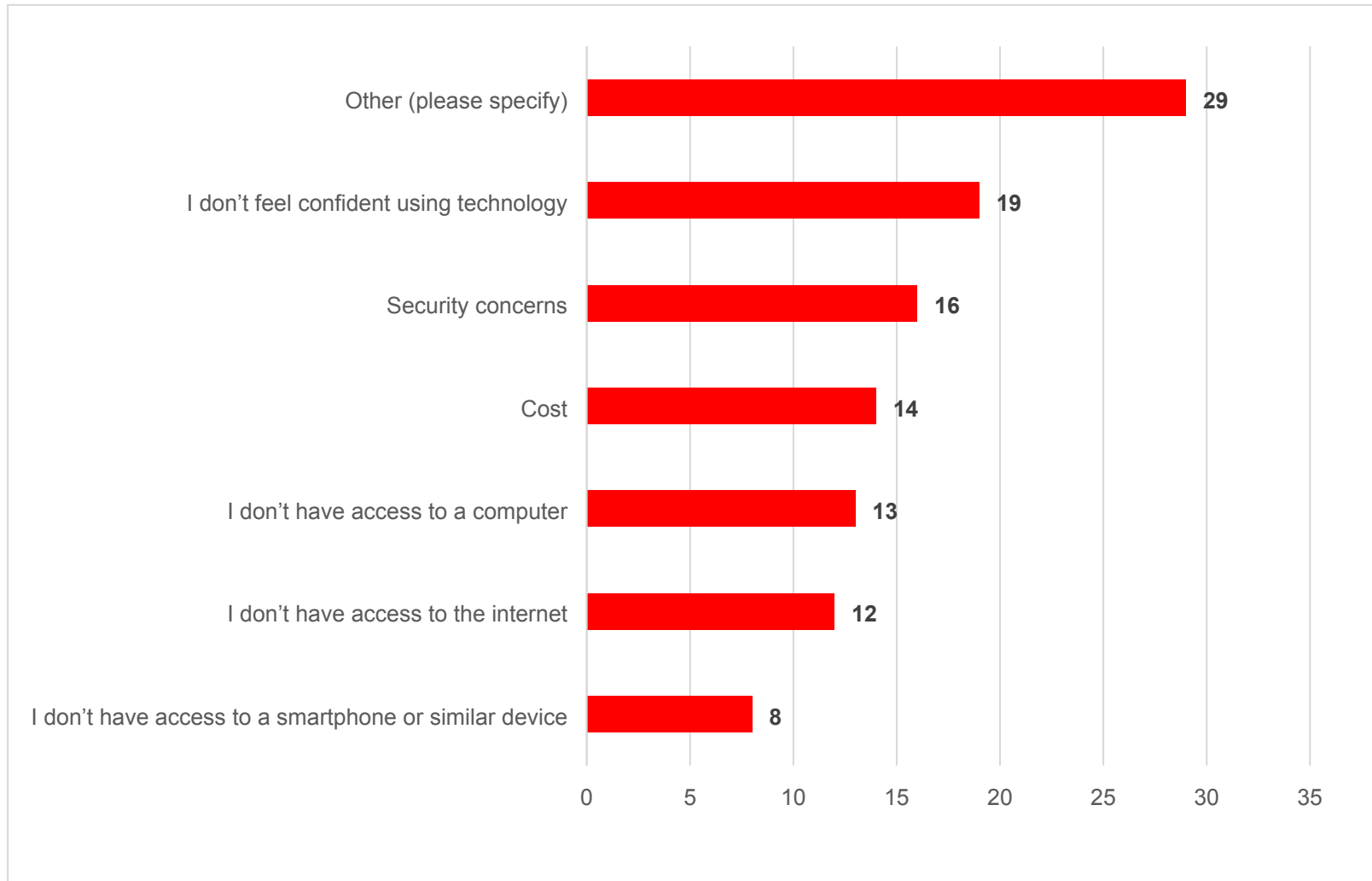
Respondents were asked whether there were any reasons that prevented them from using the internet to access online services. Out of a total 660 responses to this question, 592 (90%) said no, whilst 68 (10%) said yes. Their responses are recorded in the following chart:

**Chart 6: Are there any reasons that prevented respondents from using the internet to access online services**



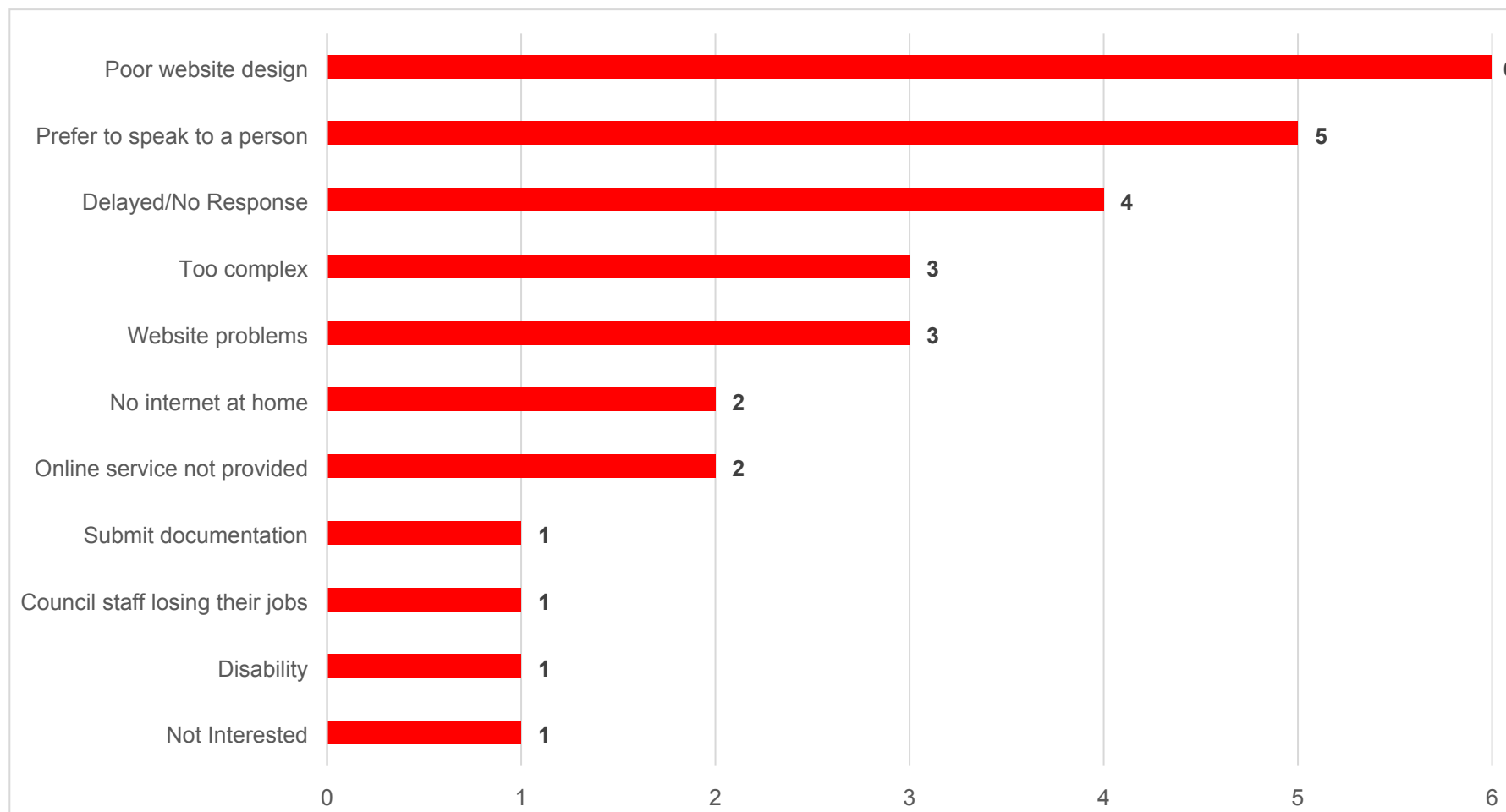
The following chart below analyses the reasons of the 68 (10%) respondents from chart 10 that prevented them from using the internet to access online services. Respondents were able to choose more than one reason.

**Chart 7: If yes, it is because:**



The following chart below analyses the breakdown of the 29 (42.6%) from chart 11 of the 68 respondents whose responses have been recorded under Other.

**Chart 8: Breakdown of Other**



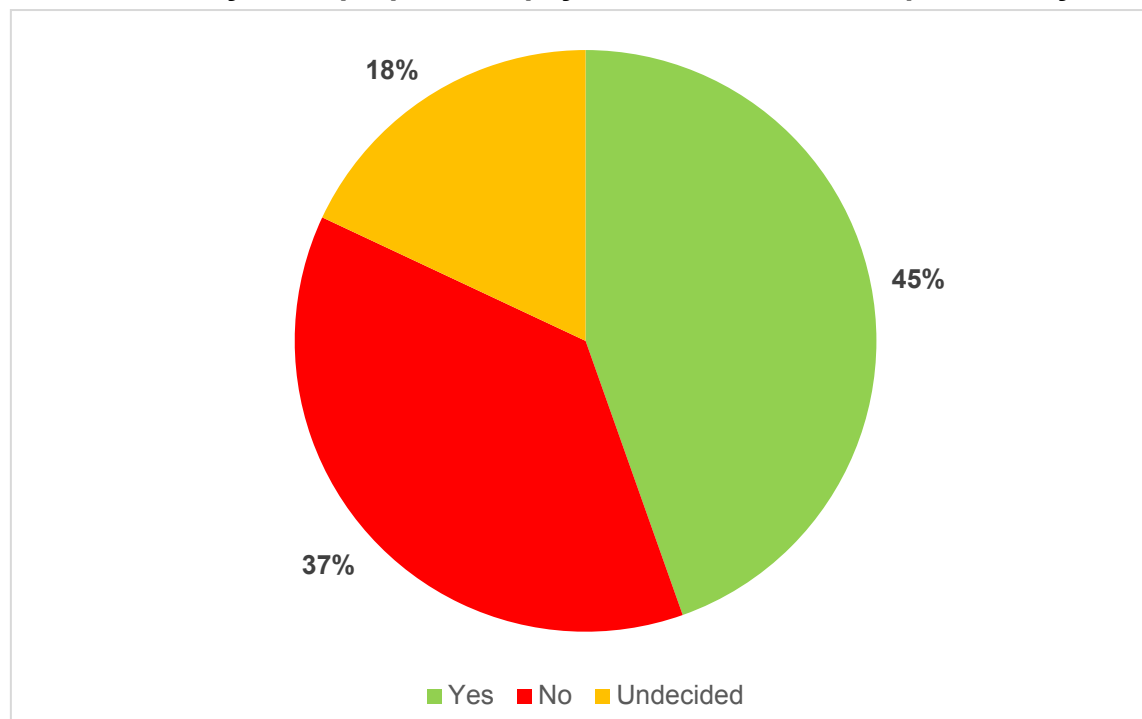
## 2.8 Raising Council Tax

The Council is proposing a 1.99% increase in Council Tax for 2018-2019 and, in line with Government policy, to levy an additional 2% charge specifically to help fund Adult Social Care.

The proposed total 3.99% increase would be an extra £39.40 per year (76 pence per week) for the majority of properties in Wolverhampton (Valuation Band A) or if a single person discount is applicable for the property the increase for 2018-2019 would be an extra £29.55 per year (57 pence per week).

Respondents were asked if they would be prepared to pay more Council Tax (than the currently proposed Council Tax increase of 3.99%) to protect key services from further cuts, noting that any increase in Council Tax over 1.99% would be subject by law to a local referendum. Their responses are recorded in the following chart:

**Chart 9: Would you be prepared to pay more Council Tax to protect key services from further cuts?**



292 of 655 respondents (45%) stated that they would be willing to pay more than the proposed 3.99% increase in Council Tax to protect key services from further cuts. 245 respondents (37%) stated that they would not be willing to pay more Council Tax.

### 3.0 Feedback from Business Consultation

Local business representatives/champions were invited to attend an event at the Art Gallery on 21 November 2017. At this event, City of Wolverhampton Council Councillors and Officers presented the Council's 2018-2019 budget plans and discussed a number of themes arising as a result.

#### 3.1 Amongst the themes discussed were:

- Businesses recognised the regeneration and transformation that has taken place in Wolverhampton, and stated that greater promotion of the City was required in order to attract more businesses to the area.
- Further to this, businesses encouraged further development of partnerships and collaboration with schools, colleges and the University of Wolverhampton particularly in the manufacturing and engineering sector to support the development of skills.
- Businesses raised concerns about rough sleepers that were sleeping outside of the City Centre remit and whether they had been offered support.
- Questions were also raised about how the private sector, public sector and the community can work together to recognise innovation and opportunities within Wolverhampton.

### 4.0 Feedback from the four Public Meeting Consultations

Members of the public were invited to attend four public meetings held around the City of Wolverhampton in October and November 2017 to have their say in the consultation. At these meetings, City of Wolverhampton Council Councillors and Officers presented the Council's 2018-2019 budget plans and discussed a number of themes arising as a result.

#### 4.1 Amongst the themes discussed were:

##### **Regeneration**

- Concerns were raised regarding the progress on the Westside, Interchange and Markets projects.
- Further to this, people raised questions about the development of the Canalside Quarter, as the entry into Wolverhampton by train did not give a good impression of the City.
- There were also concerns about whether investment was focused on the city centre and whether there will be investment in the districts of Wolverhampton.

### **Adult Services**

- Questions were raised about the provision of adult social care and the consideration of individuals needs when care packages are made.
- Concerns were also posed about the level of funding available for adult social care, given the Council's challenging budget position.

### **Waste & Recycling**

- Questions were raised about the progress of the Waste & Recycling transformation proposal which was discussed in last year's budget consultation process.

### **Highways and Transportation**

- The Council was asked to consider the development of good cycle and pedestrian routes which would allow people to access the city without using vehicles. This was recommended to reduce air pollution and improve the impact on the city's children.

### **Community Engagement**

- It was recognised that the Council is working with communities and consultation was welcomed.
- Street cleansing/litter picking by pedestrians in one area of Wolverhampton was recognised.

### **Housing**

- Information was sought on the types of houses that would be available through WV Living and whether the Council should leave this to private sector development.

### **Signage**

- Concerns were posed by residents about the cost of signage around the city centre and the train station.

## 5.0 Feedback from the Youth Council Meeting

Members of the Youth Council were invited to attend a meeting on 4 December 2017 to have their say in the consultation. At this meeting, City of Wolverhampton Council Councillors and Officers presented the Council's 2018-2019 budget plans and discussed a number of themes arising as a result.

### 5.1 Amongst the themes discussed were:

#### **Regeneration**

- Discussions were primarily focused around regeneration in the city. Questions were posed as to why the Council is investing in new assets and projects when budget savings need to be made. However, consideration was made to the benefits arising as a result of capital investment including attracting new businesses to the area, the creation of jobs and revenue income streams.
- Further details were sought about the Westside, Interchange and Markets projects.
- Questions were raised about the development of the Canalside Quarter.

#### **Children's Services**

- Reference was made to the reduction in the numbers of Looked After Children and if budget reductions have impacted on this.

#### **Education**

- Consideration was made to whether the Council could collaborate with schools to reach a bigger audience when consulting on the budget in future years.

## 6.0 Feedback from the Equality and Diversity Forum Meeting

Representatives from the City's Equality and Diversity Forum were invited to attend a meeting on 7 December 2017 to have their say in the consultation. At this meeting, City of Wolverhampton Council Councillors and Officers presented the Council's 2018-2019 budget plans and discussed a number of themes arising as a result.



6.1 Amongst the themes discussed were:

- Members of this group were concerned about community cohesion in a city where there is such a wide diverse culture.
- The group welcomed the idea of community groups working with the Council, and felt that in conjunction they could add value with the use of facilities such as the Bob Jones Community Hub.
- Concerns were raised about the provision of services for the deaf community at the Citizens Advice Bureau due to budget reductions there.

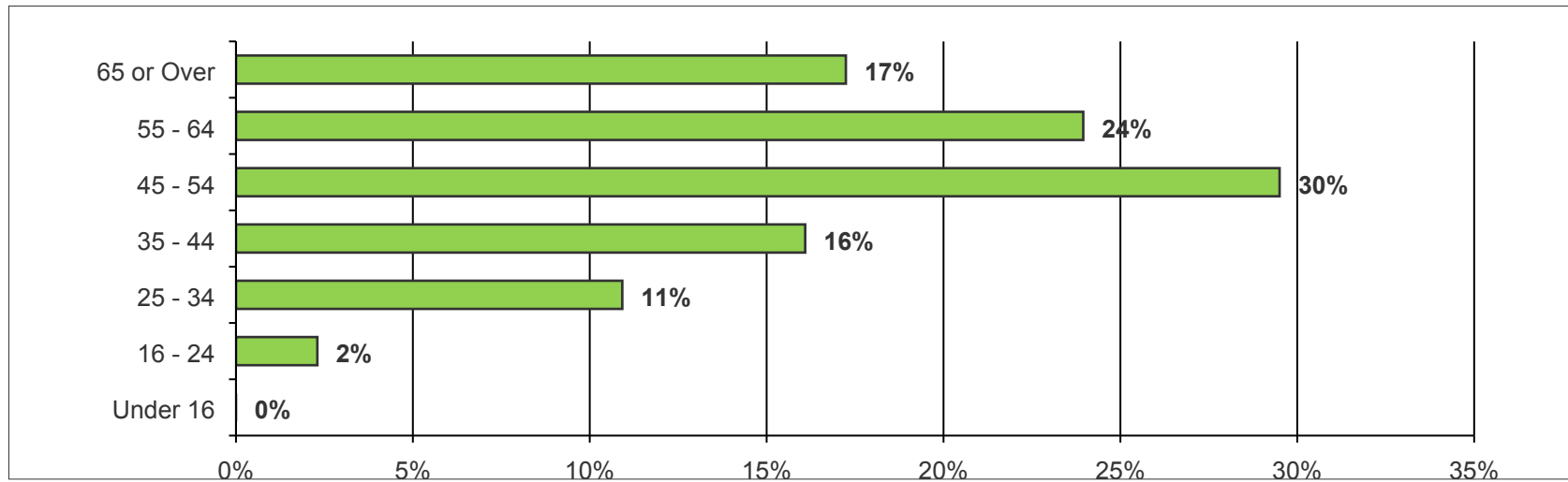
7.0 Feedback from the Trade Union Consultation

The City of Wolverhampton Council Councillors and Officers presented the Council's 2018-2019 budget plans to the Joint Consultative Panel on 15 December 2017 and discussed a number of themes.

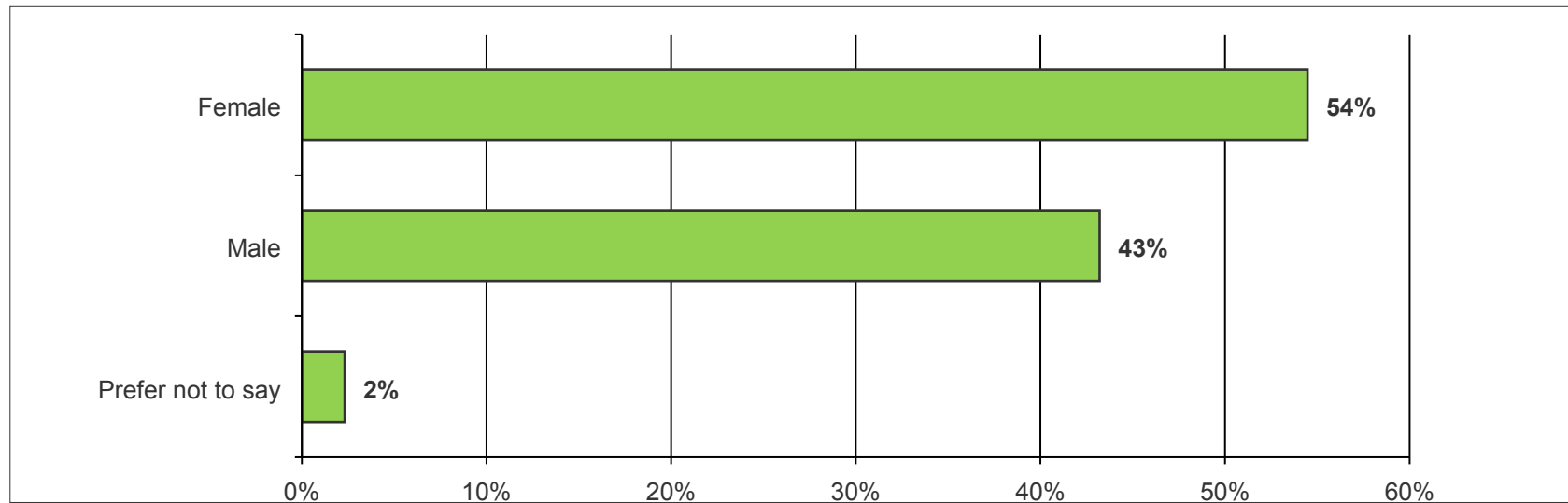
7.1 Amongst the themes discussed were:

- The main concern for this group was around the use of volunteers to support service provision.
- A general comment about greater communication with the Wolverhampton community was made. Representatives of this group felt greater communication regarding developments in the city would be useful.
- Questions were posed about whether there would be further staffing reductions in future years due to the Council's budget position.
- Furthermore, members of this group reiterated the importance of recruiting to roles and reducing the use of agency staff.
- Consideration was given to West Park Conservatory and potential use of the facility.

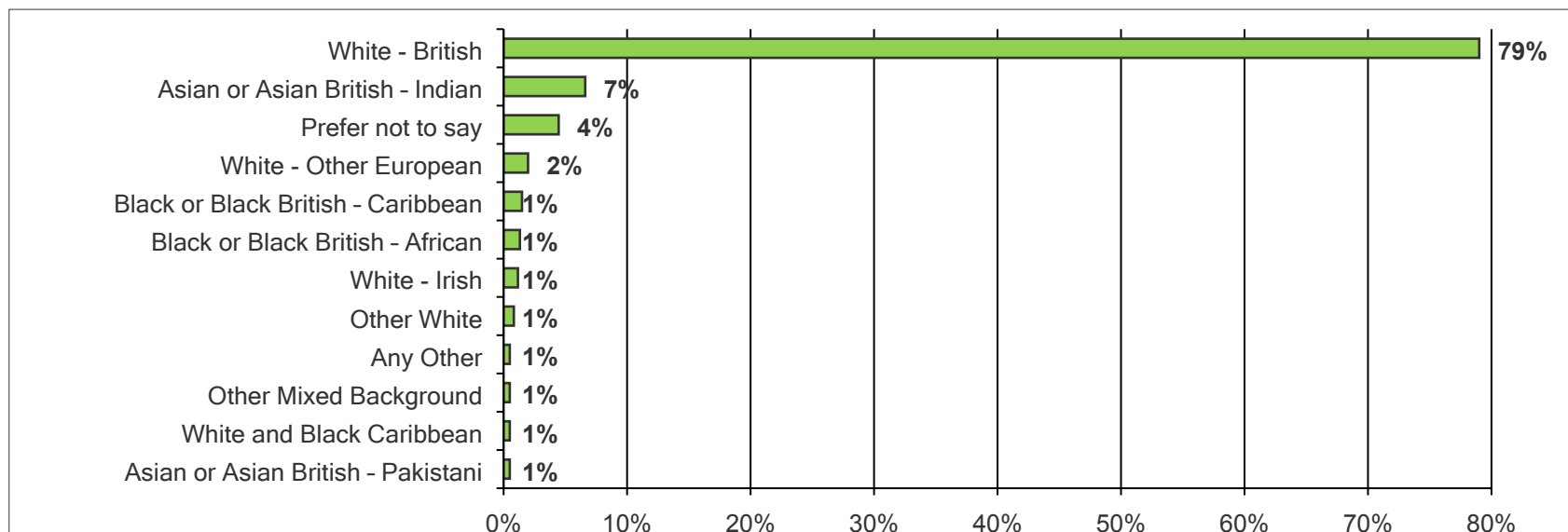
## 7.2 Respondents Age Group



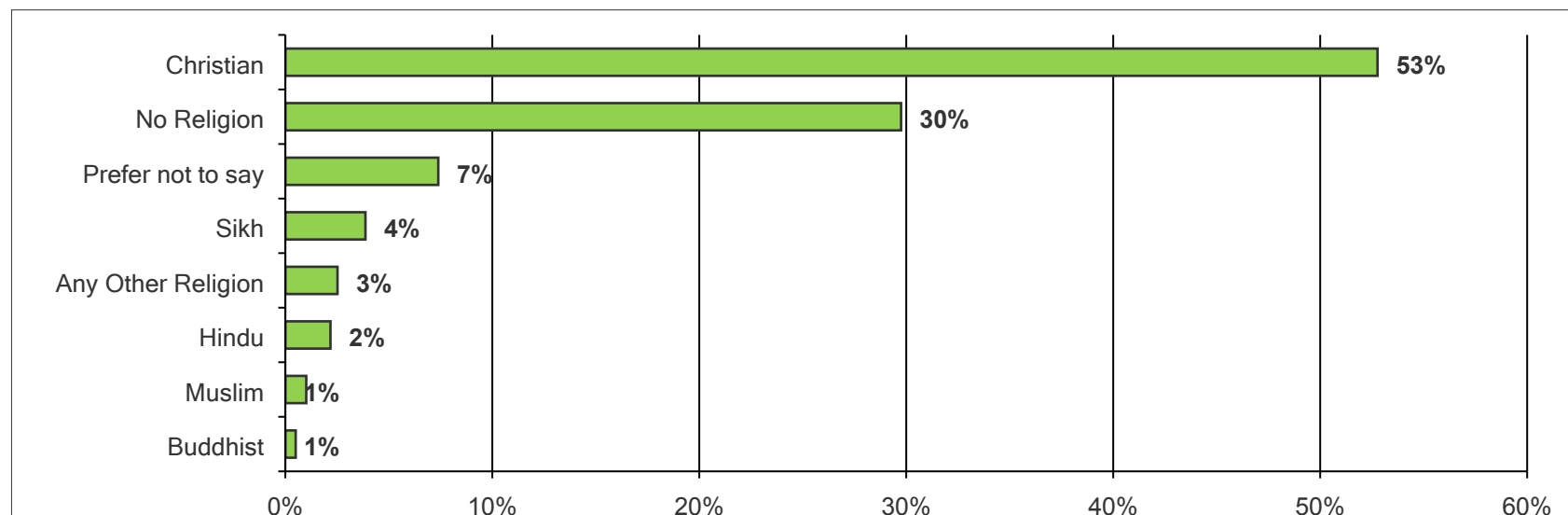
## 7.3 Respondents Gender



#### 7.4 Respondents ethnic origin



#### 7.5 Respondents religion



7.6 Do you have a disability which affects your day to day activities, which has lasted, or you expect to last, at least a year?

