



Northamptonshire County Council

Northamptonshire County Council 2018-19 Budget Consultation: Phase 1

Questionnaire

The financial challenge and the need for change

The money the Council receives from the Government has been reducing for some time and will do so again in 2018/19. Since 2010, we have delivered savings totalling £376 million. By 2021, our total savings will have risen to £0.5 billion. On top of this, we are facing higher than ever demand for our services. We have made a number of difficult choices over the last few years to make the savings we needed, and we need to do this again to make sure that we have enough money in our budget to run services that meet statutory requirements (what we must do) and help those who need it the most.

Our population is growing and its needs are changing. New responsibilities for the Council have placed huge pressures on our public services in the county. As a result of this, and changes at a national level (including Brexit and a new minority Conservative government) we must look again at our financial plans. We are making our case to the Government for Fairer Funding to address this (<http://www3.northamptonshire.gov.uk/councilservices/council-and-democracy/budgets-and-spending/Pages/fairer-funding-for-northamptonshire.aspx>), but we need to act now to make sure we have enough money in our budget for 2018/19 to meet all the pressures we face.

- By 2024, it is projected that the population of Northamptonshire will have grown by approximately 9% to 778,600 people; faster than the projected 7.5% increase for England. By this date it is projected that the number of people aged 65+ will be 28.2% higher than in 2014, compared to a 20.4% increase nationally (England average).
- We have seen a huge rise in the number of Children in Care (almost 23% in the past 3 years) with figures at over 1,000 since the summer. The cost of placements for Children in Care has increased by 47.4% in the same period.
- Numbers of Unaccompanied Asylum Seeking Children (UASC) have also increased, which adds to the financial pressures within the service, as Government funding only covers around two-thirds of the actual costs.



- Although demand in adult social care has stayed roughly the same, individual costs are increasing because people's needs require more complex care - the average cost for clients aged 18-64 has increased by 3.7% per week (an average increase from £668 to £693) and the average cost for clients aged 65+ has increased by 27.7% per week (an average increase from £317 to £405).
- The customer service centre handles (on average) 18,000 phone calls and 7,000 emails/eforms each month. It is estimated that 40% of the county population has contacted the customer service centre, or been the subject of a contact in the last five years. The website attracts an average of 350,000 visits each month, consisting of around 200,000 unique users.

Have your say on Phase 1 of the County Council's budget proposals

We have started to look at what we might need to change in terms of how we deliver our services and whether we need to reduce or stop anything we currently do. Our proposals set out the start of our plans to deliver a balanced budget for 2018/19 to make sure we have enough money to deliver our key services. In Phase 1, we are consulting early on proposals where we might need to meet contractual or procurement deadlines, where we may need to consult with staff, or where there is a chance of starting to make savings in 2017/18. For Phase 1, these add up to a value of £9.6m.

In December, we will launch Phase 2 of our consultation, which will be our consultation on the draft budget. Phase 2 will also include consultation on the level of Council Tax we propose to set for 2018/19 and have more proposals on how we will manage next year's budget.

Your feedback on both phases of consultation is really important to us, and all consultation feedback from both phases will be analysed and considered, and will help Councillors make a final decision on the Budget at the Full Council meeting on 22nd February 2018. This meeting is held in public and anyone wishing to speak at the meeting should contact Customer Services on T: 0300 126 1000.

The consultation on Phase 1 of the budget proposals covered by this survey will run for six weeks, starting on 20th October 2017 and ending on 1st December 2017. Details about the consultation on Phase 2 of the budget proposals will be announced in December. Please email consult@northamptonshire.gov.uk if you would like to be notified when Phase 2 of this consultation launches.

Please read the related documents to gain a better understanding of the budget proposals before you comment on them. The Cabinet Report gives details of all the budget proposals in Phase 1, and Equality Impact Assessments (EqIAs) have been

prepared for those budget proposals that may have an impact on service users and/or the wider community. These are available on our website via the following link www.northamptonshire.gov.uk/current-consultations

The sections below give details of the budget proposals in Phase 1, which are set out in themes. The first part of the survey focuses in detail on proposals that may have an impact upon service users. The second part of the survey covers the proposals that only affect staff or relate to Council functions or services that do not have an impact on customers. You can find out more information and give your views on each proposal. You do not have to answer all of the questions or give us your feedback on every proposal. If you do not wish to answer a question or feedback on a specific proposal then you can skip those questions and move on to the next proposal.

How can I have my say?

Please tell us your views by completing this questionnaire. You can also complete the questionnaire online:

<https://www.surveymonkey.co.uk/r/NCCBudget2018-19Phase1>

Your feedback will be used to help us gain a better understanding of peoples' opinions and will help us shape the future design and focus of these services. Your feedback will be part of a report with many other people's feedback, so you will not be personally identified.

If you have any queries, comments or would like a copy of this survey in another format (including easy read or large print) you can contact us by email, post or telephone. Our contact details are as follows:

Email address: consult@northamptonshire.gov.uk

Telephone: 0300 126 1000

Postal address:

Engagement, Participation and Involvement Team

Northamptonshire County Council

One Angel Square

Angel Street

Northampton

NN1 1ED

The deadline for completing this survey is **1st December 2017**.

Thank you for helping us by completing this questionnaire.

Optimum Service Delivery

We need to make sure that the Council has the right staff in the right place, delivering value for money and removing waste. We will continue to deliver those services that we have to by law (statutory services) and those that receive specific funding, but we will reduce the rest of our services to what we can afford or support communities to provide, where appropriate.

Our proposals to help us achieve these include:

- Trading Standards
- Review of Highways – Highways Maintenance Tranche 1
- Review of Highways – Highways Maintenance Tranche 2
- First Point of Contact Modelling in Children’s Social Care
- Contract Review
- Redesign of Libraries. We are also proposing some changes to the library service. This has its own separate consultation and you can give your views on the proposals which are available on our website (www.northamptonshire.gov.uk/current-consultations) alternatively you can contact us for a paper questionnaire.

If you do not want to feedback on the above proposals the please proceed to the next section of this questionnaire – page 13.

Trading Standards

- Review the duties, responsibilities and standards of service provided by the Trading Standards Service, with a proposed reduction involving approximately 16 staff and the focus being on risk and priority and less prevention and enforcement activity. Testing and analysis of products/services for legal compliance will be significantly reduced (£600k saving).
- A copy of the Equality Impact Assessment for this proposal is available on our website <http://www3.northamptonshire.gov.uk/councilservices/council-and-democracy/equalities/equality-impact-assessments-eqias/Pages/budget-proposals-eqias-2018-19.aspx>

1) Overall, to what extent do you agree or disagree with this proposal?

Please tick (✓) relevant answer

| | |
|----------------------------|--------------------------|
| Strongly agree | <input type="checkbox"/> |
| Tend to agree | <input type="checkbox"/> |
| Neither agree nor disagree | <input type="checkbox"/> |
| Tend to disagree | <input type="checkbox"/> |
| Strongly disagree | <input type="checkbox"/> |
| Don't know | <input type="checkbox"/> |

2) Please could you tell us why you answered the previous question in the way that you did?

3) Using a scale of 1 to 10, with 1 being 'No impact' and 10 being 'Significant impact', please tell us how much of an impact this proposal would have on you if implemented?

| No impact | | Significant impact | | | | | | | | Don't know |
|-----------|---|--------------------|---|---|---|---|---|---|----|------------|
| 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | |
| | | | | | | | | | | |

4) What do you think could be done to help mitigate the impact of this proposal?

Review of Highways – Highways Maintenance Tranche 1

- This proposal includes budget reductions in highway maintenance and road safety and travel choice services of:
 - £285k - 2018/19 as one year only saving
 - £70k - 2018/19 as a permanent base budget saving
 - £300k - 2018/18 capital budget saving

The service will be able to continue to meet its statutory responsibilities, however, the amount of services provided will be reduced. Some of the proposals include a temporary reduction in services of one year.

The options that will be considered for amendment/reduction include:-

- A reduction in weed killing treatment by half for one year only
 - A reduction in road marking maintenance for one year only
 - A reduction in traffic signal maintenance – extending the time taken to attend and repair failed traffic signals for one year only.
 - A reduction Road safety and travel modal choices services - reduction in activities such as road safety promotion and education at schools and across the community and promotion of other modes such as cycling, motorbike, bus and rail.
 - Parish enhancement gangs service will be removed for one year only - this service undertakes local priority highway maintenance activities.
 - Capital savings of £300k - rationalised and improved working methods for the planning and implementation of traffic management
- A copy of the Equality Impact Assessment for this proposal is available on our website <http://www3.northamptonshire.gov.uk/councilservices/council-and-democracy/equalities/equality-impact-assessments-eqias/Pages/budget-proposals-eqias-2018-19.aspx>

5) Overall, to what extent do you agree or disagree with this proposal?

Please tick (✓) relevant answer

| | |
|----------------------------|--------------------------|
| Strongly agree | <input type="checkbox"/> |
| Tend to agree | <input type="checkbox"/> |
| Neither agree nor disagree | <input type="checkbox"/> |
| Tend to disagree | <input type="checkbox"/> |
| Strongly disagree | <input type="checkbox"/> |
| Don't know | <input type="checkbox"/> |

6) Please could you tell us why you answered the previous question in the way that you did?

7) Using a scale of 1 to 10, with 1 being 'No impact' and 10 being 'Significant impact', please tell us how much of an impact this proposal would have on you if implemented?

| No impact | | | | | | | Significant impact | | | Don't know |
|-----------|---|---|---|---|---|---|--------------------|---|----|------------|
| 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | |
| | | | | | | | | | | |

8) What do you think could be done to help mitigate the impact of this proposal?

Review of Highways – Highways Maintenance Tranche 2

- This proposal includes budget reductions in highway maintenance and road safety and travel choice services of:
 - £805k in 2018/19
 - £185k in 2019/20

The service will be able to continue to meet its statutory responsibilities, however, the amount of services provided will be reduced.

The options that will be considered for amendment/reduction include:-

- Reduction in cyclic gully cleansing programme
- Reduction in numbers and types of smaller local priority maintenance works together with reduction in supervision and administration support for operational teams, plus reduction in Public Right of Way technical, inspection, enforcement and operational staff levels.
- Savings in depot maintenance and accommodation plus plant and fuel savings arising from the rationalisation of depots.
- Reductions in road safety and travel modal choices services – further reduced activities such as road safety promotion and education at schools and across the community and the promotion of other modes such as cycling, motorbike, bus and rail.

- A copy of the Equality Impact Assessment for this proposal is available on our website <http://www3.northamptonshire.gov.uk/councilservices/council-and-democracy/equalities/equality-impact-assessments-egias/Pages/budget-proposals-egias-2018-19.aspx>

9) Overall, to what extent do you agree or disagree with this proposal?

Please tick (✓) relevant answer

| | |
|----------------------------|--------------------------|
| Strongly agree | <input type="checkbox"/> |
| Tend to agree | <input type="checkbox"/> |
| Neither agree nor disagree | <input type="checkbox"/> |
| Tend to disagree | <input type="checkbox"/> |
| Strongly disagree | <input type="checkbox"/> |
| Don't know | <input type="checkbox"/> |

10) Please could you tell us why you answered the previous question in the way that you did?

11) Using a scale of 1 to 10, with 1 being 'No impact' and 10 being 'Significant impact', please tell us how much of an impact this proposal would have on you if implemented?

| No impact | | | | | | | Significant impact | | | Don't know |
|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|
| 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | |
| <input type="checkbox"/> |

12) What do you think could be done to help mitigate the impact of this proposal?

First Point of Contact Modelling in Children’s Social Care

- This is about the arrangements we have in place to respond to an initial contact from a professional or a member of the public who is concerned about a child. We will make better use of signposting so that people know who to contact and when to do so, which should reduce telephone contacts. Some of this is about process improvement, but we also think that there is also scope for reducing staff costs in this area (£500k saving).

13) Overall, to what extent do you agree or disagree with this proposal?

Please tick (✓) relevant answer

| | |
|----------------------------|--------------------------|
| Strongly agree | <input type="checkbox"/> |
| Tend to agree | <input type="checkbox"/> |
| Neither agree nor disagree | <input type="checkbox"/> |
| Tend to disagree | <input type="checkbox"/> |
| Strongly disagree | <input type="checkbox"/> |
| Don't know | <input type="checkbox"/> |

14) Please could you tell us why you answered the previous question in the way that you did?

15) Using a scale of 1 to 10, with 1 being ‘No impact’ and 10 being ‘Significant impact’, please tell us how much of an impact this proposal would have on you if implemented?

| | | | | | | | | | | | | |
|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|------------|
| No impact | | | | | | | | | | Significant impact | | Don't know |
| 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | | | |
| <input type="checkbox"/> | |

16)What do you think could be done to help mitigate the impact of this proposal?

Contract Review

- Children’s service provision and location review and contract reductions.
Part 1: This proposal would apply a 40% reduction in the remaining Children’s Centre contract in Corby, to be consistent with previous service reductions across the county. (In total, Parts 1 and 2 will deliver £692k saving).

17)Overall, to what extent do you agree or disagree with this proposal?

Please tick (✓) relevant answer

| | |
|----------------------------|--------------------------|
| Strongly agree | <input type="checkbox"/> |
| Tend to agree | <input type="checkbox"/> |
| Neither agree nor disagree | <input type="checkbox"/> |
| Tend to disagree | <input type="checkbox"/> |
| Strongly disagree | <input type="checkbox"/> |
| Don't know | <input type="checkbox"/> |

18)Please could you tell us why you answered the previous question in the way that you did?

19) Using a scale of 1 to 10, with 1 being 'No impact' and 10 being 'Significant impact', please tell us how much of an impact this proposal would have on you if implemented?

| No impact | | | Significant impact | | | | | | | Don't know |
|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|
| 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | |
| <input type="checkbox"/> |

20) What do you think could be done to help mitigate the impact of this proposal?

- **Part 2:** Review of existing support contracts and apply a reduction in line with proposals. Contracts under review include: Pilot Projects, Targeted NEET Support and Family Network Approaches. All contracts are countywide.

21) Overall, to what extent do you agree or disagree with this proposal?

Please tick (✓) relevant answer

| | |
|----------------------------|--------------------------|
| Strongly agree | <input type="checkbox"/> |
| Tend to agree | <input type="checkbox"/> |
| Neither agree nor disagree | <input type="checkbox"/> |
| Tend to disagree | <input type="checkbox"/> |
| Strongly disagree | <input type="checkbox"/> |
| Don't know | <input type="checkbox"/> |

22) Please could you tell us why you answered the previous question in the way that you did?

23) Using a scale of 1 to 10, with 1 being 'No impact' and 10 being 'Significant impact', please tell us how much of an impact this proposal would have on you if implemented?

| No impact | | | | | | | Significant impact | | | Don't know |
|-----------|---|---|---|---|---|---|--------------------|---|----|------------|
| 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | |
| | | | | | | | | | | |

24) What do you think could be done to help mitigate the impact of this proposal?

Demand Management

We need to think about what we can do to reduce unnecessary demand on our services. We need to make sure we don't create a demand for our services because we have failed to do something. We need to help people to help themselves. This means that expectations of what the Council will do for people need to change.

Our proposals to help us achieve these include:

- Digital Northamptonshire
- Customer Service Centre
- Winter Roads Maintenance

If you do not want to feedback on the above proposals the please proceed to the next section of this questionnaire – page 18.

Digital Northamptonshire

- Moving more towards online and digital services and less access by telephone. The average telephone/manual transaction costs £4, compared to 30p for a fully digital transaction. We could also reduce our licensing costs for applications and development costs by using LGSS (£75k saving).
- A copy of the Equality Impact Assessment for this proposal is available on our website <http://www3.northamptonshire.gov.uk/councilservices/council-and-democracy/equalities/equality-impact-assessments-eqias/Pages/budget-proposals-eqias-2018-19.aspx>

25) Overall, to what extent do you agree or disagree with this proposal?

Please tick (✓) relevant answer

| | |
|----------------------------|--------------------------|
| Strongly agree | <input type="checkbox"/> |
| Tend to agree | <input type="checkbox"/> |
| Neither agree nor disagree | <input type="checkbox"/> |
| Tend to disagree | <input type="checkbox"/> |
| Strongly disagree | <input type="checkbox"/> |
| Don't know | <input type="checkbox"/> |

26) Please could you tell us why you answered the previous question in the way that you did?

27) Using a scale of 1 to 10, with 1 being 'No impact' and 10 being 'Significant impact', please tell us how much of an impact this proposal would have on you if implemented?

| No impact | | | | | | | | | | Significant impact | | Don't know |
|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|--|------------|
| 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | | | |
| <input type="checkbox"/> | | |

28) What do you think could be done to help mitigate the impact of this proposal?

Customer Service Centre

- Reduce opening hours of the Customer Service Centre from 8am-6pm to 9am-5pm (£66k saving)
- A copy of the Equality Impact Assessment for this proposal is available on our website <http://www3.northamptonshire.gov.uk/councilservices/council-and-democracy/equalities/equality-impact-assessments-eqias/Pages/budget-proposals-eqias-2018-19.aspx>

29) Overall, to what extent do you agree or disagree with this proposal?

Please tick (✓) relevant answer

| | |
|----------------------------|--------------------------|
| Strongly agree | <input type="checkbox"/> |
| Tend to agree | <input type="checkbox"/> |
| Neither agree nor disagree | <input type="checkbox"/> |
| Tend to disagree | <input type="checkbox"/> |
| Strongly disagree | <input type="checkbox"/> |
| Don't know | <input type="checkbox"/> |

30) Please could you tell us why you answered the previous question in the way that you did?

31) Using a scale of 1 to 10, with 1 being 'No impact' and 10 being 'Significant impact', please tell us how much of an impact this proposal would have on you if implemented?

| No impact | | | | | | | | | | Significant impact | | Don't know |
|-----------|---|---|---|---|---|---|---|---|----|--------------------|--|------------|
| 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | | | |
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32) What do you think could be done to help mitigate the impact of this proposal?

Winter Roads Maintenance

- The options that will be considered for amendment/reduction from Winter 2018 include:-
 - A reduction of salt stock levels and the quantity of salt that is spread in each treatment.
 - A reduction in gritting routes for winter 2018. Currently 43% of the network is gritted and this could reduce it to around 32%.

- A review of the policy timescales taken to complete the gritting of the network which could result in an increase from the current three hour time limit.
 - Consideration of introducing charging to restock grit bins.
 - Shortening the minimum period of committed winter service for staffing purposes to reduce stand-by costs.
- A copy of the Equality Impact Assessment for this proposal is available on our website <http://www3.northamptonshire.gov.uk/councilservices/council-and-democracy/equalities/equality-impact-assessments-eqias/Pages/budget-proposals-eqias-2018-19.aspx>

33) Overall, to what extent do you agree or disagree with this proposal?

Please tick (✓) relevant answer

| | |
|----------------------------|--------------------------|
| Strongly agree | <input type="checkbox"/> |
| Tend to agree | <input type="checkbox"/> |
| Neither agree nor disagree | <input type="checkbox"/> |
| Tend to disagree | <input type="checkbox"/> |
| Strongly disagree | <input type="checkbox"/> |
| Don't know | <input type="checkbox"/> |

34) Please could you tell us why you answered the previous question in the way that you did?

35) Using a scale of 1 to 10, with 1 being 'No impact' and 10 being 'Significant impact', please tell us how much of an impact this proposal would have on you if implemented?

| | | | | | | | | | | | | |
|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|--|------------|
| No impact | | | | | | | | | | Significant impact | | Don't know |
| 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | | | |
| <input type="checkbox"/> | | |

36) What do you think could be done to help mitigate the impact of this proposal?

Marketing and Commissioning

We need to strengthen the decisions we make around commissioning and procuring services, to make sure we closely monitor the market and our providers, control inflation and overspend. We need to be able to re-negotiate effectively to make sure we achieve value for money or so that our providers deliver better outcomes at reduced costs.

Our proposals to help us achieve these include:

- Targeted Contract Efficiencies in Children, Families & Education - We are also proposing some changes to SEND support services. This has its own separate consultation which starts on 26th October 2017 and you can give your views on the proposals by visiting our Consultation Register: www.northamptonshire.gov.uk/current-consultations

Financial Strategy and Income

We will review the services we provide and their cost and reduce or stop services that are discretionary (that we are not required by law to provide). We will charge fairly for our services and in line with other authorities and partners and we will improve our financial controls and management so we reduce debt and maximise income.

Our proposals to help us achieve these include:

- Removal of bus subsidies
- Remove subsidy to Royal and Derngate
- Review of non-statutory expenditure in Children, Families & Education

If you do not want to feedback on the above proposals the please proceed to the next section of this questionnaire – page 25.

Removal of bus subsidies

- The removal of subsidies for bus services where there is no statutory duty to provide them. The amount of average subsidy per passenger varies from 40p on one of the inter-urban services to £44.36 on one of the deep rural services. This would include the services listed below, delivering £1.16m saving:

| Service no | Description | Level of service |
|-------------------|---|--|
| 1 | Hannington - Northampton (diversion to serve Hannington at peak times) | peak hour journeys, Mon-Sat |
| 3 | Horton to Northampton (diversion to service Horton instead of Piddington on alternate journeys) | every 2 hours |
| 4N | Nene Valley Call Connect (Demand Responsive Service) | 0700-1900, Mon-Sat (shorter hours Sat) |
| 4S | Stamford area Call Connect (Demand Responsive Service) | 0700-1900, Mon-Sat (shorter hours Sat) |
| 9 | Brambleside – Kettering | every 30/60 mins, Mon-Sat |
| 10 | Daventry - Rugby (diversion to serve Barby and Kilsby) | every hour, Mon-Sat |

| | | |
|----------------|--|------------------------------------|
| 10 | Mears Ashby – Northampton | peak hour journeys, Mon-Sat |
| 33 | Milton Keynes – Northampton | about every 2 hours, Mon-Sat |
| 33A | Milton Keynes – Northampton | about every 2 hours, Mon-Sat |
| 34 | Wellingborough – Kettering | about every 2 hours, Mon-Sat |
| 35 | Great Cransley – Kettering | one journey per day, Tue, Thu, Fri |
| 37 | Mears Ashby – Northampton | one journey per day, Mon, Wed, Sat |
| 43 | Bozeat – Northampton | about every 2 hours, Mon-Sat |
| 44 | Barnwell Drive - Wellingborough (not section between Wellingborough and Irthlingborough) | every hour, Mon-Sat |
| 45 | Queensway - Wellingborough (not section between Wellingborough and Irthlingborough) | every hour, Mon-Sat |
| 60 | Welford – Northampton | about every 2 hours, Mon-Sat |
| 61 | Coton – Northampton | once per week |
| 62 | Scaldwell – Northampton | twice per week |
| 63 | Norton – Northampton | 3-times per week |
| 67 | Gretton - Corby - Market Harborough | every 2/3 hours, Mon-Sat |
| 86 | Towcester - Stoke Bruerne – Northampton | about every 2 hours, Mon-Sat |
| 87 | Towcester - Banbury Lane – Northampton | about every 2 hours, Mon-Sat |
| 90 | Milton Keynes - Yardley Gobion – Towcester | about every 2 hours, Mon-Sat |
| 90A | Milton Keynes - Yardley Gobion – Towcester | one journey per day, Mon-Sat |
| 96 | Northampton to Rugby (section between Harlestone Manor and West Haddon) | every hour, Mon-Sat |
| 499 | Brackley – Banbury | about every 2/3 hours, Mon-Sat |
| County Connect | South Northamptonshire (Demand Responsive Service) | 0700-1900, Mon-Sat |

| | | |
|----------------|--|--|
| | | (shorter hours Sat) |
| County Connect | South Northamptonshire (Demand Responsive Service) | 0700-1900, Mon-Sat (shorter hours Sat) |
| County Connect | Daventry (Demand Responsive Service) | 0645-1845, Mon-Sat (shorter hours Sat) |
| County Connect | Welland (Demand Responsive Service) | 0645-1845, Mon-Sat (shorter hours Sat) |
| W8 | Bozeat - Wellingbrough (Saturday service only) | every hour, Saturdays |

The removal of Bus subsidies would mean that the County Council would not be able to step in to provide a replacement service should a commercial or third party funded Service be withdrawn in future.

- Further details about the services including a chart showing which bus services by parish are the subject of the consultation and which are unaffected by the consultation is available on our website <http://www3.northamptonshire.gov.uk/councilservices/council-and-democracy/budgets-and-spending/Pages/draft-budget-2018-19.aspx>
- A copy of the Equality Impact Assessment for this proposal is available on our website <http://www3.northamptonshire.gov.uk/councilservices/council-and-democracy/equalities/equality-impact-assessments-eqias/Pages/budget-proposals-eqias-2018-19.aspx>

37) Overall, to what extent do you agree or disagree with this proposal?

Please tick (✓) relevant answer

| | |
|----------------------------|--------------------------|
| Strongly agree | <input type="checkbox"/> |
| Tend to agree | <input type="checkbox"/> |
| Neither agree nor disagree | <input type="checkbox"/> |
| Tend to disagree | <input type="checkbox"/> |
| Strongly disagree | <input type="checkbox"/> |
| Don't know | <input type="checkbox"/> |

38) Please could you tell us why you answered the previous question in the way that you did?

39) Using a scale of 1 to 10, with 1 being 'No impact' and 10 being 'Significant impact', please tell us how much of an impact this proposal would have on you if implemented?

| | | | | | | | | | | | |
|-----------|---|---|---|---|---|---|---|---|----|--------------------|------------|
| No impact | | | | | | | | | | Significant impact | Don't know |
| 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | | |
| | | | | | | | | | | | |

40) What do you think could be done to help mitigate the impact of this proposal?

Remove subsidy to Royal and Derngate

- The grant subsidy provides match funding for further grants that the Royal and Derngate receive from the Arts Council. This is not a statutory requirement (£100k saving).

41) Overall, to what extent do you agree or disagree with this proposal?

Please tick (✓) relevant answer

| | |
|----------------------------|--|
| Strongly agree | |
| Tend to agree | |
| Neither agree nor disagree | |
| Tend to disagree | |
| Strongly disagree | |
| Don't know | |

42) Please could you tell us why you answered the previous question in the way that you did?

43) Using a scale of 1 to 10, with 1 being 'No impact' and 10 being 'Significant impact', please tell us how much of an impact this proposal would have on you if implemented?

| No impact | | | Significant impact | | | | | | | Don't know |
|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|
| 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | |
| <input type="checkbox"/> |

44) What do you think could be done to help mitigate the impact of this proposal?

Review of non-statutory expenditure in Children, Families & Education

- There are some areas of spending in Children, Families & Education that, whilst not statutory, contribute to supporting children and families that are not able to access support from elsewhere. A review of these areas is required, including the potential safeguarding impact of the withdrawal of current expenditure (£500k saving).

45) Overall, to what extent do you agree or disagree with this proposal?

Please tick (✓) relevant answer

Strongly agree

| | |
|----------------------------|--------------------------|
| Tend to agree | <input type="checkbox"/> |
| Neither agree nor disagree | <input type="checkbox"/> |
| Tend to disagree | <input type="checkbox"/> |
| Strongly disagree | <input type="checkbox"/> |
| Don't know | <input type="checkbox"/> |

46) Please could you tell us why you answered the previous question in the way that you did?

47) Using a scale of 1 to 10, with 1 being 'No impact' and 10 being 'Significant impact', please tell us how much of an impact this proposal would have on you if implemented?

| | | | | | | | | | | | | | |
|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|--|--|------------|
| No impact | | | | | | | | | | Significant impact | | | Don't know |
| 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | | | | |
| <input type="checkbox"/> | | | |

48) What do you think could be done to help mitigate the impact of this proposal?

Workforce Strategy

We need our workforce to be the right size for what we need and think creatively about how we recruit and retain the best people without incurring additional costs. We should avoid agency and locum staff, investing in our workforce to deliver our plans. We need to increase productivity and self-service and work in modern ways and times to meet business need. We will reduce our overall staffing costs by renegotiating terms and conditions.

Our proposals to help us achieve these include:

- Democratic Support Services – Empowering Councillors and Communities Scheme

If you do not want to feedback on the above proposals the please proceed to the next section of this questionnaire – page 27.

Democratic Support Services – Empowering Councillors and Communities Scheme

- The Empowering Councillors and Communities Scheme is a scheme which grants a small amount of funding a year to each of Northamptonshire County Council’s 57 councillors to spend within their electoral division. This proposal would remove the fund (£285k saving).
- A copy of the Equality Impact Assessment for this proposal is available on our website <http://www3.northamptonshire.gov.uk/councilservices/council-and-democracy/equalities/equality-impact-assessments-eqias/Pages/budget-proposals-eqias-2018-19.aspx>

49) Overall, to what extent do you agree or disagree with this proposal?

Please tick (✓) relevant answer

| | |
|----------------------------|--------------------------|
| Strongly agree | <input type="checkbox"/> |
| Tend to agree | <input type="checkbox"/> |
| Neither agree nor disagree | <input type="checkbox"/> |
| Tend to disagree | <input type="checkbox"/> |
| Strongly disagree | <input type="checkbox"/> |
| Don't know | <input type="checkbox"/> |

50) Please could you tell us why you answered the previous question in the way that you did?

51) Using a scale of 1 to 10, with 1 being 'No impact' and 10 being 'Significant impact', please tell us how much of an impact this proposal would have on you if implemented?

| No impact | | | | | | | | | | Significant impact | | Don't know |
|-----------|---|---|---|---|---|---|---|---|----|--------------------|--|------------|
| 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | | | |
| | | | | | | | | | | | | |

52) What do you think could be done to help mitigate the impact of this proposal?

Proposals for reinvestment of Public Health funded

Activities

The following services provided by First for Wellbeing (<https://www.firstforwellbeing.co.uk>) are fully or partially funded by the Public Health Grant - emotional wellbeing, smoking cessation, community alcohol service, community grants scheme and some Children's Centre provision in libraries. When a service is funded this way, it means that the Public Health Grant is allocated to activities meeting specific conditions set out by Public Health England.

Each of these service areas have been reviewed and we think that changes can be made to service provision levels which could save money from 1 April 2018.

The table below shows the amount of Public Health Grant funding attached to each of the services. This does not mean that making changes to these services will produce £3m of savings, but that we can decide to use some of this money in a different way, whilst still making sure that we meet Public Health outcomes.

| SERVICE | AMOUNT FUNDED BY PUBLIC HEALTH GRANT |
|--|--------------------------------------|
| Emotional wellbeing service | £1,300,000 |
| Shared organisational structure with Adults* | £580,000 |
| Smoking cessation service | £518,000 |
| Community alcohol service | £125,000 |
| Community grants scheme** | £319,000 |
| Children's Centre provision in libraries** | £200,000 |
| TOTAL | £3,042,000 |

*This proposal is covered in the next section in relation to non-customer facing proposals

**These two proposals do not form part of this consultation – notice has already been given on the Community Grants Scheme, and children's centre provision in libraries is included in the separate consultation on the review of the library service.

The Public Health Grant funding being released through disinvestment from primary prevention services will be reinvested in line with Grant Conditions on areas of prevention where there is greater immediate need. These are yet to be confirmed. This consultation during phase 1 however, offers the opportunity to comment on the review of the following service areas identified for disinvestment.

If you do not want to feedback on the above proposals the please proceed to the next section of this questionnaire – page 31.

Emotional wellbeing service and community alcohol service

- The service is a universal primary prevention service although activity has been broadly targeted towards those who are at most risk of low level mental health conditions, most at risk of social isolation, are the least physically fit and healthy and are the furthest from the employment market. The proposal under consideration is to reduce the budget removing the full budget allocation for holistic wellbeing assessment and community development work. Additionally, the proposal further removes the £125,000 allocated to alcohol interventions.
- A copy of the Equality Impact Assessment for this proposal is available on our website <http://www3.northamptonshire.gov.uk/councilservices/council-and-democracy/equalities/equality-impact-assessments-eqias/Pages/budget-proposals-eqias-2018-19.aspx>

53) Overall, to what extent do you agree or disagree with this proposal?

Please tick (✓) relevant answer

| | |
|----------------------------|--------------------------|
| Strongly agree | <input type="checkbox"/> |
| Tend to agree | <input type="checkbox"/> |
| Neither agree nor disagree | <input type="checkbox"/> |
| Tend to disagree | <input type="checkbox"/> |
| Strongly disagree | <input type="checkbox"/> |
| Don't know | <input type="checkbox"/> |

54) Please could you tell us why you answered the previous question in the way that you did?

55) Using a scale of 1 to 10, with 1 being 'No impact' and 10 being 'Significant impact', please tell us how much of an impact this proposal would have on you if implemented?

| | | | | | | | | | | | |
|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|------------|
| No impact | | | | | | | | | | Significant impact | Don't know |
| 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | | |
| <input type="checkbox"/> | |

56)What do you think could be done to help mitigate the impact of this proposal?

Smoking cessation service

- The service is comprised of two components – a core specialist team and a network of Level 2 providers. The proposal allows the retention of a supported Level 2 network of providers preserving a countywide universal provision and a reduction in the specialist team - the residual team will focus on working with specific groups of people within local acute hospital trusts such as pregnant women, those known to cardiology and respiratory services, and those undergoing pre-operative assessments.
- A copy of the Equality Impact Assessment for this proposal is available on our website <http://www3.northamptonshire.gov.uk/councilservices/council-and-democracy/equalities/equality-impact-assessments-eqias/Pages/budget-proposals-eqias-2018-19.aspx>

57)Overall, to what extent do you agree or disagree with this proposal?

Please tick (✓) relevant answer

| | |
|----------------------------|--------------------------|
| Strongly agree | <input type="checkbox"/> |
| Tend to agree | <input type="checkbox"/> |
| Neither agree nor disagree | <input type="checkbox"/> |
| Tend to disagree | <input type="checkbox"/> |
| Strongly disagree | <input type="checkbox"/> |
| Don't know | <input type="checkbox"/> |

58)Please could you tell us why you answered the previous question in the way that you did?

59)Using a scale of 1 to 10, with 1 being 'No impact' and 10 being 'Significant impact', please tell us how much of an impact this proposal would have on you if implemented?

| No impact | | | | | | | Significant impact | | | Don't know |
|-----------|---|---|---|---|---|---|--------------------|---|----|------------|
| 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | |
| | | | | | | | | | | |

60)What do you think could be done to help mitigate the impact of this proposal?

Non-customer facing proposals

In addition to the proposals already discussed in this consultation, we are making a number of budget proposals that we believe can deliver savings without having an impact on customers. These are set out below.

Centralisation of Communications staff

All staff working in Marketing and Communications across all NCC services will be centralised and provided as a service back to the Divisions, with a proposed reduction in staff numbers of 5 staff overall (£155k saving).

Management of the Tiffield St John's site

Return the management and liabilities for the Tiffield St John's site to its owner, generating savings on the property running costs and services (£235k saving).

Increase targeted In-House Foster Carer recruitment

We have a lower proportion of foster care placements arranged by ourselves (in-house) compared to agency placements than other local authorities. In-house foster care placements are lower cost and therefore more sustainable. We will launch a sustained campaign to increase our numbers of foster carers (£150k saving).

Effective Commissioning services and focused prevention vehicles

Reduce all strategic and corporate commissioning to 1 post so that all commissioning resources are based close to front line services and can quickly respond to their needs. There will be a single corporate lead for the link with Health and cross-cutting schemes (£250k saving).

Reduce Consultancy Spend

Review and/or stop all consultancy spend where we can. We will make sure that in-house skills are used and only bring in consultants if we can't recruit to a particular role (£486k saving).

Negotiation on joint Health funded packages

Negotiation with Health colleagues in relation to joint funded packages for nursing care elements where NCC should not be contributing to this part (£250k saving).

International Social Worker Recruitment

We are using a company which recruits Social Workers from South Africa and help them with settling down in Northamptonshire in permanent roles to reduce our reliance on agency staff and the additional costs (£310k saving).

Agency Staff Conversion

We have reviewed the roles where high agency rates are being paid and developed an offer for Agency Social Work staff to convert to permanent contracts. This offer

was made to approximately 70 staff and 40 accepted. This is the 2018/19 full year effect of successful Agency to permanent staff conversion in 2017/18 (£992k saving).

Review IT Strategy

Reduce Network & Telephony budgets and reduce costs through insourcing and technology changes (£361k saving).

Shared organisational structure with Northamptonshire Adult Social Services (NASS)

A review of service requirements with First for Wellbeing and NASS will take place over the coming weeks to make the most of the links between the two organisations and bring the working relationships more closely together. The first step will be to create a joint management team to review the current arrangements to make sure we have the most cost effective systems, processes and structures.

If you do not want to feedback on the above proposals the please proceed to the next section of this questionnaire – page 34.

61) Overall, to what extent do you agree or disagree with this proposal?

| | Strongly agree | Tend to agree | Neither agree nor disagree | Tend to disagree | Strongly disagree | Don't know |
|--|----------------|---------------|----------------------------|------------------|-------------------|------------|
| Centralisation of Communications staff | | | | | | |
| Management of the Tiffield St John's site | | | | | | |
| Increase in targeted In-House Foster Carer recruitment | | | | | | |
| Effective Commissioning services and focused prevention vehicles | | | | | | |
| Reduce Consultancy Spend | | | | | | |
| Negotiation on joint Health funded packages | | | | | | |
| International Social Worker Recruitment | | | | | | |

| | | | | | | |
|---|--|--|--|--|--|--|
| Agency Staff Conversion | | | | | | |
| Review IT Strategy | | | | | | |
| Shared organisational structure with NASS | | | | | | |

62)If you have any comments to make about any of these proposals, please give details here, explaining which proposal(s) you are referring to:

General comments

Although this consultation outlines the County Council’s difficult budget situation, it is important to think about how public services as a whole in Northamptonshire are delivered. We cannot think of NCC services as being completely separate from those delivered by others (for instance, the link between Health and adult social care or the link between housing, which is a District/Borough council function and children’s welfare). Equally, we may need to change the way we think about traditional NCC services and consider whether other organisations may be better placed to deliver them at a more local, community-owned level.

If you do not want to feedback on the above proposals the please proceed to the next section of this questionnaire – page 36.

General comments

63)Overall, to what extent do you agree or disagree with the proposal that public services should be more joined up to deliver improvements for service users and be more efficient?

Please tick (✓) relevant answer

| | |
|----------------------------|--------------------------|
| Strongly agree | <input type="checkbox"/> |
| Tend to agree | <input type="checkbox"/> |
| Neither agree nor disagree | <input type="checkbox"/> |
| Tend to disagree | <input type="checkbox"/> |
| Strongly disagree | <input type="checkbox"/> |
| Don't know | <input type="checkbox"/> |

64)Please could you tell us why you answered the previous question in the way that you did?

65)Do you have any suggestions about traditional NCC services could be delivered differently?

Other suggestions

66) Do you have any other suggestions as to how the Council could increase income, reduce costs or make savings to support the budget?

About you

67) Please tell us in what capacity you are responding to this survey:

Please tick (✓) all that apply

| | |
|--|--------------------------|
| As a service user | <input type="checkbox"/> |
| A local resident | <input type="checkbox"/> |
| A Northamptonshire County Council/LGSS/First for Wellbeing/NASS employee | <input type="checkbox"/> |
| A Northamptonshire County Councillor | <input type="checkbox"/> |
| A Borough, District or Parish Councillor | <input type="checkbox"/> |
| A representative of the voluntary sector or community organisation | <input type="checkbox"/> |
| A representative of the local business community | <input type="checkbox"/> |
| A representative of a Borough/District Council | <input type="checkbox"/> |
| A representative of a Parish Council | <input type="checkbox"/> |
| A representative of a health partner organisation (e.g. Clinical Commissioning Group, Mental Health Trust) | <input type="checkbox"/> |
| A representative of a user group | <input type="checkbox"/> |
| Other | <input type="checkbox"/> |

If 'Other' please specify:

68) What district / borough of Northamptonshire do you live in?

Please tick (✓) relevant answer

| | |
|------------------------|--------------------------|
| Corby | <input type="checkbox"/> |
| Daventry | <input type="checkbox"/> |
| East Northamptonshire | <input type="checkbox"/> |
| Kettering | <input type="checkbox"/> |
| Northampton | <input type="checkbox"/> |
| South Northamptonshire | <input type="checkbox"/> |
| Wellingborough | <input type="checkbox"/> |
| Other | <input type="checkbox"/> |

If 'Other' please specify:

Thank you for completing this questionnaire. Please return it in the pre-paid envelope (no stamp required) by 1st December 2017 to:

Engagement, Participation and Involvement Team, Northamptonshire County Council, One Angel Square, Angel Street, Northampton NN1 1ED

Equality monitoring

1) What gender are you? (Please tick the appropriate box)

Male Female Prefer not to say

2) Are you currently Pregnant or have you had a baby in the last 6 months? (Please tick the appropriate box)

Yes No Prefer not to say

3) How old are you? (Please tick the appropriate box)

0 to 9 10 to 19 20 to 29 30 to 49
 50 to 64 65 to 74 75+ Prefer not to say

4) Do you have a disability? (Please tick the appropriate box)

Yes No Prefer not to say

4a) If 'Yes', please tick the appropriate box(es) which best describes your disability?

Mental Health Physical Disability Hearing Impairment
 Learning Disability Sight Impairment Other

5) What is your religion or belief? (Please tick the appropriate box)

None Christian Hindu Jewish
 Muslim Sikh Buddhist Prefer not to say
 Any other religion (please write in)

6) How would you describe your ethnic origin? (Please tick the appropriate box)

White

White British White Irish
 White Gypsy or Irish Traveller Other White Background

Asian or Asian British

Indian Pakistani
 Bangladeshi Chinese
 Other Asian Background

Mixed / Multiple ethnic Background

White & Black Caribbean White & Black African
 White & Asian Other mixed / multiple background

Black or Black British

Caribbean African
 Other Black Background

Other ethnic group

Arab Any other ethnic group (please state)

Prefer not to say

7) If you are 16 or over which of the following options best describes how you think of yourself? (Please tick the appropriate box)

Bisexual Gay Man Gay Woman/ Lesbian
 Heterosexual Prefer not to say

8) Is your gender identity the same as the gender you were assigned at birth? (Please tick the appropriate box)

Yes No Prefer not to say

9) What would you describe your marital status as? (Please tick the appropriate box)

Married Single Civil Partnership
 Widow/ Widower Other Prefer not to say

