

Harborough District Council:

Budget Priorities 2010



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Harborough District Council:

Budget Priorities 2010

Executive Summary

Harborough District Council (HDC) commissioned Social Research Associates (SRA) to undertake a consultation on budget priorities for discretionary services. The consultation consisted of four main arms:

1. A full length questionnaire to the Viewpoint Citizen Panel and available to the public online;
2. a short questionnaire distributed with the *Talkback* newsletter and also available online;
3. a series of activities with local young people, including assembly presentations, a class discussion and an adapted version of the main questionnaire;
4. a discussion group with local people with learning disabilities and carers.

812 people completed the short survey and 366 completed the full survey. 47 students completed a student questionnaire and approximately 50 additional people participated in discussion groups. Overall, more than 1000 people participated in the consultation.

Results

Short Survey

The short survey asked respondents to rate service areas 1 to 4, with 1 being 'Not Important' and 4 being 'Very Important'. The highest rated service areas were as follows:

Service Area	Mean
Recycling Services	3.38
Community Safety	3.32
Community Services Environment	3.25

The lowest rated service areas were:

Service Area	Mean
Corporate Services	2.26
Health Advice	2.25
Communications	2.19

These ratings were reflected in the final section of survey, which asked respondents to choose the most important service areas overall. The top 2 most important service areas were Community Safety (20%) and Recycling Services (18%).

Full Survey

The full survey revealed many of the same ratings as the shorter version. However, within the service areas individual services were shown to be particularly well supported. The highest average ratings for individual services were:

Rank	Individual Services	Mean
1	Fly Tipping – Reporting And Clearing Fly-Tipping.	3.44
2	Re-Use / Recycle	3.35
3	Anti-Social Behaviour	3.31

The lowest rated services were:

Rank	Individual Services	Mean
73	Internal Staff Newsletters/Communications	1.83
74	Ticket Sales (For The Theatre)	1.74
75	Supporting Local Artists	1.71

A full list of average rankings is provided on page 12, followed by the headline results for individual services.

Young People

A series of events were held with young people planned in conjunction with Robert Smyth School and the Harborough Youth Council. These aimed to capture the opinion of local students and provide young people with a chance to learn about what the Council does. Student presented to a special assembly and some undertook class discussions. An adapted questionnaire was produced and completed by 47 students. The top rated services were:

Rank	Individual Services	Mean
1	Safeguarding Children	3.30
2	Money To Support Minibuses And Transport	3.26
3	Public Toilets	3.26

Disabilities group

Representatives of HDC and SRA attended an accessibility forum with people with learning disabilities, their carers and other stakeholders. Additionally 130 of the respondents to the two questionnaires considered that they had a disability.

The key issues raised in the discussion group were:

- Public toilets- these were particularly important for carers taking groups into town. 60% of respondents to the short survey with a disability felt that public toilets were very important (compared to 32% of respondents with no disability).
- Participants were keen to maintain the upkeep and facilities in local parks.
- Concessionary travel, particularly community transport, was important to the group.

Harborough District Council:

Budget Priorities 2010

1.0 Introduction

SRA were commissioned by Harborough District Council to undertake a consultation to establish key budget priorities in the district.

To collect these data four main methods were used:

1. A full length questionnaire to the Viewpoint Citizen Panel and available to the public online;
2. a short questionnaire distributed with the *Talkback* newsletter and also available online;
3. a series of activities with local young people, including assembly presentations, a class discussion and an adapted version of the main questionnaire;
4. A discussion group with local people with learning disabilities and carers.

812 people completed the short survey and 366 completed the full survey. 47 students completed a student questionnaire and approximately 50 additional people participated in discussion groups.

The survey demographics were as follows:

Age	Short Survey	Full Survey
17-24	1.1%	0.8%
25-34	3.4%	5.6%
35-44	8.2%	8.8%
45-54	13.2%	17%
55-64	25.7 %	29.4%
65+	48.1%	38.1%

Sex	Short Survey	Full Survey
Male	50%	56%
Female	50%	44%

Disability	Short Survey	Full Survey
Yes	14%	8%
No	86%	92%

2.0 Short Survey

The short survey was published in the Talkback Newsletter distributed to the residents of the Harborough District and an online version was linked to the Harborough District Council website. The questionnaire asked respondents to rate overall service areas on a scale of 1 to 4, with 1 being 'Not Important' and 4 being 'Very Important'. Additionally the questionnaire asked respondents to give their 4 main priorities overall. The wording and layout of the questionnaire was produced in consultation Harborough District Council.

812 completed short questionnaires were received by December 23rd 2010.

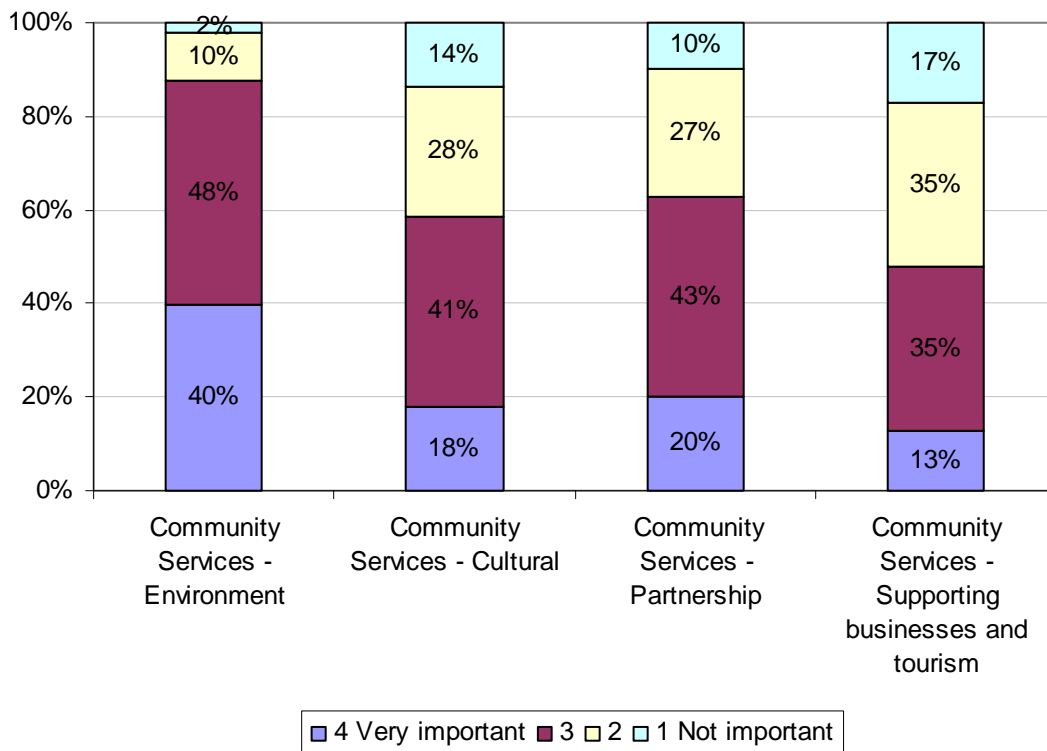
3.0 Results

The results are presented over the following pages in tabular form and grouped according to the service areas. Overall, the mean ratings were:

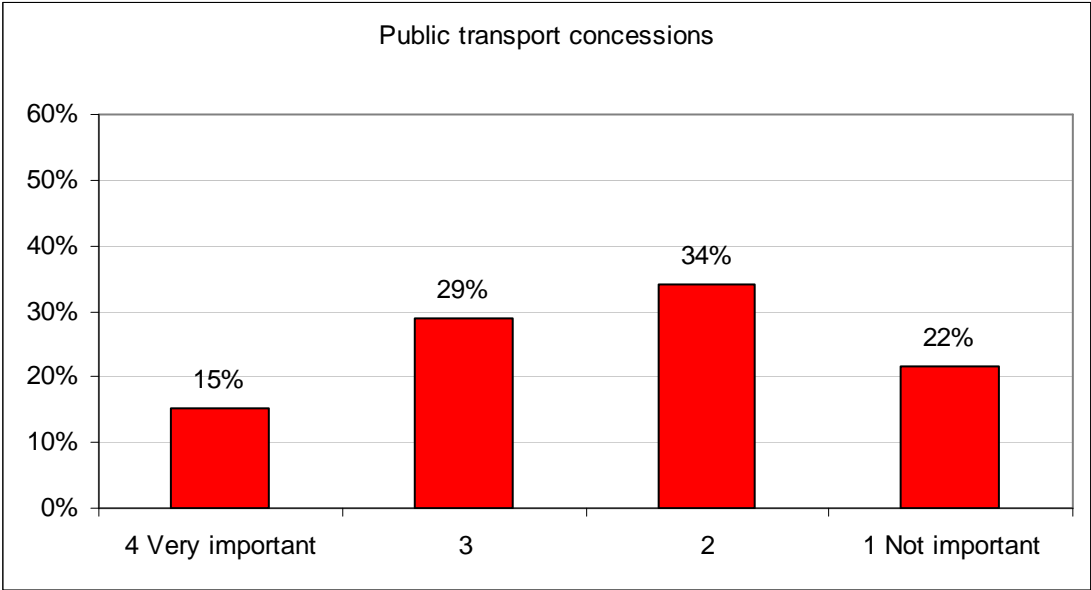
	Mean
Recycling Services	3.38
Community Safety	3.32
Community Services Environment	3.25
Public Toilets	3.00
Health Enforcement	2.96
Community Services- Partnerships	2.73
Built Environment- Planning Policy	2.71
Built Environment- Housing	2.64
Community Services- Cultural	2.63
Customer Services	2.61
Supporting Business	2.44
Health and Environment	2.42
Public Transport Concessions	2.38
Corporate Services	2.26
Health Advice	2.25
Communications	2.19

3.1 Community Services

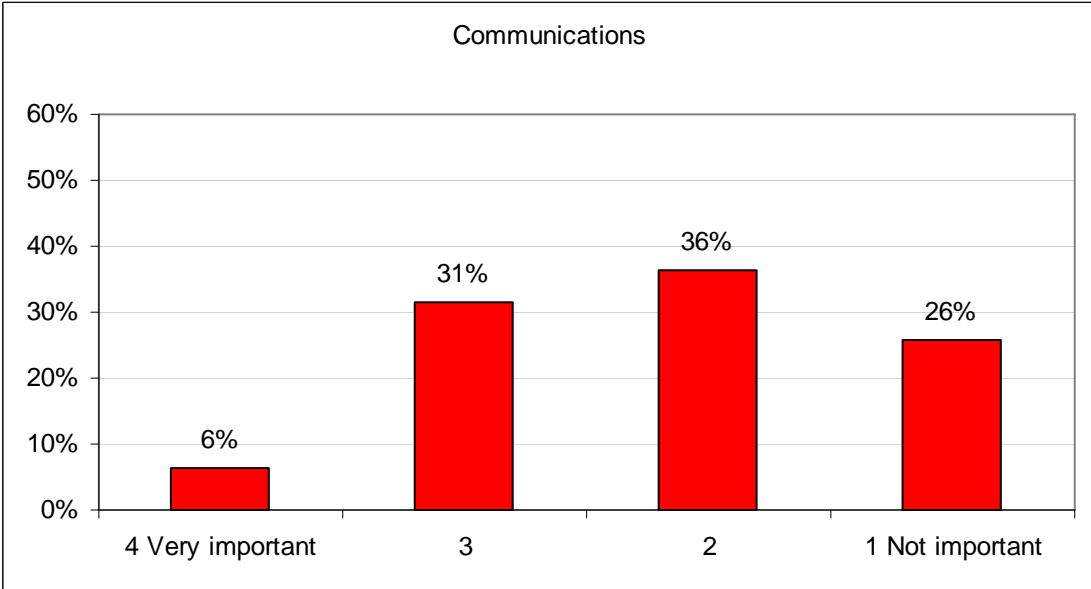
Community Services



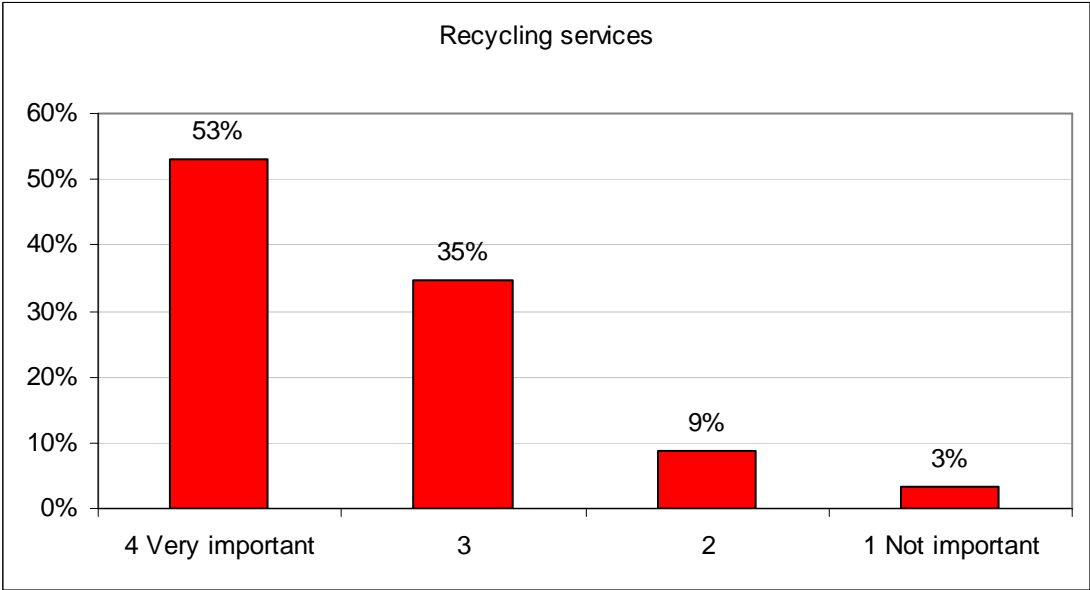
3.2 Public Transport Concessions



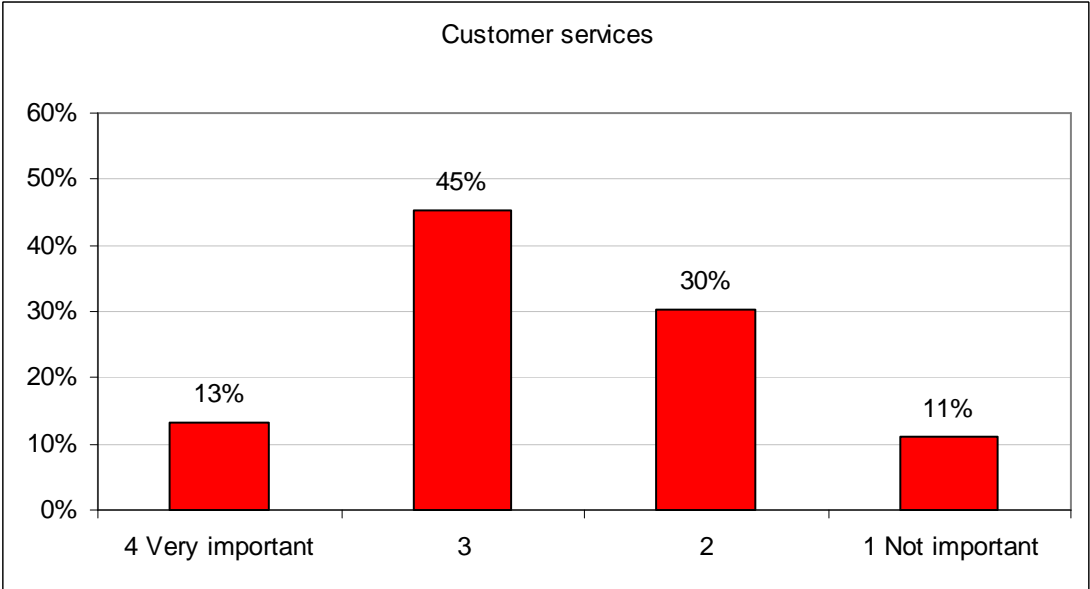
3.3 Communications



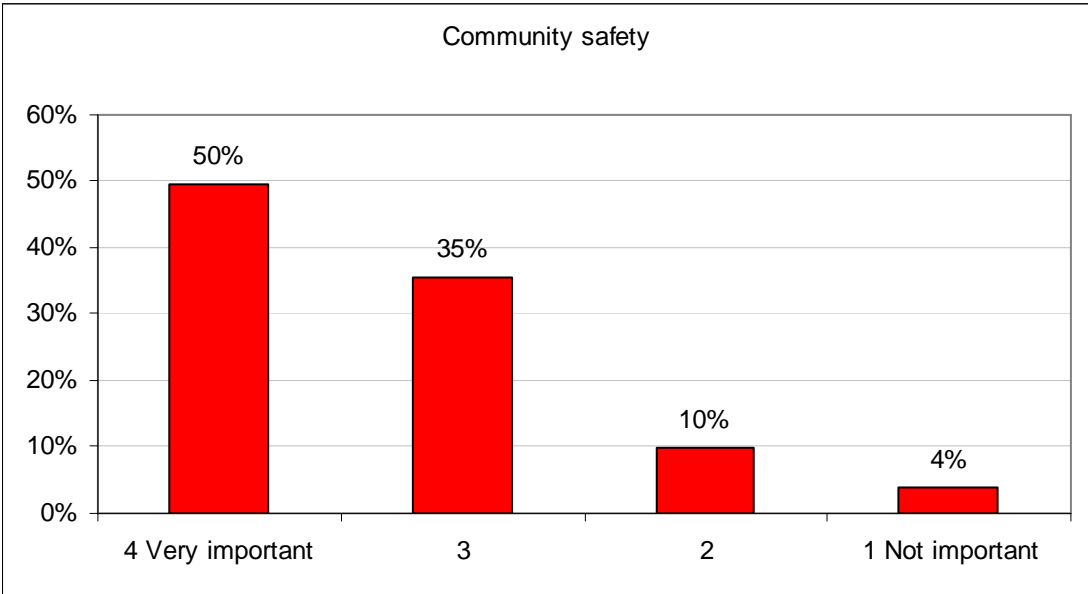
3.4 Recycling Services



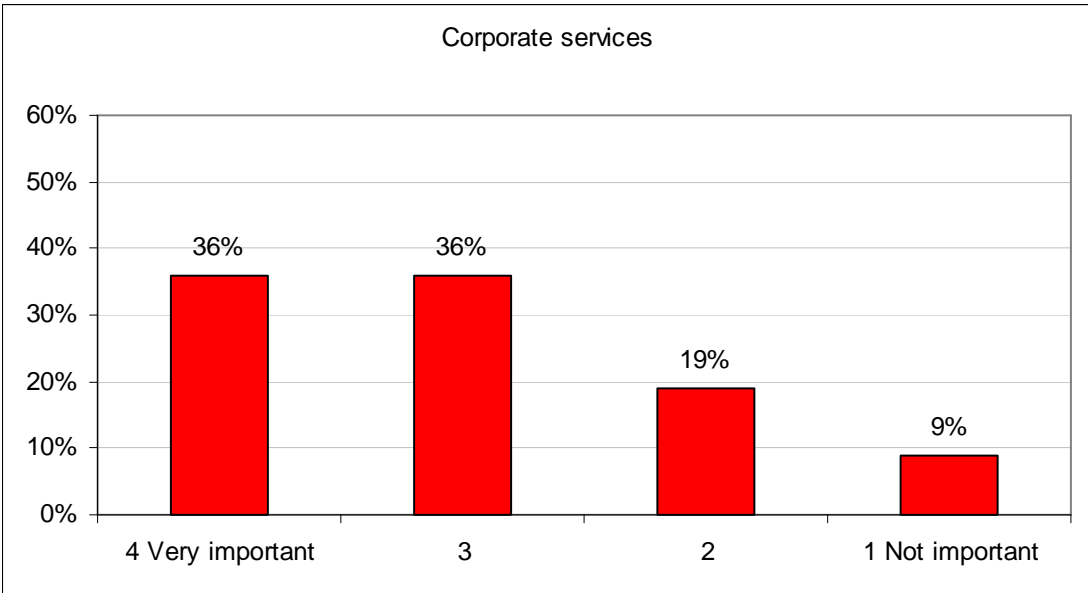
3.5 Customer Services



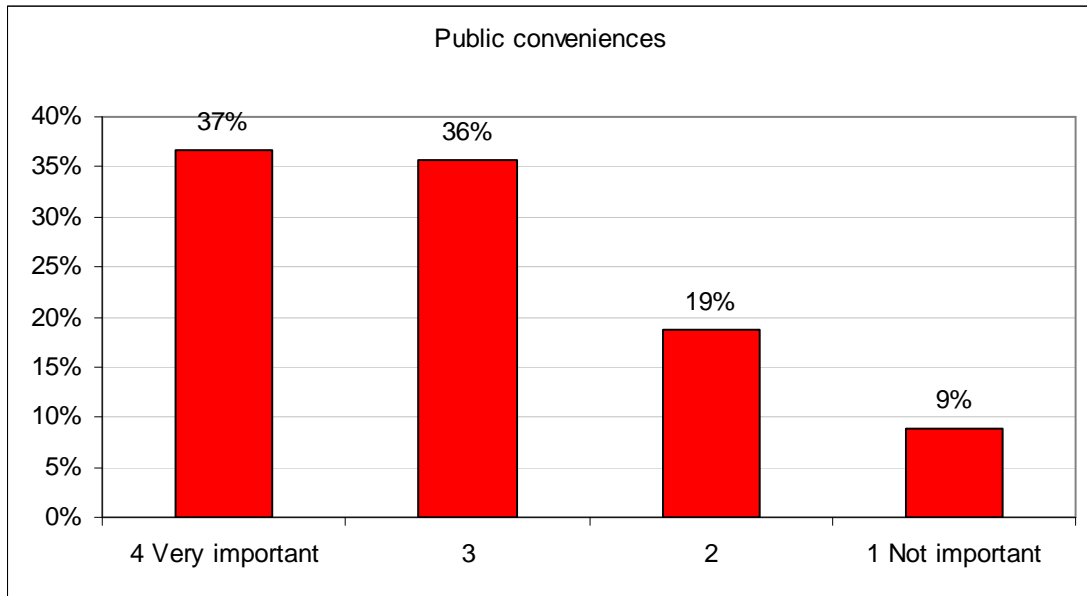
3.6 Community Safety



3.7 Corporate Services



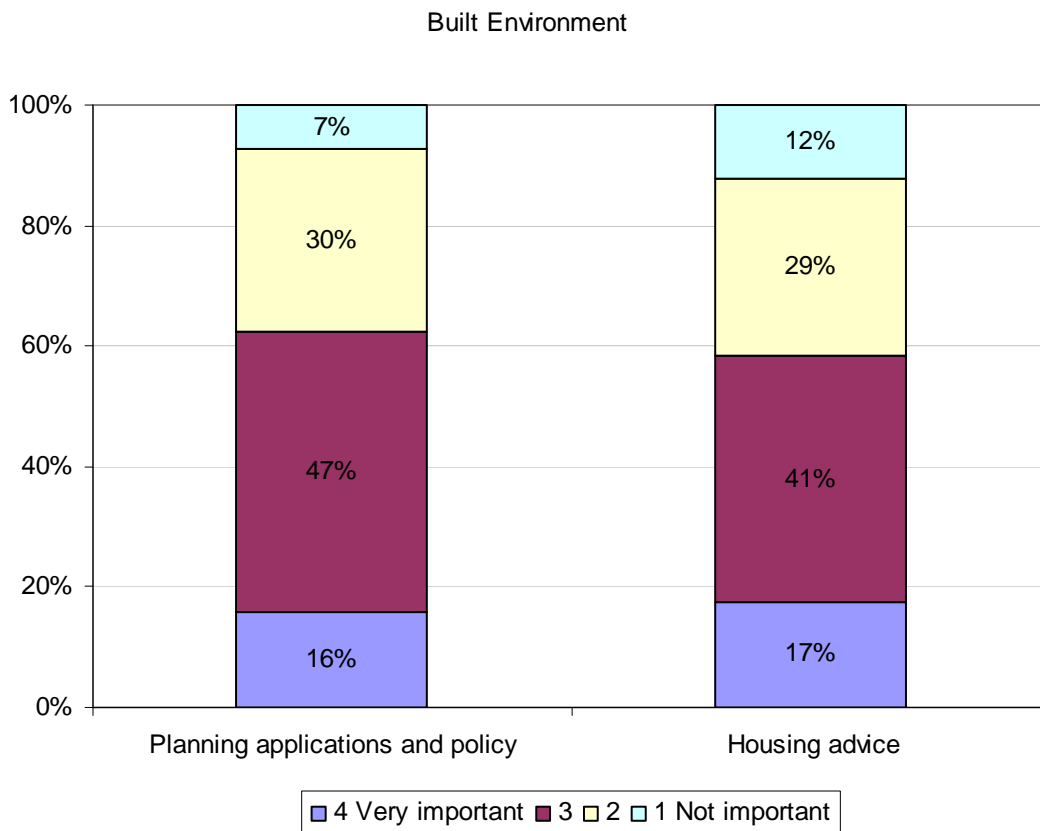
3.8 Public Conveniences



Respondents over the age of 65 (47%) were more likely than other respondents to consider the provision of public toilets to be very important.

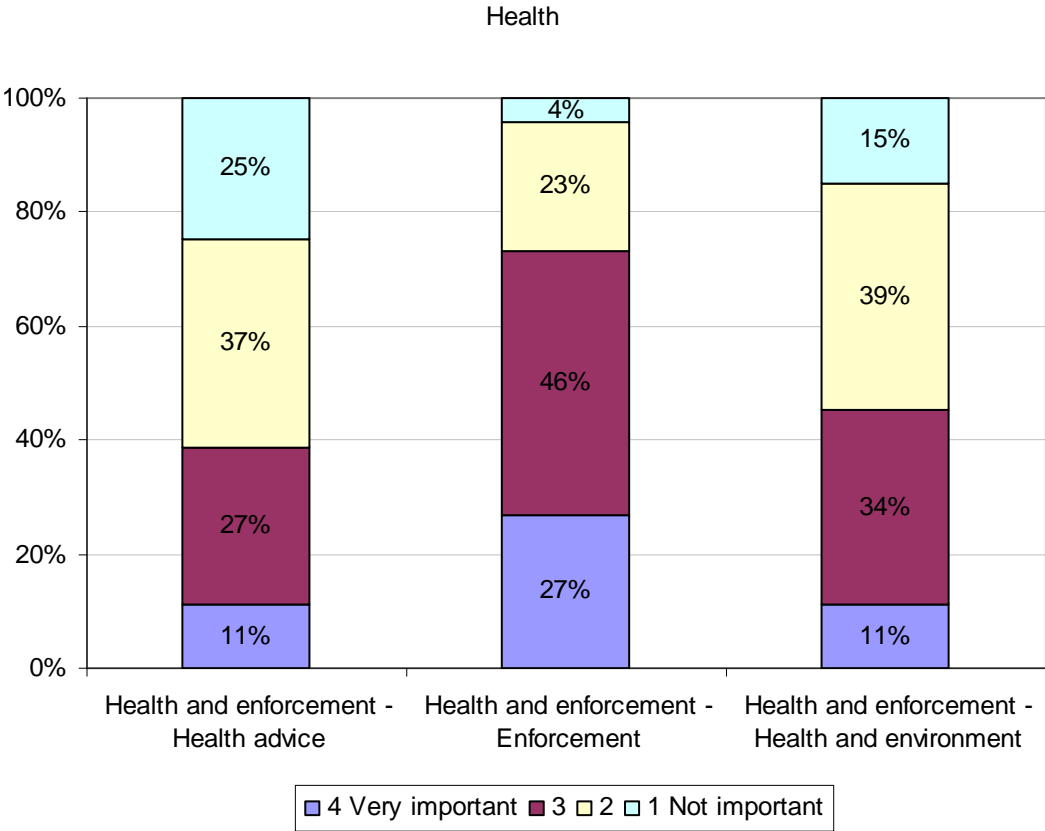
Respondents with a disability were also more likely to consider that public toilets were very important with 60% considering them very important compared to 32% of respondents with no disability.

3.9 Built Environment



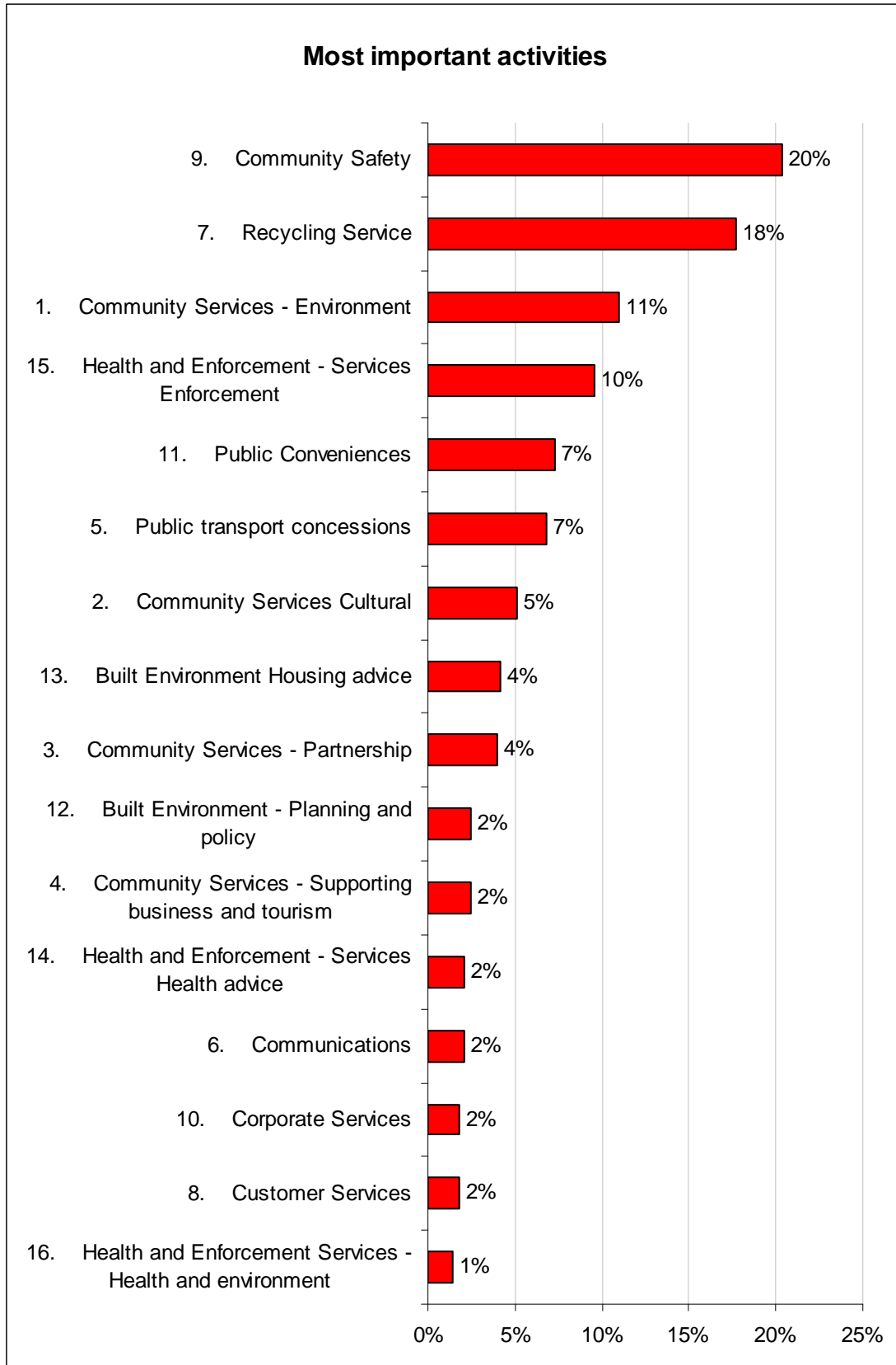
People with a disability (28%) were more likely than those without a disability (15%) to rate housing advice services as very important.

3.10 Health



3.11 Overall Ratings

The final section asked respondents to choose the 4 service areas that were most important in their opinion. The ranking for the most important service area was:



4.0 Full Survey

The full questionnaire asked respondents to rate discretionary services provided by the Council. The rating was 1 to 4 with 1 being 'Not Important' and 4 'Very Important'. Each service was accompanied by a short description of its main activities.

The questionnaire was distributed to the Viewpoint Citizens Panel and hosted online. 366 people completed the full questionnaire. The following section lists the main results and any significant differences in results by demographic profile.

5.0 Results

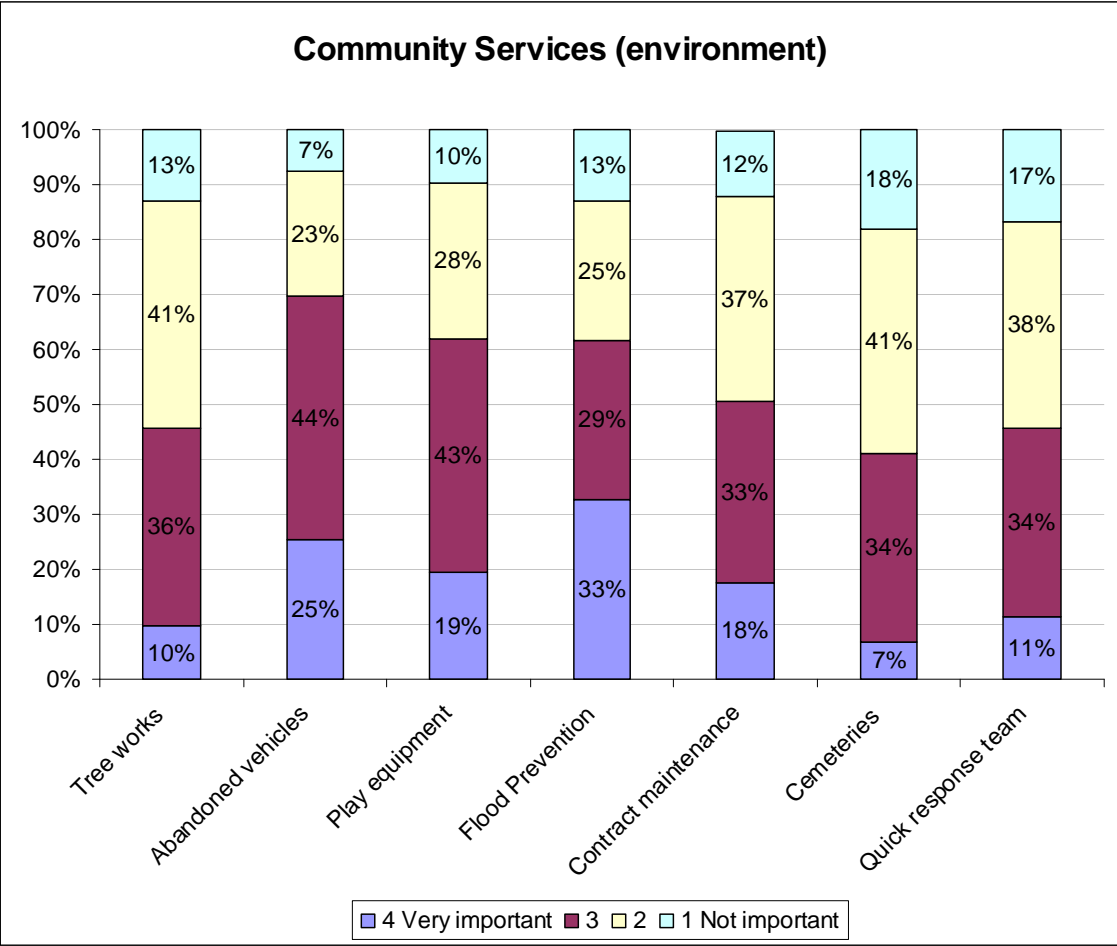
The ranked average rating for each service was as follows:

Rank	Service	Mean
1	Fly Tipping – Reporting And Clearing Fly-Tipping.	3.44
2	Re-Use / Recycle	3.35
3	Anti-Social Behaviour	3.31
4	Citizens Advice Bureau	3.29
5	Bring Sites For Recycling	3.25
6	Safe Guarding Children	3.24
7	Housing Enforcement	3.24
8	Monitoring Planning Obligations	3.23
9	Food Sampling	3.17
10	Disability Grants	3.09
11	Planning Enforcement	3.02
12	Public Toilets	3.00
13	Burglary	3.00
14	Tree Preservation	2.97
15	Housing Strategy	2.93
16	Abandoned Vehicles	2.88
17	Supporting Affordable Housing	2.87
18	Community Litter Pick	2.84
19	Management Of Housing Stock	2.83
20	Flood Prevention	2.81
21	Domestic Abuse	2.81
22	Building Control Advice	2.79
23	Citizens' Panel	2.76
24	Dog Control	2.74
25	CCTV (Town Centre / Public)	2.72
26	Play Equipment	2.72
27	Responding To National Planning Policy	2.70
28	Voluntary Action South Leicestershire	2.64
29	Harborough Sports And Activity Alliance	2.64
30	Home Improvement Agency Grant	2.64
31	Sport & Health Development	2.63
32	Website	2.62
33	Hart – Harborough Against Retail Theft	2.60
34	Land Searches	2.57

Rank	Service	Mean
35	Food Safety Advice	2.56
36	Choice Based Lettings	2.56
37	Rural Community Council	2.56
38	Contract Maintenance	2.56
39	Street Trading	2.54
40	Public Transport Concessions	2.52
41	Housing Options And Advice	2.51
42	Community Forums	2.51
43	Business Support And Tourism	2.51
44	Cemeteries – Selling And Registering Burial Plots	2.48
45	Museum Assistant	2.46
46	Pub Watch	2.46
47	Staff Training	2.45
48	Licensing Tattoos, Piercing Etc	2.43
49	Youth Council	2.43
50	Tree Works	2.43
51	Pest Control Service	2.42
52	Additional Planning Advice	2.41
53	Quick Response Team	2.4
54	Environmental Education	2.39
55	On & Off Street Parking Enforcement	2.38
56	Non Statutory Work In Processing Planning Applications	2.37
57	Drain Investigation	2.37
58	Health Promotion	2.36
59	Performance And Risk Management	2.31
60	Cemeteries – Upkeep Of Cemeteries	2.3
61	Committee Admin	2.26
62	Councillor Training	2.25
63	Improvement Teams – Market Harborough	2.22
64	Improvement Teams – Broughton Astley And Lutterworth	2.19
65	Talkback Newsletter	2.17
66	Media Enquires	2.10
67	PLAY – Support And Training To Play Providers	2.09
68	Customer Feedback	2.03
69	Arts Fresco	2.03
70	LSP (Local Strategic Partnership)	2.01
71	Harborough In Bloom	1.96
72	Scores On Door	1.95
73	Internal Staff Newsletters/Communications	1.83
74	Ticket Sales (For The Theatre)	1.74
75	Supporting Local Artists	1.71

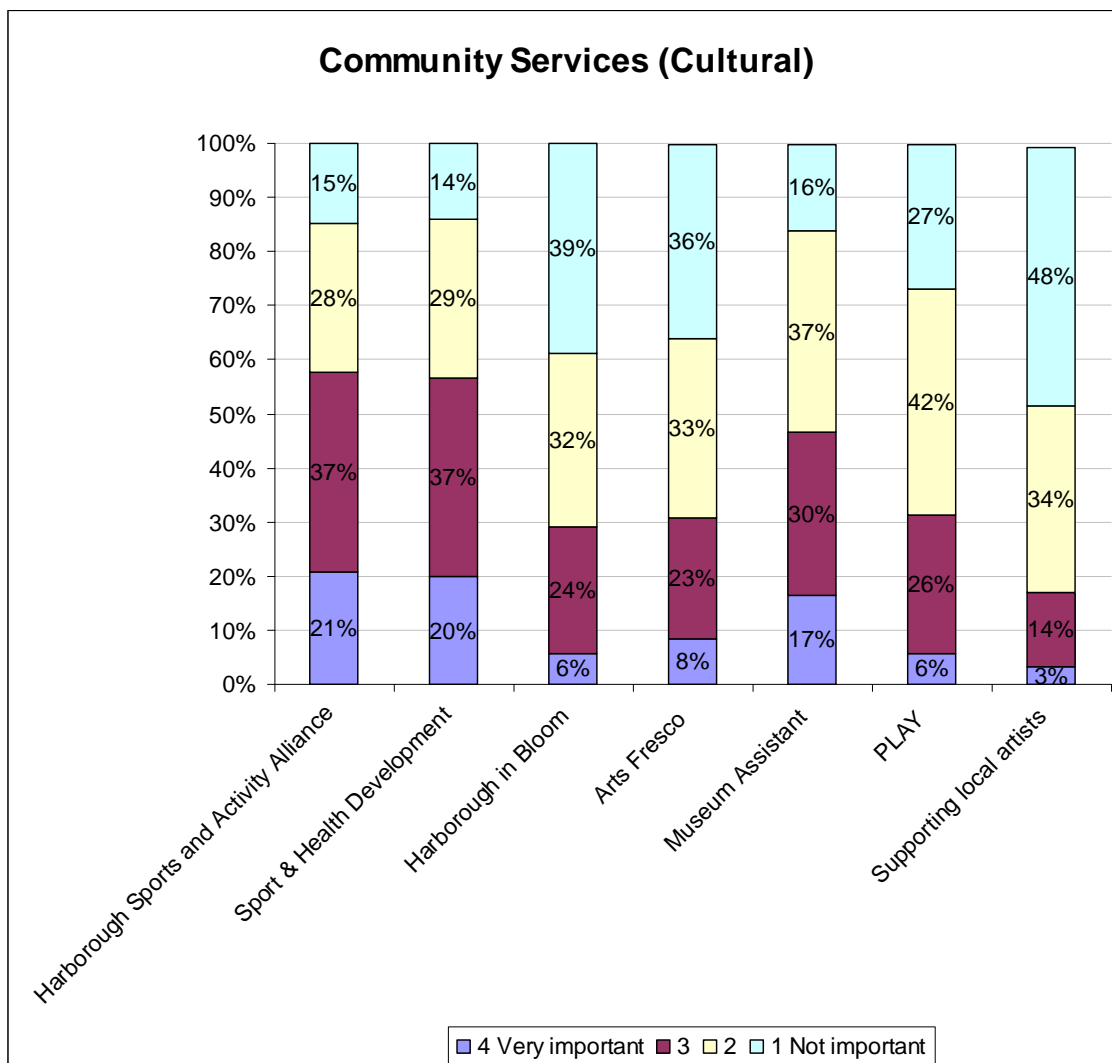
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5.1 Community Services (environment)

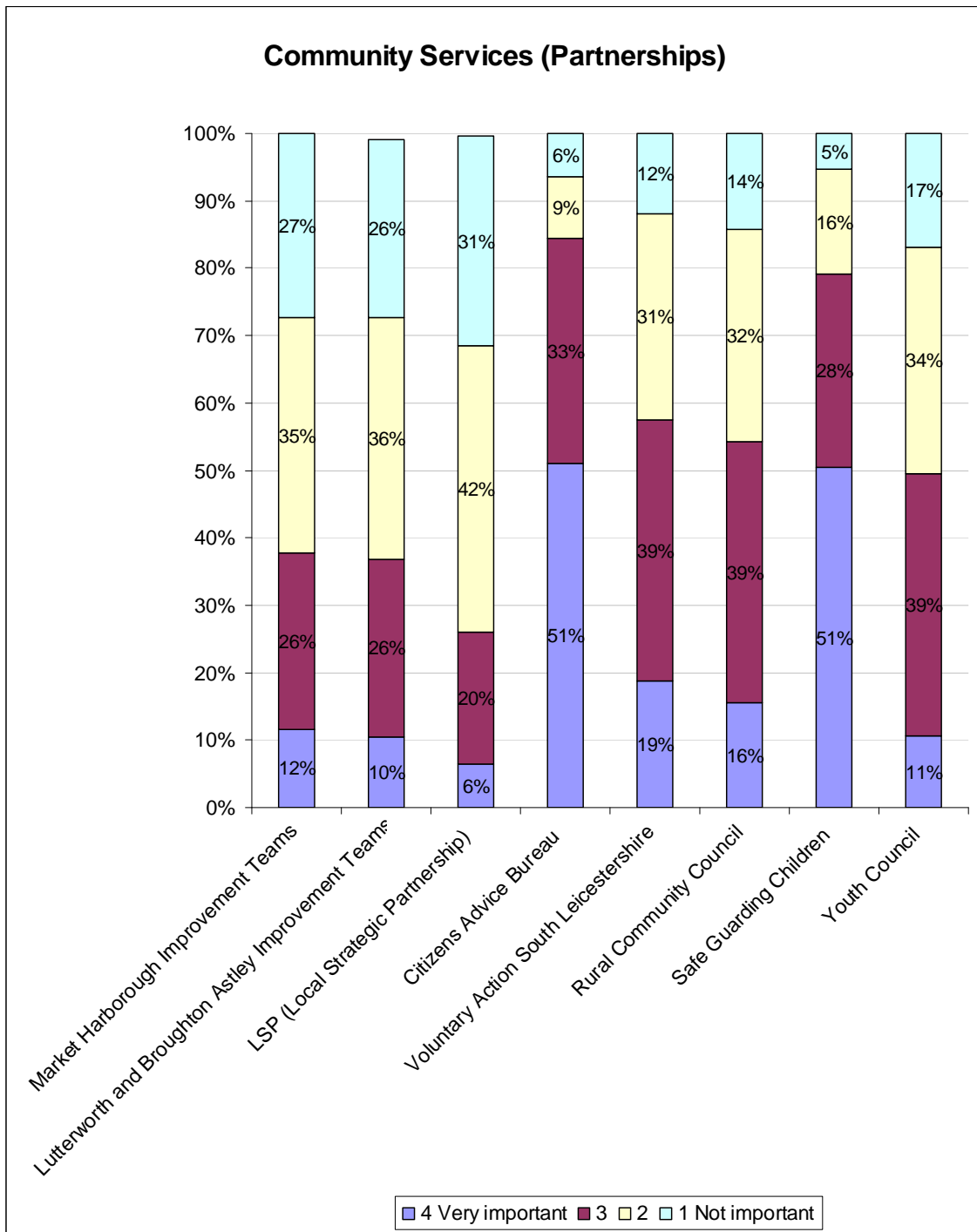


41% of female respondents felt that flood prevention was very important compared to 27% of males.

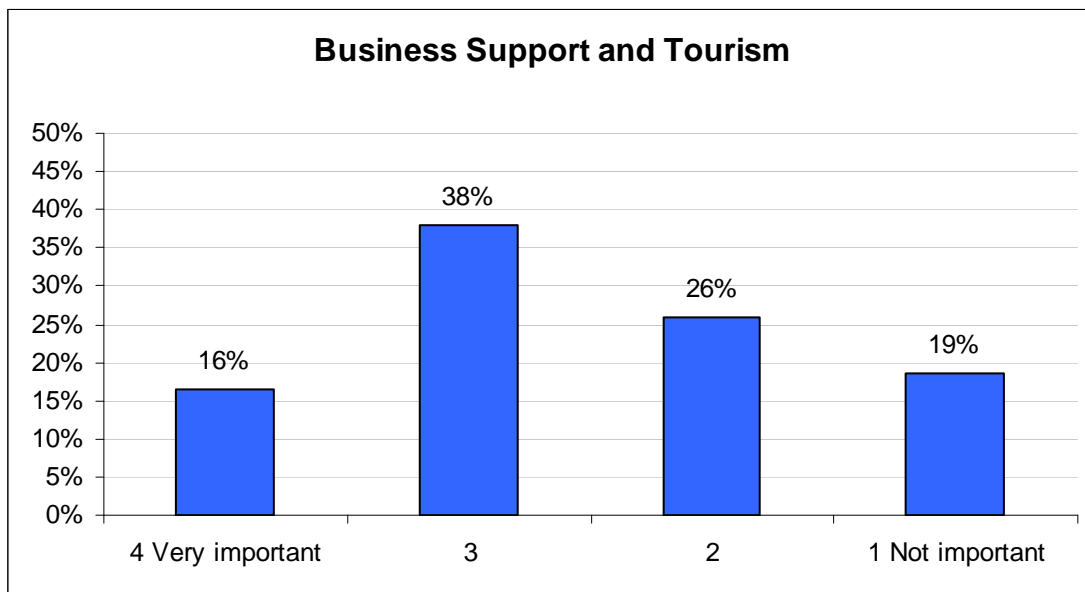
5.2 Community Services (cultural)



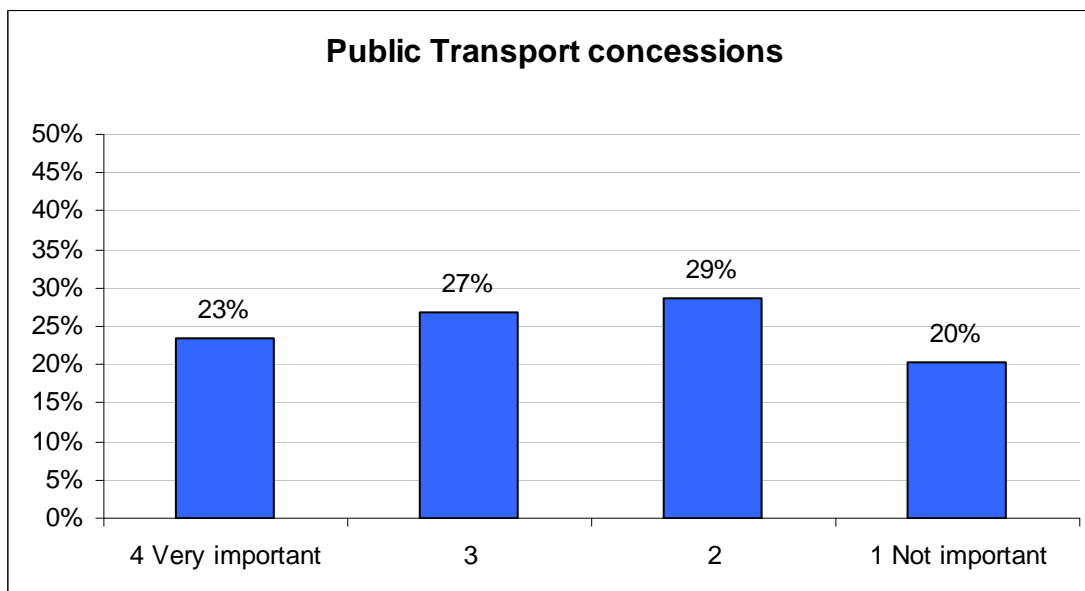
5.3 Community Services (partnerships)



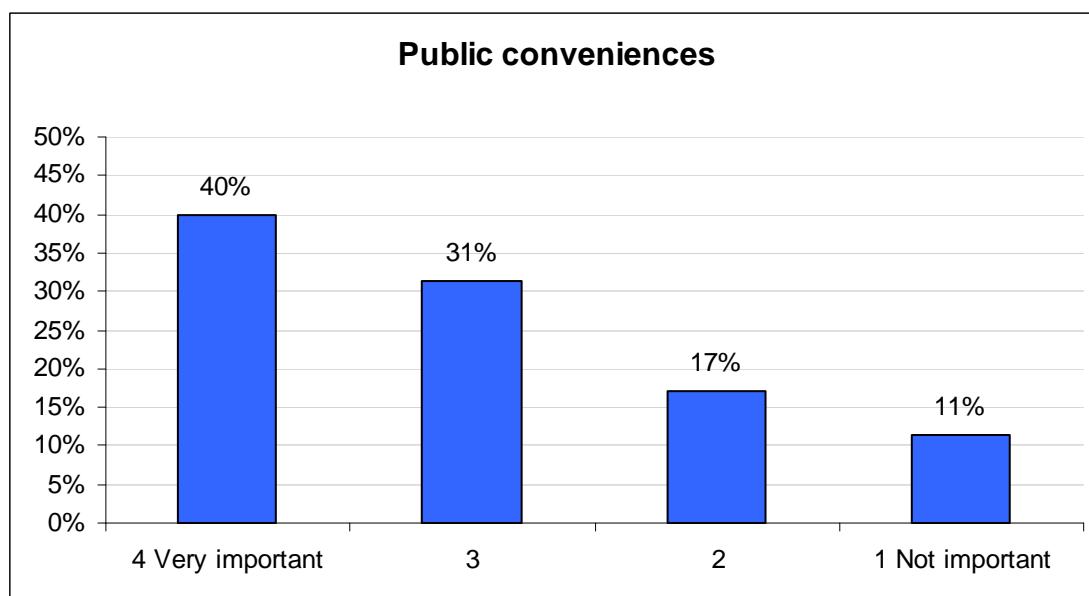
5.4 Business Support



5.5 Public Transport Concessions



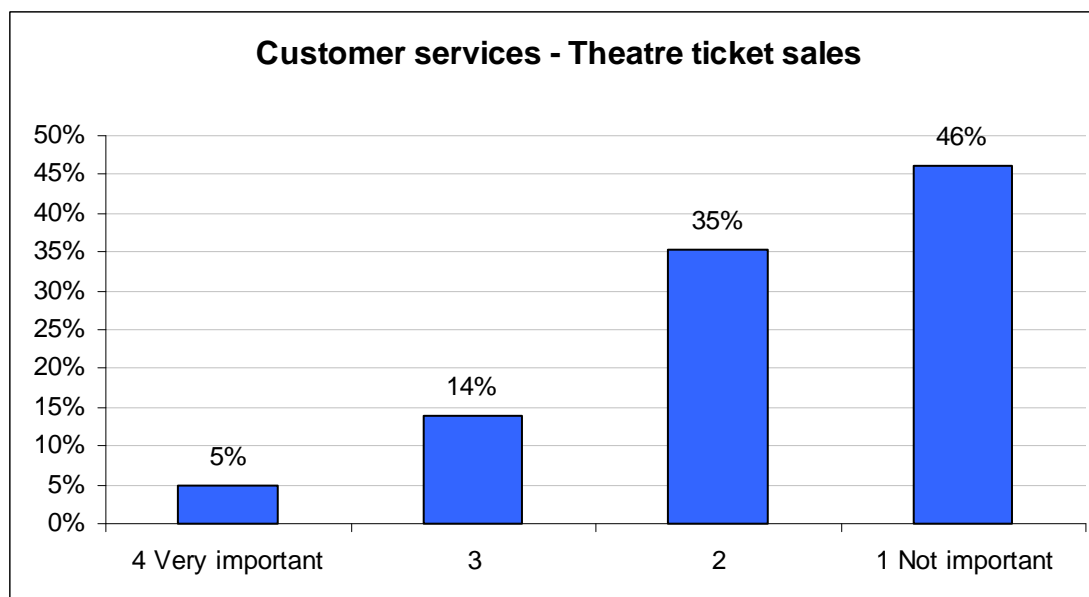
5.6 Public Conveniences



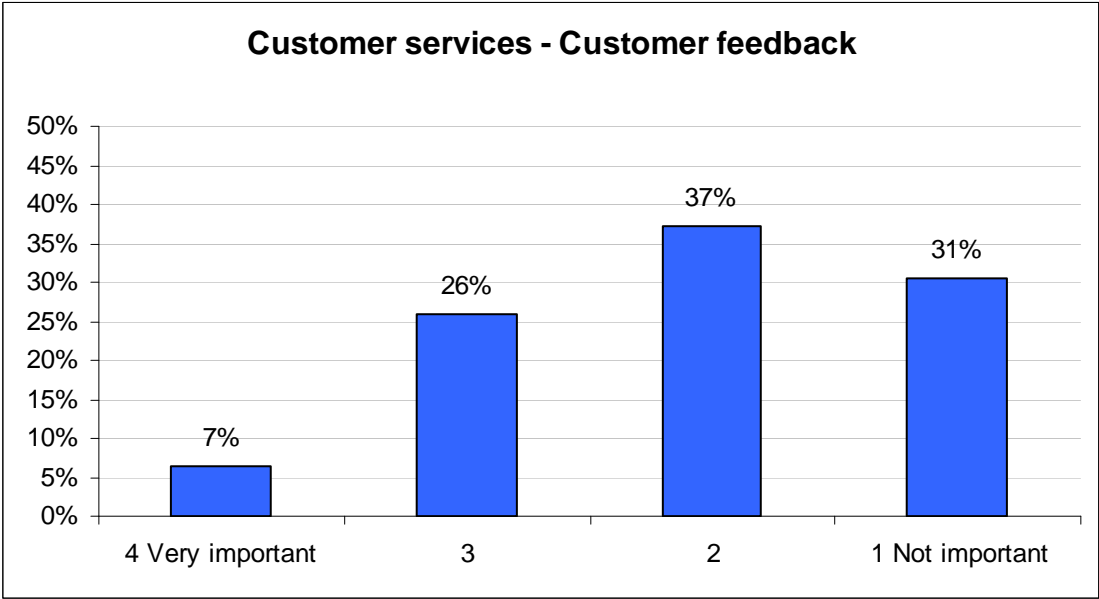
52% of respondents aged 65 or over felt that public conveniences were very important compared to 40% overall.

70% of respondents with a disability rated public conveniences as very important compared to 38% of those without a disability. However, it should be noted that most of these respondents were in the 65 or over age group.

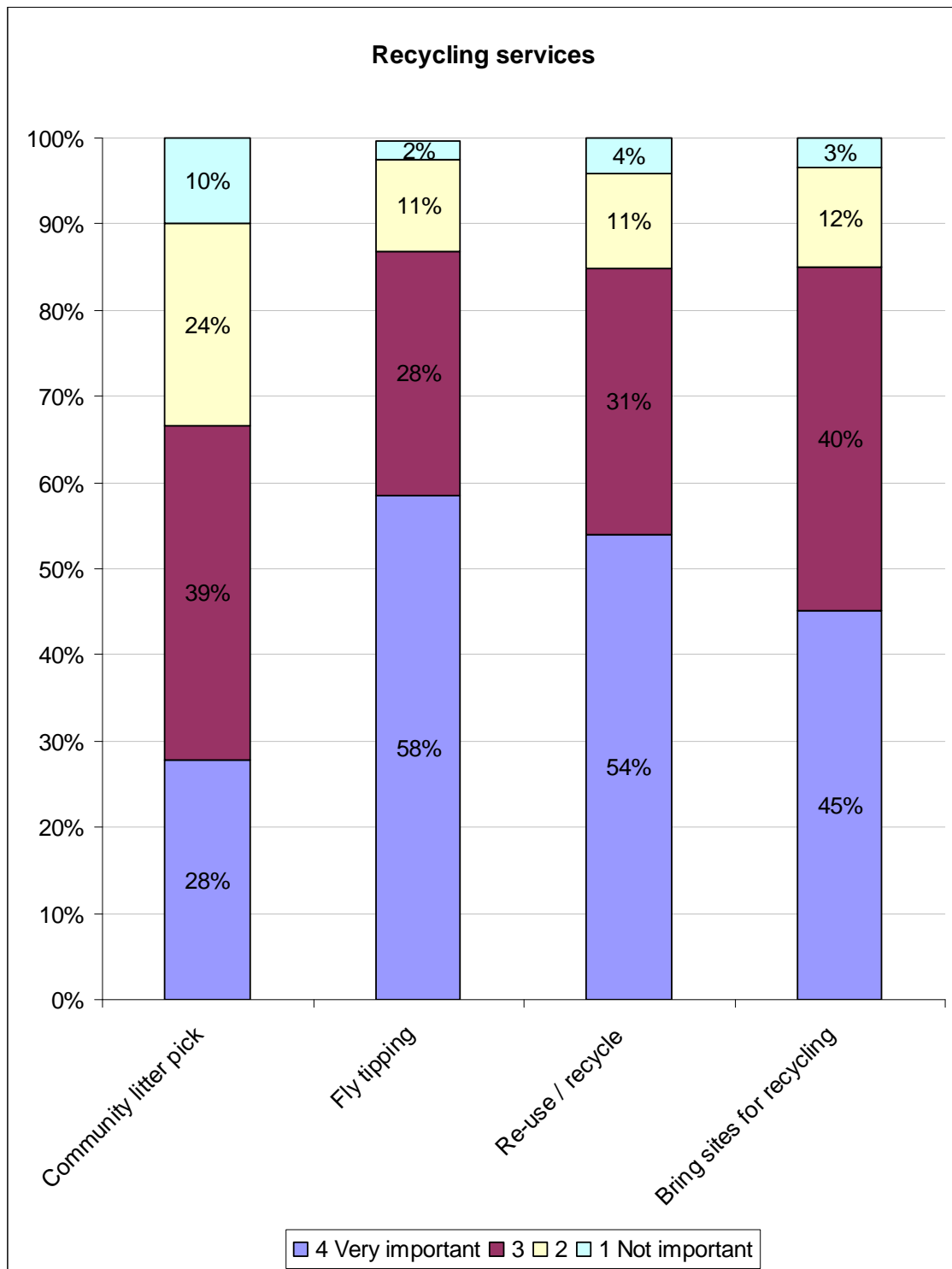
5.7 Customer Services (ticket sales)



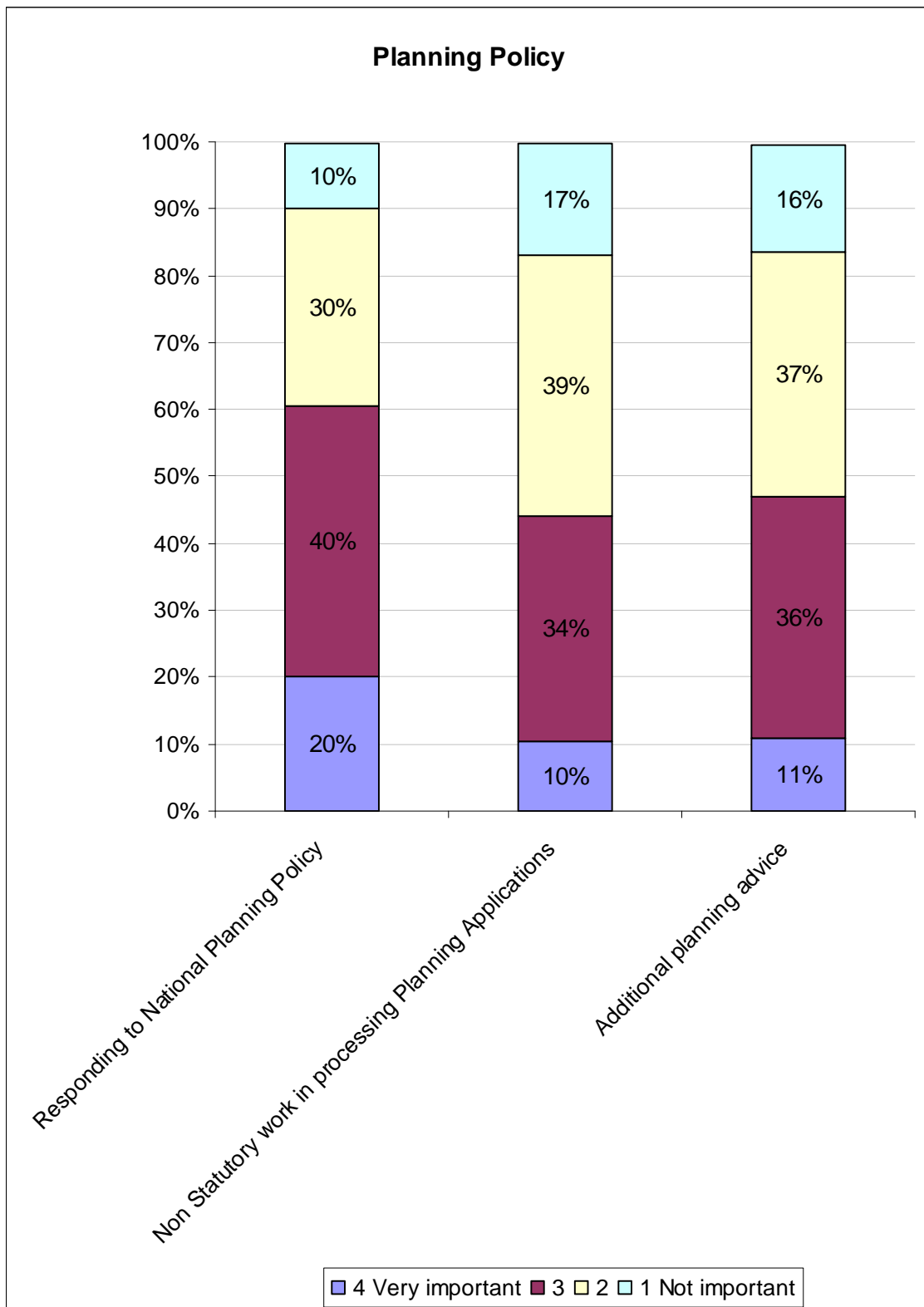
5.8 Customer Services (feedback)



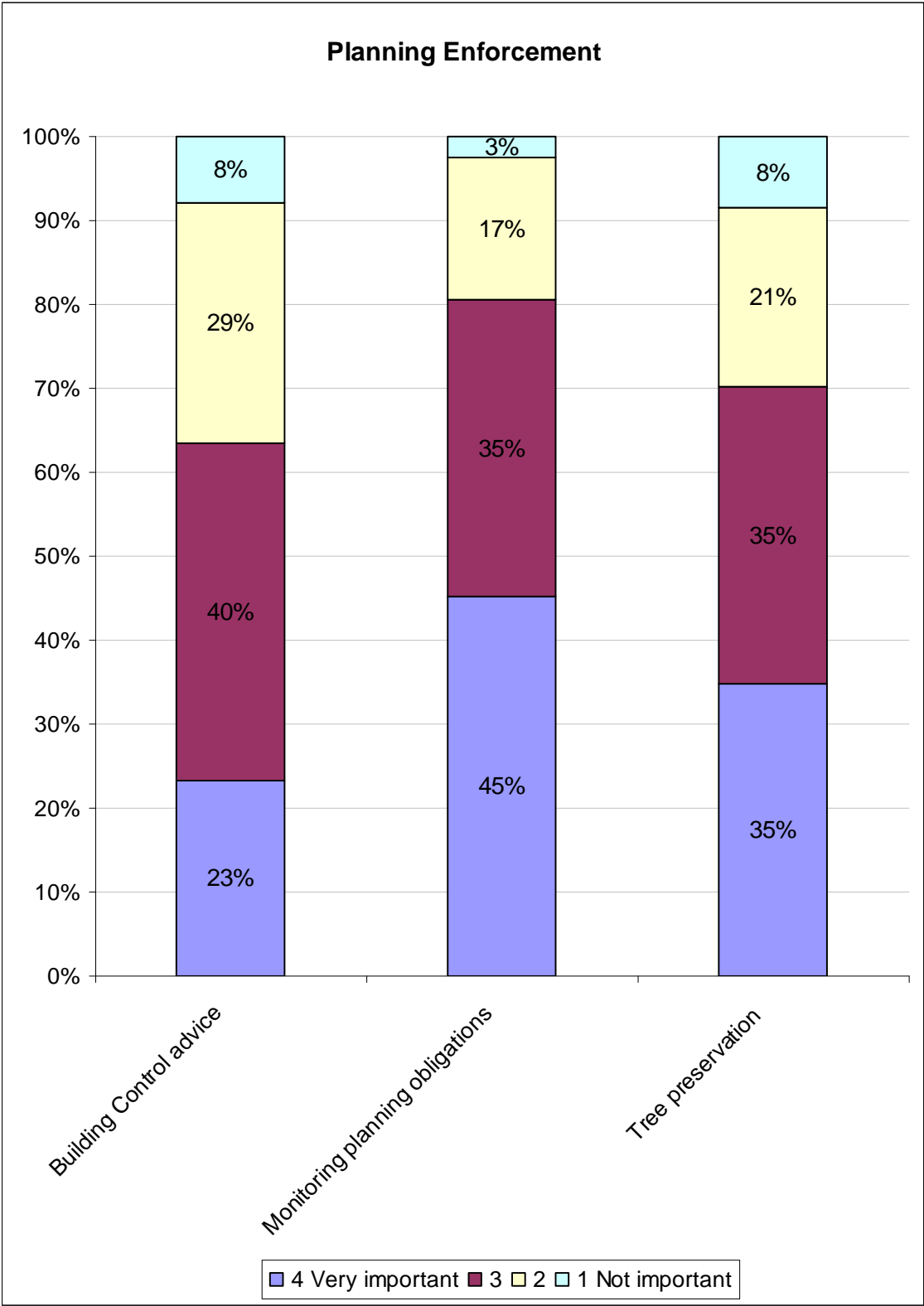
5.9 Recycling



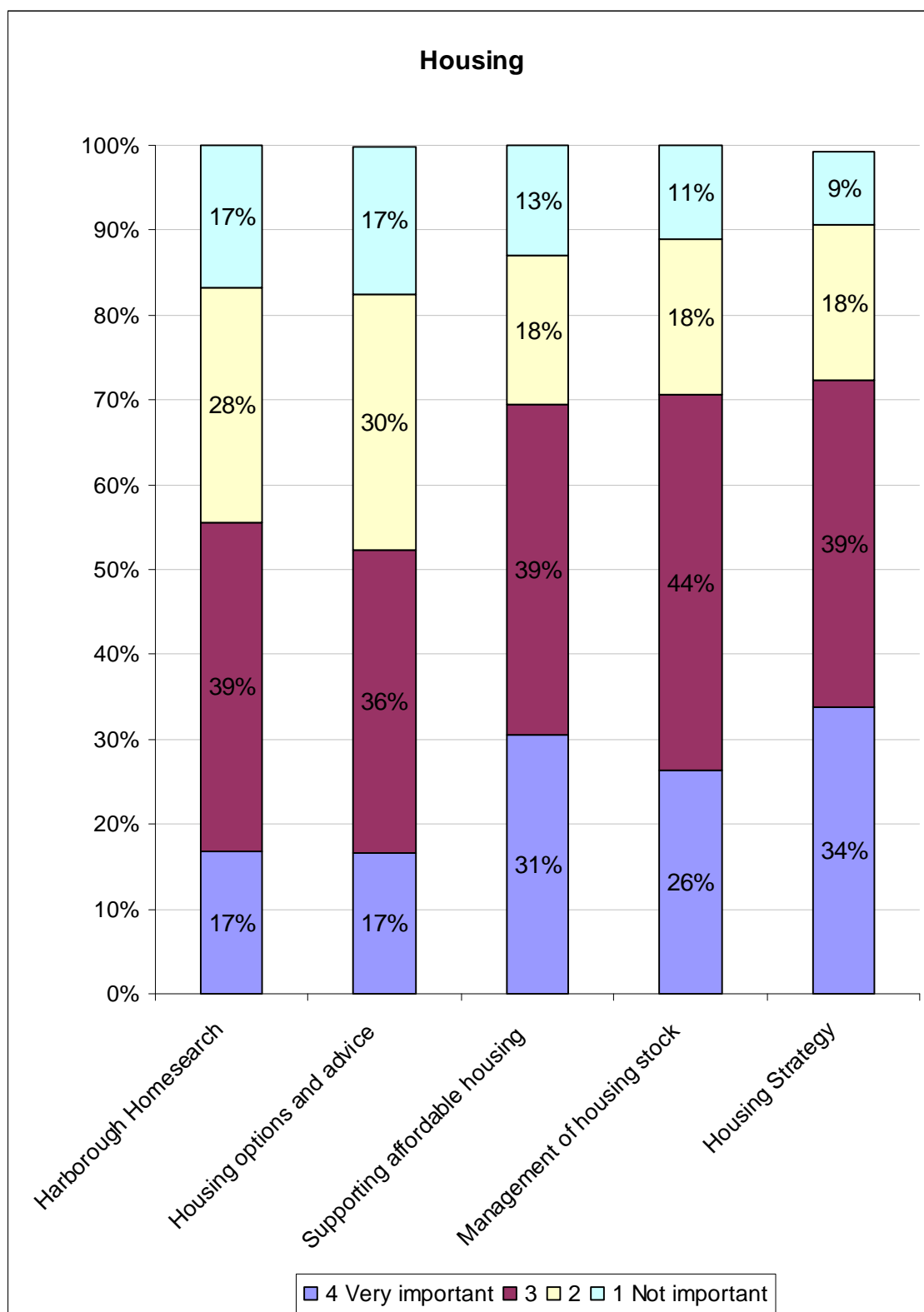
5.10 Planning Policy



5.11 Planning Enforcement

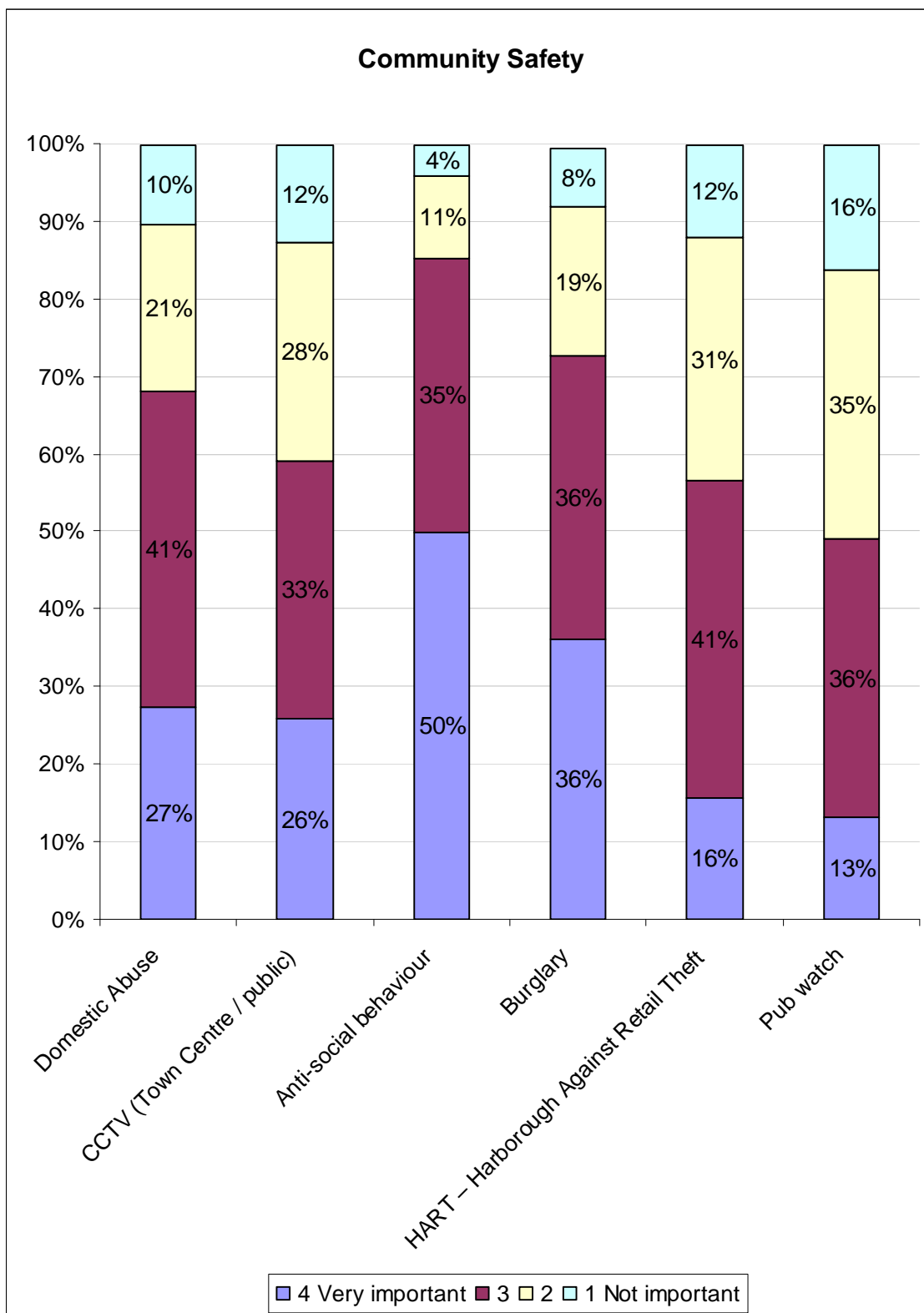


5.12 Housing



44% of respondents aged 65 or over felt that Housing Strategy was very important compared to 34% overall.

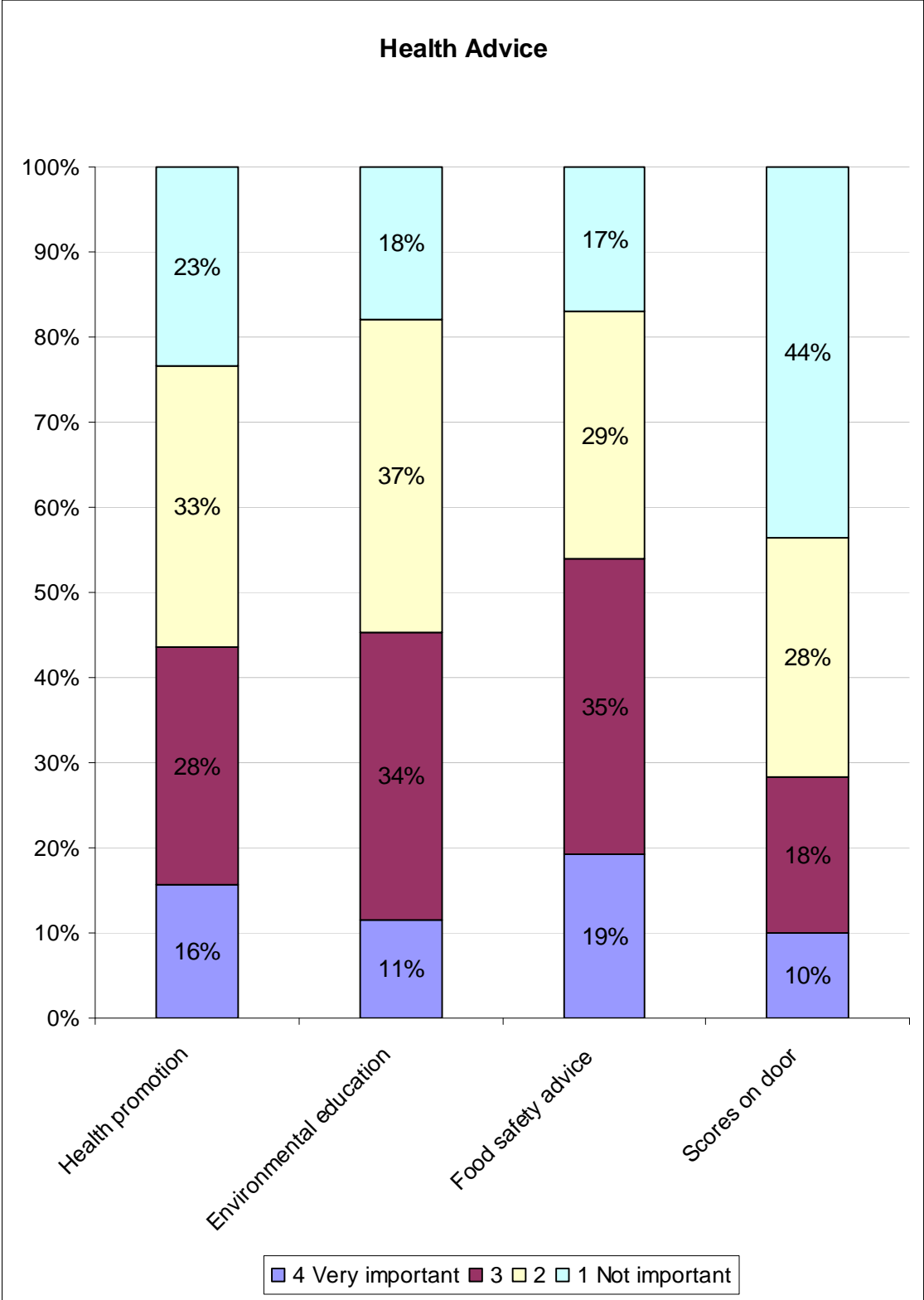
5.13 Community Safety



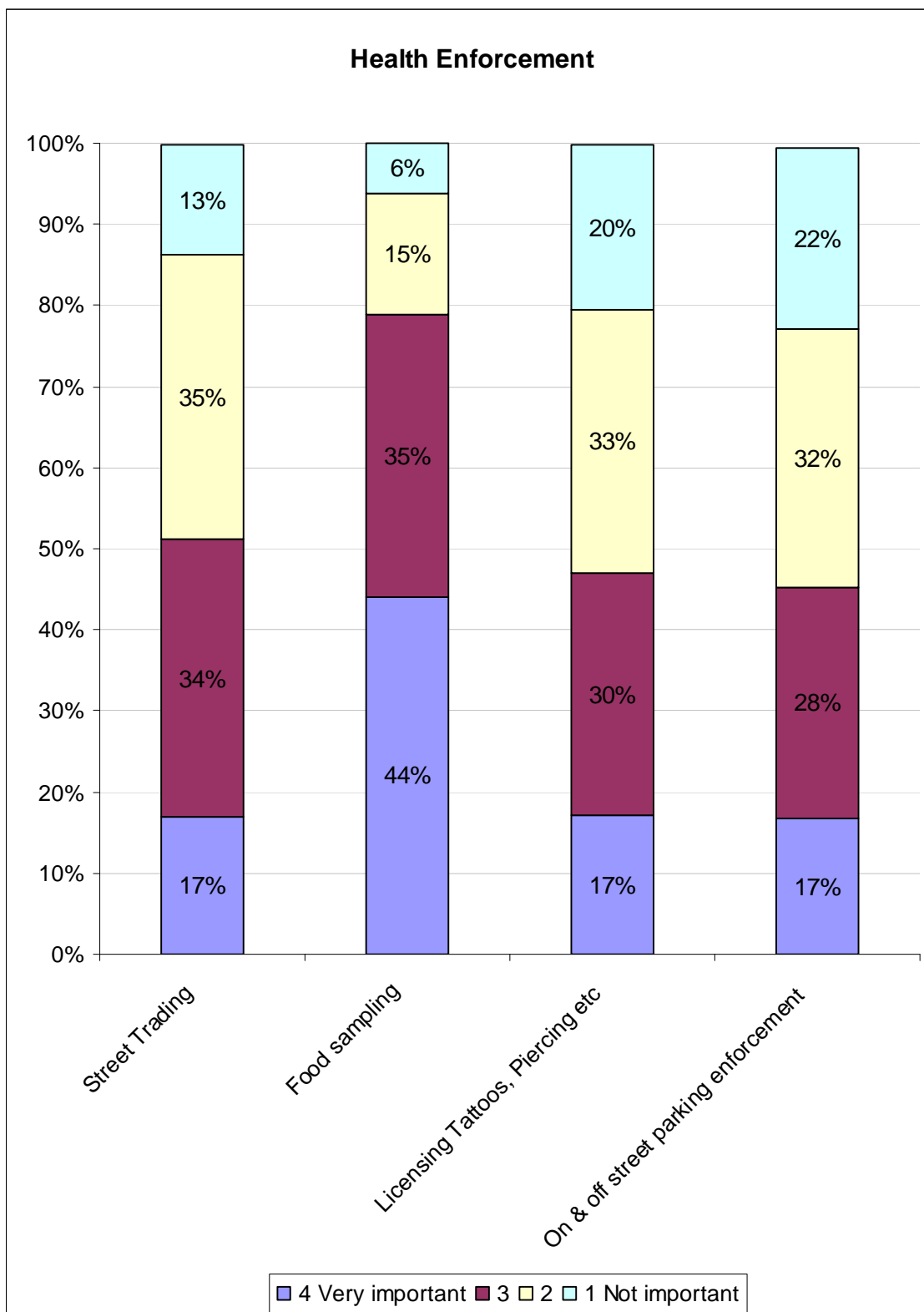
Younger respondents were the most likely to feel that support for victims of domestic abuse was a very important function for the Council. 45% of 25-34 year olds and 36% of 35-44 year olds rated this as a very important priority compared to 27% of respondents overall. Women (38%) were also more likely than men (25%) to rate this as very important.

CCTV was also particularly well supported by 25-34 year olds, with 50% feeling this was very important compared to 26% of respondents overall.

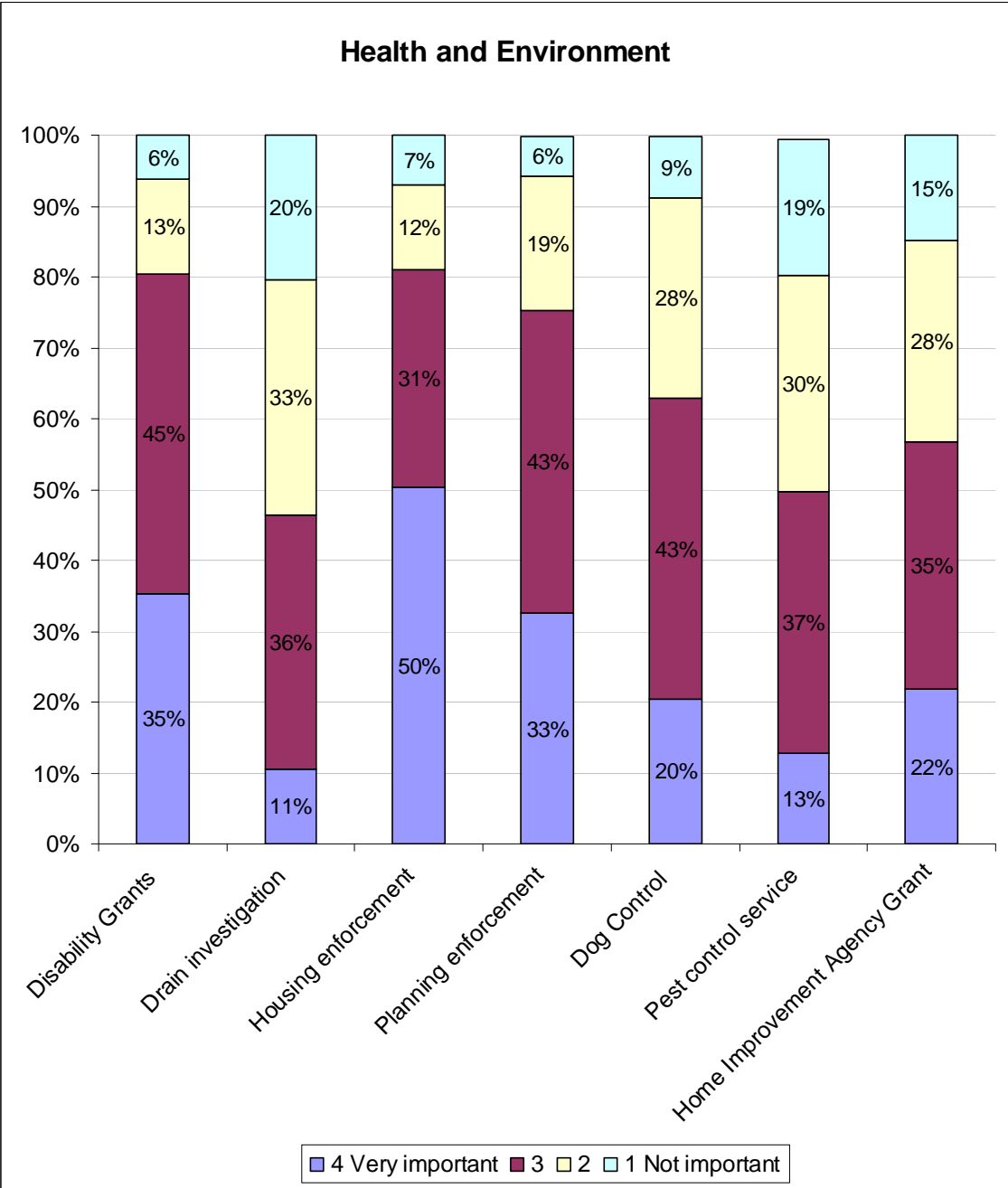
5.14 Health Advice



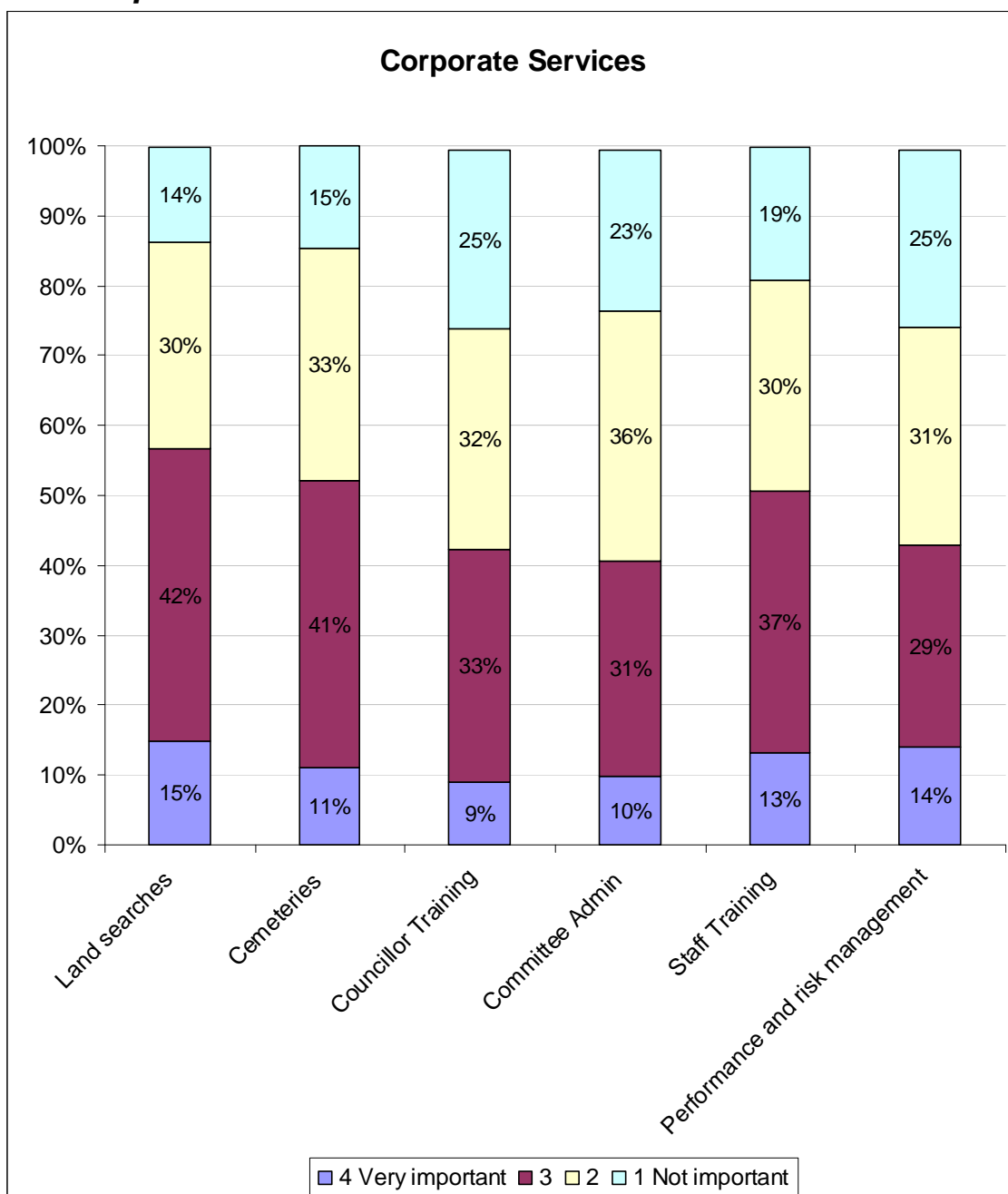
5.15 Health Enforcement



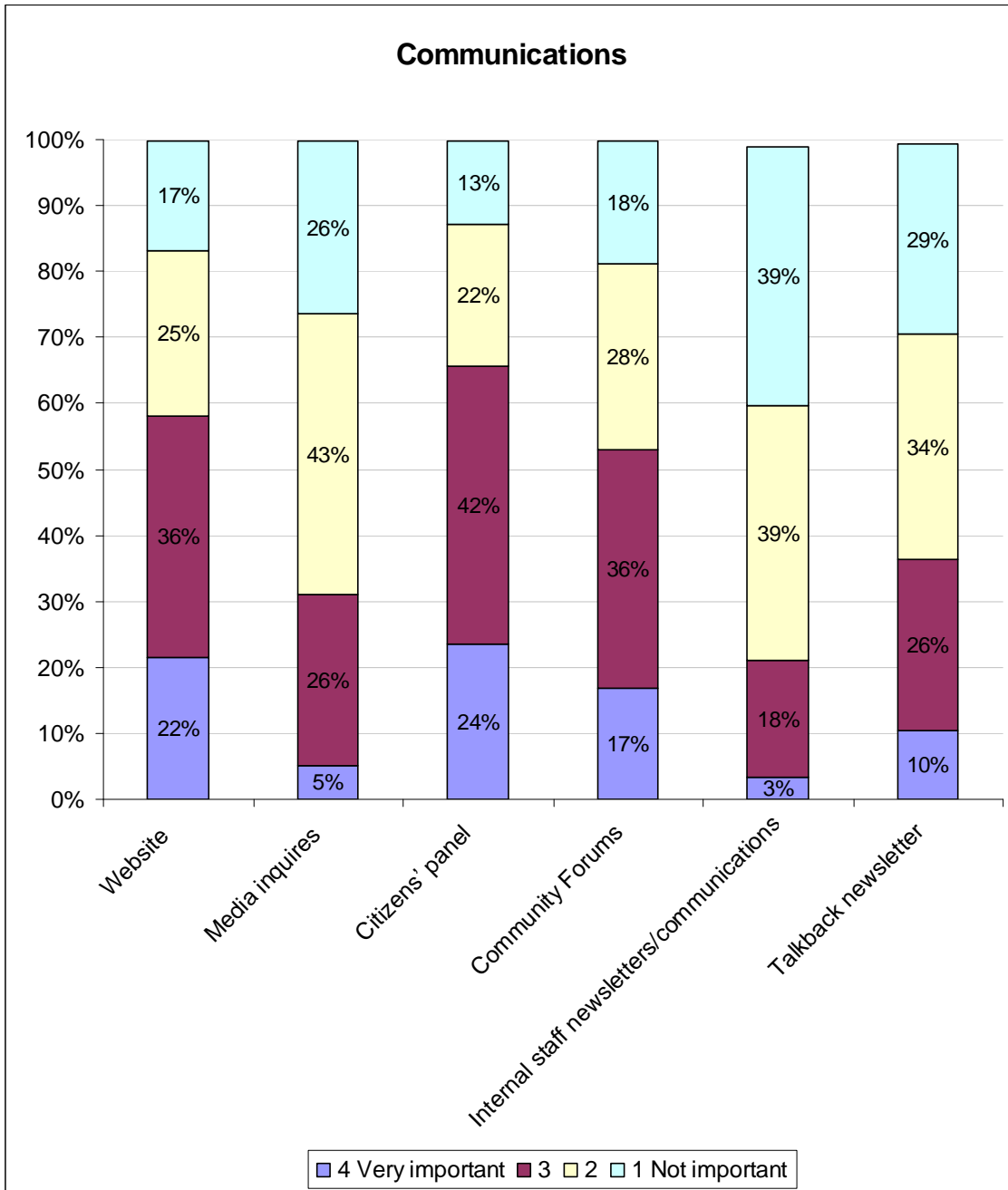
5.16 Health and Environment



5.17 Corporate Services



5.18 Communications



44% of respondents with a disability rated the Citizens' Panel as very important compared to 22% of respondents with no disability.

6.0 Consultation with Young People

A series of events were with young people planned in conjunction with Robert Smyth School and the Harborough Youth Council. These aimed to capture the opinion of local students, but also provide young people with a chance to learn about what the Council does.

An adapted questionnaire was produced in consultation with HDC and hosted online. Students from Robert Smyth School also presented cases for each service area to an assembly using a variety of techniques including drama. 47 students completed the online questionnaire. The overall average ratings were as follows:

Rank	Service	Mean
1	Safeguarding children	3.30
2	Money to support minibuses and transport	3.26
3	Public toilets	3.26
4	Making sure housing is safe and healthy to live in	3.17
5	Looking after cemeteries	3.13
6	Helping people who have had their houses robbed	3.13
7	Helping adults who are being treated badly at home by relatives	3.11
8	Helping shops to stop thieves	3.11
9	Recycling bins in parks and other public places	3.09
10	Local Strategic Partnership	3.04
11	Stopping people dumping rubbish the wrong places	3.04
12	Sport & Health Development	3.02
13	Tree preservation	3.02
14	Collecting re-cycling from homes	3.02
15	Making sure that there is enough housing that people can afford	3.00
16	Stopping people from behaving badly (anti social behaviour)	3.00
17	Money to make houses better for people with a disability	2.94
18	Making it easier for people to carry on living in houses they own as they get older	2.94
19	Support to the Youth Council	2.91
20	Dealing with stray dogs	2.91
21	Helping people understand the environment	2.91
22	Protecting houses and businesses from floods	2.89
23	Making plan to ensure there are enough homes for everyone	2.87
24	Helping pubs stop bad behaviour	2.87
25	Making sure the services of the Council are doing what they should	2.87
26	Encouraging sports in the local area	2.85
27	Cameras to help keep the public safe	2.85
28	Money to repair housing that people own that is in poor condition	2.85
29	Keeping pests (fleas, mice etc.) under control	2.83
30	Making sure people who sell things on the street are legal	2.83
31	Making sure there are enough car parks	2.83
32	Thinking and planning to around climate change	2.83
33	Picking up litter with the help of local people	2.79
34	Supporting local creative people (artists, performers etc.)	2.77

Rank	Service	Mean
35	Support to the Citizens Advice Bureau	2.74
36	Helping people with the forms they need to get a house	2.74
37	Talking with the people who live here about what's important to them	2.74
38	Making sure Council staff all know what's going on	2.74
39	Looking after play equipment (swings etc.)	2.72
40	Health promotion – making sure that people can lead healthy lives	2.72
41	Running meetings to meet with people to talk about what's important to them	2.72
42	Looking after trees	2.70
43	Planning Applications	2.70
44	Monitoring planning	2.70
45	Testing food in meals being sold to make sure it's healthy	2.70
46	Quick response team	2.68
47	Sorting out plots for people who want to be buried	2.68
48	Improvement Teams	2.66
49	Putting on play events for children	2.66
50	Business Support and Tourism	2.66
51	Helping people find a home	2.66
52	Telling the papers and radio what's going on at the Council	2.66
53	Giving a newsletter to everyone here about what's going on	2.64
54	Supporting Rural Community Council	2.60
55	Arts Fresco	2.60
56	Building Control advice	2.60
57	Helping cafes and restaurants with food safety	2.60
58	Training for the Councillors to help them in their role	2.60
59	Training for the people who work at the Council	2.60
60	Making sure tattoo and piercing shops are legal	2.57
61	Sorting out the meetings of the Councillors	2.57
62	Support to Voluntary Action South Leicestershire	2.55
63	Advice to planning	2.55
64	Charging people for parking in the wrong place or time.	2.53
65	Processing Planning Applications	2.51
66	Checking the drains	2.49
67	Dealing with abandoned vehicles	2.38
68	Giving cafes and restaurant star ratings	2.36
69	Sorting out work done by other companies for the Council	2.34
70	Keeping the website going	2.34
71	Giving help and assistance when you visit Harborough Museum	2.17
72	Helping people with information about the history of a piece of land	2.17
73	Harborough in Bloom	1.96

Additionally, a number of points were raised by students in discussion with their peers and tutors:

- Cultural Partnerships are important but the budget should be small. Arts Fresco is 'a part of Harborough' and a benefit to local businesses. Additionally the students were wary that if HDC withdrew funding, match funding from other organisations may also be withdrawn. The students doubted that the Citizen's Advice Service would suffer greatly if HDC funding was removed. A boost to local business & tourism was seen as more important than supporting local artists.
- Generic funding for public transport is not important, but some services for community groups should be conserved.
- Public Conveniences should not necessarily be a high priority, as long as there is somewhere to 'go' in town (for example Sainsbury, Council Offices).
- The students questioned whether enforcement services for the Built Environment would cost more if advice was reduced. However they said that neither was particularly important.
- Support for affordable housing was considered to be very important, whereas Choice based lettings and advice were considered less important.
- In general waste and recycling was considered to be very important, but cans & paper bin could be collected every 2 weeks instead of every week. However if bins are collected less, people might be less inclined to recycle.
- Community Safety was generally very important to the students.
- Customer Services were seen as important services but should be very cheap to maintain.
- The council shouldn't really be paying for Health Advice; it was seen as the NHS' job.
- Licence enforcement is important because if HDC don't do it, nobody else will.
- Change Services were seen as important but should be cut down as much as possible.
- Communications information should be available if you actively want it, but doesn't need to be handed out, i.e. Talkback.

7.0 Consultation with People with Disabilities

Representatives of HDC and SRA attended an accessibility forum with people with learning disabilities, their carers and other stakeholders.

Additionally 130 of the respondents to the two questionnaires considered that they had a disability. Where these respondents' priorities differed significantly to other respondents it has been indicated in the commentary accompanying the main results.

The key points arising from the group were:

- Public toilets- these were particularly important carers taking groups into town. Some of the group stated that they would be willing to pay for these facilities if necessary.
- Leisure services were well used by most of the group, particular swimming and gym services.
- Participants were keen to maintain the upkeep and facilities in local parks which were used heavily. Several of the group meet in Welland Park and use the café.
- Concessionary travel, particularly community transport, was important to the group.

Appendix 1 Full Questionnaire

Harborough District Council Budget Priorities

Dear Panel Member,

As you will know councils are currently having to reconsider their budgets and may have to reduce some activities. This questionnaire is to ask which areas of council services are the most important to you and your community.

Harborough District Council has a legal obligation to continue some services, these are called Statutory and are not being considered in this questionnaire, but work is underway to look at reducing these costs. The services shown here are additional to those that the Council must provide.

There are many different services to consider, so these have been grouped together with a description of the type of work that is done within that area. Please rate the service areas 1 - 4 according to how important they are to you (4 is very important, 1 is not important).

Please complete and return in the enclosed freepost envelope by **Thursday 23rd December 2010**



Please rate the following services 1-4 according to the scale below:

1 Not important	2 Not very important	3 Important	4 Very Important
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Community Services (Environment)

To improve the physical environment and surroundings. Individual activities include taking away abandoned vehicles, repairing and replacing play equipment, maintaining cemeteries, trees, parks and open spaces.

Activities	Rating 1-4
Tree works – cutting and replacing trees	
Abandoned vehicles – removing abandoned vehicles	
Play equipment – new equipment and repairs for children's parks	
Flood Prevention – additional flood planning (some flood planning has to be completed by law, but this is extra)	
Contract maintenance – administration of contracts with suppliers to the Council	
Cemeteries- grass cutting in the cemeteries	
Quick response team – to take environmental action quickly (e.g. to clear graffiti before a public event)	

Which service in this group that is particularly important to you and why?

Community Services (Cultural)

This includes sport and health, children's play, facilities for children and young people, Arts Fresco, Harborough in Bloom, supporting artists

Activities	Rating 1-4
Harborough Sports and Activity Alliance – encourages sports and activity in the District	
Sport & Health Development – extending opportunities to participate in sport	
Harborough in Bloom – an annual competition	
Arts Fresco – an arts festival in Market Harborough.	
Museum Assistant – part of the funding for museum assistants.	
PLAY – support and training to play providers	
Supporting local artists	

Which service in this group that is particularly important to you and why?

Community Services (Partnerships)

Harborough District Council (HDC) is involved with several partnerships such as the Local Strategic Partnership, funding of organisations such as Citizens Advice Bureaus, the Rural Community Council and the voluntary sector.

Activities	Rating 1-4
Market Harborough Improvement Team – groups helping communities to put on events and improve their local area	
Lutterworth and Broughton Astley Improvement Team – groups helping communities to put on events and improve their local area	
LSP (Local Strategic Partnership) is a group of representatives from many different services	
Citizens Advice Bureau – funding to a voluntary organisation that provides advice to people about legal matters	
Voluntary Action South Leicestershire – funding to a group acting to enable local people to volunteer in their communities.	
Rural Community Council – Funding voluntary organisation that provides support and advice for those living & working in rural areas	
Safe Guarding Children – working with social services to protect children	
Youth Council – presenting young people's opinions.	

Which service in this group that is particularly important to you and why?

Community Services (Supporting)

The council also provides support to business support and tourism

Activities	Rating 1-4
Business Support and Tourism	

Public Transport concessions

Includes subsidised fares, but not free bus fares for the over 60's, which is a national scheme.

Activities	Rating 1-4
Public transport concessions	

Public conveniences- availability of public toilet facilities to residents and visitors

Activities	Rating 1-4
Public toilets	

Customer services

In this category are ticket sales for organisations such as the theatre and receiving your feedback on services such as complaints and comments and responding accordingly.

Activities	Rating 1-4
Ticket Sales (for the theatre)	
Customer feedback	

Which service in this group that is particularly important to you and why?

Built Environment Services includes the additional services such as advice and meeting with people making planning applications, drawing up local planning policy, as well as responding to national policies, giving advice on building control and tree preservation



Planning Policy

Activities	Rating 1-4
Responding to national planning policy	
Non Statutory work in processing Planning Applications	
Non Statutory planning advice	

Enforcement

Activities	Rating 1-4
Additional building control advice - on building and building alterations	
Monitoring planning obligations - making sure the conditions of planning permission are upheld	
Tree preservation orders - to prevent trees being cut down	

Housing

Although the council doesn't own any Housing, it still coordinates some activities in the District.

Activities	Rating 1-4
'Harborough Homesearch'. The system that allows people to choose from available social housing, providing they are eligible for it.	
Housing options and advice – providing advice on applying for social housing, housing benefit etc.	
Supporting affordable housing – planning affordable housing in the district	
Management of housing stock – to ensure there is available housing of a decent standard	
Housing Strategy – planning housing overall, including new developments for both private and social housing.	

Which service in this group that is particularly important to you and why?

Health and Enforcement Services

HDC provides **Health Advice** to people in the district through a variety of channels:

Activities	Rating 1-4
Health promotion – promotion of healthy activities to residents	
Environmental Education	
Food safety advice – advice to caterers and restaurateurs	
Scores on door - restaurant ratings scheme	

Health Enforcement services provide additional services to ensure that licensing laws are upheld in a number of areas.

Activities	Rating 1-4
Street Trading – ensuring licenses are held for traders	
Food sampling – testing food in cafes etc for bacteria	
Licensing Tattoos, Piercing etc – enforcing licenses for these shops.	
On & off street parking enforcement – parking fines	

Health and Environment services are those that encourage a good living environment through grants and education in housing and environmental matters.

Activities	Rating 1-4
Disability Grants – grants for home improvement and equipment	
Drain investigation – investigation drain blockages on private ground	
Housing enforcement – putting empty houses back into use	
Planning enforcement – complaints about buildings and works	
Dog Control – catching stray dogs, dog fouling, dangerous dogs etc	
Pest control service – referrals to private pest control business	
Grant to the Home Improvement Agency	

Which service in this group that is particularly important to you and why?

Corporate Services include administration tasks, and Councillor and Staff training:

Activities	Rating 1-4
Land searches – searches for the history of planning on a piece of land (e.g. listed status, tree protection orders etc.)	
Cemeteries – selling and registering burial plots	
Councillor Training – training for Councillors	
Committee Admin – taking minutes and organising Council committees	
Staff Training - training for Council officers	
Performance and risk management – scoring Council services to check they are performing well.	

Which service in this group that is particularly important to you and why?

Communications include the Council's interaction with the media, the public (through the Citizens' Panel, Community Forums and Newsletters) and the website.



Activities	Rating 1-4
Website – upkeep and development of the Council website	
Media inquires – producing press releases	
Citizens' panel – consulting with the public on key issues through a postal and email survey	
Community Forums – consulting with the public through community meetings	
Internal staff newsletters/communications – newsletter for staff	
External newsletter - Talkback	

Which service in this group that is particularly important to you and why?

Finally, some information about you:

What was your age on your last birthday?

Are you ?

Male

Female

Do you consider yourself to have a disability?

Yes

No

Postcode

Thank you very much for your time – we will be sending out the results of this consultation in the New Year.



Appendix 2 Short Questionnaire

Harborough District Council Budget Priorities - Questionnaire

This questionnaire is to ask which areas of council services are the most important to you and your community.

Harborough District Council has a legal obligation to continue some services, so these are not being considered in this questionnaire, but work is underway to look at reducing these costs. The services shown here are additional to those that the Council must provide.

There are many different services to consider, so these have been grouped together with a description of the type of work that is done within that area. Please rate the service areas 1 - 4 according to how important they are to you (4 is very important, 1 is not important).

This questionnaire can either be completed here, or online, where you will also find a more detailed questionnaire to complete - www.harborough.gov.uk/seekingopinion

1 - Not important

2 - Not very important

3 - Important

4 - Very important

Community Services

Environment - to improve the physical environment and surroundings. Individual activities include taking away abandoned vehicles, repairing and replacing play equipment, maintaining cemeteries, trees, parks and open spaces	1	2	3	4
Cultural - sport and health, children's play, facilities for children and young people, Arts Fresco, Harborough in Bloom, supporting artists.				
Partnership - Local Strategic Partnership, funding organisations such as Citizens Advice Bureau, Rural Community Council and voluntary sector organisations				
Supporting businesses and tourism				

Public transport concessions

Public transport concessions include subsidised fares (but not free bus fares for the over 60s, which is a national scheme)	1	2	3	4

Communications

Keeping you informed of council news and services through local media, community forums, TalkBack and the website	1	2	3	4

Recycling Services

Including doorstep collections and recycling banks in public spaces	1	2	3	4

Customer Services

Receiving your feedback on services such as complaints and comments, and respond accordingly	1	2	3	4

Community Safety

The council must work with the police to reduce crime, but we also contribute to local priorities such as antisocial behaviour, supporting victims of domestic violence, and provide safety measures such as CCTV in our market towns	1	2	3	4

Corporate Services

Includes administration of council meetings, allocation of burial plots, councillor and staff training	1	2	3	4

Public conveniences

Availability of public toilet facilities to residents and visitors	1	2	3	4

TalkBack 3

Built environment

Meeting and giving advice to people making planning applications, drawing up local planning policy, as well as responding to national policies, giving advice on building control and tree preservation	1	2	3	4
	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Housing advice - on a range of affordable housing options to meet housing need, including renting or shared ownership properties, debt management and supporting affordable housing development				
	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Health and Enforcement Services

Health advice to people in the district through Healthy Workplace, Healthy Walks and targeted campaigns for vulnerable groups	1	2	3	4
	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Enforcement: provide additional services to ensure that licensing laws are upheld, such as street trading, inspection of food premises and effective planning enforcement				
	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Health and Environment: encourage a good living environment through grants and education in housing and environmental matters				
	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Thinking about the above services could you let us know which four activities you consider to be the most important (4 being the most important)

1	2	3	4

About you...

Harborough District Council is committed to ensuring that our services, policies and practices are free from discrimination and prejudice and that they meet the needs of all sections of the community. To enable us to check that what we are providing is fair, we would be grateful if you would answer the questions below. You are under no obligation to provide the information requested, but it would help us greatly if you did.

What was your age on your last birthday? <input type="text"/>	Are you male or female? Male <input type="checkbox"/> Female <input type="checkbox"/>
Do you consider yourself to have a disability? Yes <input type="checkbox"/> No <input type="checkbox"/>	Postcode <input type="text"/>
Citizens' Panel - In order to improve council services, we need to know the views and opinions of residents. The Citizens' Panel is made up of residents who complete two or three surveys per year. If you would like to join, please tick the box and provide your email address below.	<input type="checkbox"/> I would like to join the Citizens' Panel
Questionnaire results - If you would like to know the results of this questionnaire please tick the box and provide your email address.	<input type="checkbox"/> I would like the questionnaire results
email: <input type="text"/>	

Data protection: Personal data supplied on this form will be held on computer and will be used in accordance with the Data Protection Act 1998. The information you provide will be used for statistical analysis, management, planning and the provision of services by Harborough District Council and its partners. Harborough District Council will not share any personal information collected as part of this survey with its partners. The information will be held in accordance with the Council's records management and retention policy.

Please return your questionnaire to us in an envelope by **23 December 2010** to:
Harborough District Council
FREEPOST LE3026
Market Harborough
LE16 7BR
You do not need to add a stamp

This questionnaire is also available on request in large print, other languages and formats or on compact disc - Please call 01858 82 82 82

Access this questionnaire online at: www.harborough.gov.uk/seekingopinion