

Herefordshire Public Services

**Public consultation on strategic
budget options for the Council
and PCT using SIMALTO
modelling**

Research For Today Ltd

November 2008

Objectives

Herefordshire Council and PCT wanted to know resident priorities about the allocation of resources between various services.

- Which of current service levels/benefits could be reduced and cause least 'distress' among residents?
- Which improvements, if any, on other services should take priority?
- In reference to council issues, would residents be willing to pay more council tax, above inflation, to fund net improvements in services?

Interviews Conducted

Interviews were conducted in every ward, proportional to their populations.

| | Interviewed |
|--------------|-------------|
| City | 132 |
| North | 105 |
| South | 88 |
| East | 79 |
| <hr/> | |
| TOTAL | 404 |

| | | | | | | | |
|-----------|--|---------|-----|---------|-----|-----|-----|
| Sex | | Male | 50% | Female | 50% | | |
| Age | | 18 - 40 | 34% | 41 - 59 | 34% | 60+ | 32% |
| Ethnicity | | 'White' | 99% | Other | 1% | | |

Sample continued

**In addition 3 SIMALTO seminars were held
with attendance by :-**

24 'older' residents

13 school children

10 voluntary services personnel

Services shown – council issues

1. Libraries
2. Museums
3. Leisure facilities
4. Arts, Courtyard
5. Roads, footways
6. Car parking charges
7. Litter, graffiti, fly tipping
8. Anti social behaviour
9. Bus subsidies
10. Traffic congestion
11. Children's services
12. Youth services
13. Carers' support
14. Home support
15. Care charges
16. Dementia help

Services shown – PCT issues

1. Obesity control
2. Smoking cessation
3. Alcoholism
4. Falls
5. Stroke
6. Long term health conditions
7. End of life care
8. High cost drugs
9. Cosmetic surgery
10. Dental access

Current Position

| | | | | | |
|---|---|---|--|--|--|
| 1 | Libraries | Close of 3 libraries 0 | As now – the council runs 10 libraries, plus 2 mobile libraries 2 | | |
| 2 | Museums | Possible closure of all council facilities 0 | As now – the council operates five museums/ heritage centres, plus a mobile museum service. It also provides financial support for a further 16 museums 1 | | Revamp the museum displays in the heritage centres to attract more visitors 2 Plus longer opening hours to attract more visitors 3 |
| 3 | Leisure Facilities | Closure of up to 2 least used facilities 0 | Or reduce the number of concessionary entrance fees for pensioners, the disabled and unemployed 0 | | As now – the council provides funding for 11 leisure facilities which have some 1.5 million customer visits a year 1 |
| 4 | Arts, Including the Courtyard | Reduced courtyard opening hours/ performance time/ high quality performances, including reduced access for vulnerable residents 0 | As now, the council supports a range of arts and artists. The courtyard generates in excess of £4 million to the county's economy. A further unknown amount is generated by arts events such as H-art week and the Contemporary Craft Fair 1 | | Courtyard to be open for longer and include more performances. More specialist projects. More participation for a greater number of residents 2 |
| 5 | Maintenance of Roads and Footways | The 30% of unclassified roads and footways currently in poor condition would increase to 50% 0 | As now – the council maintains all roads (except principal 'A' roads) and many footways. They are currently deteriorating 5 | | Some improvement in minor roads and footways 10 Significant improvement in minor roads over a 3-year period 15 |
| 6 | Car Parking Charges | 20% increase in off-street parking charges 0 | 10% increase in off-street parking charges 2 | Or introduction of on-street charges 2 | As now 5 |
| 7 | Local environmental quality – graffiti, fly posters, dog mess | Reduction in local environment quality, less frequent cleaning and litter collection 0 | As now 1 | | Villages to be cleaned every 3 months, instead of every 6. The cleaning of graffiti from private property, increased patrols, improved local environmental quality 2 |

Unacceptable



| | | | | | |
|---|---|--|---|---|---|
| 1 | Libraries | Close of 2 libraries 0 | As now – the council runs 10 libraries, plus 2 mobile libraries 2 | | |
| 2 | Museums | Possible closure of all council facilities 0 | As now – the council operates five museums/ heritage centres, plus a mobile museum service. It also provides financial support for a further 16 museums 1 | Revamp the museum displays in the heritage centres to attract more visitors 2 | Plus longer opening hours to attract more visitors 3 |
| 3 | Leisure Facilities | Closure of up to 2 least used facilities 0 | Or reduce the number of concessionary entrance fees for pensioners, the disabled and unemployed 0 | As now – the council provides funding for 11 leisure facilities which have some 1.5 million customer visits a year 1 | |
| 4 | Arts, Including the Courtyard | Reduced courtyard opening hours/ performance time/ high quality performances, including reduced access for vulnerable residents 0 | As now, the council supports a range of arts and artists. The courtyard generates in excess of £4 million to the county's economy. A further unknown amount is generated by arts events such as H-art week and the Contemporary Craft Fair 1 | Courtyard to be open for longer and include more performances. More specialist projects. More participation for a greater number of residents 2 | |
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| 6 | Car Parking Charges | 20% increase in on-street parking charges 0 | 10% increase in off-street parking charges 2 | Or introduction of on-street charges 2 | As now 5 |
| 7 | Local environmental quality – graffiti, fly posters, dog mess | Reduction in local environment quality, less frequent cleaning and litter collection 0 | As now 1 | Villages to be cleaned every 3 months, instead of every 6. The cleaning of graffiti from private property, increased patrols, improved local environmental quality 2 | |

- ◆ **Each resident asked to 'spend' 4 sets of points totalling 40 points.**
- ◆ **One point = £100,000**
- ◆ **Left hand side of grid = approx. £2.5 m saving.**

Cost Constrained (14) First Priorities

| | | | | | |
|---|---|--|---|---|---|
| 1 | Libraries | Close of 3 libraries 0 | As now – the council runs 10 libraries, plus 2 mobile libraries 2 | | |
| 2 | Museums | Possible closure of all council facilities 0 | As now – the council operates five museums/ heritage centres, plus a mobile museum service. It also provides financial support for a further 16 museums 1 | Revamp the museum displays in the heritage centres to attract more visitors 2 | Plus longer opening hours to attract more visitors 3 |
| 3 | Leisure Facilities | Closure of up to 2 least used facilities 0 | Or reduce the number of concessionary entrance fees for pensioners, the disabled and unemployed 0 | As now – the council provides funding for 11 leisure facilities which have some 1.5 million customer visits a year 1 | |
| 4 | Arts, Including the Courtyard | Reduced courtyard opening hours/ performance time/ high quality performances, including reduced access for vulnerable residents 0 | As now, the council supports a range of arts and artists. The courtyard generates in excess of £4 million to the county's economy. A further unknown amount is generated by arts events such as H-art week and the Contemporary Craft Fair 1 | Courtyard to be open for longer and include more performances. More specialist projects. More participation for a greater number of residents 2 | |
| 5 | Maintenance of Roads and Footways | The 30% of unclassified roads and footways currently in poor condition would increase to 50% 0 | As now – the council maintains all roads (except principal 'A' roads) and many footways. They are currently deteriorating 5 | Some improvement in minor roads and footways 10 | Significant improvement in minor roads over a 3-year period 15 |
| 6 | Car Parking Charges | 20% increase in off-street parking charges 0 | 10% increase in off-street parking charges 2 | Or introduction of on-street charges 2 | As now 5 |
| 7 | Local environmental quality – graffiti, fly posters, dog mess | Reduction in local environment quality, less frequent cleaning and litter collection 0 | As now 1 | Villages to be cleaned every 3 months, instead of every 6. The cleaning of graffiti from private property, increased patrols, improved local environmental quality 2 | |

→ **Cost Constrained (8) Second Priorities**

| | | | | | |
|---|---|--|---|---|---|
| 1 | Libraries | Close of 3 libraries 0 | As now – the council runs 10 libraries, plus 2 mobile libraries 2 | | |
| 2 | Museums | Possible closure of all council facilities 0 | As now – the council operates five museums/ heritage centres, plus a mobile museum service. It also provides financial support for a further 16 museums 1 | Revamp the museum displays in the heritage centres to attract more visitors 2 | Plus longer opening hours to attract more visitors 3 |
| 3 | Leisure Facilities | Closure of up to 2 least used facilities 0 | Or reduce the number of concessionary entrance fees for pensioners, the disabled and unemployed 0 | As now – the council provides funding for 11 leisure facilities which have some 1.5 million customer visits a year 1 | |
| 4 | Arts, Including the Courtyard | Reduced courtyard opening hours/ performance time/ high quality performances, including reduced access for vulnerable residents 0 | As now, the council supports a range of arts and artists. The courtyard generates in excess of £4 million to the county's economy. A further unknown amount is generated by arts events such as H-art week and the Contemporary Craft Fair 1 | Courtyard to be open for longer and include more performances. More specialist projects. More participation for a greater number of residents 2 | |
| 5 | Maintenance of Roads and Footways | The 30% of unclassified roads and footways currently in poor condition would increase to 50% 0 | As now – the council maintains all roads (except principal 'A' roads) and many footways. They are currently deteriorating 5 | Some improvement in minor roads and footways 10 | Significant improvement in minor roads over a 3-year period 15 |
| 6 | Car Parking Charges | 20% increase in off-street parking charges 0 | 10% increase in off-street parking charges 2 | Or introduction of on-street charges 2 | As now 5 |
| 7 | Local environmental quality – graffiti, fly posters, dog mess | Reduction in local environment quality, less frequent cleaning and litter collection 0 | As now 1 | Villages to be cleaned every 3 months, instead of every 6. The cleaning of graffiti from private property, increased patrols, improved local environmental quality 2 | |

Satisfaction with Specification

| | Base Position | 1st Priority improves | 2nd Priority improves | 3rd Priority improves | 4th Priority Improves |
|------------------------------|--------------------------|---|---|---|---|
| Extremely Pleased | | | | | |
| Very Pleased | | | | | ✓ |
| Quite Pleased | | | ✓ | ✓ | |
| Uncertain | | ✓ | | | |
| Slightly Unhappy | | | | | |
| Very Unhappy | ✓ | | | | |

Satisfaction with Personal Council Scenarios

| | Very Unhappy | Slightly Unhappy | Uncertain | Quite Pleased | Very Pleased | Extremely Pleased |
|------------|--------------|------------------|-----------|---------------|--------------|-------------------|
| Base | 76% | 20% | 5% | 0% | 0% | 0% |
| +14 Points | 9% | 26% | 25% | 38% | 2% | 0% |
| +22 Points | 2% | 7% | 22% | 53% | 15% | 1% |
| +30 Points | 1% | 3% | 10% | 52% | 30% | 3% |
| +40 Points | 0% | 2% | 4% | 34% | 46% | 15% |
| Current | 8% | 12% | 22% | 45% | 12% | 1% |

Current council expenditure is 25 points.

Very few 'unhappy' with their choices at less than this cost, (22 points).

Satisfaction with Personal PCT Scenarios

| | Very Unhappy | Slightly Unhappy | Uncertain | Quite Pleased | Very Pleased | Extremely Pleased |
|--|--------------|------------------|-----------|---------------|--------------|-------------------|
| Base | 64% | 27% | 8% | 0% | 0% | 0% |
| +16 Points | 5% | 23% | 25% | 40% | 6% | 0% |
| +24 Points | 2% | 10% | 20% | 54% | 13% | 0% |
| +32 Points | 1% | 6% | 11% | 51% | 28% | 2% |
| +40 Points | 1% | 3% | 6% | 38% | 42% | 10% |
| Current PCT performance on these 10 services | 6% | 18% | 26% | 36% | 12% | 1% |

Current PCT expenditure is 28 points.

Very few 'unhappy' with their choices at less than this cost, (24 points).

“Service Benefits/Tax Level” Trade Off Choice

| | |
|---|---|
| Black circles PLUS red arrows, with a £18/year tax <u>saving</u> | 1 |
| Black circles PLUS red arrows and black arrows, with a £6/year tax <u>saving</u> | 2 |
| Black circles PLUS red, black, green arrows, with a £6/year tax <u>increase</u> | 3 |
| Black circles PLUS all arrowed improvements, with a £20/year tax <u>increase</u> | 4 |

An equivalent hypothetical cost-benefit trade-off choice was set for the PCT issues

Scenarios Chosen When Informed of Council Tax Impact – council issues

| Scenario: | +14 Points | +22 Points | +30Points | +40 Points |
|---------------------|-----------------|----------------|----------------|-----------------|
| Budget Equivalent | -£1.1m | -£300k | +£500k | +£1.5m |
| Approx. Tax Impact, | £18 Decrease | £6 Decrease | £6 Increase | £20 Increase |
| Under 40 | 11% | 19% | 37% | 33% |
| 40 – 59 | 7% | 16% | 32% | 45% |
| 60 + | 8% | 16% | 40% | 37% |
| Total | 9% | 17% | 36% | 38% |

Scenarios Chosen When Informed of Council Tax Impact – council issues

| Scenario: | +14 Points | +22 Points | +30Points | +40 Points |
|---------------------|-----------------|----------------|----------------|-----------------|
| Budget Equivalent | -£1.1m | -£300k | +£500k | +£1.5m |
| Approx. Tax Impact, | £18 Decrease | £6 Decrease | £6 Increase | £20 Increase |
| City | 4% | 9% | 40% | 47% |
| North | 10% | 18% | 28% | 44% |
| South | 8% | 20% | 38% | 34% |
| East | 15% | 23% | 41% | 22% |
| Total | 9% | 17% | 36% | 38% |

Scenarios Chosen When Informed of Council Tax Impact – council issues

| Scenario: | +14 Points | +22 Points | +30Points | +40 Points |
|---------------------|-----------------|----------------|----------------|-----------------|
| Budget Equivalent | -£1.1m | -£300k | +£500k | +£1.5m |
| Approx. Tax Impact, | £18 Decrease | £6 Decrease | £6 Increase | £20 Increase |
| Male | 8% | 13% | 36% | 42% |
| Female | 9% | 20% | 36% | 34% |
| ‘Older’ group | 13% | 29% | 50% | 8% |
| Voluntary group | 10% | 20% | 30% | 40% |
| Student group | 0% | 33% | 67% | 0% |

Example Summary Data – PCT issues

Attribute 10) Dental access

| | As now | 20% capacity increase in Hereford city | 20% capacity increase in Herefordshire |
|--------------|--------|--|--|
| | 0 | 2 | 5 |
| Priority 40 | 14% | 24% | 62% |
| Priority 32 | 22% | 25% | 53% |
| Priority 24 | 31% | 26% | 43% |
| Priority 16 | 45% | 21% | 34% |
| Unacceptable | 40% | 1% | 0% |

Example Summary Data – council issues

Attribute 8) Anti social behaviour

| | Reduced service 0 | As now 2 | Increased patrols and investigations 3 |
|--------------|----------------------|-------------|---|
| Priority 40 | 12% | 12% | 76% |
| Priority 30 | 26% | 12% | 62% |
| Priority 22 | 41% | 13% | 46% |
| Priority 14 | 59% | 11% | 30% |
| Unacceptable | 39% | 0% | 0% |

| | Service level | Budget Difference |
|---------------------------------------|--|--------------------------|
| 1 Libraries | Close 3 libraries | -£200k |
| 2 Museums | As now | - |
| 3 Leisure facilities | Close up to 2 least used facilities | -£100k |
| 4 Arts, Courtyard | Reduce opening hours/ performance time/ reduced access for vulnerable residents | -£100k |
| 5 Roads, footways | As now | - |
| 6 Car parking charges | 10% increase in off-street parking | -£300k |
| 7 Graffiti, fly posters, dog mess etc | As now | - |
| 8 Anti social behaviour | Increased patrols, investigations, persecutions and enforcement | +£100k |
| 9 Bus subsidies | As now | - |
| 10 Traffic congestion | 2 park and ride schemes | +£100k |
| 11 Children's services | 14 extra support workers | +£300k |
| 12 Youth services | As now | - |
| 13 Support carers | 100 more carers supported | +£100k |
| 14 Community care | 80 more remain independent | +£100k |
| 15 Care charges | 12.5% increase in discretionary charges | -£100k |
| 16 Dementia care | Advice, signposting, support at earlier stage | +£100k |

| | Service level | Budget Difference |
|----------------------------|--|--------------------------|
| 1 Obesity control | As now | - |
| 2 Smoking cessation | As now | - |
| 3 Alcoholism | Education targeting children and teenagers | +£100k |
| 4 Falls | Early interventions, target people at risk | +£100k |
| 5 Stroke | Education, target people at risk PLUS 100% get MRI scan | +£300k |
| 6 Long term health | Self management, 24 hour hotline PLUS 100% get home visits by specialist nurses | +£400k |
| 7 End of life care | 10% more patients get home support/therapies | +£300k |
| 8 High cost drugs | 10% fewer patients receive | -£800k |
| 9 Cosmetic surgery | 20% fewer patients receive | -£600k |
| 10 Dental access | 20% increase in capacity located centrally in Hereford City | +£200k |

Predicted Dissatisfaction with Alternative “Consensus” Council Budgets



% Choice Prediction Between Consensus Optimum Council Budgets

| Approx. Budget Change | -£1.2m | -£600k | As now | +£600k | +£1.2m |
|-----------------------|-----------|-----------|-----------|-----------|-----------|
| Total | 13 | 15 | 18 | 24 | 31 |
| Under 40 | 11 | 16 | 18 | 25 | 29 |
| 40 – 59 | 13 | 14 | 19 | 22 | 32 |
| 60 + | 14 | 12 | 18 | 24 | 31 |

No age differences between preferences

% Choice Prediction Between Consensus Optimum Council Budgets

| Approx. Budget Change | -£1.2m | -£600k | As now | +£600k | +£1.2m |
|-----------------------|-----------|-----------|-----------|-----------|-----------|
| Total | 13 | 15 | 18 | 24 | 31 |
| City | 12 | 13 | 22 | 24 | 28 |
| North | 12 | 13 | 17 | 24 | 34 |
| South | 15 | 17 | 16 | 23 | 29 |
| East | 15 | 17 | 16 | 22 | 29 |

Virtually no area differences in priorities

% Choice Prediction Between Consensus Optimum Council Budgets

| Approx. Budget Change | -£1.2m | -£600k | As now | +£600k | +£1.2m |
|------------------------|-----------|-----------|-----------|-----------|-----------|
| Male | 14 | 16 | 17 | 26 | 29 |
| Female | 12 | 14 | 19 | 22 | 32 |
| 'Older' group | 20 | 14 | 31 | 18 | 16 |
| Voluntary group | 19 | 10 | 20 | 15 | 36 |
| Student group | 13 | 22 | 30 | 10 | 26 |

'Older' group less keen on paying for better services

% Choice Prediction Between Consensus Optimum Hypothetical PCT Budgets

| Approx. Budget Change | -£1.2m | -£600k | As now | +£600k | +£1.2m |
|-----------------------|-----------|-----------|-----------|-----------|-----------|
| Total | 13 | 15 | 19 | 21 | 31 |
| Under 40 | 14 | 16 | 18 | 20 | 32 |
| 40 – 59 | 12 | 14 | 19 | 22 | 33 |
| 60 + | 14 | 16 | 18 | 22 | 30 |

As for council issues, no age differences between preferences

% Choice Prediction Between Consensus Optimum Hypothetical PCT Budgets

| Approx. Budget Change | -£1.2m | -£600k | As now | +£600k | +£1.2m |
|-----------------------|-----------|-----------|-----------|-----------|-----------|
| Total | 13 | 15 | 19 | 21 | 31 |
| City | 14 | 15 | 19 | 23 | 29 |
| North | 12 | 15 | 17 | 24 | 32 |
| South | 15 | 15 | 19 | 18 | 34 |
| East | 15 | 18 | 18 | 18 | 31 |

As for council issues, no area differences between preferences

% Choice Prediction Between Consensus Optimum Hypothetical PCT Budgets

| Approx. Budget Change | -£1.2m | -£600k | As now | +£600k | +£1.2m |
|------------------------|-----------|-----------|-----------|-----------|-----------|
| Male | 13 | 16 | 17 | 22 | 32 |
| Female | 14 | 15 | 20 | 21 | 31 |
| 'Older' group | 14 | 14 | 29 | 15 | 27 |
| Voluntary group | 6 | 14 | 25 | 20 | 35 |

'Older' group almost as willing to pay for better services as others; see council issues where they were not as willing.

Most Preferred Individual Improvements – council issues

| Service Attribute | Change | Index | Cost |
|---------------------------|-----------------------------------|-------|------|
| Roads, footways (5) | 50% poor → <u>as now</u> 30% poor | 85 | 5 |
| Carer support (13) | 100 fewer → <u>as now</u> | 76 | 1 |
| Short term therapy (14) | Less → <u>as now</u> | 74 | 1 |
| Anti social behaviour (8) | Reduced service → <u>as now</u> | 72 | 1 |
| Dementia help (16) | Reduced service → <u>as now</u> | 71 | 1 |
| Short term therapy (14) | <u>As now</u> → 80 more | 69 | 1 |

Most Preferred Individual Improvements – PCT issues

| Service Attribute | Change | Index | Cost |
|----------------------|--|-------|------|
| Stroke (5) | Withdraw → <u>as now</u> | 89 | 1 |
| Stroke (5) | <u>As now</u> → targeting, screening | 84 | 1 |
| End of life care (7) | Only 10% receive → <u>as now</u> , 20% receive | 80 | 3 |
| Dental access (10) | <u>As now</u> → 20% increase in Hereford city | 79 | 2 |
| Long term health (6) | <u>As now</u> → DIY, 24 hour helpline | 78 | 1 |
| High cost drugs (8) | 20% fewer receive → 10% fewer receive | 72 | 8 |

Comparison of Current allocation with PCT Issues Consensus at same cost

| | Current | Consensus |
|-------------------------|---------|--------------------|
| 3 Alcoholism | As now | Educate young |
| 4 Falls | As now | Targeting |
| 5 Stroke | As now | Educate + 100% MRI |
| 6 Long term health | As now | 24 hour helpline |
| 7 End of life care | As now | 10% more patients |
| 8 High cost drugs | As now | 10% fewer receive |
| 9 Cosmetic surgery | As now | 20% fewer receive |
| 10 Dental access | As now | 20% more in City |
| Preference | 24% | 76% |
| Satisfaction Prediction | | |
| % Unhappy | 13% | 9% |

Residents, on balance, would like to make 8 changes to the current allocation, at the same budget cost.

This would result in an overall reduction of 4% on the 'unhappy' section of the 'dissatisfied/satisfied' scale.

Comparison of Current allocation with '25' Council Issues Consensus

| | Current | Consensus |
|--------------------------------|------------|---------------------|
| 1 Libraries | As now | Close 3 |
| 3 Leisure facilities | As now | Close 2 |
| 4 Arts, Courtyard | As now | Reduce hours |
| 6 Car parking charges | As now | 10% increase |
| 8 Anti social behaviour | As now | Increase patrols |
| 10 Traffic congestion | As now | 2 park & rides |
| 11 Children's services | As now | 14 extra workers |
| 13 Carer support | As now | 100 extra supported |
| 14 Community care | As now | 80 more independent |
| 15 Care charges | As now | 12.5% increase |
| 16 Dementia care | As now | Early stage help |
| Preference | 37% | 63% |
| Satisfaction Prediction | | |
| % Unhappy | 16% | 12% |

Residents, on balance, would like to make 11 changes to the current allocation, at the same budget cost.

This would result in an overall reduction of 4% on the 'unhappy' section of the 'dissatisfied/satisfied' scale.

Summary 1

On balance, the research suggests the council tax change from the residents perspective should be about a £5 per year increase, plus inflation, to provide an increased optimum allocation of £300k.

Summary 2 – Benefit Reductions Causing Least Displeasure – council issues.

Car parking charges – 10% increase

Arts, Courtyard – reduced hours and access for vulnerable

Non residential discretionary care charges – 12.5% increase

Libraries – close 3

Leisure facilities – reduce number of concessionary reduced fees

Bus subsidies – 92,000 fewer passenger journeys

Museums – Possible closure of all council facilities

Non residential discretionary care charges – 25% increase

Car parking charges – 20% increase

Summary 3 – Enhancements causing most Satisfaction – council issues

Traffic congestion – 2 park and ride schemes

Short term therapy – 80 more persons helped to stay independently at home

Children's services – 14 extra support workers

Roads maintenance – Some improvement in minor roads and footways

Support for carers – 100 extra carers supported

Dementia health problems – support at an earlier stage

Anti social behaviour – Increased patrols, investigations, enforcement

Youth services – more positive/targeted work

Summary 4 – Services which should not be reduced – council issues

Roads / footways maintenance

Youth services

Short term therapy and support

Support for carers

Dementia, other mental health problems

Summary 5 – Benefit Reductions Causing Least Displeasure – PCT issues.

High cost drugs – 10% fewer receive them

Cosmetic surgery – 20% fewer receive it

Smoking cessation – Withdraw NRT service

Summary 6 – Enhancements causing most Satisfaction – PCT issues

Stroke – Targeting + 100% get MRI

**Dental access – 20% capacity increase in city
(shire)**

**Long term health conditions – 100% get home
visits**

Falls – Target people at risk

End of life care – 10% more receive home support

Alcoholism – Education programme for children/teenagers

Summary 7 – Services which should not be reduced – PCT issues

Stroke

End of life care

Obesity control

Smoking cessation