

Your say on Herefordshire Council's budget and tax for 2021/2022

Questionnaire for businesses / organisations

Herefordshire Council is responsible for a range of services in your local area, such as refuse collection, education, social care services and road maintenance. The income paid by business rates currently makes up 23% of the council's budget for these services, so we're keen to get your views on how we can make the best use of our budget and give your organisation value for money.

The information gained from this consultation will be used to inform our budget and the results will be published in February 2021 on the council website. Any comments provided will be treated as confidential and will be anonymised before publication.

Any information you provide will be held and used in accordance with the Data Protection Act 2018. The information you provide will not be shared with any third parties, but where appropriate, it will be used to support the planning of services and the continuous improvement of various functions. For further information, please visit Herefordshire Council website: https://www.herefordshire.gov.uk/council/access-information/4

Please complete this survey by Friday 8th January 2021.



If you have any queries or would like this questionnaire in an alternative format or language, please contact: researchteam@herefordshire.gov.uk

Are you?
A local business
A voluntary or community sector organisation
A parish or town council
Other
If 'other' please specify and tell us its name.
In considering our questions, please think about the range of services Herefordshire Council provides to the community as a whole, as well as the services your organisation uses. It does not matter if you are not aware of all of the services Herefordshire Council provides to the community. We would like your general opinion.

Your experience of our services

Q1. How satisfied are you with the council services your organisation has used in the last year?

	Not used	Very satisfied	Fairly satisfied		Fairly dis- satisfied	
Building control	\circ	\bigcirc	\bigcirc	\bigcirc	\bigcirc	\bigcirc
Business support resources		0	0	0		0
Commercial waste	\circ	\bigcirc	\bigcirc	\bigcirc	\bigcirc	\bigcirc
Contracts and tenders		0	0	0		0
Customer services	\bigcirc	\bigcirc	\bigcirc	\bigcirc	\bigcirc	\bigcirc
Emergency Planning Unit	0	0	0	0		
Environmental health and protection, pest control	\circ	\circ	\circ	\circ	\circ	\circ
Health and safety	0			0		0
Learning difficulties employment support	\bigcirc	\bigcirc	\bigcirc	\circ	\circ	\circ
Licensing and street trading	0			0	0	0
Sustainable transport	\bigcirc	\bigcirc	\bigcirc	\bigcirc	\bigcirc	\circ
Parking	0	0	0			
Planning	\bigcirc	\bigcirc	\bigcirc	\bigcirc	\bigcirc	\bigcirc
Trading standards		0	0			
Workforce development	\bigcirc	\bigcirc	\bigcirc	\bigcirc	\bigcirc	\bigcirc
Maintenance of roads, footpaths and cycle paths	0	0	0	0	0	0
Street cleansing and lighting	\circ	\bigcirc	\bigcirc	\bigcirc	\circ	\circ

The Council Transformation and Savings Programme

All councils continue to experience constraints on spending, alongside increasing demand for some of their services. To balance the books, councils must continue to review what they do and how they do it.

Additionally, there is currently uncertainty over the amount of funding we will have in future and levels of funding from the government have yet to be confirmed, and the ongoing Covid-19 pandemic has made it hard to be sure how much funding we will receive.

However, Herefordshire Council has a successful track record of delivering savings and has already delivered substantial savings of £90 million. Through early planning and carrying out a range of efficiency measures, the council has protected frontline services and minimised the impact of spending reductions.

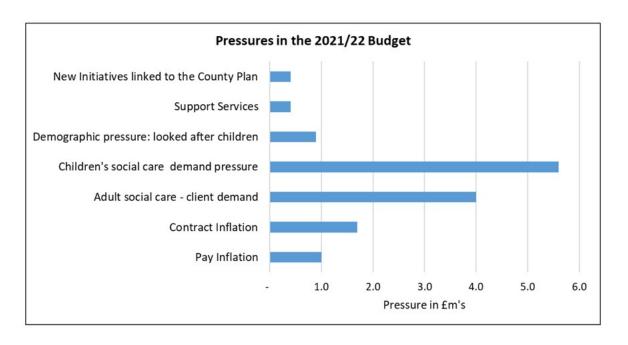
To reduce the continually increasing gap between our available resources and our expenditure, we will need to make further reductions in spending. Whilst the value and timing of such cost reductions is predicated on the level of financial support provided by central government and the impact of Covid-19 on the council's finances and demand for our services, the council is looking to make preparations for areas where cost reductions may need to be made. Current indications are that savings of up to £16m are required in 2021/22.

Savings of this level would involve continued changes to our role and the services we provide and we will continue to review our priorities, as shown in the County Plan summary, to make sure our more limited resources are focused on our 'core' activities.

The next year

Meeting our proposed plan of continued savings would require finding potential savings of up to £16 million in 2021/22.

The main source of these financial pressures, driven by coronavirus and coronavirus legacy issues, are shown in the diagram below:



Q2. Looking at the information in the consultation document (https://www.herefordshire.gov.uk/budget-consultation-summary), how do you feel about the proposed amount of savings by directorate? please visit Herefordshire Council website for summary of what directorates do: https://www.herefordshire.gov.uk/downloads/file/21504/county-plan-summary

Adults and Communities Up to £5m or 5.2% of directorate budget	Far too little	Slightly too little	About right	Slightly too much	Far too much	Don't know	
Children and Families Up to £2.9m or 7.9% of directorate budget	0	0	0	0	0		
Economy and Place Up to £6.71m or 13.5% of directorate budget	0	\circ	\circ	0	\circ	0	
Corporate Centre Up to £1.49m or 7.9% of budget	0	0	0	0	0	0	

Up to £1.49m or 7.9% of budget						
Q3. If you have any comments on the prop	osed savir	ngs by dir	ectorate _l	please le	t us know	:

The next 5 to 10 years

Q4. In the next 5 to 10 years, the council will continue to find ways to make services more affordable to run. How strongly do you agree or disagree with using the following approaches?

	Strongly agree	Tend to agree	Neither agree or disagree	Tend to disagree	Strongly disagree	Don't know	
Targeting resources on the most vulnerable and people most in need	\circ	\circ	0	0	0	\circ	
Reducing the quality of some services provided	0	0	0	0	0	0	
Increasing fees and charges for some services	\circ	\circ	\circ	\circ	\bigcirc	\bigcirc	
Making more services available online	0	0	0	0	0	0	
Using digital technology more widely to support the delivery of services	\circ	\circ	\circ	\circ	\circ	\circ	
Making more efficient use of council assets such as land and buildings	0	0	0	0	0	0	
Scaling back to stop providing some services	\circ	\circ	\circ	\circ	\bigcirc	\circ	
Stopping provision of some discretionary services to protect services to older people and the vulnerable	0	0	0	0	0	0	
Changing working practices to make better use of technology and more efficient ways of working	\circ	\circ	\circ	\circ	\circ	0	
Working in partnership and sharing services with other councils and public sector agencies	0	0	0	0	0	0	
Transferring services to other organisations like commercial companies	\circ	\circ	\circ	\circ	\circ	0	
Transferring services to other organisations like community groups, social enterprises, and town and parish councils	0	0	0	0	0	0	
Encouraging more people to volunteer their time to become involved in the delivery of services	\circ	\circ	\circ	\circ	\circ	0	

Q5. Which of the following County Plan commitments would you say are the three highest priorities for investment over the next 4 years? (Please select only three)

·	Highest priority	Second priority	Third priority
Minimise waste and increase reuse, repair and recycling	\circ	\circ	\circ
Improve and extend active travel options throughout the county	0	0	0
Build understanding and support for sustainable living	\circ	\circ	\circ
Invest in low carbon projects	0		
Identify climate change action in all aspects of council operation	\circ	\circ	\circ
Seek strong stewardship of the county's natural resources	0	0	0
Protect and enhance the county's biodiversity, value nature and uphold environmental standards	\circ	\circ	\circ
Ensure all children are healthy, safe and inspired to achieve	0	0	0
Ensure that children in care, and moving on from care, are well supported and make good life choices	0	\circ	0
Build publicly owned sustainable and affordable houses and bring empty properties back into use	0	0	0
Protect and improve the lives of vulnerable people	\circ	\circ	\circ
Use technology to support home care and extend independent living	0	0	0
Support communities to help each other through a network of community hubs	\circ	\circ	\circ
Develop environmentally sound infrastructure that attracts investment	0	0	0
Use council land to create economic opportunities and bring higher paid jobs to the county	\circ	\circ	\circ
Invest in education and the skills needed by employers	0	0	0
Enhance digital connectivity for communities and business	\circ	\circ	\circ
Protect and promote our heritage, culture and natural beauty to enhance quality of life and support tourism	0	•	0
Spend public money in the local economy wherever possible	0	\circ	\circ

Q6. Please use this space to make a invests and saves money:	any other cor	nments or s	suggestions a	bout how the	e council
What do you think of the cou	ncil?				
Throughout this survey we ask you to the local area to be the area within 15 to 20					
Q7. Overall, how satisfied or dissatis	sfied are you	with the wa	y Herefordshi	re Council r	uns things?
Very satisfied					
Fairly satisfied					
Neither satisfied nor dissatisfiedFairly dissatisfied					
Very dissatisfied					
O Don't know					
Q8. To what extent do you agree or value for money?	disagree tha	t Herefordsh	nire Council p	rovides serv	ices that are
Strongly agree					
Tend to agree					
Neither agree nor disagree					
Tend to disagree					
Strongly disagree					
O Don't know					
Q9. To what extent do you agree or Council?	disagree with	n the followi	ng statements	s about Here	efordshire
	Strongly	Tend to	Neither agree nor	Tend to	Strongly
	agree	agree	disagree	disagree	disagree
The council keeps my organisation informed about the services it provides	\circ	0	\circ	\circ	0
The council keeps my organisation informed about any proposals for change	0	0	0	0	•
My organisation can influence decisions affecting my local area	\circ	\circ	\circ	\circ	\circ

Q10. To what extent do you think Herefordshire Council acts on the concerns of local organisations?
A great deal
A fair amount
O Not very much
O Not at all
O Don't know
Please tell us the first part of the postcode of your organisation (if your organisation has several sites in the county please give the postcode of the site at which you are based)
Please return your completed questionnaire to:

Please return your completed questionnaire to:
Herefordshire Council Research Team
PO Box
Plough Lane Offices
Hereford
HR4 0BR
Please note a stamp will be required.

Thank you