



## Newport's budget challenge her cyllideb Casnewydd

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### **Budget Proposals 2018-19 Results**

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Public Awareness of the budget – During the budget consultation we have carried out a number of awareness exercises with the public, which included:

- A series of engagement activities connected to the Wellbeing Of Future Generations Act work which has involved over 5,000 people.
- Carrying out an awareness survey via the public wi-fi on Newport buses that reached 6,131 people.
- Holding a budget event at the Newport Market attended by 47 people who interacted with Council staff. Part of this included a budget presentation which was attended by 14 people, most of whom were parents of children with additional learning needs. The points raised in this event have been included in this report along with the education services proposals they relate to.
- Holding service user meetings around particular budget proposals (adults and childrens services). Around 75 people attended these sessions and their feedback is shown below under the relevant proposal.
- Holding Ward meetings in Malpas, Shaftesbury and Allt-Yr-Yn.
- Promotion via the media to all households using Newport Matters, Council Facebook & Twitter and Council Website.
- Requesting partner networks to circulate details of the consultation e.g. One Newport Network, Partnership Engagement Group and Voluntary Sector Network.

Across the 15 proposals surveyed there were a total of 2,680 individual proposal responses, with over 416 people engaged, with the results shown below. While 23 representations were submitted via email, letters and petitions that related to the budget proposals, which have been incorporated in the summaries below.

In addition there were 10 additional representations submitted on issues that were not subject to public consultation. These representations have also been noted by the Council.

The results of the online public consultation on the 2018-19 budget proposals have been split into the following sections:

- People (9 proposals);
- Place (5 proposals); and
- Non-Service (1 proposal)

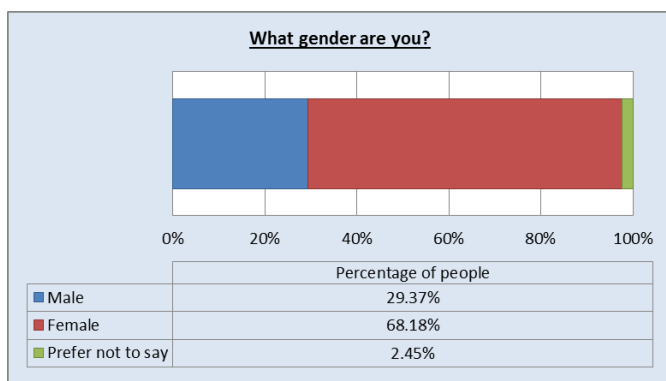
The results of the consultation are as follows:

**Basic Information**

**Question 1a: What gender are you?**

	Number of people	Percentage of people
Male	84	29.37%
Female	195	68.18%
Prefer not to say	7	2.45%

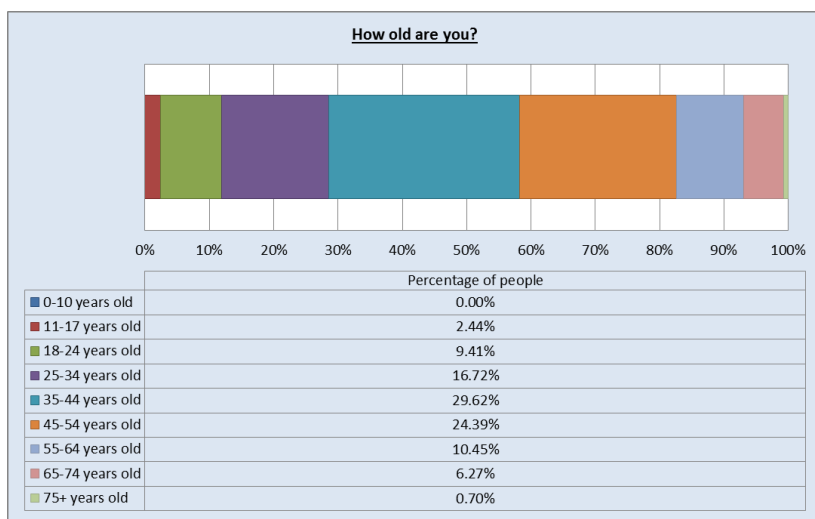
NB: There were 8 no responses to question 1a.



**Question 1b: How old are you?**

	Number of people	Percentage of people
0-10 years old	0	0.00%
11-17 years old	7	2.44%
18-24 years old	27	9.41%
25-34 years old	48	16.72%
35-44 years old	85	29.62%
45-54 years old	70	24.39%
55-64 years old	30	10.45%
65-74 years old	18	6.27%
75+ years old	2	0.70%

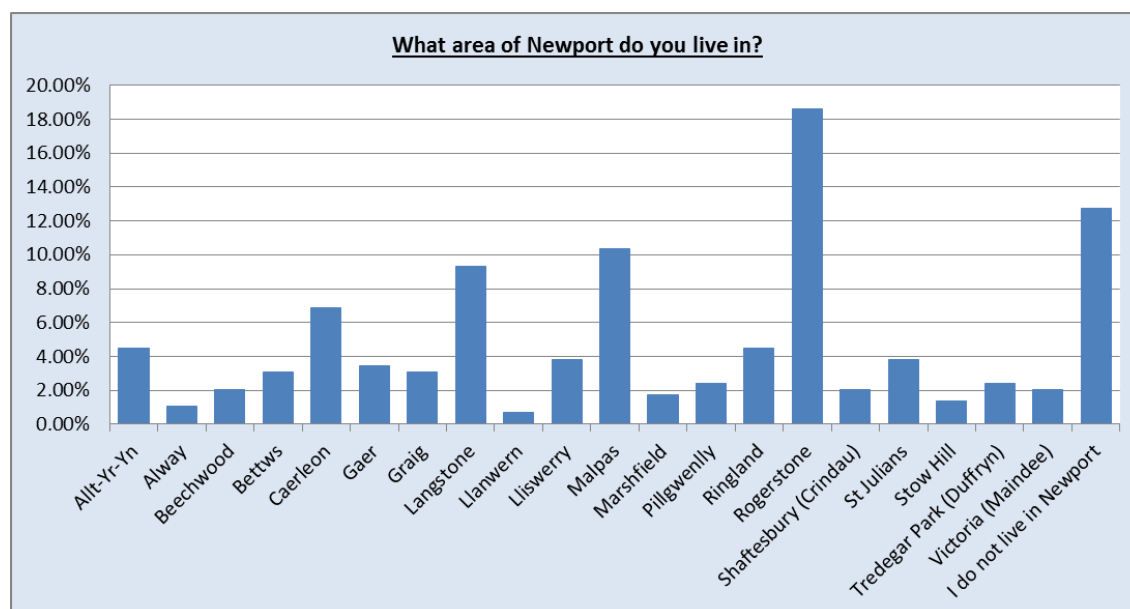
NB: There were 7 no responses to question 1b.



Question 1c: What area of the city do you live in?

Ward	No. of people	% of people	Ward	No. of people	% of people
Allt-Yr-Yn	13	4.48%	Malpas	30	10.34%
Alway	3	1.03%	Marshfield	5	1.72%
Beechwood	6	2.07%	Pillgwenlly	7	2.41%
Bettws	9	3.10%	Ringland	13	4.48%
Caerleon	20	6.90%	Rogerstone	54	18.62%
Gaer	10	3.45%	Shaftesbury (Crindau)	6	2.07%
Graig	9	3.10%	St Julians	11	3.79%
Langstone	27	9.31%	Stow Hill	4	1.38%
Llanwern	2	0.69%	Tredegar Park (Duffryn)	7	2.41%
Lliswerry	11	3.79%	Victoria (Maindee)	6	2.07%
			I do not live in Newport	37	12.76%

NB: There were 4 no responses to question 1c.



**Section 1: People**

**Question 2: Do you want to review and comment on the 9 ‘People’ proposals?**

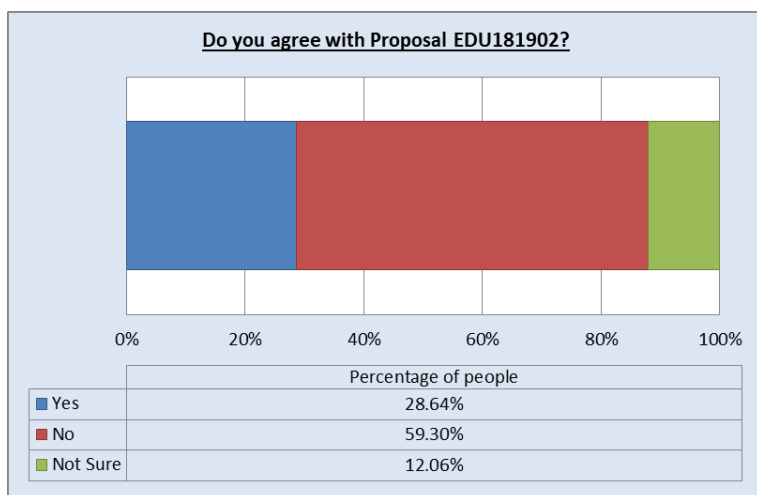
	Number of people	Percentage of people
Yes	198	74.16%
No	69	25.84%

NB: There were 27 no responses to question 2.

**Question 3a: Do you agree with Proposal EDU181902 – Consolidation of the educational psychology team (EP), additional learning needs team (ALN), and specific learning difficulty service (Spld) into an ‘inclusion enrichment team’.**

	Number of people	Percentage of people
Yes	57	28.64%
No	118	59.30%
Not Sure	24	12.06%

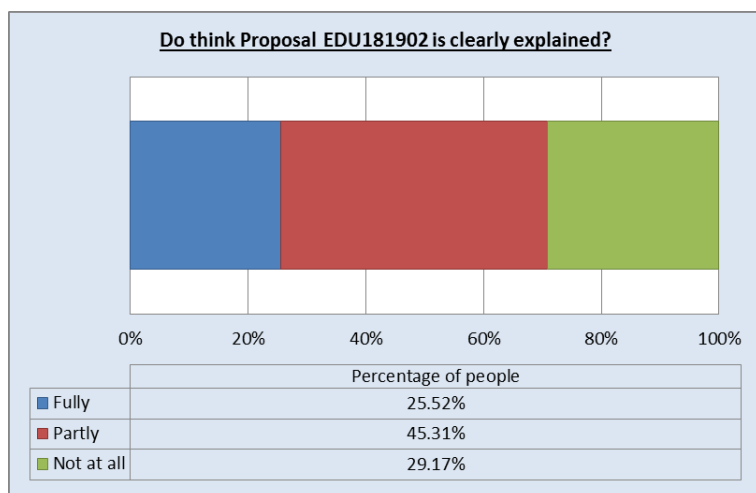
NB: There were 26 no responses to question 3a.



**Question 3b: Do you think this proposal is clearly explained?**

	Number of people	Percentage of people
Fully	49	25.52%
Partly	87	45.31%
Not at all	56	29.17%

NB: There were 33 no responses to question 3b.



**Question 3c: Do you have any other comments about proposal EDU181902 (72 comments received via the online survey)?**

Summary of responses received in the public consultation:

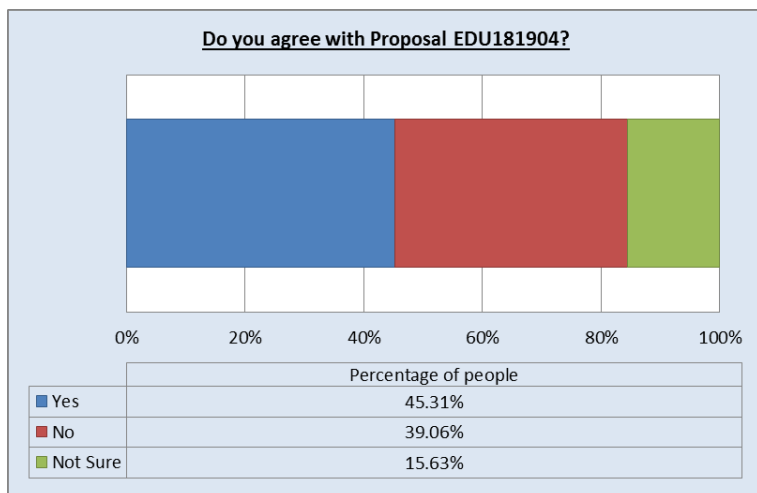
- Some responses suggested that education services have already experienced budget reductions which have impacted on vulnerable young people.
- The proposed consolidated team would reduce in-school support capacity and specialist expertise, and would result in less familiar personal relationships between staff and pupils.
- Responses suggested that there was a belief that ALN SpLD and EP services are already overstretched and that teaching staff are already struggling to manage classroom workloads.
- It was suggested that the perceived reduction in support to children now could mean greater cost in the future.
- Responses suggested that exclusions could increase and pupil attainment and behaviour could deteriorate with an increased burden on parents/carers
- Concerns were expressed that teachers who have been made redundant are then being engaged by schools as consultants, resulting in false economies.
- It was suggested that all students are impacted by the reduction in ALN support as teaching time is diverted on managing challenging behaviour.

**Question 4a: Do you agree with Proposal EDU181904 – Remodelling of the pupil referral unit (PRU).**

	Number of people	Percentage of people
Yes	87	45.31%
No	75	39.06%
Not Sure	30	15.63%

NB: There were 32 no responses to question 4a.

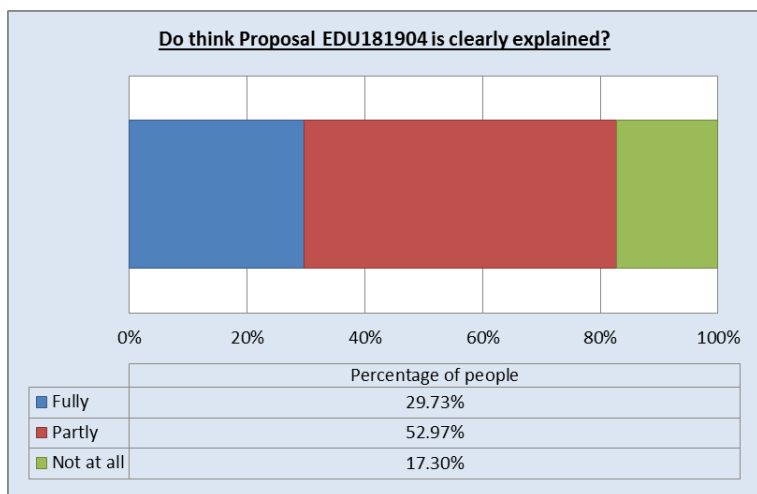
**APPENDIX 4 – PUBLIC BUDGET CONSULTATION RESPONSES AND FEEDBACK**



**Question 4b: Do you think this proposal is clearly explained?**

	Number of people	Percentage of people
<b>Fully</b>	55	29.73%
<b>Partly</b>	98	52.97%
<b>Not at all</b>	32	17.30%

NB: There were 39 no responses to question 4b.



**Question 4c: Do you have any other comments about proposal EDU181904 (44 comments received via the online survey)?**

Summary of responses received in the public consultation:

- Responses asked whether schools will be able to afford to fund placements in the proposed SEBD school.
- This proposal was believed to be linked with the other education business case for 2018/19 (ED181902) and from the previous year. It was thought that they collectively affect the education of vulnerable young people and may have unintended consequences in the future in terms of behaviour, attainment and social/economic exclusion.

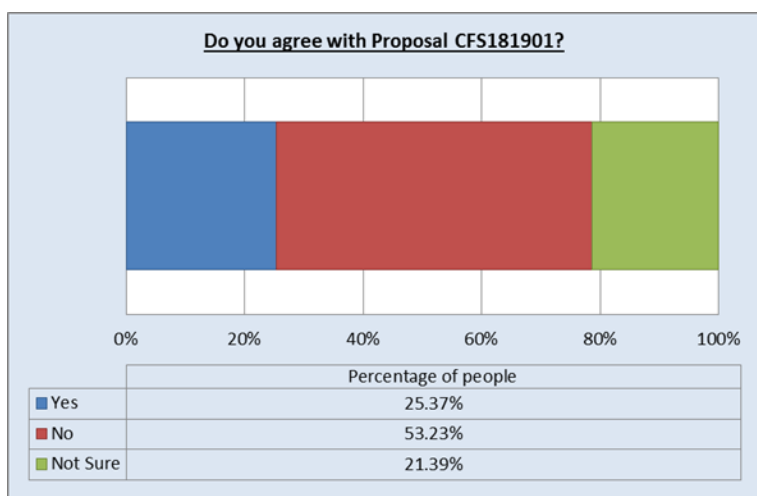
**APPENDIX 4 – PUBLIC BUDGET CONSULTATION RESPONSES AND FEEDBACK**

- Some responses supported the creation of a SEBD school and thought it was needed as the current PRU is perceived negatively. The possible reduction in costs of out of county placements was raised, but this would depend on the capacity of the new provision.
- Some responses queried the continuity of provision if school funding was reduced whilst future options were being considered.

**Question 5a: Do you agree with Proposal CFS181901 – Review of Oaklands short break service.**

	Number of people	Percentage of people
<b>Yes</b>	51	25.37%
<b>No</b>	107	53.23%
<b>Not Sure</b>	43	21.39%

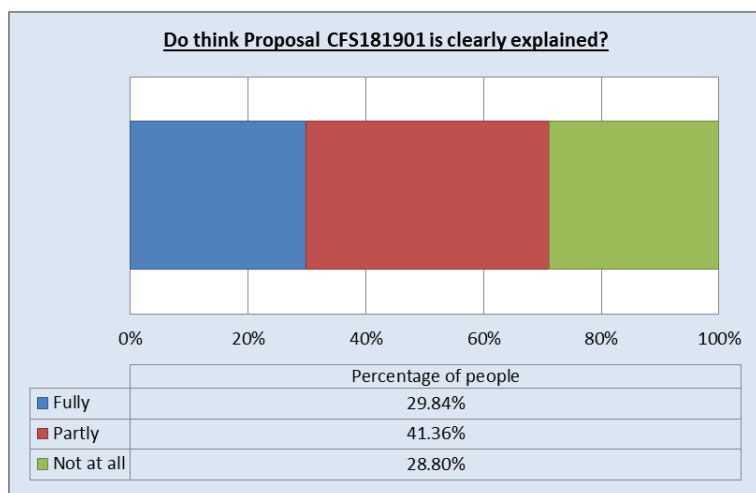
NB: There were 23 no responses to question 5a.



**Question 5b: Do you think this proposal is clearly explained?**

	Number of people	Percentage of people
<b>Fully</b>	57	29.84%
<b>Partly</b>	79	41.36%
<b>Not at all</b>	55	28.80%

NB: There were 33 no responses to question 5b.



**Question 5c: Do you have any other comments about proposal CFS181901 (59 comments received via the online survey)?**

- The most common concern related to the proposal to provide car on a 5 days/nights a week service. Typical responses suggested that respite care is vital to families in need and that outreach care would not adequately replace the current 7 days a week service.
- Some responses questioned whether the proposed model would deliver the expected savings e.g. if outreach settings require adaptations and aids.
- The saving was thought to be less than the cost of a one or two children requiring specialist foster care placements in the event of families being unable to cope with the reduced service, or would have significant impacts on other services.
- Currently service users benefit from overnight respite with a group of other children at Oaklands. In outreach provision this social aspect would be absent.

Childrens Services consultation – Oaklands 24<sup>th</sup> January 2018

Two meetings were held, one in Oaklands, one in Serennu to give parents and extended family members the opportunity to air their views as part of the overall Council consultation process. The feedback received were as follows:

The business case was outlined, in the context of the savings target the Council has to meet over the next 4 years, the nature of the proposal, the ongoing process and their part within it. Notes were taken and will be used to demonstrate the views of families with regard to the proposal for elected members to use as part of the decision making process.

It was explained that the reduction in provision from 7 days to 5 will primarily affect children on the waiting list not the current cohort of children using the service.

‘It’s a fantastic service one mother said; the Council should celebrate its success’

‘Oaklands is like a family, safe secure and happy, it is unique and is a life line for families’ two mothers said.

**Comments on the service provided at Oaklands**

- Its safe.
- Oaklands helps parents to let go of their children to allow them to develop.



## **APPENDIX 4 – PUBLIC BUDGET CONSULTATION RESPONSES AND FEEDBACK**

- Staff and parents working together for the best interests of the children.
- Need my child to be safe and for me to be able to spend time with my other children to enjoy a normal life.
- I feel isolated.
- The effects on the wider family must be acknowledged.
- Parents need this help or they will not be able to cope, they are worried and exhausted.

### **Staffing**

- The Oaklands staff group are very good and make children feel welcome, children want to visit and stay.
- Very little staff turnover so continuity of care for the children.
- They support the whole family always there to help.
- Can't praise the staff highly enough.
- Will the staff lose their jobs?

### **Comments on the existing alternatives to Oaklands for respite**

- Reach services are poor, doesn't give true respite sitting in the next room with your child or taking them on a car journey around town, carers back out at short notice.
- The Reach service is expensive for what it is.
- I would rather give my £20 per week Reach money to Oaklands to keep it going.
- Direct payments a few parents used DP and could see value however:
  - paper work was a problem but has improved.
  - challenge of finding good staff.
  - responsibility of employing those staff.
  - turnover of staff.
  - turnover of staff causes disruption and upsets some children.
  - more stress for parents.
  - don't want strangers in their home.
  - Can we use our direct payment to keep Oakland open.
- If Oaklands was not available children would come into full time care at a much greater cost to the authority.
- In England the scheme is called person centred budget- people have their own budget to spend -we could then spend on Oaklands.

### **Suggestions for alternative ways for the council to save money**

- Use of grants across the council -could we divert money to Oaklands.
- Stop spending money on the city centre.
- Other areas of the council should find the savings not children services.
- Decrease in business rates to attract more business and therefore increased income for the council.
- Look at wastage across the council.
- A pay cut for all staff across the council .
- Councillors take a 50% cut in their allowances.

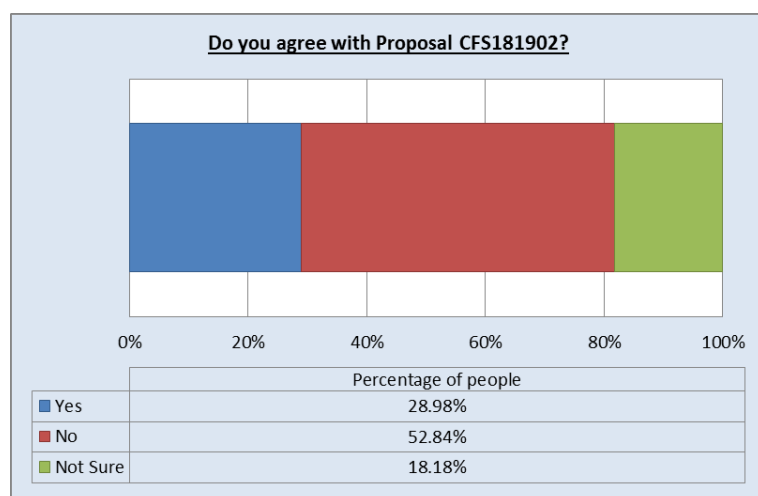
**Other general comments**

- This is a way to close Oaklands 5 days this year 3 days next year then closure.
- Short term saving for longer term increase in costs- children coming into full time care may have to go out of area to meet needs.
- If children suffer crisis and Oaklands is not available then the costs of placement will be higher.
- Want children to be close to home in Newport.
- If children need to be fostered, take into account the cost of adaptations to the foster carer’s property.
- What happens if I’m in hospital who will look after my children if Oakland is not open.
- Extend Oaklands build another at the other side of Newport- Cardiff doesn’t have an Oaklands. Increase the resource not cut it.
- Disabled children are always last on the list we should not allow a proposal which affects the most vulnerable.
- Suggest councillors come and meet the families including the children before they make their final decision- see the people behind the numbers.
- Our children will lose their entitlements.
- If it helps to save money I’ll send food with my child to save on costs.
- It’s a 24/7 job looking after a disabled child and it can be difficult to ask for help, staff in Oaklands understand.
- Oaklands gives hope.

**Question 6a: Do you agree with Proposal CFS181902 – Integrated Family Support Team (IFST) restructure.**

	Number of people	Percentage of people
<b>Yes</b>	51	28.98%
<b>No</b>	93	52.84%
<b>Not Sure</b>	32	18.18%

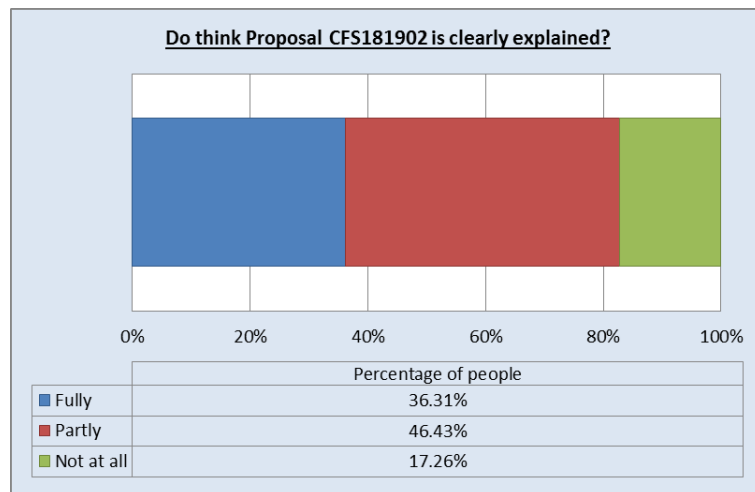
NB: There were 48 no responses to question 6a.



**Question 6b: Do you think this proposal is clearly explained?**

	Number of people	Percentage of people
<b>Fully</b>	61	36.31%
<b>Partly</b>	78	46.43%
<b>Not at all</b>	29	17.26%

NB: There were 56 no responses to question 6b.



**Question 6c: Do you have any other comments about proposal CFS181902 (32 comments received via the online survey)?**

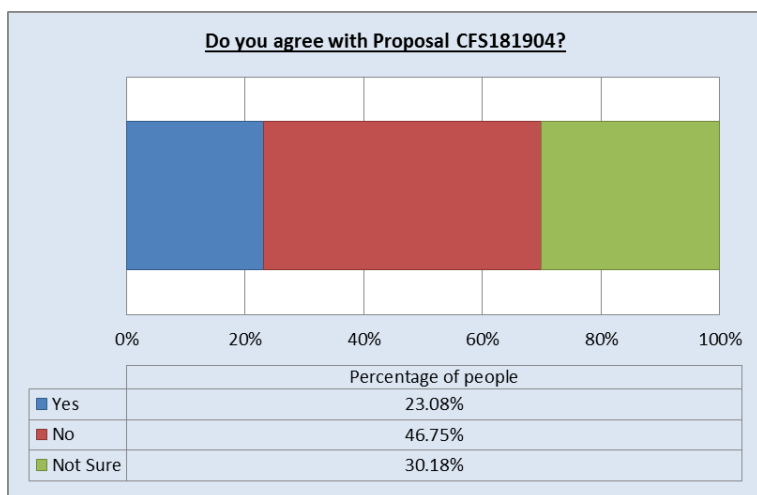
Summary of responses received in the public consultation:

- Some responses suggested that the IFST team provides a vital service, and fills a gap where the family do not quite meet criteria to remain an open case with their social worker and as such should not be subject to reduced funding.
- Reducing services for vulnerable families is going to increase the risk for children with the outcome that more children need to access the care system which will cost the local authority more and risk harm to those families.
- It was suggested that this is a short term solution that will cost the authority more in the long term- financially and in risks to family wellbeing.
- It was suggested that changes need to occur with the IFST model, as some families may have multiple needs and can be with one service (e.g. FASS) until a substance misuse problem emerges and they have to move to a different service and worker, even though the intervention from FASS may have been appropriate. This reduces the likelihood of the intervention being effective as the family has to 'start again'.
- It was suggested that the families using this service have generally already entered crisis and the risks are actual rather than potential. Reduction of the service would mean that lower tier teams have to manage these families who can require a great deal of time and support which detracts from the time taken with families who require slightly less support meaning that these families face an increased risk and need more acute services.

**Question 7a: Do you agree with Proposal CFS181904 – Restructuring of the funding within the preventions services.**

	Number of people	Percentage of people
<b>Yes</b>	39	23.08%
<b>No</b>	79	46.75%
<b>Not Sure</b>	51	30.18%

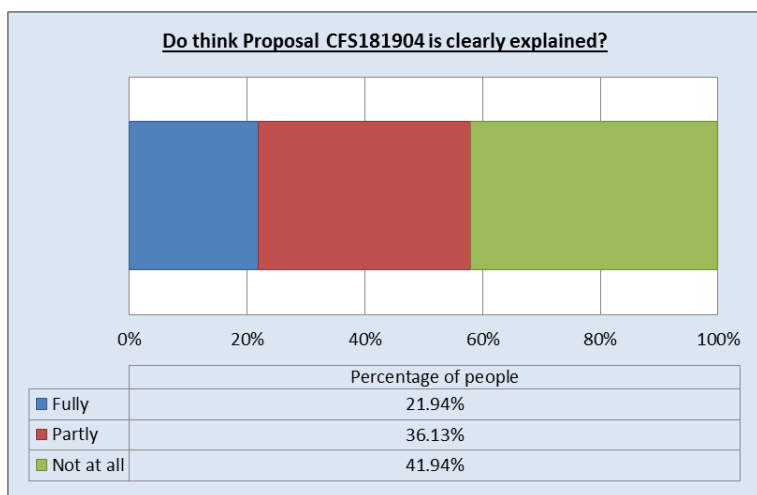
NB: There were 55 no responses to question 7a.



**Question 7b: Do you think this proposal is clearly explained?**

	Number of people	Percentage of people
<b>Fully</b>	34	21.94%
<b>Partly</b>	56	36.13%
<b>Not at all</b>	65	41.94%

NB: There were 69 no responses to question 7b.



**Question 7c: Do you have any other comments about proposal CFS181904 (30 comments received via the online survey)?**

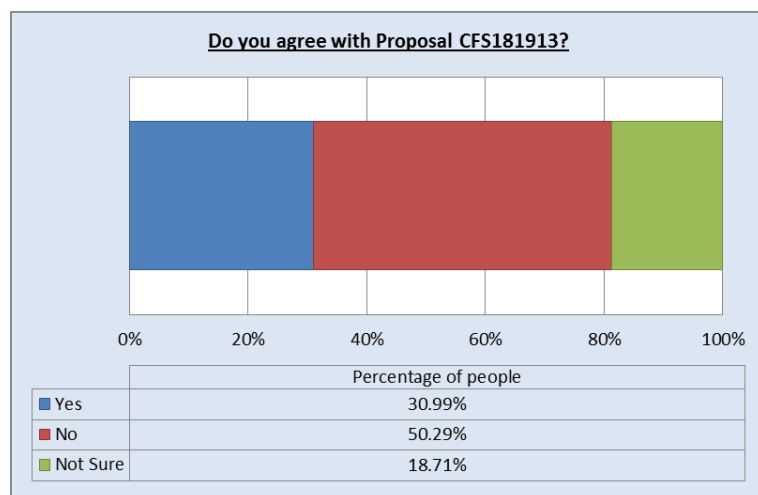
Summary of responses received in the public consultation:

- Some responses suggested that reducing prevention services means that families would not benefit from the help and support in advance of a crisis and therefore will not reduce the amount of families in need.
- Prevention services are regarded as essential, and benefit families who may be more comfortable engaging with preventions than be labelled as requiring a social worker.
- It was suggested that there are already waiting lists for prevention services, so will thresholds for involvement for social services need to change?
- Some responses suggested that there is an opportunity to review prevention services and consider whether teams can be combined

**Question 8a: Do you agree with Proposal CFS181913 – Reduction in expenditure on placements for looked after children.**

	Number of people	Percentage of people
Yes	53	30.99%
No	86	50.29%
Not Sure	32	18.71%

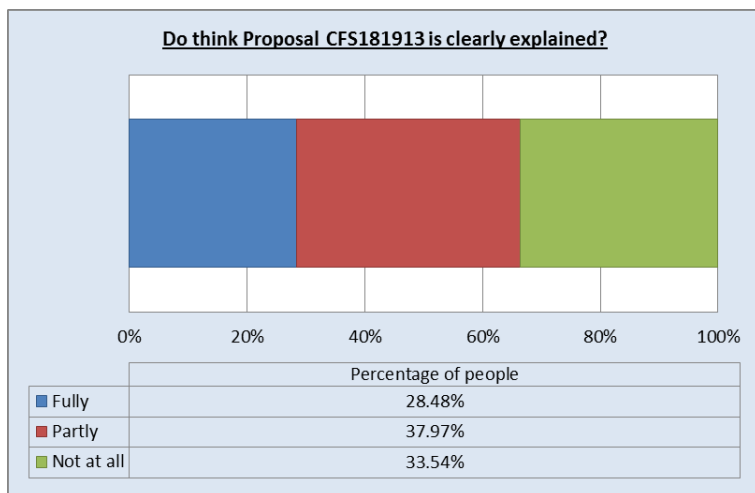
NB: There were 53 no responses to question 8a.



**Question 8b: Do you think this proposal is clearly explained?**

	Number of people	Percentage of people
Fully	45	28.48%
Partly	60	37.97%
Not at all	53	33.54%

NB: There were 66 no responses to question 8b.



**Question 8c: Do you have any other comments about proposal CFS181913 (37 comments received via the online survey)?**

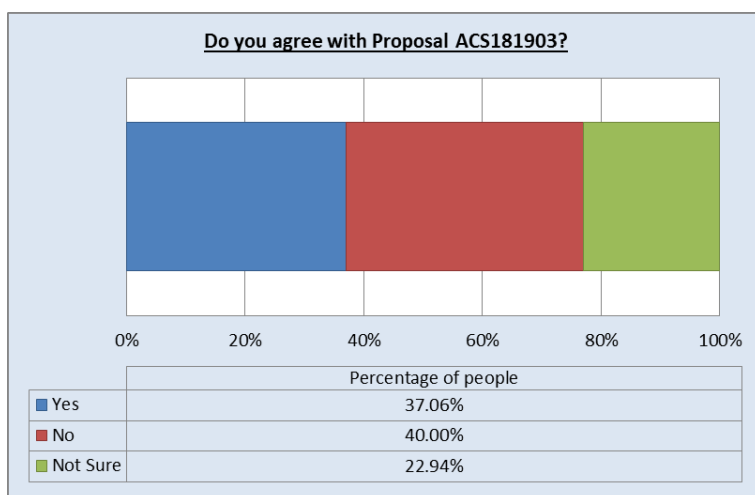
Summary of responses received in the public consultation:

- Responses mainly suggested that looked after children are one of the most vulnerable groups the Council has responsibility for.
- Some response believed savings would be beneficial, but questioned whether reduce expenditure for specialist placements was possible as there is no local provision for complex cases.
- There was some concern that reduced spending on placements would affect the quality and suitability and limit the choice of placements.

**Question 9a: Do you agree with Proposal ACS181903 – Review of the Domiciliary Care Service.**

	Number of people	Percentage of people
Yes	63	37.06%
No	68	40.00%
Not Sure	39	22.94%

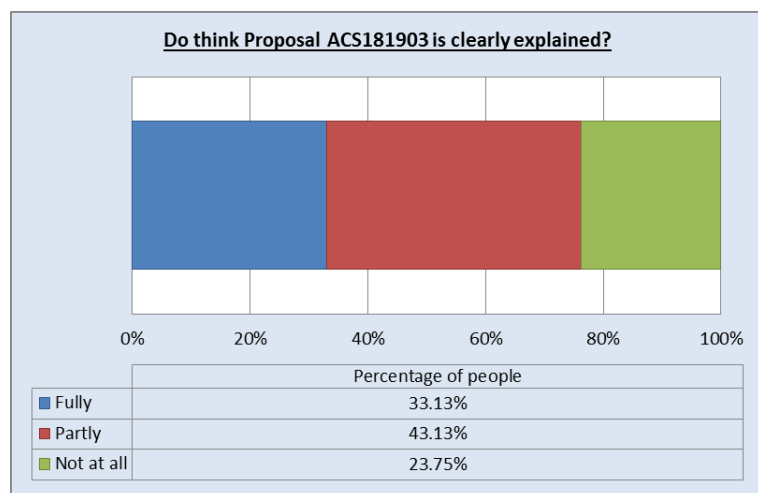
NB: There were 54 no responses to question 9a.



**Question 9b: Do you think this proposal is clearly explained?**

	Number of people	Percentage of people
<b>Fully</b>	53	33.13%
<b>Partly</b>	69	43.13%
<b>Not at all</b>	38	23.75%

NB: There were 64 no responses to question 9b.



**Question 9c: Do you have any other comments about proposal ACS181903 (31 comments received via the online survey)?**

Summary of responses received in the public consultation:

- Positive responses suggested that if the new provider can meet the needs of the individuals without any compromise to the standard of care and the wellbeing and safety of service users then they were supportive of the proposal.
- Other responses favoured in-house provision of domiciliary care services on the grounds of staff training, quality of care, and negative experiences of external care providers in other parts of the country.
- Some responses questioned the job security and terms and conditions of employees transferred to a new provider e.g. in terms of Living Wage.

Adult Services- Extra care consultation

A service user meeting was held with residents of the 4 extracare facilities, with the feedback collected as follows:

The business case was outlined to residents referring to the letter sent to them individually before Christmas. The detail described and the potential positives outlined.

Question and answer sessions were then held at all 4 of the extra care facilities, the questions can be categorised in themes.

Overall the residents were extremely happy with the current arrangements and praised the staff and the care they give- 'It's like one big family' one resident said. 'We are all old and don't really understand what is happening ,thank you for coming and explaining so I don't have to worry' another resident said.

## APPENDIX 4 – PUBLIC BUDGET CONSULTATION RESPONSES AND FEEDBACK

### General

- So are you doing this to save money? Why ?
- How are you going to save money if everything will remain the same?

*Money will be saved by procuring from an external organisation who can provide the service at a reduced price as they do not have the same level of overheads as the council.*

### Care

- Concerns of residents with regard to stability and continuity of care.
- Concerns about numbers of staff and levels of care particularly at night.
- Staff being available for 24 hours a day on site as currently is the case.
- Terms and conditions for staff under the new arrangements.
- Can you guarantee the staff will stay?
- How will you guarantee the competency of any new staff who come in with the new company and if existing staff leave- continuity is very important.
- Falls and use of the lifting cushion- will this remain the same?

*The level of care will remain as it is now and will form part of the contract with the new organisation. This means nights will have a waker and sleeper in each scheme and there will continue to be staff on site in case of emergencies.*

### New Organisation

- What if the new provider goes out of business?
- Who will be the new care provider?
- What are the penalties if the new provider does not meet quality standards?
- How many companies are there to bid?

*We don't know who the provider will be, we know there is interest and will be subject to a procurement process. Organisations will be subject to finance and other vetting processes. The quality of the care provided will be monitored by active contact management and the views of tenants and link will be taken into account and used as part of the process.*

### Process

- What is the process and how will we choose the right provider- based on money alone?
- So when will this happen?
- How long will it take?
- Will Linc managers be involved in the process?
- Will you come back and let us know?

*The procurement process will not conclude until October. Link as council partners will be involved in developing the contract and tenants will have the opportunity to meet all the shortlisted organisations at the appropriate time.*

*We will come back and let tenants know the outcome at the end of the business case consultation.*

### Charging

- Will the costs to the individual increase?- care and tenancy
- Can you guarantee that?

*There will be no change in charging for care, maximum charges are set by Welsh Government.*

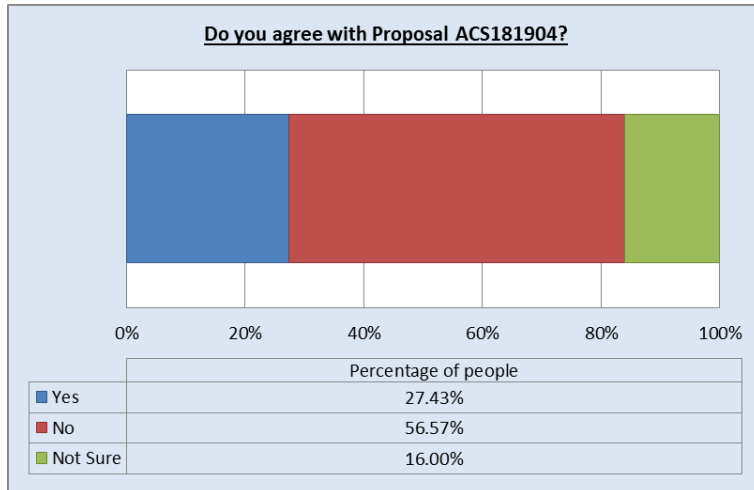


**APPENDIX 4 – PUBLIC BUDGET CONSULTATION RESPONSES AND FEEDBACK**

**Question 10a: Do you agree with Proposal ACS181904 – Re-provision of supported living service.**

	Number of people	Percentage of people
<b>Yes</b>	48	27.43%
<b>No</b>	99	56.57%
<b>Not Sure</b>	28	16.00%

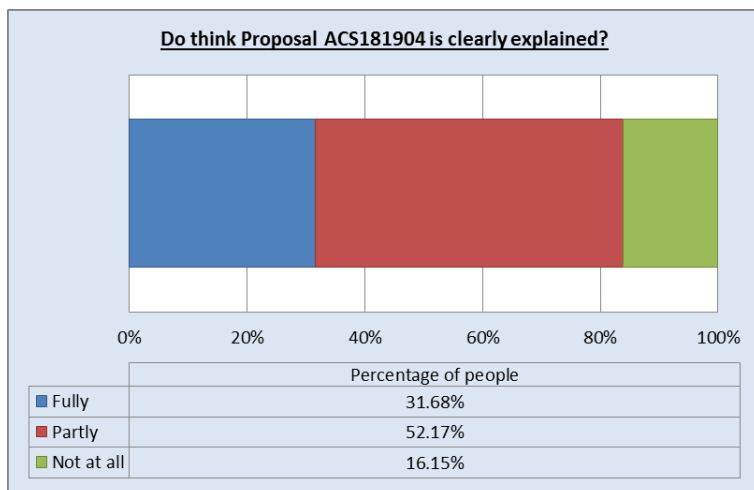
NB: There were 49 no responses to question 10a.



**Question 10b: Do you think this proposal is clearly explained?**

	Number of people	Percentage of people
<b>Fully</b>	51	31.68%
<b>Partly</b>	84	52.17%
<b>Not at all</b>	26	16.15%

NB: There were 63 no responses to question 10b.



**Question 10c: Do you have any other comments about proposal ACS181904 (28 comments received via the online survey)?**

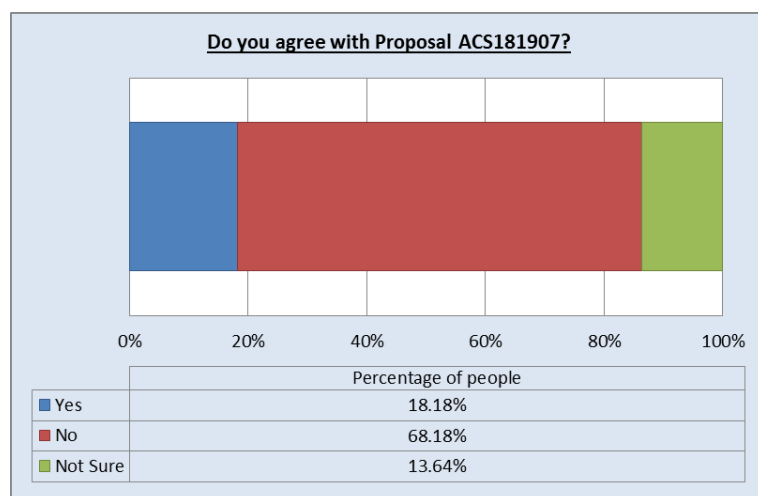
Summary of responses received in the public consultation:

- Some responses questioned the job security and terms and conditions of employees transferred to a new provider e.g. in terms of Living Wage.
- It was suggested that outreach services are limited in the amount of hours they can provide and that service users may face increased costs for their care which would reduce their standard of living.
- Positive responses suggested that if the new provider can meet the needs of service users without any compromise to their standard of care, wellbeing and safety then they were supportive of the proposal.
- Some responses expressed the concern that the standard of care offered by external providers was lower than by public sector providers.

**Question 11a: Do you agree with Proposal ACS181907 – Reduction in Adult Budgets.**

	Number of people	Percentage of people
Yes	32	18.18%
No	120	68.18%
Not Sure	24	13.64%

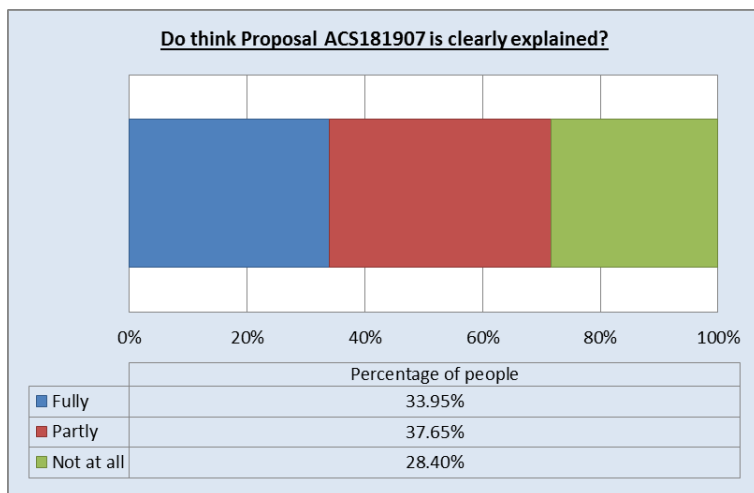
NB: There were 48 no responses to question 11a.



**Question 11b: Do you think this proposal is clearly explained?**

	Number of people	Percentage of people
Fully	55	33.95%
Partly	61	37.65%
Not at all	46	28.40%

NB: There were 62 no responses to question 11b.



**Question 11c: Do you have any other comments about proposal ACS181907 (46 comments received via the online survey)?**

Summary of responses received in the public consultation:

- Some responses supported the proposal if there was no impact on service delivery.
- Some responses expressed the concern that funding for the third sector has been reduced so alternative services are not available outside of the statutory sector.
- It was suggested that some families are not able to support ageing and vulnerable relatives as they have to work longer hours to ensure a sufficient household income.
- The potential impact on people with mental health conditions was raised in a number of responses, with suggestions that there could be immediate impacts and also a longer term increased cost to acute services or passed on to other partners e.g. health, Children’s services.
- Some responses suggested the need for increased collaboration between the City Council and the third sector e.g. in relation to the use of empty buildings and donation of workplace equipment and supplies needed to run projects.

**Section 2: Place**

**Question 12: Do you want to review and comment on the 5 ‘Place’ proposal?**

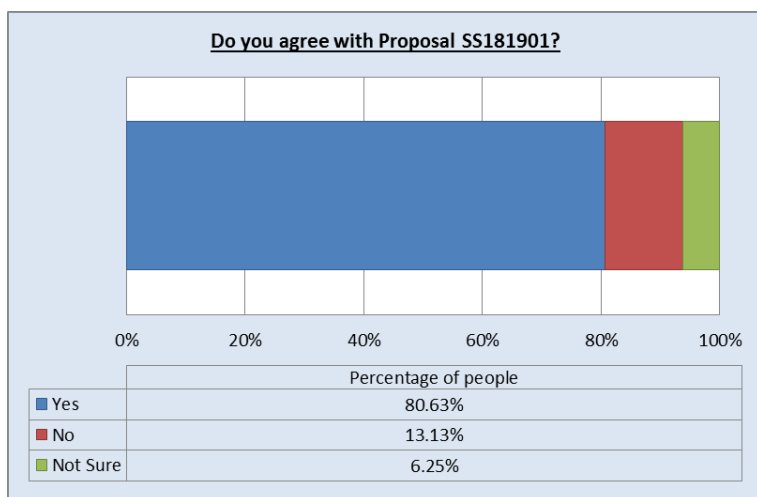
	Number of people	Percentage of people
Yes	125	60.39%
No	82	39.61%

NB: There were 87 no responses to question 12.

**Question 13a: Do you agree with Proposal SS181901 – Composting at Docks Way.**

	Number of people	Percentage of people
Yes	129	80.63%
No	21	13.13%
Not Sure	10	6.25%

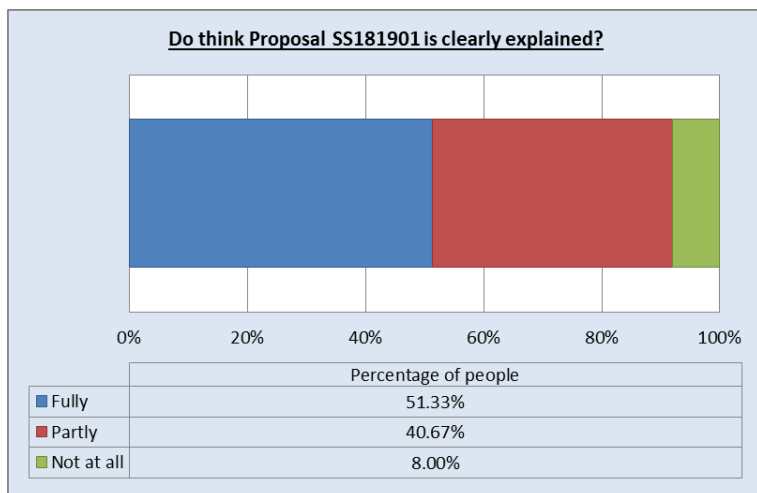
NB: There were 51 no responses to question 13a.



**Question 13b: Do you think this proposal is clearly explained?**

	Number of people	Percentage of people
Fully	77	51.33%
Partly	61	40.67%
Not at all	12	8.00%

NB: There were 61 no responses to question 13b.



**Question 13c: Do you have any other comments about proposal SS181901 (14 comments received via the online survey)?**

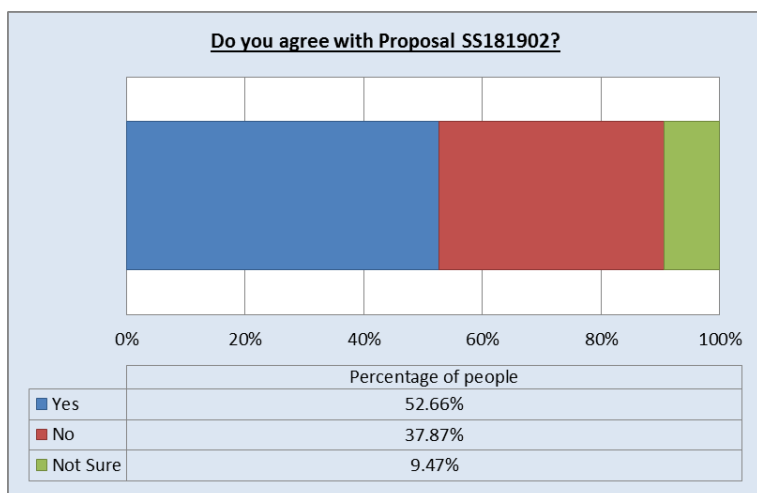
Summary of responses received in the public consultation:

- The investment in new posts and the improved composting capacity was strongly supported.
- Some responses questioned the creation of new posts when there are current proposals for reduced staffing in ‘people’ services.

**Question 14a: Do you agree with Proposal SS181902 – Closure of Public Conveniences.**

	Number of people	Percentage of people
<b>Yes</b>	89	52.66%
<b>No</b>	64	37.87%
<b>Not Sure</b>	16	9.47%

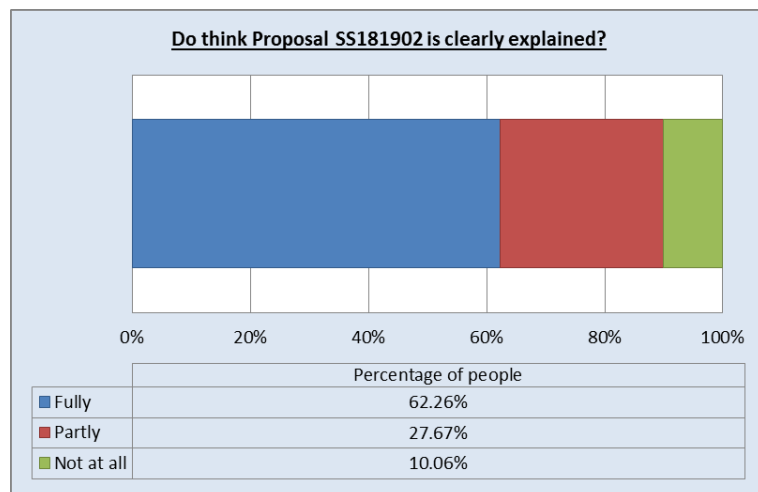
NB: There were 42 no responses to question 14a.



**Question 14b: Do you think this proposal is clearly explained?**

	Number of people	Percentage of people
<b>Fully</b>	99	62.26%
<b>Partly</b>	44	27.67%
<b>Not at all</b>	16	10.06%

NB: There were 52 no responses to question 14b.



**Question 14c: Do you have any other comments about proposal SS181902 (43 comments received via the online survey)?**

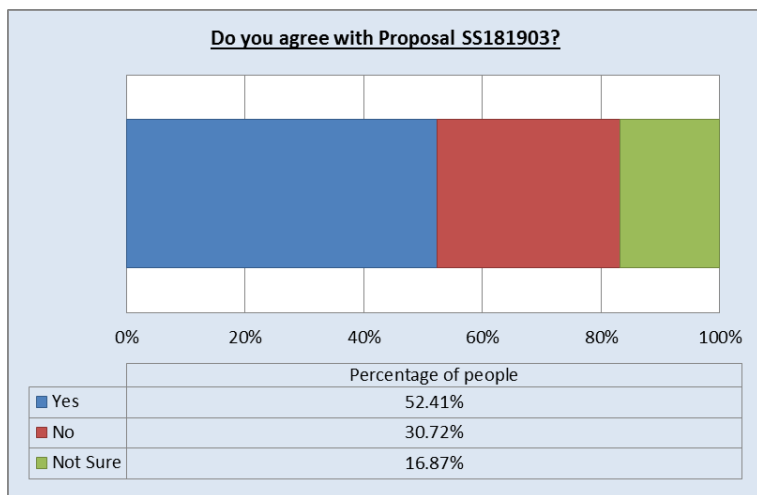
Summary of responses received in the public consultation:

- Concerns were expressed on the potential impact on tourism in Caerleon.
- Questions were raised over the projected level of savings in relation to the possible impact on elderly people, families with young children and people with health conditions.
- Several responses suggested public toilets are essential services, particularly if there is no alternative provision.
- Other responses suggested that public toilets are targets for anti-social behaviour.
- Other responses suggested that generally the toilet facilities available in business premises compensate for reduced public toilet provision.

**Question 15a: Do you agree with Proposal SS181903 – Review of Back Office Cemetery Operations and facilities in some parks.**

	Number of people	Percentage of people
<b>Yes</b>	87	52.41%
<b>No</b>	51	30.72%
<b>Not Sure</b>	28	16.87%

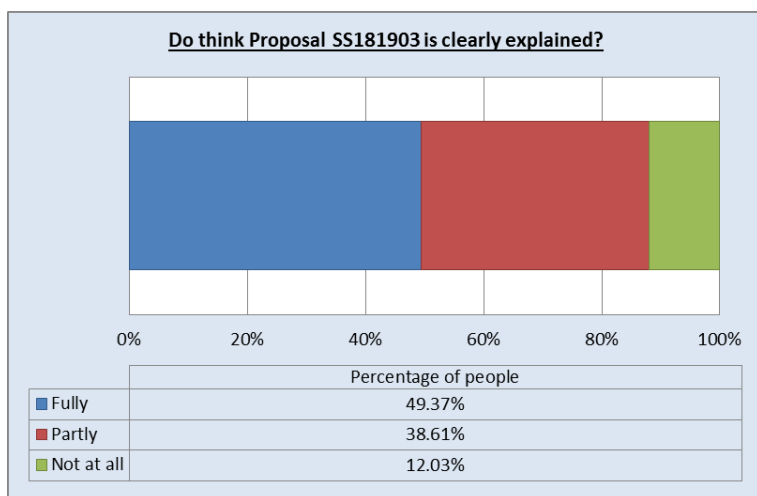
NB: There were 45 no responses to question 15a.



**Question 15b: Do you think this proposal is clearly explained?**

	Number of people	Percentage of people
<b>Fully</b>	78	49.37%
<b>Partly</b>	61	38.61%
<b>Not at all</b>	19	12.03%

NB: There were 53 no responses to question 15b.



**Question 15c: Do you have any other comments about proposal SS181903 (28 comments received via the online survey)?**

Summary of responses received in the public consultation:

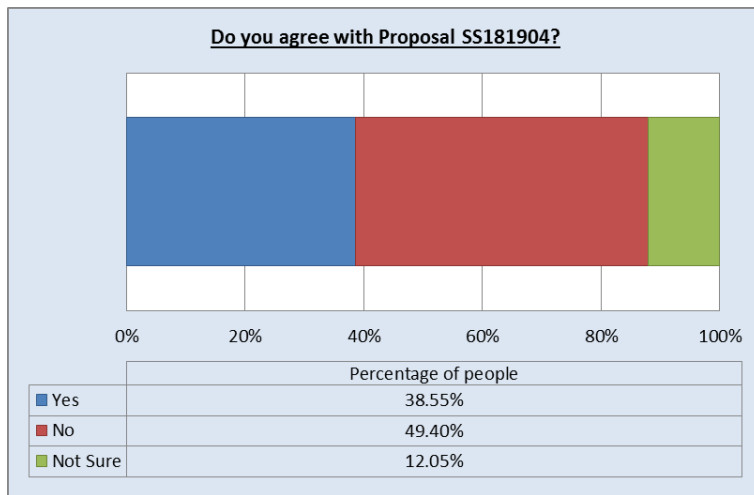
- Responses to this proposal were mixed. Concerns were expressed about the closure of buildings meaning that cemeteries staff will be less accessible to relatives and visitors. There were also concerns about access to toilet facilities. Other responses were in favour of cost reductions from closure of satellite offices.

**APPENDIX 4 – PUBLIC BUDGET CONSULTATION RESPONSES AND FEEDBACK**

**Question 16a: Do you agree with Proposal SS181904 – Reducing telephone and face to face services within Customer Services.**

	Number of people	Percentage of people
<b>Yes</b>	64	38.55%
<b>No</b>	82	49.40%
<b>Not Sure</b>	20	12.05%

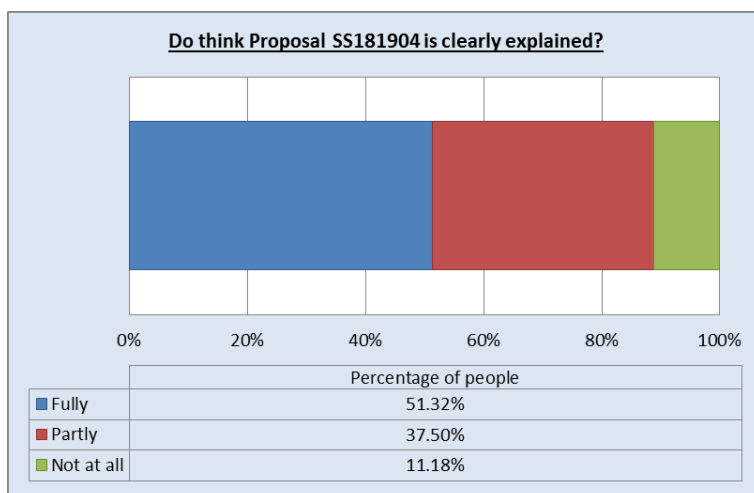
NB: There were 45 no responses to question 16a.



**Question 16b: Do you think this proposal is clearly explained?**

	Number of people	Percentage of people
<b>Fully</b>	78	51.32%
<b>Partly</b>	57	37.50%
<b>Not at all</b>	17	11.18%

NB: There were 59 no responses to question 16b.





**Question 16c: Do you have any other comments about proposal SS181904 (38 comments received via the online survey)?**

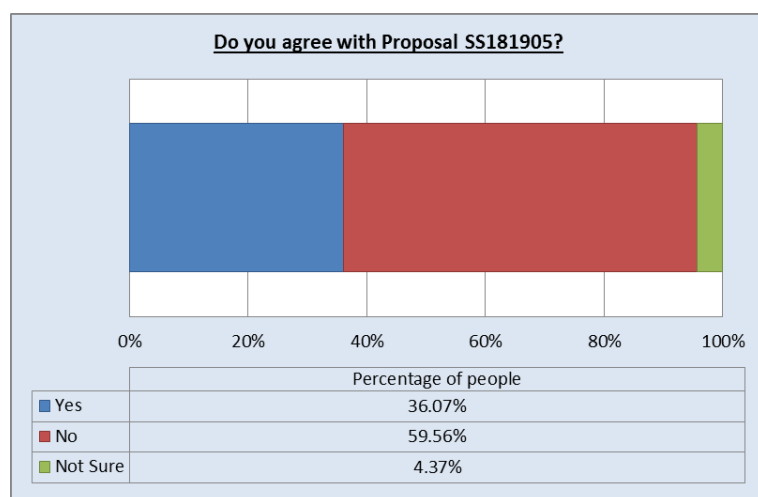
Summary of responses received in the public consultation:

- Some responses suggested that the telephone service (City Contact Centre) is currently slow to answer calls and would be further impacted by the proposal.
- Other responses suggested that some enquiries were not suitable for online transactions, or in some cases telephone and require face to face services. The issue of digital inclusion was raised in that not all people have access to or are confident in using online services.
- Some responses suggested that increased investment and promotion of online services would help reduce pressure on telephone and face to face services.

**Question 17a: Do you agree with Proposal SS181905 – Introduce parking charges within city parks.**

	Number of people	Percentage of people
<b>Yes</b>	66	36.07%
<b>No</b>	109	59.56%
<b>Not Sure</b>	8	4.37%

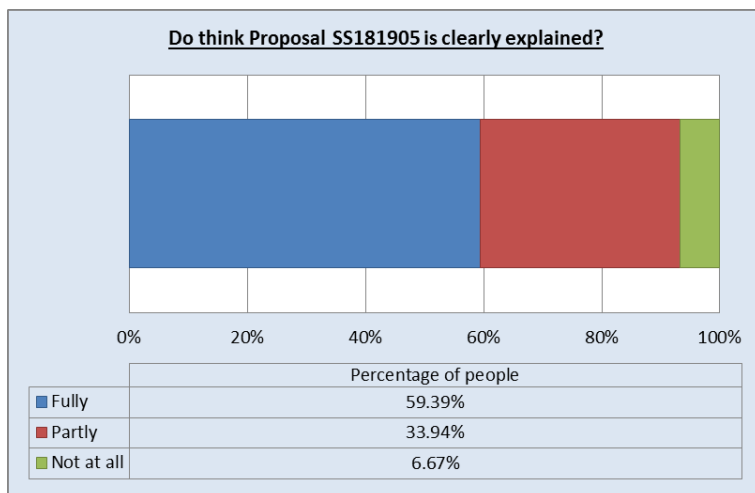
NB: There were 28 no responses to question 17a.



**Question 17b: Do you think this proposal is clearly explained?**

	Number of people	Percentage of people
<b>Fully</b>	98	59.39%
<b>Partly</b>	56	33.94%
<b>Not at all</b>	11	6.67%

NB: There were 46 no responses to question 17b.



**Question 17c: Do you have any other comments about proposal SS181905 (66 comments received via the online survey)?**

Summary of responses received in the public consultation:

- Some responses were concerned that car parking charges would result in lower visits with potential impacts on health and wellbeing, particularly from lower income groups.
- Several responses suggested only charging for longer stay parking e.g. over 2 hours to deter misuse by commuters.
- Concerns about an increase in unauthorised parking and on-street parking in surrounding streets as a result were also raised.

**Section 3: Non Service**

**Question 18: Do you want to review and comment on the 1 ‘Non Service’ proposal?**

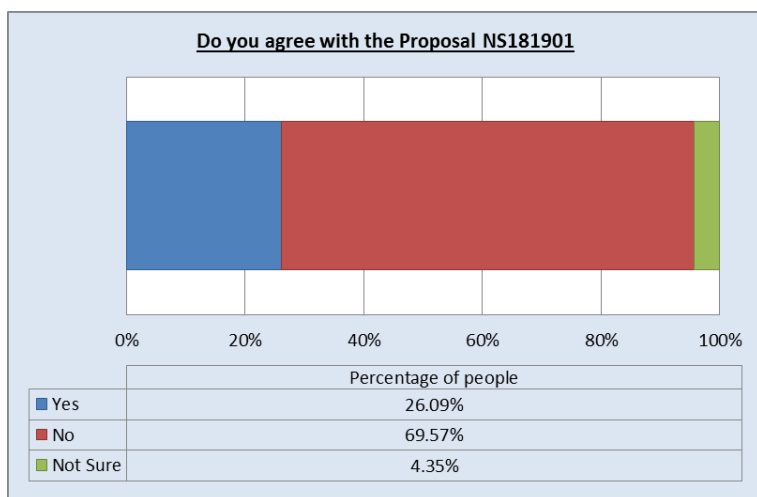
	Number of people	Percentage of people
Yes	137	70.26%
No	58	29.74%

NB: There were 99 no responses to question 18.

**Question 19a: Do you agree with Proposal NS181901 - Council Tax Increase.**

	Number of people	Percentage of people
Yes	54	26.09%
No	144	69.57%
Not Sure	9	4.35%

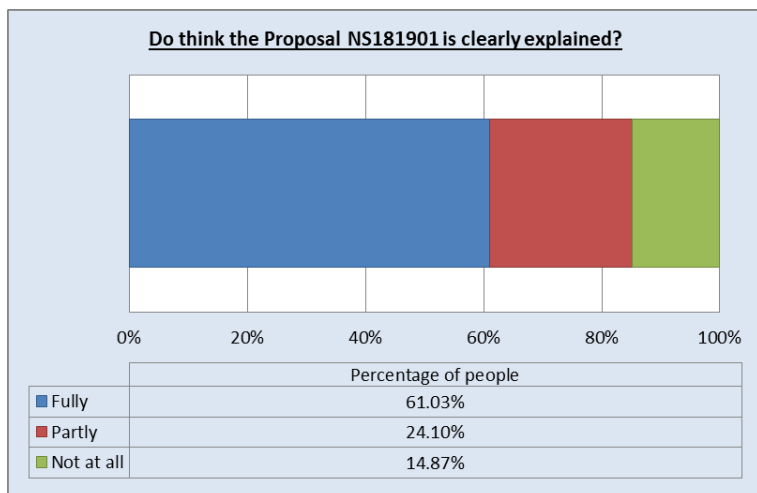
NB: There were 28 no responses to question 19a.



**Question 19b: Do you think this proposal is clearly explained?**

	Number of people	Percentage of people
Fully	119	61.03%
Partly	47	24.10%
Not at all	29	14.87%

NB: There were 39 no responses to question 19b.



**Question 19c: Do you have any other comments about the proposal NS181901 – Council Tax Increase (71 comments received via the online survey)?**

Summary of responses received in the public consultation:

- Some responses supported a rise in the event that the income is ring-fenced to protect services to the most vulnerable and disadvantaged citizens.
- Most responses were concerned at a rise in Council Tax exceeding the rate of inflation and the impact that this would have on their own and other people’s standards of living.
- A number of responses expressed the view that council tax is already too high.
- Some responses suggested that whilst real terms incomes have fallen and local people would be paying more council tax at a time when costs savings still need to be found in order to set a balanced budget, Newport is experiencing issues resulting from historically low council tax rates. Given that this is the case a 5% increase is acceptable in order to minimise more cuts in coming years.