



Have your say on South Gloucestershire Council's budget and tax for 2023/24

South Gloucestershire Council is responsible for a range of services in your local area, such as refuse collection, education, social care services and road maintenance. The council tax paid by residents currently makes up around 23% of the council's budget for these services, with the rest coming from business rates, central government and other fees and charges. So we're keen to get your views on how we can make the best use of our budget and give you even better value for money.

This year the information on our budget will be released in **two stages**; our initial draft budget proposal is available as usual to comment on from October. Then on Tuesday **6 December 2022 we will provide an updated budget proposal with greater detail and more questions for you** on the cost-saving measures we are considering. This gives you a chance to see and have your say on the most up-to-date information as we receive it, based on changes to funding from central government and proposals we have developed for balancing our budget.

Please return your completed paper survey by **Wednesday 11 January 2023**. Alternatively, you can see all the information and fill out this survey online by using the QR code at the top of this letter or visiting: www.southglos.gov.uk/budget until midnight on Sunday 15 January 2023.

If you complete this survey before Tuesday 6 December 2022, you can choose to be alerted by email to see the additional information and questions as they are released.

Q1 Which of the following are you responding as/on behalf of? *(please tick all that apply)*

- South Gloucestershire resident
- Parish or town council
- Voluntary or community sector organisation
- Local business
- Local councillor
- South Gloucestershire Council employee
- Other

If 'other' please specify, or if you are responding on behalf of an organisation, please tell us its name.

Addressing rising cost pressures

Like all councils, we continue to experience constraints on spending, alongside increasing demand for some of our services and increased costs.

There also remains uncertainty over the amount of Government funding we will have in future, and the ongoing impact of the cost-of-living crisis makes it hard to be sure how much we will receive in future years from income sources like council tax and business rates.

In Phase 1 of the budget consultation we are asking for your views on our ongoing programme of efficiency savings. The efficiencies outlined in this programme will help us to align our spending with our Council Plan priorities.

However, the increase in the council's costs is forecast to be far in excess of any organisation's ability to drive efficiencies and maintain the same level of service. It will therefore also be necessary to fundamentally review levels of service provision and potentially cease providing some services.

Options are currently being developed and on Tuesday 6 December we will provide an updated budget proposal with greater detail about the cost-saving measures we are considering.

The next year

Our new proposed savings programme delivers £12.54m of savings in 2023/24 across services through a variety of efficiency drivers.

Saving method	Example	Value of savings for 2023/24
Different ways of working	Remote working, reducing travel, reduced printing costs, increasing use of assistive technology to help residents stay at home for longer, supporting families to prevent young people entering care	£10.36m (82% of savings)
New technology and automation	By adopting new technologies and automating systems where this can improve the way we work and improve our online offer, so that more residents can access the support they need at any time	£0.35m (3% of savings)
Increasing fees & charges	Ensuring that where the council levies fees and charges, those reflect the cost of delivering services and are set at a rate comparable with other local authorities, for example in the way we charge utilities companies to compensate for roadworks that cause disruption on commuter routes	£1.23m (10% of savings)
Cost recovery	The council would charge to cover the cost of providing some services, such as recovering our full overheads against pre-application planning fees on large developments	£0.60m (5% of savings)
Total savings		£12.54m

Q2 How do you feel about the proposed amount of savings by category?

	Far too little	Slightly too little	About right	Slightly too much	Far too much	Don't know
Different ways of working to save £10.36m (82% of savings)	<input type="checkbox"/>					
Introducing more new technology & automation to save £0.35m (3% of savings)	<input type="checkbox"/>					
Increasing fees and charges to save £1.23m (10% of savings)	<input type="checkbox"/>					
Increasing the recovery of our costs by £0.60m (5% of savings)	<input type="checkbox"/>					

Q3 If you have any comments on the proposed savings by category, please let us know:

Q4 What impact, if any, has the council's reductions in spending over the last ten years had on you, your local community or the services you receive? Please be as specific as possible.

Proposals for service reductions

We will provide more information and offer you the chance to feedback on our proposals from Tuesday 6 December.

Q5 If you are answering this survey before then and would like to be sent an alert when this information is released, please provide your email address below:

The next 5 - 10 years

Q9 In the next 5 - 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	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Reducing the quality of some services provided	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Increasing fees and charges for some services	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Making more services available online	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Using digital technology more widely to support the delivery of services	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Making more efficient use of council assets such as land and buildings	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Scaling back or stop providing some services	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Stopping provision of some discretionary services to protect services to older people and the vulnerable	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Changing working practices to make better use of technology and more efficient ways of working	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Working in partnership and sharing services with other councils and public sector agencies	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Transferring services to other organisations like commercial companies	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Transferring services to other organisations like community groups, social enterprises and town and parish councils	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Encouraging more people to volunteer their time to become involved in the delivery of services	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Council tax options for 2023/24

The following section is for residents only; please skip to Q12 if you are not a local resident

In February 2022 the council approved its 2022/23 revenue budget confirming a general council tax increase of 1.99% along with a 1% precept for adult social care. It also approved outline budgets for the following three years (up to 2025/26) to help future planning.

The Government will announce local government's council tax limits in the Local Government Finance Settlement. However, a general council tax increase and social care precept are anticipated to be required to provide financial support to adult social care.

Accordingly, the council's preferred option is a 1.99% increase in general council tax along with a 1% adult social care precept (Option A), should this flexibility continue to be made available by government. This will lead to the least reduction in spending on services and support the planned investments in resident priorities.

Additional savings or investment reductions of around £1.6m per 1% of council tax will need to be found in each year that an increase is not made in addition to the savings that the council is already proposing to deliver.

Please note: The council has no control over the council tax collected on behalf of the Police, Fire Service or parish and town councils. Each of these bodies will make their own independent decisions.

The council would like your views on the level of council tax we should consider for 2023/24:

Option A: To increase council tax in 2023/24 by 2.99% (1.99% general council tax and 1% adult social care precept)

This would be an increase of £49.90 per year (or £4.16 per month) for a band D household. This would raise an additional £5 million.

Option B: To increase council tax in 2023/24 by 1.99% (1.99% general council tax and 0% adult social care precept)

This would be an increase of £33.21 per year (or £2.77 per month) for a band D household. This would raise an additional £3 million.

Option C: To freeze council tax in 2023/24 at the current level

While the council is committed to protecting frontline services as much as possible, if council tax is not increased, this would mean further reductions to council services in excess of those being developed. The council would need to make additional savings of around £5m in 2023/24 in addition to the £29.3m budget gap currently forecast.

Q10 Which of the following options would you prefer?

- Option A: increase council tax by 2.99%
- Option B: increase council tax by 1.99%
- Option C: freeze council tax at the current level
- No preference
- Don't know

Q11 The Government currently sets limits to the annual increases in both general council tax and the adult social care precept. Should Government relax the current annual council tax increase thresholds, to what extent would you support or oppose a council tax rise greater than 2.99%?

- Strongly support
- Somewhat support
- Neither support nor oppose
- Somewhat oppose
- Strongly oppose

Q12 Please use this space to make any other comments about the budget:

What do you think of your local area and the council?

The following section only applies to local residents. Please skip this section if you do not live in South Gloucestershire.

Throughout this survey we ask you to think about “your local area”. When answering, please consider your local area to be the area within 15 to 20 minutes walking distance from your home.

Q13 Overall, how satisfied or dissatisfied are you with your local area as a place to live?

- Very satisfied
- Fairly satisfied
- Neither satisfied nor dissatisfied
- Fairly dissatisfied
- Very dissatisfied
- Don't know

Q14 Over the past two years, do you feel that South Gloucestershire has become a better place to live, is the same or is worse?

- Better
- The same
- Worse
- Don't know

Q15 If you said that South Gloucestershire has become either better or worse in the last two years, please tell us what you feel has changed:

Q16 Thinking about services you have **used in the last year**, how satisfied or dissatisfied are you with each of the following services provided or supported by South Gloucestershire Council?

	Not used	Very satisfied	Quite satisfied	Neither satisfied or dissatisfied	Fairly dissatisfied	Very dissatisfied
Care for older people	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Care for physically disabled and those with learning difficulties	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Children's social services	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Customer services	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Environmental health and trading standards	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Housing advice services	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Highways and roads	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Free car parking	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Libraries	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Local bus services	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Parks and open spaces	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Planning	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Public Health (not including NHS services)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Schools	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Sport and leisure facilities	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Waste and recycling services	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Welfare benefits and council tax reduction	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

In considering the next questions, please think about the range of services South Gloucestershire Council provides to the community, as well as the services your household uses. It does not matter if you do not know all the services South Gloucestershire Council provides to the community. We would like your general opinion.

Q17 Overall, how satisfied or dissatisfied are you with the way South Gloucestershire Council runs things?

- Very satisfied
- Fairly satisfied
- Neither satisfied nor dissatisfied
- Fairly dissatisfied
- Very dissatisfied
- Don't know

Q18 To what extent do you agree or disagree with the following statements about South Gloucestershire Council?

	Strongly agree	Tend to agree	Neither agree nor disagree	Tend to disagree	Strongly disagree	Don't know
The council keeps me informed about the services it provides	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The council keeps me informed about any proposals for change	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
I can influence decisions affecting my local area	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Q19 To what extent do you think South Gloucestershire Council acts on the concerns of local residents?

- A great deal
- A fair amount
- Not very much
- Not at all
- Don't know

Q20 Please indicate the level to which you agree or disagree with each of the following statements:

	Strongly agree	Tend to agree	Neither agree nor disagree	Tend to disagree	Strongly disagree	Don't know
The council can be relied on to consistently deliver services	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The council is clear and honest about what it does and why	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The council contributes towards improving the local area and residents' wellbeing	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The council has the public's best interests at heart	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The council works collaboratively with other organisations and the public	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

About you

This section is really important. It's vital that we understand the experiences of a wide range of respondents in order to ensure that everyone is treated equally. By understanding more about what people from diverse backgrounds tell us, we can ensure we act appropriately to meet needs. All questions are optional and any responses to these questions will remain confidential. Individuals will not be identified and personal details will not be published.

If you are responding on behalf of an organisation you do not need to answer these questions

Q21 **Please tell us your postcode.**

This is used for analysis purposes only.

Q22 Are you?

- Female
- Male
- Other
- Prefer not to say

Q23 What is your age?

- Under 18
- 18 to 24
- 25 to 34
- 35 to 44
- 45 to 54
- 55 to 64
- 65 to 75
- Over 75
- Prefer not to say

Q24 Do you have any dependents living in your household in the following age groups?

- 0-10
- 11-17
- 18-21
- 22+
- No
- Prefer not to say

Q25 Religion/belief

- | | | |
|------------------------------------|---------------------------------|--|
| <input type="checkbox"/> Buddhist | <input type="checkbox"/> Jewish | <input type="checkbox"/> Any other religion (please state) |
| <input type="checkbox"/> Christian | <input type="checkbox"/> Muslim | <input type="checkbox"/> No religion |
| <input type="checkbox"/> Hindu | <input type="checkbox"/> Sikh | <input type="checkbox"/> Prefer not to say |

Q26 Please tell us your sexual orientation?

- | | | |
|-----------------------------------|--|--|
| <input type="checkbox"/> Bisexual | <input type="checkbox"/> Lesbian/Gay woman | <input type="checkbox"/> Other |
| <input type="checkbox"/> Gay Man | <input type="checkbox"/> Heterosexual/Straight | <input type="checkbox"/> Prefer not to say |

Q27 Do you identify as a transgender person?

- | | | |
|------------------------------|-----------------------------|--|
| <input type="checkbox"/> Yes | <input type="checkbox"/> No | <input type="checkbox"/> Prefer not to say |
|------------------------------|-----------------------------|--|

Q28 Please tell us your ethnic origin

- | | |
|--|--|
| <input type="checkbox"/> Arab/Arab British | <input type="checkbox"/> Mixed/multiple ethnic group - Other |
| <input type="checkbox"/> Asian/Asian British - Bangladeshi | <input type="checkbox"/> Mixed/multiple ethnic group - White & Asian |
| <input type="checkbox"/> Asian/Asian British - Chinese | <input type="checkbox"/> Mixed/multiple ethnic group - White & Black African |
| <input type="checkbox"/> Asian/Asian British - Indian | <input type="checkbox"/> Mixed/multiple ethnic group - White & Black Caribbean |
| <input type="checkbox"/> Asian/Asian British - Other | <input type="checkbox"/> White - English / Welsh / Scottish / Northern Irish / British |
| <input type="checkbox"/> Asian/Asian British - Pakistani | <input type="checkbox"/> White - Other (please state) |
| <input type="checkbox"/> Black/African/Caribbean/Black British - African | <input type="checkbox"/> White Irish |
| <input type="checkbox"/> Black/African/Caribbean/Black British - Caribbean | <input type="checkbox"/> White - Roma |
| <input type="checkbox"/> Black/African/Caribbean/Black British - Other | <input type="checkbox"/> Other ethnic group |
| <input type="checkbox"/> Gypsy or Irish Traveller | <input type="checkbox"/> Prefer not to say |

If other, please state:

Q29 Do you consider yourself to be disabled? (**Please tick all that apply**)

- No
- Prefer not to say
- Yes - Physical impairment, such as difficulty using arms or mobility issues which may mean using a wheelchair or crutches
- Yes - Sensory impairment, such as being blind/having a serious visual impairment or being deaf/have a hearing impairment
- Yes - Mental health condition, such as depression, anxiety or schizophrenia
- Yes - Learning disability/difficulty (such as Down's Syndrome, dyslexia, dyspraxia) or cognitive impairment (such as autism spectrum condition)
- Yes - Long standing illness or health condition, such as cancer, HIV, diabetes, chronic heart disease or epilepsy
- Yes - Other (please state)

If other, please state:

Q30 Which council tax band are you in? (if you are not sure a rough guess is fine)

- | | | | |
|----------------------------|----------------------------|-------------------------------------|--|
| <input type="checkbox"/> A | <input type="checkbox"/> D | <input type="checkbox"/> G | <input type="checkbox"/> Prefer not to say |
| <input type="checkbox"/> B | <input type="checkbox"/> E | <input type="checkbox"/> H | |
| <input type="checkbox"/> C | <input type="checkbox"/> F | <input type="checkbox"/> Don't know | |

Q31 Are you currently, or have you previously, served in the UK Armed Forces?

- No
- Yes - currently serving
- Yes - previously served in Regular Armed Forces
- Yes - previously served in Reserve Armed Forces
- Prefer not to say

Q32 Which of the following best describes your usual employment status?

- | | |
|--|---|
| <input type="checkbox"/> Employed full-time | <input type="checkbox"/> Looking after the family or home |
| <input type="checkbox"/> Employed part-time | <input type="checkbox"/> Temporary sick |
| <input type="checkbox"/> Self-employed full-time | <input type="checkbox"/> Long-term sick |
| <input type="checkbox"/> Self-employed part-time | <input type="checkbox"/> Retired |
| <input type="checkbox"/> Unemployed | <input type="checkbox"/> Prefer not to say |
| <input type="checkbox"/> Student | |

Q33 Which of the following forms of financial support do you currently receive or are in the process of applying for?

- | | |
|---|--|
| <input type="checkbox"/> Income support | <input type="checkbox"/> Universal Credit |
| <input type="checkbox"/> Housing benefit | <input type="checkbox"/> Job Seekers Allowance |
| <input type="checkbox"/> Employment support allowance | <input type="checkbox"/> Council Tax Reduction |
| <input type="checkbox"/> Working Tax Credit | <input type="checkbox"/> None of the above |
| <input type="checkbox"/> Pension Credit | <input type="checkbox"/> Prefer not to say |

Thank you for taking the time to tell us your views.

Please return your completed survey by **Wednesday 11 January 2023** by posting it to: Freepost Plus RTXL-YHGY-GSYS, South Gloucestershire Council, Insights and Engagement Team, Council offices, Badminton Road, Yate, BRISTOL, BS37 5AF

Information provided will be treated confidentially and in accordance with the Data Protection Act 2018 and General Data Protection Regulations (GDPR) 2018. Our privacy notice, which explains how we will process your personal information, how long we will retain it and your rights as a data subject, is available here.