

# **PRIORITISE OUR POUNDS**

## **2012/13**

Consultation Report



CONTENTS	PAGE
<b>Executive summary</b>	3
<b>Introduction</b>	4
<b>Method</b>	5
<b>Communication</b>	5
<b>Section 1 – Who responded?</b>	6
Response	
Demographics	
<b>Section 2 – Summary results</b>	10
Levels of investment	
Service priorities	
<b>Section 3 – Further analysis</b>	18
Investigating the views of different groups of people	
<b>Section 4 – Comment analysis</b>	24
<b>Appendix I</b>	
Service priority tables	28

## EXECUTIVE SUMMARY

A public consultation to support the 2012/13 budget setting process took place between Tuesday 11 October and Tuesday 8 November 2011. A questionnaire was developed which listed 38 key public services the Council and partners provide. The aim of the questionnaire was to canvass the views of the public and members of staff about levels of investment and services that are important to them. 1109 questionnaires were completed and entered for analysis.

The results provide a clear indication of where respondents felt that the current level of investment should be maintained:

- Creating and protecting jobs across the city
- Support for vulnerable children
- Tackling violent crime including domestic violence
- Support for older people to live independently.

They also provided a clear indication of the service areas where respondents felt that investment could be reduced:

- Subsidising adult learning courses
- Improving parking facilities through parking charges
- Support for preventative health services.

The number one priority within each of service groups was as follows:

<b>Service group</b>	<b>Service priority</b>
<b>Leisure</b>	Parks and open spaces
<b>Transport</b>	Road maintenance
<b>Children and Young People</b>	Support for vulnerable children
<b>Environment</b>	Refuse collection
<b>Growth</b>	Creating and protecting jobs across the city
<b>Health and Adult Social Care</b>	Support for older people to live independently
<b>Crime and Community Safety</b>	Tackling violent crime including domestic violence

## **INTRODUCTION**

The public consultation to support the 2012/13 budget setting process took place between Tuesday 11 October and Tuesday 8 November 2011. Plymouth City Council staff were actively encouraged to also take part in the consultation this year.

The aim of this year's consultation was to determine the public's view on services, not only delivered by the Council, but also key partners including NHS Plymouth, Devon and Cornwall Police and Devon and Somerset Fire and Rescue Service. This feedback is vital as the Council will take on a statutory role with respect to police and health budgets in 2012, through the Crime Panel and Health and Wellbeing Board respectively.

The results of this consultation will help to inform the budget scrutiny process undertaken by Plymouth City Council Members in January 2012.

## **CONSULTATION METHOD**

A questionnaire was developed which listed the key public services the Council and our partners provide. We asked participants to say whether they thought we should 'invest about the same' or 'invest less' within each of the service areas.

There were seven key areas (service groups) and 38 service areas, where we asked for the views of our customers and staff to help towards finalising the budget for 2012/13.

To provide further evidence and so we could fully understand our customers' priorities and those of our staff, we asked participants to rank the service areas that were important to them. Finally, we asked participants to tell us their overall top three priorities.

The questionnaire was available online through Plymouth City Council's uEngage consultation portal and hard copies were made available at Firststop Reception, Libraries and on request.

## **COMMUNICATION**

A communications plan was developed which set out the required materials, branding and opportunities for advertising and promoting the consultation. The main communication channels were as follows:

- Automated message on the general Plymouth City Council telephone number promoting consultation and instructions
- Exhibition and promotion at Firststop Reception
- Social networking/media
- PCC home page with links to consultation and further information
- Staffroom/School Room
- Media coverage
- Promotion by Chamber of Commerce, Community and Social Action Plymouth and partners via their networks
- Notification emails to known stakeholder groups.

Further consultation activities are planned throughout December 2011 where a presentation and copy of the draft budget will be discussed with the Plymouth Chamber of Commerce Stakeholder Group and also with third sector organisations (Community and Social Action Plymouth previously Plymouth Third Sector Consortium).

## SECTION I - WHO RESPONDED?

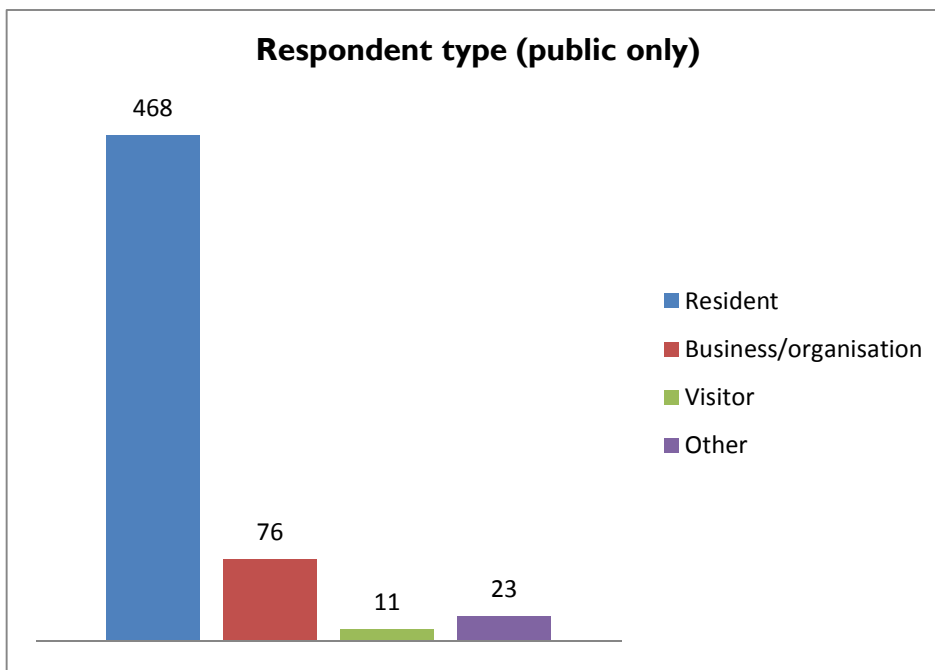
1.1 This section provides an overview of how many people responded and the demographics of the respondents.

Table I – Number of respondents

Staff questionnaires complete	524
Public questionnaires complete	591
Minus inadmissible questionnaires	(6)
<b>Total</b>	<b>1109</b>
Additional comments via email	2
Late responses (not included)	11

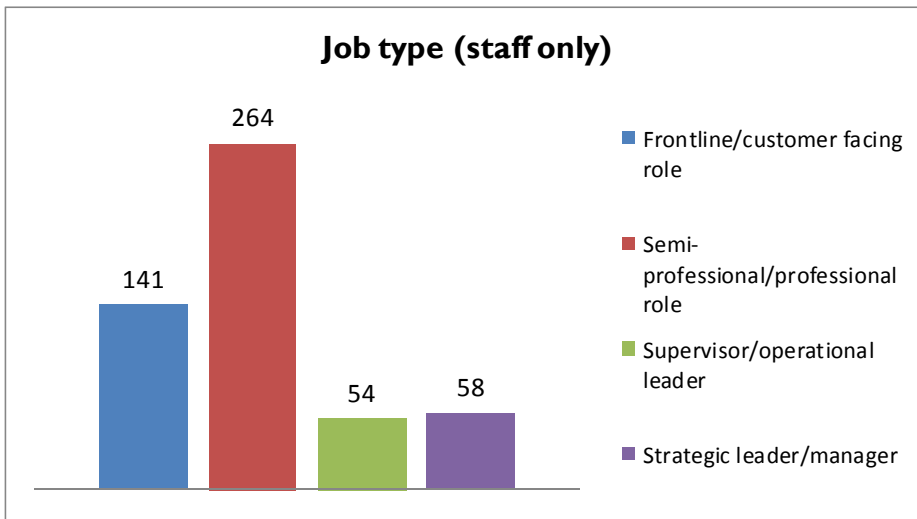
1.2 The following demographic information has been compiled from the total number of questionnaires received (1109). This information has been used to identify the views of different groups of people around different service areas in Section 3 of this report.

Figure 1



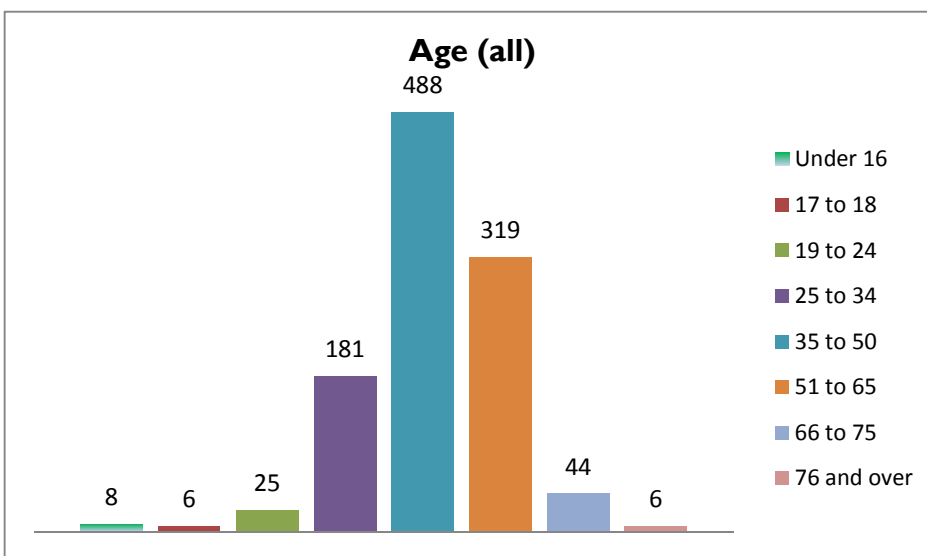
(Non-response = 10)

Figure 2



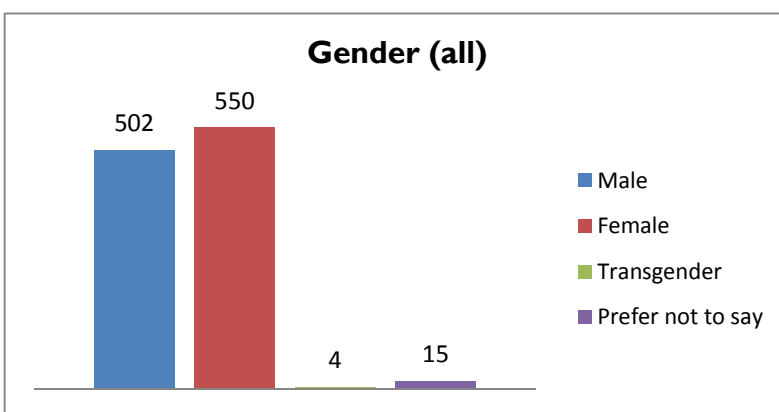
(Non-response = 4)

Figure 3



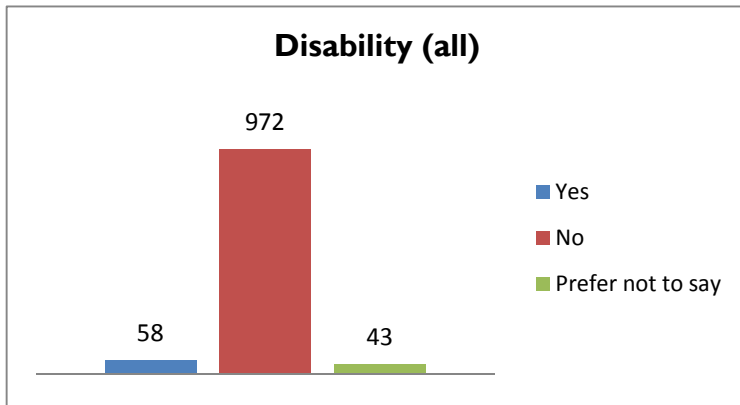
(Non-response = 32)

Figure 4



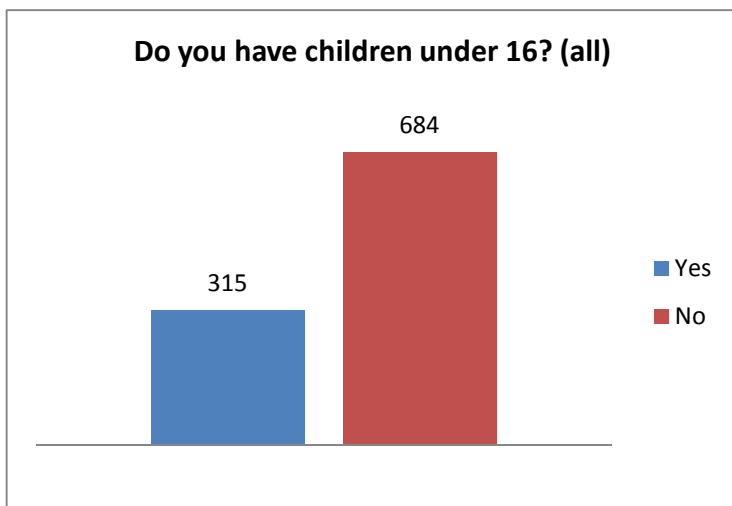
(Non-response = 38)

Figure 5



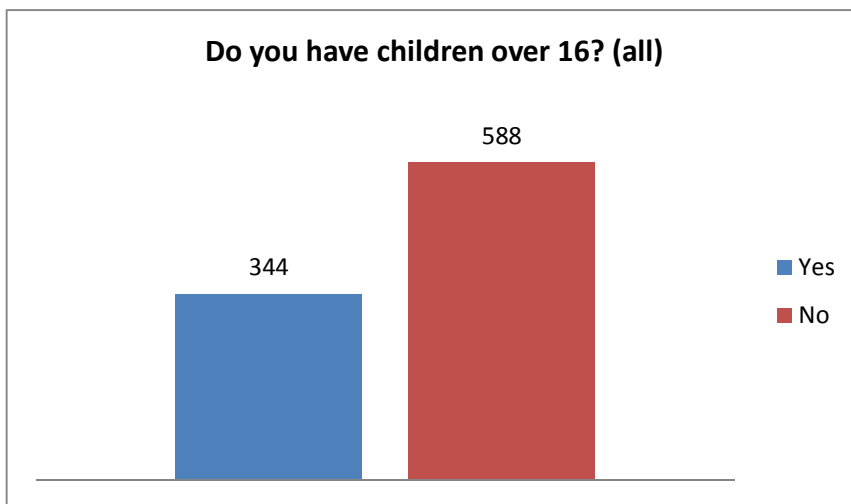
(Non-response = 36)

Figure 6



(Non-response = 110)

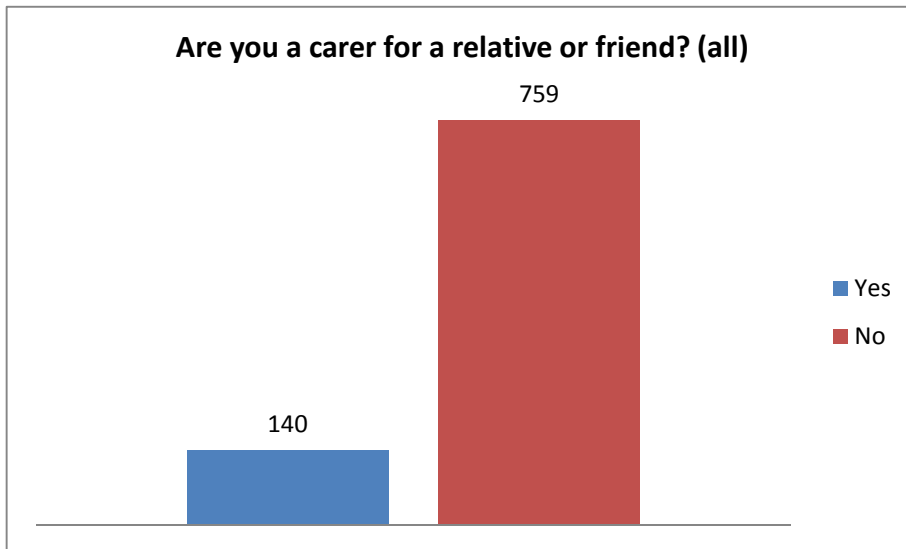
Figure 7



(Non-response = 177)

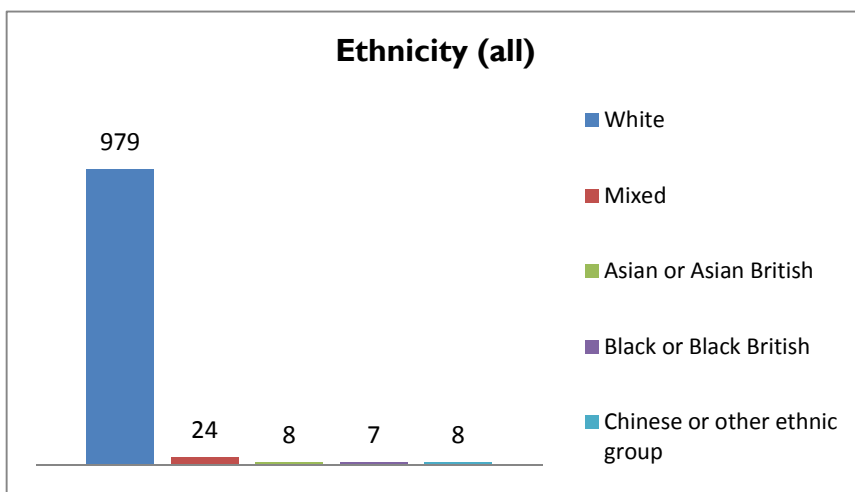


Figure 8



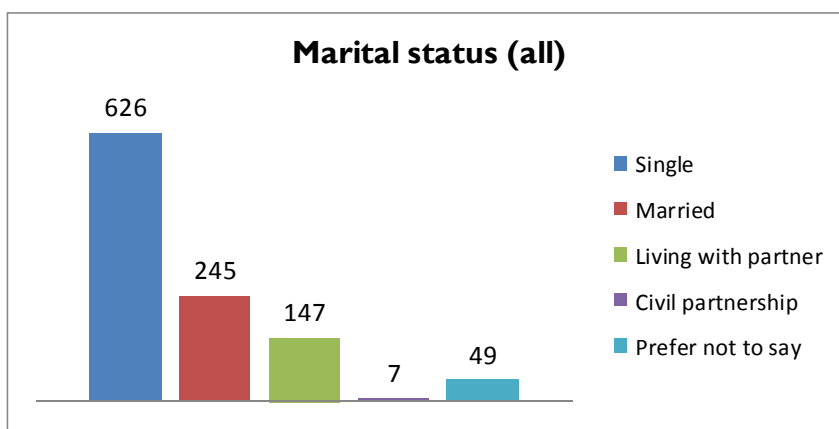
(Non-response = 210)

Figure 9



(Non-response = 83)

Figure 10



(Non-response = 35)

## SECTION 2 - SUMMARY RESULTS

2.1 Respondents were asked to indicate, for each service area/function, whether current levels of investment should be maintained or reduced. Table 2 presents the overall summary of these results (the figures are the valid percentages which exclude non-response).

Table 2 – Summary results

	<b>Service area/function</b>	<b>Invest the same Valid %</b>	<b>Invest less Valid %</b>	<b>Priority Ranking within group (see Appendix 1 for priority tables)</b>
1	Creating and protecting jobs across the city	92.9	7.1	1
2	Support for vulnerable children	91.8	8.2	1
3	Tackling violent crime including domestic violence	91.1	8.9	1
4	Support for older people to live independently	90.3	9.7	1
5	Road maintenance	89.2	10.8	1
6	Tackling criminal damage and anti-social behaviour	88.8	11.2	2
7	Support for people with disabilities	88.4	11.6	2
8	Support for mental health services	87.5	12.5	3
9	Support for children with special educational needs	86.6	13.4	2
10	Refuse collection	86.3	13.7	1
11	Keeping public land clear of litter and refuse	86.1	13.9	2
12	Tackling burglary and vehicle crime	83.8	16.2	3
13	Parks and open spaces	82.3	17.7	1
14	Support for responsive health services	82.0	18.0	4
15	Footway maintenance	81.7	18.3	2
16	Targeted work in neighbourhoods with the most crime	80.7	19.3	4
17	Local tips/household waste recycling centres	79.4	20.6	4
18	Events and tourism	77.8	22.2	2
19	Doorstep recycling	77.3	22.7	3
20	Services for young people	77.2	22.8	3
21	Support for law enforcement services	77.1	22.9	6
22	Preventing homelessness	76.6	23.4	5
23	Libraries	72.9	27.1	4
24	Early years support	70.1	29.9	4
25	Support for crime prevention services	69.6	30.4	5
26	Sport and leisure facilities	67.5	32.5	3
27	Support for fire prevention services	67.5	32.5	7
28	Public conveniences	64.3	35.7	6
29	Environmental regulation	63.3	36.7	5
30	Improving the quality of housing	61.2	38.8	2
31	Museums/galleries	58.2	41.8	6
32	Planning the future shape of the city	58.1	41.9	3
33	Subsidised non-commercial bus services	56.2	43.8	4
34	Theatres/concert halls	54.7	45.3	5
35	Improving the quantity of housing	53.1	46.9	4
36	Subsidising adult learning courses	43.9	56.1	5
37	Improving parking facilities through parking charges	37.6	62.4	5
38	Support for preventative health services	35.6	64.4	6

2.2 The results provide a clear indication of where respondents felt that the current level of investment should be maintained. There were four service areas/functions where over 90% of respondents felt that the current level of investment should be maintained:

- Creating and protecting jobs across the city
- Support for vulnerable children
- Tackling violent crime including domestic violence
- Support for older people to live independently.

2.3 There were three service areas/functions where less than 50% of respondents felt that the current level of investment should be maintained:

- Subsidising adult learning courses
- Improving parking facilities through parking charges
- Support for preventative health services.

### Service Priorities

2.4 Respondents were then asked to indicate within each of the seven service groups, the services that were a priority to them by ranking the service area/function.

2.5 Summary of number one (highest) priorities within each of the groups:

- **Leisure** – Parks and open spaces
- **Transport** - Road maintenance
- **Children and Young People** - Support for vulnerable children
- **Environment** - Refuse collection
- **Growth** - Creating and protecting jobs across the city
- **Health and Adult Social Care** - Support for older people to live independently
- **Crime and Community Safety** - Tackling violent crime including domestic violence.

2.6 The priority rankings were derived through analysis which applied weighting to the data. The following table provides an example of how the weightings were applied.

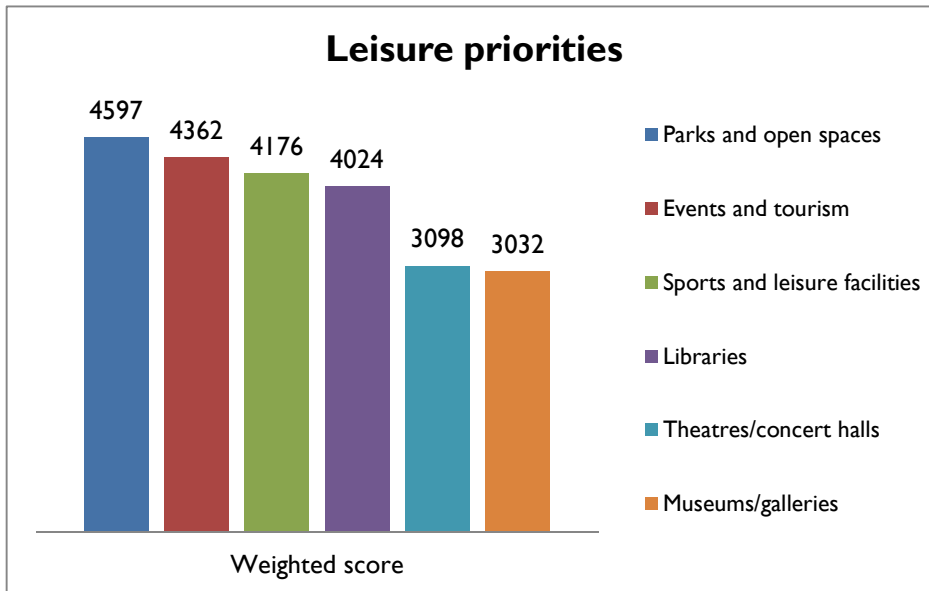
Variable	Preference 1	Preference 2	Preference 3	Preference 4	Preference 5	Preference 6		
	Count x 6	Count x 5	Count x 4	Count x 3	Count x 2	Count x 1	Total Score	Rank
1a. Sports and leisure facilities	498	370	244	180	98	74	1464	3
1b. Libraries	510	315	204	219	118	70	1436	4
1c. Museums/galleries	120	230	260	189	270	72	1141	5
1d. Theatres/concert halls	144	255	220	249	158	109	1135	6
1e. Events and tourism	624	395	312	156	94	41	1622	2
1f. Parks and open spaces	510	440	364	210	64	35	1623	1

Count = number of responses

Preference 1 = people's first preference

2.7 The following charts present the overall rankings for each of the service areas/functions within each of the service groups. Some commentary has been provided to help with the interpretation of the results. Overall, there was strong relationship between the ranking of service priorities and respondents views around maintaining or reducing the level of investment.

Figure 8

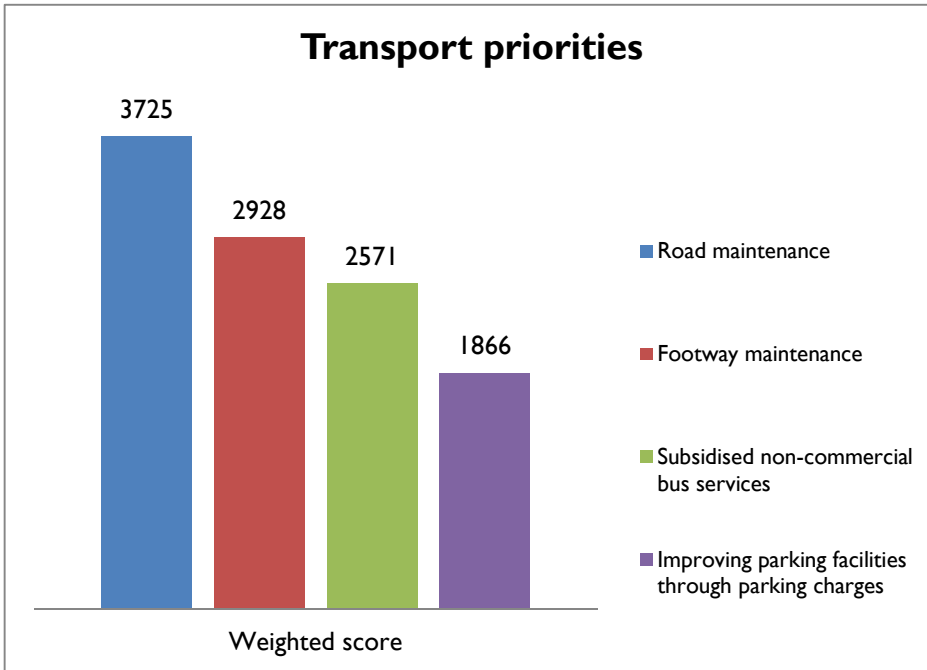


2.8 Within the 'leisure' group, parks and open spaces was selected by respondents as the highest priority. Museums and galleries were selected as the lowest. When relating these results to levels of investment, none of the leisure service areas/functions came within the top ten for maintaining the current level of investment.

2.9 Although parks and open spaces was the highest priority and also generated the highest support for maintaining the current level of investment within the leisure group, it sits 13<sup>th</sup> on the overall list of service areas where respondents chose 'invest the same' (82%) (See table 2).

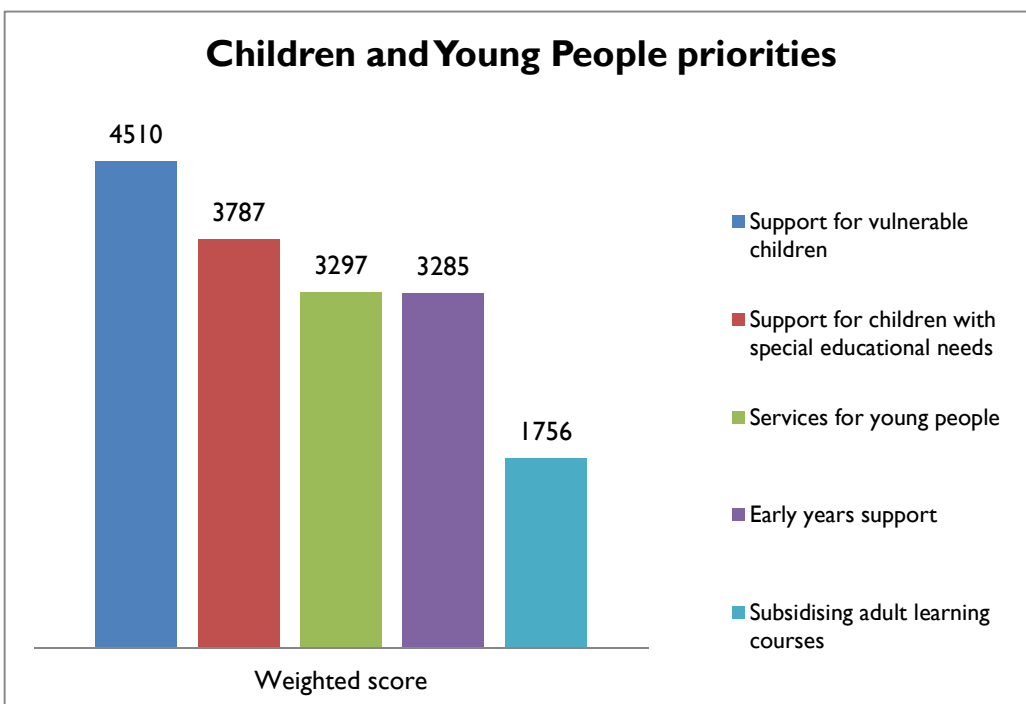
2.10 Figure 8 shows that sports and leisure facilities is a slightly higher priority for respondents than libraries, however when looking at Table 2 a higher proportion of respondents indicated that they would like to maintain the current level of investment for libraries (73%) than they would for sports and leisure facilities (68%).

Figure 9



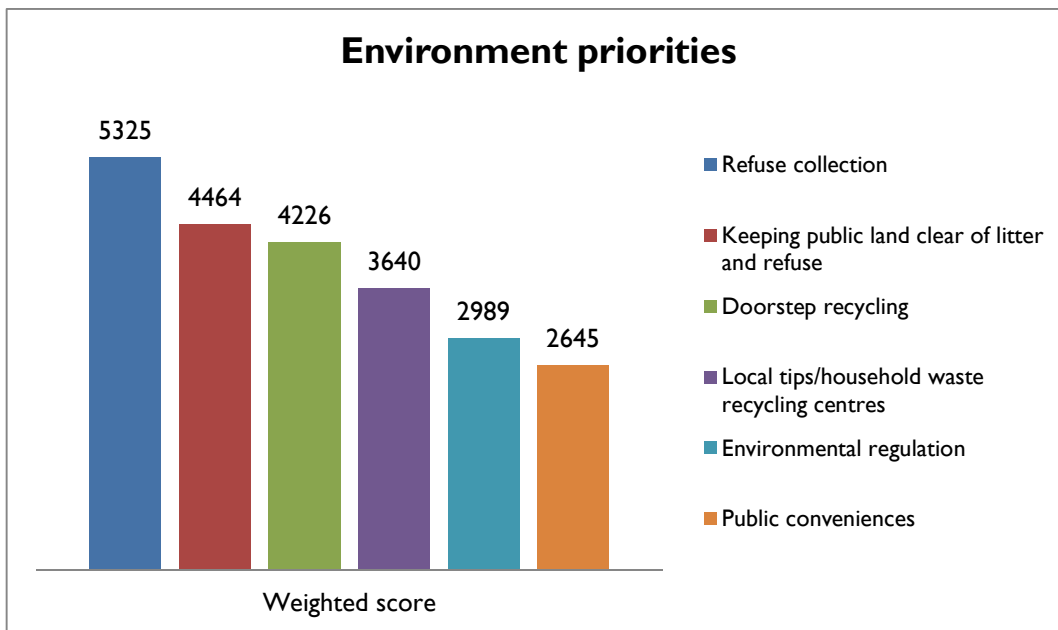
2.11 Road maintenance was clearly a high priority for respondents. It also generated the highest support for maintaining the current level of investment within the transport group, and sits 5<sup>th</sup> in the overall list of service areas (see table 2) where respondents chose 'invest the same' (89%). Improving parking facilities through parking charges was chosen as the lowest priority and this was reflected in table 2 with a low proportion of respondents selecting 'invest the same' (38%).

Figure 10



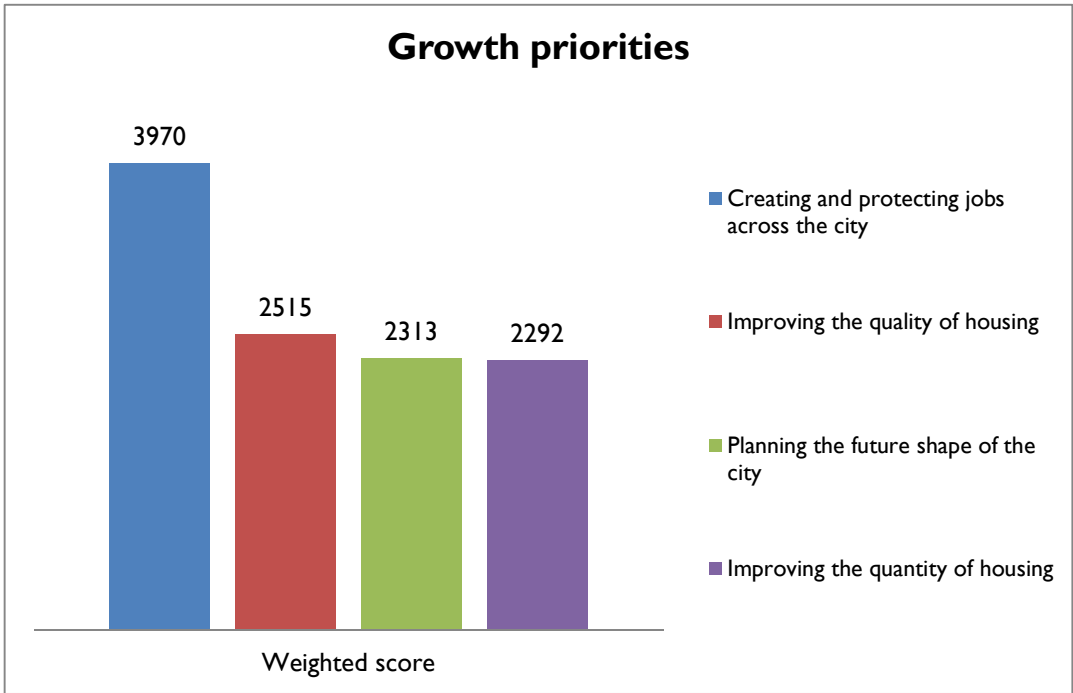
2.12 Support for vulnerable children, children in care or in need of protection was clearly a high priority for respondents. It also generated the highest support for maintaining the currently level of investment within the children and young people group, and sits 2<sup>nd</sup> in the overall list of service areas where respondents chose ‘invest the same’ (92%) (See table 2). The proportion of respondents, who indicated ‘invest the same’ for the service areas/functions within the children and young people group, reduced in line with the respondents priorities. Subsidising adult learning courses was the lowest priority, and sits 36<sup>th</sup> on the overall list of service areas where respondents chose ‘invest the same’ (44%).

Figure 11



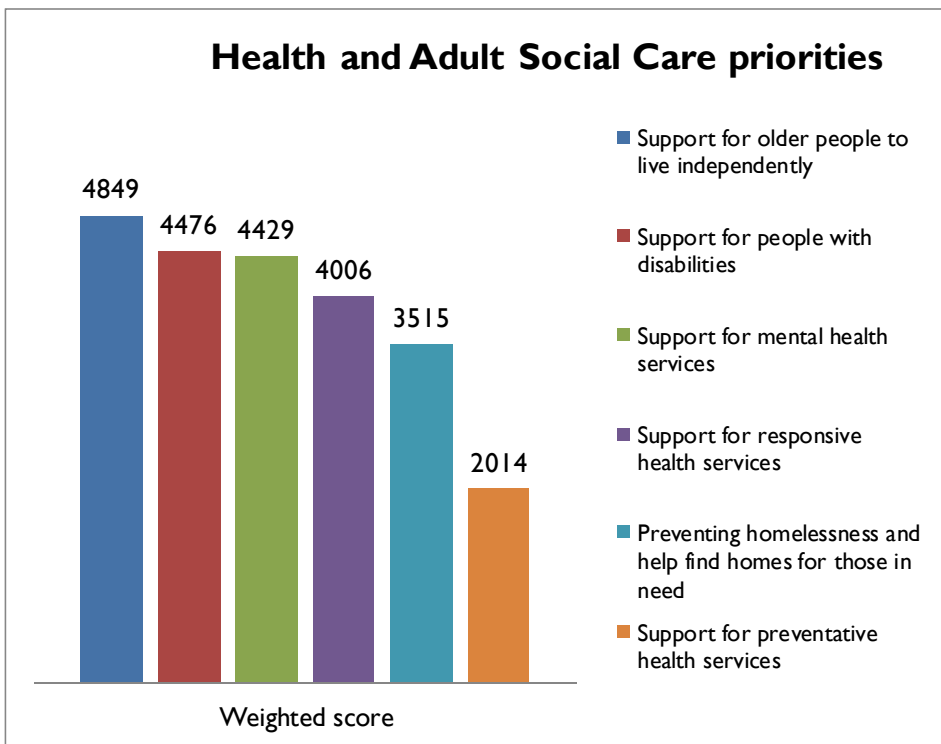
2.13 Refuse collection was selected as the highest priority within the environment group with public conveniences being the lowest. Refuse collection also generated the highest support for maintaining the current level of investment within the environment group, and sits 10<sup>th</sup> in the overall list of service areas where respondents chose ‘invest the same’ (86%) (See table 2). Public conveniences and environmental regulation did not generate as much support for maintaining the current level of service and sit 28<sup>th</sup> (64%) and 29<sup>th</sup> (63%) respectively on the overall list of service areas where respondents chose ‘invest the same’.

Figure 12



2.14 Creating and protecting jobs across the city was clearly the highest priority within the growth group and also generated the highest proportion of respondents overall who indicated the current level of investment should be maintained (93%). The remaining service areas/functions within the growth group fell within the bottom 10 in the overall list of service areas where respondents chose 'invest the same' (See table 2). Improving the quantity of housing was the lowest priority and sits 35<sup>th</sup> on the overall list of service areas where respondents chose 'invest the same' (53%).

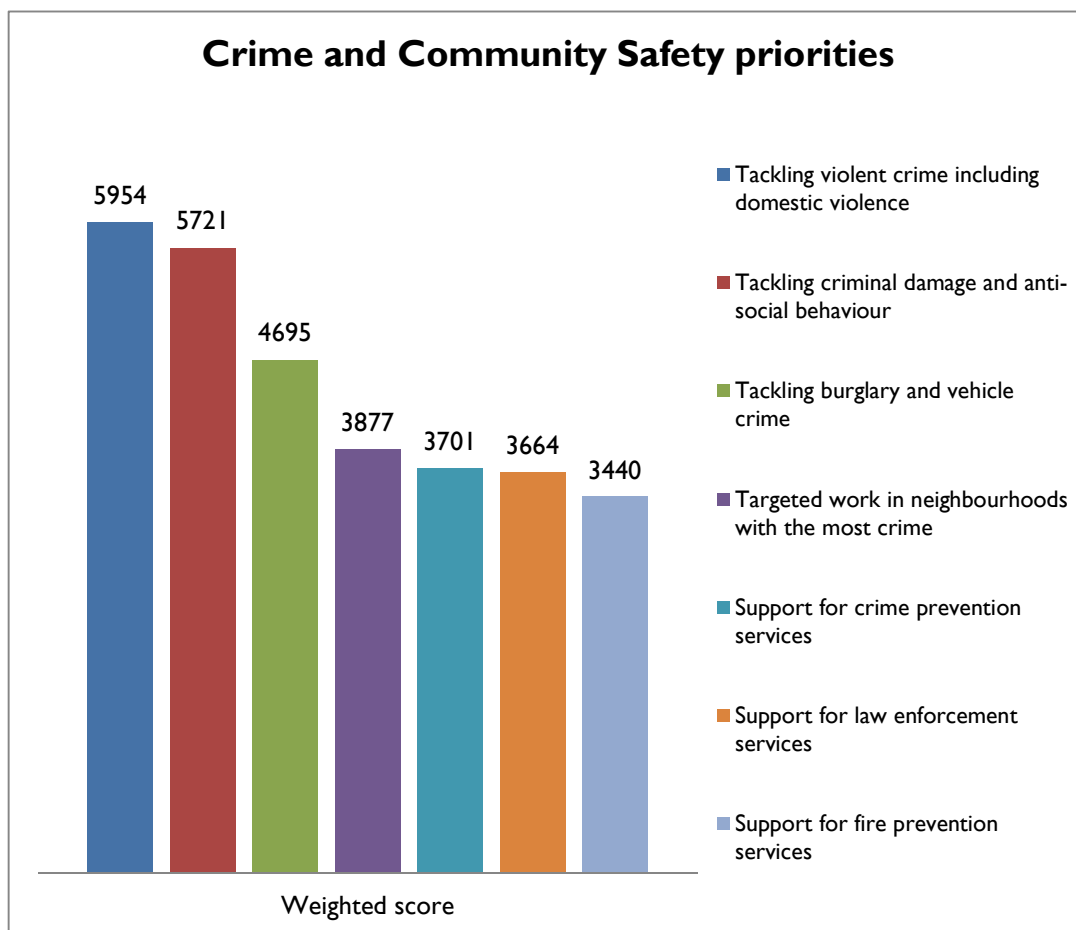
Figure 13



2.15 The health and adult social care group contained six service areas/functions. Support for older people to live independently was the highest priority within this group and also generated the highest support for maintaining the currently level of investment, sitting 4<sup>th</sup> in the overall list of service areas where respondents chose ‘invest the same’ (90%) (See table 2).

2.16 Within the health and adult social care group, respondents were asked to prioritise ‘support for responsive health services’ and ‘support for preventative health services’ along with four other service areas, some of which are delivered in partnership with health. Within the health and adult social care group, support for responsive health services was the 4<sup>th</sup> priority and sits 14<sup>th</sup> in the overall list of service areas where respondents chose ‘invest the same’ (82%). Support for preventative health services was the lowest priority and received the least amount of support in terms of level of investment with only 36% of respondents choosing ‘invest the same’.

Figure 14



2.17 The crime and community safety group contained the highest number of service areas/functions for comment and prioritisation. These results will be used to inform and influence the budget setting process in relation to police spending priorities and the work we do in partnership.

2.18 Tackling violent crime, including domestic violence was clearly the highest priority within the group, followed closely by tackling criminal damage and anti-social behaviour. These priorities were reflected in the support received for maintaining the current level of investment, sitting 3<sup>rd</sup> (91%) and 6<sup>th</sup> (89%) respectively in the overall list of service areas where respondents chose ‘invest the same’.



2.19 Crime prevention work was a slightly higher priority than law enforcement work; however, Table 2 indicates that a higher proportion of respondents want to maintain the current level of investment for law enforcement (77%) than for crime prevention work (70%).

2.20 Finally, respondents were asked to indicate their top three priorities from the number one priorities they had chosen previously. Respondents' top three priorities did not, in every case, reflect their previous priority selections, however, from the analysis there are a couple of service areas that are clearly seen as more important than others.

2.21 Top three service priorities;

- 1. Creating and protecting jobs across the city.**
- 2. Support for vulnerable children, children in care or in need of protection.**
- 3. Tackling criminal damage and anti-social behaviour.**

2.22 Both creating and protecting jobs across the city and support for vulnerable children were identified as the highest priority within each of their respective groups of growth and children and young people.

2.23 Respondents' third priority of 'tackling criminal damage and anti-social behaviour' was not identified as the highest priority within its group of crime and community safety. This is likely to be result of respondents not using their previous priority selections to answer this question. It did however follow closely as the second priority within the crime and community safety group.

## **SECTION 3 – FURTHER ANALYSIS**

3.1 Included in this section is some further analysis of respondent's views. The results have been analysed against some specific demographics to provide an overview of the views of different groups of people. Ethnicity has not been included within this analysis as the respondent numbers were too low to yield any significant results.

### **Respondent type**

3.2 The survey responses received from both members of the public and staff were merged into one data set for analysis. The public questionnaire asked participants to indicate whether they were a resident, a business/organisation, a visitor or 'other', which would include people who commute to the city for work. The staff questionnaire asked about job type and reflected the categories set out within Plymouth City Council's Competency Framework for appraising staff performance and development; these results have not been included within this report as the information has been collected for internal purposes. Some notable results were found within the public response (588) and have been reported below.

### **Leisure;**

3.3 Although the number of visitor respondents was low, proportionally visitors to the city were more likely to select 'invest the same' in sport and leisure facilities than residents (82% compared to 64% of residents). Invest the same in theatres and concert halls also generated a slightly higher response from the visitor respondents than residents (64% compared to 59% of residents), however the same could not be said for museums and galleries where visitors were more likely than other respondents to select 'invest less' (46% compared to 39% of residents).

3.4 Businesses and organisations were more likely select 'invest the same' in events and tourism than other respondents (91% compared to 77% of residents), however, within the leisure group businesses or organisations were more likely to select 'invest less' in libraries and theatres and concert halls than other respondents.

### **Transport;**

3.5 All respondents indicated 'invest less' for improving parking facilities through parking charges, which suggests that they do not wish to see parking charges increased, this was most notably reflected by the businesses and organisations, where 66% said invest less. Visitors were the greatest supporters of improving parking facilities, however the majority of these still indicated 'invest less'.

3.6 A greater proportion of residents were more likely to select 'invest the same' in subsidised non-commercial bus services (59% compared to 49% of businesses and organisations). Road and footway maintenance received a high response for 'invest the same' from all public respondents.

### **Environment;**

3.7 Visitors were more likely to select 'invest the same' for keeping public land clear of litter and refuse, however this difference was marginal as this service received a high response from all public respondents as did refuse collection and doorstep recycling.

3.8 Businesses and organisations were more likely to select 'invest less' for environmental regulation than the other public respondents (55%) – visitors were more likely to select 'invest the same' (82%).

## **Growth;**

3.9 Exactly the same proportion of residents and businesses/organisations said 'invest the same' for creating and protecting jobs (91%). Businesses and organisations were more likely to select 'invest the same' for improving the quantity of housing than other public respondents (58% compared to 53% of residents).

## **Crime;**

3.10 Businesses and organisations seemed more concerned with tackling criminal damage and anti-social behaviour with 96% selecting 'invest the same' compared to 87% of residents. The functions of tackling violent crime, including domestic violence and also burglary and vehicle crime received a high response with the majority of all respondents selecting 'invest the same'.

3.11 Residents were found to be more likely to select 'invest the same' for supporting law enforcement services than they were for crime prevention services (79% and 73% respectively). This was also found to be the case for all other public respondents.

**Demographics** - The analysis included in this section combines all public and staff responses (1109).

## **Age;**

3.12 The majority of respondents who participated were aged between 25 and 65 years. The number of respondents below the age of 25 and over the age of 65 was low and therefore the ability to carry out meaningful analysis including these age groups is limited. For the most part the analysis showed that there were no significant differences identified between the age groups and their views on levels of investment, however there were some notable differences when grouping the age ranges, between respondents under the age of 35 and those over the age of 35.

3.13 Respondents under the age of 35 years were slightly more likely to want to invest the same in sport and leisure facilities, subsidised bus services and services provided for children and young people, with the exception of subsidising adult learning courses. These respondents also seemed more inclined to want to invest the same in keeping public land clear of litter and refuse and doorstep recycling, along with planning the future shape of the city.

3.14 Within the crime and community safety group, there was a high level of response for most service areas, however respondents under the age of 35 were more likely to select 'invest the same' for both crime prevention and law enforcement, whereas those aged over 35 years were more likely to select 'invest the same' for tackling criminal damage and anti-social behaviour.

3.15 Respondents over the age of 35 were also more likely to select 'invest the same' in libraries, theatres and concert halls, footway maintenance, public conveniences, improving the quantity of housing and supporting older people to live independently.

## **Gender;**

3.16 The respondent categories of 'transgender' and 'prefer not to say' received a very low response and therefore have been excluded from this further analysis.

3.17 The results show that female respondents were more likely to select 'invest the same' for all service areas/function with the exception of planning the future shape of the city where 59% of male respondents selected 'invest the same' compared to 57% of all female respondents.

3.18 The most significant differences between male and female respondents, where the female respondents were more likely to select 'invest the same' included; libraries, museums/galleries, subsidised bus services, services provided for children and young people, with the exception of

subsidising adult learning courses, doorstep recycling, creating and protecting jobs, services provided through adult social care, with the exception of preventative and responsive health services and there was also a significant difference for the majority of the services within the crime and community safety group with the exception of burglary and vehicle crime and law enforcement services.

### **Disability;**

3.19 For all the respondents who indicated that they were disabled (58) a larger proportion selected 'invest less' than 'invest the same' in the areas of sport and leisure facilities, theatres and concert halls, improved parking facilities through parking charges, planning the future shape of the city and support for preventative health services. These respondents were also more likely to select 'invest less' in these areas than non-disabled respondents.

3.20 Respondents with disabilities were more likely than non-disabled respondents to select 'invest the same' for libraries, subsidised bus services, road and footway maintenance, subsidised adult learning courses, quality and quantity of housing in Plymouth, support for older people to live independently, support for mental health services and people with disabilities and support for law enforcement services.

### **Dependents under the age of 16 years;**

3.21 684 respondents indicated that they had dependents under the age of 16 years. The service areas where these respondents were more likely than respondents without dependents to select 'invest the same' include sport and leisure facilities, parks and open spaces, services relating to children and young people with the exception of subsidising adult learning courses, improving the quantity of housing, preventing homelessness, support for mental health services and within the crime and community safety group, tackling criminal damage and anti-social behaviour and more targeted work in neighbourhoods.

### **Carer of a relative or friend;**

3.22 140 respondents indicated that they cared for a relative or friend. Service areas where these respondents strongly indicated 'invest the same' included parks and open spaces, subsidised bus services, footway maintenance, support for children with special educational needs, refuse collection, public conveniences, environmental regulation, improving the quality and quantity of housing and support for older people to live independently.

### **Locality**

3.23 The first four characters of respondents postcode was collected to identify if there was any difference in views between different localities in the city. 1042 respondents provided this information.

3.24 Table 3 shows the number of respondents from the different localities. Where respondents indicated that they lived outside of the Plymouth boundary the locations have been coded as 'outside'.

Table 3 – Number of respondents by locality

Locality	Frequency	Per cent
South West	315	30.2
South East	124	11.9
Central & North East	178	17.1
North West	34	3.3
Plympton	107	10.3
Plymstock	110	10.6
Outside	174	16.7
Total	1042	100.0

3.25 These results were analysed against whether respondents selected ‘invest the same’ or ‘invest less’. For the most part there were no significant differences between the views of respondents from different localities; however some results are worth noting.

#### **Leisure;**

3.26 Very few differences were found between localities for the service areas contained within the leisure group; however respondents from the Central and North East locality provided some interesting results. These respondents were more likely than respondents from the other localities to select ‘invest less’ in libraries and also parks and open spaces. Central and North East respondents along with those from Plymstock were more likely to select ‘invest the same’ in events and tourism (82% and 86% respectively).

#### **Transport;**

3.27 Respondents from the South West and South East localities were significantly more likely to select ‘invest less’ in road maintenance than respondents from the other localities, however this was not reflected in the results for footway maintenance, as respondents from the South East were more likely to select ‘invest the same’. A high proportion of respondents from Plympton also selected ‘invest the same’ in footway maintenance (89% compared to 80% from Central and North East for example).

3.28 Respondents from the South East locality were also more likely to select ‘invest the same’ in subsidised bus services (66% compared to only 41% in the North West for example).

#### **Children and young people;**

3.29 Services for young people received a high level of response with many selecting ‘invest the same’, however respondents from the North West were more likely select ‘invest the same’ in services for young people such as youth services (85%) compared to respondents from Plympton (70%). Respondents from the South East were more likely to select ‘invest the same’ in early years support (76%) compared to respondents from Plymstock for example (66%).

3.20 Subsidising adult learning courses did not feature as a priority for respondents with the majority selecting ‘invest less’, however the analysis shows that respondents living in the South East locality were more likely to select ‘invest the same’ (55% compared to only 39% in Plympton for example).

## **Environment;**

3.30 The responses received for the services contained within the environment group were varied, with no particular trend identified for any locality, however respondents from the North West locality were more likely to select 'invest the same' in keeping public land clear of litter and refuse (94%) compared to respondents from Plympton for example (82%).

3.31 There were differing views between the Plymstock and Plympton localities around refuse collection; of the respondents from Plympton, 95% selected 'invest the same' in refuse collection, compared to 81% from Plymstock.

## **Growth;**

3.32 Creating and protecting jobs across the city yielded a high level of response for 'invest the same' across all localities. Improving the quality and quantity of housing yielded a much lower response and did not feature highly for respondents on the list of priorities, however notably respondents from the North West locality were more likely to select 'invest less' for both improving the quality and quantity of housing in Plymouth.

3.33 Respondents from the Central and North East locality were more likely to select 'invest the same' for planning the future shape of the city (65%) than respondents from Plymstock for example (54%).

## **Health and adult social care;**

3.34 Support for older people to live independently yielded a high level of response for 'invest the same' across all localities. Respondents in the North West locality provided the highest response with 94% selecting 'invest the same'; the lowest came from the South East locality, however this was still a good response with 88% selecting 'invest the same'.

3.35 Respondents from the North West and Plympton localities were more likely to select 'invest the same' in support for mental health services and support for people with disabilities, however the percentage was only slightly higher than the other localities as there was a high response across the board.

3.36 Respondents from South East and Plymstock localities were more likely to select 'invest the same' for preventing homelessness (82% and 83% respectively); Central and North East was more likely to select 'invest less'.

3.37 There was an evident difference of view about supporting preventative health care across the city and although this service area yielded a low response overall, the South West, South East and Central and North East localities were more likely to select 'invest the same' than respondents from Plympton, Plymstock and the North West localities. The same could not be said for supporting responsive health care services where there was a high response across the localities, however respondents from the South East locality were more likely to select 'invest the same' (89%) compared to respondents from the North West locality (73%).

## **Crime and community safety;**

3.38 There was a high level of response across all localities for 'invest the same' in tackling criminal damage and anti-social behaviour, however respondents from the South West locality were more likely to select 'invest less' (13.5% compared to 7% in Plymstock selecting 'invest less'). There was very little difference across the localities for tackling violent crime, including domestic violence and also burglary and vehicle crime.

3.39 The South West locality were more likely to select 'invest the same' in fire prevention services and the South East more likely to select 'invest the same' in crime prevention services; respondents from Plymstock were more likely to select 'invest less' in crime prevention services.

3.40 Support for law enforcement services yielded a high level of response across the localities with over 75% of respondents in each locality selecting 'invest the same', however respondents from North West locality appeared less inclined to select 'invest the same' in law enforcement services at only 67%.

3.41 The North West were more likely to select 'invest the same' for targeted work in neighbourhoods with the most crime, which does not necessarily reflect their views on crime prevention and law enforcement as the North West respondents gave a lower response for 'invest the same' in these areas.

## SECTION 4 – COMMENT ANALYSIS

4.1 Of the 1109 responses received, 365 respondents provided additional comments. The comments have been broken down by themes and summarised for the purpose of this report. This section sets out the main themes and provides an overview of the comments.

### Transport;

4.2 69 comments were themed as being transport related. The most cited topic within these transport comments was in relation to the airport, more specifically the need to retain the airport. These comments suggest that there is a strong opinion that the Council should play a key role in increasing the viability of the airport as it is felt to be an important gateway to Plymouth and vital for the future growth of the city.

*“I should like to mention that I am particularly concerned by the lack of support for the City Airport. I think that it is essential to maintain an international airport if the council is serious in wanting to encourage inward investment and international events such as the America's Cup. For the future of Plymouth's economic growth and job creation it is vital that we keep the airport. Not to mention the importance of the facilities for Derriford and the Naval presence”.*

4.3 There were also a number of comments regarding the perception of poor transport planning, particularly in relation to the recently completed East End Transport Scheme and more generally around the lack of coordination of road works and road closures in particular.

4.4 The results of this consultation found that road maintenance was a priority and this was reflected in the comments as a number of respondents requested more investment in this area.

### Growth and Planning;

4.5 The most cited comments were made in relation to creating investment opportunities for the city and job creation. The comments reflected the results of the consultation where creating and protecting jobs across the city was the top priority for respondents. Promoting the city to increase tourism was also a key area of comment. There were many positive comments where respondents supported the vision for the city, however there is a feeling that the city could make better use of its natural assets and infrastructure. It is also evident that big events such as the America's Cup are welcomed and would be supported by residents in the city.

*“More emphasis on creating jobs and making Plymouth look great for inward investment, e.g. encourage us to become an Enterprise Zone. Emphasis on higher paid IT companies/jobs. Plus tourism efforts will attract jobs - e.g. keeping Hoe nice”.*

*“Positive things first - it's clear that Plymouth City Council works very hard on presenting the city well. The flower displays all over the city centre and along Royal Parade are glorious, and look wonderful all summer. They really help to soften the brutal 60's concrete architecture and make the place feel more welcoming. Also the events put on over the summer, such as the Food Fair, and the America's Cup, were BRILLIANT and really brought the city alive, and brought in so many more people. I don't usually look forward to visiting the city centre (mainly due to anti-social behaviour, shabby shops and litter) but over the last 6 months I have really noticed an improvement. Clearly the council puts in a great deal of effort and imagination into making the city more vibrant and diverse. Keep up the great work! Negative now - Union Street. Just awful. The sad state of the Palace Theatre breaks my heart”.*



4.6 There were some comments around Planning and the need for permissions to be more tightly controlled around Houses of Multiple Occupancy and to be more transparent around the decision making process so that communities do not feel that the decision has already been taken.

*“Suggest Council decisions (especially Planning) give more of an impression of openness and less of "secret / foregone conclusion" and do not appear to renege on promises given to residents prior to Council decisions.*

*“There does not appear to be a cohesive joined up planning policy to encourage growth and development of the city centre as a family friendly place that tourists and locals want to visit - e.g. student accommodation within the Hoe and city centre area, the granting of bar and club permissions in the Barbican meaning it is fast becoming a second Union Street, granting of permission to build yet more apartments on open spaces in the Waterfront area when more parking would be appropriate. If we want to grow our local economy we need to encourage more people to visit the city”.*

### **Waste and recycling;**

4.7 There were just over 40 comments relating to refuse collection, recycling and street cleansing. Generally the comments were positive, in that people felt satisfied with the service they receive; however there were certainly a couple of recurring themes.

- Requests for a glass collection as part of the recycling service
- More frequent recycling
- Less refuse collection (fortnightly collections).

4.8 There were some very positive comments about Plymouth’s recycling facilities and some mixed views about litter collection with some respondents praising the service and other saying that their area was poorly serviced.

*“All wheelie bins to be collected fortnightly (this may force individuals to recycle more). Introduce a recycle glass doorstep service”.*

*“I would like to take this opportunity so say how fantastic the working process is at Chelson Meadow recycling centre. The staff are brilliant, area always clean and so easy to use”.*

### **Adult Social Care;**

4.9 Although there was not a large number of comments received in relation to adult social care, the strength of feeling from the comments received showed that respondents wanted to ensure that investment in this area is maintained and that the protection of vulnerable adults remains a high priority for the Council.

### **Children and young people;**

4.10 As above there was a strong feeling about maintaining the current level of investment in this area, particularly for protecting vulnerable children and early intervention services.

*“If you protect the money that goes to children & young people, the next generation will be happier, healthier, safer more likely to make a positive contribution to society. Raising children’s aspirations to achieve social and economic well-being and so making a better community for everyone”.*

*“The biggest investment needs to be in supporting young people. They are the future and we need to help them develop and grow with a wide support network”.*

### **Culture, sport and leisure;**

4.11 There was just over 20 comments received relating to culture, sport and leisure. There were mixed views about the amount of investment in sports facilities, with some feeling that the Council had invested too much and felt aggrieved by the amount of development on Central Park and some respondents feeling that more facilities should be provided, in particular swimming pools and more sport and leisure activities along the waterfront.

*“Having lived in many other areas I believe that Plymouth fails to maximise opportunities for people to use sports as means to encourage healthy lifestyles, and that main mainstream sports have few opportunities for most people to access them”.*

*“I feel far too much money is being poured into leisure services whilst some of the major priorities are being ignored particularly ASB and domestic violence. Why are there no facilities for people to enjoy the waterfront why has the diving board not been replaced”?*

### **Plymouth City Council;**

4.12 Over 100 comments were received which related to Plymouth City Council more generally, some of the main issues included;

- The need to assess the requirement and efficiency of particular roles and departments
- Concerns about the Council being ‘top heavy’ with too many high level earners
- More outsourcing of services
- Focus on frontline services
- Continue to drive forward efficiencies in back office support functions
- Request for reductions in Councillor expenses.

4.13 Below are some examples of the comments received;

*“The role of the Council as an employer in the Plymouth area is one of its key services - the provision of secure, well-paid jobs contributes to the overall security and well-being of the community and its capacity to work together to address all of the other service issues that arise. Cutting jobs to save money is a short-term fix - which in fact makes things worse - more people with less money is not a recipe for social stability”.*

*“A great deal of money seems to be spent on events, which are often very good, for example the recent America’s Cup (did we really need that many banners, flags and advertisements?), but in our current financial climate, I wonder whether some of this money could not have been better spent elsewhere. At the end of the financial year, we always see a spate of paving slabs being dug up and replaced in the city centre, and various other non-essential works. If this is simply to use up remaining money, I think the way that money is spent should be examined more closely”.*

*“Council services need to focus on statutory and key service provision and also job creation”.*

*“All non-customer facing services need to be looked at again for further cuts. Also review all business processes for slickest delivery. More outsourcing”.*

*“Why waste so much money on tender processes and using companies outside of the City on Major Projects when we have the skills here in Plymouth? In the private sector we know who to use and build good relationships with them that saves so much money and keep the work with in Plymouth”.*

*“I suggest we need clear vision, strong leadership and effective partnership working to make Plymouth an even better place to be! Raised aspirations and higher expectations”.*

**Caroline Marr**

Policy and Business Planning Officer  
Policy Performance and Partnerships

**T** 01752 304398

**E** [caroline.marr@plymouth.gov.uk](mailto:caroline.marr@plymouth.gov.uk)

## Appendix I – Service priority tables

<b>Leisure</b>	<b>Rank</b>	<b>Weighted score</b>	<b>Score gap</b>
If. Parks and open spaces	1	4597	+235
Ie. Events and tourism	2	4362	+186
Ia. Sports and leisure facilities	3	4176	+152
Ib. Libraries	4	4024	+926
Id. Theatres/concert halls	5	3098	+66
Ic. Museums/galleries	6	3032	
<b>Transport</b>	<b>Rank</b>	<b>Weighted score</b>	<b>Score gap</b>
c) Road maintenance	1	3725	+797
d) Footway maintenance	2	2928	+357
b) Subsidised non-commercial bus services	3	2571	+705
a) Improving parking facilities through parking charges	4	1866	
<b>Children and young people</b>	<b>Rank</b>	<b>Weighted score</b>	<b>Score gap</b>
d) Support for vulnerable children, children in care or in need of protection	1	4510	+723
c) Support for children with special educational needs	2	3787	+490
a) Services for young people, such as youth services	3	3297	+12
b) Early years support, such as child care, children centres	4	3285	+1529
e) Subsidising adult learning courses	5	1756	
<b>Environment</b>	<b>Rank</b>	<b>Weighted score</b>	<b>Score gap</b>
b) Refuse collection	1	5325	+861
a) Keeping public land clear of litter and refuse	2	4464	+238
c) Doorstep recycling	3	4226	+586
d) Local tips/household waste recycling centres	4	3640	+651
e) Environmental regulation, e.g. food safety, trading standards, noise control	5	2989	+344
f) Public conveniences	6	2645	
<b>Growth</b>	<b>Rank</b>	<b>Weighted score</b>	<b>Score gap</b>
b) Creating and protecting jobs across the city	1	3970	+1455
a) Improving the quality of housing	2	2515	+202
d) Planning the future shape of the city	3	2313	+21
c) Improving the quantity of housing	4	2292	
<b>Health and Adult Social Care</b>	<b>Rank</b>	<b>Weighted score</b>	<b>Score gap</b>
a) Support for older people to live independently	1	4849	+373
c) Support for people with disabilities	2	4476	+47
b) Support for mental health services	3	4429	+423
f) Support for responsive health services e.g. emergency hospital admissions, medication	4	4006	+491
d) Preventing homelessness and help find homes for those in need	5	3515	+1501
e) Support for preventative health services, e.g. stop smoking clinics	6	2014	
<b>Crime and Community Safety</b>	<b>Rank</b>	<b>Weighted score</b>	<b>Score gap</b>
b) Tackling violent crime including domestic violence	1	5954	+233
a) Tackling criminal damage and anti-social behaviour	2	5721	+1026
c) Tackling burglary and vehicle crime	3	4695	+818
g) Targeted work in neighbourhoods with the most crime	4	3877	+176
e) Support for crime prevention services	5	3701	+37
f) Support for law enforcement services	6	3664	+224
d) Support for fire prevention services	7	3440	

