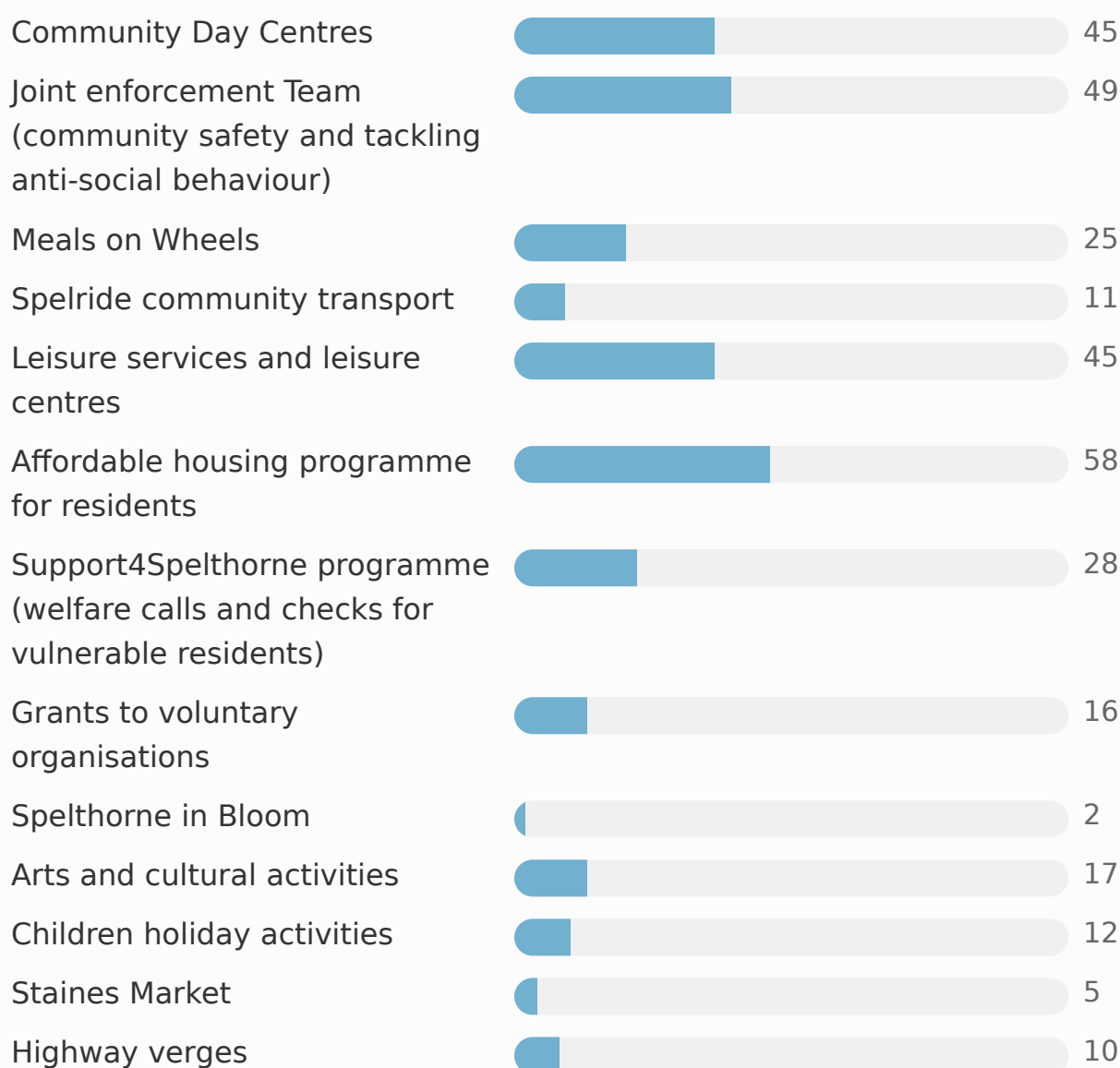


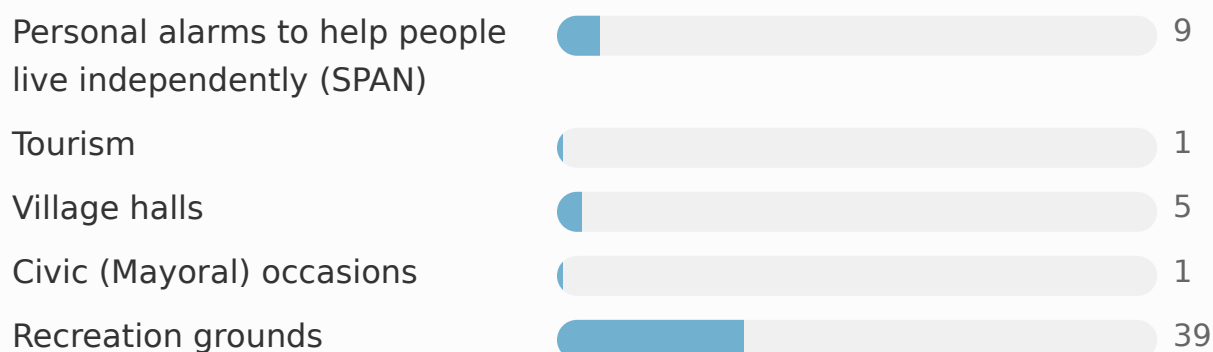
Summary of Responses

1

Discretionary services are those which the Council chooses to offer for the benefit of residents but is not legally obliged to provide. We know how important many of these services are to residents in the Borough and for supporting and caring for the vulnerable in our community. We would like to know which services are most important to you.

Please choose 3 services that you identify as a priority.

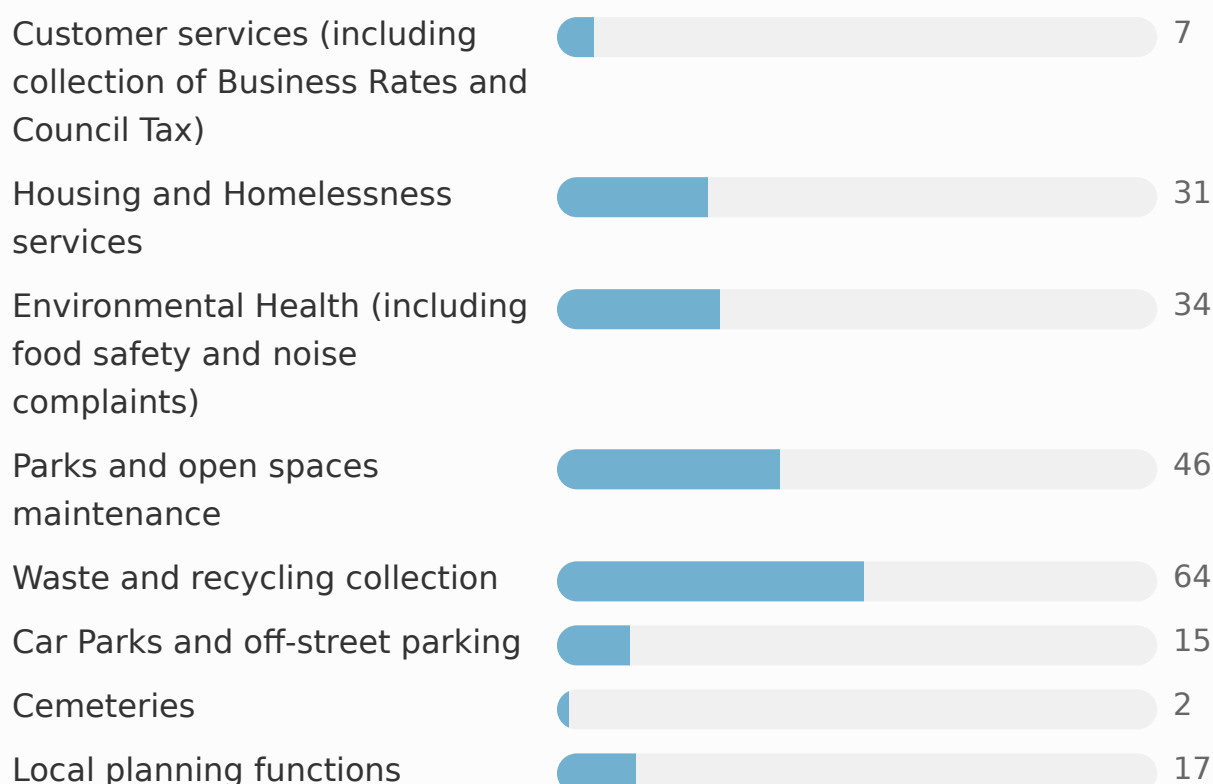


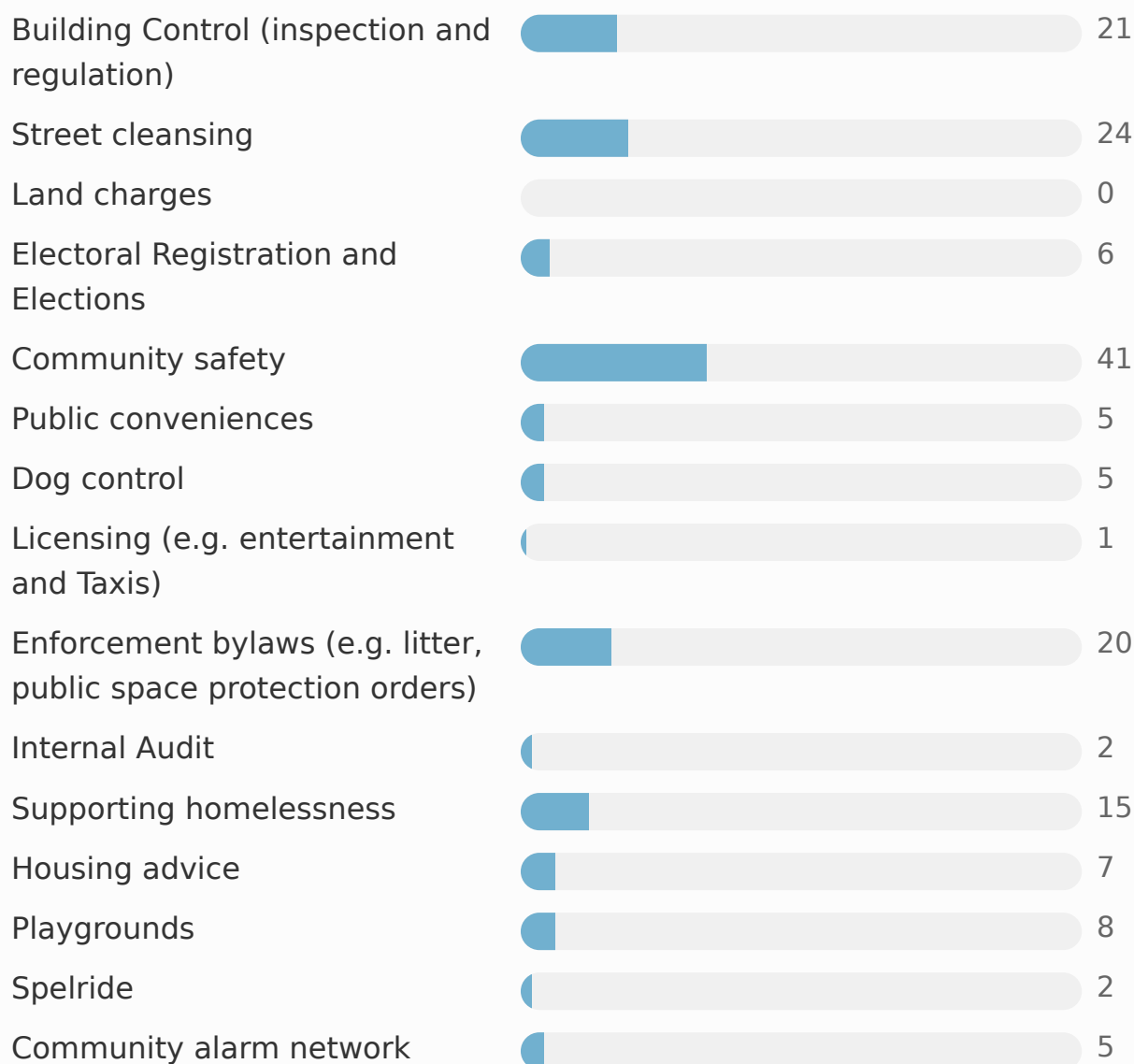


2

Mandatory services are those which the Council is legally obliged to provide. These services are integral to ensure that this Council can provide for its residents and respond appropriately. We would like to know which services are most important to you.

Please choose 3 services that you identify as a priority.

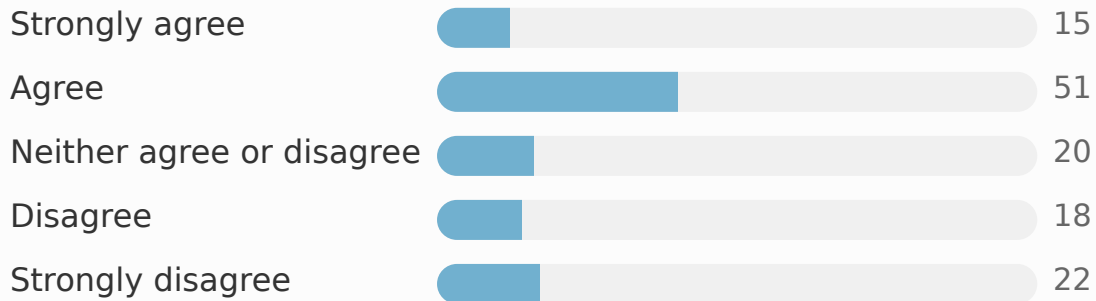




3

Introducing and increasing charges for some services: The Council already charge for some local services which generates £7.8m (this is included in the £13.6m of the Budget), such as car parks, Meals on Wheels and Spelride community transport, but could consider increasing existing charges or introducing new charges for services which are currently free. Any fees and charges would be aimed at recovering the cost of running the service and not to make a profit.

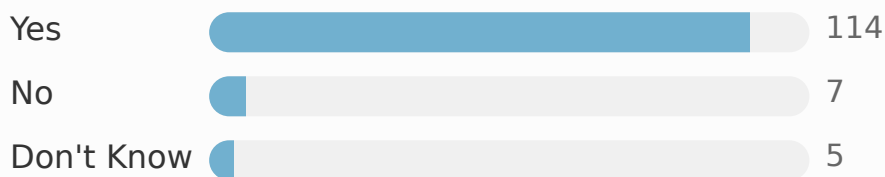
To what extent do you agree or disagree with the proposal to raise existing charges or introduce new charges next year in line with inflation (we are assuming 3% for budgeting purposes) to cover the costs of running some local services?



4

The Council provides approximately £350,000 per annum of annual financial support and community grants to a range of voluntary organisations throughout the Borough, including Age UK, Rentstart, Citizens Advice, Homestart and Shopmobility, as part of an arrangement to provide outsource specialist services to our residents, rather than deliver these services in house and compete with these voluntary bodies.

Are you happy for this arrangement to continue?

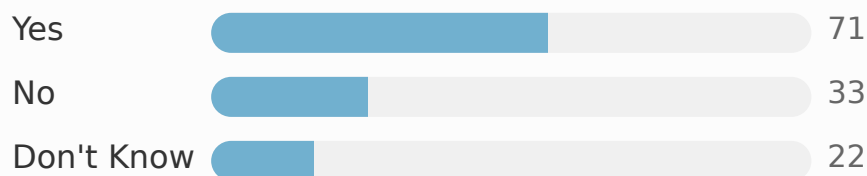


5

Many local authorities in Surrey manage a community lottery which

generate additional funding for community-based projects. The schemes raises funds for an authority and a significant amount goes to non-profit organisations that benefit the Borough and its residents .

Would you support the establishment of a Spelthorne Community Lottery?



6

How satisfied are you with services that you or a family member use that Spelthorne Borough Council provide?

Please rate the service you use and your level of satisfaction.

List of services:

	Very satisfied	Satisfied	Neither satisfied or dissatisfied	Dissatisfied	Extremely dissatisfied
Customer services (including collection of Business Rates and Council Tax)	2	48	30	8	5
Housing support and Homelessness services	5	20	21	6	6
Environmental Health (including food safety and noise complaints)	4	34	34	19	3

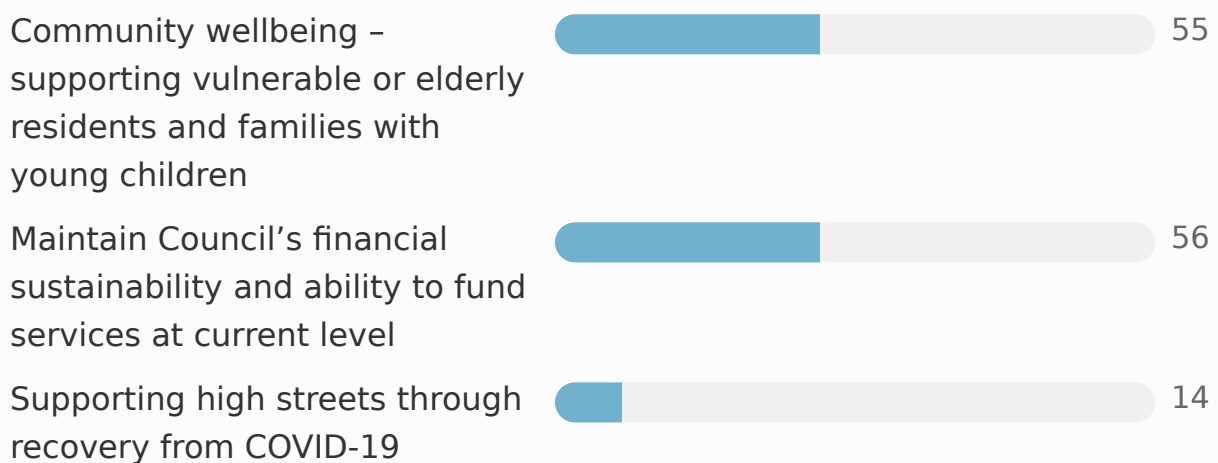
Parks and open spaces maintenance	11	66	22	12	3
Waste and recycling collection	37	51	20	4	4
Car Parks and off-street parking	4	51	31	20	6
Cemeteries	13	29	18		
Local planning functions	5	18	31	18	10
Building Control (inspection and regulation)	2	32	28	13	4
Street cleansing	6	44	27	22	8
Land charges	2	8	25	5	3
Electoral Registration and Elections	25	63	20		1
Community safety	3	32	27	20	4
Public conveniences	2	13	25	39	14
Dog control	4	18	29	16	6
Licensing (e.g. entertainment and Taxis)	2	18	35	6	
Enforcement bylaws (e.g. litter, public space protection orders)	2	36	28	24	8

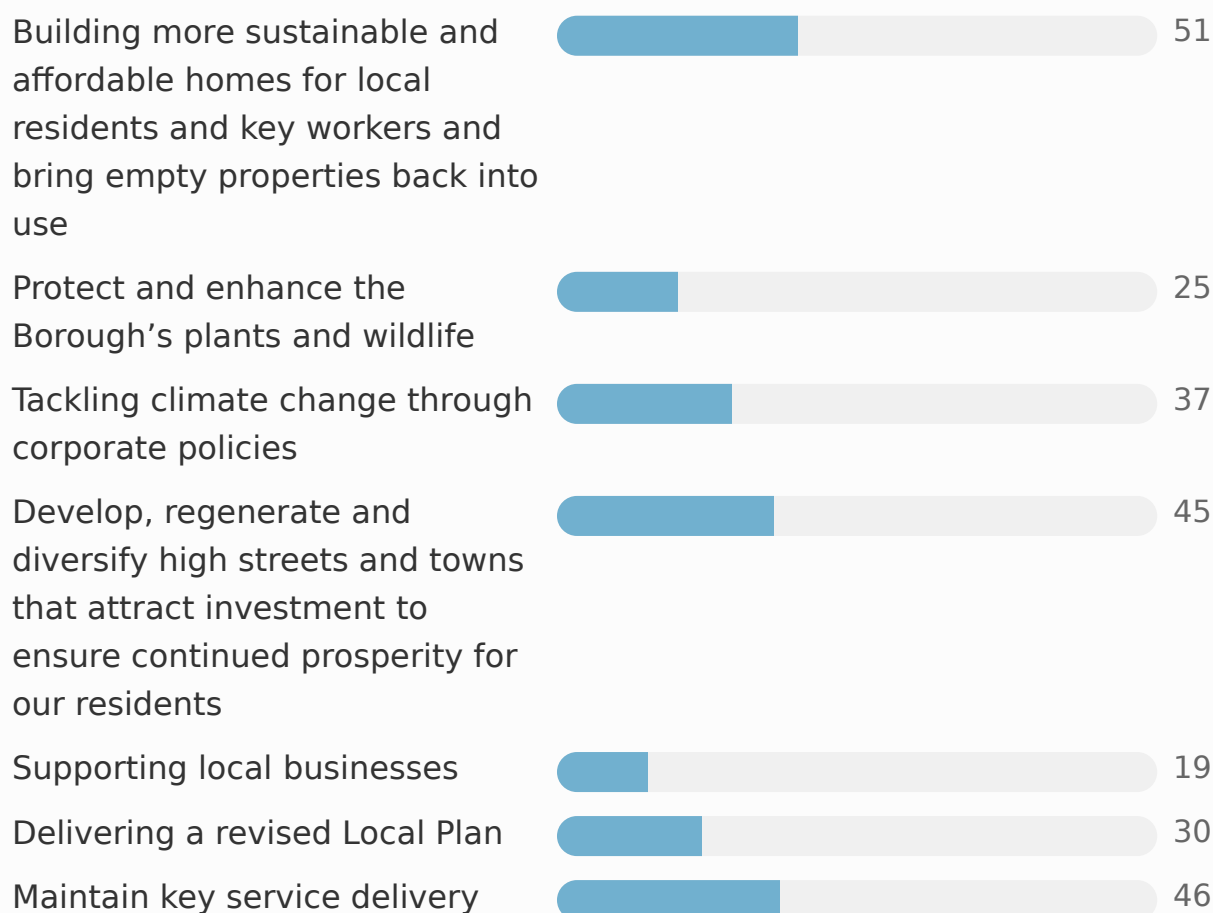
Sports, leisure, and recreational facilities	7	49	25	15	4
Playgrounds	2	42	23	17	4
Housing advice	5	23	18		3
Supporting homelessness	6	28	21	4	3
Community Day Centres	8	30	18	5	4
Joint enforcement Team (community safety and tackling anti-social behaviour)	4	32	21	25	8
Meals on Wheels	4	23	20		
Spelride community transport	3	16	19		2
Leisure services and leisure centres	7	57	27	13	3
Affordable housing programme for residents	2	12	22	12	1
Support4Spelthorne programme (welfare calls and checks for vulnerable residents)	10	17	20	3	
Grants to voluntary organisations	9	43	32	2	2

Spelthorne in Bloom	6	37	29	3	
Arts and cultural activities	3	36	35	18	5
Children holiday activities		13	32	8	3
Staines Market	11	39	35	13	
Highway verges	4	35	18	31	12
Personal alarms to help people live independently (SPAN)	2	24	17	2	1
Village halls	3	20	27	7	
Civic (Mayoral) occasions	3	5	36	7	4
Recreation grounds	4	50	26	17	3

7

Please choose three Council priorities for the next 2 years

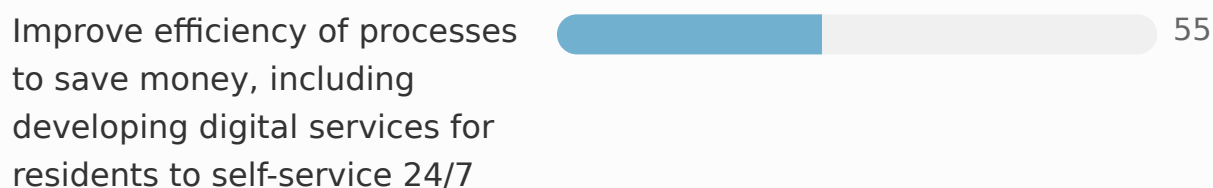


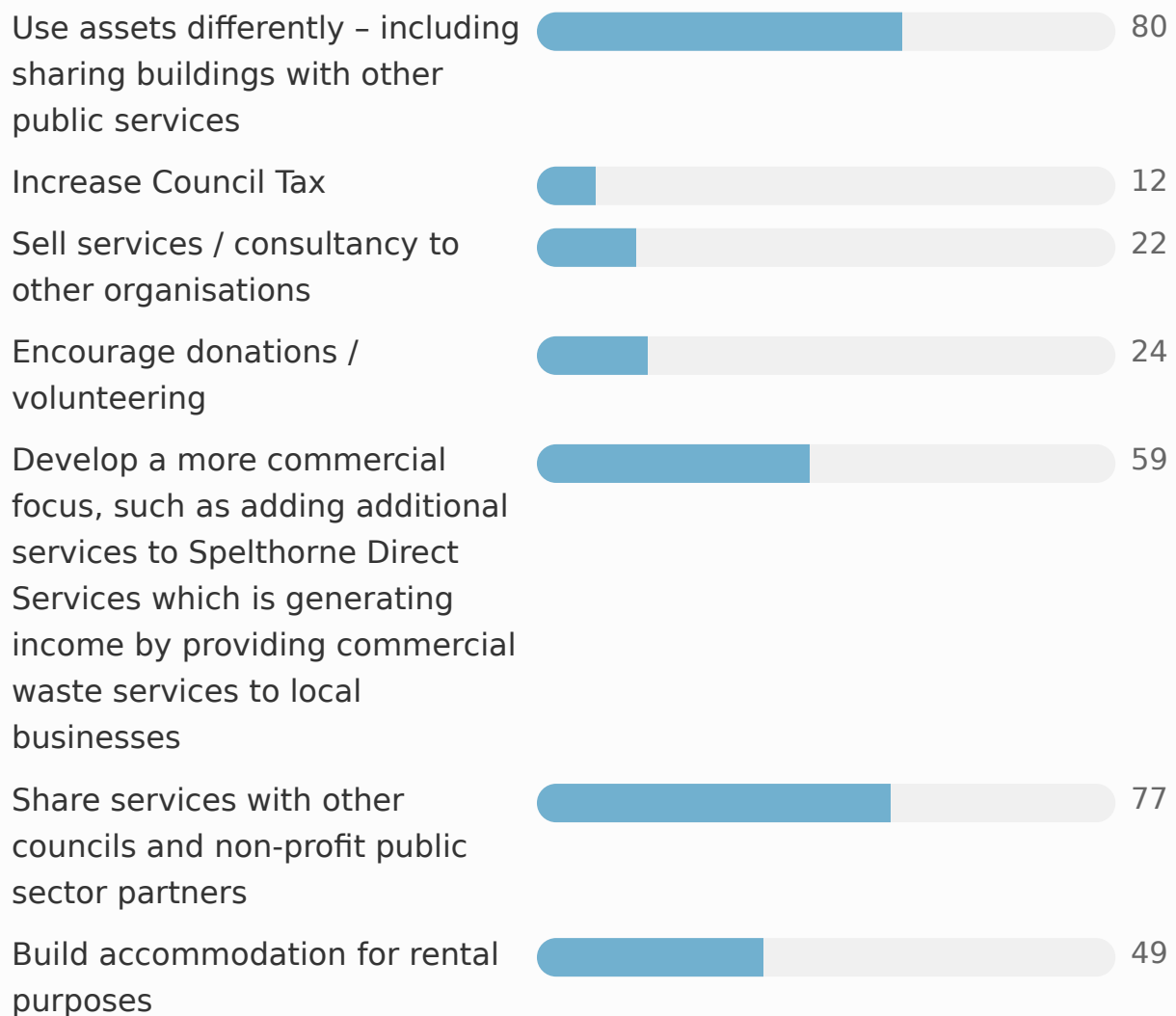


8

The Council generates income to fund services. This includes investments in property and asset management which after financing costs are delivering £10m per annum towards the financing of services.

Please choose 3 preferences from the list below on how you think the Council should generate additional income to supplement potential future budget shortfall.





9

The Council has a strategy to build its reserves (money put to one side to cover unexpected cost/expenses) in order to ensure that it has sufficient funds in place to protect the tax payer and avoid some of the challenges experienced by other Councils, who have not had the same level of reserves. However, reserves can only be spent once, so only provide a temporary fix.

When considering how the Council should balance its budget, which one of the following two statements is closest to your view on how reserves should be used?

I think that reserves should be used to plug a budget gap, but recognise this only provides a short-term solution 59

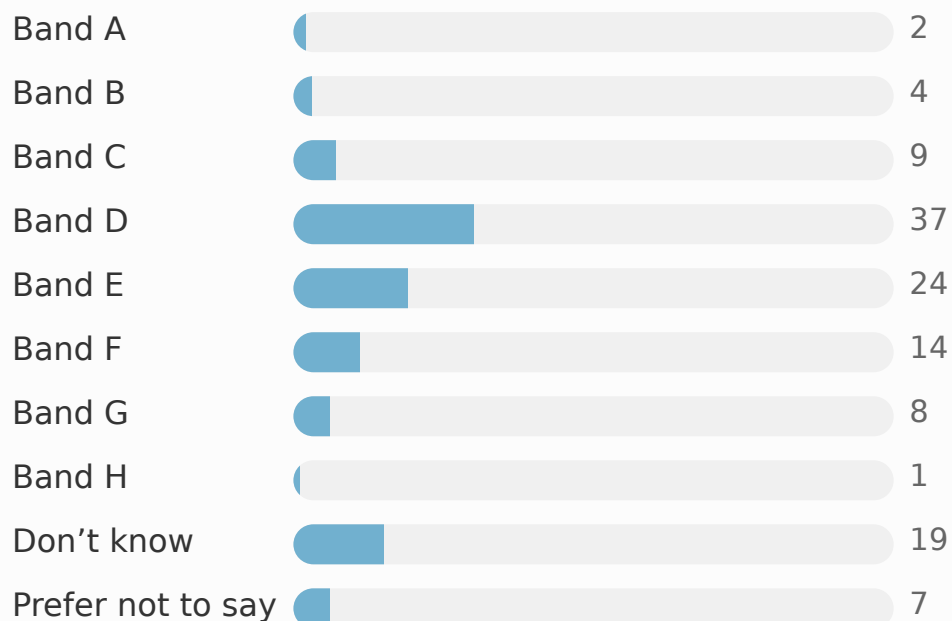
I do not think that reserves should be used to plug a budget gap, as this only provides a temporary fix 56

Don't know 10

10

In which Council Tax band is your property? (please choose one option)

To find out what Council Tax band you fall within visit my.spelthorne.gov.uk

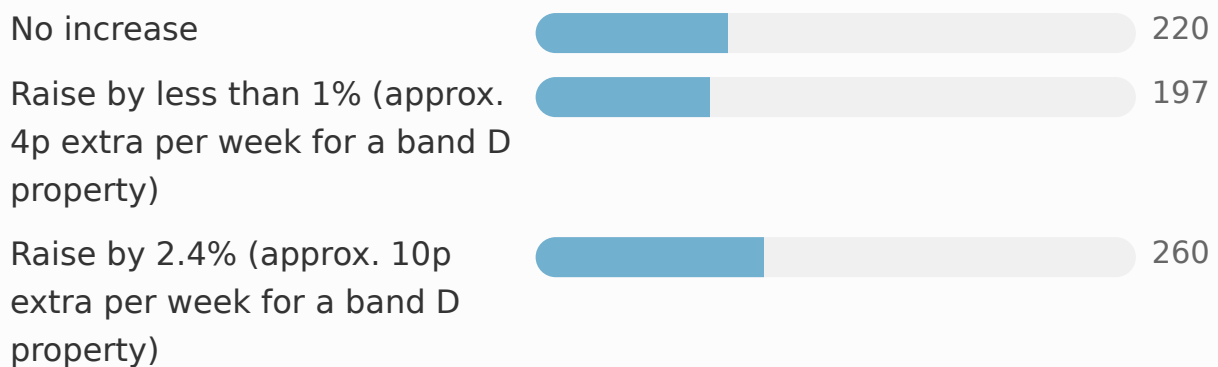


11

Increasing Council Tax: Spelthorne was the only Council in Surrey to freeze its portion of the Council Tax this year with a 0% increase. Only 10.6% of Council Tax that you pay goes towards the services that Spelthorne Borough Council provide. The Council could choose to increase Council Tax to protect front line services and discretionary services. Each 1% rise in Council Tax generates £80,000 to support services.

Under Government regulations, the Council could currently increase its share of council tax by a maximum of 2.4% (£5 on a band D or 10p extra per week)

Should the Council consider raising its Tax and by how much next year to help protect services? Please identify your choice preference 1,2 or 3 (1 being your first choice)



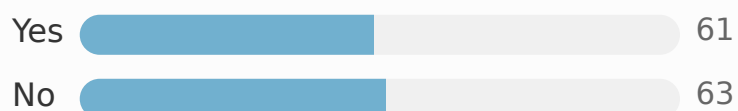
12

The Council provides financial support in certain circumstances to households that are in financial difficulty.

There is growing evidence that people are struggling financially because of the coronavirus pandemic, and applications to the Council Tax Localised Support Scheme have increased compared to previous years.

In principle, would you be willing to pay more Council Tax if the

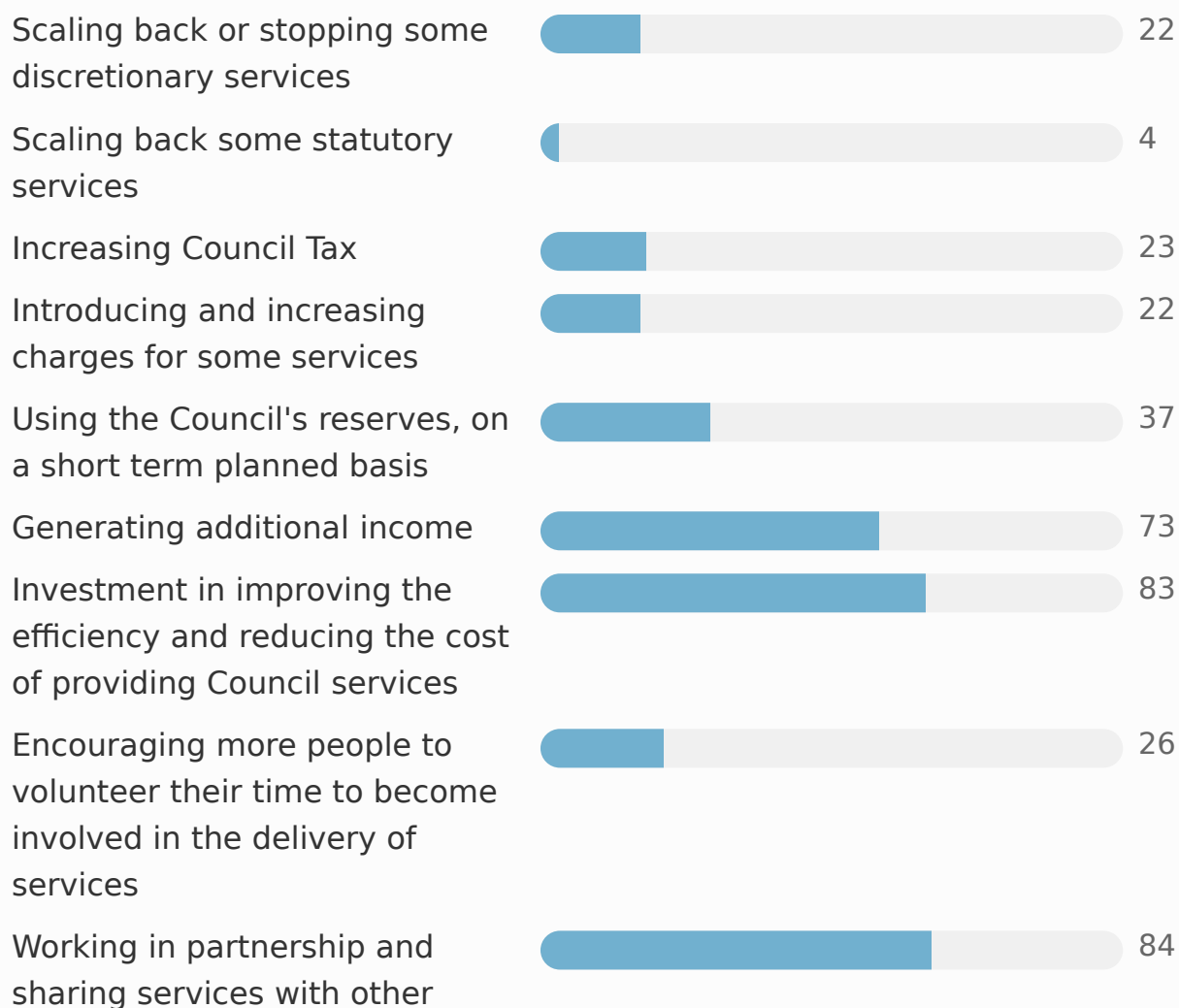
increase was used to help households on low incomes?



13

Please choose your top 3 preferences for balancing the budget.

Local authorities are required by law to have a balanced budget, that is robust, sustainable, and based on sound assumptions, which show how income will equal spend over the short and medium terms.



Councils and public sector agencies

14

Please describe what, if any, impact the Council's options for balancing its budget could have on you (or your community, organisation, group, or business) Please summarise your comments in the box below:

This question has been answered 55 times.

15

If you have any further comments or suggestions as to how the Council could balance its budget, please summarise these below:

To be entered into our prize draw, if responding without an account, please include your email address to be entered into the draw.

This question has been answered 33 times.

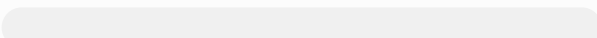
17

Is this a personal response, or are you responding on behalf of an organisation, group, or business or as a democratically elected representative? (please choose one option)

I am responding as an individual (skip to section 8)

 125

I am providing the official

 0

response on an organisation,
group, or business

I am responding as a
democratically elected
representative (e.g. Borough/
County Councillor/ MP)

0

18

If you are providing the official response on an organisation, group or business please put the details in the box below.

- The name of your organisation, group or business
- The postcode of your organisation, group or business
- Your name
- Your position in your organisation, group or business

No responses have been submitted to this question.

19

Which of these options best describes the function of your organisation, group or business? (please choose one option)

No responses have been submitted to this question.

20

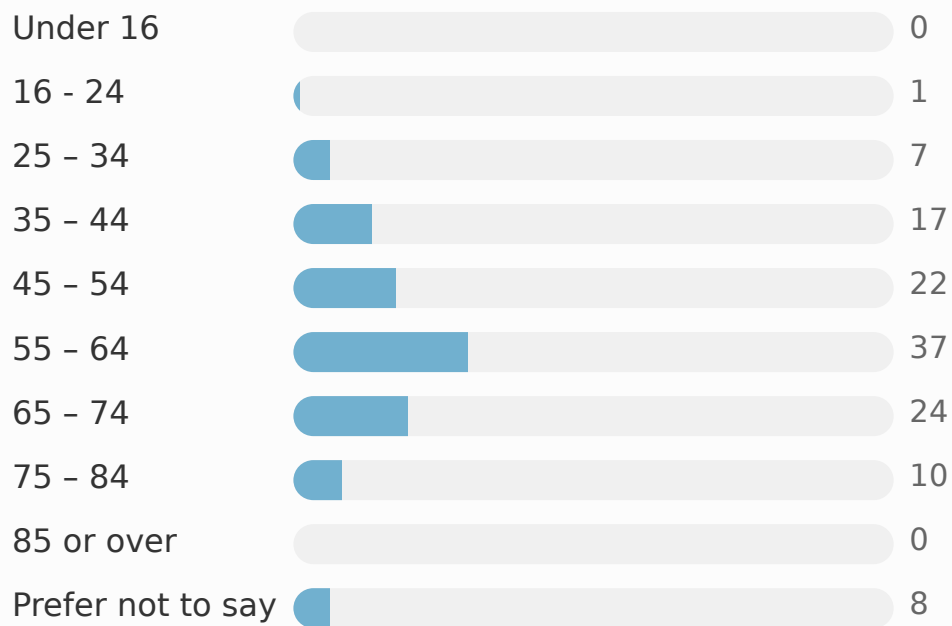
Please provide your postcode e.g. TW18 1XB *(By providing your postcode you are consenting to the Council using this information to analyse the response to the consultation from different locations and to*

understand how views differ by geographical areas)

This question has been answered 104 times.

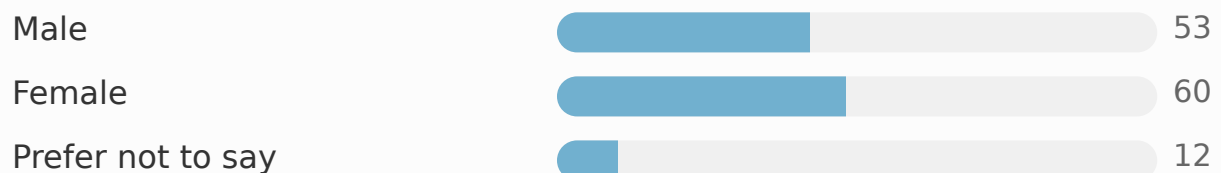
21

What is your age?

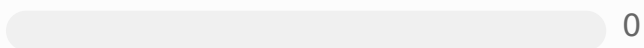


22

Which of the following describes your gender (please choose one option)

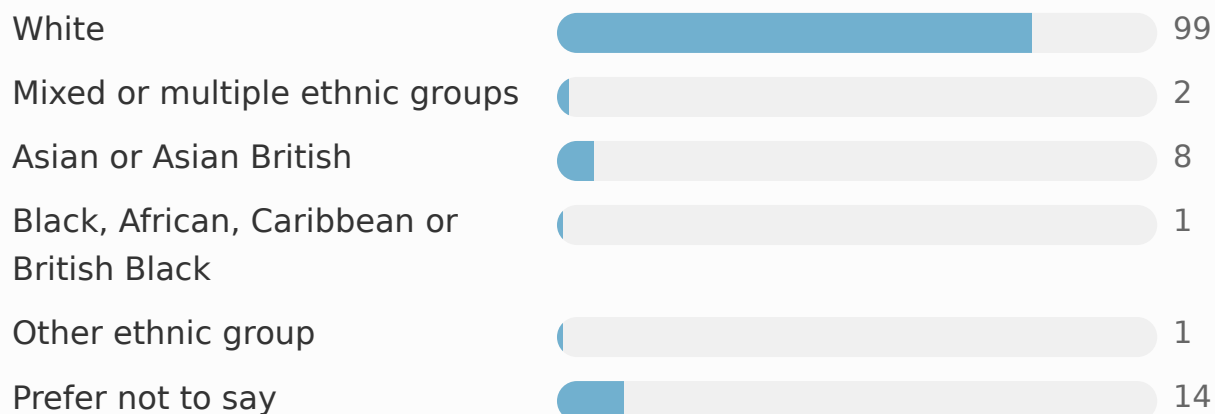


Prefer to self describe (please specify)



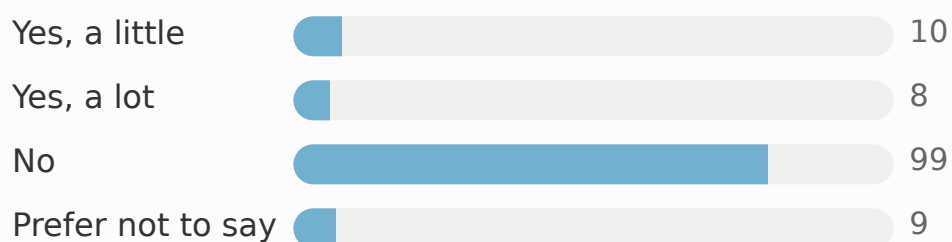
23

What is your ethnic group?



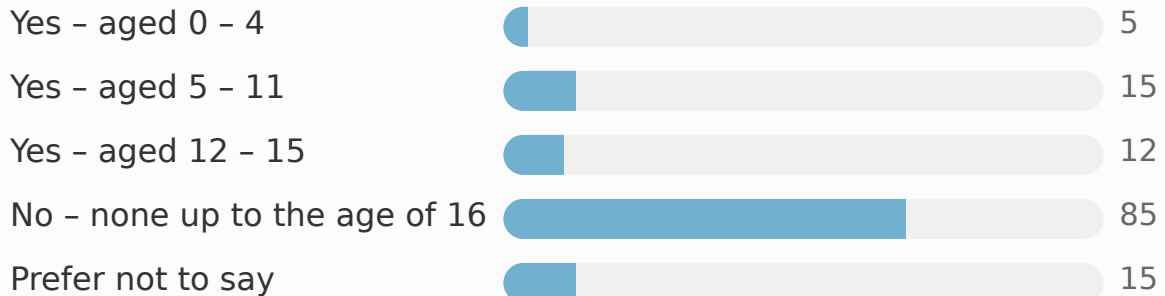
24

Are your day-to-day activities limited because of a health problem or disability which has lasted, or is expected to last, at least 12 months? (please choose one option)



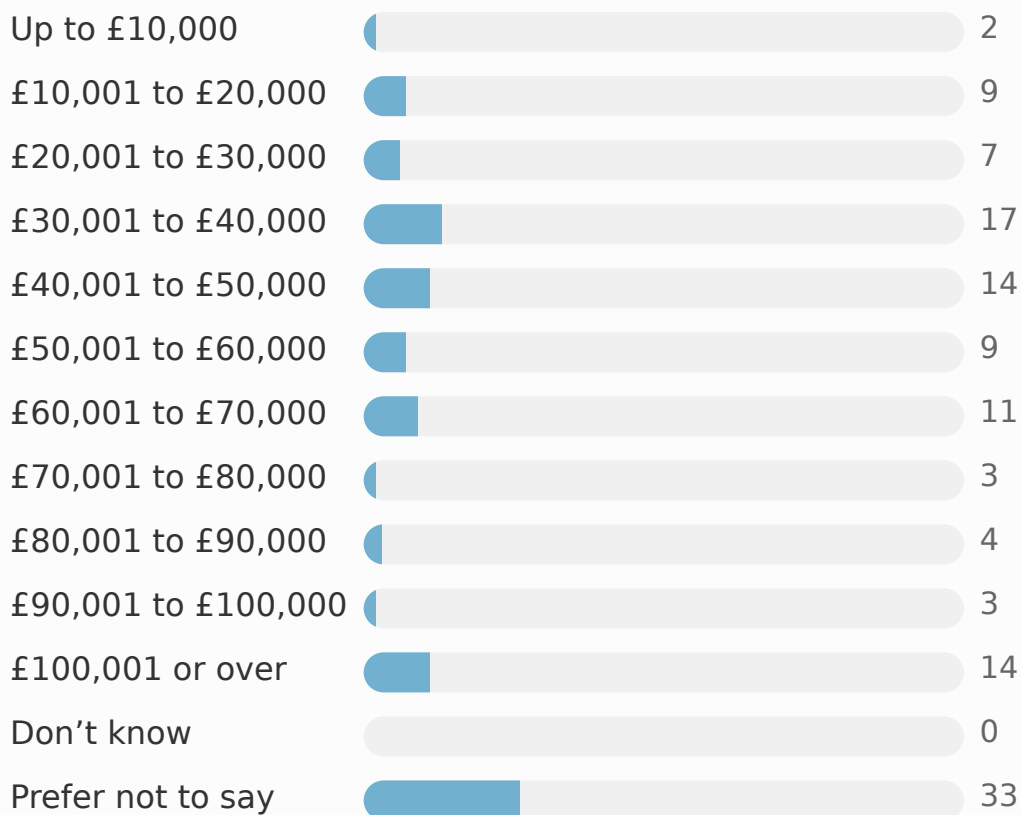
25

Are there any children or young people up to the age of 16 living in your household (including yourself)? (please choose all that apply)



26

What is your total annual household income, from all sources, before tax and other deductions? (please choose one option)



27

To help us improve future consultations, please tell us where you heard about the consultation (please choose one option)

