

Budget 2024/25

Consultation Report

January 2024

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KEY FINDINGS

This report is based on 1,831 responses from residents to the budget consultation. 1,210 responses were received through a residents' survey, and 621 responses were received from members of the Viewpoint citizen's panel. This is a higher response overall compared to last year (1,210).

Key themes

Younger people aged up to 44 tended to reply more positively through the survey and were more supportive of proposals aimed at addressing financial issues, especially where related to the income generation proposals, however they are less positive when asked about trust in the council. Disabled people were less happy than non-disabled people in some areas, including the proposals to introduce a charge for blue badge applications, and when asked about being able to influence change.

Concerns with environmental factors such as the condition of roads, paths and cleanliness are highlighted in some areas of the survey, correlating with other research such as our Streetcare satisfaction survey. Responses from those living in Thornbury ward are more negative overall, and there is great strength of feeling in Thornbury about the proposal to introduce car park charging.

Council Tax Options

Respondents supported the largest increase.

- Of those expressing an opinion, **83% of respondents were in favour of some kind of council tax increase** in 24/25 (vs 74% in last year's consultation)
- The **largest rise of 4.99% was the most supported option** (36% support), followed by the second highest increase of 2.99% (31% support).
- Men were significantly more supportive than women of the highest increase in tax, with 41.7% support (n=287) for men compared to 30.3% support (n=169) for women.

Cumulative impact of reductions in spending

Negative impacts were reported in areas such as the condition of roads and paths, and the affordability of council tax.

- For most impacts, the most common response was that respondents had seen no change and reductions in spending had had little or no effect.

There were some exceptions, in areas where respondents felt things had deteriorated:

- 80% of respondents felt that the **condition of roads and paths had got worse**,
- 48% of respondent felt that the **affordability of council tax** had got worse,

- 46% of respondents felt that the cleanliness and tidiness of the local streets and open spaces had got worse.

Proposals for generating income

Car park charges was the proposal which attracted strongest opposition.

Introducing car parking charges

- Introducing car parking charges was the **least popular income generation option**, with almost 70% of respondents opposed to the change.
- There were some significant differences in opinion based on the area that respondents lived. Opposition to the proposal was highest in **Thornbury** ward, where 92.7% of respondents were against the proposal
- **Thornbury Chamber of Commerce** conducted their own research to collect information on local opposition to the measure

Increasing the cost of the green waste subscription service

- **Slightly more people (46.2%) were opposed than supportive (40.5%)** of the suggested increase in green bin charges.

Introducing a charge for Blue Badge applications

- Just over **half of respondents (54.0%)** were in favour,
- **Equalities Voice** have submitted a consultation response highlighting the impact that introducing a fee for Blue Badges would have on people with disabilities.

Extending the term for Exclusive Rights to Burial

- People were more **likely to express neutral feelings towards** this proposal, but a majority (46.0%) supported the idea, with only 9.8% opposing it.

Increasing land charges

- Most respondents were either supportive of this proposal (47.2%) or undecided (33.8%)

Reducing the cost of the Local Council Tax Reduction Scheme (LCTR)

There is inconclusive evidence of overall preference for any option.

- The option that the most people chose as their **highest preference was Option 1a**: include 100% of Universal Credit Income (504 people), but it was **also the lowest preference** of slightly more people (533 people).

- While this data does not present a clear overall preference, responses from those currently enrolled on the LCTR (who would be most impacted) show more of a **preference for option 2**, considering earnings only and not income from benefits. However, this was the least popular option by weighted average in the main survey sample.

Addressing Rising Cost Pressures: The next 5 – 10 Years

Residents favour a consistent approach to cost pressures.

Of the longer-term approaches outlined, the most strongly supported remain the same as last year:

- Making **more efficient use of council assets** such as land and buildings (91% net agreement),
- Changing working practices to make better use of technology and introducing and maintaining more efficient ways of working (84% net agreement),
- Working in partnership and sharing services with other councils and public sector agencies (78% net agreement),
- Using digital technology more widely to support the delivery of services (62% net agreement).

The least favoured approaches are also consistent from last year's survey findings, and opposition has strengthened this year:

- **Reducing the quality of some services provided** (17% support vs. disagreement at 63%)
- Scaling back or stop providing some services (22% agreement vs 55% disagreement)
- Transferring services to other organisations like commercial companies (27% agree with this approach, 51% disagree).

Priorities in the new Inequalities Strategy

Health was selected as a priority most often.

- **Health** was considered a priority by the largest proportion of respondents, with more than half (53.5%) identifying this as a priority to tackle inequalities.
- Education, financial hardship, housing and children's and adult social care were also considered of great importance; hate crime was the priority selected the least often.

Trust in the Council

Less than half of respondents agree with the statements around trust.

- 37% agreed that the Council can be relied on to consistently deliver services, - seven percentage points less than last year.
- 36% agreed that the Council is clear and honest about what it does and why, four percentage points less than last year.
- 36% agreed that the Council contributes towards improving the local area and residents' wellbeing, a decrease of one percentage points from last year.
- 33% agreed that the Council has the public's' best interests at heart, a one percentage point decrease from last year.
- Only 27% of respondents agreed that the Council works collaboratively with other organisations and the public, a four percentage point reduction from last year.

Satisfaction with Council services

Satisfaction with some council services has seen big changes.

- Free car parking has seen a 24% increase in net satisfaction, to 75% satisfaction, likely driven by concerns over the proposal to start charging for council car parks. It is now the service with the highest satisfaction.
- The next highest levels of net satisfaction are for libraries (67%), parks and open spaces (66%), followed by sport and leisure facilities (52%).
- The lowest levels of net satisfaction are for Highways and Roads (-51%), Planning (-31%), local bus services (-11%, although this is up 20 percentage points compared to last year), and children's social services (-7%).

Perceptions of the local area

- Whilst most respondents are satisfied with their local area (66%), net satisfaction with the local area continues to decline; a net score of 51% this year vs. 56% last year.
- Respondents were asked whether South Gloucestershire has become a better place to live, is the same or is worse. Over half, 50%, think that South Gloucestershire has stayed the same in the last two years, 46% believe it is worse (compared with 43% last year) and 3% think it is better (compared with 2% last year).

Perceptions of the local council

- 42% of respondents say they are satisfied with the way the Council runs things; this compares with 51% last year.
- 63% feel they are kept informed about council services; a decrease from 67% last year but still notably higher than 48% the year before
- 63% of respondents feel they are kept informed about changes (vs. 62% last year)
- 56% of respondents disagree that they can influence local decisions (vs. 55% last year) and only 16% agree.
- 32% of respondents feel the Council does a great deal or fair amount to act on the concerns of residents, the same as last year.

Equalities

The accompanying EqIAA provides analysis of any differences in results for people with protected characteristics seen in this year's budget survey.

Consultation Purpose, Methodology and Response

Purpose

The Council has a duty to consult local taxpayers about its budget and spending priorities each year. The Council undertakes a thorough consultation to engage with and listen to as many local people as possible so that it can provide reliable and robust evidence to help inform decision making.

The purpose of this consultation was to:

- Inform local residents and other interested stakeholders about the proposed council budget including proposals for council tax, income generation options, changes to the local council tax reduction scheme and priorities for the new Inequalities Strategy,
- Provide appropriate information to explain the proposals, different options and the drivers and rationale behind them,
- Engage, seek views and gather opinion on the options and proposals for the Council's budget and services,
- Identify any issues and gather information that will assist with the future delivery of services,
- Explore the suitability of potential options with service users and other stakeholders and seek alternative solutions and ideas concerning the Council's spending and savings plan,
- Gain a fuller understanding of the likely impact that the proposed budget and savings plan could have on communities, service users and other stakeholders,
- Undertake a fully compact and charter compliant consultation that satisfies the council's policies and consultation duties,
- Provide decision makers with information to assist them in making informed decisions about the council's budget and savings plan,
- Seek the views of residents on views on levels of council tax.

Survey Methodology

Feedback was collected via a survey, which was open from Monday 16 October 2024 until Friday 8 December 2024. The consultation was widely promoted via social media and council newsletters, and we also hosted a series of Community Conversations events where council officers and members were on hand to answer questions and direct people to the survey.

We wrote to 5,000 households across all wards of South Gloucestershire to invite residents to participate.

There were 1,831 responses from residents, town and parish councillors and those representing voluntary and community organisations. This includes over 600 responses from the Viewpoint citizen's panel. This was an increase of almost 50% on the consultation last year. In addition, we have received representation from Equalities Voice and a response from the Thornbury Chamber of Commerce, which summarises the views of 3,000 people as well as various other pieces of feedback from local residents.

Consultation information

To support the consultation, the following information was made available to the public to provide respondents with sufficient information to make an informed response.

- Information on the council's current financial position.
- Budget income options.
- An explanation of the council tax reduction scheme options.
- Details of the options for council tax levels in 2023-24 and links to further information about council tax.
- Details of how people could participate in the consultation process.
- Contact details were clearly advertised on all consultation materials if participants had any questions, wanted clarification or required any further information.

Copies of this information were available from the dedicated consultation website:

[Budget Consultation Webpage](#)

Consultation response rates

The table below provides an outline of the distribution method and response rate to the different methodologies used in this consultation.

This year's response was notably higher than last year's, and we received more than double the number of responses from local people.

Table 1: Survey sample and response rate

Method	Surveys returned	Surveys dispatched	Response rate
Resident survey	1,210	5,000 households	Not available
Viewpoint citizens panel	621	1,711	36%
Letter and emails	24	N/A	N/A

General Caveats

The results of this consultation are not fully statistically representative of the views of South Gloucestershire residents due to the nature of the consultation methodology used. However, the level of response, information gathered, and views obtained provide a useful indicator of wider opinion and any important issues that will need to be considered.

Due to the software used and the different response options open to respondents, it was possible for people to submit more than one response. This has been monitored during the consultation period and analysis and it does not appear to have been abused or be a significant issue affecting the response.

Any obvious duplicate comments, personal information and comments that can identify individuals, have been removed from the comments analysis. Percentages used in this report have been rounded and may not add up to exactly 100%. For some survey questions, respondents could select more than one response which also means that percentages can total more than 100%.

Comments

Due to the large number of comments made as part of this consultation process, comments have been grouped by theme for inclusion in this output report.

A full copy of all comments made is available on request.

Consultation Survey Findings

Council Tax Options

Each year the council asks about proposed council tax levels for future years.

Respondents were asked to indicate preference from four Council tax options:

- Option A, an increase of 4.99%, (including 2% adult social care precept)
- Option B, an increase of 2.99%, (including 1% adult social care precept)
- Option C, an increase of 1.99%,
- Option D, freeze council tax at the current level.

Of those expressing an opinion, **83.4% of respondents were in favour of some kind of council tax increase in 24/25** (a significant increase from the 74% who supported a rise in last year's consultation).

The largest rise of 4.99% was the most supported option, with 36.2% expressing this as their preference and a further 30.9% opting for the increase of 2.99%. Increasing taxes by 1.99% and freezing council tax at current levels were endorsed by 16.4% and 16.6% respectively.

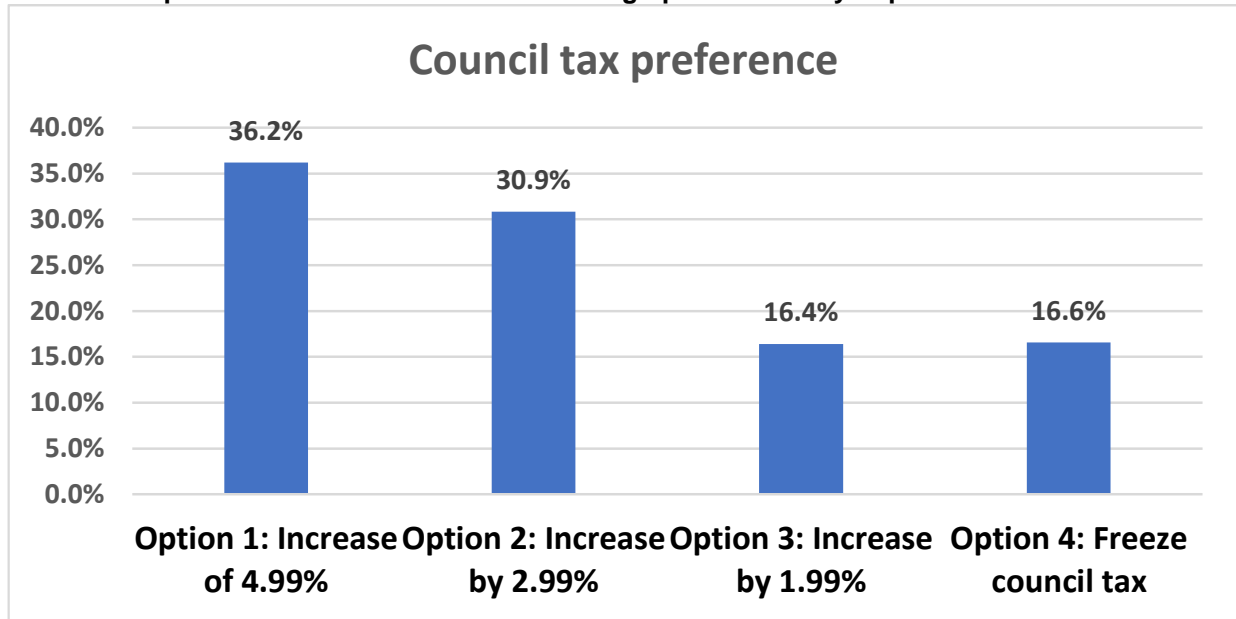
Elsewhere in the consultation, respondents commented that they did not mind paying more for services but expected the money to be spent on important priorities and not wasted.

Table 2: Responses to Q7 "Which of the following options would you prefer?"

Option	Number of respondents	Proportion of respondents
Option 1: Increase of 4.99%	590	36.2%
Option 2: Increase by 2.99%	503	30.9%
Option 3: Increase by 1.99%	267	16.4%
Option 4: Freeze council tax	270	16.6%

Base: 1630

Chart 1: Responses to Q7 “Which of the following options would you prefer?”



Base: 1630

Groups who were least supportive of higher increases were people living in lower council tax bands (A and B) and higher council tax bands (G and H). 47% of respondents in the most populous Council Tax D band supported the highest increase.

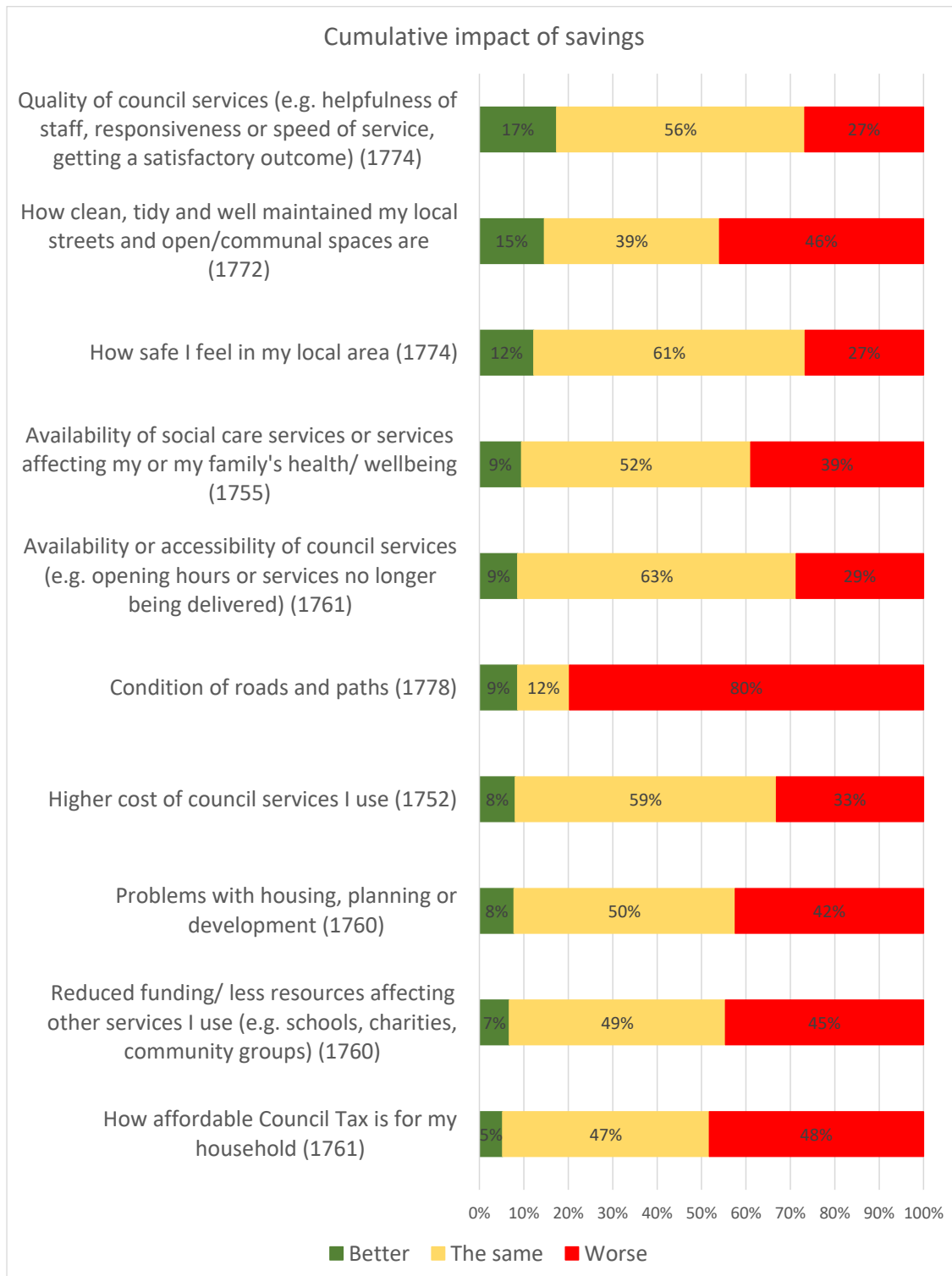
Men were significantly more supportive than women of the highest increase in tax, with 41.7% support (n=287) for men compared to 30.3% support (n=169) for women.

Age also played a part, with younger people aged up to 44 showing significantly less support for the highest increase (28.6% support, n=67) as compared to those aged 65+ (37.7% support, n=237), but stronger support for option C, the smallest suggested increase.

Cumulative Impact of Reductions in Spending

Respondents were asked to tell us how the Council’s reductions in spending over the last five years has impacted them and their community, if at all.

Chart 2 Q8 “In the last 5 years, to what extent - if at all - have you personally noticed or experienced the following potential effects on your household or community?”



Base: see individual options

For some impacts, the most common response was that respondents had seen no change and reductions in spending had had no effect.

There were some exceptions, where the most common response was that things had got worse:

- 80% of respondents felt that the condition of roads and paths had got worse,
- 48% of respondents felt that the affordability of council tax had got worse,
- 46% of respondents felt that the cleanliness and tidiness of the local streets and open spaces had got worse,
- 45% of respondents felt that reduced funding had affected services such as schools, charities and community groups.

Relatively few respondents thought that the reductions in spending had had the effect of making things better in the last five years. This is the first time that this question has been asked in this way, and results will be analysed going forward to identify any trends and changes over time.

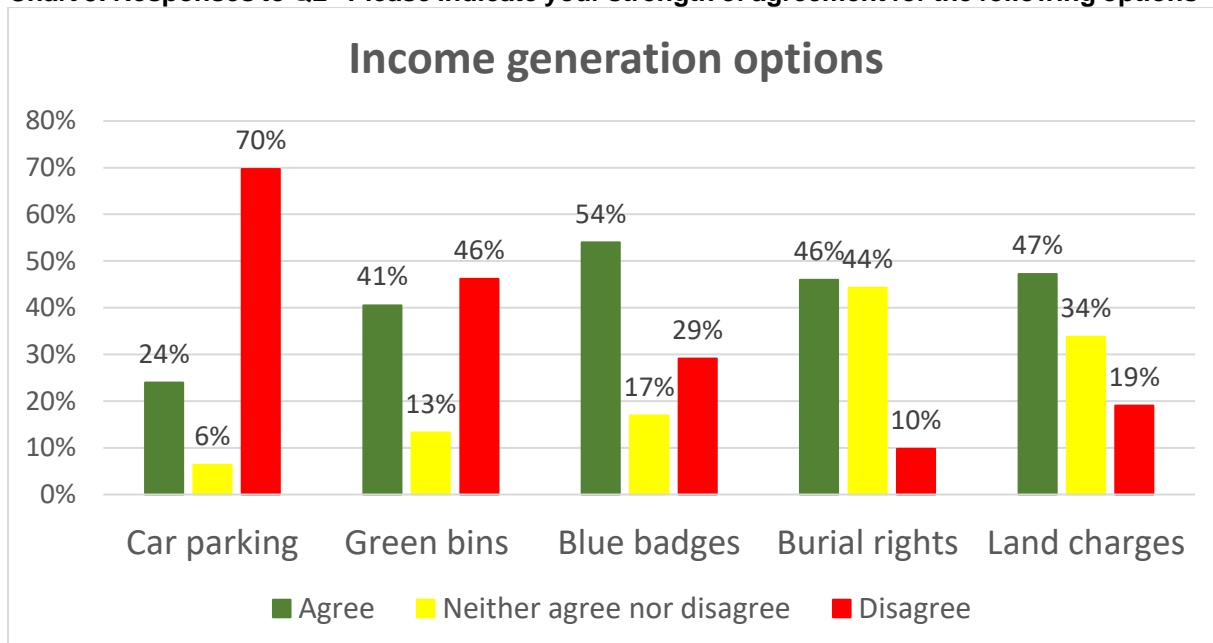
Proposals for generating income

Five options were proposed for how the Council might increase what it earns:

- Introducing car parking charges,
- Increasing the cost of the green waste subscription service to £60 per year for 2024/25,
- Introducing a £10 charge to cover the costs of processing Blue Badge applications,
- Extending the term for Exclusive Rights to Burial to 60 years,
- Increase land charges to match the average people pay in other areas when they are purchasing a house.

Levels of support for the different proposed measures varied widely.

Chart 3: Responses to Q2 “Please indicate your strength of agreement for the following options”

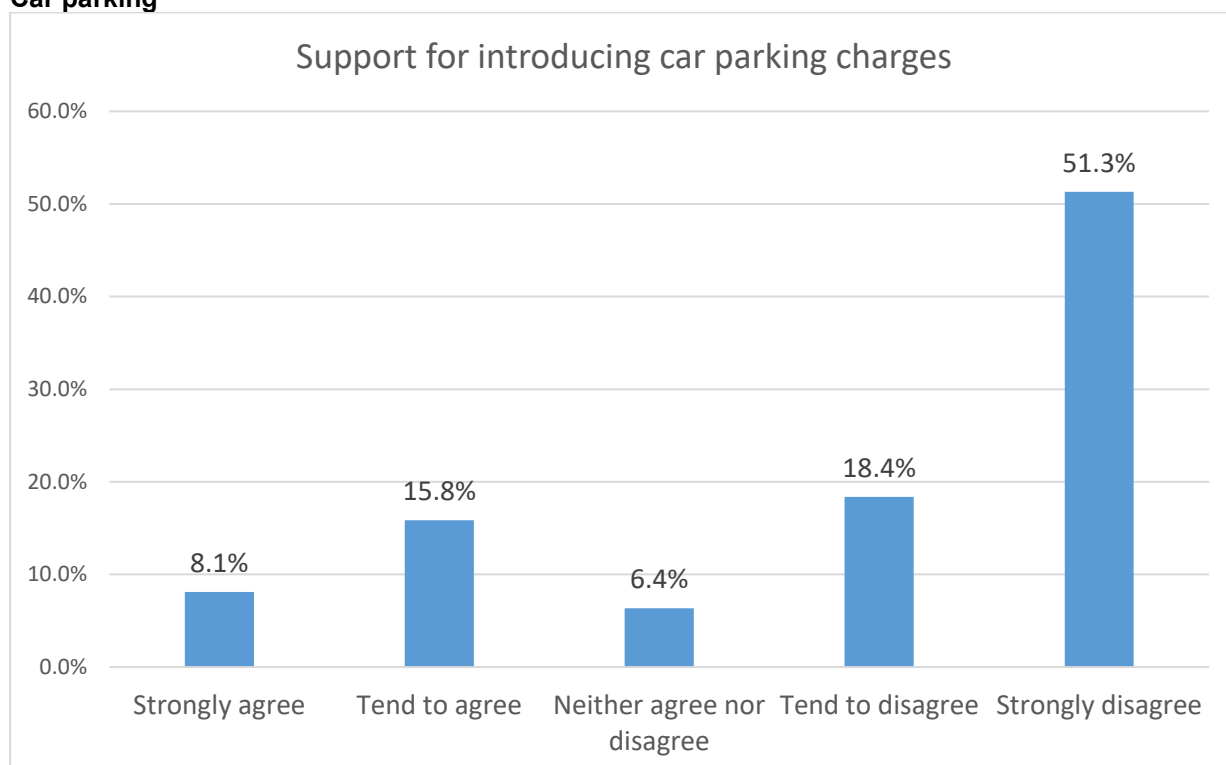


Base: 1729

Introducing car parking charges

Introducing car parking charges was the **least popular option**, with 70% of respondents opposed to the change.

Chart 4: Responses to Q2 “Please indicate your strength of agreement for the following options: Car parking”



Base: 1729

Younger respondents aged up to 44 were significantly more likely to support the proposals (26.7%, n=65) than respondents aged over 65 (19.7%, n=125), although those young people were more likely to say they tended to agree than strongly agreed.

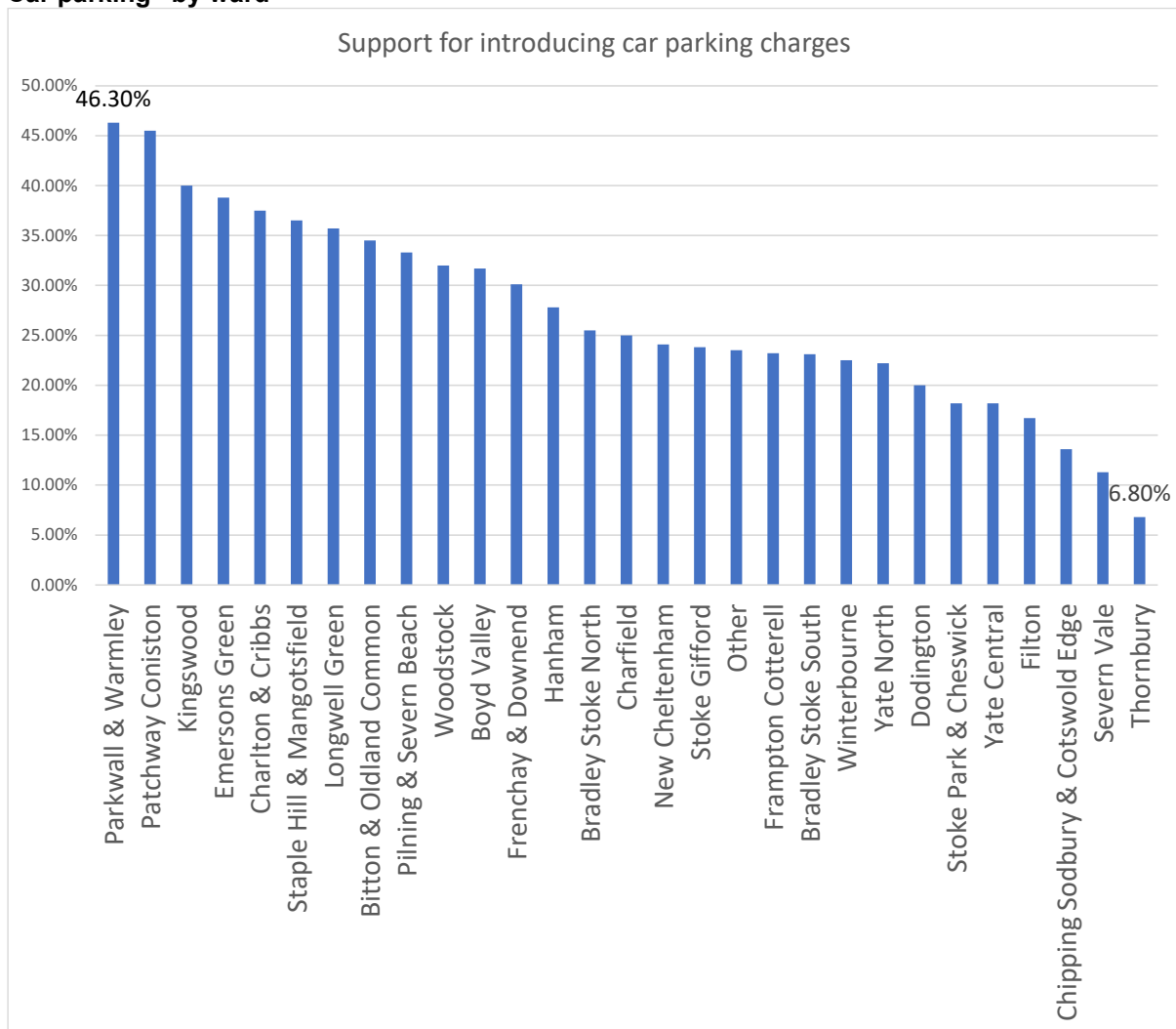
There were no other significant differences seen in responses based on demographics.

Differences based on geography

There were some **significant differences in opinion based on the area that respondents lived**. Opposition to the proposal was highest in **Thornbury** ward, where 92.7% of respondents were against the proposal and only 6.8% were in favour. The ward showing the most support for the proposal was Parkwall & Warmley, where 46.3% of respondents were in favour.

Within Thornbury ward, where strength of feeling was most negative, there were no significant differences between the various demographics of respondents. Women were slightly more positive about the proposals than men but not significantly so (11% support vs 6% support).

Chart 5: Responses to Q2 “Please indicate your strength of agreement for the following options: Car parking” by ward



Base: 1729

Thornbury Chamber of Commerce conducted their own research to collect information on local opposition to the measure. The executive summary reads as follows:

“This report consolidates insights gathered from an extensive review of over 3035 submissions expressing **passionate objection** to South Gloucestershire Council’s proposed car park charges. Over 90% of contributors have stated their intention to cease utilising Thornbury shops if these charges are passed. Additionally, apprehensions have been raised concerning the potential hindrance to essential services, such as GP facilities and baby hubs and prescription services if parking fees are implemented. Within these submissions we received noteworthy correspondence from general practitioners expressing concerns about health inequalities for low-income families to access fundamental healthcare services.”

The full report is included in the ‘Other representations’ section of this report (p.57).

Thornbury residents were more willing than other respondents to support other income generating measures to offset the potential lost revenue if car parking wasn't endorsed.

Many respondents from across South Gloucestershire took the opportunity to write comments relating to the proposal to introduce car parking charges.

Table 3 Q3 “Do you have any other comments about our income generation options? Please tell us which options you're commenting on.”- Comments related to car parking:

Theme of comment	Number of mentions	Proportion of comments
Negative impact of parking charges on local businesses and economy	184	48%
Parking charges unfair due to lack of other options (mainly buses) - especially for rural residents, affects poorest or elderly most who can't walk/cycle - need to improve cycle parking & buses first	35	9%
Parking charges will lead to parking on residential streets (increasing congestion, being dangerous)	27	7%
Positive / in favour of introducing charges	24	6%
Parking charges too expensive to implement / enforce - won't generate income / unrealistic, no one will pay	19	5%
Should be free for Short Stay (first 30 mins/1 hr/8hrs etc)	18	5%
Charges should be minimal / reasonable	15	4%
Parking should be free for green spaces and leisure centres	14	4%
Free parking (or 8+hrs) needed for workers	9	2%
Health & Disability - Needed for hospital/ GP appts/ Dentist/ Should exempt blue badge users	9	2%
Ensure there is cash payment as well as app	8	2%
Negative impact of parking charge on social / active lifestyle / wellbeing/ library use / volunteering	8	2%
Parking charge disagree - no reason / don't want to pay	5	1%
Option for residents annual permit	5	1%
Whether it's a good idea depends on area	4	1%
Also add some charging for on street parking in problem areas e.g. around Parkway Station	3	1%
Parking meters too inconvenient	2	1%
Parking should be free at off peak times / Park and Ride should be free	2	1%

Base: Total comments to Q3 (n=382). *Some respondents mentioned more than one theme*

Of those comments which related to car parking, nearly half (184 comments, 48%) mentioned the **potential negative impact of car park charging on local businesses and the economy.**

“The introduction of parking charges will kill Thornbury. It will reduce support for local businesses and events, put people off volunteering and helping others in the town, and reduce people's attendance at local dentists and opticians, so impacting public health. The number of public transport alternatives are small and diminishing. People will go elsewhere, shop online or not volunteer for local causes”

"I think parking charges would negatively impact local businesses at a time when the high street is already struggling"

People also commented that car park charges would be unfair, for reasons including inability to pay or the lack of other transport options, especially in the rural areas or for older people (35 comments, 9%).

"Introducing Parking Charges is highly discriminatory and penalises the less well off, elderly, and infirm, whilst having little impact on those best able to pay!"

"I don't think we should introduce parking charges as these will deter people from coming into these areas, many of which are rural or semi-rural, disfavour low income families and penalise local communities from using local resources and shops..."

A small number of people were positive about the idea of introducing parking charges (24 comments, 6%) and others gave suggestions for ways that the impact of the scheme could be lessened e.g. being free for short stay (18 comments, 5%).

"The car parking charges need to allow for reasonable short stays where there are no realistic public transport options for people shopping locally or using civic or health services. They should also take account of the needs of Blue Badge holders..."

"I think charging for parking is a good idea, as long as it does not apply to the leisure centre or doctors!"

Some attendees at the various in-person community conversation events took the opportunity to comment on the car parking proposals.

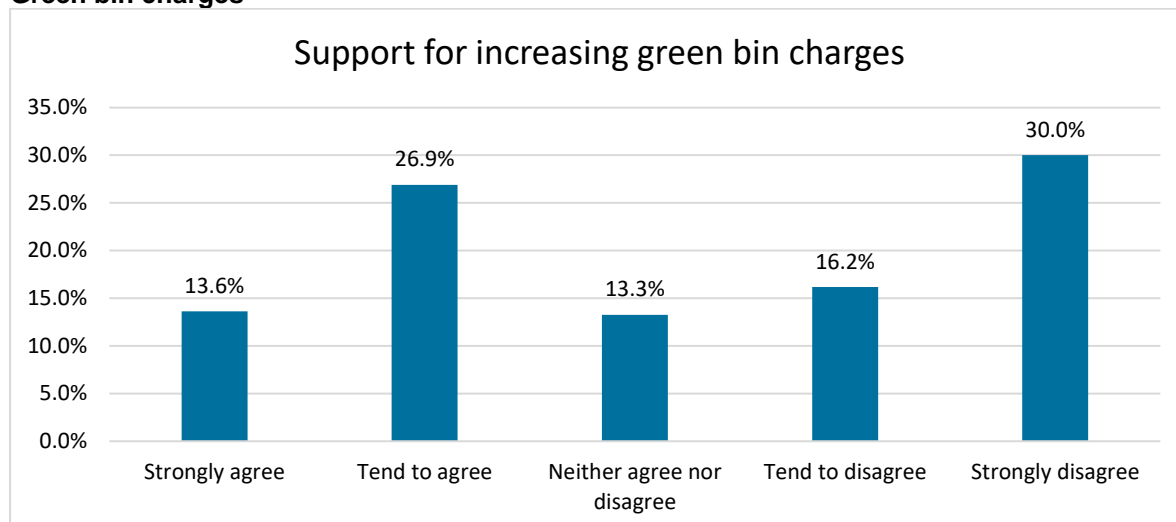
Attendees at the Thornbury event were overwhelmingly opposed to the proposals, highlighting the potential impact on footfall on the High Street, potential displacement of shoppers to other non-charged areas, the potential impact on staff who work in the local area and use the car parks, and the potential impact on health inequalities if people weren't able to pay to afford to access services.

A full summary of all in-person event feedback is given on page 62.

Increasing the cost of the green waste subscription service

Slightly more people were opposed (46.2%) than supportive (40.5%) of the suggested increase in green bin charges.

Chart 6: Responses to Q2 “Please indicate your strength of agreement for the following options: Green bin charges”



Base: 1729

Younger respondents aged up to 44 were significantly more likely to support the proposal (52.3% support, n=127) than respondents aged over 65 (34.3%, n=216).

Respondents with a disability had significantly less support for the proposal than those without a disability, with 32.9% (n=53) of disabled people supporting the idea compared to 41.9% (n=463) of people without.

The comments made relating to the green waste subscription service centred around potential negative changes in behaviour (like an increase in fly-tipping) if the charge were to be increased.

Table 4 Q3 “Do you have any other comments about our income generation options? Please tell us which options you're commenting on.”- Comments related to green waste:

Theme of comment	Number of mentions	Proportion of comments
Increase in green waste charge will backfire: reduce subscription / increase fly tipping or lead to rubbish being put in black bin	48	41%
Increase in green waste charge too big	28	24%
Positive / in favour of an increase	16	14%
Green waste charge is anti-environment / discourages public from maintaining verges etc that council neglects	9	8%
Will create congestion/overwhelm at SortIt Centres	5	4%
Green waste charge unfair for those without car / other means of disposal	3	3%
Shouldn't increase for people on benefits / reduced income	3	3%
Keep cost the same and reduce service to fewer per month/ less frequent collection	3	3%
Could green waste be composted and sold by council or used for energy?	3	3%

Base: Total comments to Q3 (n=118). *Some respondents mentioned more than one theme*

The most frequently mentioned theme in the comments related to green waste was that the increase in cost **would not make the council the money predicted**, because there would be a reduction in people subscribing to the service, and an increase in residents either fly tipping garden waste or disposing of it in the normal black bin (48 comments, 41%).

A quarter of those commenting felt that the increase in charge was too large (28 comments, 24%), however, 14% of comments were in favour of the increase (16 comments).

“By doubling the charge for Green Waste collections, which I am very much against, I think you will lose 50% of contributors, thereby not gaining any extra income.”

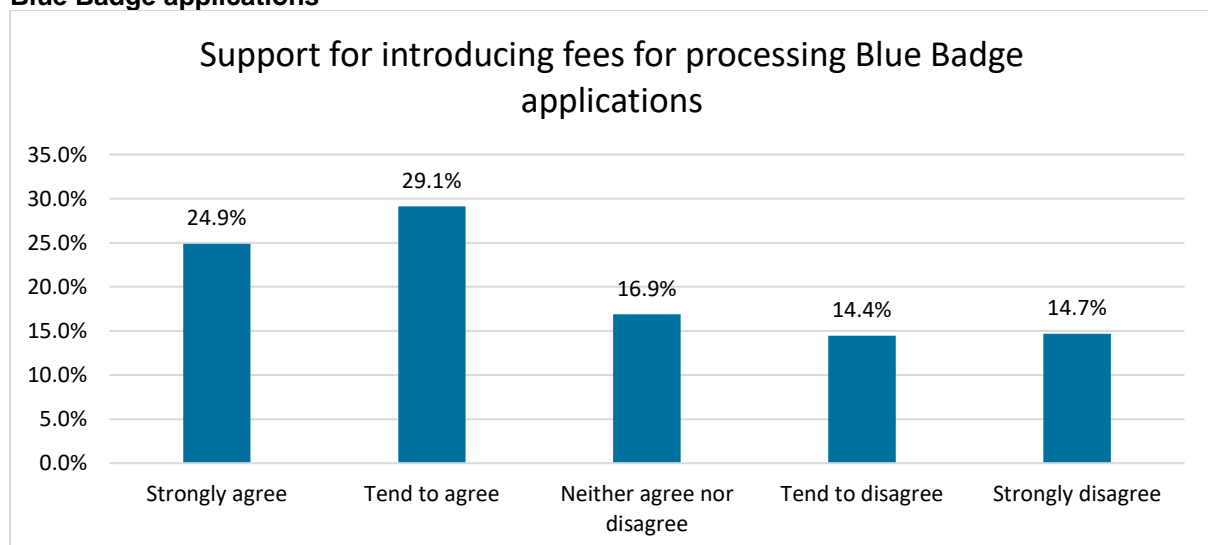
“Doubling the cost of green bins will inevitably result in people putting more green waste in black bins. I can manage it, but a lot of people cannot.”

“Green waste bins are under-charged currently”

Introducing a charge for Blue Badge applications

Just over **half of respondents (54.0%)** were in favour of bringing South Gloucestershire Council into line with other authorities by introducing a charge to process blue badge applications, but this was also opposed by 29.1% of people.

Chart 7: Responses to Q2 “Please indicate your strength of agreement for the following options: Blue Badge applications”



Base: 1729

There were significant differences seen in support for this proposal based on disability, age and gender.

Disabled respondents were significantly more likely to oppose this proposal. 40.9% of disabled respondents opposed it (65 people) compared to 27.1% of non-disabled respondents (293 people).

Women were less supportive than men, with 49.2% support from women (273 people) compared to 56.5% support from men (397 people), but younger respondents aged up to 44 were significantly more likely to support the proposal (59.3% support, n=144) than respondents aged over 65 (49.4%, n=311).

Equalities Voice have submitted a consultation response highlighting the impact that introducing a fee for Blue Badges would have on people with disabilities. The specific section of their response reads as follows:

“Specifically in relation to the introduction of fees for Blue Badges, the Disability Equality Network states that introducing a charge for blue badges will be introducing a disadvantage to disabled individuals and disabled people already face unfair extra costs. By introducing a charge, Disabled people will be yet again financially impacted if they use blue badges to get out and about. If blue badges are no longer affordable for some, this will likely isolate an already isolated community of people and put further strain on transport companies to cater to the needs of Disabled individuals. If these blue badges aren't affordable, the independence of Disabled people in South Gloucestershire will also be impacted. Such a fee would only impact the Disabled community, and the South Gloucestershire Disability Equality Network feels very strongly that this is an unnecessary option as it relies on an already financially drained and challenged community of people and it appears from the calculations in the consultation, that it would not raise a significant sum of money as a result of being implemented”.

The full submission is included in the ‘Other representations’ section of this report (p.59).

The comments made relating to the blue badge application fee concentrated on whether people who pay the fee are likely to be able to afford it.

Table 5 Q3 “Do you have any other comments about our income generation options? Please tell us which options you're commenting on.”- Comments related to blue badges:

Theme of comment	Number of mentions	Proportion of comments
Disability / Blue badge charges are unfair / can't afford to pay	22	37%
Cost of living crisis / can't afford increase in council charges	14	23%
Support for proposal	12	20%
Charges should be waived or lower if resident receives benefits / should allow exemptions	6	10%
Disagree with proposal but no reason given	6	10%

Base: Total comments to Q3 (n=60). *Some respondents mentioned more than one theme*

The most frequently mentioned theme in the comments related to the blue badge fee was that the **charge is unfair**, and those who need to apply might not be able to pay (22 comments, 37%). Others linked the fee to other increases included in the cost of living, and suggested that charges should be lower or waived for those on benefits. 12 people commented in support of the proposal.

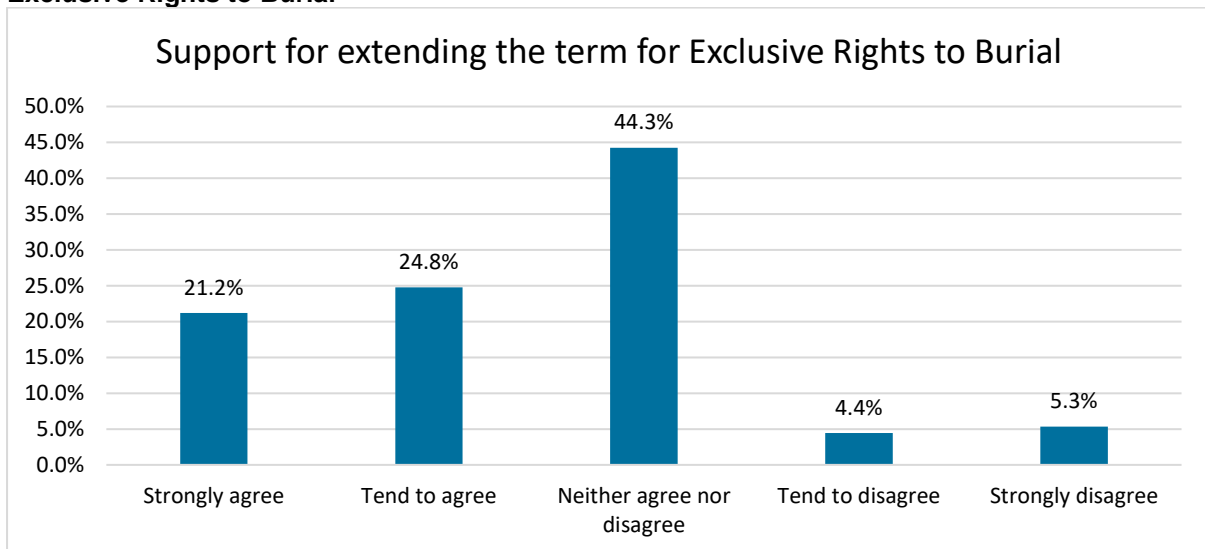
"I don't really agree that processing blue badges is something we need to align with other councils on. Disability is indirectly/informally taxed enough as it is."

"...the Blue Badge admin charge needs to be waived for people living only on disability benefits.."

Extending the term for Exclusive Rights to Burial

People were more **likely to express neutral feelings towards** this proposal (44.3%) neither agreed nor disagreed. However, a majority (46.0%) supported the idea, with only 9.8% opposing it.

Chart 8: Responses to Q2 "Please indicate your strength of agreement for the following options: Exclusive Rights to Burial"



Base: 1729

The significant differences between respondents of different demographics were again centred around age.

Younger respondents were **significantly more likely to support this proposal**. 55.6% of respondents aged up to 44 supported it (134 people) compared to 37.2% of those aged 65+ (231 people).

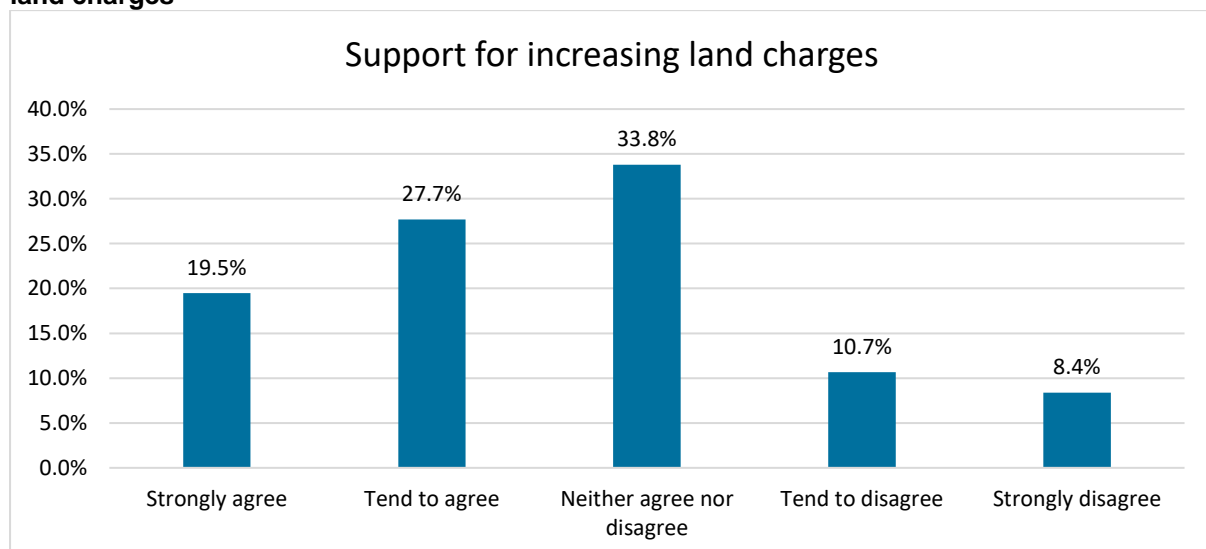
Only five comments were made directly relating to burial charges. Four of these opposed the change as exploitative or said that it would end up costing families more, and one supported the idea. Two other respondents said they would need more detail about what the burial charge was to be able to comment.

"If you increase the fee paid by funeral directors by 20%, this will only be passed on to the grieving families."

Increasing land charges

The majority of respondents were either supportive of this proposal (47.2%) or undecided (33.8%). There was opposition from 19.1% of respondents.

Chart 9: Responses to Q2 "Please indicate your strength of agreement for the following options: land charges"



Base: 1729

Younger respondents were **significantly more likely to support this proposal**. 51.7% of respondents aged up to 44 supported it (124 people) compared to 43.7% of those aged 65+ (272 people).

Men were also more supportive, with 52.0% of men supporting it (362 people) compared to 42.4% of women (233 people).

Thirteen comments were made directly relating to land charges. Eight of these supported the change, and five opposed it as exploitative or too expensive.

"Land Charges - can increase more, say at least double of what is existing, as it's only a one time charge and comparatively immaterial to a property purchaser."

"I think that all of the suggestions for raising income are fair and in line with what is happening elsewhere in the country."

Other comments on income generation

Some respondents took the opportunity to make comments about income generation that weren't specifically linked to the five proposals included in the consultation.

The most frequent themes mentioned were that the proposals were only necessary because of poor financial management (15 comments, 17%) followed by the council needing to cut costs elsewhere through cutting waste and stopping outsourcing (14 comments, 16%).

Table 6 Q3 “Do you have any other comments about our income generation options? Please tell us which options you're commenting on.”- comments unrelated to specific proposals:

Theme of comment	Number of mentions	Proportion of comments
Need for proposals a result of poor financial management / political or vanity projects	15	17%
Need to cut costs / cut waste / stop outsourcing	14	16%
Alternative suggestion to parking charge	9	10%
Cut management/ staff / save office costs	8	9%
Misunderstanding of proposal	7	8%
Need more information to make decision / Don't know (mostly land charges and burial)	7	8%
Stop charging ratepayers more / charge lower bands less	6	7%
Concentrate on effective/ reliable delivery of services first / you already charge too much council tax for your poor delivery (pot holes)	4	4%
Council doesn't listen / suspicion of pre-determination	3	3%
Won't make big enough difference / not worth it / not sustainable to keep raising costs every year	2	2%
Comment on another consultation	2	2%
Need policies to encourage trading / jobs - extended opening hours, shift work	1	1%
Charge businesses more not residents	1	1%

Base: Total comments to Q3 (n=90). *Some respondents mentioned more than one theme*

Other suggestions for ways to generate income

Respondents were invited to suggest alternative options for the Council to generate income.

There was a wide spread of ideas in the responses to this question. The two most frequently mentioned themes touched on the idea of **efficiencies and reducing spend**, but weren't directly related to income generation: reducing wages/pensions/making redundancies (27 comments, 8%) and stop wasting money/improve efficiencies/reduce costs (22 comments, 7%).

“Look at how many staff are paid large salaries and if they are worth what they are being paid.”

Improve efficiencies within the council offices and reduce resourcing and costs including pensions. Do not transfer out responsibilities to parish councils this is disingenuously shifting costs to another authority but overall resulting in increases to the council and precept tax payer”

Others mentioned the income potential of better enforcement of things like speeding, parking and not paying bills (16 comments, 5%) or charging more for a range of services like libraries or Sort It Centres (14 comments, 4%).

“I would prefer to see money raised through fines for unsafe driving (speeding, going through red lights etc)...Additional services could also generate income - such as additional park and ride (I suggest J14 of the M5). Income could be generated from an improved electric vehicle charging infrastructure.”

“Charge a 'nominal fee' for use of Sort It centres, ie £5 when you register your vehicle, but allow 2 vehicles per household or £1 per visit.”

Table 7 Q4 “Do you have any other suggestions for ways we could generate income?”

Theme of comment	Number of mentions	Proportion of comments
Reduce councillors'/ staff wages or pensions / make redundancies	27	8%
Stop wasting money / improve efficiency / reduce costs	22	7%
Stop 'unnecessary', impractical or undemanded things e.g. Pride, High St regeneration / A38 works	20	6%
Better enforcement of speeding/ parking/ littering, dog fouling/ outstanding council tax payments	16	5%
Charge for more of your services - library, bus passes, toilets, SortIt Centres, tolls on roads	14	4%
Miscellaneous	13	4%
Against / No suggestion for income generation	13	4%
Green tax / tax businesses more / Tourist tax / charge utilities companies more for digging up roads / charge developers more	11	3%
Higher increase in Council Tax	10	3%
Reformation of Coucil Tax, tax on empty properties	8	2%
Waste - Reduce black bin collection frq, fine for not recycling, change recycling requirements	7	2%
Charge for staff car park	6	2%
Less grass cutting / other expenditures / work or be open longer hours	6	2%
Sell / rent out offices, more workinf from home for staff	4	1%
Build extra leisure facilities you could charge for / charge for leisure or library facilities	4	1%
More contribution from central government	3	1%
Stop staff working from home	3	1%
One of existing proposed measures	3	1%
Get rid of WECA	2	1%
Tax certain companies that cause costs more - fast food chains, HGV companies	2	1%
Share central costs with neighbouring Local Authorities	2	1%
Generate and sell energy (solar farm)	2	1%
Charge other organisations for delivery of training / services	2	1%
Council to own and run more businesses	2	1%
Not within our control	2	1%
More in-house services e.g. care homes, build more council housing	1	0%
Charge cyclists and e-scooter users	1	0%
Change suppliers	1	0%
Sell compost from green waste	1	0%
Fundraising	1	0%
Turn off street lights	1	0%

Base: Total comments to Q4 (n=382). *Some respondents mentioned more than one theme*

Reducing the cost of the Local Council Tax Reduction Scheme

The consultation documentation set out five options for how the Local Council Tax Reduction (LCTR) Scheme could be changed. We sought feedback through the survey on preference, with respondents being asked to rank five different options from highest to lowest preference.

Option 1 had four sub-options:

- 1a: Include 100% of Universal Credit income
- 1b: Include 75% of Universal Credit income
- 1c: Include 50% of Universal Credit income
- 1d: Include 25% of Universal Credit income

Option 2 was:

- 2: Consider earnings only and not income from benefits.

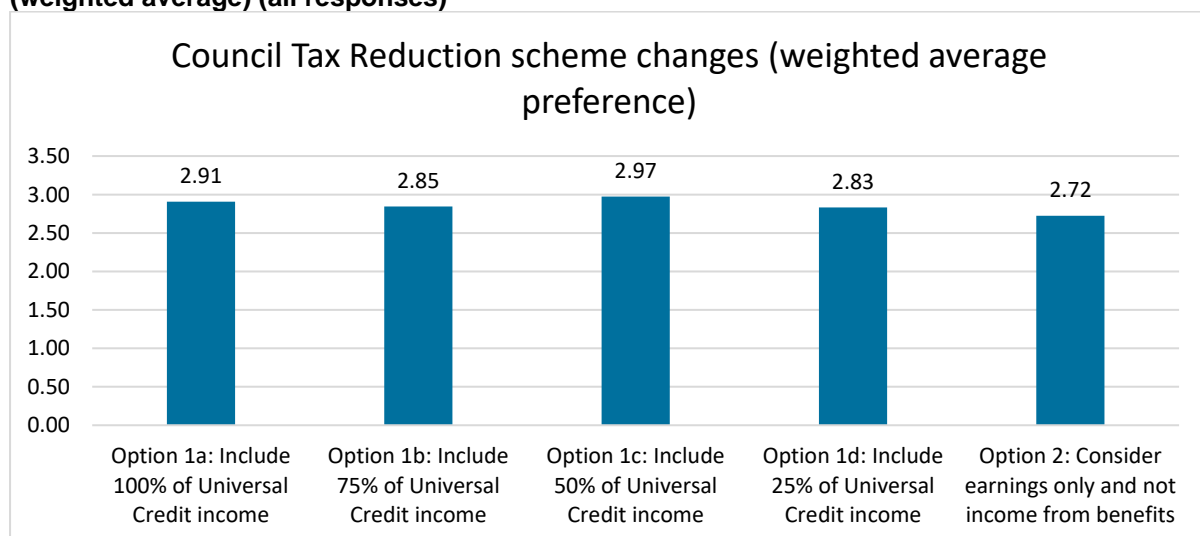
There is **inconclusive evidence of overall preference for any option**.

Option 1a (include 100% of universal credit) and option 2 (consider earnings only) were the options with the **strongest support, but also the strongest opposition**.

It should be noted that the way the scheme operates (and the proposed changes) are both very complex. Effort was made to explain this detail, but it may be that it was difficult for respondents to understand the nuances of the proposed changes.

To allow for analysis of the strength of opinion of the various options, the results have been turned into weighted averages to reflect how often an option was selected as the highest preference.

Chart 10: Responses to Q5 “Please indicate your preference for the following options.” (weighted average) (all responses)



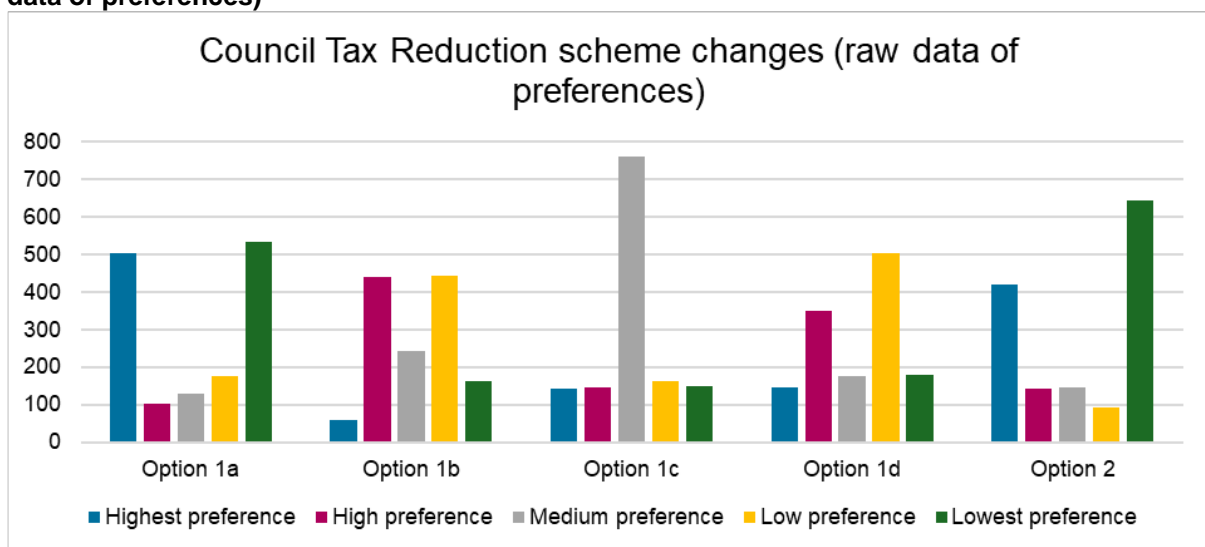
Base: 1448

The option that the most people chose as their **highest preference** was **Option 1a**: include 100% of Universal Credit Income (504 people), but it was **also the lowest preference** of slightly more people (533 people).

The middle option (to include 50% of Universal Credit income in calculations) scored highest when measuring different options by weighted average, but this option was the top preference of a small fraction of the number of people whose first choice was either 100% of Universal Credit to be included or only earnings from income to be included in calculations.

The raw data of preferences shows the split of opinion between highest and lowest preference for respondents, especially for option 1a and option 2.

Chart 11: Responses to Q5 “Please indicate your preference for the following options.” (raw data of preferences)

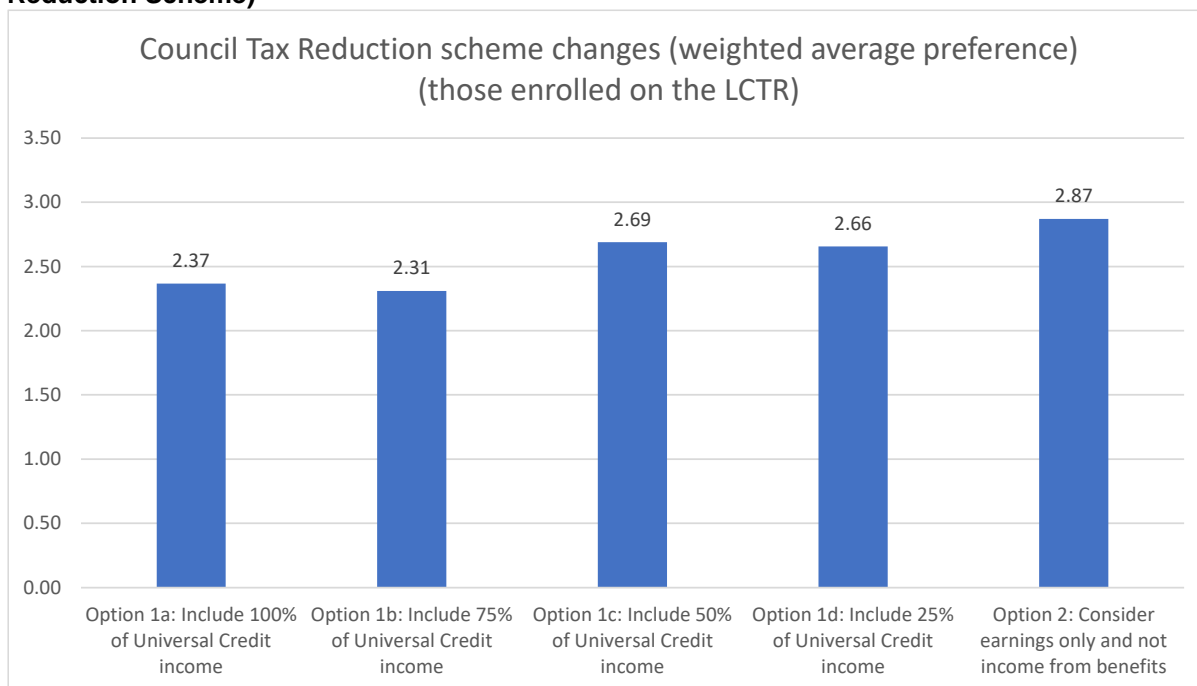


Base: 1448

There were no significant patterns of difference across the five options based on the demographics of respondents.

The responses from those currently enrolled in the Local Council Tax Reduction Scheme have been analysed separately, to draw out any differences in their option. NB: the sample size is small, at 31 respondents.

Chart 12: Responses to Q5 “Please indicate your preference for the following options.” (raw data of preferences) (responses from those currently enrolled on the Local Council Tax Reduction Scheme)



Base: 31

While there is still no clear overall preference, responses from those currently enrolled on the LCTR show more of a **preference for option 2**, consider earnings only and not income from benefits. This was the least popular option by weighted average in the main survey sample.

The next 5 – 10 years

Each year, we explain the financial challenges the Council faces and ask local people to tell us the overall approach they would like us to take as we manage our costs and income. The tables on the following pages show the proportion of people who agree with the various different approaches.

- People would like us to **prioritise reducing our internal costs first**. Making more efficient use of assets and buildings and changing working practices to make better use of technology are the most supported approaches with 91.2% and 84.4% respective net agreement,
- Residents are also comfortable with us changing the delivery models we use for services. Given the skew of responses towards older people (who are less likely to be digitally enabled), it is notable that net agreement is comfortably above half for greater use of technology in delivering services and in making more services available online.
- Stopping, cutting back or reducing the quality of services are the least popular options. Indeed, support for these has fallen back considerably since we asked the same questions last year.

- Outsourcing services to commercial companies is also not considered the right approach (-24.0% net agreement).

Table 8 Q6 “How strongly do you agree or disagree with using the following approaches?”

Looking at our internal costs	Base size	Percentage agreement	Percentage disagreement	Net agreement
Changing working practices to make better use of technology and more efficient ways of working	1747	88.5%	4.1%	84.4%
Making more efficient use of council assets such as land and buildings	1754	93.3%	2.1%	91.2%
Changing delivery models				
Using digital technology more widely to support the delivery of services	1732	74.7%	12.9%	61.8%
Making more services available online	1737	71.9%	15.5%	56.5%
Collaborative/community working				
Working in partnership and sharing services with other councils and public sector agencies	1729	84.8%	6.4%	78.4%
Encouraging more people to volunteer their time to become involved in the delivery of services	1743	56.2%	16.6%	39.6%
Transferring services to other organisations like community groups, social enterprises and town and parish councils	1734	49.0%	27.0%	21.9%
Outsourcing				
Transferring services to other organisations like commercial companies	1735	27.3%	51.3%	-24.0%
Stopping/cutting back services				
Reducing the quality of some services we provide	1712	16.8%	62.7%	-46.0%
Scaling back or stop providing some services	1725	21.8%	54.5%	-32.7%
Increasing fees				
Increasing fees and charges for some services to ensure full cost recovery	1720	55.9%	25.8%	30.2%
Prioritising our support				
Stopping provision of some discretionary services to protect services to older people and the vulnerable	1740	37.9%	41.3%	-3.4%
Targeting resources on the most vulnerable and people most in need	1717	66.9%	18.5%	48.4%

Base: see individual options

Comments about the budget

Respondents were asked to make any other comments about the budget.

Table 9 Q9 “Please use this space to make any other comments about the budget”:

Theme of comment	Number of mentions	Proportion of comments
Internal workings of organisation		
Stop wasting money	21	13%
Council needs better efficiency	20	13%
Could outsource services	9	6%
Council should generate more income	7	4%
Don't generate income from residents	3	2%
Staff/members should take pay cuts	1	1%
Comment on consultation	1	1%
Comments relating to finance		
Should raise council tax fairly	16	10%
Don't raise council tax	14	9%
Government should contribute/should highlight reductions in Government funding	8	5%
Should use reserves	2	1%
Concern over business rates	1	1%
Comments relating to services and amenities		
Poor state of the roads	21	13%
Keep the area tidier	15	9%
Need to protect services that aren't health and social care	7	4%
Comment on specific services/projects	7	4%
Don't cut childrens services and groups	3	2%
Need to improve buses	3	2%
Need to improve services	3	2%
Comments relating to proposals		
Specific mention of Thornbury	17	11%
Don't charge for car parking	8	5%
Don't charge more for green bins	3	2%
Concern over negative impact on libraries	3	2%
Keep disabled parking free	1	1%
Other comments		
Concerns about housing and development	11	7%
No opinion	7	4%
Cost of living is tough	2	1%
Need more info to be able to comment	2	1%
Concern over climate change	1	1%
Protect staff and vulnerable residents	1	1%

Base: Total comments to Q9 (n=158). *Some respondents mentioned more than one theme*

The comments have been grouped into several themes, covering things like how the Council should run things internally, how finances should be managed, and individual comments about specific services and projects which are ongoing separate to the budget consultation.

Internal workings of the organisation

The two most commonly mentioned themes linked to the internal workings of the organisation were **stop wasting money** (21 comments, 13%), and **the council needs better efficiency** (20 comments, 13%). Some respondents felt that it should be possible to reduce the need for cuts in two main ways: stopping wasting money through inefficiency, and stopping spend on services or projects that respondents didn't consider necessary.

"Stop wasting money on more grand transport schemes. Concentrate on the services you are required to provide."

"You desperately need to tackle underuse of your land and buildings! End some of the non-jobs unless they are fully funded by central government including pensions etc..."

The predominant theme of the finance-related comments here was council tax. Some were keen to suggest that **council tax should be raised fairly** (16 comments 10%), by which they meant charging the vulnerable and those less able to pay less than others who are better off. Others took the opportunity to comment that council tax should not be raised at all.

"I think the council has done well, and I believe we should be prepared to pay for the services we receive through Council Tax. I would favour this coming from those we are most able to pay, so minimising the pressure on low-income households who are already under strain..."

"Our wages are going up far less than the increases in council tax meaning cutting back on heating to live."

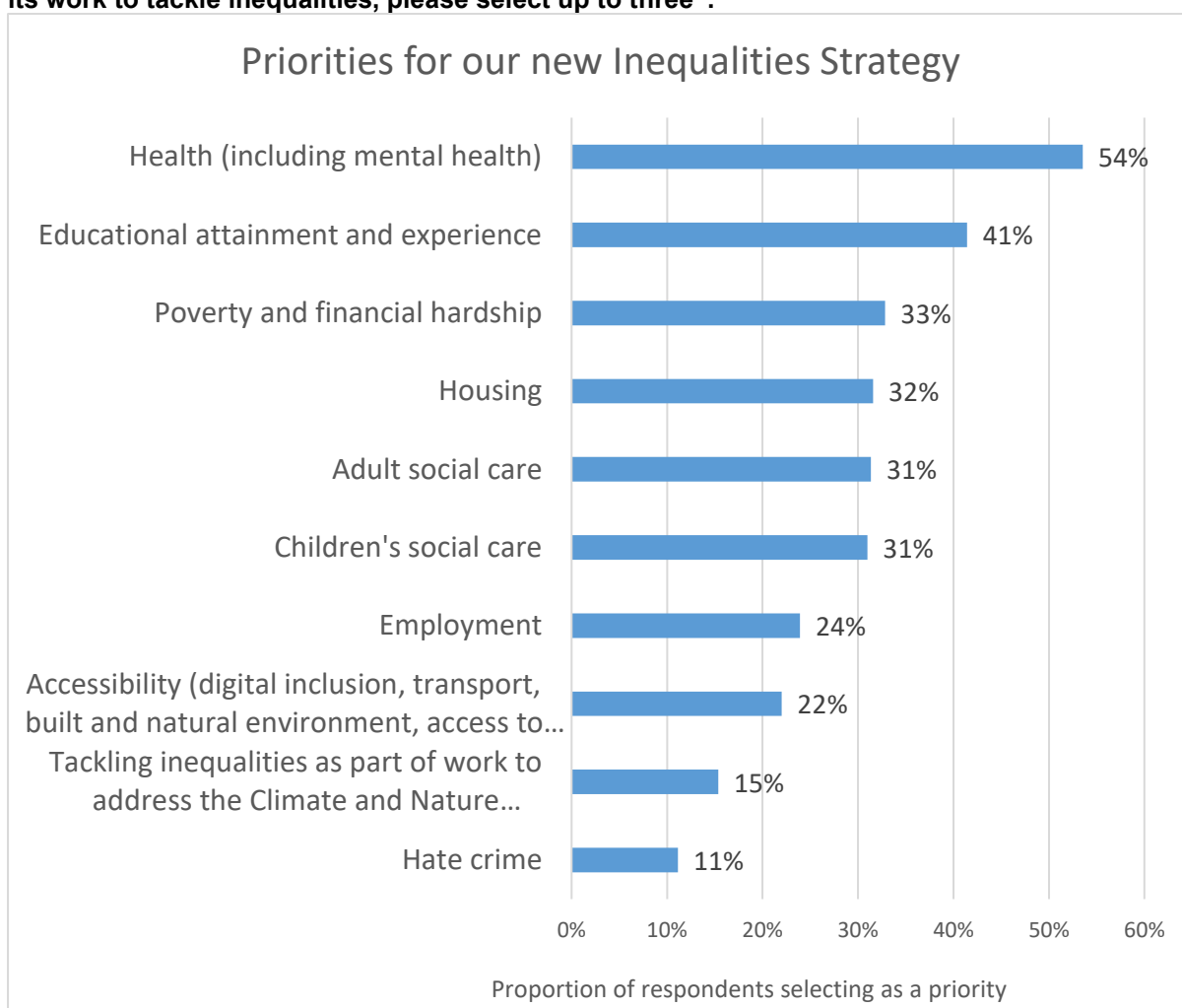
Priorities in the new Inequalities Strategy

In this year’s budget survey, we also asked respondents to tell us about what they would prioritise us to focus on as part of our new Inequalities Strategy. Respondents were asked to select up to three priority areas. The below chart shows the proportions of respondents who selected each category.

Health was considered a priority by the largest proportion of respondents, with more than half (53.5%) identifying this as a priority to tackle inequalities.

Education, financial hardship, housing and children’s and adult social care were also considered of great importance; hate crime was the priority selected the least often.

Chart 13: Responses to Q10 “Which of the following ten areas should the Council priorities in its work to tackle inequalities, please select up to three”:



Base: 1726

There were some significant differences seen between different types of respondents for some of these priorities:

Health (including mental health):

- Women significantly more supportive than men (59.5%, n=331 vs 49.3%, n=339)
- Disabled people significantly more supportive than non-disabled people (64.2%, n=68 vs 53.3%, n=324)

Educational attainment and experience:

- Younger people aged up to 44 significantly more supportive than those aged 65+ (47.8%, n=121 vs 36.6%, n=226)
- Non-disabled people significantly more supportive than disabled people (45.7%, n=278 vs 33.0%, n=35)

Poverty and financial hardship:

- Women significantly more supportive than men (36.6%, n=202 vs 29.5%, n=203)

Housing:

- Disabled people significantly more supportive than non-disabled people (46.2%, n=49 vs 27.3%, n=166)

Adult social care:

- People aged over 65 significantly more supportive than those aged up to 44 (38.0%, n=235 vs 16.2%, n=41)
- White British people significantly more supportive than those from a White Other or BAME background (33.4%, n=368 vs White Other 12.7%, n=8 and people from a BAME background 15.4%, n=6) (please note small numbers)
- Carers significantly more supportive than non-carers (42.3%, n=60 vs 29.9%, n=171)

Children's social care:

No significant differences based on demographics.

Employment:

- Men significantly more supportive than women (25.9%, n=178 vs 18.9%, n=105)
- Non-disabled people significantly more supportive than disabled people (22.4%, n=136 vs 12.3%, n=13)

Accessibility:

- People aged over 65 significantly more supportive than those aged up to 44 (25.2%, n=156 vs 18.2%, n=46)

Tackling inequalities as part of work to address the Climate and Nature Emergency:

- Non-carers significantly more supportive than carers (15.6%, n=89 vs 8.5%, n=12)

Hate crime:

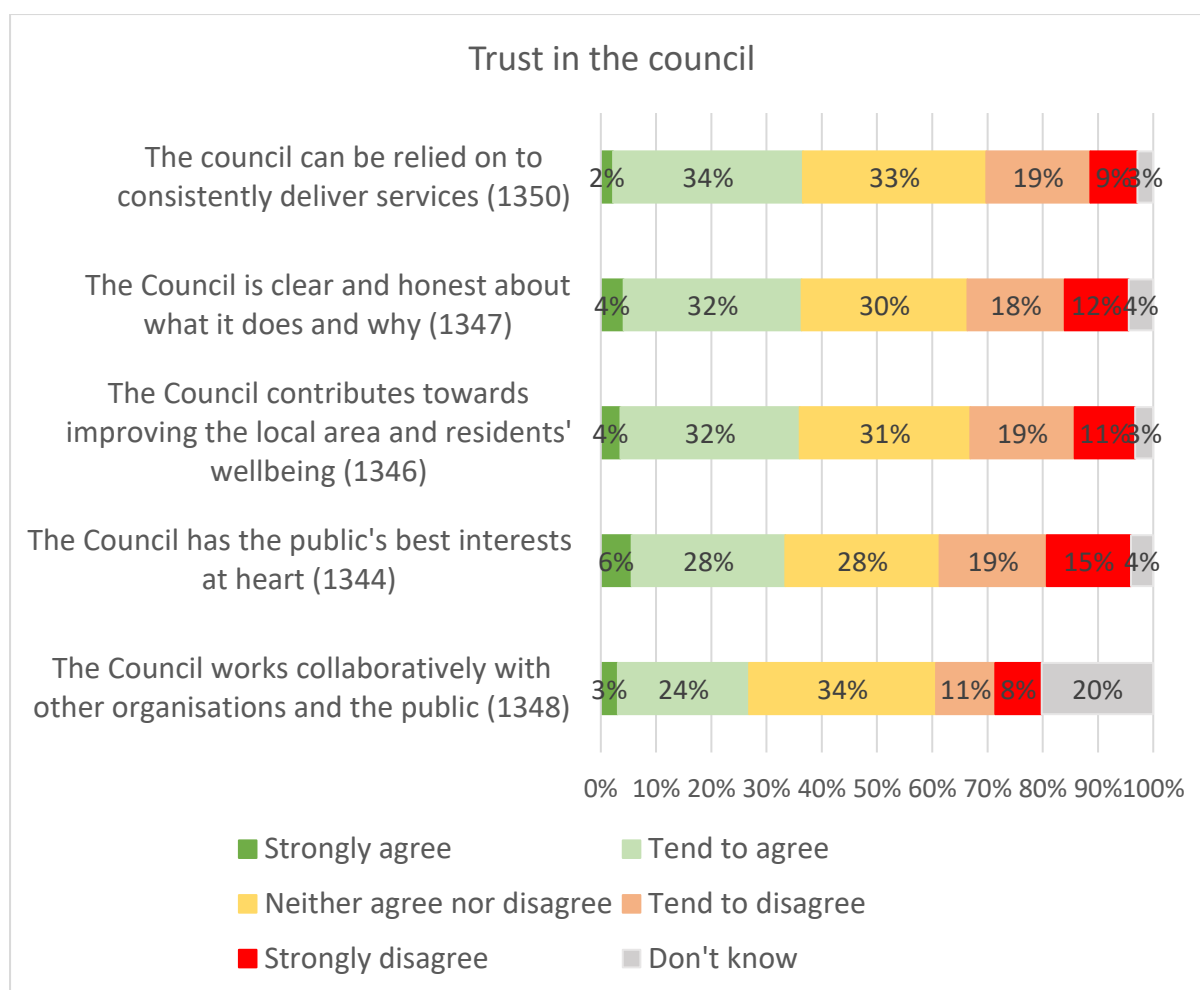
- People from a BAME background significantly more supportive than those from a White British background (25.6%, n=10 vs 10.6%, n=117) (please note small numbers)

Perceptions of the council and the local area

Trust in the Council

Respondents were asked to indicate agreement with a series of statements aimed at understanding whether the council is viewed as a trustworthy and effective organisation.

Chart 14 Q18 “Please indicate the level to which you agree or disagree with each of the following statements:”



Base size: see individual rows

Less than half of respondents agree with the positively framed statements around trust, suggesting that levels of trust are low. The question with the highest agreement was 37% agreement for ‘the Council can be relied on to consistently deliver services’, and the lowest agreement was 27% for ‘the Council works collaboratively with other organisations and the public’, although it is worth noting that 20% of respondents felt unable to give an opinion on this statement.

The highest level of disagreement was 35% for ‘the Council has the public’s best interest at heart.

These scores have declined since people were asked last year.

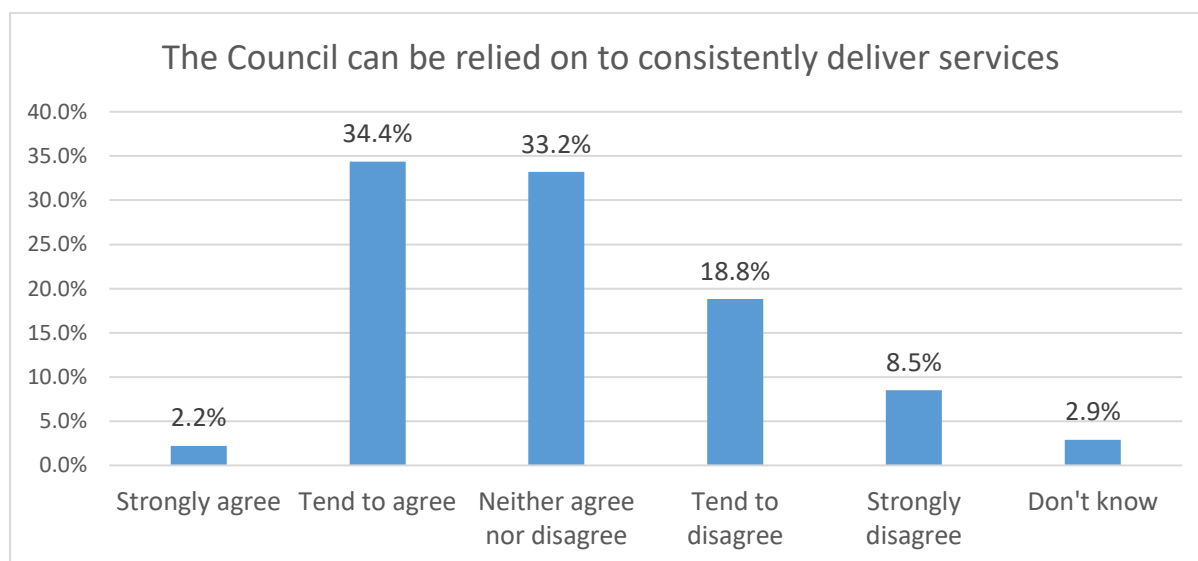
Table 10 Change in Trust agreement levels since last year’s budget consultation

Trust statement	2022 survey	2023 survey	% difference in agreement
The council can be relied on to consistently deliver services (1350)	44%	37%	-7%
The council is clear and honest about what it does and why (1347)	40%	36%	-4%
The council contributes towards improving the local area and residents' wellbeing (1346)	37%	36%	-1%
The council has the public's best interests at heart (1344)	38%	33%	-5%
The council works collaboratively with other organisations and the public (1348)	31%	27%	-4%

Base size: see individual rows

The Council can be relied on to consistently deliver services

Chart 15 Q18a “Please indicate the level to which you agree or disagree with each of the following statements:” The Council can be relied on to consistently deliver services



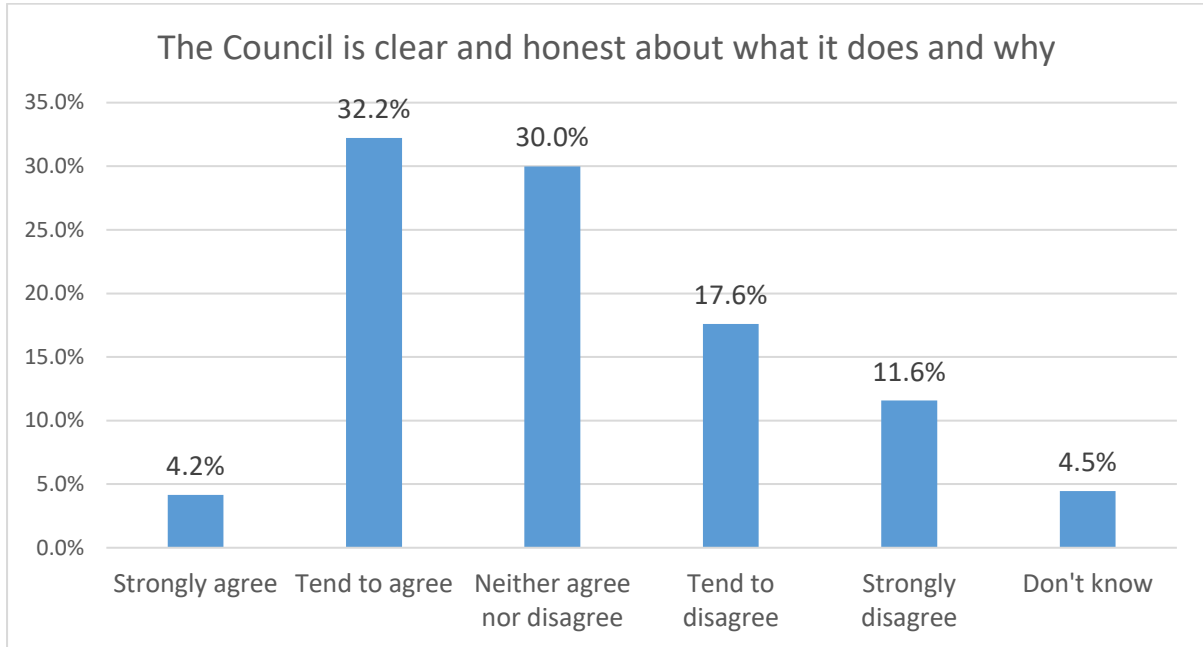
Base size: 1350

37% agreed that the Council can be relied on to consistently deliver services, and 27% disagreed. Agreement has declined significantly over the last year, with a 7.0 percentage point reduction in respondents agreeing. 2.2 percent of respondents strongly agreed with this statement.

Those who disagree are more likely to be younger (35%), be a carer (37%), or live in Thornbury (38%).

The council is clear and honest about what it does and why

Chart 16 Q18b “Please indicate the level to which you agree or disagree with each of the following statements:” The Council is clear and honest about what it does and why



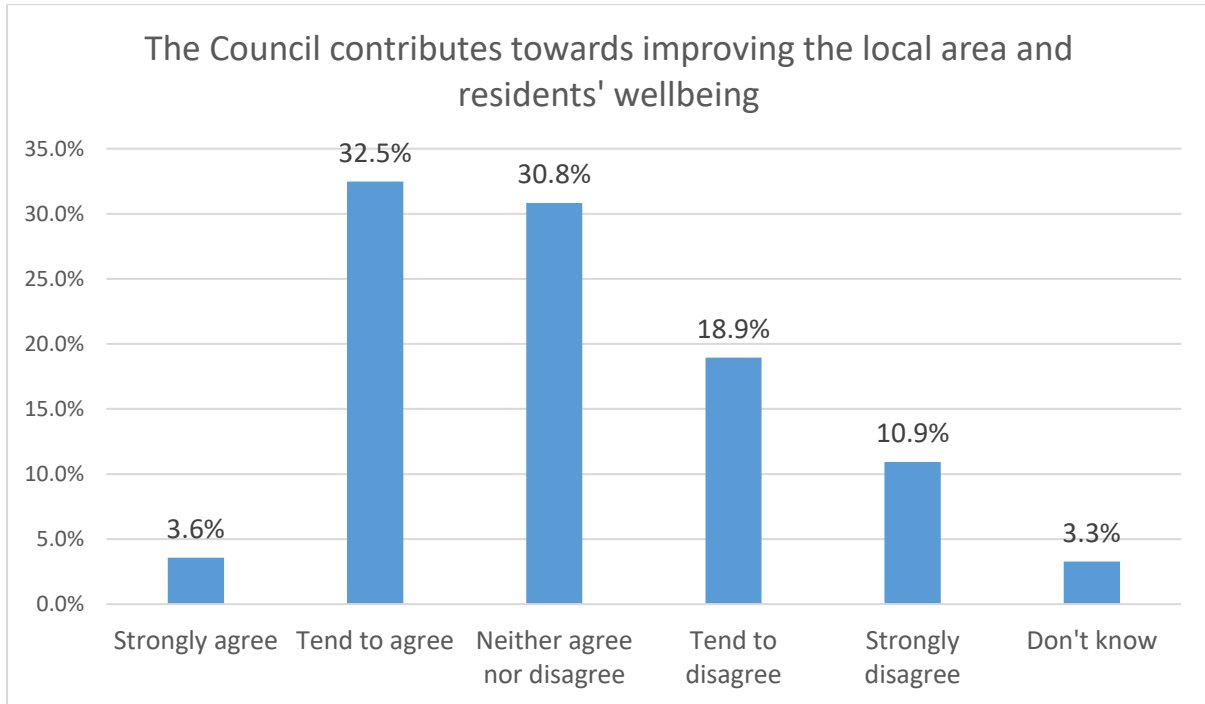
Base size: 1347

36% agreed that the Council is clear and honest about what it does and why, and 29% disagreed. Again, agreement has fallen back from last year.

Those who disagree are more likely to be aged between 45 to 64 (32%) and live in Woodstock (43%), Longwell Green (35%), or Thornbury (56%).

The Council contributes towards improving the local area and residents' wellbeing

Chart 17 Q18c "Please indicate the level to which you agree or disagree with each of the following statements:" The Council contributes towards improving the local area and residents' wellbeing



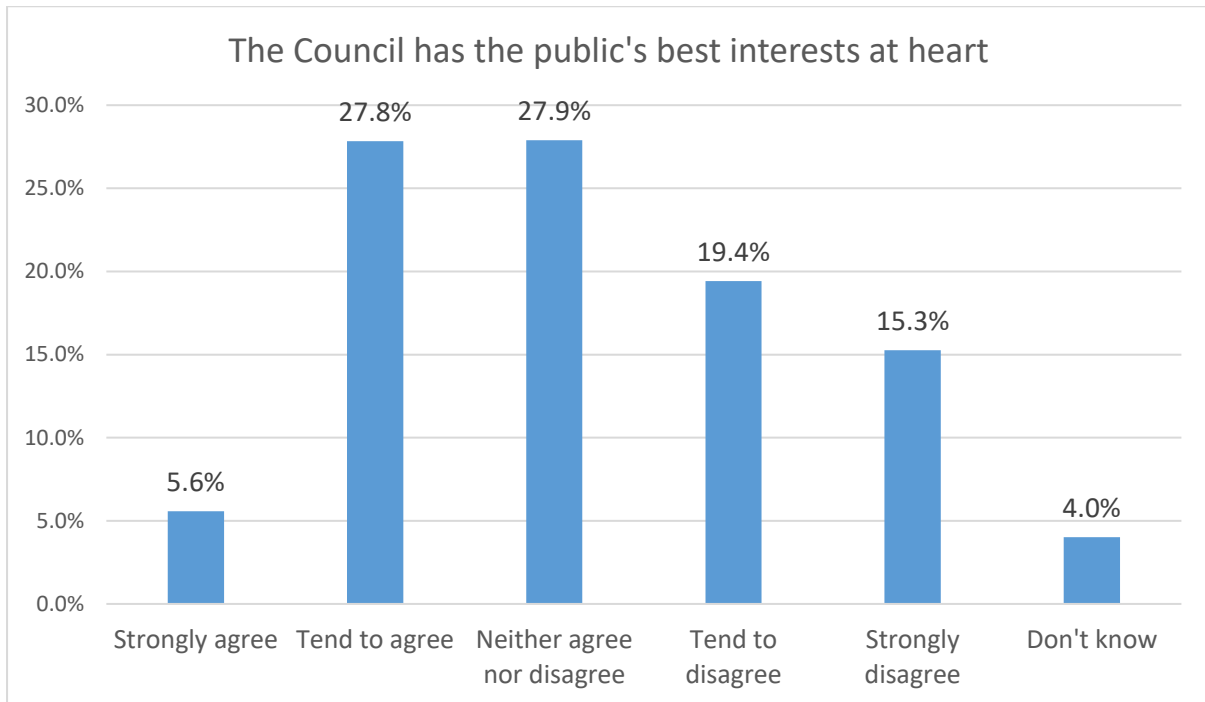
Base size: 1346

36% agreed that the Council contributes towards improving the local area and residents' wellbeing, and 30% disagreed. This agreement metric has fallen by one percentage point since last year.

Those who disagree are more likely to be carers (40%) or live in Thornbury (48%) or Bitton & Oldland Common (39%).

The Council has the public's best interests at heart

Chart 18 Q18d "Please indicate the level to which you agree or disagree with each of the following statements:" The Council has the public's best interests at heart



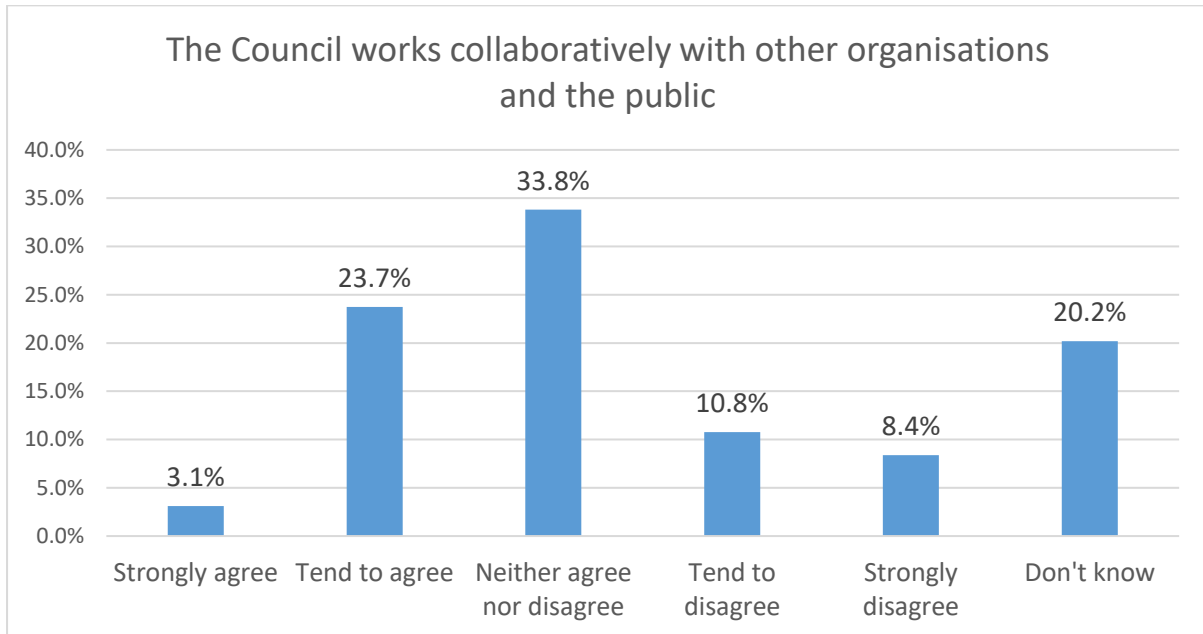
Base size: 1344

33% agreed that the Council has the public's best interests at heart, and 35% disagreed. This represents a five percentage point fall since last year.

Those who disagree are more likely to be disabled (36%), LGBTQ+ (48%), carers (45%), live in council tax bands A&B (46%), or live in Woodstock (55%) or Thornbury (58%).

The Council works collaboratively with other organisations and the public

Chart 19 Q18e “Please indicate the level to which you agree or disagree with each of the following statements:” The Council works collaboratively with other organisations and the public



Base size: 1344

Nearly a third (27%) of respondents felt that the Council works collaboratively with other organisations and the public, while 19% disagreed. This metric has fallen by four percentage points since last year.

Those who disagree are more likely to live in council tax bands A&B (33%) or Thornbury (38%).

One fifth of respondents did not have a view on this statement.

Usage of and satisfaction with Council services

Overall, the services most used by respondents in the past year were:

- Waste & recycling services with 98% usage
- Free car parking with 91% usage
- Highways and roads with 90% of respondent usage

Most services were **used more this year than they were last year**. A few were used slightly less: highways and roads (-2%), waste and recycling services (-2%) and parks and open spaces (-1%). Welfare benefits and council tax reduction was used 11% more.

Table 11: Respondents who said they have used services in Q14 “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?”

Service	% respondents who use service	Change in usage vs last year
Care for older people	23%	3%
Care for physically disabled and those with learning difficulties	25%	10%
Children's social services	20%	3%
Customer services	52%	13%
Environmental health and trading standards	31%	6%
Free car parking	91%	5%
Highways and roads	90%	-2%
Housing advice services	21%	7%
Libraries	58%	8%
Local bus services	77%	2%
Parks and open spaces	90%	-1%
Planning	45%	4%
Public Health (not including NHS services)	41%	17%
Schools	38%	0%
Sport and leisure facilities	59%	6%
Waste and recycling services	98%	-2%
Welfare benefits and council tax reduction	37%	11%

Base: 1783

The following percentages indicate the proportion of respondents who stated that they were either satisfied or dissatisfied with a given service area, out of all those who said they had used the service in the last year.

Net satisfaction score is used to show the overall picture of satisfaction as well as change from last year. It shows how many more respondents are satisfied than those that are dissatisfied. It is calculated by % Satisfied Customers – % Dissatisfied Customers.

There have been some **significant changes in satisfaction ratings** for individual services over the last year. Most of these differences could be attributed to factors which we are aware of, for example:

- The notable **decline in satisfaction with waste collection services** could be due to the disruption to services during industrial action,
- The **increase in satisfaction with free parking** may be attributed to large numbers of people who would not have completed the budget survey in previous years having done so this year to highlight their opposition to the proposed parking charges,
- We have seen **big declines in satisfaction with roads and road maintenance** in other data, including our StreetCare satisfaction survey.

Respondents report significant improvements in net satisfaction with care provision for older people and also for those with physical or learning disabilities. There has also been a somewhat surprising increase in satisfaction with local bus services. Other noteworthy findings include:

- Net satisfaction scores for schools and housing advice services have dropped substantially.
- The highest levels of net satisfaction are for free car parking, libraries and parks and open spaces.
- The lowest levels of net satisfaction are for highways and roads, planning and local bus services.

Table 12: Q14 “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?”

Service	2023 net satisfaction	2022 net satisfaction	Change
Free car parking (1599)	75%	51%	24%
Libraries (964)	67%	72%	-5%
Parks and open spaces (1563)	66%	67%	-2%
Sport and leisure facilities (983)	52%	48%	4%
Waste and recycling services (1715)	43%	63%	-20%
Customer services (862)	30%	24%	5%
Schools (589)	24%	39%	-15%
Public Health (not including NHS services) (635)	10%	8%	1%
Welfare benefits and council tax reduction (567)	6%	4%	2%
Care for older people (393)	4%	-11%	15%
Environmental health and trading standards (485)	2%	7%	-5%
Care for physically disabled and those with learning difficulties (353)	0%	-15%	15%
Housing advice services (310)	-2%	8%	-10%
Children's social services (292)	-7%	-9%	2%
Local bus services (1320)	-11%	-31%	21%
Planning (702)	-31%	-25%	-6%
Highways and roads (1566)	-51%	-22%	-30%

*Base: respondents who have used the corresponding service area in the last year
(n= see individual service areas)*

Perceptions of the local area

Overall, the **majority of respondents are satisfied with their local area** (66%), however, the negative trend we have seen over the last decade in satisfaction with the local area have continued in this year's results.

The proportion of people who are satisfied fell to 65% (from 73% last year), although a lower proportion this year told us they were dissatisfied (14% compared with 17%).

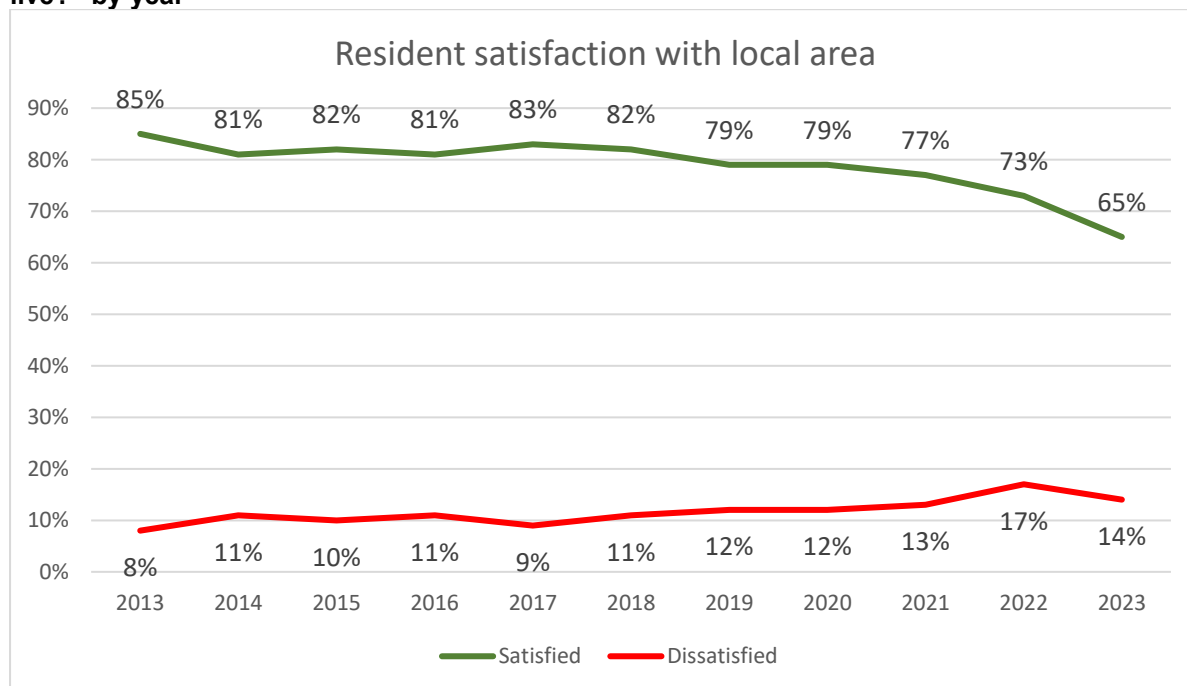
This gives a net satisfaction score (those satisfied minus those dissatisfied) of 51%, a -5% fall since last year.

Table 13 Q11 “Overall, how satisfied or dissatisfied are you with your local area as a place to live?”

	Total	Year on year difference
Total Satisfied	65%	-8%
Total Dissatisfied	14%	-3%
Net Satisfaction	51%	-5%

Base: 1766

Chart 20: Q11 “Overall, how satisfied or dissatisfied are you with their local area as a place to live?” by year



In terms of whether South Gloucestershire has become a better or worse place to live, a higher proportion of people (46% compared with 43% in 2022) told us that it had become a worse place to live and fewer (3% compared with 5% in 2022) told us they thought South Gloucestershire was becoming a better place to live.

Respondents who are more likely to think things have got better are aged 18-44 (7%) or live in Yate Central ward (16%), and respondents who are significantly more likely to think things have stayed the same are non-carers (51%) and non-disabled people (54%).

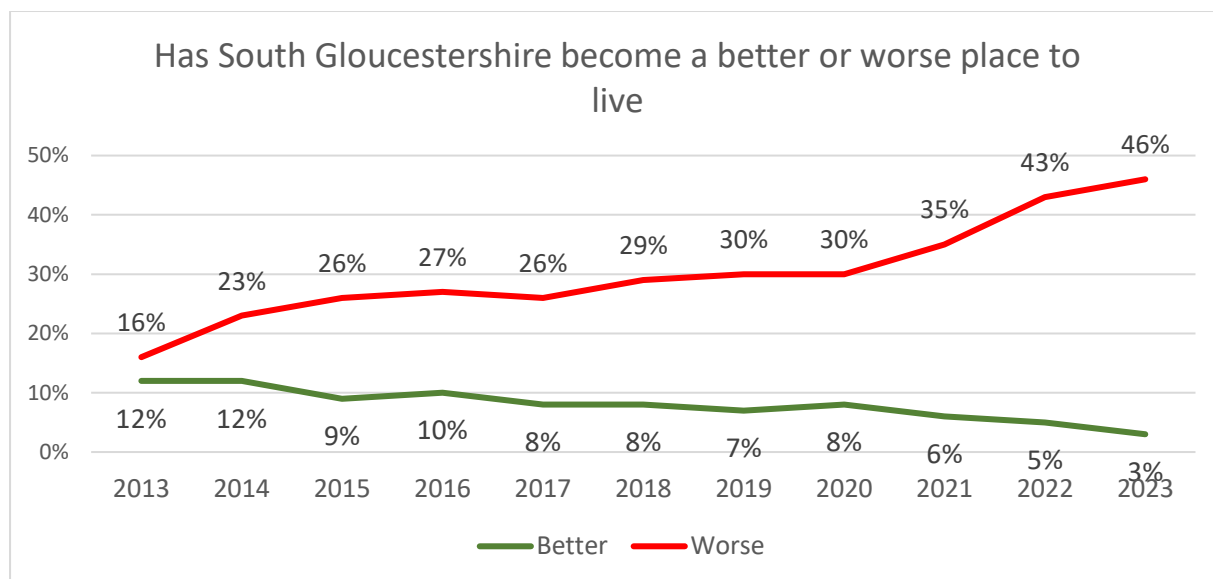
Perceptions that things are getting worse are seen more in carers than non-carers (55%), and respondents who live in Charfield, Kingswood and Thornbury are also more likely to say things have got worse in the last two years (56%, 67% and 60% respectively).

Table 14 Q12 Over the past 2 years, do you feel that South Gloucestershire has become a better place to live, is the same, or is worse?

	Total	Year on year difference
Better	3%	-2%
The same	50%	0%
Worse	46%	+3%

Base: 1757

Chart 21: Q12 by year



If a respondent said they thought South Gloucestershire had become a better place in the past 2 years, they were asked for their reasons why.

Getting Better

Table 15 Q13 “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?” – Respondents who made comments about South Gloucestershire having become a better place to live:

Theme of comment	Number of mentions	Proportion of comments
Access to services has improved	4	24%
More efficiency from the council	2	12%
Less crime	2	12%
Positive pedestrianised areas	1	6%
Thornbury High Street	1	6%
More shops and restaurants	1	6%
Quality of life has improved	1	6%
Less homelessness	1	6%
More cycle lanes	1	6%

Base: Respondents to Q12 who answered question 11 saying that South Glos had got better in the last two years (n=17)

Seventeen respondents made a comment. Four respondents took the opportunity to note that **access to services has improved** (4 comments, 24%), and two people mentioned efficiency from the council and less crime.

“Despite the challenges - covid etc. we have a park & ride, better train services & a very pleasant environment to live in with good services.”

“The staff are helpful and efficient.”

Getting Worse

Respondents who said they thought South Gloucestershire had become a worse place to live in the past two years were also asked why they felt this way.

Table 16 Q13 “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?” – Respondents who made comments about South Gloucestershire having become a worse place to live:

Theme of comment	Number of mentions	Proportion of comments
Condition of roads	119	30%
Too much housing without infrastructure	90	23%
Specific mention of thornbury	77	19%
Lack of public area / path maintenance	74	19%
Increase in anti social behaviour	61	15%
Roadworks / congestion	54	14%
Poor bus services	47	12%
Lack of policing	45	11%
Not enough consultation / being listened to	40	10%
Businesses struggling to survive	30	8%
Increase in litter	29	7%
Don't charge for car parking/parking issues	22	6%
Less vibrant and accessible	19	5%
Too much focus on walking and cycling/climate	18	5%
Don't feel safe on streets	14	4%
Bin strikes	14	4%
Increase in graffiti	10	3%
Increased illegal e-scooters and e-bikes	7	2%
Schools struggling	7	2%
Criticism of council/councillors	7	2%
No opinion	6	2%
Promised services not delivered	6	2%
Rise in council tax and bills	5	1%
Disparity between areas of South Glos	3	1%
Comment on car parking	2	1%
Too many HMOs	2	1%
Criticism of previous administration	2	1%
More pollution	1	0%
Cost of housing	1	0%
Following national trend	1	0%

Base: Respondents to Q12 who answered question 11 saying that South Glos had got worse in the last two years (n=396)

The most frequently mentioned reason was the **worsening condition of the roads** (119 comments, 30%), followed by there being **too much housing without adequate infrastructure** (90 comments, 23%).

“Council has ruined the area by allowing an explosion of housing with no infrastructure in place. Road systems inadequate and poorly maintained. Previously traditional High streets trashed by ignoring residents preferences, subsequently businesses struggling to survive.”

“Roads have become worse for traffic & full of pot holes. Pathways & roads overgrown with weeds and grass left unsightly.”

77 different comments specifically mentioned **Thornbury** (19%), centring around the changes that have been made to the High Street. Other respondents focussed on **environmental issues**, citing a lack of maintenance of public areas and paths as a reason that the area has got worse (74 comments, 19%).

“High street in Thornbury being killed. Neither one thing or another. Not pedestrianized and not convenient. Forcing business to Yate where it is easy to park and shop. If the parking charges are added this will affect a multitude of

“Living in Thornbury we have seen hundreds of houses built but no improvement in the infrastructure. The High Street has been farcical. Increase in amount of traffic and pro longed road works. Loss of Armstrong Hall..”

“The roads are in a worse condition and the weeds growing up in the gutters and on the pavements are definitely far worse making the area look shabby..”

There was also some concern about antisocial behaviour (61 comments, 15%), roadworks and congestion (54 comments, 14%) poor bus services (47 comments, 12%).

Satisfaction with the way the Council runs things

Net Satisfaction with the Council has reduced (-5%) in the last year to 18%. Respondents who are 'dissatisfied with the way the council runs things' are significantly more likely to live in Charfield (41% dissatisfied vs. 24% of all respondents) and Thornbury (48% vs 24%); these same areas also scored worse in this question last year.

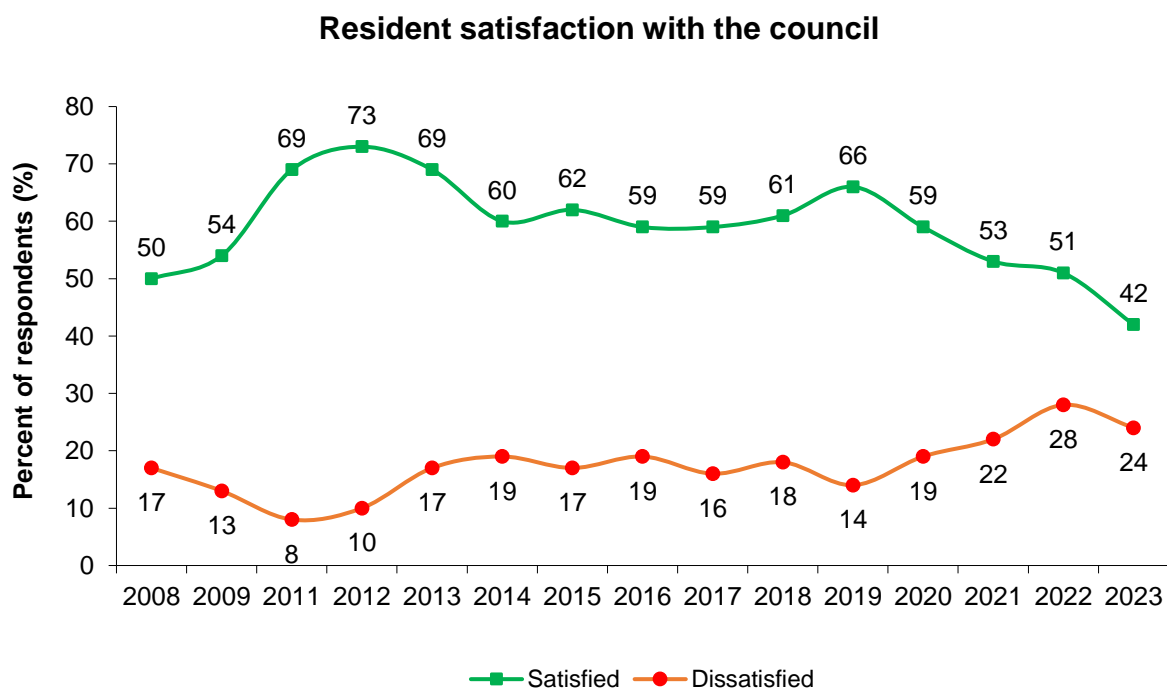
Satisfied respondents are more likely to be female (50% satisfied vs 43% male) and non-disabled (47% satisfied vs 37% disabled).

Table 17 Q15 "Overall, how satisfied or dissatisfied are you with the way South Gloucestershire Council runs things?"

	Total	Year on year difference
Total Satisfied	42%	-9%
Total Dissatisfied	24%	-4%
Net Satisfaction	18%	-5%

Base: 1330

Chart 22 Q15 by year



Perceptions of the Council

The **majority of respondents (63%) feel they are kept informed about council services**; this is a small decrease of four percentage points compared to the previous year, but is still 15 percentage points higher than the corresponding figure when we surveyed people in 2021.

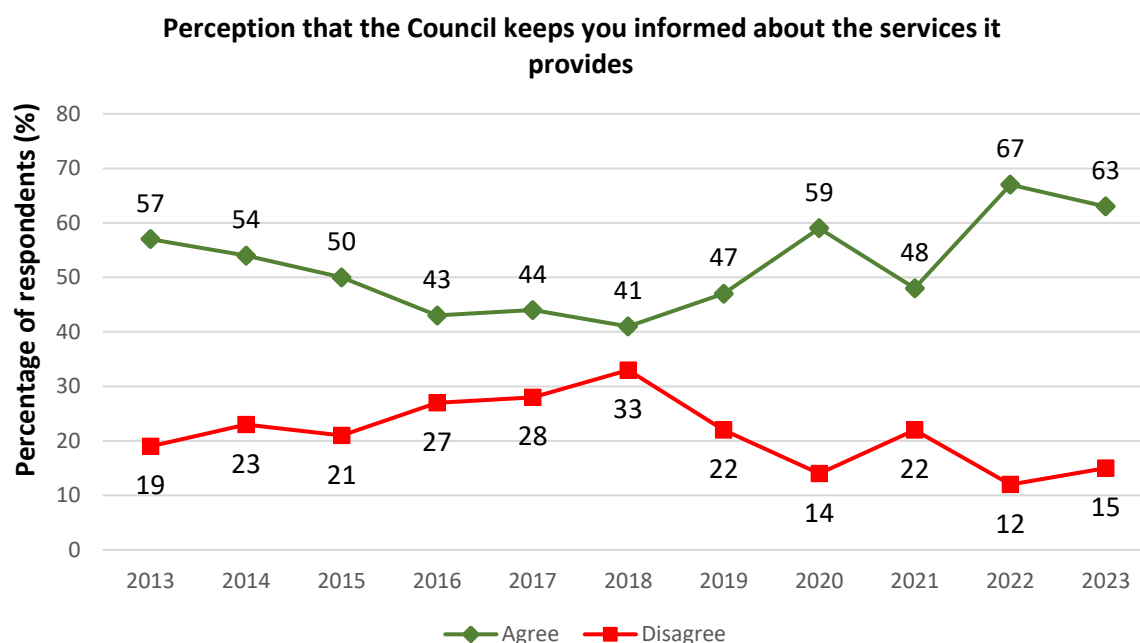
Younger respondents aged up to 44 were significantly less likely to agree (56% vs 68% 45 to 64 year olds). Respondents who live in Bitton and Oldland Common and Patchway Coniston are most likely to agree (82% and 80% agreement respectively), and respondents in Thornbury are least likely to agree (49%).

Table 18 Q16a “To what extent do you agree or disagree that the council keeps you informed about the services it provides?”

	Total	Year on year difference
Total Agree	63%	-4%
Total Disagree	15%	+3%

Base: 1371

Chart 23 Q16a by year



There has been a small increase in the proportion of respondents who feel they are **kept informed about changes** (63%; a rise of 1 percentage point).

Respondents living in houses in lower council tax bands were less likely to agree with this statement (22% non-agreement for Bands A&B compared to 10% for bands E&F).

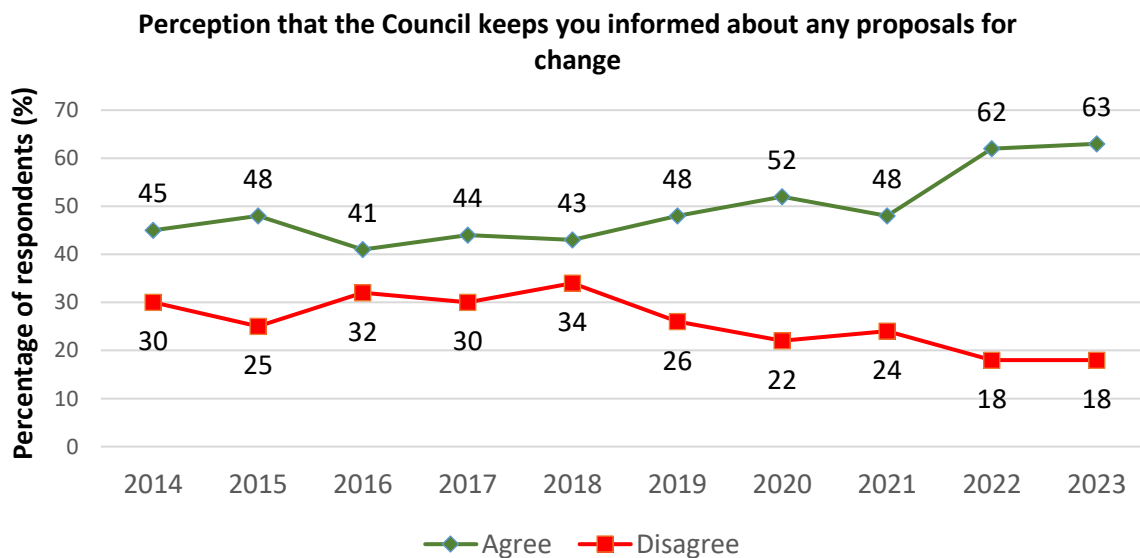
Respondents who were significantly more likely to disagree lived in Woodstock (27%) or Kingswood (33% disagree).

Table 19 Q16b To what extent do you agree or disagree that the council keeps you informed about any proposals for change?

	Total	
Total Agree	63%	+1%
Total Disagree	18%	0%

Base: 1368

Chart 24 Q16b by year



56% of respondents disagree that they can influence local decisions, and 16% agree, keeping the agreement rate static compared to last year.

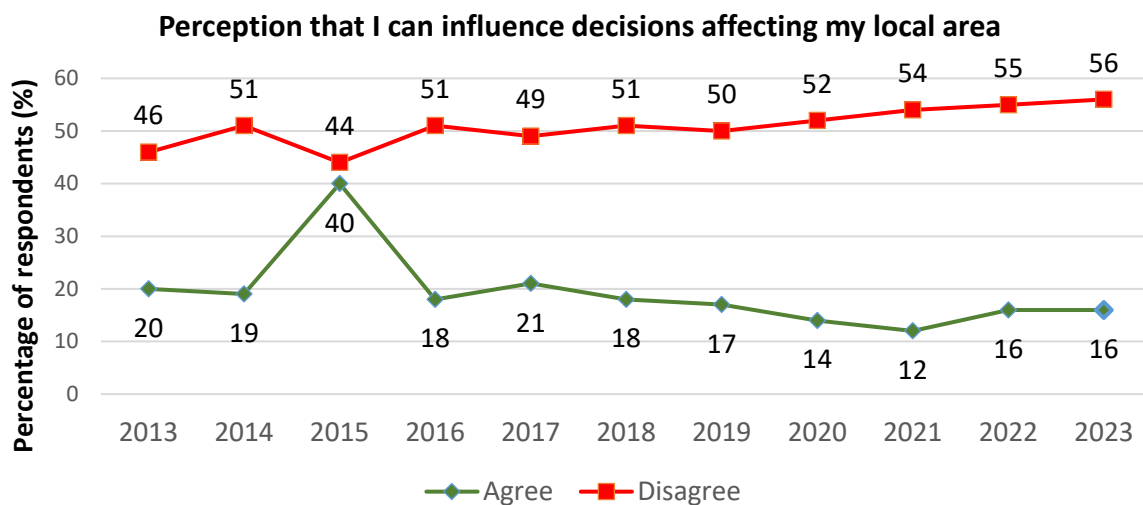
Respondents who are significantly more likely to disagree include those who are male (57% vs 47% female), or live in Charfield (76%), Thornbury (85%) or Pilning & Severn Beach (78%).

Table 20 Q24c To what extent do you agree or disagree that: I can influence decisions affecting my local area:

	Total	% Difference vs. last year
Total Agree	16%	0%
Total Disagree	56%	+1%

Base: 1365

Chart 25 Q16c by year



Just over half of respondents (54%) feel the Council does not act very much / at all on the concerns of residents, an increase of +1% on last year and a continuation of a trend over the last four years.

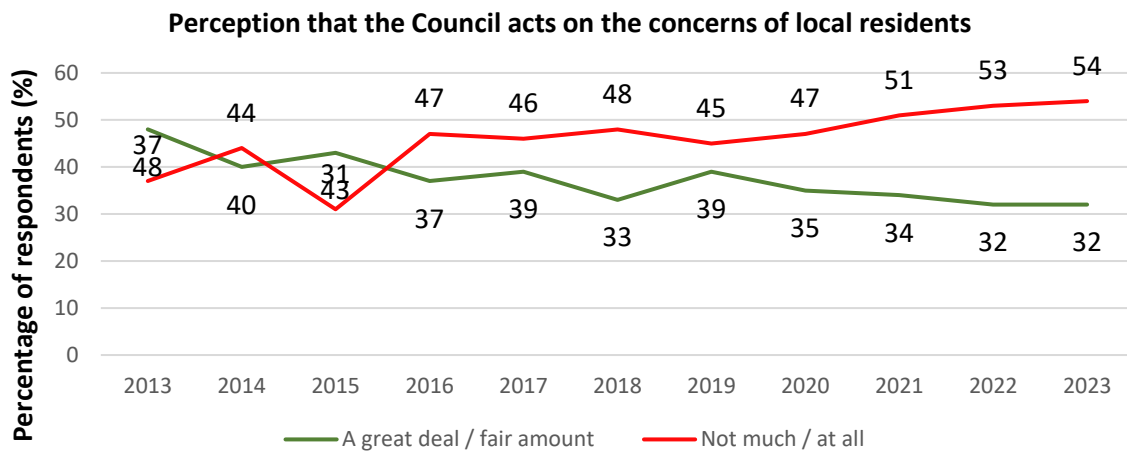
Disabled respondents are significantly more likely to think the council doesn't act on the concerns of local residents than non-disabled respondents (63% vs 50%), as are those who live in Thornbury (81%).

Table 21 Q17 To what extent do you think the council acts on the concerns of local residents?

	Total	% Total Difference vs. last year
A great deal	3%	-1%
A fair amount	29%	+1%
Not very much	39%	+4%
Not at all	15%	+3%

Base: 1330

Chart 26 Q17 by year



Other Representations to the consultation

1. Thornbury Chamber of Commerce report: Assessment of Public Opposition to Proposed Car Park Charges in Thornbury

Thornbury Chamber of Commerce conducted their own research into opinions in Thornbury related to the proposed car park charges. The report has been included here in full:

Date: November 18th, 2023

Subject: Assessment of Public Opposition to Proposed Car Park Charges in Thornbury

Executive Summary:

This report consolidates insights gathered from an extensive review of over 3035 submissions expressing passionate objection to South Gloucestershire Council's proposed car park charges. Over 90% of contributors have stated their intention to cease utilising Thornbury shops if these charges are passed. Additionally, apprehensions have been raised concerning the potential hindrance to essential services, such as GP facilities and baby hubs and prescription services if parking fees are implemented. Within these submissions we received noteworthy correspondence from general practitioners expressing concerns about health inequalities for low-income families to access fundamental healthcare services.

Introduction:

South Gloucestershire Council's recent contemplation of imposing charges for car park usage has spurred a substantial public response, with over 2000 individuals submitting documents within the initial 24 hours, and this number continues to rise. A unanimous 100% of the submissions unequivocally reject the proposed changes.

Key Findings:

1. **Overwhelming Opposition:** The dissatisfaction voiced by respondents is grounded in the perceived adverse effects on daily life and the local economy. Many underscore the ongoing recovery of Thornbury from the high street and car park renovations.
2. **Threat to Local Businesses:** A notable portion of respondents has declared an intention to discontinue using Thornbury shops if car park charges are implemented. This poses a potential detriment to the local economy and a decline in business for retailers, as previously witnessed during high street and car park resurfacing. This will also reduce rates paid to South Gloucestershire from current businesses as they are likely to sieze trading. The majority of shop owners have stated their staff would be unable to pay for parking to attend their jobs. This includes the various charity shops available in Thornbury, all volunteers woudn't pay to park and volunteer their time.

3. **Concerns for Access to Essential Services:** Numerous submissions express serious concerns regarding access to vital services. Individuals relying on cars for accessing GP services, baby hubs, especially those with young children or mobility issues, fear hindrances due to car park charges. This raises apprehensions about health inequality and the Council's commitment to public health and accessibility for Thornbury residents.

Public Sentiments:

The submissions encapsulate diverse sentiments and concerns, including:

- Belief that car park charges impose an unfair financial burden on residents facing financial crises.
- Fears that charges would discourage visits to Thornbury, exacerbating existing fractures in the community spirit.
- Apprehensions about environmental impacts, including increased congestion and potential accidents in residential areas, if people are forced to park farther away due to fees.

We strongly recommend that South Gloucestershire Council explore alternative revenue generation methods, incorporating transparency, fairness, and community input to align with resident needs while maintaining fiscal responsibility.

Recommendations:

Given the overwhelming opposition and serious concerns expressed by the public, it is recommended that South Gloucestershire Council reevaluates the proposed car park charges. The potential negative impact on local businesses and residents' access to essential services should be central considerations in assessing the feasibility and necessity of these charges.

Additionally, we propose that the Council conduct a more comprehensive public consultation to gather additional feedback and explore alternative revenue generation methods that do not unduly burden residents and businesses.

Conclusion:

The substantial number of document submissions opposing South Gloucestershire Council's proposed car park charges, coupled with concerns about their impact on local businesses and access to essential services, emphasises the imperative for a thorough reassessment of this proposal. The Council should prioritise the well-being and interests of its residents while seeking sustainable funding solutions that avoid undue hardship. Full comments from form submissions are available upon request, offering potential collaborative pathways forward to benefit Thornbury and its residents.

2. South Gloucestershire Equalities Voice response

Equalities Voice have submitted a joint response to the consultation which is included here in full:

8th December 2023

Dear South Gloucestershire Council

In response to the current Council Budget 24/25 consultation, please find below the collective response of South Gloucestershire Equalities Voice.

South Gloucestershire Equalities Voice is led by CVS South Gloucestershire and includes:

- Age UK South Gloucestershire - <https://www.ageuk.org.uk/southgloucestershire/>
- The Diversity Trust CIC - <https://www.diversitytrust.org.uk/>
- South Gloucestershire Disability Equality Network - <https://www.sgden.org.uk/>
- South Gloucestershire Over 50's Forum - <https://www.southgloover50sforum.org.uk/>
- South Gloucestershire Race Equality Network - <https://www.facebook.com/southglosraceequalitynetwork/>
- Southern Brooks Community Partnerships - <https://southernbrooks.org.uk/>
- SARI (Stand Against Racism and Inequality) - <https://saricharity.org.uk/>

Firstly, the consultation asks: which of the following ten areas should the Council prioritise in its work to tackle inequalities? We recognise that these ten areas have been identified as a result of significant research and we agree that these are 10 areas which should all be tackled proactively.

1. Educational attainment and experience
2. Hate Crime
3. Employment
4. Poverty and financial hardship
5. Housing
6. Accessibility, especially in terms of: digital inclusion, transport, the built and natural environment, and access to the wider economy
7. Mental health
8. Health
9. Adult and Children's Social Care
10. Tackling inequalities as part of work to address the Climate and Nature Emergency

In terms of prioritising actions, consideration should be given to issues that are within the control of SGC and those where most of the influence is external e.g. poverty is largely a result of UK Government policies on minimum wage, taxation and welfare benefits. We applaud the efforts of the Council towards increasing both number and percentage of affordable and social-rent properties in the area but would ask if more could be done in terms of affordable, comfortable homes and communities to live in,

for older and disabled citizens and also the LGBTQ+ community who are now also facing a rapid rise in hate crimes and increased risks of homelessness. We also ask that more is done to support our rapidly increasing Black and Minority Ethnic population with all its diversity in terms of faith, culture and needs. Hate Crime towards these communities is also on the increase in South Gloucestershire. This combined with the fact that South Gloucestershire is one of the fastest growing areas in terms of new housing means that significant effort and resources must be put into ensuring community cohesion and to ensure newly arriving residents are welcomed and know where to turn if they are targeted. Continuing to support your commitment to race equality, ensuring all South Gloucestershire Members and Staff are trained appropriately; continuing to fund hate crime services (please do read the recent Hate Crime Needs Assessment you commissioned); continuing to fund the South Gloucestershire Racial Equality Network and also Black and Minority Ethnic led projects and to do all we can to tackle offenders to minimise the levels and impact of hate is crucial.

In terms of the specific consultation question asked, we believe that significant positive impacts can be achieved in the areas of 'Education' and 'Poverty and Financial Hardship'. However, we are also clear that the other 8 areas are critical to the advancement of equality and tackling of inequalities across communities.

The consultation presents six specific proposals and it is clear that they all seek to introduce fees and charges. As such, they are disproportionately detrimental to those with lower abilities to pay and we know that certain groups are disproportionately affected by this as clearly and correctly stated within the associated EqIAA document:

- Families with children
- Younger adults, age <45
- Women
- People from many Black, Asian and Minority Ethnic groups
- People who are renting (disproportionately more likely to be people from many Black, Asian and Minority Ethnic groups)
- People who have been unemployed or experienced long-term sickness (disproportionately more likely to be people from many Black, Asian and Minority Ethnic groups and Disabled people)
- Disabled people
- LGBTQ+ people, who experience disproportionate levels of unemployment, housing challenges, and low income, particularly if they are disadvantaged further by having intersectional characteristics and experiences e.g., a black trans woman with a disability

Mitigating actions are critical to protect and support the most vulnerable in our society.

Specifically in relation to the introduction of fees for Blue Badges, the Disability Equality Network states that introducing a charge for blue badges will be introducing a disadvantage to disabled individuals and disabled people already face unfair extra costs. By introducing a charge, Disabled people will be yet again financially impacted if they use blue badges to get out and about. If blue badges are no longer affordable for some, this will likely isolate an already isolated community of people and put

further strain on transport companies to cater to the needs of Disabled individuals. If these blue badges aren't affordable, the independence of Disabled people in South Gloucestershire will also be impacted. Such a fee would only impact the Disabled community, and the South Gloucestershire Disability Equality Network feels very strongly that this is an unnecessary option as it relies on an already financially drained and challenged community of people and it appears from the calculations in the consultation, that it would not raise a significant sum of money as a result of being implemented.

Across the proposals, it is the people who are less able to bear the brunt of these impacts who clearly stand out as those who are impacted the most. We would wish to encourage the council to distribute impacts more fairly so that those with greater ability to stand the impacts support the council savings programme more (e.g. increasing council tax for the most affluent or larger properties, reviewing business rates etc.).

We believe that it will be important for the council to carefully consider the stated ten areas within its budget setting for 24/25 in order that both equalities and inequalities are addressed as integral to what the council does and the way in which it works. We hope that this letter is helpful, and we look forward to discussing these ten areas with the council in January.

Yours sincerely
Berkeley Wilde
On behalf of South Gloucestershire Equalities Voice

3. Feedback from in-person Community Conversations events, and meetings attended

Four in-person consultation events were held as part of the council's 'Community Conversations' initiative, to help people discuss proposals with decision-makers and directly feed in their views.

The events were:

- Thornbury Library, Thornbury Monday 6 November
- Kings Chase Shopping Centre Skills Hub, Kingswood, Saturday 11 November
- Yate Library, Thursday 23 November
- Willowbrook Shopping Centre, Bradley Stoke, Tuesday 28 November

The key themes from each event are as follows:

Thornbury

An estimated 110 people attended the drop-in event held between 6-8pm in Thornbury library.

The major area for concern and discussion was the proposed introduction of charging for car parking.

Both individual residents, and representatives from organisations such as Thornbury Chamber of Commerce and the St Mary's Shopping Centre, talked about concerns about possible impact on the town. These concerns included:

- potential loss of trade to the high street
- an additional burden following on from the hit of Covid, which is still ongoing
- businesses closing down as fewer people park and visit
- displacement of shoppers to other areas which don't charge such as The Mall
- displacement of vehicles to the streets surrounding the car parks to park
- displacement of vehicles to Tesco and the leisure centre to park
- a lack of a 'unique' draw on the High Street which would make people decide to pay to park
- potential impact on health inequalities, as GP access and access to health services for those with disabilities or on low incomes could be affected
- difficulties for staff and volunteers to park who work in the businesses locally
- cashless payments for parking could exclude some residents, if that's the system chosen

Questions were posed:

- could there be permits for business rate payers and employees in the area
- could there be a park and ride from the leisure centre to reduce car-sharing for Bristol taking up space in the long stay car park
- could there be a portion of time of free parking before the charging commences
- could charging be introduced at the leisure centre to avoid people moving there to park
- could spaces be allocated for keyworkers
- how would compliance be enforced

Other comments not related to car parking:

- a bus stop is needed at the top and bottom of the High Street, with good access
- the Farmers Market has already diminished; can it be reinvigorated
- it's very hard to access health services in the area- no NHS dentists
- when the council consults, it needs to listen and act on the results
- incentives are needed to bring businesses into the area; concern over the decline of the High Street/empty units
- there is poor speed signage on Morton Way and near Tesco

Kingswood

An estimated 50 people attended the drop-in event, held between 9am-12pm in the Kings Chase Skills Hub.

Attendees made various comments related to the budget proposals:

- the concept of charging for car parking is being discussed but there are no details (amounts, time periods etc) making it hard for people to give an informed opinion
- Kings Chase shopping centre is run-down, with multiple empty units, and needs major investment
- Kings Chase has too many charity shops and not enough 'destination' shops, or local independent shops
- free parking is a luxury and people should expect to pay
- car parking should not be charged- already pay via road tax and insurance
- green bins should not be a charged service and current charge definitely shouldn't be increased
- the local council tax reduction question in the consultation is too complicated to properly understand
- the council should campaign to central government for more schools funding

Yate

An estimated 30 people attended the drop-in event, held between 6pm-8pm in Yate Library.

Attendees made various comments related to the budget proposals:

- unhappy at the increase in the green bin charge
- could the council borrow money to build sheltered accommodation for the elderly
- should turn off the Badminton Road office lights at night to save money
- roads need maintenance from the budget
- the proposals do not make it clear which car parks will be affected by charging

Bradley Stoke

An estimated 60 people attended the drop-in event, held between 10am-12pm in Willowbrook Shopping Centre.

Attendees made various comments related to the budget proposals:

- hard to pay a £60 green bin charge when on a pension
- £45 could be an affordable level for green bin charge
- would cancel green bin subscription if the charge was increased
- bus service removal is making it impossible to move round the area
- car parking should be a charged service
- lessons learned from consultations should be shared across the council
- digital exclusion is stopping people from accessing services and participating in things online, including consultations
- money should be found for a metro – pressure needs to be put on WECA

Meetings attended to discuss and inform about budget proposals:

- Equalities Voice meeting – Wednesday 18th October
- Town and Parish Council forum – Tuesday 14th November
- Pop-up community engagement meetings – 2x Thursday 16th November

4. Emails and in-person representations

Two email responses were received in response to the consultation from residents, and St Mary's Centre in Thornbury provided feedback separately. The key points are included below.

Table 22: Email responses and in-person representations

Type of Respondent	Email content
Local Resident	<p>b) Green bins I don't think it is unreasonable to increase the charge to £60 per annum – this works out at £2 per collection for the ca. 30 weeks of the year, when people actually have a full green bin. I doubt whether most residents will grumble at this! On the other hand, I think it would be counter-productive to extend the black bin "collection cycle" – you would probably end up with a lot more fly tipping and abandoned bags on the pavement.</p> <p>c) Car parking charges The introduction of these would also probably be counter-productive, penalising local businesses and simply encouraging people to park on pavements and in residential areas.</p> <p>Why not increase the costs for planning-related submissions/approvals with the aim of making your Planning Department self-financing? The vast majority of residents/builders/building companies can probably by definition afford to pay more for the planning procedures, and this measure is likely to be far less contentious than increasing charges for cemeteries or other similar charges.</p>
Local Resident	<p>Dear Cllr XXX I am writing to you to ask you if you Could Look Into all this for me extremely seriously I see your party and Labour is preying to bring in parking charges in South Gloucestershire I can confirm I have looked at all this very carefully and taking advice you blame the conservatives its not them this time it Liberal Democrats and Labour more the Liberal Democrats side off it all your very Nasty people trying to do all this if waste all that money no one will ever ever pay for any parking in s glos no one will ever ever pay out all this other extra money your all on about there's going to come a time when people will stop paying there</p>

	<p>council tax why should the tax payers keep paying out the sort it centres and social workers whent on strike when they all should off been working however if your 2 party's wants to make cuts please cut all the following cut all council holidays down to 5 days a year when they have time off because they say there sick dock all ther pay at the moment its all with full pay stop all there perks pensions life insurance make them all pay more council tax get them all working have off them don't they keep taking time off they should not will not answer a phone and reply to anyone's emails letters phone messages fax texts all ways late for appointments or not trun up same with the NHS reduce the amount of Mangers and office workers do not by any electric vehicles keep all petrol and diesel 🚗 I got XXXX I had to complain about a sgc social worker not in work again Many Thanks</p>
<p>Representation from St Mary's Centre, Thornbury</p>	<p>The key points:</p> <ul style="list-style-type: none"> - Retailers on Thornbury high street would be disproportionately impacted by the change because of the availability of free parking at alternative shopping centres nearby (Yate shopping centre, Willowbrook Centre, Cribbs Causeway) - This could potentially dissuade local people from shopping in Thornbury, resulting in the closure of many local businesses - It would increase the costs for people working in shops in Thornbury, making it financially unviable for them to work - The introduction of car parking charges acts contrary to Policy 12 of the Thornbury Neighbourhood Plan – to promote Town Centre vitality

5. Letters and petitions

Falfield Parish Council

4th December 2023

Consultation of the proposed Council Budget for 2025/25

Dear Sirs

Please find attached completed questionnaire in relation to the proposed Council Tax Budget for 2024/25. Below are answers to certain questions in the questionnaire where the box available was not sufficient for our responses.

Q3 - As a rural parish we strongly object to car parking charges as this will be financially penalising to access most essential services where Parishioners cannot walk to or catch a bus to. The first two to three hours of parking should be kept free. Will SGC staff and visitors be charged for using office car parks e.g. at Badminton Road?

Q4 - Charge companies for advertising opportunities e.g. digital adverts at bus stops. Planning application fees have been raised which will generate income. Raise CIL percentages charged to developers for spending on infrastructure, charge interest on CIL payments which are not paid on time.

Q13 - Most roads have become noticeably busier and main routes more congested.

At a recent meeting the Parish Council passed a resolution that it Strongly Objected to the Unitary Authority's proposals to consider introducing car parking charges. As a Falfield is a rural village the Council considers that given the poor access to public transport resulting in their residents having to resort to using their own transport to get to their doctors, dentists and pharmacies and that this would add another financial burden onto residents.

The Parish Council would also make a point that the certain sections of questionnaires are not suitable for Councils as a body to answer and would ask that the Authority in further considers a separate questionnaire for Town and Parish Councils.

Yours sincerely,

Rockhampton Parish Council

4th December 2023

Consultation on the proposed Council Budget for 2024/25

Dear Sirs

Please find attached completed questionnaire in relation to the proposed Council Budget for 2024/25. Below are answers to certain questions in the questionnaire where the relevant boxes were not able to accommodate the question answer.

Q3 – As a rural Parish we strongly object to proposed introduction of car parking charges as this will financially penalise our residents accessing essential services. With no public transport serving the village residents will have to use their cars to attend these essential services resulting in further costs to them.

Q4 – Raise planning charges to generate further income and charge interest on CIL Payments which are not paid on time.

Yours sincerely,

Petition calling to scrap the proposals to introduce car parking charges

The full details of the petition have been shared with decision-makers.

Petition to South Gloucestershire Council

Presented by Cllr Sam Bromiley, Leader of the Conservative Group
Wednesday 13 December 2030 at Kingswood Civic Centre

We the undersigned call on South Gloucestershire Council to scrap the proposals to introduce car parking charges in all council-owned car parks across the district.

We believe that car parking charges will have detrimental effects on our businesses and high streets, and on local residents.

Number of signatories: **1,208**

Appendix 1

Copy of consultation survey



South Gloucestershire Council Budget 2024-25

We want to know how you'd prioritise funding for the years ahead. We've drawn up a draft budget, which we're asking for feedback on.

Unfortunately, like councils up and down the country, over recent years, our finances have been stretched by rising costs, reduced funding and inflation, which gives us less freedom to prioritise spending as we – and you – might like us to. This year we've not proposed making any new savings at this time, but we are asking your opinion on how we implement some of the savings and income measures that were approved in the budget in February 2023.

We want to be up front and honest with you about the extent of the financial challenges and the measures that need to be considered to balance the books. We would also like to gather feedback on where you live and about your experiences with the council and the services we provide.

Q1 What is your connection to the area?

- | | |
|---|---|
| <input type="checkbox"/> I live in the area | <input type="checkbox"/> I have a business in the area |
| <input type="checkbox"/> I work in the area | <input type="checkbox"/> I am involved in a voluntary group in the area |
| <input type="checkbox"/> I study in the area | <input type="checkbox"/> I am a Town or Parish Councillor |
| <input type="checkbox"/> I commute through here | <input type="checkbox"/> I am a South Gloucestershire Council employee |

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

Options for generating additional income

You told us in our budget consultation last year that you wanted us to increase what we earn to lessen the cuts we need to make to services.

We have now progressed this work and identified options for how we might generate additional income by 2025/26 to offset current shortfalls.

An explanation of the five options can be found online at www.sgbudget2024.commonplace.is, and in the consultation document.

Q2 Please indicate your strength of agreement for the following options:

	Strongly agree	Tend to agree	Neither agree nor disagree	Tend to disagree	Strongly disagree
Introducing car parking charges	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Increasing the cost of the green waste subscription service	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Introducing a charge to cover the processing of Blue Badge applications	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Extending the term for Exclusive Rights to Burial	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Increasing land charges	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Q3 Do you have any other comments about our income generation options? Please tell us which options you're commenting on.

Q4 Do you have any other suggestions for ways we could generate income?

Reducing the cost of the Local Council Tax Reduction Scheme

Every council operates a Council Tax Reduction Scheme, which reduces the amount the lowest income households pay in council tax. Changes to the scheme were agreed in February 2023.

We want you to tell us which of the options we should progress.

Option 1: Include Universal Credit in calculations of income.

A proportion of the income individuals receive from Universal Credit (UC) payments would be included in the calculations we use to assess what level of reduction a household receives (currently UC income is disregarded).

This would be on top of what we already consider including earnings from employment and from a range of benefits including child benefit, child tax credit, income from contributions-based benefits such as employment and support allowance contributions based. This would potentially significantly reduce the level of discount Universal Credit recipients currently get off their council tax bills.

A number of options are considered here based on the proportion of Universal Credit to be considered in assessments (option a - 100% of income, b - 75%, c - 50%, d - 25%).

Option 2: An adjusted banded scheme considering earnings only - and not income from benefits (both Universal Credit and legacy benefits).

Under this option, Universal Credit recipients would see smaller percentage reductions to their discounts compared to Option 1, but all low-income households would be impacted. We would also simplify which income sources are included when calculating CTR entitlement; reductions would be determined solely on earnings from employment. The Income bands used to determine discounts would be adjusted accordingly.

A full explanation of the five options can be found online at www.sgbudget2024.commonplace.is, and in the consultation document.

Q5 Please indicate your preference for the following options. Do NOT select the same degree of preference for more than one option.

	Highest preference	High preference	Medium preference	Low preference	Lowest preference
Option 1a: Include 100% of Universal Credit income	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Option 1b: Include 75% of Universal Credit income	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Option 1c: Include 50% of Universal Credit income	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Option 1d: Include 25% of Universal Credit income	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Option 2: Consider earnings only and not income from benefits	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

The next 5-10 years

Over the next 5 - 10 years, the council will need to continue to find ways to make services more affordable to run.

Q6 How strongly do you agree or disagree with using the following approaches?

	Strongly agree	Tend to agree	Neither agree nor 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 provide	<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 to ensure full cost recovery	<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"/>

Options for council tax

The following section is for residents only; please skip to Q8 if you are not a local resident.

In February 2023 the council approved its 2023/24 revenue budget:

- a general council tax increase of 2.99%, and
- a 2% precept for adult social care.

It also approved outline budgets for the following three years (up to 2026/27) to help future planning. We are not allowed to increase council tax by more than these percentages without a referendum.

Our planned option for 2024/25 is a rise of 2.99% in council tax, which would contribute £5.4m towards local council services and a 2% rise in the adult social care precept (a separate charge, which can only be spent on adult social care services), which would contribute a further £3.6m (£9.0m in total). This would mean an increase of approximately £87.43 per year (or equivalent to £7.29 per month) for a band D household.

Our draft budget is built on the assumption that we progress with the 4.99% maximum increase permitted without a referendum. Any council tax increase below this would require us to consider additional savings in other areas.

The Chancellor is due to present his Autumn Statement on 22 November, and recognising the financial challenges faced by local authorities up and down the country, there may be further updates made to the limits in 2024/25.

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.

We would like your views on the level of council tax we should consider for 2024/25:

- **Option 1: To increase council tax in 2024/25 by 4.99% (2.99% general council tax and 2% adult social care precept).** This would be an increase of £87.43 per year (£7.29 per month) for a band D household. This would raise an additional £9 million

- **Option 2: To increase council tax in 2024/25 by 2.99% (1.99% general council tax and 1% adult social care precept).** This would be an increase of £51.39 per year (or £4.28 per month) for a band D household. This would raise an additional £5.2 million

- **Option 3: To increase council tax in 2024/25 by 1.99% (1.99% general council tax and 0% adult social care precept).** This would be an increase of £34.30 per year (or £2.85 per month) for a band D household. This would raise an additional £3.5 million

- **Option 4: To freeze council tax in 2024/25 at the current level.** While the council is committed to protecting frontline services as much as possible, if council tax is not increased, the council would need to make new service cuts of around £9m per year

- Q7 Which of the following options would you prefer?
- Option 1: To increase council tax in 2024/25 by 4.99% (2.99% general council tax and 2% adult social care precept)
 - Option 2: To increase council tax in 2024/25 by 2.99% (1.99% general council tax and 1% adult social care precept)
 - Option 3: To increase council tax in 2024/25 by 1.99% (1.99% general council tax and 0% adult social care precept)
 - Option 4: To freeze council tax in 2024/25 at the current level
 - No preference
 - Don't know

Cumulative impact of savings

In the last five years, the council savings programme has made £34.7m worth of savings. Wherever possible, we've tried to do this in ways which minimise impact on our residents and service users.

Over the last five years, to what extent - if at all - have you personally noticed or experienced the following potential effects on your household or community? Please do let us know about any other impacts.

Q8 In the last 5 years, to what extent - if at all - have you personally noticed or experienced the following potential effects on your household or community?

	Not applicable/ don't know	A lot better	Slightly better	The same/no impact	Slightly worse	A lot worse
Condition of roads and paths	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Availability or accessibility of council services (e.g. opening hours or services no longer being delivered)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Quality of council services (e.g. helpfulness of staff, responsiveness or speed of service, getting a satisfactory outcome)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
How safe I feel in my local area	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
How clean, tidy and well maintained my local streets and open/communal spaces are	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Higher cost of council services I use	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
How affordable Council Tax is for my household	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Availability of social care services or services affecting my or my family's health/ wellbeing	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Reduced funding/ less resources affecting other services I use (e.g. schools, charities, community groups)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Problems with housing, planning or development	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Q9 Please use this space to make any other comments about the budget:

Inequalities Strategy

Inequalities, in other words, unequal and unfair opportunities and outcomes, have a significant impact across all areas of life and affect everyone.

They also have a cost, for individual people and communities, as well as for organisations such as the Council. Evidence shows that inequalities in South Gloucestershire can be persistent and, in some cases, are growing.

Q10 Which of the following ten areas should the Council prioritise in its work to tackle inequalities (please select **up to three**):

Please put a tick the box next to the **three** options you select.

Educational attainment and experience	<input type="checkbox"/>
Employment	<input type="checkbox"/>
Housing	<input type="checkbox"/>
Health (including mental health)	<input type="checkbox"/>
Children's social care	<input type="checkbox"/>
Hate crime	<input type="checkbox"/>
Poverty and financial hardship	<input type="checkbox"/>
Accessibility, particularly in terms of digital inclusion, transport, the built and natural environment, and access to the wider economy	<input type="checkbox"/>
Adult social care	<input type="checkbox"/>
Tackling inequalities as part of work to address the Climate and Nature Emergency	<input type="checkbox"/>

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

Throughout this survey we ask you to think about "your local area". When answering, please consider your local area to be places within 15 to 20 minutes walking distance of your home.

Q11 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

Q12 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

Q13 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:

Q14 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.

Q15 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

Q16 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"/>

Q17 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

Q18 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.

Q19 Please tell us your postcode (this is used for analysis purposes only)

- Q20 What is your age?
- | | | |
|-----------------------------------|-----------------------------------|--|
| <input type="checkbox"/> Under 18 | <input type="checkbox"/> 35 to 44 | <input type="checkbox"/> 65 to 75 |
| <input type="checkbox"/> 18 to 24 | <input type="checkbox"/> 45 to 54 | <input type="checkbox"/> Over 75 |
| <input type="checkbox"/> 25 to 34 | <input type="checkbox"/> 55 to 64 | <input type="checkbox"/> Prefer not to say |

- Q21 Are you?
- Female
 - Male
 - Other
 - Prefer not to say

- Q22 Do you have any dependents living in your household in the following age groups?
- | | |
|--------------------------------|--|
| <input type="checkbox"/> 0-10 | <input type="checkbox"/> 22+ |
| <input type="checkbox"/> 11-17 | <input type="checkbox"/> No |
| <input type="checkbox"/> 18-21 | <input type="checkbox"/> Prefer not to say |

- Q23 Please tell us your sexual orientation?
- | | | |
|---|--|--|
| <input type="checkbox"/> Straight or Heterosexual | <input type="checkbox"/> Bisexual | <input type="checkbox"/> Prefer not to say |
| <input type="checkbox"/> Gay or Lesbian | <input type="checkbox"/> All other sexual orientations | |

- Q24 Do you identify as a transgender person?
- | | | |
|------------------------------|-----------------------------|--|
| <input type="checkbox"/> Yes | <input type="checkbox"/> No | <input type="checkbox"/> Prefer not to say |
|------------------------------|-----------------------------|--|

- Q25 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)

- Q32 What is your religion?
- | | |
|--|--|
| <input type="checkbox"/> No religion | <input type="checkbox"/> Jewish |
| <input type="checkbox"/> Christian (including Church of England, Catholic, Protestant and all other Christian denominations) | <input type="checkbox"/> Muslim |
| <input type="checkbox"/> Buddhist | <input type="checkbox"/> Sikh |
| <input type="checkbox"/> Hindu | <input type="checkbox"/> Other |
| <input type="checkbox"/> Other (please specify) | <input type="checkbox"/> Prefer not to say |
-

- Q33 In the last month, which of the following were you doing for most of the time:
- | | |
|---|---|
| <input type="checkbox"/> Working as an employee | <input type="checkbox"/> Studying |
| <input type="checkbox"/> Self-employed or freelance | <input type="checkbox"/> Looking after home or family |
| <input type="checkbox"/> On maternity or paternity leave | <input type="checkbox"/> Long-term sick or disabled |
| <input type="checkbox"/> Doing any other kind of paid work | <input type="checkbox"/> Other |
| <input type="checkbox"/> Retired (whether receiving a pension or not) | <input type="checkbox"/> Prefer not to say |
- Other (please specify)
-
- Q34 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 |
- Q35 Do you currently pay a lower level of Council Tax as part of the Local Council Tax Reduction Scheme?
- Yes
- No
- Prefer not to say
- Q36 Which council tax band are you in? (if you are not sure a rough guess is fine)
- | | |
|----------------------------|--|
| <input type="checkbox"/> A | <input type="checkbox"/> F |
| <input type="checkbox"/> B | <input type="checkbox"/> G |
| <input type="checkbox"/> C | <input type="checkbox"/> H |
| <input type="checkbox"/> D | <input type="checkbox"/> Don't know |
| <input type="checkbox"/> E | <input type="checkbox"/> Prefer not to say |
- Q37 Do you have caring responsibilities (other than for your own children)
- Yes
- No
- Don't know
- Prefer not to say
- Q38 Are you currently, or have you previously, served in the UK Armed Forces?
- No
- Yes, I am currently serving/have previously served in the regular UK armed forces
- Yes, I am currently serving/have previously served in the reserve UK armed forces

- Q39 Please tell us your ethnic origin
- | | | | |
|--|----|--|----|
| <input type="checkbox"/> Arab/Arab British | 01 | <input type="checkbox"/> Mixed/multiple ethnic group - Other | 11 |
| <input type="checkbox"/> Asian/Asian British - Bangladeshi | 02 | <input type="checkbox"/> Mixed/multiple ethnic group - White & Asian | 12 |
| <input type="checkbox"/> Asian/Asian British - Chinese | 03 | <input type="checkbox"/> Mixed/multiple ethnic group - White & Black African | 13 |
| <input type="checkbox"/> Asian/Asian British - Indian | 04 | <input type="checkbox"/> Mixed/multiple ethnic group - White & Black Caribbean | 14 |
| <input type="checkbox"/> Asian/Asian British - Other | 05 | <input type="checkbox"/> White - English / Welsh / Scottish / Northern Irish / British | 15 |
| <input type="checkbox"/> Asian/Asian British - Pakistani | 06 | <input type="checkbox"/> White - Other (please state) | 16 |
| <input type="checkbox"/> Black/African/Caribbean/Black British - African | 07 | <input type="checkbox"/> White Irish | 17 |
| <input type="checkbox"/> Black/African/Caribbean/Black British - Caribbean | 08 | <input type="checkbox"/> White - Roma | 18 |
| <input type="checkbox"/> Black/African/Caribbean/Black British - Other | 09 | <input type="checkbox"/> Other ethnic group | 19 |
| <input type="checkbox"/> Gypsy or Irish Traveller | 10 | <input type="checkbox"/> Prefer not to say | 20 |

If other, please state:

Please return your completed questionnaire to South Gloucestershire Council, Insight and Engagement Team, Budget 2024, PO Box 1953, Bristol, BS37 0DE

Any personal information that you have supplied will be held by South Gloucestershire Council in accordance with the Data Protection Act 2018 and UK General Data Protection Regulations (UKGDPR) 2021. This information will only be used as part of this exercise and personal information will not be published or passed onto any other organisation. Your personal information collected as part of this survey will be kept for two years to help us improve services before being securely destroyed. 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 at www.southglos.gov.uk/privacy

Appendix 2: Survey Respondent Profile

Information about respondents was collected as part of this consultation survey. This information is used to better understand the views of people participating in the consultation and to inform the council's equalities duty.

This information has been used to understand how the views of people participating differ depending on where they live, who they are and which services they use.

The tables below provide a breakdown of the gender, age and ethnicity profile of respondents, where this information was supplied.

Table 23 "Are you responding as?"

Break %	
Respondents	
	1573
Base	
What is your connection to the area?	
I live in the area	97.30%
I work in the area	1.20%
I study in the area	0.10%
I commute through here	0.20%
I have a business in the area	0.40%
I am involved in a voluntary group in the area	1.70%
I am a Town or Parish Councillor	2.10%
I am a South Gloucestershire Council employee	0.10%

Base: 1573

Table 24: Gender

Type of respondent	Total	SGC population
Base	1,384	290,423
Female	43%	50%
Male	53%	50%
Other	0%	N/A
Prefer not to say	4%	N/A

Base: 1384; SGC population source: ONS 2021 Census

Table 25: Age

Type of respondent	Total	South Gloucestershire
Base	1,510	290,423
16 - 34	5%	24%
35 – 44	12%	13%
45 – 64	36%	26%
65+	44%	19%
Prefer not to say	3%	N/A

Base: 1510; SGC population source: ONS 2021 Census

Table 26 Ethnicity:

Type of respondent	Total	SGC population
Base	1,510	290,423
BAME (including White non-British)	7%	14%
White British	87%	86%
Prefer not to say	6%	N/A

Base: 1510; SGC population source: ONS 2021 Census

Table 27 Council Tax band

Respondents	Total	SGC Households*
Base	716	11,750
A	2%	11%
B	12%	30%
C	18%	24%
D	36%	18%
E	15%	10%
F	7%	5%
G	3%	2%
H	0%	0%
Don't know	4%	N/A
Prefer not to say	3%	N/A

Base: 716 *Source: Valuation office agency, 2019

Table 28 Disability:

	Total	SGC population
Base	1,400	290,423
No	81%	84%
Total Yes	13%	16%
Prefer not to say	7%	N/A
Yes - Physical impairment, such as difficulty using arms or mobility issues which may mean using a wheelchair or crutches	3%	
Yes - Sensory impairment such as being blind/ having serious visual impairment, or being deaf/ having a serious hearing impairment	1%	
Yes - Mental health condition, such as depression, anxiety or schizophrenia	2%	
Yes - Learning disability/ difficulty (such as Down's Syndrome, dyslexia, dyspraxia) or cognitive impairment (such as autistic spectrum disorder)	1%	
Yes - Long standing illness or health condition, such as cancer, HIV, diabetes, chronic heart disease or epilepsy	4%	
Yes - Other (please state)	2%	

Base: 1400; SGC population source: ONS 2021 Census

Percentages can add up to more than 100% as respondents could select more than one type of disability

Table 29 Sexual orientation:

	Total	UK population
Base	736	
Lesbian, Gay or Bisexual	3%	3%
Heterosexual	82%	89%
Other	1%	1%
Prefer not to say / No reply	14%	7.5%

Base: 736; SGC population source: ONS 2021 Census

Table 30 "Do you identify as Transgender?":

	Total	UK population*
Base	752	
Yes	0.4%	0.5%
No	91%	93.5%
Prefer not to say / No reply	9%	6%

Base: 752, Source: ONS 2021 Census

Table 31 Religion:

	Total	SGC population
	752	290,423
Buddhist	0.3%	0.4%
Christian	43%	44%
Hindu	0.3%	1.0%
Jewish	0%	0.1%
Muslim	0.3%	1.6%
Sikh	0.1%	0.3%
Any other religion	0%	0.5%
No religion	47%	46%
Prefer not to say / No reply	8%	

Base: 752, Source: ONS 2021 Census

Table 32 Armed Forces

Counts Break % Respondents	
Base	694
Are you currently, or have you previously, served in the ...	
No	668 96.3%
Yes, I am currently serving/have previously served in the regular UK armed forces	26 3.7%
Yes, I am currently serving/have previously served in the reserve UK armed forces	- -

Base: 694, Source: ONS 2021 Census

Table 33 Carers

Counts Break % Respondents	
Base	763
Do you have caring responsibilities (other than for your ...)	
Yes	145 19.0%
No	584 76.5%
Don't know	3 0.4%
Prefer not to say	31 4.1%

Base: 763, Source: ONS 2021 Census