

## 1. Results of Budget Consultation

## Appendix 7

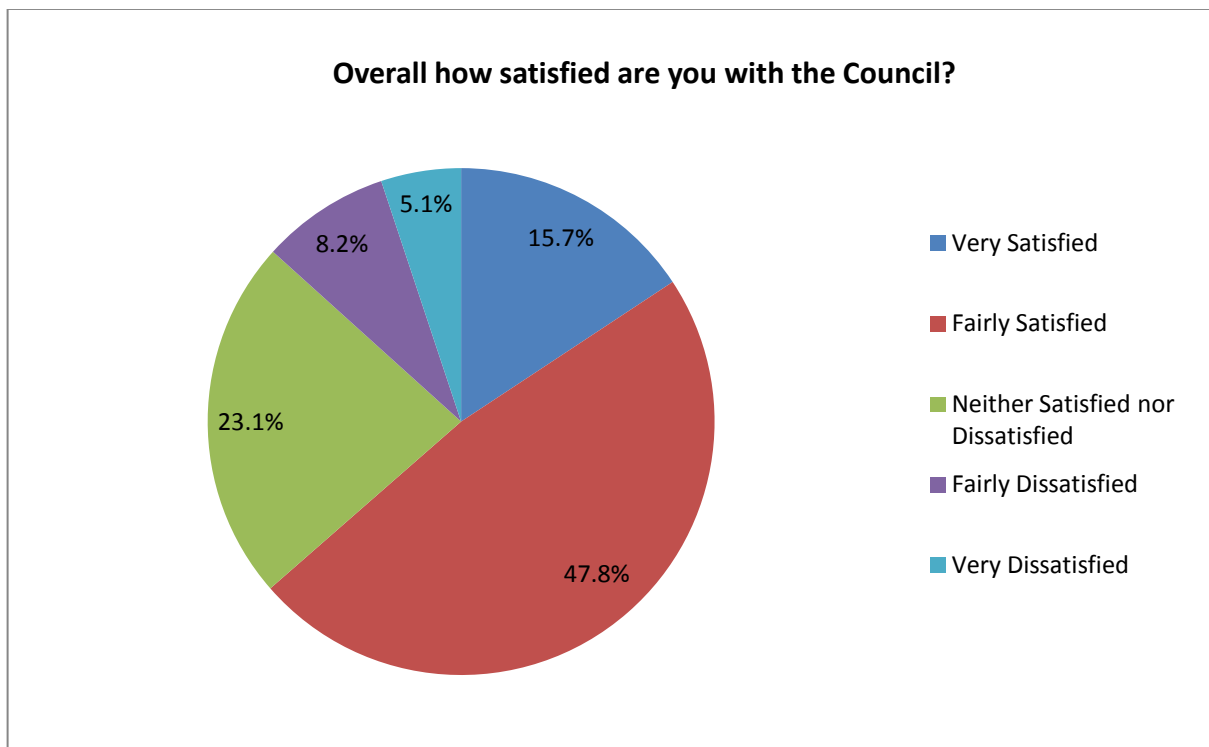
- 1.1 The council's budget consultation for 2017/18 has used an on-line interactive budget survey a link to which has been available on the council's website. Leaflets were also available from the council reception at the city council offices at the Docks, GL1, Oxstalls Sports Park, the Guildhall, and at the City and Folk museums.
- 1.2 Any callers to the council by telephone during the consultation period were also given the opportunity to take part in the survey by customer services staff. The consultation period was for seven weeks during December 2016 and January 2017.
- 1.3 Throughout this process, views of the public and other partners/stakeholders have been sought on the council's financial plans including levels of spending, potential efficiencies and budget savings, as well as opinions on fees and charges.
- 1.4 The online and offline consultation also highlighted the savings the City Council has already made and highlighted the share of Council tax received by the City.
- 1.5 There were 263 responses received as part of the consultation process

## 2. Consultation responses

Q1. *Overall how satisfied are you with the Council?*

The consultation showed that 63.5% of respondents were either satisfied or very satisfied with the services provided by the Council with 13.3% dissatisfied or fairly dissatisfied.

The Chart below provides a summary;



Q2. Please tell us how you prefer to communicate with the Council

Most Preferred;

1. Telephone
2. E-mail
3. Online

Least Preferred;

1. Post
2. Via Councillor
3. In Person

Q3. Which Council services are most important to you.

The responses showed the following;

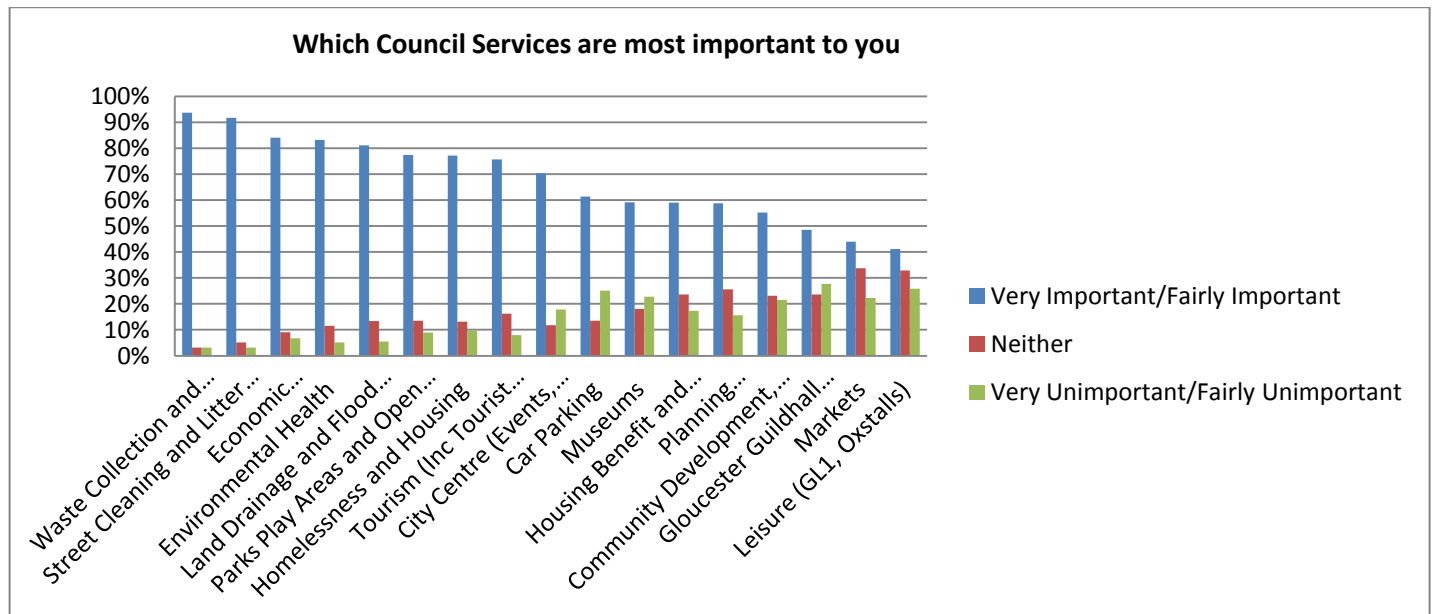
Very Important/Most Important

1. Waste Collection and recycling
2. Street Cleaning and Litter Collection
3. Economic Development/regeneration
4. Environmental health
5. Land Drainage & Flood Protection

Very Unimportant/Fairly Unimportant

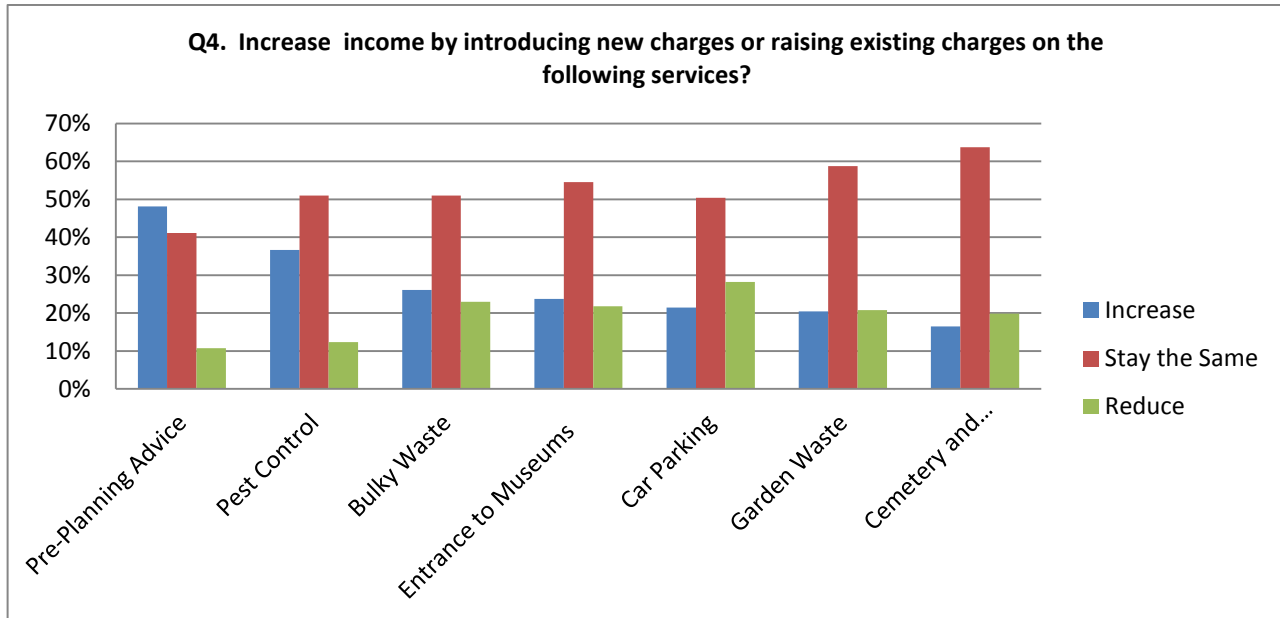
1. Leisure
2. Markets
3. Gloucester Guildhall
4. Community Development (including grant support)
5. Planning applications/Planning Policy

The Chart below details all the responses;



Q4. Should the Council try to increase its income by introducing new charges or raising existing charges on the following services?

The chart below summarises the responses;



Q5. What else do you think the Council could do to make savings, increase income, cut back on its activities or work with other organisations to meet the budget challenge?

The consultation prompted a number of responses, these have been summarised below to highlight main themes;

- Increase Council Tax
- Introduce evening parking charge
- Combined authorities/unitary authority/Shared working
- Lobby for more Government funding/increased Central funding
- Encourage volunteering
- Dispose/rationalise Council buildings
- Review Council management structure
- Partnership working
- Invest in Gloucester heritage ,culture and art /Pride in the City
- Invest in the City Centre less focus on the Quays
- Increase Council Tax collection and recovery/reduce benefit overpayment
- Identify and increase income opportunities
- Waste collection – number collections/type bins/recycling
- Energy efficiency
- Marketing Gloucester responses recommending both increase and decrease support