

Making ends meet - your views



Welcome to the summer 2013 residents survey. Your views are really important and following your feedback from last time, in order to save money, the following changes have been made:

- 1) The old One Stop Shop in Rawtenstall will close for the last time on 16th August and a brand new facility open at Futures Park in Bacup on 19th August 2013, in the same building as other council services, which will save on running costs;
- 2) The Mayoral budget has been reduced;
- 3) The Whitaker Park Museum has remained open and is now managed by The Whitaker Group, a Social Enterprise Company strongly supported by volunteers, at minimal cost to The Council;
- 4) We are considering proposals from organisations wishing to take over the management of Haslingden Swimming Pool; and
- 5) Detailed analysis of our refuse collection routes has been undertaken and changes to your collection days are likely to be implemented in the next few months, which will allow us to operate a more efficient service.

This consultation will run throughout August 2013 and we will feedback the results to Cabinet at their meeting on 18th September 2013. As always, we really value your views, and they will help The Council make decisions on how to make the financial cuts required.

Fiona Meechan
Director of Customers and Communities

Changes to the Town Centre caretaker service

We currently have one Town Centre Caretaker in each of the town centres of Haslingden, Rawtenstall, Waterfoot and Bacup, in addition to a part-time litter picker in Stacksteads. It is proposed that this service is reduced and re-configured so that one team would cover all the town centres, rather than having one member of staff dedicated to one area. There would be fewer staff, but this change will allow greater flexibility of deployment of staff to cover holidays and sickness. It is further proposed that consideration be given to giving this team environmental enforcement responsibilities. They would also be able to issue promotional materials to takeaways, nightclubs etc. with regards to the promotion of cleanliness.

This change could generate savings of around £30,000 - £50,000 per annum.

Q1 How strongly do you agree or disagree with this proposal?

Strongly agree

Neither agree nor disagree

Strongly disagree

Agree

Disagree

Don't know

Q2 What impact, if any, would this have on you or your family?

Significant impact Moderate impact Small impact No impact at all Don't know

Q3 If you feel this change would have an impact on you or your immediate family, please tell us why below.

Q4 Can you suggest any ways in which the Council could minimise the impact of this change?

Changes to the contribution towards Whitworth Town Council caretaker

In Whitworth, the litter picking service is managed by Whitworth Town Council (WTC), to which Rossendale Borough Council (RBC) currently contributes £15,975. It is recommended that RBC reviews the amount that it contributes to this service.

Q5 How strongly do you agree or disagree with this proposal?

Strongly agree Neither agree nor disagree Strongly disagree
 Agree Disagree Don't know

Q6 What impact, if any, would this have on you or your family?

Significant impact Moderate impact Small impact No impact at all Don't know

Q7 If you feel this change would have an impact on you or your immediate family, please tell us why below.

Q8 Can you suggest any ways in which the Council could minimise the impact of this change?

Reduction in the number of street litter bins

Another proposal is to look at removing one staff post and a cage truck which are currently used for collecting litter from street litter bins. We could achieve this if we reduced the number of litter bins, through prioritising hotspot areas, removing bins which are under used, and replacing a number of small bins with a smaller number of larger bins. Most bins would still be emptied twice per week.

This change could generate savings of around £30,000 per annum.

Q9 How strongly do you agree or disagree with this proposal?

Strongly agree

Neither agree nor disagree

Strongly disagree

Agree

Disagree

Don't know

Q10 What impact, if any, would this have on you or your family?

Significant impact

Moderate impact

Small impact

No impact at all

Don't know

Q11 If you feel this change would have an impact on you or your immediate family, please tell us why below.

Q12 Can you suggest any ways in which the Council could minimise the impact of this change?

Removal of recycling bring sites

This is being considered because all residents now have a doorstep recycling collection service, and because many of the 'bring sites' are abused by fly tippers who do not dispose of their waste responsibly and who contaminate the recycling bins. This is unsightly for those residents living in the vicinity of these 'bring sites'. A number of these facilities which were on private land have already been removed at the request of the land owner for these reasons. It is proposed that the remaining 'bring sites' are now also removed.

This change would contribute towards allowing us to remove one Refuse Collection Vehicle (RCV). This needs to be considered alongside the proposal on garden waste (see next question).

Together with the proposal around garden waste collections in summer, this would contribute to savings of around £90,000 per annum.

Q13 How strongly do you agree or disagree with this proposal?

<input type="checkbox"/> <i>Strongly agree</i>	<input type="checkbox"/> <i>Neither agree nor disagree</i>	<input type="checkbox"/> <i>Strongly disagree</i>
<input type="checkbox"/> <i>Agree</i>	<input type="checkbox"/> <i>Disagree</i>	<input type="checkbox"/> <i>Don't know</i>

Q14 What impact, if any, would this have on you or your family?

<input type="checkbox"/> <i>Significant impact</i>	<input type="checkbox"/> <i>Moderate impact</i>	<input type="checkbox"/> <i>Small impact</i>	<input type="checkbox"/> <i>No impact at all</i>	<input type="checkbox"/> <i>Don't know</i>
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Q15 If you feel this change would have an impact on you or your immediate family, please tell us why below.

Q16 Can you suggest any ways in which the Council could minimise the impact of this change?

Garden waste collections in summer (option 1)

This proposal needs to be considered alongside the proposal on removing bring sites (see previous question). The volume of garden waste that we collect in summer is such that we cannot fit it onto one refuse collection vehicle (RCV). In order to contribute to the reduction of one RCV, we need to reduce the amount of garden waste collected and the time that it takes to make those collections.

It is therefore proposed that the policy for providing a garden waste collection service is reviewed and modified, to include:

- 1) Limit of one brown bin per property;
- 2) No garden waste collections for properties with back-yards only;
- 3) Reduced or no garden waste collections for 'outlying' properties (where the crew would have to travel a distance to collect a small number of bins, for example)

Together with the proposal to remove bring sites, this would contribute to savings of around £90,000 per annum.

Q17 How strongly do you agree or disagree with this proposal?

<input type="checkbox"/> <i>Strongly agree</i>	<input type="checkbox"/> <i>Neither agree nor disagree</i>	<input type="checkbox"/> <i>Strongly disagree</i>
<input type="checkbox"/> <i>Agree</i>	<input type="checkbox"/> <i>Disagree</i>	<input type="checkbox"/> <i>Don't know</i>

Q18 What impact, if any, would this have on you or your family?

<input type="checkbox"/> <i>Significant impact</i>	<input type="checkbox"/> <i>Moderate impact</i>	<input type="checkbox"/> <i>Small impact</i>	<input type="checkbox"/> <i>No impact at all</i>	<input type="checkbox"/> <i>Don't know</i>
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Q19 If you feel this change would have an impact on you or your immediate family, please tell us why below.

Q20 Can you suggest any ways in which the Council could minimise the impact of this change?

Garden waste collections - service charge (option 2)

As an alternative to the above proposal, there is an opportunity for income generation from garden waste collections. A number of Local Authorities charge from around £25 to £80 per year for the service. If we introduced a charge of around £35 per year, around £11,000 in income could be generated for every 1% of properties who took up the service. This means that, for example, if 20% of properties took up the service, around £220,000 income could be generated. This money would be used to protect other services against further budget cuts.

Q21 How strongly do you agree or disagree with this proposal?

Strongly agree

Neither agree nor disagree

Strongly disagree

Agree

Disagree

Don't know

Q22 What impact, if any, would this have on you or your family?

Significant impact

Moderate impact

Small impact

No impact at all

Don't know

Q23 Do you think the proposed charge of £35 per year is...?

Too much

About right

Too little

Don't know

Q24 If you feel this change would have an impact on you or your immediate family, please tell us why below.

Q25 Can you suggest any ways in which the Council could minimise the impact of this change?

Q26 Thinking about the two options for the future of our garden waste collection, which of the two (if any) do you prefer?

- Option 1 (reduced number of garden waste collections)*
- Option 2 (providing an optional garden waste service that residents can buy into at £35 per year)*
- None of the above*
- Don't know*

Street sweeping

It is proposed that the number of the mechanical sweepers be reviewed, with the possibility of reducing from three to two pavement sweepers.

Operating with two pavement sweepers would generate savings of around £34,000 per annum. Due to staff illness, we re-profiled routes and have been operating with two pavement sweepers for the past few months, with no reported impact to the service provided. This change means that most pavements would therefore continue to be swept on a six-weekly basis and the town centres would continue to be swept weekly, as they are now.

Q27 How strongly do you agree or disagree with this proposal?

- Strongly agree*
- Agree*
- Neither agree nor disagree*
- Disagree*
- Strongly disagree*
- Don't know*

Q28 What impact, if any, would this have on you or your family?

- Significant impact*
- Moderate impact*
- Small impact*
- No impact at all*
- Don't know*

Q29 If you feel this change would have an impact on you or your immediate family, please tell us why below.

Q30 Can you suggest any ways in which the Council could minimise the impact of this change?

Street Sweeping- road sweepers

Removing one large road sweeper could generate an additional saving of up to £64,000 per annum. Main roads are currently swept weekly or fortnightly. This change would mean that all main roads would move to fortnightly and monthly. Roads around housing estates would be swept every two months.

Q31 How strongly do you agree or disagree with this proposal?

<input type="checkbox"/> <i>Strongly agree</i>	<input type="checkbox"/> <i>Neither agree nor disagree</i>	<input type="checkbox"/> <i>Strongly disagree</i>
<input type="checkbox"/> <i>Agree</i>	<input type="checkbox"/> <i>Disagree</i>	<input type="checkbox"/> <i>Don't know</i>

Q32 What impact, if any, would this have on you or your family?

<input type="checkbox"/> <i>Significant impact</i>	<input type="checkbox"/> <i>Moderate impact</i>	<input type="checkbox"/> <i>Small impact</i>	<input type="checkbox"/> <i>No impact at all</i>	<input type="checkbox"/> <i>Don't know</i>
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Q33 If you feel this change would have an impact on you or your immediate family, please tell us why below.

Q34 Can you suggest any ways in which the Council could minimise the impact of this change?

Develop a more flexible policy on returning for missed bins

RBC currently has a policy whereby if a resident tells us that their bin hasn't been collected, irrespective of the reason, a Refuse Collection Vehicle (RCV) is deployed to make a special trip to collect that bin. This usually occurs during or at the end of the day if there is enough time to make the trip, or the next day, even if a RCV is not due to be in that area that day. We would now like to review and update the policy to make it more flexible, so that we would collect the missed bin as soon as possible with available resources.

Q35 How strongly do you agree or disagree with this proposal?

<input type="checkbox"/> <i>Strongly agree</i>	<input type="checkbox"/> <i>Neither agree nor disagree</i>	<input type="checkbox"/> <i>Strongly disagree</i>
<input type="checkbox"/> <i>Agree</i>	<input type="checkbox"/> <i>Disagree</i>	<input type="checkbox"/> <i>Don't know</i>

Q36 What impact, if any, would this have on you or your family?

<input type="checkbox"/> <i>Significant impact</i>	<input type="checkbox"/> <i>Moderate impact</i>	<input type="checkbox"/> <i>Small impact</i>	<input type="checkbox"/> <i>No impact at all</i>	<input type="checkbox"/> <i>Don't know</i>
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Q37 If you feel this change would have an impact on you or your immediate family, please tell us why below.

Q38 Can you suggest any ways in which the Council could minimise the impact of this change?

Maintenance of our parks and open spaces

Alongside other service reviews, we are reviewing our parks and open spaces service. We are looking at the way we work with a view to reducing the amount we spend. Some staff may choose to leave or retire soon, and we are considering changes we would have to make if we did not replace them. Considerations include all of the following:

- 1) Reduce the number of formal flower displays;
- 2) More use of shrubs and perennials instead of bedding plants;
- 3) Vary the amount of maintenance in each park, in consultation with local parks groups;
- 4) Consider options for self-management for allotments and bowling greens;
- 5) Remove some areas from the grass cutting schedule to support wildflowers and insects;
- 6) Reduce the area cut on verges to 1 or 2 metre strips.

We will continue to give priority to cemeteries, memorials, park frontages and gateway and town centre sites. We can make savings of around £100,000 from these proposals.

Q39 How strongly do you agree or disagree with this proposal?

Strongly agree

Neither agree nor disagree

Strongly disagree

Agree

Disagree

Don't know

Q40 What impact, if any, would this have on you or your family?

Significant impact

Moderate impact

Small impact

No impact at all

Don't know

Q41 If you feel this change would have an impact on you or your immediate family, please tell us why below.

Q42 Can you suggest any ways in which the Council could minimise the impact of this change?

Grants to external groups and organisations

Providing grants to external groups is not a statutory service, however in June 2011, RBC announced that a Rossendale Council Grants pot of £115,650 per annum would be allocated to groups in Rossendale. These grants were allocated to a number of organisations for the following reasons:

- 1) Increased support for people in debt;
- 2) Support to victims of domestic violence;
- 3) Growth of membership of a credit union;
- 4) Increase in number of volunteers;
- 5) Community planting schemes;
- 6) Support to victims of sexual abuse;
- 7) Support for families and young people; and
- 8) Increased participation in basketball.

It is proposed that in future, groups are signposted to other organisations who can provide funding or work in partnership with them to achieve their aims. Because it is a key issue for the Borough, it is proposed that RBC would contribute £6,000 to Lancashire County Council to allow them to purchase services for survivors of domestic abuse in Rossendale.

This change means that RBC would then only have grants available to support debt advice and credit unions, and that the amount of funding available for those grants may be reduced.

Q43 How strongly do you agree or disagree with this proposal?

Strongly agree

Neither agree nor disagree

Strongly disagree

Agree

Disagree

Don't know

Q44 What impact, if any, would this have on you or your family?

Significant impact

Moderate impact

Small impact

No impact at all

Don't know

Q45 If you feel this change would have an impact on you or your immediate family, please tell us why below.

Q46 Can you suggest any ways in which the Council could minimise the impact of this change?

The overall package of measures

Q47 Overall, how satisfied or dissatisfied are you with the package of measures The Council is proposing to take to reduce spending, generate income and improve efficiency?

Very satisfied

Neither satisfied nor dissatisfied

Very dissatisfied

Quite satisfied

Quite dissatisfied

Don't know

Q48 If you'd like to make any additional comments or suggestions on how the Council could reduce spending and/or increase income, please tell us why below.

About you

So that we can analyse the results of this survey by different groups of residents, answering the following questions will be really helpful in enabling us to understand local differences and to ensure that we take any necessary action to address this. All responses are completely confidential and will be used for no other purpose.

Q49 Are you?

Male

Female

Prefer not to say

Q50 What is your age?

Under 20 years

30 - 39 years

50 - 59 years

70+ years

20 - 29 years

40 - 49 years

60 - 69 years

Prefer not to say

The Equality Act 2010 defines disability as: A person has a disability if s/he has a physical or mental impairment which has a substantial and long-term adverse effect on that person's ability to carry out normal day-to-day activities.

Q51 Do you consider yourself to have a disability?

Yes

No

Prefer not to say

Q52 Which best describes your ethnic background?

White or White British

Black or Black British

Other ethnic group (please state below)

Asian or Asian British

Multiple or Mixed Ethnicity

Prefer not to say

Q53 Which of these activities best describes your situation?

Full time work

Carer

Part time work

Unable to work due to illness/disability

Self employed

Retired

Government scheme

Looking after the home

Full time education

Prefer not to say

Unemployed but available for work

Other (please state)

Thank you for taking the time to share your views. Please send us your completed survey in the enclosed FREEPOST envelope. Findings and next steps will be available towards the end of September 2013 via the Council's website (www.rossendale.gov.uk)