

APPENDIX 2

Northampton Borough Council

Corporate Plan Priorities and Budget Proposals for Northampton 2010/13

Consultation Results

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1 INTRODUCTION

- 1.1 Consultation on the Corporate Plan 2010/13 priorities commenced in November 2009. Cabinet approved the draft Housing Revenue Account, General Fund Revenue Budgets 2010-2011, Capital Programme 2010-2011 and Capital Strategy as the basis for consultation on 16 December 2009 and confirmed that consultation on the draft Corporate Plan should continue alongside the budget consultation process.
- 1.2 The consultation process was carried out in two phases. The first phase, consulted on the future Corporate Plan priorities. It commenced in November 2009 and continued through to the end of January 2010. The aim of this consultation was to find out if the priorities agreed during the previous year were still right for Northampton, to check what was important to people and to find out which priorities the Council should concentrate on and develop.
- 1.3 The second Phase, which started in December 2009, asked people for views on budget proposals, which had been informed by the results from the first phase, including help prioritising the council's capital programme for investments in assets and infrastructure.
- 1.4 Completed questionnaires were accepted up to 31 January 2010.
- 1.5 The consultation period will formally close on the date the budget and corporate plan are approved in February 2010.
- 1.6 This consultation followed the principles set out in the Council's Consultation Toolkit adopted in 2008.
- 1.7 The results of the consultation are contained in this report. They will be used to by the Council as part of the process of setting a balanced budget (including a capital programme) and priorities for the next financial year (April 2010 to March 2011) and Corporate Plan 2010/13.

2 METHODOLOGY

- 2.1 Stakeholders were encouraged to provide feedback on the proposals for the draft budget and priorities during the consultation period and support was made available to maximise involvement and understanding of the proposals.

2.2 People were consulted by the following methods:

- Public meetings across a range of venues in the town
- On-line survey
- Questionnaires made available in public council locations across Northampton (including leisure centres and council receptions)
- The consultation proposals and questionnaire were available to download and complete on-line via the Council's website. An e-mail address, freepost address and consultation phone line were set up to receive comments/views etc.
- Questionnaires were also taken to a range of community venues where public events were held.
- Staff via briefings from the Chief Executive and Live News
- Newsletter to all members of our Residents Panel with an invitation to participate
- Focus groups with representatives from our Residents Panel and Community Forums
- Engagement with the business community via the Chamber of Commerce, their network and the Federation of Small Businesses
- An invitation to all tenants via housing magazine to participate
- Engagement with the voluntary and community sector via their various networks as well as Neighbourhood Partnerships, representatives from the Community Forums and the Youth Forum (expand)
- Engagement with our key stakeholder and partners

2.3 2,500 questionnaires (See Appendix 3) were distributed in a range of public locations including

- One Stop Shop at the Guildhall
- Cliftonville Reception
- Westbridge Reception
- Leisure centres (Lings Forum, Danes Camp and Mounts Baths)
- Museums
- Northampton Federation of Residents Associations
- Kingsthorpe Children's Centre

2.4 Six focus groups were held between December 2009 and February 2010. Participants were recruited from our community forums and residents' panel, to reflect a range of diverse views and to help us identify issues relating to both our corporate priorities and budget proposals and plans.

2.5 Seven public meetings were held at locations across the town chosen to enable the widest possible local access.

2.6 The consultation was advertised widely through the media including, mail shots, press releases, paid advertising in two local newspapers, a poster campaign on hoardings across the town and radio interviews to raise awareness. Posters were also placed at venues

3 RESPONSE

3.1 436 completed questionnaires were received by 31 January 2010

Over 150 people attended 6 focus groups involving community forums and residents panel members and 7 public meetings held in the community and open to all residents.

A range of free comments made via letter, phone call and e mail.

3.1.1 The profile of our respondents was as follows:

Male	50%
Female	50%

Age

Under 25	2.7%	41-60	41.6%
25-40	16.8%	Over 60	38.9%

8% were from BME and 92% were non-BME.

3.2 The response level resulted in a 95% confidence interval with an error level of 5%. This means that the results obtained can be taken as being statistically reliable.

3.3 Please note that additional activity related to the budget and the council's priorities was undertaken independently of this consultation during the period of consultation including local press, on-line press sessions, public and residents meetings, forums, etc and that the views expressed during such events are not included in this report.

4 FINDINGS ON THE CORPORATE PLAN

RESULTS FROM THE QUESTIONNAIRES:

4.1 Summary

4.2 An evaluation of responses supports the assertion that the proposed priorities are still the right ones for Northampton. Results are as follows:

Priorities	Still right	No longer right
1. Safer, greener and cleaner	94%	6%
2. Improved homes, health and well being	86%	14%
3. A confident, ambitious and successful Northampton	76%	24%
4. Strong partnerships and engaged communities	86%	14%
5. An efficient, well managed organisation that puts the customer at the heart of what we do	90%	10%

- 4.3 The responses received indicate that the priorities selected are still valid and fully supported.
- 4.4 People were asked to cite the issues that were most important to them and those that were in most need of improvement. There was a strong correlation between the top issues in both categories.
- 4.5 The Corporate Plan 2010-2013 includes the priorities detailed above.

4.6 The top five issues cited as the most important

Priorities	Most Important	
1. A vibrant and viable town centre	179	18%
2. A sound planning policy framework	153	16%
3. Reduce crime and anti social behaviour and Improve perception of crime and increase community confidence	136	14%
4. Provide a range of leisure and cultural activities	107	11%
5. Provide a reliable and cost-effective refuse collection and street cleansing service and Achieve cleaner neighbourhoods	100	10%

4.7 The top five issues cited as most in need of improvement

Priorities	Most in need of improvement	
1. A sound planning policy framework	88	19%
2. A vibrant and viable town centre	87	19%
3. Reduce crime and anti social behaviour and Improve perception of crime and increase community confidence	64	14%
4. Provide a reliable and cost-effective refuse collection and street cleansing service and Achieve cleaner neighbourhoods	49	11%
5. Provide a range of leisure and cultural activities	42	9%

4.8 The bottom five issues with the least support for most important and most in need of improvement

Bottom 5 priorities with the least support for most important	Bottom five priorities with the least support for most in need of improvement
A well regarded organisation	Services with a local focus
Meet Carbon Reduction commitment	A well regarded organisation
Reduce the amount of waste produced	Reduce homelessness
Meet national air quality objectives	Understanding our customers
Reduce homelessness	Meet national air quality objectives

4.9 Conclusion

- These two tables at 4.6 and 4.7 show the items that the public would therefore like the council to focus on during the period covered by the Corporate Plan as well as issues raised in 5 below.
- The feedback received has been used to inform the content of our Corporate Plan 2010/13.
- The table at 4.8 indicates the issues that were raised as neither important nor in need of improvement in this consultation.
- In some instances priorities are included within the Corporate Plan in the absence of public support, due to the fact that the Council has a statutory responsibility to carry it out or meet a specified government target (e.g. homelessness, air quality).

5 Priority gap analysis

5.1 People were concerned that the following issues needed to be included in the council's work programme going forward.

1. Work with partners to provide more visible and responsive policing
2. Review charges for collection of bulky items
3. Review the allocations policy to improve access to Council housing
4. Empty homes management
5. Improve management and relationship with tenants
6. Working with partners, other than the NHS, to promote and improve the health of local people
7. Car parking provision – better, cheaper parking
8. Licensing and enforcement in the town centre
9. Town centre regeneration plans and bigger, better shopping provision
10. Unitary council debate – support for this
11. Include integrity, accessibility and visibility of councillors

5.2 Some of these issues already form part of the normal work streams for specific council service areas, or are provided in partnership. The issues will be passed on to the relevant service managers to take forward as appropriate.

6 BUDGET FINDINGS

6.1 Summary

6.1.1 Budget

Results are as follows:

	Agree	Disagree
Grants to voluntary sector should be maintained at their current level	88%	12%
No increase be made to the hours of the Concessionary Bus Fare scheme	84%	16%
Car parking prices should not be increased to help local businesses and encourage visitors to the town. Discounts to seasonal ticket holders, town centre residents and overnight parking will however be reviewed	89%	11%
	Yes	No
As long as the service provides good value for money, are you concerned over who provides it?	49%	51%
Do you think the council should actively be pursuing a Green Agenda?	84%	16%
Would you be prepared to receive a reduced level of service in some areas in order to support the needs of people most affected by the recession?	46%	54%
Do you use of council services where a fee is charged?	50%	50%
Do you think they are value for money?	76%	24%
Do you accept prices should go up from time to time	75%	25%

People were asked whether they thought that services for which a fee is charged gave value for money.

	Yes	No
Out of 109 responses, from people who use services where a fee is charged	67%	33%

6.1.2 Conclusions

- The public agree that grants to voluntary organisations should be maintained at their current level, no increases should be made to the hours of the Concessionary Bus Fare Scheme and that car-parking prices should not be increased. (Note that the Council can only make decisions on parking prices relating to its own car parks).
- The public were evenly split on the question of who provides services to them. This will be an important consideration in determining any

future questions of privatisation or partnership working with other sectors.

- There was strong support for pursuing the green agenda in the budget feedback. However, in the corporate plan priorities, support for the green agenda was not strong in comparison with other priorities.
- This clearly shows that the public think that the services provided by the council generally give good value for money and also that they recognise that it is necessary to put prices up from time to time.

6.1.3 Capital Programme

People were asked the following:

	Yes	No
Should the council dispose of non-essential properties to enable resources to be directed assets providing essential services?	81%	19%

People were also asked to rank new bids from the capital programme. Below is a list of the responses, in order of support (1 being the highest priority and 5 the lowest):

- 1 Disabled adaptations
- 2= Abington Street and Market Square improvements
- 2= Improvements to car parks
- 4 Refurbishment of cemeteries and churchyards
- 5 Refurbishment of changing rooms within parks

(Focus Groups with Community Forums and Residents Panel members fully supported the survey results)

6.1.4 Capital Programme conclusions

- There was support for disposal of non-essential properties to enable resources to be directed to essential services. (Note that income generated from the sale of such assets can only be used for capital projects).
- The order of support for capital bids indicates that if there were insufficient resources to undertake all projects, the lowest priority should be given to the refurbishment of changing rooms in parks.

6.2 Capital Strategy

Members of our Residents Panel and Community Forums, during a range of focus groups, were asked to consider if our criteria for capital spending was right. The groups agreed in the main that the approach was correct and no changes are therefore required.

Comments are detailed in Appendix 1.

6.3 Annual Report

The focus groups were split on the question as to whether the authority should produce an annual report. Half of those asked, indicated that they would like the council to produce an annual report, available electronically in our website, with hard copies available in public offices/receptions or further detail available upon request. The other half felt that an annual report would not be necessary and would not be a good use of our resources.

If a report was produced, the format used by Coventry City Council was preferred by most.

Comments are detailed in Appendix 1.

7 Further activities and improvements that people would like to see (including comments)

7.1 As respondents made more than 1300 comments, they have been considered together to capture the themes and issues of the views and opinions received. A full list can be obtained upon request. A summary is included in Appendix 1.

7.2 As people made more than 120 additional comments on the budget proposals, these have been brought together to capture the views and opinions received. These comments can also be found at Appendix 1.

8 How will comments received and results be used

7.1 Where comments relate to service specific issues that relate to the usual business of the organisation, these will be forwarded to the relevant service area.

7.2 Where issues raised are not our responsibility, such as the state of the roads or about school provision, the comments received will be forwarded to the appropriate organisation as appropriate.

7.3 In relation to the budget, the Cabinet will consider all responses alongside the need to set a balanced budget. Any changes arising from the consultation will be detailed in the Council Wide General Fund Revenue Budget 2010/11-2012/13 Report.

8 EQUALITIES

8.1 The Equalities and Human Rights Commission has expressed concerns that some decisions that public authorities make in relation to efficiency drives, budget cuts, service reductions, reorganisations, relocations, and redundancies may have a disproportionate effect on certain groups and be contrary to the statutory equality obligations to which public authorities are subject.

- 8.2 Public authorities should carry out robust Equality Impact Assessments and consult and involve relevant stakeholders as part of the decision making process to ensure that they have carried out their equality duties and ensure that any decision does not unfairly discriminate.
- 8.3 Under the Gender Equality duty public authorities must consult staff, service users and other relevant bodies. Under the Disability Equality Duty, authorities must promote disabled people's participation and involve disabled people. (Note that involvement requires more active engagement of disabled people than consultation). Public authorities should consult and involve relevant stakeholders before making any important decisions. (EHRC paper "The Public Sector Equality Duties and Financial Decisions").
- 8.4 This consultation was designed using the principles established in the recently adopted Consultation Toolkit to ensure that it was accessible to local people, businesses, partners of the Council and the voluntary and community sectors. The recommendations from the Equality Impact Assessment undertaken during 2007/08 were used as the basis to develop the programme for this process wherever possible. Individual options and proposals were also subject to screening and impact assessments were carried out as appropriate. Further details, including information about stakeholders are available upon request
- 8.5 The Cabinet will consider the results of this consultation and of all relevant impact assessments to make an informed decision regarding the Council's budget and priorities.
- 8.6 Equality and Diversity were considered as part of the budget build process and an equality impact assessment or screening was completed as part of each medium term planning option submitted.
- 8.7 Where issues have been identified and the option is approved, the detailed equality impact assessment will be used to inform the implementation of the budget option.
- 8.8 An Equality Impact Assessment for this consultation process is available in as Appendix 2.

Appendices

- Appendix 1 Additional feedback received**
- Appendix 2 Consultation Equality Impact Assessment**
- Appendix 3 Questionnaire**

Appendix 1

The comments in Appendix 1 are made by members of the public in their consultation responses and at focus groups. They do not necessarily reflect the opinions of Northampton Borough Council or its officers

Contains a sample of comments received

I would also like to include
Priority 1: Safer, greener and cleaner communities
Moving to weekly rubbish collection
The current refuse collection contract works. Why change it.
The reintroduction of a fortnightly green bin collection and if necessary the dropping of the glass collection
Give Lumbertubs Estate Black Wheelie Bins.
Priority 2: Improved homes, health and wellbeing
Better management of council housing. How about letting the tenants manage their own areas.
Provisions for Northampton Muslim community, a mosque with adequate parking and social facilities
More facilities for teenagers i.e. bmx parks, free footy in the community/summer activities
Build Council houses and single person accommodation in smaller units i.e.. not large estates
Stop wasting money on non unnecessary improvement till necessary ones are put right. Then we need a picture house where young and old can use. A hall to dance. They haven't all got cars shops
Whilst I agreed to the disposal of non-essential properties, I am concerned as to who decides what is and isn't. I would prefer properties to remain in public ownership but leased out if at all possible.
Council should recognise the value of community centres and help more
Priority 3: A confident, ambitious and successful Northampton
With regards to the priority a 'Confident, Ambitious and Successful Northampton', there could be more of an emphasis on being up front about the need to address and plan for the expansion of Northampton given the growth targets set in the East Midlands Regional Plan. This is a significant challenge for the Council, both politically and resource wise in terms of the statutory planning system, but also corporately in service planning. It is not clear from the corporate plan's priorities that Northampton will become a much larger place and that the Council will actively be embracing this.
The promotion of local businesses.
Working with retailers to reduce packing and waste, all packing should be recyclable
The Council needs to adopt more vision and open mindedness with planning and developments. Not just town centre
Improving the built environment - for now and the future. Ensuring a high standard of design in all private and public building projects. Taking every opportunity to prevent degradation of our architectural heritage.
Become a unitary authority. Missed opportunity in the 1990's.
Extend Northampton's boundaries to the M1. Build a proper ring road to circumnavigate the north of the town.
Priority 4: Strong partnerships and engaged communities
I want a Borough Council that communicates with me and makes more effort to engage with me. While I see this in one of the priorities. I'm not sure this has been put into action. I want the council to communicate directly with me. As a citizen of the town I do not think it is unreasonable for the council to provide something more than a council tax booklet as my only source of information. This should be regular communication between citizens and the council. It shouldn't be down to me to have to seek this information out.
NBC needs to Listen and Hear local people opinions to engage well with people on everything they do and appreciate voluntary sector groups across Northampton for all the do

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Much wider consultation with the people of Northampton about important changes. A past example of how this can work well was the consultation about the Guildhall extension.
Large planning application should be decided by public consultation
A Clear explanation of what will be left out and why - all the above are important, but some parts of some of them could be delayed or slowed down at present
Listen to the public. You did not listen to us over the Market you are not listening over the toilets re Sheep St. Environment is trying very hard to improve parks etc..
Priority 5: An efficient, well-managed organisation that puts our customers at the heart of what we do
The reduction year on year of the burden placed on the taxpayer, I would suggest that over the period of the plan, that the budget be cut by 10% year on year, with a view to privatising all services by 2013. Further I would like to see the disbanding of the council in favour of a regional assembly based in Nottingham.
Understand what the Council must do, Not what it would like to do
Looking at what is being paid for management and above staff and cutting down on high salaries so that the day to day running of Council departments can be improved by keeping staff employed who can make a difference to the people of Northampton
"In the current economic climate" The borough council are getting no lesser rates from people, in fact more each year. So this should not affect workings of the council at all.
A council that fulfils its statutory duties well-A council that tells people what is will do and does not change decisions because of political pressure-A council that not only listens to people but to staff (they appear to know what needs doing)
Reduction in costs of councillors fees and expenses
A council that cares about its workforce and does all it can to avoid wasteful contractors and the expensive bureaucracy that comes with such contracts
Other
Take back from the county council maintenance of the towns roads

Some communications received via email and letter

<p>It would be nice to try and find something that we can run within budget that gives people the opportunity to be proud about where they live and attract others to come and spend in the town. We have the Carnival, but a lot of other places have Carnivals, so what makes ours any different or outstanding. It is great that we have all these different markets, but we have lost the balloon festival (that was combined with Northampton show), St Crispin's fair, What major attraction do we have?</p> <p>If help is need to think of something then I am sure staff or residents can come up with a few ideas.</p>
<p>One of Northampton Borough Council's top priority must be to make more efficient use of their staff.</p> <p>I have reported to the council, that, on a daily basis, council workmen are spending inordinate amounts of time not working in our community .</p> <p>By that, I mean they spend hour upon hour, sitting in their vehicles, smoking eating drinking and time wasting, being unsupervised and non productive.</p> <p>I look forward to Northampton Borough Council putting in place more effective supervision to make more cost effective use of manpower. In the meantime there is no case for increases in council tax, there is a stronger case to make far better use of existing resources to identify substantial efficiency savings.</p>
<p>Please note that it is sent in entirely a personal capacity, and is in no way related to the business of my employer.</p> <p>Nor does it represent, or purport to represent, any views that my employer may or may not have.</p> <p>Issue:-</p>

The Borough Council owns a lot of land which costs money to maintain but for which there is little or no income to offset these very real costs.

Appendix 1 -Continued

Including cost of public liability, and any other associated risks.

Typically these are the smaller parks, playgrounds and public open spaces, but also include allotments and cemeteries, some of which are no longer in use.

I do NOT include in this the prestige parks such as Abington or the Racecourse.

Most of these areas of land cannot be developed as they are conditional gifts, or have been a required dedication from a developer, or are allotments or cemeteries.

Allotments cannot be developed whilst demand exceeds supply, which it does in the Borough. So much of this land has, in effect, negative equity, but may still serve a purpose to locality communities.

Possible Solution:-

In the Parished areas, affected land could be handed to the parish council.

These bodies are much more in touch with local views etc than the Borough is.

The parishes would be tasked with maintaining them according to an agreed level of service.

This would save the Borough the cost of maintenance.

The Parish maintenance costs would be lower as they could use local & voluntary labour, and they also have lower admin overheads.

Their costs could be recovered via parish precept.

In the instance of a Parish NOT wishing to participate, then the very existence of the Parish has to be questioned as it would be not fulfilling its statutory function.

The scheme could be trialled in existing parishes, and if successful would be good grounds for the establishment of Neighbourhood Councils, which have similar powers to those of Parishes.

Additional Benefits:-

Since the Parishes would have more work to do, their might be an incentive for more people to get involved voluntarily, instead of being co-opted.

The parishes might even be a good training ground for future Borough or County Councillors, of whatever persuasion or none, as they could learn the ropes with less risk of expensive or embarrassing error.

I hope that you will give this idea some consideration.

Dear Sir or Madam

I am writing to NBC with regard to the Budget review and to voice my concern over the cuts coming to us in Northampton for its people to experience.

I would like to say firstly to NBC Administration and the Authority to look at your target expense which is your internal wage bill and to firstly recognise there needs to be savage cuts there first! E.g. Directors of council and Chief Executives wages and soon! Further down the line e.g. Consultants to Interims, these are big pay packets in your internal wage bill so I would hope the Authority cuts within first! Before they make any cuts to the people's services to tax payers across Northampton.

Thank you for reading my letter and I will monitor to see if the organisation do cut within first before they make any cuts to our vital services here in Northampton.

Appendix 1 -Continued

Comments on the Budget Proposals

Parking

Pricing levels are satisfactory

Car park fees are too high and are driving people out of the town centre

Parking in town centre appears to have levelled to appropriate price but after 6:00 (18:00) charge. Feels wrong in terms of use of town centre facilities and to keep centre alive with cross section of ages

I feel strongly that you should provide 'free' car parking.

Car Parking charges should be abolished to encourage people to Northampton and shop and spend money!! Reduce parking attendants.

If Northampton Town centre is to compete with places like Milton Keynes then parking prices is a big issue. Get more for your money in Milton Keynes.

Car parking prices should be rounded up/down to whole units, it is ridiculous to have odd sums - especially when no change is provided. Shoppers should be encouraged onto the buses, but for those who cant/wont perhaps we should seriously look at free/discounted rates for the weekend.

I think that only a drastic cut in parking fees would encourage visitors. It's gone past the point of no return. Therefore, you might as well increase parking prices as there would be little or no decrease on number of users, therefore more income.

Car park charges appear to be discounted on many days leading up to Christmas and most Sunday's? Could the price of car parking be reduced however remain the same all year round thus increasing revenue?

Mayorhold parking charges are too high. The council is losing £260,000 a year as it is not used to the maximum. Market traders can't afford to park their vans there.

While I feel it is sensible to pay more for car parking, Northampton is in competition with MK where it is free in some parts.

It does appear that parking charges are used as an easy income generator.

Concessionary fares

Concessionary bus fare scheme should be extended for disabled so they can travel to work before 9:30am

Concessionary fares should require a combination, albeit small, from the user, say 20p. It is unlikely to stop buses being used but may be enough to keep some services profitable.

On receiving our bus passes we hardly used our car, using the bus for doctors, dentists, shopping, connecting with coach and trains in Banbury and Northampton. Our first bus is now 10:00am which is too late for the majority of these trips. We are glad we didn't sell our Honda fuel miser! We often drive in with the early buses which are never full now!

Bus passes - Consider disabled people and carers for before 09:30 travel. How many bus pass holders (30,000) are disabled or and blind

Concessionary fares is a drain on tax payers - bus companies are too greedy and hold local authorities to ransom for the benefit of share holders

Extended hours on concessionary fares scheme

People can just change their early appointments with a phone call

There needs to be a policing system for bus companies

Electronic systems should be able to make enforcement possible on bus companies

London bus companies pay for inspectors but you never see any in Northampton

As a nurse urge the council to change the times on concessionary fares

I think services should be prepared to contribute to bus fares, say 50p for inter Northampton journeys and £1 for out of town journeys

Leisure

I'm fed up with our swimming pools times, they are only open certain times for 50+ or general swim which isn't always convenient

Sports centre fees should not be a 'commercial rate' this would contradict NHS agenda and potentially discourage use

Subsidised prices on private gym membership could be an option

Too expensive for average family to use

I feel if certain things were costed lower more people would be more than less likely to use them : lower prices for a six month period and see the result

I don't think there is any need to provide free swimming for the over 60's (unless this is the law now - most over 60's who want to swim can afford it)
Please don't increase prices at the trilogy gym. A lot of users are pensioners like me
The forum provides a very good programme of classic and foreign languages and mainstream films. It should advertise more widely
I use the swimming pool at Lings Forum. Over the past few weeks the temp has been colder. Although I am over 60 and have free admission, I do not think that old people should be shivering because of price cuts. I would rather pay than be cold.
With such poor attendance at theatres, expensive, why not offer concessions to youth groups schools, community groups etc
A small charge could be made to visit the museum
Bulky waste
Bulky Waste should be removed free of charge for over 70's
Don't think a fee should be charged for bulky waste.
bulky waste is expensive-it should be outsourced to private enterprise, who should pay a license fee to the council for providing approved bulky waste collection. Leisure services are reasonably priced
In the case of bulky waste, I am under the impression you can only use it a certain nosy of times a year. This is somewhat restrictive especially for residents who have small cars.
Should be set amount-Charges can lead to fly tipping
Driving people away from using them due to cost
The fee for bulky waste collection should not exist. Since NBC have started charging £25, fly tipping around our area has increased. I was shocked about how much NBC charge for burial and cemetery services. The increase in these charges is substantial. Surely NBC should consider how much a funeral costs these days and adjust the fees so they are more affordable.
Bulky waste should be free of charge
The 100,000 spent on the clean up on the eastern district ia a disgrace-it encourages more fly tipping and areas that pay for collection of bulky waste are penalised.
Bulky waste collection should be free and incorporated into the now excess Council Tax we have to pay
I feel if the prices go up it will encourage fly tipping - appreciate this is a fine balance
Charges should not be made for bulky waste to stop fly tipping
I understand that a charge should be made but not limit the amount of pick ups per year. I have brought a smaller (greener) car and therefore have difficulty in taking larger items to the 'tip'
Improve recycling and cut energy waste but some green initiatives probably waste money.
Charging for collection of bulky waste has increased fly-tipping in Northampton east - false economy
Costs for bulky waste have increased fly-tipping. Bulky waste should be collected free for those on benefits and pensioners
bulk waste should return to 15 as in current climate 25 is too much for the average family.
I am happy that the service is provided and right that those that use it pay for it. Not sure that people who fly tip would bother to arrange collection even if service were free.
Bulky waste service costs are too high, this will encourage fly tipping this will cost more in the long run, lower charges will give people more to spend helping to break the grip of recessionary worries
I would like to use your bulky waste collection service, but I feel that £25 is too much.
Happy to pay additional for better services i.e. Daventry's waste collection and recycling service
Fly tipping - Need more Neighbourhood wardens to enforce on the spot fines - Links to bulky waste charges
Bulky waste charges are too high for the elderly - could it be reduced to £10 or less for them?
Fees and charges
They look fair and reasonable to me
It seems silly to give free swimming to the over sixties and charge a lot for children when it is the children who are obese
Only put up prices where you are losing money
People are using black bags in their black bins - sell paper or recycled bags
Charges should not be increased or the level of service reduced to subsidies the town centre improvements

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You need to encourage more small business in Kettering by not charging such high rents for shops (shops are boarded up). Using the private sector is not cost effective because once they have the tender for a service they drop standards and do not provide what they agreed, and there is no adequate monitoring from NBC.

Any planning application that has been refused and its appeal turned down and is re submitted within five years should be charged at least 3% more.

Do not charge for household refuse!!

Prices should go up in line with inflation/cost of living and be comparable to other Council fees. NBC should not be undercharging for services, but on the flip side NBC functions as a public service and costs should not be the same as the Private Sector

All charges should be increased by the same % across the board with no exceptions

Occasional use of services (bulky waste, leisure, libraries) could make a small increase as there is an element of choice

Inflationary rises are acceptable

Fees should reflect the balance between providing the service and its value to the community I.e. if the service is supported by the local community but at a loss then its value to the community as a service should be taken into consideration. It is important to maintain the cultural and leisure activities but we should consider the full cost implications. Waste disposal is the key service I use but this could be more efficient

A decrease in prices on services like leisure and parking could increase volumes

General

Council tax should be proportionate to the services different areas use.

I live in a one bedroom flat in duston, I pay over £1000 in Council Tax, we pay extra for our rubbish to be removed, I think we should pay less.

Stop putting up Council taxes. Make it cheaper for pensioners

Make Council housing more available for our own people first. Kids today can't afford houses

Cost should be controlled, payment as close to the source/user as possible with due consideration to age ability to pay and the use of the service

The halved brown wheelie bin collection is exceedingly inconvenient for me, especially having bought an additional bin previously as collections inadequate. Glass recycling never a problem as there are bottle banks at supermarkets and volumes are small compared to garden waste from a large house/large council tax band

Why limit Council tax to 2.5% if the ceiling is 5% then go up to the limit!

The councils should stop wasting money on market square etc. and concentrate on economy, to replace road pavement people will only want to come and live here if we have what they want. Not a drink criminals, shops full of drink, foreign food. Good market not entertainment.

1) Advised that swimming charges for families are too high

2) If NBC support the Rennie Mackintosh Centre then this is laudable, as we have very little of value in the town centre

Stop all grants to external arts bodies I.e. Royal & Derngate, Charles Rennie Mackintosh House, Fish Market Gallery
Stop Revenue and Capital funding to above

The borough council does not provide me with any other service apart from recycling and bin collections

Far more money should be put into recreational use and promoting family time I.e. events at local parks etc

I think the cost of services should be 'cost' to where you live, as we do not use a lot of services in some areas.

Council tax should be reduced for pensioners, and extra should be charged when more of the family (living in one house) have jobs.

The commentaries are very leading statements, prompting a 'yes' answer.

Difficulty to answer but I understand problems are occurring in the Hearing Difficulty area. Also the elderly who are vulnerable. Financially the help there is declining.

Not at this time will review and give feedback at another time

The Council Tax. I don't think a single person should only get 1/4 off the bill they should get 1/2 off at least, as a pensioner on my own I don't use as much of the facilities it covers as a family of 4 or more

We all pay council taxes, but I find private estates are better looked after e.g.. Grass verges cut, road sweeper etc. but council estates are left run down & scruffy if you concentrated on these areas things would improve and people take pride in their estates

Northampton Borough Council Budget, Capital Programme and Corporate Plan Consultation results 2010

It is important that short-medium term economic fluctuations do not undermine efforts to move towards a more environmentally sustainable future. The very young, elderly and unemployed should be main focus for reduced service rates
Although I have ticked the box re services providers, it does seem to me that when the private sector is bought in to provide public services, the service they provide deteriorate after a short period of time. E.g. cleaning services of NHS. In house services are always better VFM.
Unable to comment on reduced level of service this would greatly depend on what services were reduced.
Out of the now £128 per month I pay for Council Tax, the only service I receive is waste collection. I do not have any children. Council Tax should be more fairly distributed, with people using more of the services paying more Council Tax and those using less paying less Council Tax. I am therefore for example paying for school facilities and other matters for other people's children
As I have already said the service to the old people who have lived and paid taxes here all their lives are treated badly. I spent time listening to equality and diversity for all sorts of people but when there is some one to blame it's the old. How about discrimination for the old who paid for what they need but don't get it. While people like social services pct all these supposed to be concerns are not
I have no computer to check specific fees and charges you proposed I checked on the web
Very happy with the museum refurbishment. Please make sure people know about the Thursday events and talks
It is hard to tell where the efficiency savings are coming from in terms of front line services due to the presentation
Wording on options in the budget report is not open and transparent
Some terminology is unclear to the lay person
What will happen to the council's budget if the election changes the Government?
Concerned over privatisation of services
Northampton door to door service is very good, please do not cut the grant
Take issues with the suggestion that privatisation can deliver efficiency savings for example Bedford's work and the county's PFI in schools. Privatisation leads to poorer services
It is a mistake to think you can focus all cuts on the back office as front office relies on them for support. It can lead to problems on the front line. You should look for efficiency across the board
In house options should be considered
It is unclear how many jobs are at risk under restructuring proposals
Make sure contracts are water tight to stop councils getting ripped off at taxpayers expense like Carillion, and Amey
People can get to appointments in other ways like the volunteer driver service.
The door to door service starts at 8.30am
How will services be affected if jobs are going? If jobs aren't going will services be reduced instead?
I am worried that volunteers could be lost because they have fears over the caretakers proposals and don't know what is going on
People value community centres and we want one in Kingsley to help keep anti social behaviour down, kids off streets and give older people a place to go and people a place to meet.
Eastfield was promised a community centre in 1956. We only have a small community place for 27 people and people live above. It is a deprived area with problems and people need somewhere to go.
More detailed information is needed to get on board with efficiency savings
Organisation of allotments is a farce.
Should management be restructured? We have gone from 23 Heads of Service to 12 Corporate Managers to 4 Directors, an Assistant Chief Executive and half a Director of the LSP and many Heads of Service.
Is the Northampton Partnership good value for money?
The budget papers don't spell out what the impact on services will be
Be clear - what is a strategic business review? Does it include outsourcing options?
People of Northampton are afraid of market testing but it has worked in Barking and Dagenham
When considering services for privatisation consider carefully what you are signing for 7, 10, 12, years or however long If services are privatised will people be consulted for example at Neighbourhood meetings?

Capital Strategy – Focus Group Comments

Use natural resources – No Concrete!
Promoting partnership and achieving priorities is dependant on the electorate
Performance Management Arrangements must be better
Purchasing protocol must be private sector orientated and led
Team Northampton – with the Tax payer/Tenants
National and local performance targets are a necessary evil. Ensure national targets are in line with local
Promote partnership working particularly public especially constituted groups e.g. residents groups
A clear purchasing protocol can be as much negative as positive
Promote effective Asset Management, including DDA and Health and Safety issues, Achieve the Council's priorities, Improve performance against national and local targets - should be a matter of course! and not prioritised
Achieve the Council's priorities - Which should be potholes. Promote partnership working - with firms with good, work agenda, like Ashmack for the pot holes.
Improve efficiency and effectiveness in service delivery - How is value for money measured?
Generate or increase income streams - Not in the current climate
Would be interested in how this is to be achieved.

Annual Report – Focus Group Comments

Would You Want to Receive and Annual Report?

Although I do not want an annual report I might like to find the information somewhere
A précis should be sent with the council tax leaflet and more detail available on request
It'll be helpful to have something 6 monthly or yearly
A simplified one with cross references for more detail
No but would probably view it if it was available on line
Not personally but it should be available to view on line or in libraries

Would you prefer it on the Internet, leaflet, paper style, small booklet, etc?

Electronic, hard copies in all Libraries, graph form, easy to understand pie charts. Internet but also available in a booklet when requested and Library. Small booklet.
Internet or at NBC offices. Internet or small booklet.
Internet personally but booklet for older people. Paper style or booklet because recognising not all people are on Internet and may need in a booklet format.
A3 folder - a simplified one with cross references for more detail. Leaflet A3 folded.
Leaflet - it is the lowest cost. Internet or small booklet in libraries. Nb. Photos and large areas of colour layout are expensive to produce and given the number of the population willing to plough through a report not value for money
Internet, leaflet. No colour pictures etc, no additional agency fees, a simple one colour production. Cut down on expense!
Internet, copy in public libraries. Internet and one hard copy in the Library.
Libraries? Download. A4 booklet similar comprising Annual Report. Paper style. Small booklet. Too many would cost too much.

Based on this selection of Annual Reports which is your preferred example and why?

Disliked Gateshead - looked like Royal Mail marketing. Chorley Council - clear simple, easy to understand; not too fussy!
Coventry City Council - most simple to understand and read not too long. Havant - good mix of illustrations and large and easy to read print. Covered all issues/subjects. Havant was hopeless - more of a promotional document than an Annual Report
None. Too wasteful, too costly to produce (use as a political tool?)
No clear favourite, prefer concise approach.
Coventry because it contains more info, facts and figures has more detail, good info and pictures. Good information and layout given.
Moorlands straightforward not glossy whilst I personally do not like pie charts, these are popular and they need to be effectively used. Coventry was good in some respects but too many glossy photos. Enough currently in Council Tax Leaflet summary.
Coventry because all the information of annual report was on one page, well laid out and good content, more succinct, and was not full of PR garbage.

Havant - easy to view figures. Good information on local things. Coventry City - format. Havant. Less bumph, straight forward report.
None - simple on colour production in library.
Staffordshire Moorlands a simple style, low cost. Chorley - not landscape on white paper (pie charts elements in others)
What Key Areas Would You Want to See Covered in an Annual Report?
What Northampton has to offer; football, history, architecture, rugby, shoe industry, emergency contact nos and also financial justifications where savings made. Financial information disliked Gateshead and Moorland. Events that were successful, events that failed and why? Brief history of budgeting for future and how successful previous years have been.
How much? Long term effects? All the main priorities, targets set, those achieved and those not and reasons why.
The major ones. Finance / operational efficiency
All of them! As per the Coventry report. Moorlands too much about themselves not caring on info. Moorlands too much about themselves not caring on info. Chorley too thin. Havant too bulky. Gateshead too plain looks like its from the Post Office! Explanatory in plain English of what's going on and what the key issues are and priorities and expenditure of it
Housing, finance and community
Expenditure, income, budget forecast. Finance in respect of % of budget spend against what and any overtime and performance against national indicators. Corporate health indicators. Brief summary of actual achievements. Brief analysis of income expenditure. Brief summary of capital expenditure.
Housing improvements etc. All services provided. Particularly which areas have been outsourced and what value for money is being achieved. Spending, achievements, difficulties not foreseen (to explain why some things don't happen). Leisure, waste disposal, parks, policies in burglary.
Basic income details and expenditure
Where money is being spent are we getting value for money? How are the views of Council tax payers? As to priorities, collated and acted upon. Performance to budget and BVPI and KPI (local) service standards. Value for Money. Essential facts.
In what format would you wish to see the summary financial details of NBC and what would be the ideal content?
Pie charts with small description next to it, bullet points and interesting facts. Graphical.
Not too many pie charts. In layman terms rather than standard report and account layout, showing the full details.
No pictures just plain facts. Precis sent with Council tax demand, more detailed report on request. No unnecessary questions.
Pie charts or bar charts for simplicity. All costs incurred by NBC and to show any savings made.
To the point. A3 folded sheet chart.
Brief summary of actual achievements. Brief analysis of income expenditure. Brief summary of capital expenditure.
Internet - no waste - option to view if you wish. No paper copies at great cost - these are nearly all discarded. Instead put this for access on the Council website. No paper copies - put it on the Council website. Put into public buildings.
Basic/simple to understand. On line - simple for a non-financial person to understand.
Do not have sufficient knowledge to make a suggestion. Income and Expenditure, balance sheet, current year, last year - columns and pie diagram. As a booklet. Pie charts to encourage clarity.

Appendix 2

Equality and Community Impact Assessment

Budget and Corporate Plan 2010-2011 Consultation Programme

What are we looking to achieve in this activity?

This consultation was designed using the principles established in our Consultation Toolkit to make sure that it was accessible to local people, to businesses, to partners, to the voluntary and community sectors and to any other interested parties and that all groups can participate and respond meaningfully.

How will the decision be made?

Cabinet will consider the results of this consultation and of all relevant impact assessments to help it make an informed decision regarding the Council's budget and priorities. The Council will agree its Corporate Plan and set its Budget for the forthcoming 2010/2011 on 25 February 2010.

Who has been involved in devising the programme?

Assistant Chief Executive's team-draft programme
Heads of Performance and Change and Finance and Assets
Management Board-recommendations and approval
Leader of the Council and Portfolio Holder for Finance sign-off

What information exists already to assist with making the judgments above? Has any consultation been undertaken on this or any other related issue? Are any reports or relevant documents available internally or from partners or other sources?

The EHRC recommendations contained in the report The Public Sector Equality Duties and Financial Decisions emphasise the local authority's statutory duties to consult and involve equalities groups and stakeholders prior to making financial decisions.

Recommendations from earlier impact assessments were used as the basis to develop the programme wherever possible. Individual budget options and proposals were also subject to screening and impact assessments were undertaken as appropriate. These included the need to give greater consideration to the potential impact of the options and to broaden the consultation to make it more accessible to people in the community, including those whose voices are seldom heard.

Budget and priorities consultation reports including findings and impact assessment information are available for 2007/08, 08/09 and 09/10 on the council's website.

Who is/ will be the main beneficiaries/people affected by this activity?

Everybody living, working, studying or otherwise engaged with the town or its people may be potentially affected by the choice of priorities and budget plans. This includes businesses, employees of the Council as well as, partners and contractors.

Some efficiency savings will impact on staff and could lead to redundancies and changes in service provision, not the level of service received by the public. Where this is appropriate, consultation will be undertaken in accordance with council policy and all those affected will be able to have a say in the process.

Does the activity have the potential to cause adverse impact or to discriminate against different groups in the community or to make a positive contribution to equalities?

The testing challenges caused by the general economic environment, and the credit crunch in particular, are already having a significant impact on our communities and also on our budget, creating added pressure and increase demand for our services.

With limited resources, service provision will need to be reviewed and this may affect the services we provide, the people who deliver them and those who receive them. It is critical when making decisions that may affect people that their views are sought and considered so that we can understand what matters to them, what they consider priority and what areas are in need of improvement and how the choices made may impact on their lives.

Areas for concern and actions

Consultation period

Cabinet considers draft budget proposals in mid December. The Council is required to set its budget by the end of February. This leaves a window for consultation, which is less than the 12 weeks we would have preferred.

Last year our consultation programme ran from December to January and we would have liked to give people more time to consider their responses.

This year we launched our programme a month earlier. The extra time allowed us to consult on the priorities for our corporate plan which were later revised and validated alongside the budget proposals

Public Meetings and Focus Groups

Last year we ran a consultation programme via our website, the media, council buildings and our extensive networks including local business. We also held two focus groups with representatives from our Residents Panel. No open public meeting took place.

This year we wanted to reach even further and to be even more inclusive. We devised a comprehensive programme of public meetings and focus groups including the following:

Residents Panel (a group that mirrors the demographic make up of the town)

Community Forums (including representatives from the Disabled Peoples' Forum, Pensioners' Forum, Young Peoples' Forum, Diverse Communities Forum, etc)

Northampton Federation of Residents Association

Public Meetings across the town (covering outlying and central locations)

Voluntary and Community Sector.

Outcome

Having circulated our surveys to all members of the residents' panel and also the wider engagement, we were able to increase take up by 100% and also received responses from a more diverse group of people.

The profile of our survey respondents was as follows:

Gender

Male	50%
Female	50%

Age

Under 25	2.7%	41-60	41.6%
25-40	16.8%	Over 60	38.9%

8% were from BME and 92% were non-BME.

Representatives from our residents' panel and diverse community forums were invited to attend focus groups to ensure that views were taken from as wide a range as possible.

Savings

Proposals that will lead to efficiency savings have been screened for impact against the equality strands. Where proposals involve staff changes and rationalisation, appropriate consultation in line with council policy will be followed and outcomes monitored for any disproportionate and adverse impacts on individual groups.

Any savings with impact on services will have the issues and risks raised through their individual assessments and evaluations taken into account in the implementation and monitoring of the options.

Started November 2009

Completed February 2010

Appendix 3



Tell us what you think

we want to hear your views on how we spend money on services for you....

Budget and Corporate Plan 2010 2011

Consultation



Budget and Corporate Plan 2010 2011

Consultation

Northampton Borough Council's Corporate Plan sets out our medium term objectives and ambitions for the Council and is updated each year.

In November 2009 the Council started consultation on its Budget and Corporate Plan. We wanted to find out what was important to people and where we need to focus our resources. The economic climate is the toughest it has been for many years and we wanted to make sure the priorities that we had set ourselves were still appropriate.

Consultation on a draft budget proposal for 2010/11 is now underway.

The economic recession means these are difficult times but we are determined that Northampton Borough Council will continue to improve and provide better services and value for money for local people.

This will be a challenge. Demand for our services and support for people, particularly those in need of benefits and housing, has increased. At the same time, there will be less income from council tax, Government grants and service charges. So there will be hard choices to be made about how resources are allocated.

Your views on this are important. We want to know, for example, if you would be prepared to receive a lower level of service in some areas so

that we could provide more support to vulnerable people most affected by the recession.

Northampton Borough Council receives 15% from the total council tax collected to support the services we provide. The balance is collected on behalf of the County Council and the Police Authority, who are separately consulting on their council tax.



Budget and Corporate Plan 2010 2011

Consultation



Northampton Borough Council provides you with many services such as;

- **Waste and litter collection**
- **Household waste collection**
- **Doorstep recycling**
- **Cultural and recreational activities and venues (such as sport, leisure centres, museums and galleries, theatres and concert halls, parks and open spaces)**
- **Housing**
- **Planning**

Despite the financial pressures that the Council is facing, we are now consulting on a draft balanced budget with a proposed council tax increase of 2.47%. This represents an annual increase of £5.05 on an average Band D property. The draft budget for 2010/11 also includes £4.3m of efficiency savings and £0.9m that we could raise by increasing charges and making further savings.

We are seeking your views through this consultation to help us look at our priorities and how money will be spent during the next year.

“

We are seeking views through this consultation to help us look at our priorities and how money will be spent during the next year.

”

How to take part

Please send us your views **before the end of January 2010** so we can use them to consider what areas we need to focus on for next year's budget.

The final decisions about the budget and priorities will be made during February 2010.

Further information on our Corporate Plan and budget, together with details on the outcomes of this consultation, will be made available on our website or on request.

Send us your responses by



Visiting our website
www.northampton.gov.uk/consultation



Completing this form and post to NBC
Freepost MID 17237, Northampton,
NN1 1WJ



Emailing your views to
budget@northampton.gov.uk



Or returning your form to the **One Stop Shop** at the Guildhall



If you need help completing the form, require the information in an alternative format or would prefer to talk to us on the telephone, call **01604 837573** or by minicom on **01604 838970**

Part 1

The Budget and council tax

The Council has worked hard to make sure the current financial situation does not affect front line service delivery. As in previous years, the Council has focussed on making savings by finding more efficient ways of working rather than impacting on front line services.

To help inform how we spend the budget and make the right choices, this section seeks your views on spending choices.

The following proposals have been made, we would like you to feedback whether you agree or disagree with these proposals.

(Please tick one box)

- **Grants to the voluntary sector should be maintained at their current level - the voluntary sector provides vital services to vulnerable people including those suffering from the effects of the recession.**

I agree ☐ I disagree ☐

- **That no increase be made to the hours of the Concessionary Bus Fare Scheme - the scheme currently allows for free travel to those over 60 years of age and eligible disabled. If the availability of hours were extended to all passholders for free bus travel prior to 9.30am Monday to Friday, this would create an additional budget pressure of up to approximately £390,000 per year (this is equivalent to 3% of council tax).**

I agree ☐ I disagree ☐

- **Car parking prices should not be increased to help local businesses and encourage visitors to the town. Discounts to seasonal ticket holders, town centre residents and overnight parking will however be reviewed.**

I agree ☐ I disagree ☐

- **As long as the service provides good value for money, are you concerned about who provides it? For example some councils have joint working arrangements with public and private sector providers.**

Yes ☐ No ☐

- **Do you think the Council should actively be pursuing a green agenda? For example reducing carbon emissions and delivering recycling initiatives?**

Yes ☐ No ☐

- **Would you be prepared to receive a reduced level of service in some areas, in order to support the needs of people most affected by the recession?**

Yes ☐ No ☐



Budget and Corporate Plan 2010 2011

Consultation

In total within the 2010/11 draft budget, we have identified £5.2m of savings, efficiencies and income options, mostly from internal efficiency savings. Details of all options can be found on our website at www.northampton.gov.uk

We would also like to hear your views on whether some service costs or charges should be increased or reduced. Please tell us what you think we should change.

Do you use any Borough Council services where a fee is charged (such as collection of bulky waste, use of our leisure centres)?

Yes

☐

No

☐

If so, which services do you use?

Do you think they are value for money?

Yes

☐

No

☐

Do you accept prices should go up from time to time?

Yes

☐

No

☐

If you want to comment in more detail on specific fees and charges, you can find them explained on our website www.northampton.gov.uk or you can ask for a paper copy by contacting us on budget@northampton.gov.uk or by telephoning **01604 837573** or by Minicom on **01604 838970**.

Please tell us what you think here:

Do you have anything else to tell us about the costs and charges of our services?



Budget and Corporate Plan 2010 2011

Consultation

Capital Programme

The capital budget enables the Council to invest in assets and infrastructure (for example improvements to buildings) to improve service delivery. It is funded separately to the "revenue" budgets above. Our capital resources are also limited, so it is necessary to prioritise bids for new projects.

Should the Council dispose of non-essential properties to enable resources to be directed to assets providing essential services?

Yes ☐ No ☐

For 2010/11 there is a short list of new bids as shown below. The full capital programme is also available on our website.

Please show the order you would rate them, with 1 for the proposal you support the most, down to 5 for the one you would support least.

Proposals

(Please number 1-5 in order of priority)

- ☐ **Improvements to car parks** (necessary to prevent against natural environmental damage) ☐
- ☐ **Refurbishment of cemeteries and churchyards** ☐
- ☐ **Disabled Adaptations** (to non council owned properties, a statutory requirement, such as ramps and stair lifts) ☐
- ☐ **Refurbishment of changing rooms within parks** ☐
- ☐ **Abington Street and Market Square Improvements** (feasibility, options, consultation, exhibition including resurfacing, lighting, street furniture) ☐



Part 2

Your Priorities

Last year, you told us what you thought the Council should concentrate on. We used this to develop our five priorities. These form the core of our Corporate Plan.

In the current economic climate, with less money to spend, do you think the priorities below are right for Northampton - what else ought we to include? Please tick below if you think we should keep these as priorities and write in what others you would like to see:

Key Priorities for Northampton Borough Council for next year	Still right	No longer right
Safer, greener and cleaner communities - for example, dealing with crime, caring for the environment, keeping the town clean	<input type="checkbox"/>	<input type="checkbox"/>
Improved homes, health and well-being - for example, improving housing quality, providing leisure opportunities, contributing to better health	<input type="checkbox"/>	<input type="checkbox"/>
A confident, ambitious and successful Northampton - for example, improving the town centre, promoting cultural activities, planning sustainable growth	<input type="checkbox"/>	<input type="checkbox"/>
Strong partnerships and engaged communities - for example, understanding and talking to our citizens, working with voluntary organisations	<input type="checkbox"/>	<input type="checkbox"/>
An efficient well managed organisation that puts the customer at the heart of what we do - for example, improving financial management, providing value for money, ensuring fairness in our services	<input type="checkbox"/>	<input type="checkbox"/>

I would also like to include:

The five things that are most important to me in making Northampton a good place to live are:

1.
2.
3.
4.
5.

The five things in most need of improvement for making Northampton a good place to be are:

1.
2.
3.
4.
5.

Is there anything else you would like to tell us?



Budget and Corporate Plan 2010 2011

Consultation

Monitoring Information

You do not have to provide this information but it will help us understand how well we communicate with and listen to our community:

Tick all that apply

I live in Northampton

☐

I work in Northampton

☐

I study in Northampton

☐

I have a business in Northampton

☐

I am employed by Northampton Borough Council

☐

I am responding as an individual

☐

I am responding on behalf of the following organisation/group:

We will let you know the outcome of this consultation and how your views have influenced the decisions we make by publishing a report on our website.

If you would like us to contact you direct, please provide the following information:

Name:

Address/Postcode:

Telephone:

Email address:

How would you prefer to be contacted?

I am willing for the Council to contact me again in connection with this consultation

☐

I am willing for the Council to use my feedback in connection with other services it provides

☐

Please tick

Gender:

Age:

How would you describe your ethnicity:

Please note that data collected will be used and kept in accordance with the Data Protection Act 1998.



Please return to:
Policy and Community Engagement, NBC Freepost MID
17237, Northampton, NN1 1WJ

