



## Northamptonshire County Council

# Northamptonshire County Council 2018-19 Budget Consultation: Phase 2

### Questionnaire

#### **The financial challenge and the need for change**

The money the Council receives from the Government has been reducing for some time and will do so again in 2018/19. Since 2010, we have delivered savings totalling £376 million. By 2021, our total savings will have risen to £0.5 billion. On top of this, we are facing higher than ever demand for our services. We have made a number of difficult choices over the last few years to make the savings we needed, and we need to do this again to make sure that we have enough money in our budget to run services that meet statutory requirements (what we must do) and help those who need it the most.

Our population is growing and its needs are changing. New responsibilities for the Council have placed huge pressures on our public services in the county. As a result of this, and changes at a national level (including Brexit and a new minority Conservative government) we must look again at our financial plans. We are making our case to the Government for Fairer Funding to address this (<http://www3.northamptonshire.gov.uk/councilservices/council-and-democracy/budgets-and-spending/Pages/fairer-funding-for-northamptonshire.aspx>), but we need to act now to make sure we have enough money in our budget for 2018/19 to meet all the pressures we face.

- By 2024, it is projected that the population of Northamptonshire will have grown by approximately 9% to 778,600 people; faster than the projected 7.5% increase for England. By this date it is projected that the number of people aged 65+ will be 28.2% higher than in 2014, compared to a 20.4% increase nationally (England average).
- We have seen a huge rise in the number of Children in Care (almost 23% in the past 3 years) with figures at over 1,000 since the summer. The cost of placements for Children in Care has increased by 47.4% in the same period.
- Numbers of Unaccompanied Asylum Seeking Children (UASC) have also increased, which adds to the financial pressures within the service, as Government funding only covers around two-thirds of the actual costs.



- Although demand in adult social care has stayed roughly the same, individual costs are increasing because people's needs require more complex care - the average cost for clients aged 18-64 has increased by 3.7% per week (an average increase from £668 to £693) and the average cost for clients aged 65+ has increased by 27.7% per week (an average increase from £317 to £405).
- The customer service centre handles (on average) 18,000 phone calls and 7,000 emails/eforms each month. It is estimated that 40% of the county population has contacted the customer service centre, or been the subject of a contact in the last five years. The website attracts an average of 350,000 visits each month, consisting of around 200,000 unique users.

### **What have we done so far?**

In October 2017, we launched a consultation on Phase 1 of our budget proposals. This marked the start of the work we have been doing to look at what we might need to change in terms of how we deliver our services and whether we need to reduce or stop anything we currently do. The Phase 1 proposals added up to a value of £9.6m and the consultation on most of those proposals ended on 1<sup>st</sup> December. The review of Library Services, which is under a separate consultation, ends on 13<sup>th</sup> January 2018, and the review of the Short Breaks service ended earlier in December.

### **Have your say on Phase 2 of the County Council's budget proposals, the proposed level of Council Tax for 2018/19 and the draft Council Plan**

Phase 2 of our consultation is now live. This includes consultation on the level of Council Tax we propose to set for 2018/19 and more savings and income generation proposals (adding up to a value of £24.7m) on how we will manage next year's budget. It also includes the draft Council Plan 2018-19 to 2019-20, which sets out our vision for how we will deliver services and be financially sustainable.

Your feedback on this consultation is really important to us, and all consultation feedback from both phases will be analysed and considered, and will help Councillors make a final decision on the Budget at the Full Council meeting on 22nd February 2018. This meeting is held in public and anyone wishing to speak at the meeting must contact Customer Services on T: 0300 126 1000.

The consultation on Phase 2 of the budget proposals covered by this survey will start on 20th December 2017 and end on 30<sup>th</sup> January 2018.

Please read the related documents to gain a better understanding of the budget proposals before you comment on them. The [Phase 2 Budget Proposals](#) are listed on the Draft Budget webpage, and Equality Impact Assessments (EqIAs) have been prepared for those budget proposals that may have an impact on service users

and/or the wider community. These are available on our website via the following link [www.northamptonshire.gov.uk/current-consultations](http://www.northamptonshire.gov.uk/current-consultations)

The following sections give details of the proposed council tax increase, fees and charges, budget proposals in Phase 2 and draft Council Plan 2018-19 to 2019-20. You do not have to answer all of the questions or give us your feedback on every proposal. If you do not wish to answer a question or feedback on a specific proposal then you can skip those questions and move on to the next proposal.

### **How can I have my say?**

Please tell us your views by completing this questionnaire. You can also complete the questionnaire online:

<https://www.surveymonkey.co.uk/r/NCCBudget2018-19Phase2>

Your feedback will be used to help us gain a better understanding of peoples' opinions and will help us shape the future design and focus of these services. Your feedback will be part of a report with many other people's feedback, so you will not be personally identified.

If you have any queries, comments or would like a copy of this survey in another format (including easy read or large print) you can contact us by email, post or telephone. Our contact details are as follows:

**Email address:** [consult@northamptonshire.gov.uk](mailto:consult@northamptonshire.gov.uk)

**Telephone:** 0300 126 1000

**Postal address:**

Engagement, Participation and Involvement Team  
Northamptonshire County Council  
One Angel Square  
Angel Street  
Northampton  
NN1 1ED

The deadline for completing this survey is **30<sup>th</sup> January 2018**.

**Thank you for helping us by completing this questionnaire.**



## **Proposed increase in Council Tax**

As part of the Draft Budget Proposals, we are proposing to increase the council tax rate by 4.98% in 2018/19.

For an average (Band D) council tax payer, this would mean an increase of £1.12 per week for the Northamptonshire County Council element.

This 4.98% increase consists of two parts: a 1.98% increase which will be used to fund all services provided by the county council, and an additional 3% increase which follows the government's decision to allow local authorities to increase council tax for the specific purpose of funding adult social care. Under current rules, the council would have to hold a referendum on the proposed increase in council tax if the total increase (including up to 3% for the Adult Social Care Precept) is equal to or greater than 5%. The cost of running a referendum for an authority the size of Northamptonshire could cost up to £1m.

By increasing council tax by 4.98%, this would provide the council with a total of £292.86m of funding from council tax.

Without this additional funding, the council would not be able to deliver the planned draft budget and frontline services would be further threatened.

If you do not want to feedback on the above proposals then please go to the next section of this questionnaire – page 7.

**1) To what extent do you agree or disagree with the proposed increase of 1.98% to fund *all* services provided by Northamptonshire County Council?**

**Please tick (✓) relevant answer**

Strongly agree	<input type="checkbox"/>
Tend to agree	<input type="checkbox"/>
Neither agree nor disagree	<input type="checkbox"/>
Tend to disagree	<input type="checkbox"/>
Strongly disagree	<input type="checkbox"/>
Don't know	<input type="checkbox"/>

**2) Please could you tell us why you answered the previous question in the way that you did?**

**3) To what extent do you agree or disagree with the proposed increase of 3.00% specifically to fund adult social care?**

**Please tick (✓) relevant answer**

Strongly agree	<input type="checkbox"/>
Tend to agree	<input type="checkbox"/>
Neither agree nor disagree	<input type="checkbox"/>
Tend to disagree	<input type="checkbox"/>
Strongly disagree	<input type="checkbox"/>
Don't know	<input type="checkbox"/>

**4) Please could you tell us why you answered the previous question in the way that you did?**

**5) The Council has requested permission from Central Government to increase Council Tax beyond the amount allowed under the current rules and without the need for a referendum. If we are given permission, to what extent would you agree or disagree with an increase in council tax of more than 4.98%?**

**Please tick (✓) relevant answer**

Strongly agree	<input type="checkbox"/>
Tend to agree	<input type="checkbox"/>
Neither agree nor disagree	<input type="checkbox"/>
Tend to disagree	<input type="checkbox"/>
Strongly disagree	<input type="checkbox"/>
Don't know	<input type="checkbox"/>

**6) Please could you tell us why you answered the previous question in the way that you did?**

## **Fees and Charges**

Income from fees and charges represents an important source of funds to the county council and enables a range of services to be provided.

This section gives you the opportunity to comment in more detail on the proposed changes to the council's fees and charges.

[Fees and Charges in Children, Families & Education](#) cover charges for professional services to schools.

[Fees and Charges in Place Services](#) cover charges for services such as:

- Charges to businesses in relation to Trading Standards e.g. business advice
- Highways and traffic management e.g. temporary traffic orders, parking permits
- Hire/use of fire and rescue vehicles
- Archives and heritage fees

[Fees and Charges in Wellbeing & Prevention Services](#) cover charges for services such as:

- Car parking in country parks
- Registration Service fees
- Fees relating to our outdoor learning centres

The proposed fees and charges can be found at [www.northamptonshire.gov.uk/draftbudget](http://www.northamptonshire.gov.uk/draftbudget)

If you do not want to feedback on the above proposals then please go to the next section of this questionnaire – page 10.



7) Please tell us which of the proposed fees and charges you wish to comment on (Before answering this question please read the Fees and Charges Schedules which outline all of the annual increases/decreases, if any, for the following services):

Please tick (✓) all that apply

**Children’s Services**

- Learning Skills and Education
- School Admissions

**Place Services**

- Trading Standards
- Highways and Traffic Management
- Blue Badge
- Fire and Rescue
- Archives and Heritage

**Wellbeing and Prevention Services**

- Country Parks
- Libraries
- Registration Service
- Everdon Outdoor Learning Centre
- Grendon Outdoor Learning Centre
- Longtown Outdoor Learning Centre
- Knuston Hall
- Adult Learning
- Sport

8) Please describe the impact you think this may have:



**9) Please tell us what you think we could do to mitigate against this impact:**

**10) Do you have any alternative suggestions for raising income through fees and charges?**

## **Adult Social Care Services**

### **Fairer Charging Policy**

- The Fairer Charging Policy is subject to its own separate consultation which ends on 6<sup>th</sup> January 2018. The Fairer Charging Policy sets the charging framework for people who use services from Adult Social Care and have to make a contribution towards the cost. (£2m saving).
- If you wish to take part in this consultation before it closes, please visit our [website](#) for more information.
- A copy of the Equality Impact Assessment for this proposal is available on our website <http://www3.northamptonshire.gov.uk/councilservices/council-and-democracy/equalities/equality-impact-assessments-eqias/Pages/budget-proposals-eqias-2018-19.aspx>

### **Other savings proposals**

- There are other savings proposals within Adult Social Care that we believe will help us to save money but without having an impact upon service users, by changing the way that we do things and work with partners. You can have your say about those later in this questionnaire.



## **Chief Executive Services**

The following proposal is included in this section:

- Removing telephone and email contact methods for all services that are contactable online

If you do not want to feedback on the above proposal then please go to the next section of this questionnaire – page 13.

### **Customer Service Centre – Reduced Operations**

- The removal of all telephone and e-mail contact methods for all services that are available online, i.e. Libraries, Adult Learning, Street Doctor, School Admissions (including days where school places are offered to parents) and Registrations. All other services provided by the Council that are not listed above will still be contactable by telephone and e-mail, where this is currently an option. (£187k saving).
- A copy of the Equality Impact Assessment for this proposal is available on our website <http://www3.northamptonshire.gov.uk/councilservices/council-and-democracy/equalities/equality-impact-assessments-eqias/Pages/budget-proposals-eqias-2018-19.aspx>

**11) Overall, to what extent do you agree or disagree with this proposal?**

**Please tick (✓) relevant answer**

Strongly agree	<input type="checkbox"/>
Tend to agree	<input type="checkbox"/>
Neither agree nor disagree	<input type="checkbox"/>
Tend to disagree	<input type="checkbox"/>
Strongly disagree	<input type="checkbox"/>
Don't know	<input type="checkbox"/>

**12) Please could you tell us why you answered the previous question in the way that you did?**

**13) Using a scale of 1 to 10, with 1 being 'No impact' and 10 being 'Significant impact', please tell us how much of an impact this proposal would have on you if implemented?**

No impact										Significant impact		Don't know
1	2	3	4	5	6	7	8	9	10			

**14) What do you think could be done to help mitigate the impact of this proposal?**

**Other savings proposals**

- There are other savings proposals within Chief Executive Services that we believe will help us to save money but without having an impact upon service users, because they relate to back office functions. You can have your say about those later in this questionnaire.

## Children's Services

The following proposal is included in this section:

- New Models of Care Delivery - ensuring that looked after children are receiving the care packages that best suit their current needs.

If you do not want to feedback on the above proposal then please go to the next section of this questionnaire – page 15.

### **New Models of Care Delivery**

- New approaches to supporting young people on the edge of care through to leaving care, which will reduce the cost of complex care packages. (£1.349m saving).
- A copy of the Equality Impact Assessment for this proposal is available on our website <http://www3.northamptonshire.gov.uk/councilservices/council-and-democracy/equalities/equality-impact-assessments-eqias/Pages/budget-proposals-eqias-2018-19.aspx>

**15) Overall, to what extent do you agree or disagree with this proposal?**

**Please tick (✓) relevant answer**

Strongly agree	<input type="checkbox"/>
Tend to agree	<input type="checkbox"/>
Neither agree nor disagree	<input type="checkbox"/>
Tend to disagree	<input type="checkbox"/>
Strongly disagree	<input type="checkbox"/>
Don't know	<input type="checkbox"/>

**16) Please could you tell us why you answered the previous question in the way that you did?**

**17) Using a scale of 1 to 10, with 1 being 'No impact' and 10 being 'Significant impact', please tell us how much of an impact this proposal would have on you if implemented?**

No impact							Significant impact			Don't know
1	2	3	4	5	6	7	8	9	10	

**18) What do you think could be done to help mitigate the impact of this proposal?**

**Other savings proposals**

- There are other savings proposals within Children's Services that we believe will help us to save money but without having an impact upon service users, by changing the way that we do things and work with partners. You can have your say about those later in this questionnaire.

## **Place Services**

This directorate covers:

- Planning Services
- Economic Development
- Archives and Heritage
- Environmental Management
- Transport and Highways
- Waste Management
- Trading Standards
- Asset Management
- Capital Programme Management
- Property Services

The following proposals are included in this section:

- Trade Waste Controls at Household Waste and Recycling Centres – making sure that residents who use vehicles other than a car to dispose of household waste can do so via a free permit system (or similar) to help distinguish between household waste (which can be deposited for free) and trade waste (which is chargeable to traders).
- Changes to on-street pay and display parking in Northampton town centre - extending the timescales for when pay and display charges will be applied, increase on-street pay and display parking charges and increase the maximum allowable stay to on-street pay and display parking

If you do not want to feedback on the above proposals then please go to the next section of this questionnaire – page 19.

### **Trade Waste controls at Household Waste Recycling Centres**

- Introduction of improved systems to control trade waste disposal at Household Waste Recycling Centres (HWRCs). This is likely to be a permit system, which will require residents who wish to bring household waste to the nine HWRCs using a van, pick-up truck, horsebox, trailer, or any other vehicle without windows or seats in the rear, to register and use an e-permit. A permit will be issued for free to residents who drive commercial type vehicles and who wish to deposit household waste. The Permit will limit the number of visits to 6 per year. This will distinguish between household waste that has been transported in a vehicle other than a car, and trade waste, which is chargeable (£200k saving resulting from improved controls to stop the free disposal of trade waste).

**19) Overall, to what extent do you agree or disagree with this proposal?**

**Please tick (✓) relevant answer**

Strongly agree	<input type="checkbox"/>
Tend to agree	<input type="checkbox"/>
Neither agree nor disagree	<input type="checkbox"/>
Tend to disagree	<input type="checkbox"/>
Strongly disagree	<input type="checkbox"/>
Don't know	<input type="checkbox"/>

**20) Please could you tell us why you answered the previous question in the way that you did?**

**21) Using a scale of 1 to 10, with 1 being 'No impact' and 10 being 'Significant impact', please tell us how much of an impact this proposal would have on you if implemented?**

No impact								Significant impact	Don't know	
1	2	3	4	5	6	7	8	9	10	
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

**22) What do you think could be done to help mitigate the impact of this proposal?**



## Changes to On-street Pay and Display Parking

- Changes to the on-street pay and display parking in Northampton town centre to include: extending the timescales for when pay and display charges will be applied to between 7am - 7pm Monday to Sunday inclusive (current operations are applied 8am - 6pm Monday to Friday with no charges on Sunday); increase on-street pay and display parking charges from £1 per hour to £1.20 per hour; and increase the maximum allowable stay to on-street pay and display parking from 1 hour to 2 hours. (£350k saving).

**23) Overall, to what extent do you agree or disagree with this proposal?**

Please tick (✓) relevant answer

Strongly agree	<input type="checkbox"/>
Tend to agree	<input type="checkbox"/>
Neither agree nor disagree	<input type="checkbox"/>
Tend to disagree	<input type="checkbox"/>
Strongly disagree	<input type="checkbox"/>
Don't know	<input type="checkbox"/>

**24) Please could you tell us why you answered the previous question in the way that you did?**

**25) Using a scale of 1 to 10, with 1 being 'No impact' and 10 being 'Significant impact', please tell us how much of an impact this proposal would have on you if implemented?**

No impact										Significant impact		Don't know
1	2	3	4	5	6	7	8	9	10			
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	

**26)What do you think could be done to help mitigate the impact of this proposal?**

**Other savings proposals**

- There are other savings proposals within Place Services that we believe will help us to save money but without having an impact upon service users, by changing the way that we do things and work with partners. You can have your say about those later in this questionnaire.

## **Non-customer facing proposals**

In addition to the proposals already discussed in this consultation, we are making a number of budget proposals that we believe can deliver savings without having an impact on customers. These are set out below.

### **Chief Executive Services**

- Centralisation of and commercialisation of Communications and Marketing functions: Centralisation of all communications and marketing staff into one unit followed by restructure of this centralised team to streamline activity. Begin moving toward a fully self-funded model. This builds on the centralisation proposal in Phase 1 (£300k saving)
- BIPM Centralisation: A restructure of the Business Intelligence and Project Management (BIPM) service. The restructure will impact on all functions delivered by the service. (£1m saving)

### **Children's Services**

- Staff Vacancy Management: Management of staff vacancies within Children's Services (£250k saving).

### **LGSS (Local Government Shared Services)**

- LGSS Procurement: Propose charging a success fee to winning bidder(s). (£250k saving)

### **Place Services**

- Asset Restructure: Make the best use of office space within Angel Square (the Council's head office). (£1.135m saving)
- Planning Resource: Deletion of a Senior Planning Officer post. (£40k saving)

If you do not want to feedback on the above proposals then please go to the next section of this questionnaire – page 22.

**27) Overall, to what extent do you agree or disagree with these proposals?**

Strongly agree    Tend to agree    Neither agree nor disagree    Tend to disagree    Strongly disagree    Don't know

	Strongly agree	Tend to agree	Neither agree nor disagree	Tend to disagree	Strongly disagree	Don't know
Centralisation of and commercialisation of Communications and Marketing functions						
Business Intelligence and Project Management Centralisation						
Staff Vacancy Management						
LGSS Procurement						
Asset Restructure						
Planning Resource						

**We are also doing a number of things as part of the way we do 'business as usual' to help improve efficiencies and value for money, for instance by working with partners, removing duplication, changing/improving our contracts, making use of the flexible rules around how we can treat revenue and capital expenditure. These are listed below:**

- Commissioning - Savings and Value for Money from Shaw Private Finance Initiative (Adult Services) (£1m saving)
- Financial Sustainability - Capitalisation of Community Equipment (Adult Services) (£900k saving)
- Commissioning - Maximisation of Disabled Facilities Grant (Adult Services) (£500k saving)
- Commissioning - Value for money review of Integrated Community Equipment Services (ICES) Contract (Adult Services) (£800k saving)
- Demand Management - Learning Disability Provision of Care (Adult Services) (£2.25m saving)
- Increased Use of Social Impact Bonds (Chief Executive Services) (£1.25m saving)
- Reduction in Staff Travel Expenditure (Children, Families & Education) (£300k saving)
- Reduction in Redundancy Budgets (Corporate) (£2m saving)
- Aged Debt Reduction (Corporate) (£1.1m saving)
- LGSS Operational Savings (LGSS) (£803k saving)

- Democratic Services (LGSS) (£71k saving)
- Audit and Risk Management (LGSS) (£60k saving)
- Finance Operations (LGSS) (£131k saving)
- Health, Safety and Wellbeing (LGSS) (£90k saving)
- Learning and Organisational Development (LGSS) (£300k saving)
- IT - NCC Business Systems (LGSS) (£71k saving)
- Customer Engagement and Reporting (LGSS) (£15k saving)
- LGSS Law (LGSS) (£196k saving)
- Concessionary Fares Reductions (Place Services) (£200k saving)
- Capitalisation of Superfast Broadband Team (LGSS) (£150k saving)

There is more information available in the [budget proposal spreadsheet](#), available at [www.northamptonshire.gov.uk/draftbudget](http://www.northamptonshire.gov.uk/draftbudget).

**28) If you have any comments to make about any of the above proposals, please give details here, explaining which proposal(s) you are referring to:**

## **Draft Council Plan**

At a time when the whole public sector finds itself under unprecedented pressure to meet more complex needs with ever-reducing budgets, we are taking the opportunity to review and refresh our vision and purpose, to place ourselves in a position where we can not only deliver for the residents of the county, but also be financially sustainable.

The context in which we operate has changed beyond recognition in the past few years. This is the case for all partners in the county, and for councils up and down England. Northamptonshire finds itself in a particularly difficult position due to demographic growth and funding reductions outlined earlier, which mean that we now have to re-shape local public services as we reconsider our role in the country, our relationship with residents, partners and Central Government.

We have published a draft Council Plan 2018-19 to 2019-20 which sets out our short and medium-term vision, our values and our role in not only managing the difficult financial situation the county faces, but in ensuring that Northamptonshire will grow and thrive.

If you do not want to feedback on the draft Council Plan 2018-19 to 2019-20 then please go to the next section of this questionnaire – page 25.

Please read the [draft Council Plan](#) 2018-19 to 2019-20 before you give us your views.

**29)The Council Plan sets out our vision, which is for Northamptonshire to be “a county where we all look after each other and take responsibility, where the vulnerable are protected and supported, and where the people who can help themselves receive the assistance they need to stay independent and healthy - making Northamptonshire a great place to grow up, live, learn, work and grow old.” Overall, to what extent do you agree or disagree with this proposal?**

**Please tick (✓) relevant answer**

Strongly agree	<input type="checkbox"/>
Tend to agree	<input type="checkbox"/>
Neither agree nor disagree	<input type="checkbox"/>
Tend to disagree	<input type="checkbox"/>
Strongly disagree	<input type="checkbox"/>
Don't know	<input type="checkbox"/>

**30) Please could you tell us why you answered the previous question in the way that you did?**

**31) The Council Plan also sets out what we believe our role should be:**

- **As a strategic influencer and facilitator, we take an active role in promoting and advocating the case of the county, regionally and nationally.**
- **Over the medium term, we want to move towards becoming a more strategic Council, working with others to deliver services better targeted at those who need them most, and continuing to safeguard those vulnerable to abuse or neglect.**
- **However, the reality in which we operate means that we are here to meet our statutory responsibilities within the budget envelope set by the Government. It is therefore important that we make it clear what our duties are, what we can and can't do for the people of Northamptonshire and what it is that residents and communities can do themselves, with the right support if they need it.**

**Overall, to what extent do you agree or disagree with the role we have set out?**

**Please tick (✓) relevant answer**

Strongly agree	<input type="checkbox"/>
Tend to agree	<input type="checkbox"/>
Neither agree nor disagree	<input type="checkbox"/>
Tend to disagree	<input type="checkbox"/>
Strongly disagree	<input type="checkbox"/>
Don't know	<input type="checkbox"/>

**32) Please could you tell us why you answered the previous question in the way that you did?**

**33) Do you have any other comments you would like to make about the draft Council Plan 2018-19 to 2019-20?**



## **General comments**

Although this consultation outlines the County Council’s difficult budget situation, it is important to think about how public services as a whole in Northamptonshire are delivered. We cannot think of NCC services as being completely separate from those delivered by others (for instance, the link between Health and adult social care or the link between housing, which is a District/Borough council function and children’s welfare). Equally, we may need to change the way we think about traditional NCC services and consider whether other organisations may be better placed to deliver them at a more local, community-owned level.

If you do not want to make further comments then please go to the next section of this questionnaire – page 27.

## **General comments**

**34) Overall, to what extent do you agree or disagree with the proposal that public services should be more joined up to deliver improvements for service users and be more efficient?**

**Please tick (✓) relevant answer**

Strongly agree	<input type="checkbox"/>
Tend to agree	<input type="checkbox"/>
Neither agree nor disagree	<input type="checkbox"/>
Tend to disagree	<input type="checkbox"/>
Strongly disagree	<input type="checkbox"/>
Don't know	<input type="checkbox"/>

**35) Please could you tell us why you answered the previous question in the way that you did?**

**36) Do you have any suggestions about traditional NCC services could be delivered differently?**

## **Other suggestions**

**37) Do you have any other suggestions as to how the Council could increase income, reduce costs or make savings to support the budget?**

## About you

**38) Please tell us in what capacity you are responding to this survey:**

**Please tick (✓) all that apply**

As a service user	<input type="checkbox"/>
A local resident	<input type="checkbox"/>
A Northamptonshire County Council/LGSS/First for Wellbeing/NASS employee	<input type="checkbox"/>
A Northamptonshire County Councillor	<input type="checkbox"/>
A Borough, District or Parish Councillor	<input type="checkbox"/>
A representative of the voluntary sector or community organisation	<input type="checkbox"/>
A representative of the local business community	<input type="checkbox"/>
A representative of a Borough/District Council	<input type="checkbox"/>
A representative of a Parish Council	<input type="checkbox"/>
A representative of a health partner organisation (e.g. Clinical Commissioning Group, Mental Health Trust)	<input type="checkbox"/>
A representative of a user group	<input type="checkbox"/>
Other	<input type="checkbox"/>

If 'Other' please specify:

**39) What district / borough of Northamptonshire do you live in?**

**Please tick (✓) relevant answer**

Corby	<input type="checkbox"/>
Daventry	<input type="checkbox"/>
East Northamptonshire	<input type="checkbox"/>
Kettering	<input type="checkbox"/>
Northampton	<input type="checkbox"/>
South Northamptonshire	<input type="checkbox"/>
Wellingborough	<input type="checkbox"/>
Other	<input type="checkbox"/>

If 'Other' please specify:

**Thank you for completing this questionnaire. Please return it in the pre-paid envelope (no stamp required) by 30<sup>th</sup> January 2018 to:**

**Engagement, Participation and Involvement Team, Northamptonshire County Council, One Angel Square, Angel Street, Northampton NN1 1ED**

## Equality monitoring

1) What gender are you? (Please tick the appropriate box)

Male  Female  Prefer not to say

2) Are you currently Pregnant or have you had a baby in the last 6 months? (Please tick the appropriate box)

Yes  No  Prefer not to say

3) How old are you? (Please tick the appropriate box)

0 to 9  10 to 19  20 to 29  30 to 49  
 50 to 64  65 to 74  75+  Prefer not to say

4) Do you have a disability? (Please tick the appropriate box)

Yes  No  Prefer not to say

4a) If 'Yes', please tick the appropriate box(es) which best describes your disability?

Mental Health  Physical Disability  Hearing Impairment  
 Learning Disability  Sight Impairment  Other

5) What is your religion or belief? (Please tick the appropriate box)

None  Christian  Hindu  Jewish  
 Muslim  Sikh  Buddhist  Prefer not to say  
 Any other religion (please write in)

6) How would you describe your ethnic origin? (Please tick the appropriate box)

### White

White British  White Irish  
 White Gypsy or Irish Traveller  Other White Background

### Asian or Asian British

Indian  Pakistani  
 Bangladeshi  Chinese  
 Other Asian Background

### Mixed / Multiple ethnic Background

White & Black Caribbean  White & Black African  
 White & Asian  Other mixed / multiple background

### Black or Black British

Caribbean  African  
 Other Black Background

### Other ethnic group

Arab  Any other ethnic group (please state)

Prefer not to say

7) If you are 16 or over which of the following options best describes how you think of yourself? (Please tick the appropriate box)

Bisexual  Gay Man  Gay Woman/ Lesbian  
 Heterosexual  Prefer not to say

8) Is your gender identity the same as the gender you were assigned at birth? (Please tick the appropriate box)

Yes  No  Prefer not to say

9) What would you describe your marital status as? (Please tick the appropriate box)

Married  Single  Civil Partnership  
 Widowed  Cohabiting / living together  Other  
 Prefer not to say

