

Budget Consultation

Results and Analysis

Summary

Summary of Public Budget Consultation

Summary: The number of responses this year was significantly lower than the previous year. The survey was promoted through press coverage in the Gazette and Herald, repeated social media and internally.

The impact of COVID will have had a bearing on our services, how people view them and potentially the rate of response.

Responses are generally more positive than last year, although this is not matched by responses to Question 10 (how satisfied or dissatisfied are you with the way Ryedale District Council runs the services we provide?)

Comparison with Last Year

27 responses, compared with 86 last year.

- Overall positive view of RDC's value for money has increased from 41% to 43%.
- Improved perception of most services except:
 - Planning (positive reduced from 26% to 13%, negative increased from 30% to 60%)
 - Tourism (positive reduced from 32% to 22%, but negative also decreased from 40% to 22%)
 - Environmental Health (positive reduced from 51% to 50%, but negative also decreased from 23% to 17%)
- Significant improved perception in
 - Community Safety (positive increased from 29% to 60%)
- However, overall perception of the way the Council runs services shows reduced positive score from 44% to 34%, while negative score has increased from 32% to 41%.

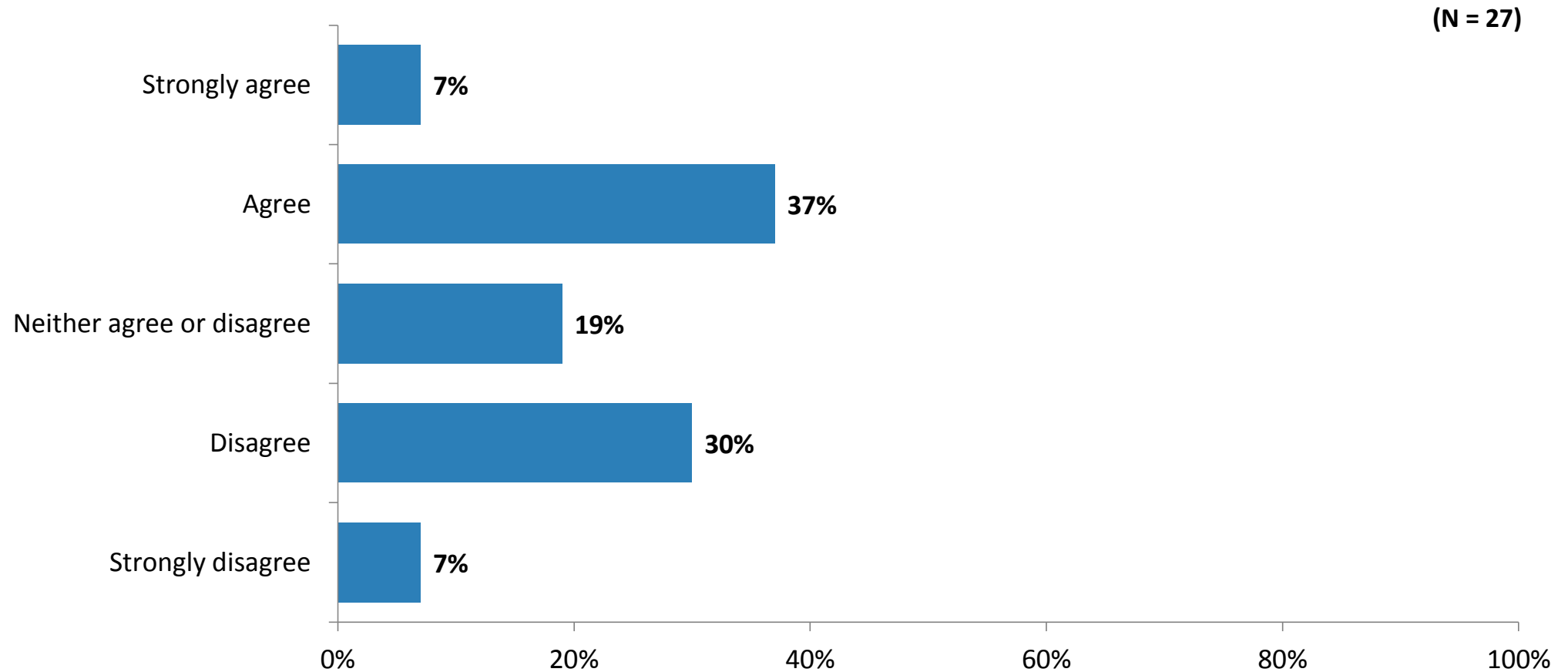
Actions Required

- Consideration by Members alongside budget proposals
- Officers to review results when services are planning and implementing improvements alongside other consultation and feedback information including compliments and complaints

(Positive refers to strongly agree, agree or satisfied. Negative refers to disagree, strongly disagree or dissatisfied.)

(Those who have not used the service are discounted.)

The current Council Tax for a Band D dwelling relating to the services provided by Ryedale District Council is £200.73 per year - or £3.86 per week. To what extent do you agree or disagree that Ryedale District Council provides value for money?



Please provide any information to support your response to Q1:

Response No	Answer text
2	The average (according to MHCLG) is £185. No reason for Ryedale to be so far above that.
7	I think the council does some things well, but not everything.

Please provide any information to support your response to Q1: (Continued)

Response No	Answer text
9	<p>Personally we are a council Band F. I feel we are grossly overcharged for where we live. Yes our dwelling may be of a bigger size but in no way do we use more services.</p> <p>In fact, it has been a big problem over the past couple of years having our refuse or recycling collected and has often resulted in a phone call back to the council asking for it to be collected.</p> <p>Whilst we are all for supporting and paying our way when it comes to Police and Fire services I feel dwellings like ours are penalised.</p> <p>We also live in an area where fly tipping is a big issue. I reported a case where the fly tipper left their address, the council did nothing. I tidied the mess into my recycling and green bin in the end.</p>

Please provide any information to support your response to Q1: (Continued)

Response No	Answer text
11	Stop giving money to the arts and more to small businesses. Also people in bungalows should not be paying as much rates as family's in multi tier homes.

Please provide any information to support your response to Q1: (Continued)

Response No	Answer text
12	<p>Insufficient information provided in the introduction to this survey. Eg What is the RDC's strategy going forward, what cost savings / efficiency gains have been made, what savings and economies of scale can be made in the future? What are the demographic/societal trends that the RDC have to plan for in the coming years.</p> <p>The introduction makes no mention of the very low rates of inflation in the UK at the moment and the low rates of salary increases that most of the population face, yet Councils and Public bodies continue to raise taxes at the top end or above inflation.</p> <p>The introduction informs me where the Council tax is going but there is nothing to make me feel that professional management skills and techniques are been utilised.</p>

Please provide any information to support your response to Q1: (Continued)

Response No	Answer text
13	The council continue to take take take and don't deliver what is needed. The state of the roads is quite frankly disgusting and the council accept no liability when, not if, vehicles are damaged. Recycling facilities are also terrible, other councils provide proper recycling bins and we get a few rejects from the toy box factory.
15	Planning Department is not fit for purpose. Poor response times, non existent enforcement protocols.
16	I have no comparison to say if this is VFM vs other district councils.

Please provide any information to support your response to Q1: (Continued)

Response No	Answer text
17	Based on just one band it is impossible to answer the question
19	The council are very good with some things and in some areas of the district but other areas seem to get forgotten
20	It is such a surprisingly small amount for all the services the council provides
22	Our council tax rates are quite high and we don't feel that we get much for it, other than our bins emptied.

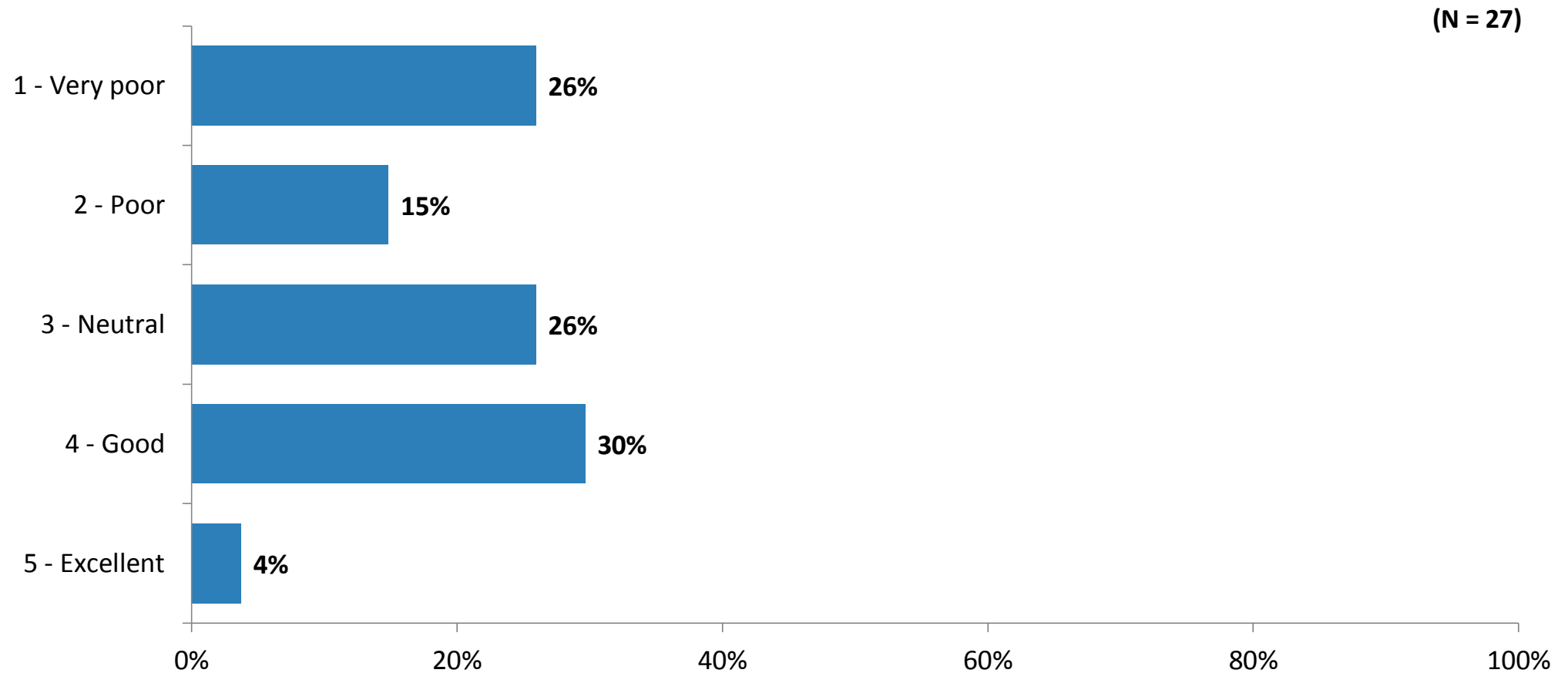
Please provide any information to support your response to Q1: (Continued)

Response No	Answer text
24	Allows holiday parks to operate as residential against licence agreements. Fails to collect council tax from these residents and apparently supports parks that fail to close as ordered to do so despite it being impossible to make anyone homeless on a holiday park as it's not their main residence

Please provide any information to support your response to Q1: (Continued)

Response No	Answer text
26	People living alone,elderly cannot afford such a high price, especially when money should be spent on gritting the road and paths in Elm Green where there are elderly, disabled and vulnerable people, I myself cannot go out if it is icy as I break bones and I am sure the NHS are far too busy to deal with falls, broken bones all due to not gritting this area. We see the gritting lorry go along the road at the bottom of the Green so surely they could turn up to the Green. Wouldnt take much grit either but could save falls, and people being confined indoors not even going to the shops . Disgusting

What is your perception of Ryedale District Council and how well it does its job?



What is your opinion of the following council services over the last 12 months?

Response	Satisfied	Dissatisfied	No opinion	Not used in last 12 months	Unique Responses	Total Responses
Household waste collection (green bin)	78%	19%	0%	4%	27	27
Garden waste (brown bin)	48%	11%	4%	37%	27	27
Kerbside recycling	74%	15%	4%	11%	27	28
Litter collection	52%	26%	22%	4%	27	28
Graffiti removal	30%	0%	48%	22%	27	27
Fly tipping	26%	30%	30%	19%	27	28

What is your opinion of the following council services over the last 12 months? (Continued)

Response	Satisfied	Dissatisfied	No opinion	Not used in last 12 months	Unique Responses	Total Responses
Planning (planning applications and planning policy)	7%	33%	15%	44%	27	27
	2	9	4	12		
Support for village halls	19%	7%	48%	26%	27	27
	5	2	13	7		
Play equipment maintenance	37%	4%	41%	19%	27	27
	10	1	11	5		
Arts and Culture	19%	7%	56%	19%	27	27
	5	2	15	5		
Economic Development (support to businesses and tourists)	33%	22%	30%	19%	27	28
	9	6	8	5		

What is your opinion of the following council services over the last 12 months? (Continued)

Response	Satisfied	Dissatisfied	No opinion	Not used in last 12 months	Unique Responses	Total Responses
Environmental health (including licensing, food hygiene inspections, nuisance complaints, animal welfare, private water supplies, pest control)	33%	11%	22%	37%	27	28
Benefits (housing benefits, council tax support)	19%	19%	11%	52%	27	27
Housing service (housing options advice, homelessness, affordable housing)	26%	0%	22%	52%	27	27
Car parks	59%	15%	11%	15%	27	27

What is your opinion of the following council services over the last 12 months? (Continued)

Response	Satisfied	Dissatisfied	No opinion	Not used in last 12 months	Unique Responses	Total Responses
Leisure facilities (swimming pools, leisure centres)	30%	30%	11%	30%	27	27
	8	8	3	8		
Community safety (including anti-social behaviour, domestic abuse, alcohol awareness)	44%	7%	22%	26%	27	27
	12	2	6	7		
Public toilets	56%	11%	15%	19%	27	27
	15	3	4	5		
Artistic and cultural promotion (support to artistic and cultural organisations)	15%	11%	26%	48%	27	27
	4	3	7	13		
Tourism (support to the tourism industry)	15%	15%	37%	33%	27	27
	4	4	10	9		
Weighted Score: 0						

Please provide any information to support your response to Q4:

Response No	Answer text
3	Think better street lighting in many areas would benefit health in winter and make it safer for people to walk dogs etc and reduce anti social behaviour. Also might make more people pick up dog poo when dark always more. Free parking for 2 hours even for locals would help local businesses. Reduced parking for key workers great idea. People used to have to do community work as part of punishment they could pick up litter and tidy verges etc

Please provide any information to support your response to Q4: (Continued)

Response No	Answer text
5	Leisure facilities are terrible! So under outdated and falling to pieces. A review and one central leisure facility required in this new era of leisure
6	Our leisure centres are terrible! Spend some money on them
7	I think this year's system for who qualifies for council tax support, meant certain people lost out to entitlement, that would of got support in the old system.
9	Fly tipping and litter an issue in my area. Have found myself cleaning the area after reports to the council.
11	Stop wasting money an the arts and Milton rooms

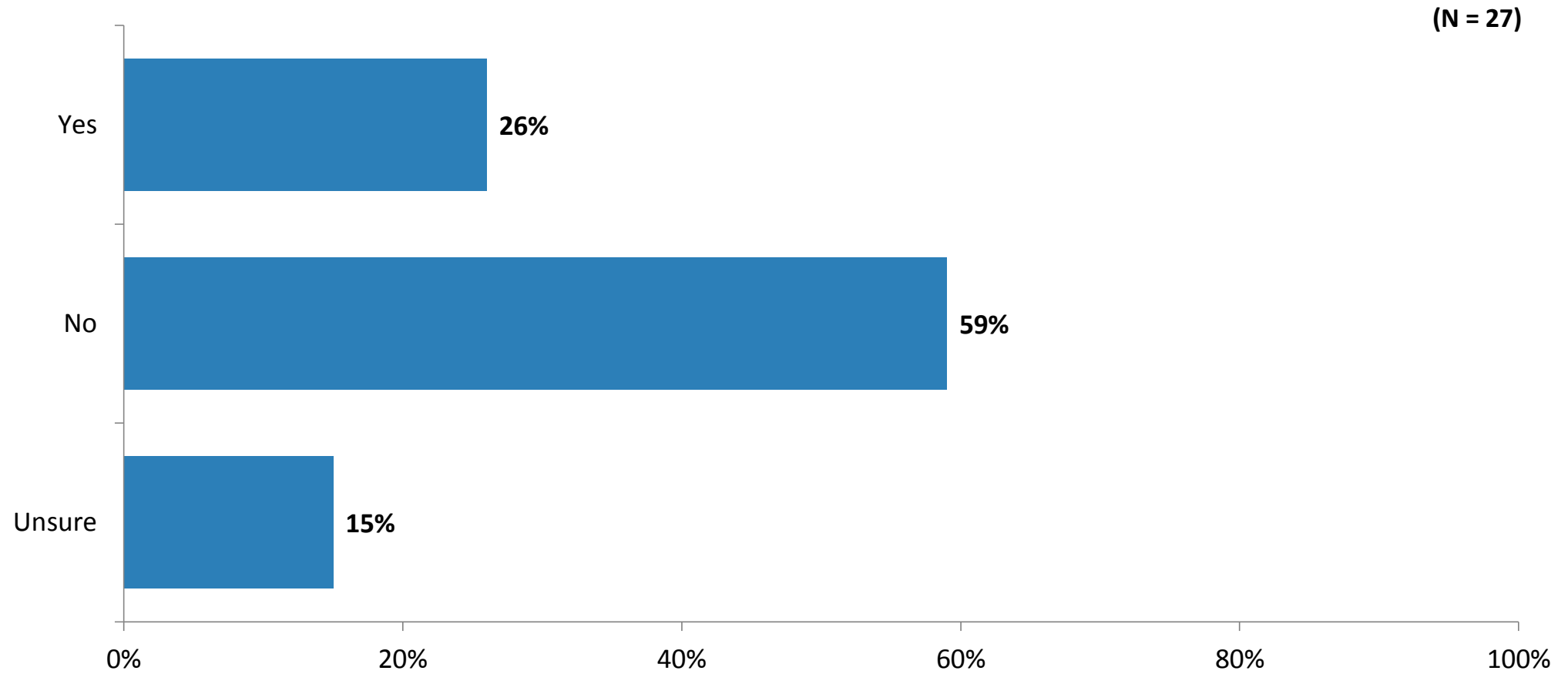
Please provide any information to support your response to Q4: (Continued)

Response No	Answer text
12	I have no information about the performance of many of the activities of the Council
17	I strongly believe that the public toilet facilities should have a charge made for their use. The facilities are always well maintained and this would bring in some income.
20	I am not entirely sure what the council actually provides under some of these questions
22	We no longer use the leisure services as the pool was so cold, the car park charges are expensive, the recycling facilities are poor.

Please provide any information to support your response to Q4: (Continued)

Response No	Answer text
24	Council's failure to follow its own rules on holiday parks and allowing places like spring willows to operate as a part residential without the correct license, failing to collect council tax and failing to force closure when they have stayed open throughout all lockdowns despite all holiday home owners providing council tax bills for their main residence that does not exist meaning other holiday owners face increased water and rates bills and the owners don't care

Do you agree that the Council should introduce or increase charges for discretionary services (e.g. garden waste, commercial waste, car parking and pest control) to ensure the costs of these are recovered?



Please provide any information to support your response to Q6:

Response No	Answer text
1	The costs need to be realistic , but not so high that people dump waste or fail to control pests.
2	at appropriate levels and against competitive offers to residents
3	Think everyone should have garden waste bins as part of council tax payment. Would be cheaper to put on council tax payment and easier to collect. Would encourage more recycling of waste

Please provide any information to support your response to Q6: (Continued)

Response No	Answer text
7	No they should not charge for this, fly tipping is the worse it's ever been, surely it would be better to charge extra for a collection on a rota basis, to collect items of size from villages etc, as they do for bins, this would encourage people to use the service, surely that would work out cheaper rather than collecting fly tipping,
9	Pest control increased significantly recently however, the other areas could be increased.

Please provide any information to support your response to Q6: (Continued)

Response No	Answer text
10	Charging too much for these services may result in additional costs if people start dumping material etc. Pest control is a public good and helps to prevent disease by controlling rats etc.
11	Cambridge and West Yorkshire pay less rates than North Yorkshire

Please provide any information to support your response to Q6: (Continued)

Response No	Answer text
12	Garden Waste removal already high enough Commercial Waste charges to be lower to avoid fly tipping. Fly tipping penalties to be increased Car Parking charges about right Pest Control - Initially minimal charges and with education for recipients. Charges to be increased for repeat activity and action required as a result of community complaints.

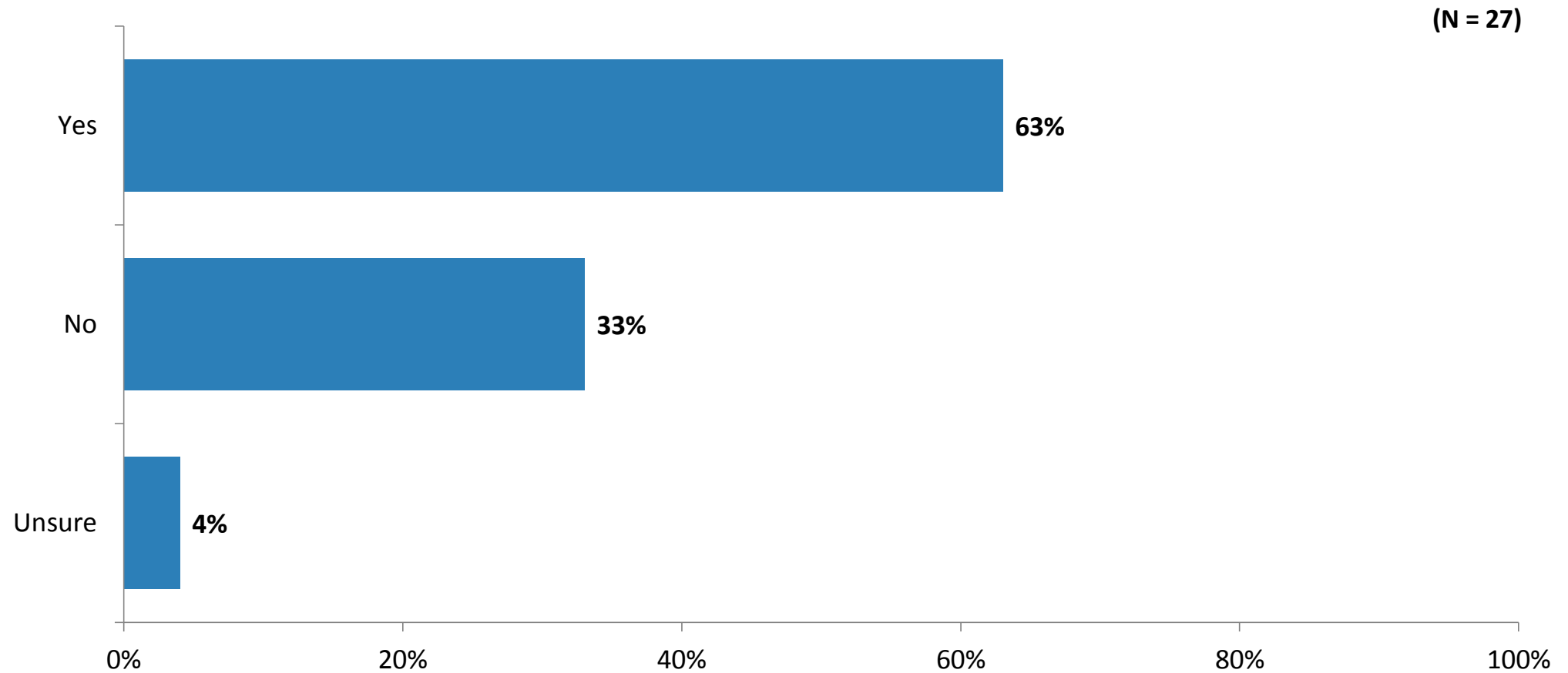
Please provide any information to support your response to Q6: (Continued)

Response No	Answer text
13	<p>Garden waste should be free, car parking should be free. Pest control isn't free as far as I am aware, why would this ever be free?</p> <p>You need to realise that charging more for commercial waste is just an indirect taxation of the working man.</p>
16	Likely to have unintended consequences so paper gain but real loss to the region
19	I think everything is expensive enough

Please provide any information to support your response to Q6: (Continued)

Response No	Answer text
20	I believe there should be charges for services that are fair and competitive and do not know if ensuring full cost recovery would still achieve this however this would seem a sensible objective
22	The car parking is already expensive compared to the likes of Northallerton.
24	Should fine holiday parks for breach of license sack councillors who are turning a blind eye and charge residents council tax
27	the costs are appropriate now

Do you agree that the proposed limit is reasonable?



Do you have any comments about council tax levels in Ryedale?

Response No	Answer text
2	Higher than the MCHLG average - why is this?
3	Some seem high compared to property values.
7	No they seem fair.
9	I feel they are very high compared to other areas of the country.
11	I live in a bungalow and I am paying more in council tax than my neighbour who live in 4 & 5 bedroom houses. This cannot be right

Do you have any comments about council tax levels in Ryedale? (Continued)

Response No	Answer text
12	My perception is that the council tax is far too high. This perception is based on my experiences with what I see going on with council activity. Mainly I consider that it is over staffed and there is too little or no emphasis on providing value for money. I also see that there is no shortage of money for capital equipment such as having many refuse trucks and other vehicles.
13	Have wages gone up? NO Why must you use this unjust tax to punish the working people.
16	No comparisons with other district councils

Do you have any comments about council tax levels in Ryedale? (Continued)

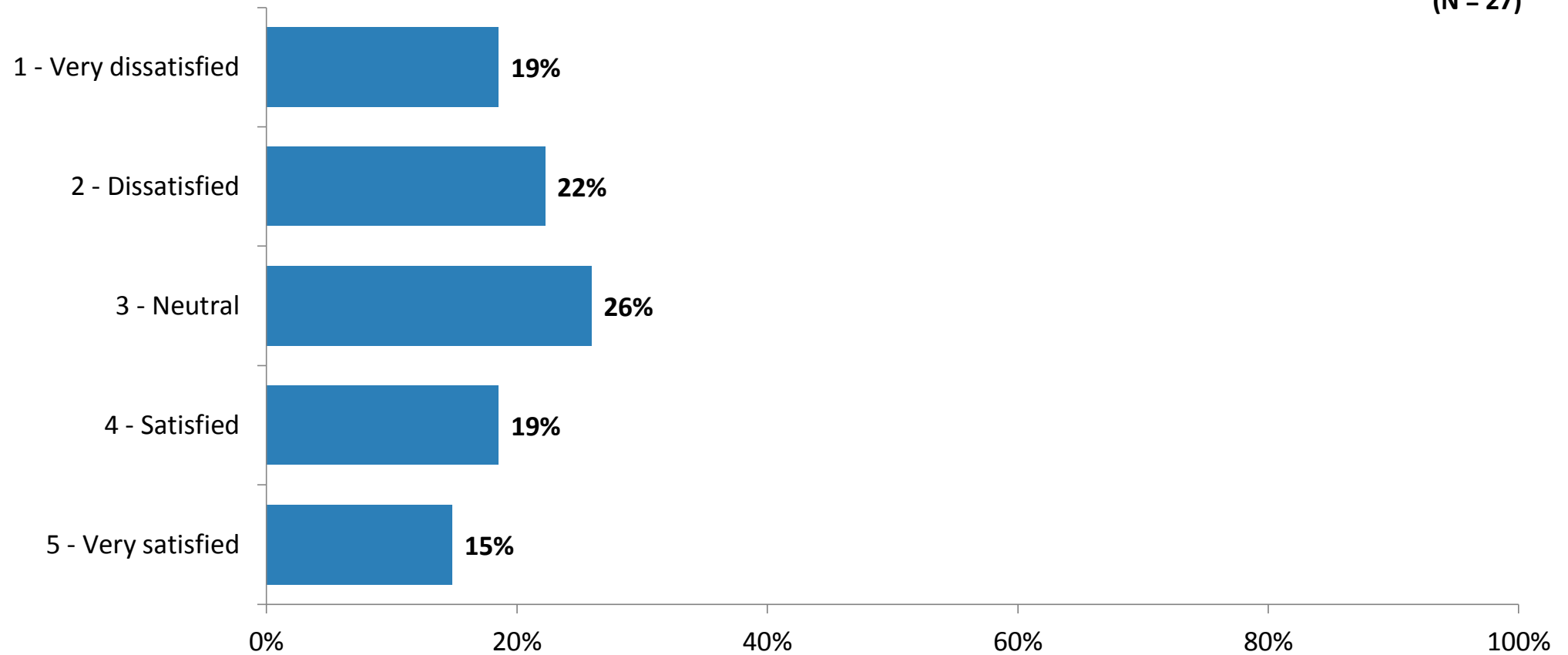
Response No	Answer text
19	I begrudge paying for council tax when my Town gets forgotten about
22	They're already high and the current economic environment means that households are struggling.
23	Should be frozen or cut during these difficult times.

Do you have any comments about council tax levels in Ryedale? (Continued)

Response No	Answer text
24	Do your job inspect holiday parks correctly and raise twice that amount without penalising residents who always face increases especially after the last year it would be nice for people not to see a rise considering they have been subsidising holiday park residents for years
26	Too high, especially for elderly living alone

Overall, how satisfied or dissatisfied are you with the way Ryedale District Council runs the services we provide?

(N = 27)



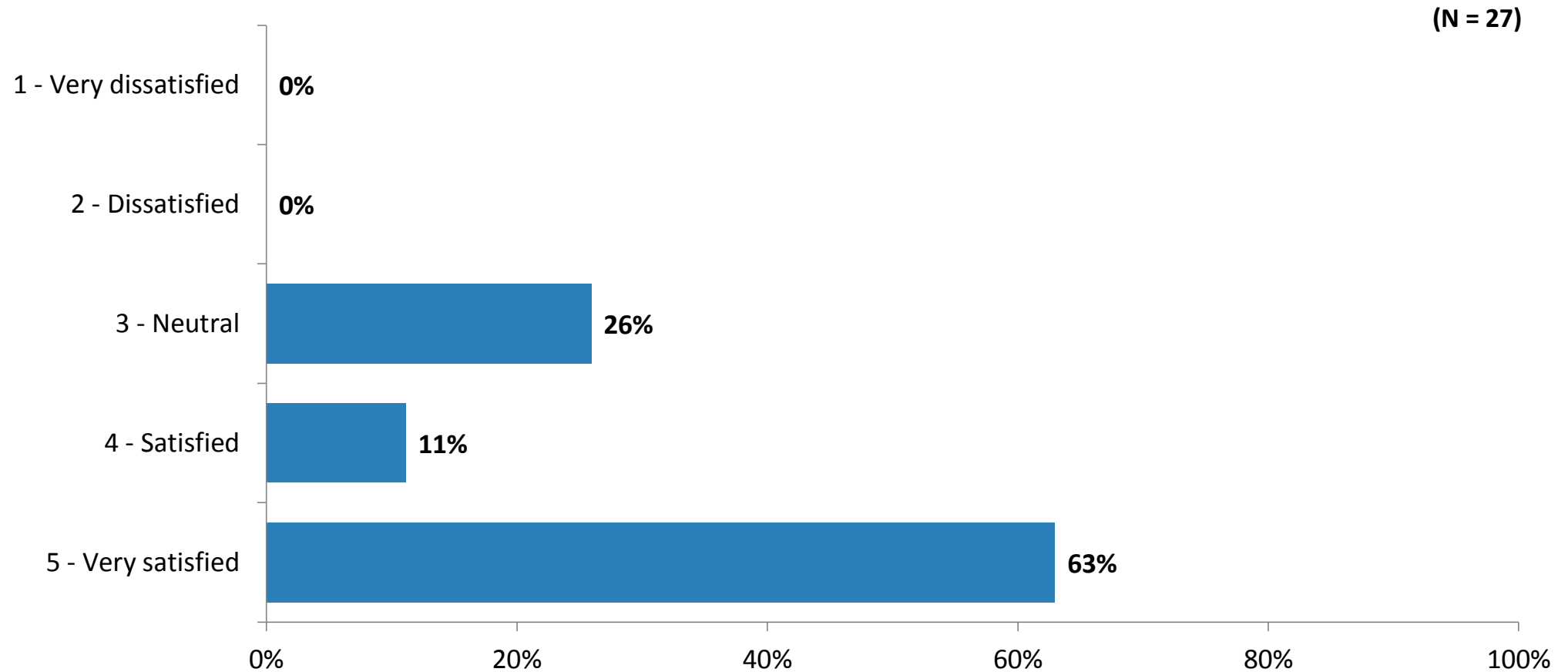
Please provide any information to support your answer to Q10:

Response No	Answer text
2	It is a tough gig
7	I am satisfied, but there is always room for Improvement.
11	Bin collections ok but our road is dreadfull
12	I think my previous answers answer this question.
13	The recycling collection is a joke, provide proper bins.

Please provide any information to support your answer to Q10: (Continued)

Response No	Answer text
19	Our Town gets forgotten
22	We can't recycle what we want to at the kerbside. Instead, we have to go to the tip which isn't run by Ryedale District Council.
26	Texample--bin men dont even put assisted bins back from where they get them from causing elderly and infirm, some not able to walk properly without pain and in icy conditions

Overall, how satisfied or dissatisfied are you with your local area as a place to live?



Please provide any information to support your answer to Q12:

Response No	Answer text
2	but the setting is more to do with that than the council!
7	Apart from odd litter, our area is good.
9	I love where I live. I love Ryedale but I think the expenditure needs looking at carefully to keep families like us in the area. I don't want to leave but may be forced to with increasing council tax.
12	Its rather a sleepy backwater, which has the advantage of being a relatively safe environment, however it is spoilt by the number of people who think its acceptable to take dogs into the town centre, especially at busy times.

Please provide any information to support your answer to Q12: (Continued)

Response No	Answer text
13	I'm actually happy, but this has nothing to do with you lot, it's the people that make this place great.
19	Too many houses being built with no infradtructure to support them
26	The place is fine it's the comments on other issues relating to Elm Green

Have you any further comments on the Ryedale District Council Budget and Council Tax levels for 2021/22?

Response No	Answer text
7	No.
8	The council has no clear strategy to help people. Who knows what the council are really trying to achieve, but it's not helping the health and well-being of the residents. Leisure is so dated and facilities are poor, outdoor spaces are bland and boring; there is nothing to retain or attract people. Spend some money on the holistic health and well-being of people! Look at Scarborough council and see just how much money they spend on leisure!

Have you any further comments on the Ryedale District Council Budget and Council Tax levels for 2021/22? (Continued)

Response No	Answer text
12	Please provide better information about how the council is actually performing with date and cost figures so that a more accurate assessment of performance can be made.
13	Fix the roads.
23	Freeze or cut needed.
25	Council tax support should be inline with other councils in England.

What can the Council do to help you more – especially as we cope with and recover from the effects of Coronavirus?

Response No	Answer text
1	Continue to encourage compliance to keep Ryedale safe and maintain its reputation as a pleasant place to live.

What can the Council do to help you more – especially as we cope with and recover from the effects of Coronavirus? (Continued)

Response No	Answer text
3	<p>Make more cycle paths or dual purpose paths for walking too in certain places where it is safer to cycle on footpath instead of main road. Places to secure Bikes covered near town to make easier for people to bike to work or school. Discount for pool and gym use to encourage more people to have better health. Children need to learn to swim because they can do it all their lives.</p> <p>Encourage local people to sign up to a Buddy service to help a local neighbour/person to shop, hospital appointment, chat walk etc perhaps they could have some sort of local discount. Not just for older people I am sure there are young mums etc that are new to the area too or hobbies groups. Would match like-minded people to groups. Not necessarily on a weekly basis but when required or available to volunteer.</p>

What can the Council do to help you more – especially as we cope with and recover from the effects of Coronavirus? (Continued)

Response No	Answer text
5	Support health and well-being and mental health through sport and leisure
7	I think be as helpful with infomation, so every household know there entitlement.
9	Freeze council tax for 2021/22. So many people have lost their jobs and are struggling financially, is a price increase really necessary right now?
11	Stop all councillors from pay rises and suggest our local councillors do more for local people . Stop giving money to the arts. We can live without arts and cinema s but we cannot live without food.

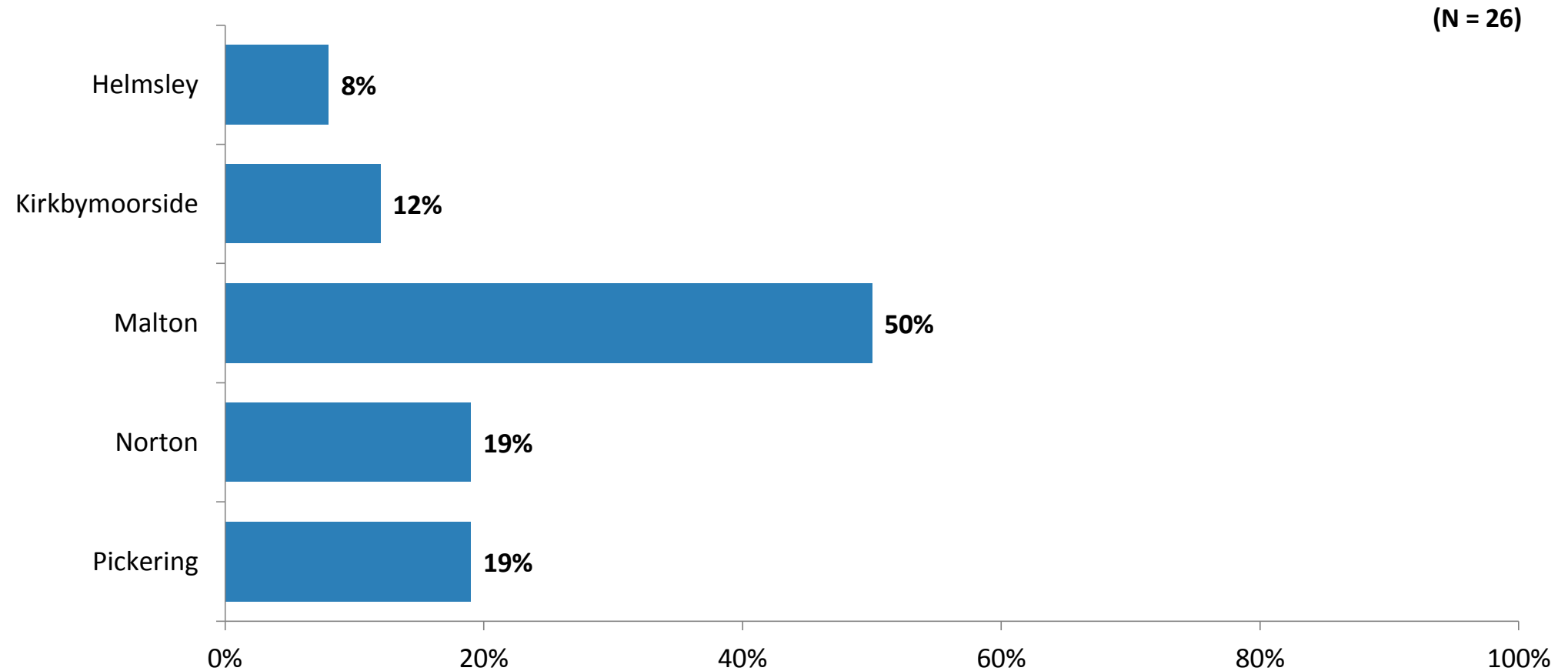
What can the Council do to help you more – especially as we cope with and recover from the effects of Coronavirus? (Continued)

Response No	Answer text
12	<p>I am fortunate that I don't need anymore help.</p> <p>I did see vacancies at the Council for Covid wardens recently. I am keen to understand what impact the new employees have had.</p>
13	<p>Fix the roads.</p>
16	<p>Councillors be more collaborative with each other and avoid point scoring.</p> <p>I was appalled at the infighting & lack of accurate fact based comments at the last RDC meeting - this behaviour significantly undermined my opinion of the council.</p> <p>Conversely I have been impressed with officers - response to covid, business, climate & waste mgmt.</p>

**What can the Council do to help you more – especially as we cope with and recover from the effects of Coronavirus?
(Continued)**

Response No	Answer text
19	Stop building houses in our Town. Provide services like gritting of footpaths in Town
22	Be effective and deliver the key services well.
23	Freeze or cut council tax
24	Ensure everyone is paying their way and make the camps pay the correct amount for residential pitches
26	Clear the road and paths when snow and ice appear, reduce council tax for single occupants

Which of the following towns do you live in or closest to?



Are you responding as a...?

