

Newport's Budget Challenge Budget Saving Proposals for 2024-25

The following report summarises the interim results of the consultation surveys on the budget saving proposals for 2024-25. This process took two forms:

- An online public wide SNAP survey for all citizens; and
- A shortened survey involving users of the free bus Wi-Fi.

The consultation ran from the 11 January 2024 and closes on the 9 February 2024.

A total of 1,397 responses were received including 568 through the online consultation survey and 829 through the bus Wi-Fi survey (up to the 7 Feb 2024).

Regarding the online public survey, respondents were asked their opinions on each of the proposals being consulted on including:

- What they think we should do with this saving proposal;
- How important is protecting funding for this service compared to other services; and
- Any other comments about the proposal.

Both the public wide survey and bus Wi-Fi survey also asked respondents their views on the proposed increase in Council Tax.

For each proposal we have included a selection of anonymous comments, in the respondent's own words, that indicate the range of responses received.

In addition, during the consultation period we separately received feedback via emails and letters, with 4 correspondences collected.

Cabinet will be updated on the final consultation results and comments ahead of their meeting on 14th February.

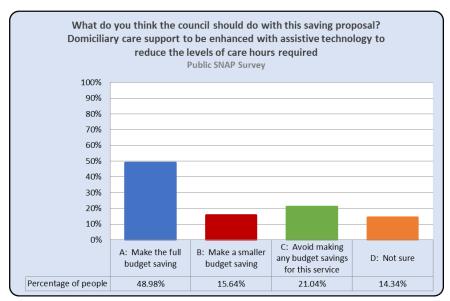
Adult Services

Domiciliary care support to be enhanced with assistive technology to reduce the levels of care hours required

Q1a: What do you think the council should do with this saving proposal?

	No. of people	% of people
A: Make the full budget saving	263	48.98%
B: Make a smaller budget saving	84	15.64%
C: Avoid making any budget savings for this service	113	21.04%
D: Not sure	77	14.34%

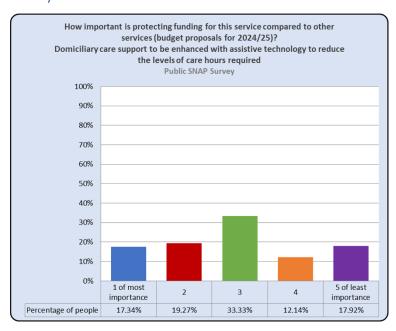
NB: There were 31 no responses.



Q1b: How important is protecting funding for this service compared to other services in the council's budget savings proposals for 2024/25?

	No. of people	% of people
1 of most importance	90	17.34%
2	100	19.27%
3	173	33.33%
4	63	12.14%
5 of least importance	93	17.92%

NB: There were 49 no responses.



- Good community care will reduce hospital admissions and duration.
- If technology can save money without harming the care service, then we should do it.
- Where done ethically and in the best interests of a person, assistive tech can support independence. This should not be the expense of well-being.
- I feel more training and better pay should be in place to support carers and encourage more people to the role.
- Technology does not replace human contact, and although it can help and aid, it should not be a replacement for care hours provided by a human being.
- It's really important that councils make the best use of technology to keep up with the times.

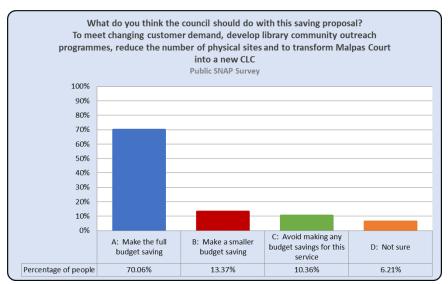
Housing & Communities

To meet changing customer demand, develop library community outreach programmes, reduce the number of physical sites and to transform Malpas Court Mansion House into a new Community Learning Centre.

Q2a: What do you think the council should do with this saving proposal?

	No. of people	% of people
A: Make the full budget saving	372	70.06%
B: Make a smaller budget saving	71	13.37%
C: Avoid making any budget savings for this service	55	10.36%
D: Not sure	33	6.21%

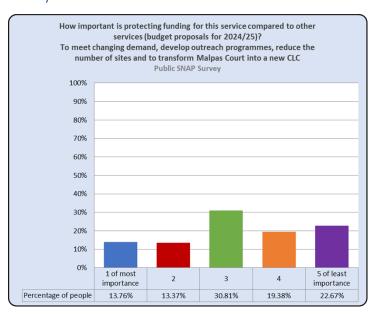
NB: There were 37 no responses.



Q2b: How important is protecting funding for this service compared to other services in the council's budget savings proposals for 2024/25?

	No. of people	% of people
1 of most importance	71	13.76%
2	69	13.37%
3	159	30.81%
4	100	19.38%
5 of least importance	117	22.67%

NB: There were 52 no responses.



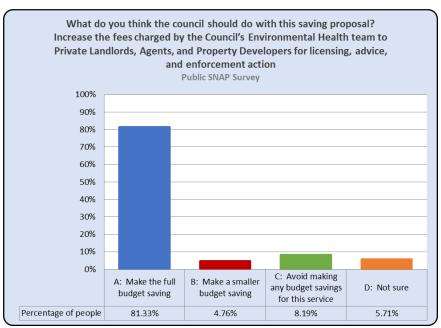
- These are institutions that help people and contribute towards community cohesion and social equality. Library use is down now, but selling the buildings off is a very short term thing to do, especially as there's a growing movement towards localism.
- If you wish to close or reduce services of libraries, you need to ensure the digital offering is fit for purpose too often there is over a twelve month wait for a book or it is not available.
- It sounds like a really good way of moving forwards with existing resources that keeps services relevant. I'd certainly like to see community library resources reach Underwood where access to such things is really limited.
- By NOT moving Malpas Library to Malpas Court would benefit users as access to Malpas Court is restricted.
- If you reduce the availability of the physical libraries, which should be used as warm spaces, then increase the availability of online books. I have to go to the library to take out actual books, but because of the now limited hours they are open this isn't easy. You could use the libraries for children's parties to raise money.
- Reduce the amount of money spent on books further and ensure there are 2 Community Librarians who have a budget to be able to support wider engagement and ensure people see the wonderful value in literacy.

Increase the fees charged by the Council's Environmental Health team to Private Landlords, Agents, and Property Developers for licensing, advice, and enforcement action.

Q3a: What do you think the council should do with this saving proposal?

	No. of people	% of people
A: Make the full budget saving	427	81.33%
B: Make a smaller budget saving	25	4.76%
C: Avoid making any budget savings for this service	43	8.19%
D: Not sure	30	5.71%

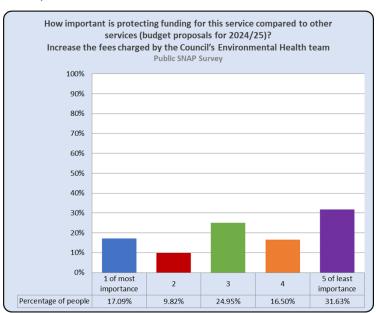
NB: There were 43 no responses.



Q3b: How important is protecting funding for this service compared to other services in the council's budget savings proposals for 2024/25?

	No. of people	% of people
1 of most importance	87	17.09%
2	50	9.82%
3	127	24.95%
4	84	16.50%
5 of least importance	161	31.63%

NB: There were 59 no responses.



- Increase the fees further in this area which is reflective of the huge increases in rent and profits that private landlords, etc charge.
- Increase fees for HMOs to make them less feasible but reduce fees for family dwellings.
- The only concern I would have is would the full increase be put on the tenants; this would have an adverse effect on them and could lead to more pressure on temp accommodation and homelessness.
- Don't penalise landlords that do not have a large portfolio of houses, landlords with one house get treated the same as landlords with huge portfolios. It's unfair.
- Fully support increasing fees and charges for professional council services to individuals and businesses.
- Any impact of the increase should be monitored in relation to growth of HMO stock in the
 city. Due to the difficulties with the TA housing subsidy, the council should be careful not to
 hurt the growth of HMO stock which at present is the best solution for moving households
 out of TA and onto full housing benefit at the new Local Housing Allowance rates shifting
 costs off the council and onto the DWP.

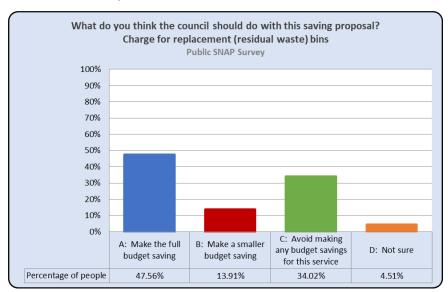
Environment & Public Protection

Charge for replacement (residual waste) bins

Q4a: What do you think the council should do with this saving proposal?

	No. of people	% of people
A: Make the full budget saving	253	47.56%
B: Make a smaller budget saving	74	13.91%
C: Avoid making any budget savings for this service	181	34.02%
D: Not sure	24	4.51%

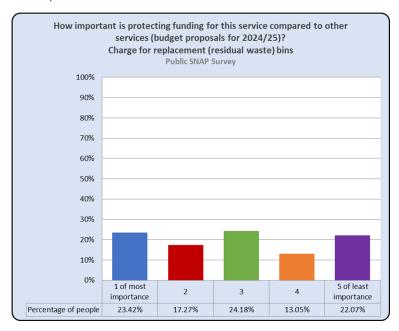
NB: There were 36 no responses.



Q4b: How important is protecting funding for this service compared to other services in the council's budget savings proposals for 2024/25?

	No. of people	% of people
1 of most importance	122	23.42%
2	90	17.27%
3	126	24.18%
4	68	13.05%
5 of least importance	115	22.07%

NB: There were 47 no responses.



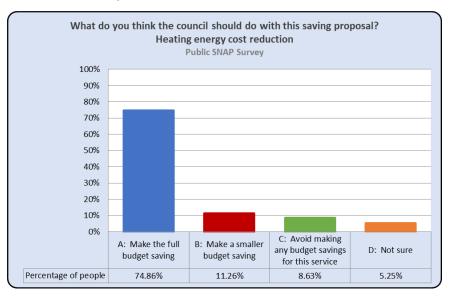
- Agree. But will there be any support for residents in receipt of state benefits such as pensions or Universal Credit?
- Replacement is fine. Initial new bins being charged for are not fine.
- Residents should be held accountable and pay for replacement bins if lost.
- Maybe if the bin is damaged by the refuse collection team, then a free of charge replacement should be provided?
- If you damage your bin you should pay to replace, if you move in with no bins, they should be replaced for free.
- Ensure residents are able to receive bins free if vandalised.
- This would lead to theft of bins.
- Any restriction would result in an increase of 'Fly Tipping'.

Heating energy cost reduction

Q5a: What do you think the council should do with this saving proposal?

	No. of people	% of people
A: Make the full budget saving	399	74.86%
B: Make a smaller budget saving	60	11.26%
C: Avoid making any budget savings for this service	46	8.63%
D: Not sure	28	5.25%

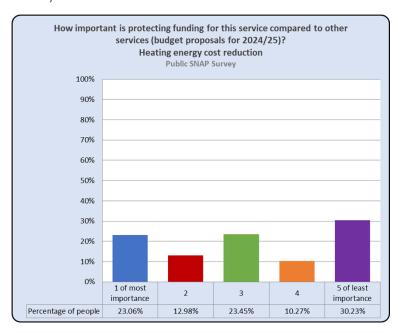
NB: There were 35 no responses.



Q5b: How important is protecting funding for this service compared to other services in the council's budget savings proposals for 2024/25?

	No. of people	% of people
1 of most importance	119	23.06%
2	67	12.98%
3	121	23.45%
4	53	10.27%
5 of least importance	156	30.23%

NB: There were 52 no responses.



- Some of these buildings are used by the vulnerable and the elderly. The bit of warmth the get when in these buildings maybe the only warmth they feel all day!!
- The temperature inside council buildings will need to remain at the correct temperature to provide people from becoming ill.
- A minimum 18-19 degree Celsius of temperature should be maintained.
- Council buildings need to be comfortable to use. If the heating costs are too high, use fewer but better insulated and economical, modern buildings.
- You have to spend money to save it in the long term. The windows and proper insulation could be the key in being able to reduce the heating.
- Assess each building before deciding on temperature reductions. Newer buildings should be better insulated and be more energy efficient anyway.

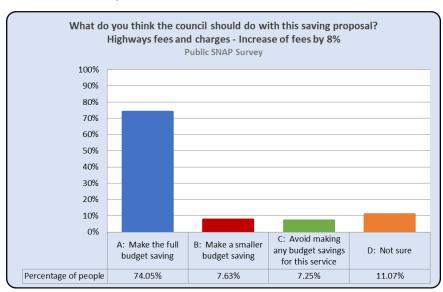
Infrastructure

Highways fees and charges – Increase of fees by 8%

Q6a: What do you think the council should do with this saving proposal?

	No. of people	% of people
A: Make the full budget saving	388	74.05%
B: Make a smaller budget saving	40	7.63%
C: Avoid making any budget savings for this service	38	7.25%
D: Not sure	58	11.07%

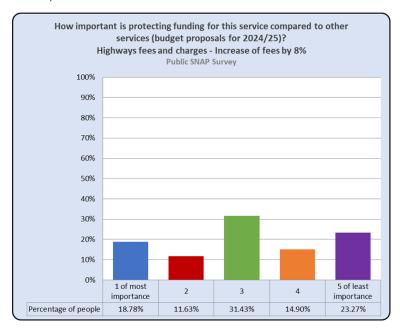
NB: There were 44 no responses.



Q6b: How important is protecting funding for this service compared to other services in the council's budget savings proposals for 2024/25?

	No. of people	% of people
1 of most importance	92	18.78%
2	57	11.63%
3	154	31.43%
4	73	14.90%
5 of least importance	114	23.27%

NB: There were 78 no responses.



- Utility companies are making huge profits so increasing charges is an excellent idea but once again an 8% increase is nowhere near enough.
- Why is the charge to third parties not covering the cost to administer this service. Increase charge to third parties to cover cost. This should not be financed through the council tax charge.
- Increase the charges but make sure that the money is spent repairing the roads.
- Charge them more it may encourage quicker work and therefore less disruption also.
- Consider larger increase.
- Often, we see roads closed for long periods of time without any work going on causing disruption.

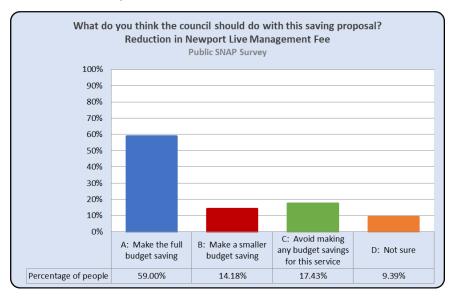
Regeneration & Economic Development

Reduction in Newport Live Management Fee

Q7a: What do you think the council should do with this saving proposal?

	No. of people	% of people
A: Make the full budget saving	308	59.00%
B: Make a smaller budget saving	74	14.18%
C: Avoid making any budget savings for this service	91	17.43%
D: Not sure	49	9.39%

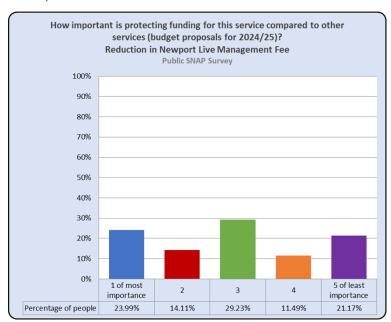
NB: There were 46 no responses.



Q7b: How important is protecting funding for this service compared to other services in the council's budget savings proposals for 2024/25?

	No. of people	% of people
1 of most importance	119	23.99%
2	70	14.11%
3	145	29.23%
4	57	11.49%
5 of least importance	105	21.17%

NB: There were 72 no responses.



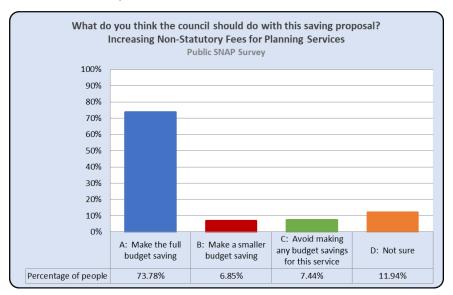
- This service should be self-funding and not linked to council tax.
- Newport Live should be running itself as a business and not be reliant on NCC to bail it out.
 The idea of Newport Live was to enable them to access grants and funding not available to leisure when they were part of NCC.
- The council should engage with Newport Live to identify the cuts that will be made if this saving is made. The council should ensure that no cuts to gym or leisure facility hours and provision should happen, as these services have an active role in reducing health and social care costs in the long term by ensuring the health and well-being of residents. Further, it should be considered whether any synergies can be achieved, for example whether any provision from Newport Live (e.g. toilets or cafes) can be provided on existing Council premises or if Council provision (e.g. toilets, waste provision, community centres) can be provided on Newport Live premises for dual use e.g. youth clubs in the Riverfront.
- This will result in services being cut. And ultimately more barriers to an already unhealthy city.
- There are more important things at the moment than arts.

Increasing Non-Statutory Fees for Planning Services

Q8a: What do you think the council should do with this saving proposal?

	No. of people	% of people
A: Make the full budget saving	377	73.78%
B: Make a smaller budget saving	35	6.85%
C: Avoid making any budget savings for this service	38	7.44%
D: Not sure	61	11.94%

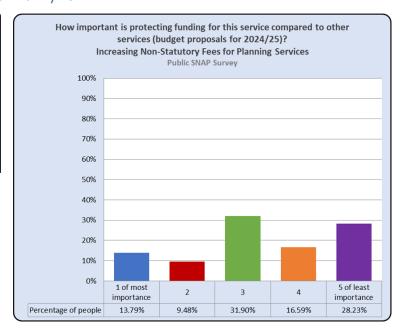
NB: There were 57 no responses.



Q8b: How important is protecting funding for this service compared to other services in the council's budget savings proposals for 2024/25?

	No. of people	% of people
1 of most importance	64	13.79%
2	44	9.48%
3	148	31.90%
4	77	16.59%
5 of least importance	131	28.23%

NB: There were 104 no responses.



- Operational costs will have risen since 2019 and these must be reflected.
- Home developers are making record profits fully support a higher increase.
- In the current climate fees will have to increase in line with everything else perfectly reasonable.
- The council should review whether it can offer fee discounts for planning related to priority developments. A recent report by the Centre for Cities identified key priorities for Newport in order for it to improve economic development and maximise its public transport infrastructure. It advises that the city should prioritise denser housing and amenities in the city's urban area and ensure housing is built and maximised closest to bus and rail facilities. As much as planning regulations allow, the council should ensure fees are designed to encourage density development in the city and urban areas near public transport, for example to encourage additional bedrooms, additional houses, and HMO or flat conversions in the city urban boundary. Likewise, higher fees should be charged for applications or developments which run counter to this, for example applications on greenfield sites which are not served by public transport or city amenities like shops and facilities.

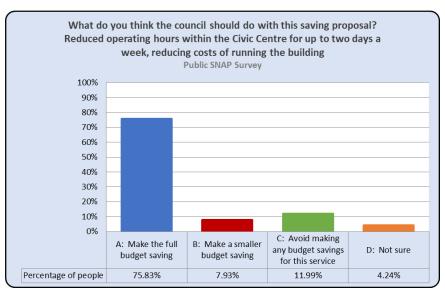
People, Policy & Transformation

Reduced operating hours within the Civic Centre for up to two days a week, reducing costs of running the building.

Q9a: What do you think the council should do with this saving proposal?

	No. of people	% of people
A: Make the full budget saving	411	75.83%
B: Make a smaller budget saving	43	7.93%
C: Avoid making any budget savings for this service	65	11.99%
D: Not sure	23	4.24%

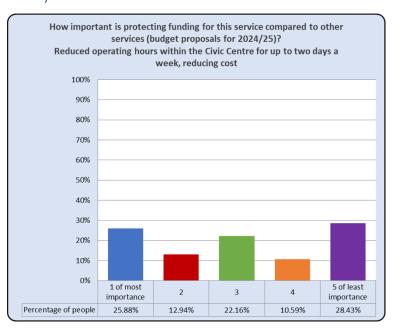
NB: There were 26 no responses.



Q9b: How important is protecting funding for this service compared to other services in the council's budget savings proposals for 2024/25?

	No. of people	% of people
1 of most importance	132	25.88%
2	66	12.94%
3	113	22.16%
4	54	10.59%
5 of least importance	145	28.43%

NB: There were 58 no responses.



- Social care needs to be able to access the building daily due to the nature of the role. Staff
 well-being can be impacted if staff are forced to work from home on a daily basis as this can
 be isolating, and this can put more pressure on households to have access to the internet
 and heat their homes.
- Trial a one day closure instead.
- Seems that with the introduction of flexible working the facility is too big and not fit for purpose consider alternative use of building even selling the asset and rent a more efficient building.
- Two days is too extreme and runs the risk of the property falling into disrepair/and potential misuse
- Improve your online system could you remove this cost altogether.
- Keep a smaller portion of the building open for those who cannot work from home.

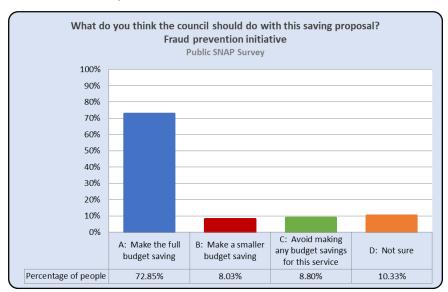
Finance

Fraud prevention initiative

Q10a: What do you think the council should do with this saving proposal?

	No. of people	% of people
A: Make the full budget saving	381	72.85%
B: Make a smaller budget saving	42	8.03%
C: Avoid making any budget savings for this service	46	8.80%
D: Not sure	54	10.33%

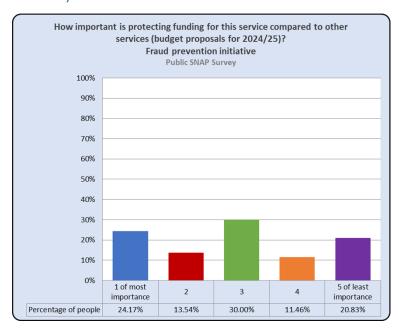
NB: There were 45 no responses.



Q10b: How important is protecting funding for this service compared to other services in the council's budget savings proposals for 2024/25?

	No. of people	% of people
1 of most importance	116	24.17%
2	65	13.54%
3	144	30.00%
4	55	11.46%
5 of least importance	100	20.83%

NB: There were 88 no responses.



- As someone who pays their council tax and a significant amount of tax, I firmly agree that penalties should be levied on those who commit benefit fraud.
- As long as the system is cognisant of factors that can impact the stats such as ND or learning disabled people navigating a complex system, or financial abuse from partners.
- Spending money to stop fraud is a good investment.
- Any increase in fraud action needs to be done in a person centred trauma informed way.
- NCC need to fully investigate and cost the total cost of dealing with fraud case (officer time, legal time, court fees) and fully recover these from the individual. This money needs to be reinvested in that service to improve its services and employ more staff to undertake this work. Not reinvesting and pushing this funding into other services defeats the objective.
- Isn't this something the Council already do?

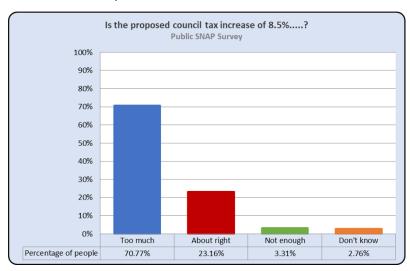
Funding

Council Tax

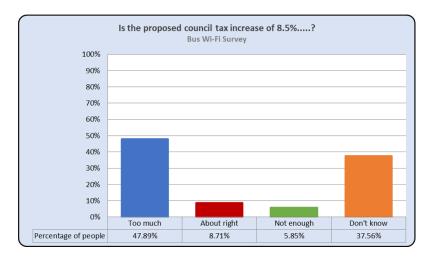
Q11a: Is the proposed council tax increase of 8.5%.....?

Public SNAP Survey		
Council Tax increase	No. of people	% of people
Too much	385	70.77%
About right	126	23.16%
Not enough	18	3.31%
Don't know	15	2.76%

NB: There were 24 no responses.



Bus Wi-Fi Survey		
Council Tax increase	No. of people	% of people
Too much	385	47.89%
About right	70	8.71%
Not enough	47	5.85%
Don't know	302	37.56%



- The cost of living, inflation and an increase in Council Tax will make it even more challenging for many to manage household costs.
- I don't feel increasing council tax at the same time as cutting services/care packages for adults is appropriate. I understand the difficulties faced when balancing budgets however don't agree with this proposal.
- Happy to pay more as long as you stop reducing services. Lately it seems you're asking for more to provide less.
- I'm fine with an increase, but the money needs to go on services we actually use such as improving roads.
- Newport's council tax has been historically low and there is protection to the more vulnerable members of society.
- If Newport is around 10% lower than the Welsh average, then 8.5% increase would be a fair increase. Even that would still be lower than the Welsh average.

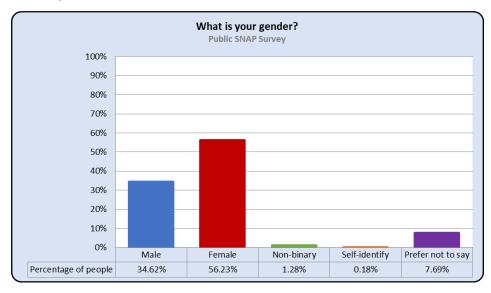
Equalities Monitoring

Q12: What is your gender?

Public SNAP Survey			
Gender	No. of people	% of people	
Male	189	34.62%	
Female	307	56.23%	
Non-binary	7	1.28%	
Self-identify	1	0.18%	
Prefer not to say	42	7.69%	

NB: There were 22 no responses.

Self-identify: Female

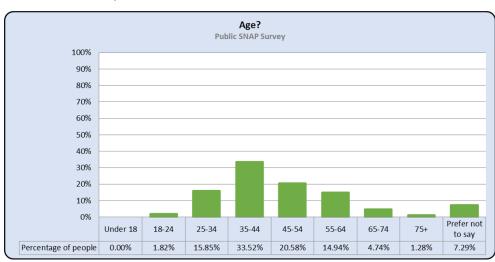


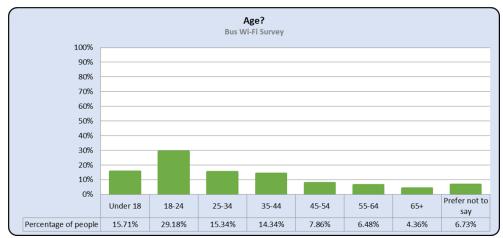
Q13: What is your age?

Public SNAP Survey			
Age	No. of people	% of people	
Under 18 years old	0	0.00%	
18-24 years old	10	1.82%	
25-34 years old	87	15.85%	
35-44 years old	184	33.52%	
45-54 years old	113	20.58%	
55-64 years old	82	14.94%	
65-74 years old	26	4.74%	
75 years or older	7	1.28%	
Prefer not to say	40	7.29%	

Bus Wi-Fi Survey			
Age	% of people		
Under 18 years old	126	15.71%	
18-24 years old	234	29.18%	
25-34 years old	123	15.34%	
35-44 years old	115	14.34%	
45-54 years old	63	7.86%	
55-64 years old	52	6.48%	
65+	35	4.36%	
Prefer not to say	54	6.73%	

NB: There were 19 no responses.





Q14: What area of Newport do you live in?

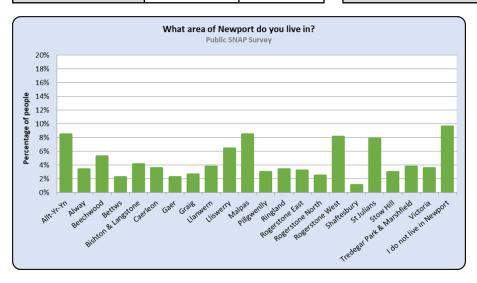
Public SNAP Survey			
Ward	No. of people	% of people	
Allt-Yr-Yn	45	8.47%	
Alway	18	3.39%	
Beechwood	28	5.27%	
Bettws	12	2.26%	
Bishton & Langstone	22	4.14%	
Caerleon	20	3.77%	
Gaer	12	2.26%	
Graig	14	2.64%	
Llanwern	20	3.77%	
Lliswerry	34	6.40%	
Malpas	45	8.47%	

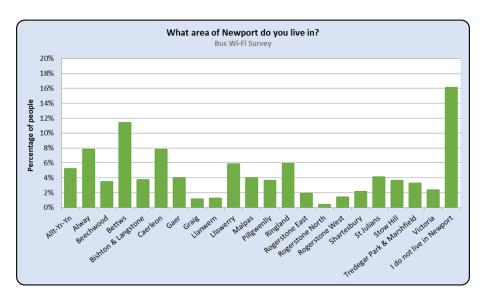
NB: There were 37 no responses	NB: There	were 3	7 no res	ponses
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Public SNAP Survey			
Ward	No. of people	% of people	
Pillgwenlly	16	3.01%	
Ringland	18	3.39%	
Rogerstone East	17	3.20%	
Rogerstone North	13	2.45%	
Rogerstone West	43	8.10%	
Shaftesbury	6	1.13%	
St Julians	42	7.91%	
Stow Hill	16	3.01%	
Tredegar Park & Marshfield	20	3.77%	
Victoria	19	3.58%	
Prefer not to say	51	9.60%	

Bus Wi-Fi Survey			
Ward	No. of people	% of people	
Allt-Yr-Yn	42	5.20%	
Alway	63	7.80%	
Beechwood	28	3.47%	
Bettws	92	11.39%	
Bishton & Langstone	30	3.71%	
Caerleon	63	7.80%	
Gaer	32	3.96%	
Graig	9	1.11%	
Llanwern	10	1.24%	
Lliswerry	47	5.82%	
Malpas	32	3.96%	

Bus Wi-Fi Survey				
Ward No. of people % of pe				
Pillgwenlly	29	3.59%		
Ringland	48	5.94%		
Rogerstone East	15	1.86%		
Rogerstone North	3	0.37%		
Rogerstone West	11	1.36%		
Shaftesbury	17	2.10%		
St Julians	33	4.08%		
Stow Hill	29	3.59%		
Tredegar Park & Marshfield	26	3.22%		
Victoria	19	2.35%		
I don't live in Newport	130	16.09%		

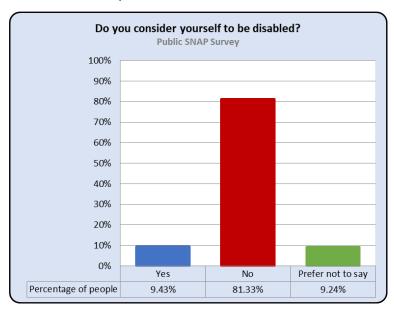




Q15: Do you consider yourself to be disabled?

Disabled	No. of people	% of people
Yes	51	9.43%
No	440	81.33%
Prefer not to say	50	9.24%

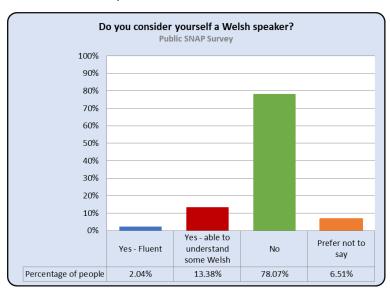
NB: There were 27 no responses.



Q16: Do you consider yourself a Welsh speaker?

Welsh speaker	No. of people	% of people
Yes - Fluent	11	2.04%
Yes - able to understand some Welsh	72	13.38%
No	420	78.07%
Prefer not to say	35	6.51%

NB: There were 30 no responses.



Q17: What is your ethnic group?

Public SNAP Survey				
Ethnicity	No. of people	% of people		
White - Wel / Eng / Sco / NI / British	448	82.96%		
White - Irish	3	0.56%		
Gypsy or Irish Traveller	0	0.00%		
Roma	0	0.00%		
Any other White background	14	2.59%		
White & Black Caribbean	3	0.56%		
White & Asian	1	0.19%		
White & Black African	0	0.00%		
Other Mixed	2	0.37%		
Indian	2	0.37%		

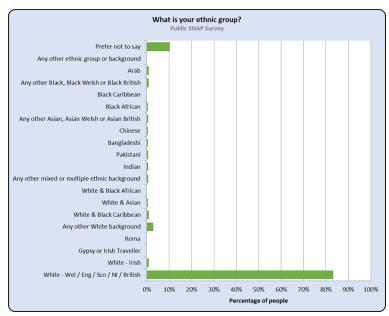
Public SNAP Survey			
Ethnicity No. of people % of			
Pakistani	2	0.37%	
Bangladeshi	1	0.19%	
Other Asian	1	0.19%	
Black African	2	0.37%	
Black Caribbean	1	0.19%	
Other Black	0	0.00%	
Arab	3	0.56%	
Chinese	3	0.56%	
Other ethnic group	0	0.00%	
Prefer not to say	54	10.00%	

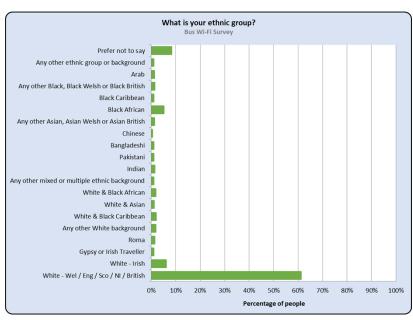
NB: There were 28 no responses.

Other White		Other Asian	Other ethnic group
Polish	White European	Asian Welsh	Black Welsh
White Mexican	German	British national, but background is Indian	Black British
Turkish	Caucasian		
UK-EU			

Bus Wi-Fi Survey				
Ethnicity	No. of people	% of people		
White - Wel / Eng / Sco / NI / British	497	61.13%		
White - Irish	49	6.03%		
Gypsy or Irish Traveller	8	0.98%		
Roma	11	1.35%		
Any other White background	15	1.85%		
White & Black Caribbean	16	1.97%		
White & Asian	9	1.11%		
White & Black African	15	1.85%		
Other Mixed	8	0.98%		
Indian	11	1.35%		

Bus Wi-Fi Survey		
Ethnicity	No. of people	% of people
Pakistani	8	0.98%
Bangladeshi	8	0.98%
Other Asian	10	1.23%
Black African	41	5.04%
Black Caribbean	8	0.98%
Other Black	11	1.35%
Arab	10	1.23%
Chinese	3	0.37%
Other ethnic group	8	0.98%
Prefer not to say	67	8.24%





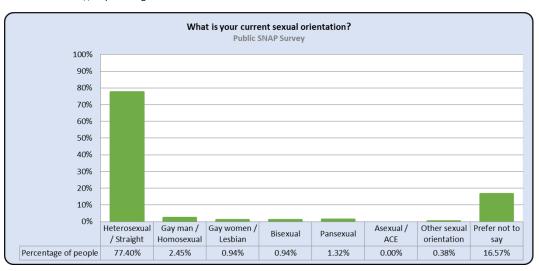
Q18: What is your current sexual orientation?

Sexual Orientation	No. of people	% of people
Heterosexual / Straight	411	77.40%
Gay man / Homosexual	13	2.45%
Gay women / Lesbian	5	0.94%
Bisexual	5	0.94%

Sexual Orientation	No. of people	% of people
Pansexual	7	1.32%
Asexual / ACE	0	0.00%
Other sexual orientation	2	0.38%
Prefer not to say	88	16.57%

NB: There were 37 no responses.

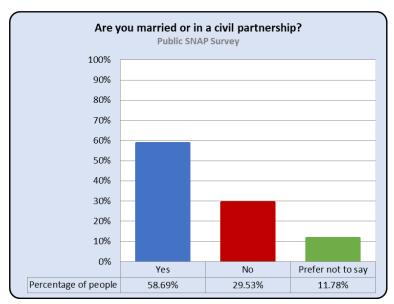
Other: Transexual // Super straight



Q19: Are you married or in a civil partnership?

Married	No. of people	% of people
Yes	314	58.69%
No	158	29.53%
Prefer not to say	63	11.78%

NB: There were 33 no responses.

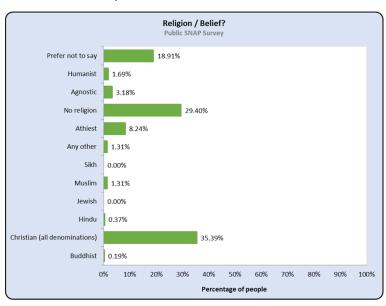


Q20: Religion / Belief?

Religion / Belief	No. of people	% of people
Buddhist	1	0.19%
Christian (all)	189	35.39%
Hindu	2	0.37%
Jewish	0	0.00%
Muslim	7	1.31%
Sikh	0	0.00%

Religion / Belief	No. of people	% of people
Any other	7	1.31%
Atheist	44	8.24%
No religion	157	29.40%
Agnostic	17	3.18%
Humanist	9	1.69%
Prefer not to say	101	18.91%

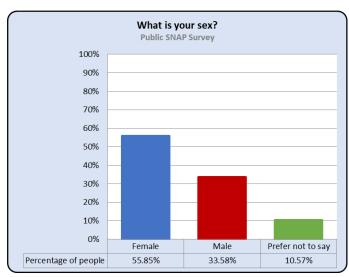
NB: There were 34 no responses.



Q21: What is your sex?

Sex	No. of people	% of people
Female	296	55.85%
Male	178	33.58%
Prefer not to say	56	10.57%

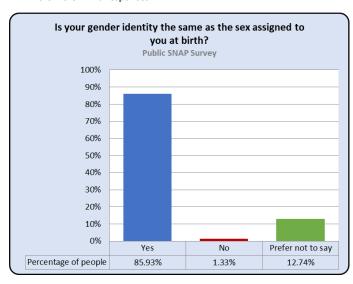
NB: There were 38 no responses.



Q22: Is your gender identity the same as the sex assigned to you at birth?

Identity assigned at birth	No. of people	% of people
Yes	452	85.93%
No	7	1.33%
Prefer not to say	67	12.74%

NB: There were 42 no responses.



Q23: Caring Responsibilities?

School age	No. of people	% of people
Yes	226	45.38%
No	240	48.17%
Prefer not to say	32	6.43%

Pre-school age	No. of people	% of people
Yes	87	17.94%
No	364	75.05%
Prefer not to say	34	7.01%
Prefer not to say	34	7.01%

Dependent adult	No. of people	% of people
Yes	87	17.61%
No	369	74.70%
Prefer not to say	38	7.69%

NB: There were 70 no responses (school age); 83 no responses (pre-school age); and 74 no responses (dependent adult).

