

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

The following report summarises the final 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 closed on the 9 February 2024.

A total of 1,539 responses were received including 603 through the online consultation survey and 936 through the bus Wi-Fi survey.

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.

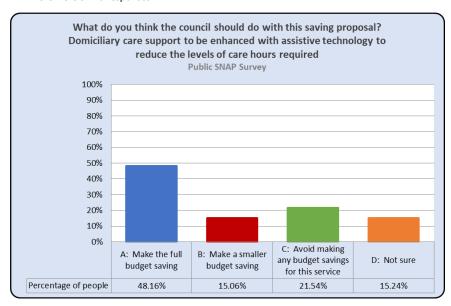
Adult Services

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	275	48.16%
B: Make a smaller budget saving	86	15.06%
C: Avoid making any budget savings for this service	123	21.54%
D: Not sure	87	15.24%

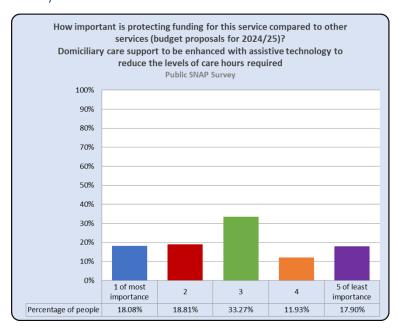
NB: There were 32 no responses.



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	100	18.08%
2	104	18.81%
3	184	33.27%
4	66	11.93%
5 of least importance	99	17.90%

NB: There were 50 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.

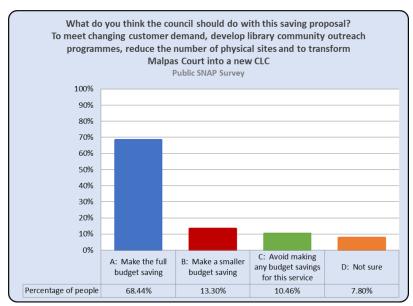
Housing & Communities

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	386	68.44%
B: Make a smaller budget saving	75	13.30%
C: Avoid making any budget savings for this service	59	10.46%
D: Not sure	44	7.80%

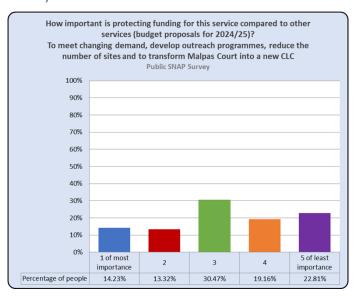
NB: There were 39 no responses.



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	78	14.23%
2	73	13.32%
3	167	30.47%
4	105	19.16%
5 of least importance	125	22.81%

NB: There were 55 no responses.



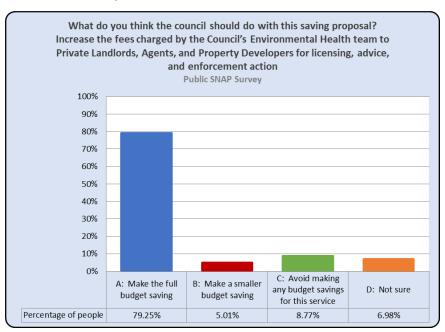
- These are institutions that help people and contribute towards community cohesion and social equality. Library use is down now, but selling the buildings off is a very short term thing to do, especially as there's a growing movement towards localism.
- If you wish to close or reduce services of libraries, 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	443	79.25%
B: Make a smaller budget saving	28	5.01%
C: Avoid making any budget savings for this service	49	8.77%
D: Not sure	39	6.98%

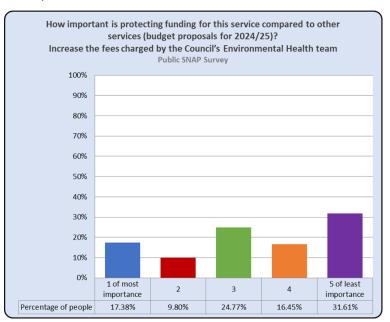
NB: There were 44 no responses.



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	94	17.38%
2	53	9.80%
3	134	24.77%
4	89	16.45%
5 of least importance	171	31.61%

NB: There were 62 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.

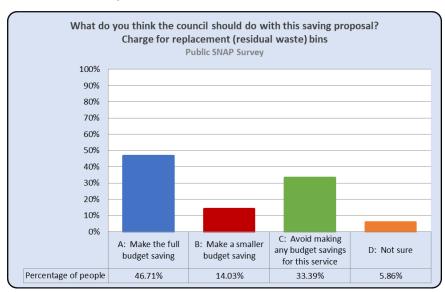
Environment & Public Protection

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	263	46.71%
B: Make a smaller budget saving	79	14.03%
C: Avoid making any budget savings for this service	188	33.39%
D: Not sure	33	5.86%

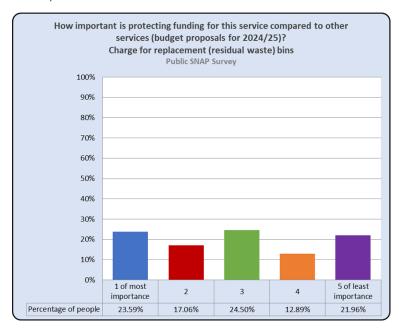
NB: There were 40 no responses.



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	130	23.59%
2	94	17.06%
3	135	24.50%
4	71	12.89%
5 of least importance	121	21.96%

NB: There were 52 no responses.



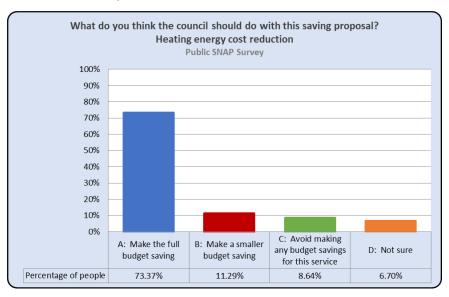
- Agree. But will there be any support for residents in receipt of state benefits such as pensions or Universal Credit?
- Replacement is fine. Initial new bins being charged for are not fine.
- Residents should be held accountable and pay for replacement bins if lost.
- Maybe if the bin is damaged by 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	416	73.37%
B: Make a smaller budget saving	64	11.29%
C: Avoid making any budget savings for this service	49	8.64%
D: Not sure	38	6.70%

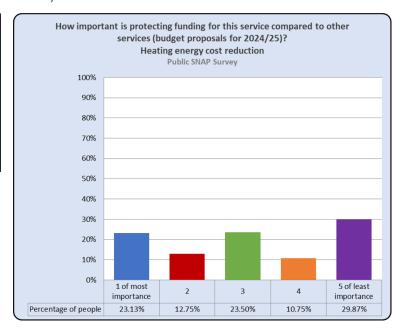
NB: There were 36 no responses.



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	127	23.13%
2	70	12.75%
3	129	23.50%
4	59	10.75%
5 of least importance	164	29.87%

NB: There were 54 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.

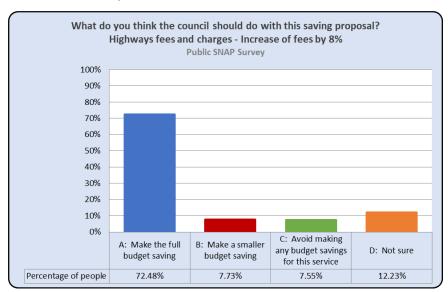
Infrastructure

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	403	72.48%
B: Make a smaller budget saving	43	7.73%
C: Avoid making any budget savings for this service	42	7.55%
D: Not sure	68	12.23%

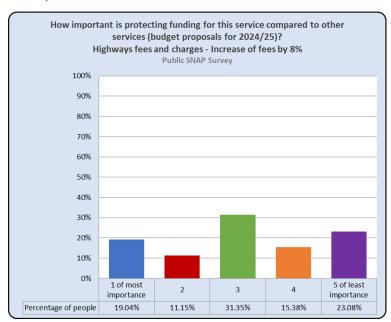
NB: There were 47 no responses.



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	99	19.04%
2	58	11.15%
3	163	31.35%
4	80	15.38%
5 of least importance	120	23.08%

NB: There were 83 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.

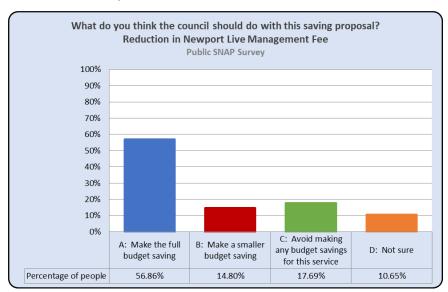
Regeneration & Economic Development

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	315	56.86%
B: Make a smaller budget saving	82	14.80%
C: Avoid making any budget savings for this service	98	17.69%
D: Not sure	59	10.65%

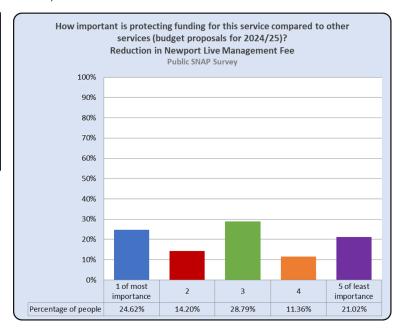
NB: There were 49 no responses.



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	130	24.62%
2	75	14.20%
3	152	28.79%
4	60	11.36%
5 of least importance	111	21.02%

NB: There were 75 no responses.



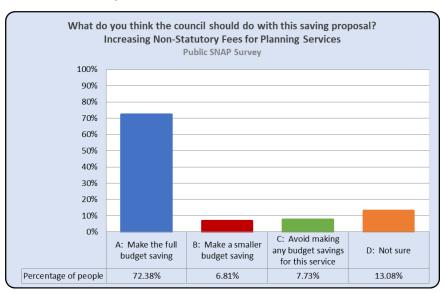
- This service should be self-funding and not linked to council tax.
- Newport Live should be running itself as a business and not be reliant on NCC to bail it out.
 The idea of Newport Live was to enable them to access grants and funding not available to leisure when they were part of NCC.
- The council 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	393	72.38%
B: Make a smaller budget saving	37	6.81%
C: Avoid making any budget savings for this service	42	7.73%
D: Not sure	71	13.08%

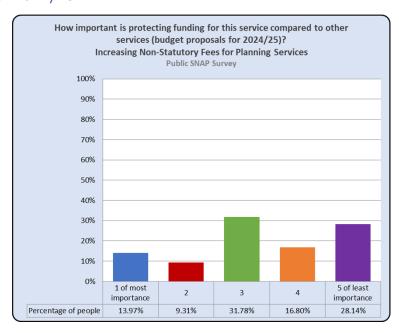
NB: There were 60 no responses.



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	69	13.97%
2	46	9.31%
3	157	31.78%
4	83	16.80%
5 of least importance	139	28.14%

NB: There were 109 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.

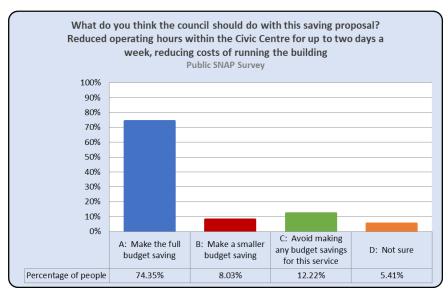
People, Policy & Transformation

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	426	74.35%
B: Make a smaller budget saving	46	8.03%
C: Avoid making any budget savings for this service	70	12.22%
D: Not sure	31	5.41%

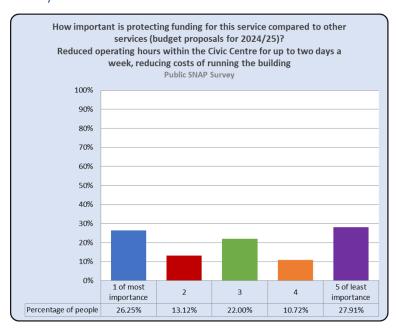
NB: There were 30 no responses.



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	142	26.25%
2	71	13.12%
3	119	22.00%
4	58	10.72%
5 of least importance	151	27.91%

NB: There were 62 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.

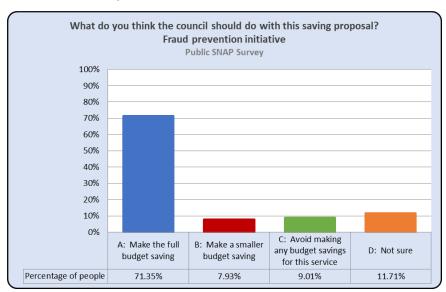
Finance

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	396	71.35%
B: Make a smaller budget saving	44	7.93%
C: Avoid making any budget savings for this service	50	9.01%
D: Not sure	65	11.71%

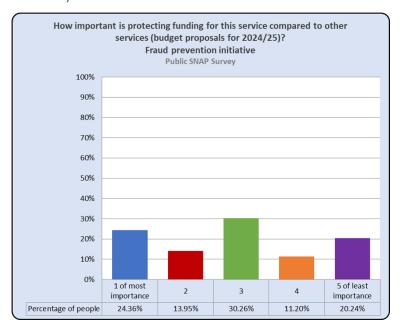
NB: There were 48 no responses.



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	124	24.36%
2	71	13.95%
3	154	30.26%
4	57	11.20%
5 of least importance	103	20.24%

NB: There were 94 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?

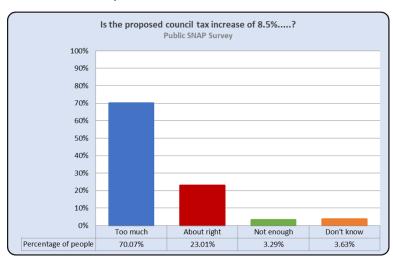
Funding

Council Tax

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

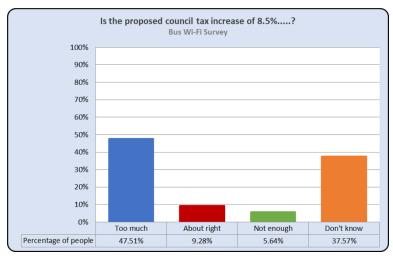
Public SNAP Survey		
Council Tax increase	No. of people	% of people
Too much	405	70.07%
About right	133	23.01%
Not enough	19	3.29%
Don't know	21	3.63%

NB: There were 25 no responses.



Bus Wi-Fi Survey		
Council Tax increase	No. of people	% of people
Too much	430	47.51%
About right	84	9.28%
Not enough	51	5.64%
Don't know	340	37.57%

NB: There were 31 no responses.



- 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.

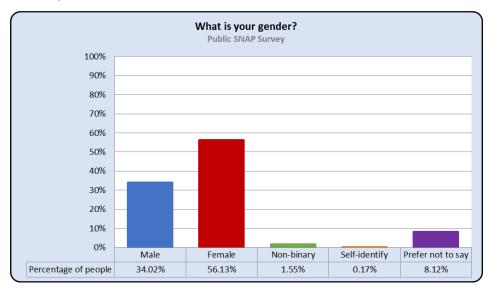
Equalities Monitoring

Q12: What is your gender?

Public SNAP Survey			
Gender	No. of people	% of people	
Male	197	34.02%	
Female	325	56.13%	
Non-binary	9	1.55%	
Self-identify	1	0.17%	
Prefer not to say	47	8.12%	

NB: There were 24 no responses.

Self-identify: Female



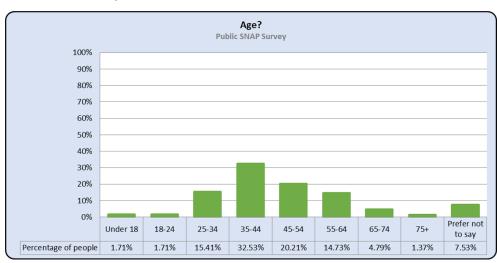
Q13: What is your age?

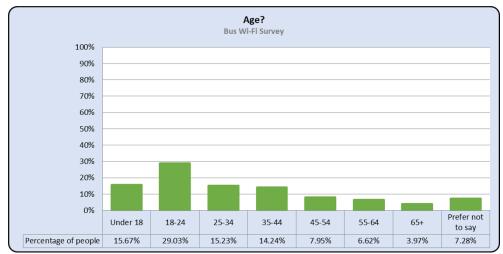
Public SNAP Survey			
Age	No. of people	% of people	
Under 18 years old	10	1.71%	
18-24 years old	10	1.71%	
25-34 years old	90	15.41%	
35-44 years old	190	32.53%	
45-54 years old	118	20.21%	
55-64 years old	86	14.73%	
65-74 years old	28	4.79%	
75 years or older	8	1.37%	
Prefer not to say	44	7.53%	

Bus Wi-Fi Survey			
Age	No. of people	% of people	
Under 18 years old	142	15.67%	
18-24 years old	263	29.03%	
25-34 years old	138	15.23%	
35-44 years old	129	14.24%	
45-54 years old	72	7.95%	
55-64 years old	60	6.62%	
65+	36	3.97%	
Prefer not to say	66	7.28%	

NB: There were 30 no responses.

NB: There were 19 no responses.





Q14: What area of Newport do you live in?

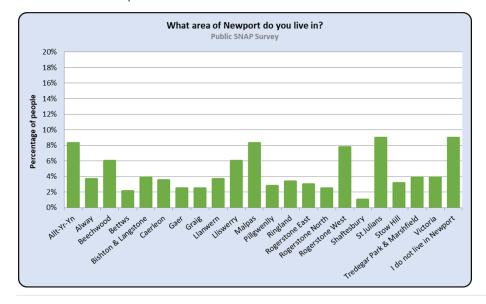
Public SNAP Survey			
Ward	No. of people	% of people	
Allt-Yr-Yn	47	8.30%	
Alway	21	3.71%	
Beechwood	34	6.01%	
Bettws	12	2.12%	
Bishton & Langstone	22	3.89%	
Caerleon	20	3.53%	
Gaer	14	2.47%	
Graig	14	2.47%	
Llanwern	21	3.71%	
Lliswerry	34	6.01%	
Malpas	47	8.30%	

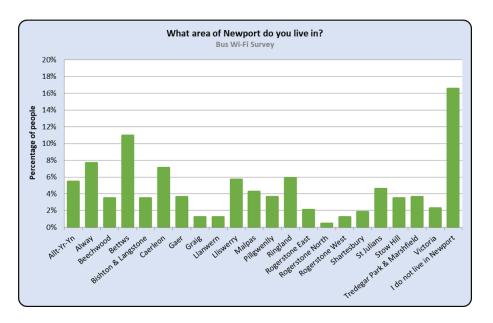
Bus Wi-Fi Survey		
Ward	No. of people	% of people
Allt-Yr-Yn	50	5.48%
Alway	70	7.68%
Beechwood	32	3.51%
Bettws	100	10.96%
Bishton & Langstone	32	3.51%
Caerleon	65	7.13%
Gaer	33	3.62%
Graig	11	1.21%
Llanwern	11	1.21%
Lliswerry	52	5.70%
Malpas	39	4.28%

NB: There were 24 no responses.

Public SNAP Survey			
Ward	No. of people	% of people	
Pillgwenlly	16	2.83%	
Ringland	19	3.36%	
Rogerstone East	17	3.00%	
Rogerstone North	14	2.47%	
Rogerstone West	44	7.77%	
Shaftesbury	6	1.06%	
St Julians	51	9.01%	
Stow Hill	18	3.18%	
Tredegar Park & Marshfield	22	3.89%	
Victoria	22	3.89%	
Prefer not to say	51	9.01%	

Bus Wi-Fi Survey			
Ward	No. of people	% of people	
Pillgwenlly	33	3.62%	
Ringland	54	5.92%	
Rogerstone East	19	2.08%	
Rogerstone North	4	0.44%	
Rogerstone West	11	1.21%	
Shaftesbury	17	1.86%	
St Julians	42	4.61%	
Stow Hill	32	3.51%	
Tredegar Park & Marshfield	33	3.62%	
Victoria	21	2.30%	
I don't live in Newport	151	16.56%	

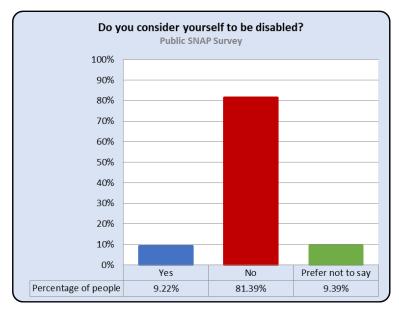




Q15: Do you consider yourself to be disabled?

Disabled	No. of people	% of people
Yes	53	9.22%
No	468	81.39%
Prefer not to say	54	9.39%

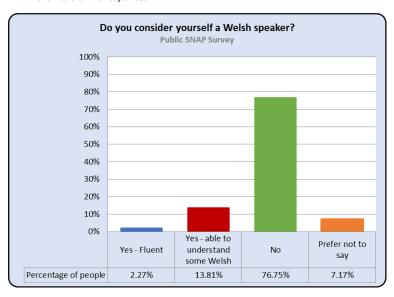
NB: There were 28 no responses.



Q16: Do you consider yourself a Welsh speaker?

Welsh speaker	No. of people	% of people
Yes - Fluent	13	2.27%
Yes - able to understand some Welsh	79	13.81%
No	439	76.75%
Prefer not to say	41	7.17%

NB: There were 31 no responses.



Q17: What is your ethnic group?

Public SNAP Survey			
Ethnicity	No. of people	% of people	
White - Wel / Eng / Sco / NI / British	473	82.55%	
White - Irish	3	0.52%	
Gypsy or Irish Traveller	0	0.00%	
Roma	0	0.00%	
Any other White background	14	2.44%	
White & Black Caribbean	4	0.70%	
White & Asian	2	0.35%	
White & Black African	0	0.00%	
Other Mixed	2	0.35%	
Indian	3	0.52%	

Public SNAP Survey		
Ethnicity	No. of people	% of people
Pakistani	2	0.35%
Bangladeshi	1	0.17%
Other Asian	2	0.35%
Black African	1	0.17%
Black Caribbean	0	0.00%
Other Black	3	0.52%
Arab	3	0.52%
Chinese	1	0.17%
Other ethnic group	1	0.17%
Prefer not to say	58	10.12%

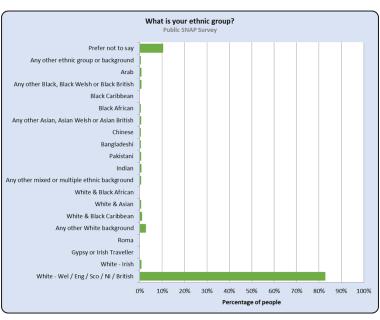
NB: There were 30 no responses.

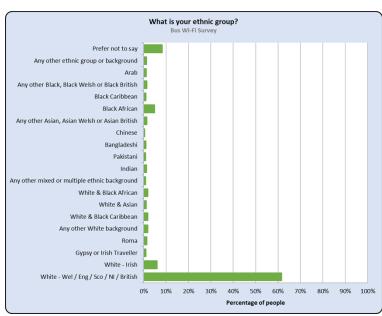
Othe	r White	Other Asian	Other ethnic group
Polish	White European	Asian Welsh	Black Welsh
White Mexican	German	British national, but background is Indian	Black British
Turkish	Caucasian		
UK-EU			

Bus Wi-Fi Survey			
Ethnicity	No. of people	% of people	
White - Wel / Eng / Sco / NI / British	565	61.55%	
White - Irish	55	5.99%	
Gypsy or Irish Traveller	9	0.98%	
Roma	13	1.42%	
Any other White background	17	1.85%	
White & Black Caribbean	17	1.85%	
White & Asian	10	1.09%	
White & Black African	16	1.74%	
Other Mixed	8	0.87%	
Indian	12	1.31%	

Bus Wi-Fi Survey		
Ethnicity	No. of people	% of people
Pakistani	8	0.87%
Bangladeshi	9	0.98%
Other Asian	13	1.42%
Black African	44	4.79%
Black Caribbean	9	0.98%
Other Black	13	1.42%
Arab	10	1.09%
Chinese	4	0.44%
Other ethnic group	11	1.20%
Prefer not to say	75	8.17%

NB: There were 18 no responses.





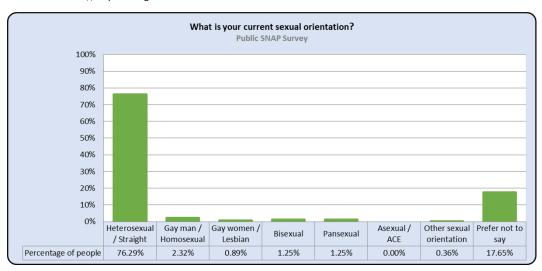
Q18: What is your current sexual orientation?

Sexual Orientation	No. of people	% of people
Heterosexual / Straight	428	76.29%
Gay man / Homosexual	13	2.32%
Gay women / Lesbian	5	0.89%
Bisexual	7	1.25%

Sexual Orientation	No. of people	% of people
Pansexual	7	1.25%
Asexual / ACE	0	0.00%
Other sexual orientation	2	0.36%
Prefer not to say	99	17.65%

NB: There were 42 no responses.

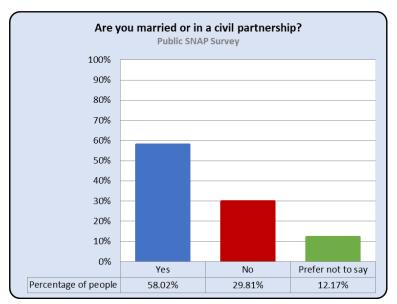
Other: Transexual // Super straight



Q19: Are you married or in a civil partnership?

Married	No. of people	% of people
Yes	329	58.02%
No	169	29.81%
Prefer not to say	69	12.17%

NB: There were 36 no responses.

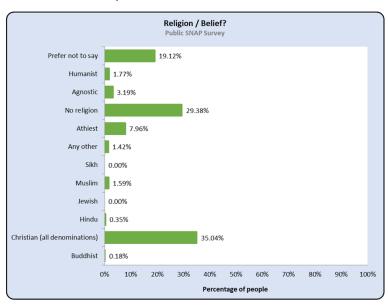


Q20: Religion / Belief?

Religion / Belief	No. of people	% of people
Buddhist	1	0.18%
Christian (all)	198	35.04%
Hindu	2	0.35%
Jewish	0	0.00%
Muslim	9	1.59%
Sikh	0	0.00%

Religion / Belief	No. of people	% of people
Any other	8	1.42%
Atheist	45	7.96%
No religion	166	29.38%
Agnostic	18	3.19%
Humanist	10	1.77%
Prefer not to say	108	19.12%

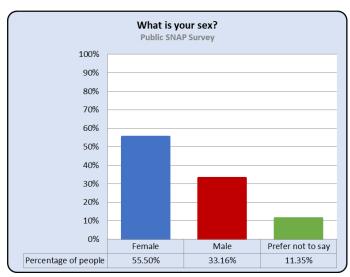
NB: There were 38 no responses.



Q21: What is your sex?

Sex	No. of people	% of people
Female	313	55.50%
Male	187	33.16%
Prefer not to say	64	11.35%

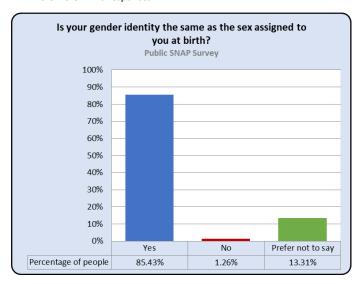
NB: There were 39 no responses.



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	475	85.43%
No	7	1.26%
Prefer not to say	74	13.31%

NB: There were 47 no responses.



Q23: Caring Responsibilities?

School age	No. of people	% of people
Yes	244	46.21%
No	249	47.16%
Prefer not to say	35	6.63%

Pre-school age	No. of people	% of people
Yes	97	18.87%
No	380	73.93%
Prefer not to say	37	7.20%

Dependent adult	No. of people	% of people
Yes	98	18.74%
No	383	73.23%
Prefer not to say	42	8.03%

NB: There were 75 no responses (school age); 89 no responses (pre-school age); and 80 no responses (dependent adult).

