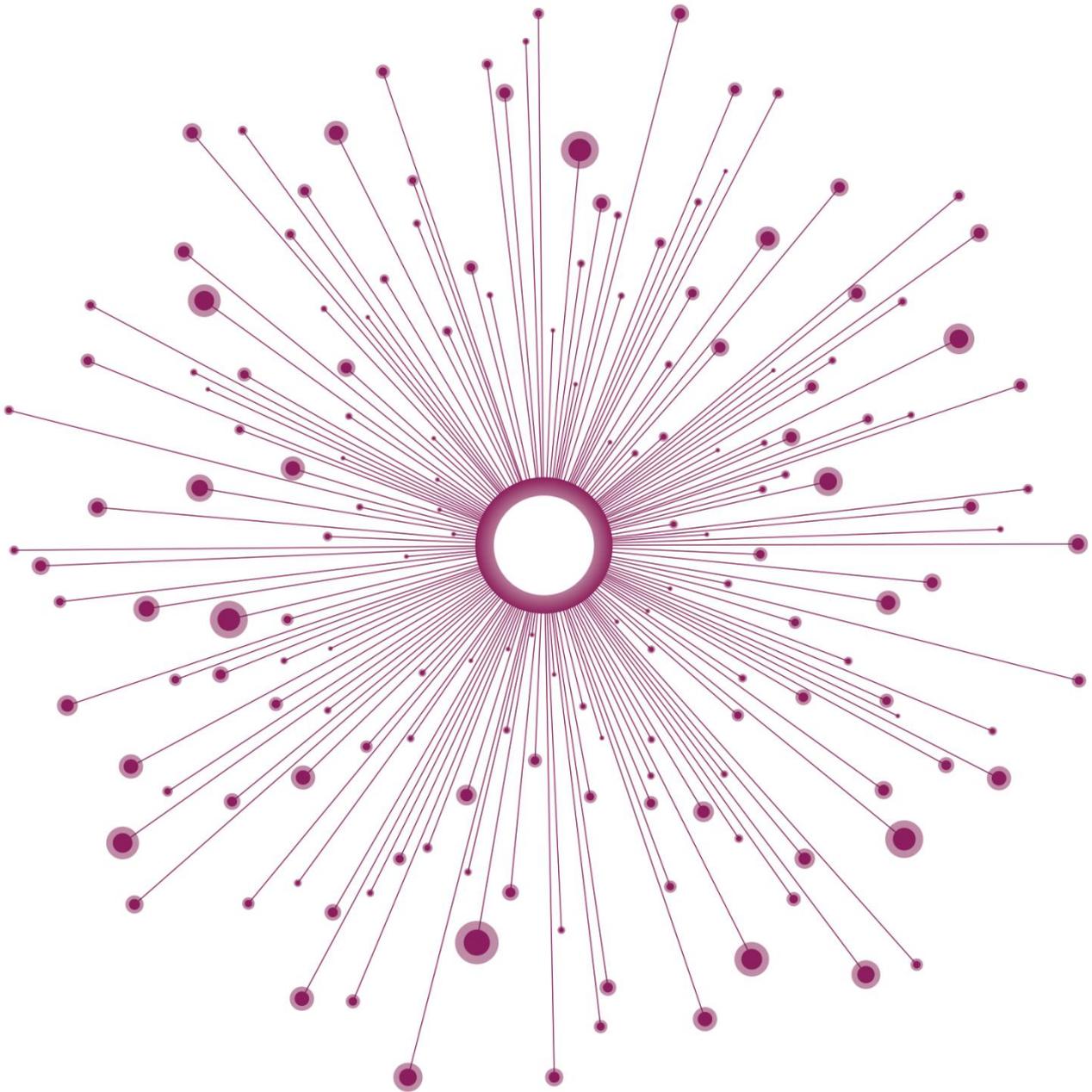


Blackpool Council Budget Engagement: Resident's Questionnaire Report

January 2020



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1. Executive Summary

The aim of the Budget Engagement exercise was to gain views from residents and stakeholders in order to assist in the budget setting process regarding how the council can balance its spending across key areas and services, along with being able to deliver on the council priorities. Separate questionnaires were distributed to stakeholders and residents. This report covers responses from residents, although it should be noted that some responses did come from people based outside of Blackpool (11 [8.7%] from 127 responses where postcode data was provided).

Key findings emerging from the questionnaire are:

- Residents were most likely to say that the following services were ‘important’; the household waste recycling centre (87.1%), services for adults and older people including those with additional needs and/or disabilities (86.4%) and services for children and young people including those with additional needs and/or disabilities (85.3%)
- Residents were most likely to say that the following services were the least ‘important’; theatre or concert venues (39%), car parks (30.6%) and museums or galleries (26%)
- The **economic** priority that most respondents rated as ‘important’ was to deliver on boosting enterprise, skills and economic activities (76.6%), whilst the economic priority that had the least number of respondents rating as ‘important’ was Tourism and culture (63%)
- The **communities** priority that most respondents rated as ‘important’ was to deliver increasing safeguarding (84.9%), whilst the community priority that had the least number of respondents rating as ‘important’ was increasing resilience (70.3%)
- Across 57 comments around suggestions for how the council could save money or generate additional income, some recurring themes were;
 - Maximising use of existing council buildings such as combining services in one building where possible, parking, including; charging for illegal parking and reducing parking costs
 - Looking at staffing and services at Blackpool Council, including; management structure, leave policy and departmental costs
 - Areas in which people thought the council should consider around the budget were; looking closely at planned infrastructure, capital and investment projects and their benefit to the local population and money wastage, such as overspend in council departments

2. Methodology

Paper copies of the resident questionnaire were also made available to the general public across libraries, children’s centres and the Customer First contact centre with free reply paid envelopes.

An online version of the questionnaire was available as a link in the e-version of ‘Your Blackpool’. The questionnaire was also promoted across the council’s social media. Finally, staff could also participate via accessing the questionnaire link on the Hub (Council intranet).

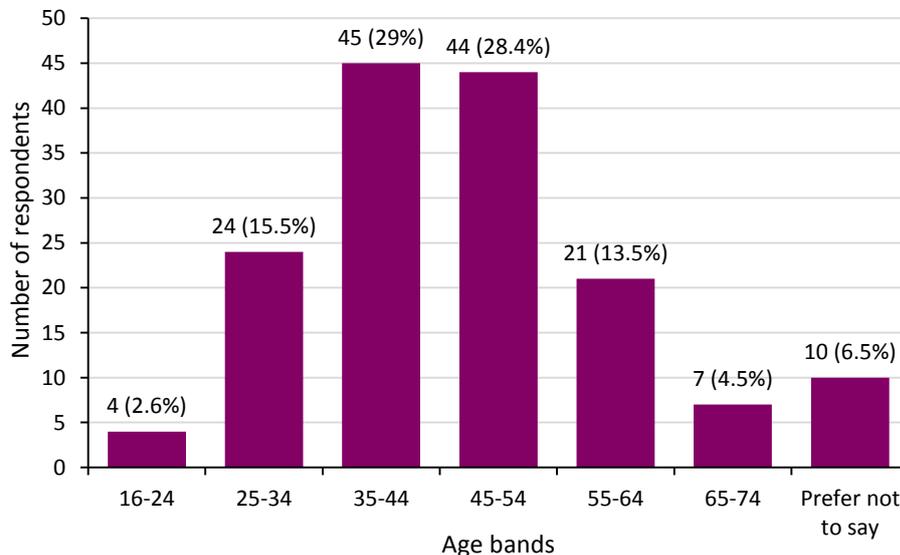
A copy of the questionnaire will be provided as a supporting document to go with this report.

The questionnaire was open for 4 weeks from November to December 2019.

There were 189 total responses, with 173 responses submitted online and 16 paper returns. Of those who submitted demographic data (157 respondents), 94 females responded (59.9%) along with 53 males (33.8%) with 10 respondents (6.4%) either preferring not to say or preferring to self-describe.

The following chart shows the breakdown of responses by age band:

Figure 2.1: Respondents by age band



81 respondents stated they either work for or with Blackpool Council. A breakdown by responses by organisation is shown in the following table:

Figure 2.2: Do you work for/with any of the following organisations? (Respondents were able to choose more than one category)

	Count
Blackpool Council	81
A local business in Blackpool	10
Other	4
Other public sector organisation in Blackpool	10
A third sector or voluntary organisation in Blackpool	8
None of these	49

127 respondents gave their postcode information, a breakdown of respondent by postcode area was as follows (FY5 postcodes identified outside of Blackpool are present in the 'outside Blackpool' category):

- FY1 – 25 responses (19.7%)
- FY2 – 21 responses (16.5%)
- FY3 – 20 responses (15.7%)
- FY4 – 39 responses (30.7%)
- FY5 – 11 responses (8.7%)
- Outside Blackpool – 11 (8.7%)

Further demographic information

155 respondents submitted information about whether they had a health problem or disability that affected their day-to-day activities. 118 (76.1%) respondents stated they did not have a health problem or disability. 29 respondents (18.7%) stated they were 'limited a little' or 'limited a lot' by health problem or disability in their day-to-day activities. 8 respondents (5.2%) preferred not to say.

152 respondents detailed their ethnicity. 148 respondents (97.4%) identified as White, which includes English/Welsh/Scottish/Northern Irish/British Irish, Gypsy or Irish Traveller or any other White background.

155 respondents gave information about their sexual orientation. 123 respondents (79.4%) identified as heterosexual/straight. 16 respondents (10.3%) preferred not to say. Out of the remaining respondents; 6 respondents identified as gay man (3.9%), 4 respondents preferred to self-describe, 3 respondents (1.9%) identified as bi and a further 3 respondents identified as a gay women/lesbian.

3. Blackpool Council Services

Respondents were asked to give their views on the importance of the council's primary services. The following table outlines the responses by service/facility.

Q1. Thinking about the services and areas which could be affected by changing budgets, how important are the following services to you/your family and/or your community?

Service/facility	Neither Important nor Unimportant			Don't know/not sure	Total
	Important	unimportant	Unimportant		
Household Waste Recycling Centre	162 (87.1%)	18 (9.7%)	5 (2.7%)	1 (0.5%)	186
Local transport services	112 (60.9%)	48 (26.1%)	22 (12%)	2 (1.1%)	184
Car parks	55 (30.6%)	69 (38.3%)	51 (28.3%)	5 (2.8%)	180
Services for children and young people including those with additional needs and/or disabilities	157 (85.3%)	17 (9.2%)	8 (4.3%)	2 (1.1%)	184
Services for adults and older people including those with additional needs and/or disabilities	159 (86.4%)	14 (7.6%)	8 (4.3%)	3 (1.6%)	184
Library facilities	85 (47.2%)	51 (28.3%)	41 (22.8%)	3 (1.7%)	180
Sport and leisure facilities	91 (50.8%)	58 (32.4%)	29 (16.2%)	1 (0.6%)	179
Museums or galleries	47 (26%)	73 (40.3%)	58 (32%)	3 (1.7%)	181
Theatre or concert venues	71 (39%)	70 (38.5%)	40 (22%)	1 (0.5%)	182
Parks or other open spaces	148 (80.9%)	25 (13.7%)	8 (4.4%)	2 (1.1%)	183
General customer services - complaints, comments or inquiries	78 (43.3%)	70 (38.9%)	26 (14.4%)	6 (3.3%)	180
Benefits services	88 (49.4%)	45 (25.3%)	33 (18.5%)	12 (6.7%)	178

Group differences

Looking at different responses by groups. Services/facilities where there was a 10 percentage point difference or greater in the perceived importance or unimportance of services/facilities by those who worked for/with Blackpool Council (up to 81 respondents) and those who did not work/for Blackpool Council (up to 108 respondents) were:

- **Museums or galleries**, 17.5% of respondents who worked with/for Blackpool Council thought museums or galleries were 'important', whereas 32.7% of respondents who did not work for/with Blackpool Council thought museums or galleries were 'important'
- **Theatre or concert venues**, 29.1% of respondents who worked with/for Blackpool Council thought theatre or concert venues were 'important', compared to 46.6% of respondents who did not work for/with Blackpool Council who thought theatre or concert venues were 'important'
- **Parks or other open spaces**, 73.4% of respondents who worked with/for Blackpool Council thought parks or other open spaces were 'important', compared to 86.5% of respondents who did not work for/with Blackpool Council who thought parks or other open spaces were 'important'
- **General customer services - complaints, comments or inquiries**, 35% of respondents who worked with/for Blackpool Council thought parks or other open spaces were 'important', compared to 50% of respondents who did not work for/with Blackpool Council who thought parks or other open spaces were 'important'

Services/facilities where there was a 10 percentage point difference or greater in the perceived importance or unimportance of services/facilities by gender were:

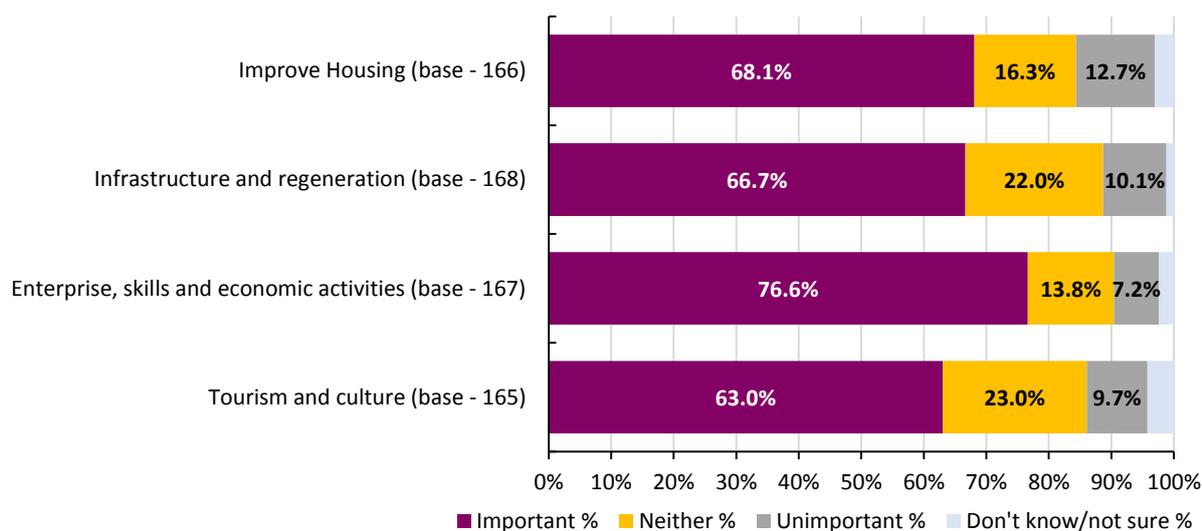
- **Household Waste Recycling Centre**, 93.5% of females thought this service was 'important', compared to 76.9% of males
- **Library facilities**, 16.9% of females thought libraries facilities were 'unimportant', whereas 28.8% of males thought library facilities were 'unimportant'
- **Sport and leisure facilities**, 58.4% of females thought sport facilities were 'important', compared to 37.3% of males
- **Museums or galleries**, 28.9% of females thought museums or galleries were 'unimportant', whereas 40.4% of males thought museums or galleries were 'unimportant'
- **Theatre or concert venues**, 46.7% of females thought theatre or concert venues facilities were 'important', compared to 30.8% of males
- **Benefit services**, 52.3% of females thought benefit services were 'important', compared to 42.3% of males

The full results for Question 1 by gender and whether respondents worked for or with Blackpool Council are shown in supporting tables 1.1 and 1.2 in the Appendices.

4. Blackpool Council Priorities

Respondents were asked to give their views on the importance of the council’s economic and community priorities. A description of some of the work being done in each area was given with each council priority. The following charts outline the responses by service/facility.

Q2. Thinking about Blackpool Council's ambition to deliver on the economy, how important are the following council priorities to you?



Group differences

Looking at different responses by groups. There was a 10 percentage point difference or greater in the perceived importance of Blackpool Council’s economic priorities by those who worked for/with Blackpool Council in the following areas:

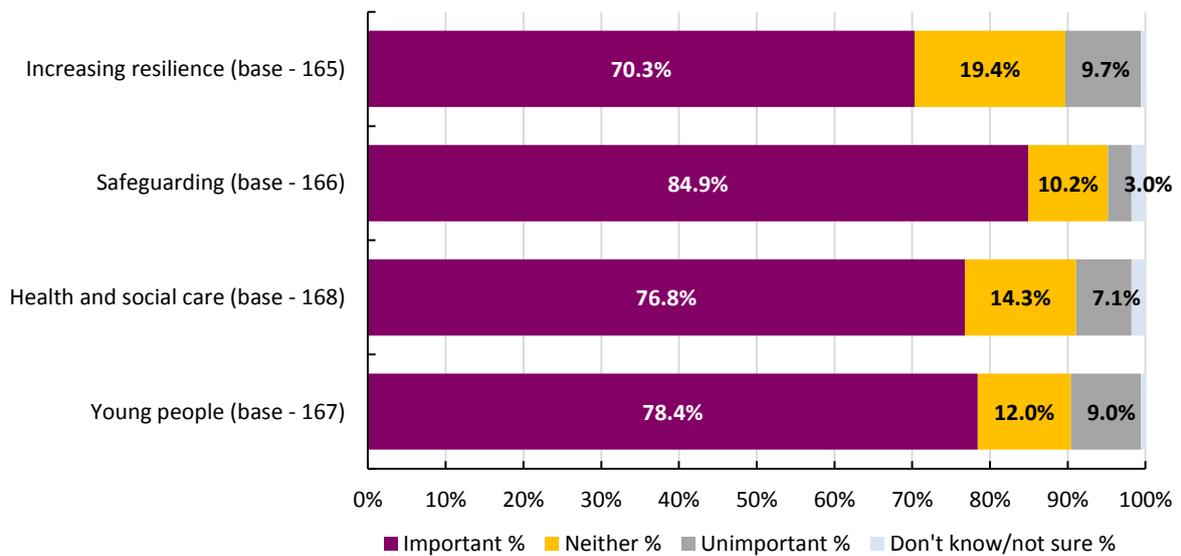
- **Tourism and culture**, 68.4% of respondents who worked with/for Blackpool Council thought the tourism and culture economic priority was ‘important’, whereas 58.1% of respondents who did not work for/with Blackpool Council thought tourism and culture as an economic priority was ‘important’
- **Improve Housing**, 73.4% of respondents who worked with/for Blackpool Council thought improving housing was ‘important’, compared to 63.2% of respondents who did not work for/with Blackpool Council who thought improving housing was an ‘important’ economic priority

Looking at the difference by gender. There was a 5 percentage point difference or greater in the perceived importance or unimportance of Blackpool Council’s economic priorities in the following areas:

- **Tourism and culture**, 70.3% of female respondents thought the tourism and culture economic priority was 'important', compared to 60.8% of male respondents
- **Infrastructure and regeneration**, 63.4% of female respondents thought infrastructure and regeneration was 'important', compared to 73.1% of male respondents

The full results for Question 2 same by gender and whether respondents worked for or with Blackpool Council are shown in supporting tables 2.1 and 2.2 in the Appendices.

Q3. Thinking about Blackpool Council's ambition to deliver for communities, how important are the following council priorities to you?



Group differences

Looking at different responses by groups. There was a 5 percentage point difference or greater in the perceived importance of Blackpool Council’s community priorities by those who worked for/with Blackpool Council in the following areas:

- **Young people**, 82.3% of respondents who worked with/for Blackpool Council thought the community priority of focusing on young people was 'important', whereas 75% of respondents who did not work for/with Blackpool Council thought young people as a community priority was 'important'
- **Safeguarding**, 88.5% of respondents who worked with/for Blackpool Council thought improving safeguarding was 'important', compared to 81.8% of respondents who did not work for/with Blackpool Council who thought improving safeguarding was an 'important' community priority
- **Increasing resilience**, 6.3% of respondents who worked with/for Blackpool Council thought increasing resilience was 'unimportant', compared to 12.8% of respondents who did not work for/with Blackpool Council who thought increasing resilience as a community priority was 'unimportant'

Looking at the difference by gender. Across all of the community priorities, there was a 10 percentage point difference or greater in the perceived importance Blackpool Council's community priorities by gender which is as follows:

% of respondents who rated community priority as 'important'

- **Young people**, 81.7% females vs. 72.5% of males
- **Health and social care**, 81.7% females vs. 69.2% of males
- **Safeguarding**, 91.3% females vs. 78.4% of males
- **Increasing resilience**, 79.1% females vs. 56.9% of males

The full results for Question 3 by gender and whether respondents worked for or with Blackpool Council are shown in supporting tables 3.1 to 3.2 in the Appendices.

Open-text responses

Respondents were given an opportunity to respond to some free-text questions around ideas and suggestions about further savings and/or improved efficiencies.

A full list of comments to each question, including redactions where necessary, has been provided as a supporting document to this report.

Q4. Do you have any ideas or suggestions you think we should consider or is there anything else we could be doing?

Across Q4 there were 212 comments across the five different answer options related to council financial activity:

- 61 comments around council finances, specifically; how money is managed, income generation and contract negotiation
- 46 comments around accessing council services, specifically; how the move towards accessing services online
- 39 comments around collaborative or joined-up working, specifically; work done in conjunction with other councils, partners and organisations to reduce costs for services
- 38 comments around community groups, specifically; how we work together with community groups
- 28 additional comments around what else the council could be doing/or should consider around the budget

Q5. Do you have any ideas that could help the council save money or generate additional revenue?

56 comments were made how the council could save money or generate additional revenue.

- There were 30 comments from respondents who do not work for/with Blackpool Council. Three comments highlighted infrastructure, capital and investment projects in Blackpool such as the tram development programme in Blackpool and developing hotels to make Blackpool more family-friendly. Two comments highlighted that staffing was key and making sure Blackpool Council retained good staff
- There were 26 comments from respondents who work for/with Blackpool Council. Six comments were around staffing, including; management structure, unpaid leave policy, sickness absence and staff hours. Four comments looked at the use of council-owned buildings, including; selling building that are not being used, filling empty areas in Bickerstaffe and co-locating services in existing community venues to maximise their use

Q6. Do you have any additional comments about the council's 2020/21 budget?

There were 30 additional comments made about the 2020/21 budget.

- There were 14 comments from respondents who do not work for/with Blackpool Council. Four comments highlighted the infrastructure, capital and investment projects in Blackpool such as re-development of Blackpool airport and making sure projects have buy-in from residents
- There were 16 comments from respondents who work for/with Blackpool Council. Three comments highlighted spending in departments. Areas highlighted include; staff should be aware of what their department was spending and controlling departments that overspend. Two comments looked at the situation around contracts, namely how they are negotiated and a review of external contracts and if they offered value for money

5. Appendices

Appendix 1: Supporting tables

Table 1.1: Service/facility importance by gender

Service/facility	Females					Males				
	Important	Neither important nor unimportant	Unimportant	Don't know/not sure	Total	Important	Neither important nor unimportant	Unimportant	Don't know/not sure	Total
Household Waste Recycling Centre	86 (93.5%)	4 (4.3%)	2 (2.2%)	0 (0%)	92	40 (76.9%)	9 (17.3%)	3 (5.8%)	0 (0%)	52
Local transport services	56 (61.5%)	22 (24.2%)	12 (13.2%)	1 (1.1%)	91	30 (57.7%)	17 (32.7%)	5 (9.6%)	0 (0%)	52
Car parks	28 (31.1%)	36 (40%)	23 (25.6%)	3 (3.3%)	90	16 (32%)	19 (38%)	15 (30%)	0 (0%)	50
Services for children and young people including those with additional needs and/or disabilities	81 (88%)	8 (8.7%)	2 (2.2%)	1 (1.1%)	92	44 (84.6%)	5 (9.6%)	3 (5.8%)	0 (0%)	52
Services for adults and older people including those with additional needs and/or disabilities	85 (90.4%)	7 (7.4%)	1 (1.1%)	1 (1.1%)	94	42 (84%)	4 (8%)	4 (8%)	0 (0%)	50
Library facilities	45 (50.6%)	27 (30.3%)	15 (16.9%)	2 (2.2%)	89	23 (44.2%)	13 (25%)	15 (28.8%)	1 (1.9%)	52
Sport and leisure facilities	52 (58.4%)	27 (30.3%)	9 (10.1%)	1 (1.1%)	89	19 (37.3%)	19 (37.3%)	13 (25.5%)	0 (0%)	51
Museums or galleries	24 (26.7%)	39 (43.3%)	26 (28.9%)	1 (1.1%)	90	15 (28.8%)	16 (30.8%)	21 (40.4%)	0 (0%)	52
Theatre or concert venues	42 (46.7%)	36 (40%)	12 (13.3%)	0 (0%)	90	16 (30.8%)	14 (26.9%)	22 (42.3%)	0 (0%)	52

Parks or other open spaces	74 (81.3%)	15 (16.5%)	1 (1.1%)	1 (1.1%)	91	42 (80.5%)	6 (11.5%)	4 (7.7%)	0 (0%)	52
General customer services - complaints, comments or inquiries	43 (47.8%)	33 (36.7%)	12 (13.3%)	2 (2.2%)	90	23 (44.2%)	21 (40.4%)	7 (13.5%)	1 (1.9%)	52
Benefits services	46 (52.3%)	25 (28.4%)	13 (14.8%)	4 (4.5%)	88	22 (42.3%)	15 (28.8%)	11 (21.2%)	4 (7.7%)	52

Table 1.2: Service/facility importance by Blackpool Council involvement

Service/facility	Works for/with Blackpool Council					Does not work for/with Blackpool Council				
	Important	Neither important nor unimportant	Unimportant	Don't know/not sure	Total	Important	Neither important nor unimportant	Unimportant	Don't know/not sure	Total
Household Waste Recycling Centre	67 (83.8%)	10 (12.5%)	2 (2.5%)	1 (1.3%)	80	95 (89.6%)	8 (7.5%)	3 (2.8%)	0 (0%)	106
Local transport services	46 (57.5%)	24 (30%)	10 (12.5%)	0 (0%)	80	66 (63.5%)	24 (23.1%)	12 (11.5%)	2 (1.9%)	104
Car parks	22 (27.8%)	35 (44.3%)	21 (26.6%)	1 (1.3%)	79	33 (32.7%)	34 (33.7%)	30 (29.7%)	4 (4%)	101
Services for children and young people including those with additional needs and/or disabilities	70 (87.5%)	7 (8.8%)	3 (3.8%)	0 (0%)	80	87 (83.7%)	10 (9.6%)	5 (4.8%)	2 (1.9%)	104
Services for adults and older people including those with additional needs and/or disabilities	69 (87.5%)	7 (8.9%)	3 (3.8%)	0 (0%)	79	90 (85.7%)	7 (6.7%)	5 (4.8%)	3 (1.9%)	105
Library facilities	35 (43.8%)	25 (31.3%)	20 (25%)	0 (0%)	80	50 (50%)	26 (26%)	21 (21%)	3 (3%)	100
Sport and leisure facilities	37 (47.4%)	28 (35.9%)	13 (16.7%)	0 (0%)	78	54 (53.5%)	30 (29.7%)	16 (15.8%)	1 (1%)	101
Museums or galleries	14 (17.5%)	33 (41.3%)	32 (40%)	1 (0%)	80	33 (32.7%)	40 (39.6%)	26 (25.7%)	2 (2%)	101
Theatre or concert venues	23 (29.1%)	32 (40.5%)	24 (30.4%)	0 (0%)	79	48 (46.6%)	38 (36.9%)	16 (15.5%)	1 (1%)	103
Parks or other open spaces	58 (73.4%)	17 (21.5%)	4 (5.1%)	0 (0%)	79	90 (86.5%)	8 (7.7%)	4 (3.8%)	2 (1.9%)	104

General customer services - complaints, comments or inquiries	28 (35%)	34 (42.5%)	14 (17.5%)	4 (5%)	80	50 (50%)	36 (36%)	12 (12%)	2 (2%)	100
Benefits services	37 (46.3%)	23 (28.8%)	15 (18.8%)	5 (6.3%)	80	51 (52%)	22 (22.4%)	18 (18.4%)	7 (7.1%)	98

Table 2.1: Blackpool Council's economic priorities importance by gender

Priority	Females					Males				
	Important	Neither	Unimportant	Don't know/not sure	Total	Important	Neither	Unimportant	Don't know/not sure	Total
Tourism and culture	64 (70.3%)	18 (19.8%)	6 (6.6%)	3 (3.3%)	91	31 (60.8%)	13 (25.5%)	6 (11.8%)	1 (2%)	51
Enterprise, skills and economic activities	71 (77.2%)	12 (13%)	7 (7.6%)	2 (2.2%)	92	39 (75%)	9 (17.3%)	4 (7.7%)	0 (0%)	52
Infrastructure and regeneration	59 (63.4%)	19 (20.4%)	13 (14%)	2 (2.2%)	93	38 (73.1%)	12 (23.1%)	2 (3.8%)	0 (0%)	52
Improve Housing	61 (67%)	16 (17.6%)	10 (11%)	4 (4.4%)	91	36 (69.2%)	7 (13.5%)	8 (15.4%)	1 (1.9%)	52

***Table 2.2: Blackpool Council's economic priorities importance by Blackpool Council involvement**

Priority	Works for/with Blackpool Council					Does not work for/with Blackpool Council				
	Important	Neither	Unimportant	Don't know/not sure	Total	Important	Neither	Unimportant	Don't know/not sure	Total
Tourism and culture	54 (68.4%)	15 (19%)	7 (8.9%)	3 (3.8%)	79	50 (58.1%)	23 (26.7%)	9 (10.5%)	4 (4.7%)	86
Enterprise, skills and economic activities	59 (73.8%)	15 (18.8%)	5 (6.3%)	1 (1.3%)	80	69 (79.3%)	8 (9.2%)	7 (8%)	3 (3.4%)	87
Infrastructure and regeneration	55 (68.8%)	17 (21.3%)	6 (7.5%)	2 (2.5%)	80	57 (64.8%)	20 (22.7%)	11 (12.5%)	0 (0%)	88
Improve Housing	58 (73.4%)	12 (15.2%)	9 (11.4%)	0 (0%)	79	55 (63.2%)	15 (17.2%)	12 (13.8%)	5 (5.7%)	87

*Partial questionnaire responses were included in the final respondent totals so the number of responses may decrease from one question to another

Table 3.1: Blackpool Council's community priorities importance by gender

Priority	Females					Males				
	Important	Neither	Unimportant	Don't know/not sure	Total	Important	Neither	Unimportant	Don't know/not sure	Total
Young people	76 (81.7%)	9 (9.7%)	7 (7.5%)	1 (1.1%)	93	37 (72.5%)	7 (13.7%)	7 (13.7%)	0 (0%)	51
Health and social care	76 (81.7%)	11 (11.8%)	3 (3.2%)	3 (3.2%)	93	36 (69.2%)	7 (13.5%)	9 (17.3%)	0 (0%)	52
Safeguarding	84 (91.3%)	5 (5.4%)	2 (2.2%)	1 (1.1%)	92	40 (78.4%)	7 (13.7%)	2 (3.9%)	2 (3.9%)	51
Increasing resilience	72 (79.1%)	14 (15.4%)	5 (5.5%)	0 (0%)	91	29 (56.9%)	13 (25.5%)	8 (15.7%)	1 (2%)	51

***Table 3.2: Blackpool Council's community priorities importance by Blackpool Council involvement**

Priority	Works for/with Blackpool Council					Does not work for/with Blackpool Council				
	Important	Neither	Unimportant	Don't know/not sure	Total	Important	Neither	Unimportant	Don't know/not sure	Total
Young people	65 (82.3%)	9 (11.4%)	5 (6.3%)	0 (0%)	79	66 (75%)	11 (12.5%)	10 (11.4%)	1 (1.1%)	88
Health and social care	61 (76.3%)	12 (15%)	7 (8.8%)	0 (0%)	80	68 (77.3%)	12 (13.6%)	5 (5.7%)	3 (3.4%)	88
Safeguarding	69 (88.5%)	8 (10.3%)	1 (1.3%)	0 (0%)	78	72 (81.8%)	9 (10.2%)	4 (4.5%)	3 (3.4%)	88
Increasing resilience	55 (69.6%)	19 (24.1%)	5 (6.3%)	0 (0%)	79	61 (70.9%)	13 (15.1%)	11 (12.8%)	1 (1.2%)	86

*Partial questionnaire responses were included in the final respondent totals so the number of responses may decrease from one question to another

Blackpool Council

Blackpool Council Resident Budget Engagement 2020/21

Central government funding for councils has been reducing over the last decade, with Blackpool Council having around £830 million less to spend on services since 2010. So it's more important than ever that we understand what is important to you, and what changes to our services would have most impact on you, your family and your community. Your views will be used to help us in the development of our proposals for delivering our 2019-2024 Council Plan.

Please spare five minutes to have your say on how the council should aim to balance its budget. All responses are strictly **confidential** and completely **anonymous** with any personal data being removed and anonymised prior to the dissemination and communication of any analytical findings. Personal data is collected for further analysis and insight purposes only. Research findings will only be used by the council. Please send your response by **20th December 2019**.

Budget engagement

We would like your views on how the council can balance its spending across key areas and services, whilst being able to deliver for Blackpool on the council's vision and priorities, namely:

Our vision:

Blackpool Council aims to retain Blackpool's position as the UK's number one family resort, with a thriving economy that supports creating stronger communities.

Our priorities:

1. **Economy** – maximise growth and opportunity across Blackpool;
2. **Communities** – create stronger communities and increase resilience.

Blackpool Council services

Q1 Thinking about the services and areas which could be affected by changing budgets, how important are the following services to you/your family and/or your community?

	Important	Neither important nor unimportant	Unimportant	Don't know/not sure
Household recycling and bin collection services	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Household Waste Recycling Centre	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Local transport services	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Car parks	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Services for children and young people including those with additional needs and/or disabilities	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Services for adults and older people including those with additional needs and/or disabilities	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Library facilities	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Sport and leisure facilities	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Museums or galleries	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Theatre or concert venues	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Parks or other open spaces	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
General customer services - complaints, comments or inquiries	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Benefits services	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Blackpool Council priorities

Q2 Thinking about Blackpool Council's ambition to deliver on the economy, how important are the following council priorities to you?

	Importa nt	Neither	Unimpo rtant	Don't know/ not sure
Tourism and culture (includes new attractions, venues and facilities, creating cultural programmes, and free events including the Illuminations)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Enterprise, skills and economic activities (includes employment schemes, job creation and business loans)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Infrastructure and regeneration (includes improved transport links, highways projects and developing Blackpool Airport Enterprise Zone)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Improve Housing (includes the delivery of new quality, affordable homes, to rent and buy)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Q3 Thinking about Blackpool Council's ambition to deliver for communities, how important are the following council priorities to you?

	Importa nt	Neither	Unimpo rtant	Don't know/ not sure
Young people (current work in this area includes; improving life chances for 0-3 year olds, improving educational attainment at KS4 and better support facilities in local neighbourhoods for all ages to build resilience)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Health and social care (current work in this area includes; new approach to improve stop-smoking support initiatives, delivering a strategy to protect and enhance green spaces and to make sure more people can access support to deal with drug and alcohol abuse)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Safeguarding (current work in this area includes; reducing numbers of looked after children, working in partnership across Blackpool to review approach to keeping children safe and support families)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Increasing resilience (current work in this area includes; improving regulation in the private housing sector, improving mental health resilience amongst 10-16 year olds and improving service delivery in partnership with public and voluntary sector organisations)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Q4 The council is working in the following areas where it has been possible to save money and would specifically like your comments on how these could be expanded. Additionally, do you have any ideas or suggestions you think we should consider or is there anything else we could be doing?

Council finances - How we manage our money, generate income, negotiate contracts.

Accessing council services - How we move towards accessing services online.

Collaborative or joined-up working - How we work together with other councils, partners and organisations to reduce costs for services.

Community groups - How we work together with community groups.

Is there anything else you would like to add?

Q5 Do you have any ideas that could help the council save money or generate additional revenue?

Q6 Do you have any additional comments about the council's 2020/21 budget?

About You

This information is collected so that we know who is feeding back to us and will not be used to identify any individual. All responses are strictly confidential and will be anonymised prior to the dissemination and communication of any analytical findings to internal parties. Any responses you provide will be stored securely in line with the GDPR.

Q7 Are you...?

Male Female Prefer to self-describe Prefer not to say

If you prefer to self-describe, please state how you prefer to describe yourself:

Q8 Please choose your age group:

16-24 35-44 55-64 75+

25-34 45-54 65-74 Prefer not to say

Q9 Do you work for/with any of the following organisations?

Blackpool Council A local business in Blackpool Other

Other public sector organisation in Blackpool A third sector or voluntary organisation in Blackpool None of these

If other, please explain:

The Equality Act 2010 definition of disability: "a person has a disability if s/he has a physical or mental impairment which has a substantial and long-term adverse effect on that person's ability to carry out normal day-to-day activities". This might include mental health conditions, sensory impairment, learning difficulties, people on the autistic spectrum etc. We would also like to know if you have an 'activity limiting' health problem such as long term pain, mobility, dexterity, hearing, etc.

Q10 Are your day-to-day activities limited because of a health problem or disability which has lasted, or is expected to last, at least 12 months?

Yes, limited a lot Yes, limited a little No Prefer not to say

Q11 Please choose your ethnicity:

White - includes English / Welsh / Scottish / Northern Irish / British Irish Gypsy or Irish Traveller, Any other White background

Mixed / Multiple ethnic groups includes White and Black Caribbean, White and Black African, White and Asian, Any other Mixed / Multiple ethnic background

Asian / Asian British - includes Indian, Pakistani, Bangladeshi, Chinese, Any other Asian background

Black / African / Caribbean / Black British - includes African Caribbean, Any other Black / African / Caribbean background

Other ethnic group - includes Arab, Any other ethnic group

Q12 What is your sexual orientation?

<input type="checkbox"/> Heterosexual/straight	<input type="checkbox"/> Gay woman/lesbian	<input type="checkbox"/> Bi
<input type="checkbox"/> Gay man	<input type="checkbox"/> Prefer to self-describe	<input type="checkbox"/> Prefer not to say

Q13 What is your home postcode? We are collecting your postcode so that we can analyse different responses across areas in Blackpool. No-one will be identified by the collection of this data which will be stored in a secure manner and not shared.

**Thank you for completing the survey. A summary report of this engagement exercise will be available in the supporting papers of the final budget report to council.
Please click 'submit' to send your response.**

Appendix 3: Budget Engagement resident comments

Q4: Do you have any ideas or suggestions you think we should consider or is there anything else we could be doing?

Council finances - How we manage our money, generate income, negotiate contracts.
Stop borrowing money for pet projects that result in interest payments when the money could be spent better on the people of Blackpool e.g. Houndshill purchase, £600k for a "bus hub" that effectively moved a few paving stones, Tower and Winter Gardens purchase, building a tramway extension that no-one wants.
To consider whether or not consultants are a good use of money or whether there are staff in place that could be utilized to undertake this work. Local knowledge is probably better than any consultant.
Transparency on major contracts awarded. Demonstrate VFM delivered by new contracts. Show evidence of applying lessons learned from contracts awarded/restructuring etc. Performance metrics in all areas. Business planning in all areas. Accountability across all grades. End to 'silo' working. Staff development programmes. Targeted management training for all leaders.
Many services and products the council buy are overpriced and can be purchased at a much lower cost. Examples of this include PPE which when selected from "e-procurement" service providers is always more expensive than the local shops. Safety boots can be £100 through the e-procurement service but from the shop can be around £20. I assume the same applies to other areas, such as contracts which the council are tied into.
Much more challenge is need over regrades, replacing staff and honoraria. Service should have to justify why these are needed rather than just be given. Much more need to done to say no to executive items if budget cannot be found to cover them.
Have a tighter hold on contracts to ensure various departments are not spending money in isolation and they are working closer with others
Email rather than postal communications
Cut back Councillors budgets - training and ward funding budgets - put the money from this back into the services which it's being used for anyway, i.e., street cleaning. Reduce working hours to 35 hours per week - making it mandatory for the whole of the council leave the 5 days unpaid - make this mandatory for all the staff.
Stop councillor ward funding and redistribute the money to Community and Environmental Services as constituent requests for ward funding are around this area anyway. Prevent councillors claiming expenses for food and taxis. They are awarded an allowance and this should cover any sundry costs.
Tighten up on contracts - actually know what contracts the Council has with which providers so they can be monitored. Stop people taking out spot contracts when providers are already available.
Manage contracts more effectively.
Councillors should not be getting pay rises above that of the workforce!!!! 38% + is disgraceful!!!! This needs to be looked into.
I think someone should be held accountable for the mistakes made that have to be re-done at a considerable expense to the community i.e. roundabouts that buses can't get round, Waterloo rd. The new tram tracks that have to be re-done. What great advantage is the new tram track to the train station to anyone? I don't think you do negotiate, like the NHS you are overcharged because you have money.
Control the spending on none essential items which only effect a minority of the town's population, but would seem like a good idea in better times.
Council need to be tougher in price negotiations.
Children and adult services needs to be more financially accountable.
Review procurement and commissioning arrangements to be more flexible - these often do not deliver best value for money.

Stop recharging other departments for services within the council, especially for necessities like Health and Safety training and IT. Work as one council with one budget. Go back to a petty cash like system (or a similar cashless system) as it's so much cheaper to buy things like stationary from Amazon, The Works than through Eproc. The time spent to process this through the system costs more in time than cost of the item.
hold middle and senior managers accountable for capital and revenue costs for assets purchased to assist them in their jobs
I think that there are more important needs in the town than trees (very expensive trees) the buildings need to be made more ascetic some of our streets in the centre of town really could do with a bit of a face lift. The money spent on trees could have been used for this.
Can you levy a small tourism tax on hotel residents to help contribute to costs of illuminations, street cleaning, etc.?
Be more transparent and open to scrutiny. Increase choice in the procurement process to increase competition and reduce costs.
Stop wasting money on something stupid
Stop spending on things that don't help locals - such as the prom and St Johns square. This money could have been used to improve footpaths in the outer areas such as Midgeland road south of Progress Way which are a nightmare to push a pram along. And some of this area doesn't have footpaths. Start looking at the town centre streets that have empty shops like Birley Street and getting rents down so people can afford to rent them.
Fair.
Blackpool Council has a good approach to trying to safeguard the town against government cuts and huge challenges; the recent investment in the Houndshell is a good example of this. However, the buildings the council owns could be rationalised. For example, does the [redacted] team need its own premises or could it work from another building? Does [redacted] need its own premises?
Council needs to become self-funding and less reliant on central gov funding.
You need to look after the current staff you employ. When staff leave there is a cost to re advertising and employing agency workers.
There are many closed premises in the town centre - could a reduced rent (if Council owned) and/or reduced rates bring in some revenue, rather than none? Trading shops would also improve the economy and customer experience of the Town Centre.
Any contracts for future work should go to public tender and an independent body should (non-council members or salaried officials) oversee them.
Repaint all the road marking so they are fit for purpose! Have all the refuse collections under the same operator, bring the contract from [redacted] into [redacted]. Use empty hotels as a safe space for the homeless, using local charities to provide 24 hour care
Stop wasting money on building car parks!
I'd like to see the white elephants stop and the council to actually listen to opinions rather than ploughing ahead regardless (the shared space outside the tower is totally impractical and has caused traffic chaos) and the tram extension which will only add to the chaos once the trams attempt to cross Talbot square.
Please encourage volunteers to take some responsibility, especially parks. Make it easy to join in and not cliquy.
Make sure you get full value for the money spent. I see so much wasted finances and ridiculous highways projects with road closures that close again later that same year for utilities.
You good do more to support local small business re: rates. It's incredibly expensive to get a new business off the ground.
Halt improvements and concentrate on maintenance. Rate relief/exemptions for small businesses wanting premises in the town. Lower rents to fill vacant units.
Better communication regarding spending would do a lot to make people appreciate the council more. The whole "these trees cost £10k each" thing is a good example of bad/fake news going largely unchallenged.
Less money for the top bosses. More money spent on CSC.

Don't use agencies when you could use Blackpool Council staff. The council has, in the past, used agency workers without even asking the availability of their bank staff.
Get ahead of the curve, spend more money in supporting communities to help themselves - on a large scale not the tokenistic bits and pieces happening currently.
Whoever dreamt up wasting tens of thousands of pounds on the ridiculous bollards on Dickson Road - must never be allowed to repeat it elsewhere!
Manage money - collect all outstanding council tax, stop spending on improvements that are then ripped up by utilities- charge them to repair to original state
We could get rid of [redacted]. Even paying [redacted] off as if [redacted] won the Euromillions would still be a net benefit for the taxpayer. Stop overleveraging with property acquisitions and development. It's incredibly dangerous and you've got a terrible track record in this area.
Make middle management more accountable.
Tip shop has been a great idea, do more things like this to raise monies.
Ensure the council uses it bulk buying to ensure better prices. Put smaller contracts for building and maintenance out for local tender.
Regarding contracts quality first cost second.
Manage your money frugally, be generous to the disadvantaged, stop creating jobs and create communities instead. Negotiate without compromise - to do that you have to be more.
Save money by having less meetings and feasibility studies etc. and take notice of what the residents say they need.
Keep as much as possible 'In house'.
Speed up the processes to enable income be generate in pa prompt manner.
The procurement process is very time consuming and often causes delays, especially to projects with tight deadlines. Can this be streamlined?
More audits on senior management.
Provide more ecological ways of saving money, to put back into the pot, this extra pot could they be used for charity, the poor etc. When taking up contracts, think outside the box, be inclusive of all, sighted, partially sighted, deaf, non-able bodied, car free zones, park and ride, discounts for people not using cars, or using a bicycle.
Promenade Business Improvement District Levy to ensure hotels are paying their proportionate fair share for the Illuminations.
Street cleaning.
Better spent on our community and young people.
With some degree of first-hand knowledge, I know that senior management take the budget seriously. Think it needs to be better communicated downwards - see (a) below
Don't waste money on New Tram Lines, Hotels, Lights on Burley St etc.
Lot of money spent is wasted money.
Councillors are not businessmen and are very poor negotiating deals and contracts they just waste money.

Accessing council services - How we move towards accessing services online.
A smartphone app - nearly every organisation has one!
Training and support to help people to get online to access services and target vulnerable people.
Communication of how to do this
Establish residents' levels of IT knowledge then consider parallel manual/digital platforms. Be aware that some residents will be too poor/elderly to engage digitally - but address through stakeholder identification and engagement. Consider offering insight sessions. Ensure that all council sites are user-friendly and intuitive and that they are pan-disability friendly. Co-opt appropriate stakeholders to overview boards.
In order for this to be cost effective, it has to work. The website needs to be clearer and have a much easier way for departments to update their own pages. Many pages are out of date and the website contains information which is too old. Encouraging and educating the community to use the online service rather than phone and visit. Most people have access to the internet via a computer or mobile phone they just prefer not to use it. It is easier for them to phone up or call in.
Need to remember who our users are and that provision still need to be available for vulnerable users who may not be able to access online services either through disability or cost.
More training for local residents to equip them with the skills to access services online.
We are moving towards online accessing for all, however, we still have a generation which don't or can't use online services. We still need to provide a service to help people that are not computer literate.
Any forms need to be clear and concise with no ambiguity & make sure they work, unlike this form which will not let you complete as it isn't recognizing the answer for gender.
For the small amount I have used I think its ok so far.
This is unfortunately the only way to go as driven by our culture. However we should remember that internet platforms are open to attack and shutdown in the future. Plan "B" would be vital if it should ever happen.
Not the greatest of ideas, we have a large community of elderly and young people with special needs who wouldn't cope with online access. Needs to be an improved use and choice, not just online.
Is this realistic? Need to think about our current demographic.
Modernise services and introduce voice activated and automated services which will reduce the demand on telephone services
We still leave in an age where we have a generation gap when it comes to IT access. So we still need face to face or telephone contact for these people.
Have more self-referral forms online with automatic emails informing people where their claim/request is up to, reducing the number of incoming phone calls.
Help people who don't have the access to the online services.
Make the website more user friendly when searching for something as the results you get are never anything to do with what you're looking for. Also understand that not everyone is computer literate and some people prefer to talk to someone.
Shockingly bad.
Whilst I appreciate this can save a lot of money, Blackpool has a big digital divide that will potentially put a number of residents at risk of being isolated and left behind even further. As part of any channel shift projects, increased internet access and learning will need to be provided, perhaps through investment in libraries and adult learning. Spend now to save later - which is something that the council really tries to do when tackling other problems, so it definitely can be done!
Some elderly services users do not know how to access this type of service
Everything should be done online, no telephone services should exist
I think by all means allow council services to be accessed online, but some residents will still prefer a traditional method - some do not either use the internet or trust the internet when inputting personal information/bank details.

Not all services should be solely online, elderly people will still come into a central location. Have all services be contactable online either by email or online chat where possible.
I'd like the website to be clearer. Sometimes it's difficult to find the right advice or social services or who to call about anti-social neighbours.
I've been impressed with the online council website. Suits my needs well.
Create a resource of knowledge, materials and training for community groups to make their own improvements, either at home or in the community. Invest in a scene run jointly between the library, parks and BCH to manage a pool of resources such as lawn mowers, cake tins, paint brushes, power washers etc. to empower people to overcome financial and skill barriers to make improvements in their own lives, big or small. Charge a nominal fee or a deposit to loan the materials.
Face-to-face counter in the town hall is perfect. Do not change this. Stop using contractors and use in house teams. Stop billing sister companies and vice versa to juggle silly figures e.g. Blackpool transport! Some invoices are large and seemingly pointless figure hopping silly business.
More online the better, again letting people know is important though.
FYI Directory is hard to use
A more user friendly website where you could make online queries perhaps?
IT champions helping the customer access experience
Your website is still appallingly unusable. It's 2019 and it looks like you're still getting IT people to do the work of designers. Cutting corners in this way just drives users towards more expensive service channels and provides poor value.
Housing play a huge part in supporting communities they hold a vast amount of knowledge and understanding of all aspects of barriers and support needs of the whole community young and old Housing should be heavily involved in decision making supporting both statutory and non-statutory services
Continue to improve website and mobile app
All looks great
More people answering more phones when they've had appropriate training. Online services makes people feel like they're just another statistic, human contact when trying to solve problems make people feel like they're valued.
Many people aren't online and struggle with the majority of provision going digital
Your telephony is weak for the hard of hearing. It sounds as though the receiver is communicating from the middle of a busy room. Your services for booking badminton courts etc. is excellent
Have council run hubs around the Town, for information, have braille, and easy and simple text usage. Flip down chairs, made from recycled plastic etc.
A large investment in online services could reduce the numbers required for frontline teams, ensuring the customers can self-serve. This would result in a change of
More services online, improved website information
Prefer to keep it on a "1 to 1" rather than anonymous online
Still need phone contact. A lot of people do not have access to internet or know how to use it.
Lots people still don't have online access at home or have smartphones - older people especially. Libraries already have public PCs and support available - so use them?
This is the most frustrating way of accessing services for a large number of people, please don't increasing it
If you want services online you need to give everyone broadband a computer and training on how to use it

Collaborative or joined-up working - How we work together with other councils, partners and organisations to reduce costs for services.

Internally: Create pan-council communications and engagement from the exec board downwards. Identify council values and behaviours and live them. Ensure KPIs are shared and cut across existing silos/directorates. Enable upwards comms - digital - and ensure transparency and that feedback loops exist and are timely. Externally: Offer non-exec positions on governance panels/leadership teams. Have a vision and share it. Focus on deliverables. Invite local councils etc. to join in.

This is a good idea, but will come face to face with resistance from staff, other councils etc. It must genuinely be saving that can be of benefit, rather than a token gesture.

When services pass to other partners or organisations the council needs to make sure it can still control the quality and quantity of the service provider and it is not just a way of making a cut without it being reported as the council making the cut.

Would it be possible to buy in services from other councils where systems are already in place rather than run our own teams?

We need to encourage joined-up working. I know that there are different volunteer groups which provide their times and services, to help little pick to provide a service within the communities. This is people's good will and they need thorough support to keep the groups together - this includes acknowledgement and recognition of each individual service.

It's good to work with other councils and partners, however full reviews should take place before signing up to the ideas of other councils or CCGs as to whether there is a need for it and whether it will help or hinder.

Shared back office.

I have no knowledge of this

An important area to reduce costs but quality and delivery must be protected. People tend to take less ownership if they feel their job role is not under their control. Decision makes need to be accountable with clear deliverable targets identified.

Most staff have a good working relationship with other local authorities, and very productive. How it works from the top down, I can't answer.

We need to be working more closely with health as good Council services (housing, social care, community safety) has a direct impact on health outcomes.

I have to say "Bring back our Children's Centres. Many estates have been left with no community portal, they are parents that don't have the option to travel out of their areas to get to other centres, these parents are now alone and isolated. No definitive answers have been given as to how the new model is going to work so come the 6th of January many parents are going to be left in the cold without any means of support. Please consider my words and re-open the centres. I understand they are ext [character limit reached]

Yes this is good if we can share help and resources.

We should have a Council that covers Blackpool, Fylde and Wyre, including schools and social services.

This needs to increase - the mouth speaks but the hands aren't listening. For example, signing a healthy weight declaration and then leasing a unit at Council offices to Sprinkles, declaring a climate change emergency and then chopping down trees and building on green spaces. It seems leases and tax receipts speak loudest.

Reduce the overlap of provision in some areas and/or streamline them to make it clearer for people to know where they can get support.

Merge and share function more with other councils to create economies of scale across universal and targeted services.

Other councils seem far more efficient than Blackpool good idea in principal.

There seems to be quite a lot of duplication in what council services and partner organisations offer residents. Key examples of this are drugs/alcohol support or employability/adult education. Senior management could map what each service (and partners) offers against key council priorities to identify duplication before deciding how best to meet each need in a strategic way.

This is excellent if the health service contributed more to social care
Share costs with partners
Work closer with Fylde and Wyre council to ensure road works along major routes don't conflict with each other. For example, Promenade works should be carried out at the same time to ensure other routes are available.
I would prefer surrounding councils to take their share of the benefits claimants who seem to move here and drag our town down sadly and give it an underserved reputation.
I think integration needs to improve massively. there are a number of services who are not integrated with the council and who could support the waiting lists for statutory services
Again, as I was saying before. Look to planning with utility companies so that all jobs are done in one go.
Invest in an Investment and Intellectual Property Centre via the British Library at Blackpool Central Library in the space where the cafe used to be. Perhaps encourage [redacted] to merge with these excellent free resources via the library service and encourage more independent start-ups.
Fostering services need to offer foster carers fair pay to stop them leaving to independent agencies as yours are using a high number of agency carers due to your poor incentive.
Na
I'm not sure how you would do this.
Blackpool has always been standalone against LCC now you need to tap into their resources & knowledge so both can share costs with services, facilities, insurances etc.
Take the Third Sector seriously.
Look at combining services across the Fylde coast. Negotiated contacts as a group of councils
Best left well alone.
Reduce costs for what services? All the council does at the moment is build more car parks, build an unwanted and unrequired tram service on Talbot Rd and ignore the deep seated problems like homelessness, drug and alcohol misuse, child poverty, substandard housing etc.
There seems limited opportunity for departments to share information. Maybe sharing hubs would work where people can share their department plans for drop in sessions help with networking and shared recourses
Networking with other agencies, as above similar hubs collated to have trunk avenues to different areas. Then information to be put into central hub, which has already been sorted to go to the correct departments.
Provide tax breaks for local priorities. Example: Council Tax reduction for foster carers and Business Rate reduction for key regeneration areas such as Talbot Road (tram line).
See below (b)
Keep residents better informed about this.

Community groups - How we work together with community groups
Consult/engage/support/review/align with Council's vision, values and KPIs/targets. Attend community group meetings and add value. Council employees to mentor/coach? Demonstrate inclusion for all residents irrespective of race, gender, disability etc. Publish employee inclusivity profile to demonstrate successful inclusion.
Ensure they try to stand on their own two feet. It is fine helping out, but many of these groups are in a position to run themselves.
As much use of community groups as possible should be made.
encourage more 'buy in' from the community through involving them in decision making
I attended a community group meeting, which was set up by public health - to help provide ideas on how the area in which we live can be improved - for example, housing, transport, homelessness, litter, parks, and access to NHS. I attended this meeting and found no value to it. The department was paying each person £20.00 to attend each meeting (by vouchers) which in my eyes is a waste of public funds. If 20 people were to attend on a regular basis it would cost a fortune. Waste of money!
From the little I have heard I think you do ok.
Clear boundaries of support activities between all groups with Support to the voluntary sector who are close to the problems.
We really need more community clubs for our young abled people, there is very little available for them.
Need to be really clear on Council's needs and gaps to community groups/3rd sector so that we avoid duplication and resource stretches further.
Really expensive to run but there has to be a solution that can be reached between both the council and the communities involved.
Community groups are so valuable and they fill in the gap where budget is not allowing for more staff in these areas.
There should be more co-production with community members of all ages of solutions for issues in their community. Could you award small grants to co-produced projects that would deliver community improvements?
Something for all ages like youth clubs to keep them out of trouble
Community groups invariably do better alone.
Good working communities
Community groups should be supported where they align with council objectives but they must be funded from external sources
Young people have a lot to offer and it might be getting involved with more community groups and offering support for them to host a variety of activities for young people, might reduce problems in other areas
Youth groups are extremely important. If the council worked with youth groups to provide educational programmes for young people the council in the long term would save money on mental health, social care, social work as young people are involved in something positive to work towards their futures and have positive role models.
Why is there no links to allotments on your website - please remember that not all the allotments in Blackpool come under the "Federation"!!
Provide furniture for free from the HWRC, so that they can sell them on rather than being recycled.
These are important especially for youth and elderly.
Create a skill bank of people's living experience and skills administered via the library for retired people to share their skills. This could be teaching languages, musical instruments, cooking, IT skills etc. This will help people feel useful, tackle loneliness and empower people.
Re-open Blackpool foyer, and youth housing support.
Na
Organise local forums for everyone to participate in and feedback to be gained.

There needs to be a return to a dedicated community development team who grow the capacity of all communities not just half a dozen here and there.
It's often said there are too many competing groups and very little co-ordination/co-operation between them - this surely leads to too much overlap and wastage in so many ways: time/volunteers/confusion to 'service/group' users
Tap into the many charities that are out there to help homeless, community assistance groups, food banks. Many on FB. Reach out to the people who run these groups to see what can be done as a collective rather than individuals- working together achieves more results
Youth groups , Blackpool is suffering heavily at the moment spend on educating them , for example when they frighten people or cause distress set something up so they see the results of their actions , yes it's a police matter but work with the police as their damage must surely be costly to the council!
Provide access to shared physical resources
When working with community groups listening then action required not lip service or box ticking
Ha
I wasn't aware the council worked with community groups, if they do they're not listening and are just going through the motions
Harness the work of the Resilience Revolution and the people involved in that from many areas.
More inclusion of community groups
Don't stop the children's centre
See below (b)
Offer them places to meet for free with the condition that you can talk to attendees at any point/gain their views on stuff.

Is there anything else you would like to add?
There are huge savings/efficiencies that the council can make with appropriate leadership; it will be a challenge, and it will need to come from the top, but the reward of making Blackpool a better place to live and delivering better services for less will be huge.
There needs more listening to the users of services rather than assuming that we are doing the right thing.
The money spent on buying people's ideas that could have been done by anybody, would have been better spent on giving each service (for example like waste or street scene) and telling them to use the funds to keep the areas clean and to what people actually want.
Talk to and listen to your community residents. Ask us if we want to spend hundreds of thousands/millions on projects. It is time that Stanley Park be brought up to the standards of other parks around the country, where they are a really great place for families to come together. The toilets and the lake are a disgrace and the disabled toilets are often closed, there is a lot of wasted space that could go for car parking.
As we know housing stock continues to be very poor in central areas of Blackpool. Perhaps an approach to selected Partnership groups and Central Government would provide funding for re-development and provide a way forward for further housing regeneration to take place post-Brexit.
Yes I think the tramway from the promenade to the station will be an expensive white elephant. I agree that the tramway needs to be extended, but this little bit will just make no viable difference to the town or its visitors. It costs too much for a family to use it and a cab works out cheaper and it takes you and your luggage from the station right to your hotel. Imagine a family plus luggage plus pram and our inclement weather getting from the tram stop to their hotel.
Children services to stop assuming people are in a relationship and putting pressure on families.
Not enough council workers and officers very poor communication skills.
To expand on the above comment about duplication, there seems to be a tendency towards a silo mentality - for example, the council clearly identifies a need - such as the need to consider social

value or community engagement - and creates a department or new post in response to this, instead of embedding the need/priority in plans and training across the organisation.
Provide free parking for Council staff who enforce around the authority area on a daily basis. Time wasted with as colleagues make their way to their vehicles or back to the office. Even with permits, new road restrictions make parking difficult.
Something needs to be done about how untidy Blackpool streets are. The prom is very nice, but the litter and mess in the rest is beyond a joke. I'd like to see the broad sweepers out not just on the prom but all over town. Syringes being left in the street also needs to be tackled although I understand this is difficult.
Stop giving planning permission for the larger Victorian houses to be turned into flats and let out to people too violent/drugged up even to stay on council estates. It's killed my street. I think Blackpool is the worst in the country for these investment properties.
Could we have more investment in Town Centre activities out of season. There is nothing to entice locals or visitors into the town centre over Xmas apart from £1 parking. St Johns Square could be made more attractive with stalls or an ice rink.
Regeneration incentives for people refurbishing old hotels.
No
Stop buying useless buildings and land for car parks
Vulnerable people are being left behind. Austerity has caused the council terrible challenges but there is a massive gap between the haves and have nots and it's those in the middle in the 'only just coping' category who are most let down.
The town definitely needs a more robust licensing enforcement approach - the level of drunkenness and drunks being served (mostly) without the server batting an eyelid is frightening across all types of bars/clubs - the aftermath is ruining the town on so many levels and people's perception of the town centre being an almost no-go area must be listened to by the council....
You're going to ignore us anyway.
Bring back community spirit somehow, bring everyone back together, creating harmony in neighbours, deal with noise nuisance more effectively like other councils do , we have been suffering for 2 years with neighbours who deliberately bought cockerels in a residential area, the council are trying to help but it's so long winded , more powers required
Stop paying sick pay, private sector workers don't get it so save some money and stop council staff/NHS staff abusing the system using fake illness to sit at getting paid.
Much more. The Happy Village Project is a prototype community Infrastructure that is self-propelling. It's sorely needed by poorer communities across the globe.
Lots but you won't listen so I won't bother.
Maybe not wasting piles of cash on digital information boards that are scattered throughout the town and generally don't show anything useful. Somebody landed a nice juicy pile of council tax money for those didn't they!
Stop wasting money, involve the public in building, or community groups in building making things, use local resources. You can have community work groups, if you pay for travel and food, they in turn will learn skills.
N/A
Mental health services need to be massively improved. After the loss of a dear friend who was failed by [redacted].
Where is your reference to what you are doing for the elderly and lonely
Councils should be run like businesses not church hall garden parties

Q5 Do you have any ideas that could help the council save money or generate additional revenue?
Stop borrowing money!
Open council run day centre for elderly people and council run respite care home
1. Deliver efficiencies through joined-up processes. 2. Move to 'Just in Time' stores delivery 3. Ensure performance metrics are in place in all areas and are used to deliver improved efficiencies 4. Collect all Council Tax owed. 5. Introduce a culture of cost awareness across the Council 6. Partner with local charities where possible 7. IT skills training for council staff 8. Targeted management training for council managers/leaders 9. Effective managing attendance policy and application thereof 10. Engage with council staff
Ensure money spent is necessary rather than just something that does not benefit the town and its people.
Close some of the less used libraries so that we can focus resources on the central hubs.
Complete overall of Children's services it seems incredible that so much budget is spent on the service and yet it is still rated inadequate. Not sure that throwing money on a service is always the right course of action. May be more investigation as to why the costs are so high- low moral? Staff turnover? Lack of trust from service users?
Stop wasting money on trees, like the ones on Cookson Street. Another waste of money is the tram tracks to north station, or to Wilko's as it is at the moment, I have not spoken to a single person who thinks it's a good idea. What's the point? Who wants to lug cases on a tram? Even if you do it's no good if your hotel is not on the prom. Plus if there are 3 or 4 of you it's cheaper by taxi. Who comes up with these stupid ideas? Clearly no one that lives in the real world. Want to make some money? Employ some people to hand out fines for dropping litter and swearing and shouting in the streets. The town is not safe in the daytime never mind at night.
Sell the council buildings which aren't being used. Reduce hours to 35 hours per week. Don't waste on external contractors Ensure contractors (buildings and external) sign a contract to make sure that the jobs are completed within time and within a budget and if there is any work faults or repair works - that is within the price range. Talbot road has been re-dug 3 or 4 times this year alone - this has got to be costing the council money
Rather than ask staff to take 6 days unpaid leave I think that all staff need to work on reduced hours. This avoids the potential bad morale caused by those unwilling to volunteer and makes budget savings more predictable.
Reduction in Councillors pay
Illegal parking. Many cars parking on pavements (with all four wheels and often blocking access for pedestrians) which is not policed. I understand resources are stretched, however if members of the public can submit photos of offending vehicles to the council, and this results in a fine being levied paid, then a proportion of the fine (10-20% for example) of this could be used as a discount on council tax to the individual who submitted the evidence. This is revenue that would not otherwise be generated and would also act as a deterrent for cars parked illegally on the pavement. St Annes. Road is particularly bad for this. Revenues generated could then be ploughed back into maintained local roads and highways and maybe creation of more cycle lanes..?
Bring Blackpool back to a place for families and not Hen night's and stag do's, the promenade looks great since the refurbishments but how many locals use it. Free parking for residents and cheaper parking for holiday makers, I have heard many a comment on "Rip off Blackpool"
When times are hard you have to cut your cloth. If you buy a lamp post or gate for an ally way (very expensive) does it really need to be so decorative or could the same have been achieved for less money (I would think so). Multiply this thinking across all aspects of spending and your savings have the potential to be significant.
Saving money, back to Q4 first answer. We need to be more robust in negotiations. Working as an admin, if I can negotiate discounts, then managers who have more say and power should be able to.
More big names In the entertainment world performing here

Can community venues double up to reduce staffing and building costs? I.e. if we want to keep libraries, and we want to keep children's centres/family hubs - can these be brought together (there is a natural crossover in attendance to start with)
Commercial properties are able to access a concession for small business rates. This, along with concessionary waste collection bags for residential /commercial properties, creates a huge loss in revenue for the Council. All businesses need have in place a commercial collection provision, and the issuance of a 'free' collection service leaves the whole process open to abuse. The stoppage of (or a reduction in) these concessionary allowances would generate an income. Not only would it allow us to increase the paid service that we provide, it would also make compliance related enforcement easier to conduct.
Cut down on printing large amounts of leaflets that seem to left around council buildings in boxes as unused. Reduce the cost of desk phones as most correspondence is electronic and I know the phone lines have to be used for connecting the laptops. Reduce duplication of information being produced, as there seems to be numerous teams talking about or issuing leaflets on the same subject matters e.g. no smoking, weight loss, get fit, dietary - some of this information is readily available through social media, tv, magazines, medical services, NHS Reduce the length of the illuminations and also charge all vehicles a nominal charge plus all the properties or businesses that are on the route. The illuminations need to keep their 'old world charm' but also need to innovate and step into the 21st century so that the younger generations are engaged with what they see and also realise that they have green credentials. Reduce the number of systems that are purchased and in use within the council.
This sounds very basic but invest in a better heating/thermostat system in the Town Hall. So much money is wasted with the heating on full blast and the windows open.
Extreme expenditure going through Credit Cards, especially in area like Care Leavers and looked after Children. Going to expensive places like [redacted] - for an area already excessively over budget this seems unprecedented. Lots of money being spent on things that are classed as low cost and immaterial to the Councils budget, however cutting down on this none essential spend will help to free up cash elsewhere and help us hit our savings targets - Look after the pennies and the pounds will look after themselves. 1) Additional revenue: External print services, offering out services like signs and laminating to the general public at a cost. 2) New starters should have the additional 6 days annual leave written into their contracts, meaning they do not need to opt in for the savings target to be met and savings are guaranteed for those not already tied into an existing contract.
Less of a top heavy management structure e.g. children services. Strictly target and measured outcomes based roles to ensure work is being done and staff are not paid London salaries to not complete work or go off sick when challenged
Send all the street dwellers back to their town of origin so that they can be a drain on that council. All the lets be unemployed by the seaside attitude has to be stopped. They cost us too much and this money could be put to far better use helping valuable services.
Stop spraying round trees in parks. Provide more bins in and around the town centre to reduce littering. Encourage more volunteering and reach out to those recovering from addiction to get the involved in volunteering in their communities
Put British people first
Stay in touch with residents and listen officers on less conferences. Most departments badly run.
Look at sickness absence staff not paid for first 3 days if people are really ill they would not bother and it would reduce the number of days lost.
Investment in business and property
Could the Council employ their own tradespeople rather than rely upon contractors?
1. Provide a dedicated barriered large motorhome area within the town with a source of drinking water, toilet and grey water disposal. Electric hook-up points could be added to provide further income. Thousands of motorhome will visit the country's premier holiday resort annually if facilities are provided which will bring revenue to the towns businesses and to the authority through using the area. The Gynn Square and South Car Park used at this time are not sufficiently

adequate for motorhomes! 2. Increase vehicle fishing permits on the lower Gynn Wall to include the area north of Red Bank Road.
Freeze the salaries of the CEO etc. Also stop hair brained schemes like The Tramway to nowhere or planting 10 trees on Cookson Street at a cost of £10 k each - residents do not or have not gained anything from these schemes.
Sack the lot of you and start again with people who are competent.
I wish I did!
We need an income other than tourism, as it cannot be relied on as we saw in the recession. I'd like to see some logistics companies attracted here such as amazon. Build a warehouse and attract them with cheap rent on it thereby adding something other than tourism to the local economy and giving jobs, lowering unemployment.
I would like you to consider having a price list available for your council spaces that are available to hire. Easy to find on webpage, not secret. For example the winter gardens for an indoor craft fair, or maybe you have spaces that could be hired out to private weddings, etc.
Themed hotels for the family. Big 'Vegas type' projects (without the Casino) but have the same sort of features in them that the Vegas hotels do (I'd recommend sending someone out there...). If you could encourage this you will make the town more family-friendly rather than seedy and make Blackpool an international destination again.
Lower rents on empty council units instead of outpricing. Or offer short Intro leave with no rates for 18 months?
No
Save money by staff having to take Christmas Eve off as unpaid leave. Agency staff could cover essential services if necessary, but this would still work out cheaper.
No I understand the council is challenged financially and there's not a lot more to cut however some of the community stuff would save more than it costs. Blackpool has lacked vision in relation to this over recent years. Look at Wigan it's inspirational.
Never allow the likes of [redacted] to get away with not paying a huge chunk of rates again - it's full of [redacted]!
Look at your structure - is it a case if too many chiefs not enough Indians? Radical changes - to perform. Reduce business taxes will generate new business in Blackpool and bring income in unused properties. Reduce parking costs will bring more people into the town generating more revenue. Special shopping days not just Xmas.
None that I feel are worth bothering to set out for this exercise.
Retain good staff and support them. Reduce agency and temporary staff. Sometimes it's not about the fabulous qualifications if you're not a people's person
Raffles, local lottery, Blackpool history very popular, tours to areas were normally not allowed people will pay!
Develop the airport as an attractive destination for light aircraft. Speak to organisations such as the Light Aircraft Association to see what is required. Do not try to reintroduce airline flights.
Increase number of litter and dog fouling wardens
Yes - Fund my project and I'm sure we will both benefit.
Take a percentage of all the brothel takings, scrap the new tram schemes and put the wasted millions into fixing the depravity entrenched in the worst/poorest areas.
Fill the empty areas in Bickerstaffe by either renting them out or bringing more services into them
I realise the council is in a difficult situation and is having to manage a number of priorities. Additional transparency around where statutory funds come from would help with the locals impression that the council is paying for all projects
Why do we not have a park and ride system in this town? Car parking is an ongoing problem and if a park and ride system was in place, it would force tourists to stay in the town for longer, spending more money, but would be a more affordable parking option for many families who find the parking pricey.
Bring back recycling bottles and get money back, have community composting, any areas that are bare plant fruit trees, edible plants etc., park and ride, discounts for people not using cars, or a

bicycle. Encourage businesses to do the same, reduce waste, reduce lighting, take information or send people to Centre of alternative technology you need to work with these to move forward in zero carbon, for businesses and everything you do, transport, community etc. This is how you save money and environment.
Consider the CTRS Scheme adopted by Basildon Council. They have simplified their local scheme and reduced resources - by answering 13 online questions and reducing days to pay from 22 days to 2 days. The simplified scheme is processed by Council Tax staff, making a saving on overall HB/Revenues staff. Consider a tourist tax (when legislation allows).
N/A
I think the council has probably exhausted all ideas and options here following too many years of cuts sadly. We need central govt funding to improve the town and get sustained tourism.
Start re-addressing where you waste it
Stop the waste!

Q6 Do you have any additional comments about the council's 2020/21 budget?
Yes they should spend more on cleaning/sweeping the streets on a regular basis
Stop increasing council tax when services you offer to community such are not improving or changing for better
Share progress YTD. Get staff buy-in. Incentivise savings and recognise successes. Brief staff and explain it.
There is going to become a time when there isn't a council left. How will all the essential services manage then? Children and Adults are essential services, however, there has to come a point where all the other services are suffering and soon all the council will have left to manage will be Children and Adults.
Only that the additional savings we have to make unbelievable and it must be ridiculously hard having to make decisions and cutting back even further than we have already had to. I'm sorry I'm not able to provide any helpful suggestions but I genuinely cannot think of any wonderful ideas that would help us!
Budget should allocated towards redeveloping Blackpool Airport for commercial flights, whether for UK domestic travel (to bring in visitors from Scotland, ROI or South of England for example) as well as European leisure destinations to generate further profits and boost the local economy.
I don't know what your budget is but I know it should be spent on Stanley Park for a change.
Look at external contractors, are they really good value, service.
Without controlling the departments that overspend, this will impact on better performing areas that deliver to budget
Need to be careful about knock on effects of how cuts in one area can affect another.
Don't waste money on the arts. Nobody gives a hoot. The 'Art is your human right' illuminated sign is insulting. Human rights are the right to safe housing, safe streets, food.
Help the mental health
Stop councillors and officers travelling all over the country and abroad stay here and get Blackpool sorted out.
To add a little more to my comments on council finances, in such difficult financial times it is important to scrutinise all departments' finances, but in particular, non-statutory services. This is not a negative comment against those services as some of those are the most forward-thinking that the council provides. However, it needs to be considered at a time where children's services need a significant amount of investment, how much council money (including time of supporting management and staff) is going towards projects such as the museum. I am aware of external funding but how much council money has gone/is going towards building, for example related collections? Whilst I do not doubt it will be excellent, I do doubt how much some of our residents may benefit from the council purchasing historical collections and objects I have seen in the press (if these are not funded externally.)
Yes more negotiation with our health colleagues to secure more social care funding.

As long as it's not wasted on things the locals are opposed to such as the tram extension and the locals are cared for with clean streets and good services(not just the tourists and the promenade) as locals we sometimes feel ignored and uncared for by our council.
Just don't waste money. Focus on communities and investment into the town. Make it an arts hub (foundations are there) youth hub and help the psyche of the people because relentless roadworks, druggies, violent and drunken behaviour has just brought people down. It's on the sea!
Stop spending on regeneration. Maintain what we have.
No
No.
Tighten up on wastage, recycle between departments.
As I have not seen it I cannot comment.
Plans for the central station site are very underwhelming and are not likely to draw in year-round visitors. It is likely the attraction will date quickly.
Cut down on all capital and investment projects and fund the Happy Village - its a better way.
Stop the unwanted tram scheme on Talbot Rd, nobody wants it.
A difficult task
Is there a way to send each staff member an email at the end of the financial year of how much they have cost the council, through things like printing, lost or broken equipment, postage? I often feel that many don't appreciate how much these things cost. Also more people should be encouraged to car pool, or get public transport into work.
Increase housing benefit so young people are not forced to live in squalid bedsits.
(a) See above - in my opinion, think better communication to those below senior mgmt. and to general public as to why services are cut, savings made etc. (b) The collaborative working with partners & community groups has in my opinion been getting better though still a long way to go. As [redacted] often says we should not be working in silos. As someone who is passionate about community think more could be done to involve individual community members of the public including them sitting on various boards as you can find they probably has answers within their community and can then get a job done, thus saving money plus empowering them.
What is the budget!!
Budget?