

To: Executive Councillors Report by:	Leader and Strategy: Councillor Ian Nimmo-Smith Deputy Leader & Community Service Councillor Catherine Smart Community Services – Arts & Recre Councillor Julie Smith Community Services – Community Councillor Clare Blair Environment – Climate Change & G Councillor Sian Reid Environment – Environmental & Wa Councillor Mike Pitt Customer Services & Resources: Councillor Rod Cantrill Director of Finance	eation: Development & Health: Growth:		
Relevant scrutiny committee:The Executive28 January 2010				

EXECUTIVE AMENDMENT to the Revenue and Capital Budgets – 2009/10 (Revised), 2010/11 (Proposed) and 2011/12 (Forecast) - OVERVIEW

Non Key Decision

1. Executive summary

- 1.1 This report updates the position reported to the meeting of the Strategy & Resources Scrutiny Committee on 18 January 2010.
- 1.2 Version 1 of the Budget-Setting Report (BSR), together with a set of amendment papers, were presented for consideration by the Strategy and Resources Scrutiny Committee on 18 January 2010, and provide the basis for The Executive, at this meeting, to recommend an overall set of budget proposals to Council.
- 1.3 Any amendments proposed to The Executive's overall budget recommendations will be considered at a Special Strategy & Resources Scrutiny Committee on 12 February 2010 and then at Council on 25 February 2010.
- 1.4 Attached to this report is a note detailing the reasons for amendments to the BSR Version 1 text as originally circulated. The note and updated pages are those presented to Strategy and Resources on 18 January 2010, together with additional updates to reflect the final results from the 2009 public budget consultation.

1.5 The overall budget recommendations were set out in the budget covering report considered by Strategy and Resources Scrutiny Committee on 18 January 2010. No changes are currently proposed to those recommendations.

2. Changes Approved By Executive Councillors

2.1 There were no changes reported to Strategy & Resources Scrutiny Committee on 18 January 2010 (other than the BSR text amendments tabled at the meeting).

3. Final Local Government Finance Settlement 2010/11

3.1 The Final Settlement announcement has not yet been made, however, no change is anticipated to the provisional figures included in the BSR. The final position will be notified to members once it is known.

4. Cash Limit Position - Bids and Savings

4.1 The Executive are minded to approve all of the Bids and Savings which have been recommended by individual Executive Councillors following consideration at the January scrutiny committee meetings, as incorporated in the BSR Version 1 presented to Strategy and Resources Scrutiny Committee on 18 January 2010.

5. Public budget Consultation

5.1 The provisional results of the public budget consultation (November 2009) were included in Version 1 of the BSR. The report has now been updated to present the final results. Replacement BSR pages 21, 22 and Appendix B are incorporated into the set of amendment papers attached.

6. Capital Approvals

7.1 No changes are proposed to the Capital Plan or Hold List (Appendices N, O and R in version 1 of the BSR). However, the Housing Capital Investment Plan is scheduled to be considered at a special meeting of the Community Services Scrutiny Committee on 10 February 2010, by which time it is anticipated that the final HRA Subsidy determination will be known.

8. Other Issues

Further information

- 8.1 It is possible that further information may become available during the remainder of the budget process, any implications of which will need to be reflected in the final version of the BSR. Updates on any such items will be provided at the appropriate point. Possible examples include:
 - a) Council's Approved Lending list: work is being undertaken to review the new guidance in Sector's "Guidance to Establishing Credit Practices" which has just be received and may have implications for the Counter-Party list.

- b) Interest rates and inflation: the next meeting of the Bank of England's MPC takes place on 3 and 4 February 2010 and the next Inflation Report is due to be published on 10 February 2010. These may have implications or the assumptions on interest rates.
- c) New Housing Finance System: there have been some indications that a further announcement on proposed changes may be made during February 2010. This could have significant implications for the Housing Revenue Account.

Section 25 Report

- 8.2 As noted in section 15 of the BSR circulated to Strategy and Resources Scrutiny Committee members, section 25 of the Local Government Act 2003 requires the Chief Financial Officer to report on the robustness of estimates and adequacy of reserves in conjunction with statutory determinations on precept and Council Tax setting.
- 8.3 A formal report will be finalised based on the proposals outlined in this document. In the interim, the key elements are contained in sections 15 and 16 of the BSR and the associated appendices. These provide an appropriate level of confidence for the plans recommended in this document.

9. Inspection of papers

To inspect the background papers or if you have a query on the report please contact:

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Strategy and Resources Scrutiny Committee – 18 January 2010

Agenda Item 7

Revenue & Capital Budgets 2009/10 (Revised), 2010/11 (Budget) & 2011/12 (Forecast)

Following publication of the agenda for this committee, a number of amendments have had to be made to the Budget Setting Report Version 1 distributed, as a result of new or updated information becoming available. Replacement pages are attached as follows:

Page 35

Additional text has been included in paragraphs 5.12 & 5.13 to alert members to possible changes in the methodology used by the Office for National Statistics to estimate mid year population, and the potential impact on formula grant in future years. Subsequent paragraph numbers in section 5 are re-numbered.

The remaining changes follow a review at 15 January 2010 (as required by statute) of the City's Council Tax taxbase and reflect inclusion of the latest figures for estimated growth in dwelling numbers, as published in the December 2009 Annual Monitoring Report. This does not involve any change to the recommended level of Council Tax.

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Table 21: Impact of changes to Council Tax Increase This table has been updated to reflect changes in the estimated Council Tax taxbase for 2010/11 and future years.

Page 55

Table 22: Growth-related Council Tax Yield

This table has been updated to reflect changes in the estimated Council Tax taxbase for 2010/11 and future years.

Page 166

Appendix H (a): Calculation of Council Taxbase 2010/11 This appendix has been updated to reflect the revised estimate for growth in the taxbase, resulting in a reduction in the overall taxbase down to 40,205.

Pages 256 to 260

Appendix Y: General Fund Projection 2009/10 to 2013/14

This appendix has been updated to reflect changes in the forecast Council Tax base for 2010/11 and future years.

The table rows affected are:

- At the top of page 257 Council Tax Income Earmarked for Growth
- At the bottom of page 258 Total Net Spending Requirement
- On page 259 the row for Income from Council Tax and the Memo Items row for Council Tax Taxbase
- Sub totals on pages 257 to 259 have been updated where necessary.

The amendments made do not affect the overall Contributions (To) / From Reserves shown on page 259 or the reserves projections presented on page 260.

- 5.12 As illustrated in table 9 above, the amount of protection and the proportion of total grant represented by the Floor, is once again increasing year-on-year and the potential for a significant step change increase from 2011/12 is a real possibility. Consultation is currently underway relating to the methodology used for estimating mid-year population (as used for formula grant distribution). The proposals as they stand would result in a reduction in estimated population for the City area of around 7,000. Given that the distribution of formula grant for district councils is largely population based, such a reduction would have a significant impact on formula grant entitlement and, if floor protection is to continue in it current form, may well lead to levels of protection in excess of £1m once again.
- 5.13 The level of floor protection is particularly significant in the context of the sub-regional growth agenda, in that until the Council's entitlement moves above the Floor level, increases in population arising from growth will not result in direct cash increase in grant (merely serving to reduce the gap to the Floor).
- 5.14 Similarly the inclusion of any data changes in future settlements would need to exceed the floor protection in any year before any 'real' extra financial support would be payable to the Council; up to that point, the Council's entitlement would increase but merely serve to reduce the level of 'Floor protection' entitlement by a corresponding amount.
- 5.15 The only other basis for increasing the external support receivable would be the inclusion of grant support for new or transferred services. Such support might be delivered through Formula Grant by a change to the 'Adjusted' figure for the current year the base on which the Floor calculation is made. More recently, however, the Government has favoured the award of specific grants in relation to new or enhanced services rather than incorporating funding within formula grant. This approach has, in part at least, been dictated following the move to multi-year settlements.

Specific and Area Based Grants

5.16 The City Council has been notified that it will also receive the following specific grants in 2009/10 and the final year of the three-year settlement period 2010/11. No information is currently available in relation to specific grants beyond 2010/11 :

Specific Grants / Area Based Grants	2009/10 (£'s)	2010/11 (£'s) Provisional	2011/12 (£'s)
National Concessionary Fares Special Grant	660,430	678,669	?
Housing and Planning Delivery Grant (HPDG) o Planning Element o Housing Element Total HPDG	417,612 <u>433,936</u> <u>851,578</u> (Provisional)	?	?
Housing & Council Tax Benefit Administration	790,669	783,695	?
Additional Housing & Council Tax Benefit Administration – to fund additional staffing resources required in light of the economic	112,250	79,199	?

 Table 10 : Specific and Area Based Grants 2009/10 to 2011/12

Table 2	20:	Inflation	Rates -	October 2009

Inflation Measure	Inflation Rate (%)
Retail Price Index (RPI)	-0.8
RPI excluding mortgage payments (RPIX)	1.9
Consumer Price Index (CPI)	1.5

8.7 For illustration purposes, the table below shows the effect on Council Tax income of changes to the level of increase in 2010/11 and 2011/12 (the projected period of the economic downturn) :

Change in Council Tax	(Increase) / Decrease in Yield						
(for 2010/11 and 2011/12 only)	2010/11	2011/12	2012/13	2013/14			
((£'s)	(£'s)	(£'s)	(£'s)			
4.00% in 2010/11 & 2011/12	(98,100)	(138,310)	(148,710)	(160,030)			
3.50% in 2010/11 & 2011/12	(65,530)	(69,360)	(74,360)	(80,010)			
3.00% in 2010/11 & 2011/12	(32,970)	(410)	(420)	(440)			
2.50% in 2010/11 & 2011/12	0	68,540	73,930	79,580			
		No c	hange				
[Assumptions included in the BSR]	[2.5%]	[3.5%]	[4.5%]	[4.5%]			
2.00% in 2010/11 & 2011/12	32,570	136,260	146,600	157,850			
1.50% in 2010/11 & 2011/12	65,130	204,390	220,110	237,000			
1.00% in 2010/11 & 2011/12	97,700	271,700	292,350	314,400			

Table 21 : Impact of changes to Council Tax Increase

- 8.8 It should be noted that the above table excludes the additional yield relating to Growth, reviewed below, which would also be impacted by a change in the level of Council Tax.
- 8.9 For 2010/11 a collection rate of 99% has been included in the calculations of Council Tax yield. Any sums which are received above this level will effectively be paid back to Council Tax payers in the following year, through the Collection Fund. If this level of collection is not achieved, the shortfall would have to be recovered from Council Tax payers in the following year, through the Collection Fund.
- 8.10 The Collection Fund for Council Tax is projected to have a nil balance the end of the current year, i.e. there is no requirement to take into account a surplus or deficit in setting the tax level for 2010/11.

- 8.11 As part of the work on the Growth Agenda, a review of the Council's taxbase projections has been undertaken. This has been designed to identify the level of growth that is anticipated in excess of the standard level of 0.5% per annum, which has been assumed in the base model. The review has taken account of the significant slowdown in the housing market and anticipated reduced levels in new housing completions over the coming years as forecast in the December 2008 Annual Monitoring Report.
- 8.12 This work has identified the following amounts of Council Tax yield which relate directly to the increase in projected properties. In line with the approach to resource modelling for Growth that was agreed as part of the July 2006 MTS, it is recommended that these sums are earmarked to fund growth-related costs.
- 8.13 A bid for funding for an additional refuse collection round was assessed as relating to growth and approved for funding from this source as part of the February 2009 Budget Setting Report. No new bids against this funding have been identified as part of the 2010/11 budget process.
- 8.14 The balance of funding available and provisional future years projections are set out in the table below.

	2009/10 (£'s)	2010/11 (£'s)	2011/12 (£'s)	2012/13 (£'s)	2013/14 (£'s)
Balance Available for Growth b/fwd	72,470	116,560	166,640	326,360	666,210
Additional Council Tax yield relating to Growth	111,640	190,080	299,720	479,850	673,340
<i>less:</i> Funding of Chamberlain round (previously approved bid X1888)	(67,550)	(140,000)	(140,000)	(140,000)	(140,000)
Net additional amount available for Growth in year (see Appendix Y)	44,090	50,080	159,720	339,850	533,340
Cumulative amount available for Growth	116,560	166,640	326,360	666,210	1,199,550

Table 22 : Growth-related Council Tax Yield

- 8.15 Work is continuing, in conjunction with the Cambridge Urban Growth Group (CUGG), to produce updated projections of the anticipated growth in property numbers over the medium and longer-term.
- 8.16 The level of Council Tax changes implemented by the Council, in recent years, and those planned (as included in the MTS) are shown in the table below :

Calculation of Council Tax Taxbase 2010/11

Appendix H (a)

СТВ										
Line Ref	Property Categories	А	В	С	D	Е	F	G	н	Total
1	Total number of dwellings on the Valuation List	2,844	9,300	17,263	8,310	4,687	3,003	2,791	432	48,630
2	Less Dwellings treated as exempt	212	505	700	469	222	197	330	162	2,797
5	Adjustments for disabled reduction	0	19	45	22	21	9	13	7	136
6	(i.e. charge reduced by one band)	19	45	22	21	9	13	7		136
7	Total number of chargeable dwellings	2,651	8,821	16,540	7,840	4,453	2,810	2,455	263	45,833
	No. of dwellings included in the total	above:-								
8	 entitled to a 25% discount (single adult household) 	1,760	4,813	5,353	2,081	1,102	544	441	20	16,114
9	- entitled to a 25% discount (due to all but 1 resident being disregarded)	17	157	268	108	38	32	9	0	629
10	- entitled to a 50% discount (due to all residents being disregarded)	0	9	0	7	5	5	9	6	41
11	- classed as second homes and treated for RSG purposes as entitled to 50% discount	113	249	415	260	162	73	54	7	1,333
12	 classed as long-term empty and receiving 50% discount 	101	88	121	103	35	27	41	11	527
16	 where there is a liability to pay 100% council tax 	660	3,505	10,383	5,281	3,111	2,129	1,901	219	27,189
17	Total number of equivalent dwellings after discounts, exemptions and disabled relief		7,405.50	14,866.75	7,107.75	4,067.00	2,613.50	2,290.50	246.00	40,697
18	Ratio to Band D	6/9	7/9	8/9	1	11/9	13/9	15/9	18/9	
19	Band D equivalents	1,399.8	5,759.8	13,214.9	7,107.8	4,970.8	3,775.1	3,817.5	492.0	40,537.7
20	Contributions for Government Properties									1.0
21	Total Band D Equivalents - Taxbase for	or RSG pu	rposes							40,538.7
<u> </u>		add	Estimated	growth in ta	axbase					402.2
										40,940.9
	add Additional second homes income 1,305.3 at 40%								522.1	
										41,463.0
		less	Adjustmer	nt for studen	t exemptio	ns				(852.2)
					-					40,610.8
		less	Assumed	rate of loss	on collectio	on		at	1%	(406.1)
	Total Band D Equivalents - Taxbase for	or Council	Tax / Pree	cept Setting	g Purpose	s (rounde	d to neare	st integer,)	40,205

General Fund - Projection - 2009/10 to 2013/14

	General Fund category	2009/10 (£'s)	2010/11 (£'s)	2011/12 (£'s)	2012/13 (£'s)	2013/14 (£'s)	Comments / Notes
	Net Spending (Cttee Totals)	22,208,300	22,449,040	20,907,270	20,257,060	20,456,170	Inflated base budgets (includes carry forwards, savings, inflation and PPF effects from prior years)
add	Capital Adjustment Account	500,600	500,600	500,600	500,600	500,600	
less	Minimum Revenue Provision Adjustment	(2,708,690)	(2,708,690)	(2,708,690)	(2,708,690)	(2,708,690)	
	_	20,000,210	20,240,950	18,699,180	18,048,970	18,248,080	
add	Contribution to :						
	Efficiency Fund	0	75,000	475,000	200,000	0	To support corporate change programme
	Technology Investment Fund (TIF)	84,320	84,320	84,320	84,320	84,320	IT contract saving contribution
	Capital Plan	2,522,000	2,291,000	2,526,000	1,380,000	1,380,000	Includes all new recommendations within the MTS
	-	22,606,530	22,691,270	21,784,500	19,713,290	19,712,400	
add	Anticipated Changes						
	Previously Approved:						
	Lion Yard - Rent Income	0	0	0	(278,670)	(278,670)	Balance of net change in rents projected after contribution to capital

General Fund category	2009/10 (£'s)	2010/11 (£'s)	2011/12 (£'s)	2012/13 (£'s)	2013/14 (£'s)	Comments / Notes
Council Tax Income earmarked for Growth Spend	44,090	50,080	159,720	339,850	533,340	Balance of Earmarked Provision (after previously approved bid X1888)
Lion Yard rent income	0	0	0	121,180	121,180	Reworked for capital and rent projections
Employers National Insurance Rates	0	0	145,300	152,200	152,200	Impact of pre-Budget Report 2008 measures
Fuel Duties	21,980	24,330	26,680	29,020	29,020	Impact of pre-Budget Report 2008 measures
Pensions Fund Revaluation Provision	0	0	164,250	328,500	328,500	Provision for an increase of 0.75% in both 2011/12 and 2012/13 in the Employer's Pension Contribution rate, in anticipation of the 31 March 2010 triennial revaluation of the Pension Fund.
New for 2010/11						
Concessionary Fares	456,400	419,390	419,390	419,390	419,390	Projected further funding required due to increased passenger numbers
Pay Awards (Pre-Budget Report 9 December 2009 pay cap at 1% for 2 years)	0	0	(109,500)	(438,000)	(438,000)	Change to provisions since Sept 09 MTS as follows: 2011/12 (from 1.5% to 1.0%), 2012/13 (from 2.5% to 1.0%), future yrs remain at 2.5%
National Insurance (Pre-Budget Report 9 December 2009, additional 0.5% increase w.e.f. 2011/12)	0	0	109,500	109,500	109,500	Additional 0.5% increase w.e.f. 2011/12
NNDR Valuation Appeals	(301,460)	0	0	0	0	Successful challenges to 2005 valuation list for Council-owned properties

	General Fund category	2009/10 (£'s)	2010/11 (£'s)	2011/12 (£'s)	2012/13 (£'s)	2013/14 (£'s)	Comments / Notes
	VAT: Fleming claims (Cultural Services, etc)	98,950	0	0	0	0	Successful challenge of HMRC treatment in past period c.f. European law. Adjustment to claims and fees since MTS Sept 2009
	Icelandic Investments	0	1,543,550	(161,910)	(71,810)	(5,760)	Projected net loss of principal (impact of anticipated repayments are built into the latest external interest projections) - updated since MTS Sept 2009
	Pensions Fund Revaluation Provision	0	0	0	0	164,250	Extension of provision for a 0.75% increase for each year 2013/14 to 2016/17
	-	22,926,490	24,728,620	22,537,930	20,424,450	20,847,350	
add	Future Years PPF Provision						
	- Future Years PPF Provision	-	-	500,000	500,000	500,000	New provision included in each budget year. Prior years effects are shown in Net Spending (Cttee Totals)
	-	22,926,490	24,728,620	23,037,930	20,924,450	21,347,350	
less	Net savings Requirement	-	(985,000)	(1,587,890)	(972,450)	(725,000)	New savings required in each budget year - Executive Decision
	Total Net Spending Requirement	22,926,490	23,743,620	21,450,040	19,952,000	20,622,350	

General Fund - Funding Statement - 2009/10 to 2013/14

	General Fund category	2009/10 (£'s)	2010/11 (£'s)	2011/12 (£'s)	2012/13 (£'s)	2013/14 (£'s)	Comments / Notes
	Total Net Spending Requirement	22,926,490	23,743,620	21,450,040	19,952,000	20,622,350	
less	External Support						
	- Formula Grant	(12,376,490)	(12,438,370)	(12,500,560)	(12,563,070)	(12,625,880)	Formula Grant (RSG and NNDR Pool share)
	-	10,550,000	11,305,250	8,949,480	7,388,930	7,996,470	
less	Collection Fund (Surplus) / Deficit						
	- Council Tax Collection Fund	47,140	41,600	0	0	0	Based on latest review of Collection Funds
	-	10,597,140	11,346,850	8,949,480	7,388,930	7,996,470	
less	Income from Council Tax	(6,425,060)	(6,696,950)	(7,075,640)	(7,611,220)	(8,187,110)	
	Contribution (To) / From Reserves	4,172,080	4,649,900	1,873,840	(222,290)	(190,640)	

Memo Items :

Council Tax					
- Taxbase	39,536	40,205	41,042	42,247	43,486
- Band 'D' Council Tax	£162.51	£166.57	£172.40	£180.16	£188.27
- Implied annual Council Tax					
increase	-	2.50%	3.50%	4.50%	4.50%

General Fund - Reserves Projection - 2009/10 to 2013/14

	General Fund category	2009/10 (£'s)	2010/11 (£'s)	2011/12 (£'s)	2012/13 (£'s)	2013/14 (£'s)	Comments / Notes
	Balance as at 1 April (b/fwd)	10,637,310	6,945,250	2,756,890	1,671,970	2,708,250	
less	Contribution To / (From) Reserves	(4,172,080)	(4,649,900)	(1,873,840)	222,290	190,640	
less	Temporary Use / (Payback) of Reserves						Net use of Reserves for Cash Flow purposes
	- Customer Access	541,860	655,050	655,050	655,050	664,670	Payback completed by 2014/15
	- Guildhall Working Party - Option 1	(71,840)	(203,510)	123,870	148,940	176,680	Payback completed by 2017/18
	- Memorials	10,000	10,000	10,000	10,000	10,000	Payback completed by 2017/18
	Balance as at 31 March (c/fwd)	6,945,250	2,756,890	1,671,970	2,708,250	3,750,240	Minimum working balance level of £1.5m, medium-term target level of £5m.

2. Public Budget Consultation and Mapping Disadvantage

2.1 There are two key pieces of work undertaken by the Council following the publication of the September 2009 MTS which provide important context for budget decision-making, and the latest information is summarised below.

Public Budget Consultation

- 2.2 For a number of years the Council's budget process has included consultation with the citizens of Cambridge to find out which services were most important to residents and what they thought spending and savings priorities should be for the coming budget year.
- 2.3 We have used a mixture of surveys and workshops to build up trend data on the views of residents about spending and saving priorities and have found that views have been quite consistent over time.

Budget Consultation Process

- 2.4 The 2009 Citizens Survey was undertaken by Cello mruk research Ltd on behalf of Cambridge City Council and was conducted by means of a postal questionnaire, delivered randomly to addresses around the City. The survey was completed by 1,146 residents. Some of the questions covered the level of Council Tax, identification of those service areas that should receive more money, those that should receive less money and those services that the Council should stop providing. These questions and the responses of residents are shown at Appendix B and in the summary below. The full report can be found on the City Council's website.
- 2.5 Services we have to provide Please select three services that are **very important** and that should be provided to the highest possible standard.

Response:

- Collecting rubbish from properties within the City
- Collecting recyclable items from properties within the City
- Cleaning the streets and public places and removing graffiti
- 2.6 Services we have to provide Please select three services that are **less important** and that could be provided at a lower standard to save money.

Response:

- Enforcing standards in privately rented housing
- Licensing Taxis
- Administering Council meetings and supporting Councillors so that they can represent local residents

2.7 Services we don't have to provide - Please select three services that are **very important** and that should be provided to the highest possible standard

Response:

- Working with the Police to tackle anti-social behaviour
- Managing and maintaining the City's parks and open spaces
- Providing community services for children and young people
- Providing community services for older people
- 2.8 Services we don't have to provide And please select three services that are **less important** and that could be provided at a lower standard to save money.

Response:

- Managing and maintaining the City car parks
- Running the Corn Exchange
- Providing events such as the Folk Festival, Big Weekend and Bonfire Night
- 2.9 Services we don't have to provide And please select three services that could be **stopped altogether** if savings have to be found

Response:

- Managing and maintaining some commercial premises which the Council rent to local businesses
- Running the Corn Exchange
- Subsidising the City's Park and Ride services
- 2.10 Which of the following statements do you agree with the **most**?

Response:

- Cambridge City Council should charge for more services so they don't have to increase Council Tax by more than inflation
- 2.11 And which statement do you agree with the **least**?

Response:

- It is important for Cambridge City Council not to increase Council Tax by more than inflation, even if this means a reduction in the levels of some services.

This summary is an extract from the 2009 Citizens Survey which was carried out during September – November 2009 by Cello mruk research.

Mapping Disadvantage

- 2.12 Every two years since 2000 the Council has commissioned work to analyse its Housing Benefit and Council Tax records. The research maps the location of different groups of people living on low income across the city. Data is accessed through the Department of Work and Pensions and it is anonamised to protect the identity of any individual / family.
- 2.13 Prior to 2000 Members only had their local knowledge of their ward to guide them. Whilst there was general awareness of the wards containing the highest levels of deprivation, smaller pockets of disadvantaged communities within the wealthier wards often remained unidentified.



Appendix B

Citizen Survey 2009

Summary of Findings

Prepared For: Cambridge City Council

Prepared By: CELLO **mruk** research Northburgh Street London EC1V 0AH Tel : 020 7388 3552 Fax : 020 7388 8644 Email : <u>south@mruk.co.uk</u>

1 Introduction

This report provides final results of service-based feedback from the 2009 Citizens Survey. The full report can be found on the Council's website.

The survey was carried out by postal methodology. A total of 1,146 responses were received. Results exclude don't know and missing responses.

2 Results

Table 1: Services we have to provide - Please select <u>three</u> services that are <u>very</u> important and that should be provided to the highest possible standard.

SERVICE	%
Collecting rubbish from properties	68%
Collecting recyclable items from properties	41%
Cleaning the streets and public places and removing graffiti	38%
Conserving the City's buildings and green spaces	30%
Preventing air, water, noise and land pollution	29%
Helping people who are homeless and providing temporary accommodation	23%
Preventing and detecting benefit fraud	20%
Managing and maintaining Council houses and involving tenants in the running of the service	15%
Ensuring new buildings and alterations to existing buildings are built to acceptable standards	11%
Enforcing food safety in restaurants	11%
Administering Housing and Council Tax benefits for those residents who need support	11%
Producing policy on where new housing and business developments should go	10%
Enforcing standards in privately rented housing	9%
Collecting Council Tax and Business Rates	9%
Making decisions on planning applications	8%
Enforcing health and safety in local businesses	7%
Licensing pubs and clubs, where alcohol is served, and gambling premises	5%
Running elections	5%
Administering Council meetings and supporting Councillors so that they can represent local residents	4%
Licensing Taxis	3%
Base	1,122

 Table 2: Services we have to provide - Please select three services that are less important and that could be provided at a lower standard to save money.

SERVICE	%
Enforcing standards in privately rented housing	31%
Licensing Taxis	30%
Administering Council meetings and supporting Councillors so that they can represent local residents	27%
Running elections	25%
Enforcing health and safety in local businesses	25%
Licensing pubs and clubs, where alcohol is served, and gambling premises	22%
Producing policy on where new housing and business developments should go	16%
Managing and maintaining Council houses and involving tenants in the running of the service	15%
Collecting Council Tax and Business Rates	15%
Preventing and detecting benefit fraud	15%
Helping people who are homeless and providing temporary accommodation	13%
Making decisions on planning applications	11%
Collecting recyclable items from properties	9%
Ensuring new buildings and alterations to existing buildings are built to acceptable standards	9%
Administering Housing and Council Tax benefits for those residents who need support	8%
Preventing air, water, noise and land pollution	7%
Enforcing food safety in restaurants	7%
Conserving the City's buildings and green spaces	7%
Cleaning the streets and public places and removing graffiti	7%
Collecting rubbish from properties	3%
Base	1,088

Table 3: Services we don't have to provide - Please select <u>three</u> services that are <u>very</u> important and that should be provided to the highest possible standard

SERVICE	%
Working with the Police to tackle anti-social behaviour	41%
Managing and maintaining the City's parks and open spaces	26%
Providing community services for children and young people	26%
Providing community services for older people	26%
Managing and maintaining the City's CCTV system	25%
Providing and managing the Council's sports services	23%
Managing and maintaining the crematorium and the City's cemeteries	20%
Helping people to access training and find work	19%
Managing, maintaining and cleaning the City's public toilets	18%
Providing community services for disabled people and other minority groups	17%
Providing events such as the Folk Festival, Big Weekend and Bonfire Night	17%
Managing and maintaining community centres	17%
Subsidising the City's Park and Ride services	15%
Giving grants to voluntary groups to help them run services	14%
Managing and maintaining the central market	9%
Managing and maintaining the City car parks	9%
Running the Tourist Information Centre and services for visitors	6%
Subsidising schemes to help disabled people such as the Taxicard scheme	6%
Running the Corn Exchange	4%
Managing and maintaining some commercial premises which the Council rent to	2%
local businesses	
Base	1,118

 Table 4: Services we don't have to provide - And please select three services that are less important and that could be provided at a lower standard to save money.

SERVICE	%
Managing and maintaining the City car parks	27%
Running the Corn Exchange	26%
Providing events such as the Folk Festival, Big Weekend and Bonfire Night	26%
Running the Tourist Information Centre and services for visitors	25%
Managing and maintaining some commercial premises which the Council rent to	20%
local businesses	
Subsidising the City's Park and Ride services	20%
Managing and maintaining the central market	20%
Managing and maintaining the City's CCTV system	17%
Giving grants to voluntary groups to help them run services	16%
Managing and maintaining the crematorium and the City's cemeteries	16%
Providing and managing the Council's sports services	15%
Managing and maintaining the City's parks and open spaces	13%
Working with the Police to tackle anti-social behaviour	12%
Managing and maintaining community centres	11%
Managing, maintaining and cleaning the City's public toilets	11%
Helping people to access training and find work	10%
Subsidising schemes to help disabled people such as the Taxicard scheme	7%
Providing community services for children and young people	5%
Providing community services for older people	5%
Providing community services for disabled people and other minority groups	5%
Base	1,070

Table 5: Services we don't have to provide - And please select three services that could be stopped altogether if savings have to be found

SERVICE	%
Managing and maintaining some commercial premises which the Council rent to	40%
local businesses	
Running the Corn Exchange	31%
Subsidising the City's Park and Ride services	29%
Providing events such as the Folk Festival, Big Weekend and Bonfire Night	26%
Running the Tourist Information Centre and services for visitors	25%
Giving grants to voluntary groups to help them run services	21%
Managing and maintaining the City's CCTV system	18%
Managing and maintaining the City car parks	15%
Helping people to access training and find work	14%
Managing and maintaining the central market	13%
Subsidising schemes to help disabled people such as the Taxicard scheme	11%
Working with the Police to tackle anti-social behaviour	6%
Managing and maintaining the crematorium and the City's cemeteries	5%
Providing community services for disabled people and other minority groups	4%
Providing community services for children and young people	4%
Managing, maintaining and cleaning the City's public toilets	4%
Providing and managing the Council's sports services	4%
Managing and maintaining community centres	3%
Managing and maintaining the City's parks and open spaces	2%
Providing community services for older people	1%
Base	979

Table 6: Which of the following statements do you agree with the most?

STATEMENT	%
It is important for Cambridge City Council to maintain current levels of service	23%
even if this means increasing Council Tax by more than inflation.	
It is important for Cambridge City Council to improve current levels of service	19%
even if this means increasing Council Tax by more than inflation.	
It is important for Cambridge City Council not to increase Council Tax by more	25%
than inflation, even if this means a reduction in the levels of some services.	
Cambridge City Council should charge for more services so they don't have to	33%
increase Council Tax by more than inflation	
Base	1,054

Table 7: And which statement do you agree with the least?

STATEMENT	%
It is important for Cambridge City Council to maintain current levels of service	24%
even if this means increasing Council Tax by more than inflation.	
It is important for Cambridge City Council to improve current levels of service	22%
even if this means increasing Council Tax by more than inflation.	
It is important for Cambridge City Council not to increase Council Tax by more	32%
than inflation, even if this means a reduction in the levels of some services.	
Cambridge City Council should charge for more services so they don't have to	21%
increase Council Tax by more than inflation	
Base	1,058