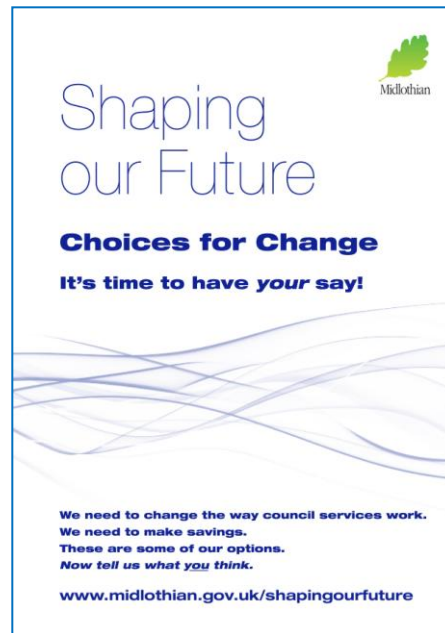


Paper B*

Shaping our Future Choices for Change

Public Opinion Survey Results November 2016
and Citizens' Panel Results April 2016

**Supplementary papers available with the full results of the Shaping our Future consultation:
Paper A: Summary findings of the public consultation on service changes and savings options 2016
Paper C: Individual comments received from residents and joint responses received from local groups*



Total responses to
Choices for Change survey (Oct-Nov 2016)

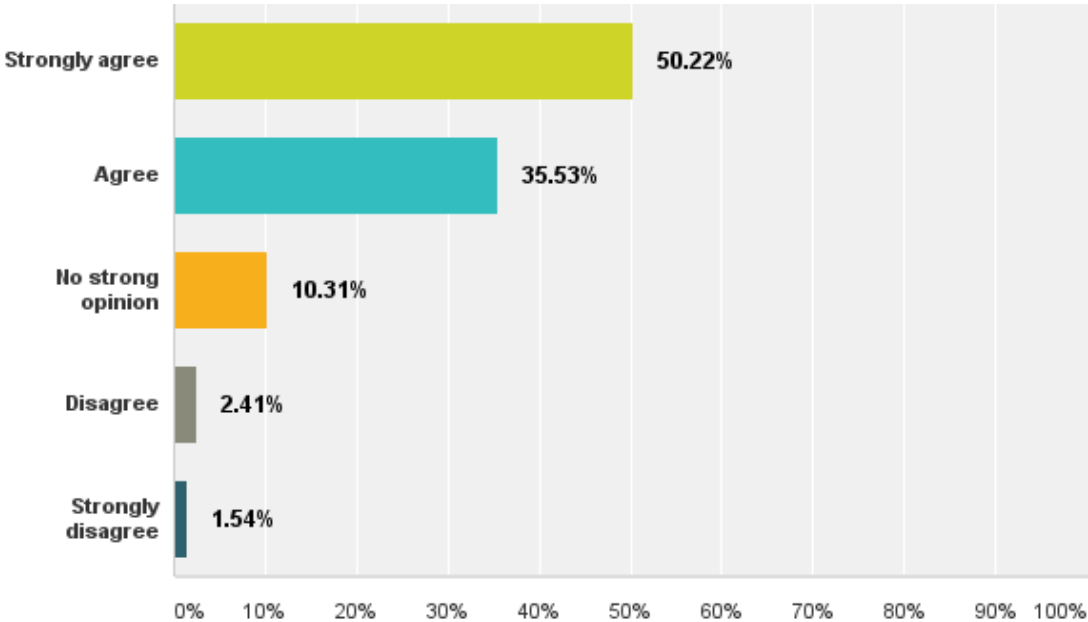
486

Total responses for Shaping our Future consultation (Feb-Nov
2016)

1,713

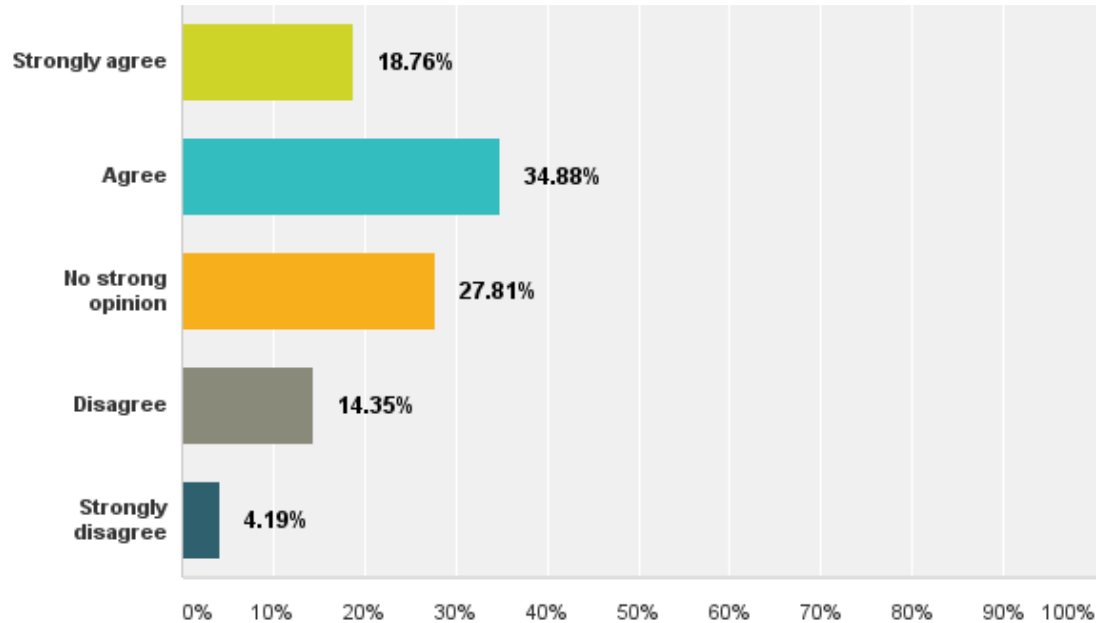
EDUCATION Q1: Invest in education to ensure that we close the gap between the most and the least disadvantaged within our community, preventing additional costs later in their lives.

Answered: 456 Skipped: 23



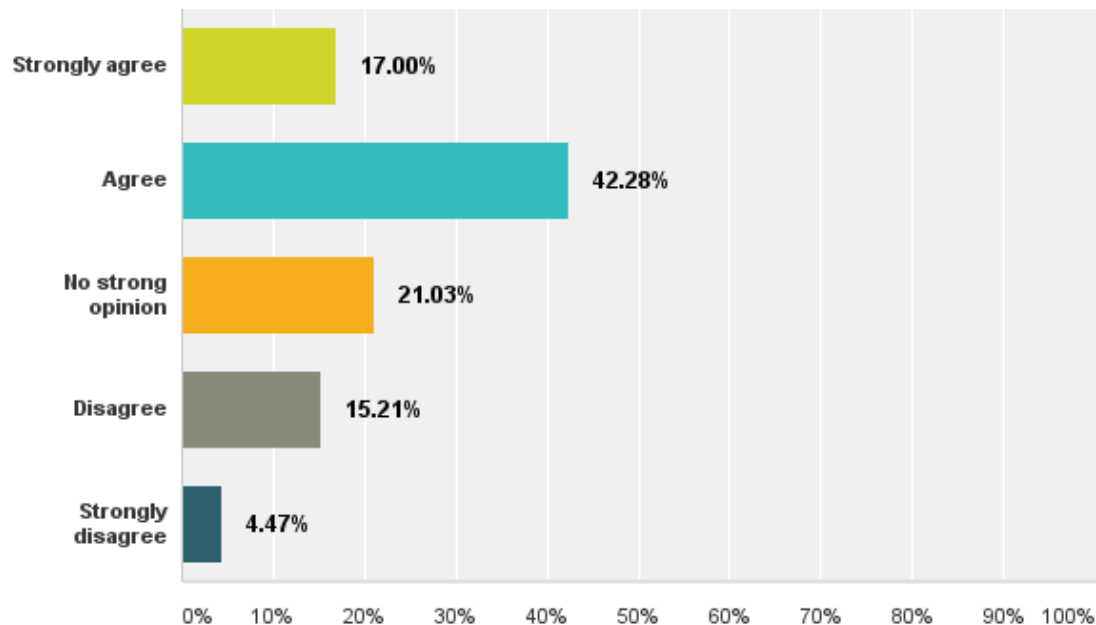
Q2: Review our legislative requirement to provide transport to high schools.

Answered: 453 Skipped: 26



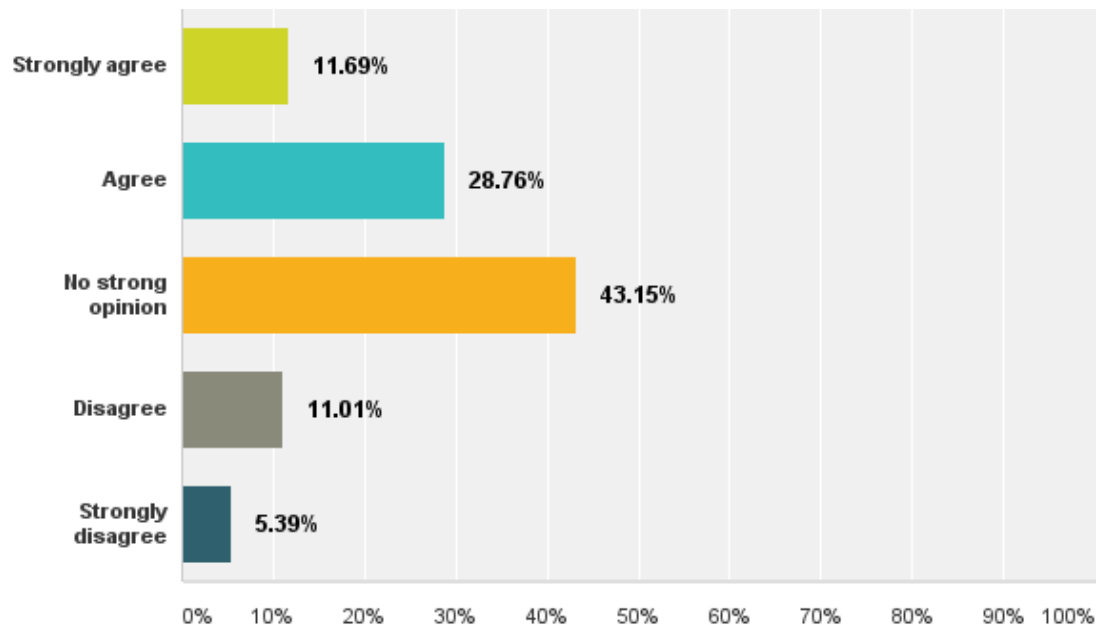
Q3: Review the current level of support for (education) staff development and training.

Answered: 447 Skipped: 32



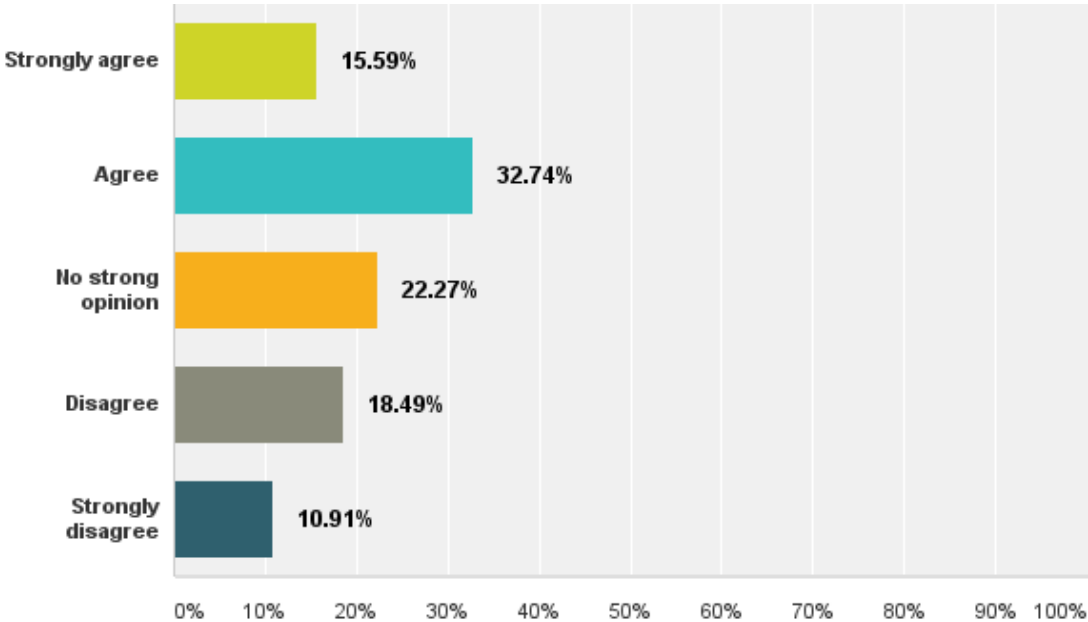
Q4: Review the devolved school management scheme

Answered: 445 Skipped: 34



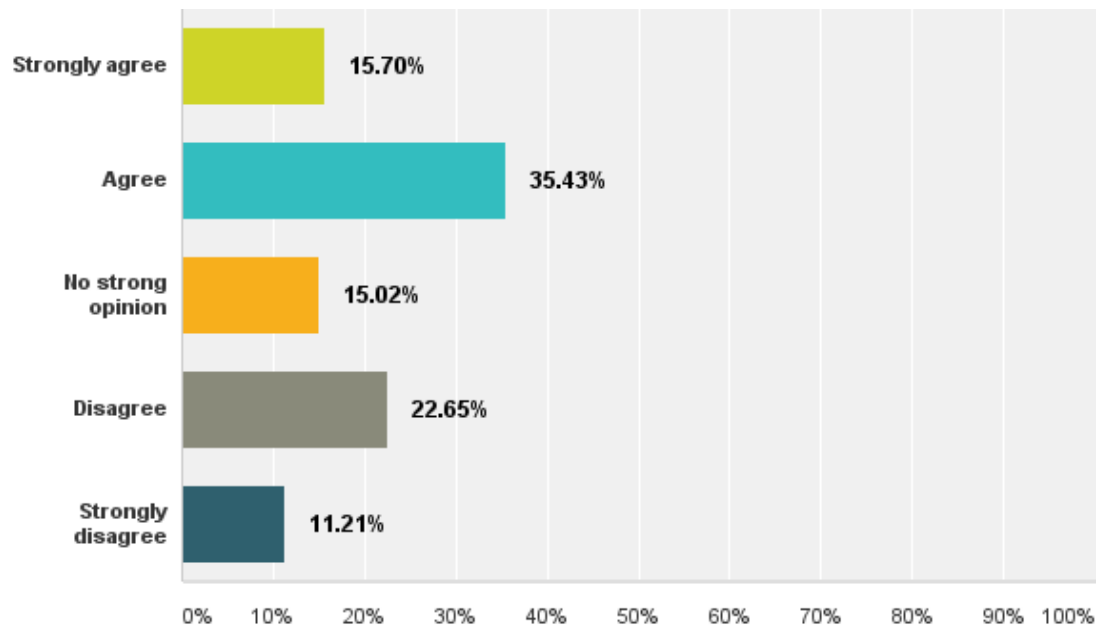
Q5: Review charges for instrumental tuition

Answered: 449 Skipped: 30



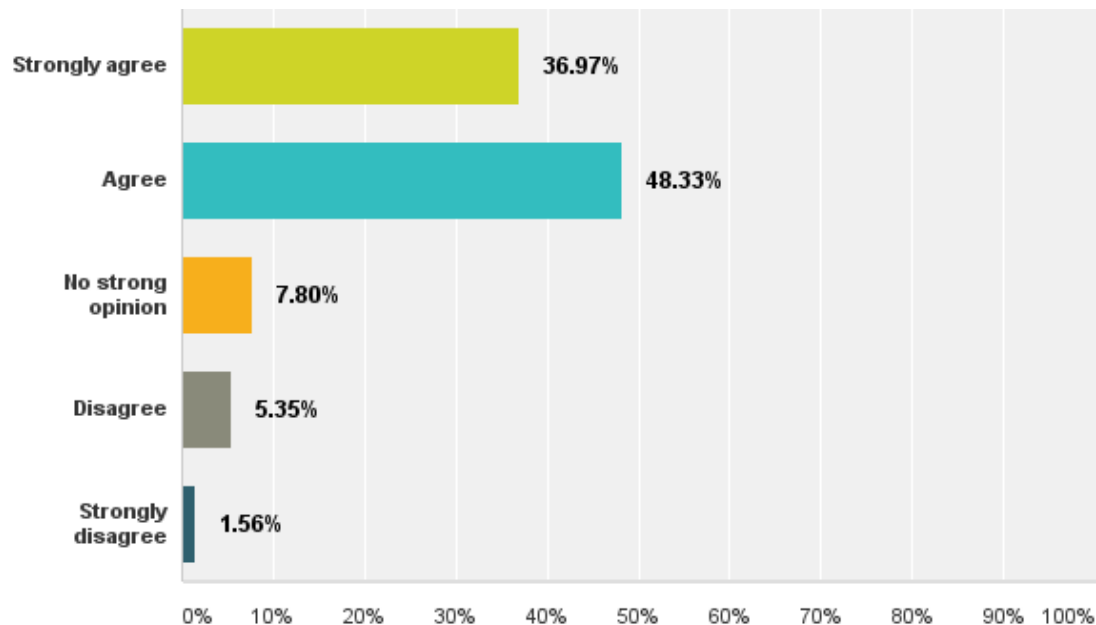
Q6: Review the provision and cost of school meals

Answered: 446 Skipped: 33



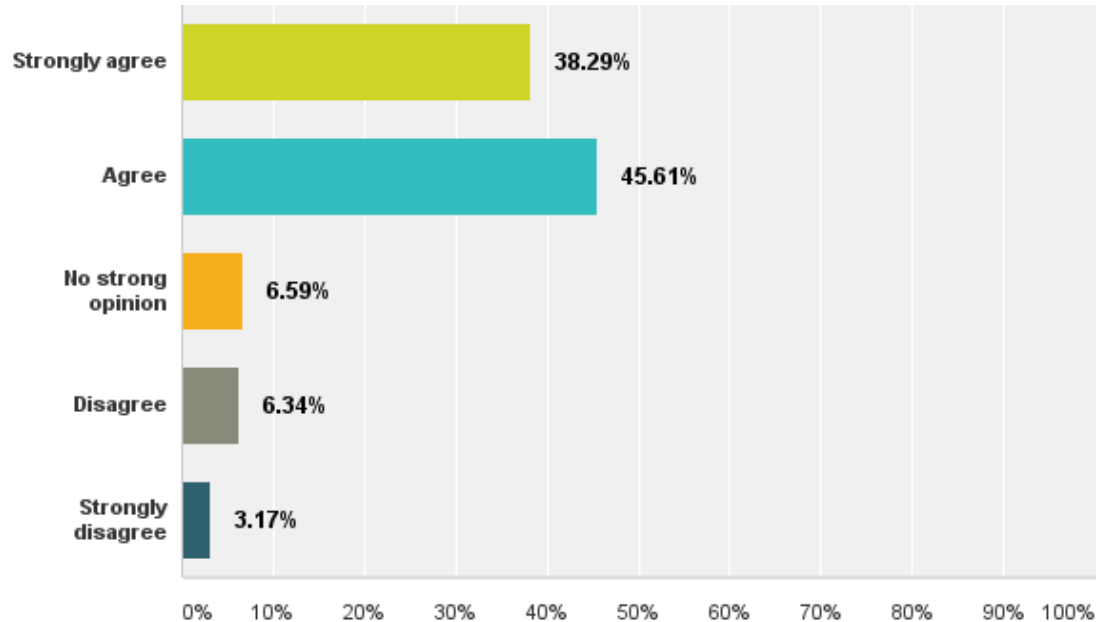
Q7: Address a growing pupil population by either extending existing schools or building larger primary schools.

Answered: 449 Skipped: 30



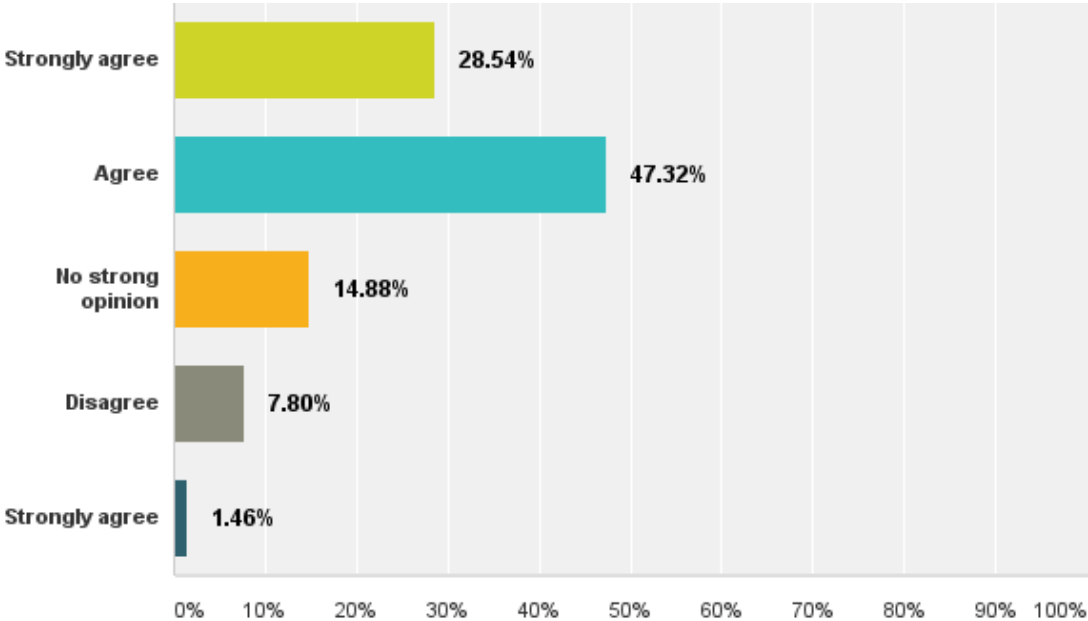
HEALTH AND SOCIAL CARE Q8: Reduce the demand on social care by developing preventative approaches within communities, to support people to live independently for as long as possible.

Answered: 410 Skipped: 69



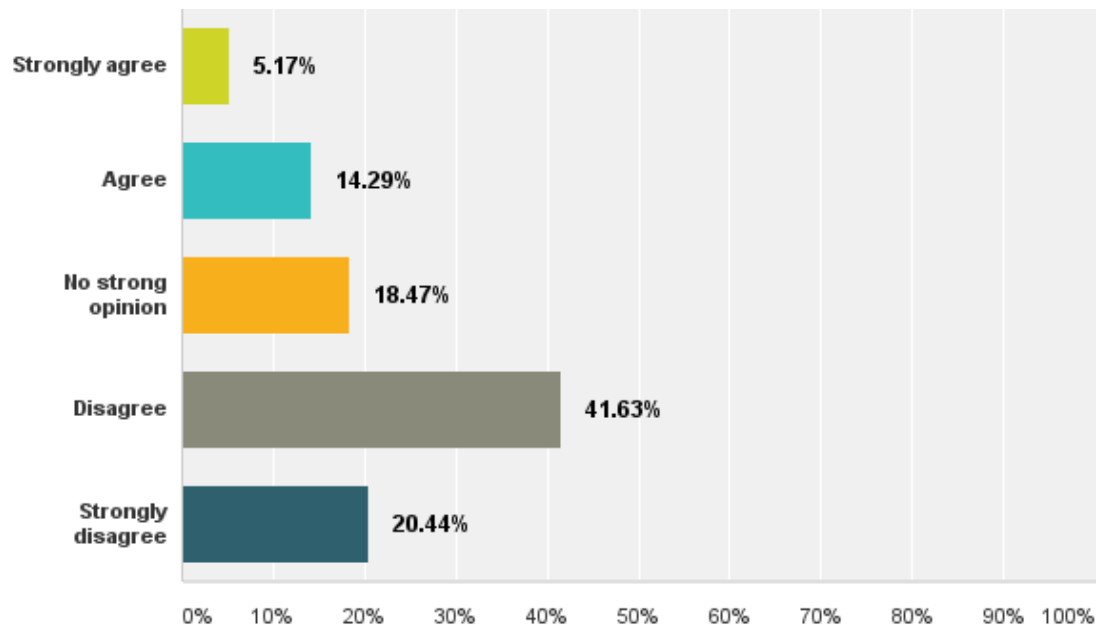
Q9: Work with the Integrated Joint Board to improve reablement and recovery services through greater use of technology, to support people to live independently.

Answered: 410 Skipped: 69



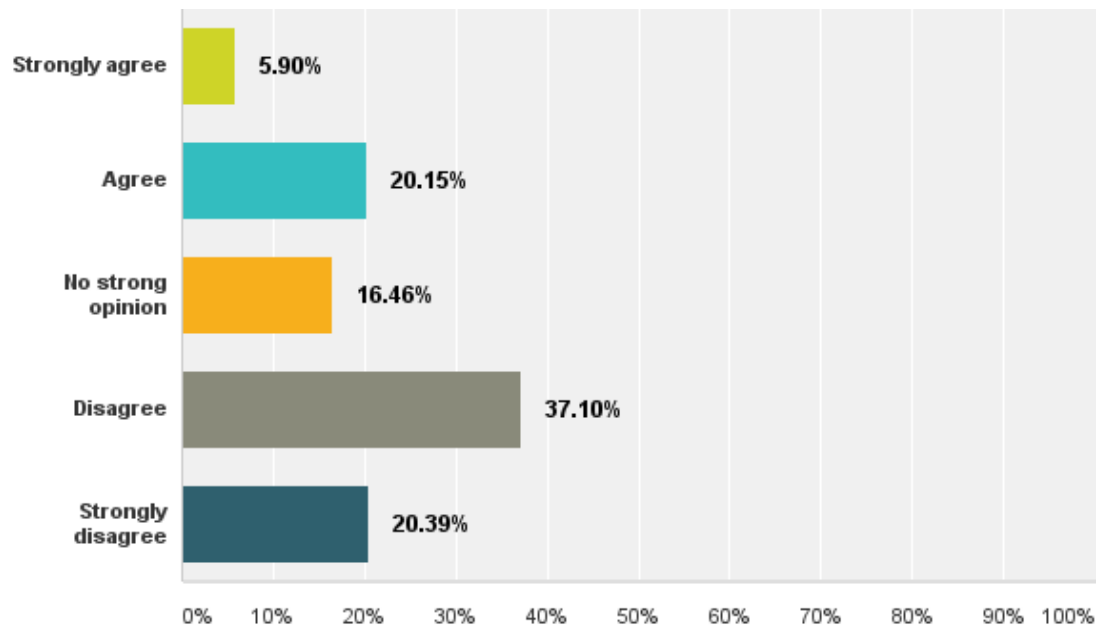
Q10: Increase charges for personal care and housing support.

Answered: 406 Skipped: 73



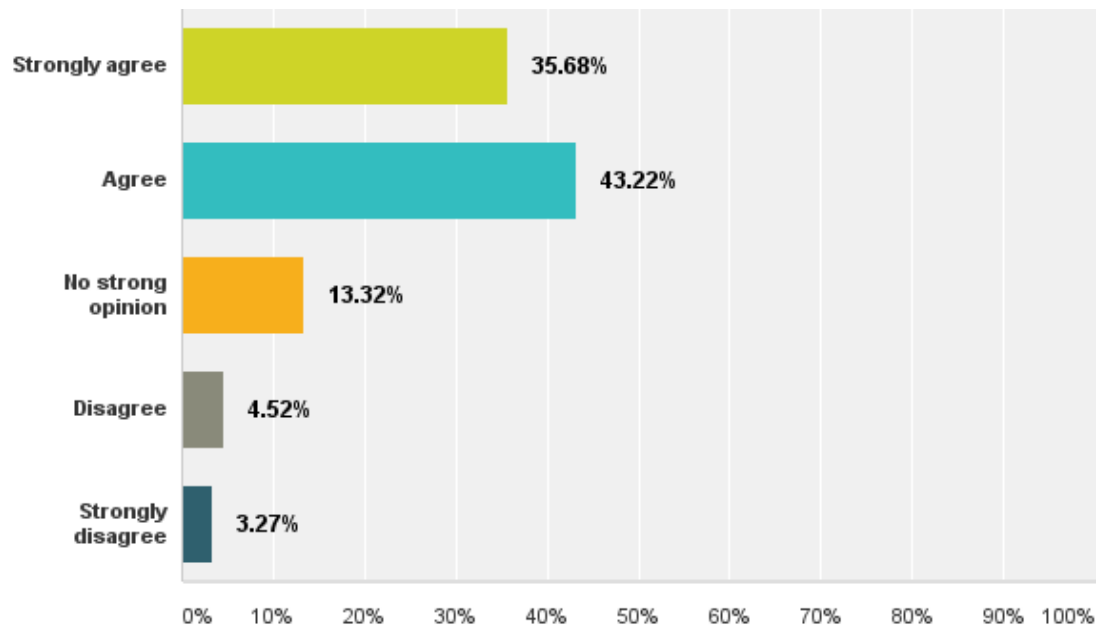
Q11: Introduce charges for transport to day centres and day services.

Answered: 407 Skipped: 72



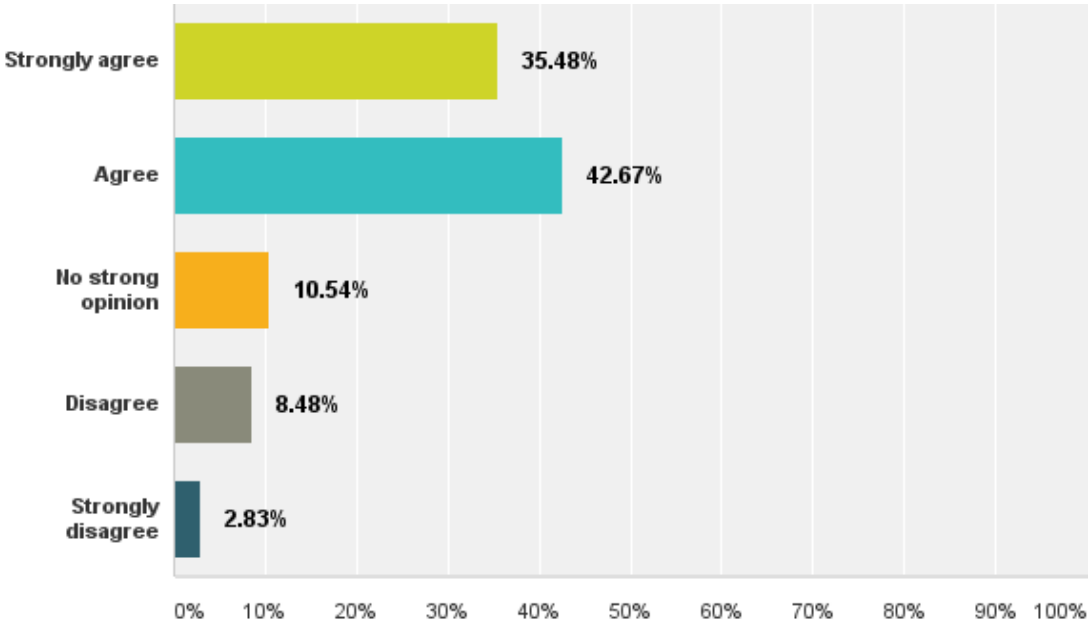
CHILDREN'S SERVICES Q12: Reduce demand in children's services by continuing to develop early intervention and preventative approaches which achieve greater efficiency, both in working practices and use of resources.

Answered: 398 Skipped: 81



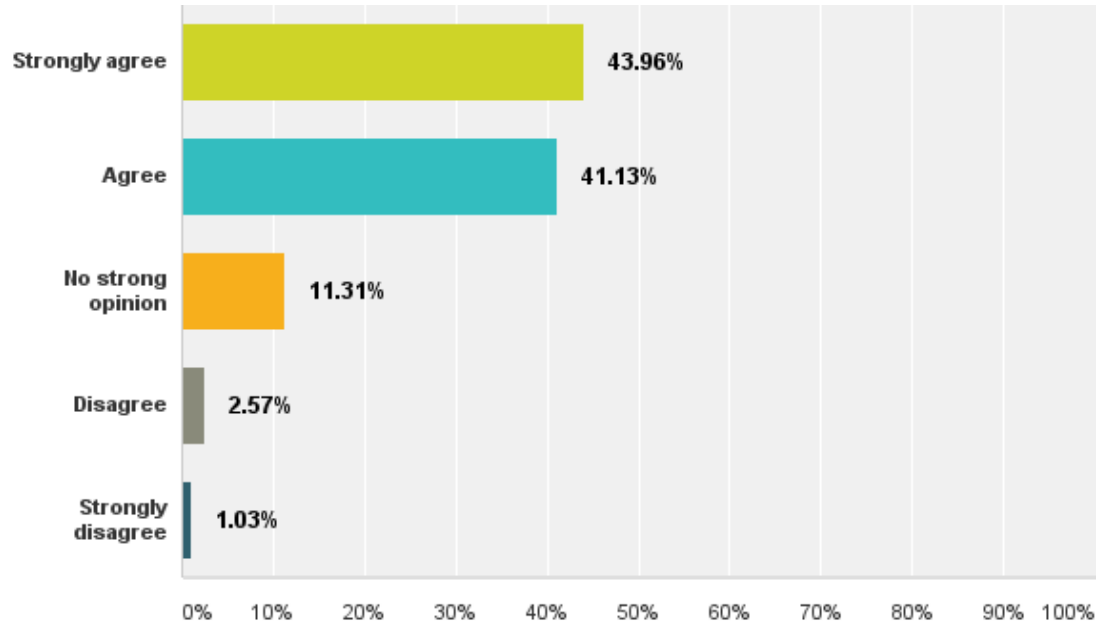
PROPERTY AND FACILITIES MANAGEMNET Q13: Consolidate council and NHS backroom staff, where appropriate, to share buildings and running costs.

Answered: 389 Skipped: 90



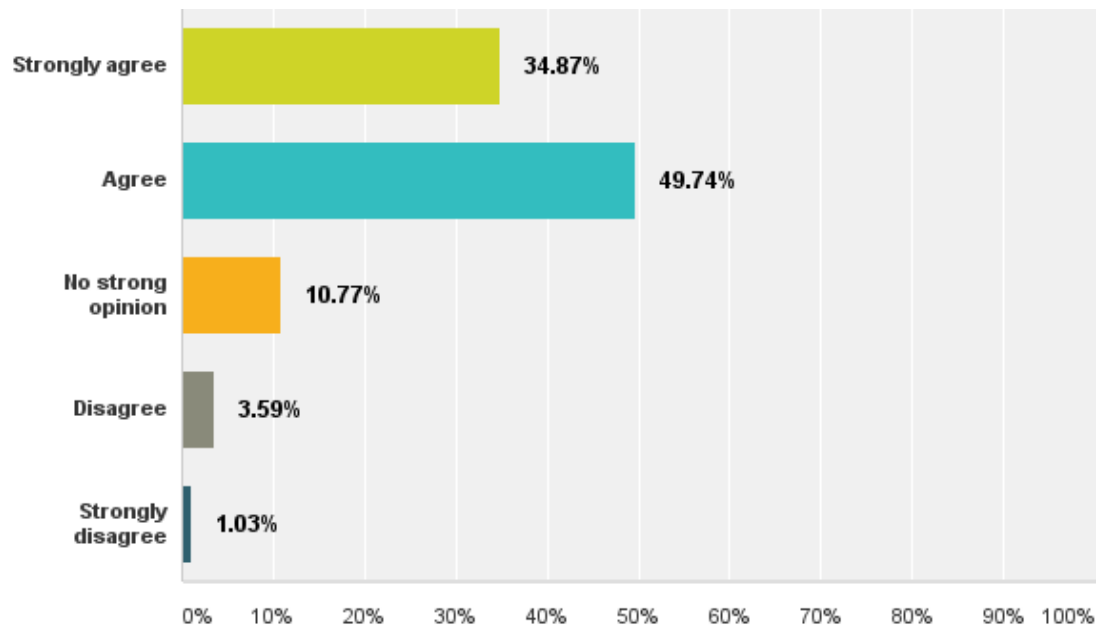
Q14: Introduce further energy management controls in our properties allowing remote monitoring of energy consumption.

Answered: 389 Skipped: 90



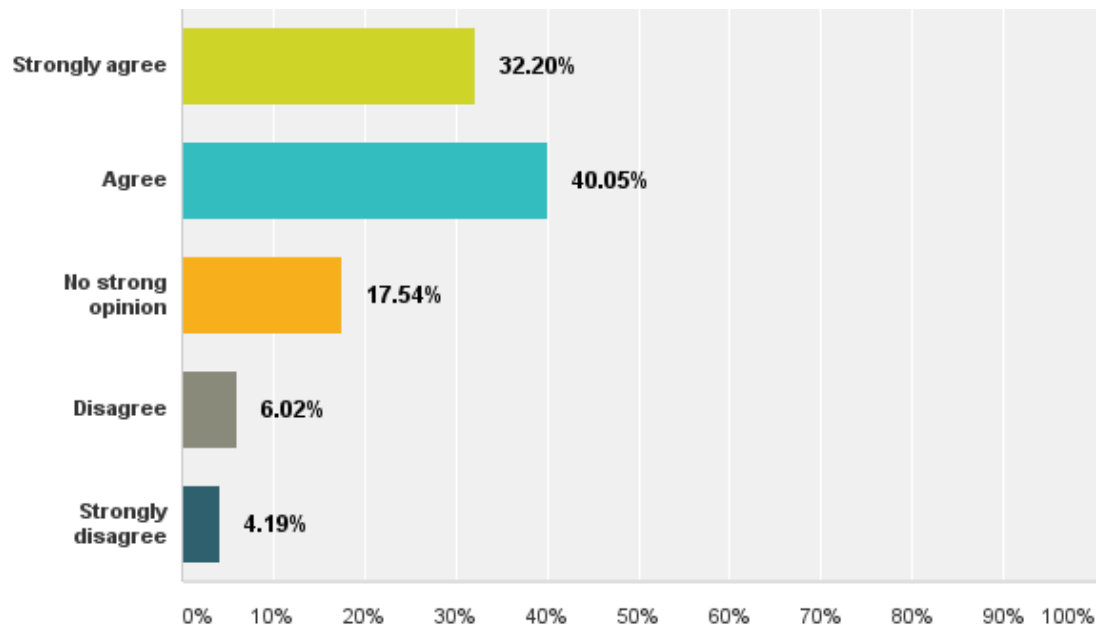
Q15: Review how we manage facilities services in our larger schools/ community hubs.

Answered: 390 Skipped: 89



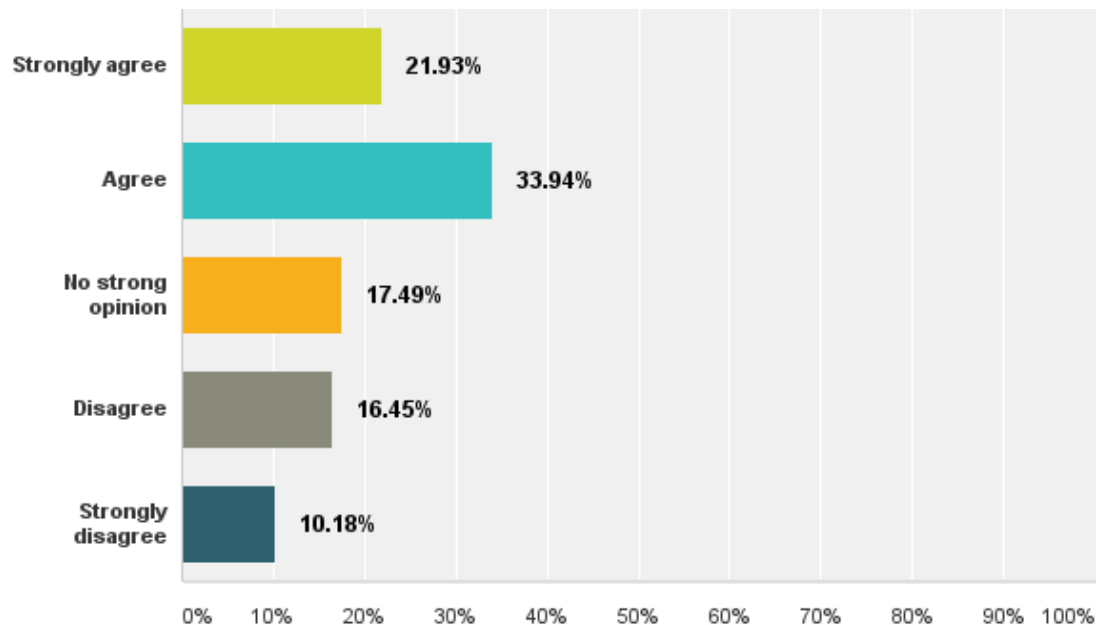
Q16: Explore opportunities to generate income from selling goods and services

Answered: 382 Skipped: 97



GENERAL SUPPORT SERVICES Q17: Continue to review and make reductions to our support service, staffing and accommodation costs.

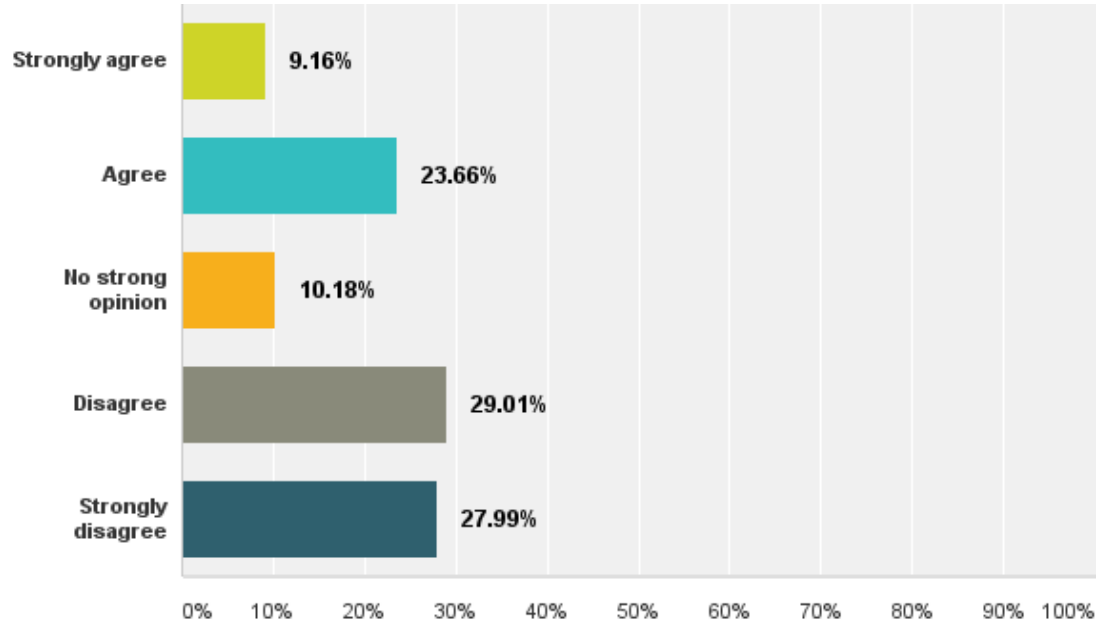
Answered: 383 Skipped: 96



STREET CLEANING, WASTE COLLECTION AND DISPOSAL Q18:

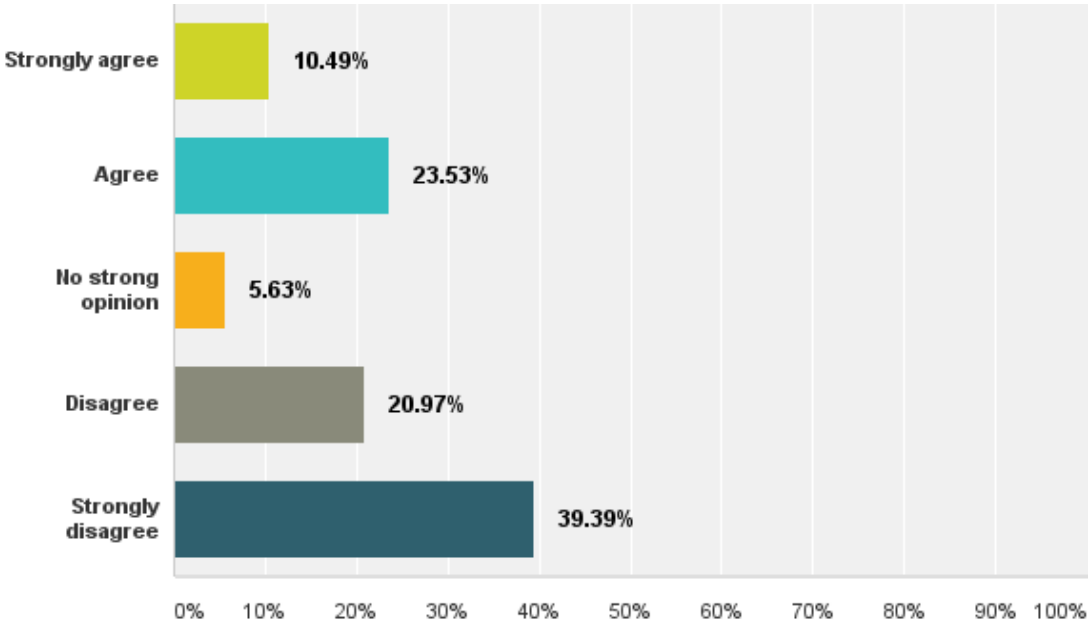
Review the green (garden waste) service by exploring the options of reducing the frequency of collections or charging for the service.

Answered: 393 Skipped: 86



Q19: Reduce the frequency of our grey bin collections (general household waste) from fortnightly to every 3 weeks. (Weekly food waste and fortnightly recycling collections would not be affected).

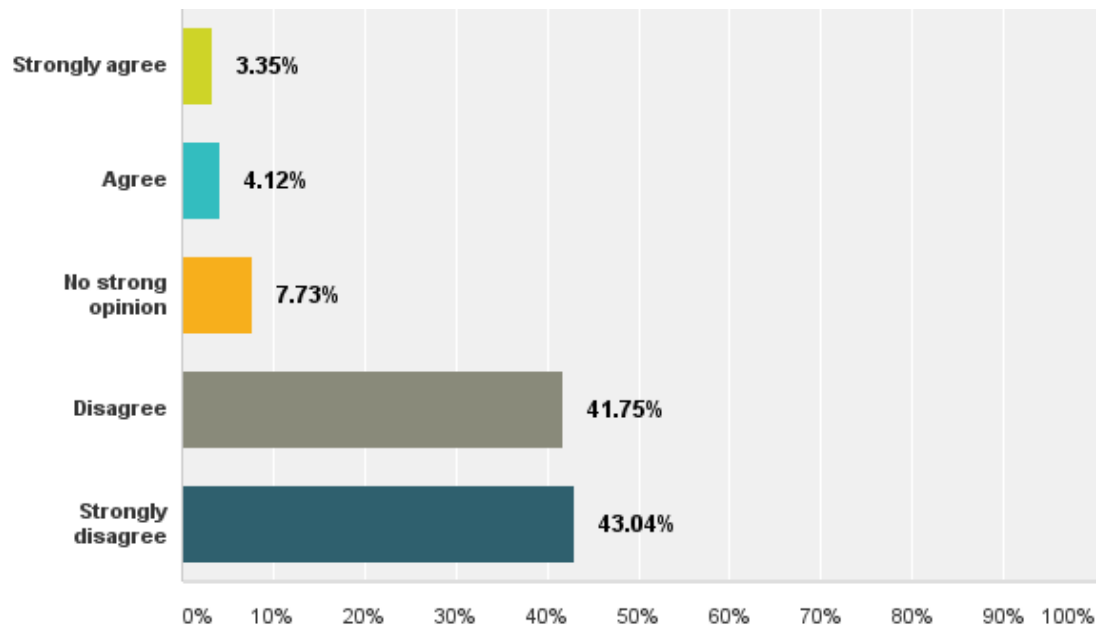
Answered: 391 Skipped: 88



ROADS MAINTENANCE AND STREET LIGHTING

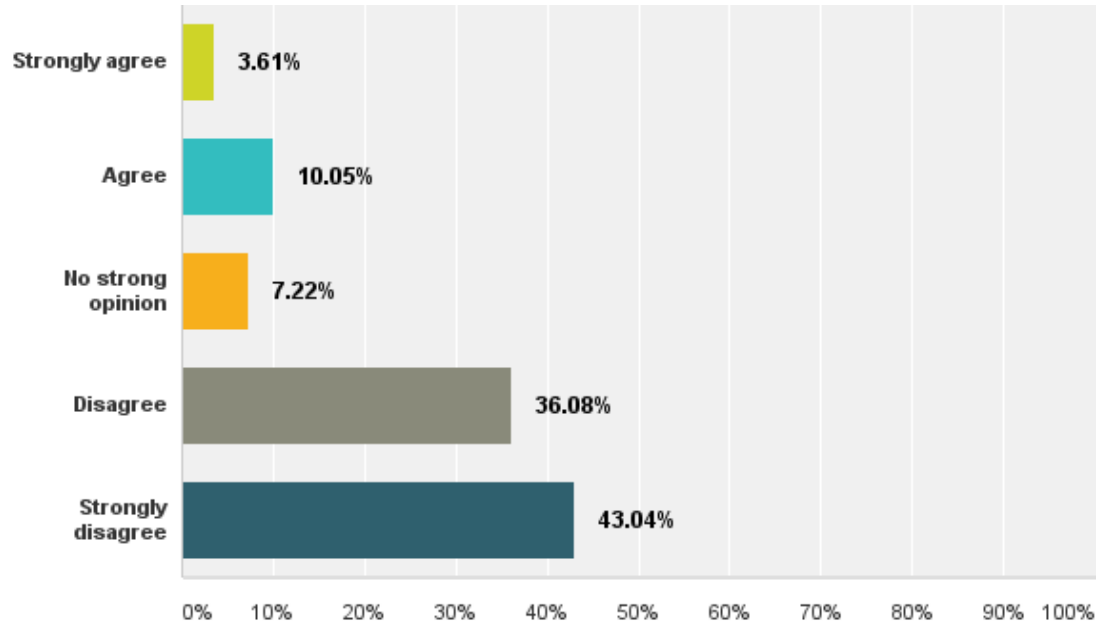
Q20: Reduce spending on roads maintenance

Answered: 388 Skipped: 91



Q21: Reduce the amount of winter gritting and snow clearing, concentrating on priority areas.

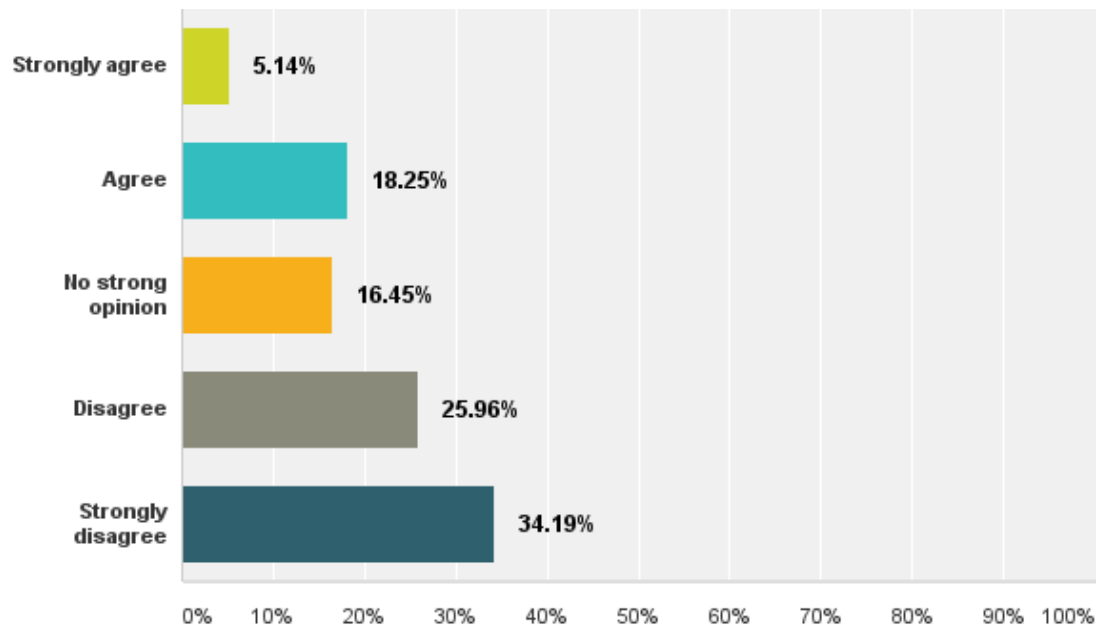
Answered: 388 Skipped: 91



COMMUNITIES AND ECONOMIC DEVELOPMENT Q22:

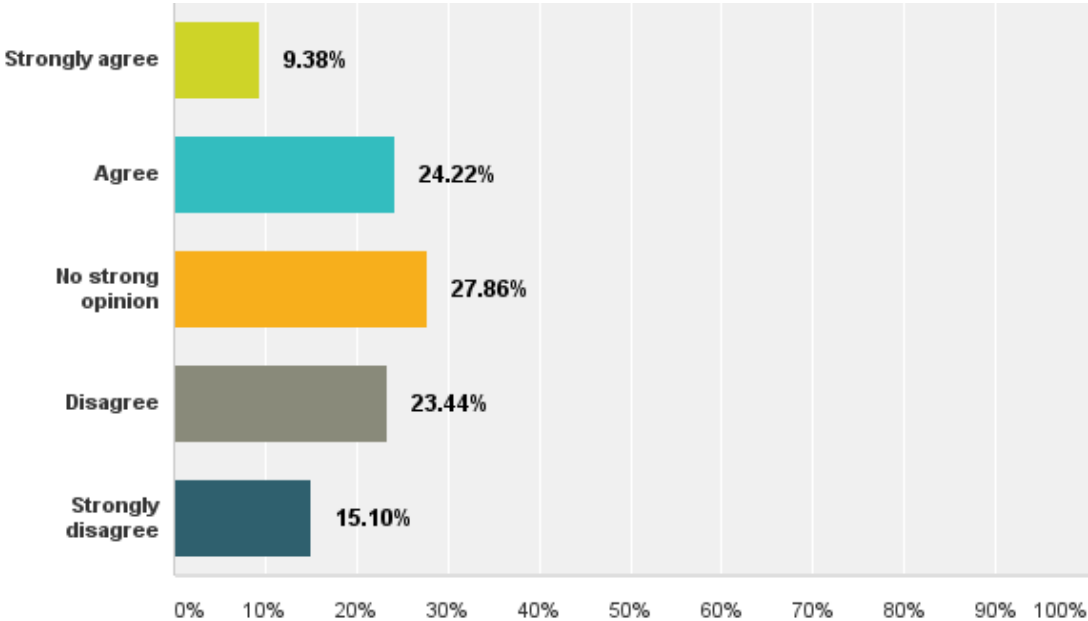
Reduce grants to local groups and organisations.

Answered: 389 Skipped: 90



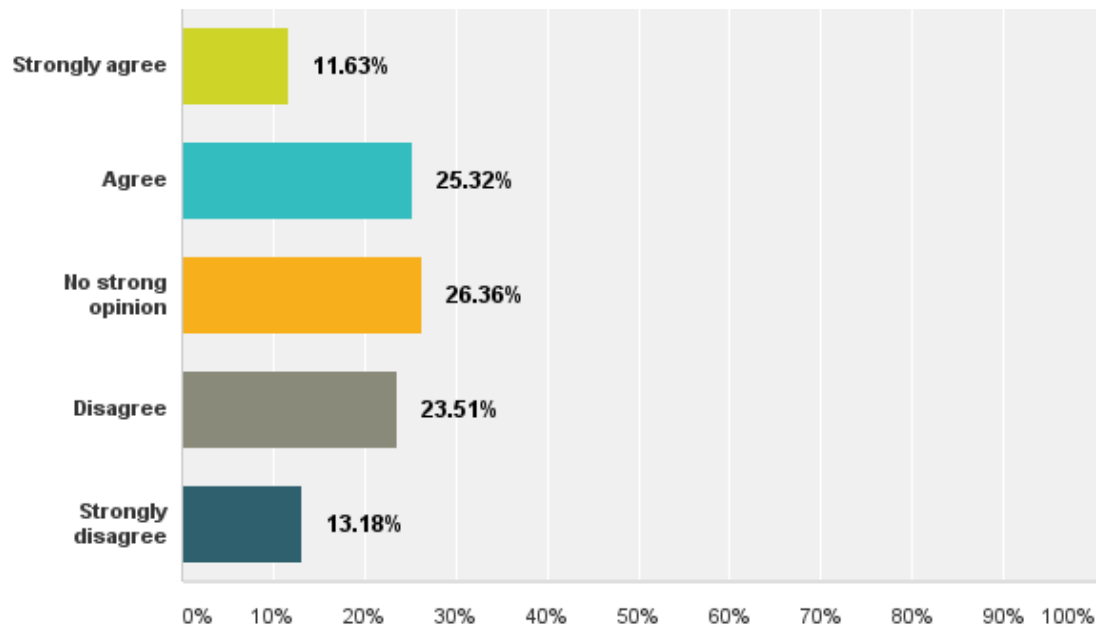
Q23: Review the services provided by the welfare rights team.

Answered: 384 Skipped: 95



Q24: Reduce our contributions to local and regional organisations that support/ promote business and tourism.

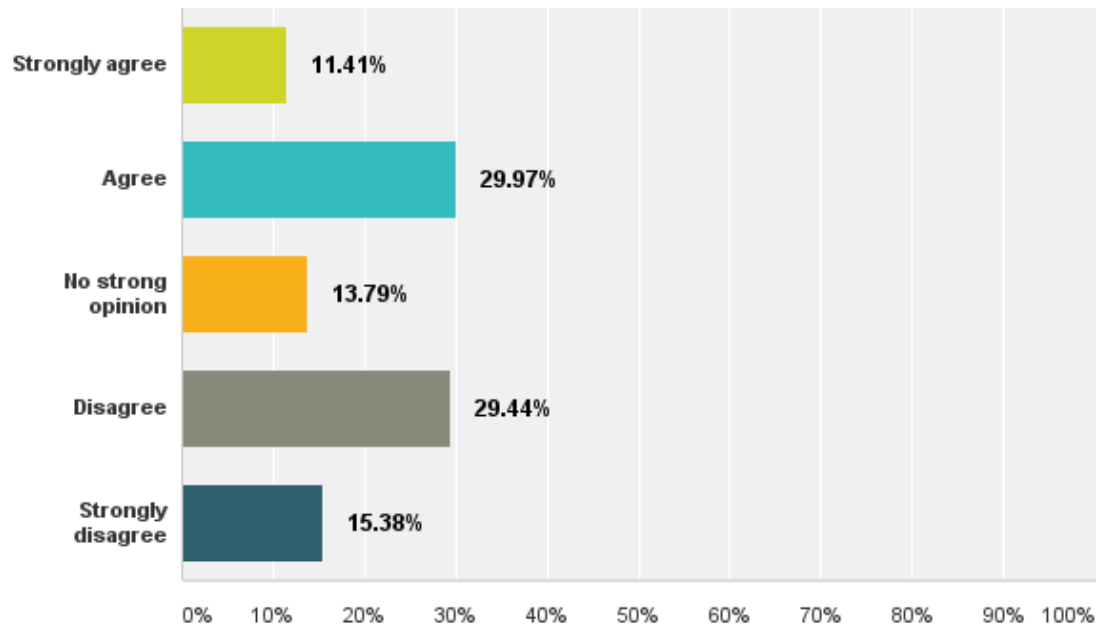
Answered: 387 Skipped: 92



SPORT AND LEISURE Q25:

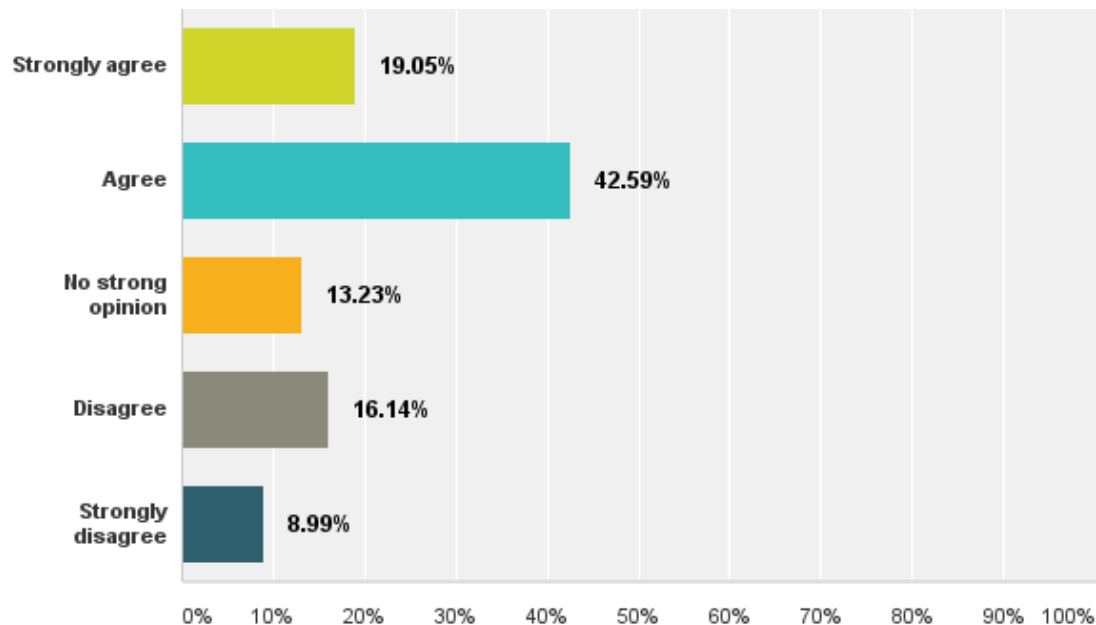
Increase charges for sport and leisure by up to 10%.

Answered: 377 Skipped: 102



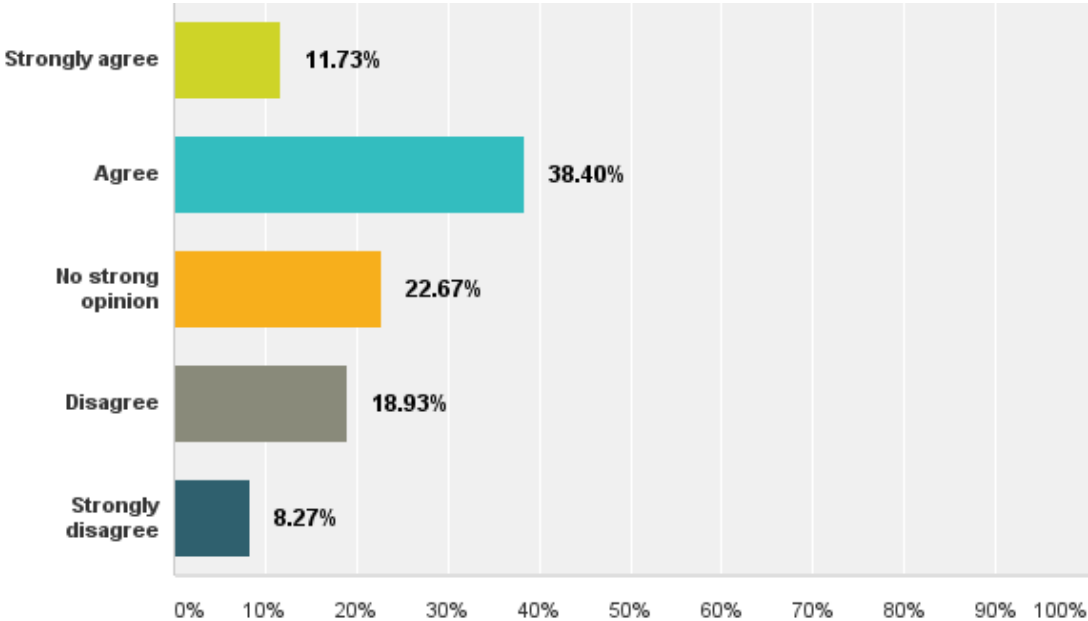
Q26: Close underused or inefficient and ageing sport and leisure facilities and buildings.

Answered: 378 Skipped: 101



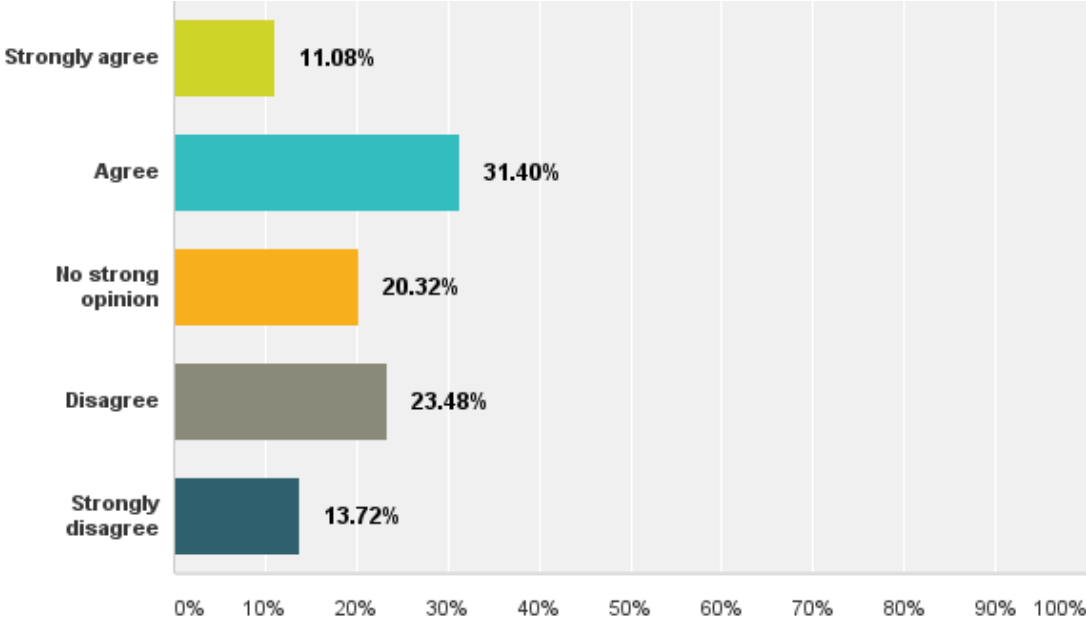
Q27: Review leisure centre opening hours.

Answered: 375 Skipped: 104



Q28: Review our concessionary charging policies.

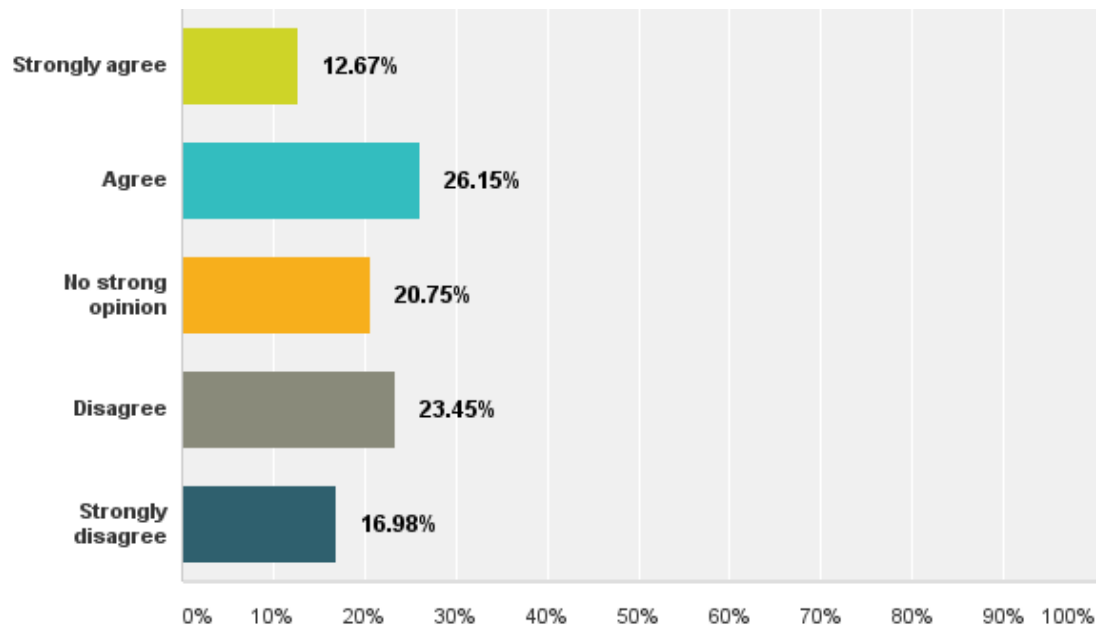
Answered: 379 Skipped: 100



TRAVEL AND FLEET SERVICES Q29:

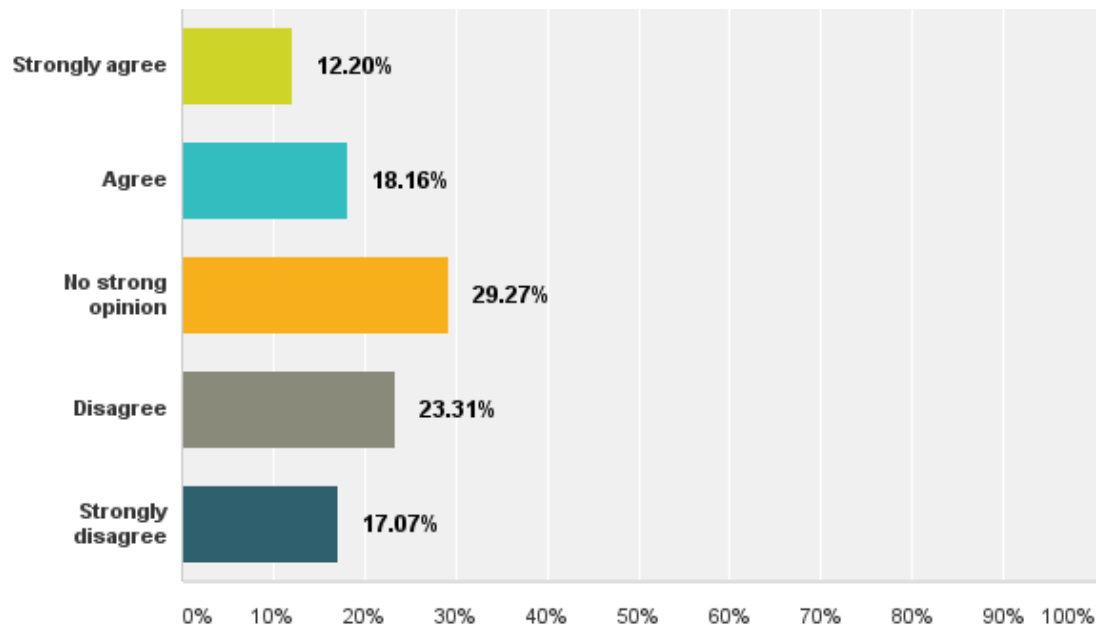
Review bus and supported travel grants

Answered: 371 Skipped: 108



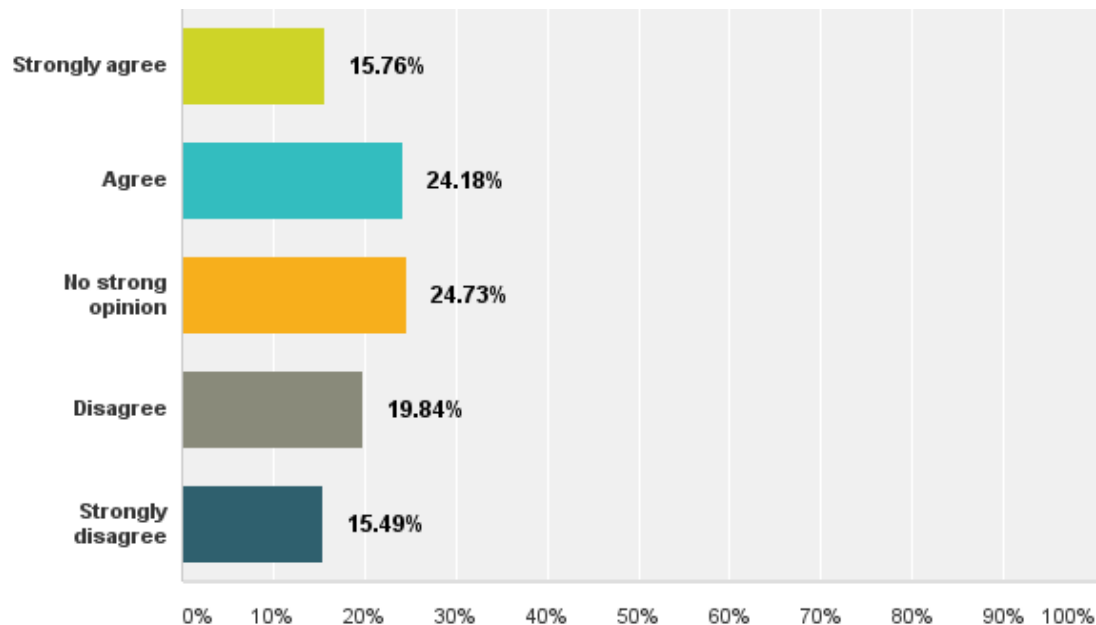
Q30: Remove the taxi card system and supported 'Ring and Go' services.

Answered: 369 Skipped: 110



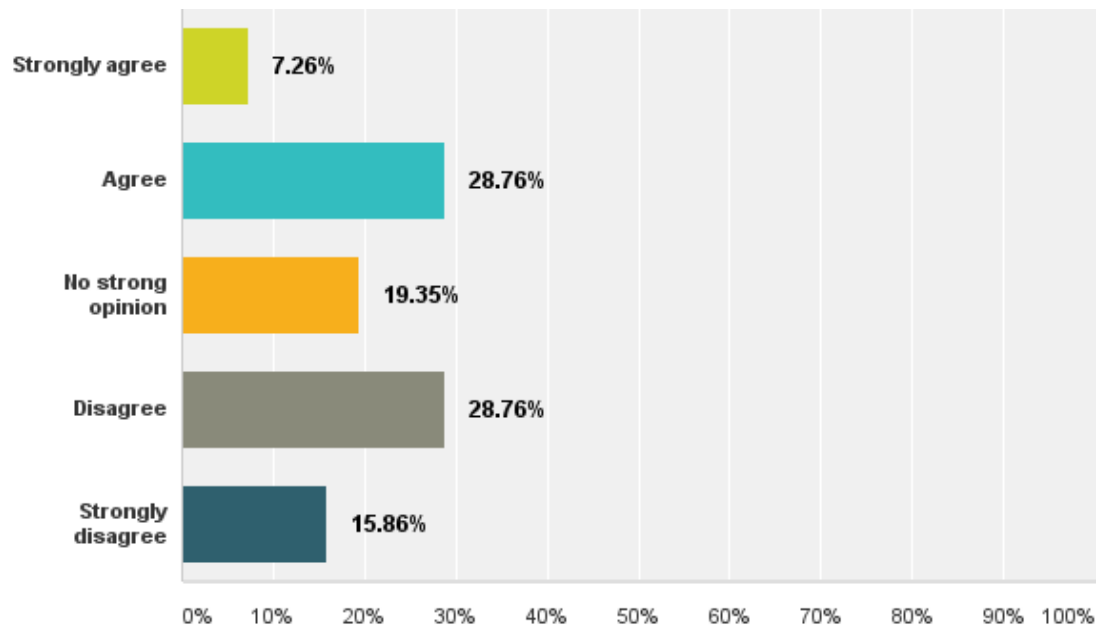
PARKS AND OPEN SPACES Q31: End our contribution towards the upkeep of the Pentland Hills Regional Park.

Answered: 368 Skipped: 111



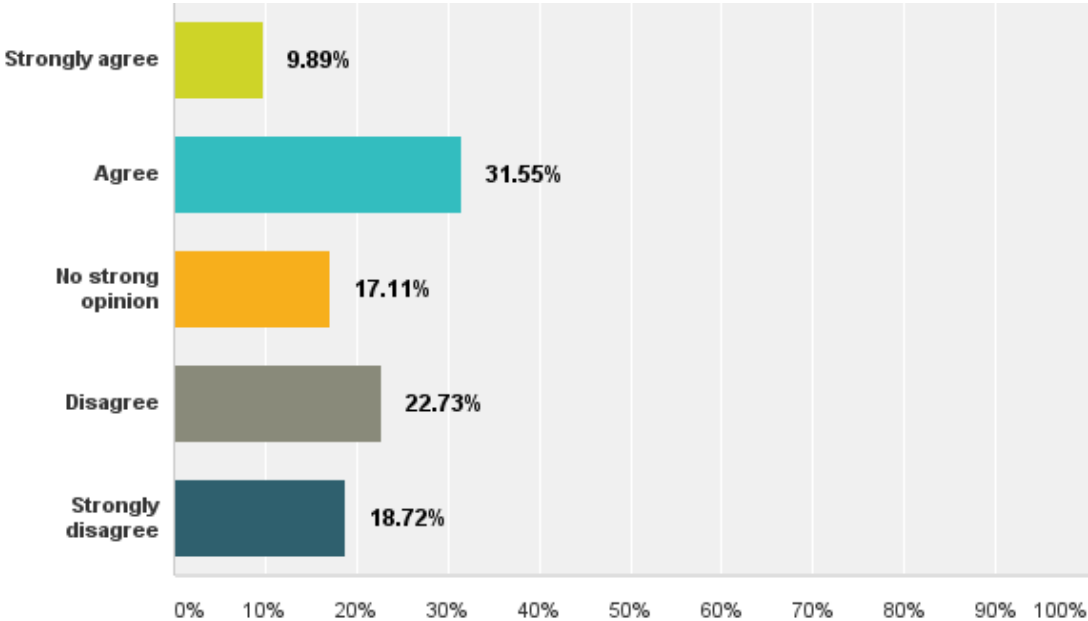
Q32: Reduce the number of grassed areas that are cut regularly – turning some areas into rough grass.

Answered: 372 Skipped: 107



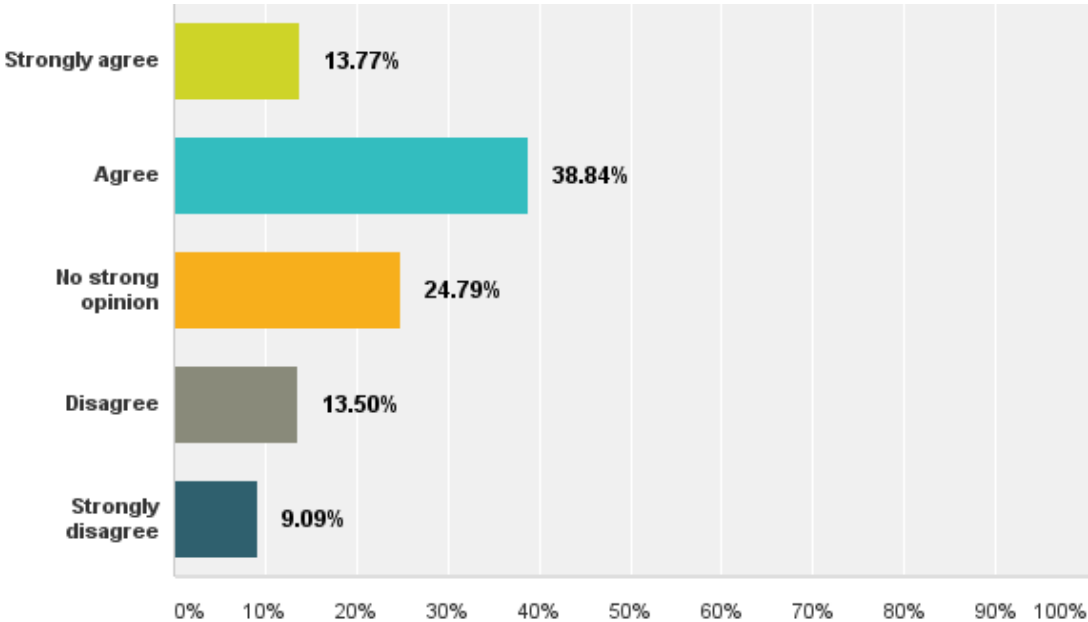
Q33: Review sports playing fields, removing those which are underused.

Answered: 374 Skipped: 105



ENVIRONMENTAL HEALTH AND TRADING STANDARDS Q34:
Review the services within environmental health to ensure we deliver on our statutory public health duty and identify other areas for savings.

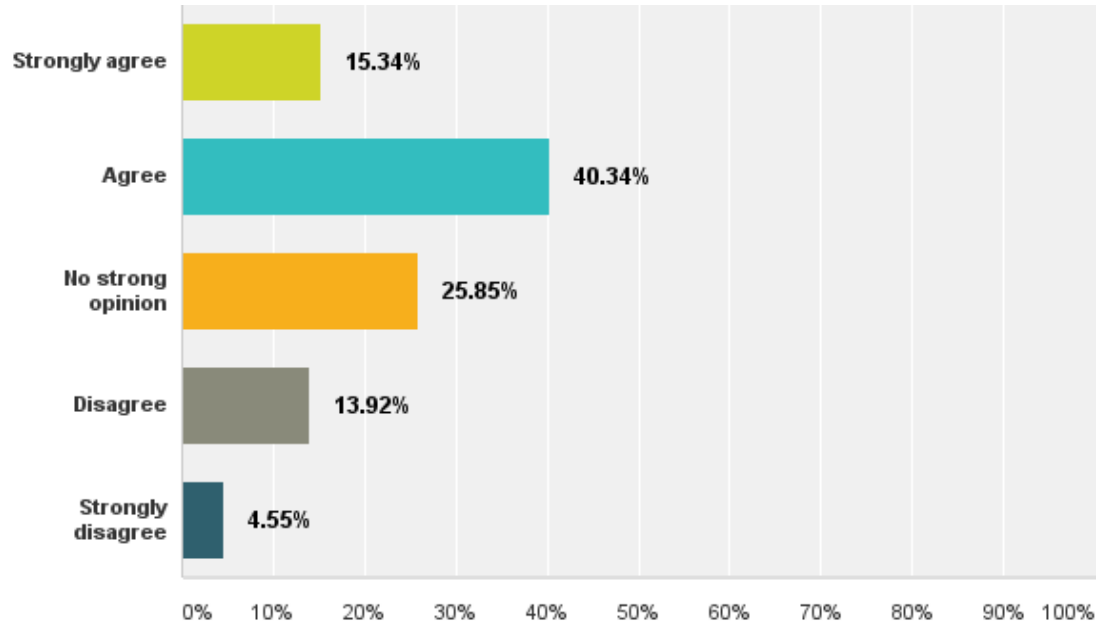
Answered: 363 Skipped: 116



PLANNING AND BUILDING STANDARDS Q35:

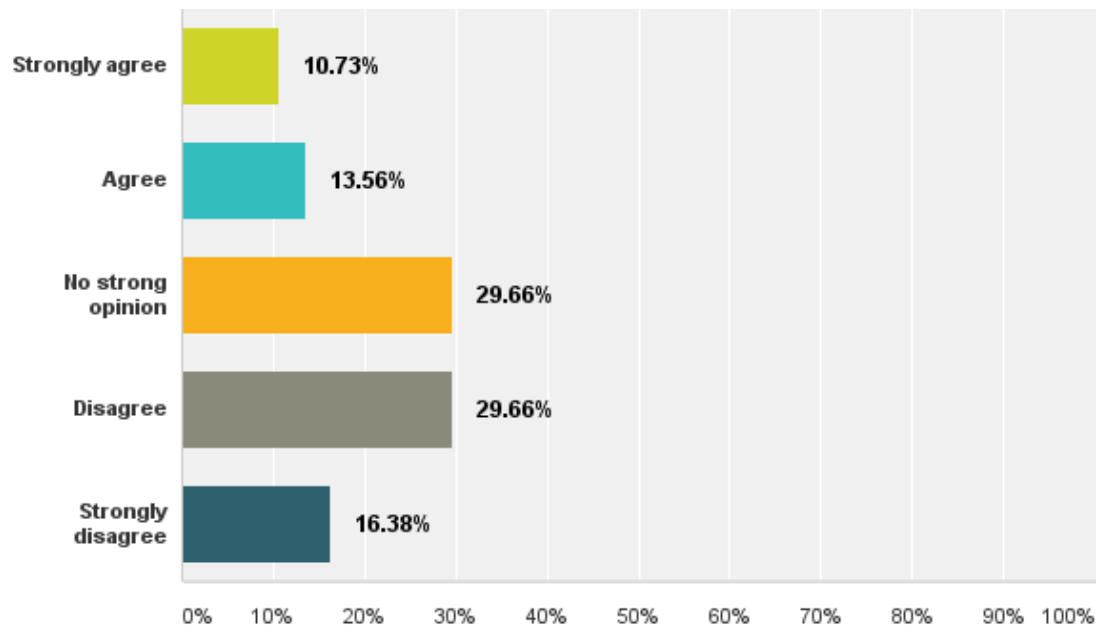
Review capacity within planning and building control services to make sure we meet our regulatory requirements and identify other areas for savings.

Answered: 352 Skipped: 127



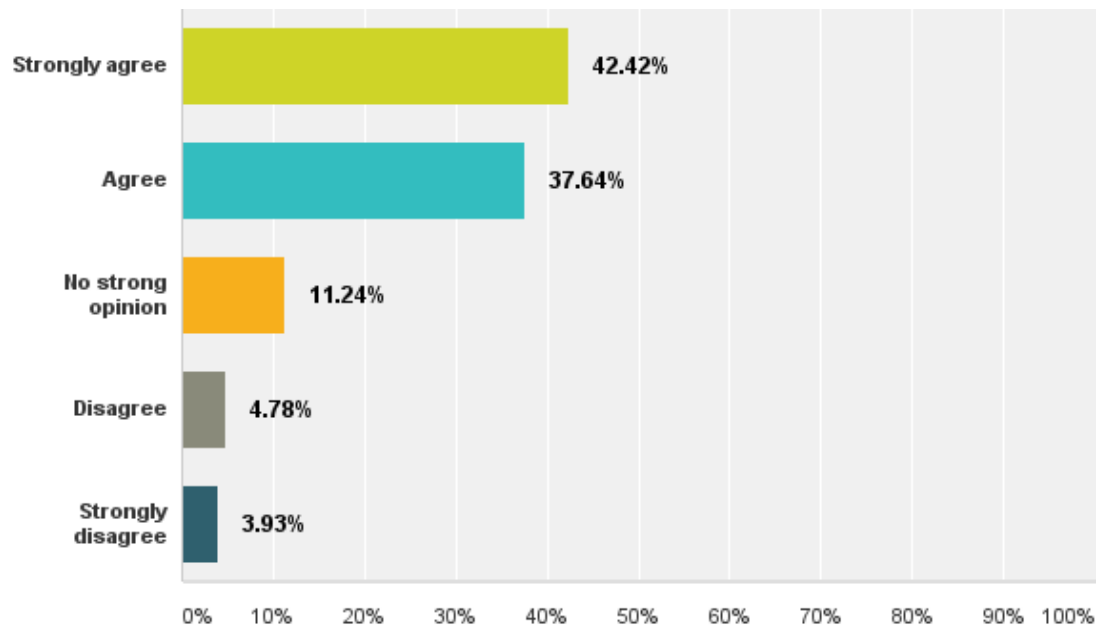
Q36: End agreements to secure expert advice on matters of archaeology and biodiversity.

Answered: 354 Skipped: 125



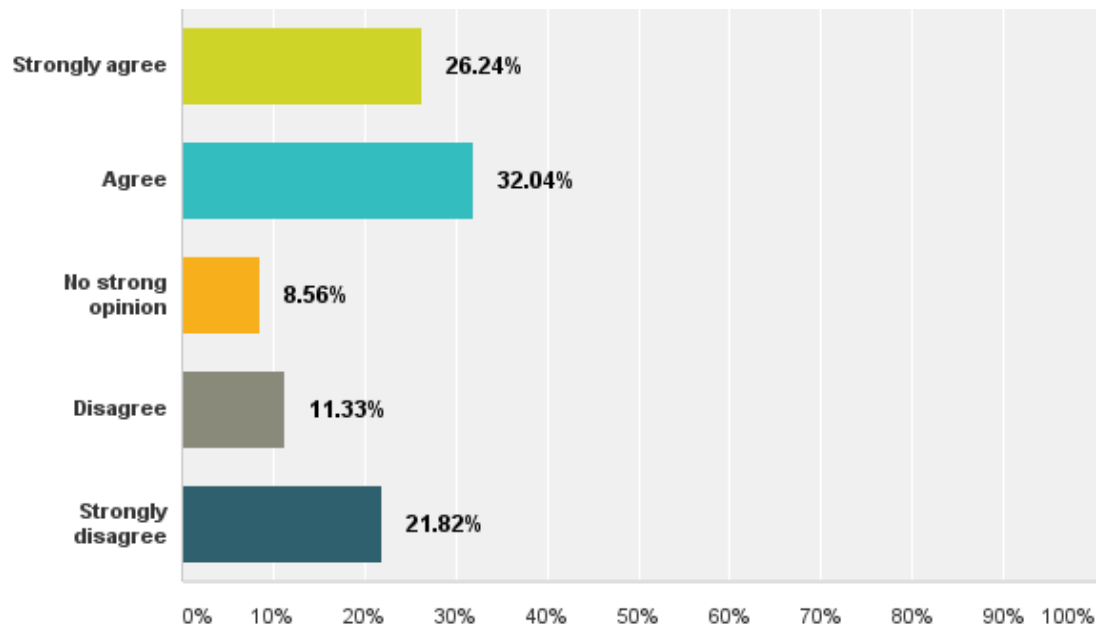
COUNCIL TAX Q37: We could increase income by charging more for long term empty homes.

Answered: 356 Skipped: 123



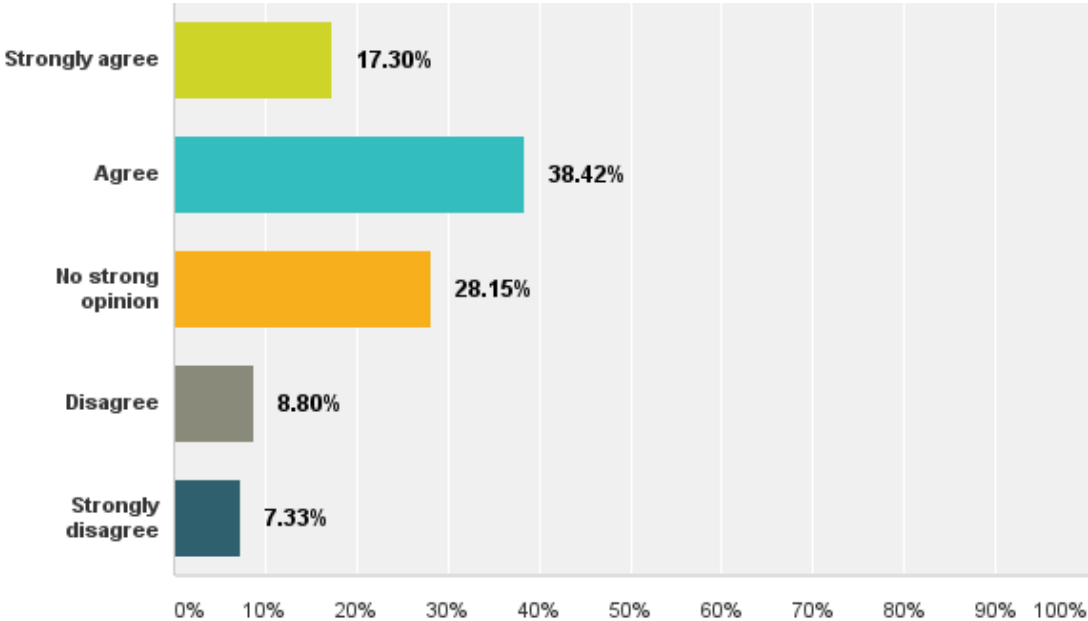
Q38: Would you support a 3% increase in Council Tax to help support the delivery of essential services?

Answered: 362 Skipped: 117



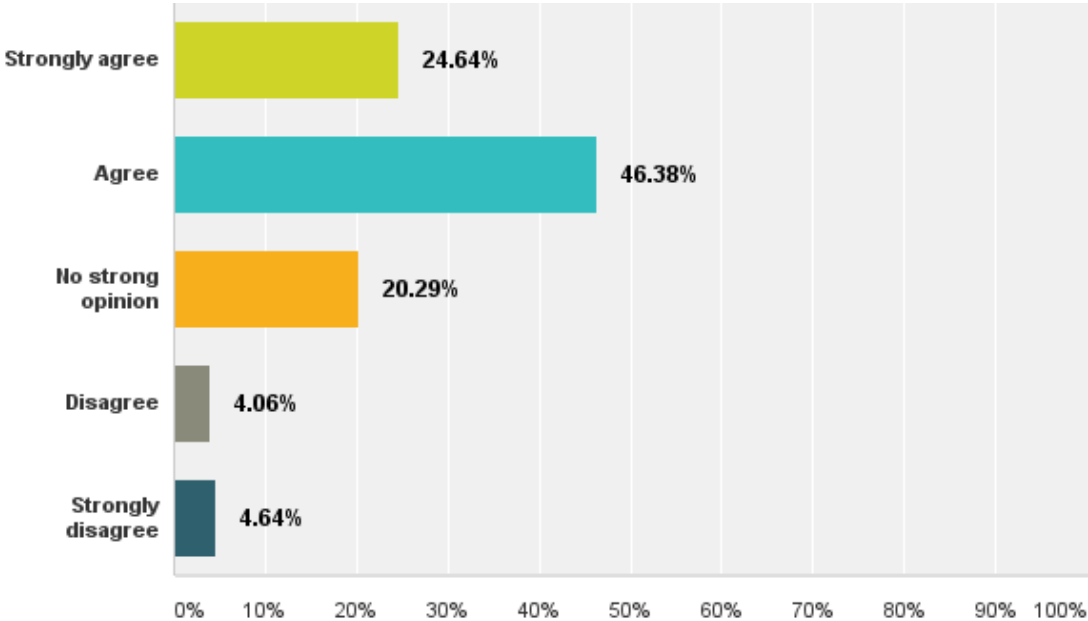
COMMUNITY SERVICES Q39: Change to a co-located partnership for community safety with other partners.

Answered: 341 Skipped: 138



Q40: Carry out a complete review of how we provide community safety services.

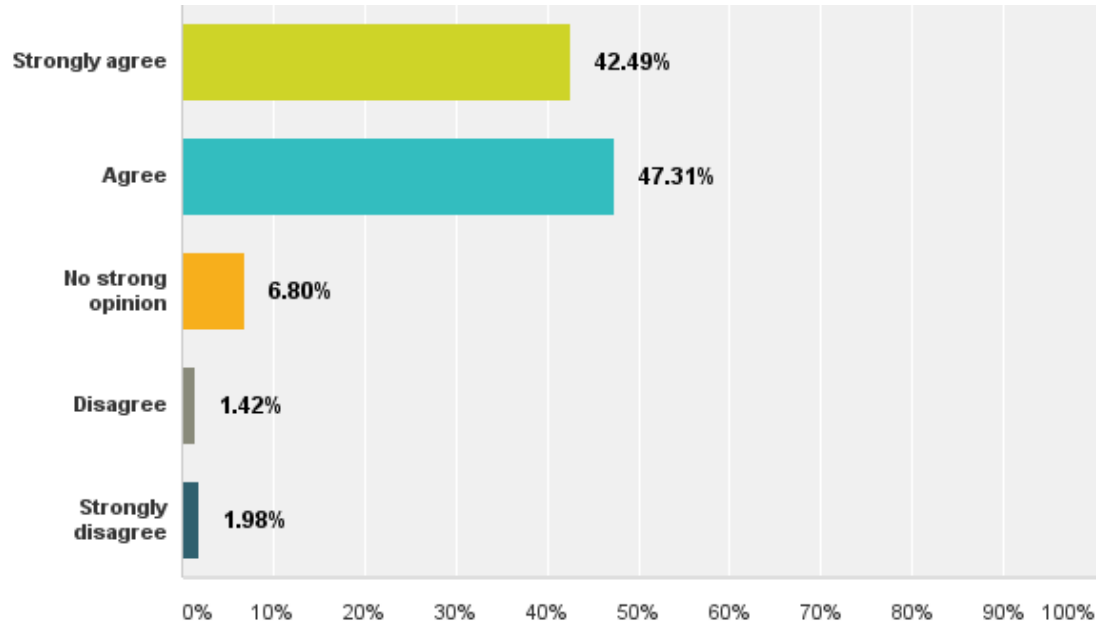
Answered: 345 Skipped: 134



HOUSING AND HOMELESSNESS Q41:

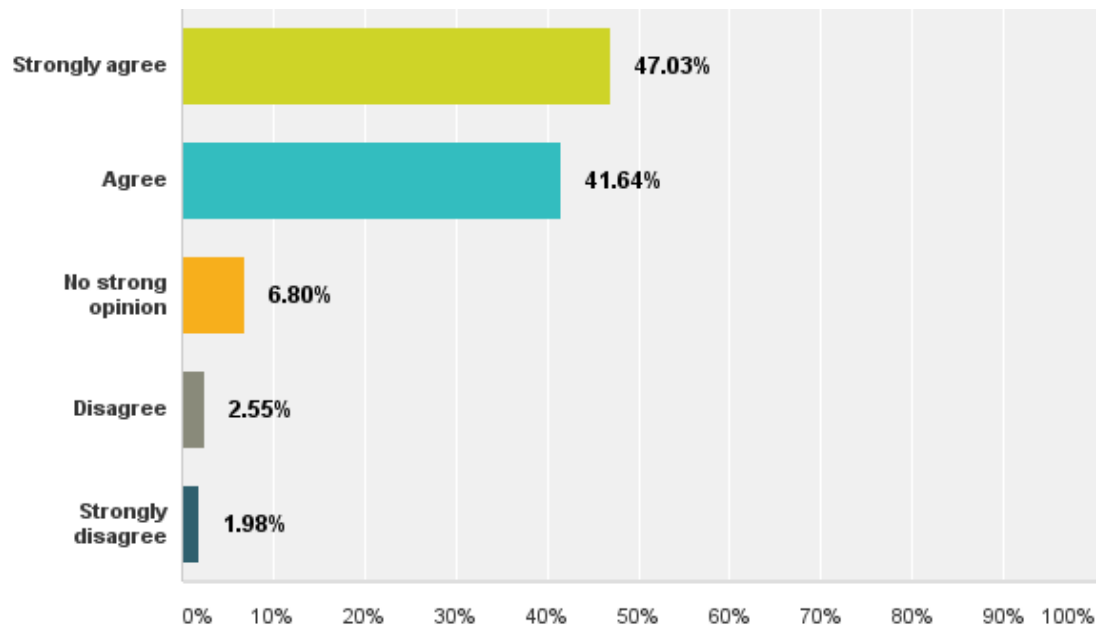
Take people out of bed and breakfast accommodation and place them into purchased houses and unused, suitably converted council buildings.

Answered: 353 Skipped: 126



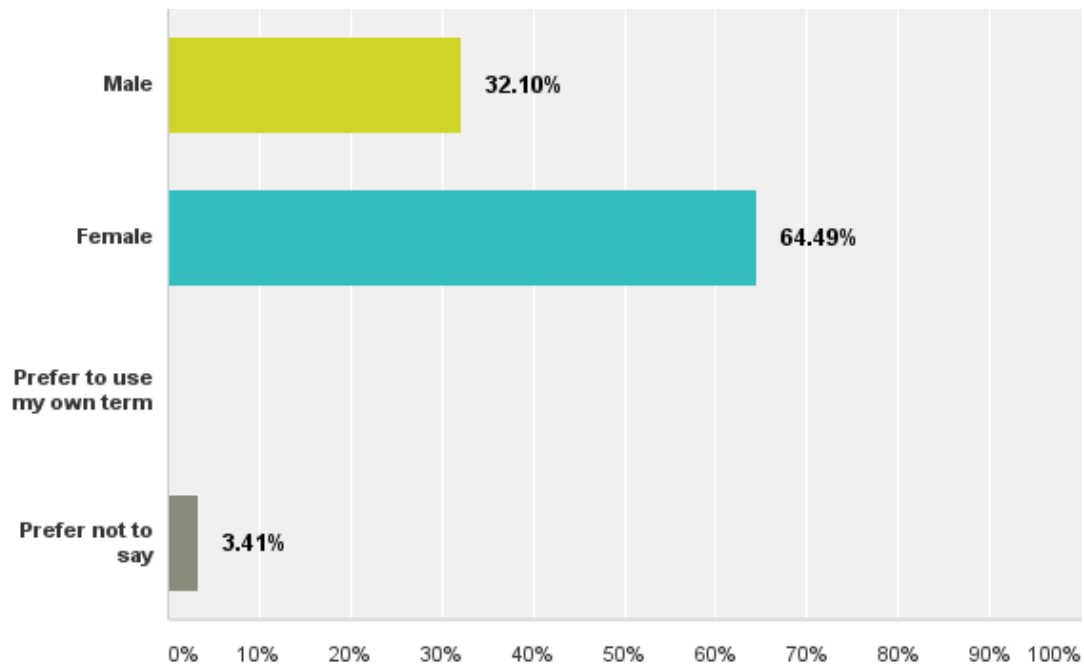
Q42: Increase income by selling underused garage sites to developers or making alternative use of them for council house building.

Answered: 353 Skipped: 126



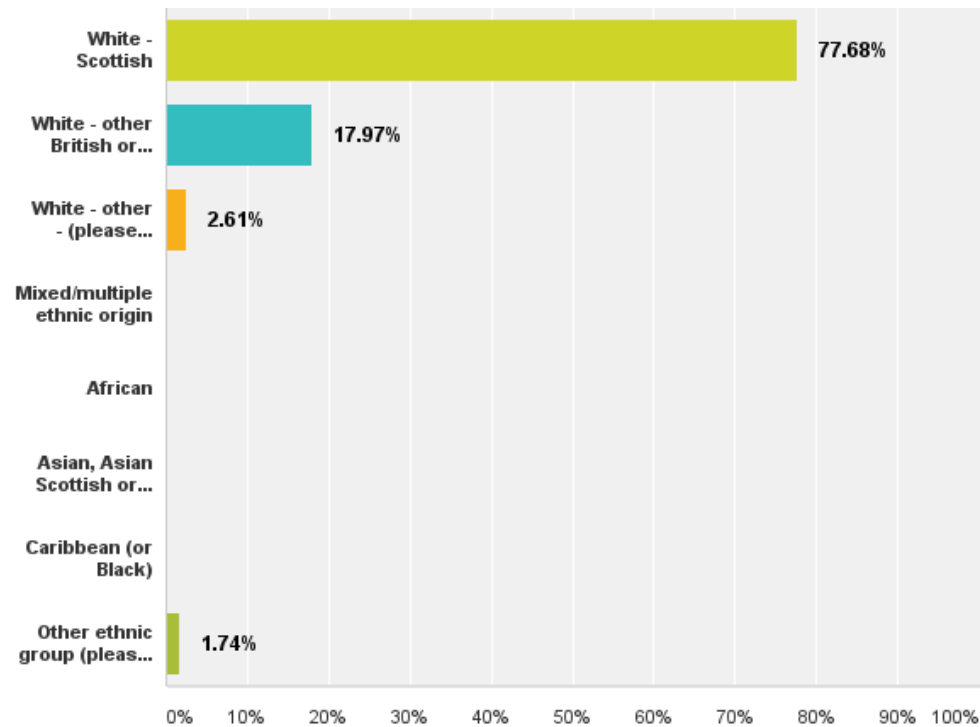
Q43: Are you?

Answered: 352 Skipped: 127



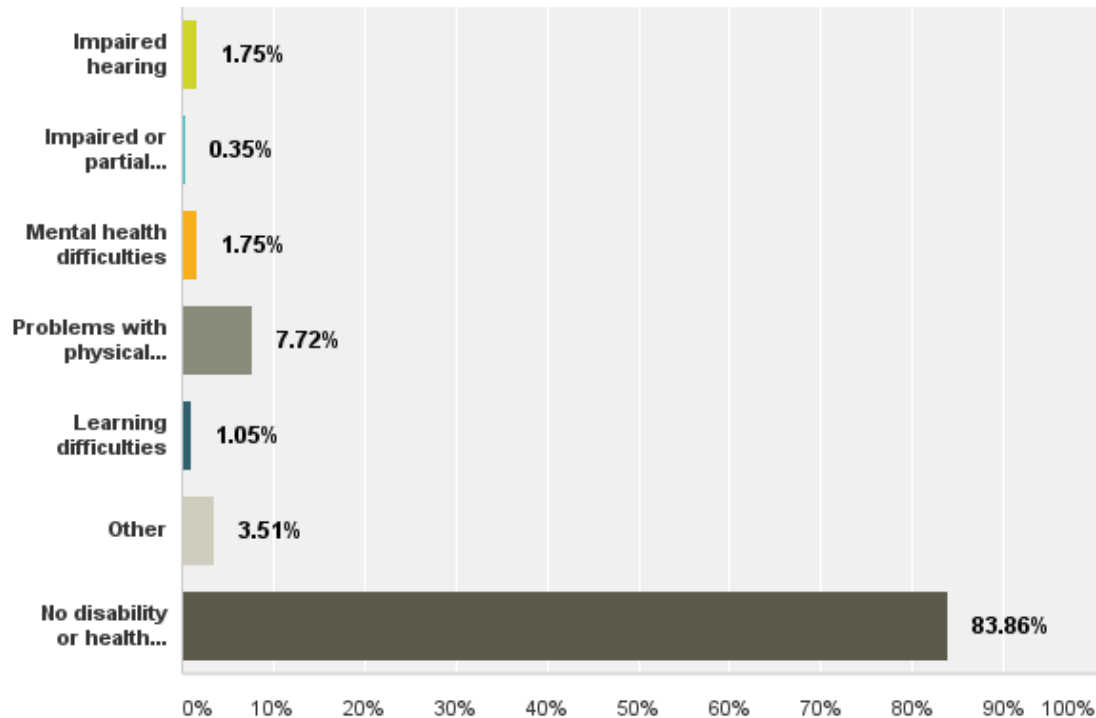
Q44: Which of the following best describes your ethnic origin?

Answered: 345 Skipped: 134



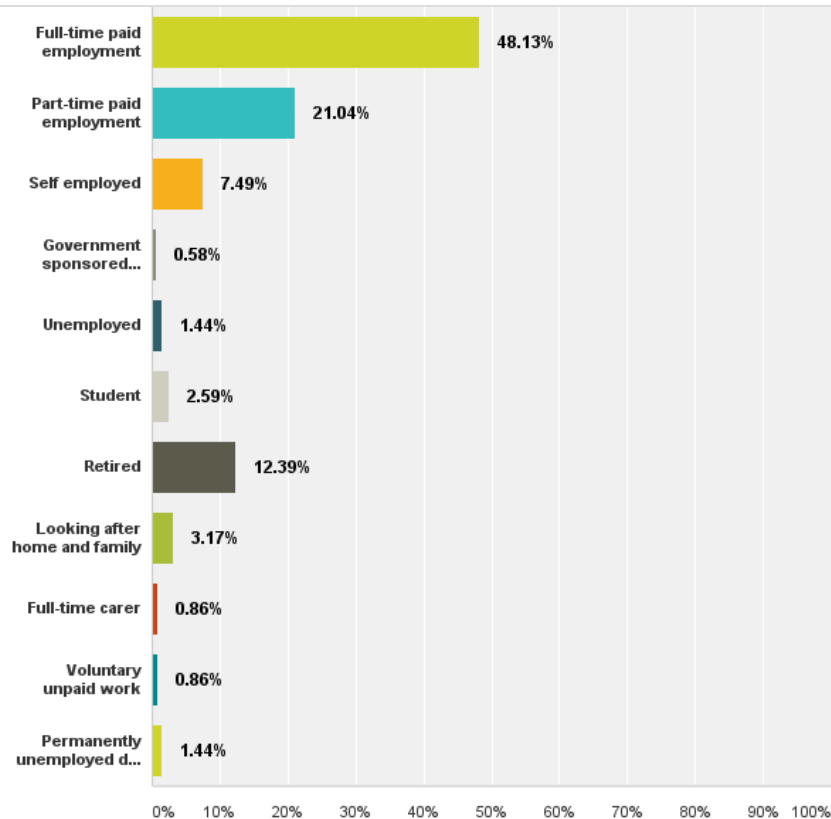
Q45: Do any of the following restrict your daily activities?

Answered: 285 Skipped: 194



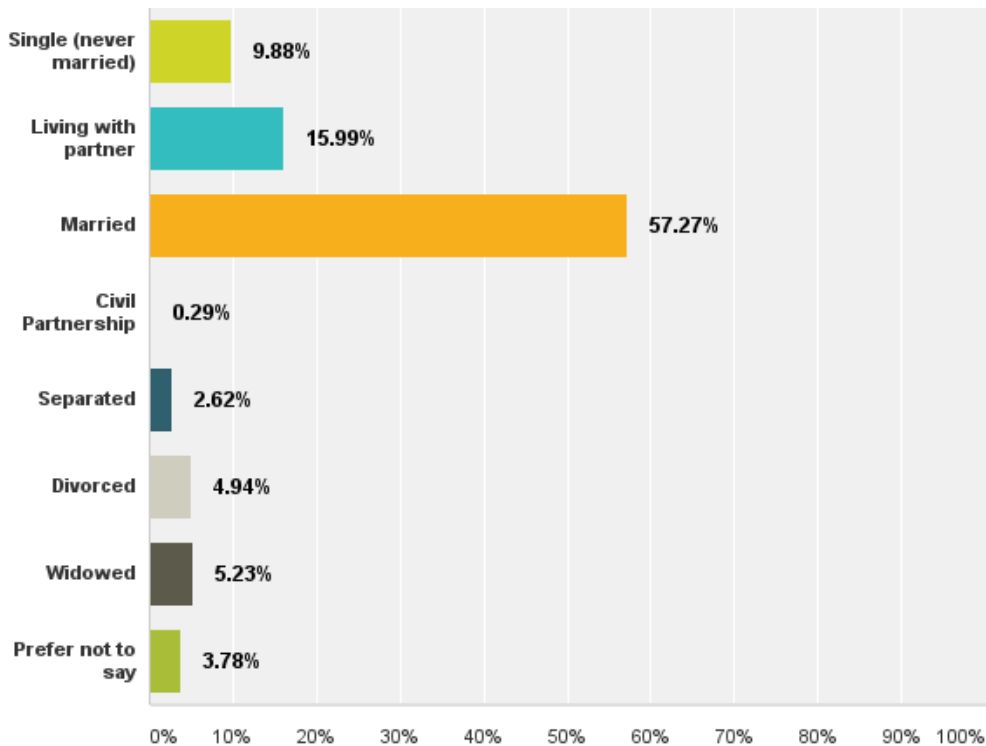
Q46: What's your employment status?

Answered: 347 Skipped: 132



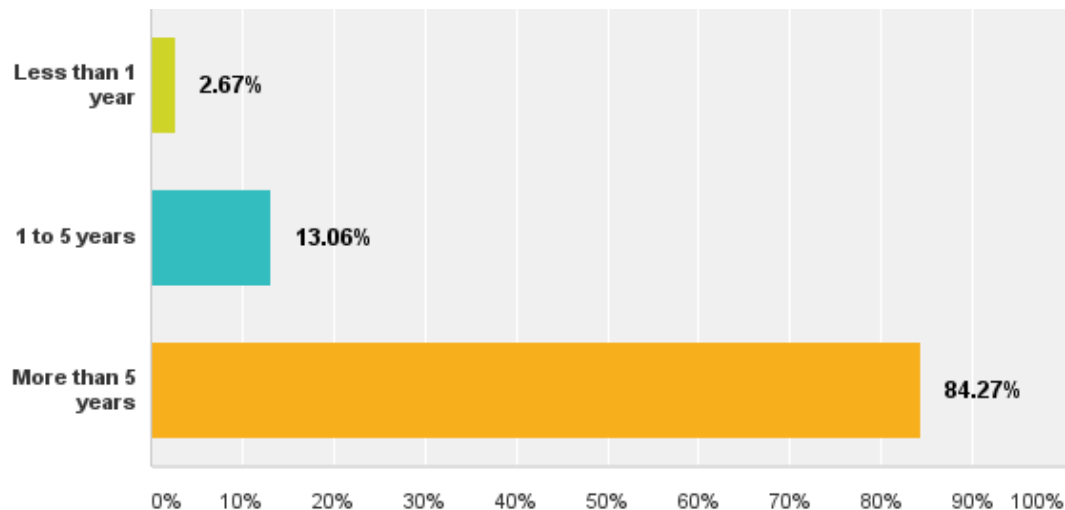
Q47: What is your relationship status?

Answered: 344 Skipped: 135



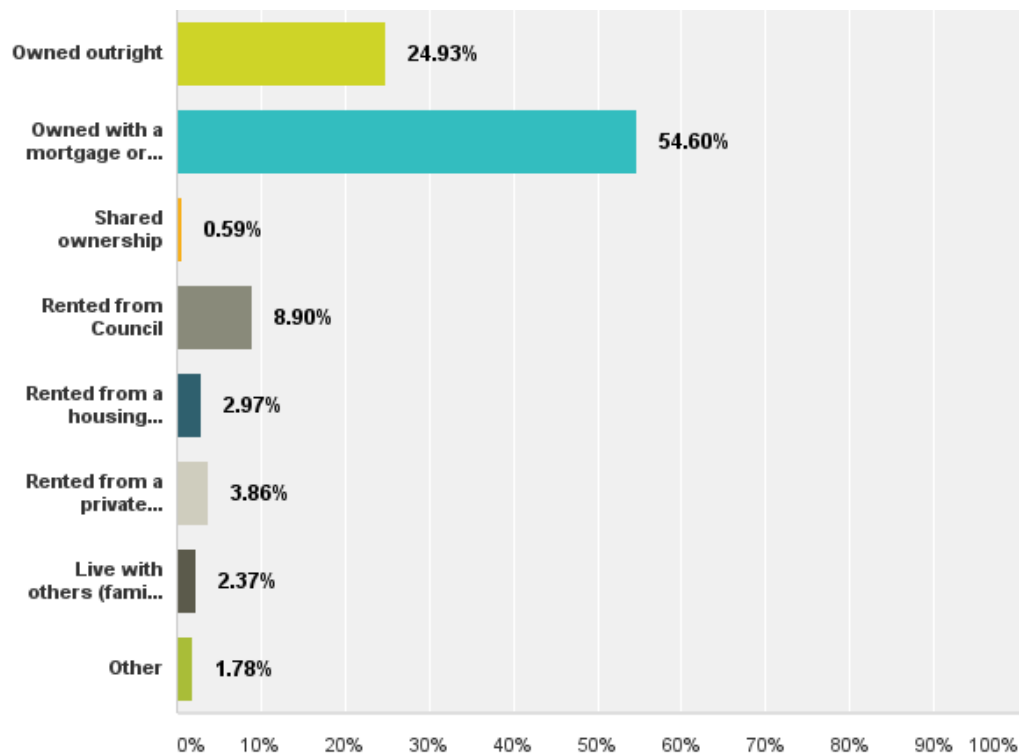
Q48: How long have you lived in Midlothian?

Answered: 337 Skipped: 142



Q49: Is your home:

Answered: 337 Skipped: 142



Shaping Our Future

Citizens' Panel Results

April 2016

Response rate

The questionnaire was posted out to a total of 998 Panel members in March 2016. A total of 609 panel members returned completed questionnaires, giving a response rate to the survey of 61%.

Additional comments from respondents have been incorporated in supplementary Paper C - 'Individual comments received from residents and joint responses received from local groups'.

Summary of findings

Overall, the top 5 ways in which respondents would like to achieve savings through transforming how services are delivered and by finding new and better ways of working are as follows. The lower the score, the more respondents selected the statement as a top priority.

Citizens' Panel

Top 5 Priorities

	Mean Score
• Merge services or functions to save on administration and management costs	5.02
• Increase savings from the joint approach to procurement of goods and services	5.35
• Better use of properties, including co-locating services, disposing of properties which are in poor condition, transferring management/ownership of community spaces/buildings to community groups	5.54
• Improve sickness absence levels among the workforce	6.36
• Invest in energy efficiency measures across our buildings to reduce energy consumption	6.50

Citizens' Panel

Lowest priorities

In contrast to the top 5 priorities, the issues that respondents are least likely to select as a priority are as follows:

	Mean Score
• Buy more services from the private or voluntary sectors	8.59
• Make appropriate use of temporary or interim job positions	7.28
• Further extend flexible, home and mobile working to reduce the amount of office space that we need for employees	6.83
• Implement changes to how we manage our transport requirements	6.76
• Improved customer access to services through increased telephone and internet service availability including local service access points in libraries to assist with on line contact.	6.70

Citizens' Panel

Shaping Our Future questions – all results

	Mean Score
• Merge services or functions to save on administration and management costs	5.02
• Increase savings from the joint approach to procurement of goods and services	5.35
• Better use of properties, including co-locating services, disposing of properties which are in poor condition, transferring management/ownership of community spaces/buildings to community groups	5.54
• Improve sickness absence levels among the workforce	6.36
• Invest in energy efficiency measures across our buildings to reduce energy consumption	6.50

Continued on next slide...

Citizens' Panel

Shaping Our Future questions – all results

	Mean Score
• Offer employees the opportunity to take retirement or redundancy voluntarily wherever possible	6.57
• Retrain and redeploy existing employees to fill internal vacancies which may arise	6.62
• Improved customer access to services through increased telephone and internet service availability including local service access points in libraries to assist with on line contact	6.70
• Implement changes to how we manage our transport requirements	6.76
• Further extend flexible, home and mobile working to reduce the amount of office space that we need for employees	6.83
• Make appropriate use of temporary or interim job positions	7.28
• Buy more services from the private or voluntary sectors	8.59
