

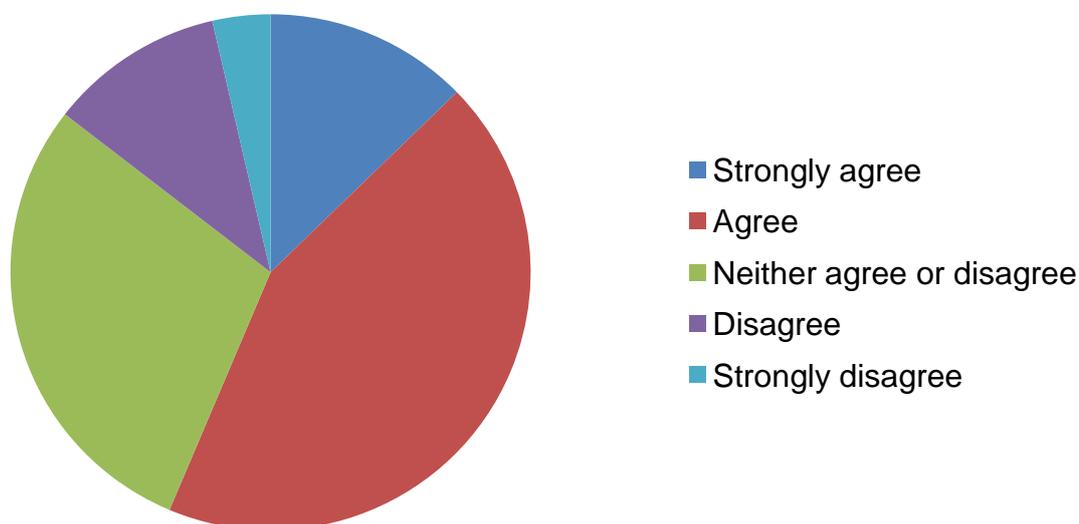


## Budget Consultation 2017-18

Running from 29 November 2016 through to 6 January 2017, there were 58 responses to the consultation.

### Question 1:

**It costs on average £181.71 a year (£3.49 per week) per household to provide our services in Ryedale. To what extent do you agree or disagree that Ryedale District Council provides value for money?**



	Number	Percentage
Strongly agree	7	12.70%
Agree	24	43.60%
Neither agree or disagree	16	29.10%
Disagree	6	10.90%
Strongly disagree	2	3.60%
<b>TOTAL</b>	<b>55</b>	
No response	3	

### Comments received:

- WHAT HAPPENS TO THE REST OF THE RATES MONEY COLLECTED?
- I live in Hambleton but benefit from the Community Safety Partnership work done in Ryedale, linked with NYNHWA.
- I am not really aware of any services that I benefit from other than refuse collection that occurs rather intermittently. My local roads are rarely gritted, local library is run (fairly poorly)

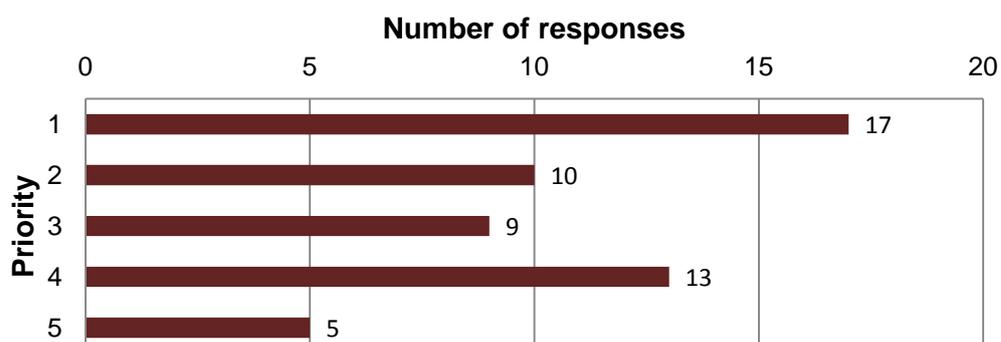
by volunteers now

- Overpaid management staff
- The state of rural roads could be greatly improved, for safety and use for motorists
- Good value for money however, options that might cost more should be considered if they avoid short-term removal of services
- My answer is specifically in relation to refuse collection and the standards of street cleaning in the area. This alone is worth £3.49 per week.
- Refuse collection covers the bare minimum requirements & road maintenance is appalling.
- If this is increased I do not consider it value for money.
- it would be useful to know more about what 'housing services' is given it our biggest spend
- I have nothing to compare your costs against, nor is it at all clear what the £181.71 covers. A breakdown would be helpful.
- I do not live in Ryedale so do not have sufficient local knowledge to answer this question.
- Costs where less in my previous council area. Time should be given to evaluate the merger with a large district council this will save running costs.
- Streets are usually clean and tidy. Any problems we have had have been resolved swiftly.
- In an area that relies on tourism, you should be spending more on keeping Tourist Information Office & Libraries open

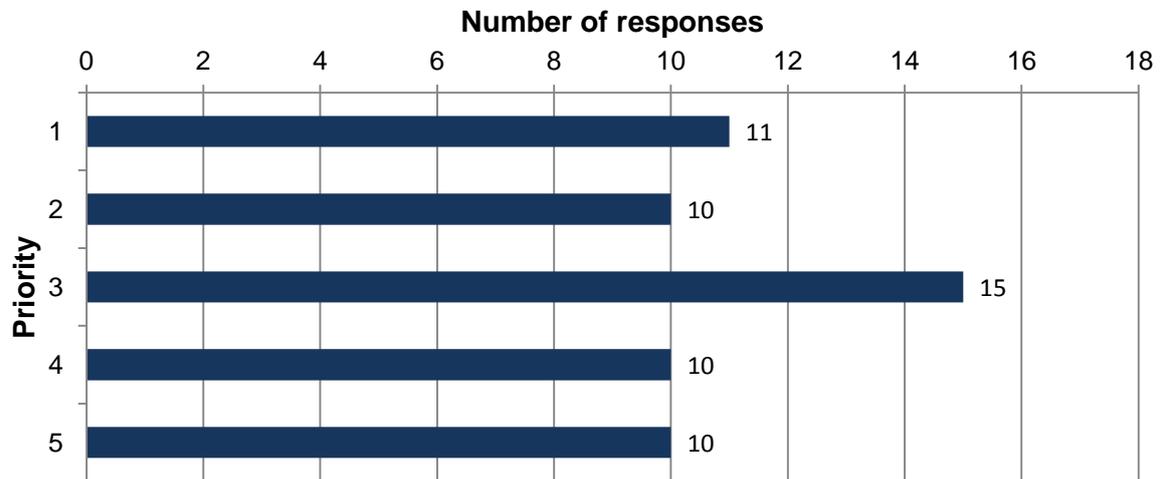
## Question 2:

**Below are the Council's main priorities. What order of priority do you think they should be in? Please rank them in order of importance to YOU (1 being the highest and 5 being the lowest priority)**

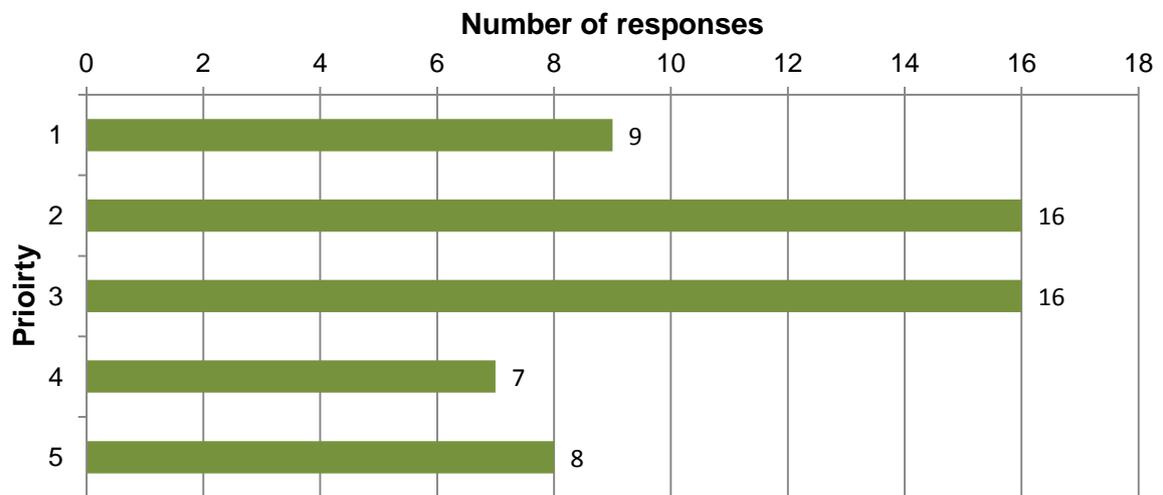
### **Employment Opportunity & Economic Success**



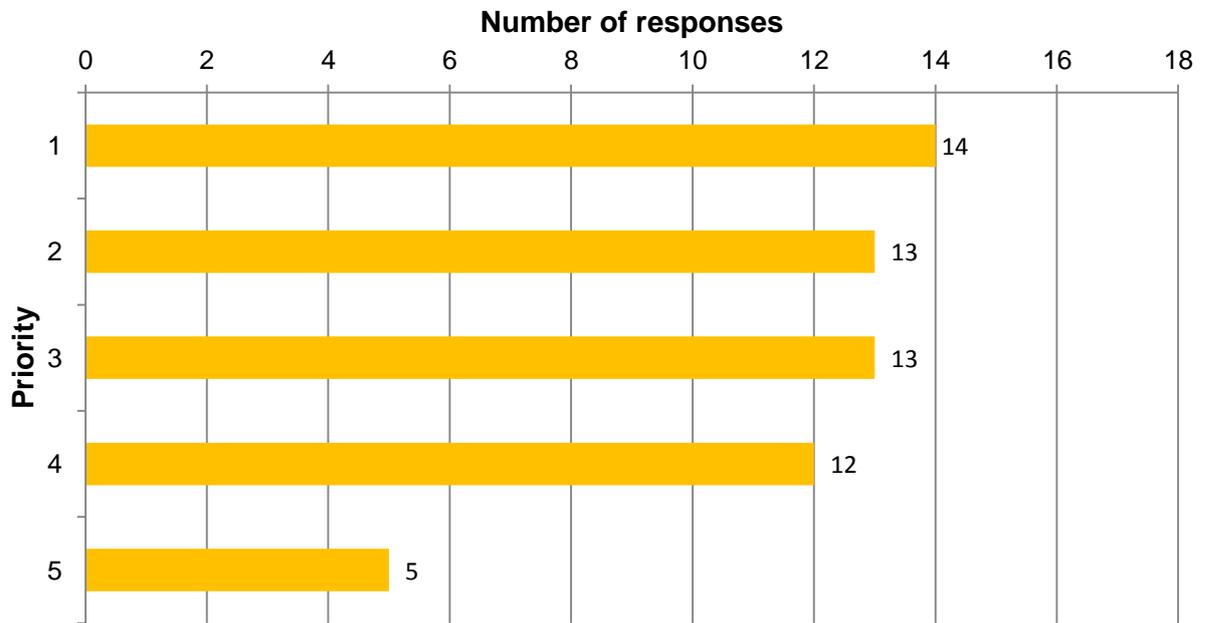
## Housing Success



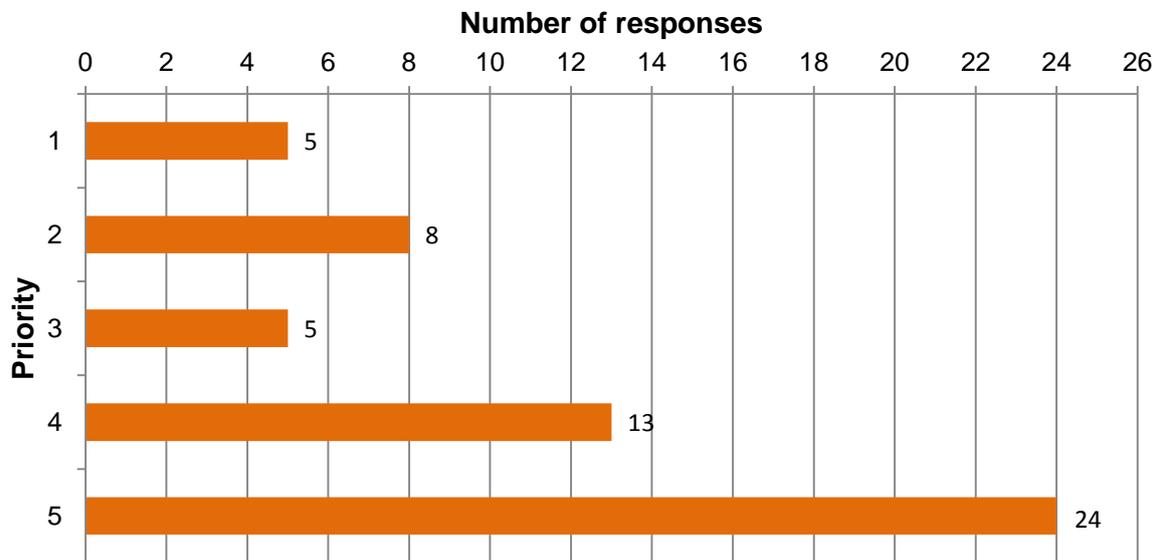
## High Quality Environment

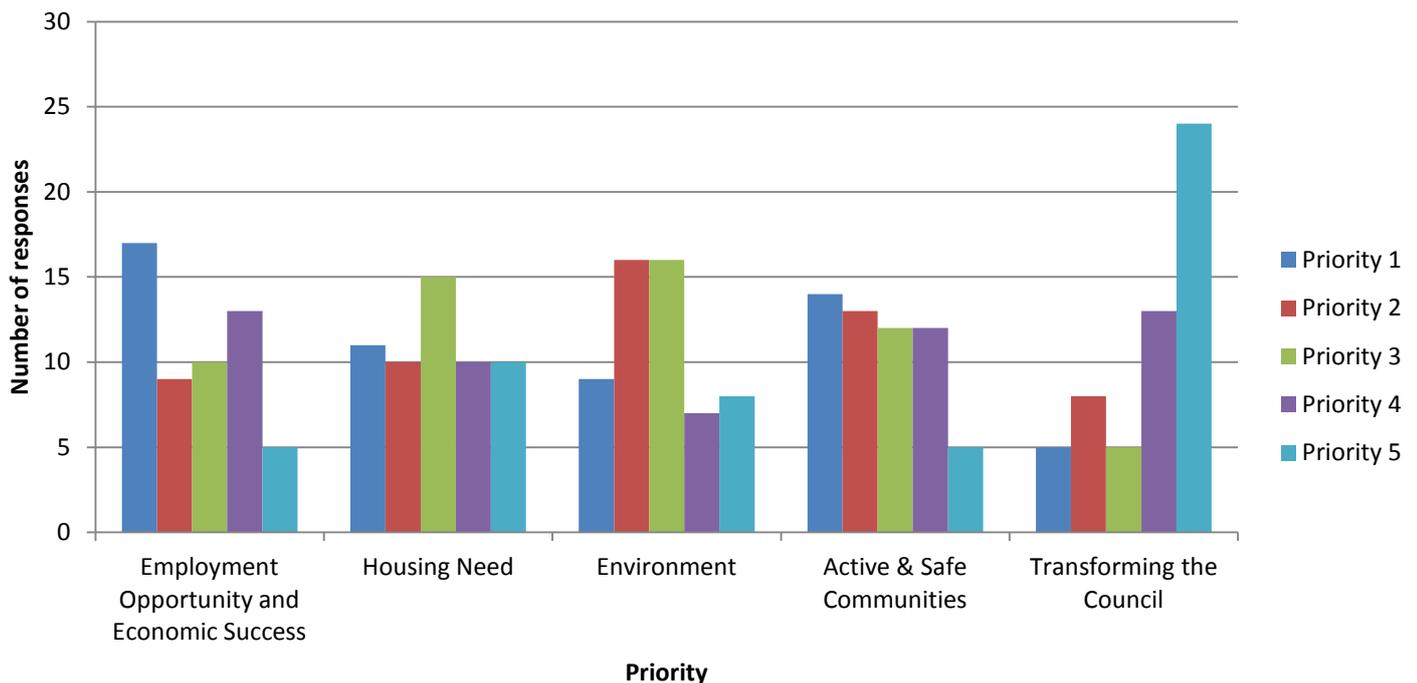


## Active and Safe Communities



## Transforming the Council





### Comments received:

- Stop diverting money on 'health and well being' matters and allow people to take personal responsibility for themselves. The more local authorities 'nanny' certain sections of the community the more they are encouraged to abdicate personal responsibility.
- Given envisaged budget cuts in the future its essential the council are fit for the future and departments / processes are streamlined to be so. Partnership working with the police in particular often goes unnoticed by residents however preventative/proactive work reduces vulnerability, harm, crime, ASB thus reducing factors that impact the most on the residents of Ryedale.
- The input of Ryedale NHWA and the work done by its officers, especially Gail Cook as secretary to NYNHWA has been invaluable in the last few years, bearing directly on the healthy influence nationally on the development and effectiveness of Neighbourhood Watch.
- We need to promote businesses to create jobs which hopefully reduces the need for tenant housing as people would purchase homes. Clean, hygienic environment is necessary for safe, healthy living this is the priority from my perspective.
- there appears to be no provision for our expanding old personal care i.e. dementia infirm lonely
- Surely housing should be left to the private sector?
- Transforming the way that the council delivers services is very important, because I have considered that you are wasting lots of money on in-house operations. You need to modernise and perhaps look at how other councils are doing things. There is nothing wrong with looking at best practice and adopting it.
- If the first two are achieved in a timely, sensitive and efficient manner, the resources for the last three will broadly become available, however an endless attempt to achieve 'growth' is

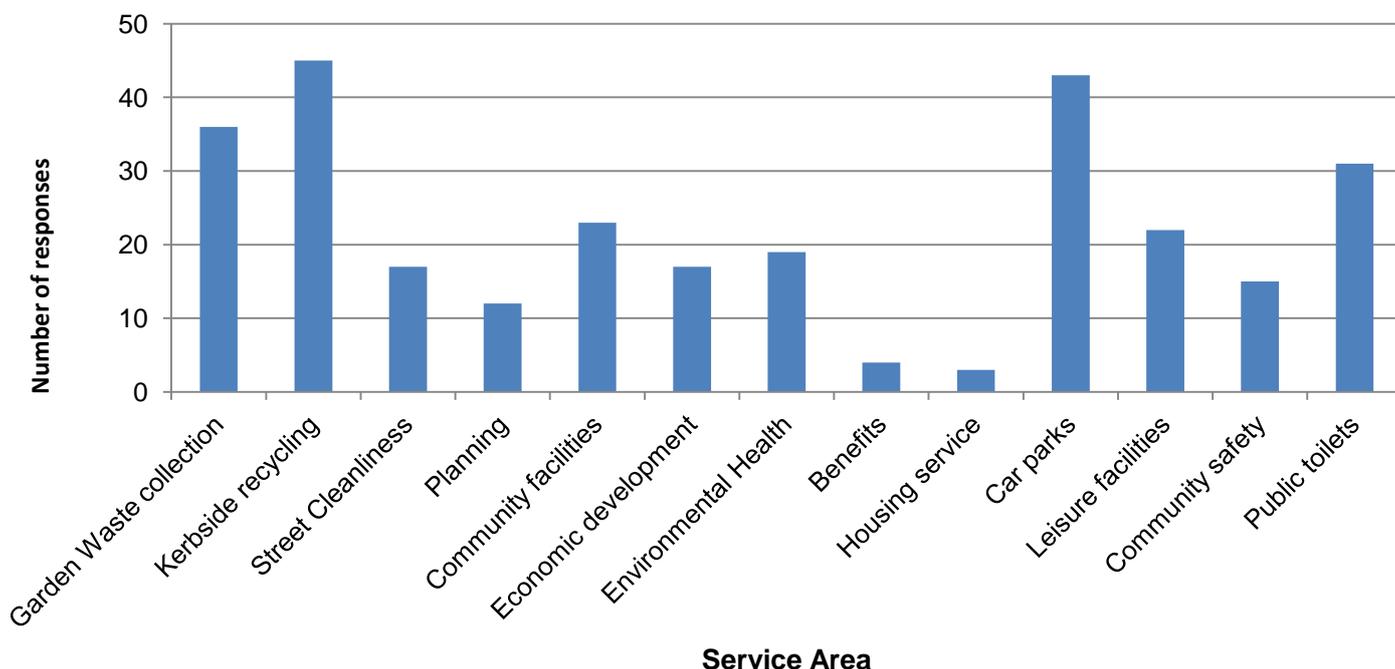
unlikely to be sustainable by any measure as by definition, it means using more than is being generated.

- There is significant evidence that ensuring that local people have access to high quality natural greenspace, including woodland, can be highly beneficial in creating communities in which people want to live. This can be an issue in both urban and rural areas.
- Why haven't you included planning in this question?
- There needs to be more thought into the infrastructure of the area when large developments take place. Just building is fraught with danger.
- The local environment is the main thing that attracts tourist's. Which improves the local economy which enables the rest to fall into place. Without having a beautiful place to visit, you would have no funds.

### Question 3:

Please look at the list of services below and indicate if you have made use of the service during the last 12 months.

### Use of Ryedale District Council services in the past 12 months



### Comments received:

- STREET CLEANING AND DE-ICING DOES NOT EXTEND TO ALL PARTS OF THE TOWN, MONEY IS WASTED BY HAVING STREET LIGHTS ON ALL NIGHT, WHY DO NOT ALL FOOD ESTABLISHMENTS DISPLAY THEIR HYGIENE RATINGS? POLICE ARE VERY RARELY IN EVIDENCE, CAR PARK FEES ARE EXCESSIVE,

- I am concerned with the provision of leisure facilities which compare very unfavourably with neighbouring council areas of East Yorkshire
- Any litter collections are done by volunteers in the community where I live. I have never seen RDC undertake this which is why sections of the A64 are a disgrace
- I am a committee member of NYNHWA.
- Unable to afford access to leisure centre locally, including the cost of getting there. Not aware of any 'community facilities' close to where I live.
- Public toilets need better maintenance, they are mostly in poor repair. Community Safety is also worse than ever - especially anti social behaviour needs better monitoring and action.
- Public loos are a vital amenity - please don't let them disappear! I use the public toilets in extremis only. They are dire (but not as bad as some in Kent).
- As stated previously, I am responding on behalf of the Woodland Trust and not as a local resident.

#### Question 4:

**Please look at the list of services below and indicate how satisfied you were with the service received.**

Service	Satisfied	Not satisfied	No opinion
Household waste collection	49	4	4
Garden Waste	22	10	21
Kerbside recycling	37	4	14
Street cleanliness	21	14	19
Planning	7	10	36
Community facilities	15	4	36
Economic Development	13	4	37
Environmental Health	18	3	33
Benefits	4	1	48
Housing Services	4	2	47
Car parks	22	13	19
Leisure facilities	18	6	30
Community Safety	10	3	41
Public Toilets	22	10	23

#### Comments received:

- The leisure service provision at Derwent Pool is poor, mainly the staff in place who aren't trained to a sufficient standard. The council needs to address this as part of their contract with Everyone Active. Also the public toilets although always in good order need to be modernised, they are a poor reflection on our area to residents and visitors.
- I do not think that people should have to pay for our garden waste to be recycled and I still think

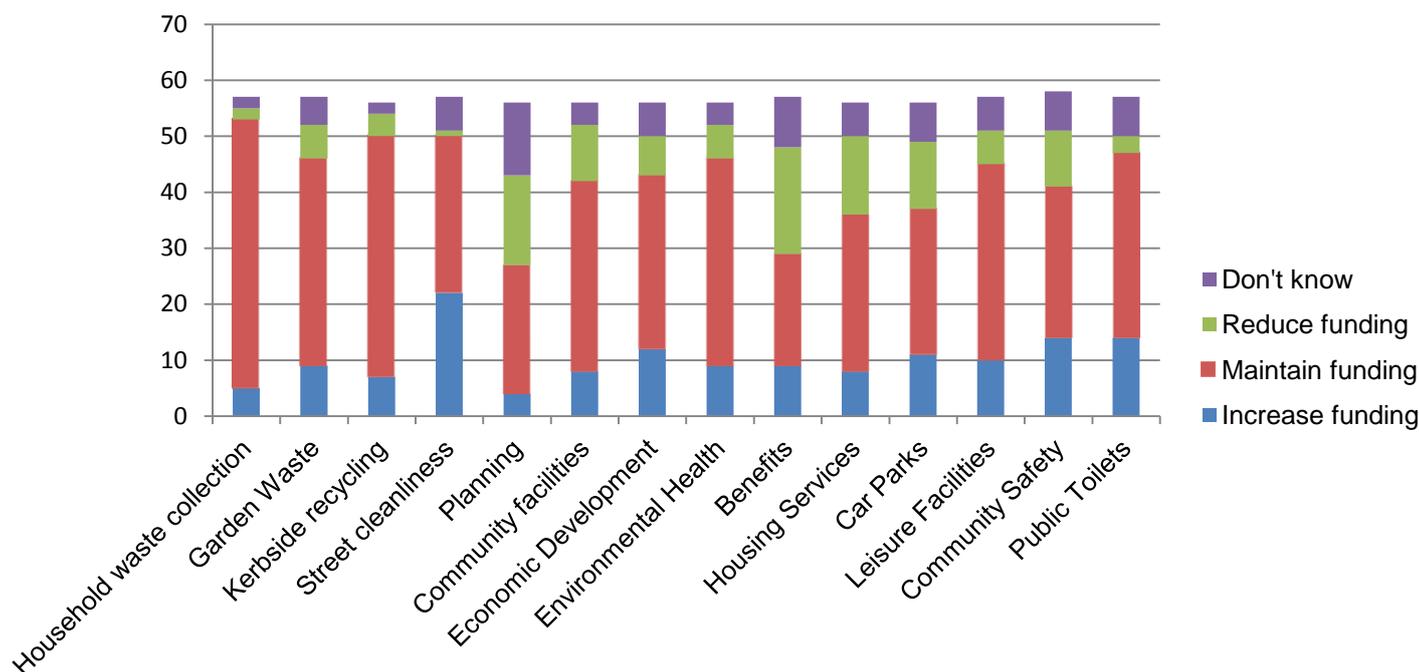
that paths should be weed free. The ginnel at the rear of my property has a weed problem which has not been dealt with this year. I still think there is a problem with dog faeces on pavements as well and people picking the waste up in bags and then throwing them to the side of the pavement. More bins being placed in dog walking areas might help with this problem and also having a container on the side of the bin to distribute bags may help

- Plastics & tins, bottles, we could do with a bigger bin for the former items, and then we could recycle double what we do now.
- Your Env Health dept seems to work very well! Car parks - you are charging way too much for them. Thirsk has a better idea - the first hour is free. Remember it is paying to park that is a main driver in sending shoppers to out of town superstores
- I am neither satisfied nor dissatisfied with garden waste collection but what is wrong with developing a system of collecting food waste separately? Ryedale Council's approach to Planning Policy apparently defies common sense. Their attempts to sell (for a large sum to be wasted in inappropriate council spending) a site for a fourth supermarket in Malton is counter-intuitive, apparently breaching planning regulations and highly unlikely to generate any long term community benefit. Please stop wasting our money and forcing innovative and existing traders to abandon Malton. Look at and learn from what the Fitzwilliam Estates is gradually achieving through its 'foodie' initiatives. This is a much more powerful and long term approach that offers over time substantially wider benefit. Fitzwilliam's approach to rental terms appears somewhat greedy but they do appear to be gradually succeeding and to have a long term and sustained policy that goes well beyond the next election. Local Authorities could think and act much more proactively and should not need to be forced to introduce common sense services. As a suggestion, please review Winnow Solutions kitchen waste management products and the areas into which they are evolving. Please see article in The Telegraph of 29 Dec 16, which outlines an initiative apparently being evolved by Sainsburys and Winnow Solutions.
- the level of advice regarding enforcement and pre application views was poor inaccurate and badly communicated
- I have 4 children. 2 of which are still in nappies. Eventhough a lot of our household waste can be recycled I still find I'm having to do regular tip runs as my house hold waste wheelie bin is full within a week. Once I had one tin in the cardboard recycling. Instead of the binmen just removing it, they left all my recycling on the curb. So I have yet more waste hanging around for 2 weeks. I'm dissatisfied with planning as I'm now living in a fracking area. I didn't agree to this. Car parks are extortionately expensive.
- Would like to see a wider range of materials including plastic packaging recycled.
- Would like to see more investment and support for arts and culture. Closure of TIC's is disappointing.
- Car parking is too expensive in area where tourism is a key industry as is the state of our litter strewn streets.

**Question 5:**

**Which services do you think should have changes to their funding from the Ryedale District Council budget in future?**

Service	Increase funding	Maintain funding	Reduce funding	Don't know
Household waste collection	5	48	2	2
Garden Waste	9	37	6	5
Kerbside recycling	7	43	4	2
Street cleanliness	22	28	1	6
Planning	4	23	16	13
Community facilities	8	34	10	4
Economic Development	12	31	7	6
Environmental Health	9	37	6	4
Benefits	9	20	19	9
Housing Services	8	28	14	6
Car Parks	11	26	12	7
Leisure Facilities	10	35	6	6
Community Safety	14	27	10	7
Public Toilets	14	33	3	7



**Comments received:**

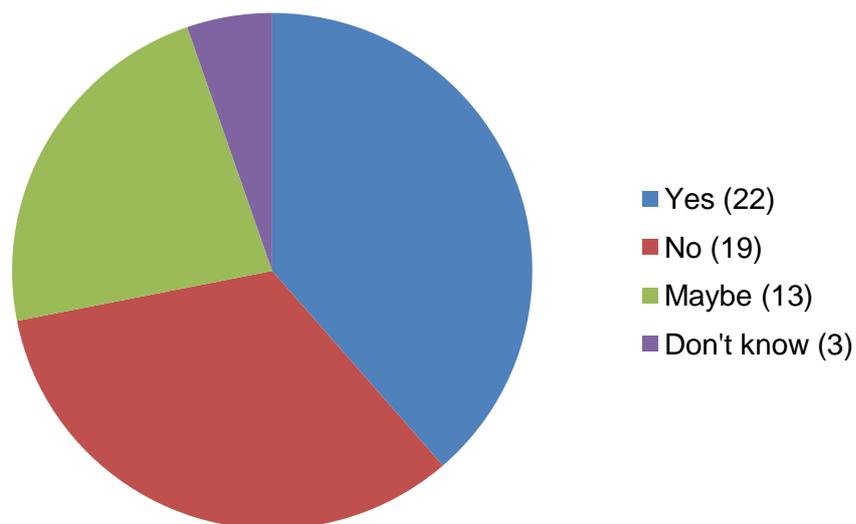
- In the light of reducing resources to police services there is an ever greater support role for NHW.
- I'm not happy that central Malton smells of foul drains. It is revolting and embarrassing when visitors are here.

- Community safety is covered by so many different organisations, that an increase in funding in this area would surely be a duplication of service offered by voluntary sector organisations and the Police? To tackle Community safety properly you need to operate over 24 hours and are closed on evening and weekends. I feel that to invest more money is more of a publicity stunt unless you plan on creating an anti social behavior team?
- Planning should be self-sufficient; financed by those applying for permission
- You have provided no information from which I can develop a response. I need to know at the very least what is spent on each element now. It would be helpful to know what alternative spending approaches have been developed, what these might achieve and at what cost. I might then have sufficient information from which to offer an opinion.
- It is important that the Council devotes adequate resources to developing planning policy which is well researched and effective. It is also important that resources are made available for enforcement of planning conditions, particularly those relating to the natural environment, including tree preservation orders.
- Hard to respond to this without more detailed information.
- I'd be prepared to pay more concil tax to fund these increases, provided you include more funding to our public libraries.

**Question 6:**

**Comments received:**

**Would you support increasing council tax to invest in Ryedale District Council services?**



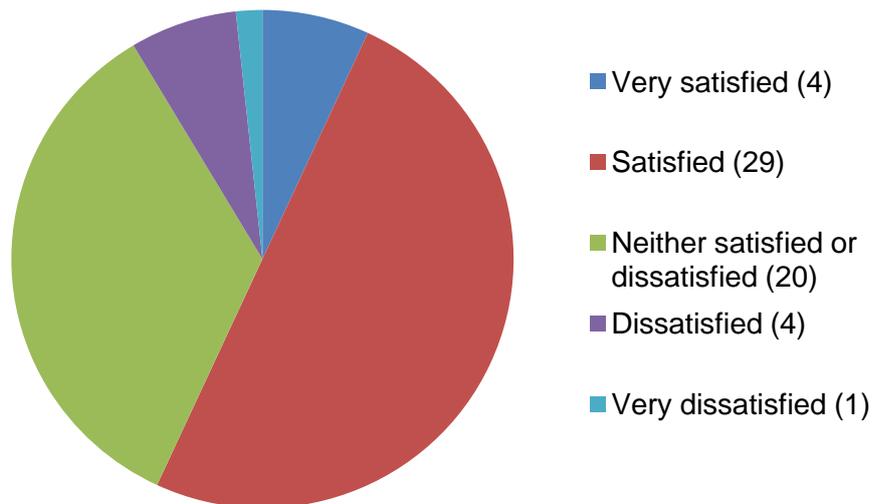
## Comments received:

- Because there is no evidence to suggest that any increase in moneys received would be spent effectively for the benefit of the WHOLE community and not just the few in areas such as Malton and Norton. There are many villages in Ryedale that just seem to get ignored. RDC is not there just for the benefit of the towns.
- If the money was spent correcting and transparently and focussed to what the public want, not what the council think we want
- I have no right to express an opinion on this matter.
- I feel we pay enough CT but this should be relative to the demands of need. The more services they have the more people should pay.
- If the council are able to evidence efficient spending of money that benefits the majority rather than wasting money on after dinner speakers @ £2000 or sinking money continuously into Ryedale Citizens Advice who are clearly unsustainable
- The roads in Sherburn Ste Hilda's St would need to improve, and up to the start of Scarborough responsibility
- Ryedale District Council needs to sell the office building in which they are based and downsize. I would be in agreement with a raise to fund services provided by NYCC such as social care. If I had to choose which one I would rather fund it would be social care. The district Council needs to live within its means.
- The council can still find more savings before it starts increasing its spending
- Absolutely not. You need to continue to modernise your infrastructure and adapt how you deliver services to ensure that you can continue delivering the minimum standard that we expect of you. Increases are never popular but I can't justify an increase in council tax based on what Ryedale District Council offer. I absolutely expect there to be an increase to pay for NYCC services such as children's services and social care...but I am worried that the district council has a habit of hemorrhaging money and lacking accountability for it. I'm, satisfied by what you do generally, but you really really have to work hard to justify an increase. I want to see figures...including how much your head office costs and how much of it is actually used by rye dale district council.....You have to be prepared to be completely transparent. I want to see your hospitality accounts and your mileage bills. As a council tax payer I want to see what my money is being used for and exactly what you are intending to use it for. Your recent restructure has saved the council some money, but have you gone far enough? Are you scrutinizing the accounts of the parishes enough? Are they properly accountable?
- As for question 5, I am not going to support any increase in council tax without first understanding what an increase might achieve and why the same output cannot be achieved by redistributing the existing budget or by incentivising local businesses - for example Fitzwilliam Estates has led in providing free parking for shoppers in Malton, thereby supporting local traders and helping them to become more successful (and to pay higher rates and rents!). Why do all supermarkets provide free parking or at the very least a system of refunding charges to those who use their shops. What is stopping the Local Authority doing something similar in all other market towns instead of deterring their use by forcing users who want to buy produce from local traders to pay a high premium for access.
- Depends what you're going to spend it on!
- It's already too much
- provided it is to the benefit of all services not an individual service

- See above, but reduce salaries of 'fat cat' senior council employees.

### Question 7:

**Overall, how satisfied or dissatisfied are you with the way Ryedale District Council runs the services we provide?**



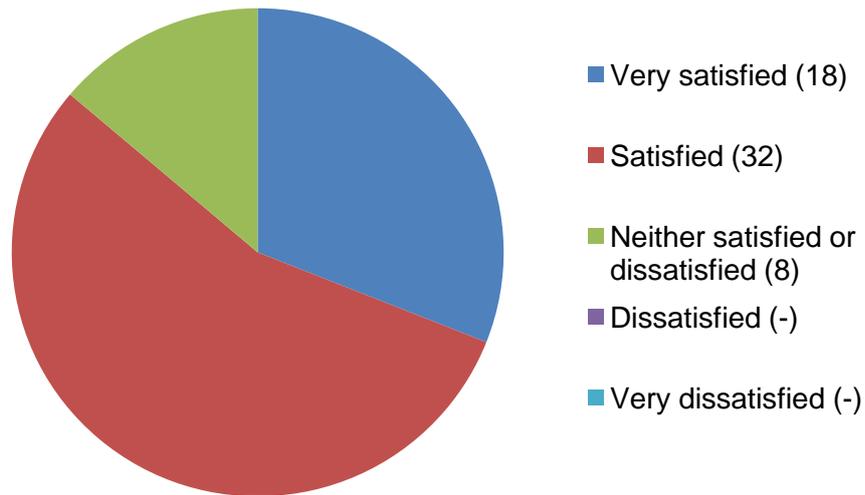
### Comments received:

- See Q6 response
- This is only in relation to the role that your council employee plays.
- Poor customer service at point of service with long times to provide help and information, and a lack of common sense and commercial thinking at Ryedale house, lots of wastage across departments with a lack of efficiency. Lack of 'on the ground' understanding and presence - too much office work not enough community work.
- Should consider options that would cost money but benefit Ryedale; be brave and set the standard higher and challenge everyone to stretch up higher
- I think I get value for money now. An increase will tip my opinion in the opposite direction because then I start to compare you with other councils, and I then become less confident. I know that council tax is going to go up due to the crisis in social care....but that it all that my family budget will fund. Council tax is already obscene and unfortunately I do not qualify for council tax benefit because I am a professional person...I can barely afford to live here (which is ridiculous because I am a medical practitioner in a local hospital that cannot recruit staff because of its abysmal reputation.) Professionals are leaving in their droves and retired folk are moving into mansions and luxury new builds....and you want my opinion on raising council tax? This is a beautiful place for a holiday obviously...and by all means make it more expensive to own a tiny house here and I'll move elsewhere.
- Insufficient information (and to date no time to research a complex area). Being now semi-retired from a busy role in property, retail and commercial parking, I can afford to waste a bit of time writing a response that I know is 99% likely to be ignored. If you would like to follow up, my email is [rwoosnam@wrcservices.co.uk](mailto:rwoosnam@wrcservices.co.uk)

- You're generally doing OK, but need to focus on some areas that support both the tourism of the area and the fact that there is a high proportion of older people within the area.

### Question 8:

**Overall, how satisfied or dissatisfied are you with your local area as a place to live?**

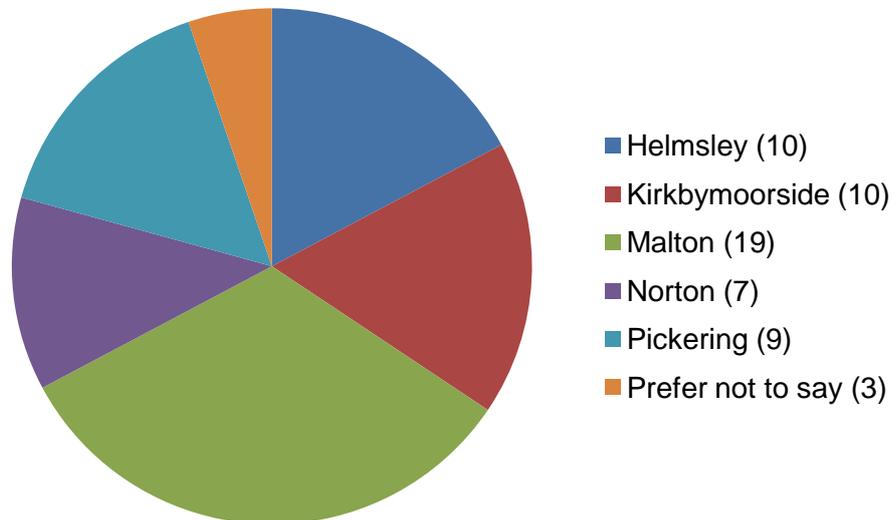


### Comments received:

- Irrelevant in my case.
- I do believe that the council could help with or have more powers to improve the look of our streets by making or helping people to cut overhanging hedges onto paths and to improve the look of buildings in the area by either cleaning or painting windows etc.
- I am very fearful if tge possible impact of fracking on my enjoyment of the area.
- I love Ryedale - we are all v fortunate to live here
- I live in a beautiful area. But it is blighted by isolation, lack of affordability of social care, housing for working class people and lack of children's services including child care.
- I lve in a very quiet village just outside Kirkbymoorside with stunning views and in beautiful surroundings with very nice, supportive and proactive neighbours.
- Few people, please keep it that way. Don't want tourists. Discourage second homes. Let's try and have a real community, not build a phoney one
- Planning seems to be giving permission for various things in various locations and spoiling the look of the district. I get the impression that it is far too easy to gain permission.
- See above.

### Question 9:

Which of the following towns do you live in or closest to?



- To be hard on decisions on benefit claimants. We have always worked and never claimed and I begrudge paying for those who don't work.
- Save more money on staff who have a public sector mentality and give the money direct to active and skilled communities who will make better use of it.
- Please consider worthwhile investment; spend money on the future rather than legal fees for the planning department
- No
- The Council could carry out a review of the green spaces which it manages and examine whether there is potential for some underused green space to be converted to woodland. Conversion of intensively managed grassland, particularly in urban areas, to woodland has been shown to deliver a range of environmental, social and economic benefits but also can reduce the cost of managing the land. Evidence for this comes from a study carried out by Land Use Consultants on behalf of the Woodland Trust and is outlined in our report 'Space for People', which can be downloaded from our website at: <http://www.woodlandtrust.org.uk/publications/search/?query=trees+or+turf>
- Perhaps getting more rateable income from 2nd homes/ holiday homes in the district should be considered as a way of increasing the funding to Ryedale District Council.

**Question 10:**

**Are you responding as a.....?**

