



Sounding Board - Impact of Austerity

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LGA

Rural Services Network Sounding Board

- Established this year
- All member authorities invited to nominate a Councillor to represent them
- Two separate boards established
 - Parish Sounding Board
 - Local Authority Sounding Board

Compared to 3 years ago how would you rate current public services?

	Local Authority Councillor Responses	Parish Councillor Responses
Much Better	6.45%	0.32%
Slightly Better	32.26%	6.41%
Unchanged	12.90%	22.44%
Slightly Worse	38.71%	56.60%
Much Worse	9.68%	19.23%

In respect of specific services how have these changes in the last 3 years?

- Local Authority
 - Recycling Collection – 58.06% Better
 - Refuse Collection – 58.62% Better
- Other Public Services
 - GP Surgeries - 46.67% Unchanged
 - Police – 40% Unchanged
 - Local Hospitals – 43.33% Worse

In respect of specific services how have these changed in the last 3 years?



63% of Local Authority Councillors and 77% of Parish Councillors felt that the road maintenance service had got worse in the last 3 years

Only 16% of Parish Councillors that used the service felt that Sports and Leisure Facilities had got better over the last 3 years compared to a huge 57% of Local Authority Councillors!



In respect of specific services how have these changed in the last 3 years, by the users of the service?

- Local Authority

	General Responses Services are worse	Users of Service Services are worse
Care for the elderly	35.71%	70%
Social Services	32.14%	54.55%

- Parish Responses

	General Responses Services are worse	Users of Service Services are worse
Care for the elderly	30.49%	63.34%
Social Services	22.09%	46.66%

Changes in the accessibility of services provided

	Local Authority Councillors	Parish Councillors
Shorter Hours	22.58%	31.29%
Service is provided less frequently	26.67%	44.95%
Service is provided from a smaller range of locations	29.03%	34.46%
Increased charges for services	61.29%	43.92%

Please list 3 most significant impacts of changes in service provision affecting your area over the last 3 years – Local Authority Councillors

- Reduction in Highway Maintenance
- Reduced bus service
- Removal of bus service subsidies and free school transport for post 16 students
- Fewer community grants available
- Loss of community police
- Reduced library services

Please list 3 most significant impacts of changes in service provision affecting your area over the last 3 years – Local Authority Councillors

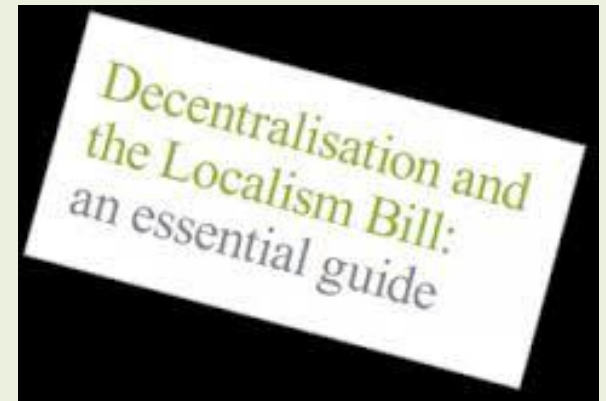
- County sharing office with the district
 - Volunteer libraries
 - Handing over of parks and play areas to parishes / communities
 - New refuse contract
 - Improved recycling service
 - Opening of a new fire station (but closure of others) to widen the area within which target response times can be met
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Please list 3 most significant impacts of changes in service provision affecting your area over the last 3 years – Parish Councillors

- Decline in road maintenance
- Reduced bus services in rural areas
- Buses – fewer routes, less frequent, first buse later and last buses earlier, increased fares, cuts in timetable prevent commuting
- Public Realm – Toilets closed, buildings not maintained, litter problems, grass not cut, no street cleaning, overgrown paths, no dog warden, less street cleaning
- Less provision for youth
- Reduced elderly care
- Reduced access to council services – delays / charges / quality

Please list 3 most significant impacts of changes in service provision affecting your area over the last 3 years – Parish Councillors

- Improved recycling
- More services online (only positive for those with good broadband)
- More Parish influence on decisions
- Village Caretaker initiative
- Local management of a library
- Better policing and neighbourhood watch





**SORRY WE'RE
CLOSED**

Good news?

- **New way of delivering library services planned but not fully implemented**
- **There will be a complete transformation of the way in which this Council operates, this will improve customer service as well as helping with budget difficulties**

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