



# Budget Consultation 2018

**Consultation report**  
**February 2018**

## **1. Introduction**

1.1 Over recent months the council's Corporate Management Team developed savings options which have been the subject of presentation to – and discussion with – councillors to address the financial challenge expected for 2018/19.

1.2 The council previously agreed to accept £9.733million of 'base budget adjustments'. At its meeting in January 2018, the Policy and Resources Committee agreed to consult with the public on savings options to the value of £14.685.

1.3 In accordance with the figures contained within the Scottish Government's draft budget in December 2017, and making an assumption of the council raising council tax by 3%, the 'budget gap' contained within the consultation was £8.923million.

1.4 The consultation was launched on January 18 and closed on February 9 using the banner 'Council Budget – Have Your Say'. An extensive range of channels was used to reach target audiences. 2,793 respondents provided 11,346 pieces of information in writing which could be analysed.

1.5 This is a sizeable response to a consultation of this type and duration. While compared with the population the response is small, it should be noted that – in order to properly represent consultees' views in an exercise of this type – the key requirement is to ensure that stakeholders who wish to participate have the opportunity to do so. If that is achieved, the response must be accepted as representative of stakeholders' views.

1.6 This should not be confused with a sample survey where only a proportion of the population is invited to take part and representativeness is achieved through statistical sampling.

1.7 Given the methods offered and the combined reach of the channels used to publicise the consultation, there is strong evidence to support the contention that the consultation results are representative of stakeholders' views.

1.8 It is notable that the feedback from focus groups and drop-in sessions strongly supported the views expressed by individual respondents.

1.9 The running and collation of information in a large-scale consultation exercise, particularly one on a wide-ranging subject compressed into a short period of time, is challenging. The assistance of staff from across the services of the council was critical and was gratefully received.

## **2. Consultation**

2.1 The Policy and Resources Committee agreed an approach to the consultation at its meeting on January 17, 2018. The consultation was focussed primarily with an email response, and a specific email address was created to receive responses. In addition, hard copy response forms were available in libraries.

2.2 Previous budget consultations relied on a 'tick-box' exercise, where every respondent was asked to express agreement, disagreement or neutrality on every option in a survey format. Although a valid exercise in representing stakeholder views, this led to an increased possibility of 'special pleading'; where respondents focus only on a small number of savings options and with a limited qualitative aspect to responses.

2.3 In addition, previous budget consultations were publicised by distributing a booklet to every residential address in North Lanarkshire. However, this was expensive and – given that most responses were completed online – of questionable value.

2.4 Primary communications channels utilised for this year’s consultation were:

- local media
- Facebook and Twitter
- council website
- email
- The council intranet

A total of 25 articles were published in local newspapers over the period of the consultation. There were 6,824 unique page views on the dedicated budget consultation page on the council website. Facebook posts reached 124,438 people, with Twitter posts reaching 23,678 people. 2,238 people opened promotion emails relating to the consultation.

2.5 Drop-in sessions for those without electronic access were held in:

- Motherwell
- Airdrie
- Coatbridge
- Shotts
- Kilsyth
- Stepps
- Bellshill
- Cumbernauld
- Wishaw

2.6 Focus groups were facilitated with the North Lanarkshire Tenants’ and Residents’ Federation, members of the Citizens’ Panel, North Lanarkshire Youth Council and the BSL and Deaf Service (at this group’s request). At the forum’s request, the Head of Communications and Digital Learning presented to the Kilsyth and Villages Community Forum and answered questions on the savings options. Managers briefed staff potentially affected by the savings options at the beginning of the consultation process.

2.7 The consultation was open from January 18 to February 9. There were two lists of options published: savings related directly to the council and those possible options related to the Integrated Joint Board for Health and Social Care. The IJB will make its decisions after the council budget has been set given the timing of the finalisation of NHS Lanarkshire funding.

2.8 During the consultation period, the Scottish Parliament passed the budget bill with significant variances for local government from the draft budget published in December. The implications of this for North Lanarkshire Council were only clear in the final few days of the consultation but caused some confusion with members of the public. The page on the website was adjusted to account for this and planned social media activity was scaled back.

2.9 No large-scale consultation is perfect. There was criticism expressed by some respondents about the length of time available for consultation and a perceived lack of detail about each savings option.

### **3. Statistical analysis**

3.1 The design of this consultation was based on the gathering of qualitative information. However, the responses have been categorised into agreement or disagreement with each option to provide some statistical analysis. The statistical 'ranking' of each option is contained within the appendix.

3.2 These figures include petitions received in respect of three options; Closure of Kilbowie Outdoor Centre, Redesign of Community Learning and Development, Reduce Management Fee to Culture NL (this in respect of one particular centre, Chapelhall Senior Citizens' Centre). Clearly this has an impact on the statistical 'ranking' of these options. 298 pre-populated pro-forma response forms were also received. These did not specify a particular option, but given the context of the comments contained within the form, these have been attributed to the options concerning janitorial resource, catering and cleaning.

3.3 The five most disagreed with options were:

- Closure of Kilbowie
- Redesign of Community Learning and Development
- Reduce management fee to Culture NL
- Reduce management fee to North Lanarkshire Leisure
- Review of cleaning specification in primary schools

3.4 The five options least disagreed with were:

- Restructure non-members' support functions
- Clerking function for Integrated Joint Board to be provided by IJB rather than council
- Review staffing in Civic Centre facilities management
- Reduce grass cutting
- Reduction in private sector housing grant aid

Note that 'least disagreed with' is **not** the same as these options being most agreed with. In this section the options have been ranked on a measure of disagreement; many respondents were silent on a range of options, so this should not necessarily be taken to mean active agreement.

### **4 Qualitative analysis of written returns**

4.1 Because this consultation was not a traditional survey, the most valuable results are qualitative in nature. All responses to the dedicated email address or via hard copy have been evaluated, with every comment provided mapped against the published options.

4.2 From that analysis, it is clear that a number of options were clearly least likely to be accepted by respondents. These included:

- The closure of Kilbowie Outdoor Centre for outdoor education provision
- Reconfiguration of the building cleaning services in schools
- Reconfiguration of janitorial services to schools
- Reduction in management fee to North Lanarkshire Leisure, with the reduction in hours at Shotts Leisure Centre a particular concern

- Reduction in management fee to Culture North Lanarkshire with the closure of Westray Community Rooms, Chapelhall Senior Citizens Centre and Cleland Senior Citizens Centre of particular concern
- The redesign of the Community Learning and Development Service
- The reduction in burial subsidies leading to an increase in cemetery fees
- Reducing spend on maintaining roads and footways
- The introduction of a flat rate fee for all special uplifts
- Review and potentially reduce council's sheltered housing provision
- A review of intermediate care home provision

4.3 In addition, there were a number of options that appeared to be acceptable to respondents including:

- Introduction of car parking charging
- Investment plan in street lighting to reduce energy
- Reduction in grass cutting in open space
- Reduction of community events including fireworks (although there were also people who would like this kept)
- Increasing the price of school meals

4.4 Very few respondents commented on all 47 published options, with the majority responding to one option or a small grouping of two or three. This is unsurprising given the natural tendency to comment on services accessed or perceived to be of greatest value to respondents' communities. However, it was clear that many respondents had considered the options at length and these responses were detailed and clearly set out. A selection of comments on the most and least acceptable options are contained in the appendix.

4.5 A number of respondents made comments not directly related to any of the published options. Many of these are not uncommon in any consultation the council carries out. Multiple comments were received on:

- Increasing council tax, with many suggesting it should be increased (the budget projections set out in the consultation assumed a 3% rise in council tax)
- Abolishing free school meals for pupils in P1-P3 (this provision is enshrined in legislation)
- Further reducing senior level management
- Reducing the amounts councillors can claim in expenses
- A perception that there had, to this point, been too many cuts in education
- The recent changes to the recycling regime were a waste of money

## **5 Focus groups**

5.1 Four focus group sessions were held as part of the consultation. Focus groups are designed to allow participants to explore in detail opinions about a particular topic. In this case, participants were able to discuss in detail the published options.

5.2 Focus groups were facilitated with members of the North Lanarkshire Youth Council, the Citizens' Panel, North Lanarkshire Tenants' and Residents' Federation and BSL and Deaf Service Lanarkshire (requested by the group).

### 5.3.1 *North Lanarkshire Youth Council*

This session took place in the @home Centre, Airdrie with members of the Youth Council and some teenage staff from the @home centre. A number of common themes of disagreement with the published options emerged that were in line with other responses:

- Closure of Kilbowie Outdoor Centre
- review of CLD
- sheltered housing review
- reduction in cleaning services.

5.3.2 However, the young people commonly expressed agreement in a number of areas:

- reduction in grass cutting
- investment in LED street lighting
- parking charges
- reducing recycling centres

5.3.3 Discussions revealed other opinions such as the need to reduce energy, being more environmentally-aware and the importance of specialised education provision.

5.3.4 Some more details of the opinions expressed about the options are contained within the appendix.

### 5.4 *North Lanarkshire Tenants' and Residents' Federation*

In order to identify which options were the most and least important to them, the facilitators asked the participants to identify five options that they found unacceptable and five that were potential savings' options. A discussion then took place on general concerns about the options, any additional suggestions for savings not already identified and comments on the consultation exercise.

5.4.1 The following common themes were identified:

- Don't make cuts to services in for children, older people and most vulnerable
- The voluntary sector is essential to support NL communities. If funding support is removed it will have a detrimental effect on community led organisations and this will cause social isolation and impact on people's mental health and wellbeing.
- Community facilities are a vital part of the wellbeing of NL residents particularly those who can experience loneliness and social isolation. It is essential that they are funded and supported
- In reducing services which are aimed to improve general wellbeing, be those environmental improvements or supporting community initiatives, the reduction will impact on people's wellbeing and mental health. This will then increase the need for health services, thus moving demand and the need of increased resources to another public service.
- Special uplift service could be adapted. Rather than a flat fee a variable fee or one free uplift. Charges will lead to fly tipping.

- Overwhelmingly participants identified the continued use of Kilbowie as a priority

5.4.2 A number of key areas of agreement emerged:

- Increasing price of school meals
- Reduction in community events
- Reduction in grass cutting
- Introduction of car parking charges (although one participant expressed a desire to see something other than a universal approach, e.g. that the parking issues in Motherwell are very different to those in Airdrie and that care would need to ensure that the introduction of charges would not have a detrimental effect on local businesses)

5.4.3 More details of the opinions expressed about the options are contained within the appendix.

5.5.1 *North Lanarkshire Citizens' Panel*

The results of this session were broadly similar to those expressed by the tenants' federation.

5.5.2 There was agreement to a number of options, including all those under the Chief Executive's Service, apart from discontinuing golden wedding celebrations and agreement with the reconfiguration of janitorial services. As with the other focus groups, there was agreement with reducing grass cutting services and reviewing recycling centres.

5.5.3 Overwhelmingly, the perceived impact on options concerning educational experiences whether through the Kilbowie Outdoor Centre or through CLD services, was noted and opposed. There is a belief that these type of services bind communities and provide a richer life experience to all. Comments include, "as a single parent, Kilbowie was one of the few opportunities for my child to have an activity holiday" and "kids come back from Kilbowie more confident."

5.5.4 The current financial climate and discussion around welfare reforms prompted disagreement in the funding of financial advice services with one participant stating: "we need more people who understand the benefit system and can challenge it. People need support, we shouldn't be doing away with these services." There was disagreement to all options within Health and Social Care services and was seen as reducing services supporting those most vulnerable in our society.

5.5.5 More details of the opinions expressed about the options are contained within the appendix.

5.6.1 *BSL and Deaf Service Lanarkshire*

A session was run with this group at the group's request. There was some agreement in terms of:

- Reducing grass cutting
- Increasing LED lighting
- Reduction in road safety programmes (provided that school crossing patrollers were maintained)
- Unusually in the context of other consultation responses there was no strong disagreement with the options contained within Education, Youth and Communities

5.6.2 There was very strong disagreement with all the options for Health and Social Care, a reduction in advice services and car parking charges. Objections were also raised in terms of the cessation of community events (particularly fireworks displays).

5.6.3 More details of the opinions expressed about the options are contained within the appendix.

5.7 From the focus groups, a number of new ideas emerged including:

- Enforce contractors on roads and footpaths to return areas post work to a high standard or considering fining them for poor service.
- It's critical for the council to continue to support leisure centres to help lessen the impact of mental health illness and improve wellbeing.
- The council needs to use its influence at CoSLA and directly with the Scottish Government to look at new approaches to supporting public services.

## **6 Drop-in sessions**

6.1 Nine drop-in sessions took place across the council area: Motherwell, Wishaw, Kilsyth, Shotts, Coatbridge, Bellshill, Airdrie, Cumbernauld and Stepps. They attracted up to 250 people. Numbers of people attending ranged from a few people to around 50. At each session, it became clear that there were particular options that were of concern to some people and they were able to provide feedback to the community engagement manager facilitating the session.

6.2 Unsurprisingly, local people voiced concerns about those services that were close in geographical terms to them, or if they actually used the service. A number of local community groups were present at sessions, including representatives from local sheltered housing complexes, swimming groups and youth groups.

6.3 Some common disagreement with options emerged:

- Closure of Kilbowie
- Review of sheltered housing
- Reduction in management fee to NLL (particularly in those locations where that reduction would have the greatest impact on local facilities)
- Reduction in management fee to Culture NL
- Reduction in grants to voluntary organisations

6.4 Some more details about the prevalent themes at each drop-in session are contained within the appendix.

6.5 In addition to the drop-in sessions, Kilsyth and Villages Community Forum requested a presentation on the budget consultation. There were general comments from the group that savings could be made by addressing the efficiency of council operations and payments to senior council officers and councillors, such as capping expenses and pay. In general, there was support for the increase in council tax to alleviate savings.

6.6 There was a general belief that the timescales for the consultation were too short and there wasn't enough detail in the information provided in the savings options. For future learning, this group would have liked to have seen more localised public meetings to discuss the options and were keen to see the outcome of the consultation.

## **7 Conclusions**

7.1 As could be expected, the least acceptable options from the responses had some commonality. In general terms, respondents expressed a desire to protect services in education and aimed at young people (overwhelmingly the closure of Kilbowie was opposed), and those facilities

contained within communities which would be most at risk from a reduction in management fee to North Lanarkshire Leisure and Culture NL.

7.2 The most acceptable options were around administration and reduction in grass cutting, with some agreement around the introduction of car parking charges and a reduction in community events and festive lighting.

7.3 Although not included in the consultation options, the most expressed unprompted view was the acceptance of an increase in council tax.

7.4. As has been the case in previous budget consultations, respondents were more likely to accept options of a lower financial value than those of a higher financial value. The total saving of the five most acceptable options is £1.02million, with the total saving of the five least acceptable options is £2.34million. This is understandable in that the least acceptable options have a visible and significant (real or perceived) impact on services. This brings into sharp relief the challenge for councillors in deciding which, if any, options to accept in setting a budget.

7.5 Despite this challenge, it is hoped that the information presented in this report will assist elected members in coming to conclusions in setting the council's budget for 2018/19.

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**February 2018**

## APPENDIX

The following tables expand on the qualitative analysis contained within the report.

**Table 1: Options ranked in order of *disagreement based on written returns*. Those options related to Health and Social Care marked with an asterisk**

Point	Disagree
	Closure of Kilbowie Outdoor Centre for outdoor education provision.
Redesign of Community Learning and Development Service (CLD) to provide increased synergies across functions.	3258
Reduce Management Fee to Culture NL	569
Reduce Management Fee to North Lanarkshire Leisure	544
Review of cleaning specification in Primary Schools to increase productivity and reduce cleaning in classrooms from 5 to 3 days.	348
Reconfiguration of the building cleaning service to secondary schools through the introduction of a team cleaning concept, advanced cleaning technology machinery, reduction from 5 to 3 days and reduce supervisors posts from three to two	339
Review the janitorial resource to all schools, reducing cover to 37 hours per week covering 7am to 10pm working day term-time where required.	315
Reconfiguration of supply cover for Janitorial Services in Primary Schools.	302
Review of Financial Inclusion Establishment structure and a reduction in funding for partner agencies.	298
Review of Catering Manager cover hours in both Primary Schools and Secondary Schools from 35 to 32.5 hours per week in secondary schools and from 35/32.5 to 30 hours in primary schools	295
Review of catering working days for all catering staff to revert to 192 days and 52 weeks.	294
Review and potentially reduce council's 39 Sheltered Housing complexes, with a view to converting some to amenity housing with no sheltered housing officer service.	39

Review of Area Delivery Model Resulting in Shared Resources amongst schools on a cluster basis.	33
Reduction in spend on maintaining roads while preserving a good level of performance.	30
Introduce a flat rate £25 fee for all special uplifts to generate income and reduce demand for service.	28
Increase Annual Taxi test fee to £95	26
Reduce grant funding to community groups, voluntary organisations by 11%	25
Reduce Road Safety Service by signposting to information resources.	21
Introduce car parking charging with appropriate payment systems to discourage commuters from using parking provision in town centres.	18
Reductions in service delivery within Day Services. Proposed to increase charged or reduce service levels. *	18
Review the overall number of Household waste Recycling Centres. The council currently has 7 such facilities across the council area.	16
Reduced Community Events including cessation of fireworks events in Cumbernauld, Coatbridge and Airdrie and reducing festive lighting outwith seven main town centres.	14
Develop Palacerigg country park as a woodland play facility by the removal of the animal collection and reconfigure the greenspace service.	11
Reduce grant funding to Voluntary Action North Lanarkshire (VANL) by 11%	9
Close nursery complex at Drumpellier and display houses at Viewpark and source suppliers to provide plant and floral features	8
£14m investment plan is in place to achieve a reduction in energy required to operate the street lighting system through the use of LED technology, which will reduce ongoing maintenance costs.	8
Review of care home provision and services within existing care homes.	8
Increase price of school meals by 5p to £2.05 for a two-course lunch in primary schools and £2.15 in secondary schools, in line with the Scottish average in 2018/19 and to £2.10 and £2.15 in 2019/20.	6

Reduce Burial Subsidy resulting in increased cemetery fees by 18%,	6
Progress Phase 3 of review of staffing structures to reduce management posts in schools.	5
Cease Gold Wedding events	4
Removal of Funding for Surestart Outreach Programme with children placed in partner provision rather than council facilities.	4
Review of eligibility and support for equipment and adaptations. *	4
Introduce a further level of charging for some Social Work Services. *	4
Review of staffing structure of Environmental Health & Trading Standards	4
Reduction in and refocus of Employability Services as a result of changes to European grant programme	3
Reconfigure Arboriculture and Woodland Management Service to provide basic response cover.	3
Review of service provision in Children & Family Intensive Services.	2
Recalculate formula for school devolved budgets in line with Education, Youth and Communities' percentage and council overall settlement.	2
Review inflationary uplifts applied to care providers. Review contracts for care provision and for fostering, adoptions and kinship allowances etc. *	2
Review large office cleaning, including reduction from five to three days per week.	1
Reduction in Private Sector Housing Care and Repair Service by 15%	1
Reduction in Private Sector Housing Grant Aid for repair and improvement grants to owners by around 15%.	1
Reduction in grass cutting from 18 to 14 per year	0
Review staff structure in Civic Centre facilities management to account for investment in additional technology/infrastructure	0
Clerking function to be provided by Integrated Joint Board as opposed to council	0
Restructure non-members' support functions in Administrative and Members Services	0

## North Lanarkshire Youth Council

Options	Reasons
<ul style="list-style-type: none"> <li>Agreed with the reduction on grass cutting</li> </ul>	<ul style="list-style-type: none"> <li>Wouldn't have a great impact</li> </ul>
<ul style="list-style-type: none"> <li>Agreed with the reduction in energy through use of LED technology</li> </ul>	<ul style="list-style-type: none"> <li>Better for the environment</li> <li>Better quality of lighting</li> </ul>
<ul style="list-style-type: none"> <li>Agreed with the removal of animal collection at Palacerigg country park</li> </ul>	<ul style="list-style-type: none"> <li>Not that popular</li> </ul>
<ul style="list-style-type: none"> <li>Agreed with introducing parking charges</li> </ul>	<ul style="list-style-type: none"> <li>Promote better use of public transport</li> <li>Promote car sharing – better for environment</li> <li>Less traffic in town centres</li> </ul>
<ul style="list-style-type: none"> <li>Agreed with reviewing the overall number of household waste recycling centres</li> </ul>	<ul style="list-style-type: none"> <li>Uptake in recycling means less people using recycling centres</li> </ul>
<ul style="list-style-type: none"> <li>Agreed that management posts in schools should be reduced</li> </ul>	<ul style="list-style-type: none"> <li>Belief that there are too many deputies in schools.</li> </ul>
<ul style="list-style-type: none"> <li>Agreed reconfiguring supply cover for janitorial staff is and reviewing the janitorial resource to schools</li> </ul>	<ul style="list-style-type: none"> <li>Believe this is fair</li> </ul>
<ul style="list-style-type: none"> <li>Agreed reconfigure janitorial services in primary schools and opportunities for cluster working</li> </ul>	<ul style="list-style-type: none"> <li>Believe that this option is fair and will give other people not on overtime the chance to get more hours</li> </ul>
<ul style="list-style-type: none"> <li>Agreed review of catering manager cover hours for schools</li> </ul>	<ul style="list-style-type: none"> <li>Believe that there is no need for one in each school</li> </ul>
<ul style="list-style-type: none"> <li>Agreed that school meals could be increased by 5p</li> </ul>	<ul style="list-style-type: none"> <li>The increase of 5p wouldn't really bother people and won't affect people who receive free meals</li> </ul>
<ul style="list-style-type: none"> <li>Agreed that community events should be ceased</li> </ul>	<ul style="list-style-type: none"> <li>These events cost a lot of money and only lasts for a few hours. If there are no fireworks in Airdrie, people would attend events in Glasgow</li> </ul>
<ul style="list-style-type: none"> <li>Agreed reduce grass cutting</li> </ul>	<ul style="list-style-type: none"> <li>This would save significant money and is likely not to be noticed by the public anyway</li> </ul>
<ul style="list-style-type: none"> <li>Agreed reduction in energy through use of LED technology</li> </ul>	<ul style="list-style-type: none"> <li>This is a good investment as LED lights are brighter and will cost less</li> </ul>
<ul style="list-style-type: none"> <li>Agreed closure of nursery complex at Drumpellier</li> </ul>	<ul style="list-style-type: none"> <li>People can grow their own plants</li> </ul>

<ul style="list-style-type: none"> <li>• Agreed removal of animal collection at Palacerigg</li> </ul>	<ul style="list-style-type: none"> <li>• There are not many animals anyway</li> </ul>
<ul style="list-style-type: none"> <li>• Agreed £25 for special up-lift</li> </ul>	<ul style="list-style-type: none"> <li>• Believe it's right for people to pay. If people used the bins correctly, they can pay if they need bigger things removed.</li> </ul>
<ul style="list-style-type: none"> <li>• Agreed increase of annual taxi test fee</li> </ul>	<ul style="list-style-type: none"> <li>• Taxi drivers are able to pay £95</li> </ul>
<ul style="list-style-type: none"> <li>• Disagreed with the closure of Kilbowie outdoor centre</li> </ul>	<ul style="list-style-type: none"> <li>• Great resource for young people</li> <li>• Helps to form lifelong friends</li> <li>• Sometimes might be the only 'holiday' some young people get</li> <li>• Could be utilised better by groups other than school groups</li> <li>• This is a great experience and helps pupils to meet other people who are going to the same high school, making it easier to settle into school</li> </ul>
<ul style="list-style-type: none"> <li>• Disagreed with the cessation of fireworks events</li> </ul>	<ul style="list-style-type: none"> <li>• Safety aspect – people holding their own displays and putting others in danger this in turn would put more pressure on the fire service and ambulance service</li> </ul>
<ul style="list-style-type: none"> <li>• Disagreed with redesign of CLD</li> </ul>	<ul style="list-style-type: none"> <li>• Vital service</li> <li>• Help people across the board</li> <li>• Positive influence in lives</li> <li>• Provides opportunities that people may not have had a chance to be involved in</li> <li>• The service needs to be protected and promoted better</li> <li>• It's unfair because CLD help young people build confidence and socialise and be less isolated, apply for jobs, help us to feel safe. Staff help us to plan for our future and help us plan and organise events and groups such as 'Insane dance' that help us build up confidence, keeps us off the streets, keeps us from getting into trouble and gives us somewhere to go.</li> </ul>
<ul style="list-style-type: none"> <li>• Disagreed with the reduction in the sheltered housing</li> </ul>	<ul style="list-style-type: none"> <li>• This will have a negative effect on our elderly</li> <li>• Elderly would be further isolated</li> <li>• Elderly currently feel safer in these houses</li> </ul>

<ul style="list-style-type: none"> <li>Disagreed with the reduction of cleaning days from 5 to 3 in secondary schools</li> </ul>	<ul style="list-style-type: none"> <li>School cleanliness is already an issue</li> <li>Some areas aren't cleaned daily just now and this would reduce them further</li> <li>Potential for some areas to be cleaned once a week</li> </ul>
<ul style="list-style-type: none"> <li>Disagreed Reducing the fee to culture NL</li> </ul>	<ul style="list-style-type: none"> <li>it's not fair as staff clean and help run buildings like the @home centre</li> </ul>
<ul style="list-style-type: none"> <li>Disagreed that cemetery costs should be increased</li> </ul>	<ul style="list-style-type: none"> <li>Burials already cost too much money</li> </ul>
<ul style="list-style-type: none"> <li>Disagreed that welfare advice service should be reduced</li> </ul>	<ul style="list-style-type: none"> <li>People need help and there probably aren't enough people to help just now</li> </ul>

### North Lanarkshire Tenants' and Residents' Federation

Options	Reasons
<p><i>Chief Executive's Office</i>            Agreed with all options within the Chief Executive's Service</p>	Specifically review of staff structure and ceasing golden wedding events. Some comments regarding the salaries of senior managers and that these should be reduced both the number of senior managers and their level of pay
<p><i>Education, Youth &amp; Communities</i>            Some agreement with the reduction in Management fee to CultureNL            Agree to increase price of school meals by 5p (14)</p>	None given

<p><i>Infrastructure</i></p> <p>Agree to reduce community events</p> <p>Agree to reconfigure Arboriculture and Woodland management service</p> <p>Agree to reduce grass cutting</p> <p>Agree to introduce car parking charge</p> <p>Agree to £14m investment plan in reduced energy plan</p> <p>Agree to reduce Road Safety service</p> <p>Agree to close nursery complex at Drumpellier</p> <p>Agree to develop Palacerigg</p> <p>Agree to increase annual taxi test fee</p> <p>Agree to review large office cleaning</p>	<p>Overwhelming support to cancel fireworks events and reduce festive lighting.</p> <p>Support for this.</p> <p>Overwhelming support for this Strong support for the introduction of car parking, although one person raised that the charge should be town centre specific as a charge in Airdrie town centre does not experience the same congestion as Motherwell from long term parking by commuters. It would have a detrimental effect on the economy of the town centre.</p> <p>Support this</p> <p>Support this</p> <p>Support this</p> <p>Support this</p> <p>Support this</p> <p>Support this</p>
<p><i>Housing &amp; Enterprise</i></p> <p>Agree to reduction in PS Care and Repair service</p> <p>Agree to reduction in PS Housing Grant Aid repair and improvement grants</p>	<p>Support this</p> <p>Support this</p>
<p><i>Education, Youth &amp; Communities</i></p> <p>Disagree to reduction in management fee to Culture NL</p> <p>Disagree with review of janitorial services</p> <p>Disagree with review of cleaning specification in primary and secondary schools</p> <p>Disagree with closure of Kilbowie Outdoor Centre</p>	<p>CNL supports community facilities. This helps people remain in contact with others, reducing the risk of loneliness.</p> <p>The cleaning of schools should not be reduced as this could lead to increased risk of infection and illness.</p> <p>Most participants voiced strong objection to the closure of Kilbowie. Most had first-hand evidence of the positive impact it made to the lives of their children/grandchildren.</p>

Disagree with reducing grant funding to community groups Disagree with grant funding to VANL	Most participants were forceful in the view that there should be no cuts to the education service and if anything, further investment should be made.
<i>Environmental Assets</i> Disagree with reduction in burial subsidy  Disagree with reducing spend on maintaining roads and footways  Some disagreement to introduction of car parking	There were strong feelings that it is already costly to open a lair, let alone purchase a new plot.  Disagreement  Some disagreement
<i>Regulatory Services and Waste Solutions</i>  Disagree with introduction of flat fee for special uplift  Disagree with the review of Financial Inclusion structure and reduction in fee to partner services	Strong feelings that by introducing a fee for special uplift that it would lead to increased fly tipping. It should continue with a free number of uplifts and then a charge. Also a sliding scale of charges depending on what's being uplifted rather than a flat fee for everything. Consider fewer centres but more customer-friendly access eg open later.  In light of introduction of Universal Credit from April 2018, this service should be increased not reduced because the impact although unknown, is expected to be far reaching and more people will require support.
<i>Enterprise &amp; Housing</i> Disagree with review and potentially reduce sheltered housing complexes.	Strong feelings that there should be no changes to the current sheltered housing service. There should be investigation into more integrated day care services in the complexes with communal areas, more autonomy in decision making about priorities in different complexes and more community-based health services based in complexes with communal facilities. One participant felt it was not unreasonable to review the service to check if the services offered were required.
<i>Health &amp; Social Care options</i>	Participants did discuss these savings which the main they rejected because they would affect the most vulnerable. However, they felt they did not have enough information about the overall budget of the IJB to give them context of the reductions in service.

### Citizens' Panel

<i>Chief Executive's Service</i> <ul style="list-style-type: none"> <li>Agree with reviewing staff structure</li> </ul>	<ul style="list-style-type: none"> <li>Agreement with all.</li> </ul>
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<ul style="list-style-type: none"> <li>• Agree with clerking function</li> <li>• Agree with restructuring members' support</li> <li>• Disagree with ceasing golden weddings</li> </ul>	<ul style="list-style-type: none"> <li>• Participants felt strongly that golden weddings should remain as it was a small amount of money to save and a significant achievement for couples to celebrate</li> </ul>
<p><i>Education, Youth &amp; Communities</i></p> <ul style="list-style-type: none"> <li>• Agree with reconfiguring janitorial services and resource</li> <li>• Disagree with closure of Kilbowie Outdoor Centre</li> <li>• Disagreement to reducing grant funding to community groups and to VANL.</li> <li>• Disagreement with redesign of CLD</li> </ul>	<ul style="list-style-type: none"> <li>• Agreement</li> <li>• Vociferous opposition to the closure of Kilbowie based on personal experiences of participants relating the positive outcomes of children they know.</li> <li>• Participants felt strongly that the voluntary sector must remain funded to its current level as it is core to supporting and delivering services to NL communities. They were concerned on the impact of this change on people's mental health and vulnerability.</li> <li>• They also believed that access to CLD services should be universal and not just to the most vulnerable. They felt it is a service that can reduce the impact of loneliness and social isolation for all age groups.</li> </ul>
<p><i>Infrastructure</i></p> <ul style="list-style-type: none"> <li>• Agree with reduced grass cutting service</li> <li>• Agree with review household waste recycling centres</li> <li>• No disagreement with most options</li> </ul>	<ul style="list-style-type: none"> <li>• Participants felt that sowing more wild flowers would offset the negative visual impact of longer grass.</li> <li>• Agreement</li> <li>• Participants felt that whilst any cuts would have an impact on the environment and jobs, they are faced with Hobson's choice and these would have the least impact.</li> </ul>
<p><i>Regulatory Services</i></p> <ul style="list-style-type: none"> <li>• Agreement with introducing a flat £25 fee for special uplifts</li> <li>• Agreement with reviewing household waste recycling centres</li> <li>• Disagreement with reviewing staffing structure of Environmental Health and Trading Standards</li> <li>• Review of Financial Inclusion Structure</li> </ul>	<ul style="list-style-type: none"> <li>• Agreement with both options</li> <li>• Agreement</li> <li>• Participants were concerned that a reduction in staff would result in an increase in public health issues.</li> <li>• Participants felt strongly that because of massive changes to the welfare system</li> </ul>

	current staffing and resources should remain untouched.
<p><i>Enterprise &amp; Housing</i></p> <ul style="list-style-type: none"> <li>• Agree to the reduction in Care and Repair Service</li> <li>• Agree in reduction to Housing grant aid repair improvement grants</li> </ul>	<ul style="list-style-type: none"> <li>• Agreement</li> <li>• Agreement</li> </ul>
<p><i>Health &amp; Social Care</i></p> <ul style="list-style-type: none"> <li>• Disagree with review of intermediate care home provision</li> <li>• Disagree with review of eligibility for equipment and adaptations</li> <li>• Disagree with reduction in day services</li> <li>• Disagree with charging for some social work services</li> </ul>	<ul style="list-style-type: none"> <li>• Strident opposition to imposition of any charges or changes to services for those see as North Lanarkshire's most vulnerable residents.</li> </ul>

### Drop-in sessions

VENUE	OPTION OF MAIN CONCERN	COMMENTS
Motherwell Library – 18 people attended	<ul style="list-style-type: none"> <li>• Closure of Kilbowie</li> <li>• Sheltered Housing</li> <li>• School cleaning reduction</li> <li>• Road safety advice</li> </ul>	The majority of people expressed concern at the closure of Kilbowie, identifying the loss of outdoor education opportunities, that many children will never experience these activities in their lifetime, the learned experience for children. Some parents stated they would be willing to pay for their children to attend.
Wishaw Library – 12 people attended	<ul style="list-style-type: none"> <li>• Sheltered housing changes</li> <li>• Closure of Kilbowie</li> </ul>	A delegation from two sheltered housing developments attended to gain better understanding of the review and amenity housing. The former manager of Kilbowie Outdoor Centre was present, who voiced his concerns about taking this experience away from the children.
Shotts Community Centre – 43 people attended	<ul style="list-style-type: none"> <li>• Reduction in hours at Shotts Leisure Centre</li> <li>• Lack of detail in the proposals and the length of consultation period</li> </ul>	Overall, the public were mainly concerned of the impact on their local leisure centre, which many stated they used regularly. There was criticism about the consultation process as the public wanted more detail on the impact of each option.
Buchanan Centre, Coatbridge – 40 people attended	<ul style="list-style-type: none"> <li>• Closure/reduction in hours of community facilities</li> <li>• Sheltered housing review</li> <li>• Reduction in CAB funding (voluntary &amp; community)</li> </ul>	The majority of people were expressing concerns over community facilities being closed down or reduced, as well as the impact on sheltered housing.

	<ul style="list-style-type: none"> <li>• Removal of nursery/plant facilities</li> </ul>	
Bellshill Cultural Centre – 20 people attended	<ul style="list-style-type: none"> <li>• Sheltered housing review</li> <li>• Care home closures</li> <li>• Increase in taxi licence cost</li> <li>• Reduction in funding for CAB</li> </ul>	
Airdrie Library – 30 people attended	<ul style="list-style-type: none"> <li>• Reduction in hours at John Smith Leisure Centre</li> <li>• Lack of detail in proposals and length of consultation period</li> <li>• Sheltered housing changes</li> <li>• There was support for the decrease in grass cutting and removal of festive lighting/fireworks events</li> </ul>	A delegation from Glenmavis sheltered housing was looking for more information on what the option meant for them and amenity housing. A delegation from the local swimming club attended protesting about the reduction in hours at John Smith pool.
Cumbernauld Library, 35 people attended	<ul style="list-style-type: none"> <li>• Impact of the reduction in management fee to NLL</li> <li>• Closure of community facilities</li> <li>• Changes to Palacerigg Country Park</li> <li>• Impact on CLD services</li> <li>• Increase in taxi licence fee</li> <li>• Impact of car parking charges</li> <li>• Charge for uplifts</li> </ul>	People were concerned about the impact on health and wellbeing in communities if leisure facilities were reduced. It was felt that many CLD services supported the local community. People were concerned that the car parking charges would result in people not using local town centres. There was concern that the £25 uplift fee would result in more fly-tipping.
Kilsyth Library	<ul style="list-style-type: none"> <li>• Concern over reduction in hours at Kilsyth swimming pool</li> <li>• Closure of Kilbowie</li> <li>• Changes to day care and sheltered housing</li> <li>• Impact of reducing management fee to NLL and CNL</li> <li>• Reduction of janitorial and cleaning services in schools</li> <li>• Changes to Palacerigg</li> <li>• Car park charging</li> </ul>	There was concern that reducing pool hours would impact on swimming provision. Closing Kilbowie will result in a loss of focus on outdoor education. There was a belief that reducing cleaning and janitorial services in schools would impact on the safety and wellbeing of children.
Cultural Centre, Stepps	<ul style="list-style-type: none"> <li>• Increase in taxi licence charge</li> <li>• Impact of cuts to NLL and CNL on service provision</li> <li>• Impact on reducing grants to community/voluntary groups</li> <li>• Day services for young adults with disabilities</li> </ul>	There were concerns expressed on the impact of the disabled children's grant, with belief that this should be dealt with centrally by the Scottish Government. There were remarks that the council could be smarter in how they procure work on roads and footpaths rather than reducing spend.

	<ul style="list-style-type: none"> <li>Sheltered housing accommodation</li> </ul>	Comment was made that the council should do more in-house rather than through contractors.
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## BSL and Deaf Service

### Chief Executives Service

The group felt that the Chief executives service is important to support the overall work of the council

Perhaps there is no need for Golden Wedding Events as most people have family to organise these things anyway.

### Education, Youth and Communities

No comments or issues with the suggestions

### Infrastructure

Fireworks displays – The organised displays are safer than people buying them and trying to light them, themselves. Perhaps we could reduce the number of fireworks used at the displays.

Festive lights – perhaps local shops could come together to provide lights which also promote their shops in their own small areas

Roads and Footways – The departments needs to look at the quality of the road repairs as quick fixes are false economy.

Grass cutting – no issue with reducing the number of open space cuts per year

Car parking charges – Don't think this will work. The council will be unpopular. It could be expensive for people to pay for parking as well as paying for trains fares to get to work.

Lighting – no issues raised with regards to the plans for reducing energy

Reduction in road safety – no issue as long as we don't lose Lollipop services

Nursery complex – it should stay open. We don't want to lose the experience in this area for growing plants

Palacerigg Country Park – We should not change this facility as it is good for families as there is no cost to enter the park

### **Regulatory Service and Waste solutions**

Charges for uplift should be means tested. Or would a raise in the council tax cover the cost.

Recycling Centres – These should be kept open as people may start to fly tip if they have to drive too far to another centre.

Environmental Health – These staff are important so should be keep the service as it is.

Does it generate income?

Financial inclusion – When deaf clients try to access services through CAB they say they have no money to fund interpretation service for Deaf clients so this is a barrier. We have to go to social work for assistance.

### Enterprise and Housing

Care and Repair – people require this support it should stay.

### Health and Social Care

Equipment and adaptations - Deaf people don't get consulted on the equipment, this means they don't get the right equipment for their needs. For examples the Libra Doorbell and the pager system are not very good. The Deaf Service gets lots of complaints. We need better quality of equipment that is fit for purpose. Health and social care needs to consults with the users.

Reductions in day services – these services should not be cut

