



Budget Consultation 2019

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1 Introduction

1.1 Background and introduction

With reduced grants from central government, it is critical that we direct our resources in a way that benefits our communities and meets their needs and priorities.

Each year a consultation is undertaken on the following year's budget prior to it being set. Although there is no legal requirement to undertake this we have a legal requirement under the Local Government Act 1992 section 65 to consult ratepayers who are persons or bodies appearing to be representative of persons subject to non-domestic rates within the district and must be about the authority's proposals for expenditure.

This report summarises the views of residents that completed the budget allocator tool online, attended a budget consultation event or completed a paper survey. West Lindsey residents, Parish Councillors, West Lindsey District Council Members and West Lindsey businesses were invited through either a direct invite, word of mouth or by visiting the website.

The objectives of this engagement were to:

- Raise awareness of the financial challenges
- Raise awareness of the diversity of services the Council provides
- Seek views on ideas for efficiencies and areas for further income
- Identify services the public would feel could be reduced or have low local priority

1.2 Methods

To undertake this work we used multiple routes to consult with our stakeholders and following on from feedback of previous years we made the consultation more interactive. The methods used were 3 events, an online survey and a paper survey which were supported by a video.

Video

Following on from feedback from last years budget consultation the decision was made to produce a video which would help give more people the same message. Previously the message has only been available at the events with a presentation available online. This video was published online, shown at the events and links distributed through social media. The video had 3,458 views collectively through the different means such as through the website, Facebook and YouTube.

Events

To ensure that as many people as possible were able to take part in the consultation a number of events were held in 3 different locations in either the afternoon or evening. The locations for 2019 were the Arts and Heritage Centre - Caistor, the Guildhall - Gainsborough and Old School Hall - Nettleham.

Surveys

All 1609 members of the West Lindsey Citizen Panel received a copy of the survey. This was split with 1039 being sent via email and 570 by post. As a district which is rural and has some broadband issues there are a number of residents who are on the West Lindsey Citizen Panel who receive a paper copy of each survey. Both versions of the survey had the same content and a copy of the survey distributed can be found at Appendix A.

1.3 Response

All current members of the Citizens' Panel were sent an invite as well as Parish Councils and Parish Meeting Members and West Lindsey District Council Councillors. Three events were held across the district with a total of 64 attendees while the survey had 531 responses. The breakdown of these responses are:

| | Survey | Gainsborough Event | Nettleham Event | Caistor Event | Total |
|---------------------------|--------|--------------------|-----------------|---------------|-------|
| Citizen Panel Member | 401 | 19 | 15 | 9 | 444 |
| Resident | 512 | 25 | 21 | 14 | 572 |
| Town or Parish Councillor | 9 | 1 | 4 | 3 | 17 |
| West Lindsey Councillor | 2 | 1 | 1 | 1 | 5 |
| Business | 1 | 0 | 0 | 0 | 1 |
| No response | 12 | 1 | 1 | 0 | 14 |

Table 1: Breakdown of respondents

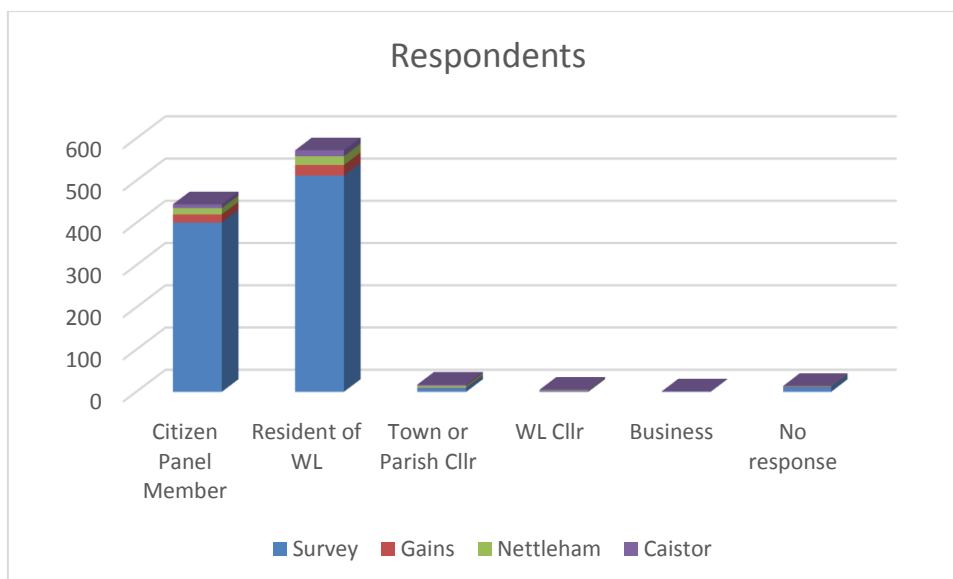


Figure 1: Breakdown of respondents

Total response – 595

1.4 Citizen Panel data

To look into the type and location of the data those who responded as part of the citizen panel and submitted their panel reference number (373) have been broken down into gender, age, disability and location.

Gender

Out of the 373 who are part of the Citizen Panel, 197 (53%) of those are Male and 176 (47%) are Female.

Age

To take part in the Citizen Panel it is a requirement that they need to be 16 or over. Age data is available for the 373 members who took part and the ages are grouped as:

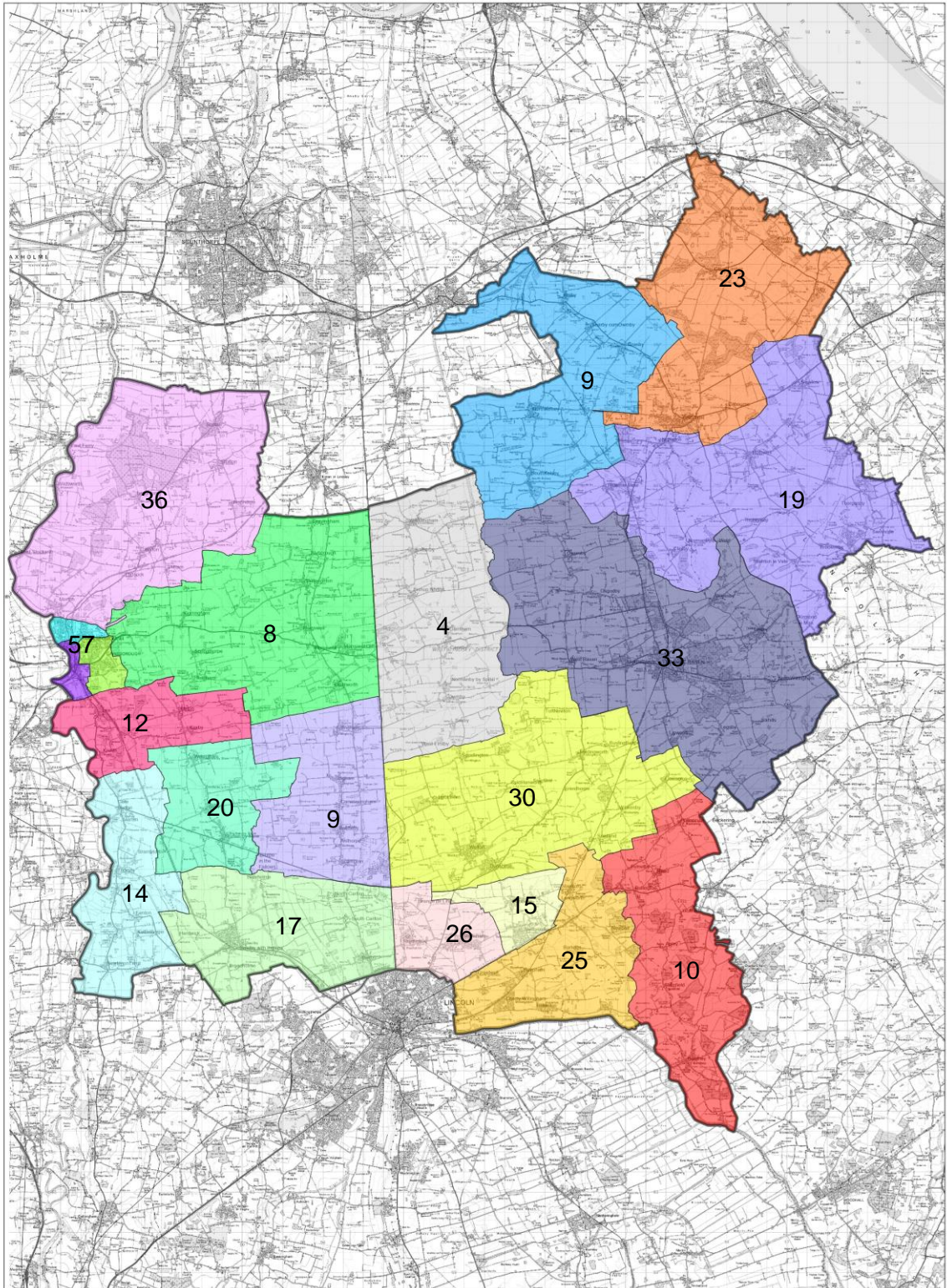
| Age range | Number | Percent |
|-----------|--------|---------|
| 16-29 | 3 | 1% |
| 30-39 | 13 | 3% |
| 40-49 | 25 | 7% |
| 50-59 | 57 | 15% |
| 60-69 | 125 | 34% |
| 70+ | 150 | 40% |

Disability

Out of those who took part, citizen panel data is available for 371. 304 (82%) of those classify themselves as having a long term illness, health problem or disability which limits their daily activity or work that they do and 67 (18%) do not.

Location

Out of those who took part there is citizen panel data on location for 367 and they have been mapped into ward areas. These can be seen on Map 1. This does outline that all wards had some representation. The 3 wards which make up Gainsborough have been grouped together.



Map 1: Citizen Panel responses

2 Results

2.1 Council Tax level

The results relating to the level of council tax were as follows:

| Option | Survey | Events | Total | Last years total |
|-------------|--------|--------|----------------|------------------|
| 0% change | 127 | 0 | 127 (21.3%) | N/A |
| 1% increase | 142 | 2 | 144 (24.2%) | 124 (33.8%) |
| 2% increase | 147 | 8 | 155 (26.1%) | 113 (30.8%) |
| 3% increase | 93 | 46 | 139 (23.4%) | 130 (35.4%) |
| No response | 22 | 8 | 30 (5.0%) | N/A |
| Total | 531 | 64 | 595 | 367 |

Table 2: Council Tax data

These figures show the favourite option is a 2% increase although the difference between the 4 options is not significant. This can also be seen in figure 2.

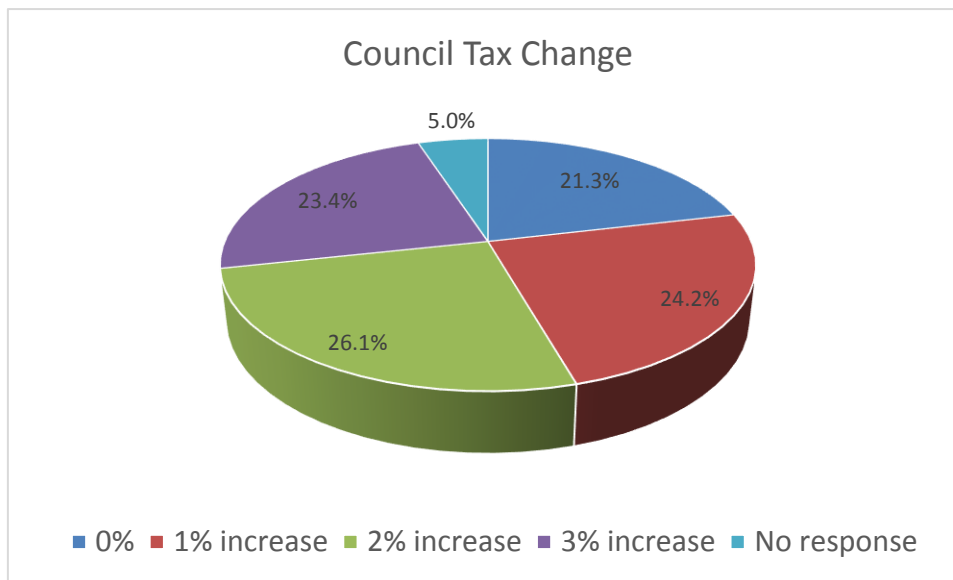


Figure 2: Council Tax change

A number of comments were received and these are:

- Option for 1.5% should be included.
- Council tax increase/decrease should be tied into the amount of inflation.
- Council Tax should be linked to value for money. For an increase to be made, better services should be applied.
- An audit should be undertaken for the Police on where they spend their proportion of the Council Tax bill.
- Why is there no option for a decrease?
- Every penny counts for some in the district and the council should be aware that for council tax to increase this may stop a household from buying food.
- Council Tax discounts should be reviewed more often.

2.2 Corporate Plan Priorities

The Corporate Plan is a key document for West Lindsey as it outlines the priorities and objectives for the council and the district over the next four years. Within this document 3 themes have been identified of which each has a set of focal points. This section asked respondents to highlight which of the focal points from each theme would be a priority for them.

Corporate Plan – Our People

The Our People theme has 3 focal points. These focal points are:

- Health and Well-being – to reduce health inequalities and promote well-being across the district through the promotion of healthy lifestyles.
- Vulnerable Groups and Communities – to create strong and self-reliant communities and promote positive life choices for disadvantaged residents.
- Education and Skills – to facilitate the creation of a highly educated and skilled workforce that meets the present and future needs of the local wider economy.

| | Survey | Gainsborough | Nettleham | Caistor | Total | % |
|---------------------|--------|--------------|-----------|---------|-------|-----|
| Health & Well-being | 201 | 1 | 1 | 4 | 207 | 35% |
| Vulnerable Groups | 210 | 11 | 1 | 6 | 228 | 38% |
| Education & Skills | 114 | 14 | 19 | 4 | 151 | 25% |
| No response | 6 | 1 | 1 | 1 | 9 | 2% |

Table 3: Corporate Plan - Our People

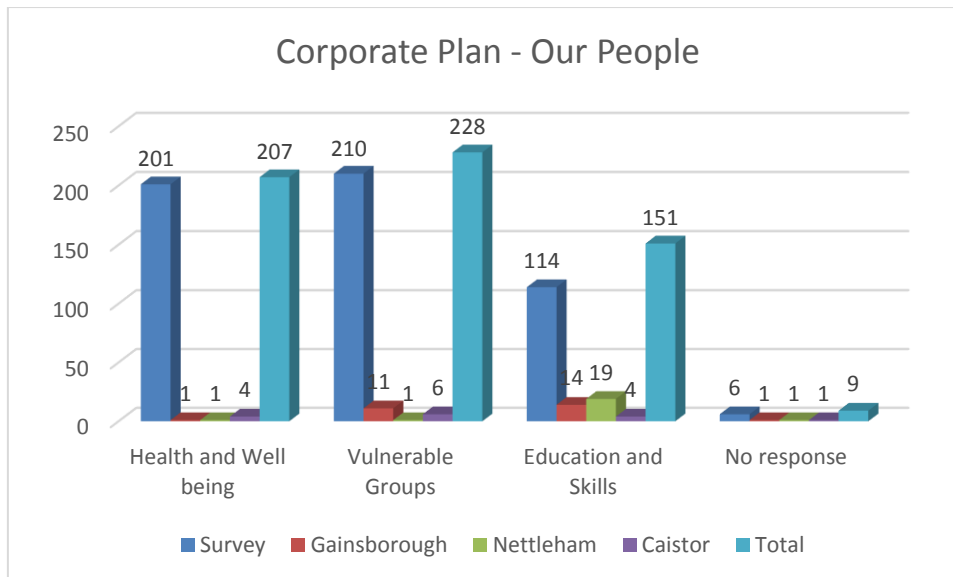


Figure 3: Corporate Plan - Our People

The respondents voted for the vulnerable groups to be the priority with 38%, however the health and well-being came a close second with 35%.

A number of comments were received and these are:

- Sports venue needed
- Focus on vulnerable groups which in turn would support other areas
- Digital age and need to support such locations as academies to utilise local facilities
- The phrase “self-reliant communities” was liked as people can do more for themselves
- By starting with the younger generation then once educated may stay within the district
- Invest in wellbeing as a holistic approach

Corporate Plan – Our Place

The Our Place theme has 3 focal points. These focal points are:

- Economy – to ensure that economic regeneration in West Lindsey is sustainable and benefits all of our communities.

- Housing Growth – to facilitate quality, choice and diversity in the housing market, assist in meeting housing need and demand and deliver housing related services to support growth.
- Public Safety and Environment – to create a safer, cleaner district in which to live, work and socialise.

| | Survey | Gainsborough | Nettleham | Caistor | Total | % |
|-----------------------------|--------|--------------|-----------|---------|-------|-----|
| Economy | 251 | 20 | 16 | 9 | 296 | 50% |
| Housing Growth | 53 | 2 | 3 | 1 | 59 | 10% |
| Public Safety & Environment | 222 | 4 | 2 | 4 | 232 | 39% |
| No response | 5 | 1 | 1 | 1 | 8 | 1% |

Table 4: Corporate Plan - Our Place

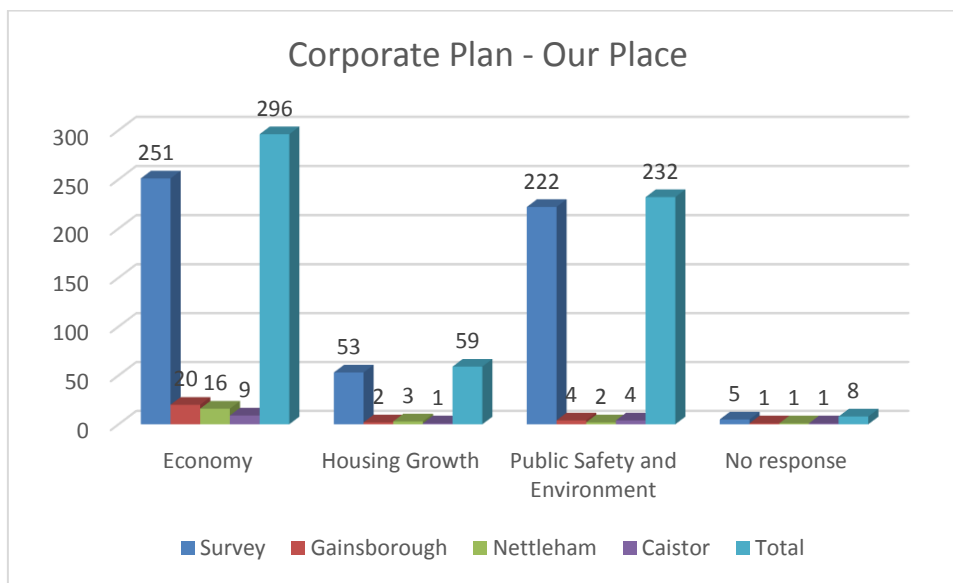


Figure 4: Corporate Plan - Our Place

The respondents voted for the economy to be the priority with 50%, with Public Safety and Environment being second with 39%.

A number of comments were received and these are:

- More is needed in Caistor to gain fairness compared to Gainsborough
- Too much reliance on volunteers in the rural locations
- Tourist attractions will bring in more investment

- Affordable housing for the young is needed
- Encourage businesses with incentives

Corporate Plan – Our Council

The Our Council theme has 3 focal points. These focal points are:

- Finances – to remain financially sustainable.
- Customer – to put the customer at the centre of everything we do.
- Staff and Member – to maintain our position as a well-managed and well-governed council.

| | Survey | Gainsborough | Nettleham | Caistor | Total | % |
|----------------|--------|--------------|-----------|---------|-------|-----|
| Finances | 246 | 8 | 8 | 6 | 268 | 45% |
| Customer | 228 | 13 | 0 | 5 | 246 | 41% |
| Staff & Member | 49 | 5 | 5 | 3 | 62 | 10% |
| No response | 8 | 1 | 9 | 1 | 19 | 3% |

Table 5: Corporate Plan - Our Council

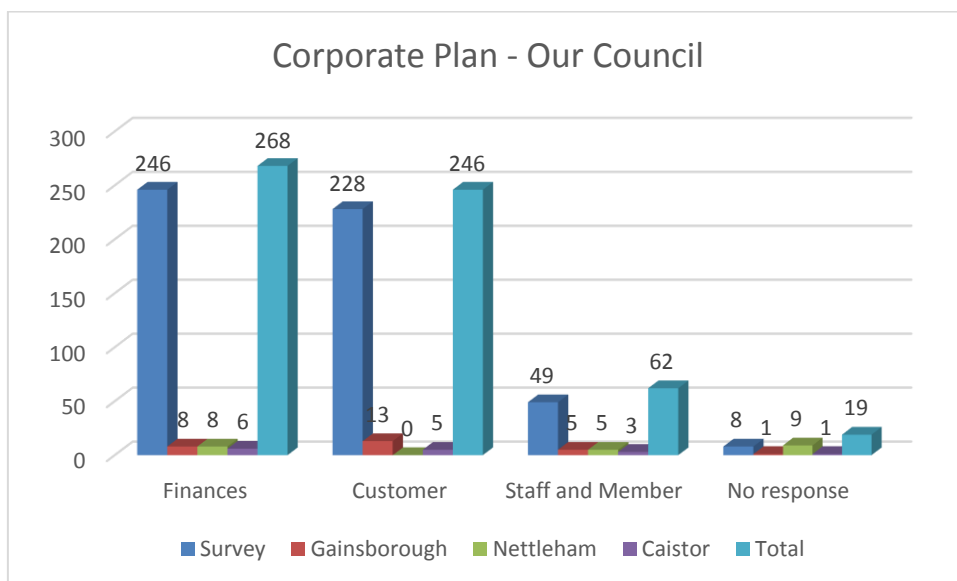


Figure 5: Corporate Plan - Our Council

The respondents voted for the Finances to be the priority with 45%, however the Customer came a close second with 41%.

A number of comments were received and these are:

- Resident not customer
- All options should be important

2.3 Executive Business Plan Priorities

The Executive Business Plan sets out the actions to be taken by the council to deliver the Corporate Plan over the next three years. These actions have been split into the same 3 themes used in the Corporate Plan. This section asked respondents to highlight which of the actions from each theme would be a priority for them.

Business Plan – Our People

The Our People theme has 5 focal points. These focal points are:

- Customer First Programme – access to services through different methods as required by the customer and at times convenient to the customer. Timely and accurate responses, improved customer experience whilst increasing productivity and maintaining or reducing costs.
- Review of the Waste Depot facilities – to be delivered by December 2020.
- Consider food waste and review dry recycling collections – increase in quality and value of recycling.
- Charging for food safety re-inspections – ensuring safer food premises for the customer.
- Continue with use of technology for anti-social behaviour/enforcement and CCTV – ensures safer communities, higher detection rates and a bigger deterrent.

| | Survey | Gainsborough | Nettleham | Caistor | Total | % |
|---|--------|--------------|-----------|---------|-------|-----|
| Customer First Programme | 157 | 6 | 4 | 4 | 171 | 29% |
| Review of Waste Depot facilities | 23 | 0 | 0 | 3 | 26 | 4% |
| Food waste & dry recycling collections | 103 | 6 | 12 | 4 | 125 | 21% |
| Charging for food safety re-inspections | 35 | 0 | 4 | 0 | 39 | 7% |
| CCTV | 205 | 14 | 0 | 2 | 221 | 37% |

| | | | | | | |
|-------------|---|---|---|---|----|----|
| No response | 8 | 1 | 2 | 2 | 13 | 2% |
|-------------|---|---|---|---|----|----|

Table 6: Business Plan - Our People

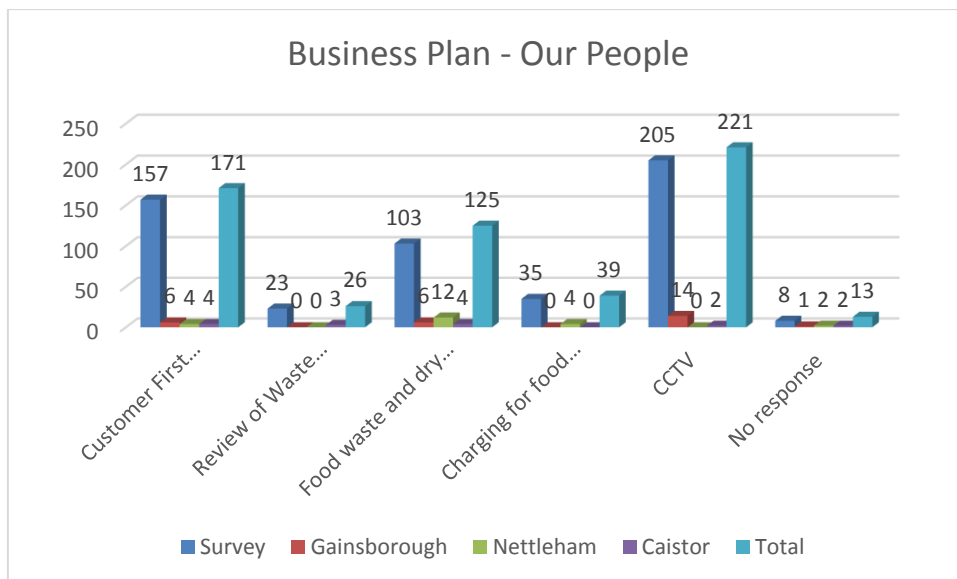


Figure 6: Business Plan - Our People

The respondents voted for CCTV to be the priority with 37%, however the Customer First Programme came second with 29%.

A number of comments were received and these are:

- Worry over the amount of CCTV
- Re-inspections should be done quickly without any additional charge as important for health and safety

Business Plan – Our Place

The Our Place theme has 3 focal points. These focal points are:

- Housing and Social Regeneration – having housing solutions to meet the needs of our diverse and vulnerable communities, regeneration of areas and addressing private sector property standards.
- Growth agenda – making West Lindsey an investable district. Currently over £10 million received in capital grants to regenerate Gainsborough and Hemswell Cliff with further direct investment made in Market Rasen on £6.5 million on the leisure centre. These will increase the number of residents in the district and help to sustain the tax base which in turn will help to tackle the poverty which exists in areas of the district.

- Commercial projects – completion of the existing projects such as the crematorium and Market Rasen leisure facility and continuation of further income generating opportunities. These projects will look at maximising health and the well-being of residents in the district.

| | Survey | Gainsborough | Nettleham | Caistor | Total | % |
|-------------------------------|--------|--------------|-----------|---------|-------|-----|
| Housing & Social regeneration | 151 | 1 | 3 | 6 | 161 | 27% |
| Growth agenda | 211 | 15 | 7 | 3 | 236 | 40% |
| Commercial projects | 160 | 10 | 8 | 4 | 182 | 31% |
| No response | 9 | 1 | 4 | 2 | 16 | 3% |

Table 7: Business Plan - Our Place

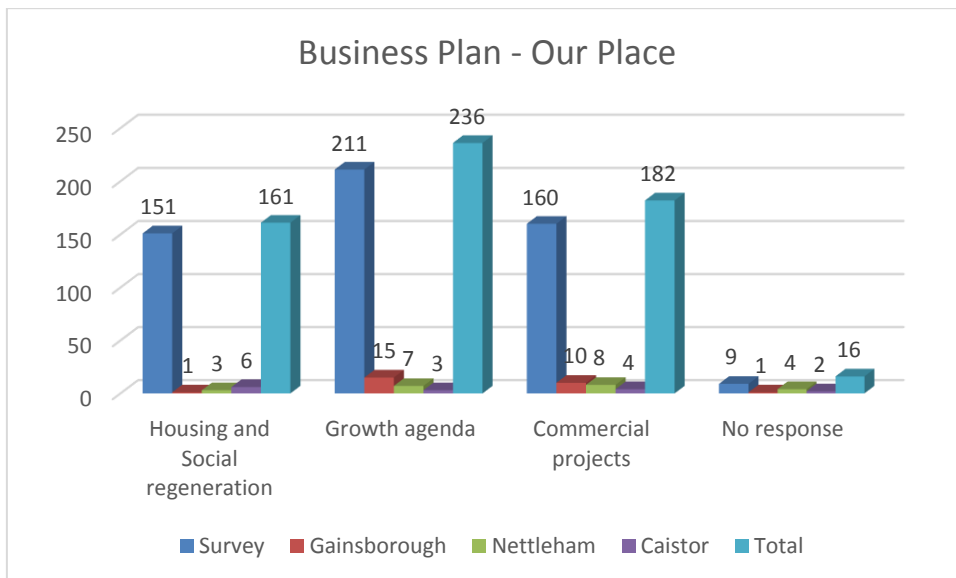


Figure 7: Business Plan - Our Place

The respondents voted for the Growth agenda to be the priority with 40%, however the Commercial projects came second with 31%.

A number of comments were received and these are:

- Sustainable infrastructure needed
- Rents are too high
- Too many council properties stood empty
- Trinity Street and Bridge Street need care

Business Plan – Our Council

The Our Council theme has 5 focal points. These focal points are:

- Finance – to have an improved, modernised and customer focused finance team which delivers better value to the services. Continued excellence in financial and management accounting and reporting.
- Performance and Programme Management – to ensure that performance management is embedded within the organisation and that programme management is part of our culture to ensure that these drive efficiencies.
- Governance and Policy – increased efficiency across the service and improved support to services to deliver procurement savings.
- People and Organisational Development – Improved customer focused culture whilst delivering a fit for purpose workforce for the 21st century.
- Information and communication technology – Deliver an ICT infrastructure which supports the customer focused service.

| | Survey | Gainsborough | Nettleham | Caistor | Total | % |
|-------------------------------------|--------|--------------|-----------|---------|-------|-----|
| Finance | 192 | 10 | 4 | 4 | 210 | 35% |
| Performance & Programme Management | 74 | 3 | 7 | 1 | 85 | 14% |
| Governance & Policy | 114 | 11 | 0 | 7 | 132 | 22% |
| People & Organisational Development | 107 | 0 | 0 | 0 | 107 | 18% |
| ICT | 33 | 1 | 7 | 1 | 42 | 7% |
| No response | 11 | 2 | 4 | 2 | 19 | 3% |

Table 8: Business Plan - Our Council

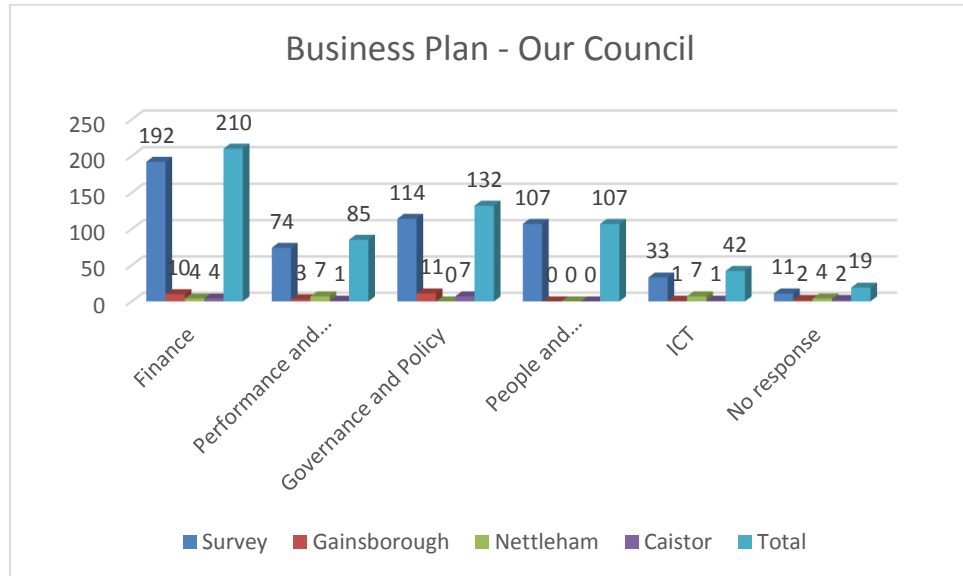


Figure 8: Business Plan - Our Council

The respondents voted for Finance to be the priority with 35%, however the Governance and Policy came second with 22%.

A number of comments were received and these are:

- Market Rasen council office needed
- Staff morale – equipment needs to be fit for purpose

2.4 New Homes Bonus

Respondents were asked how the New Homes Bonus should be utilised in West Lindsey. Currently this is used to support growth and regeneration across West Lindsey.

The results were:

| Option | Events | Surveys | Total | Last years total |
|--|--------|---------|----------------|------------------|
| Provide an allocation based on number of new properties in their parish | 21 | 152 | 173 (29.1%) | 105 (27.6%) |
| Provide an allocation through a communities grant funding scheme in which they can all bid for local schemes | 18 | 106 | 124 (20.8%) | 89 (23.4%) |

| | | | | |
|--|-----------|------------|----------------|----------------|
| Use all NHB to support growth and regeneration across West Lindsey | 20 | 261 | 281 (47.2%) | 187 (49.1%) |
| No Response | 5 | 12 | 17 (2.9%) | N/A |
| Total | 64 | 531 | 595 | 381 |

Table 9: New Homes data

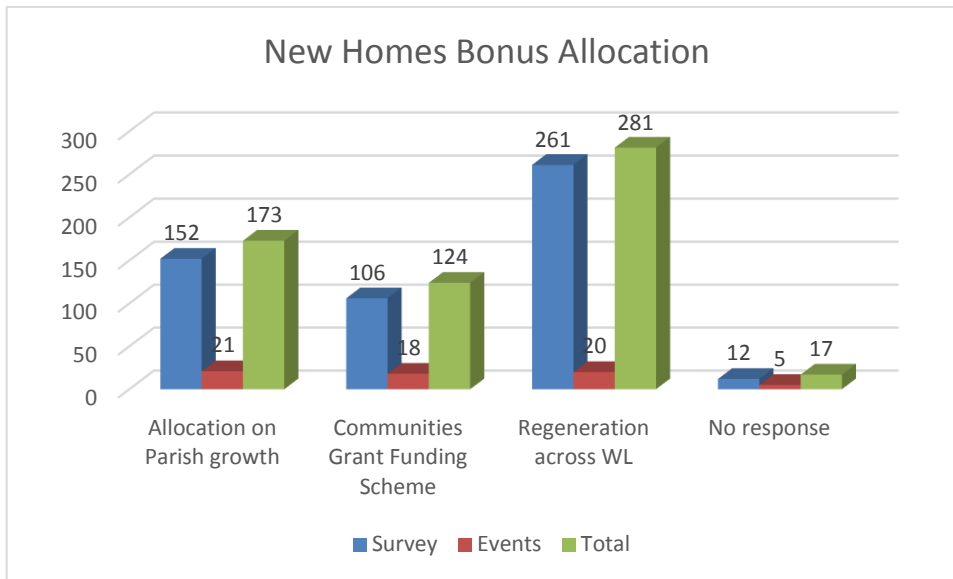


Figure 9: New Homes Bonus Allocation

These results show that the respondents are happy to continue with the allocation to be used across the district to support growth and regeneration.

Respondents were then asked if the NHB should be used to support West Lindsey's revenue budget. From the results below it is seen that more than half of those who responded to the survey feel it should not be used to support the revenue budget.

| Option | Events | Surveys | Total | Last years total |
|--------------|-----------|------------|----------------|------------------|
| Yes | 1 | 229 | 230 (38.7%) | 110 (43.1%) |
| No | 47 | 281 | 328 (55.1%) | 145 (56.9%) |
| No Response | 16 | 21 | 37 (6.2%) | N/A |
| Total | 64 | 531 | 595 | 255 |

Table 10: NHB Support to Revenue Budget

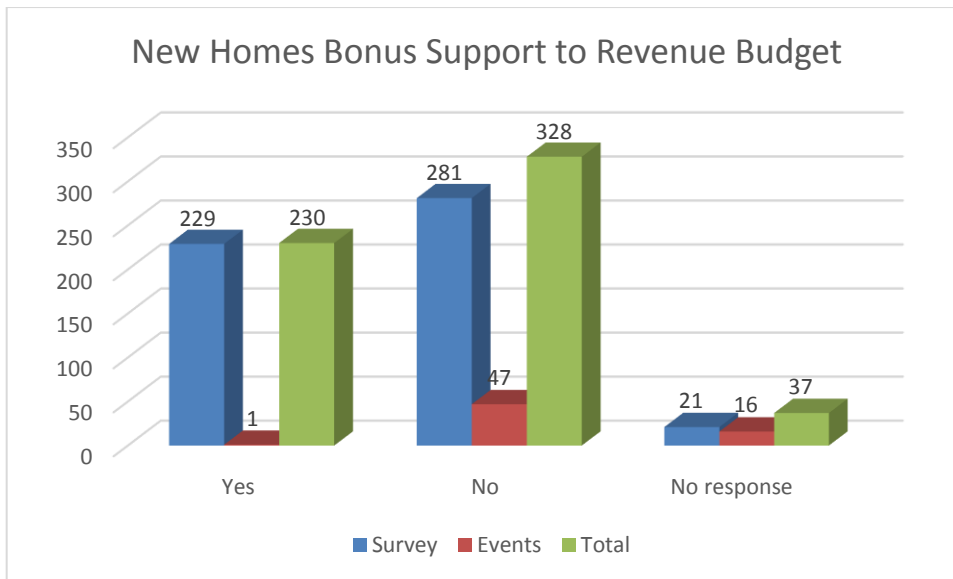


Figure 10: NHB Support to Revenue Budget

Comments received in this section include:

- If used for Revenue budget it needs to be ring fenced
- Use this to give back free parking or a reduced rate
- NHS Dentist needed in Caistor
- Needs to be district wide and not just Gainsborough

2.5 Other Services

To ensure we keep supplying the services to the residents, businesses and visitors to West Lindsey that they need and require we asked if there were any services which West Lindsey do not currently supply that should be provided. The responses to this were:

- A swimming pool at Market Rasen leisure facility
- Garden Waste to be extended to cover more of the year
- Defibrillators should be at every village hall
- Educational services on recycling and then fine those that don't recycle once educated
- Dog Warden
- Food waste recycling
- Secure facilities for bicycles
- Skip or rubbish collection centres in villages
- More play areas/facilities for children

- Additional bridge over the Trent
- Payroll Services
- Vehicle maintenance
- Rural transport
- Support for food banks
- Accessible services for deaf people
- Bigger penalties for littering
- Free car parking in all town centres
- Reinstate area offices
- Road clearing in bad weather for villages not just main roads and towns
- Topping of very tall trees around houses
- Indoor bowls facilities
- Public conveniences
- Drain and gutter cleaning
- Council houses
- Planning enforcement
- Marketing of tourism
- Wellbeing provision to help people remain active
- Community Lottery
- Work with RAF around decommissioning of RAF Scampton
- Proper homes needed for the homeless. Could empty commercial properties be changed into homes for them?

2.6 Comments

At the end of the events and surveys there was an option for respondents to add any additional comments. The summary of comments received are:

- A reduction in Council Tax
- A swimming pool at Market Rasen is needed
- Thank you, a useful exercise
- Unable to attend meetings due to lack of public transport
- Better Public Transport provision needed
- Need to advertise the consultation more
- More focus needed away from Gainsborough
- Support for disabled and carers needs to be improved

- Increased verge cutting
- Granted planning applications only to areas which can cope
- What is WLDC doing about climate change?
- We are residents not customers!
- Stop speculative business ventures/investments
- Listen to customers
- Stop being Gainsborough focused
- West Lindsey does well with the money it has
- Attendance allowance and mileage for all staff and councillors should be scrapped.
- Effective use should be made of council vehicles
- Concerned about the closure of small businesses in the district
- WLDC should administer setting up volunteer litter picking groups
- More should be made of the Trent Bank in Gainsborough
- Keep Council Tax as low as possible
- Broadband is poor and needs improving
- Tourism needs developing
- A large open woodland would benefit WL
- Advertise what WLDC can do to help the residents
- Friendly crew of road sweepers who do an excellent job
- Citizen Panel needs more publicity
- Doctors surgery is a major issue in Gainsborough
- Work being carried out on the crematorium is excellent
- Need to say no to any more cuts

There were a number of comments which focused on the responsibilities under Lincolnshire County Council which included:

- Social care needs more support
- Pot holes to be focused on
- Street Lights need to be turned back on
- More police needed
- Police should give feedback to WL on what the money is spent on which WL collects on their behalf

3 Conclusion

3.1 Response rates

Response rates this year were higher than 2018 by 186. There was an increase this year in both the number of attendees to the events (64 in 2019 compared to 49 in 2018 and 44 in 2017) as well as completing the survey (531 in 2019 compared to 360 in 2018 and 324 in 2017).

3.2 Council Tax Level

The response to the Council Tax level show the favourite option is a 2% increase at 26.1% although the difference between the 4 options is not significant.

3.3 Corporate Plan Priorities

The top results from each section were:

- Our People – Vulnerable Groups and Communities (to create strong and self-reliant communities and promote positive life choices for disadvantaged residents) with 38%
- Our Place – Economy (to ensure that economic regeneration in West Lindsey is sustainable and benefits all of our communities) with 50%
- Our Council – Finances (to remain financially sustainable) with 45%

3.4 Business Plan Priorities

The top results from each section were:

- Our People – CCTV (continue with use of technology for anti-social behaviour/enforcement and CCTV which ensures safer communities, higher detection rates and a bigger deterrent) with 37%
- Our Place – Growth agenda (making West Lindsey an investable district. Currently over £10 million received in capital grants to regenerate Gainsborough and Hemswell Cliff with further direct investment made in Market Rasen on £6.5 million on the leisure centre. These will increase the number of residents in the district and help to sustain the tax base which in turn will help to tackle the poverty which exists in areas of the district) with 40%
- Our Council – Finance (to have an improved, modernised and customer focused finance team which delivers better value to the services. Continued excellence in financial and management accounting and reporting) with 35%

3.5 New Homes Bonus

Nearly half of the respondents (47.2%) felt that the new homes bonus should be used to support growth and regeneration across the whole of West Lindsey and 55.1% felt that it should not be used to support the revenue budget for the council.

3.6 Feedback

There was a great number of comments received on all sections of the consultation. It is worth noting that it highlighted to respondents the difficulty the council has in ensuring a balanced budget is achieved. The comments also raised on numerous occasions the number of respondents who do not understand the split between the responsibilities of services for West Lindsey compared to Lincolnshire County Council.

3.7 Next Steps

The following actions are recommended for 2020 budget consultation:

- To continue with the use of the video as those which took part agreed it was a positive way to give the same message to more residents.
- Undertake the consultation earlier in the year to miss school holidays and allow integration into the following year's budget.

4 Appendices

Appendix A: Questionnaire



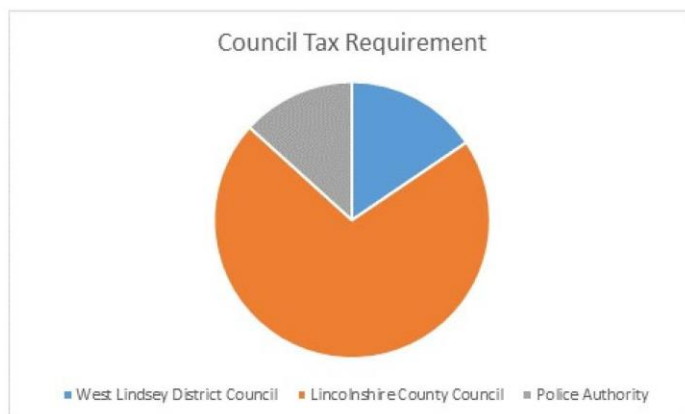
West Lindsey District Council Budget Consultation 2019

HELPFUL HINTS FOR COMPLETING THIS QUESTIONNAIRE

- Please read each question carefully. In most cases you will only have to tick one box but please read the questions carefully as sometimes you will need to tick more than one box, or write in a response.
- Once you have finished please take a minute to check you have answered all the questions that you should have answered.
- If you have any questions about this survey please email Katy Allen on katy.allen@west-lindsey.gov.uk or ring on 01427 675149.

Section 1: Council Tax

Local Councils, the Police and Fire Authorities fund their services through government grant, fees and charges, Business Rates and Council Tax. There is one council tax bill for each domestic dwelling whether it is a house, flat, mobile home or houseboat. We collect the council tax on behalf of Lincolnshire County Council, the Police and Crime Commissioner and Parish and Town Councils. West Lindsey District Council share of your overall Council Tax is 12.22% (excluding Parish/Town Council Precepts) which for a band D property in 2019/20 is £213.47 per year.



1. Having watched the video what level of council tax increase would you agree to? **Please tick one box only**
- 0% change - A 0% change would give West Lindsey a total level of council tax income of £6.3m.
 - 1% increase - A 1% increase would mean a 4 pence per week increase for a band D property on the West Lindsey proportion of council tax and would give West Lindsey a total level of council tax income of £6.37m.
 - 2% increase - A 2% increase would mean a 8 pence per week increase for a band D property on the West Lindsey proportion of council tax and would give West Lindsey a total level of council tax income of £6.43m.
 - 3% increase - A 3% increase would mean a 12 pence per week increase for a band D property on the West Lindsey proportion of council tax and would give West Lindsey a total level of council tax income of £6.49m.

Section 2: Corporate Plan 2019-2023

The Corporate Plan is the key corporate document which outlines the priorities and objectives for the Council and the District over the next four years. A summary of this document has been enclosed with this survey however, a full version can be found at www.west-lindsey.gov.uk/corporateplan or by contacting the council.

Three themes have been identified in the Corporate Plan which are Our Council, Our People and Our Place and each have a set of focal points as illustrated below:



2. Please highlight from Our People which focal point would be your highest priority: **Please tick one box only**
- Health and Wellbeing - to reduce health inequalities and promote wellbeing across the district through the promotion of healthy lifestyles.
 - Vulnerable Groups and Communities - to create strong and self-reliant communities and promote positive life choices for disadvantaged residents.
 - Education and Skills - to facilitate the creation of a highly educated and skilled workforce, that meets the present and future needs of the local and wider economy.
3. Please highlight from Our Place which focal point would be your highest priority: **Please tick one box only**
- Economy - to ensure that economic regeneration in West Lindsey is sustainable and benefits all of our communities.
 - Housing Growth - to facilitate quality, choice and diversity in the housing market, assist in meeting housing need and demand and deliver housing related services to support growth.
 - Public Safety and Environment - to create a safer, cleaner district in which to live, work and socialise.

4. Please highlight from Our Council which focal point would be your highest priority: **Please tick one box only**
- Finances - to remain financially sustainable.
 - Customer - to put the customer at the centre of everything we do.
 - Staff and Member - to maintain our position as a well-managed and well-governed council.

Section 3: Executive Business Plan

The Executive Business Plan sets out the actions to be taken by the council to deliver the Corporate Plan over the next three years. These actions are split into the 3 themes outlined in the Corporate Plan.

5. Which of the following actions within the Our People theme should be our priority: **Please tick one box only**
- Customer First Programme - access to services through different methods as required by the customer and at times convenient to the customer. Timely and accurate responses, improved customer experience whilst increasing productivity and maintaining or reducing costs.
 - Review of the Waste Depot facilities- to be delivered by December 2020
 - Consider food waste and review dry recycling collections - increase in quality and value of recycling
 - Charging for food safety re-inspections - ensuring safer food premises for the customer
 - Continue with use of technology for anti-social behaviour/enforcement and CCTV - ensures safer communities, higher detection rates and a bigger deterrent
6. Which of the following actions within the Our Place theme should be our priority: **Please tick one box only**
- Housing and Social regeneration - Having housing solutions to meet the needs of our diverse and vulnerable communities, regeneration of areas and addressing private sector property standards.
 - Growth agenda - making West Lindsey an investable district. Currently over £10 million received in capital grants to regenerate Gainsborough and Hemswell Cliff with further direct investment made in Market Rasen on £6.5 million on the leisure centre. These will increase the number of residents in the district and help to sustain the tax base which in turn will help to tackle the poverty which exists in areas of the district.
 - Commercial projects - Completion of the existing projects such as the crematorium and Market Rasen leisure facility and continuation of further income generating opportunities. These projects will look at maximising health and the well being of residents in the district.
7. Which of the following actions within the Our Council theme should be our priority: **Please tick one box only**
- Finance - to have an improved, modernised and customer focused finance team which delivers better value to the services. Continued excellence in financial and management accounting and reporting.
 - Performance and Programme Management - To ensure that performance management is embedded within the organisation and that programme management is part of our culture to ensure that these drive efficiencies.
 - Governance and Policy - Increased efficiency across the service and improved support to services to deliver procurement savings.
 - People and Organisational Development - Improved customer focused culture whilst delivering a fit for purpose workforce for the 21st century.
 - Information and communication technology - Deliver an ICT infrastructure which supports the customer focused service.

Section 4: New Homes Bonus

New Homes Bonus (NHB) is a government grant awarded to the council based on the number of new properties in the district which now generate council tax. The amount awarded is based on a national average council tax and the councils' benefit by circa £1,500 per property. The current policy is that NHB is used to support regeneration and growth projects throughout the district. The council receives circa £100k per annum in NHB over a period of 4 years. 79 Parish Councils raise £2m in Parish Precepts which is between 2.2% and 39.2% (average 24% currently) of the West Lindsey District Council tax bill.

8. How should New Homes Bonus be utilised in West Lindsey? **Please tick one box only**
- Provide an allocation based on number of new properties in their Parish.
 - Provide an allocation through a Communities Grant Funding Scheme in which they can all bid for local schemes.
 - Use all New Homes Bonus to support growth and regeneration across West Lindsey.
9. Should New Homes Bonus be used to support the revenue budget? **Please tick one box only**
- Yes
 - No

Section 5: Comments

- 10 Are there any services which West Lindsey do not currently deliver that you feel we should be providing?

11. Any other comments you wish to make regarding this consultation:

- 12 Panel reference:

Thank you very much for your time completing this survey.
Please send it back in the enclosed prepaid envelope by the date noted in the enclosed letter.



**If you would like a copy of this
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