

Bath & North East Somerset Council

“Changing Together”:

Budget Engagement November/December 2017

Feedback Report

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January 2018

1. Introduction

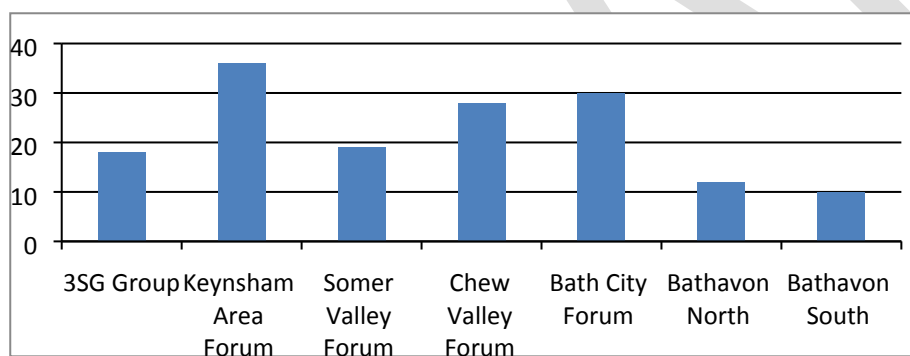
A series of “Changing Together” presentations, followed by “Question and Answer” sessions, was hosted by our Connecting Communities Forums and by the 3SG (Third Sector Group) in November and December 2017.

The presentations were given by Cllr Charles Gerrish, Bath & North East Somerset Cabinet Member for Finance and Efficiency, and covered:

- The Council’s changing role
- The pressures and challenges we face
- What we’re doing about these
- What we can do together to help

The presentation given to the Bath City Forum can be found [here](#)

These were open meetings and a total of 153 people, excluding officer support and presenters, attended. The highest attendance was Keynsham. Detailed attendance figures are set out in the table below.



Our thanks go to the hosts for these sessions and in particular to the Forum Chairs and Vice Chairs.

2. Summary of Key Issues raised

In total, over 70 specific questions and issues were raised in the “Q and A” sessions which followed the presentations. These are set out in detail in the body of the report. However, a summary of the key issues raised is set out below:

- **Key Issue 1: Understanding the scale of the challenges and impacts facing Adult Social Care, Children’s Services and protecting the most vulnerable.** These were referred to at all engagement sessions and generated the highest number of questions overall. There was specific interest in the cost of placements
- **Key Issue 2: Understanding the challenges of Business Rates, Council income, use of Council assets and the Council Tax regime.** This elicited the second

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highest number of questions across the Forums and there was also interest in the impact of the University sector.

- **Key Issue 3: The budget process, next steps and how to work with the Council to address the issues identified.** The 3SG session broke into workshops to highlight the opportunities under the themes identified in the presentation made to them.

In addition, a wide number of specific questions were asked about Council services and schemes including recycling, traffic and leisure facilities. These key issues as well as the detailed information set out below were reported to a special meeting of the Chairs and Vice chairs of the Forums and of 3SG on 11 December. The meeting also received an update on the next stage of the budget process.

3. Detailed Questions and Answers recorded at the Presentation sessions

Bathavon South Forum, 15th November 2017

- Q: Where shop owners have properties with residential units above them there are rules around SIPP's (Self-Invested Personal Pension (SIPP)) that makes it unattractive for people wishing to invest in making the units suitable for the rental market. Could the Council lobby for changes that could help with this?**
- Q: The Council owns a lot of the properties in the city and stores that had been here for a long time appear to be disappearing. What can be done to prevent the loss of popular city centre shops?**
- A:** The Council is one of the bigger owners of commercial shops in the city and it does benefit from the business rates that it collects. It does not set business rates as this is done by central government. The Council works flexibly with tenants to provide help where they can. Occupancy rates in Bath show void rates of around 5%, nationally the figure is double that.
- Q: The level of commerce that is now conducted on the internet has weakened the ability for the traditional shops to be able to compete. Where cafes come along to replace the shops that close they are seen as an offering. That is an offering to people that have additional free time to fill.**
- Q: Where so called useful shops in the city do disappear these are often replaced with numerous coffee shops and cafes.**
- A:** Where a property is banded for use that allows the change to take place there are no powers to stop this when we are not the landlord, where a change is required, then change of use must be agreed. Where the Council is the landlord then we do have the right to decide on the mix of tenants we wish to have.
- Q: Will the Council be the landlord for all of the Bath Quays Development?**
- A:** We are presently asking for expressions of interest for sections in the development. We expect to see partnerships that we will be part of and this will give a mixture of different types of employment.

Permitted developments such as the one on the Pickfords' site in Bath can be seen as having a double impact on then Council finances. Not only does the Council not have business rates

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to collect, it also has no Council Tax to collect from the student block that replaces the existing business.

Q: Why has the situation got so bad with Adult and Children's Care requiring 80% of the overall budget?

A: The presentation outlines the pressures: the ageing population in B&NES is increasing at a higher rate than the national average. In addition, the quality of many of these services (for example, special needs schools places), are seen as attractive to people moving into B&NES.

It is also worthy to note that there are positive things we need to reassure ourselves of. These include success with Ofsted, quality care home delivery, staff success and huge savings already made. There are many things we are still doing but in a different way.

Q: What is the situation with the link road?

A: There is investigation still to come on this. Conversations with and lobbying of government on funding are awaiting feedback.

Comment: The issue of cycle lane safety was highlighted; it was suggested that installing raised middle separators would increase safety.

Comment: The issue of communal waste collect points such as those used in Europe was a suggestion.

3SG , 21st November 2017

Q: Is there transparency at looking at opportunities and future arrangements? A lot of people in attendance today are part of the Virgin contract: will the health and social care savings be required from the Virgin contract and then trickle down to the small organisations?

A: There is a series of efficiencies and planned savings within the life of the Virgin care contract. Part of the saving will be made through exploring new digital platforms. There are currently no concrete plans for exactly how these savings will be made.

Q: As the plans are not fully formulated, is there still an opportunity for us to work with you to develop them?

A: More detailed plans will be developed in January and we have an opportunity to look at specific areas. The relationship and discussion need to be on-going.

Comment: The local authority should take a view about the best way for communities to help with the demand. They should set out a vision and focus on the areas with greatest need.

Q: Not every organisation represented here today is part of the Virgin contract. The advice and information service had been part of the contract until recently was removed from the scope. Is it likely that it will be part of the contract in the future?

A: The majority of services have been now transferred. We have confidence in the model and we are in the process of TUPE-ing over some of our commissioning capacity to Virgin. We will be talking to all those affected in advance of any further changes that may take place.

Q: Practically, what can we offer you over the next three weeks? The third sector is good at identifying creative solutions but there isn't a lot of time.

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A: The budget pressures don't go away. If we are making progress towards the savings then we could explore opportunities for these to take place in 2019. We have to start now and we would like to work with you. The local authority's role is changing and we will, in the future, not be delivering all services ourselves. Councils can over-complicate things, so we need to have simple solutions to dealing with issues.

Q: The sector is good at delivering value for money. We recognise that the Council needs to save money and therefore we wouldn't want the Council just to commission a service with a larger provider as it is cheaper. Everyone here today works at a micro level. "Grants" are not seen as helpful necessarily and the Council instead needs to see funding as "investment" into the local community. The sector is really hard working and delivers on the ground.

A: We need to look at doing things differently. To support this, we have identified a small grants programme this year. The take up has been slow but there have been some good ideas coming forward.

Comment: We need to recognise the hidden investment that the sector brings – eg the room offered by Bath Football Club for this meeting. Someone needs to absorb these costs as they are real and actual costs. There is an opportunity to explore ways to make things easier for us.

(See Annex for details of workshop sessions)

Bathavon North Forum, 22nd November 2017

Q. What are the reasons behind the pressures now being felt on children and adult services?

A: There is a combination of factors: more children, an increase in 'stressed families', more complex needs and an increase of 14% in care packages that are costing over £50K per year. There are some young adult packages that are costing over £100K per year.

Q. How is the Council dealing with the issue of the lack of financial contributions being made by the Universities in Bath? The City is losing out due to the loss in business rates caused by the levels of accommodation for students and then with the students not having to pay council tax we lose again.

A: Discussions are taking place with the Universities and this work is still ongoing. The rent that is being paid by the University of Bath was set out in the 1960's on a lease for 150 years; the rent was set at a peppercorn rate.

Q. The investment being made in leisure facilities is a positive move, what more can be done to increase cycling to school?

A: The Council does look to provide safe routes and pathways to schools; we do see the health benefits that come with cycling.

Q. Are there caps on Council Tax increases? And is it too radical to say levels need to be higher?

A: There is a 2% maximum rise that can be made for Council Tax, if we wanted to raise this by any greater level then we would have to hold a referendum; this would cost around £200K to

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do so. The additional precept for Adult Social Care is again 2%, we do plan to ask to split this down over the next two years so that the next increase is 3% and the year after that is 1%.

Q. If the public want decent services should it not be an expectation they need to pay for these?

A. Many people do not see the services that are putting the greatest pressure on our finances and do not see why there is a greater need for us to ask them for more money.

Q. Sure Start and Children's Centres are of great assistance to families that are coming through with greater care needs, is it a false economy to cut back on these?

A. The Council has retained a number of children's centres, some are now becoming community assets, whilst other authorities have taken the decision to close them.

Q. The expansion of Universities in Bath without enough campus accommodation being built has and continues to put ever increasing pressures on the City. Residents are being displaced and replaced by students - £20 million in lost Council Tax over five years and if this continues this rises to £40 million in five years' time. This is money that the Council is missing out on. The Universities should be made to make contributions as they are causing pain to public finances that is doing more harm than good.

A. A document is due to be published next week that shows how we have been looking at this issue. We have to strike a balance at the same time as working under government directives. Cllr Bob Goodman has been working on this issue and is continuing to look at ways that will help.

Q. It is good to see that the presentation says that you are putting residents first. FOBRA feels that there needs to be a student housing strategy that the Universities and signed up to. Other local authorities have taken a much harder line; can we expect to see B&NES getting tougher?

A. New HMOs do have restrictions and we are tackling the issue where we are able to do so, where there are existing dwellings that are HMOs there are no restrictions we can apply.

Q. Where does the Council receive its finances from?

A. £50 million comes from Council Tax which is around 30%.

Q. What is the position with the rate support grant?

A. The Council will retain the full 100% of business rates from 2020, but there is a lot of volatility around this income. There is a balance that we have to get right. There is a new action plan for shops and we are lucky that we have tourism that drives business. The internet offering has eaten into the customer base for many shops and we have to be realistic around the impact that this has.

Q. Are there any plans to introduce a Tourism Tax?

A. Yes, we are going to central government asking for more freedoms for local authorities to decide on what is best for their locality.

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Bath City Forum, 27th November 2017

Q: Is the investment that has been made in leisure facilities part of 'invest for funding' strategy?

A: No, the investment has been made to give people the opportunity to improve their health and wellbeing.

Q: Where recycling has been mentioned in this presentation the focus is on saving the Council money; there has been no mention of the importance of saving the planet.

A: We agree that the environment is important and every effort needs to be made to encourage everybody to do the right thing.

Q: The figure quoted of a 14% increase in children going into care sounds high, what are the reasons.

A: The starting point is very low, with all additional cases there are court fees. Some of the complex cases can require care packages that are very expensive.

Q: Last year there was a discussion around tourism tax - are there any plans to continue looking at this possibility? How likely is it that the government will listen and how quickly can we expect this to happen?

A: The Council Leader has meetings planned with central government in the near future to look at how local authorities can be given new income-raising powers that can be used to meet the local needs; this includes looking at tourism tax.

Q: What can we expect to see as the alternative meals on wheels offering? Will this just be a drop off service?

A: The final decision has not yet been agreed. We have looked at the option of working with Age UK as the care element of the service is seen as important.

Q: The slides in the presentation show overall totals that do not add up from the information shown on the slides.

A: These are illustrations, there are areas such as Council Tax rises, revenue from Heritage and our property company that all need to be included.

Q: Local authorities across the UK are struggling, how can we tell how B&NES fits into the scale of the impacts versus others? Are the efficiencies that we are seeing comparable when you take into account the level of assets that B&NES have available to them?

A: The presentation shows a table on Council Tax which illustrates what B&NES charges compared to others. A combination of factors makes this year's position tougher. Other authorities were earlier in making the cuts and we are playing "catch up." B&NES does benefit from the income from visitor numbers but also has the downside of having to pay for higher numbers of ageing residents and the way our high quality special schools offering attracts people from outside the area.

Q: Bath is now the most student populated city in England with its student population making up proportionally 25% of the people living here. The students are paying no

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Council Tax and the government are not compensating B&NES for this missing income. The government need to understand the impact on communities, there needs to be a student accommodation document that sets out a strategy that also deals with the loss of business rates. What are the Council doing about this and is there dialogue taking place with the Universities?

A: The Leader of the Council is working with the University cities of England in putting forward a joint case to government. The Universities are talking to the Council; this is important as there are more HMOs, more Students and the loss of the rate support grant.

Q: What additional reduction in Council offices will we be seeing?

A: The move of the one stop shop to the Podium will free up space in Manvers Street for other uses.

Q: How are people to be supported in staying well if funding is to be reduced?

A: Support from within communities will be required and different approaches will need to be taken.

Q: This year the presentation that has been given is an improvement on last year. I do think that the idea that this is a consultation on the budget does not feel right. From what I see we are in a real financial mess and are being forced to make 300 people lose their jobs. Are we considering a referendum for a high increase in Council Tax?

A: It is too early in the process to say what the level of Council Tax increase will be. If however we did hold a referendum the cost would be around £200,000 and it is not certain that residents will be in agreement. Additionally the delay caused would lead to a hold up in collections that would result in losses that we would never get back. We will consider the option to increase the Adult Social Care precept.

Q: The recycling methods that we have always adopted could be changed so that we look at sorting increased levels of recyclables “downstream”?

A: We will look at the contract for recycling when it comes up for renewal. We all should encourage and educate our neighbours into doing everything possible to maximise recycling.

Comment: It is looking likely that residents will be looking at a 5% overall Council Tax Bill increase, 2% on Council Tax and 3% on Adult Social Care. There needs to be effective lobbying of central government to compensate for the additional burdens that are happening now with Adult Care numbers and extra places needed for children's needs.

Q: The introduction of a Metro Mayor seemed to imply that the full business rate retention would be given as part of the deal; please could we have clarification if this is still only a pilot period or if it is being implemented fully?

A: The business rate retention scheme was introduced after WECA came into being, this was not offered as an upfront benefit.

B&NES did join the pilot scheme for the localisation of business rates, and by joining we have benefited through immediate growth gains. There is still going to be an evolution of national policy that will determine how the rate will be revenue neutral.

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The lobby of government will continue and we are highlighting a number of areas such as, student numbers, tourism levy, charitable business rate relief, permitted development rights and special education needs.

Q: As a headmaster in the City, I see the discussions with children about the importance of recycling and they see this as the right thing to do.

A: Thanks for the efforts that you are making.

Q: The message that the most vulnerable people are being taken care of is good to hear and is linked to the point I made about funding for schools.

School funding over the next two years sees an extra £3.5 million being shared across the area. If however the choice is made to move to the new formula for allocation of the funding the five most deprived schools in the area will lose out on £200,000. It is now up to Councillor Paul May to make a decision.

A: The decision is scheduled on the forward plan, the Council does not make the decision alone, and the Schools Forum will be involved with this. Councillor Gerrish said that he will look to see what can be done on this.

Q: How can the Council's consultation be widened to involve the harder to reach residents and get a cross range of organisations and residents better informed?

A: This presentation is only the starting point and we recognise that the process will take further engagement sessions that will look ahead to further years. Getting a wide range of people involved is important and the Third Sector Group and the Forums are part of the overall methods we will use.

Q: The setting of expectations needs to be carefully managed when delivering awareness. The broader picture needs to be looked at and avoidance of just listening to the loudest voices only is needed.

A: The role of the Council is changing and a broader role for the community will be required. We want greater engagement with proactive and positive groups.

All of the Directorate Plans will be published and will go to Scrutiny in January 2018, including a range of plans for savings. Any proposals for alternative savings will need to be set out with the financial implications.

Q: This year's plans from Bristol City Council were set out in November 2017 line by line. We should aspire to reach this level of detail for the next years round at around September 2018. As adult social care is such a large part of the budget it would be encouraging if the cabinet member could attend these meetings to give greater levels of detail.

A: This year saw late pressures from social care and the overspend was not identified until August 2017.

Q: Have the two MPs been invited to give their opinions on the budget?

A: Yes, the MP for North East Somerset has already met with us and the meeting with the Bath MP is planned for next Friday.

Q: Have the changes that are being made to parking charges within residential zones in Bristol been looked at?

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A: This is something that we will be looking into.

Somer Valley Forum, 29th November 2017

Q: In the 'Changing Together' document, you state that you will 'manage and contain demand for adult and children's services'. How will you do this?

A: We need to try and manage the associated costs.

Q: In the 'Changing Together' document, you state that 'There are 14 per cent more children in Bath & North East Somerset Council's care than last year'. Why has it increased?

A: The numbers of children are low and, as such, any increase will represent a larger percentage. The reasons children go into care vary but include factors such as family break up.

Q: Is it cheaper to take them into care than resolving the issues that led to this?

A: The Council protects children in two ways: child protection plan or in Council care. We do try to support families for as long as we can but, if we cannot protect the child, steps need to be taken. A Court will make the decision. This is a lengthy and costly process. A child in need will cost £5k per year, a child with a child protection plan will cost £10k per year, looked after children cost £50k per year.

Q: How do we stop it reaching this point in the first place?

A: We continue to invest in early help and although we have had to make some reductions here, we have protected these services. Numbers of children in care has increased but is still lower than the national and regional average. The Council is keen to recruit more foster families – private foster agencies cost the Council significantly more.

Q: You mentioned the cost of closing care homes and having to move residents. Does the figure relate to the residents that pay privately or not?

A: Both – High Littleton is an example. All 160 residents had to be relocated and the additional cost to rehome residents was £1m. Finding 160 beds at one time is a pressure on the service.

Q: If people pay for their care, why is that a cost to the Council? If they need to move, why is the Council paying?

A: Market forces – care homes know they can ask the Council to pay more in these circumstances so sometimes we have to.

Q: Do you not run any of your own homes now?

A: No, but we would consider it. The care homes in question did not work with us early enough to work out a deal – we were given a week's notice.

Q: Would you be willing to speak to someone as we have an idea about this? (Paulton Parish Councillor)

A: Yes

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Q: Local authorities will pay £4k a month for care when private individuals are paying £11k a month for the same care. The Council says to care homes they have to accept this amount. It therefore becomes economically unsound for the care home, so they close, then the cost goes back to the Council.

A: Over the last year, we have engaged with care home providers to work out what is considered a fair price for care. There is a representative group that meets. It is difficult but a lot of other local authorities are in the same position.

Q: Do you use consultants to help you make these efficiencies and if so, do you know how much they cost?

A: Yes. We have a contract with Ernst Young and they work with us on a range of support services including project assessment. They have brought experience in terms of the Bath Quays development and to Bath Tourism Plus. They work closely with other local authorities that have been through the same challenges – Bath & North East Somerset Council has been cushioned to date due to the income from tourism and property rental.

Q: Having worked for Central Government I am aware how much has been spent on consultants in the past who then tell you what you already know.

A: Ernst Young have been very helpful – with Bath Quays they used their expertise to get us into the market with 16 expressions of interest as a result. Sometimes it is more cost effective to bring in relevant expertise as required rather than keeping a team in-house. We no longer have the resources.

Q: The Christmas Market must bring in a lot of money for the Council, can we capitalise on this further?

A: Yes there is potential for future years. Unfortunately this year the Christmas Market did not get planning consent for further stalls. However, there does need to be a balance between income and impact.

Comment: No-one has ever been asked whether they would be happy to see Council Tax increase to help mitigate these reductions. Government has capped local authorities who are now turning to parishes to pick up services and costs.

Comment: There needs to be a notice period built into contracts with care providers.

Comment: Residents do not understand that they pay a precept. If Parish Councils raise their precept, the money will stay locally rather than if B&NES increases the tax and the funding is spread across the whole area.

Keynsham Area Forum, Thursday 30th November 2017

Q: If 300 people are losing their jobs, will there be compulsory redundancies?

A: We can't answer that at this stage – there will be some voluntary redundancies and natural wastage.

Q: What proportion of the total budget are the savings?

A: The net budget is £112m, the savings are in excess of 10%.

Q: What reserves do you have?

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A: There are two types of reserves – some are earmarked for specific purposes and not available for general revenue use. We also have a statutory duty to keep a proportion of reserves for emergencies – Kelston Road emergency works is an example of something funded from reserves.

Q: **My question was how much?**

A: The statutory requirement is £13m.

Q: **There are good ideas on how past and future savings can be made but to pay 80% for social care is becoming ridiculous. What is the Council doing to make a view known from a Conservative Council to a Conservative Government?**

A: We are liaising via the Local Government Association and have spoken with Jacob Rees-Mogg MP

Q: **Thank you for a great presentation. Do you know how much you spend on outsourced contracts? Can you negotiate them down?**

A: We are looking at this but some, such as Highways, have increased.

Q: **You mentioned that Keynsham's CCTV provision was going to be enhanced – what about speed cameras – they must generate income for the Council?**

A: They are paid for by the Council and some additional cameras have been installed. We do not receive all of the fine money. Some goes to the Police and to a Road Safety Fund.

Q: **You said there had been a 40% reduction in funding but not the time period for this.**

A: Since 2010.

Chew Valley Forum, Monday 4th December 2017

Q: **A plea made from Bath City College, Adult and Community Learning Team. Up-skilling people to get into work is important and the Adult and Community Learning team provide courses to support them. However there is also the need, particularly in the Chew Valley, for upskilling older people to use the internet and get on-line. The team provide courses to support older people to improve their skills. It is important that future funding provides flexibility for people to get back into work but also to allow people to upskill and be more independent, living healthier lives.**

A: It will become the responsibility of the West of England Combined Authority to allocate the funding for Adult Education, however we will ensure that the funding is allocated based on local needs and demands.

Q: **There have been on-going discussions with Highways regarding the A37 traffic issues in Pensford particularly safety improvements which is greatly needed outside of the school. There were plans for kerb improvements and bollards. We have heard nothing since the last meeting. We would like to receive an update.**

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A: Ashley Ayre agreed to follow this up. Cllr Gerrish commented that Councillor May has been lobbying for improvements at the Bellution junction and there has been a focus on the A37 to ensure it is identified as a key route. This will enable additional funding to be released through the West of England Combined Authority.

Action: Chris suggested that a sub group of the Forum be set up to look at the A37 issues.

Q: I came along this evening to find out how to get our views across. You mentioned in the presentation about how we can give our views, but it is still not clear. We need clear channels of communication.

A: The Council has committed to engaging with the Forums and the wider community over the next 12 months and tonight is the start of the conversation. In the past the Council has just presented the Budget to the Forums. The Forums are a perfect opportunity to discuss local issues and challenges. There is a meeting next week of all the Forum Chairs where we will be discussing how to take this forward. Please ensure that you give your details to the Communities Team who will add you to the Forum circulation.

Q: I have been unable to find the business plan for Environmental Services on the Council's website. How does the Council measure service performance against individual's performance in order to make greater efficiencies? How can you make decisions on budgets if this information is not available?

A: Public Protection has been streamlined and has delivered savings. Cllr Bob Goodman is the Cabinet member responsible for this service area. Cabinet members are regularly briefed on issues within their areas of responsibility.

Q: As a GP I regularly visit vulnerable people in their homes within our rural community and these people are least likely to have internet connection or a mobile, or have the skills or interest. We therefore need to ensure we have the support available to our communities.

A: We have no intention of delivering all our services on-line. We will still ensure our Council Connect service and One-stop-Shop remains. However, we do recognise that more people are IT literate and prefer to access some services on-line.

Q: I care for a resident who has early onset Alzheimer's. It is important that we continue to care for vulnerable people and acknowledge the resources needed. A study by Newcastle University identified that 1.2 million people in the UK are suffering from a lack of care. We need to ensure we offer support not just find alternative ways of doing things.

A: The Council has delivered efficiency savings within Adult and Social Care. We have reviewed the way undertake our assessments. In the past some people received assessments unnecessarily - they had just required signposting to services. It is important that the Council assesses people at the right time in order to integrate the right health services they need at the right time.

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Annex

Notes of Group Workshop discussions- – 3SG 21 November 2017

“Going Digital” group

- Council could provide a crowdfunding / grant-making platform (example - Frome Town Council have developed this). Simplify access to information and funding. Could be a way to encourage charities to embrace digital.
- Moving services to digital can exclude groups of people. Limited access / ability.
- Distribution of small grants could go on-line.
- Libraries are used for digital access / printing. Could use other spaces eg. Community hub at Mulberry Park.
- Design of digital services needs to be inclusive.
- Use of purchasing power and reducing duplication to encourage joint working.
- Example – oil buying consortia, saves money for individuals.
- Moving service on-line would save money but need to consider excluded individuals and groups. Can add to loneliness and isolation both geographical and other attributes- therefore need to support access, support training.
- On-line services don't automatically mean it is easier to use / access.
- Finding optimum support for communities to help themselves, with Council providing back-up – eg.,. equipment.
- Enabling people to use digital services. Need to raise awareness of services eg FixMyStreet.
- Be clear about what we are commissioning to avoid duplication.

Health & Wellbeing group

- Quartet have been commissioned to run grant programme – mental health, particularly men. “Pot” £18k, request £30k.
- Create a vital add on to existing projects, so more projects are partnership ones.
- Bath Mind Social Enterprise – location needed
- Community Asset transfer – maximise asset rather than only partial use. Southside / Riverside / PSJ sharing learning from existing.
- Are the 4 key areas correct?- volunteering and digital are more enablers.
- Digital information provision can be useful but still needs to be some face to face. Tech for Good could be part of solution and Bath Hacked. Doesn't need to be just one method Dementia Friendly web platform.
- Third sector to offer services more cost effectively. Do we need to reframe the programme. Third sector doesn't have duty desk / thresholds / not filtered but not volunteer based – we use volunteers but require paid, expertise staff.
- DHI 20% cut – sat down with staff to revise how things are done / do differently able to do this perhaps more quickly and responsive, only accountable to Trustees.
- Small organisations don't have back office support.
- Any mileage in collaboration?
- Tokenistic approach to involvement of the third sector.
- Council open to ideas for contracting out as we can add value.
- State of the sector survey – 64% respondents using reserves very likely that will be used.
- Youth Connect – looking to the sector.
- Using voluntary sector for consultancy.

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- Opportunity with the Community libraries - libraries are more than just books. Community Hubs enable people to access information in a “non-statutory” way. There is some funding set aside to support the development of community libraries.
- Opportunities to do things better. Establish a place where people can interact rather than having to choose a window.
- The Council has the ability to invest to save.
- Is there scope within the neighbourhood plans to incentivise tasks that may be cut eg grass cutting etc.
- Communities need to identify the priorities for their local residents
- We have to be careful of the unintended consequences of cuts impact on other services – example, if you don’t cut the grass on playing fields, this impacts on local groups taking part in physical activity.
- Asset transfer – maybe groups cannot afford to purchase a building however they may be able to run a service. Opportunity to explore asset transfers with voluntary organisations. How does the Council measure best value for its asset transfer?
- B&NES is an area of disproportionate differences – need to push money where its needed.
- We can bring other trading in – voluntary services.
- We need to empower the community. We need to have hubs which the community will own.
- It’s all about how people can access facilities – not everyone can get to Manvers Street.
- There is always a need for us to go to the facilities. We still need face to face but where do you do face to face?
- Libraries are more about social contact. Historically they used to be by subscription only.
- Some villages run their own halls and do their own thing.
- Need more adhoc volunteering – try to encourage people to be more neighbourly
- Space where people feel welcomed.
- The voluntary sector has the specialisms but can’t always see out of the corner of our eyes where other people need support
- Where is the PCT and NHS in relation to what they are doing in the community. Need the Council to make the links.
- Opportunity to link up with GP surgeries – health visitors are already working in community spaces.