







1. Please enter your postcode	
	Response Count
	425
answered question	425
skipped question	28




2. VALUE FOR MONEY To provide a full range of services costs around £7.2 million per year. After government funding of £3.9 million has been taken into account the council tax payer contributes approximately £3.3 million. The average yearly council tax for services provided by Melton Borough Council is £178.61 or £3.43 per week, per household. 1% of council tax brings in £32,000. For the range of services provided do you agree or disagree that Melton Borough Council provides value for money ...				
	Agree	Disagree	Don't know	Response Count
Tick one box only	44.6% (194)	29.9% (130)	26.4% (115)	435
	answered question			435
	skipped question			18

3. STREET CLEANING The Council spends £353,000 per year keeping the streets and public land free from litter and other mess. Compared with other Councils, Melton has low levels of litter but if the service was to be reduced standards would decrease. Would it be better to ...			
		Response Percent	Response Count
Reduce the frequency of the service		32.6%	129
Keep things as they are		65.7%	260
Don't know		2.0%	8
	answered question		396
	skipped question		57

4. CAR PARKING CHARGES The Council has different charges for its long and short stay car parks and these are available on the Council's website and displayed at the car parks. The income of £500,000 is used to help pay for our services. Do you consider the charges should ... (You may tick more than 1 box)

		Response Percent	Response Count
Stay the same		46.0%	184
Be increased		18.0%	72
Be reduced - recognising this could lead to other services being reduced		22.3%	89
Include a 24 hour/nighttime charge		13.3%	53
Don't know		1.0%	4
Please give any changes to car parking you would like to see ...		34.3%	137
answered question			400
skipped question			53

5. CHRISTMAS LIGHTING The Council spends £30,000 towards Christmas Lighting (£26,000 of this provides the infrastructure of Christmas Lighting & decorations for the town for the 6 week period). Traders and businesses also contribute to the lighting scheme and the Switch On Event. The benefits are as follows : • The Christmas Lights are the foundation for the Town Centre Christmas Campaign which attracts increased visitors and retail spend to the town through Christmas themed events, markets, promotions, direct mail and other initiatives • £4,000 is spent on providing the Switch On event. The event attracts over 6,000 visitors and receives regional and local media coverage Do you consider the Council should spend ...

		Response Percent	Response Count
The same		39.7%	158
Less		57.8%	230
Don't know		2.5%	10
answered question			398
skipped question			55

6. COMMUNITY SAFETY The Council spends £12,000, which is part of a partnership Community Safety Budget of £60,000, on providing diversionary initiatives in order to prevent crime and anti-social behaviour (ASB). The following diversionary initiatives play a key role in engaging those at risk of becoming involved in ASB and nuisance and have helped contribute to an 11% reduction in ASB over the last year : • Youth clubs in the evening • Youth workers • Diversionary initiatives during Summer and Easter school holidays such as graffiti workshops, mechanics, hair and beauty, fishing, healthy cooking sessions etc • Educational initiatives such as trips to various organisations including warning zone, prisons, police HQ, fire HQ etc. These activities form part of a 6 week programme during the Summer • Soccer SCAM, Knight School, Breaking boundaries, Pyramid Project – educational engagement but also activities through the utilisation of sport • Respect Melton – funding trips/activities for young people who help in projects to regenerate the area they live in eg. revamping fencing, community gardens • Alcohol awareness project with the college - students helped design an awareness message utilising their course in film Do you consider the Council should spend ...

		Response Percent	Response Count
The same		67.8%	268
Less		28.9%	114
Don't know		3.3%	13
answered question			395
skipped question			58

7. ARTS The Council currently spends £20,000 on Arts initiatives and staff; the projects are mainly focused on our priority neighbourhoods and young people. These include : • Creation of a 'Craft Café' within the priority neighbourhood areas. This has led to a significant contribution to the personal, social and economic development of the participants • Developed arts based projects for young children to assist in numeracy and literacy skills when working with local schools • Artbox - a project working with people with mild to severe mental health issues at the Melton Mowbray Museum • Following the success of the 'Artists in Empty Shops' scheme the Arts Section is organising a series of 'Artists' Markets' before Christmas to increase the footfall and support the viability of the town centre Do you consider the Council should spend ...

		Response Percent	Response Count
The same		34.4%	137
Less		62.6%	249
Don't know		3.0%	12
answered question			398
skipped question			55

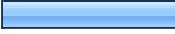
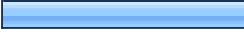



8. SPORTS AND LEISURE The Council spends £40,000 on Sports and Leisure, mainly on increasing physical activity for all ages, supporting sporting events/clubs and commissioning activities for young people. The following has been achieved : • Attracted external funding of £108,690 to the Borough during 2009/10 • Nearly 1,000 young people attended the Youth Games trials and pre-games coaching facilitated by MBC • Working in partnership with Active Melton - more than 700 children and young people experienced dance workshops during 2009/10 • More than 500 adults took part in the Active Together programme during 2009/10 • 3% Reduction in obesity levels in reception aged children in 2008/09 – the biggest reduction in the County • In 2010 the percentage of obese adults in Melton was below the average for England Do you consider the Council should spend ...

		Response Percent	Response Count
The same		61.2%	243
Less		35.8%	142
Don't know		3.0%	12
answered question			397
skipped question			56





9. WATERFIELD LEISURE POOL The Council spends £234,000 on the Waterfield Leisure Pool in supporting the services provided at the facility and the running costs. Do you consider the Council should spend ...

		Response Percent	Response Count
The same		47.3%	187
Less		46.6%	184
Don't know		6.1%	24
answered question			395
skipped question			58




10. CONSERVATION The Council provides a Conservation Service on which it spends £59,000 per year. This achieves the following : •Attracts external grant funding for improvements to town centre properties and environmental enhancement (over £450,000 worth of work in last 3 years) •Provides specialist advice for owners who wish to undertake works to historic (listed) buildings •Offers advice to developers and planners for schemes affecting the historic environment Do you consider the Council should ... (You may tick more than 1 box)

		Response Percent	Response Count
Provide a reduced service : Grants Only		27.8%	110
Provide a reduced service : Advice Only		39.4%	156
Stop providing this service		15.7%	62
Keep things as they are		24.7%	98
Don't know		4.5%	18
		answered question	396
		skipped question	57

11. FOOD SAFETY The Council provides a commercial Food Safety Inspection Service through the Environmental Health Team on which it spends £59,000 per year, mainly in staff time. This is intended to ensure the food we eat is properly handled, stored and prepared. The service provides the following : • Inspection of all premises in the Borough which prepare or sell food - from the village store to restaurants and major supermarkets • Specific food sampling programme within the Borough (part of Midlands and National campaigns) • Investigation of complaints made about food, food premises or people who handle food • Investigation of food poisoning incidents • Assessment of private water supplies to ensure they are fit to drink • Training courses for food handlers to help them meet the required safety standards Which of the following options do you consider is acceptable for the Council to do in order to reduce the cost of this service ... (You may tick more than 1 box)

		Response Percent	Response Count
Stop providing training courses for food handlers		22.1%	87
Provide a reduced service : Stop inspecting low risk food premises		38.9%	153
Provide a reduced service : Reduce food sampling programme		22.1%	87
Not a service from which savings should be made		43.8%	172
answered question			393
skipped question			60

12. DISPOSAL OF ASSETS - GENERATING CAPITAL Should the Council be selling properties such as unused land and vacant buildings in the current economic climate to generate capital for Council priorities ...

		Response Percent	Response Count
Yes		73.9%	292
No		20.0%	79
Don't know		6.3%	25
answered question			395
skipped question			58





13. BOROUGH AND TOWN EVENTS The Council spends £4,000 on supporting events in the Town Centre eg. Food and Drink Festival, Country Fair, Melton By the Sea and the Victorian Fayre. These events achieve : • Increase in footfall to the town centre and Borough • Increase in retail spend to local businesses • Increase in awareness of Melton Mowbray • Help to create a vibrant and attractive Town Centre Do you consider the Council should spend ...

		Response Percent	Response Count
The same		59.3%	235
Less		35.9%	142
Don't know		5.1%	20
answered question			396
skipped question			57


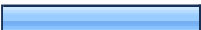



14. TOURISM The Council spends £31,000 on Tourism which includes promoting the area at national events, visitor information points, production of guides, leaflets, signage, other promotional materials and working with key tourism partners. This achieves : • Increase in visitor numbers to the Town Centre and Borough • Targeted marketing to the Group Travel Industry • Promotion and support of local attractions, accommodation providers and local producers • Increase in awareness of Melton Mowbray • Development of the town as the Rural Capital of Food and Drink Do you consider the Council should spend ...

		Response Percent	Response Count
The same		45.0%	177
Less		50.1%	197
Don't know		4.8%	19
answered question			393
skipped question			60





15. OPEN SPACES The Council spends £373,000 maintaining open spaces within the town by cutting grass, tending to shrubs, hedges, looking after play areas and football pitches and ensuring that some open spaces are 'wildlife friendly'. Which of the following options do you consider are acceptable for the Council to do in order to reduce the cost of this service ... (You may tick more than 1 box)

		Response Percent	Response Count
Stay the same		29.6%	118
Less frequent grass cuts (will save £10,000)		56.5%	225
Reduce other services such as shrub bed tidying and tree work (will save £10,000)		43.7%	174
Don't know		2.5%	10
		answered question	398
		skipped question	55

16. WASTE MANAGEMENT The Council provides a weekly service for the collection of a number of recyclable materials (cans, glass, paper, plastic bottles) and a fortnightly service for garden waste and household waste (in wheeled bins) at a cost of £1.8 million (this net cost is after the deduction of income annually of £800,000 for the sale and diversion away from landfill of recyclable materials and green waste). The net cost of the service to each household is approximately £65.00. Which of the following options would you support in order to either reduce the cost of the service or improve the quality (which may mean extra costs) ... (You may tick more than 1 box)

		Response Percent	Response Count
Keep the service as it is		60.8%	240
Stop collecting green waste (will save £237,000)		31.9%	126
Collect all types of plastics from the roadside (will cost an extra £105,000)		7.3%	29
Collect food waste separately (will cost an extra £250,000)		1.0%	4
Collect household waste weekly (will cost an extra £400,000)		8.4%	33
answered question			395
skipped question			58

17. GREEN WASTE Included within the Waste Management contract above, the Council spends £491,000 on a green waste collection service and it receives an income from the County Council of £255,000 which is offset against the cost. Therefore the net cost of the service to each household is approximately £11.00. If Green Waste was to be an optional self-funding service which customers signed up for, how much would you be prepared to pay for this service ...

		Response Percent	Response Count
£10 per year		58.3%	182
£20 per year		29.2%	91
£30 per year		7.1%	22
£50 per year		5.8%	18
answered question			312
skipped question			141

18. OVERALL SERVICE REDUCTION The above questions give options of where specific services may be reduced, however if there was a set percentage reduction in all services. What would be your view to such an overall approach ...

	Agree	Disagree	Don't know	Response Count
Tick one box only	35.5% (139)	52.4% (205)	12.0% (47)	391
			answered question	391
			skipped question	62

19. ACCESS TO SERVICES The Council is moving towards developing its website and making more information available electronically to enable greater accessibility for the community and this will also save the Council money. What is your view on this Council initiative ...

	Agree	Disagree	Don't know	Response Count
Tick one box only	82.8% (318)	10.7% (41)	6.5% (25)	384
			answered question	384
			skipped question	69

20. VALUE FOR MONEY - RECONSIDER PREVIOUS RESPONSE AT QUESTION 2 After completing the survey, has your view changed on the Council giving value for money? Please could you consider this question again below. To provide a full range of services costs around £7.2 million per year. After government funding of £3.9 million has been taken into account the council tax payer contributes approximately £3.3 million. The average yearly council tax for services provided by Melton Borough Council is £178.61 or £3.43 per week, per household. 1% of council tax brings in £32,000. For the range of services provided do you agree or disagree that Melton Borough Council provides value for money ...

	Agree	Disagree	Don't know	Response Count
Tick one box only	53.9% (205)	31.1% (118)	15.0% (57)	380
			answered question	380
			skipped question	73

21. CONSULTATION APPROACH - YOUR VIEWS This survey builds on the consultation exercises we have carried out previously through the Melton Mail. As well as this online survey, we will be consulting with our user groups, providing copies at libraries and seeking views from a market stall on some Saturdays. We would welcome your feedback on this survey and our approach to help us improve it in future years - please use the box below for this purpose ...

	Response Count
	204
answered question	204
skipped question	249