Appendix A/8

Monmouthshire Engages Budget 16/17
Evaluation Report

Rhian Cook

Engagement and Communication Officer

Background

Monmouthshire County Council faces its biggest challenge date, to reduce costs and make savings, needing to make savings of £6,319 million. During the summer months officers across the authority have been working to identify options to address this challenge. The 23 mandate proposals were taken to Cabinet on October 7th and agreed by Cabinet this marked the start of the consultation process.

Monmouthshire Engages Budget 16/17 Consultation

Our brief was to produce a suite of communications and engagement mechanisms to attract members of the community to our engagement events and empower people to share their thoughts and feelings on how we are planning to deal with the financial challenges.

How did we do this?

We created opportunities for communities to become informed so that they were able to participate and engage with us at a level appropriate for them. Our mechanisms allowed people to receive as much or as little information as they felt necessary.

These included:

- Website Info: All 23 mandates and Future Generation (including Equality Impact) Assessment for each
- Drop in sessions with targeted groups e.g. Leisure Centre visitors
- Open meetings in our five towns
- Streaming a public meeting on our You Tube Channel.
- Targeted Access for All Meeting
- Additional Learning Needs sessions: teachers, governors and parents
- Drop in sessions in our communities
- Online survey via the MCC website
- Twitter poll
- Twitter Q+A's
- Facebook posts

Communication methods were key to providing as many people with the opportunity to become informed, involved and participate.

Our challenge was portraying the severity of the budget savings that have to be made. To do this we used:

- Posters
- Website
- Social Media
- Survey
- You Tube Channel

Posters

Inform: The posters were designed to try and convey the severity of the budget savings.
We provided concise information on the 4 mandates that we felt would have an impact on communities.
Get involved: The posters white text box also allowed us to tailor the information by town and session so we could promote what's happening where and when. Posters were distributed in all of our towns, by hand, sent out via email and posted on social media to entice people to attend our meetings and drop in's.
Participate: The posters provided information of where and when our public meetings and drop in session were taking place.

Website

Inform: We ensured our website had as much information about the mandates, meetings and a mechanism (survey) for people to have their say.

Two pages were dedicated to the Monmouthshire Engages:

Monmouthshire Engages 2016/17: Summaries of all 23 mandates were available and links to the Equality Impact/Future Generations Assessments for each on the page along with a link to the survey so people could have their say.

Get involved: We tried to make all the information provided was in an easy to understand format. Our page -

Monmouthshire Engages 2016/17 – How do I get involved? : Information on all of our public meetings, community drop in sessions, dates of the Twitter Question and Answer sessions, Access for All meeting information and PDF of all posters for each of the meetings and drop in sessions.

Participate: Our survey was available for people to do online.

Social Media

Inform: Our holding picture on both Face book and Twitter was consistent with the poster 'Our Biggest Challenge Yet'.

Get involved: We publicised every engagement session that we held on both twitter and Facebook. We wanted as many people to know about Monmouthshire Engages.

Currently we have **3,213 people liking our Facebook Page** and **12,520 followers on Twitter**. Each channel has a different demographic and we exploited this to promote Monmouthshire Engages Budget 16/17.

Participate: A link to the survey has been posted on both Twitter and Facebook.

Twitter: Twitter has been very useful in reaching out to people in our communities who may not have time, inclination or desire to attend a public meeting or drop in

session. The beauty of twitter is that it is instant, portable and available on many devices.

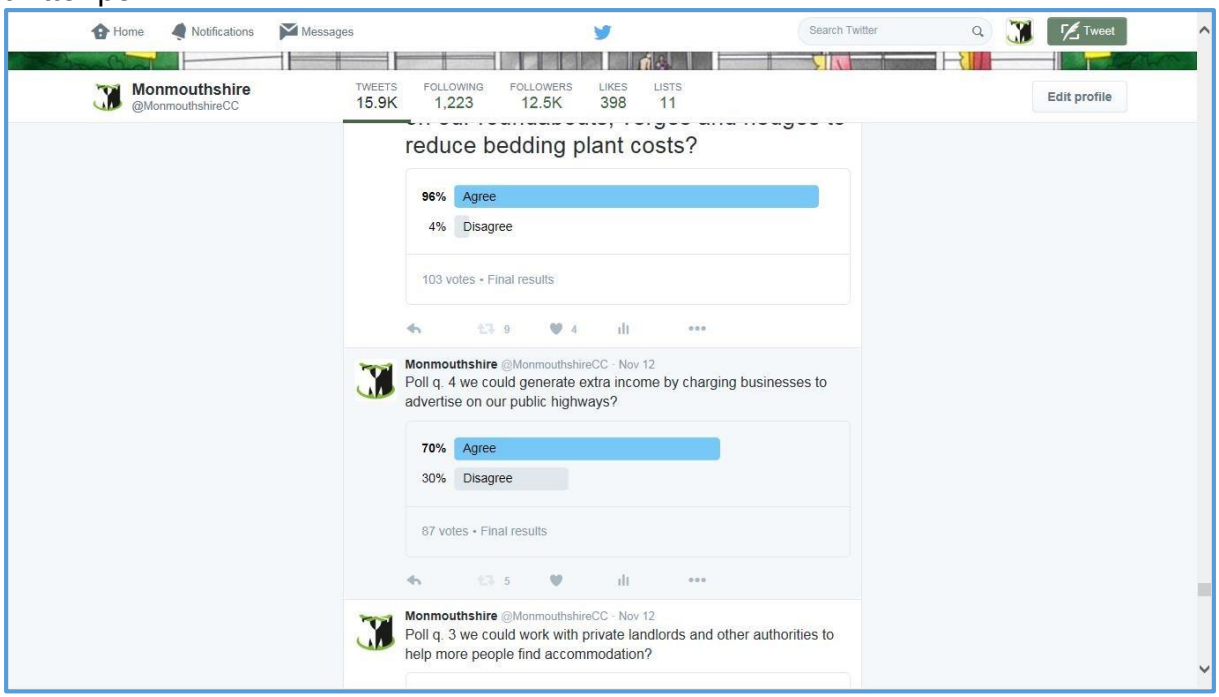
- Our demographics on Twitter:
- 53% Male
- 47% Female
- We have increased our followers by 485 over the past 90 days.
- Engagement rates have been positive as we have consistently kept people up to date with all of our engagement sessions.

Twitter Q+A

3 Twitter Question and Answer sessions took place, which proved effective but did not achieve quite the flurry of Twitter excitement as we had hoped and had had in previous years. The questions we received were specific and very useful and created some discussion. However we are constantly looking for new ways to engage using twitter.

Twitter Poll

We have for the first time used a Twitter Poll to gauge opinion on mandate proposals. It was used alongside other mechanisms, the poll proved popular and provided valuable information in an easy and instant format. An example of our twitter poll:



This proved to be a useful tool but in the future we will need to consider the phrasing of questions.

Facebook

Inform: We have used Facebook to share information via posters about our community drop on sessions and public meetings, links to our YouTube Channel – all the videos that we have produced for Monmouthshire Engages are available to watch at any time.

Get involved: We posted links to the online survey on face book. People are also able to comment which enables us to gather qualitative evidence.

Participate: The nature of Facebook as a social media channel means it is easy to share amongst friends, comment on posts and if you like our page you will see whatever we post. Alike Twitter Face book is accessible and available on many devices that are used by people of all ages, it too enables people who may not come along to our meetings to get involved by completing our survey or comment.

We started our Facebook campaign October 26th 2015 sharing our press release and marking the start of the engagement. This reached 2,046 people.

To reinforce Monmouthshire Engages and promote our series of community engagement session we shared a short film of our mandate owners – speaking at MCC staff conference we wanted to provide a personal, stark approach to our financial challenges.

This post reached 2,046 people. The film has had 328 views.

During our consultation period we have reached 24,453 people through Facebook posts alone.

YouTube

Inform: To make information more accessible we produced two short films which relayed the extent of our financial situation.

Film 1. Setting the scene: At our staff conference in September all of the mandate owners were present and provided information on their mandate proposals. This was filmed a short film was produced for our budget process**.** The film was used as an information sharing mechanism and was posted on our social media channels.

To date the film has had 328 view via our You Tube channel. This film set the scene and provided our communities to hear exactly what we are proposing.

Film 2 Monmouth shire Engages Budget We filmed our first public meeting at County Hall, Usk. The meeting provided the budget presentation and information by Cllr Phil Murphy.

Get involved: During the meeting the link to the You Tube channel was tweeted and posted on Face book. This enabled more people to watch the presentation from their own home that evening or at any other time. The link to the survey was provided and website link with all of the information to enable people to have their say without coming along to the meeting.

We have had positive feedback from the public about our many ways of communication during the budget process. Many felt that they were able to gain information when they needed it via our website, public meetings and social media.

'Great to see that MCC are open and transparent. Excellent use of video on the You Tube channel you can see it as it happens and the website you are able to see all of the ideas.'

Survey

Inform: When designing the survey we aimed to provide concise and clear information for our communities. Communities need to know what we are proposing, they also needed a mechanism to be able to comment and share their feelings about the ideas. The survey listed the 10 ideas that will most affect our communities.

We provided short summaries of the mandates that affected communities directly. There were 10 in total and we called them ideas to make it clear that the mandates were proposals and nothing had been decided. The information was gathered from the Mandate proposals and EQIA/FGE impact assessments.

Communities were able to share with their feelings by telling us if they:

- **Agree**
- **Disagree**
- **How could we do this differently?**

This is the information that we provided.

The survey:

Idea 1 Saving £354,000 Leisure, Tourism, Youth Services and Cultural Services

We need to look at the way we deliver the services that make up our tourism, leisure, culture and youth services in a new way. We may have to look into a new delivery model such as a trust which would operate at arm's length from the council. The trust will be commercially driven via a trading company while ensuring local services are maintained and improved.

Idea 2 Saving £60,000 Community asset transfer of buildings in Monmouthshire

We are looking to transfer council owned buildings for example The Melville Theatre, Abergavenny and The Drill Hall, Chepstow to the community so that community ownership can take place. This will enable communities to deliver local services. It will help local communities to gain skills to manage the asset and deliver the service and ensure the service provision is modelled at the local level.

Idea 3 Saving £50,000 Shared Lodging Housing Scheme

We want people to be able to access more suitable accommodation within their communities more independently. We would like people accommodated in more stable local accommodation. We will working with private landlords and neighbouring authorities to make sure those who need homes get secure and stable homes.

Idea 4 Saving £75,000

Reduction in funding to voluntary organisations

We are aiming to reduce the funding we make available to third sector organisations. We will continue to support organisations but they will need to fit in with our priorities.

We are proposing to stop the funding of the Healthy at Home funding stream to Care and Repair. This service will be able to apply for funding from other sources.

Idea 5 Saving £150,000 Car Parks

Charging for advertising and increase of car park spaces

Idea 6 Saving £75,000 Highways.1

More wild flowers and local groups maintaining local grounds.

We propose to continue planting wild flowers on our roundabouts, verges and hedges which will reduce the need for bedding plants.

Linda Vista Gardens, Abergavenny will be maintained by Green Fingers. Green Fingers is a local initiative of The My Day My Life Centre, Abergavenny which supports people to learn new skills.

Idea 7 Saving £200,000 Highways.2

We are proposing to reduce staff, with a reduction of one vehicle and fewer materials available for the maintenance of county roads.

Services such as winter maintenance, snow clearing and emergency response will be maintained but staff may be required from the South Wales Trunk Road Agency, grounds maintenance and waste teams to supplement the county highways teams**.**

Idea 8 £140,000 Additional Learning Need Provision

We would like to review the current specialist provision we provide for children with special educational needs both within Monmouthshire and outside the local authority. We want to ensure that this provision is fit for purpose, meets the needs of our community, is robust and flexible and sustainable, both now and in the future.

We are proposing to close the special needs resource base at Deri View Primary School for pupils aged 4 to 11 years with moderate learning difficulties and social, emotional and behavioural difficulties.

Idea 9 £400,000 Town and Community Councils taking on some services

We would like to work with town and community councils to make sure services such as community hubs and museums continue to exist. This will maintain those local services each area feels to be of greatest importance.

Idea 10 £80,000

Waste and Recycling

Ban vans and trailers at Household Waste Recycling Centre

We would like our household recycling centres to be used for household waste and recycling only. We have noticed an increasing amount of business waste being dumped at our sites. To prevent this from continuing we are proposing a ban on vans and trailers at our household waste recycling centres.

The survey was available on our website, paper surveys were handed out and were completed with people who were willing to stop and listen to us at our community drop in sessions, they were provided at our public meetings and at the targeted groups we visited including leisure centres and the Access for All Forum.

Participate: 384 people completed our survey. Via the website or paper copies. The results are incorporated into the final results which will be broken down idea by idea.

Public Meetings

Inform We planned 5 public meetings that took place in each of our towns. Including Usk, County Hall. Cllr Phil Murphy led the audience through the journey of where we are financially at the moment what is planned and how we plan to make the savings via a power point presentation.

Get Involved The audience at each of the meetings were able to share their feelings on our mandates via a voting exercise, Q+ A session and surveys.

Participate Our attendance at our public meetings were lower than last year

2015	Attending
Usk	8
Abergavenny	42
Caldicot	25
Chepstow	13
Monmouth	19

However those who attended listened to our ideas and asked relevant questions that we have included in our mandate feedback.

Targeted Groups

In addition to the public meetings we set out to engage with specific groups of people who would be affected by some of the mandate proposals.

Users of our Leisure Centres

Mandate 1 – We visited our 4 leisure centres talking to mixed groups of people who use tour services. From the everyday gym member, exercise referral groups and parents who were watching their children swim. Informal chats and surveys were used to inform and enable those who struggle to attend our public meetings to have their say.

Access for All Forum

Mandate 5, 12, and 14 were all of particular interest to the Access for All forum. The group gathered at County Hall during the day to listen and participate. The group welcomed the meeting and made positive contributions to the Monmouthshire Engages Budget engagement.

Deri View School

Mandate 20 Parents, Teachers and Governors were engaged as part of the Statutory School Closure Consultation. Each group met at the school with a member of the CYP, HR and engagement team.

Young People

Our county Youth Forum Engage 2 Change have been involved in planning young people event to inform young people in our schools about the budget proposals. The

E2C group have been informed and engaged about all of the ideas we have engaged the wider community.

The group discussed at length the mandates but felt that the mandate that would have the most impact was Mandate1. The group are planning the session to inform young people about all of the mandates but also focusing on Mandate 1 to assess their current understanding of the services affected. The session will look into their feelings about what positives the services provide and what they think the services need to look like in the future. This engagement could also form a basis for ongoing consultation and the group could be a point of contact to obtain young people's views in the planning and evolution of Mandate1.

Feedback

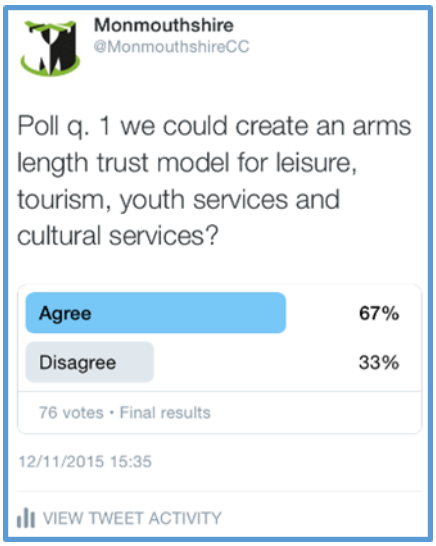
Mandate 1

Leisure, Tourism, Youth Services and Cultural Services.

Unanimous agreement in the Trust plus Model at all of our public meetings.

Survey Results: **Agree 76% Disagree 24%**

Twitter Poll: Results: 67% Agree 23% Disagree



During our twitter Q+A these issues were also raised.

There were many questions and comments raised in the survey regarding this mandate.

Research and Development about the Trust Model

- Have you tested the market to see if there is a market for trust models?
- Have you had an opportunity to consult with neighbouring communities?
- Need to have a look at any other council that is run in that way to see advice before proceeding.
- Many trusts are struggling so it isn't a quick win e.g. Birmingham
- Perhaps look at the Turkish model of mixing tourism & skill development on high value craft goods?
- Could you provide evidence that setting up a trust maintains services and saves money? don't just do it because others do
- This model is used elsewhere Highland Hi Life for example.

More information about the Trust Model

- Will the trust work like a charitable trust?
- I am unsure how trust and trading are the same thing? It could work for tourism but it could lead to price hikes if an element of profit had to be shown in other areas. If the trust fails the council will either need to pick up the pieces or let facilities go to the wall.
- Does 'arm's length' still mean council involvement? I feel it would be best handled by a commercial company totally! It can be marketed properly and form links with Welsh promotion websites/social media.
- How will the trust make money if the council can't? There is no point doing this if there is no chance for the trust to make a profit either
- If you do go ahead with this idea you need to ensure that savings are met and services maintained. It is all too easy for a trust to start off with good intentions but the results can end up with services suffering.
- Let natural market forces determine need and profitability of each part of the service What are the set up costs? What is the time scale for completion?
- You need to explain the delivery model further, trust and trading company? What does that mean?
- Sounds overly complex, not sure it'd save money, but if financially responsible due diligence is done then I agree.
- It needs to be a not for profit
- Leisure and tourism is a huge positive to this area for local business etc. This would need to be carefully managed so that trading companies don't take advantage and benefit financially to the financial detriment to residents and visitors.
- Trading for profit- too difficult to effectively financially monitor to provide appropriate services.
- Not sure about a trading company.

Will the new model increase prices?

- Concerns from users of the exercise Referral Scheme
- Currently excellent, but expensive
- Concerned that trust model may increase prices.
- Worried that this will make visiting the leisure centres more expensive. Price increase is a major issue for me.
- The prices would be too high and not affordable for residents.
- Will there be price increase for me? I want to continue to come to the fit for life class?

- My concern is keeping leisure and youth facilities accessible at a fair price otherwise you end up with more pressure on the NHS. Reduce admin costs and inspections.
- In theory this is a good idea, but commercially driven enterprises usually just look for profits, so the danger is that many of the facilities such as free swimming for the under 16 during the holidays, may disappear and this could be disadvantageous for the families on low incomes
- The current service provision is brilliant. I don't think enough detail has been provided for me to have a strong opinion. A trust structure implies that standards would be maintained but anything that is commercially driven usually means cuts/ job losses somewhere. I'd be prepared to pay £2-£4 more per month for my children's swimming lessons.

Membership Offer

- Questions were raised about the accessibility of the service. Users of the exercise referral scheme wanted reassurance they would be able to sue the new service as they do now. Their health dictates how often they use the leisure centre. They like going when the can and enjoy the classes.

A perception that changes could lead to poor service

- Commercially driven via a trading company immediately conjures problems only money making services and will be provided and for an increase £ impact on users for less quality.
- This privatisation and will lead to poorer services for more money.

What happens if it fails?

- Passing leisure to a trust – what is the fall-back position? Does the council have a fall back plan – what if the trust falls into difficulty does the council wash its hands.

How will this model transfer to work for the Youth Service?

- This service should bring funds into the area i.e. tourism. Surely youth services are the responsibility of the council they are the future of Monmouthshire.
- Leisure could be operated by a trust but youth services need to be central.
- TLC and youth service are such an integral part of safeguarding for young people across the community.

General Comments to make savings

- Bring the highest earners in the council down a pay grade; remove some middle management that aren't required. Voluntary redundancy
- Cut back on senior managers
- Stop wasting money in other areas
- There are other services we could cut instead

Disagreement with the proposal

- Leave well alone
- Keep it in house
- Council must remain at the helm or private enterprise rides roughshod over less commercial aspects
- Has not worked in all subcontracted services. just wastes money

Agreement for the proposal

- Yes if you can attract grant funding
- A commercial scheme focused on delivering quality and value for money and contributing some of the profit to the community.
- Facilities in Monmouthshire are behind the times any profit needs to be invested to improve
- If the alternative is no leisure centre then it must be good.
- The council, should maintain Leisure and tourism services, in order to provide the quality services expected. MCC should look at alternative options such as just handing over the museums to not for profit organisations. I would be cautious that this would be lost in applying a different model.
- It would depend on how it is done. If careful consideration on the way this trust is put together and run it could be a good thing.
- Beef up what you already do
- It can only get better. Equipment and cleaning need to be better

Maintaining skills and knowledge

- Job security of staff? Funding isn't for wages/ Salaries - how will salaries be protected?
- You should employ the people that the trust would employ if they are able to do the job better
- Culture and tourism are important, the council should employ well paid, knowledgeable people to lead these areas, a Trust is not the answer due to their focus on profit-culture is vital to the community; to further learning and understanding.

How will decisions be made?

- Long as the decision making process is not bogged down with committee meetings for the sake of meetings.
- Concerns over trustees being landed with liability.

Involve communities

- Involve service users in all provision and have representatives on the trust.

- Needs to be inclusive of all the community. No concrete suggestions but must ensure you involve residents.
- Involve youth in planning. Concerned about process increasing especially for families with children you need to encourage families and get kids fit and healthy.
- Trust must also include proportionate representation of the community
- Engage with local communities via Community Councils to own local aspects of these areas

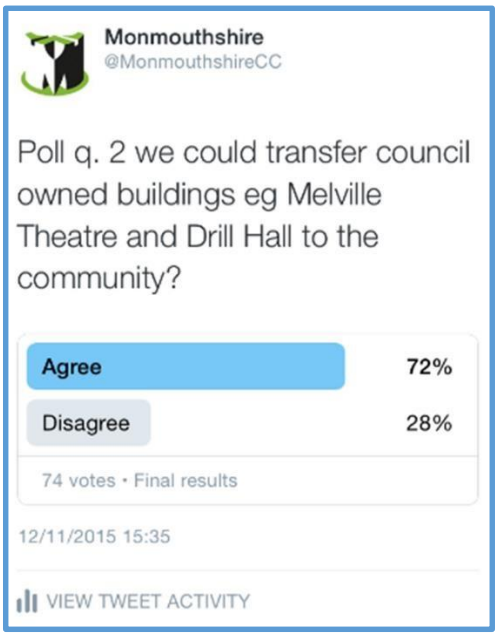
Involve local businesses in taking the model forward

 Realistically local businesses (hotels, pubs, shops etc.) are the main beneficiaries of attracting tourism so they should have a greater degree of financial responsibility to pay for the associated services. Concentrate on Welsh culture and the art

Mandate 5

Community asset transfer of buildings in Monmouthshire

Agreement of community asset transfer mandate at all of our public meetings.



Survey Results: **Agree 86.2% Disagree 13.8%**

Twitter Poll results: 72% agree 28% disagree

Twitter Q+A: 'Could this include land for 'community farming and growing not just incredible edible plots'?

Comments that have been raised are:

Groups need support to make the buildings sustainable:

- It is important for local communities to be able to approach the council with requests to utilise underused buildings as opposed to the council choosing which ones they no longer wanted and offering them up for negotiation.
- I think these kind of services still need to retain some level of professionalism, maybe a mix of the two? With an element of community ownership too?
- Letting them have a free lease is one thing but giving away a building for free is mad, if they fail what happens to the building?
- This needs to be done responsibly to ensure the transfer is successful

- Need to support to be self-sufficient with the correct support from MCC.
- Will some communities be able to consistently raise the funds needed to manage and maintain these buildings or will they fall into disrepair?
- I'm not sure local communities could tackle the maintenance and management of these kinds of buildings.
- Will support will be given to the community to be trained effectively to ensure that the theatre is properly supported.
- Only if the communities are willing and able to make a success of this.
- Empower local community groups will encourage growth with support from local authorities should continue
- If local groups able to take them on. Transition Town could get involved? But may need start-up and continuing support
- Communities need to help to manage the transfer.
- Ensure there is plenty of interim support + long term contact for advice, etc.
- This will be good as long as it is managed properly and profits are used to further improve these facilities.
- However need some funding provided for maintenance.
- Volunteers are not well informed of the commitment and liability.
- Speak to local youth groups etc and see what their needs are
- The community would need help to do this successfully so I'd suggest a transition period for smooth transfer.

General comments

- This is a short sighted saving how are they going to fund it?
- This is more or less the case in Usk already. I think this is the case of a theatre it is ambitious. The council is for all and should keep its assets. What about Park Street?
- Again, once handed over I think scope for public involvement will dwindled
- Where is the community group which could run the whole of the building which is currently partially used as The Melville Theatre?
- Consider selling property too
- Get rid of as many 'bricks & mortar' as possible!
- Handing services over to community groups is a way of offloading responsibility and hithout support they are likely to fail. Community run services present two major issues, 1.the people most likely to have the time to services are the retired and or well off, this creates an imbalance in the community. 2. These services are paid for via taxes, so residents are already paying for the services AND having to deliver them, prompting many to ask "why are we paying for this twice?' Spend less on developing branding such as 'whole place' which means nothing to the majority of residents and invest the money is developing services staffed by knowledgeable staff. Will anyone want to run them?
- Communities have enough to do and my experience of community engagement with mcc has been appalling.

This basically means handing over to volunteers to run and manage buildings. Where are all these volunteers coming from?

- You need to not only listen to what residents need but act on it. In Usk you have taken away our venue for girl guiding and rangers without offering viable alternative. Offering County Hall as a venue to children is NOT viable alternative. All other buildings have been investigated but cannot be taken up for various reasons mostly that there are no available time slots.
- Please leave Chepstow ABC there.
- Sounds like a good plan!
- The only publicly owned buildings should be for services which you are legally required to provide.

How will this mandate be monitored?

- My concern is the state of repair and maintenance applicable to individual buildings But what about maintenance of the buildings?
- This might also close the buildings due to lack of funds.

Comments about Melville Theatre Abergavenny

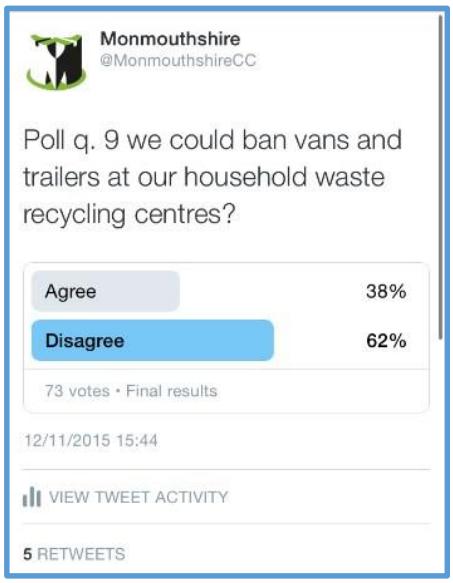
- Melville Theatre should be sold there is already a community venue at the old park street school.
- Support for projects such as the Melville us one of the reasons we have local government!
- The Melville theatre, originally came under the auspices of the LEA, and as such should revert to the former
- Who will be in charge of this venue?

Mandate 8 Ban on vans and trailers at Household Waste Recycling Centres

Overall agreement at our public meetings on the proposal to ban vans and trailers at household waste and recycling centres. However our twitter poll shows a difference of opinion and they voted against the proposal.

Survey Results Agree 60.8% Disagree 39.2%

Twitter Poll : Agree 38% Disagree 62%



Comments that have been raised:

An increase fly tipping:

- This will lead to more fly tipping. This would need to be cleared and ensue a cost.
- Wouldn't this increase the amount of illegal tipping? If banned they will fly tip Will increase fly tipping!
- Will this increase fly tipping/ are there other options for businesses to get rid of their waste?
- This proposal will result in fly tipping
- This waste will end up being dumped. Who will clear it? An unintended consequence could be an increase in fly tipping. A ban would increase fly tipping.
- Concerned this will increase fly tipping
- Simply ask about the waste instead of encouraging people to fly tip their waste. How else are bulky items meant to be disposed of sensibly??
- Could see an increase in fly tipping and therefore higher clean-up costs
- Some people have vans or trailers and are not a business. This will result in fly tipping increasing which will cost more to clean up.
- Will encourage fly tipping, which will cost council more to clear up
- As long as it's not dumped elsewhere
  This could lead to more fly tipping.
- This will increase fly tipping which costs to clear. Would this result in more fly tipping?
- So long as more rubbish is not just dumped!

- Will this increase more fly tipping, for an example of fly tipping The Moors Rd it appears to be jobbing builders /DIY people? MCC must have more stringent monitoring of the location.
- I thought that business was charged. This proposal would encourage fly tipping.
- The concern is that fly tipping would increase exponentially which will then cost more to clean up

Charge businesses to dispose of waste.

- Charge them to dump rubbish
- Charge them?
- Why? If it's recycling why not charge them a nominal fee and ensure that you attain recycling targets
- Why not charge vans and trailers to increase income streams?
- Charge more ££'s add £10 charge
- Charge vans had they enter or refuse entry
- Small charge for vans etc. for using this service.
- We should be looking at ways we can generate income from the waste. Then we would want to encourage more use not less. We could still charge for commercial waste.
- One day opening for contractors to ensure payment
- Consider a small charge for larger vehicles
- Work WITH people and screen vehicles/waste coming into the site. The guys at 5 Lanes are pretty good at this already.
- All rubbish has to go somewhere. Business users could be charged a nominal amount for trade waste and this could generate income.
- Charge for vans or they will just fly tip and the council will have to spend more to deal with that
- Charge them or you spend more on fly tipping
- I use a trailer for household waste - maybe charge trailers £5
- Charge the businesses. Ask for proof of residence before anything g can be dumped
- Charge extra rather than ban
- Make it easy to recycle by accepting them but charge a fee (electronic so minimal cost)
- Charge reasonable rates for business use.
- Make them pay!
- Afraid it could be 'dumped' elsewhere. Charge them to use the centre.
- Charge them an annual/monthly fee
- Why not just make a charge for businesses? If you ban them the incidence of fly tipping is likely to increase, as the businesses will necessarily still produce the waste, and they do need to be able to dispose of it somewhere.
- Charge them and/or limit days they are allowed
- Charge the vans/trailers a fee. They have to get rid of rubbish somewhere.
- Could they not be charge van rates on site? Potential for fly -tipping if banned maybe and that expensive too.
- Make a charge for a van or trailer regardless whether business or not.

Information and guidance required for privately owned trailers and vans

- Subject to exemption for privately owned trailers and vans.
- Need some way of allowing private domestic waste to be taken in a van / trailer, don't just ban them outright
- Perhaps people should be challenged but my household has a van and a small car in it. If I need to take anything for recycling I would not be able to get it in my car
- Vans are fine as a lot of people drive a van instead of a car, sign written vehicles should not be allowed on to the premises without a charge though
- But how will large household items be disposed of without a trailer or van??
- Perhaps ask for ID at centres of people who you think may be trading as a business.
- Some people only have vans and no car so how are they going to dispose of waste. The amount of waste will not go down just more trips
- This will impose on private households who are renovating and community projects.
- Renovating a home would be classed as a business which it is not
- Bring in ban, but householders able to apply for a one time licence for trailer/van use
- What about householders who only own a van. Where will they be able to recycle their household waste? Not sure how many service providers would use this service would it be worthwhile?

Agreement that facilities should be for domestic use:

- Facilities should be domestic only.
- Don't create additional facilities but charge for business waste and restrict to community
- Private vehicles with trailers will reduce fly tipping. Short sighted to ban them! Ban businesses instead.

Support businesses in disposing of their waste – promote how they can do this.

- Promote and encourage places where trade waste can be disposed - there needs to be sufficient places for trades to dispose of waste. Concerned that this will encourage fly tipping.
- More work needed with local business, agree that large companies should not take advantage of these facilities but please ensure small and independent workers are not penalised.
- Voluntary contribution from businesses to advertise at the tip as an incentive to get more businesses to use it legitimately, really need to avoid fly tipping.
- Not solving the real problem - if commercial waste is being dumped, then they need to be charged - a ban does not increase revenue which should be the aim
- However, businesses will find a way around this and use cars instead. How are businesses (builders etc.) supposed to get rid of the rubbish?
- Difficultly is where businesses will e.g. businesses take their waste. Could lead to more fly tipping. Small businesses will be charged a reasonable sum - obviously they will pass this charge on to customers in their bills.

Work in partnership with other authorities

Share with other authorities

General comments about our waste and recycling system

- Current recycling and rubbish collection is a fiasco. Whole system needs overhaul.
- I use Llanfoist a lot using a trailer to transport household and garden waste to save cleaning my car. The problem is that business waste is driven in vans from all over Gwent and Powys as no checks are made. This is well known in the business community to save dumping costs. Some travel from Bristol. There is also no checks on what goes into skips unlike other councils as the staff chat and are disinterested. This must cost MCC a lot of money!

- Who else and where else would this rubbish go and make sure there are better checks made about the vans and trucks that are entering look at our neighbours in Coleford they have a good system where as vehicle reg is taken and you have to book you van in.

- We lived in Exeter and the local recycling centre allowed vans to drop off material which is then sold to generate income. Plaster board and rubble was charged at £1 a bag to cover costs. All that will happen if vans are banned it will increase fly tipping, also people with vans who aren't builders will be penalised. Also there was a shop to sell things that are going to be thrown away.

- Use a permit system similar to Torfaen rather than a straight ban

Mandate 10 Shared Lodging Housing Scheme

This mandate is generally supported at all of our public meetings.

Survey Results: Agree 77.8% Disagree 22.2%

Twitter Poll: agree 84% disagree 16%

Comments that have been raised:

Effective Monitoring of tenants

- Concerns were raised over the people who will be staying in the accommodation.
- I agree, but there must be a caveat in that shared lodgings are not always suitable for young and/or vulnerable people.
- Needs effective monitoring.
- Seems a good idea as long as children are not put at risk.

Effective monitoring if landlords

- How do you ensure quality and equality of provision by private landlords?
- Private landlords should not profit from people hardship.
- Must monitor private landlords
- Along as its regulated
- Not really sure. My guess is you are proposing multiple tenancies. If i were a landlord I'd be worried about the damage and who is responsible.
- Provided that local landlords are closely monitored

Utilise buildings that are empty

Use buildings that are not in use.

- Accept lower spec accommodation

Ensure council properties are utilised properly e.g rehousing single older people who currently live in 2/3 bed council properties

- You need to link in with Supporting People services to ensure this sort of provision remains viable

Appropriate rental costs

- Private land lord's rents should be capped or even reduced. Rental prices have gone up and up over recent years.
- It is cheaper for council housing to be used rather than private rental fees.
- Not for profit landlords required.
- Needs to remain centrally controlled to avoid profiteering.
- Needs to be non-profitable to prevent abuse of the system.
- Public housing should remain public, private landlords will push up rents and the tax payers expense
- Offering it to private landlords will allow them to hike prices as they will realise, Monmouthshire will have to accommodate people

Independent Living in the community

- I think consideration needs to be given to the neighbours.
- How will the independent living be managed?

Agreement with the mandate

- Sharing services is a good idea but such improve not - area to improve, not just a cost cutting area.
- Not sure it'll save money, but if it does I agree.
- Joined up working with CSL's as per joint waiting lists
- Run it yourself as private is not secure or stable
- The idea of having lodging houses conjures up the image of low quality 'digs' and problematic properties. Maybe more could be done to encourage 'rent a room' schemes in the wider community.

Disagree with the mandate

- Huge potential for abusing the system with this idea. Not transparent and difficult to control. Must be not for profit.
- What is this to do with budgets?
- People would be housed in hovels
- People need to work hard to get mortgages. I had to work hard to get mine and people should not have houses thrown at them
- Forget the whole idea

Build more social housing

- Build more council run Homes
- We need more social housing; build more affordable housing; build more social housing.
- National council house scheme is needed
- Quality of stock is too poor
- This I would imagine would cost more in the long run. We need more affordable housing
- Why isn't the council building houses, they can get special mortgage rates Why not invest in building affordable purpose built homes for the rental market.

Mandate 12 Reduction in funding to voluntary organisations

There is a reluctance by some groups such as The Access for All Form to reduce funding to voluntary organisations. This is naturally a sensitive subject for a group that rely on the help and support of third sector organisations.

At the other public meetings there was no strong objection or feelings for the reduction to voluntary organisations.

This was not included in our Twitter Poll Survey

Results: 66% agreed 34% disagreed.

Comments that were raised:

Voluntary organisations affected need support

- Advice and support is needed to groups who are losing funding to help obtain funding from other sources.
- Investment in the third sector can have positive long term savings if made effectively. It is important to ensure that the third sector is supported in ways that can make the organisations more sustainable in the long term.
- Need to check if the exact criteria and services provided to avoid duplication.
- Write to provision that the groups that help the most vulnerable people to retain funding.
- Focus on recruiting and training to take over services. I think they should try to raise more funds themselves.
- Agree but you need to help the third sector to enable them to seek alternative funding perhaps appoint a fundraising officer
- Important they these groups have access to other funding sites.
- As long as these organisations are helped to find alternative funding streams.
- Strengthen GAVO funding database and support by re-investing some of the savings

Disagree that care and repair funding is reduced

- Don't agree older people need help to remain independent.
- Why cut Care and Repair? Is there any guarantee it will get funding elsewhere. The work it does is, as I understand it, very close-effective at enabling elderly people to stay in their own homes.
- Care and repair is vital for some

Agree that Care and Repair funding is reduced

- Many people are able and willing to pay for services care and repair fitted a stair rail - we offered to pay but we were refused. Not everyone over 75 is poor!
- Sad but i agree.
- The care and repair services offered appear to be of low standard and not wholly accountable.
- Don't know how many third sector orgs you support. Agree should fit your priorities
- Make sure that funding is associated with well-being outcomes
- I would prefer to see staff keep their jobs rather than money be used for voluntary organisations. At the same time, voluntary organisations should be encouraged but seek their funding elsewhere.
- Good idea

Agree to a point, but the authority needs to consider the needs of the community and ensure corporate priorities reflect these needs
- Cut all 3rd party funding
- There are definitely other organisations that can fill in the gap here.

Savings made with the reduction
- As long as money saved on cut backs is utilised in equally beneficial ways

Disagree with the mandate
- Voluntary sector is life blood of communities you should cut your own costly services
- Will definitely hit the worse-off. Safeguard health charities
- Savings could be made else were this will affect elderly and vulnerable people.
- This goes against one of Monmouthshire's priorities, no one left behind

General comments
- We fit with all your priorities but have had no support. This is an empty promise and i would like to see scrutiny processes in place to test your engagement.
- This could cost more in long term as the council will have to replace gaps that will no longer be run by charities etc.
- You have a lot of voluntary organisations doing the job of the council
- Voluntary organisations are the backbone of the community. At a time when funding is being reduced more money should be given to empower these organisations into the future.
- This would need full discussion with all concerned.
- Voluntary organisations are being relied on more and more by local authority's government agencies. This saving could be made by reducing salaries, bonus packages and relying on vol sector more effectively.
- Find this reduction from percentage of proportional reduction in executive salaries and bonus packages.
- Increasingly voluntary organisations provide services that the council government should provide anyway. More contribution are needed from the public which already have reduced funds.

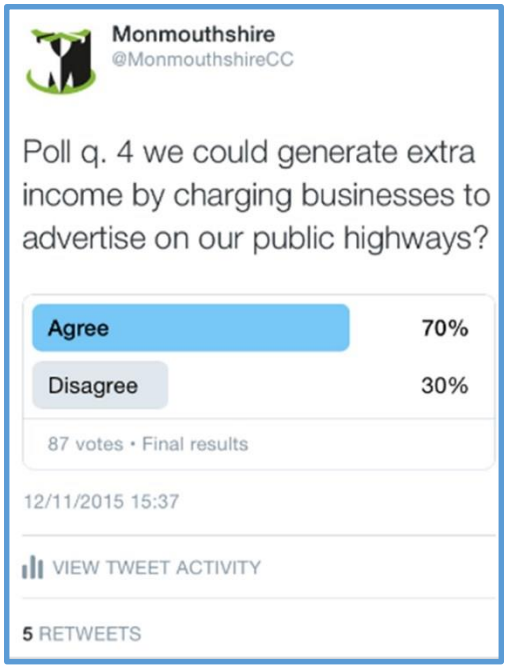
Mandate 13

1. We propose to generate extra income by charging businesses to advertise on our public highways.
2. We want to increase the number of car parking spaces.

This mandate received general agreement at all of the public meetings. There were some discussions with concerns being raised.

Survey Results: Agree 78.3% Disagree 21.7%

Twitter Poll: 70% agree 30% disagree



Comments:

Advertising Agree with the mandate to increase income generation

- Advertising even charging a small amount will increase revenue.
- Advertising schemes voluntary organisations will also increase revenue.
- It sounds good in principle - but will this be linked to the size of businesses? A small family business might lose out by not being able to advertise. What sort of advertisements are you intending on developing - there is currently far too many signs and placards etc on our streets and highways now, that you become blind to so many adverts
- We need to look at all opportunities for generating money from advertising.
- This could be done on LC sites, hubs etc
- Should be standard it would be very welcome
- Business should be able to place a sign outside their premises without payment

Concerns of the size of the boards:

- Can you reassure that the advertising will not be huge billboards that will be graffiti?
  - As long as that doesn't mean too much advertising
- Modest size signs.

Increase graffiti:

- Some road signs across the county are defaced - who is responsible for removing graffiti?
- Signs will be a temptation for young people to deface.

Signs will distract

- Many people felt that the signs would be a distraction and may become a cause of road accidents.
- Advertising on roadsides is a distraction to drivers
- It's a distraction.
- Advertising likely to detract from environmental quality
- Concerned that they will distract drivers
- This will make Mon a really messy. County and a site for rubbish dumping Don't advertise- where is this, America?
- Roads are already too cluttered
- Too much signage for drivers already this will cause even more accidents

Impact on the environment and landscape

- Don't ruin the environment for a few extra quid!
- On condition such advertising does not spoil/interrupt our beautiful countryside!
- Too much like America what about neon signs?
- Do not use the Monmouthshire countryside into a giant advertising bill board!
- In favour as long as advertising does not spoil our countryside or greenspaces.
- This will ruin the look of the town and countryside roadways
- Advertising doesn't sound very good to me, too much clutter on roadsides already. Presumably income wouldn't be that significant.
- Be mindful of how this is done as Monmouthshire is renowned for its natural beauty
- We do not want eye sores

Advertising on buses

- Buses more important than car parking
- I don't disagree although I have concerns that we may cheapen the county with adverts therefore if they are limited to buildings, buses, etc and was pleased that carpet company adverts on green spaces were removed.

Increase of car parks

- More parking is always good
- Increase of parking spaces is vital.

Cost of parking

- Parking is over charged already costing us visitors
- Specifically with car parks, it should be easier to pay for parking charges, e.g., via a mobile or app. Also, they should not introduce third party management (e.g., Parking

Eye) as their profits skim money from the council coffers. In addition, such companies are known to have dubious practices when dealing with the public at large thereby leading to bad feeling regarding parking charges as a whole.

- Parking charges are high enough - this will drive up costs for ALL households.
- Do to the large rural area and poor bus services I believe that the car parks should be free for the first 3 hours then large fees to discourage people who car share leaving theirs in the car parks whilst travelling into Cardiff/Newport to work.
- All parking should be charged at standard rate
- More parking but 1 1/2 hour free parking to boost local business.
- Don't put the cost up or people won't park
- Even £1 is a lot for some people. There should be an hour say last hour of the day when parking is only 50pm an hour.

Car park spaces

- What about buying your own car parking space or follow the example of Cwmbran Shopping.
- More car parking spaces will bring more people into the community. Advertising will generate income.
- Carparks could be made profitable

Park and Ride

- Chepstow M48 junction needs a park and ride, this could be profitable for the council.
- Promote using public transport.

Work with Third Sector

- Car parks in Cardigan were transferred to a community organisation. They use the money generated to re-invest in the local town. This is one way where MCC can support the 3rd sector to be more sustainable and perhaps take on some council services. It is about give and take and if you want the 3rd sector to take on services then they need ways to generate income.

Free Parking

- Free parking for all areas in the shires
- People would come to Monmouthshire if they didn't have the hassle of paying for car parking. Look at Cwmbran
- Parking should be free or a lot cheaper, to encourage business to locate here and encourage people to shop (see Cwmbran vs Newport) Car parking good but first hour needs to be free.

Disabled Spaces

- Please don't charge for disabled parking spaces
- Why do we continue to give the disabled free parking they have as much income and in some cases more?

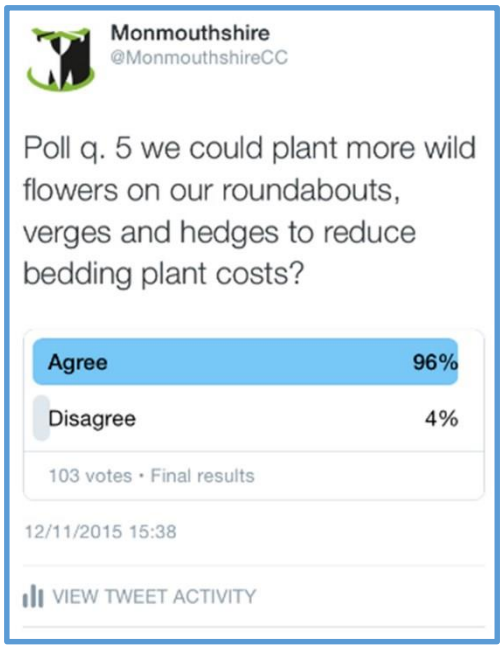
Mandate 14

More wild flowers and local groups maintaining local grounds.

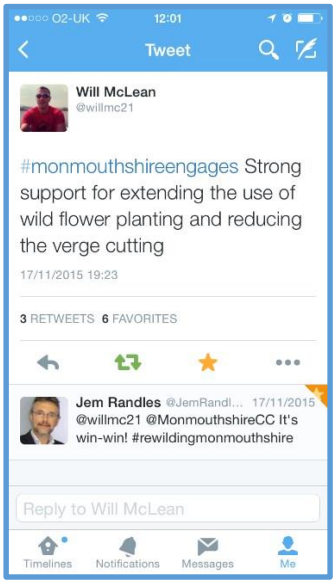
Unanimous agreement of community asset transfer mandate at all of our public meetings.

Survey Results : Agree 94.3% Disagree 5.7%

Twitter Poll: 96% agree 4% disagree



This mandate has had very positive feedback. Since the summer months we have had very happy communities sharing their photos and stories on social media. It is clear that our communities would like to see it continue.



Comments:

Maintenance of Linda Vista Gardens by Green Fingers

- Will ‘friends of groups’ be able maintain the gardens compared to other groups
- Do not agree with Green Fingers taking over Linda Vista. Not all of us want, or feel comfortable working with people with learning needs/disabilities, etc
- It is disingenuous to suggest that Linda Vista Gardens can be maintained by Green Fingers. Yes, they may be able to help. As do the Friends of Linda Vista Gardens. Help, not do it all.
- Green fingers is a fantastic service but the individuals undertaking the work are not being paid to do this. Therefore some of the most vulnerable members of society are being taken advantage of and used effectively as slave labour. An appalling way to save money.
- But make sure these groups are supported and not just used a free workers.

In agreement of more wild flowers

- Inspired and has been a real pleasure this year. Can the model for the garden /public spaces be rolled out?
- This seems a win win !
- There is also the Growing Space Company that supports people with mental ill health whom could also be involved. We still need the verges at junctions kept clear - particularly the dual carriage way junctions on roundabouts that didn't get cut enough this year, and became a hazard due to the height of the grass blocking view
- Fantastic idea! Utilise local schools - school children, scouting, guides, youth centres - 'From seed to flower initiatives'
- Please don’t stop doing this.
- I think the wild flower idea is fantastic! A great big well done to those who came up with that idea, I would like to see more! Even now in November the roundabouts are still
- Sounds good as long as it's cost effective
- Agree with the "wild" planting
- Guerrilla gardening is an excellent alternative to the madness of municipal planting Excellent idea!

- The amount of these wild flowers areas could be reduced and further reduced - yes keep and main roundabouts but could be reduced elsewhere for further savings.
- Many elderly /vulnerable people and tourists like to spend time sitting in Linda Vista Gardens to admire its beauty - this is advantageous to their well being
- Love the wild flowers
- Think there is a real opportunity to promote this wider Why not have these areas sponsored?
- This is a very good example of saving and using the Community to help More of this, please. It is so very important.

Communities need support to grow their own flowers

- Local communities have limited time and resources for some service provision. What you are proposing will be wholesale cuts in services through back door Need to be maintained when flowers die.
- Utilise school children and youth groups, scouts, guides, youth clubs to allow children an opportunity to develop new skills.
- A Green fingers group could be formed in each town
- Could agricultural colleges be encouraged to utilise the students to learn whilst performing this for the communities
- Great idea - but communities need to help and guidance to help them start growing wild flowers.

Disagreement of wild flowers

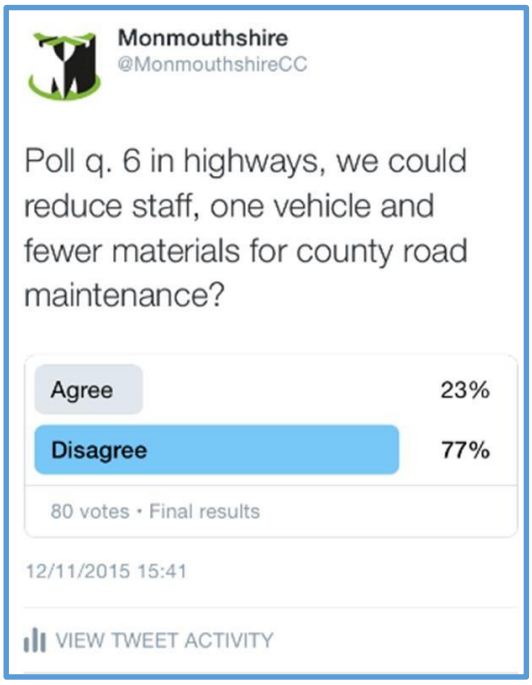
- Wild flowers cost more than shrubs
- We really can't be affording all the plants etc. exhibited in, say, Chepstow for example
- We rely on tourism for attracting people into our county and cutting the use of bedding plants has a negative effect on keeping people happy. The natural flowers look very scruffy to me and within a few years the native weeds will dominate the planted flowers and become very ugly.
- Better though if you could let the natural flora return rather than planting - and not in little patches, but get rid of the grass altogether. I have a felling this is rather amateur and the issues not well understood.
- The wildflowers look nice when they are in bloom but look awful the rest of the year.
- Stop wasting money on flowers
- The wild flowers at present are dug up and redone every year, should replace with perennial plants and shrubs which are low maintenance Dangerous when it grows out of hand Why plant any flowers?
- Stop the stupid boxes for Abergavenny in bloom no1 cares
- Organise for current council supervisor to assist as part of routine parks services Forget the whole idea.
- I'd much rather see my local roads in a better condition before looking at flower beds Definitely a waste of money!
- Wild flowers are not needed on roundabouts. It was absolutely fine when they were just grass. I don't agree with using these people for free labour council workmen could work a full day 5 days a week.

Mandate 15 Reduction in Highways staff and vehicles

There were questions raised and discussion at our public meetings about this mandate. The outcome of the survey is mixed however communities who completed our survey were in agreement of making savings but concerned that services they rely on in rural areas would be affected.

Survey Results: Agree 50.7% Disagree 49.3%

Twitter poll: **Agree 23% disagree 77%**



Comments:

Agreement with the mandate

- This is a good idea as long as the cover provision is made.

Disagreement with mandate

- You are turning the country back 20 years in terms of quality of services. It will cost the public more in terms of repairs and cost the council more in the long run when things fall into a poor state.
- Why are you wasting money letting staff take vans home, staff that are not on call and some of these live out of county (free transportation paid for by us)
  This doesn't sound a worthy cut back.
- False economy will lead to more accidents.
- Not sure that this isn't poor short-term thinking - with higher costs building up for the future
- I think this could compromise safety. In addition I pay enough road and council tax and expect to have these roads maintained to a satisfactory level
- Disagree with such a large proportion, couldn't you ask for each community to set a small budget for winter maintenance in their area and reduce the staffing level by less?

- Sub-contractors are not a long term saving.
- The service needs to remain how it is no alteration
- Disagree with less road maintenance

Roads are currently in poor condition

- Roads are in a poor state of repair in many areas. Do repairs properly in the first instance to avoid repeat visits.
- Well maintained roads are fundamental to economic sustainability
- The road network is already suffering from lack of maintenance, reduction in staffing could cause more claims and thus cost more in the long run.
- Roads are in an abysmal state already
- Monmouthshire roads are already in a very poor condition we need more staff and materials not less.
- More concentration on the current condition of public highways, repairs must be increased.
- Roads are already poorly maintained, motorists pay too much now and get nothing in return.
- Road maintenance is already poor and underfunded
- Roads are bad anyway so cannot accept further downgrade.
- There are many roads in the county that require attention due to poor repair/maintenance
- There are severe problems with the importance put on various issues with road keeping frequent lack of gritting
- Our country lanes and a/b roads are in an awful state already due to lack of maintenance! Make use of people sentenced to community service - they could clean the drain covers for example.

Roads still need to be maintained

- Roads are vital for the success of the county and must be priority
- Highways teams need to be looked after. Without them the roads would be blocked.
- Highways are very important, personally I do not agree with this at all.
- Maintaining the highways is a fundamental requirement of the county. Reducing manpower and vehicles can only lead to a deterioration in the roads, which will be more costly in the long run. employing contractors is likely to be more expensive
- More money needs to be spent on the roads they are in a poor state due to lack of years of funding.
- The roads are an important part of the county infrastructure Maintain existing services at the least.
- Make the roads fit for use
- People that live in the countryside get very little for their council tax surely the service should be maintained?
- It is essential in rural areas that roads are well kept and well maintained i.e. kept clear of snow. I am against reduction of staff as our roads are the main artery into England and Wales
- This puts rural people in more danger than urban populations. These people are already scares as it is in the countryside. You are just keeping the people in the cities happy

Implication on staff

- Do not reduce jobs

- Need more staff here and also much better safety signs and controls when men are working on the road or hedge and grass cutting at the side .I do not think the council follows its own safety rules on this issue

Work with neighbouring authorities

- Reduction in road funding has already been too great. No further reductions please! Sharing services and resources with other, neighbouring councils would be preferable.
- Merge with neighbouring authorities or full time to 0.8 contracts
- Centralise the salt /snow clearing duties to all original Gwent councils is Torfaen, Blaenau Gwent, this will reduce white collar staff but keep the guys driving the trucks.
- Study how the teams work. Introduction of Lean Methodology to find where work streams can be adjusted.

Role of volunteers and communities to work with us to maintain services

- Residents having access to grit to grits roads esp. in more rural areas
- Agree with reduction in winter maintenance it should be up to communities and individuals.
- What about the role of local groups of volunteers in this area of maintenance?

Comments to make savings

- How about reducing the top heavy structure if management instead of cutting materials available.
- Not sure, but I think well end up paying more to other private companies to do the jobs that the teams currently do.
- Again buying in will result in people charging over and above for poor quality service, just because they can
- This is very short sighted and would cost more in the long term - also would have an impact on emergency services. I don't see how this could be considered.

Mandate 20

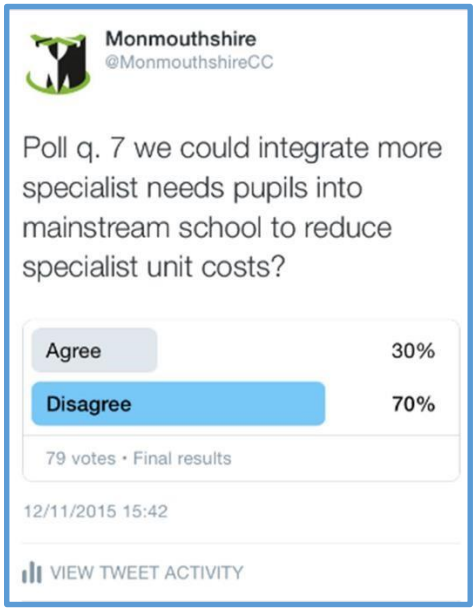
Review of the current Additional Learning Need specialist provision

General consensus at public meetings was disagreement.

This is also reflected in all of our engagement mechanisms both online survey and twitter poll.

Survey Results: Agree 41.3% Disagree 58.7%

Twitter Poll: Agree 30% Disagree 70%



Targeted engagement also took place with groups affected by this mandate teachers, governors and parents.

Concerns and comments raised at group session with parents:

The School

- Deri View is not being promoted as a school of excellence by Monmouthshire County Council even though it provides a high standard of learning and support for pupils with additional learning needs.
- Plans for pupils with specialist needs – how will they receive the support they need without the unit?
- The school will never be at full capacity by closing the unit less children will go there.

The Consultation Report

- Figures in the report are not accurate.
- There is a feeling that the decision to close the unit has already been made.
- Where the savings are made – how will transferring staff to other schools make savings?
- School was shown in a poor light this will discourage other parents who may wish to send their child to the school.
- Children not yet of school age with additional learning needs

- Children with additional learning needs attend the Acorn Centre and there are pupils in the schools nursery who are not included in the report as needing support.
- Where children will go when they leave the Acorn Centre and Nursery
- The nurture and supportive environment they receive at the moment will reduce if they learn in a mainstream environments.

Pupils with additional needs learning in mainstream school

- Lack of 1- 1 Support in main stream school
- Support plans need to be in place for the children who have additional needs when they are placed in mainstream classes.
- The needs of the pupils are talked of as being met in mainstream school – how can you monitor this?
- Children who are in mainstream school will suffer academically due to disruption of pupils with additional needs learning in the same classroom.
- Teaching staff will become distracted by having other adults (Teaching assistants) in the class room when they are teaching.
- The level of support children with additional learning needs will receive will be of lower quality.
- Children need to be nurtured and supported from an early stage this cannot be carried out in a mainstream class.

Pupils with specialist need

- The provision for children who need specialist support who cannot learn in mainstream school has not been considered.

Autistic children

- Transporting autistic children to a school 20 mins away will be detrimental to their learning and emotional health.
- The report has not taken the needs of autistic children
- Transporting children to other resource units e.g. Overmonnow Primary School
- Money will not be saved if the you have to transport pupils to schools out of catchment
- What will happen when these units become oversubscribed?

The future of additional learning needs provision

The lack of Special Need Units from 3 in the county to 2 if Deri View closes will not be enough for the future. More and more houses built will increase the number of children in our schools.

Comments raised through wider engagement

Disagreement of the mandate

- I think this is an outrage
- Protecting our children and supporting families must be a priority surely?
- There is already adequate provision,
- Cut costs elsewhere e.g. Senior council staff
- Disagree whole heartedly with this until you provide a full and proper replacement for the invaluable provision.
- We need to support most vulnerable and this should not be a budget cut area
- This is a retrograde step which will lead to children with special needs travelling long

- Why are we supporting children out of the area? Distances for schooling out of county, with extra transport costs.
- The costs to the school budget for a fully inclusive approach to meet the needs of SEN pupils would not be saving money. This money would still need to be spent so that it does not have a detrimental effect on other pupils. Specialist support is necessary and valuable and the Local Authority has a duty of care to all children and young people. This would potentially have a negative effect to many pupils not just SEN

Agreement of the mandate

- You should be reviewing and ensuring services are robust at all times, not just now money needs to be saved. Families with children with special needs need support, I'm not against closing down a poor service so long as a better one is made available.
- As long as the needs of all these children are met at facilities close enough for the families to manage on a daily basis then that will be fine. Otherwise definitely not.
- Agree a review a good idea. Promotion of dyslexic friendly status and training for all teachers in school for a more integrated, cohesive experience. (can only speak from experience with dyslexia provision)
- As long as education is provided elsewhere.

Concerns over the additional provision for pupils

- As long as provision elsewhere
- As long as provision is made for these children elsewhere
- You are failing to realize how many children need support. In the future, it'll cost u dearly
- This service is essential for many children unless another school is provided.
- Where will pupils go? What will the building be used for? Will there be empty classrooms it's a new school!
- As long as more will have adequate provision.

Families and children need to stay in and get support in their own community

- Families need appropriate support locally
- Outrageous to consider sending such young children even further afield. How are they meant to build relationships with local friends
- Not enough help for parents of children with additional learning needs.
- This will just build problems for the future with disaffected children fed up with education. This needs more money. These are our children.
- The impact on these students moving to a new school and environment is unfair and also it will have an impact on the parents having to travel further afield to have their children in safe care.
- I feel that young children with additional learning needs to be with their community where it matters bother for transitions between home life and school. Each child is a very individual case so where it may seem fit for one it may not be fit for others and I feel that some of these children need to bead happy within their lives and teach them true life skills.
- If the children can be accommodated elsewhere then ok.

Consider volunteers to help support pupils who need 1-1 support

- Keep this unit open, look for sponsoring or volunteer to support. I for one I work with special needs children & could volunteer a Friday afternoon. With collaboration of parents and support

Increase in children being diagnosed – will their provision for more pupils?

- Too many children are diagnosed with SEN as an ex teacher we taught within large classes in the schools.

Disruption from pupils with ALN in mainstream classes

- Children still require 1to1in mainstream classes which costs more than units and disrupts the mainstream classes
- You must not affect the learning of 'normal' children
- Pupils who need 1-1 support may disrupt the pupils in mainstream.

Need for centralised school to enable pupils with special need to learn

- Deri view never catered for pupils with SEBD we need a proper special school in Monmouthshire for primary pupils and secondary school provision in the county for pupils to move onto. They should not have to go out of county. In the long run this would save money in the placements and transport out of county.
- Also need to look at remaining small mainstream schools in Monmouthshire with high costs per pupil (staffing/premises) and surplus places and consider closing them and transferring pupils to larger schools such as Deri View which still has a large number of surplus places itself.

Maintain provision whatever the cost

- Find a way. Increase council tax, increase parking charges, levy a community tax on local businesses operating above a certain turnover, turn off street light, do whatever is necessary but do not have those children already suffering suffer even more due to lack of funds.
- Children and their education must come first.
- No this is already massively under resourced and not scratching the surface how can a reduction event be considered?
- Strongly disagree. ALN children need such funding to achieve

Work with neighbouring authorities

- Join up with neighbouring councils

Agree with ALN pupils learning in mainstream school

- Provide integration within the usually classes instead of segregating SEN pupils but still keep original staff for extra support within classrooms
- I think we need to look at a different approach to helping children with Learning difficulties we need to look carefully before labelling children as " Special Needs"

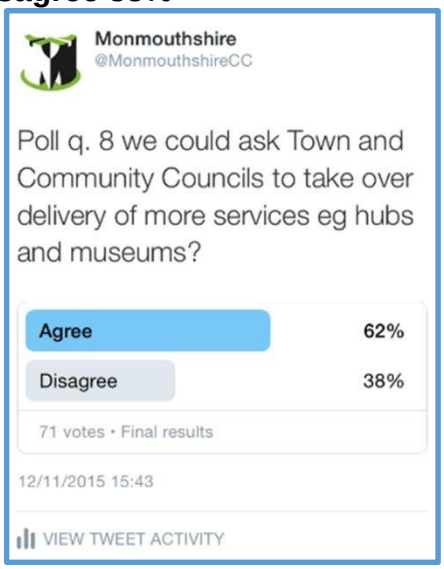
Disagree with ALN pupils learning in mainstream school

- Some children need 1-1 support and cannot deal with mainstream
- Totally disagree too many children need specialist support and this cannot be provided in mainstream classes.

Mandate 21 Town and Community Councils

Whist there is a general agreement with this mandate there are concerns about the ability of town and community councils to take over the delivery of services

Survey Results: Agree 84.1% Disagree 15.9%
Twitter Poll: Agree 62% disagree 38%



Comments:

Communities need to work together

- Communities know their communities best!
- Mutual Liaison between HQ and localities
- Involve community involve local community I.e. volunteers e.g. Usk Hub Room for improvement with better toilets.
- Agree in part, but some areas have been let down by the council and are still waiting for community provision, such as community centre in Magor & Undy.
- In Usk this has largely occurred with the exception of the library.
- Local autonomy is generally a good thing
- Should be encouraging communities and not councils to take on these responsibilities

Questions about the impact of maintaining services

- Don't be so stingy. Local communities won't be able to raise the cash necessary by themselves.
- Where will the extra funding come from?
- As long as they have the correct funding
- Basically agree but I make a plea that town/community councils retain ownership of t/heir local services. The way that T/C was portrayed was that there would be a % taken by MCC it is impossible that this idea is dispelled.
- As long as there is the capability and capacity within local councils and communities to do this.

Impact on precept:

- Then the costs will come to us via the precept. Are town councils really up to the task? I would rather development trusts take on these sorts of initiatives and money paid to them either from the precept or increased council tax.
- This would result in community councils needing more money and so they would ask for more money from council tax payers. Not fair on us Concerned about increase of precept.
- Precept will increase if this happens.
- Concerned that inefficient and perhaps incompetent community councils could end up costing use more through their precept.
- Will precepts have to increase making the Community Councils look like the bad guys?
- Need more support
- Private sector involvement

Skills and training to empower councils and communities

- Most do not have skills and in effect you would pass on increased costs to them Give volunteers incentives to volunteer to get more people involved.
- Fully involve residents/interested parties all the way through the process.
- Town councils should be more involved.
- Town council needs to join twenty first century to make this plan work Assist community groups to manage dedicated community buildings.
- I believe that in theory, this is a good idea, but I do not think most town and community councils have the knowledge or ability to take on such large services.
- You are expecting volunteer councillors to take on a lot of responsibility. Will you also be passing on the part of the council tax that funds these services?

Less town and community councils

- Money could be saved by having less town and community councillor a, mayors and all the trappings they are not needed and don't provide anything useful.
- They need to prioritise just like every other public sector service. However where possible they should contribute rather than take them on as this will probably end up more costly. Possibly organising on a regional basis less spend on admin and more on direct services
- What you really mean is that services will have to be cut but you will be able to blame local communities. In addition, i have no faith in our local town council to do anything proactive with service provision
- I think we should merge Councils why do we need a 2/3 tier system?
- Talk to smaller Community Councils, not just towns, about savings and cluster working
- I would remove town and parish councils and use the money we pay them for services provided by MCC

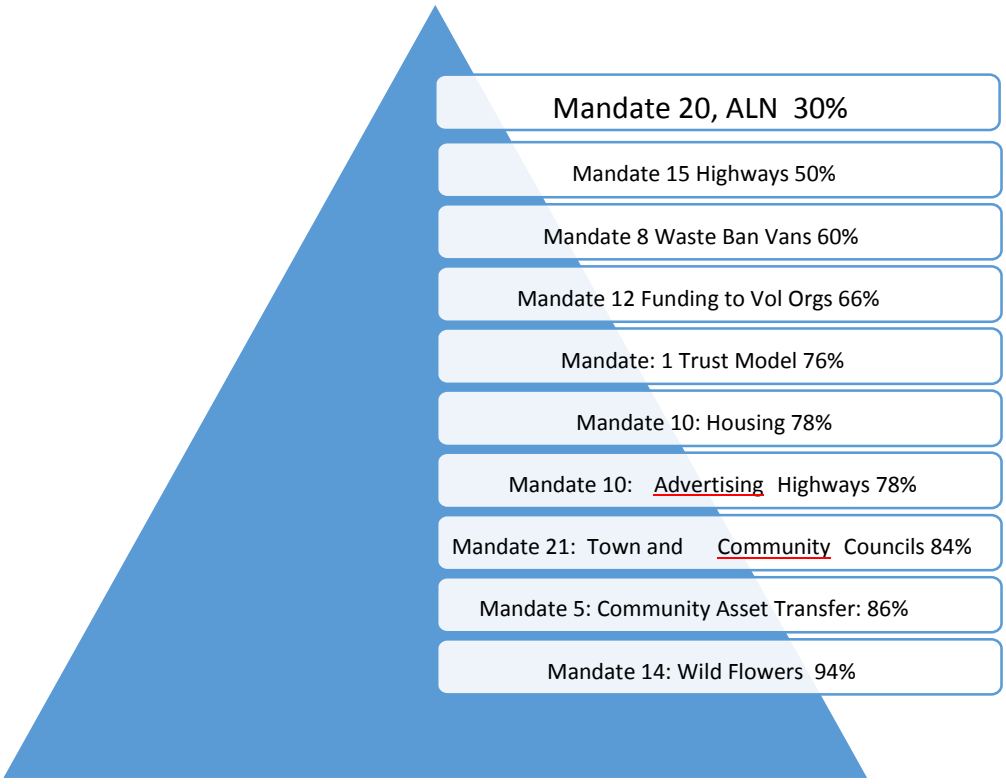
Concerns about maintaining services

- Privatise them. If they do not stand up commercially why fund them through council funds? This sort of money can be redistributed to keep Deri View open for example!
- These will be unable to survive without council financial support.
- Agree in helping if it helps to keep them open.

- This will mean giving responsibility for a statutory service to town councils avoiding county councils responsibilities. You are passing any blame for not providing the services to someone else, as usual.
- Not a clear question, need clarity - what is a 'community hub'? How can town and community council run them better than the local authority? Some services such as libraries are statutory and need to be adequately run and funded by the local authority. Why should residents continue to pay some of the highest taxes in Wales when the local authority is considering handing over services to others to run?
- What else would you do close them all?
- But less emphasis on these services, the majority of people will not be able to access museums and such in 9-5 hours so why have them open during those times, perhaps just open this as a weekend service

An overview of the survey results in agreement of all mandates:

% of people agree with mandate



Our communities felt that the majority of our ideas were practical and a common sense approach to making savings.

The mandate people agreed with the most is Mandate 14 Wild Flowers this is a positive and reinforces our knowledge that our communities love our wild flowers. Whilst Mandate 5, 21 and 10 are ideas that communities welcome to ensure that services continue to exist. The people that we have talked have welcomed us informing them of the possible changes to the way some services may be delivered but still continuing to prioritise those that are important to our communities such as education and social care.

The mandate that has had the most disagreement is Mandate 20. This mandate affects families in Monmouthshire and is an emotive subject to go out and talk to those affected about. The engagement with all groups affected has been positive and led by the Additional Learning Needs Team.

Recommendations

The engagement methods that we have used to inform and engage our communities this year have been good but we have noticed that some methods are maybe better used for specific areas of our communities.

We are always looking for new ways to engage and will use our knowledge to improve on and expand future engagement.

Public Meetings

Our public meetings have continued to have low attendance numbers in some of our towns. We should look reducing the number of public meetings so that there would be one in the north of the county and one in the south.

The use of live streaming at the Usk meeting was a good method of capturing the information we are providing and enabling people to watch it on our You Tube Channel at a later date. We would like to continue this method.

Community Engagement

We continued this year to visit our towns, in some areas we used the exhibition trailer. The trailer proved a useful attraction. We have also invested in a Monmouthshire Engages Pop Up banner which we have also taken on our travels across the county.
The exhibition trailer is something we would look to use more of in the future.
The possibility of better positioning in our towns and working with our partner organisations such as ABUHB to work with them if they are engaging in Monmouthshire.

Targeted Engagement

Our engagement with those affected by some of the changes we are proposing was effective however this could be expanded on for future engagement. We will continue to work with community groups, friends of groups and individuals that would welcome information and the opportunity to share their thought and feelings on particular issues. We found our engagement in leisure centres very useful, this also opened up ways for people who may not have had the chance to participate such as parents and older people.

Our work with the Access for All Forum continued this year and enabled many people to attend a meeting in the daytime. This group welcomes information from Monmouthshire County Council. Many members of the Access for All Forum are member of a variety of groups such as Action 50+, People First – a disability support group have discussed the budget in their meetings. This members came along to the group already informed. We

will continue to work with the group. There are many other groups such as The Parent Network, who we can work with in the future to engage as widely as possible.

Social Media

As the world evolves and technology is becoming relied on more and more to inform and engage we have tapped in to this more and more to engage with our communities. Both Twitter and Face book were very positive methods this year. We will definitely continue to enhance our use of social media. The Twitter poll proved popular and very engaging. Face book is a platform that is used widely and we have found that posting films creates many likes and shares. This is very positive and we will continue to use this in the future.

Online Survey

Our online survey was an asset to capturing information. We will continue to enable as many people to participate in our engagement and the survey was yet another mechanism for people to share their thoughts.

Website

This year we aimed to be as open and honest. Mandates, EQIA/FGE's were available on Monmouthshire Engages pages of the website. 564 people visited this page, we will aim to expand on this in future. The website was promoted via social media and our leaflets.