



Budget consultation and engagement 2018

Feedback summary

Introduction

This report summarises responses to Cornwall Council's Budget Consultation for our 2018/19 budget. The consultation ran from 28 September and closed on 17 December 2017.

This year's budget engagement focused on asking people how they would spend the budget, how much they would increase Council tax by, how they would raise additional money, and if they would support the principle of voluntary contributions.

The consultation and engagement did not focus specifically on any particular savings proposals or measures. With regards to detailed savings proposals contained within the budget, Council directorates have carried out, or will carry out in due course targeted consultations with service users, stakeholders and/or the general public, as appropriate, before implementation of any decisions. The report on the Cumulative Impact Assessment contains further details.

Consultation and Engagement overview

Engagement included:

- We provided an opportunity for people to speak informally with a Council Cabinet Member and Council staff in 19 town centres. We engaged with 800 people at these town centre visits;
- An online survey was available on the Council's website, which was completed by 560 people;
- The budget consultation featured prominently at 15 public Community Network Panel meetings (covering all 19 Community Network areas) which were attended by over 300 people;
- We held three Localism Summits, which were attended by 83 local council representatives and local Cornwall Councillors;

- We held four facilitated discussion groups which involved a total of 44 residents, recruited from the Council's Resident Panel;
- We held two stakeholder briefing events, one of which was also webcast live. 26 representatives from a variety of organisations including businesses; local councils; NHS; voluntary, community and social enterprise sector (VCSE); education sector; and care sector businesses; local councils; and voluntary, community and social enterprise (VCSE) organisations attended;
- The dedicated email address haveyoursay@cornwall.gov.uk was available for people to send comments to the Council. We received 23 emails including formal responses from the Cornwall Chamber of Commerce and the Office of the Police and Crime Commissioner;
- The consultation was widely promoted, including via the media and social media. Public interest in the budget consultation was reflected in high levels of interest:
 - 2,600 visits to Council website budget page www.cornwall.gov.uk/budget2018
 - 17,300 people reached through Facebook
 - 65,700 people reached through Twitter.

Key findings

A lot of the people we heard from appreciate how reducing budgets are making it increasingly hard for the Council to provide services. People generally appreciated that the budget situation is forced onto the Council due to national austerity measures. They encouraged the Council to lobby Government to reduce the impact that the national budget cuts are having on Cornwall. There was a certain amount of acceptance and resignation that Council tax and charges will have to increase to cover costs.

However, the scale of the challenge is not widely understood. For example, most of the people we spoke to were not aware that the Council will not receive any Government Revenue Grant after 2022 and Cornwall will have to be increasingly self-funding.

Feedback suggests that, while many people are resigned to the increase in Council tax and costs, many are anxious about how they, or vulnerable people, will be able to cope with another increase in the cost of living. While some people feel the Council is doing its best to provide services under very difficult circumstance, others felt the Council should do more to cut costs of providing service and to reduce wastage within the Council.

Stakeholders appreciate the challenge of budgetary pressures on continuing to provide quality services. They are keen to work with the Council, through more efficient and effective integrated working across all sectors, to bring about more benefits and deliver greater impacts together.

Key findings from the online survey are:

- 49% of respondents indicated they would be prepared to pay the proposed Council tax increase of 2% or more (on top of the 2% adult social care precept). 72% would be prepared to pay an increase of 1% or more, while 28% would not be prepared to pay any increases on top of the social care precept.
- Over half of respondents (54%) supported an increase in charges for services by a little or a lot
- 63% of respondents indicated they would not be willing, in principle, to pay an additional voluntary contribution to enable Cornwall Council to invest more money in local community groups and charities. Those that indicated they would be willing (15%) or may be willing (22%) indicated that their final position would be subject to the detailed proposals for where and how the funds would be allocated.
- Given the choice, online survey respondents would allocate a larger proportion of the Council's budget on universal services that can be used by all (for example libraries and highway maintenance) and less on targeted services for vulnerable people (such as Housing benefits or adult social care)

Recurring themes that were raised through the budget consultation included:

- Many residents are concerned that the changes in local government funding lead to a situation in which the burden of taxation is falling disproportionately on local residents and businesses. They feel that visitors and second home owners also make use of our infrastructure and services – and should contribute fairly to sustaining those services. Examples put forward include doubling council tax on second homes and introducing a tourist tax such as is common in some European countries
- Many respondents are concerned that the proposals will lead to council tax going up at a time that wages are not. They argue that the rising costs will hit lowest earners hardest and that the council should look at other ways to raise income or cut costs. Suggestions put forward include that wealthier people should contribute more (i.e. via a higher % rise of higher council tax bandings) Others argue that the council should be more efficient or cut services instead of raising council tax

- We received widespread feedback arguing against further increases in car parking charges. Some respondents considered such charges to be a stealth tax, whilst many also see increased car parking charges as undermining the vitality of town centres. People we spoke to in Town Centres would like us to do more to improve public transport links, reduce the cost of parking and support local businesses and traders (for example by offering lower business rates)
- Feedback suggests that the provision of more affordable and good quality homes remains important to people – with ongoing concerns that young people cannot afford to live in Cornwall. There are however also concerns that new housing developments mainly benefit people settling in Cornwall from outside of the area or that housing developments are being given planning permission without additional capacity being created in schools, hospitals, infrastructure and other key services
- Many consultees raised concerns about the future sustainability of adult social care in an aging population and they would like to better understand what Cornwall Council is doing in this respect. Some people also wanted to know how the social precept is being used to improve services
- Another area where many people indicated they would welcome more information is around Cornwall Councils plans for investing in Cornwall. Many argue that investment in local economy, road & rail infrastructure is needed, and what to know what Cornwall Council is doing. Some express concerns that money is used on schemes that do not bring sufficient benefits
- We received a range of suggestions that Cornwall Council could save money by making better use of its buildings and other assets. Examples include reducing the number of offices and buildings, introducing energy saving measures and investing in green energy (for example by installing solar panels)
- The consultation included a specific question asking people if they were willing in principle to pay an additional voluntary contribution to enable Cornwall Council to invest more money in local community groups and charities. Encouragingly, 37% of survey respondents would be or may be willing to do that – depending on the circumstances. Respondents indicated they would need to have clarity around how the funding raised would be used and who it would benefit. Some also urged the Council to look into ways to ensure that Gift Aid would apply to donating to charities via a voluntary contribution and to keep the administrative costs to a minimum.

Detailed comments received through the budget engagement can be viewed in the appendices to this report, listed below.

List of appendices

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Appendix 1b	Open text comments re how would you raise the additional money?
Appendix 1c	Open text comments re the draft budget
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Appendix 7	PFA Report on Budget discussion groups

Cornwall Council budget engagement 2018

Appendix 1: Online survey report

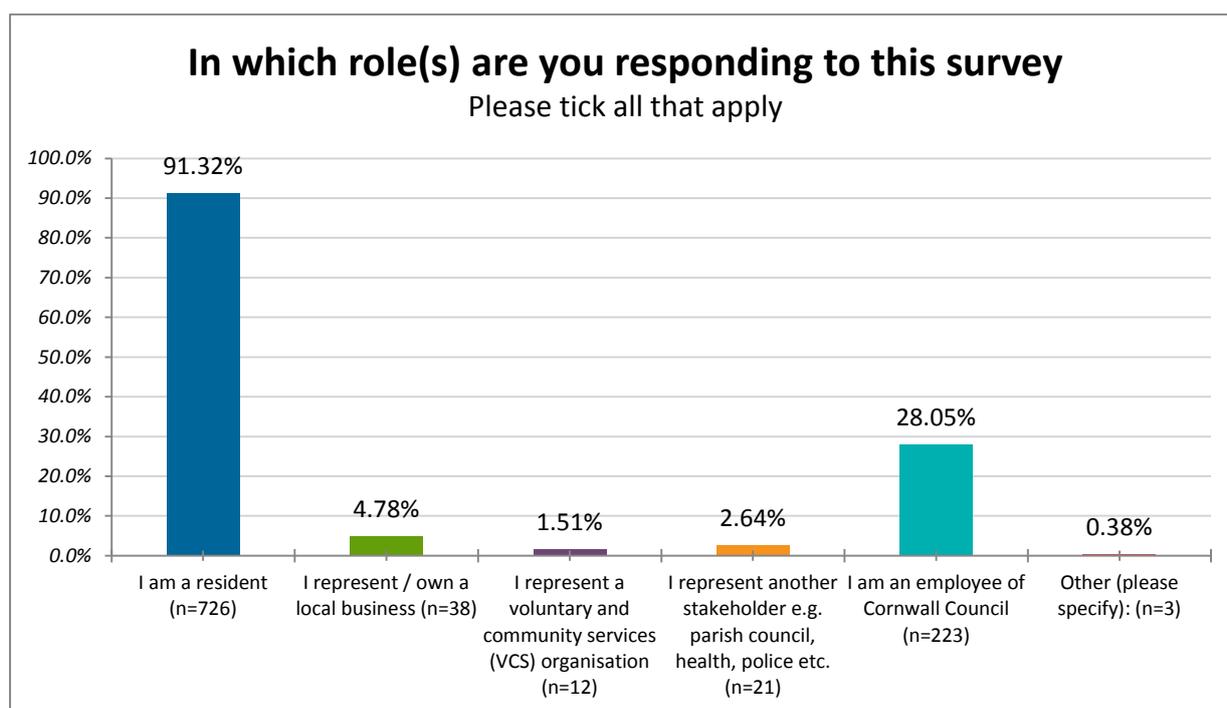
The online survey was available throughout the consultation period.

795 people accessed the survey and completed one or more questions. We received 560 completed responses to the key consultations questions (Q1-8) of the online survey.

The majority of people who responded to the online survey were residents (91%) and over a quarter were also employees of the Council (28%). Other respondents were local business owners/representatives, voluntary and community services, and other stakeholders including local councils, Cornwall Councillors and health service providers.

Q1. In which role(s) are you responding to this survey?

The majority of people who responded were residents (91%) and over a quarter were also employees of the Council (28%).



Role	Number	%
I am a resident	726	91.32%
I represent / own a local business	38	4.78%
I represent a voluntary and community services (VCS) organisation	12	1.51%
I represent another stakeholder e.g. parish council, health, police etc.	21	2.64%
I am an employee of Cornwall Council	223	28.05%
Other (please specify)	3	0.38%
Number of responses	795	

People who identified as responding on behalf of an organisation told us they represented:

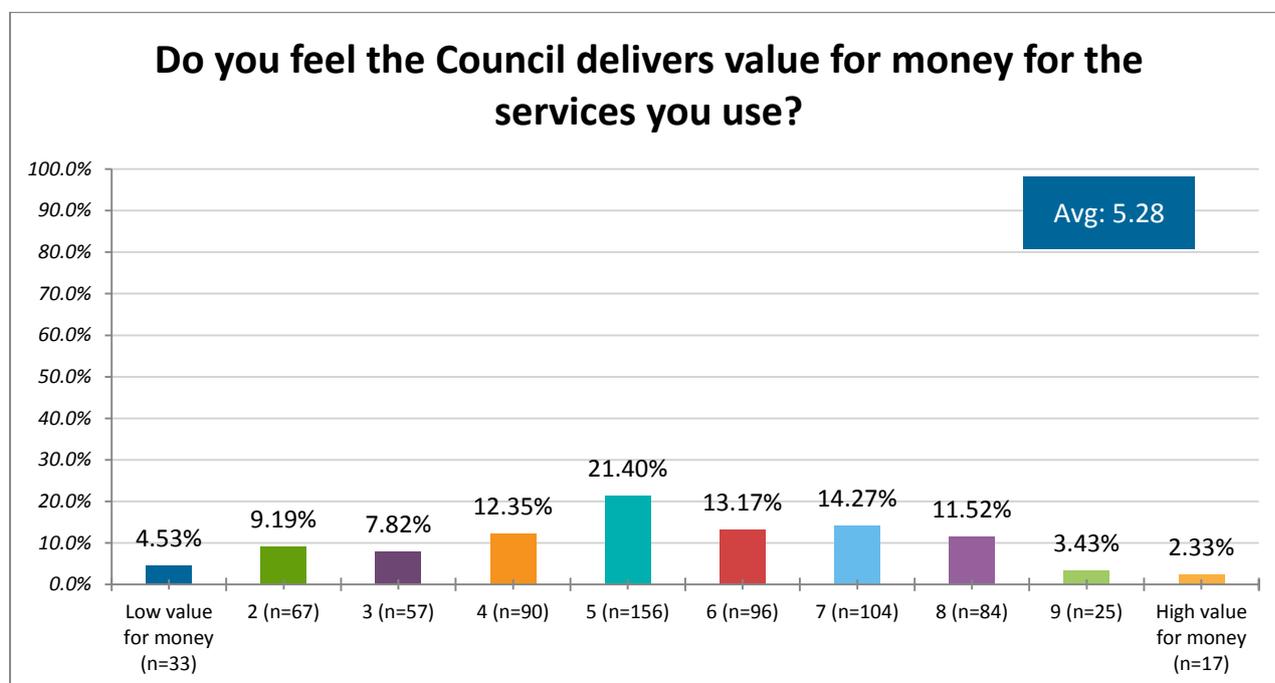
- CFT
- Cornwall Wildlife Trust
- HM Coastguard
- Kernow Music Foundation CIC
- Landewednack Parish Council
- Parent Carers Cornwall
- Redwing
- Rockhopper Writing
- Truro City Council

Those respondents who selected 'other' indicated they are visitor, Councillor, and landlord.

Q2. Do you feel the Council delivers value for money for the services you use?

Two thirds (66.12% scoring 5 of out 10 or higher) of online survey respondents, using the score 1 – 10, with 1 being low and 10 being high, feel the Council delivers **value for money** for the services they use:

The average value for money score was 5.

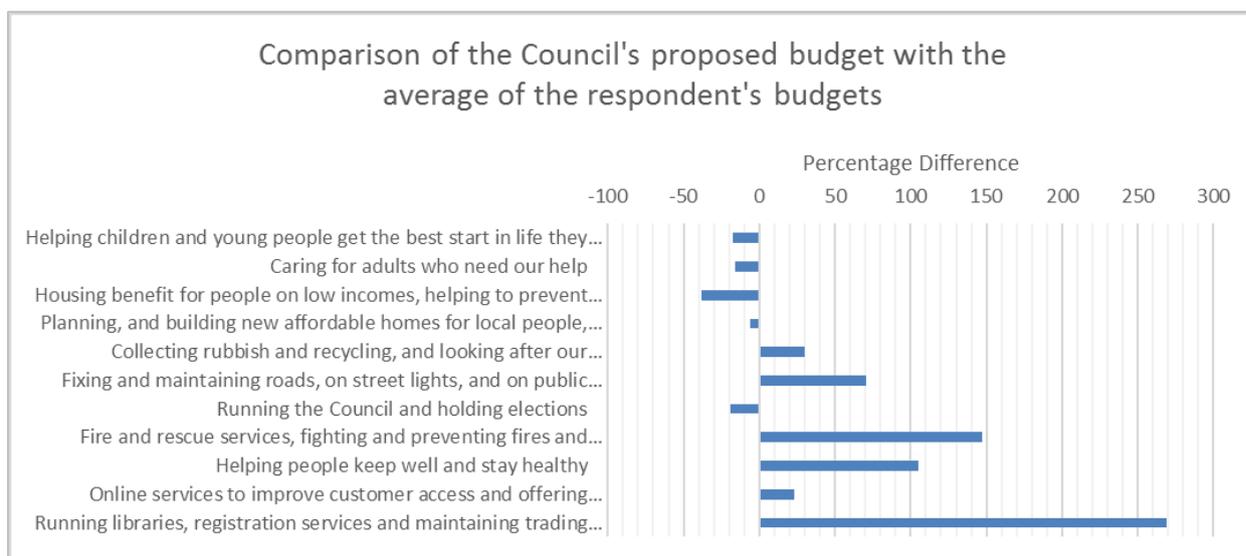


Value for money									
Low value for money					High value for money				
1	2	3	4	5	6	7	8	9	10
33	67	57	90	156	96	104	84	25	17
(4.53%)	(9.19%)	(7.82%)	(12.35%)	(21.4%)	(13.17%)	(14.27%)	(11.52%)	(3.43%)	(2.33%)
Total responses: 729, Average: 5.28, σ 2.19									

Q3. How would you spend the budget?

The survey included information about how the Council spends every £100 it receives to fund services. We then asked, if they could choose, how they would allocate the Council's budget, for every £100 the Council raises to fund services.

The table below shows by how much percent respondents chose to increase or decrease the budget for each of the services provided, compared to the Council's actual budget.



The comparison shows that the average respondent would increase spend for universal services that most residents can use or access at the expense of targeted services that benefit a relatively small number of people.

Further analysis suggests that this preference was particularly evident in the group of respondents that indicated they consider the council to provide poor value for money. Among the respondents that

The table below shows how overall respondents chose to allocate the budget compared with how the Council actually spends the budget now.

Council service area	£	£
	Actual amount spent	Survey results
Helping children and young people get the best start in life they can	23	19
Caring for adults who need our help	22	18.5
Housing benefit for people on low incomes, helping to prevent homelessness	18	11
Planning, building new homes, investing in Cornwall's economic growth, major road schemes, schools and buildings	12	11
Collecting rubbish and recycling, and looking after our countryside, parks and beaches	7	9
Fixing and maintaining roads, on street lights, and on public transport helping people to get where they need to be	6	10
Running the Council and holding elections	4	3
Fire and rescue services, fighting and preventing fires and keeping our communities safer	3	7.5
Helping people keep well and stay healthy	2	4
Online services, improving customer access and offering different ways for our residents to contact us	2	3
Running libraries, registration services and maintaining trading standards	1	4

Q4. Did you balance the budget?

The majority of people balanced their budget (94%) with a small number unable to balance their budget or opting to spend more (6%).

Did you balance your budget	Responses 570	100%
Yes	538	94.39%
No	32	5.61%

Q5. If you opted to spend more than your available budget - how would you raise the additional money?

All respondents were asked how they would raise additional money if this would be required to balance the budget. Respondents were able to select more than one option.

Half of the online survey respondents (53%) would raise the additional money through changing how the Council provides services. 29% would raise Council tax, with 24% opting to increase charges. Only 12% of respondents include the option to 'stop providing services' as an option.

How would you raise the additional money	Responses 375	100%
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Raise Council tax	109	29.07%
Increase charges	90	24%
Change how you would provide services	199	53.07%
Stop providing services	45	12%
Other, please let us know using the comment box* ²	128	34.13%

We asked respondents a follow-up question asking why they gave the above response. Their comments fell into a number of general themes. The top three themes were:

1. Reduce costs / salaries / wastage (28)
2. Council tax on second / holiday homes (17)
3. Generate income (16)

The full list of comments provided is available in appendix 1b.

Q6. What Council Tax increase would you be prepared to pay to fund Council services (excluding the 2% special levy for adult social care)?

49% of respondents indicated they would be prepared to pay the proposed Council tax increase of 2% or more (on top of the 2% adult social care precept).

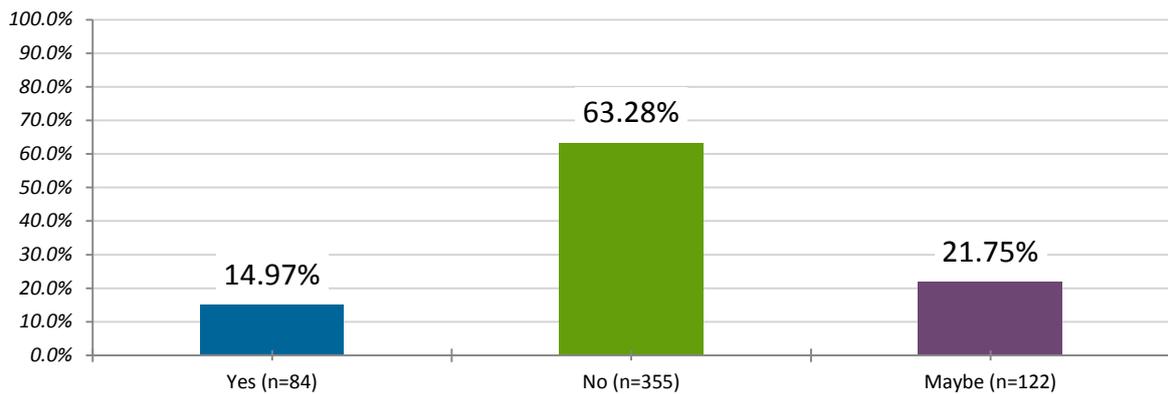
29% of respondents indicated they would be prepared to pay an increase of 3% and more. 72% would be prepared to pay an increase of 1% or more, while 28% would not be prepared to pay any increases on top of the social care precept.

What Council Tax increase would you be prepared to pay to fund Council services (excluding the 2% special levy for adult social care)? Increases shown below are for a band B property.	Responses 550	100%
None	152	28%
1% - an additional 66p/w or £34.15 p/a	128	23%
2% (proposed) an additional 88p p/w or £45.57 p/a	111	20%
3% (maximum rise before a referendum is required) an additional £1.10 p/w or £56.99 p/a)	117	21%
Above 3% (would require a referendum)	42	8%

Q7. In principle, would you be willing to pay an additional voluntary contribution to enable Cornwall Council to invest more money in local community groups and charities?

63% of respondents indicated they would not be willing, in principle, to pay an additional voluntary contribution to enable Cornwall Council to invest more money in local community groups and charities.

In principle, would you be willing to pay an additional voluntary contribution to enable Cornwall Council to invest more money in local community groups and charities?



In principle, would you be willing to pay an additional voluntary contribution to enable Cornwall Council to invest more money in local community groups and charities?	Responses	100%
Yes	84	14.97%
No	355	63.28%
Maybe	122	21.75%
	561	

We asked respondents a follow-up question asking why they gave the above response. 459 provided comments.

Respondents that indicated 'No' to the above question, provided as key reasons:

- they can't afford to participate in the scheme,
- they lack of trust in the Council to manage money effectively
- they already support charities of their own choosing
- they do not consider it the council's job or that the scheme wouldn't work
- they do not consider it to be their responsibility to help others

Respondents that indicated 'Yes' or 'Maybe' to the above question, provided as key reasons:

- they value the vital work of community groups and charities did and there was a need for additional support due to lack of funding for both essential and additional services, with some commenting that local charities and community groups understand local need and can be more effective than the Council at supporting such causes

- they could afford to pay more and consider it their responsibility to help others
- they would like more information about how and where the funds would be allocated

The full list of comments provided is available in appendix 1a.

Q8. Do you have any comments about our draft budget?

We also offered people who took part in the online survey the opportunity to give us their comments on the draft budget proposals.

The full list of comments is available in appendix 1c.

For equalities monitoring purposes, we also asked respondents to tell us about themselves.

Responding to these questions was optional.

What is your postcode?

The highest number of responses came from postcodes: TR11, TR1, PL25, PL12, PL26, TR14, PL31, and TR13.

How do you describe your sex/gender?

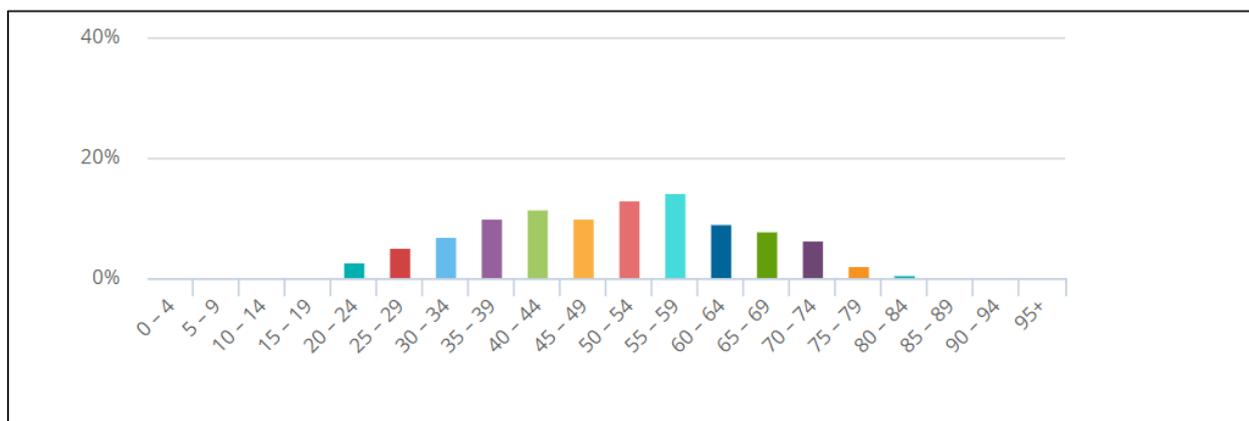
How do you describe your sex/gender?	Responses 507	%
Female	248	48.92%
Male	243	47.93%
Intersex	2	0.39%
Gender fluid	4	0.79%
Non-binary	1	0.2%
Other	9	1.78%

Is your gender identity the same as the sex you were assigned at birth?

Is your gender identity the same as the sex you were assigned at birth?	Responses 482	%
Yes	478	99.17%
No	4	0.83%

Which age group are you?

Nearly a half of respondents were aged between 40 and 59 (48.78%), approximately a quarter were aged between 20 and 39 (24.79%), and a quarter were aged between 60 and 79 (25.4%).



Do you consider yourself to have a disability?

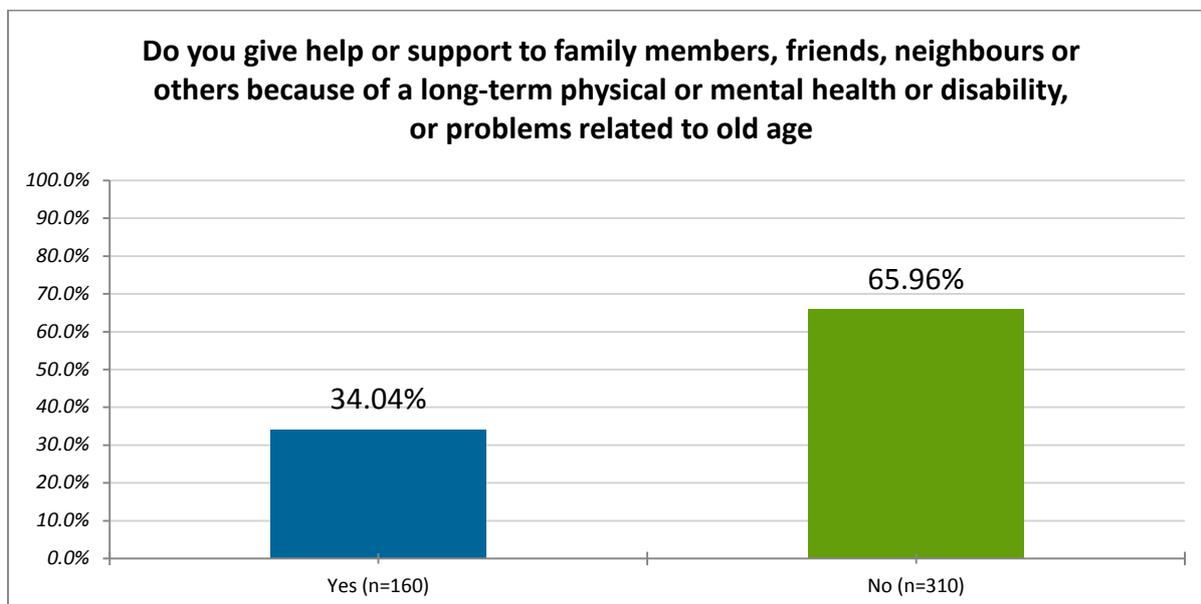
Do you consider yourself to have a disability?	Responses 490	%
Yes	79	16.12%
No	411	83.88%

Of the people who indicated that yes, they do consider they have a disability: a quarter have a physical or mobility impairment (25%) and a quarter have another condition (25%) such as cancer, HIV, diabetes, chronic heart disease or epilepsy – with the most common condition being diabetes.

If you have answered 'yes', please select the definition/s from the list below that best describes your impairment	Responses 92	%
Learning disability / difficulty	7	7.61%
Long standing illness or health	16	17.39%
Mental health condition	12	13.04%
Physical or mobility impairment	23	25%
Sensory impairment	11	11.96%
Other condition (cancer, HIV, diabetes, chronic heart disease or epilepsy), please specify	23	25%

Do you give help or support to family members, friends, neighbours or others because of a long-term physical or mental health or disability, or problems related to old age?

Two thirds of respondents said no, they do not give help or support to family members, neighbours or others (66%) and a third said yes (34%).



Which of these activities best describes what you are doing at present?

Over half of respondents indicated they are in full time employment - working 30 hours plus per week (58%), 18% are wholly retired from work and 10% are in part-time employment – working less than 30 hours per week.

Which of these activities best describes what you are doing at present	Responses 513	%
Employee in full-time job (30 hours plus per week)	299	58.28 %
Employee in part-time job (less than 30 hours per week)	49	9.55 %
Self-employed full or part-time	34	6.63 %
On a government supported training programme - e.g. Modern Apprenticeship / Training for Work	0	0 %
Full-time education at school, college or university	5	0.97 %
Unemployed and available for work	4	0.78 %
Permanently sick / disabled	7	1.36 %
Wholly retired from work	91	17.74 %
Looking after the home	14	2.73 %
Doing something else	10	1.95 %

What do you consider your sexual orientation to be?

The majority of respondents indicated that they are heterosexual / straight (89%).

What do you consider your sexual orientation to be?	Responses 439	%
Asexual	16	3.64 %
Bisexual	9	2.05 %
Gay man	11	2.51 %
Heterosexual / Straight	391	89.07 %
Lesbian / Gay woman	3	0.68 %
Pansexual	9	2.05 %

How do you describe your religion or belief (if any)?

Nearly half of respondents indicated that they have no religion or belief (49%), with nearly the other half indicating they are Christian (includes Church of England, Catholic, Protestant and all other Christian denominations) (47%).

How do you describe you religion or belief (if any)?	Responses 461	%
Buddhist	1	0.22 %
Christian (includes Church of England, Catholic, Protestant and all other Christian denominations)	215	46.64 %
Hindu	0	0 %
Humanist	8	1.74 %
Jewish	4	0.87 %
Muslim	1	0.22 %
Pagan	7	1.52 %
Sikh	0	0 %
None	225	48.81 %

How do you describe your ethnic origin?

A third of respondents indicated that they are Cornish (33%) and nearly two thirds indicated they are white e.g. British, Scottish (65%)

How do you describe your ethnic origin?	Responses 481	%
Asian or Asian British	0	0 %
Black or Black British	0	0 %
Cornish	157	32.64 %
Mixed (e.g. White and Asian)	6	1.25 %
Other Ethnic Group	7	1.46 %
White (e.g. British, Scottish)	311	64.66 %

We also asked people if they would like to be part of the Council's online residents' panel and/or receive the Council's e-newsletter.

- 145 people signed up to be part of the Council's online residents' panel
- 114 people signed up to receive the Council's e-newsletter 'Stay in touch'.

You can sign up to receive the Council's e-newsletter on our website:
www.cornwall.gov.uk/newsletter

You can sign up to be part of the Council's online residents' panel on our website: www.cornwall.gov.uk/haveyoursay

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Appendix 1a – Open text comments re voluntary contribution scheme

This appendix contains all open text comments we received in response to the question ‘Why do you say this?’, which followed the question ‘In principle, would you be willing to pay an additional voluntary contribution to enable Cornwall Council to invest more money in local community groups and charities?’

Please see table below for a list of all comments, about voluntary contributions, received through the budget online survey.

Subject	Comment
Affordability	Dont see why residents should pay for such things, household budgets are under enough strain
	Unless there is going to be a dramatic change in living costs in Cornwall, much more money going out to the council will put more families into poverty and all the health risks that come with that
	Things are tight enough as it is and while groups / charities are improtant residents can't be expected to 'fill the gap' everytime. Apparently austerity is over so while the next few years could be tricky Governement funding cuts should relax; it has to otherwise there will be a lot of bankrupt Councils around the country!
	We've suffered enough. Low wages - high council tax! This really isnt fair!!!!
	Continued rises are driving people towards the poverty line. Thus creating more pressure on the services you provide
	depends on rising cost of living
	Housing costs are so high as it is and wages are low in Cornwall
	As a resident, just becuse I am working doesn't mean that I have more money that others that don't, my pay doesn't rise but living expenses do, it doesn't balance
	the rise in council tax goes above pay increases for most employees within Cornwall
	I think those that earn more should pay more
	too expensive and ppl need money themselves
	Not everyone can afford it / not everyone would respond.
	Personally I could afford to pay a bit more but I am aware that not everhone could.
	Our wages are not being increased
	It depends on my finances which could change
	If I could afford this
charities are good value for money but there is a limit to how much the average person in Cornwall can afford especially when the Council waste money building houses and buying land	

Already pay enough / too much	ALREADY PAY ENOUGH
	It's already risen enough
	already pa enough, change how you pay the top earners in the council positions. cap the amount of trips away and wastage.
	I feel in this area the Council Tax is already high and there is still people struggling to get fulltime permanent jobs.
	I feel we pay too much for what we get already. There are a lot of people who benefit from your services but there are many more who don't and won't because of their income levels
	Because overall council tax is too expensive in Cornwall
	my council tax is high enough as it is.
	I pay enough through my council tax and it's done to the councillors who get paid far to much and will no doubt get an increase next year again, to make sure the figures work.
	Pay more than enough now , for precious little in return
	As a single house owner I already pay £289 more than two people sharing the council tax, this is despite the dispensation I receive as a single person. So I feel I already pay enough, if not more than many others.
	council tax in cornwll is high any way. for locals its an additional cost which is hard to pay
	We pay enough in local and national tax
	We already pay brought and I want to pay to my chosen charity when I have the money available.
	my council tax is already a lot and would struggle to keep increasing it ontop of other household bills increasing and ontop of a really high rent
	we already psy too much for little return
	we are classed as the second-poorest region in northern Europe. This "initiative" was taken from Westminster, where it transpires that just 350 of the 15,600 wealthiest households in one of the country's richest boroughs, have answered the local authority's call to voluntarily pay extra council tax . It should also be noted that residents in Westminster pay the lowest council tax in the country, with band H payments of £832 a year plus another £588 to the Greater London Authority. In Cornwall the band H charge is over £3500.
	Taxed to death
	Pay too much out of a fixed income as it is.
	I already pay more tax than most
	Already pay enough
	I believe I pay too much already .The council wasted money going on a trip to Canne last year and we the People still do not know what benefit we got out of it.No report has been published.
	I think we pay enough
I pay through the nose already, and the roads are a disgrace, I have no dependents but it would appear all my rates go towards benefits I would prefer to be placed elsewhere.	
Pay too much already	
because its breaking us paying council tax as it is	
already pay a relatively large confribution as band E, and don't use many	

	council services
	My council tax is already too high
	pay enough
	I shouldn't have to pay any more
Already support a charity / prefer to support charities directly	Because I support charities already of my choice and manage my payments efficiently.
	Already donate
	I already support charities
	I already support charities in other ways
	I pay voluntarily directly to the groups I want to support
	I pay directly to charities
	already give to charity
	I already give to my chosen charities
	I would prefer to give direct to charities
	I already contribute to chosen charities and how would I ever know that my contribution was going to a charity I believe in. Also, we pay enough in council tax, car park charges etc already
	I would prefer to support them directly
	I already support charities
	I already support my chosen charities
	Because of low income but voluntary efforts
	I already voluntarily contribute to groups directly
	I prefer to contribute to charities I'd my choice
	My household is already on a very tight budget, I also give to charity when donating at charity shops and coin collections when I have have spare coins. I write down each spend
	Prefer to donate directly
	Charity giving by residents is already done without supporting via the Council
	I can contribute myself
	I choose which charities and local groups I wish to support. Any additional sum that I pay to you would be used to support organistaions which, on a personal note, I would not wish to support.
	I prefer extra money to be directed to Council and I will give what and when I can to my charities
	If I want to give to charity I will do so. I would not trust the council to place the money correctly
	I support the local charities that make the best contribution locally. I am far better able to determine this than Cornwall Council
	If I had the money I would give it myself
	I would prefer to give direct to these groups, rather than have additional costly admin processes for the Council to collect it on their behalf
	It is my choice where I want my charity donations to go to.
i can donate to acceptable charities myself, without involving CC who will then pocket any interest raised while the money 'rests in their accounts'	
I can make voluntary contributions myself	
Prefer to pick my charities	
We can donate directly	

	I would prefer to be able to choose which charities I support, not send the money to the Council to decide. I already fundraise and donate to charities and have budgeted accordingly, I would not be able to afford an additional contribution. I also question how much of the voluntary contribution would actually reach these community groups/charities and how much would be swallowed up in the administration of collecting and distributing this money.
	Most charities are self funded by people who choose to donate to charities they care about, people should not have to give to charities if they do not want to especially as money is tight for many households.
	I already voluntary give to charities, I do not want my local council to decide which charities my money supports. Other councils in England raise money, look at what east Hampshire are doing. I pay more council in Mevagissey than my brother does in a property worth 3 times mine in London! This is not good.
	Because I already give to charities and would rather pay to them direct. Paying a contribution to Council which then goes to charities is double handling money and is not efficient. Charities already have 15% overheads on average, plus Council handling will mean less than 80% of funds will actually go the beneficiaries. This is not sensible and I work in the charity sector!
	I'd rather pay direct to the vol sector and charities so they avoid being constricted by Council strategies and bureacracy
	I prefer to choose which charities I support.
	I prefer to support groups directly and wouldn't have any control over how the money is used
	I already support my chosen charities
	I already donate 5% to charity, i can manage that perfectly well! i dont trust Cornwall Council to spend it wisely. No grant to air ambulance, but a million to RNLI! this is hardly appropriate.
	Tell people about these organisations and how to contribute but leave it to them. I choose to give to Oxfam which to me does more critical work.
	i would want to choose a specific cause and see the intended benefit
	I prefer to give direct, in money or services, to the causes I choose.
	I give to other charities
	Already do so.
	I support my own favourite charities already
	can already do this voluntarily to the organisations i choose
	Because I can do this myself if I wish and community groups can access grants via Lottery if they wish.
Can't afford to make a voluntary contribution	
	Because we don't have enough money
	I cannot afford to live now!!! I have not had a pay raise for 10+ years..... Yet you push prices up every year. You are killing me.
	Too poor
	4% increase in council tax. How is the average person supposed to afford this when pay hasnt risen inline.. yet ironically yours has? I have deductions of 1200 a month for income tax.. 600 a month for national insurance and now because we live on the opposite side of the road to

houses the same as us i have to pay 100 more than after their rise? How does this comprehend.
Because it's too expensive putting us into financial hardship every year cant afford it
Sorry simply cant afford it
I have no EXTRA money!!!!
i have to budget my own income
We are both on low wages and already struggling
I would love to but cannot afford to
Struggling to pay bills currently on low income
The groups/charities do a great job for the most part, but (a) I can't afford this (b) CC can't afford it either. It should gradually withdraw its existing support, allowing organisations breathing space to find other sustainable funding sources (this may include commissions from Cornwall Council, but these must be best value to the taxpayer - not a prop (albeit a well intentioned one), pass the doorstep test). There must be another organisation better placed than CC to act as a "bank" for AVCs for Cornish VCSE organisations.
Unaffordable
because I can't afford it
low income now
Because money is tight enough
My household is already on a very tight budget, I also give to charity when donating at charity shops and coin collections when I have have spare coins. I write down each spend
Council tax is already unaffordable and I get very little for the money I pay as I do not have children or elderly relatives.
Because I personally couldn't afford more but I think the option should be there for those who would like to.
I simply can not afford to
Can't afford it! And am not happy with the current spend.
cant afford any more
I am a low limited income
I have a low income, so have no holidays, but I do volunteer on a regular basis, in many areas.
Can't afford it and have high rates already
Cannot afford to due to family budget
I'm already in debt
Pensioner on fixed income
because I already use my spare time as a director of a CIC, my partner is disabled & my hours have been reduced by CC leaving me a very low income to manage
Would have to work an extra day per year to pay for the increase
Can't afford it
No money
Depends on my wages that month
cost of living is already putting massive pressure on meeting existing bills
on income suport sp no spare money
I'm on benefits and don't have much spare cash

	Have £8 pension only apart from what I can earn.
	No funds
	I can't afford it, my wages aren't going up as fast as you would like to inflate my council tax
	Cannot afford it
	We pay enough now.
	CANNOT AFFORD IT
	Because I don't have any extra money.
	I am not a wealthy person. I live on my own and have no other means of raising money. I am on low pay from the council.
	My budget is limited and with the cost of everyday living increasing when my income doesn't, I can't afford to.
	Council tax is our biggest monthly bill, we couldn't afford to pay avoluntary levy - plus we give a great deal of time to voluntary organisations, so give in kind.
	Beucase I can afford to contribute more, so I should
	It depends how much income I have on a regular basis
	Dont have the disposable income.
	Already income fully used
	We have to balance the books as well
	I have a young family to support and do not have surplus income, every £50 increase in tax burden has a direct impact on family essentials- food, clothing etc
	I can't afford it
	Because i can't afford any more
	Income restraints
	Retired and living on a pension
Charities should be funded in other ways	
	It is not a Community responsibility to support such organisations - those who want such services should be self-supporting
	Organisations should fundraise
	Because there are many other ways to support local groups than through the council
	Because the voluntary groups can ask for local people to volunteer to donate if they believe the service is valuable. It is about communicating the need rather than relying on a budget - for all but Citizen's Advice there are other areas where charities and groups can get money that dont involve the tax payer
	Because thre are other funding sources available for the volutnary sector
	i feel like there are different avenues for these types of organisatoins
	Chairities should be their own governance be in a position to raise monies - if they are not, they are not successful charities
	I don't believe the council should be supporting charities. There should be no need for charities if the gov was working well.
	Notice that some local community groups and charities use this money to pay complete for their overheads ie salaries, equipment etc or even waste the money. And not trying other routes of increase their margins ie sponsorship (events), promotion etc to cover their percentage costs etc.

	They can apply for grants from elsewhere or collect locally.
	Local community groups should be self funding to be sustainable
	Let them raise their own money, there are plenty of sources
	I BELIEVE THEY SHOULD SELF FUND
	charities should provide own/commercial sponsor funds not rely on public funds
	Groups and Charities are not controlled by the Council money will be wasted on silly ideas
	there are enough organisations that charities and voluntary groups can apply to for funding. Council money should be used for services
	Groups should raise the funds they need directly, unless they are paid to deliver a service
	They already generate enough money themselves and the need to make savings to.
	Local Community Groups & Charities can access a wide range of grant funding.
	They should take responsibility themselves not pass it on
	Charities should be what it says a charity not a funded organisation
	Because the council cannot do everything. We need the council to concentrate on the town. Local groups/organisations shouldn't be relying on council. That defeats the object of being a charity.
	I believe services are best provided in house. Too much charity money is spent on admin costs.
	Charities are already funded externally by voluntary contributions from the public. These can be classed as 'voluntary taxation'
	charities do need extra support
	There are already enough organisations that help fund charities, CC should concentrate on providing essential services to it's residents.
	I think community groups/charities should find self-generating sums. For example, transgender issues should not be financed by Council Taxes.
	Charities should raise their own funds from their own donors councils are too run services
	Because charities have taken over much of the work that used to be publically funded
	Local Community groups and charities now have a range of funding opportunities such as from the co-operative group. For those small groups some help/training in the process of grant claiming might be welcome.
	charities should be fundraising themselves
Comments about Cornwall Council	
	to much money given away
	If you already have help the young help the old help the unemployed etc why invest more if that isn't working in the first place..!! Get someone in who can
	the council should look at its priorities
	You've already cut their funding and they've had to close down
	Because you waste enough money
	Because the council provides essential services
Because they don't provide value for money at the moment.	

	Money like what is being given to The Cornish Stadium only benefits the minority and is a waste of public money
	Because currently the Council is still wasteful with the funding that it has in some areas. Until this is corrected i do not want to dig deeper to subsidise poor management by certain Directorates
	i strongly object to investment in the stadium
	The council needs to lead the way in encouraging business growth and development in the county
	The have alreday wasted a huge amount of money on a stadium commitment that we do not need and our infracture can not support
	We need more assistance with things like mental health issues, looking after the elderly and those that care for them.
	I would say we need to prioritize other areas of spend
	Someone needs to get to grips with the financial hole that is adult services and stop hiding behind escalating need, its bad financial management.
	the council waste money that could be used
	Because the council wastes money on special lunches and jollys
	Manage yourselves more efficiently
	For they are in your pocket
	Easy to waste money on expenses
	You are not living in the real world
	How will I know that the council wont spend a proportion on their CEO or elections!
	As a former employee of Cornwall Council, I would much rather see additional funds identified through significant efficiency improvements than tax payers contributing further.
	I doubt it would be ring fenced and/or reductions might be made to allow top ups from voluntary contributions.
	Too many inefficiencies as present
	i feel there is wastage in the system which needs cleaning up before we start adding more voluntary contributions
	Money is wasted on temporary staff/execs.
	Because I recall the time Cornwall Council lost money invested in Icelandic banks when they collapsed. I believe Cornwall Council wastes money. We were told back when the unitary authority was first mooted that this would enable savings on council tax which didn't happen. Also I believe the airport should be offloaded to a private company. It's a waste of luvlic money and purely from the number of times you've rebranded the signage and the ridiculously planned car park entrance just shows incompetence and that money is wasted here. Pure vanity project in my opinion.
	If Cornwall Council can send elected Members on all expenses paid training courses in the USA whilst dodging paying corporation tax through tax avoidance scams need I say anymore
	Because of the way its run at present. Throwing money at an attitude does ont work. change ethos and working practices.
	Its time you as a council start to look around for better deals on all that you spend your money on !

	The Council wastes too much money. Cormac are too inefficient and hence costly. Cut waste first.
	Because there is so much waste , bad budgeting , priorities are not the people you serve
	CC doesn't have enough cash to pay for things important to me
	I'd like total transparency of funding
	Too much money spent on things only beneficial to very few people or very small community
	I see no sign that the Council is truly up for making the genuine hard decisions. All the cuts seem to be in front line services. How about cutting Executive pay and perks. Do we really need so many County Councillors. Do we really need the level of staffing that currently exists. I have seen various Council funded staff in operation and seldom see the level of activity that would be standard in a Private Sector Organisation. It really is time to have a hard look within the Organisation to ascertain which jobs and Departments are truly necessary.
	Overspend is very easy and additional funding earmarked for a particular task eg)ASC reduce the funding to that task from the whole pot as there's a special fund so does not actually increase the funding of that project, just makes budget holders lazier at justifying expenditure, especially on salaries for 'managers'
	I don't think the money goes to the correct places
	Too much money paid out in salaries with time being wasted
	You say you are making 70 million savings but you are not making savings you are raising that through additional taxes. Please be honest when making these supposed proposals.
	Because Cornwall Council have a poor record in what it spends money on 1) Newquay Airport 2) Truro's as city of culture 3) Bert Biscoe's bus lanes 4) Jooly trips to French Riviera... and these are just the recent examples.
	The council wastes money on surveys and then ignores the results.
	Efficiency in providing services is key
	I believe that Cornwall Council invests in many projects that fail, specifically expensive IT projects and social health where consultant fees are spent prior to where in house experience and expertise is sought
	Charities are good value for money but there is a limit to how much the average person in Cornwall can afford especially when the Council waste money building houses and buying land
Community groups and charities that help vulnerable people should be supported / are important / agree in principle	
	Community groups do vital work. Other sources of funding have largely dried up.
	It is important to support community groups and charities as they can help provide services that the council can't fund.
	There is a need but no additional money from the Government
	Charities provide the services the council cannot provide
	Because it is needed in Cornwall
	They provide a valuable social service
	I am able to afford this and would like to do what I can to improve Cornwall
Because we all need to help each other in society	

Important to invest in local area
Without them people die or live hard lives
Community Groups and Charities are important
I'd like to see more done for "Veterans of our HM Forces"
community groups and charities play a massive part in keeping our residents and communities well, healthy and safe
Impact can be very positive. Keeps money in the community. Needs to be enough people doing it to make a difference.
I agree with funding for local community groups, but don't think voluntary contributions will work.
As a civilised society we should support those who need help from the public purse and not rely on charity
My sister and a friend help run the Malabar community group. They put a lot of time and effort into this and the extra funding would help however with bills and rent ever increasing I'm not sure I could afford to voluntarily contribute
Local community groups and charities make a significant difference to quality of people's lives, our heritage and natural environment. They are also important in ensuring accountability, challenge to Council decisions and that a narrow view of what the council is there to provide is avoided.
Because many of these charities and VCOs provide good value for money and reduce long term costs on health and social care.
benefits everyone
Community groups and charities are often the back bone of communities and provide services for the most vulnerable that have already been hit by cuts
It is cost effective
because i think most of them do a great job and we should be supporting the great work they do as this money supports voluntary work which is good value for money for our support
They have better ideas than the council as to how to support people
To support vulnerable children in Cornwall
Cornwall relies on community groups
I value their local and often specific help
Voluntary organisations are closer to the clients they serve
I would like people to be employed to do things for the community however it must be much cheaper to enable groups to do this voluntarily, with some assistance
If our investment allows them to draw on other external funding streams/grants the charities can then provide extra services to our Cornish communities - this may even mean in future years that our service costs reduce
Because these groups do a vital job and they need support that the government does not supply.
We have to pay for the services we receive and look after the vulnerable
As a lead of a voluntary organisation I know how valuable the services are to many families
I think it is important to contribute to services that benefit the community.
Community groups appear to be the way forward because central

	government is withdrawing local authority support. I also volunteer on a committee trying to raise funds to replace our local village hall and I know how difficult it is for local groups to survive and progress.
	These groups are essential to maintaining local support to community
	the council role is diminishing due to austerity and there is an acute need
	I am involved with a couple of local charities and know they struggle to fund their service with little or no government assistance
	Community is the key to health and well-being
	Charities are an important part of our community and should continue to benefit from our support.
	They are the hidden providers of so many services that we simply cannot do without
	It is important that these are funded
	We need strong communities in order for people to support each other and the services that are provided
	Believe in third sector - would like to see this at locality level, not centrally
	Community groups are imperative to community health at present. However many charities are successful at raising money for their own needs and many residents are currently struggling. Cornwall is a deprived area and people need community support but are already stretched and struggling to pay council tax as it stands.
	Very necessary
	because they are part of the solution for Cornwall
	Some of these groups need help it depends on which you choose to support
	Because voluntary groups end up providing better services than the Council
	groups and charities could be more proactive in attracting money for their causes
	We have seen evidence locally - Par - of community funds being poorly administered with lax controls resulting in fraudulent grants being taken
	Because they play an important role in helping communities where the council can no longer help at a lower level
	Because they provide a good support
	Drivers need to be put in place to create greater community pride and responsibility and less reliance upon the council
	The people of Cornwall need to club together to help each other through the difficulties ahead

Council tax / business rates	
	Businesses should pay higher rates
	too many people have reductions/ exemptions on council tax meaning burden falling too high on those that have to pay full amount -
	if its charities its optional, don't ask working people who struggle to fund when half the county are on council tax support and they are the ones receiving the help. charities are optional not mandatory - have it as a additional cost optional on council tax charge people can opt out of.

	<p>I would increase Council Tax if Cornwall Council pay rises / prp were higher then people would be able to afford increases. With previous pay freezes and pay rises below inflation means an effective pay cut. There is a lot of money wasted in recruiting staff, bonuses that are undeserved or not value for money. It seems the well paid in the councilare happy to restrict pay and with it ambition and desire for excellent staff. There are a number of people that come form all over the country to work here taking jobs that are better paid due to pay they received around the country. this suppresses Cornwall Council employees who have worked, lived and paid council tax all their working life.</p>
	<p>Council tax needs to cover it and i am personally much worse off now than i have been in 10 years</p>
	<p>I, and many people I talk to, feel that people in middle-income groups and those who even better off, would be prepared to pay significantly more council tax to fund better services in the county, and that this should be done by increasing council tax and not through voluntary contributions.</p>
	<p>These services should be paid from a 2nd home levey. Also tax private landlords a local service tax.</p>
	<p>There should be a rise in Council Tax - I would be happy to pay more but there should be an exponential rise in taxes on empty second homes.</p>
	<p>Because I believe you should raise council tax by 3%</p>
Don't think the Council should manage the fund / not the Council's role	
	<p>I don't trust the Council to use my money efficiently</p>
	<p>I believe the council would take a cut in order to do this.</p>
	<p>Not the councils role</p>
	<p>I have no confidence in the council to spend money wisely</p>
	<p>not enough of the actual money would reach the groups. Most would be used up on council salaries and planning meetings, so the benefits wouldn't be as great as they could be if voluntary (eg lions club etc)</p>
	<p>Because Cornwall Council cannot run its current budget</p>
	<p>You rip us off and mispend the money</p>
	<p>Because I doubt the Council will choose the charities I care about</p>
	<p>The groups/charities do a great job for the most part, but (a) I can't afford this (b) CC can't afford it either. It should gradually withdraw its existing support, allowing organisations breathing space to find other sustainable funding sources (this may include commissions from Cornwall Council, but these must be best value to the taxpayer - not a prop (albeit a well intentioned one), pass the doorstep test). There must be another organisation better placed than CC to act as a "bank" for AVCs for Cornish VCSE organisations.</p>
	<p>The Council is not a Charity to give away Tax Payers money</p>
	<p>I don't feel confident in CC manage ment to allocate funding effectively</p>
	<p>i can donate to acceptable charities myself, without involving CC who will then pocket any interest raised while the money 'rests in their accounts'</p>
	<p>BECAUSE THE RATE OF PAY IN CORNWALL IS LOW AND WE DONT FEEL THIS IS THE ROLE OF CORNWALL COUNCIL</p>
	<p>don't trust council to allocate wisely</p>
<p>Because I recall the time Cornwall Council lost money invested in</p>	

	Icelandic banks when they collapsed. I believe Cornwall Council wastes money. We were told back when the unitary authority was first mooted that this would enable savings on council tax which didn't happen. Also I believe the airport should be offloaded to a private company. It's a waste of public money and purely from the number of times you've rebranded the signage and the ridiculously planned car park entrance just shows incompetence and that money is wasted here. Pure vanity project in my opinion.
	I don't trust Cornwall Council to run a scheme like this
	Not the councils job
	I do not consider it is a councils duty to fund charities and community groups
	I'm not sure if Cornwall council are the best organisation to distribute the funds, Cornwall council is too big and too centralised. Better to devolve services and decisions relating to towns to the lowest level eg town council wherever possible
	I feel that the council should stick to core business
	I tend to think this would confuse the role of a public sector government organisation, people are already free to donate to charities and community organisations of their own choice.
	the council shouldnt be contributing to charities
Depends how the scheme would operate	
	principle is good - how will it be executed
	Depends on how much the Council takes to administer this extra levy
	More information is required to make a decision
	Depend on the proposals
	It would depend on whether this was means tested as peoples financial status changes.
	depend on the mechanism, whether it would be a fixed contribution, or a chose what you can afford
	I'm worried about the costs of monitoring the financial support given and services provided.
	Depends on the amount as money is tight for most families these days
	it depends what is involved
	It would depend on the focus, KPI's and actual benefit to communities. There are several examples of funding and money being wasted on projects that do not need need and targets wasting not only government tax payer money but also our own.
	More info
	Not necessarily reliable - lack of technical knowledge
might be a viable option to ask for donations rather than impose and increase that will ultimately hit the very people you are trying to help	
I would want to see valued spending	
Government or local authorities should fund the services	
	I think the government should fund any shortfall the council requires
	Because i would find this money from elsewhere in the budget
	If it is important the council should provide the service
	Funding for Voluntary groups should come out of the existing budgets. Focus should be on getting these groups to become more self sustaining

	and to encourage them to not replicate other organisations and services within the County
	Because those organisations should be funded anyway and not have to rely on voluntary contributions from people who can barely afford to pay their Council Tax anyway.
	Need to pay for services that you have cut rather than local charities
	Central government funding has been cut so massively. We cannot keep filling this gap
	They are filling the gaps caused by the Tory party austerity regime
	This should be something that is either provided by the public sector or down to individuals to decide where they donate to
	The services need to be provided by the state... Only one CEO... each charity or Organisation have their own CEO... So more money going to the bosses at the expense of the people who require the service.
	Austerity is hurting the public too
	My only reservation is that the government is deliberately starving charities and local government of funds. We should all be fighting this, including Conservative councils, as it is an absolute disgrace.
	Annual Band D - Budock £1168, Westminster £750, Kensington & Chelsea £1126
	Charity begins at home; council should not sidestep responsibilities
	You get enough
	Central Government has the funds but chooses not to use it.
	Council receives plenty of funds, needs to manage it better.
	they spend the money more effectively.
	The council should be able to balance the books
	Cornwall Council should be providing sustainability support for voluntary groups
	With austerity coming to an end I think the Government should increase their grant offer to take the pressure off LA's. If we keep bridging the gap Government see that 'we're coping' and this is not the case
	I feel that the council does not provide adequate services from the monies it already receives. I think you get enough, but don't use it well.
	Elected council should work within budget. Why should it send money back to government as with the Business Rates Relief ?Over the years Councillors who have failed in their duties and taken early retirement still given large bonuses.
	It is a core responsibility of local government
	These are trying to fill gaps caused by cuts.
	This money should come from central government and from increasing business taxes, and levying business taxes on the companies who don't currently pay, and who should (Amazon, Starbucks)
	Society is a shambles on the back of Tory spending cuts, sort out basic societal needs (i.e. the foundations) and the place where we all live and work will be better for it.
Would want to know / depend how the money was	
	depends on what groups/charities
	only if it was guaranteed where the money went
	would need to be assured that the money would be well spent by the

going to be spent	organisations with good contract management that focusses on quality and not just numbers
	depends what they are
	Only if the money was to be spent on front line services
	It would depend on the cause - maybe a good way to understand charitable priorities of Cornwall
	Need to know what we are investing in
	depends on what they do and value for money
	Wed ont see or hear where it goes
	It should be up to the individual to decide which charities to support
	It would depend on the charity. In a perfect world, i would rather Cornwall Council run these services directly, however, i understand that this isn;t always practical
	I would want to pay into specific things - know where my money was going
	Would want to know that all the money is going & for what specific reasons - seen as a charity donation
	Has to be for provision of direct services NOT overheads
	Depends what the organisation does and whether it can match fund what we provide
	It would depend on what the groups do and if other charges were brought in at the same time.
	Only if I could determine what it went to
	Not all charities have aims I would support
	not sure I want CC deciding on who is most deserving
	It would depend on what this would be used for and if this is in addition to council tax rise due to restrcited household income
	dedends on the groups
	Depends on the organisation
	I would need to know what project I am donating to
	not to fund higher salaries for executives
	We would need to see how this would work and what groups it was for as long as I can choose where it goes and what organisation
	Depends on what activity is
	Would need to know exactly what the money was going towards.
	Would prefer to choose charities I support
	It would have to be carefully allocated and not just go to groups with the most influence, but people in a local area know where there is local need
	Depends what charities
	I think I would want assurances on how it would be spent
	We already pay brought and I want to pay to my chosen charity when I have the money available.
	I would need to know that the extra money was going to a specific cause and not to be decided by the council. (We did this several years ago for the police)
	I need confidence that the money would be hypothecated
Because i believe the money would not be allocated as i would wish. There has been too much waste in the past.	
I would want to know where my contribution was going. It would need	

	to be for something I believe in, otherwise I would just give it straight to the charity, such as mental health charities.
	It would depend on which sector of the community would benefit from this contribution.
	Because i can. So i would. IF I THOUGHT IT WOULD BE WELL SPENT
	Depends on the charity
	There would need to be consideration who this would go to and assurances regarding its spend
	If possible to determine area of investment
	depends where it is actually put
	I would only be willing to pay extra for local charities who provide a service available to everyone, not for specific small groups. Charities I have some involvement in struggle to raise enough income to operate their services
	I would like to choose which charities I support myself.
	I would want to control where the money goes
	Depends which
	Depends where it is going
	It would depend what it was
	It should be up to the individual if they wish to donate to a charity and many people may not agree with the councils choice of where this money goes
General / other	
	That should be funded by choice
	Redruth Community Centre is falling down
	Because it's essentially unfair
	Locals understand local needs better than Councils.
	My town needs investment
	Not vfm
	Community groups and charities must be funded from a reduction in housing benefit
	Waste of money, many duplicatuon of service provided elewhere by othere
	i don't think this is a good use of scarce money
	As long as its voluntary then people can make their own choice as to whether they contribute or not
	I don't want it to be voluntary, everybody should be treated equally and not be given the option and if a charity is worthwhile it should be funded by central government
	Because it should be a requirement not a charitable gift
	Because of low income but voluntary efforts
	The groups/charities do a great job for the most part, but (a) I can't afford this (b) CC can't afford it either. It should gradually withdraw its existing support, allowing organisations breathing space to find other sustainable funding sources (this may include commissions from Cornwall Council, but these must be best value to the taxpayer - not a prop (albeit a well intentioned one), pass the doorstep test). There must be another organisation better placed than CC to act as a "bank" for AVCs for Cornish VCSE organisations.

How autonomous are they then???
These can be collected and fund raised
Residents can do this anyway, directly.
because I believe that the system would be abused
Directors paid too much
Charity payments should be voluntary
These are not essentials.
What in the poorest part of the country?
The chosen charity support, does not necessarily mean the right ones for many people.
Because young people are not getting access to the services they deserve/need
Never
poor idea
I prefer extra money to be directed to Council and I will give what and when I can to my charities
Replace restricted CC contributions
Because you provide insufficient funding for the elderly
Because it would incur central admin costs and also this would not be cost efficient as the council is not a registered charity therefore would lose on the ability of charities to claim back tax on donations. Far better for individuals to donate directly to charities they support.
Don't think it will be received well
It's an unreliable source and an absolute cheek - why should people feel they have to do this? It won't make much of a difference
Not necessary
I would prefer additional funding to be directed at schools and education to ensure a prosperous future for generations to come.
I believe there are much more pressing issues - like more policeman etc
I don't believe it should fall to us who work hard and get no help or relief
Back door route - should have a referendum
live within your means
Because I might not benefit directly
No Need for it
Parents need to take responsibility for families rather than leave it to the Authorities
Wages do not rise at all let alone with inflation so every increase eats into the working mans budget with no chance of an increase in the current circumstances
I work for a charity. People give to what they care about.
Too much dependence on volunteers
Charity begins at home. We cannot afford all these increases when our hours are cut and our wages don't go up
Not a priority
I think this could be unfair. Better to support projects directly
I don't think this would stop the groups from sourcing funding from communities.
If people need certain services they should pay for them
Increasing this is unnecessary

	I am happy with the current service, I've experienced massive hikes, but seen no real benefit
	Because it is voluntary
	To many community groups and charities
	The fabric of our society is being ripped apart.
	It is the responsibility of everyone to pay for services
	I don't donate to charities where the majority of my donation goes to administration; I do not believe the council is efficient.
	Not necessary
	If it was a voluntary contribution, although this would mean it was a little unfair as only the "nice" people would be funding services everyone uses, nonetheless those services would get extra funding and nobody could really complain as it was all voluntary.
	Elected representatives should decide the precept
	Engaging more residents in voluntary work would benefit everyone

Cornwall Council budget engagement 2018

Appendix 1b – Open text comments re how would you raise the additional money?

This appendix contains all open text comments we received in response to the question ‘If you opted to spend more than your available budget - how would you raise the additional money?’ which followed the questions ‘How would you spend the budget?’ and ‘Did you balance your budget?’

Please see table below for a list of all comments, about how respondents would raise additional money, received through the budget online survey.

Subject	Comment
Become more efficient	Review Adult Social Care as this Directorate does not use its budget wisely and is a service that needs tightening up on not only spending money but recouping money
	Working in partnership and raising funds and reducing unnecessary bureaucracy.
	make services efficient so that they pay for themselves
	Be more economical. Save money on efficiency and more productive.
	Look at efficiencies within Cornwall Council. It still operates as a large public entity - it needs to be more akin to the private / third sector, stripping out bureaucracy and working in efficient and effective ways.
	Be more efficient, no salaries over £50K
	keep to your budget do not spend what you do not have
	Cut waste and unnecessary expenditure
	Collection of council tax arrears
	Get highways and car parks to speak to each other. For example - 'Car parks' charge to park in Readymoney Car Park, Fowey from 1st April to end October. The yellow lines in the residential roads leading to the car park apply 1st May to the end September. During April, including Easter, the car park is nearly empty but cars are parked, nose to tail, along the residential roads leading to the car park. For two sunny weekends in October the car park was completely empty with cars parked along the adjacent roads! How many other car parks in Cornwall are similar?
	Cut the tick box exercises- too many meetings in council
	involve the voluntary sector more effectively
Business rates	business tax
	Invest in high streets buy empty shops rent them at reduced rents council would generate income through the rent business rates and the revenue generated from parking
Councillors	Make councillors accountable for their expenses
	Councillors get paid too much
	Cut back on officers, Councillors benefits, allowances, hospitality, refurbishment of council offices and equipment
	reduce councillors earnings
	Reduce the number of councillors
reduce Councillor wages and travel and subsistence - no more foreign	

	travel, stop funding house building for non-locals
	You charge too much all ready
	Decrease Councillor s expenses
	Reduce number of councillors
	Reduce counsellors pay and stop unnecessary trips abroad
Council tax	Include a levy in Council tax for children's services as well as adults
	Stop giving the council lots a raise, having increased council tax for those who are already on a very tight budget, also tax second home owners, and those who rent out their homes to students (HMO)
	Promoting more corporate businesses into the county which in result increases the local economic growth, jobs, transport etc which in result increase taxes to the council. Everybody is a winner.
	For all new domestic property extensions and improvement look at the feasibility of additional charges including Council tax uplift where the property could be allocated to higher Council tax band.
	Collection of council tax arrears
Council tax - second / holiday homes	tax second/holiday homes
	Increase 2nd Home Council Tax and introduce a visitor accomodation tax
	Introduce council tax for 2nd home owners
	Making sure second/holiday home owners pay council tax
	Identify more ways to raise money from tourism eg higher rates on second homes,
	tourist tax, 5x second home council tax multiplier,hand some social care responsibility to nhs
	Stop giving the council lots a raise, having increased council tax for those who are already on a very tight budget, also tax second home owners, and those who rent out their homes to students (HMO)
	Double council tax on all second/further homes.
	tourist tax, 5x second home council tax multiplier, hand some social care responsibility to nhs
	Increase council tax on second homes as the knock on effect for locally born young people, is they cannot afford to stay in the area.
	Riase tax on second homes
	Fundraising to raise funds and seek additional tax form those who earn over a certain threshold e.g Second home owners in cornwall.
	charge substantially mor council tax for second homes, they should pay 150% of normal council tax at least for the damage the secondf home market does to the local community
	make 2nd home owners pay £5000 per property ownen per year.
	There has to be capacity to tax second homes. How can Cornwall have millionaires' mansions all over the county yet the Council is in severe budgetary straits? There has to be a way of increasing taxes on empty properties - hopefully freeing some up for locals to live in, thus reducing the need to build affordable homes.
	increase charges on second homes
	tax second homes
	reduce waste and increase value for money in all aspects of what Cornwall Council is responsible for. cut council officer sick benefits and charge a lot more for the administration of large planning applications.

	double the council tax on 2nd / holiday homes, then charge council tax on individual static holiday caravans and lodges
	Increase cou.cil tax on second homes. Stop making permanent residents pay the shortfall
Council tax - students houses	Council tax should be charge on student houses in place like Falmouth
	Stop giving the council lots a raise, having increased council tax for those who are already on a very tight budget, also tax second home owners, and those who rent out their homes to students (HMO)
	start charging student let landlords council tax. Put a cap on student digs charges so the landlord cannot slide any charges to the student
Generate income	Maximise income strands eg grants, project funding, Council Tax
	Make the people who use the services pay for them
	be more commercial
	check all contracts for value for money
	Identify more ways to raise money from tourism eg higher rates on second homes,
	Promoting more corporate businesses into the county which in result increases the local economic growth, jobs, transport etc which in result increase taxes to the council. Everybody is a winner.
	Fundraising to raise funds and seek additional tax form those who earn over a certain threshold e.g Second home owners in Cornwall.
	support areas within the Council to expand their commercial operations through increased support with marketing, advertisement and online payment via a user friendly website. Charge for advertising space on buses, billboards, on website and at the new stadium for Cornwall.
	sponsorship
	reduce housing benefit and spend that money on affordable homes for working people on low income!
	Identify waste, explore innovative way to provide services and highlight areas of high cost which could be reduced by members of the public taking more responsibility along the lines of the Litterless Cornwall campaigns
	Make large developers like Wainhomes pay
	Charge people for the non statutory services they use
	Crowd fund /voluntary contributions
charge more for parking/close leisure centres/ do not reduce buses though	
Be creative in raising additional funds	
Housing	Borrow to invest in social housing
	construction and housing work to the CORSERV/CORMAC/Cornwall Housing helping to keep council money in the county and potentially see it returned to the council
	Private sector partnerships and Housing Associations
	Make large developers like Wainhomes pay
	reduce Councillor wages and travel and subsistence - no more foreign travel, stop funding house building for non-locals
	Increase investment from actually building suitable small and affordable living and the income generated. Current Help to Buy schemes and planning for large housing developments do not serve the majority of

	people on the lower end of income and price many out of housing. The recent Persimmon residential build just down from NCH is a prime example of non affordable housing with Help to Buy ensuring people who struggle to buy still have to rent part of their so called property.
Investment	making more investments
	I would invest money within profitable projects within Cornwall and contract more
	invest in income generation
	Borrow to invest in social housing
	Invest in the long term and stop just short term firefighting
	create a sovereign wealth fund and invest in renewable energy
	Invest in high streets buy empty shops rent them at reduced rents council would generate income through the rent business rates and the revenue generated from parking
Invest in industries that will generate income i.e. green energy	
Lobby Government for more money / power	Lobby central government for more funding
	ideally more local powers to raise income tax - real devolution from central government
	Lobby Central Government for more money. Overspend. Stop spending money on Consultants. Increase pay for Council Staff so that staff are retained and you don't have to spend a fortune on agency workers.
	campaign more vigorously against local government cuts from central government - it is a scandal
	Transfer some taxes from government to Cornwall Council
	Request a case to central government for further money however this would be last resort as I would look to see why more money is needing to be spent from the available budget
	Through taxation, but not through Council Tax, through a 1p rise in income tax. This is obviously beyond the power of the Council.
Lobby central government	
Prevention	I would restructure the way the departments work concentrating on prevention rather than cure. The onus of health and wellbeing for individuals is for them to take personal responsibility for themselves. We are all aware of healthy eating and it is choice not to do so. In the case of dear children whose lives are ruined because of our antiquated legal systems which allow the damage to be done before action can be taken. Putting in place preventative measures and teaching parents how to be parents in the presence of proved parenthood would hopefully prevent these children having negative experiences at the most vulnerable time of their lives. This could then very well prevent the amount of the budget for young people and let them have the life they deserve.
Reduce costs / salaries / wastage	reduce running costs
	Cut the Council's costs by reducing the number of middle managers
	At least half excessive wages of senior council staff, £171k is more money than anyone needs for example
	cut high paid job in council
	have less managers
	Reduce high-level apparatchik salaries and Politburo expenses
reduce management cost	

Cut back on officers, Councillors benefits, allowances, hospitality, refurbishment of council offices and equipment
Be more efficient, no salaries over £50K
Don't pay people silly amounts in wage
Do not spend so much on adults and children. We seem to declare more people 'vulnerable' each year
Less spending on consultancy and projects which have high costs and often no measurable benefit. Commit to long term leadership and fewer interim arrangements. Pay front line staff fairly and at least comparable to other LAs in order to recruit to vacancies rather than having to use agency staff.
Spend less on disabled
Spend less
Stop waste. eg Cornish language street signs
Reduce fat cats pay
reducing the wage of the top officials
Concentrate on statutory duties and get rid of the surplus pet projects and staff. stop creating non jobs!
Identify waste, explore innovative way to provide services and highlight areas of high cost which could be reduced by members of the public taking more responsibility along the lines of the Litterless Cornwall campaigns
reduce waste and increase value for money in all aspects of what Cornwall Council is responsible for. cut council officer sick benefits and charge a lot more for the administration of large planning applications. double the council tax on 2nd / holiday homes, then charge council tax on individual static holiday caravans and lodges
Reduce Overhead Cost and Put Highways Work to Tender rather than use the inefficient CORMAC
Reduce the amount of highly paid people in the council who don't contribute anything.
1775 staff redundancy since 2011 costing us not the council £25 million. £260.000. spent on Gagging Clauses for employees leaving the Authority. REALLY. ASK YOURSELVES WHAT THAT MONEY COULD OF DONE.
It isn't too difficult, get a grip. Stop wasting money on bottled water, hall for Cornwall grants, football stadiums, and lifeguards on beaches (rnli has 800 million)
It is probably time to make a genuinely hard decision and cancel the Council Staff Index Linked Final Salary Pension. The Council pension arrangements should be brought into line with the Private Sector Workers pension. It is, after all, the Private Sector workers who finance the Council. Any Public Sector worker who pays taxes out of their salary in only re-cycling money provided from the Private Sector. Workers in the Private Sector have seen their pension all but destroyed in recent years and it cannot continue that Public Sector workers enjoy vastly better pensions than the Private Sector workers who finance those pensions.
Cut the tick box exercises- too many meeyings in council

	Reduce subsidy to Newquay Airport, stop supporting white elephant projects (eg stadium)
	Stop lighting up the night sky. Reduce the amount of lighting of roads and areas. focus on the environment and getting people out on their bikes and into green space.. sign post the public rights of way!!
Tourist / visitor tax	Visitor tax
	Tourist Tax (In 2014 around 2.93 Billion ppl came to Cornwall) Thats alot of wear and tear on OUR county, thats alot on OUR resources. and i personally think weve suffered enough on our wallets!
	Identify more ways to raise money from tourism eg higher rates on second homes,
	Charge a tourist tax, like in other big destinations
	tourist tax, 5x second home council tax multiplier,hand some social care responsibility to nhs
	Tourist tax eg 1% on accommodation cost
	Introduce a tourist tax and share the burden
	Introduce a tourism tax as in other countries, increase council tax further on 2nd homes; also invest in prevention should reduce demand on some more crisis services, improving health and wellbeing & community action.
Other comments	I didnt. We do not have a budget of £100..its 1bn. That means for every £100 you are giving us.. it is actually £10m. Yes it is a very clever tact to 'open our eyes' but we are not talking about £100 are we.
	The budget question is silly, I balanced it, but because the examples of what money would be spent on means nothing really it was just an exercise in putting numbers in boxes until everything added up to 100
	Reduce jolly spending
	Take a stronger, more rigorous and organised approach to challenging Council spend, e.g. around Council initiatives/projects. These are all well intended, but if they're not going to deliver benefits that justify the investment or wouldn't pass a "doorstep" test don't do them. The same goes for internal staff initiatives, conferences, mileage, HR procedures etc. Let them get on with the job you pay them for.
	Lobby Central Government for more money. Overspend. Stop spending money on Consultants. Increase pay for Council Staff so that staff are retained and you don't have to spend a fortune on agency workers.
	link benefits with productivity - not just an automatic handout unless disabled/ unable to work at all even with the right support / reduced hours
	tourist tax, 5x second home council tax multiplier,hand some social care responsibility to nhs
	Private sector partnerships and Housing aSsociations
	Reduce amount of funding taken from Fire & Rescue service
	strategic steps towards a zero carbon economy/council by 2025 resulting in improved health, growth of truly green businesses and the end of fossil fuel use
	local sales tax
	create a sovereign wealth fund and invest in renewable energy
	means related

	Inhouse procedures do not match that of the private sector.
	Stop lighting up the night sky. Reduce the amount of lighting of roads and areas. focus on the environment and getting people out on their bikes and into green space.. sign post the public rights of way!!
Miscellaneous	I didn't
	Was in budget
	The survey from won't allow me to overspend so I had to readjust sums.
	n/a balanced the budget
	I balanced my budget
	Didn't opt to raise available budget.
	Please note our allocation is arbitrary - we wanted to bypass this question but it wouldn't let us.

Cornwall Council budget engagement 2018

Appendix 1c – Open text comments re the draft budget

This appendix contains all open text comments we received in response to the question ‘Do you have any comments about our draft budget proposals?’

Please see table below for a list of all comments, about the draft budget, received through the budget online survey.

Subject	Comment
Children, schools and young people	new homes shouldn't have a priority on budget, health is good amount but stop spending on helping young people they have options from government fo help. Housing benefit council tax support is government funded, if can't afford it they have to make the difference up not working people through council tax.
	The slide about the way the Council allocates its budget is highly misleading. It includes the money that goes straight to schools through the Direct School Grant. This is not in the Council's gift as suggested. It also suggests, wrongly, that the Council's children's children's services are well funded. This is not true or accurate, which is misleading residents. The Council's allocation to its children's services is one of the lowest in the country. It is around 3% lower as a proportion of the Council's total spend that the average for unitary authorities - equivalent to £21m. This low allocation is despite Cornwall being the second most deprived region in Northern Europe and child poverty increasing. The increased demand for children's services is not sustainable and will lead to the same level of overspends experienced by other local authority children's services without proportionate investment. So I am urging the Council to make a net additional investment in its children's services of 3%.
	I am so sad at the state of our schools and the sorry towns with no life. I have no idea why you don't charge holiday homes more tax than you do. Just feels so wrong. Cornwall feels like it needs a new leader.
	It shouldn't be up to resident's to pay the full costs of the County when the population is 400% larger during the "season". There has to be a fundamental review of funding for Cornwall, and it can no longer increase Council Tax when services have been devolved. Likewise school budgets if more are direct funding via Academy Status.
	schools are in crisis at the moment and the most vulnerable children are becoming more vulnerable - something has to be done about this
	if y do not invest in your children Cornwall will not have a future Invest at a younger age to improve overall life chances
	Definitely no further cuts to Children and Yiung People's services
	Children must be kept safe, the elderly must be looked after
	More money should be spent on children and young people and families, these are our future and if we spend early this will have savings in the future. INVEST TO SAVE IN OUR CHILDREN.
	needs to be a greater emphasis on protecting children's services
	Spending on Children's Services is vital for our future. It is not safe for

	children or staff to make further budget cuts in this area. Increased demand and complexity of issues and concerns need investment and a fair and resonable amount spent per child to invest in all of our futures.
	You should not cut any more from Children's Services. Current service delivery is only maintained by staff working much longer hours than they should have to-leading to increased sick leave, high staff turnover and children and young people not receiving the services they should.
	At present, with both children now attending school, we're in a position where my salary is more than our childcare so we ought to have some money left each month to help our county and it's residents
	The proposals are fair and practical, but most important is continued lobbying to the government on the continual cuts to the budget from them. The impact on the families I volunteer to support is very worrying, especially with the introduction of UC and the impact on families with a disabled child and/or young adult, who is unable to work because of their caring role.
	i think more money should be given to Education as this is the first step in improving the overall econmoic development of cornwall, better education, better jobs more money.
	Our current budget amount being spent on education is far lower than the national average and helps to tackle many areas of the budget where we are ending money such as health, wellbeing, homelessness and economy. There is a real lack of mention of education at all throughout the Councils Visions and Aims and also its budget plan.
	I believe prevention rather than cure is the answer to much of the very heavy budget required to help young people who have already been damaged when a possibly brand new system in place would prevent the damage done to them in their former years.
	None, increase funding for education (including FE) and social care.
	Childrens' services are crucial to our future development as a community and society. Whilsti would hope that there are some services left as I reach my dotage we simply have to invest in the future. Someone has to save our planet because we've messed it up pretty well!
	Very bad for residents as they are. Social care for young people with mental problems is not existent from painful experience with our daughter. Stop investing in new homes until you can afford to. Cut central overheads. Don't keep putting up taxes and taxing shops out of the high street. You are spending way too much and longer term making residents and business people impoverished.
	i think the amount shown for helping children and young people hides the fact that the majority of that funding is the DSG which goes direct to schools - all of which is outside the council's control or influence. the amount spent on children who do not reach social care thresholds is now critically short - e.g. high needs block. preventative services are not adequately resourced and nor our new statutory duties that sit with the Council - e.g. children missing education. i am very worried that although there is focus on chidren's social care, there is not enough funding allocated for universal preventative / support services

	<p>for vulnerable children - e.g. children excluded from school or at risk of, children who are missing education, home educated children and children who have SEN but not at EHCP level.</p> <p>Recycling needs to improve, Cornwall's recycling is very poor in comparison to other counties - collect recycling weekly and bins fortnightly. Young people (we are doing this as a year 12 economics lesson) - they say: "the school you get into is a lucky dip, this breaks up friendships and causes lots of stress on young people. If you live in Goonhavern you don't have first choice of any school - you get what is left over from Treviglas, Tretherras, Richard Laneder and Penrice - you don't get to choose and it is very stressful, it's a postcode lottery. The housing developments are too much, especially in Newquay however public services are not being invested in (doctors, schools) - every thing is over subscribed. The summer also puts lots of pressure on our services such as the police and NHS - this must be considered. The MYP of mid-Cornwall is not impressed with the running of services in Cornwall especially when compared to Councils such as Devon.</p> <p>Education in subject areas USEFUL to the future employability and training for work should be a priority. Subsidising of apprenticeship schemes should only be applied where the economy benefits, i.e., no subsidising Cornish Language Lessons in school time but OK if a voluntary 'after-school- club, for example. Lessons</p>
Cornish language	<p>Your survey seems intent on channeling citizen views in narrow ways, only accepting them on your terms, and doesn't provide citizens opportunity to share their own views rather than dividing tokens between arbitrarily chosen headings of your choosing. I am disappointed that you haven't included the Cornish language, I would like the Cornish language taught in every school in Cornwall rather than a limited program in only a few schools as at present. There is no mention of promoting cycling and improving facilities for it so that more people can make more of their journeys in this way, which could reduce the demand for car journeys, congestion and pollution.</p>
Cornwall Council - cut spending / reduce costs	<p>I believe there is still too much spent on consultants and pet projects</p> <p>Money wasted on outlandish schemes dreamed up by officers with councillors naive support, i.e. silly non-productive road schemes just for kudos!</p> <p>Too much spent on capital projects and 'promoting growth'.</p> <p>The Council could save a lot of money by reducing the number of managers in the organisation. Contrary to prevailing assumptions, staff do not need to be micro-managed and do not need an elaborate and expensive appraisal system to justify their existence.</p> <p>Stop asking the residents to cough up more money, stop sending Councillors and high paid staff abroad on "visits", reduce the number of Councillors down to 80 at most thereby cutting their allowances and costs, remove/reduce un-necessary teams / departments in the Council for example Corporate Communications, Project Managers, Brexit Team, parts of HR especially as the number of staff is reducing significantly for Cornwall Council, use the money wisely rather than paying consultants that is still widespread, stop backing "economic</p>

	<p>developing" schemes - the here and now is important including the social deprivation suffered by most in Cornwall, address the infrastructure on the busiest roads first rather than building 100-1000s of new housing in the County. STOP STOP increasing Council Tax...look at the amount of summons, court orders and defaults you have at the moment issued each month for people who cannot afford the Council Tax now without increasing it. Also the adult social care levy is not working, there has been no change in the service offered for the last 2 years only more senior staff wages increases and departments increasing.</p>
	<p>You cannot keep cutting services. You cannot keep wages for LA workers at such a low rate that staff can't afford a basic standard of living and leave as soon as they can. You must be more robust in challenging Central Government about cuts. You must stop spending on ridiculous schemes which cost a fortune, such as SCIP!</p>
	<p>Its seems people within the upper management are fighting budget cuts they should be doing more to say the cutts are unacceptable.</p>
	<p>You need a reduction in Services</p>
	<p>take stock of your on the ground workers and cut jobs at the top level</p>
	<p>Maybe cut down the cost of running the council so that the money can be ploughed into much needed areas instead</p>
	<p>If you cannot manage the money you have, why should residents be expected to pay more and have fewer services. When will savings be made on high salaries and wasted money on road projects etc who is accountable?</p>
	<p>Use of contractors is very wasteful and they should get less</p>
	<p>Too much spent on subsidies to Newquay Airport. Too much spent on subsidising new property building not as per the Draft Plan. Not collecting promised section 57 money or ensuring the builders fulfil promises.</p>
	<p>Yes stop wasting money on trips to Cannes, you need to stop cuddling up to big national developers. Build Council houses where they are needed not all around Truro</p>
	<p>Yes, stop all the development of homes that are just for those moving into the county who can afford to sell and buy here when there is no provision for local people (priced out) and no new doctors or hospital investment to support them. Forget the giant elephant that is the cornwall stadium. too few people with benefit financially and it will destroy the countryside and city centre of Truro and create a mass urban sprawl full of separate housing estates. Absolutely dreadful town planning.</p>
Cornwall Council – efficiency	<p>Totally wrong... council should cut back on waste in there department not tax the rest of us, how many business get expenses paid for, eg..sandwiches and other stuff that other workers in other sectors has to pay for out there own pockets...Totally wrong and should stop this wastage, thats thousands more in the kitty if you didn't rob it...!!!</p>
	<p>Efficiencies begin at home! Look at Council monetary waste big time!</p>
	<p>Stop wasting money!</p>
	<p>Cut some of the waste from departments give others whostruggle to</p>

	provide services more. Why does it take so long to things? Cut waste speed things up.
	Staff will do their jobs just as effectively and diligently without managers breathing down their necks, and in many cases better as managers can just be a source of aggravation. The Council keeps investing huge amounts of time and money in overblown appraisal systems that requires weeks of staff time to learn and complete, plus weeks of management time to assess and quality check. It would be safe to say that this process probably takes at least 2 weeks of every member of staff productive time per year, and for no reason. Staff would do just as good a job without having to write a whole lot of jargon about it in an appraisal system - which nobody even knows is accurate anyway.
	Stop asking the residents to cough up more money, stop sending Councillors and high paid staff abroad on "visits" , reduce the number of Councillors down to 80 at most thereby cutting their allowances and costs, remove/reduce un-necessary teams / departments in the Council for example Corporate Communications, Project Managers, Brexit Team, parts of HR especially as the number of staff is reducing significantly for Cornwall Council, use the money wisely rather than paying consultants that is still widespread , stop backing "economic developing" schemes - the here and now is important including the social deprivation suffered by most in Cornwall, address the infrastructure on the busiest roads first rather than building 100-1000s of new housing in the County. STOP STOP increasing Council Tax...look at the amount of summons, court orders and defaults you have at the moment issued each month for people who cannot afford the Council Tax now without increasing it. Also the adult social care levy is not working, there has been no change in the service offered for the last 2 years only more senior staff wages increases and departments increasing.
	Please concentrate on getting the basic services right. Cornwall is covered in litter, recycling bags are cheap and don't last, street lights run all night while most people are sleeping, people can't get through to you on the phone. Redirect funds to what matters to most people.
	Decision making within the council still appears slow and consequently this wastes resource in moving projects or initiatives forward. If decision making was faster then the council would free up staff time and allow them to deliver more scale.
	CC is trying its best to meet the massive challenges it faces. I think the Council/staff get distracted with its multiplicity of external/internal initiatives and needs to focus more on the day job/driving down costs - being a sensible housewife rather than an overenthusiastic puppy
	Too much money disappears in admin or on stupid schemes (eg bus lane Truro) which creates mistrust in how efficiently the Council spends OUR money - no accountability
	money could be found by looking at buildings, etc do we need to have the heating so high that staff can wear a t shirt in the office in the middle of winter?

	<p>We have a lot of internal waste. I know this as an employee - too often we pay over the commercial rates to deliver resource/outcomes/targets that wouldnt be acceptable in the private sector as it would impact shareholders. We should look closer to home before rate rises.</p>
	<p>look at saving money. football stadium in Truro an example</p>
	<p>Council tax should be set to one level for Council & Housing Association tenants not linked to a banding based on value of the property as tenants do not get a say. Double the Council Tax for second home owners and for landlords of holiday lets. Sell off unused property owned by the Council. Savings can also be made by not giving contracts automatically to Cormac as better value for money CAN be obtained elsewhere.</p>
	<p>Stop wasting money on posh food for meetings and going on holidays in france</p>
	<p>Since Cornwall Council came into being the whole County has slid backwards. All I see is gross mismanagement and no sign of improvements promised year after year. The council is very good at wasting money on things like the Truro City of Culture and vanity projects. There are far too many managers across all departments, constant job cuts only seem to effect the real workers. Bring back District Councils.</p>
	<p>No mention is made of cutting waste and unnecessary expenditure. Staffing figures are too high and too many recieve exhorbitant salaries. Councillors and officers should not go on 'jollies' eg: to the conference in the South of France unless they fully pay for them themselves.</p>
	<p>Good to see a focus on adult care but current figures would suggest there is far too much spent centrally and on elections- suggest big savings should be made here. In addition why have maintenance of things like streetlights coming from a different pot to insfrastructure projects- wouldn't it be better to be in a central fund so economies of scale apply?</p>
	<p>Whilst I appreciate central government funding is reducing, Unitary authority promised significant savings, yet Council Tax has gone up every year at higher rates than wage increases. Their is still much inefficiency evident in the authority so savings should be possible without these levels of continual tax increases</p>
	<p>Cornwall Council seems to focus and invest in fixing problems rather than investing in prevention. The budget proposal further supports this, investment in healthy living for example is a fraction of the "fix it" pots. Fixing the beauracy and inefficiency in and institution where the scale of the problem is massive is I appreciate a huge challenge but it is important. Behave like a business, take responsibility, be accountable and focus only on the necessary. .</p>
	<p>Why do you purchase new vehicles every two years, then sell them off cheaply at st Austell auctions? Try making these vehicles last for say 5 years instead, these vehicles are not meant to look like status symbols</p>
	<p>You need to cut waste at county hall. Reduce senior managers wages to average cornish sallery max.</p>

<p>Very bad for residents as they are. Social care for young people with mental problems is not existent from painful experience with our daughter. Stop investing in new homes until you can afford to. Cut central overheads. Don't keep putting up taxes and taxing shops out of the high street. You are spending way too much and longer term making residents and business people impoverished.</p>
<p>Same old rhetoric hit the most vulnerable, protect the ineffective staff and executives saying they are the best imports we can get. Time for change learn from the past errors!!!!</p>
<p>Concentrate on providing the things people really want more e.g. clean streets, good roads, better buses, more trains, easing congestion</p>
<p>CC needs to review its way of working to minimise bureaucracy and streamline admin to reduce admin costs and work more efficiently to deliver direct services by enabling local delivery and not trying to protect empires.</p>
<p>The proposal on raising money is living in cloud cuckoo land. The council needs to be more efficient itself and drive saving out of the Offices and administration.</p>
<p>Does not save money where it can.</p>
<p>Stop wasting time and money</p>
<p>There are still savings that can be made by improving internal processes</p>
<p>Yes. Your council tax rises are an insult. You want more money, and the electorate will demand more. When that demand comes, you will likely say there is no budget for it. The Council already does not use its fiscal assets wisely enough as it is. Contracts and procurement procedures should be A1 and completely beyond reproach. If you want more money you should be evidencing, through public engagement how each member of the tax paying community is contributing to a better Cornwall, but also, and more importantly, why. As I see it currently I pay my Council Tax, but I think the services I get as a citizen, are inadequate.</p>
<p>It's a tricky task. But I do believe there are areas where the council could work smarter which would help.</p>
<p>I would look at the cost of maintaining buildings etc. Large companies, who are generally awarded the contracts do not provide a quality repair or service. Local tradesmen would benefit if awarded contracts.</p>
<p>make sure management is doing its job properly</p>
<p>I think savings have to be made through changing the way services are delivered, with more of a focus on in house or Community Interest Company type models rather than subcontracting services to companies whose aim is to make a profit for shareholders. There should also be greater focus on sourcing local services rather than contracting with national companies, so retaining the money in the local economy. I think you need to ask people which specific services they value most. It is very hard to do an allocation of funds to general areas without knowing what impact that would have on specific services. `</p>
<p>Clean our streets; Turn off street lights on B and C roads; Provide better</p>

	recycling containers; Keep streets clear of litter - and make the recycling teams pick up what they drop.
	Do the things we want you to do more and better
	We have had experience where Social Carke has been forcibly involved where not needed, and this example of wasted resource is likely to be repeated in different spheres.
Cornwall Council – salaries and expenses	Reduce expenses budgets
	FREEZE COUNCIL ALLOWANCES - STOP PAYING FOR DRUG ADDICTS AND ALCOHOLICS WITH OUR MONEY
	Pay execs and middle management less and focus on issues that are important to residents
	You need to show the people who represent us are doing their part by top management cutting their salaries by 50%, cutting the number of councilors by 50%, and their pay by 50%, then maybe you would get more support from the public, I personally have no faith or trust in any politician.
	Cut the salaries of the high earners - i.e service directors, heads of service within the council, also do we need so many managers managing managers!
	executives being paid far too much
	Slash the high wages for those in charge!
	If you cannot manage the money you have, why should residents be expected to pay more and have fewer services. When will savings be made on high salaries and wasted money on road projects etc who is accountable?
	save money by removing ceo post
	Cost savings within the council should be made. Salaries are too high reign in staff expenses.
	I would prefer to see a Councillor expenses and wage freeze
	No increase in wages for the normal working person in the last seven years make it impossible to make ends meet now without further increases
	Yes why do you need to spend so muth pn yourselves?
	Stop building vanity projects and stick to providing core services well. I'd rather you do this than keep increasing Council tax on people living in one of the most deprived areas of the UK. The continual increase in taxes being borne by people who can least afford it is simply not right.
	Cut council overheads and senior salaries
	I can see that it is a tough choice, and you don't have enough money to spread around, however I feel the number of employees within the council is too high, with too many on very high wages. On the flip side to this, there is a growing use of outsourcing which provides either less service to the end user, or high costs to the contract owner. I don't know what the answer is, but I'd be willing to participate in any way I can.
	we pay enough in tax. start cutting your management tiers. Would anyone notice if you removed the entire 4th tier of managers?
Do not raise Council tax at all; reduce managers and/or their salaries	
Really structure senior management who are being paid salaries over	

	65000
Cornwall Council services - Environment	YES. I don't want to see any economic growth or new roads etc. I think there is a climate crisis ahead. I have put a lot of money to "look after our countryside parks and beaches". I actually mean for this to fund degrowth, reduction of industry and supermarkets, development of local food and energy.
	On behalf of our 16,700 members we believe that sufficient budget should be allocated to: the protection and enhancement of wildlife-rich areas on land and sea, teams, projects and partners with the remit to protect wildlife and wild places and develop public appreciation and understanding of the county's landscape and waters for the many ways in which it supports residents and quality of life. It would also be helpful, in Cornwall Council's general approach to the environment and associated issues, not feel the need to fill gaps in delivery or operations themselves. It would be helpful to support organisations already operating in this field to boost their efforts rather than diluting effort overall. A good recent example which wasn't helpful or in the spirit of collaboration was Cornwall Council's #Litterless campaign.
Cornwall Council services – Fire and Rescue	More should be spent on fire service. Not cut from them. They are running on absolute minimum and soon they are not going to be able to do their jobs and people's lives will be at risk
	I feel as a resident in Cornwall that not enough money is spent supporting our Fire and rescue service. They are often at community events where I can see their equipment is way behind the times it is far too old. This must affect their safety as well as ours. They are a 24 hours a day 7 days a week service that receives far less money only £3 in every £100 than services that are not.
	Too little spent on fire
Cornwall Council services - Libraries	Increasing libraries budget would be more welcome than online services.
	LOCAL libraries and the service they supply are very important
Council tax	Yes - freeze council tax for a year because we have not received a pay rise, so any rise in council tax means we are poorer for it.
	If the poorest in society in band A and band B properties have yet another council tax increase forced on them then many will apply for council tax benefit, so the council will lose money through that channel.
	Band B is one of the lowest and yet they are the one being hit the hardest - shouldn't it be Band G and H that are being taxed the most? It seems utterly unfair. Especially as the people living in those houses are going to be the ones that are on the lowest incomes and therefore the ones budgeting the most.
	Since moving to my band C property less than two years ago it has already risen yet our incomes remain unchanged!! Where do we find this additional income? As a family where both parents work full time we benefit very little from the services CCC offer yet pay the most for them. If you rise council tax disposable income will go down meaning we will spend less money in the local area which will hit businesses hard which in turn will leave the council with less money!!!

Find ways to cut spending not just expect residents to make up the shortfall all the time
Bills (inc. council tax) and rent already take up most of my income. Trying to save for a future (house, pension) near impossible as it is. We pay enough tax already; however, to demand no rise is unreasonable in light of cuts.
You should increase Ctax by the maximum
Go back to central government and tell them that these cuts to council funding are not a necessity but a political choice. Funding could easily be found should they decide to cut down on corporate tax dodging and increasing corporation tax back to pre-conservative levels of 2010
Stop putting up Council Tax, if you can't afford to deliver services then stop providing the services.
Please increase charges to people who use services rather than keep increasing Council tax
Increase concil tax on the weathy not the working class
Stop asking the residents to cough up more money, stop sending Councillors and high paid staff abroad on "visits", reduce the number of Councillors down to 80 at most thereby cutting their allowances and costs, remove/reduce un-necessary teams / departments in the Council for example Corporate Communications, Project Managers, Brexit Team, parts of HR especially as the number of staff is reducing significantly for Cornwall Council, use the money wisely rather than paying consultants that is still widespread, stop backing "economic developing" schemes - the here and now is important including the social deprivation suffered by most in Cornwall, address the infrastructure on the busiest roads first rather than building 100-1000s of new housing in the County. STOP STOP increasing Council Tax...look at the amount of summons, court orders and defaults you have at the moment issued each month for people who cannot afford the Council Tax now without increasing it. Also the adult social care levy is not working, there has been no change in the service offered for the last 2 years only more senior staff wages increases and departments increasing.
3.99% increase is too much. Salaries are not going up by that much. Unsustainable increase, with Parish Council increases as well most years.
yet another rise when not required.
unreasonable, we are taxed enough with little in the way of wage increases. Y not reduce the number of councilors and senior managers in the council
i dont agree with them at all, another hike in council tax is appalling!!!!
Consider how many people you will hurt with the proposed rise.
Cornwall is a poor county. however has pockets of wealth. Although I think that council tax should rise more than the maximum allowed.I think that it should also be weighted to the upper bands.It is frankly ridiculous that those in the higher bands living in the wealthier area should not paymore,given the sizeable increase in their house value. So it would be better to have 5/6% for the upper bands and 1 or 2 for the

<p>lower thus helping the less well off. I am one of those who would pay 5 or 6%. All the arguments by those of us who are fortunate enough to have accumulated some wealth over the years and seen our house values increase serendipitly are simply self serving and should be dismissed as such.</p>
<p>My pay rises are capped at 1% so it does feel very unfair when rises of bills are higher than this. I think more could be done to tax those who benefit the most from our current economic system. For example people owning second homes should have to pay a higher rate of council tax and not be able to pay a lower business rate. I also think that landlords renting to students should have to pay council tax on their behalf as they use the services but do not contribute. I am in favour of spending more on all of our public services, especially where we can prevent larger costs, e.g. spending on preventative interventions in healthcare or on the environment.</p>
<p>Increasing council tax is not a long term answer, the increase of 3.99% is likely to be higher than inflation and is therefor an additional hit on the public of Cornwall many of whom are already at a disadvantaged finically status I would like to see a small increase in council tax aimed at those with second homes, and greater reinvestment within the county, a fund for business development and growth that is payed back with x amount of interest depending on how well the business is proferting</p>
<p>As a council employee I do not get pay rises to enable me to absorb a increase in council tax and mine is already high</p>
<p>There should not be any increase except the 2%</p>
<p>My council tax would increase considerably - I have 3 children and both my husband and I work full time as teachers. We have very little disposable income as our wages do not increase inline with inflation, this increase is more than our 2% pay rise which means we are, once again, worse off.</p>
<p>I feel raising it to what you suggested will put many in poverty</p>
<p>I agree there needs to be an increase in tax to pay for services. Present services are untenable and I do not think that the country should be relying on charities and volunteers this is a very precarious and irresponsible way to govern a country.</p>
<p>Council tax should be set to one level for Council & Housing Association tenants not linked to a banding based on value of the property as tenants do not get a say. Double the Council Tax for second home owners and for landlords of holiday lets. Sell off unused property owned by the Council. Savings can also be made by not giving contracts automatically to Cormac as better value for money CAN be obtained elsewhere.</p>
<p>I was happy to say yes to,an extra 2 per cent for social care but not another volunantury contribution.</p>
<p>Believe it is unjustified to raise</p>
<p>Unfait to keep increasing C/tax when the people paying it have probably only had a 2% payrise (if at all)</p>
<p>I would pay more council tax than you are proposing, because I think as citizens we can't expect something for nothing, and if we want public</p>

services we have to pay more tax
Small council tax increases are accumulative and unfair.d
I tbnk the increase is a littke too steep and the increase if necessary should be gradual so everyone can afford it
Many households are on minimum wage income, a big hike in council tax will just put people into bigger financial difficulties. Money needs to come from somewhere, agreed, but being an economically deprived county many residents just cannot afford the extra if the council tax were to rise as suggested. A tourist tax (as many foreign countries already have) would increase income as our resources are stretched to breaking point during the summer months. Second home owners should also pay full or 5% extra on top of full rates or at least be paying business rates and not taking advantage of reduced rates for under occupancy.
Stop building vanity projects and stick to providing core services well. I'd rather you do this than keep increasing Council tax on people living in one of the most deprived areas of the UK. The continual increase in taxes being borne by people who can least afford it is simply not right.
The council tax is high already... I think this raise is too much. Take resource from other areas instead
3.99% but you are proposing to use 4%? Your Accountants need to go back to school. The sums judt do not add up.
If it is raised as proposed how many people will be able to afford this raise and how many will have it paid by benefits and where does the benefits money come from as if that is out of the council budget then that's just recycling money making it look like you spend more than you have.
Yes. Your council tax rises are an insult. You want more money, and the electorate will demand more. When that demand comes, you will likely say there is no budget for it. The Council already does not use its fiscal assets wisely enough as it is. Contracts and procurement procedures should be A1 and completely beyond reproach. If you want more money you should be evidencing, through public engagement how each member of the tax paying community is contributing to a better Cornwall, but also, and more importantly, why. As I see it currently I pay my Council Tax, but I think the services I get as a citizen, are inadequate.
we pay enough in tax. start cutting your management tiers. Would anyone notice if you removed the entire 4th tier of managers?
Keep rises to the minimum a lot of us are on fixed /low incomes
CT should not be used to subsidise central government cuts - it is a non-progressive tax and hits people unfairly. CT is already incredibly high and such large year-on-year increases are not sustainable. If you want to improve resident satisfaction then you should stop increasing CT.
Do not raise Council tax at all; reduce managers and/or their salaries
They are unfair. A few council-tax payers bear a disproportionate amount of costs, while well-off pensioners and individuals with

	<p>declared businesses at their home either do not pay or pay a lot less</p> <p>I don't think you have considered people on low incomes. On this page you have only displayed the increases to the bill for council tax, this is misleading as it will be higher as another 2% for social care will also be on the bill. While the amounts don't look like much, this will affect lower income families!</p> <p>Any increase in council tax in general terms is greater than the average persons annual pay increase and will lead to further hardship for most families</p> <p>Ignoring things outside of the Council's control such as Income Tax, I think overall the Council does a lot with a little. I myself would favour a Council Tax increase, but I fear this would be very unpopular, plus would slow economic activity, raising business rates although less unpopular would have an acute effect on economic activity. I'm assuming that after years of austerity there aren't really any efficiency cuts that can be made, so I would focus on lobbying central government for more money, and slowly over a very long time frame trying to make some investments to generate alternative revenue streams. This extra funding I would split between helping the most economically disadvantaged especially children, and investing in the local economy so as to increase future tax yields.</p>
Council tax – second home owners	<p>It is unacceptable to increase Council Tax again by so much - this is more than pay increases for most people and there is no visible benefit.</p> <p>Make 2nd home owners in Cornwall pay council tax - utterly disgraceful a county with one of the lowest national incomes should be subsidising rich people (I substituted people for a less polite word) from London and other rich parts of the country. Disgraceful!!!!!!!</p> <p>I am so sad at the state of our schools and the sorry towns with no life. I have no idea why you don't charge holiday homes more tax than you do. Just feels so wrong. Cornwall feels like it needs a new leader.</p> <p>I would be willing to pay more but there needs to be a shift in expenditure and further charges to holiday makers and second home owners</p> <p>Yes. Abolish the free business rates for all the holiday lets who get away with no Council tax or business rates, yet they and their guests use Council and NHS services</p> <p>Second home owners should be charged more and rental properties should pay appropriately for waste disposal.</p> <p>Introduce council tax for 2nd home owners.</p> <p>I think it is too much, especially for those who only on small pensions which are already stretched. The extra money should come from 2nd home ownership and</p> <p>Council tax should be set to one level for Council & Housing Association tenants not linked to a banding based on value of the property as tenants do not get a say. Double the Council Tax for second home owners and for landlords of holiday lets. Sell off unused property owned by the Council. Savings can also be made by not giving contracts automatically to Cormac as better value for money CAN be obtained</p>

	elsewhere.
	Charge people for second homes and reduce everyone else's.
	Many households are on minimum wage income, a big hike in council tax will just put people into bigger financial difficulties. Money needs to come from somewhere, agreed, but being an economically deprived county many residents just cannot afford the extra if the council tax were to rise as suggested. A tourist tax (as many foreign countries already have) would increase income as our resources are stretched to breaking point during the summer months. Second home owners should also pay full or 5% extra on top of full rates or at least be paying business rates and not taking advantage of reduced rates for under occupancy.
	We pay enough down here , charge second homes and holiday homes to make up the short fall
Council tax – student houses	Charge council tax on student houses such as those in Falmouth who use the facilities like rubbish collection but contribute nothing except lining greedy landlords pockets
	Go back and start again, get those who earn money from HMO to contribute more money, as students don't pay but use all the same services as those who pay council tax.
Energy	Where's Geo-Thermal Energy Plants?
General comments	The proposals are largely about supporting those who should be supporting themselves
	Priorities are misplaced. The budget is easy to balance without increases or adult social care levy
	every thing gos up where do you expect me to get the extra money from i will be lucky if i get 2.5% pay rise
	I don't envy your task of making the budget work when you're being shafted by central government
	I do believe the council could be more innovative, however, with the administration we have and the budget constraints i generally think the best is being done.
	balancing the budget exercises gave good insight into the difficulties of prioritising
	Wages have not increased enough to cover the proposed increase.
	You should cut all discretionary services or make sure they cost the taxpayer zero (like leisure) & focus money raised on protecting vulnerable & delivering core services like Waste, roads, housing, public transport
	I dont agree with the people who make this decisions are the ones who earn the most in Cornwall. Even if its £10-£50 more, thats alot extra on a house hold, thats food they'll have to cut/clothes/heating/family days out. You'll raise it anyway, youve made your mind up. i know this is just a tick box exercise, but its wrong!!
	While I undersdtand it's a difficult balance the Council repeateadly tries to do more than it has the skills and experience to do.
	Cornwall council is doing well during very challenging times!
	The Council has increased cost pressures but limited scope to achieve a balanced budget without the Government giving Cornwall deserved

"Fairer Funding".
You cannot keep cutting services. You cannot keep wages for LA workers at such a low rate that staff can't afford a basic standard of living and leave as soon as they can. You must be more robust in challenging Central Government about cuts. You must stop spending on ridiculous schemes which cost a fortune, such as SCIP!
Don't think you need so much for staying healthy or providing online services etc need to prioritise
they are unsustainable and unworkable the proposals will see a real cut in front line services for areas that are already stretched and working at capacity despite being amongst the very lowest funded in the country.
I dislike the way you have captured the budget split - it is too simplistic as a lot of the budget for children is for schools. I would like to see a breakdown of how much is actually spent on protecting vulnerable children rather than funding the schools
keep up the good work
Seems that common sense is prevailing
We need to pay more as residents as we have an excellent standard of living here
What has happened to the £3m left over from last year.You need to look in house to make savings and stop expecting the people in Cornwall to pick up the short fall.
It will happen.
A fair spread overall but tighter control needed
If you cannot manage the money you have, why should residents be expected to pay more and have fewer services. When will savings be made on high salaries and wasted money on road projects etc who is accountable?
If the council has claimed they've saved millions, question where has this money gone and secondly while hasn't it been used to cover the increase?
Surely people that come to Cornwall should be self sufficient, a large proportion of elderly of people needing council house and benefits come here. Why should a lifetime resident pay for this?
Essential services are already at a bare minimum - further reductions will make them unsafe.
I can't believe you are prepared to spend 4 times as much on elections and the Council than you are on libraries. Also, you should look at combining the 'keeping people fit and healthy' and the libraries budget because I am sure that there is a close link between the two.
Join public health and all social services to streamline the service provision and cut down on agency spend for these services plus cut out all non necessary and non statutory provisions
Since Cornwall Council came into being the whole County has slid backwards. All I see is gross mismanagement and no sign of improvements promised year after year. The council is very good at wasting money on things like the Truro City of Culture and vanity projects. There are far too many managers across all departments, constant job cuts only seem to effect the real workers. Bring back

District Councils.
I do not have any problems paying more for services but wages also need to increase. My family is on the limit financially as the present so more outgoings are not welcome
The allocation to children's is disguised by money that goes directly to schools, without the Council being able to say if that is being used efficiently.
a real drill down on what users of the Council ACTUALLY need to do their job needs to be looked at to help out the Council's books
I think you're doing your best with government cuts but really want to maintain the frequency of refuse collections
Council is doing its best in the face of continued Government austerity policies
Deliberate Govt cuts have made the situation for councils nigh on impossible and we are all having to pay more for everything. There are many people who will find it impossible to pay more.
This is a low wage county with many people on fixed incomes. You should be reducing it. saving another £100M is 1% of what you spend.
if private rents were restricted and social housing funded housing benefit bill would decrease. wages are low.
I believe that CC should help people to be empowered - forming good foundations will eventually reduce the need for other services (reactive)
Benefits receive more money than affordable housing in your budget - how is this going to reduce benefits costs? There is no incentive for people to work now a days. Disability benefits should be protected, but the rest should not receive an increase. we won't have to increase our council tax if people on benefits paid theirs!
Cornwall Council seems to focus and invest in fixing problems rather than investing in prevention. The budget proposal further supports this, investment in healthy living for example is a fraction of the "fix it" pots. Fixing the bureaucracy and inefficiency in an institution where the scale of the problem is massive is I appreciate a huge challenge but it is important. Behave like a business, take responsibility, be accountable and focus only on the necessary. .
Not good for the general low income workers
Very bad for residents as they are. Social care for young people with mental problems is not existent from painful experience with our daughter. Stop investing in new homes until you can afford to. Cut central overheads. Don't keep putting up taxes and taxing shops out of the high street. You are spending way too much and longer term making residents and business people impoverished.
you cannot raise tax and cut services
The Council is being asked to achieve the impossible.
Bad for normal people
What about health and dentists
Same old rhetoric hit the most vulnerable, protect the ineffective staff and executives saying they are the best imports we can get. Time for change learn from the past errors!!!!

Sticking Plaster, not a sustainable long term vision
Unrealistic, have you not heard of austerity?
Sell county farms if money needed
Realistic given the constraints
They seem fair and sensible
is it spread to thinly and nothing will be done well?
I can see that it is a tough choice, and you don't have enough money to spread around, however I feel the number of employees within the council is too high, with too many on very high wages. On the flip side to this, there is a growing use of outsourcing which provides either less service to the end user, or high costs to the contract owner. I don't know what the answer is, but I'd be willing to participate in any way I can.
Have to see the bigger picture, basic/vital services should always be priority above entertainment/leisure services
Introducing control on local rent and improvement in security if tenure for people in private rented sector could reduce housing benefit spend. Also council building social housing and sheltered housing - could also reduce social care spend. We should be lobbying national government for adequate funding for important services. More communication of funding crisis to local people to highlight injustice of this and impact on people's lives.
Do even more PR to explain all the money isn't spend on bins, street lights and pot holes - my mother doesn't believe this or argee with spending on social care anyway as she currently doesn't need it (thankfully) even though any of us may need this one day and she's had 2 kids. Explain it's a safety net for us all and why other CC services are important. Use short videos to do this. Conversely consider whether the social care budget is being spent effectively. Other departments take a hit to protect care budgets which I agree with but only if that money is being properly spent. If not our redundancies are for nothing.
It's a tricky task. But I do believe there are areas where the council could work smarter which would help.
Publish how much money government give for fire and rescue against how much they receive
The MYP of mid-Cornwall is not impressed with the running of services in Cornwall especially when compared to Councils such as Devon.
i think it's misleading that you are separating the gov adult social care 2% (which is optional) from your own additional increases. please just state the overall %
Who, either an Officer or a Portfolio Holder, has overall responsibility for Section 106 allocations from Developers?How is this spent?
write off under sect13a lgfa 1992 council tax for ppl mentally suffering or suicidal write off debt
They have a disconnect between what the government is prepared to offer and what the council says we need in order to operate successfully.
yes It appears that the council spenda politically rather than intelligently for example the Bodmin road scheme.

	under the current climate they seem very fair
	It seems to be making the most of scarce resources in as fair a way as possible
Generate income	Difficult to judge without the beef of explanation on the bones
	More finances need to be raised. Most people are willing to pay a little more if they can see it is money well spent and good value. More support is needed from the voluntary sector, i.e. with community projects to make people feel included in their community, to keep it a safer environment and clean. Day centres, drop in cafes, etc. Social media could facilitate this.
	Increased tax for less services is very bad much better to invest in projects that will generate income
Housing	priorities seem appropriate
	spend money improving what you have and struggle to up keep rather than taking on more or building new etc
	Difficult decisions and poor messaging about Council services make this harder
	Whilst I appreciate funding is a difficult topic and tough decisions need to be made, there are many financial decisions the Council takes which even as an employee of the Council I find deeply uncomfortable and do not instill confidence in how decisions are made (and more importantly who makes these decisions) regarding where to spend money.
	Far too much spent on development. Developers profit hugely from the planning decisions granted to them and really ought to be paying a premium for the privilege of building, not the other way around!
	Very bad for residents as they are. Social care for young people with mental problems is not existent from painful experience with our daughter. Stop investing in new homes until you can afford to. Cut central overheads. Don't keep putting up taxes and taxing shops out of the high street. You are spending way too much and longer term making residents and business people impoverished.
	I think we need to be proactive in building small living starter homes for low council rental, this for a very small investment will increase Council income allowing for more money to be spent elsewhere. Property development for one seems to be limited into thinking about alternative ways to deliver and stuck using high priced private companies to deliver for profit rather than the good of the local people with simple local needs like affordable housing which is not available even under section 106 or Help to Buy.
	Good. As a young person I think ore should be spent on adult social care and building AFFORDABLE housing.
	Introducing control on local rent and improvement in security if tenure for people in private rented sector could reduce housing benefit spend. Also council building social housing and sheltered housing - could also reduce social care spend. We should be lobbying national government for adequate funding for important services. More communication of funding crisis to local people to highlight injustice of this and impact on people's lives.
	Recycling needs to improve, Cornwall's recycling is very poor in

	<p>comparison to other counties - collect recycling weekly and bins fortnightly. Young people (we are doing this as a year 12 economics lesson) - they say: "the school you get into is a lucky dip, this breaks up friendships and causes lots of stress on young people. If you live in Goonhavern you dont have first choice of any school - you get what is left over from Treviglas, Tretherras, Richard Laneder and Penrice - you dont get to choose and it is very stressful, its a postcode lottery. The housing developments are too much, especially in Newquay however public services are not being invested in (doctors, schools) - every thing is over subscribed. The summer also puts lots of pressure on our services such as the police and NHS - this must be considered. The MYP of mid-Cornwall is not impressed with the running of services in Cornwall especially when compared to Councils such as Devon.</p>
	<p>If you are providing finance for extra housing, this should include funding for more infrastructure, such as doctors surgeries, schools etc, which doesn't seem to be the case at present with all the house building now going on</p>
	<p>Yes stop wasting money on trips to Cannes, you need to stop cuddling up to big national developers. Build Council houses where they are needed not all around Truro</p>
	<p>Yes, stop all the development of homes that are just for those moving into the county who can afford to sell and buy here when there is no provision for local people (priced out) and no new doctors or hospital investment to support them. Forget the giant elephant that is the cornwall stadium. too few people with benefit financially and it will destroy the countryside and city centre of Truro and create a mass urban sprawl full of separate housing estates. Absolutely dreadful town planning.</p>
Housing benefit	<p>Too much is being spent on housing benefit.</p>
	<p>new homes shouldn't have a priority on budget, health is good amount but stop spending on helping young people they have options from government fo help. Housing benefit council tax support is government funded, if can't afford it they have to make the difference up not working people through council tax.</p>
	<p>There HAS to be a way of reducing housing benefit payments although i know thisis national policy making</p>
	<p>I object to councils having to fund Housing Benefits - why cant this be oart of the Universal Credit arrangements funded by Central Government?</p>
Living wage	<p>If everyone was paid the living wage by employers there would be less need for the top up on low income families</p>
Lobby the Government	<p>You cannot keep cutting services. You cannot keep wages for LA workers at such a low rate that staff can't afford a basic standard of living and leave as soon as they can. You must be more robust in challenging Central Government about cuts. You must stop spending on ridiculous schemes which cost a fortune, such as SCIP!</p>
	<p>Go back and start again, get those who earn money from HMO to contribute more money, as students don't pay but use all the same services as those who pay council tax.</p>

	<p>The proposals are fair and practical, but most important is continued lobbying to the government on the continual cuts to the budget from them. The impact on the families I volunteer to support is very worrying, especially with the introduction of UC and the impact on families with a disabled child and/or young adult, who is unable to work because of their caring role.</p>
	<p>Central government need to give more to the regions especially as Cornwall shot itself in the foot over brexit</p>
	<p>Would be nice to see national government continue more. But that won't happen</p>
	<p>There is unfair pressure applied by Whitehall and more powers, taxes and budget should be transferred from Whitehall to Cornwall Council. Due to austerity Cornwall Council is forced to invest less than it should in the Cornish economy and public services.</p>
	<p>Introducing control on local rent and improvement in security of tenure for people in private rented sector could reduce housing benefit spend. Also council building social housing and sheltered housing - could also reduce social care spend. We should be lobbying national government for adequate funding for important services. More communication of funding crisis to local people to highlight injustice of this and impact on people's lives.</p>
	<p>CT should not be used to subsidise central government cuts - it is a non-progressive tax and hits people unfairly. CT is already incredibly high and such large year-on-year increases are not sustainable. If you want to improve resident satisfaction then you should stop increasing CT.</p>
	<p>More resources could be available if a meaningful devolution deal were sought</p>
	<p>Ignoring things outside of the Council's control such as Income Tax, I think overall the Council does a lot with a little. I myself would favour a Council Tax increase, but I fear this would be very unpopular, plus would slow economic activity, raising business rates although less unpopular would have an acute effect on economic activity. I'm assuming that after years of austerity there aren't really any efficiency cuts that can be made, so I would focus on lobbying central government for more money, and slowly over a very long time frame trying to make some investments to generate alternative revenue streams. This extra funding I would split between helping the most economically disadvantaged especially children, and investing in the local economy so as to increase future tax yields.</p>
Reserves	<p>Breakdown/ Analysis of the type of reserves that are held would be helpful.</p>
Roads, car parks and transport	<p>Your survey seems intent on channeling citizen views in narrow ways, only accepting them on your terms, and doesn't provide citizens opportunity to share their own views rather than dividing tokens between arbitrarily chosen headings of your choosing. I am disappointed that you haven't included the Cornish language, I would like the Cornish language taught in every school in Cornwall rather than a limited program in only a few schools as at present. There is no</p>

	<p>mention of promoting cycling and improving facilities for it so that more people can make more of their journeys in this way, which could reduce the demand for car journeys, congestion and pollution.</p>
	<p>don't raise parking charges, you're killing towns</p>
	<p>Too focussed on the so called vulnerable. Do not raise car park charges as our towns are suffering already.</p>
	<p>councils priority on the use of low carbon emission vehicles - public transport, company cars (council), what is the priority re cycle lanes and pathways, safety of our roads,</p>
	<p>Roads OK - better public transport Planning dept is a disgrace!</p>
	<p>YES. I don't want to see any economic growth or new roads etc. I think there is a climate crisis ahead. I have put a lot of money to "look after our countryside parks and beaches". I actually mean for this to fund degrowth, reduction of industry and supermarkets, development of local food and energy.</p>
	<p>It would be disappointing if the council intended to increase parking charges, as the current charges are already affecting trade in the town centres.</p>
	<p>The amount we spend on keeping people healthy and on maintaining roads is shockingly low</p>
	<p>Above inflation Parking charge increases are counter productive</p>
Social Care / Health	<p>More money to adult social care</p>
	<p>spend on social care the money you raise and spend some of the 19 million section funding on projects put out to tender works that are given to cormac</p>
	<p>need to find another way to pay for adult social care as it is unsustainable in a low income county with lots of older people</p>
	<p>new homes shouldn't have a priority on budget, health is good amount but stop spending on helping young people they have options from government for help. Housing benefit council tax support is government funded, if can't afford it they have to make the difference up not working people through council tax.</p>
	<p>Stop asking the residents to cough up more money, stop sending Councillors and high paid staff abroad on "visits", reduce the number of Councillors down to 80 at most thereby cutting their allowances and costs, remove/reduce un-necessary teams / departments in the Council for example Corporate Communications, Project Managers, Brexit Team, parts of HR especially as the number of staff is reducing significantly for Cornwall Council, use the money wisely rather than paying consultants that is still widespread, stop backing "economic developing" schemes - the here and now is important including the social deprivation suffered by most in Cornwall, address the infrastructure on the busiest roads first rather than building 100-1000s of new housing in the County. STOP STOP increasing Council Tax...look at the amount of summons, court orders and defaults you have at the moment issued each month for people who cannot afford the Council Tax now without increasing it. Also the adult social care levy is not working, there has been no change in the service offered for the last 2 years only more senior staff wages increases and departments</p>

	increasing.
	Social care for the vulnerable and elderly is a continually growing issue so more focus on budget allocation and efficient use of resource would be good
	i think less needs to go on adult social care in the way that it is currently spent. Clever spending needs to be applied.
	CUT BACK ADULT AND KIDS SOCIAL CARE
	You need to redefine social care. 50% of the budget is too much. It's indicative of liberal thinking and has to stop.
	None, increase funding for education (including FE) and social care.
	I would like to see a tangible result from this budget. Having had personal experience of poor support for an elderly, vulnerable adult it is one thing to say that a certain amount of money will be earmarked for a particular sector but for the "ordinary" resident there seems to be little visible evidence of this spending.
	More needed for adult social care and prevention
	Too much spent on adult social care
	Good. As a young person I think ore should be spent on adult social care and building AFFORDABLE housing.
	Do even more PR to explain all the money isn't spend on bins, street lights and pot holes - my mother doesn't believe this or argee with spending on social care anyway as she currently doesn't need it (thankfully) even though any of us may need this one day and she's had 2 kids. Explain it's a safety net for us all and why other CC services are important. Use short videos to do this. Conversely consider whether the social care budget is being spent effectively. Other departments take a hit to protect care budgets which I agree with but only if that money is being properly spent. If not our redundancies are for nothing.
	Too much money on adult services, not enough money on things that really matter for the general public
	We have had experience where Social Carke has been forcibly involved where not needed, and this example of wasted resource is likely to be repeated in different spheres.
	The amount we spend on keeping people healthy and on maintaining roads is shockingly low
Toilets	Crazy charging for toilets and probably discriminatory for people with prostate and similar issues.
Tourist tax	It shouldn't be up to resident's to pay the full costs of the County when the population is 400% larger during the "season". There has to be a fundamental review of funding for Cornwall, and it can no longer increase Council Tax when services have been devolved. Likewise school budgets if more are direct funding via Academy Status.
	Think locals first. we live in a low income county visited by very wealthy visitors who use and enjoy Cornwall Councils services while here so rebalance the situation and place an appropriate financial responsibility on the wealth visitors and the attractions that draw them here
	Many households are on minimum wage income, a big hike in council tax will just put people into bigger financial difficulties. Money needs to

	<p>come from somewhere, agreed, but being an economically deprived county many residents just cannot afford the extra if the council tax were to rise as suggested. A tourist tax (as many foreign countries already have) would increase income as our resources are stretched to breaking point during the summer months. Second home owners should also pay full or 5% extra on top of full rates or at least be paying business rates and not taking advantage of reduced rates for under occupancy.</p>
	<p>Recycling needs to improve, Cornwall's recycling is very poor in comparison to other counties - collect recycling weekly and bins fortnightly. Young people (we are doing this as a year 12 economics lesson) - they say: "the school you get into is a lucky dip, this breaks up friendships and causes lots of stress on young people. If you live in Goonhavern you don't have first choice of any school - you get what is left over from Treviglas, Tretherras, Richard Laneder and Penrice - you don't get to choose and it is very stressful, it's a postcode lottery. The housing developments are too much, especially in Newquay however public services are not being invested in (doctors, schools) - every thing is over subscribed. The summer also puts lots of pressure on our services such as the police and NHS - this must be considered. The MYP of mid-Cornwall is not impressed with the running of services in Cornwall especially when compared to Councils such as Devon.</p>
Town centres	<p>I am so sad at the state of our schools and the sorry towns with no life. I have no idea why you don't charge holiday homes more tax than you do. Just feels so wrong. Cornwall feels like it needs a new leader.</p>
	<p>don't raise parking charges, you're killing towns</p>
	<p>Too focussed on the so called vulnerable. Do not raise car park charges as our towns are suffering already.</p>
	<p>Very bad for residents as they are. Social care for young people with mental problems is not existent from painful experience with our daughter. Stop investing in new homes until you can afford to. Cut central overheads. Don't keep putting up taxes and taxing shops out of the high street. You are spending way too much and longer term making residents and business people impoverished.</p>
Voluntary contributions	<p>I strongly disagree with any voluntary increases. Passing services to parish councils who increase charges substantially is already increasing the overall percentage increase currently. Any further is unfair, unaffordable and frankly insulting</p>
	<p>If we put more money into services/charities to help people with mental health/addiction/debt problems as these groups proportionately are high users of Council services so if we could help these people get their lives back together it would reduce Council costs and benefit our communities.</p>
	<p>I agree there needs to be an increase in tax to pay for services. Present services are untenable and I do not think that the country should be relying on charities and volunteers this is a very precarious and irresponsible way to govern a country.</p>
	<p>I was happy to say yes to, an extra 2 per cent for social care but not another voluntary contribution.</p>

Other	We will not be listened to and the council is not honest about monies are spent
	legalised theft!
	No
	Not any different than the last one
	No
	No
	No
	Very poor
	Its just another money making scheme, you miss spend the money already and over pay the fat cats at the top.
	Ridiculous - would love for you to take thr time to respond
	I like mine better
	You have plenty of money
	Rubbish
	They are useless
	Really clearly set out and understandable
	Generally in agreement
	Need more money
	Less privatitastion on services and outsourcing and keep services run under public control
	People should be more responsible for their own lives and stop relying on councils!
	if you spend more on improving access to complain etc you raise expectations which can not be met which frustrates service users
	Cornwall Council should reduce the level of in-migration and should reduce housing development and road building as a means of cutting expenditure.
	It doesn't mention 'services'
	Not happy
	your figures at the top of this page are wrong - you say over.....an increase of 3.99% would mean an increase of £0.88 per week and then say a proposed 2% increase would be the same??
	No
	Requires improvement
	Most Councillors are in it to better their own positions or bussiness
	No
	No
	The headings are such that it is not possible to target areas in need of additional funding as the groupings are too broad, with no assurances that the Council will support the areas that I consider are in need.
	Does not include police, although separate
	Sorry I have not studied these in detail.
Outrageous you are so wrong	
I would increase to the maximum extent permitted	
Disgusting	
no	
NO	

No
No
See above
if It gets spent as allocated, on services. No problem.
Helping people stay well and keep healthy ??? what is this. Expect better parenting from adults. Too many wasters moving into the County.
biased questions. helping economic growth is unproven
Realise it's difficult, but other options need to be explored before the whole system implodes, but that will require national restructures
Try again
None
Why ask?
I only recall seeing how money is currently spent, not how you propose to spend it in the future?
I prefer my suggestions.
No
Think what ever we say you will ignore
Having asked - can you really adjust your budget direction to take account of what people tell you?
No
Any point
No
Where is the detail? Saving lines don't tell me where you are making real changes and how you are going to spend the money
Display of incompetence
Maybe this is asking too much from people on fixed income
No budget for police!
too many to list here
Do not bring out of county people down to fill homes here however much other counties pay
no

Cornwall Council budget engagement 2018

Appendix 2 – Feedback from town centre visits

As part of the Council's budget consultation and engagement this year Cornwall Council Cabinet Members visited 19 town centres, during October and November, to explain the budget challenge and to hear peoples' views. We visited: Bodmin, Bude, Callington, Camborne, Camelford, Fowey, Hayle, Helston, Launceston, Liskeard, Falmouth, Newquay, Padstow, Penzance, Perranporth, Roche, Saltash, St. Austell, and Truro.

Cabinet Members, supported by the Communications and Engagement Service, had conversations with over 800 people and asked them how they would spend the budget, how much they would increase Council tax by, how they would raise additional money, and if they would support the principle of voluntary contributions. We answered their questions about the draft budget and other Council issues and we also heard from them about issues that were important to them.

The people engaged with were able to talk with a Cabinet Member and write their comments on chalkboards. Many people thanked the Council for coming to their town to talk with them and a lot of the people we heard from appreciate how reducing budgets are making it increasingly hard for the Council to provide services. There was a certain amount of acceptance and resignation that Council tax and charges will have to increase to cover costs. Most of the people we spoke with were not aware that the Council will not receive the Government Revenue Grant after 2022 and Cornwall will have to be self-funding. The top general themes were:

1. Health and Social Care (38)
2. Housing / infrastructure (33)
3. Council Tax / Business Rates / Second homes / Tourist tax (33)
4. Highways (27)

This broadly reflected the feedback received through other budget engagement activity including the online survey, emails and community network meetings, and included comments about:

- Health and Social Care, with people typically commenting "More adult care services", "Support for social enterprise for young families needed" and "Better mental health services"
- Housing and infrastructure, with comments like: "We need more affordable homes", "Better infrastructure to support housing growth", and "Need better quality housing for local people"

- Council tax and Business rates, with comments like: “If you want to keep services you have to pay more” and “Close business rates loophole on holiday homes” and “Business rates killing town shops”
- Highways, with comments like “Speeding issues”, “Pavements need to be repaired and maintained” and “Mend potholes properly”.

As well as general and shared subjects, towns had their own local issues that people we heard from told us about, including for example:

- Safety concerns around Bodmin’s highway improvement scheme
- Camelford’s increased housing numbers putting pressure on the local school, health and infrastructure, and heavy traffic causing air quality issues
- Lack of a secondary school in St Agnes and Perranporth Community Network area means local children are having to travel to non-catchment schools further away and inconsiderate parking near the primary school making it unsafe for children and parents travelling on foot.

Please see tables below for lists of all comments made to us, as part of the budget engagement, in town centres and written on the chalkboards by (1) subject and also by (2) towns.

Table 1: Comments made by subject	
Subject	Comment made / written on chalk board
Council Tax / Business Rates / Second homes / Tourist tax	Happy to pay more Council tax
	People’s contributions should be means tested
	Struggling with Council tax
	Council tax should be based on service use not house price
	Need to think about higher taxation
	Council tax linked to inflation – would prefer 3% - need to think about higher tax
	Raising Council Tax - people in Cornwall can't afford it.
	Collect Council Tax areas
	If you want to keep services you have to pay more
	Accepting of the rise but it's because of central government cuts
	Happy with the rise
	Happy to the council tax Rise
	Accept the council tax rise
	Business rates should be reduced for small shops dedicated to making town centres viable
	Fairer business rate system
	Shops rates to be less
	Business rates killing town shops
	Cut business rates for shops
Business rates too high	

	Business rates too high
	Landlords should pay Council tax
	Introduce a tourist tax
	Support tourist tax
	Why don't we charge a tourist tax?
	Close business rates loophole on holiday homes
	Make second homeowners pay rates
	Raise extra money from second homes
	2nd homeowner contributions
	Second home owners pay more tax
	Target second home owners
	Tax empty buildings, shops etc.
Education/ young people	Village schools are losing teachers - need more funding
	Youth centre
	More books in schools
	Education
	Community spaces for kids
	Youth activities
	Activities for youth and younger children i.e. Parks and youth centres
	Need access to schools for secondary school age children with better transport
	Perranporth, Goonhavern and St Agnes do not have a dedicated secondary school. With Richard Lander and Newquay Tretherras Schools full children from the villages have to travel to Penair School on the far side of Truro without dedicated school transport or attend Newquay Treviglas which is a failing school. Children are even having to attend Redruth schools with long journeys and making friends outside of their own communities
	Perranporth, Goonhavern and St Agnes do not have a dedicated secondary school – catchment schools are full
	Perranporth, Goonhavern and St Agnes do not have a dedicated secondary school – catchment schools are full and parents with children in Truro Richard Lander or Newquay Treviglas struggle to attend events and get their children to other schools as far away as Redruth
	Perranporth, Goonhavern and St Agnes do not have a dedicated secondary school – children are having to attend schools outside of the catchment area
Environment	Air quality concerns continuing issue
	Data seems to suggest air quality has improved since traffic changes, especially in Dennison Road where the air quality meter is sited
	Queueing and idling traffic causes air quality problems
	Air quality issues with heavy traffic through the town
	Environment
	When will they do street cleaning
	Parks/Beaches responsibility to Charity Trusts
	Data seems to suggest air quality has improved since traffic

	changes, especially in Dennison Road where the air quality meter is sited
Health & Social Care	Adult social care is in a poor state and homecare needs to be improved
	Care homes and social care
	Means testing of ASC clients
	Healthcare
	Increase adult social care spending and integration
	Invest in social care to keep people at home
	Stop preventative health initiatives
	Paying for Adult Social Care is important
	Safeguarding the vulnerable
	Better adult care assessments
	More adult care services
	More adult social care
	Adult Social Care and Children's Services need more resources
	Increase spending on social care for young people and vulnerable adults
	Protect the vulnerable
	Can't cut social care
	We need more support for autistic and mental health - especially for autistic parents
	Mental Health Services need improving
	Mental health services for children are priority
	Mental health underfunded
	Mental health services
	We should protect mental health services
	Better mental health services
	More specialist dementia care
	Support for Health Hub needed – why has the £75k been withdrawn
	Safeguarding Children and Education
	Spend more on young people
	Support for social enterprise for young families needed
	Child and adolescent mental health provision is extremely poor in Cornwall
	Children are the future - invest in them - early help
	Concerns about private care company contracts, their viability and the wage levels of their staff.
	Re-use of community equipment (ensure mobility and elder care aids are reclaimed and re-used – Tremorvah and ASC stores such as Bodmin)
Extra money for OAPs	
Lack of community funding for older people who are isolated and want to meet people	
Homeless issues	
Homeless and vulnerable adults	
NHS	

	Better health care and a new hospital
Highways	Bodmin traffic scheme, particularly at the Dennison Road junction is 'an accident waiting to happen'
	Sight lines are not good for people in wheel chairs on the Dennison Road junction
	Fore Street should be semi-pedestrianised
	Police Community Support Officers (that use electric bikes) have perceived a drop in speeds and accidents, and general traffic calming
	Cormac road crews reduced pride in their work
	Sub-contractors sent to assess damage and maintenance issues but absence of following up on required work
	Waitrose roundabout at Saltash wasted £1.6 million and is dangerous
	Roundabout at Saltash Waitrose needs improvement
	New road from A30 to avoid A390
	Speeding issues
	Speeding enforcement – some sites in Liskeard need more effective traffic calming
	Speed bumps needed in Roche
	Street maintenance should be a priority for safety
	Road maintenance
	We need potholes fixed
	Potholes are an issue
	Mend potholes properly
	Fix potholes and roads
	Pavements need to be repaired and maintained
	Uneven surface on the town square needs attention
	Road improvements
	More/ better signage
	'No through' sign on Cannon Hill is too small people mistake it for a cut-through, and have to reverse dangerously back onto main road. Need a bigger or better-placed sign
	Mistakes on roads are costly
	Roads are an issue
	Car parks and highways need to talk to each other
	Ask Cormac about works towards Treluswell
Queueing and idling traffic causes air quality problems	
Data seems to suggest air quality has improved since traffic changes, especially in Dennison Road where the air quality meter is sited	
Housing / infrastructure	More housing
	More Council Houses
	Borrow money to build more council houses
	We need more affordable homes
	Why aren't there enough affordable homes?
	Need more affordable housing in Fowey
	Property needed for young people

	young people can't afford the deposit
	Better infrastructure to support housing growth
	Put infrastructure in place to support building of new homes e.g. schools and doctors, etc
	Better infrastructure needed for additional housing
	Need more infrastructure for additional housing, schools, doctors, dentists, roads, sewage etc.
	Pressure on school and health services from extra housing
	Pressure on sewage system from extra housing
	Lack on infrastructure to support extra housing built in the area
	Only build houses if you build roads and services too
	Affordable rents
	Why aren't they affordable?
	Prioritise housing benefits for people on low incomes
	Locate students away from residents
	More homeless provision needed
	More homes for the homeless - churches can open their doors as somewhere safe
	Improve home insulation
	Need better quality housing for local people
	More play areas in new housing developments
	Use empty properties
	Outsiders getting housing priority
	Wimpy in Perranporth selling to Birmingham Corporation (issue raised through police attendance and ASBO)
	Too many houses (being built)
	No more housing - far too many
	No to housing lets
	Lots spent on temporary housing
	proportionately reduce housing benefits
Lobby the Government	More autonomy for Cornwall required
	Need more Government funding
	Budget not high enough (need more money)
	Stop the cuts from central government
	Accepting of the rise but it's because of central government cuts
Parking	More parking wardens and disabled spaces
	Free car parking
	Cheaper parking in towns
	No traffic wardens
	Free car parking first hour
	Parking charges are an issue
	Mark spaces on Albert Quay
	Encouraging free parking in town around drop offs
	Lower car park charges for economy
	Free car parking to boost high streets and counter the drift to out-of-town shopping
	Parking - many traders and their delivery vehicles have difficulty complying with the law (no on street parking, bumping up on

	pavements etc.)
	The Council could sell 'delivery permits' to make life easier for traders and deliveries to their shops/businesses etc
	Cut parking charges
	Free parking all day Saturdays
	parking charges
	Free parking after 2pm on Xmas parking days. More notice to publicise also notice up in car parks
	Inconsiderate parking outside the primary school is making travel to school dangerous for children and parents arriving on foot
	Parking charges in high street affects local shops and restricts business
	Parking charges on beaches
Toilets	Free/public toilets
	Public toilets
	Keep toilets open
	Happy to pay to keep public toilets open
	Keep toilets open until after half term
	More toilets
	Stop wasting money -£600K toilet
	Availability of public toilets
	Public toilets
	More toilets and facilities
	Keep toilets open
Town centres	The new library site is a bit 'out of town' and lacks parking
	Death of town centre shopping is a big issue
	Stop out of town shopping
	Revive town centres
Transport	Bodmin had been too focused on cycling – this is wasteful and the use of cycle routes is overestimated
	A better and cheaper bus service is needed
	Bus times and reliability are an issue
	Bus services are important
	Bus service from Falmouth town centre to the Beacon time changed before 9.30am and concessionary fare passes can't be used
	Public transport
	Limited buses to the lizard
	Better public transport (Launceston to Exeter)
	Transport - rural and towns
	Bus service Launceston to Bodmin, can't use pass before 9:30am
	Rural public transport
	Better public transport
	Better transport to secondary schools
	Rural public transport
	Older people transport - reduced funding
	Older people are claiming bus passes/winter fuel allowance when they can afford it and are off abroad etc

	Less buses more sustainable transport
	More footpaths so you don't need a car
	Park and ride is brilliant
Voluntary	If we have to pay for services then support voluntary contributions
	If spent on education
	Happy for voluntary contributions
Waste / recycling / litter	More bin men
	Litter being dropped - education & collection
	More education on recycling
	Litter/waste is a problem
	Litter picker needed in Camborne
	Fortnightly bin collections with weekly recycling
	Weekly rubbish collection
	Recycle more - that way the council makes more money and council tax will go down
	Saltash recycling centre should be open 1 evening a week
General	Local tradesmen are funding a new youth Sport Centre on Walker Lines estate, aimed at reducing anti-social behaviour and youth disengagement
	The new 'community hub' use of the former Passmore Edwards site is good
	We're struggling to make do but need the services
	I get it, I understand the challenges
	You are doing a good job
	It's difficult delivering services but without the money
	It's a struggle but I receive support so understand the need to fund services
	I am quite happy with what the Council do for me
	Need to focus spending on priorities e.g. not Cornish language
	Council cuts but Councillors getting more money
	Skate park
	Tucking mill refurbished
	Local decision making
	More police
	More community in high street
	Less consultation
	We need the council services
	Issues with the Town Council and Cornwall Council making decisions without involving the community
	Waste of money for Council Cabinet etc
	Pay Council CEO less
	Libraries
	ATM's closing/planning
	Tywardreath (is a forgotten village)
	Open place board 6 - 10 months
	Library
	Money spent on Newquay Airport
	We know you have a difficult job

Don't know how you do it
Fines if owners don't maintain their buildings
Too many empty shops
Libraries
Don't waste money on hot rocks
Stop sending money abroad
Better control of Cormac
Community oversight of town council spending
Clean up dog poo
Ancient monument and heritage sites have been neglected in recent years, formerly well-kept amenities now scruffy and overgrown
Excessive consultation – money spent on consultation should go towards service provision instead
Library service run by a subsidised social enterprise may affect other local caterers
Improve building signage
Lot of respect for you guys
Excellent service
Dog fouling
Agricultural business - Australian entrepreneur intends to invest in Cornwall with fertiliser manufacture, intends to employ seniors and retrain them
Loss of traditional industries - need help for fishing, farming, mining
Cornwall is good compared to Devon (tourists' view, better roads, car parks, leisure amenities)
Reduce number of councillors
Reduce mailings/postage
Building community and engaging
Specialist consultations
Means tested pensions - old people have too much money
Communicate and support specialist groups
Charge more for services - weddings, planning, etc
Reduce councillor pay and administration costs
Reduce admin and online costs
Invest in libraries
Less money on senior managers
It's complicated
Council is wasting money on services for a lot of people
Improve Saltash Waterfront, remove the old boats.
People having falls and council paying them off
No stadium
Community safety
Libraries
No pay rise for councillors
We ought to keep doing what we're doing
It's a really big and difficult problem, I didn't know how big the problem is

	We can't get through to the council easily
	Not happy with losing the EU money
	Reassurance that the council is spending the money efficiently
	Utilise volunteers/residents skills more
	Cornwall Council to link in with existing community groups
	support for volunteer contributions

Table 2: Comments made by towns		
Town	Subject	Comment made / written on chalk board
Bodmin	Council Tax / Business Rates	Business rates should be reduced for small shops dedicated to making town centres viable
	Environment	Air quality concerns continuing issue
		Data seems to suggest air quality has improved since traffic changes, especially in Dennison Road where the air quality meter is sited
		Queueing and idling traffic causes air quality problems
	Health & Social Care	Concerns about private care company contracts, their viability and the wage levels of their staff.
		Adult social care is in a poor state and homecare needs to be improved
		Means testing of ASC clients
	Highways	Bodmin traffic scheme, particularly at the Dennison Road junction is 'an accident waiting to happen'
		Sight lines are not good for people in wheel chairs on the Dennison Road junction
		Fore Street should be semi-pedestrianised
		Police Community Support Officers (that use electric bikes) have perceived a drop in speeds and accidents, and general traffic calming
		Cormac road crews reduced pride in their work
		Sub-contractors sent to assess damage and maintenance issues but absence of following up on required work
	Town centres	The new library site is a bit 'out of town' and lacks parking
		Death of town centre shopping is a big issue
	Transport	Bodmin had been too focused on cycling – this is wasteful and the use of cycle routes is overestimated
	General	Local tradesmen are funding a new youth Sport Centre on Walker Lines estate, aimed at reducing anti-social behaviour and youth disengagement
		The new 'community hub' use of the former Passmore Edwards site is good

Bude	Health & Social Care	We need more support for autistic and mental health - especially for autistic parents
	Highways	We need potholes fixed
	Lobby the Government	More autonomy for Cornwall required
	General	We're struggling to make do but need the services
		I get it, I understand the challenges
		You are doing a good job
		It's difficult delivering services but without the money
It's a struggle but I receive support so understand the need to fund services		
I am quite happy with what the Council do for me		
Need to focus spending on priorities e.g. not Cornish language		
Callington	Council Tax / Business Rates	Happy to pay more Council tax
		People's contributions should be means tested
	Education/ young people	Village schools are losing teachers - need more funding
	Health & Social Care	Mental health services for children are priority
	Highways	Waitrose roundabout at Saltash wasted £1.6 million and is dangerous
	Housing / infrastructure	More play areas in new housing developments
General	Council cuts but Councillors getting more money	
Camborne	Council Tax / Business Rates	Struggling with Council tax
		Council tax should be based on service use not house price
		Business rates too high
	Education/ young people	Youth centre
	Health & Social Care	More adult social care
	Housing / infrastructure	No more housing - far too many
		No to housing lets
		More housing
	Parking	More parking wardens and disabled spaces
		Free car parking
		Cheaper parking in towns
		No traffic wardens
		Free car parking first hour
	Toilets	Free/public toilets
		Public toilets
		Keep toilets open
	Waste / litter	Litter/waste is a problem
		Litter picker needed in Camborne
	General	Skate park
Tucking mill refurbished		

		Local decision making
		More police
		More community in high street
		Less consultation
		We need the council services
Camelford	Environment	Air quality issues with heavy traffic through the town
	Health & Social Care	Support for Health Hub needed – why has the £75k been withdrawn
	Highways	New road from A30 to avoid A390
		Speeding issues
	Housing / infrastructure	Pressure on school and health services from extra housing
		Pressure on sewage system from extra housing
Lack on infrastructure to support extra housing built in the area		
General	Issues with the Town Council and Cornwall Council making decisions without involving the community	
Falmouth	Council Tax / Business Rates	Landlords should pay Council tax
		Introduce a tourist tax
	Health & Social Care	Spend more on young people
		Support for social enterprise for young families needed
	Highways	Potholes are an issue
		Pavements need to be repaired and maintained
		Uneven surface on the town square needs attention
	Housing / infrastructure	Property needed for young people
		Locate students away from residents
		More homeless provision needed
	Lobby the Government	Need more Government funding
		Budget not high enough (need more money)
	Toilets	Happy to pay to keep public toilets open
	Transport	A better and cheaper bus service is needed
		Bus times and reliability are an issue
		Bus services are important
		Bus service from Falmouth town centre to the Beacon time changed before 9.30am and concessionary fare passes can't be used
	Waste / recycling / litter	More bin men
		Litter being dropped - education & collection
		More education on recycling
General	Waste of money for Council Cabinet etc	
	Pay Council CEO less	
Fowey	Council Tax / Business Rates	Close business rates loophole on holiday homes
	Highways	Roads are an issue
		Car parks and highways need to talk to each other
		More/ better signage
Housing /	Need more affordable housing in Fowey	

	infrastructure	Improve home insulation
	Parking	Parking charges are an issue Mark spaces on Albert Quay
	Toilets	Keep toilets open until after half term
	General	Libraries ATM's closing/planning Tywardreath (is a forgotten village) Open place board 6 - 10 months Library Money spent on Newquay Airport
Hayle	Council Tax / Business Rates	Make second homeowners pay rates
		Raise extra money from second homes
	Education / young people	More books in schools
		Education
	Health & Social Care	Mental Health Services need improving
		Safeguarding Children and Education
		NHS Care homes and social care
	Highways	Mistakes on roads are costly
	Housing / infrastructure	Use empty properties
		Outsiders getting housing priority
		Too many houses (being built)
		Need better quality housing for local people
	Toilets	More toilets
Transport	Public transport	
Voluntary contributions	If we have to pay for services then support voluntary contributions	
General	We know you have a difficult job	
	Don't know how you do it	
Helston	Council Tax / Business Rates	2nd homeowner contributions
		Tax empty buildings, shops etc.
	Education / young people	Community spaces for kids
		Youth activities
	Health & Social Care	Healthcare
	Housing / infrastructure	Lots spent on temporary housing
	Parking	Encouraging free parking in town around drop offs
	Toilets	Stop wasting money -£600K toilet
	Transport	Limited buses to the lizard
	Voluntary Contributions	If spent on education
	General	Fines if owners don't maintain their buildings
		Too many empty shops
		Libraries
Don't waste money on hot rocks		
Stop sending money abroad Better control of Cormac		

		Community oversight of town council spending
Launceston	Health & Social Care	Increase adult social care spending and integration
	Housing / infrastructure	Borrow money to build more council houses
		Better infrastructure to support housing growth
	Parking	Lower car park charges for economy
	Transport	Better public transport (Launceston to Exeter)
		Transport - rural and towns
	Bus service Launceston to Bodmin, can't use pass before 9:30am	
General	Clean up dog poo	
Liskeard	Health & Social Care	Extra money for OAPs
		Mental health underfunded
		Child and adolescent mental health provision is extremely poor in Cornwall
		Adult Social Care and Children's Services need more resources
	Highways	'No through' sign on Cannon Hill is too small people mistake it for a cut-through, and have to reverse dangerously back onto main road. Need a bigger or better-placed sign
		Speeding enforcement – some sites in Liskeard need more effective traffic calming
	Parking	Free car parking to boost high streets and counter the drift to out-of-town shopping
		Parking - many traders and their delivery vehicles have difficulty complying with the law (no on street parking, bumping up on pavements etc.)
		The Council could sell 'delivery permits' to make life easier for traders and deliveries to their shops/businesses etc
	General	Ancient monument and heritage sites have been neglected in recent years, formerly well-kept amenities now scruffy and overgrown
		Excessive consultation – money spent on consultation should go towards service provision instead
		Library service run by a subsidised social enterprise may affect other local caterers
Newquay	Health & Social Care	Lack of community funding for older people who are isolated and want to meet people
		Homeless issues
	Housing / infrastructure	Put infrastructure in place to support building of new homes e.g. schools and doctors, etc
	Toilets	Availability of public toilets
	General	Improve building signage
		Lot of respect for you guys
		Excellent service
		Dog fouling

Padstow	Council Tax / Business Rates	Fairer business rate system
		Need to think about higher taxation
		Council tax linked to inflation – would prefer 3% - need to think about higher tax
	Health & Social Care	Re-use of community equipment (ensure mobility and elder care aids are reclaimed and re-used – Tremorvah and ASC stores such as Bodmin)
	General	Agricultural business - Australian entrepreneur intends to invest in Cornwall with fertiliser manufacture, intends to employ seniors and retrain them
		Loss of traditional industries - need help for fishing, farming, mining
Cornwall is good compared to Devon (tourists' view, better roads, car parks, leisure amenities)		
Penzance	Council Tax / Business Rates	Second home owners pay more tax
		Shops rent to be less
		Support tourist tax
		Cut business rates for shops
		Business rates killing town shops
	Environment	Environment
	Health & Social Care	Mental health services
	Housing / infrastructure	More homes for the homeless - churches can open their doors as somewhere safe
	Parking	Cut parking charges
		Free parking all day Saturdays
		parking charges
		Free parking after 2pm on Xmas parking days. More notice to publicise also notice up in car parks
	Town centres	Stop out of town shopping
		Revive town centres
	Transport	Rural public transport
		Better public transport
	General	Reduce number of councillors
		Reduce mailings/postage
		Building community and engaging
		Specialist consultations
		Means tested pensions - old people have too much money
		Communicate and support specialist groups
		Charge more for services - weddings, planning, etc
Perranporth	Council Tax / Business Rates	Target second home owners
	Education / young people	Need access to schools for secondary school age children with better transport
		Perranporth, Goonhavern and St Agnes do not have a dedicated secondary school. With Richard Lander and Newquay Tretherras Schools full children from the

		villages have to travel to Penair School on the far side of Truro without dedicated school transport or attend Newquay Treviglas which is a failing school. Children are even having to attend Redruth schools with long journeys and making friends outside of their own communities
		Perranporth, Goonhavern and St Agnes do not have a dedicated secondary school – catchment schools are full
		Perranporth, Goonhavern and St Agnes do not have a dedicated secondary school – catchment schools are full and parents with children in Truro Richard Lander or Newquay Treviglas struggle to attend events and get their children to other schools as far away as Redruth
		Perranporth, Goonhavern and St Agnes do not have a dedicated secondary school – children are having to attend schools outside of the catchment area
	Housing / infrastructure	Better infrastructure needed for additional housing
		Need more infrastructure for additional housing, schools, doctors, dentists, roads, sewage etc.
	Parking	Inconsiderate parking outside the primary school is making travel to school dangerous for children and parents arriving on foot
	Transport	Better transport to secondary schools
Roche	Education / young people	Activities for youth and younger children i.e. Parks and youth centres
	Health & Social Care	Invest in social care to keep people at home
		Stop preventative health initiatives
	Highways	Road improvements
		Speed bumps needed in Roche
	Transport	Rural public transport
	General	Reduce councillor pay and administration costs
		Reduce admin and online costs
		Invest in libraries
Less money on senior managers		
		It's complicated
Saltash	Council Tax / Business Rates	Why don't we charge a tourist tax?
		Raising Council Tax - people in Cornwall can't afford it.
		Collect Council Tax areas
	Environment	When will they do street cleaning
	Health & Social Care	Paying for Adult Social Care is important
	Highways	Roundabout at Saltash Waitrose needs improvement
		Street maintenance should be a priority for safety
	Parking	Parking charges in high street affects local shops and restricts business
Parking charges on beaches		

	Transport	Older people transport - reduced funding
		Older people are claiming bus passes/winter fuel allowance when they can afford it and are off abroad etc
	Waste / recycling	Saltash recycling centre should be open 1 evening a week
	General	Council is wasting money on services for a lot of people
Improve Saltash Waterfront, remove the old boats.		
People having falls and council paying them off		
St Austell	Council Tax / Business Rates	Business rates too high
		If you want to keep services you have to pay more
	Health & Social Care	Safeguarding the vulnerable
		Better adult care assessments
		More adult care services
		Children are the future - invest in them - early help
		Homeless and vulnerable adults
		Better health care and a new hospital
		Better mental health services
	Highways	Road maintenance
		Mend potholes properly
		Fix potholes and roads
	Housing / infrastructure	More Council Houses
		Affordable rents
		Only build houses if you build roads and services too
	Toilets	Public toilets
		More toilets and facilities
		Keep toilets open
	Transport	Less buses more sustainable transport
	Waste / recycling / litter	Fortnightly bin collections with weekly recycling
		Weekly rubbish collection
General	No stadium	
	Community safety	
	Libraries	
	No pay rise for councillors	
Truro	Council Tax / Business Rates	Happy with the rise
		Happy to the council tax Rise
		Accept the council tax rise
		Accepting of the rise but it's because of central government cuts
	Environment	Parks/Beaches responsibility to Charity Trusts
	Health & Social Care	More specialist dementia care
		Increase spending on social care for young people and vulnerable adults
		Protect the vulnerable
		Can't cut social care
		We should protect mental health services

Highways	Ask Cormac about works towards Treluswell
Housing / infrastructure	We need more affordable homes
	Why aren't there enough affordable homes?
	Why aren't they affordable?
	young people can't afford the deposit
	proportionately reduce housing benefits
	Wimpy in Perranporth selling to Birmingham Corporation (issue raised through police attendance and ASBO)
	Prioritise housing benefits for people on low incomes
Lobby the Government	Stop the cuts from central government
	Accepting of the rise but it's because of central government cuts
Transport	More footpaths so you don't need a car
	Park and ride is brilliant
Voluntary contributions	Happy for voluntary contributions
Waste / recycling	Recycle more - that way the council makes more money and council tax will go down
General	We ought to keep doing what we're doing
	It's a really big and difficult problem, I didn't know how big the problem is
	We can't get through to the council easily
	Not happy with losing the EU money
	Reassurance that the council is spending the money efficiently
	Utilise volunteers/residents skills more
	Cornwall Council to link in with existing community groups
	support for volunteer contributions

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Appendix 3 – Feedback from stakeholder events

Two stakeholder engagement events were held for businesses and partner organisations at County Hall attended by 26 people from a variety of organisations including businesses, NHS, voluntary and community sector, education sector, local councils, and care sector.

The evening event was also webcast live. Many stakeholder attendees thanked us for holding the events and giving them the opportunity to hear about the budget first-hand.

Stakeholders told us they appreciate how reducing budgets are making it increasingly hard for the Council to provide services and are keen to work with the Council, through more efficient and effective integrated working across all sectors, to bring about more benefits and deliver greater impacts together.

They also told us how important it is to make Cornwall more energy efficient with a long term aim for Cornwall to be able to create 100% of our own energy.

Please see table below for a list of all the questions and comments made by stakeholders at the two events.

Subject	Question or comment
Affordable housing	Mortgages and affordable housing. Obviously we are very ambitious; we want to build lots of new homes in Cornwall. When we do affordable, or when the housing association does affordable, there's usually a section 106 agreement or some kind of condition attached to it so banks and building societies view those as a bit complicated and as a consequence they won't offer mortgages in many cases to people who wish to purchase these homes because they are fearful if that home is repossessed they will have trouble selling it because of the restrictions on who can buy that property. Actually those agreements aren't that complicated, they are very easy to understand and it's very unusual for a house to not be able to be sold. So I think, personally, the banks and the building societies are using this as an excuse not to offer people possibly more expensive mortgage products. So in terms of the question, how would I spend the budget; it would be great if Cornwall Council could act perhaps as a guarantor in these sorts of situations or to set up some sort of scheme to offer people mortgages or to at least lobby government a bit more about it.
Business rates	Need to increase business rates, decline in Town Centres, building more employment space – equal emphasis on attracting business into Cornwall. Many of us are involved in place shaping exercises and are just

	<p>starting the review of our neighbourhood plan and we've seen a number of businesses on the high street move out due to the high cost of business rates. Obviously there is going to be a more reliance by Cornwall Council on business rates in the future and we heard in the [Governments] budget last week about a potential significant reduction for smaller businesses. How do you see that going? If you are reliant on ever increasing amounts of business rates to fill the gap of the withdrawal of [the Government's] Revenue Support Grant and yet businesses and high streets are really struggling – how do we square that circle?</p>
Council tax	<p>The Government has offered local authorities the opportunity to raise the levy through Council tax collections on Adult Social Care to 3%. Why has Cornwall Council set this levy at 2%?</p>
	<p>Is there any differentiation in terms of house band value for terms of Council tax for different levels, just on the basis that 40% of our workforce are just about surviving below real living wage? Is there any potential to look at bigger increases for those with higher property [values] prices?</p>
Council tax – empty properties	<p>You mentioned earlier on that you can't introduce an increase in council tax on empty properties, because enabling legislation has not yet been passed by government. Is that correct? What pressure is being put on government because I have long believed that that is the equivalent of a public scandal bearing in mind that it is not just a case of one person owning several properties that are empty, but bearing in mind the number of properties it keeps empty and underused throughout the entire county?</p>
Cornish Culture and Language	<p>Save money from Cornwall Council's own investment into Cornish Language and badger the Government to deliver on their promise.</p>
	<p>Sense of place is important to Cornwall and to locate businesses as well</p>
Energy / Alternative energy	<p>Looking at the general fuel and electric crisis that we are facing - there has already been and will be a further significant increase in cost for fuel and electricity. How sensitive is the Council's budget to that and what have you planned to mitigate that?</p>
	<p>Reserves are occasionally used to prop up revenue. Carbon fuels are reducing and will be in short supply in the future. It is the moral responsibility of the Local Authority to minimise Carbon use. If Cornwall can't, who can? Should we be looking to reduce carbon use within 10 years and to produce more energy than we need? Can the Council work with the business sector to make alternative energy and create income. Investment would bring in more money to increase the Council's and Cornwall's income and would reduce Cornwall's carbon footprint.</p>
	<p>Cornwall has a fantastic opportunity with the floating offshore transformational work. Cornwall; will be in a position to be able to export alternative energy by 2030.</p>
	<p>Climate Change will hugely exasperate issues and we need to invest in culture to help change people's behaviour to be more sustainable (carbon neutral). Also investment in Cornwall's</p>

	environment is down.
Environmental growth	Strength of feeling around Cornwall's environment is strong and important! We need to focus on this more now for the future.
Government measures	Is there an expectancy of the Chancellor's announcement around digital tax coming to /benefitting Cornwall?
Health	The NHS budget is £800 million compared with Cornwall Council's budget of £1 billion. The two organisations have a lot of connected objectives and delivery. How do we articulate joint Health life expectancy – not just about public health budget but all parts of the budget. How do we sell that story to the public? How can we help support health budgets in Cornwall – could visitors make voluntary contributions or over CJ?
Local economy	Thinking about the future, we are all in this together, and as organisations we face similar problems ourselves, big budget cuts. But lots of people are really struggling too. If you look at some of the poorest people in our county, they've gone down in real terms over the last six to eight years, maybe as much as 25% of their income if they've lost their PIP, transport allowance. We are seeing that day to day and those are the people who can least afford it. But there are other models that are emerging across the country, and the one that I would like to point you to is Preston. Preston really looked at its circular economy and looked at what it spends locally and it has moved from a situation in 2013 where it was spending only £38 million of its money locally, and by 2018 it had increased that to £111 million. That is having a really big impact on that local community because it's creating more jobs locally but also that spend is getting spent again locally because people are getting that money locally and spending again locally. I would really value you looking at that and certainly will be doing some more work with the Economic Development Team to explore some of that.
Town centres and businesses	What is the Council's role in revitalising town centres and supporting businesses?
Transport	Cornwall provides free transport for people over 60 but not for 16 – 25 year olds. Is there something the Council can do to support young people to be able to get to work by public transport rather than by older (less clean / green) cars?
Tourist tax	How can we help support health budgets in Cornwall – could visitors make voluntary contributions or over CJ?
Town and Parish Councils	Pleased by what Edwina said about devolution and continued support for devolution to Town and Parish Councils. I'm conscious that there is probably a lot of devolution proposals being considered at the moment and in terms of resourcing it would be quite good to get through some that backlog and get some of those schemes moving. One of the things that would also probably help the Town and Parish Sector is support for helping us to secure external funding. We are conscious that there are external funding streams out there we can use, particularly around some of the devolution type stuff but we haven't perhaps got that skills base to

	<p>access some of that. I wonder if perhaps the dialogues with the Cornwall Council about how we can facilitate that. A question for Andy, one of the things that we are doing as Town and Parish Councils now are setting our precepts, we will need fairly sharply is that council tax base information to enable us to do that.</p>
	<p>We are effectively paymasters in delivering some services to the community. When we are doing that, do we get full cost recovery in terms of delivering the service as well as the actual money or service issued to the community?</p>
<p>General</p>	<p>I have moved to Cornwall in the last year from Surrey County Council, and I feel like there is a lot I can learn from tonight's meeting, but also, they are struggling as well and they are quite a well off authority so I think the challenge is absolutely huge for all authorities across the UK basically.</p>

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Appendix 4 – Feedback from Community Network Panel meetings

Please see table below for a list of comments made at Community Network Panels by area.

Subject	Comment made / question asked
Cornwall Council - Internal practices	What is the total amount (annual contribution and lump sum) that we pay to the pension fund each year and does this come out of council tax money?
	How many people does the Council make redundant each year? How many people are then reemployed each year into the same roles/back into the Council?
Council Tax/Rates	Increase Council tax on second homes
	What about doubling the Council Tax on 2 nd homes? Empty homes are also a problem
	Nasty shock for business owners when parking spaces became subject to business rates. Happened without consultation
	Will a 3.99% rise balance the budget?
	Has impact of change from 100% to 70% business rate retention been accounted for?
	Where did we go wrong with empty homes premium?
	Do we have band D figures?
	Is this the last year we can raise council tax by 4%?
	Delighted that Government have exempted public toilets from business rates. Will Cornwall Council be compensated (by Government) for the loss of revenue?
	What would council tax rise need to be to cover full £70m gap? - Can a full rise in council tax be used to cover the deficit, if so how much would be. Can we take advantage of the allowed 2.99% maximum rise (therefore increasing total rise to 4.99% taking into account the 2% ASC precept.
	What about council tax on second homes and holiday lets? Lots of support for double/triple tax on second homes. Also support for business rates on holiday lets. Would require change in legislation from central government to be a viable implementation.
	Does our budget take into account the lack of control of setting business rates? On 100% pilot backed by central government and no indication of changes, reductions, etc. But yes, we are out of control of rate setting as it stands. Would need to talk to central government about powers to vary business rates.
	Suggestion: We need to get more money by charging more council tax on empty homes. We need to close the loophole where holiday homes are registered as businesses to avoid paying council tax when they are actually second homes - In the Budget today, it was announced that there will be a consultation on the closing loophole.
"Will the infrastructure levy make much of a difference to all of this?"	
"I think you are looking for support or views on voluntary	

	<p>contributions and or an increase in council tax. But when you start looking at these things and the fact there are other authorities in far worse financial situations isn't it a fact that it's not a level playing field? Council tax in Cornwall is already much higher than in some of these other authorities you site as struggling to balance their budgets."</p> <p>"We've got a difficult task. Was there any reason for using Band B properties in your illustration?"</p> <p>"If, hypothetically, we were looking to bridge the budget gap with the precept, what increase would that put on a Band B property?"</p> <p>"So, on a Band B property it would be about £45 a year to bridge the gap?"</p> <p>Government currently considering if 2nd Homes should be taxed via business rates rather than council tax. However, suspect many would qualify for rate relief that applies to small businesses. If this goes ahead, would this help Cornwall Council finances or not?</p> <p>As government funding is reducing, are we exploring other avenues, ie introducing a tourist tax as is common in other European countries? Could we do this on our own?</p> <p>Burden of taxation falls heavily on local people – need to find better balance [with visitors/tourists.</p>
Council tax / Precepts	<p>"Is there finance available from Cornwall Council for the parish councils to take on more responsibilities or do we have to go to the precept for it?"</p> <p>"Are there any indications yet as to what the police part of the precept will be?"</p> <p>"It would be easier if we could cap the precept instead of it going up and up."</p>
Devolution	<p>Is there any further mileage in devolution from Cornwall Council for Town and Parish Councils?</p> <p>Devolution (to town & parish councils) – how does that factor in the budget?</p> <p>Old District Councils had quite a bit of housing stock that has been sold off since unitary. Where is that money being used for?</p>
Fairer Funding	<p>Query of cost of having 5 million visitors to Cornwall – support of Fairer Funding in Cornwall Council</p> <p>Has any work been done on calculating the cost of 5 million visitors to Cornwall?</p> <p>How is the discussion with Government going regarding fairer funding – is there any traction with MPs?</p> <p>Are our local partners also signed up to the Fairer Funding campaign?</p>
Health / Social Care	<p>Views expressed that ASC should receive even more funding</p> <p>Suggestion that mental health should receive and increase as well</p> <p>Need more for ASC due to aging population, including increasing numbers of very old (and frail) elderly people. (Care home owner, parish cllr & school governor)</p> <p>Despite rises in budgets, the pressures on Adults Social Care and Children's Services will still be considerable</p>

	ASC spending is blurring with NHS contracts and budgeting and would we be better bringing everything in house? Newton consulting is looking at this and identifying efficiencies and savings. Working in tandem with NHS and having harmonious delivery will take a long time.
Housing	What is the Council's role in the 1,000 homes project (i.e. are we the sole developer and provider?)
	What do we mean by affordable housing? Will new developments be truly affordable in terms of the average local income?
	Do new developments take fuel poverty into consideration? Will they be energy efficient?
	What's the progress on the 1000 homes project?
	Are we looking to develop a renewable energy strategy in relation to new housing developments?
	Where will we generate the money for people to be able to afford new developments? Are we looking to develop industries outside of tourism?
	What's happening with the empty homes premium?
	Are all new homes being built for local people? [reference to stories circulating that we are bringing in people in need of social housing from other council areas]
Investment	Council's £600million investment programme – borrowing money to finance investments that will pay off in the future. Does the budget make any provision for the cost of borrowing in forthcoming years? Should future investments be factored into these numbers?
	Would like clarification on the details of the Council's £600million investment project.
Living Wage	(Care home owner) Living wage: staff have reduced hours so they wouldn't lose their housing benefits [creating problems for providers] – has this been taken into account by CC in the push for living wage?
Raising Income / Making Savings	What is going on with regards to capital investment?
	Concerns raised about the ability of the Council to raise external funding/inward investment post Brexit
	Is enlarging the spending of capital investment possible to compensate
	Save money by reducing the subsidy on Newquay airport. - We already have reduced the subsidy. It's the fastest growing airport in the country, and as a result soon it won't have a subsidy at all.
Reserves	What is Cornwall doing with its reserves – why does it need them?
	How much is in reserves? Is it safely invested?
	Spending reserves is not prudent
	How much are in the reserves? At the end of last year they were £360m. The general fund reserve was £25m. Most reserves are earmarked for specific purposes like PFI and the Housing Revenue Account. We're just on or below acceptable levels.
Roads	(Falmouth TC) Is Cormac being looked at? Lot of problems with the roads while Cormac 'seem to be making most of it' [as in financial gain]

	Concern was expressed at the functionality of the Northern access road (?) and its links to A390. The road was described as a 'stacking up road', with one comment that people can't easily get out at Treliiske hospital roundabout during peak times.
Transport	Transport is an issue in rural areas. Can we help this? Talk about funds going to First that power evening services, but this doesn't help the wider population. For example, trying to get out and back from Praa sands to doctors as only 2 buses go all the way into the village.
Voluntary Contribution	Clarity on what the voluntary contribution would be spent on. Suggestion that a "local" element may help to persuade people to participate
	If you made a voluntary contribution, would you have some influence on how it is spent? Would like to be able to
	Could the Voluntary Contributions be "territorially squared", i.e. to Community Network Panels, it may encourage people to take part if they know it will be used locally/benefit the local community
	Suggestion that funds be raised in rich areas such as Padstow should be spent on services in poorer areas such as Redruth
	Don't be ridiculous in asking people to pay
	"[Re voluntary contributions] I'm a little bit stunned that people would consider giving more than they have to when they are cursing council tax already."
	Is it going to be well received by the people of Cornwall?
Waste	Suggestion: Holiday homes don't pay council tax and they are putting their waste out with the domestic waste collection instead of paying for commercial waste collection. We should go after them if they can't prove they are paying to dispose of their commercial waste. - We are very concerned about this as it happens in much of Cornwall.
	Suggestion: Give people operating holiday home businesses and campsites the option to pay to have their commercial waste collected with normal domestic waste. It would be easier for small campsites to pay for special bags and put their waste out with the domestic waste than to have to organise a commercial waste collection for a relatively small amount of waste. Biffa have taken over commercial waste collections so this should be easy for them to do.
Other	(Chamber of Commerce rep) What helps [local businesses/economy] is when people have money in their pocket. Not something Cornwall Council can resolve. Investing in 'in-work' training is key. Germany spends 10x as much as UK on this. How can Cornwall Council help drive/support investment in developing skills of local workforce?
	What are the Capital reserves invested in? Is this information publicly available? (yes)
	[in response to reference to consultants having looked at Cormac recently] Do you have to use consultants all the time – don't you have staff with the relevant skills/ experience
	What happens to £3m ring-fenced for stadium for Cornwall if government backs out?

	How much allocated to priorities that aren't statutory duties? [seeing as we are getting close to spending only on statutory
	Does Cornwall Council have a position on investing in fossil fuel [companies]?
	Is Cornwall Council looking at ways of saving money by making sure its assets (buildings, housing) is greener, ie better insulated & generating energy
	Are there regulations in place that say CC should update its assets to ensure above?
	How much did CC spend on legal costs (fighting/responding to Judicial Reviews etc.) [suggestion planning dept would be more efficient if that could be avoided]
	Cornwall Council is to be congratulated for the financial position it is in, but let's not play the government game of calling these 'efficiencies'. Let's call them by their real name: Cuts
	Told at local meeting council has £635m of debt – is this true? No, we have long term investments and loans against capital assets with low interest repayments over 30-70 years. We have good reserves of £30m and balance sheet is positive.
	We spend too much on things we don't need to like signs, etc. What can be done to stop this? Contract/Supplier summit has been held and contractors are keen to work in a more commercially minded way. Future contracts will have far tougher terms of engagement so that we aren't 'led by contractors'.
	How much do consultant's like Newton cost? Why can't lead officers in CC do the same job? Are consultants 'value for money'? Newton have a great reputation and terms of payment are on 100% guarantee – we don't pay unless we get the predicted savings.
	Is there another proposed £600m of investments? Currently just aspirations and Phil Mason to take control of review to provide more detail to scrutiny.
	"We appreciate how hard it is to balance a budget like this. What this budget presentation doesn't show is how much the Council has had to cut back and the very real impact that has already had on people's lives."
	"I know that Truro Town Council have recently taken over the toilets throughout the whole of Truro. What level of subsidy or assistance was given to that project?"
	"It's nice to tweak figures so that they're Cornwall-relevant."
	"Is the presentation available to us? You might get a lot more questions!
	"There are lot of things we as parishes want to look at in more detail. Is it online? Is it in the public domain?"
	Do we have any involvement or say on the implementation of the national living wage, outside of the Council?
	It would be helpful to be able to give parish councillors an idea of the key areas of the savings plan. Are there headline areas that could be shared to enable parish council's to engage with parishioners?
	Langarath was queried on a couple of occasions.

	What work is being undertaken to develop Cornwall's main industry beyond tourism?
	If (ie as result of fairer funding campaign) we get any top-ups from government, will we use this to plug the gap in the budget?
	Austerity cuts are hitting women more heavily. Are we ensuring this budget doesn't add to that burden?
	How can you predict 'efficiencies'. They are really 'cuts' aren't they.

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Appendix 5 – Feedback from Localism Summits

Localism Summits are held by the Council’s Localism and Devolution Service for local Cornwall Councillors and local City, Town and Parish Councils. The Council’s draft budget was discussed at each of three Localism Summits held in Bodmin, Truro and Helston, attended by over 80 people. Attendees heard from either Cllr Adam Paynter or Cllr Julian German about the draft budget and were able to take part in a quiz about Council and Cornwall issues. The audience was also able to ask questions and make comments.

Please see tables below for lists of comments made to us, as part of the budget engagement, at Localism Summits by (1) subject and also by (2) area.

Table 1: Comments by subject	
Subject	Comment or question
Adult social care	Adult Social Care have we prepared for increasing demands?
Business rates	Is the Government going to compensate CC for the loss of Business Rates?
Council salaries	How much does the Deputy Chief Executive set the budget back?
Council tax	I understand that 2 or 3 years ago another Council threatened to set a high precept and Central Government stepped in. Has Cornwall Council considered this?
	Has the Council given consideration to going to Referendum to increase the budget?
	How much does it cost to run a Referendum?
Council tax – second homes and empty properties	Will there be a surcharge for empty houses and holiday lets?
Devolution – planning	What further devolution opportunities are likely to be considered for Town and Parish Councils, particularly with regard to Planning?
Efficiency	Reduce budgets and increase efficiency; review bureaucratic processes.
Government funding	I’ve heard that Cornwall Council will have to become self-sufficient in future with no funding from Central Government. Is this correct?
	If Cornwall Council becomes self-sufficient, will this mean the Council will have greater powers over how it decides to allocate funding?
	With reduction in government grant what role do ad-hoc grants play in planning the budget?
	In terms of Economic growth policy what is Cornwall Councils position within government plans?
Impact of the budget	Who will do the quality/comprehensive impact assessments?
	Impact on residents; is due weight given to fact majority of our housing is band B in Cornwall and not band D.
Income generation	Income generation needs to be greater explored.

Lobbying	Has there been any successes as a result of the Fairer Funding Deal
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Government - Fairer Funding	and what pressure is being placed on Central Government?
	With regard to Fairer Funding, how closely do you work with local MPs and what kind of work/pressure is happening/being put on them, to make sure they are pulling their weight?
	Central government funding cuts are increasingly affecting Cornwall? What else is being done to tell Central Government this is not good?
Service costs	Statutory services figure of £1.5 million. Is Cornwall Council in agreement that this figure will increase.
Service cuts	Is there a firewall beyond which Cornwall Council will say sorry we can't provide this service anymore/don't have the resources/funding?
Tourist tax	Cornwall should be compensated for the visitor influx and the associated demand on services – Is there a willingness from Central Government to address this? Has a 'tourism tax' been explored?
	What would be the chance of having a local tax – 1% for Cornwall to offset the holiday trade, when the bulk of our income comes from holiday/tourism?
	Does Cornwall Council support the idea of having a levy on tourists to Cornwall?
Transport and roads	Funding for public transport is essential to ensure people can access vital services such as the proposed new Urgent Care Centres. Is this being addressed?
	Improved Transport/Rail links would massively transform the labour market for Cornwall, bottle neck at Dawlish etc.
	Transport budget is higher than Housing. I was really upset to see this, realise some of it is for New Road projects. We do not need more roads we need more investment in public transport/rail. Road coming out of St Austell to Clay Country, St Austell printworks, upgraded bus network there, will be school and doctors surgery for this community.

Table 2: Comments by area			
Area	Subject	Comment or question	
Bodmin Localism Summit	Council tax	I understand that 2 or 3 years ago another Council threatened to set a high precept and Central Government stepped in. Has Cornwall Council considered this?	
	Devolution – planning	What further devolution opportunities are likely to be considered for Town and Parish Councils, particularly with regard to Planning?	
	Efficiency	Reduce budgets and increase efficiency; review bureaucratic processes.	
	Government funding		I've heard that Cornwall Council will have to become self-sufficient in future with no funding from Central Government. Is this correct?
			If Cornwall Council becomes self-sufficient, will this mean the Council will have greater powers over how it decides to allocate funding?
	Income generation	Income generation needs to be greater explored.	

	Lobbying Government - Fairer Funding	Has there been any successes as a result of the Fairer Funding Deal and what pressure is being placed on Central Government?
	Tourist tax	Cornwall should be compensated for the visitor influx and the associated demand on services – Is there a willingness from Central Government to address this? Has a 'tourism tax' been explored?
	Transport and roads	Funding for public transport is essential to ensure people can access vital services such as the proposed new Urgent Care Centres. Is this being addressed?
Helston Localism Summit	Business rates	Is the Government going to compensate CC for the loss of Business Rates?
	Council salaries	How much does the Deputy Chief Executive set the budget back?
	Council tax	Has the Council given consideration to going to Referendum to increase the budget?
		How much does it cost to run a Referendum?
	Council tax – second homes and empty properties	Will there be a surcharge for empty houses and holiday lets?
	Lobbying Government - Fairer Funding	With regard to Fairer Funding, how closely do you work with local MPs and what kind of work/pressure is happening/being put on them, to make sure they are pulling their weight?
Truro Localism Summit	Tourist tax	What would be the chance of having a local tax – 1% for Cornwall to offset the holiday trade, when the bulk of our income comes from holiday/tourism?
	Adult social care	Adult Social Care have we prepared for increasing demands?
	Impact of the budget	Who will do the quality/comprehensive impact assessments?
		Impact on residents; is due weight given to fact majority of our housing is band B in Cornwall and not band D.
	Lobbying the Government	Central government funding cuts are increasingly affecting Cornwall? What else is being done to tell Central Government this is not good?
	Service cuts	Is there a firewall beyond which Cornwall Council will say sorry we can't provide this service anymore/don't have the resources/funding?
	Tourist tax	Does Cornwall Council support the idea of having a levy on tourists to Cornwall?
	Service costs	Statutory services figure of £1.5 million. Is Cornwall Council in agreement that this figure will increase.
	Government funding	With reduction in government grant what role do ad-hoc grants play in planning the budget?
In terms of Economic growth policy what is Cornwall Councils position within government plans?		
Transport and roads	Improved Transport/Rail links would massively transform the labour market for Cornwall, bottle	

		neck at Dawlish etc.
		Transport budget is higher than Housing. I was really upset to see this, realise some of it is for New Road projects. We do not need more roads we need more investment in public transport/rail. Road coming out of St Austell to Clay Country, St Austell printworks, upgraded bus network there, will be school and doctors surgery for this community.

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Appendix 6 – Feedback from emails received

The dedicated email address haveyoursay@cornwall.gov.uk was available for people to send their electronic comments to the Council. We received 23 emails including two emails from key partners the Cornwall Chamber of Commerce, and the Office of the Police and Crime Commissioner which are referenced as separate appendices. The top three themes were:

1. Voluntary contributions (8) including not in support (5) in support (3)
2. Council tax (8) including general comments (6) second homes (2)
3. Parking (4)

This broadly reflected the feedback received through other budget engagement activity including the online survey, conversations with people in town centres and community network meetings, and included comments about:

- Voluntary contributions with people not in support typically commenting: “I work for min wage and cannot afford a car”; “I already pay towards a host of charities that are close to my personal circumstances”; and “Absolutely not your remit to decide if I donate to charities”. People in support typically made comments like: “As a council tax payer I wanted to let you know that I would be willing to do this”; and “I would like to donate cash for specific small works, where I know that Cormac might not have enough budget.”
- Council tax, with people making general comments about whether they support an increase or not like: “I strongly disagree to paying any more council tax” and tax on second homes “Legislation has also to be changed to stop 2nd home owners avoiding tax altogether. Make your voice heard”
- Parking with partners commenting about: “flexible thinking to provide ‘First Hour Free’ at whatever time of day. Parking can still be ticketed from the start. We also believe that this will encourage many people to pay for subsequent hours from the outset, as the whole point is to get shoppers into town and relax while they shop” and “Free Saturday parking until after Christmas. Knock after 4pm on the head until after Christmas. Dont increase parking charges.”

Please see table below for a list of all comments sent to us by emails.

Please note personal information and details that would enable someone to be identified have been removed and marked as [retracted for privacy].

Subject	Email comment
Bridleways - access and maintenance	Please donate money to keep our bridleways clean, they are becoming over grown and unusable, we have bridleways with so many overhang, side growth, dangerous paths, it may not seem as important as roads, but it is
Cornwall Council - Adult Social Care, protect services for adults with learning disabilities	<p>I appreciate that in this current financial climate and with the drastic cuts in funding from the central government that you have to make hard decisions. But as a member of staff and a member of the tax paying public, I would just like to give my views on the value of our adult social care services. There is a lot of speculating as to the future of CC services for adult's with learning disabilities and I am aware that our services may possibly be a large part of the future budget cuts within adult social care. But I strongly implore the new budget to continue to support our fantastic internal social care services.</p> <p>We have seen our services budget drastically reduced for the last few years. This has impacted the resources, access to the community, moral and quality of activity we can offer. I have to say I think our team has one of the most fantastic, positive, supportive, inventive and resourceful attitudes in the council.</p> <p>Even with budget cuts we have pushed ourselves to fundraise and approach volunteers who have helped us create equip/re-purpose rooms (to learn new skills), a fully equipped sensory room, a relaxation garden, and many brilliant experience/learning sessions for our individuals.</p> <p>We also efficiently self-fund brilliant activities such as drama sessions, dance, cookery, independent living skills, yoga, up-cycling, art, gardening, sign language and many others. We do all this whilst supporting individuals with complex needs to meet their personal outcomes.</p> <p>I do sometimes wonder why Cornwall Council is not more proud and protective of our service.</p> <p>Our service is now looking towards life skills and work experience skills to support those individuals who are able to progress. But there will always be a core group of individuals who rely on us to provide experiences, social opportunities and respite away from their home settings as they are unable to gain further independence. We support many individuals who have struggled to find a compatible service elsewhere.</p> <p>For those who rely on us for social and sensory stimulation we work so hard to provide the best service possible; even with a drastically reduced budget. We support many individuals who would be at such a high risk of social isolation and mental health issues but our service seems undervalued by Cornwall Council.</p> <p>With regards to the recent publicity around Bodmin Day service proposed 2 day reduction of service; CC issued this statement. There has been a decline in the number of people using the Lyndhurst day centre with only 17 people attending across the weekly period compared with 24 people 4 years ago. "We need to respond to these changes in demand, and look at how we can</p>

	<p>provide people with the best type of care that suits their needs. But this does not reflect what seems to have been happening. The council made operational changes. The sw team not referring people on to the service, not explaining personal budgets funding to individuals who didn't realize they would not be able to access our service and turning individuals away? Therefore it seems like a decline has been created. It seems very little to do with genuine demand, of which there does seem to be. Also many individuals that work with private PA's still wish to join our organised activities, which seems to prove the need for socialising with peers for good mental health/wellbeing, sensory stimulation, quality organised activities and many other positive outcomes we provide.</p> <p>As I said before our service seems so undervalued by Cornwall Council and it comes across that internal services are a burden on a spread-sheet.</p> <p>I love my profession and we aren't given half the credit we deserve. I am simply giving you an insight to those of us on the frontline. But also my opinion as a tax payer on the importance of adult social care's share in the new budget. Thanks for reading.</p>
<p>Cornwall Council - inefficiencies</p>	<p>Good afternoon, I am Disgusted that the council still run like they do.... throwing money out of the window. Please can you answer the question as to why you have failed to provide a report into the benefits received involved in the ridiculous trip to Cannes?? This was promised 6 months after the event..... secondly how much money was wasted in the bus lane in Truro a few years ago? Who was held accountable for this? Thirdly, my local councillor [retracted for privacy] has blocked me. So I cannot contact her anymore. [retracted for privacy] So I don't have anyone to go to to represent my views! And lastly, after seeing things like this!!</p> <div data-bbox="512 1279 844 1536" data-label="Image"> </div> <p>If the Liberals stop wasting money on vanity project. Stadium for Cornwall Pirates and Truro City. The massive investment into the Hall for Cornwall etc. It would have enough monies to go round. Liberal use of other people's money is a great way to describe them I think.</p> <p>I strongly disagree to paying any more council tax. As a pensioner life is already tough and when I read about a posse of councillors going to Canne I was furious. You need to prove money is not being wastef</p>
<p>Council tax - appreciate the need for increases</p>	<p>I am certainly not in agreement that a rise of 3.99% should be introduced to fund charities that I have no interest in. If we as the public wish to fund charities then we do it ourselves. I already pay towards a host of charities that are close to my personal</p>

	<p>circumstances and none of those receive funding from you. I appreciate there is a need for increases each year to support rising costs in essential public services such as policing but not for non-essential services that provide for free to those who do not contribute.</p> <p>Instead of penalising local residents, what about introducing a tourist tax? Recovering costs from the millions of visitors who enjoy this county each year? We live here because it's our home. We are already penalised for it by being out priced in the housing market, so maybe you start seeking ways of making the tourists support this county and its services they enjoy for free?</p>
Council tax - do not increase	I think Council Tax should be frozen for 2019/20
Council tax - do not increase	I strongly disagree to paying any more council tax. As a pensioner life is already tough and when I read about a posse of councillors going to Canne I was furious. You need to prove money is not being wasted
Council tax - do not increase to fund charities	<p>I am certainly not in agreement that a rise of 3.99% should be introduced to fund charities that I have no interest in. If we as the public wish to fund charities then we do it ourselves. I already pay towards a host of charities that are close to my personal circumstances and none of those receive funding from you.</p> <p>I appreciate there is a need for increases each year to support rising costs in essential public services such as policing but not for non essential services that provide for free to those who do not contribute.</p> <p>Instead of penalising local residents, what about introducing a tourist tax? Recovering costs from the millions of visitors who enjoy this county each year? We live here because it's our home. We are already penalised for it by being out priced in the housing market, so maybe you start seeking ways of making the tourists support this county and its services they enjoy for free?</p>
Council tax - pay too much	No. Absolutely not your remit to decide if I donate to charities. We already pay far to much tax, I work for min wage and cannot afford a car. Disabled people who get a free car are being picked up for school by taxi's with personalised number plates. We are being had!
Council tax - Police subsidy (Cornwall Council collect the police subsidy but do not run the service)	<p>An ever increasing amount of Council Tax goes towards paying for the police; albeit the service is frightening.</p> <p>I was recently assaulted and Injured twice. The police were called [retracted for privacy] I was told that I should make a formal complaint, which I did. It was intimated that I would receive a response within 10 days. Nothing happened.</p> <p>Meanwhile, my neighbours reported the dealing of drugs by someone [retracted for privacy]. We have his customers going [retracted for privacy] from morning to night [retracted for privacy]. I do not expect anyone to come and care for me my in my old age; but I do not expect to work as a navvy or suffer indignities and/or neglect from a police force I have to pay!</p>
Council tax - second home	I have been following with interest your recent comments regarding the proposed 4% increase to our Council Tax, along with your

<p>owners / holiday homes, Airbnb loophole / tax avoidance</p>	<p>comments regarding asking residents to make voluntary contributions to support and fund some services. Whilst I understand that there is a need to increase the amount generated so as to fund the ever increasing demands placed upon councils, I feel aggrieved that many home owners within the county, make no contribution whatsoever. Yes, I am speaking about home owners who class their homes as businesses and pay no Council Tax. I live in St Ives and know of people that have bought properties as holiday homes and “occasionally” let them out as holiday lets. I know from looking at their web sites that they do not let out the properties during peak times, but instead use the properties themselves. Yes, they manage to make the properties available to rent for the required number of weeks but have few bookings. I am not suggesting that the owners of these homes should pay the full Council Tax but some contribution would go a long way to covering the deficit faced by Cornwall County Council.</p> <p>Perhaps the Council should consider targeting those home owners that take advantage of out dated rules governing Holiday Home and not residents who contribute to the local economy throughout the year.</p>
<p>Council tax - second homes / tax avoidance</p>	<p>You must be mad to suggest such a thing, it is about time you addressed the concerns regarding 2nd home owners and apply the same logic as St Ives etc. Legislation has also to be changed to stop 2nd home owners avoiding tax altogether. Make your voice heard.</p>
<p>Highways - cleaning, maintenance and litter</p>	<p>One minor but specific comment I can make at this time is that I asked the Council to clear the highway near me of the buildup of leaves and soil that was breeding plants and narrowing the already narrow roadbed where I must walk up and down into the town center. The soil buildup is encouraging the growth of ivy on the stone wall, damaging the wall so that parts of it have already collapsed. On the opposite side of the road, the buildup of plants and litter often blocks the gutter making it difficult for rainwater to flow down the hill as intended. Public discarding of rubbish is major problem in some places, for those of us who walk to get around and who need the drains to function properly to prevent buildup of water that obstructs movement and can also damage buildings. Another problem I face is having to travel long distances by public transport into Devon to reach a hospital to see consultants or hve treatment. It's common for me to spend 6 or 7 hours travelling to and from Derriford, for an appointment that will last 15 minutes or half an hour. I'm sure these probems are not unique to me.</p>
<p>Housing - needed for local people (Penzance)</p>	<p>Here’s what I keep saying as a business owner and local</p> <ul style="list-style-type: none"> • Free Saturday parking until after Christmas. Knock after 4pm on the head until after Christmas. Dont increase parking charges. I’ve offered my help to recalculate parking charges revenue to not impact on businesses • Don’t want BID anymore. One town centre manager. On a part time basis 20k a year. I would happily do the job. With a 50k budget for projects in town that benefit the businesses and

	<p>locals. Put me in charge and I will deliver</p> <ul style="list-style-type: none"> • Housing for working people not just the homeless. Reduce your housing benefit bill by building homes locals want and need • Take those with holiday homes • Have a list of empty shops. Landlords list too • If they don't tidy them up on the outside Simply fine them • 1% levy on out of town developments. Call it what it is. Out of town misery tax. This money to be used for subsidised parking in town. • Build a multi story car park on the old cattle market Long Rock, holding 200-300 cars. Commercial site, you own it. Electric shuttle bus into Penzance. Every 30 minutes. Keep traffic out of the town. Charge £2.50 per car a day £750 a day revenue <p>That's it for now. My suggestion to work with you is a serious one. Be radical and change the future</p>
Lobby the Government for more money	<p>Budgeting at our expense! Thanks for that how are people supposed to manage if u need more finance to meet the needs of Cornwall, lay out your plans and financial state to the government and show why u need it. Unless our wages improve to be up with the rest of the country I am sure most agree leave us alone ! Find your shortfalls somewhere else</p>
Out of town developments to subsidise town centre parking (Penzance)	<p>Here's what I keep saying as a business owner and local</p> <ul style="list-style-type: none"> • Free Saturday parking until after Christmas. Knock after 4pm on the head until after Christmas. Dont increase parking charges. I've offered my help to recalculate parking charges revenue to not impact on businesses • Don't want BID anymore. One town centre manager. On a part time basis 20k a year. I would happily do the job. With a 50k budget for projects in town that benefit the businesses and locals. Put me in charge and I will deliver • Housing for working people not just the homeless. Reduce your housing benefit bill by building homes locals want and need • Take those with holiday homes • Have a list of empty shops. Landlords list too • If they don't tidy them up on the outside Simply fine them • 1% levy on out of town developments. Call it what it is. Out of town misery tax. This money to be used for subsidised parking in town. • Build a multi story car park on the old cattle market Long Rock, holding 200-300 cars. Commercial site, you own it. Electric shuttle bus into Penzance. Every 30 minutes. Keep traffic out of the town. Charge £2.50 per car a day £750 a day revenue <p>That's it for now. My suggestion to work with you is a serious one. Be radical and change the future</p>
Parking - raise income through overnight parking	<p>Allow Motor Homes to sleep over in council car parks and charge accordingly to raise revenue, manage and expand facilities, France municipal stop overs are a great example. There are also great</p>

<p>for motor homes</p>	<p>examples of private car parks in Cornwall that do this.</p> <p>Could the council please consider allowing motorhome parking in there car parks, people would be happy to pay a reasonable charge per night, it would also benefit the local businesses/community and the council would be making money from the parking charges, everyone a winner as they say. Thank you.</p>
<p>Parking (Penzance) - don't increase charges - provide out of town parking with bus shuttle</p>	<p>Here's what I keep saying as a business owner and local</p> <ul style="list-style-type: none"> • Free Saturday parking until after Christmas. Knock after 4pm on the head until after Christmas. Dont increase parking charges. I've offered my help to recalculate parking charges revenue to not impact on businesses • Don't want BID anymore. One town centre manager. On a part time basis 20k a year. I would happily do the job. With a 50k budget for projects in town that benefit the businesses and locals. Put me in charge and I will deliver • Housing for working people not just the homeless. Reduce your housing benefit bill by building homes locals want and need • Take those with holiday homes • Have a list of empty shops. Landlords list too • If they don't tidy them up on the outside Simply fine them • 1% levy on out of town developments. Call it what it is. Out of town misery tax. This money to be used for subsidised parking in town. • Build a multi story car park on the old cattle market Long Rock, holding 200-300 cars. Commercial site, you own it. Electric shuttle bus into Penzance. Every 30 minutes. Keep traffic out of the town. Charge £2.50 per car a day £750 a day revenue <p>That's it for now. My suggestion to work with you is a serious one. Be radical and change the future</p>
<p>Public transport - long distances and time travelled to reach hospital</p>	<p>One minor but specific comment I can make at this time is that I asked the Council to clear the highway near me of the buildup of leaves and soil that was breeding plants and narrowing the already narrow roadbed where I must walk up and down into the town center. The soil buildup is encouraging the growth of ivy on the stone wall, damaging the wall so that parts of it have already collapsed. On the opposite side of the road, the buildup of plants and litter often blocks the gutter making it difficult for rainwater to flow down the hill as intended. Public discarding of rubbish is major problem in some places, for those of us who walk to get around and who need the drains to function properly to prevent buildup of water that obstructs movement and can also damage buildings. Another problem I face is having to travel long distances by public transport into Devon to reach a hospital to see consultants or hve treatment. It's common for me to spend 6 or 7 hours travelling to and from Derriford, for an appointment that will last 15 minutes or half an hour. I'm sure these probems are not unique to me.</p>
<p>Recycling collection changes to improve</p>	<p>Hi and Thankyou for engaging with the public over budget matters. Recently all recycling rates within Cornwall have been released.</p>

<p>recycling rates and look after the environment:</p> <ul style="list-style-type: none"> - clear bags for household rubbish to identify recyclable items - more use of lighter recycling vehicles - weekly recycling collections - fortnightly rubbish collections - encourage more recycling 	<p>Wadebridge where I live scored about average and if I'm honest, poorly considering it's quite keen interest in becoming plastic free. I think that if non recyclable refuse was only collected, if it were put out in clear bags, Bin men could then leave offending bags with recyclable items in them. This would encourage better management of household waste and recycling rates. This would also with a higher percentage of recycling mean more of the household waste being carried on the lighter, cheaper to run and more environmentally friendly lorries that are used for recycling collections, instead of the heavier with an extra axle lorries. Further to this, would it be an idea to collect recycling weekly with the lighter lorries, then collect non recyclable waste fortnightly, as I believe this would also encourage less food waste and better waste management by the householder. I believe the better use of the waste haulage fleet would not only be environmentally friendly but would also save money as some of the heavier lorries would be replaced by the lighter recycling lorries. If it was found to be financially viable maybe the clear bags could be given out free, rationed at two a week per household, coming out of savings from less landfill and haulage costs. I think that if you want to encourage better environmental behaviour it is better done through positive reinforcement rather than punishment, as if people want to do something they will always do it but if they are doing it to avoid punishment, they will find a way to carry on bad behaviour in a way that avoids punishment. Hopefully free clear bags would be seen as an environmentally friendly improvement with the council and public working together. I hope I have sent this letter through the correct system and if not, you could pass it on to the relevant persons.</p>
<p>Tourist tax</p>	<p>I am certainly not in agreement that a rise of 3.99% should be introduced to fund charities that I have no interest in. If we as the public wish to fund charities then we do it ourselves. I already pay towards a host of charities that are close to my personal circumstances and none of those receive funding from you. I appreciate there is a need for increases each year to support rising costs in essential public services such as policing but not for non essential services that provide for free to those who do not contribute. Instead of penalising local residents, what about introducing a tourist tax? Recovering costs from the millions of visitors who enjoy this county each year? We live here because it's our home. We are already penalised for it by being out priced in the housing market, so maybe you start seeking ways of making the tourists support this county and its services they enjoy for free?</p>

<p>Town centre management (Penzance)</p>	<p>Here's what I keep saying as a business owner and local</p> <ul style="list-style-type: none"> • Free Saturday parking until after Christmas. Knock after 4pm on the head until after Christmas. Dont increase parking charges. I've
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	<p>offered my help to recalculate parking charges revenue to not impact on businesses</p> <ul style="list-style-type: none"> • Don't want BID anymore. One town centre manager. On a part time basis 20k a year. I would happily do the job. With a 50k budget for projects in town that benefit the businesses and locals. Put me in charge and I will deliver • Housing for working people not just the homeless. Reduce your housing benefit bill by building homes locals want and need • Take those with holiday homes • Have a list of empty shops. Landlords list too • If they don't tidy them up on the outside Simply fine them • 1% levy on out of town developments. Call it what it is. Out of town misery tax. This money to be used for subsidised parking in town. • Build a multi story car park on the old cattle market Long Rock, holding 200-300 cars. Commercial site, you own it. Electric shuttle bus into Penzance. Every 30 minutes. Keep traffic out of the town. Charge £2.50 per car a day £750 a day revenue <p>That's it for now. My suggestion to work with you is a serious one. Be radical and change the future</p>
Voluntary contributions - affordability	<p>Budgeting at our expense! Thanks for that how are people supposed to manage if u need more finance to meet the needs of Cornwall, lay out your plans and financial state to the government and show why u need it. Unless our wages improve to be up with the rest of the country I am sure most agree leave us alone ! Find your shortfalls somewhere else</p>
Voluntary contributions - already contribute to charities	<p>I am certainly not in agreement that a rise of 3.99% should be introduced to fund charities that I have no interest in. If we as the public wish to fund charities then we do it ourselves. I already pay towards a host of charities that are close to my personal circumstances and none of those receive funding from you. I appreciate there is a need for increases each year to support rising costs in essential public services such as policing but not for non essential services that provide for free to those who do not contribute.</p> <p>Instead of penalising local residents, what about introducing a tourist tax? Recovering costs from the millions of visitors who enjoy this county each year? We live here because it's our home. We are already penalised for it by being out priced in the housing market, so maybe you start seeking ways of making the tourists support this county and its services they enjoy for free?</p>
Voluntary contributions - can't afford it	<p>No. Absolutely not your remit to decide if I donate to charities. We already pay far to much tax, I work for min wage and cannot afford a car. Disabled people who get a free car are being picked up for school by taxi's with personalised number plates. We are being had!</p>

Voluntary contributions - in support	<p>I saw you [Cllr Julian German] on the television yesterday asking people about whether they would be prepared to make voluntary extra payments to the Council to support non-core activities.</p>
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	<p>As a council tax payer I wanted to let you know that I would be willing to do this. As an employee I would ask if there was a way that these payments could be made directly out of salary before tax (meaning that you would be able to get more from people). I know Payroll Giving is something that can be done, but I don't know if the Council would be able to use that as it applied to charities. I don't know how Westminster Council structured their system, but I wonder if they considered that as an option. If we had a charity we could claim gift aid on contributions made after tax had been paid. I just don't know if that is possible.</p> <p>I'd rather keep more of my tax for the benefit of Cornwall rather than Whitehall.</p>
Voluntary contributions - no	<p>You must be mad to suggest such a thing, it is about time you addressed the concerns regarding 2nd home owners and apply the same logic as St Ives etc. Legislation has also to be changed to stop 2nd home owners avoiding tax altogether. Make your voice heard.</p>
Voluntary contributions - not the Council's role	<p>No. Absolutely not your remit to decide if I donate to charities. We already pay far too much tax, I work for min wage and cannot afford a car. Disabled people who get a free car are being picked up for school by taxi's with personalised number plates. We are being had!</p>
Voluntary contributions: - would help as a volunteer	<p>I appreciate that I am not an elector in your ward; however may I ask the following/ Did I read in the press that you [Cllr Julian German] were quoted as saying, in connection with the Council 'shortage' of money, that we might be getting to the point where individual cash donations to the Council would be helpful and/or that C.T payers could do some small helps around their dwellings in places where the County was having to forego action. I think of actions like weeding roadside gutters and sweeping the pavement outside our dwellings. I appreciate that all sorts of snags could be put forward to complicate such issues, but it has been done without difficulties by some householders for years. I would like to donate cash for specific small works, where I know that Cormac might not have enough budget. So did I understand your remarks correctly please?</p> <p>If it would help in any deliberations I offer the following. There needs to be an understanding of to whom the public would be invited to contribute. I mention that because so much is now contracted to Cormac. So if a system is proposed it might help if various departments could be asked to 'list' jobs or situations that would need attention, which have been left undone due to County (Cormac) financial constraints. For example, renewal of some signage at Tehidy Country Park; provision of an extra dog bin; paying for the traffic section of Devon and Cornwall Police to come to a locality where residents encounter vehicle speeding but the Police say that they have no resources to action the situation; paying for a suitable company to be employed as visiting dog wardens in respect of owners who leave their dog's mess uncollected, in order to get some fixed penalty activity going partly as a deterrent; paying for an original cast iron finger post to be cleaned and repainted; paying for a length of footpath to be strimmed or a stile to be</p>

	<p>rebuilt. The potential is vast. I suggest that members of the public should be given the option of being identified publicly or not. BUT most importantly - keep the system simple.</p>
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Cornwall Council budget engagement 2018

Appendix 6a – Feedback by email from Cornwall Chamber of Commerce

Please see below feedback received from the Cornwall Chamber of Commerce.

One thing that we would like to influence Cornwall Council policy on in the next few weeks, while Adam Paynter is consulting, is to evolve this flexible thinking to provide 'First Hour Free' at whatever time of day. Parking can still be ticketed from the start. We also believe that this will encourage many people to pay for subsequent hours from the outset, as the whole point is to get shoppers into town and relax while they shop.

We recognise that this might look like a loss of revenue to CC but believe that by creating a dynamic, business-friendly environment, the revenue from business rates and the appeal to shoppers will increase permanently. It is essential that we reimagine town centres as business hubs of a different kind for the future with services, makers, workshops, homes and communities being far more important parts of the mix. If we can make town centres flourish, this will also be a positive way in which isolation, loneliness and transport problems for an ageing population here can be addressed.

As we work towards a more collaborative and thought-leading relationship between business and Cornwall Council due to financial constraints and the change in business rate calculation, I think a joint approach of this type of long-term plan would demonstrate how we want to nurture our businesses and our communities. And in truth I don't think would result in loss of revenue. Long term, we would also support a move to pay-on-exit barriers which I'm sure is the eventual solution to increased revenue for CC and more relaxed – ie higher spending - visitors to our town centres.

Cornwall Council budget engagement 2018

Appendix 6b – Feedback by email from Police and Crime Commissioner

Please see below feedback received from the Police and Crime Commissioner.

We have reviewed the information published on the Council's website, including the papers considered by Cabinet in September 2018, relevant Overview and Scrutiny committee meeting papers, and published Comprehensive Impact Assessments (which we understand relate to the 2018-19 budget proposal). We note the intention to update CIAs and that individual CIAs for savings lines planned for 2019-20 relevant to our feedback will not be available until the New Year (CAB 204 appendix 1).

In the absence of updated CIAs it is difficult to provide substantiated feedback on the revised budget proposal from the PCCs viewpoint by the published deadline, however we note in the Cumulative Impact Assessment considered by Cabinet that emergent key findings are largely unchanged from last year. Based on this assumption, we provide the following feedback for your consideration.

Whilst we note the Council's intention not to cut services, we do have concerns about the following cost saving proposals:

- Savings proposals in Drug and Alcohol services which could result in increased demand on policing and on victim care and preventative services commissioned by the Police and Crime Commissioner.
- Savings proposals in sexual health services which decrease early opportunities to identify CSE and other safeguarding concerns.
- Savings proposals in education which decrease early support interventions prior to exclusion decisions which result in increased demand on policing, for example ASB.
- Savings proposals in neighbourhoods and public protection which result in increased demand on policing services, for example fly tipping, noise ASB.

We fully appreciate the difficult decisions faced by all public services in preparing a balanced budget that provides value for money and delivers the services expected by communities in, and visitors to, Cornwall. We share this outcome as a common goal. We would therefore ask that any savings proposals that impact adversely on services delivered by partner agencies, as

highlighted above, are carefully considered and avoided where possible in order to support all public services in Cornwall to deliver and to ensure that our people are not let down.



Cornwall Council Budget Consultation 2018 Summary Notes

Date – 23rd January 2019

Overall Summary

These are the issues that all groups introduced into the discussion – in no particular order:

Second home ownership

There is a growing resentment towards second home owners primarily because many do not pay Council Tax and are in receipt of Business Rate Relief, i.e. they contribute nothing to the Council's 'coffers'. Participants consider this to be a serious loophole and are resentful that second homeownership negatively impacts residents as services and facilities are used at the same rate (if not more) as any household will do. Some participants are aware that a tax ruling has to come from central government but nonetheless they noted several issues:

- Participants would like Cornwall Council to lobby much harder for fair Council Tax rules for all and that Cornwall should be given special case status due to the high number of second homes.
- Participants feel that if second home owners are affluent enough to afford a second home, they should not be exempt from the taxes that residents have to pay.
- Second home ownership means those houses are not available to local residents.
- Where second home ownership is excessive (e.g. 40%) within a specific location, it can have a negative impact on the community.
- Second home ownership is seen as pushing up house prices and rental prices putting property beyond the financial reach of local residents. In turn, this is seen as placing a burden on the Council to provide affordable or social homes for local people.

Tourism

Participants are aware that tourism is important to Cornwall's economy, but many felt that the focus should shift from tourism in favour of inward investment to provide better paid jobs for local residents. Tourism is, and will remain important to Cornwall, but residents do not want to be disadvantaged as a result.

- Perceived increased home ownership and/or the choice of self-catering accommodation over hotels is seen as not contributing as much to the local economy as in the past, as

tourists will bring their own food provisions or by at national chain supermarkets/stores rather than using independent retailers or eating out.

- Young people are leaving the county because, amongst other reasons, jobs for local people in tourism are poorly paid and seasonal. Participants want to see more aspirational opportunities for young people in Cornwall in manufacturing, production and start-ups to encourage local youngsters to stay.
- Tourism is seen as creating high prices and pushing up the cost of living for local residents e.g. high restaurant prices, high parking charges, fuel, food etc.
- Participants want to see better leveraging of revenue from tourists in order to offset the disadvantages (e.g. tourism or visitor tax).

Localism, community and wellbeing

There was a strong sense amongst all participants that people need to take more responsibility for their own health and wellbeing and that education for all with regards to this would be welcome. In this context there was much debate about the importance of the role of the community and how this can be developed in caring for ourselves and vulnerable elderly residents to take the pressure off Council budgets. Participants made the following suggestions:

- Focus should be on helping residents to live better and live healthier lives.
- Education is key to supporting communities.
- Residents should be encouraged to see a pharmacist first rather than their GP, or attending A&E.
- Missed GP appointments should be paid for.
- Local volunteering was perceived to be a useful way of strengthening community bonds, but volunteering should not replace paid employment.
- The Council should work with and incentivise communities to help them to help themselves. Participants are prepared to take on responsibilities for their communities and expect other residents to do the same. They felt that with initiatives like 'neighbourhood litter picking' volunteers could be 'utilised' to make stretched budgets go a little further.

Budgets and Funding

Participants were aware that Cornwall is characterised by an aging population, with young people leaving the county in search of better job and housing opportunities, low wages, and in particular, of tourism and the resulting high demands on services by those who do not or no longer contribute to them.

Participants struggled to understand the budget, asked many questions and said they needed more detailed information. They were particularly concerned about how much is ring fenced, for which services, and how much spend is at the discretion of the Council.

- Participants feel that Cornwall is a special case and has suffered from historic underfunding. It is perceived that this has been ignored for too long and is resulting in a reduction in services and disadvantages to local people.
- Participants want Cornwall Council to lobby harder for fairer funding and for the recognition that Cornwall's status and challenges are special/unique.
- In order to maximize budget and efficiencies, services should be interlinked and be interdependent (e.g. less duplication of work).

- All participants felt very strongly that budgets should be allocated to allow for prevention/intervention, not just crisis management.
- Participants felt that there were opportunities for greater efficiencies and savings to be made in Health.

Services

With regard to improving service delivery, participants focused on prevention, efficiency and savings, utilising technology and streamlining services. Participants were particularly concerned that there should be a team set up to investigate future planning to focus on prevention so that savings can be made and crisis management can be reduced. Participants also called for greater collaboration between Councils to share learning and best practice.

Two issues emerged as particularly important to participants, which were education, and attention to integrated service projects with wide ranging benefits. Other areas that participants felt strongly about were transport and housing:

Transport services

Cornwall is seen to have fragile road and rail links and participants were quick to point this out. They were also very aware of how services are interlinked and interdependent and how one impacts the other (and that this applies to services across the board, not just transport):

- Participants welcomed the issuing of bus passes, but pointed out that the bus network was inadequate, especially in North Cornwall.
- Because there are so few buses, routes are convoluted and it can take all day to make a return journey over travel a relatively short distance. Participants found this resulted in poor access to town centres and high street shops, which suffered as a result. Furthermore, it means limited access to amenities and this was seen as contributing factor to social isolation.
- Bus services also often end very early in the evening curtailing access to entertainment and social events for young and old alike.
- Participants voiced concern for the rail problems around Dawlish.
- The Extra strain put on Cornwall's road and rail infrastructure during the tourist season and this impacts on residents was pointed out across the groups.
- Poor road and rail infrastructure were perceived as having a negative impact on inward investment and the wider impact of that on job opportunities.
- A staged approach in improving the traffic infrastructure and public transport system would be favoured by participants (get small sections improved and working). Rather than trying to update the infrastructure county wide to find that it didn't tie-up or work at the end of the project.
- Participants considered many so-called road improvements to actually make matters worse, e.g. Truro bus lane or Treluswell roud-a-bout, and called for more public consultation in this context to avoid inappropriate spending and make savings.

Housing

Participants recognised that there is serious need for more affordable homes to either buy or rent at prices that residents can afford.

- Participants would like to see the definition of ‘affordable homes’ changed in order to take into account what affordable means in relation to local wages and local property prices.
- Participants feel that Cornwall should be recognised as a special case because of the high number of second homes and holiday homes that lead to increased property prices.
- Participants would like to see a priority for local people; new building should be in favour of local resident’s needs first, but the need for a balance with second homes was recognised.
- A need for more social housing for local residents was perceived. Those houses should also remain within the Council’s control and not be sold on as ‘cheap second homes a few years down the line.’

Cuts to services

Participants were very aware of the need for budgetary cuts, particularly as Cornwall will soon lose the contribution from EU funding and they were aware that central government may not make up the shortfall. However, participants were not willing to see cuts to Children, Schools & Families Services, Health or Adult Social Care as these were their highest priority and many felt they should receive more, not less funding. Participants concerns centred on:

- Services have already been cut and participants fear that any further cuts will have a negative impact on service users in the short term and society in the longer term.
- Participants were keen to identify and eliminate any ‘overcharging or profiteering’ in Care delivery by private agencies to reduce costs, ensure quality care and ensure ‘we are getting what we pay for’.
- Cuts to services may necessitate an increased reliance on volunteers and fears were voiced that there are not enough people available in small communities to sustain this, especially in North Cornwall. There was also a strong feeling that volunteering might be taking away paid employment opportunities.
- Request for more services to be taken back in house to reduce costs and make efficiency gains.

Value for money

Across the groups participants were very concerned that the Council should concentrate on getting good value for money, particularly as so many services are contracted out. When asked if they believed the Council offer good value for money opinion was divided:

- Overall, participants do not rate Cornwall Council as value for money however, certain aspects of some service and some officers in direct contact with residents do represent good value.

Willingness to pay Council Tax increases

Again, opinion was divided and to some degree, whether or not participants were willing to pay Council tax increases was dependent on their ability to pay and consideration of ‘fairness’ (i.e. second home owners who claim exemption). Those who were on low incomes described current

levels of Council Tax as “extortionate.” If they were prepared to pay more Council Tax, in most cases caveats were placed around their willingness to pay, including:

- Specifying the services they would like to see benefit from the increased pay – or those they were not prepared to pay more for (e.g. Council wages, ‘vanity projects’ or ‘back office staffing’.)
- Greater transparency in how funds are spent and why.
- Greater assurances that funds are spent effectively.
- More easily accessible information about breakdown of the spend.
- Fair Council Tax for all (including second home owners) and closure of tax loopholes.

Engagement with the Council

Across the board participants were very keen to have more and better communication with the Council and to engage in more consultation. Participants commented on the following:

- Currently the Council is difficult to access, communication is mediated via the website and participants described this as very difficult to use or navigate and noted that it excludes those without Internet access or the skill to do so, typically the low waged and the elderly.
- They would like to see more public consultation happening and are would like to see a broad spectrum of the local population to be involved.
- Participants see themselves as a ‘valuable but underused resource’ potentially holding a wealth of experience. They would like to help – and would like the Council to ask them to do so.
- Other resources put forward for more frequent engagement were town and parish councils; they would like to see the introduction of community/parish panels as part of an ongoing consultation process.
- Information should be provided regularly and should be bite-sized. Participants would like information to be provided prior to engagement exercises to enable those involved to become acquainted with the issues and to formulate questions.
- Participants feel they have a valuable contribution to make and would like proper weight to be given to their views, and for their input to be utilised and valued.

Economic Growth and Development

- This group felt they needed a high level of detail behind the figures delivered in the presentation in order to make a useful contribution to Cornwall Council in the consultation process. They stated a strong preference to be furnished with relevant information prior to attending the group in order to have time to digest the details.
- Similarly, participants complained that the presentation offered too much information to be easily and quickly assimilated, but still not enough details behind the figures in order to make informed decisions about spend.
- Participants were surprised by some inclusions within the portfolio (e.g. Cornish language) and some exclusions (e.g. Leisure).
- The group were strongly in favour of public consultation and reiterated this throughout the discussion.

- Participants expressed a desire to be involved in a consultation exercise much earlier in the process. Several commented on the short time-scale involved in the current exercise and questioned whether there was actually time to take their views into account.
- Participants felt consultation should occur more frequently and should focus on bite-sized issues that could be discussed in more depth. They would like to see the introduction of community/parish panels as part of an ongoing consultation process.
- Housing was high on the agenda; new building should be in favour of local resident's needs first, but the need for a balance with second homes was recognised.
- Today's affordable housing should not become tomorrow's second homes, caveats need to be applied to keep properties available for the local community.
- Participants questioned the definition of affordable housing; they would like to see Cornwall's high property prices and low wages taken into account.
- Council Tax rules for second homes were seen as inadequate. Those who can afford second homes are perceived to be able to afford to pay Council Tax. It is unlikely to make buying in Cornwall less attractive. Likewise the Business Rate loophole (business rate relief for small businesses) should be closed if used in order to avoid paying Council Tax.
- Second homes are not contributing to the local economy if they are left empty for many months of the year.
- The group expressed surprise and delight at the plans to deliver next generation broadband to the final 5%.
- Cornwall is perceived to be at the mercy of delicate transport links; road and rail infrastructure cannot deal with demand. Rail problems at Dawlish must be addressed.
- Likewise, poor road and rail infrastructure are seen as having an impact on inward investment and the wider impact of that on job opportunities.
- In order to improve the job market, participants would like to see manufacturing and production encouraged in to Cornwall, with the understanding that this will also need better traffic infrastructure.
- Overall, there is a perceived need for better paid, non-seasonal jobs to retain young(er) people in Cornwall.
- A staged approach in improving the traffic infrastructure and public transport system would be favoured by participants, over an approach that would be dealing with the county as whole.
- Some participants suggested abandoning toll charges on the Tamar Bridge to encourage tourism and business.
- Participants were strongly in favour of better integration, working with other relevant bodies and learning from other councils.
- Many opportunities were flagged up for the Council to get the right messages into the wider domain and provide more detailed information to create a better and more informed impression amongst residents.
- The group reached no consensus on whether Cornwall Council in general, or Economic Growth and Development in particular, provide good value for money.
- Mentioned opportunities for savings included timing for street lighting, wider use of wind turbines for domestic properties and more regular road maintenance to avoid the need for piecemeal short-term pot hole repairs.
- There was no consensus on willingness to pay more Council Tax to maintain service delivery at the current level and participants were even less favourable towards paying more to provide a better level of service because Economic Growth and Development was not high on the agenda for many, they have 'other' priorities.

- There was a strong sense amongst participants that the Council has lost touch with what voters want, has lost expertise and no longer delivers the valued services or performs the duties it once did. This has created a crisis in confidence and has led to the perception that funds are being wasted.

Children, Schools & Families

- Participants were aware of the need for Council budget cuts, but they were unanimous in their opinion that cuts should not be made to Children, Schools & Families Services. Participants rather looked to have the budget for the service increase.
- Participants were of the opinion that any cuts or limitations to Children, Schools & Families services, that might provide short term gains, are a false economy because the repercussions will result in higher demands on services in the future.
- Participants would welcome a more easily navigable website.
- Participants perceive the Council in general and Children, Schools & Families Services and Adult Social Care in particular to operate in silos - but with greater and more serious repercussions for Children, Schools & Families services.
- Better joined up working between care services and health services would be welcome by participants.
- Users of Children's Services described them as convoluted, difficult to access and difficult to use when seeking support for a disabled child.
- Participants would like to see the Council consult with service users to better understand where the gaps in information exist and the most useful way to address this.
- Lack of easily accessible information on the Council's website means that users look elsewhere. This can lead to mis-information and (perceived) time wasting.
- Participants made a number of suggestions about how they want Children's Services to improve:
 - better and easier access to information
 - early intervention
 - help and support regarding Council services to be offered voluntarily by social workers (e.g. provision of nappies) rather than having to uncover this information from other parents or through blogs and social media
 - allocation of a key worker with greater continuity
 - allocation of an appropriately experienced social worker
 - provision of autism specific services
 - better managed transition from child to adult services.
- Participants were unanimous in their strongly held belief that early intervention results in prevention and is vital to success.
- The needs of young families and better parenting skills were high on the agenda as a means of prevention.
- Participants acknowledged that it is difficult to measure the effects of early intervention because this involves evaluating what did not happen.
- Historic cuts to services mean that budgets have to be applied to crisis management now, rather than intervention and prevention. Participants felt this circle needs to be broken in order to be able to make savings in the long-term future ('invest now – benefit later').
- With regard to improving service delivery, participants focused on efficiency and savings, utilising technology and streamlining services.

- In terms of value for money participants were more favourably disposed towards Children, Schools & Families in particular than Cornwall Council generally.
- As a result of the budget allocation exercise, two issues emerged as particularly important to participants - education, and attention to integrated service projects with wide ranging benefits.
- Participants were very keen to engage with the Council and would welcome more opportunities for this to take place. Conversely participants were not convinced that the Council was actively seeking to engage with them.
- More participants were prepared to pay increases in Council Tax if services improve, but there was an almost equal split regarding paying more for services to stay at the same level. Participants are keen to see improvements, yet do understand the financial pressures due to budget/funding cuts from central government.

Health and Adult Social Care

- Participants were aware of the impact of cuts through the media and local radio e.g. Treliske hospital asking people not to attend A&E, etc.
- Participants expressed fear that with an aging population, unless more money is spent on Health and Adult Social Care “we’re heading for a real crisis.”
- Participants feel that any cuts will have increasingly damaging effects because services are already stretched too far. Participants said it was a “disgrace that we are in the state we are in as the fifth richest country in the world” but blame central government rather than Cornwall Council.
- Users of Health and Adult Social Care said that services were difficult to access and use and they would welcome clearer pathways for vulnerable people to be identified and guided through the system.
- Participants found that currently contact with Adult Social Care was like a gatekeeping service where would-be users are “turned away the door.”
- Participants were strongly in favour of fighting for more funding from central government for Cornwall and felt that Cornwall’s problems and historic underfunding have been ignored for too long.
- There was a very strong sense amongst all participants that people need to take more responsibility for their own health and wellbeing and that education for all with regards to this would be welcome.
- Service users should be encouraged to see a pharmacist first rather than their GP or attending A&E and potentially made to pay for missed appointments.
- Charities are seen as filling some service gaps, but this is not seen as sufficient.
- Those that had experience with Health and Adult Social Care thought it needed to be more joined up, operating in silos means that services are delayed or do not materialise.
- Volunteering and strengthening community bonds were viewed as very important, but fear was expressed about volunteers might be taking away paid employment opportunities.
- Participants were strongly in favour of local health and rehabilitation services for local people. Money is wasted when residents are moved away from their local area for treatment and the family are too far away to contribute their help and support.
- Participants struggled to understand the budget, asked many questions and said they needed more detailed information. They were particularly concerned about how much is ring fenced, for which services, and how much spend is at the discretion of the Council.
- Participants were both sympathetic and favourable towards Cornwall Council and said that considering the financial constraints ‘they are doing the best they can.’

- Participants acknowledged that services are interdependent and that grass roots staff are over stretched and overworked.
- Participants want services to be taken back in house, they feel that contractors are profit rather than care motivated. Participant were not convinced that out-sourced contracts offered value for money.
- The group were unanimous in their opinion that services should be focused on prevention for the future and were concerned that the budget (with the exception of day care) is focused on the present and crisis management.
- Participants were adamant that there is a strong need for better mental health provision across Cornwall and the need to address the antecedents of mental illness (e.g. poverty, poor education, drug and alcohol abuse).
- With regard to improvements participants questioned whether we need more residential care for the elderly and suggested that with a better care infrastructure more people could be kept in their own homes.
- Whilst this group were very keen to have a dialogue with the Council, engagement was not as great an imperative as it had been for other discussion groups.
- Participants suggested the web site might offer a good source of information but that only those who wanted to use services were likely to look at it.
- Whilst they also suggested the use of Social Media, e-mail, online surveys with rewards for participation, and targeting of particular groups to get a particular message across, they were aware that those without Internet access would be left out.

Neighbourhoods

- Participants agreed they had a better understanding of how the budget was broken down following the presentation but were shocked as to how much was spent on housing benefit.
- Participants expressed concern about Cornwall Council's wage bill and some salaries in particular.
- The Council's pay cap was described as admirable, but participants suspected none of those residents present had had a pay rise either.
- Participants were particularly concerned about
 - Poor job opportunities
 - Low incomes/wages
 - Cornwall's aging population
 - Housing that was affordable by the local population.
- With regard to budget cuts there was concern that this would lead to an increased reliance on volunteers and that in small communities there would be not enough people available to cover this, especially in North Cornwall. Strong feelings that jobs should be paid.
- Participants noted a government announcement that day of further funding to be made available, but considered that it still was not enough. Participants felt this was a central government acknowledgement of problems in Adult Social Care in particular.
- There was understanding of why cuts need to be made, but likewise anger and resentment too. Some participants argued that cuts should be ignored and we should "spend what we need to spend."
- Participants hoped that "massive" building programme in the county would bring in more revenue through Council Tax and Section 106 contributions,
- Participants want more focus on the shortage of affordable homes, rather than 'luxury houses' being built and expect Cornwall Council to negotiate with developers thus.

- Parking issues led to discussions around dissolving parking charges and enforcement in favour of making Cornwall more attractive to tourist but the need to deal with parking in order to stay abreast of car park maintenance and of inconsiderate parking which hinders emergency services.
- During the budget allocation exercise participants noted that there were several areas where the Council has no control over the budget as these are ring fenced. Of the remaining discretionary spend, issues around Cornwall's aging population were high priority.
- Participants considered many so-called road improvements to actually make matters worse e.g. Truro bus lane or Treluswell round-a-bout, and called for more public consultation in this context to avoid inappropriate spending and make savings.
- Participants questioned £22 million spent on online services and customer experience. They preferred to think of the Council as 'serving the public', rather than seeing themselves as customers.
- Libraries are considered to be very important and one of the few community facilities left to residents. There are fears of library closures, reduced opening hours and relocation to inappropriate and less accessible spots in the community.
- Localism strongly supported, strong desire for more community consultation, praise for some local County Councillors.
- Participants found it difficult to suggest savings because they don't feel they know how well funds are being spent currently. There were concerns around cost effectiveness.
- With regard to savings, participants want recycling collected weekly and household rubbish collected fortnightly, but without limit on how many bags are to be collected.
- Council recycling sites described as overzealous, "like stop and search." DIY waste is not 'trade waste' and charges should not apply, current rules are seen as encouraging fly tipping.
- Re. income generation participants want to know when St Dennis incinerator will start generating electricity and were sceptical it would ever happen.
- Participants would like to see improvements to the public transport system (e.g. bus services in North Cornwall in particular and Dawlish rail problems in general.)
- Unanimous strong feelings were voiced towards second home owners who do not pay Council Tax and are exempt from Business Rates. It was described as a "tax loophole" particularly as second home owners have 'free' access to other Council services for which residents pay. Described as "unfair".
- Great surprise at the cost of running the Council and holding elections - £46 million. Participants wanted to know how this is broken down and commented that running costs are disproportionate e.g. £20 million more than Wellbeing' and Public Health.
- Ideas for income generation included:
 - Car parking
 - Increased toll charges
 - A toll on either end of the Tamar Bridge
 - Council Tax on second homes and lobbying for fairer funding
- Other popular income generation ideas centred on maximising income from tourism and introduction of a 'luxury/holiday tax' similar to those abroad, and a tax on caravans and caravan sites.
- Town centres are seen as not attractive enough to tourists, don't have enough independent shops, and have too many charity shops and empty premises. Participants felt that there was next to none night time economy due to bad publicity (e.g. Penzance), online shopping destroying the high street. Suggestions included a reduction in business rates to encourage regeneration of town centres, a parking refund scheme and annual payments from large out of town retailers (e.g. Tesco).

- No consensus regarding whether participants would be prepared to pay more Council Tax to maintain services as they are. However, all 'yes' responses came with caveats, e.g.: for services only, not wages, if the council made changes – ease of contacting the Council and maintaining community facilities like libraries, less outsourcing, if services improved, more detailed breakdown of spend, Council tax for second homes. 'No' responses focused on a need for more readily available, detailed information, more focus on efficiency gains, more transparency and accountability, ability to pay and low incomes in Cornwall “pushing people into poverty,” fears that if we pay more, central government will pay less.
- Participants want to see much more public consultation.
- Strong feeling that local Councillors and local MPs should be more accessible and have more engagement with local residents.
- They like to see the Council being more proactive in promoting civil responsibility, encouraging communities to take responsibility and to help 'themselves'.
- Re contact, participants felt the Council was “hiding” and described the Council as reluctant to engage face-to-face. This makes access to services difficult because it must be accomplished via their web site and leaves those without access or with poor access or IT skills excluded, impacting the elderly and those on low incomes in particular. Participants placed the blame with those who design access to online services and suggested engaging with users to make improvements and provide more opportunities for face-to-face access.
- Most participants also reported that it is very difficult to get through to the Council by phone and that even if residents are able to get through, they are directed to make applications online. Others said that when contact can be made, some services work very well.