

Leicester
City Council

WARDS AFFECTED: all

Cabinet

15th December 2003

Investing in the Future of Leicester: the Findings of the Project Questionnaire

Report of the Corporate Director: Cultural Services and Neighbourhood Renewal

1 Purpose of Report

- 1.1 This report presents the findings of the public consultation exercise carried out in September 2003 to assist in decision-making about The Project.

2 Summary

- 2.1 Since late 2002, staff in the Cultural Services and Neighbourhood Renewal Department have been working on a project to create long term sustainability for the department. Faced with challenging financial targets and the consequences of long term budget reductions, we have needed to explore some radical options.
- 2.2 As part of that project we wanted to ask the public's opinion about the options that were emerging in terms of both service investment, service reduction and alternative delivery options. This report presents the findings of that work, and gives a useful indicator of public opinion.
- 2.3 A separate paper on your agenda gives options for investment in cultural services based on this, and other research.

3 Recommendations

Members are recommended to:

1. Note the findings of the survey

4 Financial & Legal Implications

4.1 *Financial Implications*

This report has no direct financial implications but will help inform financial decisions.

4.2 *Legal Implications*

This report has no direct legal implications but will help inform service planning decisions.

5 Report Author

Joy Brindle

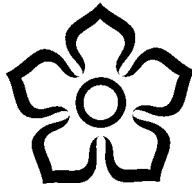
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DECISION STATUS

Key Decision	No
Reason	N/A
Appeared in Forward Plan	N/A
Executive or Council Decision	Cabinet



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SUPPORTING INFORMATION

Report

1. Background

- 1.1 Since late 2002, staff in the Cultural Services and Neighbourhood Renewal Department have been working on a project to create long term sustainability for the department. Faced with challenging financial targets and the consequences of long term budget reductions, we have needed to explore some radical options.
- 1.2 As part of the project we wanted to ask the public's opinion about the options that were emerging in terms of both service investment, service reduction and alternative delivery options. We developed a survey (attached to the report as Appendix 3) which presented all the emerging options and asked the public whether they wanted to invest in particular services, reduce or close them or do them differently.
- 1.3 15,500 copies of the survey were sent out in September 2003 through Customer Service Centres, Museums, the City Gallery, Leisure Centres, De Montfort Hall and to stakeholder groups. It was also printed in full in LINK and the Leicester Mercury.
- 1.4 1674 copies were returned, with 1094+ from the City, which makes the response statistically significant according to Audit Commission guidelines.

2. Key findings

The broad conclusions of the survey can be found in the Executive Summary on page 2 of the report. Some of the key findings are:

- a) The services in which most respondents supported investment were Markets, Parks and Sports centres, with Aylestone and Leicester Leys leisure centres and the De Montfort Hall being the most supported individual facilities.
- b) The services with the least support for investment were Public Art, Neighbourhood Co-ordination and Running the Department

- c) Of those who expressed an opinion, 62% supported trust management.
- d) On transferring services to the private sector, less than 27% of respondents supported transferring the two Golf Courses, and 15% supported transferring Gilroes Crematorium to a private company.
- e) 26% of respondents supported the introduction of entrance charges for special events at museums (this equates to 32% of those who had an opinion on Museums)
- f) Sports Centres appear to attract support from residents in their local areas, but this pattern does not apply to other services (although respondents were not asked to comment on particular Parks)
- g) Almost half the respondents said they were regular (once a month or more) service users, but the proportion using specific services was much lower (ranging from Parks at 13% using the service four or more times a month, to Advice services at around 0.3%)

3. Conclusion and Recommendations

3.1 The survey provides a useful gauge of the temperature of public opinion on the options presented. Members are recommended to:

- 1. Note the findings of the survey

FINANCIAL, LEGAL AND OTHER IMPLICATIONS

1 Financial Implications

1.1 This report has no direct financial implications but will help inform financial decisions.

2 Legal Implications

2.1 This report has no direct legal implications but will help inform service planning decisions.

3 Other Implications

3.1 Other implications

OTHER IMPLICATIONS	YES/NO	PARAGRAPH REFERENCES WITHIN SUPPORTING PAPERS
Equal Opportunities	Y	The survey will be used as part of the context for future decisionmaking around cultural and neighbourhood services, and as such will impact on the services available to all individuals

OTHER IMPLICATIONS	YES/NO	PARAGRAPH REFERENCES WITHIN SUPPORTING PAPERS
Policy	Y	The survey will be used as part of the context for future decisionmaking around cultural and neighbourhood services, and as such could impact on: Cultural Strategy Neighbourhood Renewal Strategy Financial Strategy The Project Advice Strategy Parks and Open Spaces Strategy Arts, Media and Broadcasting Strategy Sports Strategy Draft Museums Strategy
Sustainable and Environmental	Y	The survey will be used as part of the context for future decisionmaking around cultural and neighbourhood services, and as such could impact on services concerned with liveability and sustainable communities
Crime and Disorder	N	The survey does not deal directly with issues around crime and disorder
Human Rights Act	N	
Elderly People/People on Low Income	Y	The survey will be used as part of the context for future decisionmaking around cultural and neighbourhood services, and as such will impact on services available to elderly people and those on low incomes

3.2 Risk Assessment Matrix

	Risk	Likelihood L/M/H	Severity Impact L/M/H	Control Actions (if necessary/or appropriate)
1	Findings are taken as more than just an indicator of opinion on specific options	M	H	Findings need to be considered only as part of the context for decisionmaking

L - Low
M - Medium
H - High

L - Low
M - Medium
H - High

4 Consultations

Consultee
CS&NR Head of Finance
Legal Services (Stephen Stewart)
1,674 residents and stakeholders

Date Consulted
25th November 2003
25th November 2003
September 2003