

'Difficult Decisions 2019-20'

KEY FINDINGS

Responses

There were a total number of 3,350 responses to the consultation.

- 3,325 Responses to Survey (online and paper) * which generated 6,754 comments
- 7 Participants at the 'market stall' event
- 18 letters/emails

Appendix 1 provides further information about the event.

Appendix 2 provides further information on the themes of the letters and emails.

Copies of Letters, emails and all comments received can be found in the Members library.

*This gives a Confidence Level of more than 95% and a Confidence Interval of less than 5%.

*A **confidence level** is an expression of how confident a researcher can be of the data obtained from a sample. Confidence levels are expressed as a percentage and indicate how frequently that percentage of the target population would give an answer that lies within the confidence interval.*

*A **confidence interval** is the margin of error that a researcher would experience if he or she could ask a particular research question, say, of every member of the target population and receive the same answer back that the members of the sample gave in the survey.*

Survey Analysis

Quantitative Data

For each of the questions within the survey which were presented with a 'tick-box' response, there were a number of people who chose not to give a response. We are not able to determine why people chose not to give a response, and therefore should be cautious about making any assumptions. However, in order to present the results of the consultation accurately, the graphs will indicate the percentage of people who chose not to answer a particular question.

About You

1,862 people answered the questions in the 'About You' section of the survey. Therefore the analysis of the data by group is based on these responses.

Further detailed information on the demographic data can be found in Appendix 3.

Qualitative Data

Comments received in the survey have been analysed and coded/themed.

For each proposal, the total number of comments received is shown. The most commonly occurring codes/themes have then been highlighted in this document – along with the number of comments received related to that code/theme. Further details about the comments received can be found in Appendix 4.

Income and Cost Recovery

WCBC has a 'Cost Recovery Policy', which outlines principles for charging for services provided by Wrexham County Borough Council (WCBC). It establishes a framework within which fees and charges set by the council are agreed and regularly reviewed, and also sets out the general principles by which the council will operate. The policy contains guidelines to ensure that fees are set appropriately in order for us to recover our costs, whilst also delivering value to the public, at a price that is reasonable for the service.

One of the main principles of the policy is that where it is appropriate to charge for a service, we should ensure that we are making enough money from charging to cover the costs of delivering this service. It also states that in some cases, where we're not able to cover our costs, we should consider decommissioning (i.e. stopping) the service.

There are some services which we currently provide for free, or for a 'contribution'. We will consider whether we could make a charge (or increase the charge) for some of these services, so that the income we generate is enough to cover the cost of providing the service.

We will also consider whether there are any other services (that we currently provide, or which we could provide in the future) which we could consider charging for in order to generate income which could be reinvested in council services. This approach may mean that we are able to continue providing some non-statutory services (which we might otherwise have to stop completely) by charging for them.

Do you have any suggestions for other ways in which WCBC could generate income?

Do you have any suggestions for other ways in which WCBC could generate income?	
Code / Theme	Count
Reduce Councillor salaries / Don't increase salaries / Make position voluntary	123
Remove the role of Mayor	111
Charge all staff and Councillors for parking	109
Reduce the number of Councillors	67
Reduce rents and business rates for businesses in Wrexham	61
Negative comments regarding the new paving on Hope Street	55
Reduce salaries of Council staff	50
Better enforcement of litter, dog fouling, parking etc.	45
Increase council tax	39
Other ideas for generating income	35

Waste Services

You will be aware from previous budget consultations that we have been reviewing the way that we deal with waste in Wrexham, for a number of years. As have other Local Authorities in Wales. You might also know that Welsh Government have been looking at this issue, as they want to ensure that local services are supportive of national initiatives and targets. Welsh Government guidance is that local authorities should look to move to monthly household waste collections (i.e. your black or blue bin), in order to increase the amount of waste we recycle, protect the environment and reduce costs. So far in Wales we haven't seen any areas achieve this standard. However, we have seen a number of areas (such as Gwynedd) move to collection of this household bin once every three weeks (as oppose to once a fortnight as we currently do in Wrexham).

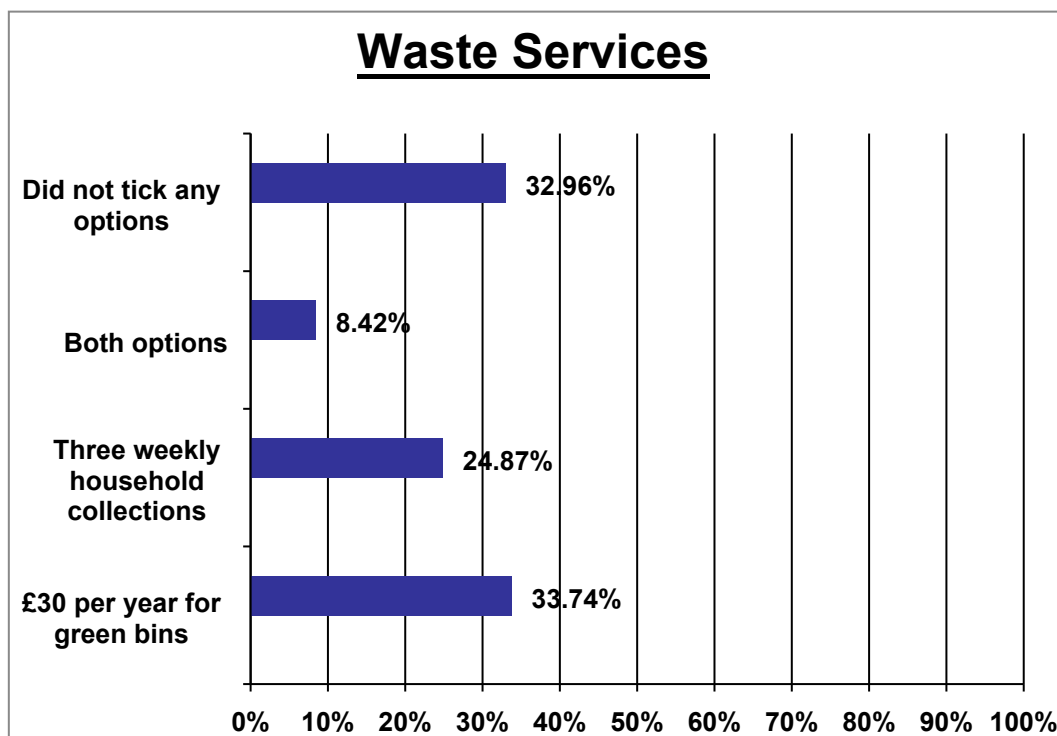
As we see the progress and changes that others are making to waste services, naturally in Wrexham we also need to consider making changes. There are a number of options for us to consider, and we'd like to know what you think.

One option would be that we introduce three-weekly bin collections for your black/blue bins. We will continue to collect your recycling on a weekly basis, as we would hope the amount of recyclable waste increases as a result of this change to 'residual waste'. This would bring us in-line with Welsh Government's Blue Print for Wales Collection Services, and other Local Authorities who have, or are, moving to this system. We estimate that this would generate the greatest level of savings, and also have to biggest impact on recycling within Wrexham.

The second option that we're proposing is to the way we handle green / garden waste. Based on some of the suggestions you made in last year's budget consultation, and the data we have about the volume of garden waste we collect, this year we are only collecting your garden waste once per month in November, December and January. Unlike household waste, the council doesn't legally have to collect garden waste; however we want to be able to provide this service, therefore the proposal is to charge everyone (who uses one) £30 per year for having their green bin emptied (plus £30 for any additional green bin). Other areas already charge an annual fee for green bins, such as Flintshire (who charge £30) and Carmarthenshire (who charge £42), and do not collect during the winter months.

2. Unfortunately, due to the level of cuts to our budget we need to make we do not have the option of doing nothing; therefore please tell us your views on the options we have outlined.

What would your preferred option be?



Please make any other suggestions or comments about waste services below:	
Code / Theme	Count
There is a risk of increased fly-tipping if these proposals are introduced	302
Reducing household waste collections would cause more problems e.g. vermin, smells and mess	234
People struggle with two-weekly bin collections - particularly people with children and pets	188
Reducing winter collections for green waste is reasonable, and could even be reduced further	123
There should be no changes in waste services when we pay so much in council tax	120
The services provided by bin collection teams need to be improved, including staff performance, recruitment and retention	114
Disagree with both options	107
People should be educated and encouraged to re-use and recycle more. There should be more done to ensure people follow the rules around recycling	100
Criticism of WCBC	94
Keep fortnightly bin collections	90

Libraries

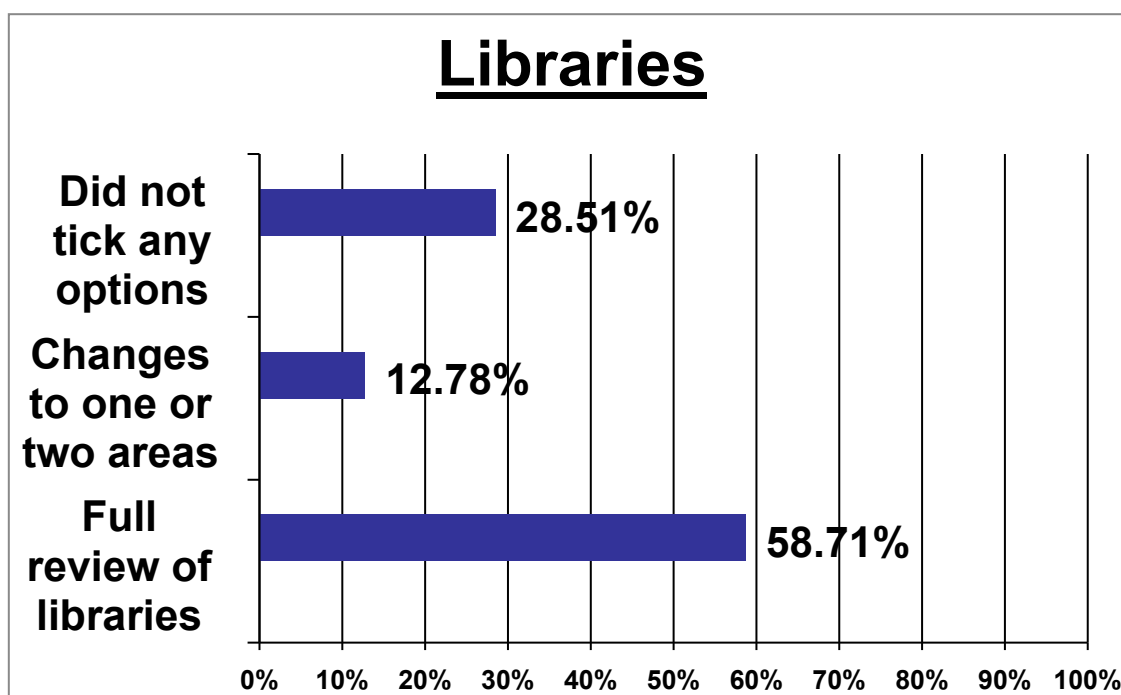
Local authorities in Wales have a duty to provide 'adequate and sufficient' library services; however, it is up to each authority to decide how they will provide these services in their area. In Wrexham, we currently spend approximately £1.3million on libraries every year, and so clearly, in these difficult times, this is an area that we need to review to ensure that it is efficient, and able to meet residents' changing needs.

Our proposal is that over the next year, we undertake a complete review of library services across Wrexham, in order to understand your needs and how best we could transform this service to meet those needs. Our expectation is that by doing this we would be able to deliver a more modern service, whilst also reducing spend in this area and helping bridge the gap in our budget in future years. As part of this review we would be engaging with communities where there are options for changing the service.

We simply cannot continue with current spending in this area, therefore if we do not carry out this full scale review of library services, there will still need to be changes. We have identified some possible options for saving money for 2019/20 (including potentially having to change the way we deliver library services in specific areas of the county) however it's unlikely that these changes will contribute to the effectiveness of the service, or help to deliver a modernised service which meets local need; and there may still need to be further reductions in this area in future.

3: Unfortunately, due to the level of cuts in our funding we need to make we do not have the option of doing nothing; therefore please tell us your views on the options we have outlined.

What would be your preferred option?



Please make any other comments or suggestions about libraries below

Code / Theme	Count
Libraries are community assets and should be maintained - they are local meeting spaces and also help prevent loneliness and isolation and are used by schools	129
Consider income generation - e.g. charging membership fee, renting out space, computer use, having cafes, seek sponsorship	122
Service they provide is essential to families, the elderly and people on low incomes (e.g. those that can't afford computers / WiFi / books and job seekers)	122
Libraries not needed - digitalise services and train people in how to use them / provide tablets to those in greatest need	75
Don't close any more libraries or reduce the service	65
Transfer libraries to private / third sector orgs / Community Councils and seek more volunteers to help run them	58
Co-locate in other council buildings, community buildings, schools or Ty Pawb	57
Only have one library in town-centre (close all others)	50
A review is needed to make best use of resources / meet customer needs / modernise the service - ensure staff are involved	49
Use library buildings for other public services as well (make greater use of providing services in communities)	46

Transport to 'faith schools'

Within Wrexham we have a number of 'faith schools' (i.e. those schools which are intended for pupils of a particular religious faith). Parents can choose to apply for their children to attend these schools.

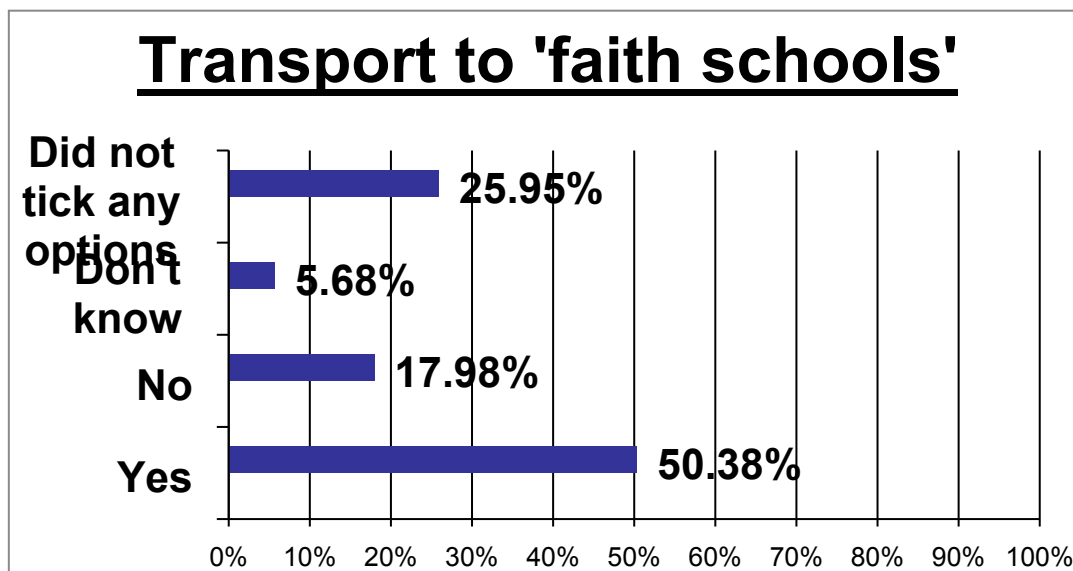
The arrangements for home to school transport in Wrexham are that we provide transport for any child living more than 3 miles (for secondary school), or more than 2 miles (for primary school) away from the school that they are attending, providing this is the nearest suitable school to where they live. We do not provide free school transport to those pupils whose parental preference is not to send them to the 'nearest suitable school'. Should a parent decide that they want their child to attend a faith school, free school transport is currently provided for pupils living further than 2 or 3 miles away – regardless of whether there is a non-faith school closer to where they live.

The provision of this transport to faith schools is 'discretionary' (meaning that we are not required to provide it by law). We estimate that providing this transport currently costs us around £302,000 per annum, and therefore we want to review the current arrangements for this provision, and consider ending this free transport.

Any changes in this area would affect transport to 17 schools in Wrexham, and there are currently 406 pupils who would be affected by this proposed change. If we were to proceed with this review, we would also need to undertake consultations with all schools, parents and other interested stakeholders such as the diocesan authorities; and would want to ensure that there was no detrimental impact on pupils' education as a result. We would also need to ensure that any changes made as a result of this review and consultation would be implemented at an appropriate time (e.g. should this proceed, the earliest it could be implemented would be the start of the school year in September 2021).

4. Due to the current financial challenge we are facing, we have no choice but to consider reviewing a large number of our services.

Please tell us whether you would support us undertaking this review of school transport to faith schools.



Please make any other comments or suggestions about transport to 'faith schools' below

Codes / Themes	Count
Parents should pay all or some of the cost	436
Discrimination towards faith schools / breaches equality and human rights	145
Concern about affordability / should be means tested	100
The current transport policy should be reviewed so that it is equal for all	82
The system is currently biased in favour of faith schools	77
Unfair and detrimental to families of faith	69
The Council / taxpayer should not be funding this	57
The removal of free transport would take away choice	53
Parents should choose the nearest school	44
Welsh schools should be included in the proposal	32
The church should pay	32

Council Tax

Council tax is a locally raised tax that is payable on all domestic properties. It is made up of three separate elements - a Wrexham County Borough Council charge, a North Wales Police Authority charge and a Community Council charge. Wrexham County Borough Council collects all of these charges and retains the amount due to itself and pays the Police Authority and the individual Community Councils the amounts collected on their behalf. The amount paid is dependent on the 'Band' into which a property has been placed. These bands range from 'A' to 'I'; with 'A' being the lowest charge up to 'I' being the highest charge made. Reductions are also made where a person lives alone or a property is vacant.

For 2019/20 we are considering a range of options, including an increase in council tax equivalent to 6% in a Band D property, due to the ongoing pressure on ongoing austerity. We appreciate that this is more than in previous years, and we understand that budgets are tight for everyone, however in order to help cover rising costs and to protect front-line services as much as possible, we are asking you to consider supporting this proposal. This will help us to protect, as much as possible, those services that are a high priority to you - such as schools and to meet the increased demands placed on adults' and children's social care.

As a Local Authority, we also have to contribute to the North Wales Fire and Rescue Service, and this year we have been asked for an increased amount. An increase in council tax will mean we can fund the Fire and Rescue Service in the way they have requested (e.g. a 0.65% rise in council tax will help them maintain the two fire engines at Wrexham Fire Station).

Last year the increase in council tax across Wales ranged from 3.3% to 12.5% - in Wrexham we increased by 3.9% - the third lowest increase across Wales, and below last years' North Wales average of 5%. Our council tax has always been one of the lowest in Wales, and nationally, of the 250 number of Local Authorities in England and Wales, our residents pay the seventh lowest council tax rate.

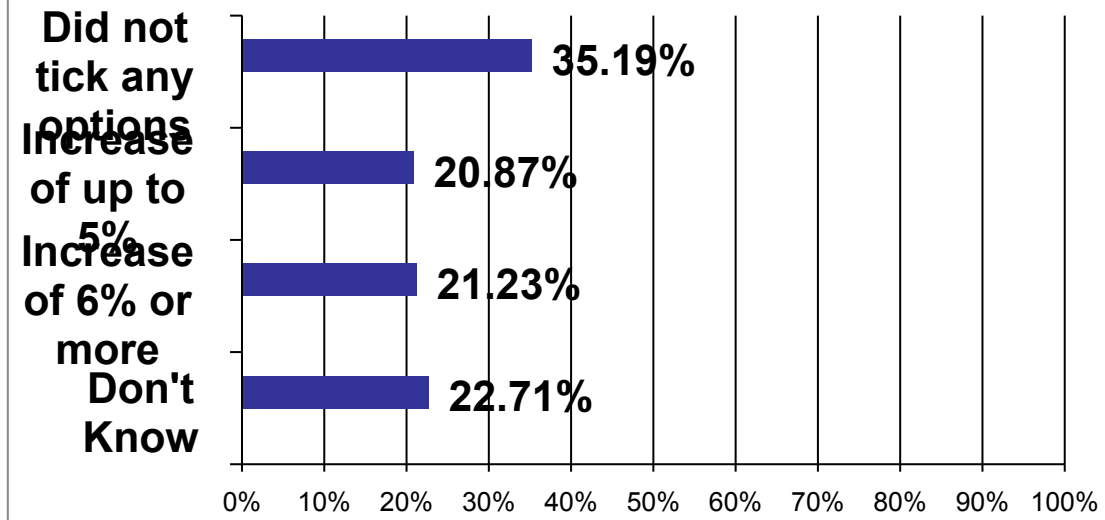
Each year the Welsh Government does an assessment of how much it expects each Local Authority to need to spend to deliver its services (known as the Standard Spending Assessment). It then provides a proportion of this funding, and the rest has to be made up from generating income and council tax. In order to meet the budget that Welsh Government states we will need, we would actually need to increase council tax by around 13%. We are not proposing to do this and so we currently bridge this funding gap through very tight budgetary control and being as efficient as possible.

One option we are considering is an increase of 6% which will cost a family in a Band D property approximately £5.45 extra a month. Whilst we appreciate that many people's budgets are tight, we want to do all we can to protect important services such as schools and social care, and this increase in council tax will help us to do this.

5. We believe there has to be an increase in council tax to support essential frontline services that you, as residents, feel are important.

We therefore ask you to consider the following options, and select one.

Council Tax



Please make any further comments about Council Tax below.	
Codes / Themes	Count
Council services are reducing/substandard/not fit for purpose/not value for money so unfair to increase Council Tax	218
Council tax is high enough already and the proposed increases would be unaffordable	217
Criticism of the Council Tax question - including leading/biased answer categories, requiring more detailed information, and misunderstanding the increase would only apply to band d properties/band d and above	120
Council Tax increases should be kept inline with other measures/levels - e.g. inflation, cost of living, wages/pensions	115
Do things differently to save more money - suggestions include improve efficiency, shared/integrated services with partners, invest to save, cutting services	86
Support the proposed increases as long as it is spent on the services outlined (Social Care, Education, Fire)	80
Council Tax should be frozen or reduced	71
Prioritise essential services and stop wasting money on unnecessary projects - e.g. Ty Pawb, Town Centre Paving, Car Park Signage	66
Reduce the cost of Councillors - including numbers, salaries, expenses, perks	64
Support a Council Tax increase - some stipulating only up of 5%/6%, others stating up to 10%	59

Any other suggestions or comments

Please tell us if you have any other suggestions for savings or alternative ways which we can deliver our services.	
Code / Theme	Count
Reduce number of Cllrs / Cllr pay	225
Remove the mayor / reduce mayoral budget	122
Reduce staffing levels	92
Reduce senior officers pay	90
Reduce spend on Ty Pawb / Ty Pawb - criticism	63
Block paving wasn't necessary / was waste of money	61
Staff and Members to pay for parking	54
Tackle staff not performing	53
Hire out empty offices / Reduce office accommodation / Make better use of our assets / Sell buildings and land / Sell off assets no longer required / Groves	45
Stop using consultants / contractors - use staff instead / Do more in-house - no contractors (e.g. Kingdom)	45

EVENT ANALYSIS

Corporate and Customer Services

Some comments about how the Council needs to communicate better with the public, and be more responsive to things that are happening in Wrexham.

Some comments suggested that it might be worth exploring the possibility of sharing some corporate services (e.g. HR, legal) on a regional basis to reduce costs.

Other comments included: training for staff not always being cost effective, the cost of Welsh translation being disproportionate.

Education

A number of comments about the proposal to change the provision of school transport to 'faith schools'. There was some in agreement with the proposal, and other people were against it. There was some concern about the information within the consultation and the wording used to describe the proposal.

Other comments included: the money spent in education at the moment is not having positive outcomes.

Environment and Planning

Some comments about the state of roads in Wrexham, with people feeling that road maintenance is poor and needs improving.

There were some comments about green waste, with some people happy with the proposal to introduce a charge, and others concerned that it will have a negative impact on the amount that people recycle.

Other comments included: parks should be protected, street lighting should be turned off at night.

Finance

Some comments related to Council tax, with some people believing that it could be increased further than proposed, and other people feeling that council tax should not increase.

Some comments were that Local Authorities need to do more to lobby Welsh Government.

Other comments included: the council should consider sharing office space with other partners in order to reduce costs, people would like to see a review in the amount of council tax which is given to North Wales Police.

Housing and Economy

Some comments related to tourism, with people feeling that it's essential to attract tourists to Wrexham to improve the economy.

Some people felt that there needs to be improvements to infrastructure such as broadband and mobile signal.

Other comments included: improved communications needed about town-centre improvements.

Social Care

Some comments were about the importance of prevention and early intervention.

Some comments were about health, social care and communities working together more.

Other comments included: there are challenges with recruiting and retaining staff in social care.

Proposal / Comments	Responses
Disagreement with the waste proposals	2 emails
Against cuts to frontline services	1 email
Against cuts to the Education budget	2 email 1 letter from NASUWT
Disagreement with charging for school breakfast clubs	1 email
Agreement with Faith School Transport proposal	1 email
GROW funding / Council Tax / Welsh Government	Email from UNISON
Disagreement with rise in Council Tax	2 emails from general public
General ideas for making savings / comments regarding proposals	1 email 1 letter
Disagreement with Faith School Transport proposal	2 Letters 2 letters from St Joseph's Catholic and Anglican High School 1 letter from St Mary's Catholic School 1 letter from the Bishop of Wrexham Diocese
Negative comments regarding town centre paving	1 email
Comments regarding Community Asset Transfers	1 letter from Acton Community Council
Opposition to changes in free school breakfasts provision	1 letter from NASUWT
Further suggestions for savings	1 letter from NASUWT

About You Data

This data was gathered from respondents to the consultation survey only. Please note that completion of this section was optional and was therefore not completed by all survey respondents. In total 1,862 participants chose to answer these questions.

Are you ...		
3718 people responded to this question		
A Local Resident	3040	93.94%
An Employee of Wrexham County Borough Council	504	15.57%
An Elected Member of Wrexham County Borough Council	19	0.59%
An Elected Town or Community Councillor in Wrexham County Borough	56	1.73%
A Service Provider	59	1.82%
Other	40	1.24%

What is your age?		
1860 people responded to this question		
0-15 years	8	0.43%
16-24	44	2.37%
25 – 34	237	12.74%
35 – 44	410	22.14%
45 – 54	421	22.63%
55 – 64	342	18.39%
65 – 74	297	15.97%
75+	85	4.57%
Prefer not to say	16	0.86%

What is your gender?		
1856 people responded to this question		
Male	794	42.76%
Female	1034	55.68%
Other	4	0.22%
Prefer not to say	24	1.29%

Is your gender the same as was identified at birth?		
1845 people responded to this question		
Yes	1792	97.13%
No	8	0.43%
Prefer not to say	45	2.44%

Are your day-to-day activities limited because of a health problem or disability which has lasted, or is expected to last, at least 12 months?		
1819 people responded to this question		
Yes – limited a lot	103	5.66%
Yes – limited a little	234	12.86%
No	1426	78.39%
Prefer not to say	56	3.08%

What is your preferred language?		
1824 people responded to this question		
English	1474	95.04%
Welsh	75	4.84%
Other	2	0.13%

Do you look after, give help to or support others because of long term physical or mental ill health/disability; or problems related to old age?		
1811 people responded to this question		
Yes	414	
No	1321	
Prefer not to say	76	

What is your legal marital or same-sex civil partnership status?		
1752 people responded to this question		
Single, that is never married and never registered in a same-sex civil partnership	343	19.58%
Married and living with husband / wife	1166	66.55%
Separated, but still legally married	22	1.26%
Divorced	143	8.16%
Widowed	68	3.88%
In a registered same-sex civil partnership and living with your partner	5	0.29%
Separated, but still legally in a same-sex civil partnership	0	0
Formally in a same-sex civil partnership which is now legally dissolved	3	0.17%
Surviving partner of a same-sex civil partnership	2	0.11%

If you or your household received any financial support, please indicate what type.		
1749 people responded to this question		
Housing Benefit	31	3.49%
Job Seekers' Allowance	11	0.63%
Income Support	20	1.14%
Council Tax Benefit	59	3.37%
Working Tax Credit	68	3.89%
Disability Allowance	87	4.97%
Carers Allowance	44	2.52%
Pension Credits	14	0.80%
Other	37	2.12%
Prefer not to say	80	4.57%
None	1431	81.82%

Which of these activities best describes what you are doing at present?		
1777 people responded to this question		
Employed in full-time job (30 hours plus a week)	845	47.55%
Employed in a part-time job (under 30 hours per week)	230	12.94%
Self-employed full or part-time	85	4.78%
Full time education at school, college or university	29	1.63%
Government supported training scheme (e.g. Modern Apprenticeship)	1	0.06%
Unemployed and available for work	16	0.90%
Permanently sick/disabled	47	2.64%
Wholly retired from work	391	22%
Looking after the home	44	2.48%
Doing something else	32	1.80%
Prefer not to say	57	3.21%

What is your ethnic group?		
1821 people responded to this question		
White	1744	95.77%
Mixed/multiple ethnic groups	10	0.55%
Asian/Asian British	5	0.27%
Black/African/Caribbean/Black British	2	0.11%
Other ethnic group	6	0.33%
Prefer not to say	54	2.97%

Please tell us which County Borough Electoral Division you live in		
1779 people responded to this question		
Acton	83	4.67%
Borras	68	3.82%
Bronington	18	1.01%
Brymbo	103	5.79%
Bryn Cefn	17	0.96%
Brynyfynnon	19	1.07%
Cartrefle	15	0.84%
Cefn	70	3.93%
Ceiriog Valley	26	1.46%
Chirk North	29	1.63%
Chirk South	25	1.41%
Coedpoeth	91	5.12%
Erddig	27	1.52%
Esclusham	54	3.04%
Garden Village	42	2.36%
Gresford East/West	36	2.02%
Grosvenor	25	1.41%
Gwenfro	14	0.79%
Gwersyllt East/South	52	2.92%
Gwersyllt North	50	2.81
Gwersyllt West	36	2.02%
Hermitage	18	1.01%
Holt	20	1.12%

Johnstown	34	1.91%
Little Acton	21	1.18%
Llangollen Rural	27	1.52%
Llay	71	3.99%
Maesydre	20	1.12%
Marchweil	31	1.74%
Marford and Hosely	40	2.25%
Minera	38	2.14%
New Broughton	76	4.27%
Offa	90	5.06%
Overton	34	1.91%
Pant	23	1.29%
Penycae	29	1.63%
Penycae and Ruabon South	9	0.51%
Plas Madoc	12	0.67%
Ponciau	35	1.97%
Queensway	13	0.73%
Rhosnesni	47	2.64%
Rossett	33	1.85%
Ruabon	64	3.60%
Smithfield	14	0.79%
Stansty	22	1.24%
Whitegate	13	0.73%
Wynnstay	8	0.45%
I do not live in Wrexham	39	2.08%

Income

Code / Theme	Count
Other	173
Reduce Councillor salaries / Don't increase salaries / Make position voluntary	123
Remove the role of Mayor	111
Charge all staff and Councillors for parking	109
Reduce the number of Councillors	67
Reduce rents and business rates for businesses in Wrexham	61
Negative comments regarding the new paving on Hope Street	55
Reduce salaries of Council staff	50
Better enforcement of litter, dog fouling, parking etc	45
Increase council tax	39
Other ideas for generating income	35
Hold more events / Charge for attending events	34
Sell/shut/stop spending money on Ty Pawb	30
Reduce the number of Managers in the authority	28
Make efficiencies in house / Staff efficiencies	28
Sell off assets that are no longer required	26
Charge for all School transport	26
More efficient budget management / Stop wasting money	24
Sell our existing services to generate more income	22
Make more use of our assets to achieve more income	22
Introduce charges for using library services	22
Reduce the number of staff in the authority	20
Charge for collection of garden waste	20
Stop using consultants / contractors	18
Better enforcement of unpaid debt to the Council	18
Comments regarding people who are in receipt of benefits	16
Cheaper / Free parking in the town centre to attract more people	16
Reduce Garden waste collection in winter months	14
Merge Councils in Wales as there are too many / More collaboration	14
Invest / regenerate / improve the Town Centre	14
Introduce charges for all services provided / increase charges	14
Stop spending money on Council house improvements	13
Re let empty Council houses quicker	13
Other ideas for saving money	13
Introduce a charge for School breakfast clubs	13
Charge for bus passes / stop free bus passes	12
Develop Tourism to help attract more visitors	11
Consolidate Office accommodation	11
Invest in renewable energy	10
Comments regarding our procurement of services	10
Sell advertising space on council assets	9
Reduce /Review the amount of street lighting	9
No new iPads for Councillors	9
Charge for compost	9

Increase car parking charges	8
Charge for black bin collections / Charge for additional black bin collections	8
Charge Blue Badge holders for parking	8
Bring services back in-house	8
Spend less on translation	7
Review the councils sickness policy	7
Outsource more services	7
Make changes to refuse collections	7
Introduce car parking charges at the Hospital	7
Introduce a local lottery	7
Comments regarding making income from recycling	7
Stop spending money on Travellers	6
Garden waste collected less in Winter months	6
Ensure all charges cover the cost of providing the service	6
Charge utility companies for highways works	6
Purchase more properties to rent out	5
More fundraising	5
Make the Mayor role voluntary	5
Lobby the Welsh Government for more funding	5
Keep services which generate an income for the Council	5
Increase school meal prices	5
Encourage business development	5
Develop a park and ride service	5
Charge landlords for leaving premises vacant in Town Centre	5
Stop closing services which generate income	4
Introduce resident parking scheme	4
Charge for using recycling centres	4
Stop free prescriptions	3
Spend less on grass cutting	3
Review our contracts with providers	3
Remove free childcare	3
Move to monthly garden waste collection	3
Introduce dog licences	3
Increase council housing rent	3
Disagree with waste collection proposal	3
Charge licenced and takeaways premises to help pay for street cleaning	3
Stop purchasing new fleet	2
Stop providing treatment to alcoholics, drunk addicts and people who don't work	2
Stop providing free swimming to pensioners	2
Spend less on events	2
Introduce on street parking meters	2
Introduce electric car charging points	2
Introduce a staff canteen	2
Disagree with cutting school transport	2
Charge NWP for using CCTV	2
Charge for prescriptions	2
Build more council houses	2

Waste

Code / Theme	Count
There is a risk of increased fly-tipping if these proposals are introduced	302
Reducing household waste collections would cause more problems e.g. vermin, smells and mess	234
People struggle with two-weekly bin collections - particularly people with children and pets	188
Other	133
Reducing winter collections for green waste is reasonable, and could even be reduced further	123
There should be no changes in waste services when we pay so much in council tax	120
The services provided by bin collection teams need to be improved, including staff performance, recruitment and retention	114
Disagree with both options	107
People should be educated and encouraged to re-use and recycle more. There should be more done to ensure people follow the rules around recycling	100
Criticism of WCBC	94
Keep fortnightly bin collections	90
There will be significant costs to addressing the problems caused by reducing household waste collections	68
Reducing household waste collections could work, but bin capacity needs to be increased	62
Improvements are needed in recycling receptacles. Current arrangements are not fit for purpose or efficient	61
Green bin collections should be reduced all year	61
Introduce more community-based recycling centres, or centralised waste collection areas, which could alleviate the need for/demand on household collections	54
Other - related to green bin	51
There should be an increase in the items we are able to recycle - this would reduce residual waste	50
There should be no charge for green bins	46
If you charge for the green bin, people may just add their garden waste to their household bin instead - which does not help with recycling	37
People should not have to pay for a green bin if they don't use it, there should be an option to 'opt-out' of this scheme	37
The proposed charge for a green bin is fair	34
Smaller households may cope with reduction in household waste collection; you could even introduce reduced collections for smaller households	34
Agree with reducing household waste collection, as it will encourage people to recycle more	33
There are bigger changes needed - such of reduction of packaging	30
Some elements of recycling collections could be reduced	30
The proposed charge for a green bin is unfair on those who have no other option (e.g. can't drive to the skip) or are unable to afford the fee	26
There should be further roll-out of the recycling trollies to help people manage their recycling. It's unfair that some people have them, and others don't	25

Charges should only be for additional green bins. You could also charge people for an additional blue/black bin	25
We need more innovative solutions to dealing with waste in Wrexham	23
Request for more financial information about the impact of these proposals on WCBC budget	22
People should not be penalised for keeping their gardens tidy	21
Income generation ideas	21
Reduce spending on councillors and council staff	19
There is a risk that these proposals will discourage recycling	14
Positive comments about WCBC	13
Charge businesses more for waste disposal	12
People simply cannot afford to pay any more for services	12
Council tax should be increased instead	11
Comments about waste collection within HMO's and flats	8
Abolish the role of Mayor	7
The Council should explore the option of waste services being delivered externally	6
The Council should consider stopping green waste collection altogether	6
Do not reduce green bin collection	6
Concern that those who don't work have a better deal and don't have to pay out as much	6
If I have to pay for the green bin, I will be less inclined to keep the local community tidy	5
Questions about what evidence has been used to develop these proposals	4
Consider allowing people to dispose of their own rubbish, for a discount in council tax	4
Austerity is over so why are we still facing cuts?	4
People doing community service, or from the prison could help with refuse collection	2
I will stop recycling green waste if I have to pay for it	2

Libraries

Code / Theme	Count
Libraries are community assets and should be maintained - they are local meeting spaces and also help prevent loneliness and isolation and are used by schools	129
Consider income generation - e.g. charging membership fee, renting out space, computer use, having cafes, seek sponsorship	122
Service they provide is essential to families, the elderly and people on low incomes (e.g. those that can't afford computers / WiFi / books and job seekers)	122
Libraries not needed - digitalise services and train people in how to use them / provide tablets to those in greatest need	75
Don't close any more libraries or reduce the service	65
Transfer libraries to private / third sector orgs / Community Councils and seek more volunteers to help run them	58
Co-locate in other council buildings, community buildings, schools or Ty Pawb	57
Only have one library in town-centre (close all others)	50
A review is needed to make best use of resources / meet customer needs / modernise the service - ensure staff are involved	49
Use library buildings for other public services as well (make greater use of providing services in communities)	46
Increase digital options (e.g. online library catalogue, e-books, click and collect)	44

Review all library footfall and reduce opening hours accordingly (close at quiet times, open in evenings, diff days in neighbouring areas)	44
Do not use consultants to carry out a full review - this is a waste of money	41
Replace smaller libraries with mobile library and encourage its use	41
The library service is good, staff are professional and friendly and they organise excellent events	33
Need more information to comment (once any review is carried out will need to consult more specifically)	31
Other	31
Literacy / learning is important, especially for children	27
General criticism of the Council / reduce Cllr pay / Council Tax should pay for this	24
Close underused libraries and mobile library locations (do not duplicate)	23
I don't use the library	21
Don't penalise rural communities (this is often only service remaining / place to meet and it is not easy to access town-centre library)	19
Smaller service sufficient	19
Better promote use and services available	18
Keep mobile library service	14
Keep all libraries but reduce opening hours	13
Review / co-produce service with communities and staff	12
Allow libraries to take book donations from the public	10
Stop the mobile library service (people should be able to access the town-centre library or purchase their own books / use ebooks)	10
Amalgamate town-centre library with Glyndwr or Coleg Cambria library	6
Use Storyhouse model	6
Town-centre library is unwelcoming and the people congregating outside make it intimidating to access	4

Transport to 'faith schools'	
Codes / Themes	Count
Parents should pay all or some of the cost	436
Discrimination towards faith schools / breaches equality and human rights	145
Concern about affordability / should be means tested	100
The current transport policy should be reviewed so that it is equal for all	82
The system is currently biased in favour of faith schools	77
Unfair and detrimental to families of faith	69
The Council / taxpayer should not be funding this	57
The removal of free transport would take away choice	53
Parents should choose the nearest school	44
Welsh schools should be included in the proposal	32
The church should pay	32
The quality of education is better / is perceived to be better at faith schools	31
Pupils who are vulnerable or from disadvantaged backgrounds need to be safeguarded	30
There is no place for religion in education / Get rid of faith schools	30
This will have a negative effect on pupils and / or their attendance	27
Welsh schools are being favoured over faith schools	25
Offer a school bus service / bus pass	23
Concern about the safety of pupils	22
Transport should be provided for children with a disability or special needs	19
This will destabilise / be detrimental to the faith school sector	17
This will create pressure on school places in non-faith schools	16
Concern about underperforming schools	14
Some children that go to faith schools don't follow their religion or attend church and neither do their parents	13
There will be more traffic on the roads / congestion / pollution	13
This will be detrimental to working parents who send their children to faith schools	13
Children should walk or cycle to school	13
Need more information about the proposal	12
Faith schools should pay	12
Faith schools and Welsh schools should be treated equally	12
If it is not a legal requirement cut the free transport	11
General negative comments about the council	10
Existing pupils should not be penalised. If the decision goes ahead it should only affect new intakes of pupils.	9
Review / stop using taxis	8
Carry out a review using council staff not consultants	6
Don't remove free transport to Welsh schools either	6
Parents could car share	5
Unhappy with local bus services / cuts to bus services	4
Remove transport for travellers	3
This should be part funded by the school and council	3
Faith school parents should pay but don't remove free transport to Welsh schools	2
Other	67

Council Tax

Codes / Themes	Count
Council services are reducing/substandard/not fit for purpose/not value for money so unfair to increase Council Tax	218
Council tax is high enough already and the proposed increases would be unaffordable	217
Criticism of the Council Tax question - including leading/biased answer categories, requiring more detailed information, and misunderstanding the increase would only apply to band d properties/band d and above	120
Council Tax increases should be kept inline with other measures/levels - e.g. inflation, cost of living, wages/pensions	115
Do things differently to save more money - suggestions include improve efficiency, shared/integrated services with partners, invest to save, cutting services	86
Support the proposed increases as long as it is spent on the services outlined (Social Care, Education, Fire)	80
Council Tax should be frozen or reduced	71
Prioritise essential services and stop wasting money on unnecessary projects - e.g. Ty Pawb, Town Centre Paving, Car Park Signage	66
Reduce the cost of Councillors - including numbers, salaries, expenses, perks	64
Support a Council Tax increase - some stipulating only up of 5%/6%, others stating up to 10%	59
Review the way Council Tax is levied - suggestions include number of occupants in a household, household income, service usage	50
Support a Council Tax increase, but not at this level - suggestions ranged between 2% and 5 %	43
Reduce the cost of staff - including management, numbers, salaries	43
Review Council Tax reductions and exemptions instead of penalising those already paying Council Tax	41
Agree with the Council Tax rise related to the Fire and Rescue service	34
Review the statutory services outlined (Social Care and Education) as these are major spend areas	32
Provide more open and transparent information on the Council Budget and how it is spent	32
Lobby National and/or Welsh Government for more funding	30
Other	22
Council Tax increases cannot keep happening year on year - especially at levels of 5%/6%	22
Remove the Mayoral role	19
Prioritise social care and/or education	18
General criticism of the way the Council runs things	17
Funding should be found elsewhere - e.g. grants, fundraising reserves, other public sector organisations, other taxes	16
Disagree with the Council Tax rise related to the Fire and Rescue service	15
Support Council Tax increase if spread across a wider range of services people use	15
Increase income to bridge the funding gap - suggestions include charges for non-statutory services, enforcement charges and building more houses to increase income from Council Tax	14
Increases should be applied to higher Council Tax bands	13

Reduce the use of /improve the management of external contracts, commissioning, consultants agency workers	11
Manage Council Tax Debts to help bridge the funding gap	8
Any increase in Council Tax should be the last resort	7
Listen to public opinion/consultation findings	6
Council Tax increases discourage people from staying in/moving to Wrexham	5
Business rates need to rise in line with Council Tax/more premises filled to increase income from business rates	5
Council Tax has been kept too low for too low leading to the proposed unpalatable hike	5

Any other suggestions

Code / Theme	Count
Reduce number of Cllrs / Cllr pay	225
Remove the mayor / reduce mayoral budget	122
Reduce staffing levels	92
Reduce senior officers pay	90
Other	83
Reduce spend on Ty Pawb / Ty Pawb - criticism	63
Block paving wasn't necessary / was waste of money	61
Staff and Members to pay for parking	54
Tackle staff not performing	53
Hire out empty offices / Reduce office accommodation / Make better use of our assets / Sell buildings and land / Sell off assets no longer required / Groves	45
Stop using consultants / contractors - use staff instead / Do more in-house - no contractors (e.g. Kingdom)	45
Don't waste money	44
Council housing comments	40
Collaborate / work in partnership with other public bodies	38
Continue to look for efficiencies within departments (e.g. processes)	37
Improve tendering / contracting / Review our contracts and procurement of services	24
Charge for more services / Consider more income generation / Income generation in libraries / More income generation / Charge more for planning, licences etc. / Charge people for services if they have excessive needs / Charge takeaways/pubs for street cleaning / Charge congestion charges / Charge delivery orgs for using roads / Generate more income / Generate income through electric charging points / Generate income through council run businesses / Sell our existing services to generate more income	23
Listen to the public	20
Review schools	20
Reduce / Review the amount of street lighting	19
Council and public to lobby for more funding	18
General criticism of the Council	18
Concentrate on statutory / essential services / Concentrate on schools and social car / Focus on education / Increase funding for education / Invest in schools	18
Criticism of the consultation	17
Invest in the town / Reinvigorate town by changing its brand	17
Merge with other Authorities	17

Comments regarding austerity and Welsh Government / Scrap/reduce the National Assembly / National Government issues	16
Install PV panels on public buildings / Be more energy efficient	16
Reduce rents and business rates for businesses in Wrexham / Lower rent to increase businesses	16
Reduce / stop spend on translation	14
Carry out road works faster / Fix roads properly first time / Improve roads / More efficient roadwork repairs / Repair road issues properly first time / review road works	13
Involve staff in coming up with ideas / Ask staff	13
Charge for all school transport / cut school transport / no free school transport / Stop faith school transport as not legal requirement	11
Support more people to get into work / off benefits	11
Don't buy Cllrs Ipads	10
Less paper	10
Prison / Get prisoners to do environment work	10
Stop staff expenses	10
Use volunteers in libraries etc.	10
Consider outsourcing	9
Encourage tourism - organise events	9
More agile working	9
Tighten up on benefit fraud	9
Charge for garden waste collection/ Stop green waste in winter / Reduce garden waste collections in winter months / Reduce waste collection/garden waste / support garden waste proposal	8
Diagree with the increase in council tax / Do not increase Council Tax - unfair on working families / Don't increase Council Tax	8
Groves	8
Make sure Wrexham is a safe place	8
Need more information to comment	8
Stop chasing city status	8
Allow people to opt in and out of services and charge Council Tax accordingly	7
Environment	7
Reduce use of agency staff	7
Stop providing refreshments in all meetings	7
Upskill staff / teams (with courses relevant to them)	7
Learn from international best practice	6
Reduce services to homeless / drug users / Stop supporting substance misusers	6
Remove free bus passes for the elderly / Stop free bus services	6
community service people / Use community service people to tidy town	5
Empower communities to take on facilities or close them	5
Encourage business development / Encourage new businesses / Use local businesses skills to help economy thrive	5
Evaluate use of school taxis	5
General council efficiencies / Efficiencies	5
Hospital parking	5
Independent assessment of efficiency	5
Plan ahead	5

Prioritise projects and initiatives for delivery and stop others	5
Reduce admin	5
Reduce grass cutting / Spend less on grass cutting	5
Seek corporate sponsorship	5
Specific criticism of the Council	5
Work with citizens to make them more responsible	5
Departments should work better together	4
Don't cut faith school transport	4
Don't fund Christmas lights	4
Enable more items to be recycled / Enable people to recycle more things / More recycling facilities	4
Fewer meetings	4
Immigrants / Review benefits for immigrants / Stop influx of migrants to reduce population	4
Less staff travel / Reduce mileage claims / Walk / cycle to meetings and not claim mileage / Video conference not travel	4
Police comments	4
Reduce sick pay scheme	4
Review fleet / vehicles	4
Stop investing so much in Caia Park / Plas Madoc	4
Use more volunteers	4
Work with third sector organisations more	4
Keep an ongoing dialogue with the public / Do myth busting comms / Improve comms / Communicate more with the public	4
Stop attending conferences / Stop paying for unnecessary courses / Reduce training / Elearning only	4
Cheaper / Free parking in the town centre to attract more people / Free or reduced car parking	3
Council Tax increase isn't that much / Support increase in Council Tax / Support rise in Council Tax	3
Do not allow any more housing	3
Don't build new traveller sites / Stop providing transport for travellers / Travellers comments	3
Eagles Meadow	3
Everyone should pay Council Tax	3
health comments	3
Praise for the Council	3
Reduce country park car park charges / Scrap country parks parking charges	3
Re-fund the music service	3
Social care comments	3
Stop flexi time	3
Stop trips abroad / No trips abroad	3
Better maintenance of buildings to reduce emergency repair costs	2
Better website	2
Cease part funding PCSOs	2
Collect all Council Tax / Ensure collect all Council Tax	2
Council Tax increase for the rich	2

Disabled parking	2
Don't buy new vans	2
Don't reduce waste collections	2
Fire comments / Fire service comment	2
Improve cycle paths and facilities	2
Improve services	2
Increase car parking charges / Raise car parking charges	2
Invest in early intervention / better mainstream support in schools	2
Invest in IT	2
Offer voluntary redundancy to all staff	2
Pay foster carers more reasonable fee to eliminate need to use foster agencies	2
Recruitment freeze	2
Recycle office furniture / other supplies	2
Reduce services in the town and provide more in villages / rural areas / Village services need improving	2
Reduce single person discount	2
Reduce staff pension allowances	2
Run a car boot	2
Stop doing things because we have always done them	2
Stop funding third sector organisations	2
Stop military parades / funding armed forces	2
weekly town lottery	2