

APPENDIX 2

BUDGET SIMULATOR THEMES

PLACE		
REF	CONSULTATION FEEDBACK THEME	TAMESIDE MBC REPSONSE
1	<p><u>WASTE / RECYCLING</u></p> <p>A variety of comments were received on the topic of waste / recycling including:</p> <ul style="list-style-type: none"> • Bin swap not been a success and/or does not save money due to increase in fly-tipping etc. • Bin swap is a good step, but more could be done, i.e. find a way to recycle certain plastics. • Vary collection frequency dependent on household size. • Review the frequency of the blue and brown bins collection. • Enforce recycling. • Do not extend bin collections to 3 weekly. <p>46(11%) – Budget Simulator 1(14%) – other channels 7(10%) – social media 54(11.2%) – total</p>	<p>Sending a tonne of waste to landfill costs local taxpayers £300. Money better spent on essential services, particularly those for the most vulnerable.</p> <p>With this in mind the Council has undertaken a number of initiatives over recent years to increase the amount of waste diverted from landfill and sent for recycling.</p> <p>Tameside undertook a bin swap pilot (commenced November 2013) in four areas of the borough. The pilot involved swapping the existing green and black bins in order to increase capacity for recycling and reduce capacity for residual household waste. By swapping the bins over meant there was no capital expenditure on new bins, no need to alter the existing collection rounds.</p> <p>The evaluation of the pilot showed bin swap reduced the amount of waste sent to landfill by 25% with the potential to save up to £3 million if rolled out across the borough.</p> <p>Rolling out the bin swap to the rest of the borough was supported by 73% of respondents in last year's budget consultation.</p> <p>Following a Key Decision in December 2014, the bin swap was rolled out to a further 5 areas in the borough from January 2015. The full roll-out of the programme to the rest of Tameside took place in September 2015.</p> <p>To date (January 2016) since September 2015 the recycling rate has increased from 40% to 55% with 2,604 tonnes of extra waste sent for recycling saving just short of £800,000.</p> <p>One of the key learning elements from the bin swap pilots and associated evaluation was the need to support households in exceptional circumstances. Larger households (6 people or more) can be provided with an additional bin; therefore more frequent collections of waste are not required. There would be no tangible cost savings in reducing the frequency of collection for single-occupier households as the same amount of waste will still be taken to landfill over the course of the year.</p> <p>Consideration will be given to the frequency of the collection of the blue (paper) bins as suggested by a number of respondents to the budget simulator. A review will need to be undertaken to understand the benefits and dis-benefits of increasing the frequency of collection of blue bins. At present having looked at research undertaken nationally on the collection of food waste, we have no plans at this time to change the frequency of</p>

		<p>collection.</p> <p>The types of materials that can be recycled in the borough are determined by the Greater Manchester Waste Disposal Authority. The Council will continue to lobby the waste authority to increase the types of material that can be recycled in order to reduce the amount of waste sent to landfill.</p> <p>In relation to enforcing household recycling, the Council aims to educate local residents and businesses to understand their role with regard to responsible waste management. Where necessary enforcement action includes verbal warnings and advice, written advice, warning letters, statutory notices, formal warnings, the issue of fixed penalty notices, formal cautions and prosecution. Action taken will be proportionate to the scale of the identified problem.</p>
2	<p><u>BETTER USE OF COUNCIL BUILDINGS</u></p> <p>Comments were made relating to better use of Council owned buildings. Suggestions include:</p> <ul style="list-style-type: none"> • Co-location of services in council buildings e.g. libraries. • Do not spend on new council buildings; use the buildings that the council already has. • Sell unused council buildings. • Do not sell any buildings, but rent out buildings that are not being used, therefore making money but retaining them as assets. • Rent rooms in council buildings to groups. • Turn lights off, use light sensors. <p>39(10%) – Budget Simulator 0(0%) – other channels 4(6%) – social media 43(8.9%) – total</p>	<p>A key part of our plan around council buildings is to demolish the Council's Central Offices in Ashton, rebuilding on a much smaller and fit for purpose scale and releasing land for a new college site. This will save us £2.5 million per year in running costs and will bring an additional 3,000 students into the town centre, supporting our ambitious plans around Ashton Town Centre. The Council's new building will support the co-location of services with other public sector partners and will underpin (and act as a physical representation of) our new more flexible, better connected, more agile ways of working.</p> <p>The new building will be energy efficient enabling us to save on lighting and heating bills. Those buildings that are no longer required by the Council will be sold.</p> <p>As part of the decant from the Council's administrative building in Ashton, services have been relocated to other council buildings across the borough. Where possible our prestigious buildings have been utilised to make the best use of these buildings. In many towns our library facilities have also been moved into these buildings to create a public hub.</p> <p>To date we have closed and sold 48 buildings. We plan to dispose of an estimated further 10 buildings over the next 3 years along with land for further development.</p> <p>Many of the rooms within our public buildings are already available to hire for functions, meetings, weddings etc. Details of which are available on the council's website.</p>
3	<p><u>ENFORCEMENT</u></p> <p>Comments relating to the enforcement theme include the following:</p> <ul style="list-style-type: none"> • Enforce fines for dog-fouling, littering, graffiti, fly-tipping • Increased fines for fly- 	<p>The Local Authority enforces a wide range of legislation that may result in fines being imposed. This includes dog fouling, car parking and litter as examples.</p> <p>Legislation makes it an offence for dog owners or those in charge of dogs not to clean up after their dog has fouled on all land and open spaces to which the public has access including roads, pavements, school playing fields, canal towpaths, footpaths, parks and other areas. Private gardens, agricultural land and moors or heathland are not included in the powers. It</p>

	<p>tipping, littering etc.</p> <ul style="list-style-type: none"> • Increase investment in the services that find perpetrators and collect fines. • More speed cameras and enforce no parking on pavements <p>38(9%) – Budget Simulator 1(14%) – other channels 3(4%) – social media 42(8.7%) – total</p>	<p>is also an offence to drop litter on any land to which the public has access. Anyone caught committing an offence will be issued with a fixed penalty notice of £80 for either offence.</p> <p>Non uniformed officers carry out enforcement in relation to dog fouling and in addition they also undertake enforcement in respect of some littering offences. They obtain evidence relating to breaches of the legislation, which result in the issue of Fixed Penalty Notices of £80, which lead to a potential fine of £1,000 for a second dog fouling offence and £2,500 for a second litter offence or a failure to pay the Penalty Notice.</p> <p>The council continues to work very closely with its partners and the community to tackle all types of anti-social behaviour that is committed by young people and adults.</p> <p>In relation to enforcing household recycling, the council aims to work with local residents and businesses to understand their role with regard to responsible waste management. Where necessary enforcement action includes verbal warnings and advice, written advice, warning letters, statutory notices, formal warnings, the issue of fixed penalty notices, formal cautions and prosecution. Action taken will be proportionate to the scale of the identified problem. The council is currently reviewing its waste enforcement policy.</p> <p>Currently the only area in England and Wales where pavement parking is prohibited is London. The government does not support changing the law to bring the rest of England and Wales into line with London. However, an MP has tabled a second Private Members’ Bill to Parliament to extend the ban across England and Wales unless specifically specified. As a result the government has committed to reviewing the law during 2016. (In response to concerns raised by the Royal National Institute for the Blind).</p>
4	<p><u>STREET LIGHTS</u></p> <p>Suggestions relating to street lighting:</p> <ul style="list-style-type: none"> • Turn street lights off. • Make streets lighter and safer. • Turn alternate street lights off. <p>3(1%) – Budget Simulator 0(0%) – other channels 0(0%) – social media 3(0.6%) – total</p>	<p>Over the last few years we have considered a number of options for reducing the energy consumption of our street lighting. Consideration has been given to:</p> <ul style="list-style-type: none"> • Trimming • Dimming • Switching off lights after a certain time • LED lighting <p>LED lighting was found to be the most cost effective and environmental friendly.</p> <p>A pilot of installing LED lighting in residential areas was carried out in Hyde Newton. This area was chosen as the current lanterns needed to be replaced in the next couple of the years and the lamp columns were in the correct positions. Three quarters (74%) of respondents to the pilot scheme in Hyde felt that the lighting scheme was either very good or good. Based on the pilot in Hyde Newton a decision was taken to roll out LED lighting across the borough to residential areas. The advantages of using LED lighting are that the bulbs last 25 years compared</p>

		<p>to five years for the current lights, they use less energy to produce the same amount of light and our carbon footprint is reduced. We estimate the savings to be £22.4 million over a 25 year period (assuming annual inflation on energy prices of 3.98%).</p> <p>The Council has now begun to roll out the installation of LED lighting across the borough starting with the four bin swap pilot areas.</p> <p>Currently LED lighting can only be used in residential areas, however we anticipate that in the next three years, technology will have been developed to enable us to use LED lighting on our major highways.</p>
5	<p><u>DON'T SPEND ON MAJOR PROJECTS, CULTURAL EVENTS OR THE PUBLIC REALM</u></p> <p>Concerns were raised around the levels of spending related to major projects including:</p> <ul style="list-style-type: none"> • Vision Tameside • Tameside Interchange (Ashton bus station) • Ashton Bypass • Hyde Market • New road layouts • Stop spending on events • Statues • Christmas trees <p>22(5%) – Budget Simulator 0(0%) – other channels 8(12%) – social media 30(6.2%) – total</p>	<p>Money is often available to bid and compete for from national government, regional bodies and the European Community to enable us to undertake capital projects in the borough. When allocated, this money is ring fenced for the specific project only and cannot be used on the day to day running of a service. If the money was not used for the specific purpose provided it would be returned to the source. Where projects support the long term growth of the borough, or is something that is a priority for local people, the Council will undertake modest capital investment.</p> <p><u>Tameside Interchange (Ashton-under-Lyne)</u> On 31 March 2014 Greater Manchester submitted a Growth and Reform Plan to Government as part of the Greater Manchester Growth Deal process. The Growth Deal sets out a multi-million pound investment programme that will support economic growth within the sub-region. On 7 July 2014, confirmation of the first tranche of a major long-term deal with the Government that will pump more than £350 million into Greater Manchester's transport network over the next five years was confirmed. For Tameside this includes investment of £32.7 million of Local Growth Fund to take forward the Tameside Interchange (Ashton-under-Lyne).</p> <p>Public consultation on the proposals for the interchange took place between 15 August and 15 September 2015. Following the feedback from the consultation, alterations were made to the proposal and a planning application was submitted by Transport for Greater Manchester in December 2015. The changes made were:</p> <ul style="list-style-type: none"> • Extending the roof of the interchange so that it covers more of the walkway leading to the Metrolink stop. • Additional consultation with residents regarding plans to erect a boundary wall between the interchange and Assheton House to reduce noise levels and protect privacy. <p>Subject to planning permission being granted, work would start on site in late 2016/early 2017 with the interchange being open for use in late 2018. Further information on the scheme can be found at http://www.tfgm.com/interchanges/tameside/Pages/default.aspx</p>

Hyde Town Centre

Hyde's Market Square redevelopment is now complete following an investment of £1.3 million capital funding by Tameside Council. The project delivered a new civic square, with a revitalised outdoor market and public realm improvements to the core of the town centre. A community arts project was delivered to help improve the appearance and signage for the indoor market which is accessed from the Clarendon Shopping Centre. In addition, repairs were made to Market Place and Clarendon Place pedestrianised area to improve drainage, remove planters and obsolete street furniture and introduce complementary furniture to the main square.

Vision Tameside

Vision Tameside will see the construction of new advanced learning centres in Ashton town centre and at the existing college site at Beaufort Road providing state of the art facilities that will equip our young people with the skills to succeed in a modern economy. The new Joint Service Centre will provide more modern, cost effective and customer friendly accommodation for the Council and Tameside College's administrative functions. The old Council Offices cost the Council £2 million to run each year, 50% of the space was unoccupied and in need of significant refurbishment. The new building will be smaller in size with much lower running costs (£700,000 per year). The replacement of the Council Offices with a shared much smaller new fit-for-purpose building will enable us to dispose of other buildings saving £2.5 million p.a. There will be significant economic benefits to Ashton as a result of thousands of students and staff relocating in to the Town Centre. The new town centre campus buildings will be better placed to compete for students with improved transport links and state of the art facilities.

The construction work will also benefit local companies and suppliers who will be encouraged to tender for work. It will also create new jobs and apprenticeships for Tameside residents. Once complete the new development will greatly improve the gateways into Ashton town centre and along with the redevelopment of the market ground and associated public realm will enhance the shopping and visitor experience.

Demolition of the former council buildings has begun with the new construction set to start in late 2016. Of the three colleges being constructed, Clarendon Sixth Form College providing A-Levels, digital and creative and performing arts courses. The new Advanced Technologies College providing computing, advanced engineering and manufacturing courses is due to open in Spring 2016. The Advanced Skills Centre offering vocational courses will open alongside the Joint Public Service Centre in 2018.

Further information can be found at www.visiontameside.com

Ashton Old Baths

The aim of the Ashton Old Baths project is to restore the derelict

grade II* listed major Tameside heritage asset to a "Very Good" standard (BREEAM) and thereby securing its removal from English Heritage's 'Heritage at Risk' register.

By securing the long-term future of Ashton Old Baths we will develop a business incubation centre with an operational structure in place for the sustainable use, management and maintenance of the building.

The scheme will generate new business and over 60 new jobs (including 2 apprentices during the delivery phase) and help emerging businesses to grow.

It will create over 605 sqm of flexible office accommodation for small to medium sized enterprises (SMEs) primarily in the creative, digital, and media sectors to encourage and support the growth and development of these sectors within Tameside.

It will provide high quality office space in flexible units with meeting rooms, conference space and additional networking space. It will also create an innovation hub that generates business to business activity, collaborations and new intellectual property.

The scheme will enable Tameside to provide a ladder of progression for businesses in Tameside's creative, digital, and media sectors from start-up to high growth.

The project is funded by £1 million from the European Regional Development Fund, £1.87 million from the Heritage Lottery Fund and £600,000 from Tameside Council.

The refurbished Ashton Old Baths building will open in March 2016.

Guardsman Tony Downes House - Greater Manchester Pension Fund Head Office

Council services also benefit from the investment of the Greater Manchester Pension Fund (GMPF). GMPF has built a new head office in Droylsden. The cost of the new build was £7.75 million funded by the Greater Manchester Pension Fund and will also house Droylsden Library.

Roads

The Local Pinch Points fund is a £170 million Government scheme designed to boost economic growth by tackling problems on the highway network that are holding back investment. These problems may relate to congestion (e.g. where a junction is over capacity), new or improved access to a development site, or to the condition of bridges or other structures, which will become a problem in the near future.

As part of a successful bid to this Government fund, work was carried out at the BT/Asda roundabout to increase road user and pedestrian safety, improve access and traffic flow. The schemes have improved pedestrian links to Ashton town centre and surveys undertaken before and after the improvements

show reduced queues at peak times.

Ashton Northern Bypass 2 (Albion Way) – was funded from the Greater Manchester Transport Fund as part of the regeneration of Ashton town centre in order to improve traffic flow in the area.

Denton Link Road – The Council has secured £1.67 million of Greater Manchester Growth Deal investment for a new Denton Link Road running from Ashton Road alongside the Oldham Batteries site linking up with Edward Street and Hyde Road. This will reduce traffic congestion at Crown point; and encourage the comprehensive mixed use redevelopment of the former Oldham Batteries site.

Hattersley Road West

In February 2015, Hattersley Road West was re-routed to run alongside the new Hattersley station car park and significantly closer to the station itself to improve visibility, provide easier access and encourage more people to use the station. The project was funded by money secured from the Local Sustainable Transport Fund and the Hattersley Land Board.

The scheme links to the ongoing programme of redevelopment and environmental improvements within the Hattersley Development Agreement including the Hattersley Hub, new homes, new schools and new employment opportunities.

Kerry Way / Godley Hill

A new half-mile public highway was opened in Godley Hill, Hyde. The road starts at Mottram Road (A57) and ends at a 7-hectare development site which the Council has had earmarked for employment opportunities for more than 30 years. The road, which has been named Kerry Way, has been built on land previously owned by Kerry Foods, who are a leading producer of consumer chilled and frozen products. The road not only opened up a Council owned employment development site but also improved access to Kerry Foods' Godley Hill plant retaining this business in the borough, where over 600 people are employed – many of whom are residents of Tameside. The project was funded through a £2.1 million grant from the Regional Growth Fund (RGF) and £1.1 million from Tameside Council. RGF is designed to encourage growth and jobs in the private sector.

In 2015, the council set aside £1m to deal with potholes to further improve the highway network.

Public Realm

Only prudent spending will be undertaken to ensure our town centres can attract investment. In 2015 we pledged to set aside £1 million to improve the appearance of our borough through 'Tameside's Big Tidy Up'. Improving the appearance of our borough has many benefits including attracting inward investment and retaining existing investment.

We will continue to maintain our many parks and open spaces. We want to ensure that Tameside remains a vibrant area where

		<p>people want to live, work and visit.</p> <p>There will be no further spending on statues.</p> <p><u>Events</u> We want to encourage a cohesive community within Tameside – that is where residents of all ages and backgrounds get along well together. Any events held in the borough are done so to bring the community together and are open to all residents. By building a cohesive community people are more likely to have pride in the area in which they live, feel safe and look out for others in their neighbourhood.</p> <p>Many of our events like countryside walks and craft sessions have been delivered through volunteers.</p> <p>When spending on events, we ensure that these are as cost effective as possible. In the past two years, events delivered through the Council have in the main either been funded by external grants or have been cost neutral through ticket sales. A vibrant and community focused events programme is important to ensuring Tameside is an attractive borough to visit and live in, but we will seek to continue to develop this through income generation and community support.</p> <p>Due to budget cuts such provision is no longer affordable and we have sought to find alternative means of organising some of our events, for example in 2015 the christmas light switch-on events were organised by the town teams and local councillors with the Council leading on one event for the borough in Ashton. Nine christmas trees and lights were provided by the Vision Tameside contractors to support communities.</p> <p>We have been keen in the last two years to bring in grant funding from national and regional bodies that enable us to run events and programmes which will benefit the local community. We have received substantial grant funding from the Heritage Lottery Fund, Big Lottery and the Arts Council which have enabled us to put on and support local public events, theatre productions, musical concerts and educational learning.</p> <p>We will continue to work hard to ensure that the Tameside community receives and applies for grant funding to support Cultural and Arts activities.</p>
6	<p><u>BUSINESS INVESTMENT IN TAMESIDE/BUSINESS RATES/ATTRACT PEOPLE AND BUSINESSES TO THE BOROUGH</u></p> <p>Suggestions relating to investing in businesses in Tameside, and attractive businesses and residents to Tameside:</p>	<p>Six town teams exist to address the needs of our town centres. Operating independently outside of the Council the team has Executive Committee members with representatives from the Council, local businesses and community sector. Tameside is one of only a few authorities to successfully develop multiple Town Teams, each team is fully constitutional and responsible for budgets, Chairs from across the six teams meet on a regular basis to share best practice.</p> <p><u>Shopping loyalty card</u> We have a shopping reward scheme which aims to give residents and retailers a helping hand while keeping local town</p>

<ul style="list-style-type: none"> • Cut or incentivise business rates to attract businesses to the Tameside area. • Remove trust status to avoid charities etc. claiming 100% business rate relief • Sell land for businesses. • Reduce or have free car parking around town centres so as to incentivise consumers spending in local businesses. • Invest in town centres to attract higher-end shops. • Better marketing of the borough. • <p>24(6%) – Budget Simulator 1(14%) – other channels 2(2%) – social media 27(5.6%) – total</p>	<p>centres vibrant and busy. Tameside Council's TLC (Tameside Loyalty Card) scheme offers shoppers discounts and special deals when they buy from participating businesses. We want to encourage more shoppers back to our high streets. To date (6 January 2016) 226 businesses, making 338 offers, have signed up and 1,396 people have got their discount card. http://www.tamesideloyaltycard.co.uk/</p> <p><u>Car parking</u> Tameside Council has significantly reduced the costs after listening to feedback from businesses and residents to make the borough even more attractive and affordable for shoppers and support the local economy. New reduced and highly competitive charges - the lowest Council tariff for long stay parking in Greater Manchester and also one of the cheapest for short-stay town centre parking. Maximum of £1 for up to three hours and a maximum of £2 for all day. In place from Friday 21 November 2014.</p> <p><u>'Big Tidy Up'</u> In 2015 we pledged to set aside £1 million to improve the appearance of our borough through 'Tameside's Big Tidy Up'. Improving the appearance of our borough has many benefits including attracting inward investment and retaining existing investment. Tidy Ups have taken place in all our town centres with Councillors, staff and volunteers helping to mend street furniture and clean-up the area.</p> <p><u>Markets</u> Markets remain a key part of our retail infrastructure locally and we have been investing in markets in our town centres. In 2015 Ashton Market received over 2.5 million visits and saw the third Christmas Market in Ashton. In 2015 Ashton Market received two prestigious awards in recognition of its provision including:</p> <ul style="list-style-type: none"> • Britain's Favourite Market • Coach Friendly Shopping Destination. <p>Ashton Market Square is currently being redeveloped to provide a modern and vibrant area for traders, shoppers and residents. The plans include the introduction of new stalls and kiosks, high quality landscaping and trees, a performance area, seating areas as well as new street furniture and lighting. The scheme is progressing well and a number of the kiosks have already been installed. The redevelopment should be complete by summer 2016 with public realm work to be completed.</p> <p>Hyde Market place has been redeveloped with a £1.2 million investment and we run seasonal markets in some of our other town centres e.g. Droylsden Easter Market.</p> <p>This summer we introduced a Markets Policy that sets out the Council's approach to running markets, this includes guidelines on others applying to run commercial markets in the borough. Our policy is aimed at stimulating economic growth within the area. http://www.tameside.gov.uk/markets</p>
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We proactively offer support to local businesses as well as promoting the area to new businesses. Examples include:

- In 2014 a new half-mile public highway was opened in Godley Hill, Hyde. The road starts at Mottram Road (A57) and ends at a 7-ha development site which the Council has had earmarked for employment opportunities for more than 30 years. The road, which has been named Kerry Way, has been built on land previously owned by Kerry Foods, who are a leading producer of consumer chilled and frozen products. The road not only opened up the Council owned employment development site but also improves access to Kerry Foods' Godley Hill plant, where over 600 people are employed – many of whom are residents of Tameside.
- Working pro-actively with Ritrama, a manufacturer of self-adhesive materials, who were looking for new premises to expand their operation, the Council brokered contact with agents of suitable industrial premises which led to the largest industrial letting in the North West this year at Tameside Industrial Park Dukinfield.
- Hills Biscuits has secured an additional £1.5 million funding package from the Greater Manchester Investment Fund (GMIF) in a move that will create a further 50 jobs. The £1.5 million package is the second round of investment Hill Biscuits has secured from GMIF. In 2013, GMIF provided a £276,000 loan to develop a new packaging facility. That project has already created 59 jobs and the company anticipates the new investment will create around 50 further positions at the site, bringing the total workforce to over 300.
- Culimeta Saveguard, which manufactures high performance technical fibres, received a loan from the Regional Growth Fund of £730,000 and were able to expand into next-door Tower Mill, Park Road, which has been empty for several years.
- English Fine Cottons is investing £5.8 million to restart production at Tower Mill, Dukinfield, after a gap of 60 years. The company secured £3 million for the project – a £2 million loan from the Greater Manchester Combined Authority and a £1 million grant from the Government's Textiles Growth Programme (TGP) – in addition to £2.8 million of its own money. The investment means around 100 jobs will be created in the local area.
- Patterson and Rothwell an Oldham-based company has taken over the 146,000 sqft manufacturing and office facility in Ashton, which was previously owned by the Barcrest Group. Patterson and Rothwell, which is a market-leader in injection moulding, plans to move two subsidiary firms to Ashton: Dekko Window Systems and 4D Enterprises.

Business rates

Business rates are currently based on the valuations carried out by Valuation Office, the next revaluation of non-domestic properties is due to take place in 2017. The council is not permitted to alter these rates. There is a discount available to encourage investment in areas, for example: small business rate relief.

		<p>Charities and registered Community Amateur Sports Clubs are entitled to 80% relief in accordance with legislation where the property is occupied by the charity or club and is wholly or mainly used for charitable purposes or as a registered Community Amateur Sports Club. The Council also has discretion to award further relief on the remaining bill; however the Council must fund in full any reliefs.</p> <p>In 2015, the Government announced plans to allow all business rates collected to be kept by local authorities. Currently 50% of business rates collected are pooled by central government and then re-distributed. With these new powers local authorities will be able to lower business rates in order to attract new businesses into the area. Those areas with an elected mayor such as Manchester will also be allowed to increase business rates. These powers are expected to come into force by 2020.</p>
7	<p><u>ASHTON PRIORITISED OVER OTHER TOWNS</u></p> <p>Concerns relating to inequality between the different towns of Tameside:</p> <ul style="list-style-type: none"> • That Ashton receives disproportionate investment compared to the other towns. <p>7(2%) – Budget Simulator 0(0%) – other channels 6(9%) – social media 13(2.7%) – total</p>	<p>In a time of severe cuts in funding from the Government it is more important than ever to access the resources available to Tameside from external funding agencies. In particular where that funding and investment supports economic growth for future years and/or strengthens local neighbourhoods. It is only through growing the economy and building the resilience of local communities and families will we be able to mitigate in some way the impact of the austerity programme imposed upon local by the Government.</p> <p>Funding can be sourced from a number of external agencies. Examples include:</p> <ul style="list-style-type: none"> • European Regional Development Fund (ERDF) • Regional Growth Fund • Big Lottery Fund • Greater Manchester Growth Deal • Targeted Basic Need Funding (for school places) <p>External funding agencies have their own priorities. These priorities are used to help them decide whether to agree a bid from a local area and make the investment available. Investment decisions are often made on the basis of need and the opportunity to drive growth ensuring ongoing benefits as a result of the initial investment. Alongside this funding agencies will compare bids against those from other areas, and their assessment of the impact of the bid locally and within the wider regional will also influence their final decision.</p> <p>In Tameside, we recognise the uniqueness of the nine towns of Tameside in terms of their heritage, community and aspirations for the future. It is this diversity that makes Tameside unique and where it is relevant that uniqueness will assist in bidding for external funding. However, in most cases external agencies are looking to invest in a borough as a whole and focus that invest on an area or project within that borough that has relevance to their priorities and will give maximum impact and benefit.</p> <p>Alongside funding from external agencies, the Council has a small amount of capital money that is used to invest in the</p>

		<p>infrastructure of Tameside as a whole. The priorities for investment of Council money are directly linked to agreed vision in the Council's Corporate Plan. That is, supporting economic growth and opportunity.</p> <p>A lot of the investment made in recent years has been on projects that are for the benefit of all of Tameside. Often these are by their nature focused on Ashton given it is borough's principal economic hub, the largest town and has the accessibility and connections with the rest of Greater Manchester. Wherever possible the Council will focus its investment across Tameside where appropriate and feasible. But when it comes to external investment we have to be guided by providing bodies. We will look to influence this wherever we can but often we face a choice between taking the funding for whichever town the body is making it available for, or receiving no funding at all.</p> <p>Ashton acts as an economic catalyst for the Borough and this model reflects that in many other places in Greater Manchester like Rochdale, Oldham and Stockport. Alongside this the majority of the investment in Ashton is not on Ashton specific services, rather Tameside wide provision that underpins the infrastructure of the Borough.</p> <p>Examples of where external funding has been brought to Tameside and invested outside of Ashton include:</p> <ul style="list-style-type: none"> • Kerry Way in Hyde. £2.1 million from the Regional Growth Fund to open up a 7 hectare employment site. • Denton Link Road. £1.7 million from the Greater Manchester Growth Deal to build a new road that will kick start the mixed use redevelopment of the former Oldham Batteries site. • English Fine Cottons. £2 million loan from the Greater Manchester Combined Authority and a £1 million grant from the Government's Textiles Growth Programme (TGP) to bring cotton spinning back to the UK in Tameside at Tower Mill in Dukinfield.
8	<p><u>ROADS / INVESTMENT IN INFRASTRUCTURE/REDUCE TRAFFIC CALMING</u></p> <p>Concerns relating to traffic calming measures, roads, and potholes:</p> <ul style="list-style-type: none"> • Better maintenance of roads, specifically pothole filling, drainage. • Less speed bumps. • Less redevelopment of junctions and crossroads. • Cameras at traffic lights. • More cycle lanes. 	<p>The Council has a duty to balance the safety of pedestrians, cyclists and road traffic flow. The number of people killed or seriously injured on Tameside's roads has almost halved during the last ten years – from 94 people in 2003 to 53 people in 2014. Although there are no plans to introduce any further traffic calming measures, any request from residents for such would have to be addressed on a case by case basis.</p> <p>In 2015, the council set aside £1m to deal with potholes. Between April and June 2015, 4,000 potholes were filled in over 722 streets.</p> <p>Transport for Greater Manchester (TfGM) has a strategic responsibility for cycling across the city region. A well-established cycling culture is integral to the region's health and prosperity. By 2025 TfGM aim to increase the proportion of trips made by bicycle by 300%. We will work in conjunction with TfGM regarding any plans to increase cycle routes.</p>

	<ul style="list-style-type: none"> Investment in the tram network. <p>25(6%) – Budget Simulator 1(14%) – other channels 5(7%) – social media 31(6.4%) – total</p>	<p>TfGM received an additional £22m to improve cycling infrastructure this year. In February 2015 work begin on upgrading the towpath along Ashton Canal. Two cycling hubs were built in Ashton, one by the swimming pool and another at the railway station.</p> <p>Recent upgrades to the cycle route network have been supported by funding from external bodies. The Manchester - Ashton link by the Cycle City Ambition Grant Fund and the Ashton - Hyde link by the Local Sustainable Transport Fund. Where we can attract external funding we will continue to do so.</p> <p>The expansion of the Metrolink line to Ashton was funded from the Greater Manchester Transport Fund and the scheme was approved by the Department of Transport in 2010.</p> <p>The Local Pinch Points fund is a £170 million Government scheme designed to boost economic growth by tackling problems on the highway network that are holding back investment. These problems may relate to congestion (e.g. where a junction is over capacity), new or improved access to a development site, or to the condition of bridges or other structures, which will become a problem in the near future.</p> <p>As part of a successful bid to this Government fund, work was carried out at the BT/Asda roundabout to increase road user and pedestrian safety, improve access and traffic flow. The schemes have improved pedestrian links to Ashton town centre and surveys undertaken before and after the improvements show reduced queues at peak times.</p> <p>Denton Link Road – The council has secured £1.67 million of Greater Manchester Growth Deal investment for a new Denton Link Road running from Ashton Road alongside the Oldham Batteries site linking up with Edward Street and Hyde Road. This will reduce traffic congestion at Crown point; and encourage the comprehensive mixed use redevelopment of the former Oldham Batteries site.</p>
9	<p><u>FREE/REDUCED CAR PARKING</u></p> <p>Suggestions about free or reduced car parking:</p> <ul style="list-style-type: none"> Low cost or free parking in town centres to encourage consumers to spend at local businesses. Low cost parking for disabled residents. Free car parking for start-up businesses <p>4(1%) – Budget Simulator</p>	<p>Tameside Council has significantly reduced the costs of parking from 21 November 2014 after listening to feedback from businesses and residents to make the borough even more attractive and affordable for shoppers and support the local economy. New reduced and highly competitive charges - the lowest Council tariff for long stay parking in Greater Manchester and also one of the cheapest for short-stay town centre parking. Maximum of £1 for up to three hours and a maximum of £2 for all day.</p> <p>Following a consultation in 2011 proposals to introduce charges for blue badge holders on Council pay and display car parks came into effect 16 January 2012.</p> <p>As from 16 January 2012 standard charges apply on all Tameside pay and display car parks for blue badge holders. The Council have however identified that disabled blue badge</p>

	0(0%) – other channels 0(0%) – social media 4(0.8%) – total	holders may need longer to conduct their business and in order to accommodate this an additional hour will be given following the purchase of a pay and display ticket.
CORPORATE		
REF	CONSULTATION FEEDBACK THEME	TAMESIDE MBC REPSONSE
10	<p><u>COUNCILLORS & MAYOR</u></p> <p>Suggestions relating to the theme of Councillors & Mayor include:</p> <ul style="list-style-type: none"> • Reduce the number of Councillors • Reduce Member allowances • Less expenses claims e.g. petrol / meals • End use of Mayoral car • No need for a Mayor <p>114(28%) – Budget Simulator 1(14%) – other channels 14(21%) – social media 129(26.8%) – total</p>	<p>Tameside currently has 19 wards served by 57 councillors; three councillors per ward. National legislation sets how many councillors should serve the borough of Tameside (it is not determined by Tameside Council).</p> <p>In Accordance with Section 15 (3) of the Local Authority (Member's Allowances) (England) Regulations 2003, a summary of the total sum paid to members under the allowance scheme is available our website: http://www.tameside.gov.uk/constitution/part6</p> <p>Tameside Councillors have previously agreed that they could not be immune from the decisions that were been undertaken to address the significant reduction in Council budget although it was recognised that Members Allowances had been frozen since 2009. Therefore, in addition to the ongoing 30% reduction in support for Councillors achieved during 2012/13, it was agreed to reduce the cost of Members Allowances for Tameside by approximately 10%. Taken together with savings made in 2012/13 these save the Council more than £250k - year on year.</p> <p>Additionally this did not take into account measures that elected members had already implemented to reduce their costs, which included meeting the cost of their own car park passes and paying towards the ongoing cost of iPads, which also reduced the Council's costs to provide paper copies of reports. Tameside Council members are the only councillors across Greater Manchester to introduce such measures and generate income. Nationally these costs are usually met by the Council.</p> <p>Therefore, on the 21 May 2013, at the Annual Council meeting at the start of the Municipal Year 2013/14, elected Members agreed to reducing the cost for Members Allowances by £113,096 for 2013/14, which equated to approximately 10% of the actual cost of Members Allowances for 12/13 (£1.176 million excluding external Greater Manchester appointed posts and any claimed expenses). The report can be found at http://www.tameside.gov.uk/fullcouncil/21may13/item8.pdf and explained further in the budget report at: http://www.tameside.gov.uk/executive/cabinet/04feb15/item4.pdf</p> <p>Councillors are also entitled to claim expenses for travel and subsistence. However this is minimal and details are available online at http://www.tameside.gov.uk/constitution/part6</p> <p>Since 2010 there has been a reduction in the cost of the</p>

		<p>Mayoral Service by over 35% and the cost of the service (including the cost of all Remembrance Sunday events) is less than 2 pence per household per week.</p>
<p>11</p>	<p><u>COUNCIL NEEDS TO BE MORE EFFICIENT AND REDUCE WASTE</u></p> <p>Comments made around efficiency and waste reduction focus on:</p> <ul style="list-style-type: none"> • Reduce bureaucracy • Reduce duplication • Less leaflets / printed materials • More correspondence via email rather than post • Reduce back office staff • Too much wasted money • No translation services • Need a business improvement team • Systems approach to delivering services, more lean working • Remove District Assemblies • Mobiles for staff who need them for emergencies only <p>41(10%) – Budget Simulator 0(0%) – other channels 6(9%) – social media 47(9.8%) – total</p>	<p>The Council has already made £104 million worth of savings since 2010. Over the next two years the Council is required to find a further £29 million of savings.</p> <p>Despite these financial challenges, “the Council has good financial planning and review processes in place, and a track record of delivering financial plans and savings.” (Grant Thornton, The Annual Audit Letter for Tameside Metropolitan Borough Council 2014/15). This assessment is undertaken by an external auditor issued in line with Audit Commission and wider auditing guidelines. http://www.tameside.gov.uk/executivecabinet/16dec15/agenda (item 4)</p> <p>Over the last few years, the council has undertaken a number of service reviews with the intention of improving service delivery whilst at the same time reducing costs. These have included reviewing the library offer, reconfiguring the early years offer, neighbourhood offer and operations and greenspace to name a few.</p> <p>As part of these reviews we have worked hard to cut back office functions and these services now only represent 3% of the Council’s spend.</p> <p>In Autumn 2015 a second round of voluntary severance took place with 143 staff leaving the authority, this means since 2010 the Council’s workforce has halved. In addition to this staff area currently being consulted on proposed changes to terms and conditions which could result in £1.3m of savings. We have reduced our senior managers by 55%.</p> <p>We are utilising IT more to allow residents / businesses to access our services online via our website, these include:</p> <ul style="list-style-type: none"> • Applying for services e.g. school places, blue badges, planning permission, allotments, community alarms • Paying for services e.g. council tax, enforcement fines, schools meals • Finding information e.g. bin collection dates, schools in the area, food hygiene ratings, planning applications • Booking appointments e.g. pest control, bulky waste removal, registering a birth, death or marriage • Reporting an issue e.g. benefit fraud, litter, complaints, change of name and address, hate crime • Responding to consultations e.g. completing online questionnaires on service redesigns, responding to a planning application <p>Implementation of these and other services online has enabled us to reduce paperwork, duplication of forms and remove inefficient processes.</p> <p>We have recently started to promoting our electronic version of</p>

		<p>the Citizen online via social media websites such as Facebook and Twitter.</p> <p>The Council has two types of mobile phone – a basic one which includes free calls and texts and enables staff to remain in contact with customers/back office and caters for lone workers etc. We also have smartphones which are issued to people upon submission of a business case authorised by an Assistant Executive Director which cost justifies the expense.</p> <p>District Assembly meetings enable members of the public to ask questions of their local councillors about issues in the local area or services being provided.</p> <p>We've redesigned services in partnership with other organisations to provide more joined-up services; examples include the Integrated Urgent Care Team, Locality Community Care Teams, Integrated Community Equipment Store and assistive technologies such as Telecare and Telehealth.</p> <p>The Integrated Urgent Care Team has been set-up in conjunction with Tameside Hospital Foundation Trust and Stockport NHS Foundation Trust and the service consists of a number of previous teams both hospital and community based who now work as one service that is available seven days a week from 7.30am – 10pm. The service was established with the aim of avoiding preventable emergency admissions to hospital and residential care by wrapping health and social care services around the person and their carer in the community. The service also works closely with the hospital to ensure effective and timely discharges.</p> <p>The Community Response Service (CRS) provides a service to over 4,500 people in the borough. CRS is an alarm service to help people live safely and independently in their own home. We employ a team of Wardens who will respond in case of emergency 24 hours per day. The service provides different types of devices / technology depending on individual needs and health. Some are activated by an individual while others are triggered by sensors installed in a persons' home such as smoke detectors. There is considerable evidence to demonstrate that the service enables people to remain safely and independently in their own homes for longer</p>
12	<p><u>MONEY RAISING IDEAS/CHARGE FOR SERVICES/LAND FOR HOUSING/BUSINESS</u></p> <p>Some respondents made suggestions of how the Council can potentially raise money. Examples include:</p> <ul style="list-style-type: none"> • Sell training/consultancy to other organisations in sectors where we perform well. 	<p>We already charge for the following services:</p> <ul style="list-style-type: none"> • Allotments (i.e. charges for plots). • Blue Badges • Car parking fees • CCTV fees • Cemeteries & crematoriums • Libraries (e.g. late return fees, printing) • Markets (i.e. charges for pitches) • Pest control • Planning & building control • Registrars (e.g. registering births & deaths, conducting of ceremonies). • Room hire

	<ul style="list-style-type: none"> • Charge for services we don't currently charge for e.g. museums, borrowing books etc. • Increase in enforcement fees for graffiti, fly-tipping, dog fouling etc. • Sell land for businesses or housing. • Sell advertising space / sponsorship packages (businesses sponsoring parks etc.) • Provide new chargeable services e.g. pop-up youth clubs, home maintenance, planning advice, washing out wheelie bins • Increase fees currently charged • Introduce car park barriers • Provide mortgages <p>60(15%) – Budget Simulator 1(14%) – other channels 4(6%) – social media 65(13.5%) – total</p>	<ul style="list-style-type: none"> • Trade Waste <p>We review the services where we feel it is appropriate to charge and where we do currently charge fees we periodically review them.</p> <p>Where we feel it is appropriate we will consider introducing charges to other services we provide. Full consultation will be undertaken on any of the proposals that are brought forward.</p> <p>We have begun to sell advertising space on our website and will consider other areas in which advertising space could be sold.</p> <p>Consideration will be given to all the ideas put forward by respondents to ascertain the viability of the ideas.</p>
13	<p><u>STAFF PAY / PENSIONS / TERMS & CONDITIONS</u></p> <p>Suggestions made relating to staff pay and pensions include:</p> <ul style="list-style-type: none"> • Reduce the pay of senior management and top wage earners. • Do not reduce or alter staff terms and conditions. • Changes to mileage remuneration claims specifically; lower remuneration, electric vehicles etc. • Changes to sick pay or holiday pay. • GMPF to become independent. <p>66(16%) – Budget Simulator 1(14%) – other channels 2(3%) – social media 69(14.3%) – total</p>	<p>We have been reducing the costs of our workforce for some time. The overall cost of senior managers has been reduced by £1.9 million (55%) since the austerity measures. The salaries for Senior Officers and the Chief Executive have not increased since 2008.</p> <p>Since 2010 the Council has reduced the size of its workforce by over 2000 staff, saving around £39 million per annum. The Council has already reduced the cost of staff car mileage and continues its commitment to further reduce employment costs and is currently consulting with our workforce on a range of proposed changes to terms and conditions of employment.</p> <p>Tameside continues to have one of the lowest levels of staff absence compared with other Greater Manchester councils. In Tameside we had an average of 7.5 working days lost per employee in 2014/15. Almost half of our staff (45%) had 100% attendance during the last financial year. With the implementation of our revised managing attendance policy, the Council expects to see absence reduce further by the end of 2015/16.</p> <p>Following a second round of voluntary severance, which saw 143 of staff leave the authority, the Council is currently consulting staff on possible changes to their terms and conditions. This covers a range of topics including sick pay, car mileage, unpaid annual leave, reduction in pay etc.</p> <p>Despite the reduction in our workforce and the budget challenges we've faced, the Council gained 100% compliance</p>

		<p>against all criterias in the 2015 Customer Service Excellence award. This is an independent assessment of our customer services and is awarded to organisations that deliver services based on the needs and preferences of their customers. The award is judged against five criteria Customer Insight; Culture of the Organisation; Information and Access; Delivery and Timeliness and Quality of Service. In addition to achieving 100% compliance against all criterias, the Council was also awarded eight areas of compliance plus - a discretionary award handed to bodies who can clearly demonstrate 'exceptional best practice'.</p> <p>http://www.tameside.gov.uk/executive/cabinet/26aug15/agenda (item 6)</p> <p>Greater Manchester has 10 local authorities who are all established in law as separate organisations. Tameside, as a member of the Association of Greater Manchester Authorities (AGMA) continues to find ways to minimise costs across the region and how these can be more effectively shared. There are no joint plans at this stage to have shared Chief Executives.</p>
14	<p><u>COUNCIL WORKING PRACTICES / CULTURE/DIGITISATION OF SERVICES/CAMPAIGN ISSUES / MARKETING</u></p> <p>Suggestions around Council working practices / culture include:</p> <ul style="list-style-type: none"> • Integration of services into one building, i.e. health information, flu jabs etc. run from libraries • More flexible working practices in terms of both location (i.e. hot-desking and working from home) or working hours (i.e. only working part time) • The council being more efficient in the way it operates: general issues raised around the issues of wasting money and bureaucracy without being particularly specific. • Digitisation of services. • Improve the council's website, create notice board apps. • Volunteers to help show residents how to use online services. • Marketing of buildings for 	<p>We have temporarily relocated our workforce to various locations across Tameside while we bring Vision Tameside to life; we are using the tools technology presents us with to ensure that our processes and ways of working are as efficient and future proof as possible. Our new building will be much smaller and will support the delivery of agile and technology working (mobile working, remote working, hot desking etc.) As part of the move in other council buildings, many staff are now hot desking and where appropriate working from home.</p> <p>As part of our move towards different ways of working, we will be using more video-conferencing and instant messaging to hold virtual meetings and reduce the amount of travel time required.</p> <p>We are currently undertaking work around digital electronic service delivery. We already provide a wide range of services that can be accessed via the council's website; these are detailed under the theme: "council needs to be more efficient and reduce waste" (Ref. 11). We are also carrying out a number of feasibility studies to understand other areas where digital solutions can be used to provide a better service for residents and utilise technology to reduce duplication and waste.</p> <p>We have recently established a digital social intelligence group which has the remit to look at improving the council's website and making it fit for purpose. Ideas such as developing notice board apps will be looked at by this group and taken forward where appropriate and cost effective.</p> <p>A Residential Growth summit was held in October 2015. Attendees included housing developers, landowners and others involved in the housing delivery chain with the purpose of promoting the land the council is prepared to release for</p>

	<p>sale.</p> <ul style="list-style-type: none"> • Marketing of services and the area. • Communicate the implacable nature of the cuts. • Stop certain campaigns. <p>37(9%) – Budget Simulator 3(43%) – other channels 0(0%) – social media 40(8.3%) – total</p>	<p>development. A prospectus of land for sale is currently being prepared.</p> <p>We use a number of publications to promote the services that the council provides including the Citizen that is delivered to all households and businesses in Tameside.</p>
15	<p><u>COMMISSIONING AND OUTSOURCING</u></p> <p>Suggestions were made about increasing the number of services which are commissioned or outsourced. Examples include:</p> <ul style="list-style-type: none"> • Outsource current council services to private companies to save money. • Ensuring best value is being realised with existing contracts. • Create traded services with schools, businesses etc. • Reverse auctioning <p>Comments were also made that more services should be bought back in house to save money as there would be no requirement to make a profit.</p> <p>42(10%) – Budget Simulator 0(0%) – other channels 0(0%) – social media 42(8.7%) – total</p>	<p>The Council already outsources many of its functions. Our buildings and facilities are managed through the Tameside Investment Partnership (TIP) with Carillion (a development from our Local Education Partnership). The partnership has realised a reduction in operating costs of a third since 2010.</p> <p>In terms of outsourcing the Council has been very active over the last 20 years in placing services via contracts with independent sector providers (across a mix of for profit, not for profit and third sector organisations). As an indication of the current position 100% of care home, home care and extra care sheltered accommodation provision is through contract with independent sector providers; 100% of all advocacy provision is within the independent sector; 100% of supported accommodation in mental health and 70% of supported accommodation in learning disability is contracted with the independent sector.</p> <p>As part of an ongoing review of day services, 100% of day service provision for older people and people with mental health issues is provided by the independent sector. The picture in relation to the provision of day services in learning disability has changed significantly over the last few years – the development of a list of approved services has replaced the community bases provided by the in-house provider with an increasing range of exciting and stimulating alternative daytime activities – these have been provided on the basis of a daily direct payment rate which saved the Council almost 40% of its previous budget for this provision for the same number of users. The provision for people with complex learning disability is provided in totality by the Council's in-house service.</p> <p>One significant area of work in relation to delivering savings has been in relation to people placed in out of borough residential placements. Through an intensive process of re-assessment, placement review, application of the ordinary residence rules, joint funding with health commissioners and the development of increased capacity in the borough; the Council has delivered a saving in the region of £1.85 million per year. The added value of this work has seen the move of over twenty people back into provision in the borough improving outcomes for these individuals as they are often closer to family members, bringing their spend into the borough, whilst providing increased job opportunities locally for Tameside residents.</p>

The Care Together programme is working to develop an Integrated Care Organisation (ICO) involving Tameside Council and the following partners:

- NHS Tameside and Glossop Clinical Commissioning Group.
- Tameside Hospital NHS Foundation Trust.
- Stockport NHS Foundation Trust.
- Pennine Care NHS Foundation Trust.

This new organisation will provide a single commissioning approach to social care and health. This new way of working will place a greater emphasis on prevention and wellbeing, keeping people as healthy and independent as possible. It will also mean that when people do need hospital treatment or to receive care services, these are provided safely, promptly and efficiently. Health and social care staff will work together in one organisation and will have the ability to share information to reduce duplication and work together around the individual's needs in an effective way.

Health and Social Care services will be provided through five local community care teams (LCCTs). These will support residents in choosing healthy lifestyles, encouraging them to take more control and responsibility for their own health. They will also enable care to be given in the community, and where possible in resident's homes and people will get a named staff member to co-ordinate their support.

These plans, alongside the Greater Manchester wide Healthier Together programme and Manchester Devolution will ensure that local people have access to some of the best health and social care services available.

From early 2016 Tameside Council and Tameside and Glossop CCG staff will start to operate as a single commissioning function. Work is also ongoing to transform the current Tameside Hospital Foundation Trust into an Integrated Care Organisation (ICO). This is an exciting time for Tameside and Glossop. Although a lot of the detail of how the interim single commissioning function and the proposed ICO will work is yet to be decided, all our staff will have the opportunity to be involved as we co-design the new services. Both the Single Commissioning function and ICO will provide new opportunities for our workforce and we recognise that the experience, knowledge and skills we have in our staff locally will play a vital part in ensuring we have a clinically and financially sustainable local health and social care economy.

The Council has supported the establishment of Development Trusts at the Grafton Centre and Loxley House.

- The Grafton Centre is an Active Ageing Centre set up in 2009; it currently has 200 members and over 1,000 attendances a week at a range of activities for the frail and active. A new arrangement is being put in place for the successful luncheon club run at the centre (125 meals are served per week). It has been agreed with users to set up a

		<p>Development Trust to run the facility. This is expected to take 3 years to establish and become fully sustainable, in the interim the Council has agreed to grant fund the service (on a reducing scale).</p> <ul style="list-style-type: none"> • Loxley House is a day centre for people with a physical or sensory disability (established in 1976). It has 8 staff, supporting 35 people each week. A number of third sector / social businesses base some of their service provision at Loxley House. It has been agreed that a Development Trust approach at Loxley House will lead to a gradual reduction in the revenue funding over a 3 year period. (£0.205 million saving). This Trust arrangement ensures a disability service for those people who require it is still maintained whilst providing a valuable community resource within the local area. <p>The Council will consider opportunities for generating income streams from existing services by providing these to other local authorities or businesses etc. within the area.</p>
16	<p><u>WORK WITH PARTNERS / INTEGRATION OF SERVICES/HEALTH INTEGRATION</u></p> <p>A number of comments suggested more joined up working with partners or the integration of services to reduce costs. Examples include:</p> <ul style="list-style-type: none"> • Joint service delivery with other Greater Manchester authorities • Opportunities to integrate further with health services, police and other public bodies • Work more effectively with key statutory and voluntary sector partners <p>30(7%) – Budget Simulator 5(71%) – other channels 1(1%) – social media 36(7.5%) – total</p>	<p>We are committed to carrying out work jointly with other organisations either within the borough of Tameside or Greater Manchester wide where it makes sense to do so.</p> <p>There are a number of public service reform projects being conducted across Greater Manchester which focus on developing a more coordinated approach to public services across the conurbation, the work programmes are:</p> <ul style="list-style-type: none"> • Integrated health & social care – reforming our health and social care services, ensuring we have the services to support an aging population, helping people stay healthy and supporting them at home or in hospital. • Reducing issues of complex dependency – helping families tackle issues that contribute to dependency on public services, helping them become more independent. • Work & Skills – supporting people to find work, stay in work and progress at work so that all residents can take advantage of the opportunities of economic growth. • Early Years – reforming services for children and families, increasing the numbers of children arriving at school ready to learn and increase their life chances. • Justice & Rehabilitation – reforming our approach to working with offenders, tackling the causes of crime and reducing offending. <p>Where services can be provided more effectively by other agencies, we commission them, the service provided by Greystones is an example of this.</p> <p>Greystones Ltd is a small, local private company contracted by Tameside Council to provide specialist supported housing services for some of our most vulnerable and social excluded members of the community. The service provides support in two main areas:</p> <ul style="list-style-type: none"> • Alcohol. Accommodation for 26 men aged over 35 with enduring and entrenched alcohol problems and associated

		<p>health issues.</p> <ul style="list-style-type: none"> • ‘Impact’ homelessness. Support for homeless men and women over the age of 18 with complex needs who experience chronic exclusion. Support is provided in four self-contained units with bed and shower facilities, an office, a tea-room and laundry facilities. <p>The Impact Service is also based at the Greystones Project. This service delivers an outreach service for reported cases of rough sleeping and a day service for Tameside residents who are currently, or at risk of becoming homeless. People can be provided with food, washing facilities, a clothing store and help with accessing other key services.</p> <p>The Impact service is open Mon - Fri 10am - 3.00pm.</p> <p>Impact also has four residential beds which are open to referrals from other agencies.</p> <p>Bridges is an example of how the council works with the voluntary sector and other key organisations within the borough to provide integrated community services for people who are victims of domestic abuse such as an independent advocacy service, advice, support and access to community based agencies and help with housing. The Bridges service was designed to correspond with steps being taken by Services for Children and Young People to integrate services delivering parenting support and those involved in family intervention. The service is funded by Tameside Council, led by New Charter Homes (Threshold), in a partnership with Turning Point and the Family Support Charity. The Bridges service brings together the council, police, Victim Support and other agencies and promotes early intervention and prevention alongside services for people who are victims of domestic abuse.</p> <p>The “Invest in Services” (Ref. 17) theme also demonstrates our integrated work in health (Integrated Care Offer) and families (Public Service Hub).</p>
17	<p><u>INVEST IN SERVICES/LONG TERM PREVENTION</u></p> <p>Comments were received relating to general investment including:</p> <ul style="list-style-type: none"> • Invest in early intervention programmes which will cut down on long-term problems; preventative activity. • More street-cleaning • Invest in the young. <p>27(7%) – Budget Simulator 5(71%) – other channels 7(10%) – social media</p>	<p>The council is committed to investing in new ways of working where real benefits can be realised for residents. A number of services have already been designed and established that are shared services between the council and at least one other organisation. Examples of these include:</p> <ul style="list-style-type: none"> • Integrated Urgent Care Team. • Locality Community Care Teams. • ICO – Integrated Care Organisation (a key element of the Care Together programme). • Public Service Hub. <p>Our focus going forward is on prevention and early intervention to aid older people and people with long term conditions to remain in their homes and lead independent lives and help families resolve issues early to avoid escalation at a later point and more costly interventions having to be implemented.</p>

39(8.1%) – total

We've redesigned services in partnership with other organisations to provide more joined-up services; examples include the Integrated Urgent Care Team, Locality Community Care Teams, Integrated Community Equipment Store and assistive technologies such as Telecare and Telehealth.

The Integrated Urgent Care Team has been set-up in conjunction with Tameside Hospital Foundation Trust and Stockport NHS Foundation Trust and the service consists of a number of previous teams both hospital and community based who now work as one service that is available seven days a week from 7.30am – 10pm. The service was established with the aim of avoiding preventable emergency admissions to hospital and residential care by wrapping health and social care services around the person and their carer in the community. The service also works closely with the hospital to ensure effective and timely discharges.

The Care Together programme is working to develop an Integrated Care Organisation (ICO) involving Tameside Council and the following partners:

- NHS Tameside and Glossop Clinical Commissioning Group.
- Tameside Hospital NHS Foundation Trust.
- Stockport NHS Foundation Trust.
- Pennine Care NHS Foundation Trust.

Our approach to single commissioning across health and social care has also been established recently. This new way of working will place a greater emphasis on prevention and early intervention, keeping people as healthy and independent as possible. It will also mean that when people do need hospital treatment or to receive care services, these are provided safely, promptly and efficiently. Health and social care staff will work together in one organisation, will have the ability to share information to reduce duplication and work together around the individual's needs in an effective way. (Further information can be found in the theme "Commissioning and Outsourcing", ref 15)

Helping our residents to live healthy lives is key to reducing council expenditure on health interventions and adult social care later in life. As part of this, the Council is currently consulting on a capital investment in our leisure facilities of £16.8m. This potentially would see the closure of three Active Tameside Centres and the introduction of:

- An iconic Tameside Wellness Centre
- An extension to the swimming facilities at Active Hyde
- The implementation of alternative provision in the areas where sites are being closed.

<http://www.tameside.gov.uk/executivecabinet/16dec15/agenda> (item 9)

Having launched in 2014, the Hub has recently been reviewed and further revisions will strengthen the provision across the Borough by streamlining services and learning from the

experiences from the last 18 months.

The Public Service Hub continues to have strong commitment from a number of agencies and services to work together to help solve the problems some families face. The agencies currently involved include:

- Greater Manchester Police
- Job Centre Plus
- Welfare Rights Service
- Local Authority Early Help Service
- New Charter Housing Trust
- Stockport NHS Foundation Trust
- Pennine Care NHS Foundation Trust Adult Mental Health Services
- Children's Social Care
- Probation Service (National Probation Service and Community Rehabilitation Company)
- Greater Manchester Working Well Programme
- Greater Manchester Fire and Rescue Service
- Community and Voluntary Action Tameside
- Tameside Hospital NHS Foundation Trust

Vision Tameside incorporates shared offices for the council and Tameside College on the site of Tameside Council's current administration offices. Hattersley Hub, owned by Peak Valley Housing, provides space for the library, neighbourhood services, the police and services provided by Peak Valley Housing. Some of our neighbourhood services have also been located in other organisations premises, for example a Neighbourhood Team is based in Stalybridge Fire Station.

Where the Council can no longer fund services directly due to cuts we are supporting service users and the local community to develop alternative delivery models so the service can continue. For example Development Trusts at Loxley House and the Grafton Centre.

The Grafton Centre is an Active Ageing Centre set up in 2009; it currently has 200 members and over 1,000 attendances a week at a range of activities for the frail and active. A new arrangement is being put in place for the successful luncheon club run at the centre (125 meals are served per week). It has been agreed with users to set up a Development Trust to run the facility. This is expected to take 3 years to establish and become fully sustainable, in the interim the Council has agreed to grant fund the service (on a reducing scale).

Loxley House is a day centre for people with a physical or sensory disability (established in 1976). It has 8 staff, supporting 35 people each week. A number of third sector / social businesses base some of their service provision at Loxley House. It has been agreed that a Development Trust approach at Loxley House will lead to a gradual reduction in the revenue funding over a 3 year period. (£0.205 million saving). This Trust arrangement ensures a disability service for those people who require it is still maintained whilst providing a valuable community resource within the local area.

		<p>In 2015, £1m was set aside to clean-up our town centres and gateway areas. This included teams of Councillors, staff and volunteers cleaning the area and mending any broken street furniture etc. The Council is committed to keeping our town centres clean, however due to the funding cuts experienced, the Council will be focusing more on enforcing on littering, graffiti etc. in the future and promoting social responsibility.</p>
18	<p><u>COUNCIL TAX</u></p> <p>Comments received relating to Council Tax include:</p> <ul style="list-style-type: none"> • Reduce Council Tax benefit - everyone should pay Council Tax in full • Reorganise and reconsider the banding/criteria of council tax. • Increase council tax rather than cut services. • Decrease council tax as we do not get good service for the level of council tax. • Empty homes – chase for contribution • Discounts for direct debit payments / prompt payment <p>24(6%) – Budget Simulator 0(0%) – other channels 17(25%) – social media 41(8.5%) – total</p>	<p>The Council Tax Support Scheme replaced Council Tax Benefit from 1 April 2013. The scheme still provides financial assistance to Council Tax charge payers on a low income whether they rent or own their home, by reducing the amount of Council Tax they have to pay. The level of support provided under Council Tax Support may be significantly lower for some residents than they previously received under the Council Tax Benefit scheme. Everyone of working age has to pay a minimum percentage of their council tax, no matter what their circumstances are. The minimum percentage payable is at least 25% from April 2016. Requiring all residents to pay full Council Tax would be untenable.</p> <p>A consultation exercise on the CTS scheme took place from September to November 2015 to reduce the maximum level of support to 75% of a working age persons council tax liability, cap support to that of a Band A property and align non-dependent deductions for working age to the same level as that for claimants of pensionable age. The proposals were approved a Full Council on 21 January and become effective from 01 April 2016.</p> <p>Last year we raised Council Tax by 1.9%. Should a decision be made to increase Council Tax any rise of 2% or over would trigger a local referendum (not including 2% precept for Adult Social Care).</p> <p>All debts owed to the Council are rigorously pursued. We always take action to recover any monies owed to us and encourage a culture of payment wherever possible; however enforcement agents are used for any cases where this has not been successful.</p> <p>The Localism Act 2012 introduced by Central Government, abolished Council Tax exemptions for empty properties and gave discretionary powers to Councils to consider local schemes to reflect local market conditions. The Council undertook a consultation exercise in October 2012 with local residents regarding the proposals it was considering.</p> <p>The Council considered carefully the views of local residents, the housing market within the Borough and the financial implications including the costs it and other local services often incur when dealing with incidents concerning empty properties. While the Council has supported empty property owners for a number of years it felt that this support could no longer be subsidised in the current financial climate, where the Council is facing difficult decisions in terms of maintaining vital front line</p>

		<p>services and in protecting the most vulnerable residents within our area. The Council therefore made a number of resolutions regarding empty properties. One of the changes that were made was that any property that had been empty and unoccupied for a period of more than 24 months would be liable for an additional 50% Council Tax premium.</p> <p>The policy under which an empty premium charge is raised is that a property has been unoccupied for a period exceeding 2 years. Should the property be sold or purchased within that period, the premium will continue to be charged if the property remains empty but will cease if the property is once again occupied.</p> <p>The policy was reviewed in 2014 and a decision made that the empty property policy remained unchanged.</p> <p>Any revaluation of existing Council Tax bands would have to be undertaken by the Valuation Office Agency which is completely independent of the Council. Any changes would have to be instigated by central Government.</p>
19	<p><u>COUNCIL HAS THE WRONG PRIORITIES</u></p> <p>Concerns that the council is focusing its resources on the wrong areas:</p> <ul style="list-style-type: none"> • A switch to long-term strategies rather than short-term when using resources across all departments. • Cuts being made in the wrong places. • Do not provide anything but those that are statutory services. • Particular issues with Vision Tameside new council building and renovation of Hyde Market. • Budgets for items like IT should not be more than spending on services such as sheltered housing. <p>23(6%) – Budget Simulator 5(71%) – other channels 4(6%) – social media 32(6.7%) – total</p>	<p>As a Council we have statutory duties placed upon us which we have to follow. It is important that whilst we deliver on these duties, we also ensure our most vulnerable residents are provided for. This often results in a balancing of priorities and tough decisions have to be made. Although we do direct a large amount of resources to our more vulnerable residents (the largest proportion of our budget is spent on Services for Adults & Older People and Services for Children & Families), we also deliver a vast number of universal services accessible by all residents. Examples include:</p> <ul style="list-style-type: none"> • Waste Management • Public Health • Trading Standards • Road Safety • Roads, Highways & Pavements • Libraries <p>We have long term strategies in place in order to grow Tameside’s economy and improve the learning and skills opportunities for our young people through our Vision Tameside programme, see further information in the section entitled “Don’t spend on major projects, cultural events or public realm” (ref: 5).</p> <p>We are working with our health partners on a long term strategy to integrate our health and social care services which will provide much more effective health and social care to our residents and reduce our costs in the long-term. (see section entitled “Commissioning and Outsourcing”, ref 15).</p> <p>Our proposals around Active Tameside will provide state-of-the art leisure facilities that are fit for purpose and meet the changing needs of our residents (see section entitled “invest in services / long term prevention, ref: 17).</p> <p>We continue to bid for funds that will improve our transport</p>

		<p>network and are working with TfGM on Tameside Interchange (Ashton-under-Lyne) which join up our rail, bus and tram network enabling better connectivity within Tameside and across the Greater Manchester conurbation.</p> <p>See section on “Don’t spend on major projects, cultural events or public realm (ref: 5)” for comments on Hyde Market.</p> <p>Based on the comments and responses made in the budget consultation undertaken in 2014, we carried out the following:</p> <ul style="list-style-type: none"> • Reduced our car parking charges to support our town centres. • Set aside £1million to repair potholes. • Cut our building costs by selling 48 buildings. • We made land available on 9 different sites for 300 affordable homes increasing our council tax base. • Rolled out bin swap to rest of the borough. <p>Further information can be found at: http://www.tameside.gov.uk/budgetconsultation/lastyearsresults</p>
20	<p><u>POLICY APPROACHES</u></p> <p>Suggestions and concerns relating to policy approaches:</p> <ul style="list-style-type: none"> • Petitioning, protesting, or campaigning against central government cuts. • Apply a set percentage cut across all service areas for balance. • Transparency of finances <p>18(4%) – Budget Simulator 5(71%) – other channels 4(6%) – social media 27(5.6%) – total</p>	<p>We will continue to lobby government on issues of importance on behalf of local residents and have stated on a number of occasions the difficulties we face as a result of the budget cuts. Our Executive Leader recently wrote to the Prime Minister expressing concerns about the cuts local authorities have faced.</p> <p>The Council must balance its books by law therefore, we can’t spend more than we have. Our finances are subject to external audit by an independent company each year. For 2014/15, the independent auditors gave the Council a green (good) rating for financial resilience and value for money. http://www.tameside.gov.uk/executivecabinet/16dec15/agenda (item 4)</p> <p>All council spend over £500 is also made available via the transparency pages of our website. The Council’s budget is also approved at Full Council and the papers that support this are available on the council’s website. As part of our approach to transparency we have carried out a 12-week budget consultation exercise which fully details how the Council’s money is spent and seeks residents and businesses views on how the council’s money should be spent in the future. The responses received are taken into account, along with a number of other factors in order to set the Council’s future budget.</p> <p>http://www.tameside.gov.uk/transparency</p>
21	<p><u>BUDGET SIMULATOR/CONSULTATION</u></p> <p>Suggestions related to the budget consultation exercise itself:</p> <ul style="list-style-type: none"> • That the consultation 	<p>Dedicated web pages were developed about the budget consultation exercise. This included detailed text on the service budgets where levies need to be paid to other organisational bodies e.g. waste and transport levies. The web pages were designed to be transparent and to give residents enough information to be useful.</p> <p>A video was also developed to provide residents/businesses</p>

	<p>exercise is pointless because the decisions have already been made.</p> <ul style="list-style-type: none"> • That the consultation simulator is not specific enough and/or does not provide enough options i.e. reduction of councillor's expenses. <p>21(5%) – Budget Simulator 1(14%) – other channels 9(13%) – social media 31(6.4%) – total</p>	<p>with an overview of the budget challenges the council faces. In addition, half way through the consultation, a further two short videos were created where respondents helped to promote the budget consultation. A student from Ashton Sixth Form College helped to produce these videos.</p> <p>Respondents views were gained through completion of a budget simulator which set-out the different service level budgets and enabled respondents to increase or decrease the budgets as they saw fit. When changes were made to the budgets, consequences of their actions were shown, these were provided to give respondents an indication of what the budget cuts could mean for a service.</p> <p>This was the second time that the council had conducted the budget consultation in this way. The consultation was promoted through a number of channels including the Citizen which is delivered to all households and businesses in the borough. We held 215 events across the borough with a range of different groups. Some events were drop-ins where anyone could attend and some were targeted events to ensure we received a response from a cross-section of the population.</p> <p>For comments on councillors, see the section entitled "Councillors and Mayor (Ref: 10).</p>
22	<p><u>POSITIVE VIEW OF COUNCIL</u></p> <p>General positive view of council:</p> <ul style="list-style-type: none"> • The council do a good job considering the limited resources and cuts. • Fond memories expressed of working in the old TAC building. <p>7(2%) – Budget Simulator 0(0%) – other channels 5(7%) – social media 12(2.5%) – total</p>	<p>We always endeavour to balance the needs of all residents when making any decisions. Although this often means difficult choice have to be made, particularly in the current economic climate, we are grateful you think that the Council is doing a good job.</p>
23	<p><u>NEGATIVE VIEW OF COUNCIL</u></p> <p>General negative view of council:</p> <ul style="list-style-type: none"> • The council is inept, mismanaged, etc. <p>6(1%) – Budget Simulator 0(0%) – other channels 24(35%) – social media 30(6.2%) – total</p>	<p>See all other sections.</p> <p>In Tameside we have a strong history of consulting with residents. It is important for us to understand your views on any possible changes we may make to services. All the major service changes we have made over the last 5 years have been consulted on through the Big Conversation.</p>

PEOPLE

REF	CONSULTATION FEEDBACK THEME	TAMESIDE MBC REPSONSE
24	<p><u>VOLUNTEERING / COMMUNITY DELIVERY / SELF SUPPORT/ENFORCED VOLUNTEERING</u></p> <p>Comments focused on increasing the contribution local residents make to the borough including:</p> <ul style="list-style-type: none"> • Volunteers should not replace regular staff. • The council should alleviate the strain on staff and services by using volunteers. • Increase council promotion of voluntary and community organisations • The main focus of suggestions for voluntary efforts is on street-cleaning/keeping neighbourhoods tidy. • Use enforced volunteering from people on unemployment benefits and people who have committed minor crimes. <p>48(12%) – Budget Simulator 4(57%) – other channels 1(1%) – social media 53(11.0%) – total</p>	<p>The council is already working with community volunteers to help support some services, these include:</p> <ul style="list-style-type: none"> • Voluntary rangers help to look after the countryside with 18,078 volunteer hours and 762 corporate volunteer hours in the last twelve months. • Sports/physical activity volunteers • Volunteers and community groups which help with the support and delivery of Cultural and Museum projects • Friends of groups are established for 23 facilities including Friends of Dukinfield Park, Friends of Gorse Hall, Friends of King George’s Playing Fields. • Community panels for the Youth Offending Team • Use of Community Payback scheme to support Operations and Greenspace to keep Tameside’s streets / areas clean. Over the last 12 months 20,000 unpaid hours have been committed to the service which have benefited all communities. • Volunteers from companies working in parks as part of corporate responsibility days • Local residents working with Greenspace and Operations Services to run ‘blitz clean-ups’. <p>Many of our events and summer workshop activities are supported by volunteers. This commitment from local people and volunteer groups ensure we have a vibrant cultural offer for the borough.</p> <p>Volunteer placements with council departments also ensure that students, job seekers and school children get excellent learning and experience opportunities which will help them build a future career. We are committed to provide more of these opportunities in appropriate services in the next few years to ensure our employment and economic future is bright.</p> <p>We are always looking for opportunities to expand volunteering opportunities and work closely with Community Voluntary Action’s Volunteer Centre, our voluntary sector partners to provide opportunities. Time Banking in Tameside is a different way to volunteer your time. For every hour you volunteer with the Time Bank, you gain an hour’s worth of credit that can be used to buy an hour of volunteering from another person. You can earn and spend your credit on practically anything – you might need someone to fix your bike, or maybe you’re great at baking and could bake someone a birthday cake. CVAT launched Time Banking in Tameside in 2010 because it was believed that projects like this have a greater value than just “getting stuff done” for people. Time Banking is a great way to bring the community back together and get neighbourhoods working together again.</p>

Our Time Bank now has over 300 members and earlier in this year passed 5,000 hours exchanged.

In September 2015 the Casserole Club, which enabled “cooks” to prepare and share meals with “diners” was incorporated into Time Banking. This has worked really well as both are based on a similar model to Time Banking in that it encourages “old fashioned neighbourliness” This isn’t formal volunteering , it is people doing a good turn for one another. It’s not charity because everyone has something to give back.

Over the last 3 months - 12 events have provided 230 people with the opportunity to meet together, share a meal or a snack, but most importantly these people have had the opportunity to get out of the house and meet with others who are also lonely, isolated and in need of companionship. 15 “diners” (housebound people) have also enjoyed 40 meals with their friendly neighbourhood “cooks”.

There are 2 other volunteer involving projects managed by the Volunteer Centre:

- Miles of Smiles, a transport scheme which involves volunteers who use their own vehicles to take people to health related appointments. In the previous year 25 volunteers enabled passengers to get to over 5000 hospital appointments they would otherwise have no way of reaching.
- Changing The Record is a project that aims to increase opportunities for ex-offenders to ‘get back on their feet’ through volunteering and reduce re-offending. It is currently engaging with 40 ex-offenders who are at various stages of recovery

According to a report launched in 2013 by the Centre for Regional Economic and Social Research at Sheffield Hallam University in Tameside 26,200 individuals volunteered within the voluntary sector giving 73,900 volunteering hours per week. There are many Volunteer Involving Organisations who provide services to vulnerable adults (People First), children (Off the Record), environmental organisations (Wooden Canal Boat Society). These all work in many different ways and all are managed by volunteers as trustees and involve volunteers in their day to day work and have a huge impact on the health and wellbeing of Tameside residents.

In an average year approx. 1000 prospective volunteers pass through the doors of the Volunteer Centre and are referred to over 250 organisations.

<http://www.cvat.org.uk/time-banking>

Another initiative provided by CVAT is Tameside 4 Good which helps young people and good causes through the giving of time and skills, money and resources. 100% of the money collected by Tameside 4 Good is distributed via a grant scheme that is committed to issuing grants of up to £500 to individuals in

		<p>Tameside aged between 5 - 25 who want to undertake an activity that benefits them and their community. Grants of up to £4,000 are available to Tameside community groups.</p> <p>http://www.tameside4good.org/</p> <p>There has always been a large number of volunteers throughout the borough who have brought added value to the community, from Scouts and Guiding Groups, to churches and community groups – these are supported in formal and informal ways by the Council in developing funding bids, establishing constitutions and involvement in the development of services.</p>
25	<p><u>PROTECT VULNERABLE FIRST/PROTECT CHILDREN'S CENTRES</u></p> <p>Concerns were raised regarding the need to protect our most vulnerable residents as a priority. Comments include:</p> <ul style="list-style-type: none"> • Frontline services that care for the vulnerable should be (more or less) ring-fenced. • Protect the elderly as a priority and cut from this service last. • Protect children's services as a priority and cut from this service last; particularly children's centres. • Do not cut funding to the third sector providers. • Do not cut from Opt-In services <p>34(8%) – Budget Simulator 4(57%) – other channels 2(3%) – social media 40(8.3%) – total</p>	<p>The protection of our most vulnerable residents remains our top priority. The majority of our budget is allocated to those services which protect residents most in need of our support - Services for Adults (people with learning disabilities, mental health issues and physical/sensory disabilities) & Older People and Services for Children & Families (Safeguarding and Child protection, children in our care and children with a disability).</p> <p>We maintain a commitment to providing preventative services for children and families in most need including in children's centres, although in order to maximise usage, it may be that we concentrate services in fewer places.</p> <p>We will always look to reduce the number of buildings owned and operated by the Council before reducing any services to the public – particularly those services delivered to our most vulnerable residents. We have already sold 48 buildings.</p> <p>With an increasing, aging population we recognise the importance of early intervention. This will help to address greater needs arising from long term conditions or complex disabilities.</p> <p>The Early Intervention Service offers information, advice and support to adults in Tameside to help them remain independent and active in their own homes for as long as possible. They also help people who care for a relative or friend to help them continue in their caring role, by providing them with the right help and support to enable them to do this.</p> <p>The Service works in partnership with a number of voluntary organisations to provide services such as the Community Support Service at Age UK, Timebanking and the Miles of Smiles Transport Service at the Volunteer Centre Tameside.</p> <p>As well as supporting hundreds of individuals, and keeping in touch with over 250 social groups, the Service was instrumental in remodelling the provision of meals at the Grafton Centre, our Active Ageing Centre in Hyde. This was remodelled from a council run service to one managed by a team of volunteers. As well as providing a variety of hot meals Monday to Friday at a reasonable cost, the Grafton Centre offers a range of activities from armchair exercise to Zumba and indoor bowls to Bridge, as well as many others.</p>

		<p>In December 2014 the Casserole Club was launched and has now been incorporated into the time banking scheme operated by the Volunteer Centre in Tameside. This is a project that helps people share extra portions of home-cooked food with older people who might not always be able to prepare meals for themselves. For further information see the theme “volunteering / community delivery / self-support / enforced volunteering” (ref: 25).</p> <p>The protection of adults from abuse in Tameside is overseen by a body called ‘The Tameside Adults Safeguarding Partnership’ (TASP). The Partnership co-ordinates the way in which partner organisations work together in Tameside to protect vulnerable adults from harm. Partners include Tameside and Glossop Clinical Commissioning Group, Greater Manchester Police, Tameside Hospital Foundation Trust, Greater Manchester Fire and Rescue Service, Probation Service, Tameside Health Watch and Victim Support.</p> <p>The Community Response Service (CRS) provides a service to over 4,500 people in the borough. CRS is an alarm service to help people live safely and independently in their own home. We employ a team of local workers who will respond in case of emergency. The service provides different types of alarm depending on individual needs and health. Some are activated by an individual while others are triggered by sensors installed in a persons’ home. There is considerable evidence to demonstrate that the service enables people to remain safely and independently in their own homes for longer.</p>
26	<p><u>PEOPLE ON BENEFITS</u></p> <p>Concerns and suggestions relating to people in receipt of benefits:</p> <ul style="list-style-type: none"> • More and better efforts to ‘crack down’ on fraudulent claims. • Cut or reduce certain benefits. • To use enforced volunteering for people in receipt of Job Seeker’s Allowance. <p>26(6%) – Budget Simulator 1(14%) – other channels 3(4%) – social media 30(6.2%) – total</p>	<p>In 2012 the government abolished Council Tax benefit and required each local authority to set-up their own council tax support scheme to be effective from the 1 April 2013. The abolition of the national scheme came with a reduction of £3.2 million paid to the local authority at that time. In order to establish our own council tax support scheme we carried out two consultations with residents; the first contained four options and the second consulted on the final option.</p> <p>The Council Tax Support Scheme replaced Council Tax Benefit from 1 April 2013. The scheme still provides financial assistance to Council Tax payers on a low income whether they rent or own their home, by reducing the amount of Council Tax they have to pay. The level of support provided under Council Tax Support may be significantly lower for some residents than they previously received under the Council Tax Benefit scheme. Everyone of working age has to pay a minimum percentage of their Council Tax, no matter what their circumstances are. The minimum percentage is currently 20%. Requiring all residents to pay full Council Tax would be untenable. This would be very costly due to the potential rise in outstanding arrears and the need to chase the outstanding debt. The scheme is reviewed on an annual basis.</p> <p>A further consultation exercise on the CTS scheme took place from September to November 2015 to reduce the maximum level of support to 75% of a working age persons council tax</p>

		<p>liability, cap support to that of a Band A property and align non-dependent deductions for working age to the same level as that for claimants of pensionable age. The proposals were approved at Full Council on 21 January and will become effective from 01 April 2016.</p> <p>In establishing the council tax support scheme we have been mindful of procedural requirements for example mitigate against child poverty, equalities issues and the legal requirement to protect pensioners. The scheme affected approximately 11,000 working age people when introduced. Recipients of council tax support receive a reduced bill and therefore do not receive a monetary sum from the council. The council also has responsibility for administering housing benefit but has no say on how this is done. Government stipulates how the Housing Benefit scheme is administered and how it is paid to recipients. Payment is usually made directly to the recipient in accordance with Housing Benefit regulations, however in certain cases payment can be made direct to a Landlord. Any changes to this policy would need to be made by government.</p> <p>Enforced volunteering in order to receive job seekers allowance would require a change in legislation. This benefit is administered by the Department of Work and Pensions rather than the local authority. In theory we could consider enforced volunteering in order to receive support from the council tax support scheme that the council administers; this would affect approximately 9,000 working age people, some of whom are already in work and in low paid jobs. This is not something we are considering at the present time.</p>
27	<p><u>LIBRARIES/CUSTOMER SERVICES/MUSEUMS</u></p> <p>Suggestions related to libraries, customer services, and museums:</p> <ul style="list-style-type: none"> • No more cuts from libraries which impact on opening hours etc. • No more library closures. • Return libraries to their original buildings and do not remove any further libraries from their original buildings. <p>17(4%) – Budget Simulator 0(0%) – other channels 2(3%) – social media 19(4.0%) – total</p>	<p>The Library Service is a statutory service which we have to provide by law (Public Libraries and Museums Act 1964).</p> <p>In 2012 a full review of the Library Service was undertaken which resulted in the closure of five libraries (two of these are subsequently being run by the community – Denton West End and Haughton Green). The remaining libraries reduced their opening hours by closing for one full day a week.</p> <p>Our strategy is to reduce the number of buildings owned and operated by the Council before reducing services to the public. In order to protect library services we looked at different models of operation. The most cost effective way to run the services was to re-located the library into buildings also used for other services. These include:</p> <ul style="list-style-type: none"> • Denton – relocated to Denton Town Hall • Mossley – relocated to George Lawton Hall • Hattersley – relocated to the Hattersley Hub • Hyde – relocation to be made to Hyde Town Hall • Droylsden – to be relocated to Guardsman Tony Downes House <p>Library services need to change and develop to meet the changing needs and preferences of our residents. We are looking at changes and developments in other boroughs which have increased access to library resources.</p>

		<p>In the future we will continue to look at different models of working for the library service including investigating the benefits of self-service.</p> <p>We will continue to invest in using e-books. Currently there are 1,931 e-book titles available and 409 e-audio titles.</p> <p>Whilst we need to provide a face to face Customer Service function for those who rely upon it, the need has reduced over the years with increased telephone and internet access. We will therefore be considering meeting the demand for the service in the most cost effective way.</p>
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In addition there were nine further comments covering the following topics which fall outside the remit of Tameside Council:

- National immigration policy
- Number of MPs, pay and expenses
- Cost of air strikes in Syria
- National policy on gambling / ban on smoking / renationalisation of services.