



Mansfield
District Council

Mansfield District Council

Budget Consultation 2023

Final Report

Background Information

Introduction

We know households across the country are facing huge financial challenges. Rising prices makes this a cost-of-living emergency. Mansfield District Council is also facing its most difficult budget pressures for many years.

All local authorities are having to deal with large increases in inflation that are driving up costs and prices for energy, fuel and materials. The cost-of-living crisis means that we also have increased demand on our services. We must also budget for the pending pay awards and bad debt provision for potential unpaid commercial rent.

Across our Medium-Term Financial Strategy, 2024 – 2027, we have an anticipated shortfall of over £5.4m. Due to the uncertainties highlighted above this could be much higher and we need to plan for that situation. We must prioritise our services and focus on delivering what is needed. In order to get this right, we need to know what is important to the residents that we serve.

Between 15th September and 6th October residents were invited to take part in our Budget consultation. This was a primarily online survey, however paper versions were available upon request. The survey was also translated into the following languages; Arabic, Cantonese, Dari, Latvian, Lithuanian, Polish and Romanian

Statistical Reliability

Due to achieving a sample size of 465 responses, the confidence interval (margin of error) achieved for this consultation on the whole is 5 with a confidence level of 95%. The confidence interval tells us the range of values we would expect the value to fall between if the entire population being measured answered (in this case, if every single Mansfield resident took part). Essentially, together this means that if for example 45% of residents who answered the survey stated they liked orange juice, we can be 95% certain that if we asked the entire population the true answer would be between 40% (45-5) and 50% (45+5). In order to reach this statistical reliability, 383 participants are needed.

Key Findings

Participants

In total, **465** participants took part in this consultation (although not all participants chose to answer every question).

The majority of responses were completed using the online method. However, there were 15 responses which were submitted using paper copies. These were either handed in to the civic centre reception or mailed in to us.

Highlights

The three changes which received the highest % of participants who supported a spend reduction or stopping the service completely were changes to event delivery (68% supported either a spend reduction or stopping the service completely), changes to Business Grants (67% combined score) and changes to Grant in Aid (64%). Please note that these scores are combined scores for those who supported a spend reduction or stopping the service completely. Please see the individual question results for the individual breakdowns.

Changes to community safety received the highest % of participants who wished to see no change with 66% of respondents choosing this option. Changes to CCTV operation and monitoring also scored highly with no change with 63% of participants selecting no change to this service. 51% of participants also stated that they do not support reductions in provisions or closing of toilets.

Charges and Council Tax

62% of participants agreed with charging for entry at Mansfield Museum. 28% of participants responded with that they agreed with the proposed charges for the car parks.

68% are willing to accept a Council Tax increase of 2.99%

Overall Results

The following sections detail the results for all participants, regardless of whether or not they are a Mansfield resident.

Q1. For the following question, please rank which services are important to you with 1 being the most important and 6 being the least important.

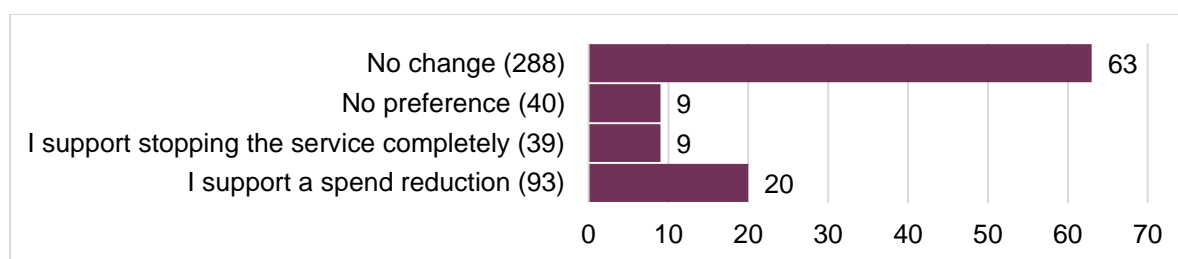
For this question participants ranked the order in which services are important to them. The table below shows the average scores for each of the services area. Please note, the closer the service area's score is to 1 means participants ranked it more important.

	Service Area	Average Score
Most important to residents	Community Safety	1.84
	Clean and Green	2.47
	Town Centre	3.13
	Culture and Entertainment	3.53
	Customer Services	4.03
Least important to residents	Grants and Support	4.44

Community Safety

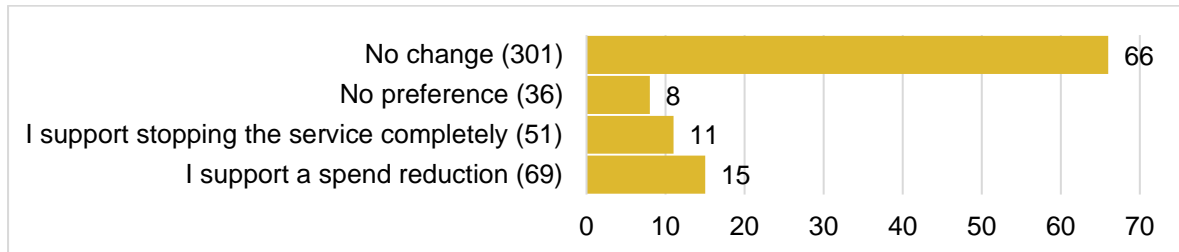
Changes to CCTV operation and monitoring

Q2. We could have fewer cameras operating meaning that we couldn't collate as much evidence during an incident. It is likely that cameras would not be monitored 24/7. Or we could stop the service all together (%)



Changes to community safety

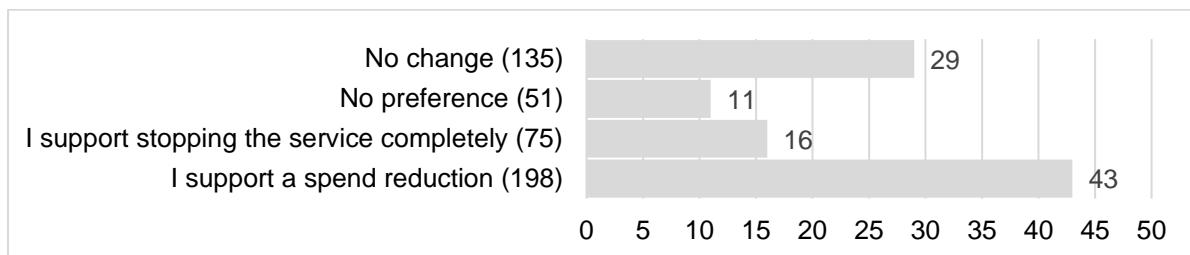
Q3. Decrease in the number of visible patrols in our neighbourhoods which tackle antisocial behaviour and community issues. Or we have no patrols by the community safety team (%).



Culture and Entertainment

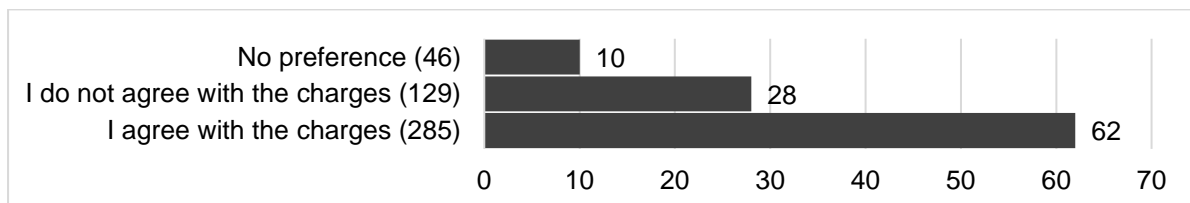
Changes to Mansfield Museum opening hours

Q4. The museum would be open less than it is now which would reduce the amount of visits and mean the number of exhibitions would also reduce. Or it would close fully (%)



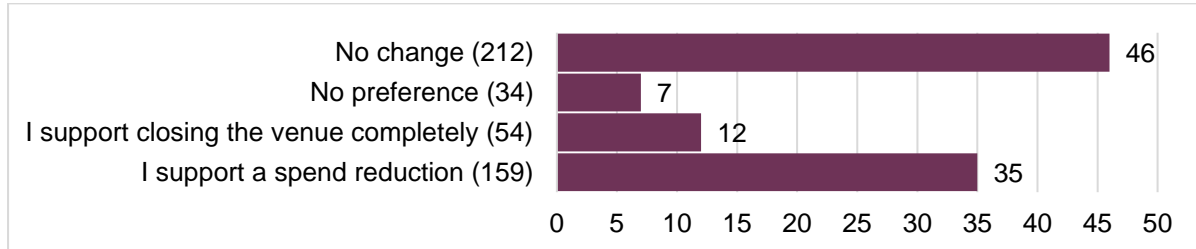
Charging for entry at Mansfield Museum

Q5. An entry fee would be paid by all visitors to increase income. At the moment the public are able to make a voluntary donation (%).



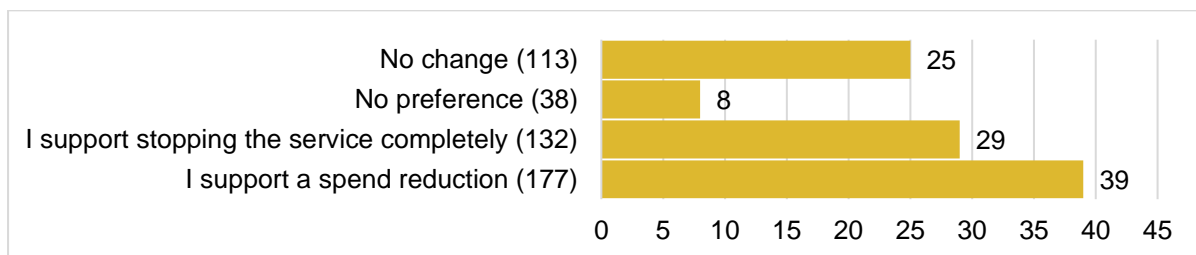
Changes to Mansfield Palace Theatre

Q6. Fewer shows would be staged at the theatre or the theatre could close completely. However, activity could still take place through grant funding (%).



Changes to event delivery

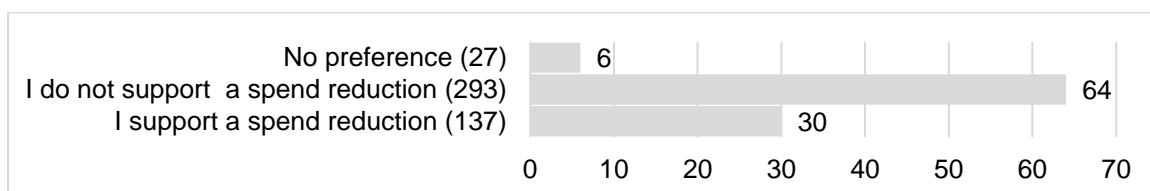
Q7. The number of free events would reduce in Mansfield including festivals and celebrations. Reduced support for the promotion and events in Mansfield town centre, or council run events could stop entirely.



Clean and Green Mansfield

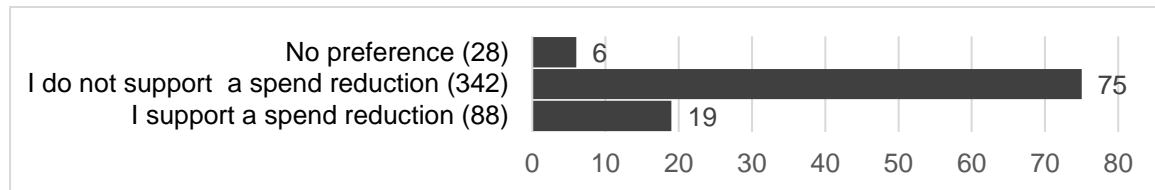
Reduction in Maintained public open spaces

Q8. Our parks and public spaces would be maintained to lower standards. Grass would be cut less frequently in residential areas and weed spraying reduced also (%).



Reduction in street cleansing standards

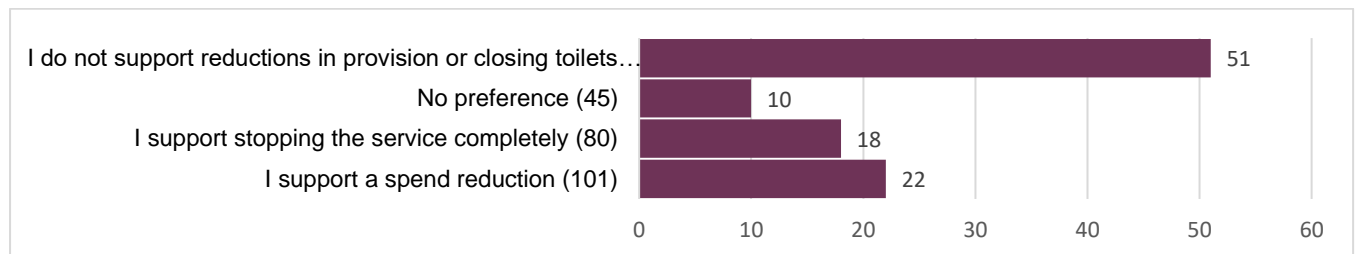
Q9. Streets and open space would be cleaned and maintained less frequently.



Town Centres

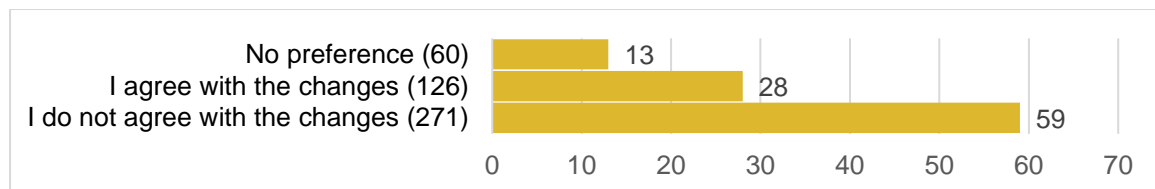
Provision of public toilets throughout the district

Q10. The toilets that we have would be open less frequently and maintained less often. Or close entirely (other than those in shopping centres).



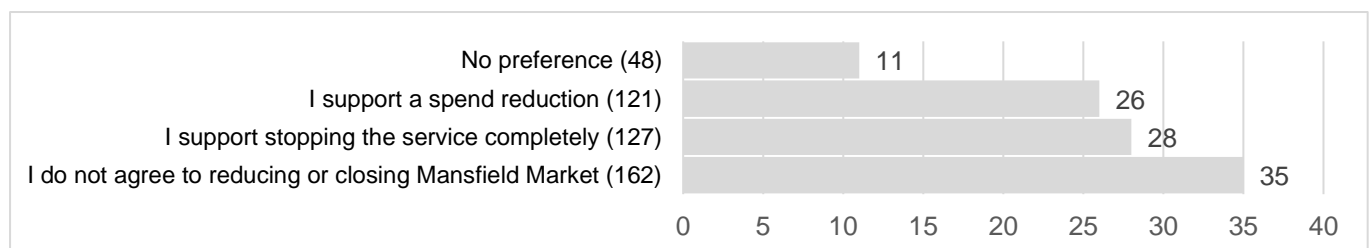
Increased car park charges

Q11. Visitors would pay more per hour to park in Mansfield district (%).



Changes to Mansfield Market

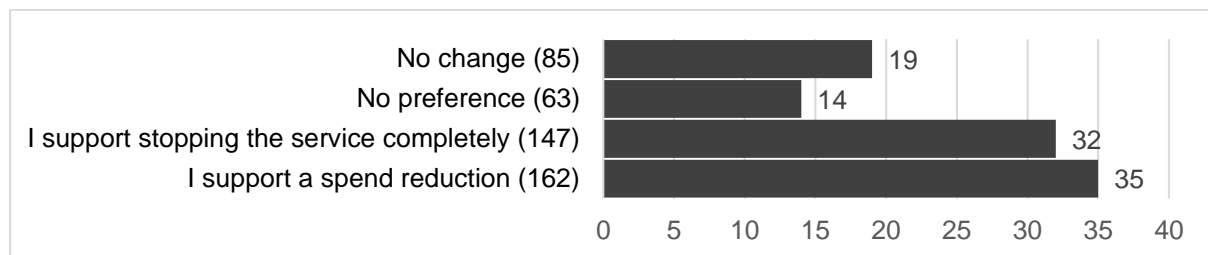
Q12. Mansfield Market would be open less often and the amount of space it takes up could reduce. Or Mansfield Market would no longer be supported by Mansfield Council.



Support and Grants

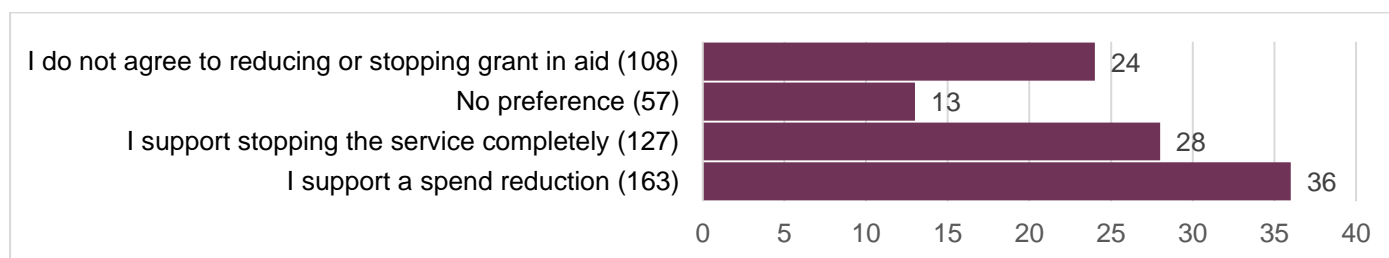
Changes to business grants

Q13. The amount of support given to businesses would reduce or we could stop the business support grant completely and signpost to other organisations from our website (such as Chamber of Trade and the Princes Trust) (%).



Changes to grant in aid

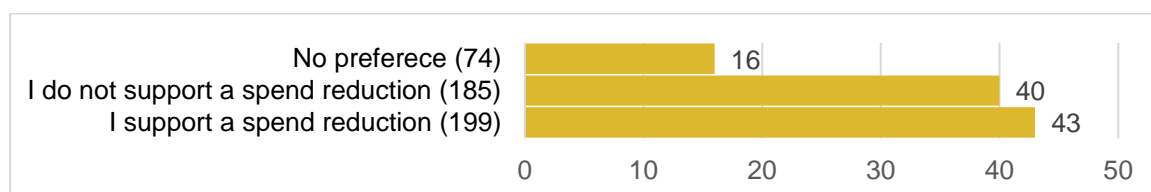
Q14. Reduce the amount of money we give to communities and organisations in the form of grants. Or stop the grant scheme entirely (%).



Customer Services

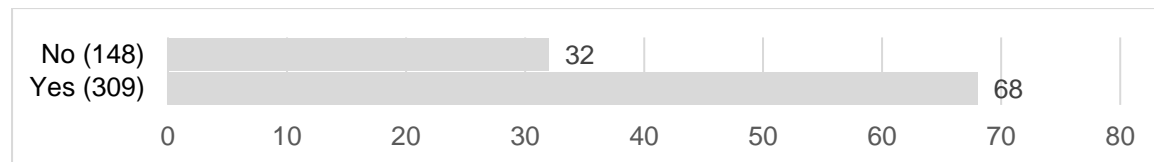
Reduction in Customer services

Q15. This would mean us having less resources to answer phones and respond to enquiries across the authority. This would result in longer waiting times. The council will take every opportunity to digitise services where possible.



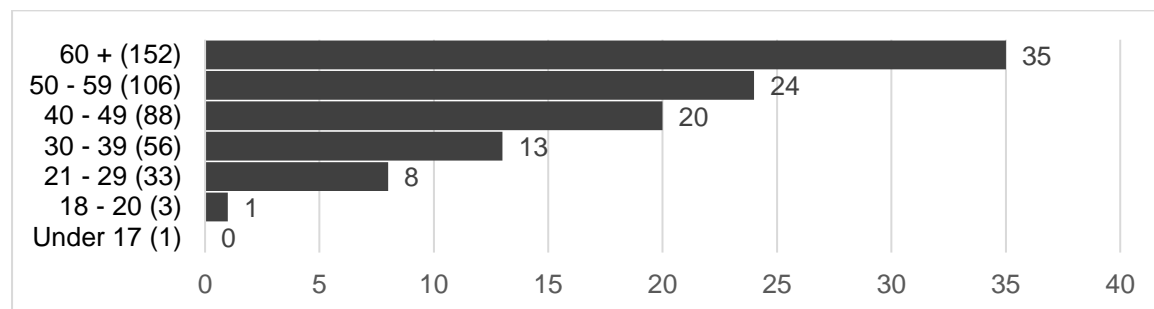
Council Tax

Q16. To balance the budget we must consider increasing Council tax by 2.99% in order to sustain critical services. Would you be willing to accept more of an increase council tax to minimise impact on local services? Please note that a 2.99% increase would be £5 a year for a band D council tax payer.



Demographics

Q19. To which age group do you belong?



Did you have any further comments about our budget proposals?

This question was an open ended question which allowed residents to respond in their own words.

Thematic analysis was conducted on the responses to this question.

Thematic analysis is a method of analysing qualitative data (free text responses). The type of thematic analysis carried out in the 2023 budget consultation was “Inductive thematic analysis”, this means themes were identified from the data with no preconceptions about what was expected to be found (this allows the data to determine the themes).

Please find below results of the thematic analysis showing the ten most commonly mentioned themes, alongside quotes demonstrating examples of the types of comments falling under these themes.

2023 Budget Consultation Thematic Analysis
Themes
Remove Mayoral Post
Stop spending outside of the district/sell properties outside of the district
Cease Beales project/Stay at civic
Do not cut culture (keep museum and palace theatre)
Restructure management/Office staff (reduce numbers and wages)
Do not reduce CCTV coverage
Remove/Change market
Income generation ideas
Raise Council tax
Aesthetics of Mansfield

Comparisons

The following section compares responses from those who identified as Mansfield residents, non-Mansfield residents and those who chose not to identify if they are a resident of the district or not,

In total 465 participants completed the budget consultation, using the postcodes provided from residents we were able to identify that 388 respondents reside within district of Mansfield, 8 were outside of the district and 69 were unknown (these participants either left an incomplete postcode or chose not to answer this question).

Q1: For the following question, please drag and drop the service areas from the left to the right in order in which the services are important to you, with the service at the top (1) being the most important and (6) being the least important.

The table below shows the rankings and average scores for each service area, comparing those who were identified as Mansfield residents, those who were not and those who are unknown.

	Mansfield Residents	Non-Mansfield Residents	Unknown
1 (most important)	Community safety (1.84)	Community safety (1.75)	Clean and green Mansfield (2.15)
	Clean and green Mansfield (2.47)	Clean and green Mansfield (2.25)	Community safety (2.16)
	Town Centre (3.13)	Culture and entertainment (2.62)	Town centre (2.92)
	Culture and entertainment (3.53)	Town Centre (3.12)	Customer services (3.84)

	Customer services (4.03)	Customer services (3.87)	Culture and entertainment (4.21)
6 (least important)	Grants and support (4.44)	Grants and support (4.25)	Grants and support (4.52)

Community Safety

Please note for the following tables that figures are reported in % and then in brackets the number of participants. For example, in the table below out of those who responded that were within the district, 22% of them stated that they supported a spend reduction, with the number in brackets (84) being the number of participants who chose this option.

Changes to CCTV operation and monitoring

Q2. We could have fewer cameras operating meaning that we couldn't collate as much evidence during an incident. It is likely that cameras would not be monitored 24/7. Or we could stop the service all together.				
	Within district responses	Out of district responses	Unknown	Overall
I support a spend reduction	22% (84)	13% (1)	13% (9)	20% (93)
I support stopping the service completely	7% (27)	0% (0)	19% (13)	9% (39)
No change	62% (241)	50% (6)	60% (42)	63% (288)
No preference	9% (35)	13% (1)	7% (5)	9% (40)

Changes to Community Safety

Q3. Decrease in the number of visible patrols in our neighbourhoods which tackle antisocial behaviour and community issues. Or we have no patrols by the community safety team.				
	Within district responses	Out of district responses	Unknown	Overall
I support a spend reduction	16% (60)	13% (1)	12% (8)	15% (69)
I support stopping the service completely	9% (36)	25% (2)	20% (13)	11% (51)

No change	67% (256)	50% (4)	63% (41)	66% (301)
No preference	8% (32)	13% (1)	5% (3)	8% (36)

Culture and Entertainment

Changes to Mansfield Museum Opening Hours

Q4. The museum would be open less than it is now which would reduce the amount of visits and mean the number of exhibitions would also reduce. Or it would close fully.

	Within district responses	Out of district responses	Unknown	Overall
I support a spend reduction	43% (164)	50% (4)	46% (30)	43% (198)
I support stopping the service completely	15% (57)	0% (0)	28% (18)	16% (75)
No change	32% (122)	25% (2)	17% (11)	29% (135)
No preference	11% (42)	25% (2)	11% (7)	11% (51)

Charging for entry at Mansfield Museum

Q5. An entry fee would be paid by all visitors to increase income. At the moment the public are able to make a voluntary donation.

	Within district responses	Out of district responses	Unknown	Overall
I agree with the charges	61% (237)	50% (4)	68% (44)	62% (285)
No preference	10% (37)	13% (1)	12% (8)	10% (46)
I do not agree with the charges	29% (113)	38% (3)	20% (13)	28% (129)

Changes to Mansfield Palace Theatre

Q6. Fewer shows would be staged at the theatre or the theatre could close completely. However, activity could still take place through grant funding.				
	Within district responses	Out of district responses	Unknown	Overall
I support a spend reduction	35% (135)	25% (2)	33% (22)	35% (159)
I support closing the venue completely	6% (24)	37% (3)	24% (16)	12% (54)
No preference	10% (38)	0% (0)	11% (7)	7% (34)
No change	48% (188)	37% (3)	32% (21)	46% (212)

Changes to event delivery

Q7. The number of free events would reduce in Mansfield including festivals and celebrations. Reduced support for the promotion and events in Mansfield town centre, or council run events could stop entirely.				
	Within district responses	Out of district responses	Unknown	Overall
I support a spend reduction	39% (150)	63% (5)	34% (22)	39% (177)
I support stopping the service completely	27% (106)	0% (0)	40% (26)	29% (132)
No preference	8% (30)	25% (2)	9% (6)	8% (38)
No change	26% (101)	13% (1)	17% (11)	25% (113)

Clean and Green Mansfield

Reduction in maintained public open spaces

Q8. Our parks and public spaces would be maintained to lower standards. Grass would be cut less frequently in residential areas and weed spraying reduced also.				
	Within district responses	Out of district responses	Unknown	Overall
I support a spend reduction	29% (113)	13% (1)	35% (23)	30% (136)
No preference	6% (24)	13% (1)	3% (2)	6% (27)
I do not support a spend reduction	64% (248)	75% (6)	60% (39)	64% (293)

Reduction in street cleansing standards

Q9. Streets and open space would be cleaned and maintained less frequently.				
	Within district responses	Out of district responses	Unknown	Overall
I support a spend reduction	18% (70)	13% (1)	26% (17)	19% (88)
No preference	5% (20)	0% (0)	13% (8)	6% (28)
I do not support a spend reduction	77% (295)	88% (7)	62% (40)	75% (324)

Town Centres

Provision of public toilets throughout the district

Q10. The toilets that we have would be open less frequently and maintained less often. Or close entirely (other than those in shopping centres).				
	Within district responses	Out of district responses	Unknown	Overall
I support a spend reduction	23% (89)	25% (2)	16% (10)	22% (101)
I support stopping the service completely	15% (58)	0% (0)	34% (22)	18% (80)
No preference	9% (36)	1 (13%)	13% (8)	10% (45)
I do not support reductions in provision or closing toilets	52% (202)	63% (5)	38% (24)	51% (231)

Increased car park charges

Q11. Visitors would pay more per hour to park in Mansfield district				
	Within district responses	Out of district responses	Unknown	Overall
I agree with the changes	29% (111)	13% (1)	22% (14)	28% (126)
No preference	14% (54)	38% (3)	5% (3)	13% (60)
I do not agree with the changes	57% (220)	50% (4)	73% (47)	59% (271)

Changes to Mansfield Market

Q12. Mansfield Market would be open less often and the amount of space it takes up could reduce. Or Mansfield Market would no longer be supported by Mansfield Council.				
	Within district responses	Out of district responses	Unknown	Overall
I support a spend reduction	26% (101)	75% (6)	22% (14)	26% (121)
I support stopping the service completely	27% (104)	0% (0)	36% (23)	28% (127)
No preference	11% (41)	0% (0)	11% (7)	10% (48)
I do not agree to reducing or closing Mansfield Market	36% (140)	25% (2)	31% (20)	35% (162)

Support and Grants

Changes to business grants

Q13. The amount of support given to businesses would reduce or we could stop the business support grant completely and signpost to other organisations from our website (such as Chamber of Trade and the Princes Trust).				
	Within district responses	Out of district responses	Unknown	Overall
I support a spend reduction	36% (138)	38% (3)	33% (21)	35% (162)
I support stopping the service completely	31% (120)	13% (1)	41% (26)	32% (147)
No preference	13% (51)	50% (4)	13% (8)	14% (63)
No change	20% (77)	0% (0)	13% (8)	19% (85)

Changes to grant in aid

Q14. Reduce the amount of money we give to communities and organisations in the form of grants. Or stop the grant scheme entirely. he toilets that we have would be open less frequently and maintained less often. Or close entirely (other than those in shopping centres).				
	Within district responses	Out of district responses	Unknown	Overall
I support a spend reduction	36% (139)	38% (3)	33% (21)	36% (163)
I support stopping the service completely	26% (100)	13% (1)	41% (26)	28% (127)
No preference	12% (46)	38% (3)	13% (8)	13% (57)
I do not agree to reducing or stopping grant in aid	26% (99)	13% (1)	13% (8)	24% (108)

Customer Services

Reduction in customer services

Q15. This would mean us having less resources to answer phones and respond to enquiries across the authority. This would result in longer waiting times. The council will take every opportunity to digitise services where possible.				
	Within district responses	Out of district responses	Unknown	Overall
I support a spend reduction	42% (164)	38% (3)	50% (32)	43% (199)
No preference	17% (66)	25% (2)	9% (6)	16% (74)
I do not support a spend reduction	40% (156)	38% (3)	41% (26)	40% (185)

Council Tax

Council tax

Q15. This would mean us having less resources to answer phones and respond to enquiries across the authority. This would result in longer waiting times. The council will take every opportunity to digitise services where possible.

	Within district responses	Out of district responses	Unknown	Overall
Yes	66% (255)	88% (7)	73% (47)	68% (309)
No	34% (130)	13% (1)	27% (17)	32% (148)