



Spending Challenge 2013

Results and analysis of consultation on 2014-15 budget

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1. Introduction

This report documents the Spending Challenge consultation undertaken to inform the council's budget setting process for 2014-15.

The council held its first budget consultation exercise in 2010 which informed spending decisions for the next three years. Due to the positive feedback and valuable insights obtained from the first Spending Challenge, and the council's continuing commitment to engaging residents in decision-making, it was decided to run a similar process in 2013.

Consultation events took place from 10 August - 11 October 2013, with some 516 people taking part.

2. Methodology

The Spending Challenge methodology involved providing residents with information on departmental budgets and functions and inviting them to decide how to make £27m in funding decisions. This replicates – in a user-friendly, accessible format – the decision-making process the council will actually be undertaking in the coming months.

In order to take part in the challenge, participants were provided with a number of “cheques”, worth £1m to allocate to relevant services:

- 25 red savings cheques (to allocate to the service/s where they would make savings if they were the council)
- 2 green increase cheques (to allocate to the service/s where they would make increases if they were the council)
- 1 blue protect cheque (to allocate to the one service they would spare from savings if they were the council)

Participants were also encouraged to write feedback on their cheques to specify which element of the service they were allocating savings/increases to, or protecting, or to explain their choices.

The following consultation methods and events were utilised to reach a broad cross-section of residents:

- Community Conversation events at high footfall locations across the borough
- Community councils
- Community group meetings
- Open discussions with voluntary sector partners
- Online budget calculator (which simulated the face-to-face exercise)

The conclusions that we draw from the exercise reflect, as before, the information that participants had to hand, along with their own personal experiences. It should be noted that people were asked to make decisions within a relatively short space of time given the complexities of local government finance. The exercise is therefore viewed as a reflection of how our residents view the way in which the council budget is presented and their overall priorities.

3. Data validity and Demographics

There have been 17 Spending Challenge events to date, with some 516 people from all age groups, ethnicities, income groups and neighbourhoods involved. These are broken down as follows:

- 302 people took part in the face-to-face Spending Challenge exercise
- 149 people took part through the online budget simulator
- 25 residents took part in a consultation at the Eid Festival in August
- 40 people (approx) took part through open discussions with voluntary sector partners – namely Community Action Southwark and the Forum for Equalities and Human Rights in Southwark

Participants in the Spending Challenge were asked to fill in monitoring forms and this data was benchmarked against the census to check the extent to which the sample was representative.

Ethnicity

The 2011 census shows that the largest ethnic group in Southwark are White British and White European; at 54.3% of the community. The second largest broad ethnic category for residents is Black British/Black African/Black Caribbean; a total of 26.9% of the community. The ethnicity monitoring data from the Spending Challenge consultation exercise shows that 56% were White British and White European, and 24% were Black British/ Black African/Black Caribbean. This means that for both of the largest ethnic groups there is a very close match between who took part and total numbers of residents from that group. For all other ethnic groups, there are no significant divergences when participants are compared with census data.

Age

In terms of age, 6% of the people who took part were under 16s; compared to the census total of 18.5%. However, this difference can largely be explained by the fact that 10.6% of the population is under 8 (and therefore not the target group for this exercise). We can be confident that the exercise did reach many younger residents as 9% of those who took part were aged between 16 and 24, compared to the census total of 13.9%. On the other hand, 35% of respondents were over 60, compared to 10.9% of the Southwark population. All other age groups were broadly representative when compared with census figures.

The over-representation of older people reflects the age range of people who attend community councils, and those who are more likely to participate in council consultations. We do not consider this to detract from the validity of the findings as younger and other age groups were also well represented

Gender

Interestingly, 66% of participants in the Spending Challenge were female, compared to an average of 50%, although this is not uncommon for community engagement/consultation exercises. From the analysis, there is no appreciable gender difference in the responses made and the size of the sample of males (34%) is still large enough to give us confidence that they are representative of the whole population.

Disability

To ensure we heard from disabled residents a Spending Challenge event took place at Southwark Disablement Association, and 16 disabled people took part in that event, which equals 5% of all participants. 2011 census figures indicate that 4.9% of residents have a long term health problem or disability.

Table 1: Equalities Monitoring Data from Participants

Characteristic		% of those who responded
Gender	Male	34%
	Female	66%
Age	Under 16	6%
	16 to 24	9%
	25 to 34	18%
	35 to 44	14%
	45 to 50	7%
	51 to 60	11%
	61 and above	35%
Ethnicity	White British	50%
	White European	6%
	Mixed/Dual Heritage	6%
	Asian or Asian British	3%
	Black or Black British	24%
	Latin American	5%
	Arab	1%
	Chinese	2%

Overall, the significant sample size and close correlation between the demographic breakdown of those taking part and that of the whole population of the borough gives us confidence that the consultation data can be regarded as representative.

4. Summary of findings

The data collected during the Spending Challenge consultation is mainly quantitative (i.e. numbers of cheques allocated to services), although some qualitative data was also provided by participants (this is included in full at the end of this report).

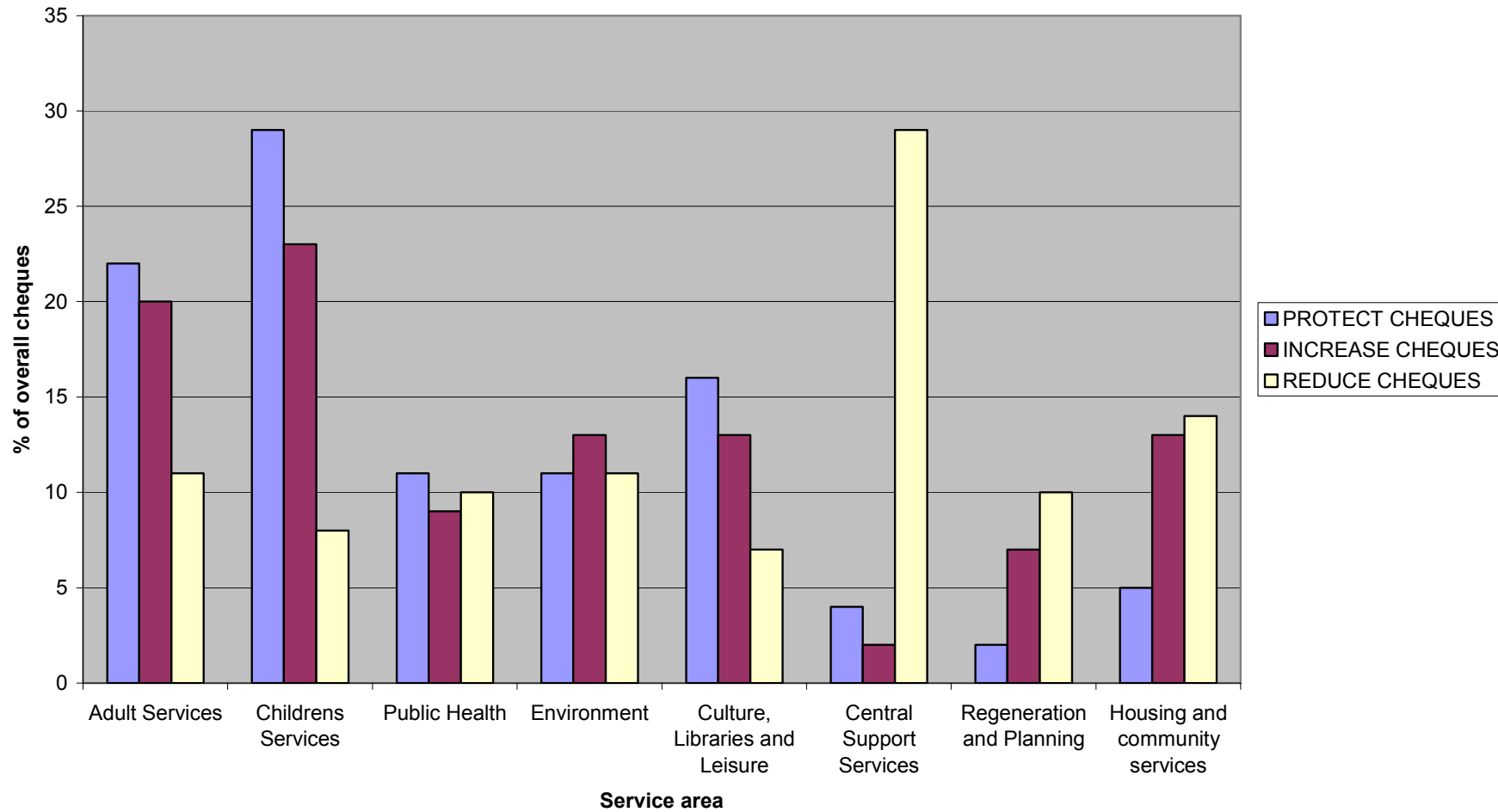
Some of the quantitative data is presented in this section in summary format, with the full range of comments divided up per engagement event and included at the end of this report.

Table 2: Results summary of 2013 Spending Challenge

Service/type of cheque and score	Adult Services	Children's Services	Public Health	Environment	Culture, Libraries and Leisure	Central Support Services	Regeneration and Planning	Housing and Community Services
Protect cheques	19%	30%	11%	11%	17%	4%	2%	6%
Increase cheques	20%	23%	9%	14%	14%	2%	7%	11%
Savings cheques	11%	8%	10%	11%	6%	30%	10%	14%

Results chart: 2013 Spending Challenge

Total for all events up to 11th October



In addition to the above results, 57% of cheques (overwhelming red savings cheques) were returned “unspent”, with participants saying that the choices they faced about where to make savings were extremely challenging. There seemed to be no easy options or pain free choices, with budget reductions for most services implying adverse consequences for the community.

It is significant that each person taking part in the exercise took on average 20 minutes to complete the exercise, sometimes much more. Appropriately, the method used allowed people to consider their thoughts in relation to real departmental budgets and the associated service provided to the community.

Comparison with 2010

It is noteworthy that there is a very similar pattern to where savings cheques were placed to the results of the 2010 Spending Challenge (although departments were slightly different and protect cheques were not used in 2010):

Table 3: Comparison of 2010 and 2013 Spending Challenge consultations

Year/Type of cheque “spent”	Most Protect cheques	Second most Protect cheques	Most Increase cheques	Second most Increase cheques	Most Savings cheques	Second most Savings cheques
2010	n/a	n/a	Children’s Services	Health and Social Care	Corporate Services	Transport, environment & recycling
2013	Children’s Services	Adult Services	Children’s Services	Adult Services	Central Support Services	Housing and Community Services

The other close similarity with 2010, which is pattern repeated nationally in terms of budget consultations, is the tendency of residents to:

- See anything that has a managerial label as an area for reductions, i.e. Corporate Services in 2010 and Central and Support Services in 2013.
- See anything that has a people focused label as an area to protect or increase, i.e. Children’s Services and Health and Social Care in 2010 and Children’s Services and Adult Services in 2013.
- Support for services on which the participants personally rely and which they have the most detailed knowledge of. So, the Pensioners Forum “voted” 48% of their Protect cheques to Adult Services, whilst the Youth Councils “voted” 67% of their Protect cheques for Children’s Services.

Qualitative feedback: Which services do residents think the council should protect and why?

“The council should protect the easily overlooked and voiceless”.

“Children’s services must have the highest protection, they are our future”.

“Public health, has to be paramount in the end”.

“Protect Environment services in order to increase quality of life, leading to increases in community involvement = costs of council services fall”.

“Libraries are a real help for older people, more should be spent on them.”

“Protect the arts, and facilitate local people with money and resources to do more where this is their specialist field – Southwark has talent”.

“Like all deprived areas across the country, more could be spent in this area of work to make Southwark ‘physically’ a nicer place to live”.

“Families can’t live a proper life without the proper housing to go with it”.

Qualitative feedback – Where should the council make savings, and why?

“Customer experience, I don’t think we’re getting value for money”.

“I suspect there is too much waste and bureaucracy – reusing older buildings and spending more money on maintenance might be useful”.

“Make savings on salaries to ‘professional’ staff and consultants”.

“Care for older people living in care homes – that’s a responsibility for grown up children.”

“Make cuts on free school meals for people who can afford to pay them”

“Human resources including learning”

“Cuts on care support for adults with learning disabilities”

“Too much spent on customer experience (except homelessness services); people need to take more responsibility.”

Qualitative feedback – What ideas to people have about different ways to make budget efficiencies?

“These services can be combined. e.g. day care and residential homes”.

“Engaging older people into the use of mainstream services and volunteering”.

“Cut anything that spend time and energy on the division of departments, avoiding collaboration”

“Street cleaning, members of the community need to start becoming more responsible for the spaces around them”.

“Work more collaboratively with neighbouring boroughs on shared services”.

5. Online budget simulator results

The online budget simulator was set up so that participants could create a balanced budget by increasing or decreasing budgets for each of the eight service areas, with a minimum of -7% being the baseline that each person needed to end up with. This method also led to many people taking great care over their choices, and making sure that their choices of where to allocate savings did not damage those services they valued the most. The table below provides a summary view of the overall result, which supports and validates the other methods used to find out what people think.

Table 4: Online results

Service/type of cheque and score	Adult Services	Children’s Services	Public Health	Environment	Culture, Libraries and Leisure	Central Support Services	Regeneration and Planning	Housing and Community Services
Percentage of savings allocated to this service	14.8 %	10.7%	10%	8.3%	9.5%	22.2%	10.7%	13.9%

6. Results from each engagement exercise

The tables located below show the results of each of the Spending Challenge consultation events. Once again a clear trend towards protecting frontline services that people have experience of in their everyday lives emerges.

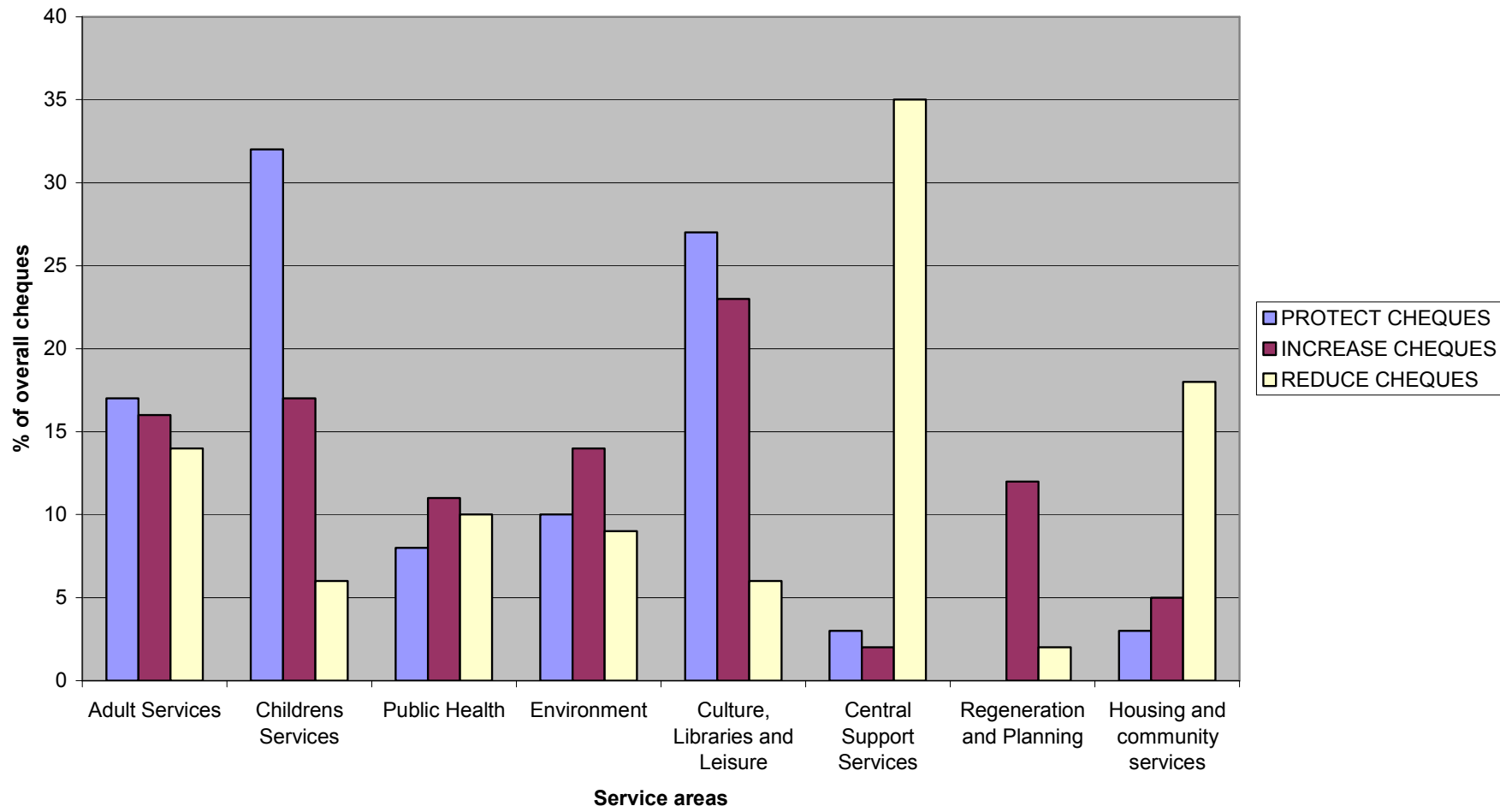
However, there is an interesting change of pace with the two Youth Councils that took part, where Central and Support Services were not given their customary first place in the line for savings cheques, and overall were only sixth highest out of eight for the allocation of savings cheques. From observing

and talking to the young people who took part there seemed to lack an idea that there is a significant difference between “frontline” and “back office” services, and most discussion was about the need to ensure that universal services that all young people can access are protected, and to suggest that high spending services save money by collaborating more with other services and other organisations.

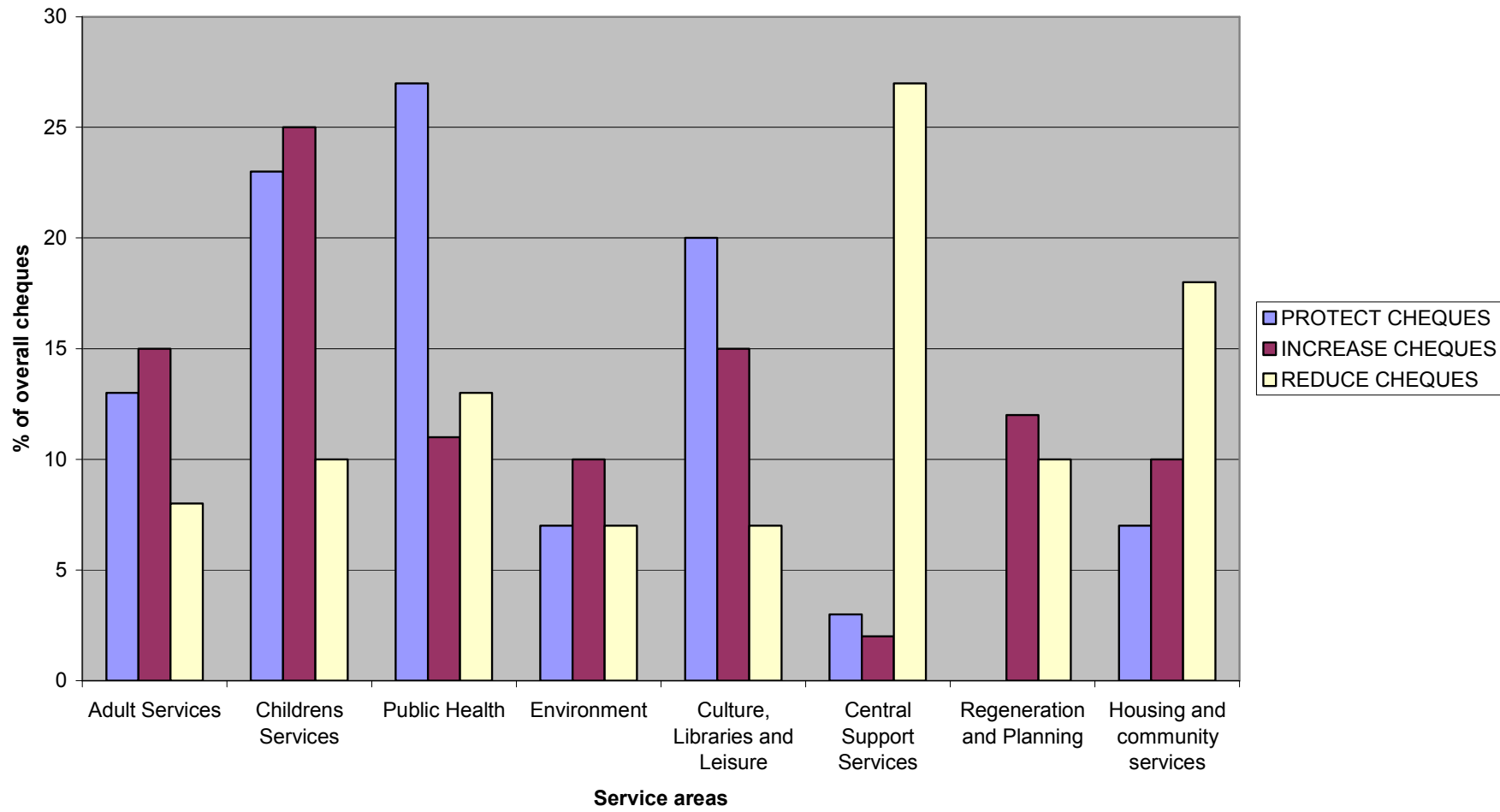
It is also important to mention that many people did not understand the term Customer Experience, which is a £17.1m item of expenditure situated within Housing and Community Services. Even though staff consistently tried to draw everyone’s attention to the detailed write up of this service (one-stop shops, registrars and coroners service, mobile alarm service, the customer service centre, e.g. the people who answer the telephones, and homelessness advice) many savings cheques were placed there based on the title of the service alone. The objection was more to the title of the service than to anything the service actually does, which was for the most part considered vital.

Finally, a difference observed between 2010 and 2013 is the relative lack of “challenge” to the overall concept of the council making cuts to its budgets. Three years ago some people who were consulted were urging the council to find a way to refuse to make cuts. Very few people expressed holding such views during this consultation. This may be a reflection of the impact of messages about budget cuts and service re-structuring that most of us receive on a daily basis through the media and in our workplaces. There did seem to be an increase however in the suggestions being made for finding a different way to implement budget reductions, as reflected in the qualitative feedback section below.

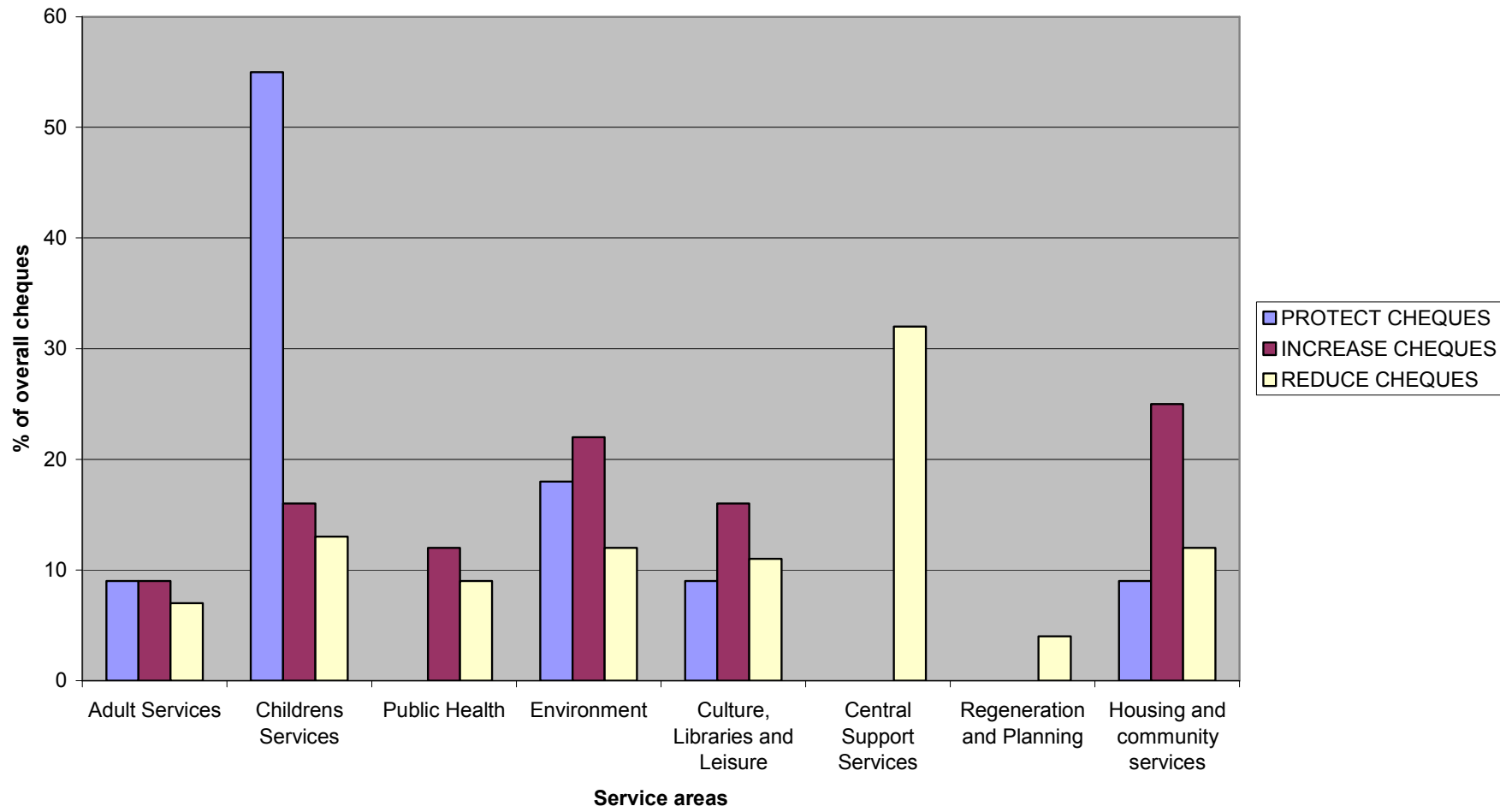
Nunhead Green community conversation 10th August



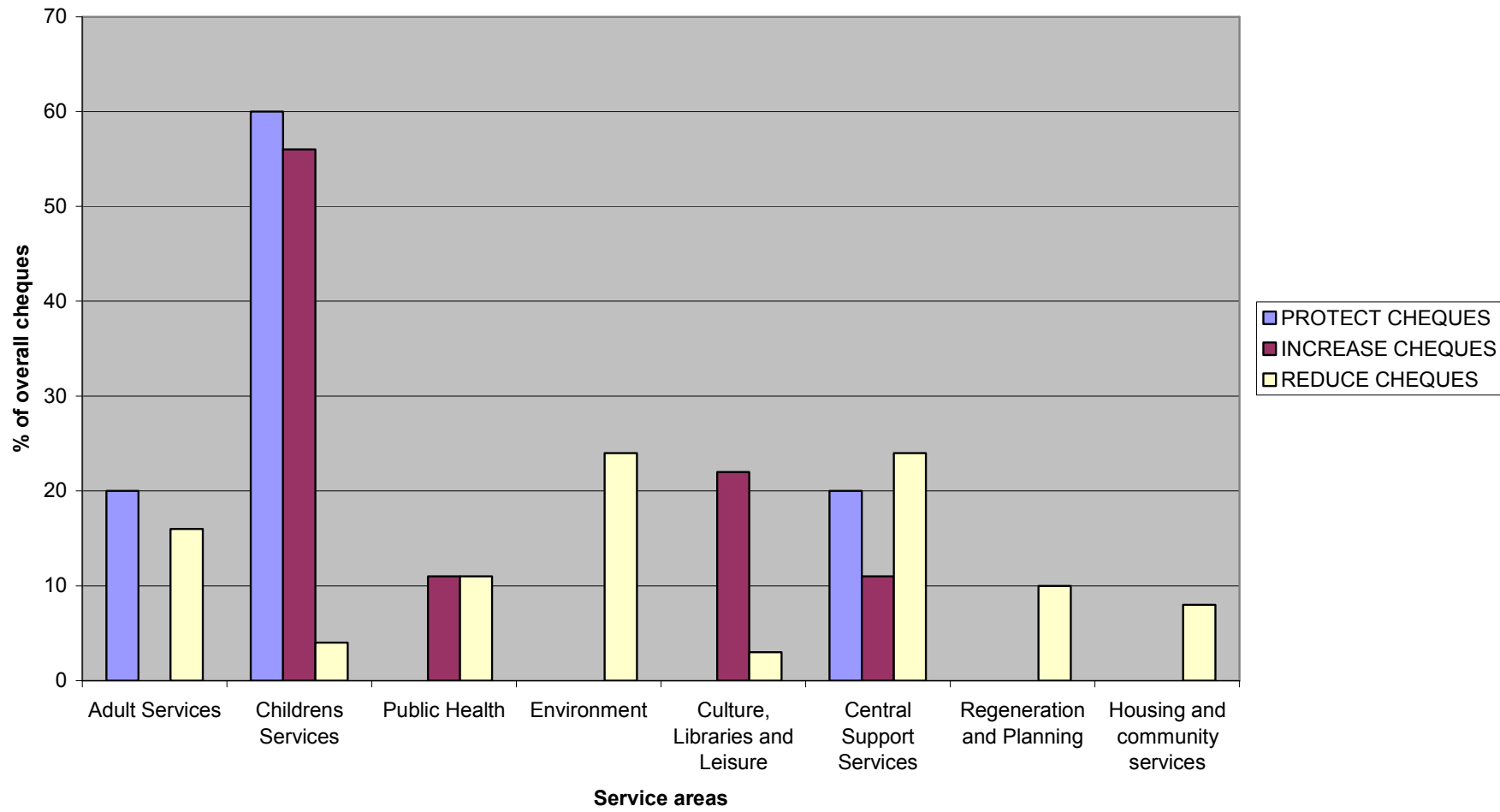
St. Mary's churchyard community conversation 10th August



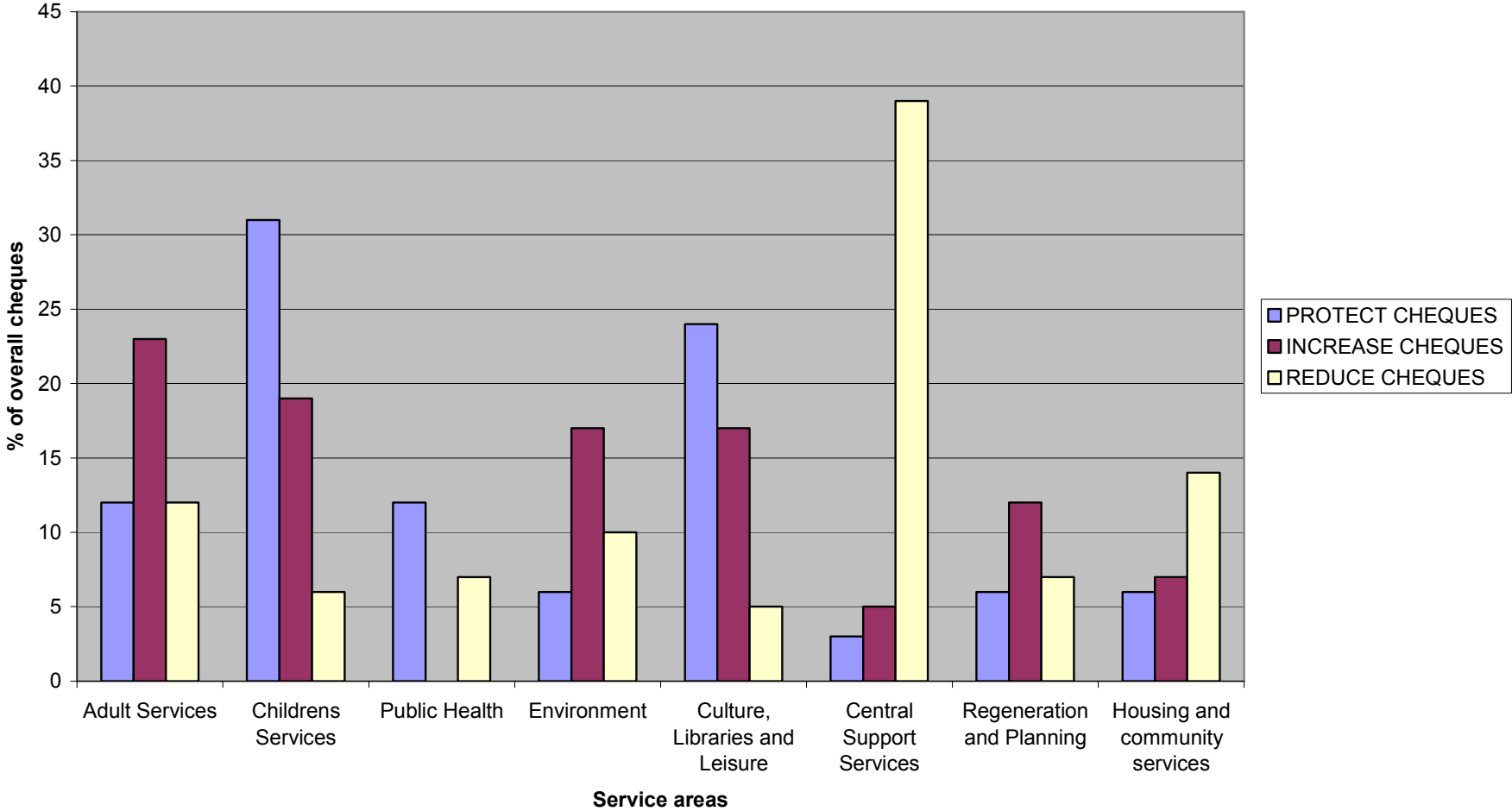
Camberwell Green community conversation 17th August



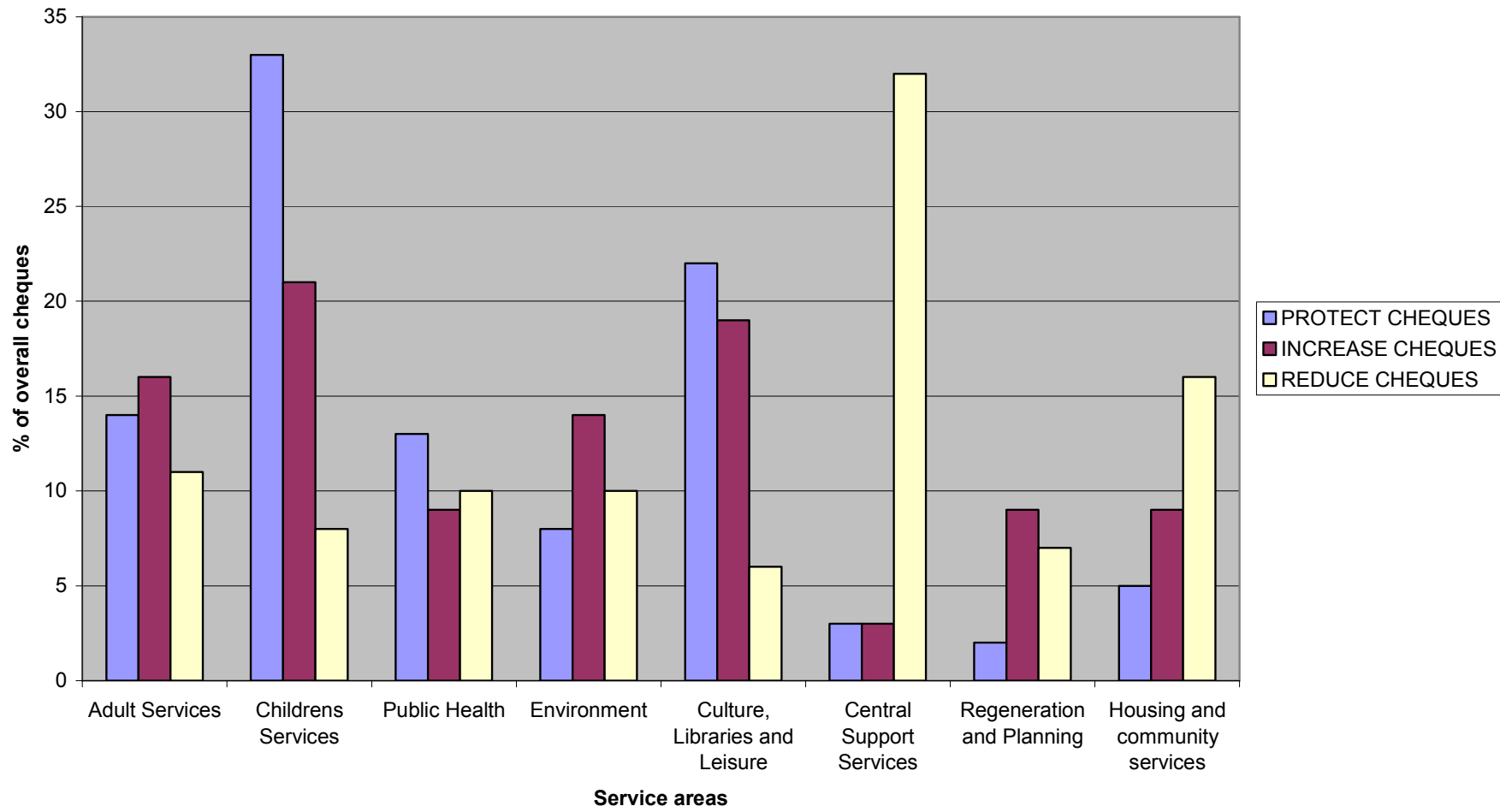
Surrey Quays community conversation 21st August



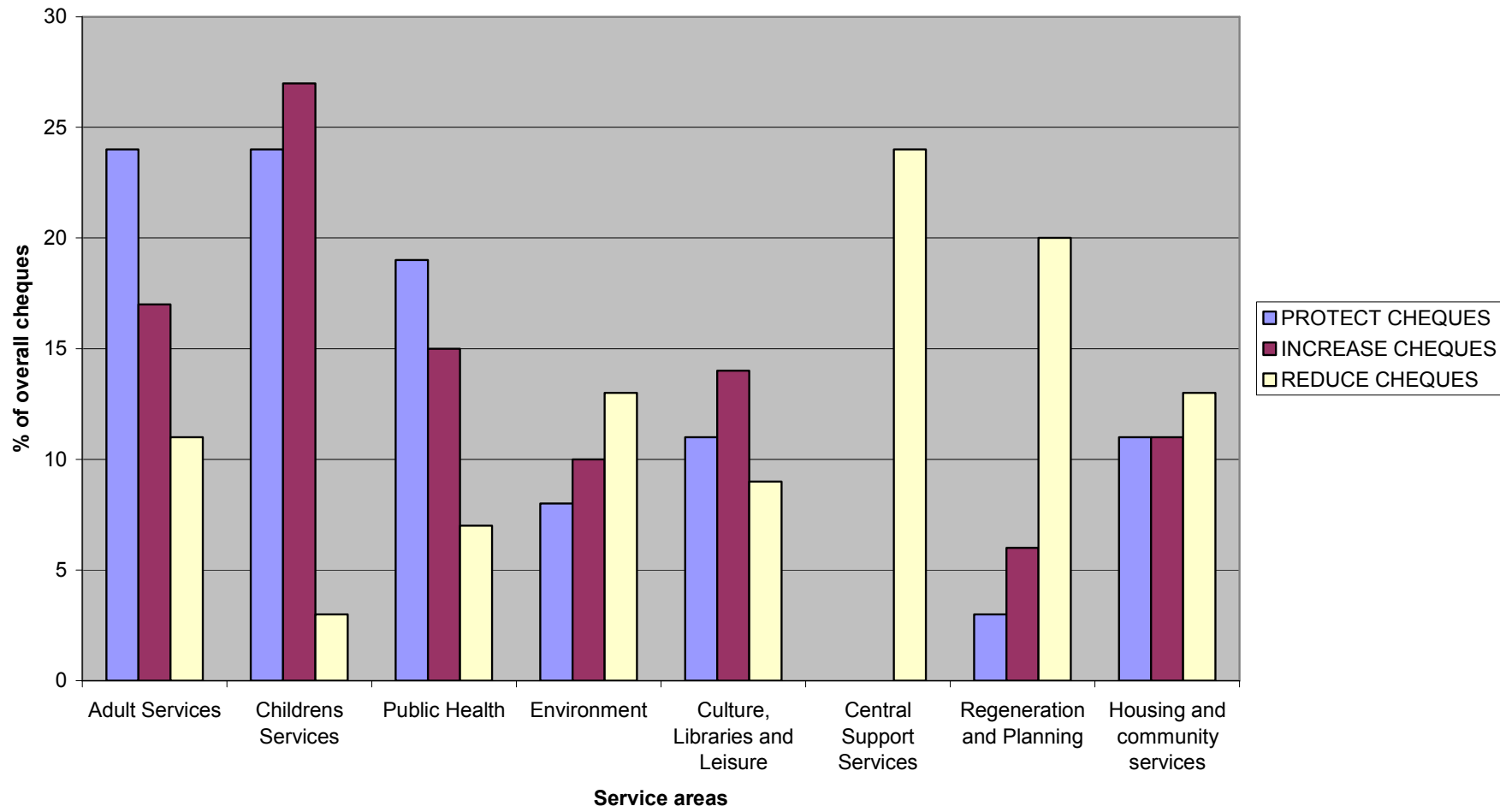
Northcross Road market community conversaaion 24th August



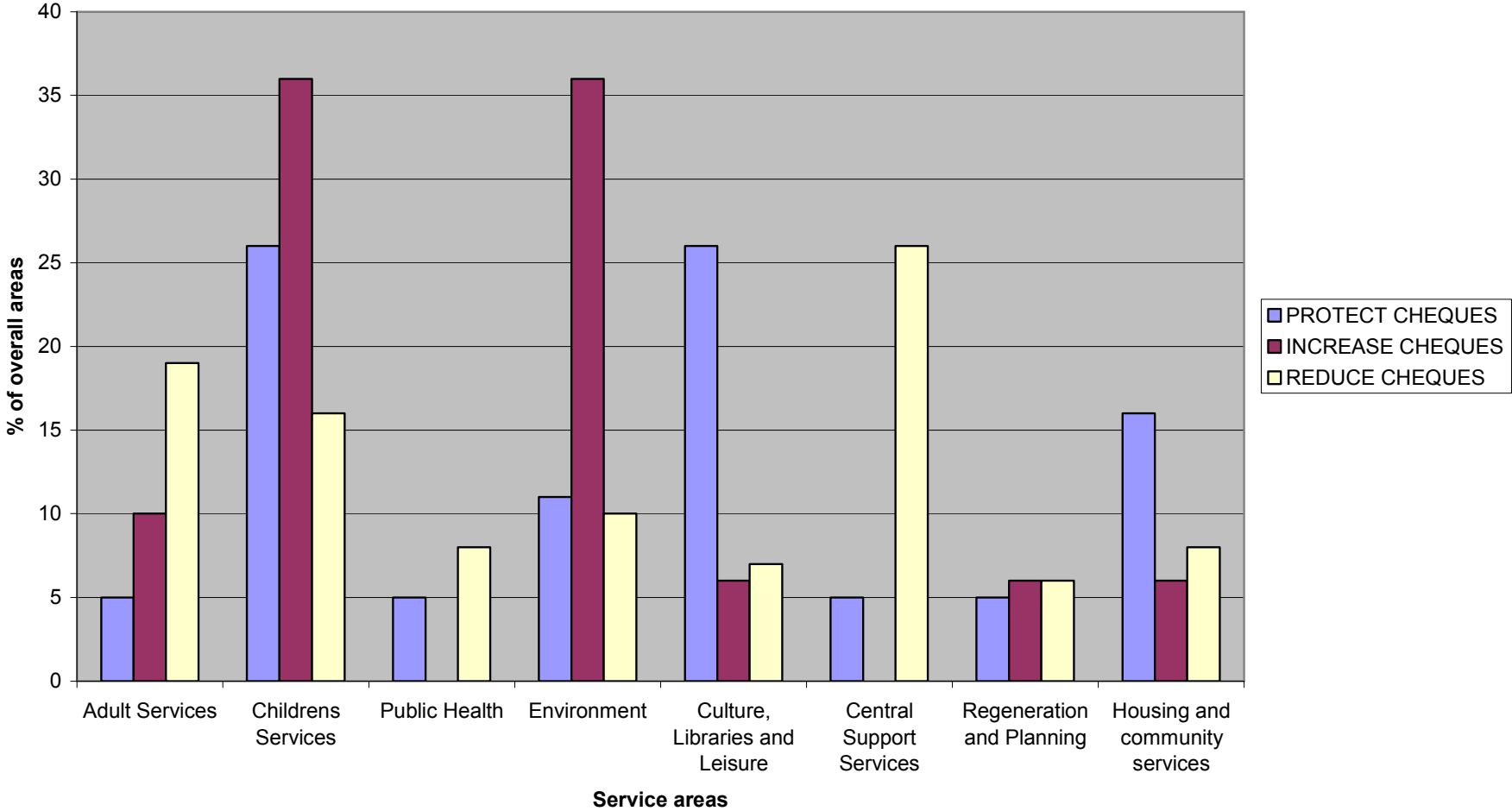
Totals for the 5 community conversations held during summer



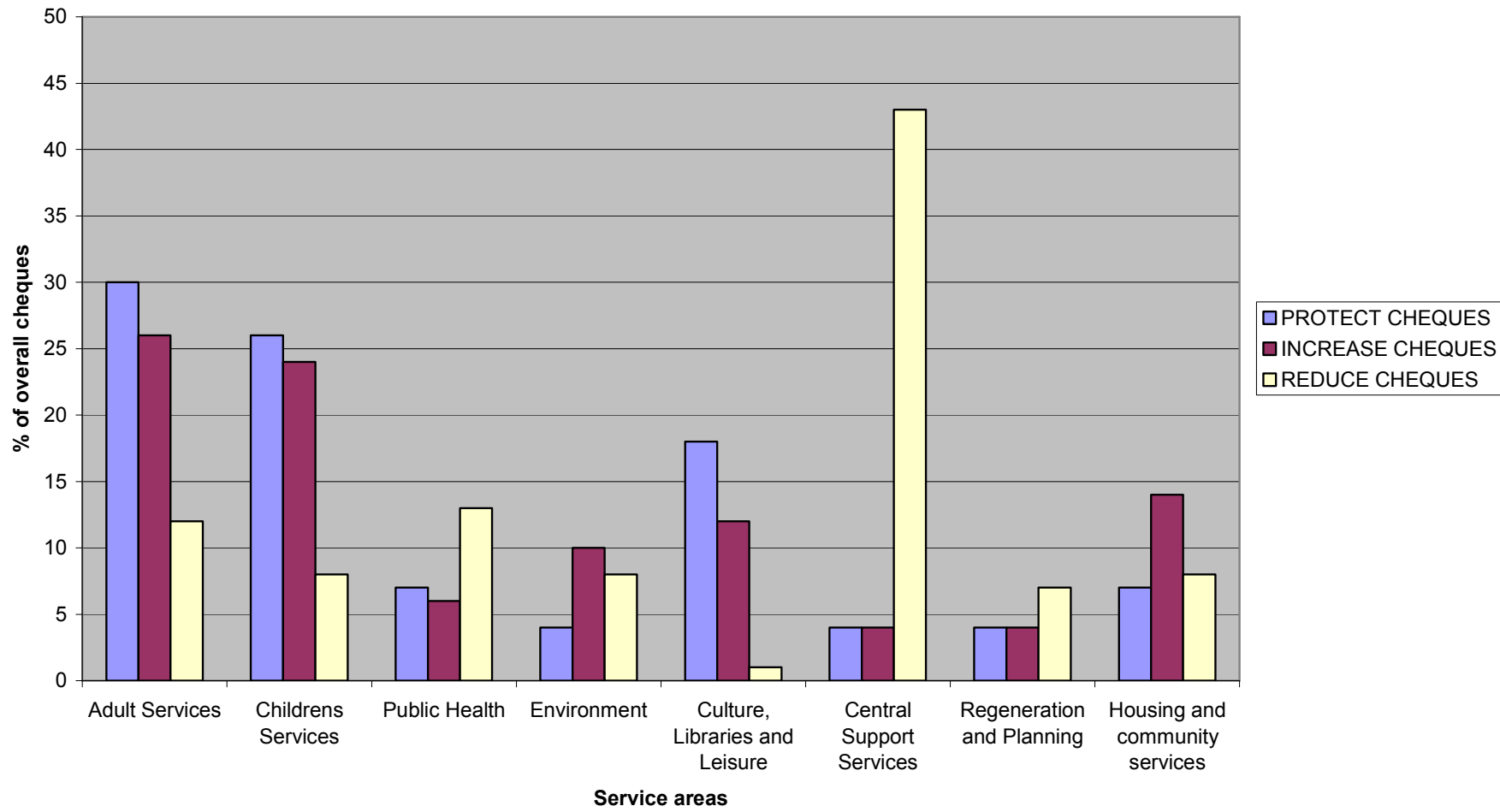
Peckham & Nunhead CC 30th September



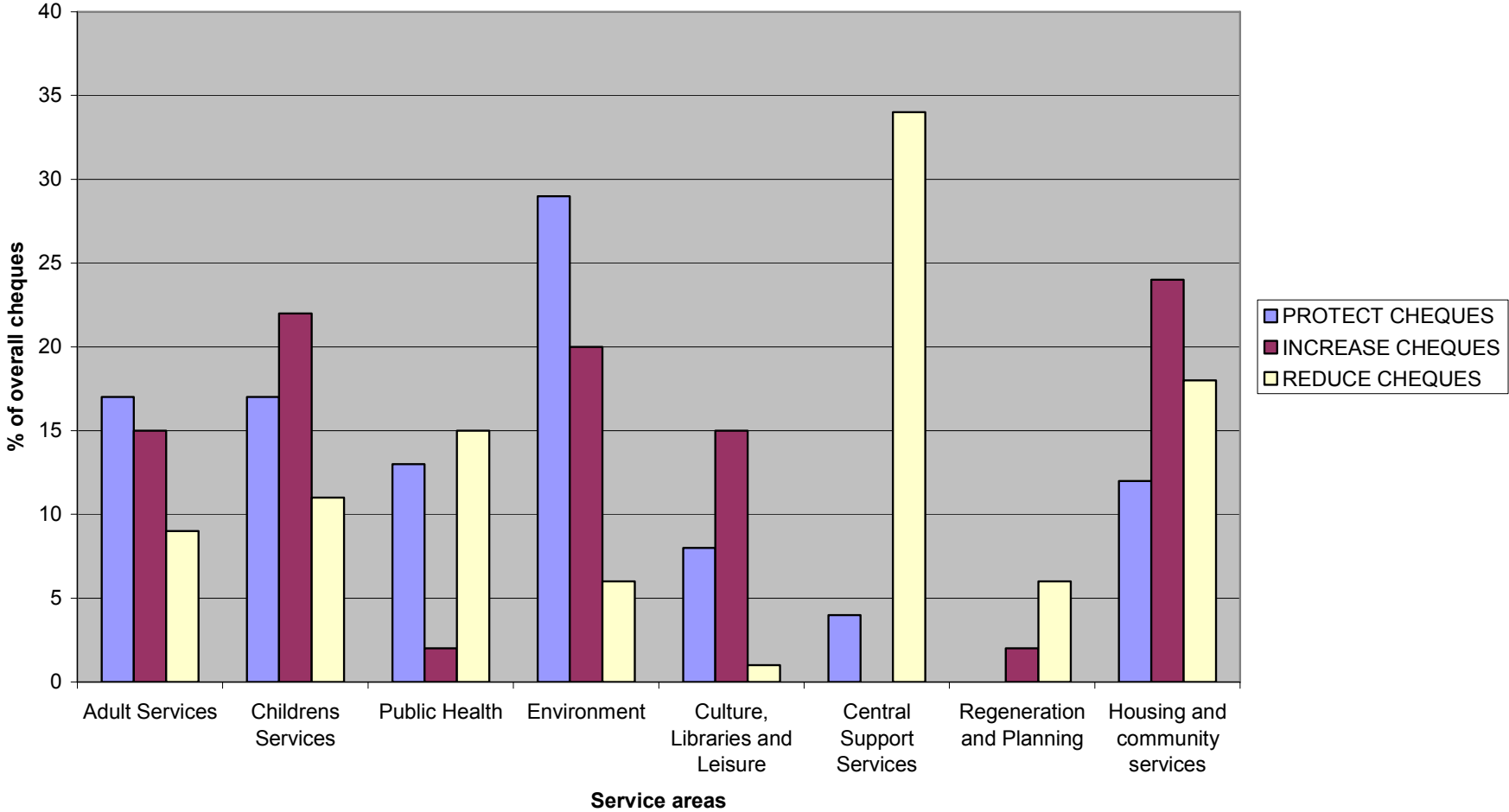
Camberwell community council 30th September



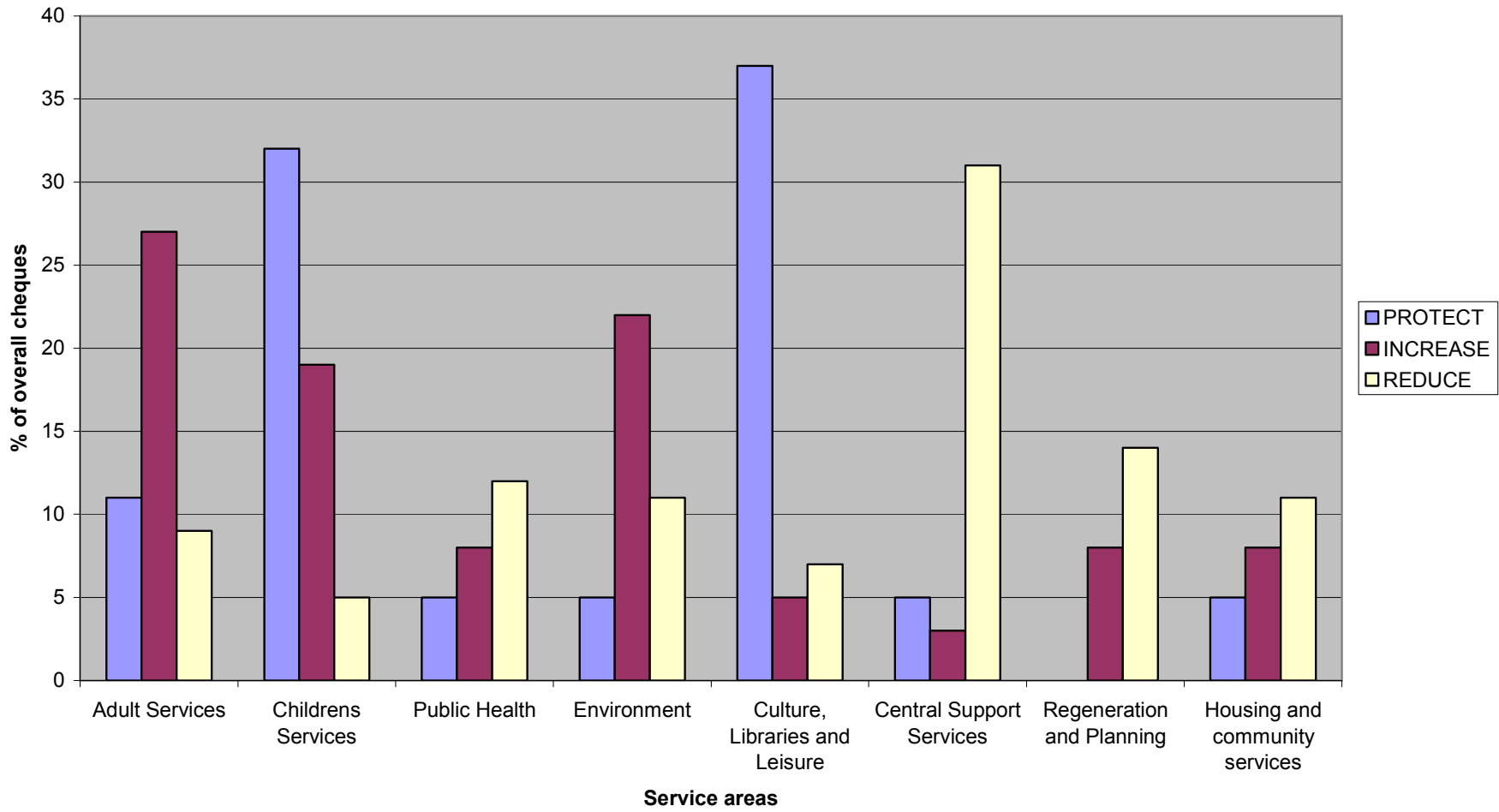
Borough & Bankside Community Council 2nd October



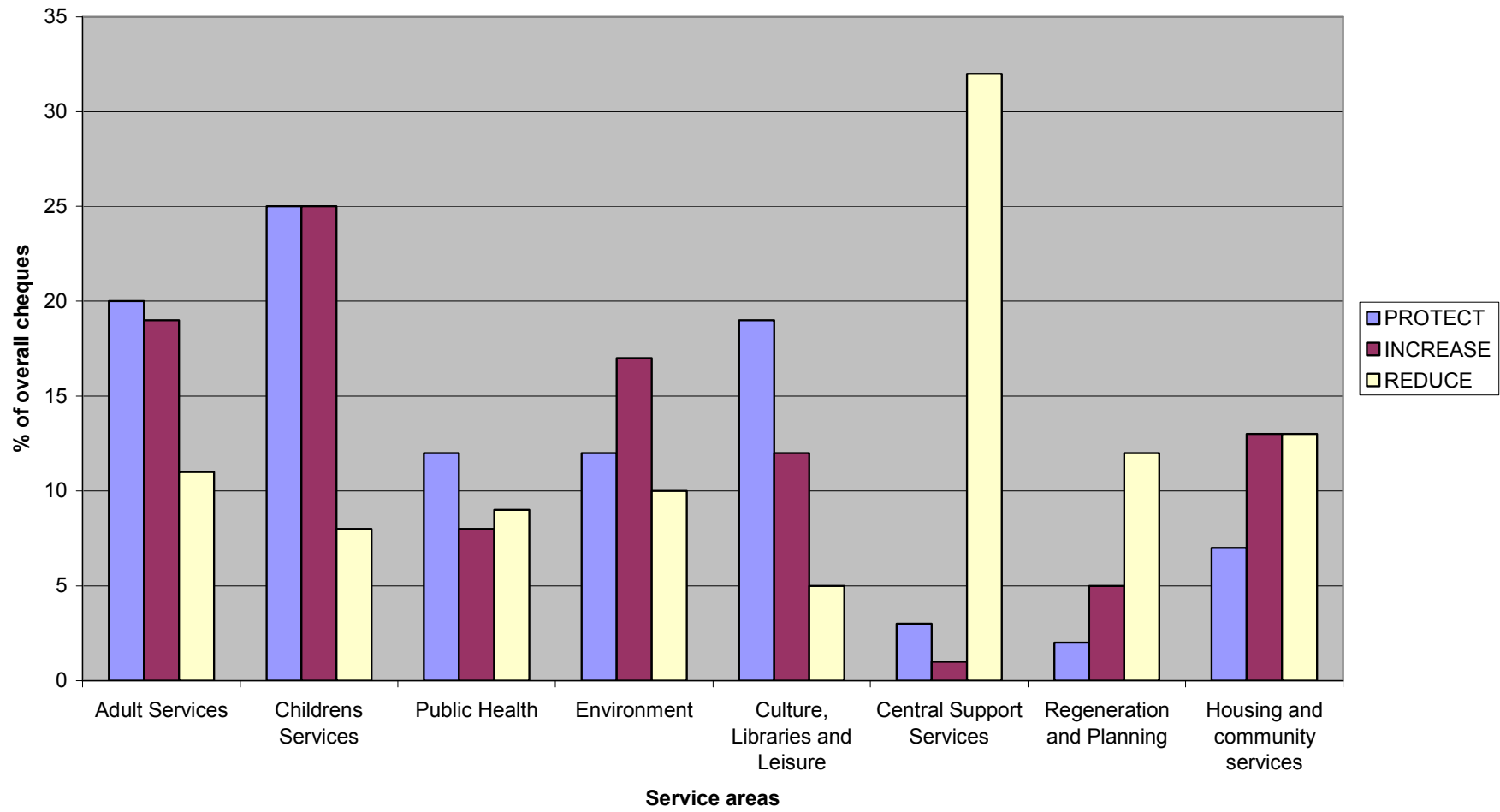
Bermondsey & Rotherhithe Community Council 2nd October



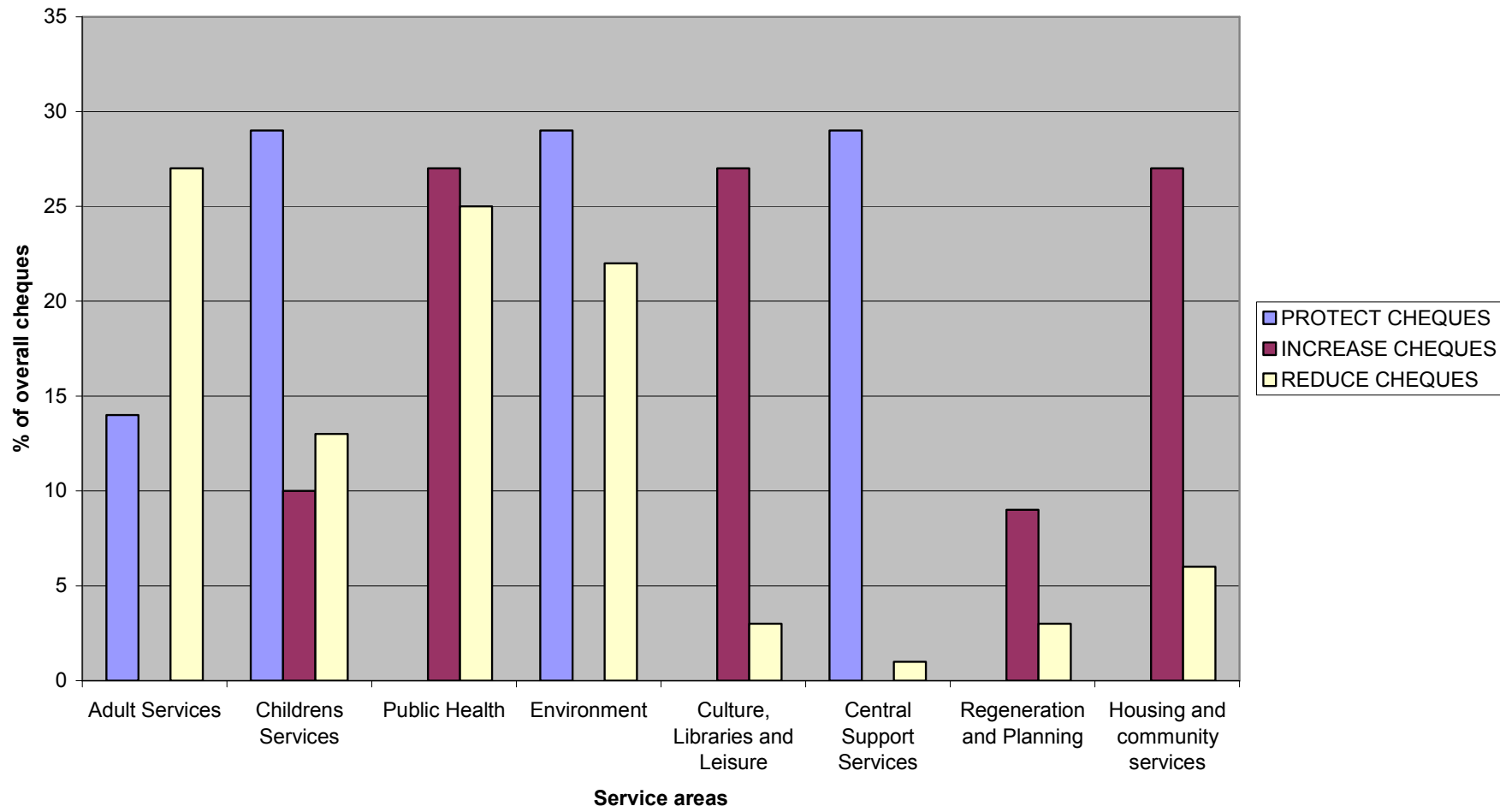
Dulwich Community Council 9th October



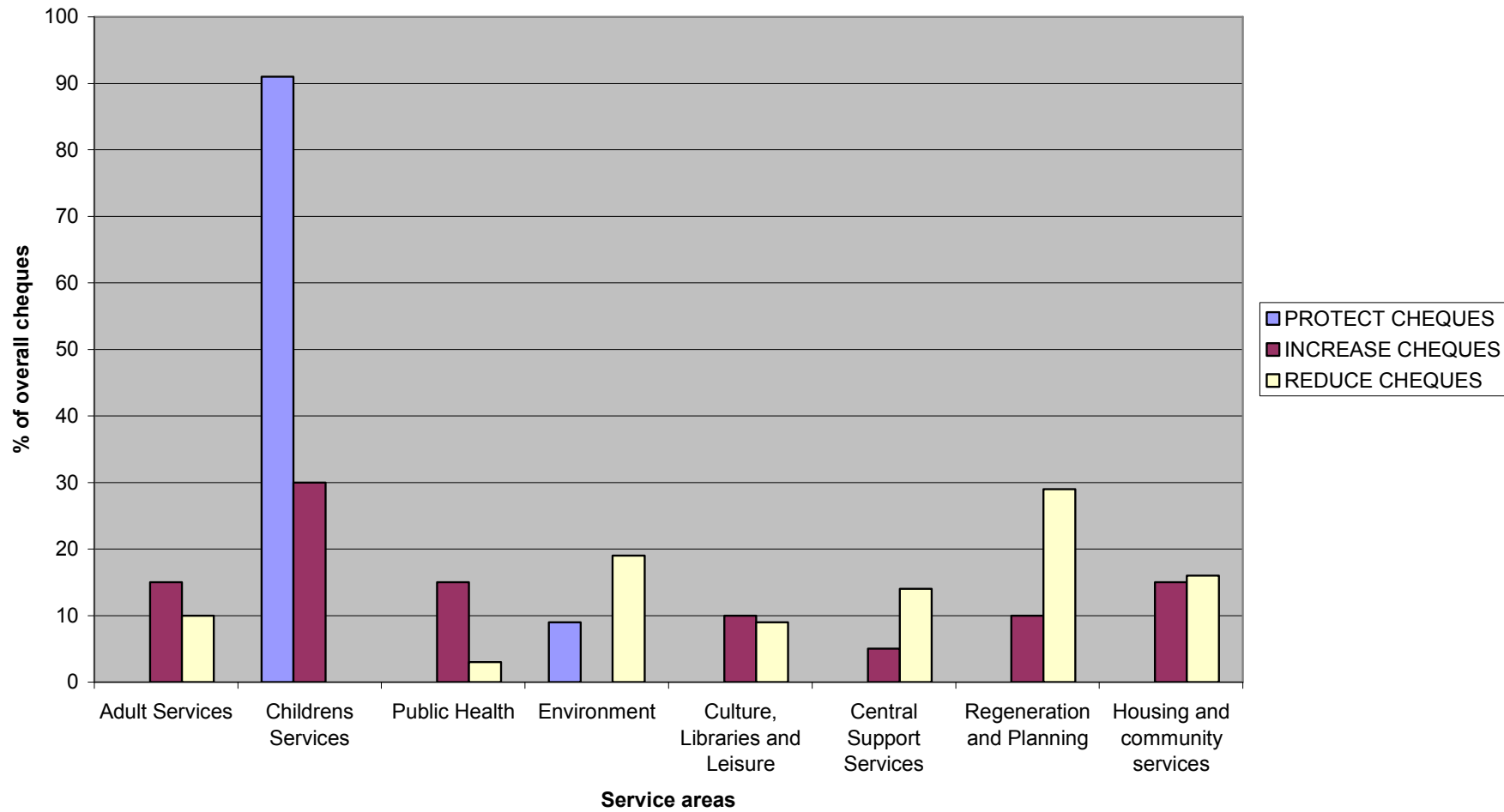
Total for 5 community councils



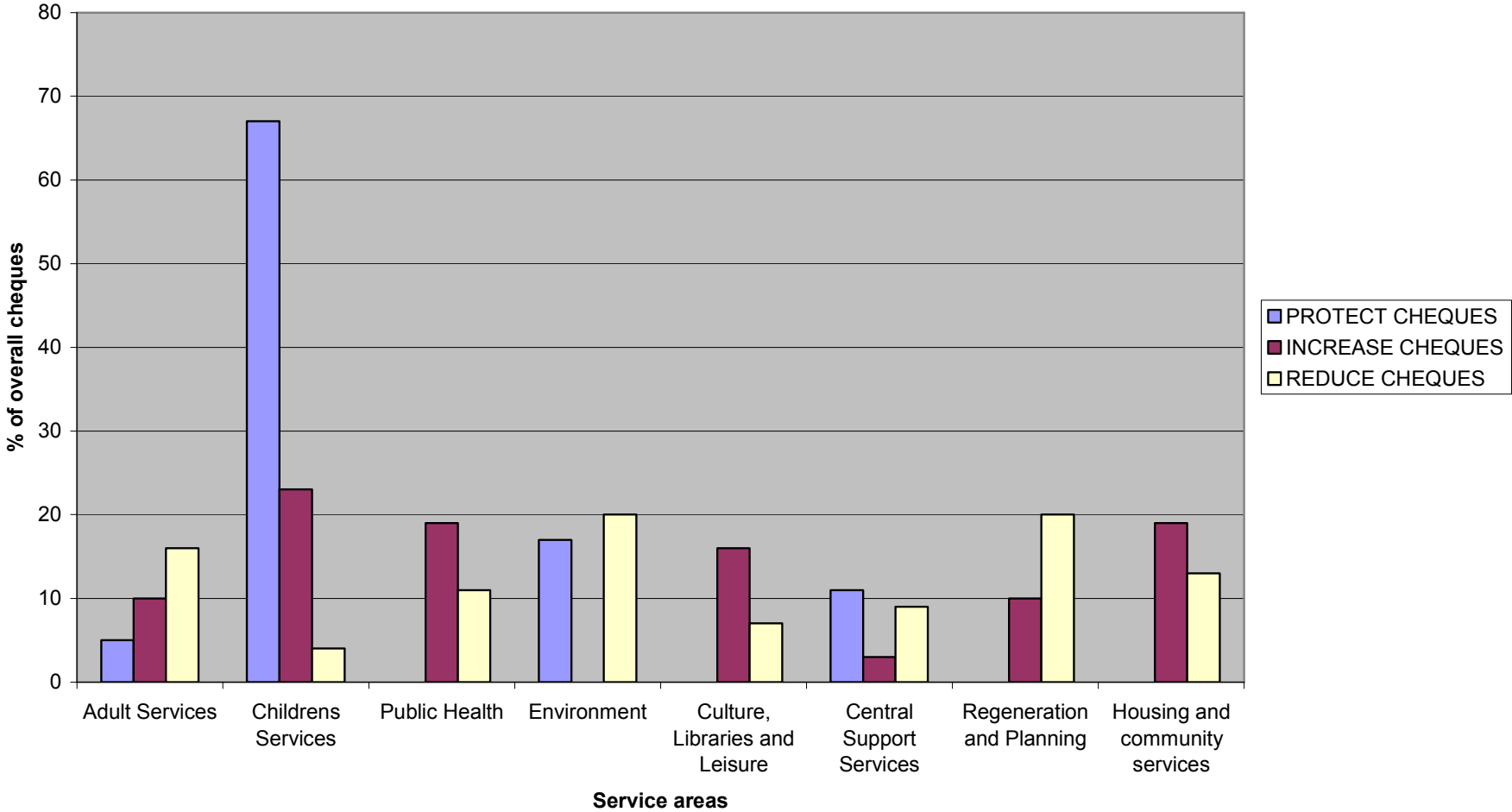
Youth Council 23rd September



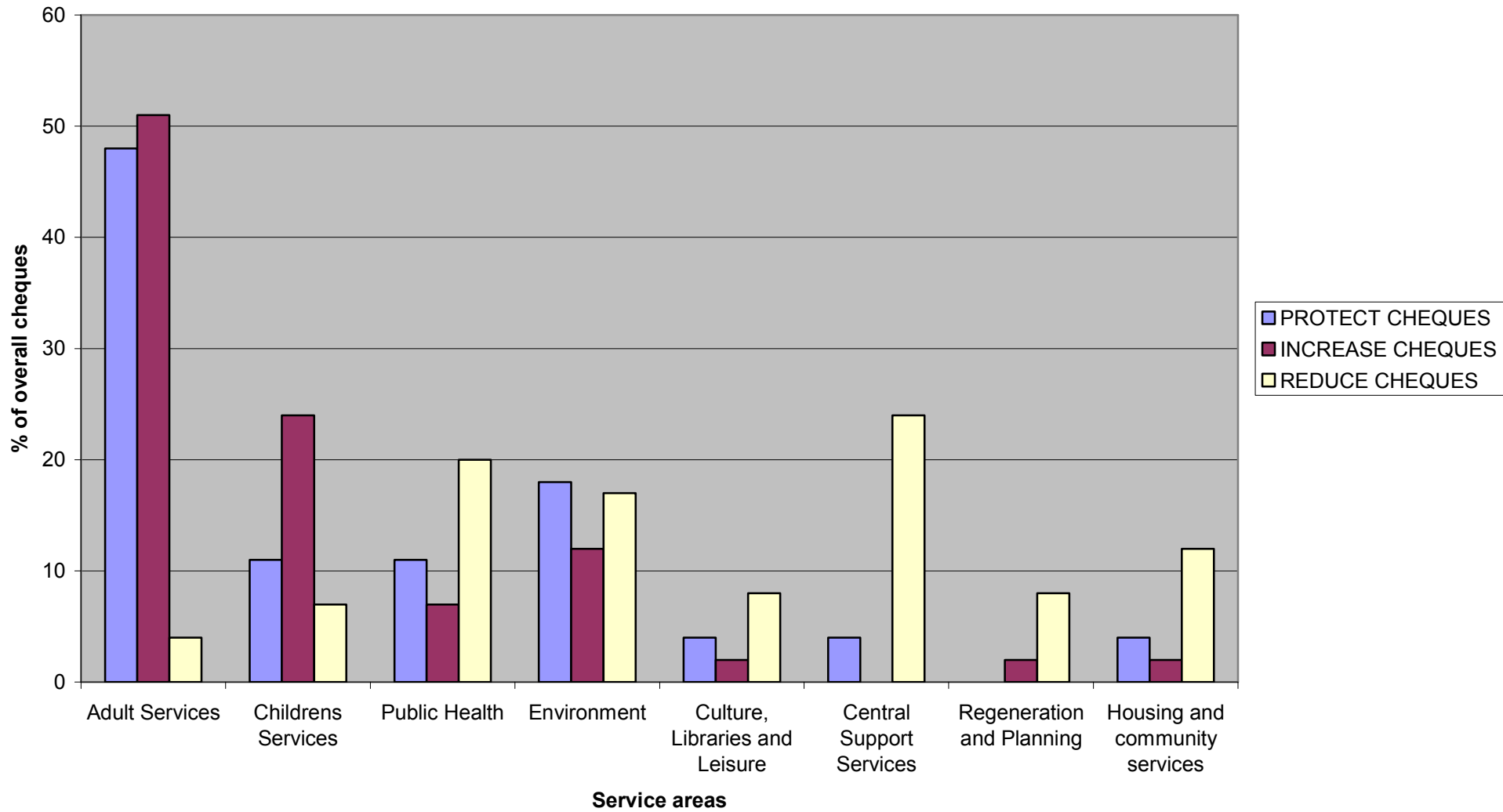
Camberwell Youth Community Council 30th September



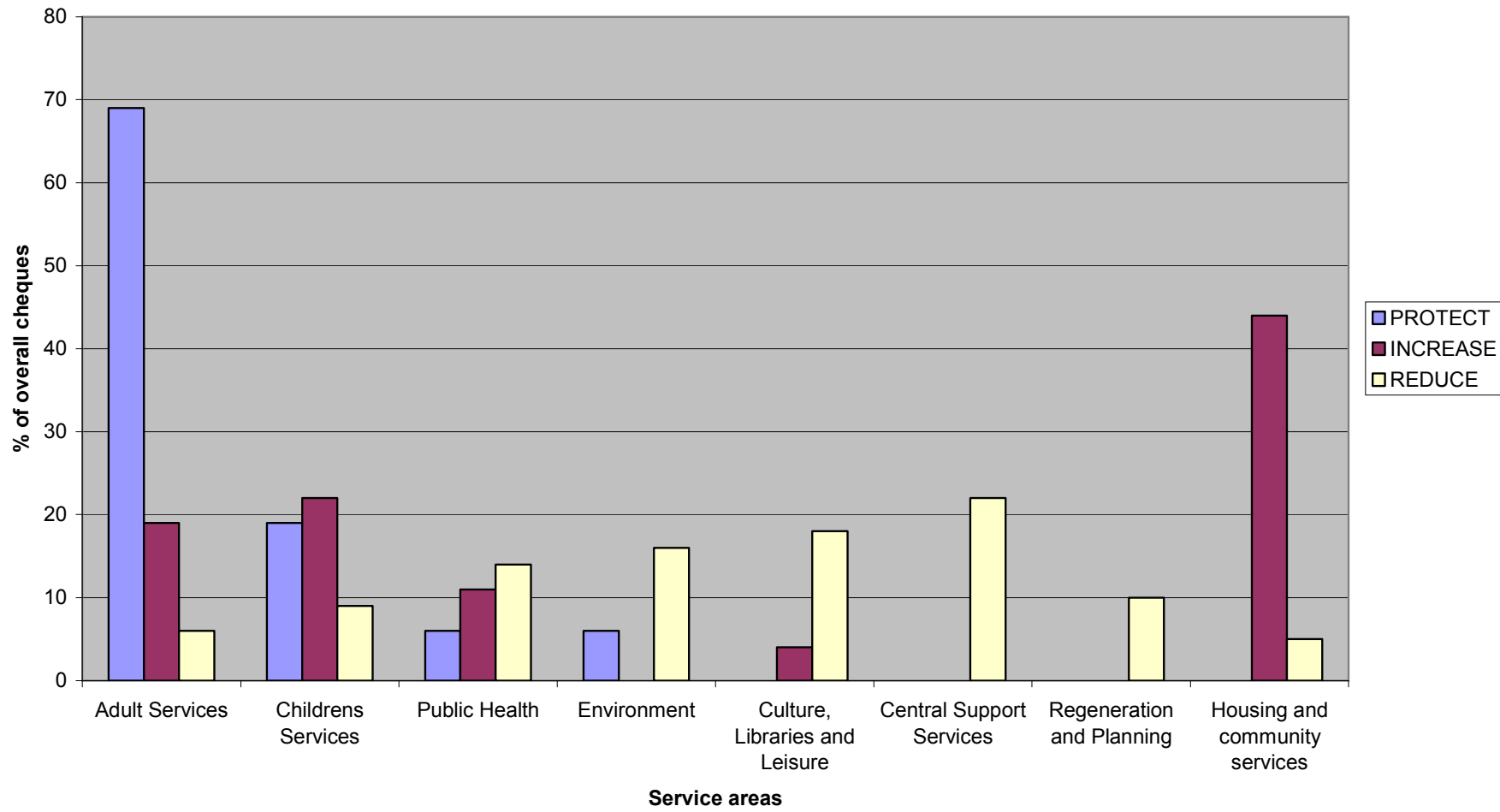
Total for Camberwell CC & the borough wide YC



Southwark Pensioners Forum 26th September



Southwark Disablement Association 11th October



7. Eid Festival results

The consultation conducted at the Eid festival varied slightly from the full Spending Challenge exercise as the materials were not yet available. People were asked to prioritise which services should be protected from budget reductions. The five most important services that people thought needed to be protected, in order of priority, were;

- Housing (we think many people wrote about the direct provision of council housing here)
- Libraries/leisure centres/parks/museums
- Education - schools
- Youth and community services
- Street cleaning/rubbish collection

8. Community Action Southwark (Southwark Voice)

This was an open discussion with about 15 voluntary sector representatives, and much of the discussion was about the innovation and collaboration being discussed nationally. Following this discussion CAS have written up a paper presenting an argument that the voluntary sector can be a "strategic partner" with the council, arguing for a renewed focus on the prevention of needs arising or escalating. CAS consider that councils don't have much time to do the necessary innovation, but are offering to help think this through with us. CAS also advocate for the voluntary sector and argue against significant budget reductions for their members.

9. Forum for Equalities and Human Rights in Southwark

The discussion at the FEHRS meeting was about our consultation process and how well we include all sectors of the community and other equality considerations. Data from the Community Conversation events in August did indeed show that asking a sample of people who happen to be in a major public space to give the council their views equals asking a broad cross section of the community, with questions only about differentials in mobility and a sense of "civic duty". Continuous improvements will be made to how the council delivers future engagement and consultation programmes, and FEHRS's advice will always be very important to making this happen.

10. Qualitative data

A significant number of participants took time out to leave detailed comments in support of their choices and also to share their ideas about innovative ways for the council to make savings. These comments are recorded in full in the tables below.

Adult services

Location of community conversation.	Why protect or increase.	Why decrease.	Innovation, ideas, suggestions and interesting quotes.
Nunhead Green, 10th August	Not enough money goes to services for adults suffering with mental health illness.	Make savings here because too much is being spent on care support for adults with learning disabilities.	“Support old people who have helped to develop our community”.
	Not enough money goes to day care and respite services for older people and adults.	Make savings here because too much is being spent on care for older people living at home or in residential homes.	“People with disabilities are vulnerable to negative press”.
	“Care of the adult vulnerable often goes unseen” and yet they “help people build a life”.		
	Increases needed for all areas of adult services		
St Mary’s Churchyard, Elephant & Castle, 17th August	“The council should protect the easily overlooked and voiceless.”	“Care for older people living in care homes – that’s a responsibility for grown up children.”	“These services are needed because not everyone can use computers or the internet.”
	“Increases for vulnerable and elderly care services essential.”	“Doesn’t deserve cuts but that is a huge budget!”	“I think if we can use charities and local groups rather than big private companies it’s a better use of public money.”
Surrey Quays, 21st August	“Build more day centres for people with physical disabilities”.	Make savings here because a lot of money is spent on care for older people at home or in residential homes.	“Dial a Ride for disabled people is not good enough”.
	“Because adult services are fundamentally important”.	Make savings on safeguarding adults and assuring quality provision; because this shouldn’t be necessary if everybody just did their jobs efficiently and conscientiously”.	“People who work with disabled people need to be much better trained”.
		“Making £1m savings on care support for adults with learning difficulties; because this would only be a small percentage cut from a budget of £35.7m”.	
		“Make savings in the area of commissioning of services for older people and people with disabilities; because I suspect that money is wasted on helping people ‘manage’ personal budgets instead of just providing the necessary	

Location of community conversation.	Why protect or increase.	Why decrease.	Innovation, ideas, suggestions and interesting quotes.
		social services”.	
		“Make savings in the area of commissioning of services for older people and people with disabilities; because it sounds as though money could be saved by cutting the number of service providers, so there wouldn’t be such a need for monitoring and performance management”.	
North Cross Road Market, 24th August	“Cutting costs here will increase costs in the long term with the crisis in hospital admissions, etc.”	“Safeguarding adults – is there a way to streamline this with other services?”	“Can care services be combined to provide for a variety of needs?”
			“Care support for adults – possible role for charities/community groups to deliver more efficiently.”
			“Outsource adult services.”
			“Invest in services that help people to care for themselves, and enable people to make a living for themselves, e.g. invest in new business ventures.”
Youth Council, Success House, 23rd September.	“Very important, somebody needs to look after them.”	“Too much money being spent on learning disabilities.”	“These services can be combined, e.g. day care and residential homes.”
			“Combine services.”
			“Combined services can be provided for disabled people.”
Southwark Pensioners Forum, 26th September 2013.	“Services for the elderly - are important because I am elderly.”	“Make savings in costs for older people in residential homes – c-operate with the CQC to avoid over-lapping work and reduce work load.”	“The council should pay for all residential care for older people and recover the money from those who can afford to pay.”
	“We need more activities for the elderly in the Borough of Southwark.”	“Use disabled transport more efficiently.”	“Assess the living costs of unpaid carers”.
	“I would like to see increases in integrated care – all carers at home.”	Adults with mental health illnesses	“Transfer the meals on wheels service to in house management.”
	“Unpaid carers who are not pensioners should also get expenses and a freedom bus pass.”	Savings on care support for adults with physical disabilities x2	

Location of community conversation.	Why protect or increase.	Why decrease.	Innovation, ideas, suggestions and interesting quotes.
	"Increase the number of day centres for adults with mental health issues. There should be no semi compulsory activities, drops ins should be for relaxing, resting and friendly chats."	Care support for adults with learning disabilities	
	"The drop in for adults with mental health issues at St Paul's Church, Lorrimore Square, should be restored to 5 days per week. Mental health sufferers need regular "havens" to gain confidence to go to drop ins."		
	"Increase the amount of money spent on care for the elderly at home."		
	"Increase the money spent on travel support for older people."		
	"Increases for carers (i.e. not care workers)."		
	"Increases in care services for mentally ill older people (and for all other age groups). I feel this group get less support then they deserve."		
	""We need a living allowance for all unpaid carers."		
Peckham and Nunhead Community Council 30th September	Mental Health Services. "I have seen a lot of increased hardship"		
			Careful monitoring and collect regular, honest feedback from clients

Location of community conversation.	Why protect or increase.	Why decrease.	Innovation, ideas, suggestions and interesting quotes.
	"The elders are among our most vulnerable citizens and cannot always speak for themselves"		
	"Vulnerable groups which are already under funded and under supported"		
	Care for older people daily at home		
	Mental Health Services		
	Older People Pensioners		
	Across the board		
Camberwell Youth Council 30th September	"Because adults need care and attention"	Intensive family work and business support functions	
	"It will effect me one day"	Safeguarding adults and assuring quality provision x2	
Camberwell Community Council 30th September	There should be in increase for care support for adults with physical disabilities. Care for elders and people living at home or in residential homes	There is a very big budget for care support for Adults	
		Human resources including learning	
Bermondsey and Rotherhithe Community Council 2nd October		Make savings here because adults should be at work all day	Update Seven Islands and increase day clubs for the elderly
		"Too much expenditure"	Day Clubs for the elderly
		Council wastages, review wages and expenses	
Borough Bankside and Woolworth 2nd October	Protect the Adult services and care support for the elderly as they have sacrificed so much in early years for our future we live in now	Care for older people living at home or residential- My reasons are down to experiencing first hand, neglecting workers with a lack of care and empathy for the elderly	Engaging older people into the use of mainstream services and volunteering
	Commissioning services for older people and adults with disabilities	Commissioning of services for older people and disabilities. Favoring 'caring organisations' rather than 'over expensive businesses'	Home help after 8pm because many of my neighbors are venerable from 8pm to 8am x2
	These adult services are paramount for our elderly residents	Safeguarding adults and assuring quality provision	NHS health checks. Do all adults 40-74 need/want health checks? target some specific groups

Location of community conversation.	Why protect or increase.	Why decrease.	Innovation, ideas, suggestions and interesting quotes.
	Not enough is spent on Adult Social Care	Cuts on care support for adults with learning disabilities	
	Care for the elderly living in homes or residential homes x3		
	An increase in care support for people with learning disabilities because they are venerable		
	An increase of support for people affected by benefit cuts		
	Day care and respite services for older people and adults x4		
Dulwich Community Council 9th October	It is very important	Care support for adults with learning disabilities x3	Care packages to support need in the home and day centres
	Increase in day care centres	Savings for older people and adults with disabilities	
	More help services for the elderly in their homes	Older people living in homes	
	An increase in services for disabled people		
Southwark Disablement Association 10th October	Protect Adult services because disabilities are unseen and require help and encouragement		Increase people's awareness of the community with the lack of disability services. I was not aware of SDA in the area where I live so close
	Disabilities		
	Able bodied people with disabilities are not getting services from Southwark as funds are being cut		
	The elderly feel alone. Lack inclusion and encouragement due to a lot of their families living far away.		

Children's Services

Location of community conversation.	Why protect or increase.	Why decrease.	Innovation and ideas and suggestions.
Nunhead Green, 10th August	Because children and young people are our future.	Make savings here because too much is being spent on services for children at risk of abuse, harm, neglect or with disabilities – “can there be cuts without risking the wellbeing of kids?”	“Cut anything that spends time and energy on the division of departments, avoiding collaboration”.
	Because helping schools to improve is vital.	Make savings here only if schools will continue to improve regardless.	“Can we be more clearly joined up about spending for children at risk services”?
St Mary's Churchyard, Elephant & Castle, 17th August.	“Children's services, children must have the highest protection, they are our future.”	“Helping schools improve; should be driven internally.”	
	“Keep children off the streets.”	£52m seems excessive for children – rather in charities.”	
	“Increase services for at risk families.”		
	“Specifically on youth clubs and playgrounds. These things keep children busy and hopefully decrease the likelihood of needing other services.”		
Camberwell Green, 17th August	“Ignoring the “As well as the 211m for schools, other services for children should also be protected.”	“Let charities provide youth clubs, entertainment, etc.”	
	“Children are the future.”		
	“Important due to protection from crime.”		
	“We need specific children's service to target the Hispanic community.”		
Surrey Quays, 21st August	“Don't close nurseries at all”.		
North Cross Road Market, 24th August.	“Helping schools to improve – big issue in Southwark.”	“Repeal free school meals for all primary schools.”	“Don't make schools dependent on the council; they should be accountable for their own destinies.”
	“Schools to improve, important for people to succeed. All should have access to a good school.”	“”Services for children at risk have been expanded in recent years, so good time to look for efficiencies.”	
	“Helping schools to improve – keep pushing to		

Location of community conversation.	Why protect or increase.	Why decrease.	Innovation and ideas and suggestions.
	improve services.”		
	“Children – they are our future.”		
	“Protect youth work and playgrounds.”		
Youth Council, Success House, 23rd September.	“More children are going to school every year. Some children come from different countries to find a good education here.”		“Services can be combined and the £52m can be used for more universal things.”
	“Supporting vulnerable and disabled children to access education services.”		“Services for children at risk of abuse, harm, neglect, etc – find cheaper ways of helping them, e.g. voluntary services need to be involved.”
	“Youth services, invest in the youth.”		
Southwark Pensioners Forum, 26th September	“Please protect our lives, with all these bicycles flying up and down on pavements and not stopping at traffic lights; need some training.”	Supporting venerable and disabled children	“Disabled children to learn a trade of some kind; there must be a way.”
	“Increases for youth work, youth clubs, and adventure playgrounds.”	Services for children at risk of abuse	
	“Protect children’s services – vulnerable and disabled children and abused children especially.”	Youth work, youth clubs and adventure playgrounds	
	“Protect education to help schools improve.”		
Peckham and Nunhead Community Council 30th September	Youth services community based, inclusive and safe	Make savings in Welfare education psychology.	
	Services for young people in care		
	More support for the homeless children less fortunate than us		
	Help schools to improve £1.3million		
	Youth clubs and playgrounds		
	There should be more open air facilities for young people		
	Young people’s well being- Mental Health		
Camberwell Youth	“The more that goes in to it the better future there		Increase number of volunteers

Location of community conversation.	Why protect or increase.	Why decrease.	Innovation and ideas and suggestions.
Council 30th September	is”		and services for children x2
	Protect Children’s Services because children need something to do instead of joining gangs		
	Protect Children’s services so children have fun places to go		
	“I am a young person and Children’s Services help me. I do not want a cut as it helps me and my family although it is not always direct”		
	Protect children’s services so we have somewhere to make friends and help children in need		
	Because I work with Children		
	Not enough money has been spent on Children’s services		
	Youth work, youth clubs and adventure playgrounds- £4million		
	Youth Work x3		
	More fun things		
Camberwell Community Council 30th September	Provision and positive activity for young people to engage with is key to community development and cohesion	School sand external funding	Limit free school meals to the needy and only Southwark residents
	To get kids doing positive in life	Helping schools to improve head teachers and staff, they are paid to do this, if they can’t then they should be replaced	
	Children are our future generation, without services that is help them they will not be able to contribute successfully		
	Youth work clubs £500,000		
	An increase for youth work/ youth clubs and adventure playgrounds x4		
Bermondsey and Rotherhithe Community Council 2nd October	Protect Children’s services as it is important to get to children early before they are venerable	Children’s Service’s- Too much being spent	If the Children are educated younger, you could perhaps save on other problems like drugs
	Education in Primary schools and Nursery’s that	“Children’s services is very wasteful”	

Location of community conversation.	Why protect or increase.	Why decrease.	Innovation and ideas and suggestions.
	have closed because of funding		
	Protect Nursery's and Under 5's places as you need to start the children on the right road		
	Riverside parents soft play		
	Spend on the younger children then they may not go wrong at a later date		
	Increase under 5's nursery's; they are educational and fun for small children		
	An increase of funding for Under 5's nursery's which my son grandson when to that is now closed		
	Increase in youth centres		
Borough Bankside and Woolworth 2nd October	Provisions for young people are vital within community dynamics and cohesion. Positive focus, activity and education	Youth work	More facilities are needed for young people, this will help cut crime etc
	Protection of services for children at risk of abuse, harm or neglect or with disabilities	By making savings here hopefully alternative funding (lottery_ can pick-up remainder	
	Schools- Soutwark need to bring our kids up with a decent education	Inappropriate/ uninterested employees replaced. uninterested students removed	
	Children need protection because of what is happening in the country		
	Protect especially services for disabled children and their families		
	Youth work/Youth clubs and adventure playgrounds. Our youth are the leaders of tomorrow and a lot of them are falling behind through lack of confidence. Many wanted to go on to further education but lack vital support e.g. moral support, lack of funding		
Dulwich Community Council 9th October	Increase in services for children with disabilities	Make cuts on free school meals for people who can afford to pay them	Duke of Edinburgh's award made more available in areas that don't know about it
	Supporting venerable disabled children with access to education and training	Savings on adventure playgrounds	
Southwark	Children services £86.3million		

Location of community conversation.	Why protect or increase.	Why decrease.	Innovation and ideas and suggestions.
Disablement Association 10th October			
	An increase in youth work/ youth clubs and adventure playgrounds		
	Youth work, helping schools to operate and supporting children		

Public Health

Location of community conversation.	Why protect or increase.	Why decrease.	Innovation and ideas and suggestions.
Nunhead Green, 10th August	“Long term benefit of reducing NHS costs by having better public health services.”	“Decrease sexual health – because people have enough information to take responsibility for themselves.”	
	“Public health – has to be paramount in the end.”	“I think less money should be spent on drug abuse and concentrate on rehab.”	
	“Because public health can reduce the use of junk food and stop obesity.”	“Individuals should take more responsibility for their actions.”	
	“Public health – doctors and other services to stop the over-use of A&E.”		
St Mary’s Churchyard, Elephant and Castle, 17th August	“If the population is healthy the borough will thrive.”		“I personally have taken advantage of free exercise classes in the borough. More could be done to publicise these.”
	“Foundation of the country.”		
	“It’s a necessary and not a nuisance service.”		
Camberwell Green, 17th August		“intensive family work should be cut by 50%”	
Surrey Quays, 21st August			
North Cross Road Market, 24th August.	Protect the budget spent on preventing sexual diseases.”	Make savings on NHS health checks.”	
		“Make savings on substance misuse	

Location of community conversation.	Why protect or increase.	Why decrease.	Innovation and ideas and suggestions.
		services.”	
Youth Council, Success House, 23rd September.	“It will benefit a lot of people.”	“Lot of money is substance misuse – too much money spent, not needed as much, there are charities.”	““Public health – merge some services.
	“This is a universal service that caters for the whole community.”	”Some people’s health issues are their own fault. They take advantage.”	“Substance misuse can be combined.”
	“This is due to the fact that it requires a lot of effort and expenditure, and the figure is lower than environment, which is equally important. Therefore the gap needs to be decreased.”	“Sexual health – not enough people are using the service.”	
		“They don’t need to help people who smoke – they could get help from family and friends.”	
		“People can buy nicotine patches themselves; don’t think such a lot is needed.”	
Southwark Pensioners Forum, 26th September 2013.	“Support those people who cannot do it for themselves – mental health care.”	“make savings on substance misuse, especially using drugs.” X2	“Increase spend on alcohol, smoking and tobacco in order to reduce demand on other services.”
	“Protect public health services as our health is most crucial to living a dignified life of good quality.”	“Take £6m from public health”.	“Public health £21.8m. There is probably an overlap with central government services and advice, e.g. chief medical officer – reduce overlap to make savings.”
	“A healthier borough will reduce costs of other services.”	Cuts on Sexual Health	
Peckham and Nunhead Community Council 30th September	Services in Public Health £6.2million	Savings on substance misuse x3	This should have more funding from central government
	Public Health- The NHS in the UK should be protected at all costs, it is not a political issue	Smoking and Tobacco	
	Services in Public Health to do with prevention	Older people’s services	
	The current cuts are endangering people’s		

Location of community conversation.	Why protect or increase.	Why decrease.	Innovation and ideas and suggestions.
	health and safety, particularly older people's services; they need funding for training of employees		
	Major new services for advice on diabetes by medical professionals only		
Camberwell Youth Council 30th September	People's play	Smoking and tobacco. Other public health service, physical activity x2	
Camberwell Community Council 30th September	Physical activity x2	Savings on health checks- no evidence x2	
		Everything has been sold off so save from that	
		Health services- (smoking £0.2million) (Physical Activity £0.4million)	
		Health Services	
		Smoking and Tobacco. Everybody knows it is bad and there are plenty of self help measures out there	
		Sexual Health Services	
Bermondsey and Rotherhithe Community Council 2nd October	Health Education	Sexual Health Services x2 (important but this is a huge budget)	"Leave it to the NHS"
		Substance Misuse	
		Savings on public health advice	
Borough Bankside and Woolworth 2nd October	Public Health- important areas which if successful would provide a healthier community overall	NHS Health Check Programme	Work with existing local departments to fund savings x2
	Sexual health service, public health and NHS Health Check	5-19 Public Health Programme	
	Public Health need to be proactive and increase life expectancy and well-being	Substance Misuse x8	
		Smoking and Tobacco x3	
		Sexual Health x5	
		Schools and Colleges sex-education and	

Location of community conversation.	Why protect or increase.	Why decrease.	Innovation and ideas and suggestions.
		contraception's	
Dulwich Community Council 9th October	Protect Health Service expenditure	Smoking and Tobacco	
	More money into GP's	Sexual Health Services	
		Drugs and alcohol; abusers know what they are doing, it is up to them to help themselves, don't waste our money on those that don't want to help themselves	
		Why doesn't the NHS pay for it's health check programme?	
Southwark Disablement Association 10th October	An increase in community physio. Recently I completed a course of community physio. This was very successful. There are only 2 full/part-time physios for the whole of Southwark	Smoking and Tobacco	

Environment

Location of community conversation.	Why protect or increase.	Why decrease.	Innovation and ideas and suggestions.
Nunhead Green, 10th August	"Increase in quality of life leading to increase in community involvement = costs of council services fall."	Recycling services – too much spent on bins! Streets are cluttered and not convinced being used correctly."	"Street cleaning – we do not get our moneys worth."
	"To keep areas clean and safe."		"Street cleaning – members of the community need to start becoming more responsible for the spaces around them."
	"If these services go it pulls the rest of everything down and leads to social disenfranchisement."		"Save on waste and recycling with more voluntary sector focus."
	"Make Peckham a more desirable place to live, and increase property prices."		
	"I live in Nunhead and want to continue to see it develop as a wholesome and safe place to live."		
St Mary's Churchyard, Elephant and	"I would like to see more open spaces and parks and open land."	"I think this is an important category but if I have to use all my cheques, then yes I think you could shave £1m off this,	

Location of community conversation.	Why protect or increase.	Why decrease.	Innovation and ideas and suggestions.
Castle, 17th August		especially in light of all the recent excellent work.”	
		“Inefficient use of £6.5m on street cleaning – must do better and get the borough clean with less then this.”	
		“£7.8m is a lot for community safety – make £1m reduction?”	
Camberwell Green, 17th August			
Surrey Quays, 21st August			
North Cross Road Market, 24th August.	“Keep up standards at parks, they are so good.”	Reduce waste and recycling services – because savings need to be made and more responsibility should fall on people not the council.”	“Improve types of bins so that they don’t clutter up gardens.”
	Protect here because “environment and leisure and culture are fundamental local govt duties that affect all people.”	“Waste and recycling are great services, but look for savings.”	“Encourage people to keep their own streets clean, community cleaning?”
	“Parks and open spaces are important in densely populated areas, and good parks can help make savings elsewhere, e.g. if children have nowhere to play there will be more crime.”		“Develop pilot projects to find out how to increase the re-use of waste materials.”
			“Waste and recycling services should sell of valuable materials to others who see it as a valuable resource.”
			“Develop scheme for local communities and estates to take responsibility for their own communal areas and planting.”
			“It seems strange to me that when re-cycling everyone puts landfill waste into their green bins in black plastic bin bags. In this way, thousands of plastic bags are used every week. Surely the bin men could just tip loose waste into the collection vehicle.”
Youth Council,	“An outstanding performance would help	“More bins introduced so less money	“Estate and small parks should be taken

Location of community conversation.	Why protect or increase.	Why decrease.	Innovation and ideas and suggestions.
Success House, 23rd September.	our community flourish”	spent on street cleaning and waste and recycling.”	down so only big parks exist, e.g. Southwark park, Burgess park.”
	“Very important though many disregard it at times.”	“They should fine people harshly for litter – reduce street cleaning.”	“They can definitely use money better – don’t hire one person to take recycling bins and one to put bags through doors – have one person for both!!!!”
			“may need to cut down the amount of days waste is collected.”
			“We buy our own recycling bags anyway.”
Southwark Pensioners Forum, 26th September	“Increase money spent on taking care of street pavements – most pavements are broken, very loose and very dangerous.”	“No more speed bumps, take them away.”	“Please protect our lives, with all these bicycles flying up and down on pavements and not stopping at traffic lights; need some training.”
	“Our green and pleasant borough is far too easy a target for planers and developers – protect environment services.”	“Make savings by cutting money spent on children’s play spaces by £2m.”	“Check all public lighting in parks, etc, turn them off.”
	“Increases for roads maintenance and street lighting.”	“make savings by cutting street cleaning by £3m.”	“All rubbish collections to be fortnightly not weekly.”
	“Train traffic and cyclists how to drive, where to stop and go, also traffic lights.”	“Too many cycle lanes.”	“Clearer messages on responsible waste management.”
	“Increases for road cleaning and maintenance and rubbish collection.”	“Some health and safety law is ‘politically correct’ – sometimes unnecessary and impractical and not desirable, review this to make savings.”	“Electricity lights to be switched off at playgrounds in the park after 11pm when not in use.”
		“Cut community wardens and stop paying for officers who duplicate the Met Police.”	
		Make savings on street cleaning	
Peckham and Nunhead Community Council 30th September	Because there is discrepancy in the way the borough receives help	Removal of unnecessary traffic lights e.g. Wilson Road and outside Camberwell Baths	Our streets are far too dangerous due to speeding traffic
	The present state of our environment is well below what the community needs	Waste/recycling x2	

Location of community conversation.	Why protect or increase.	Why decrease.	Innovation and ideas and suggestions.
	Funding needed for safe and managed public toilet facilities (Peckham and Elephant and Castle)	Stop wasting money on blocking roads and speed bumps, you only move the problem elsewhere	
	Increase for open spaces, street cleaning and safety	Make cuts to Community safety	
		Unnecessary £6.5million on street cleaning	
		Provision of public toilets in Peckham and Elephant and Castle areas	
Camberwell Youth Council 30th September		Make savings on some trees	
		Waste and recycling x3	
Camberwell Community Council 30th September	Protect the environment- street cleaning, good even pavements and street lighting	Cuts on waste and recycling x2	Work more collaboratively with neighboring boroughs on shared services
	To increase parks and open spaces		Increased pre-consultation on major projects to reduce ineffective and poor public consultations
	Street cleaning		
	Increase for community safety		
	Increased street cleaning to stop the spread of vermin and foxes on estates		
Bermondsey and Rotherhithe Community Council 2nd October	Highways, parks and open spaces are all important for quality of life x2	There is too much unnecessary work on some roadsides	Running track at Southwark park
	Protect parks and open spaces		
	An increase for policing, lighting and roads, too many potholes left unfilled		
	An increase as there are too many potholes x2		
	Increase in lighting and more things for teenagers to get help with so they aren't		

Location of community conversation.	Why protect or increase.	Why decrease.	Innovation and ideas and suggestions.
	loitering		
Borough Bankside and Woolworth 2nd October	Highways, parks and open spaces x2	Waste and Recycling	Non mixed recycling bags 'paper only' 'cans and bottles' less sorting required
	Community safety	Reduce street sweeping of minor roads	Unemployed able people help maintenance as volunteers
	Street Cleaning	Community Safety x2	Noise team- does it need to be 24/7?
	Recycling	Recycling- waste of time and money x2	Ask residents to do more to keep their streets clean and tidy. Organise cleaning days
		Planning and Transport	
		Highway parks and open spaces x2	
Dulwich Community Council 9th October	Increase in community safety- police. Safer roads i.e. traffic calming measures	Why are street lamps replaced so often?	Remove parking controls from 6:30 to 5:30
	Waste and recycling x2	Open spaces can be cut	Charge people for parking
	More road safety	Street cleaning- prevention/promotion instead x2	
	Highway improvements	Cuts in paper disposal	
	Community safety	Waste and recycling	
		parks	
Southwark Disablement Association 10th October			

Culture, Libraries and Leisure

Location of community conversation.	Why protect or increase.	Why decrease.	Innovation and ideas and suggestions.
Nunhead Green, 10th August	"Libraries are a real help for older people. More should be spent on them."	"Make sports and leisure services, plus arts, self funding by at least a min charge."	"We need an additional culture department that facilitates collaborative projects."
	"This area keeps people hopes and desires alive in difficult times."	"On-line resources may mean that libraries are not as important."	"Libraries, they are important but more innovative ways to fund and

Location of community conversation.	Why protect or increase.	Why decrease.	Innovation and ideas and suggestions.
			support them need to be developed to ensure their sustainability.”
	“Libraries need to be protected because they are an important centre of community learning for all ages.”	“Stop sending free newspapers.”	“More collaborative projects between departments, which could save money.”
	“It is important that areas of social deprivation have access to culture and leisure services.”	“Cut sports and leisure as private gyms provide many services.”	
	“Libraries and sports are vital and necessary; culture is a right not a privilege.”	“Cut libraries; most people will pay for what type of book they like.”	
	“Arts and heritage make people more human, so then they need less ‘human services’.”	“With increased information on the internet could possibly reduce this area.”	
	“Sports and Leisure - £2.6m seems a small amount of total budget.”		
	“Nunhead library needs more support as it is the only library that is more child focused.”		
St Mary’s Churchyard, Elephant & Castle, 17th August.	“Protect our heritage and store our knowledge and culture.”	“Keep all libraries but reduce opening hours, could be we put them in buildings with other users?”	“Libraries – get volunteers to run them.”
	“The libraries are all well used in Southwark for pleasure and education.”	“Make savings with libraries as everyone has e-books and kindles.”	
	“I don’t think the description does justice to what these industries do in Southwark. Yes they make it more ‘vibrant’ but it’s more important than that. They often support and provide education initiatives, work to reduce anti-social behaviour and work to make areas feel more of a community while creating interesting work.”	“Make savings in libraries – I love the new Canada water library but don’t see how it could be justified.”	
	“I believe cultural development helps the community grow and improve.”		
	“Arts and heritage is being cut nationally so it needs protection here in Southwark. I enjoy the arts and heritage of Southwark.”		
Camberwell Green,			

Location of community conversation.	Why protect or increase.	Why decrease.	Innovation and ideas and suggestions.
17th August			
Surrey Quays, 21st August	“Protect the arts! And facilitate local people with money and resources to do more where this is their specialist field – Southwark has talent”	A lot of money is spent on libraries.	
North Cross Road Market, 24th August.	“Increase and provide more squash and badminton courts, and a baseball diamond and batting cage in a park!”	“Remove the extensive film licensing process – I had to fill in 4 forms, an expensive panel of assessors and multiple letters – it is unnecessarily complex, especially for films that are freely available to watch on You Tube.”	“Find a way to integrate services and provide support services. Art has a huge impact on health and wellbeing of children and adults. It allows them to experience the world.”
	“Protect our libraries; young people need them so much. So proud Southwark are not closing theirs.”	“Libraries are very important but www. Can really assist much more.”	“Give incentives for arts and cultural activities for children.”
		“Some libraries are not used, especially smaller ones.”	
Youth Council, Success House, 23rd September.	“Libraries in exam season are usually packed and inefficient and it makes Southwark more united.”		“Gym could cost less then “2.70 per session for 16-19 year olds.”
	“Sports and leisure centres and libraries are frontline services which are highly used.”	“Don’t cut libraries and sports but cut arts and heritage.”	
		“Don’t decrease libraries and sports and leisure but decrease arts and heritage as I think it’s a minority interest.”	
Southwark Pensioners Forum, 26th September 2013.	“Protect libraries”.	“make savings in arts and heritage.”	“Libraries to lend more sets of music scores to choirs and orchestras, making a reasonable charge for inter-library loans.”
		“make savings in sports and leisure.”	
		“Libraries can be reduced – most people buy books or read online or kindles.” X2	
Peckham and Nunhead Community	“Library services are great and vital to the community”	Make cuts to Arts and heritage x2	Cut funding for arts festivals and give a portion to the arts venue to run mini festivals instead

Location of community conversation.	Why protect or increase.	Why decrease.	Innovation and ideas and suggestions.
Council 30th September			
	Sports and leisure x2	Sports and leisure services	Safeguard arts and heritage for investment purposes
	Swimming pools	Make savings by rationalizing libraries	
	Libraries x2		
Camberwell Youth Council 30th September	"Increase the money spent on libraries because both children and adult's love books"	Reductions	
Camberwell Community Council 30th September	Protect the excellent Southwark local history library which I visit every week	Technology- everyone can use a kindle even 80 year olds	
		Sports and Leisure £1million	
		Possibly under used libraries	
		Declining priority of Libraries, everyone is going digital	
		Highway, parks and open spaces. Sport and Leisure services	
Bermondsey and Rotherhithe Community Council 2nd October	Protect Canada Water Library		
	Should be an increase in funding as they are important especially for you people		
	We need these to meet others, exercise and learn		
Borough Bankside and Woolworth 2nd October	Should be protected as it helps our quality of life and values	Sports and Leisure	
	Arts and Heritage x2	Libraries Arts and Heritage	
	Libraries x2	Leisure	
	Sports and Leisure Services		
	These services are already very small. There should		

Location of community conversation.	Why protect or increase.	Why decrease.	Innovation and ideas and suggestions.
	be an increase as these services are of value to all residents		
	Sports and Leisure services. Access to facilities to keep the community active and to priorities the importance of health along with physical activity		
Dulwich Community Council 9th October	Provide an education service for many elderly people and children	Culture. We have too many festivals	Collect a higher promotion of council tax
	Protect areas of heritage	Cuts on libraries x2	
	Libraries x3		
Southwark Disablement Association 10th October			Access for wheelchair users to public buildings

Central and Support services

Location of community conversation.	Why protect or increase.	Why decrease.	Innovation, ideas, suggestions and interesting quotes.
Nunhead Green, 10th August	Not enough money goes to revenue and benefits services.	Make savings here because too much is being spent on finance and financial services.	“Could systems be more efficient”?
	Because “scrutiny provides a vital democratic bulwark and helps to inform the difficult financial decisions the council has to make”.	“It is important to have central services to oversee the council but should be reduced as far as possible”	“No awaydays, no taxis, no jollies”.
		Make savings here because too much is being spent on corporate facilities management.	“Middle managers to go; and stop justifying their roles and costing frontline staff”
		Make savings here because too much is being spent on revenues and benefits.	“Use local voluntary organisations to fill areas of need”.
			“Cut anything that specifically protects against employees taking pro-active risks with creative ideas”.
St Mary’s		“My dealings with the council lead me to believe	“Corporate facilities management –

Location of community conversation.	Why protect or increase.	Why decrease.	Innovation, ideas, suggestions and interesting quotes.
Churchyard, Elephant & Castle.		that there is a lot of unnecessary bureaucracy in this area and could be streamlined.”	should be profitable.”
		“Bureaucracy is too expensive, money is too often wasted on decision making bodies that do very little.”	
		“These cost a vast amount in comparison with other services.”	
		“Human resources – can be streamlined – always some inefficiencies.”	
		“Job seeking and setting up businesses should be the individual’s responsibility.”	
		“I think you could lose £3m from strategic financing and financial services.”	
		“Duplication between corporate strategy and economic well-being and between financial services and strategic finances = an overhead to rate payers.”	
Camberwell Green, 17th August		“Cheaper bureaucracy needed.”	
		“We should administer in a cheaper way.”	
		“Revenue and benefits, why so much?”	
Surrey Quays, 21st August	Protect revenues and benefits.	Because both financial services and strategic financing cost too much.	“Call centres need to improve and people need to answer their phones”.
	“Increases for human resources, including learning and development”.		“The council’s strategy since 2010 has been excellent, so it should continue in the same direction and save the cost of looking for change.”
North Cross Road Market, 24th August.	“Increase for revenue and benefit services – to help protect people from high impact cuts.”	“Savings in the area of customer experience, £17.1m for a pop of about 280,000 equates to around £70 per year for each resident – this is crazy.”	“Partner with the Open Data Institute, and enable others to make use of council data.”
		“Tricky, perhaps cut central and support services, but then again these make other areas of work more efficient.”	“Open up the ‘preferred suppliers list’ – there are other cheaper suppliers out there.”
		“Cut useless admin and waste of time bureaucratic processes, not services themselves.”	“Buy insurance as a group with other boroughs.”

Location of community conversation.	Why protect or increase.	Why decrease.	Innovation, ideas, suggestions and interesting quotes.
		“Corporate facilities management, look for more efficient processes.”	“Electoral services, do this on-line.”
		Make savings in the area of Corporate Facilities Management.	
		Make savings in the area of Financial Services and Strategic Financing.	
Youth Council, Success House, 23rd September.	“This should be protected as it’s a universal service that affects everybody.”		
	“Finances are what everyone struggles with.”		
Southwark Pensioners Forum, 26th September 2013.		“Cut the expenses and wages paid to councillors.”	“Employ more qualified and experienced accountants up to 65 years of age”
		“make savings in strategic finance and corporate strategy, co-operate with financial services.”	“Downsize.”
		“Make savings in councillor’s transport and perks.”	“Cut the number of contracts across all services and consolidate and cut all central and support services required to commission and manage contracts.”
		“make savings on salaries to ‘professional’ staff and consultants.”	“Council offices – sell some off and raise revenue.”
		“Cut the community councils.”	
		“Remove all glossy brochures, make sack clothe and ashes look like sack clothe and ashes.”	
		“Cut out Southwark Life mag.”	
		“make savings with council PR spending.”	
		“Cut £6m from central and support services.”	
		“make savings in central and support services, especially electoral services.”	
		Make cuts in corporate facilities management	

Location of community conversation.	Why protect or increase.	Why decrease.	Innovation, ideas, suggestions and interesting quotes.
		Strategic Financing x2	
		Corporate Strategy	
		Information and Data Services	
		Revenues and Benefits	
Peckham and Nunhead Community Council 30th September		“Sell Tooley Street- problem solved! Huge amount of savings can be made by cutting corporate services”	Protect front line services
		Revenues and Benefits x2	
		“Too much time spent in the office, not enough on the ground work”	
		Relocate to less expensive premises	
		“Too much money spent on these services”	
		Corporate strategy and economic wellbeing x2	
		Insurance	
		Customer experience	
		Information and Data Services	
		Strategic financing	
		Corporate facilities management x2	
		Electoral services	
		Business support	
Camberwell Youth Council 30th September		Strategic Financing x2	
		Youth workers are working services	
		Council tax, hate it	
		Other public services	
Camberwell Community Council 30th September	Revenue and Benefits	Corporate facilities management	Benchmark contracted and internal services to access their effectiveness and value for money, and compare with other councils
		Information data services	
		Insurance	
		“Community Councils and all this waste of paper. They are a total waste of time”	
Bermondsey and		Safeguarding/ quality provision x2	

Location of community conversation.	Why protect or increase.	Why decrease.	Innovation, ideas, suggestions and interesting quotes.
Rotherhithe Community Council 2nd October			
		Community Engagement	
		Human Resources x2	
		Corporate safety	
		Information and data services	
		Strategic Financing x3	
		Corporate Facilities Management x2	
Borough Bankside and Woolworth 2nd October		Revenues and benefits- My reason is to reduce this and use finances effectively for apprenticeships to encourage a more proactive, sustained and realistic path into employment	Less spread sheeting and data analysing and more customer focus x2
		Central and support services as spending/ contributing an abundance of money encourages some individuals to remain on benefits who don't need to	
		Income generation through making community/council buildings available to rent	
		Revenues and Benefits	
		corporate facilities management	
		Finance and Financial services responsible department and require £11million? Down to £10million	
		Strategic Financing x6	
		Corporate Facilities management x5	
		Corporate strategy x3	
		Finance and financial services x3	
		Human resources including learning and development	
		Customer experience	
		Insurance	
		Electoral Services x2	
Dulwich Community Council 9th October		Corporate Strategy x3	Reduce the pay of top officers
		Corporate facilities management	Reduce heating in council buildings and

Location of community conversation.	Why protect or increase.	Why decrease.	Innovation, ideas, suggestions and interesting quotes.
			ban additional personal heaters. Stays should wear a cardigan in winter when necessary not summer clothes
		Strategic financing x3	
		Housing Customer experience	
		Revenues and benefits x2	
		Insurance	
Southwark Disablement Association 10th October		Make savings on strategic financing	
		Electoral Services	
		Insurance	

Regeneration & Planning Services

Location of community conversation.	Why protect or increase.	Why decrease.	Innovation and ideas and suggestions.
Nunhead Green, 10th August	Because 'regeneration important for Nunhead; lets get it done'	'Improve planning control and at the same time cut management costs'	
	Because 'more investment needed to regenerate our green spaces'	'Possible cuts on super bike highways and preference given instead to spending on public transport'	
St Mary's Churchyard, Elephant & Castle, 17th August.	"Like all deprived areas across the country, more could be spent in this area to make it 'physically' a nicer place to live."	"Very poor planning decisions taken in the north of the borough."	"Sell assets to make up the deficit."
	"More housing for people with jobs."	"I suspect there is too much waste and bureaucracy – reusing older buildings and spending more money on maintenance might be useful."	
		"Stop engaging in ludicrous legal battles."	
Camberwell Green, 17th August			
Surrey Quays, 21st August			
North Cross Road	"Protect this area because	"Cut bureaucracy around planning and	

Location of community conversation.	Why protect or increase.	Why decrease.	Innovation and ideas and suggestions.
Market, 24th August.	Peckham and the Queen's Road area has been neglected for too long, especially important is the large former estate area near Meeting House Lane."	regeneration."	
	Protect regeneration for zones 1 and 2 – to keep pace with the rest of London."		
	"Increases for the regeneration of empty council homes."		
	Increases for regeneration and planning as this secures the future well-being of the borough for residents; economically, environmentally and socially – effects the future for all."		
Youth Council, Success House, 23rd September.	"Our community is constantly changing and developing, therefore regeneration needs to take place to support this development."	"You've done a fab regeneration job but most of it is done. They also wasted a lot of money."	
Southwark Pensioners Forum, 26th September 2013.		"make savings for business support services."	"No compulsory purchase unless for social housing."
Peckham and Nunhead Community Council 30th September	Providing refurbishment of Peckham Pulse Pools which is overdue, same applies to Seven Islands	Make savings on Planning and transport x2	
	"Investment in the borough to provide jobs and growth, we should be an investment borough not a welfare borough"	"Project at the Elephant and Castle is very wasteful"	
	Specialist housing services	Long term savings could be made by making the best of existing buildings	
	More affordable housing for the elderly	"Provide toilets at Queens Road Station"	
		Remove Bus lanes which contribute to death and injury	

Location of community conversation.	Why protect or increase.	Why decrease.	Innovation and ideas and suggestions.
		Remove speed humps which damage vehicles	
Camberwell Youth Council 30th September	An increase so you can have a better environment in your area	Too much property has been knocked down	
		Regeneration and planning	
Camberwell Community Council 30th September	It makes the biggest difference to people's lives	Savings can be made on planning and transport, too much is spent on this	
		All £3.1million is totally ineffective. People do what they want with no consequences	
Bermondsey and Rotherhithe Community Council 2nd October	Increase in funding so we can become a flagship borough		
Borough Bankside and Woolworth 2nd October	An increase in regeneration and planning which will increase new affordable homes for larger families on low paid incomes	Interpretation/ printing services	
	Regeneration and strategy	Planning and transport x2	
		Regeneration strategy	
Dulwich Community Council 9th October	Regeneration and Strategy	Planning is insufficient. Why do you need to advertise when someone just wants to do basic work	
	Planning and transport		
Southwark Disablement Association 10th October		Planning and Transport- £2.4million	

Housing and Community Services

Location of community conversation.	Why protect or increase.	Why decrease.	Innovation and ideas and suggestions.
Nunhead Green, 10th August	"Protect voluntary sector grants."	"Customer experience – convince/educate people to go on-line."	"Work more with local communities and encourage more volunteers."
		"What on earth is £17.1m of 'customer experience' all about? Is it hiding operations costs."	"Build more council homes."

Location of community conversation.	Why protect or increase.	Why decrease.	Innovation and ideas and suggestions.
		"Customer experience – WTF."	"Collaborate."
		"Less customer experience outlay and more focus on planning."	
		"Customer experience – hire better people."	
		"Make savings, especially in customer experience." X2	
		"Too much spent on customer experience (except homelessness services); people need to take more responsibility."	
St Mary's Churchyard, Elephant & Castle, 17th August.	"Decent housing services are everyone's first need."	"Learn from housing association's good practice."	
	"This informs quality of residential living in Southwark."	"Customer experience – I don't think your getting value for money."	
	"We need safe and secure housing to live in to be healthy."	"Repairs – people should learn DIY and have household insurance."	
		"Customer experience is vastly over-rated."	
		"Cut number of housing officers and put in buildings with other users."	
Surrey Quays, 21st August			"Illegal sub-letters costing a fortune".
			"Spending too much on expensive sub-contractors, so bring the work in house".
			"Call centres need to improve and people need to answer their phones".
North Cross Road Market, 24th August.	"Protect customer "experience because this is an important relationship between the council and residents, often the only means of inter-action."	"Make savings for customer experience – better communication and more efficient delivery would reduce the number of 'return visits' where issues have not yet been resolved satisfactorily and quickly."	"Rents for social housing and shared ownership homes to be protected from rent rises."
	"Increases for council housing – not part rent/part buy."	Make savings in the area of customer experience	"Can we get the private sector to deliver and manage our existing and new stock?"
		Make savings in the area of community engagement.	

Location of community conversation.	Why protect or increase.	Why decrease.	Innovation and ideas and suggestions.
Youth Council, Success House, 23rd September.	"I think the council should spend more money on repairs and compliance, because it will help a lot of people who won't have to spend so much money out of their own pocket."	"I don't think money is well spent – there's always problems and I think they need to utilise it much better."	"Customer experience – may need to merge some services, e.g. email enquiry services and complaints section."
	"There are a lot of homeless in the borough."	"They do a bad job – customer experience aspect."	
Southwark Pensioners Forum, 26th September 2013.	"Families can't live a proper life without the proper housing to go with it."	"Cut £4m from customer services."	"Outsource all housing services to community organisations."
		"Cut £4m from community engagement."	
		"Make savings in the areas of community engagement, voluntary sector grants and customer experience."	
Peckham and Nunhead Community Council 30th September	Southwark was densely council social housing which should be protected not in favour of right to buy	"This is a national priority which should get more support from central government"	Discretionary help for struggling residents
	There should be an increase for community safety x2	Repairs and compliance	Have more local connections
	Specialist housing service (Council house repairs)	Community engagement	
		Customer experience x2	
		Make savings in community engagement, voluntary sector grants and contracts	
		Better collection of rent	
		Bring repairs in house	
Camberwell Youth Council 30th September		Savings on Council tax	
		Housing	
Camberwell Community Council 30th September	One stop shop "because you can get help on the day which can settle your mind"	Community Engagement and voluntary sector grants and contracts	
	More Housing		
	A decrease in homelessness. You		

Location of community conversation.	Why protect or increase.	Why decrease.	Innovation and ideas and suggestions.
	need to be able to feel safe in your home		
Bermondsey and Rotherhithe Community Council 2nd October	Protect Housing and Community Services as it's a main service for all		More Housing that is affordable
			More shops, cafes and refreshments in new builds around Canada Water
			Workshops for residents with equipment and help
Borough Bankside and Woolworth 2nd October	I would like to see an increase in Housing and Community Services as finding a new property is very difficult in addition many families are living in overcrowded conditions	Call centers are expensive but not always effective	Build more council houses
	Without an increase in these areas we will be losing the structure of the community and living standards	Customer experience x6	There needs to be more help for young people to get on the waiting list
	Still too many families on the waiting list x2	Specialist housing services	Cut the fat off all call centers being money and time sinks of inefficiency. TRA housing officers help report directly x3
	It affects so many residents and it is fundamental to quality of life, happiness and wellbeing of individuals and society	Community Engagement x2	
Dulwich Community Council 9th October		More control with voluntary sector	
		Customer experience x5	
Southwark Disablement Association 10th October	Increase for repairs and compliances	Customer Experience- £17.1million-£16.1million	

Other Ideas

Location of community conversation.	Innovation and ideas and suggestions.
Nunhead Green, 10th August	'Merge all services with a neighbouring borough such as Lambeth or Lewisham or all three'
	'How about leasing empty shops in the Nunhead and Queens Road areas for reduced rates to encourage new local business, this would help the council to increase its revenues to alleviate make up the gap of the cuts'
	"Make introductions, facilitate collaboration, form inter-departmental teams, work together, support each other".
	"Cut anything that spends time and energy on the division of departments, avoiding collaboration".
St Mary's Churchyard, Elephant & Castle, 17th August	"Postage! I keep getting letters about planning permission requests, I don't need these!"
	"Non smokers to get free prescriptions from GPs, encourage people to give up."
	"Reduce the use of consultants and use experience in house."
	"Try to merge services rather than cutting, i.e. merge community safety with community engagement."
	"Look at funding from other sources, e.g. from Mayor Boris."
	"Use the voluntary sector better – support them and they will cost 50% less, allowing for other savings elsewhere."
Surrey Quays, 21st August	
North Cross Road Market, 24th August.	"Sell some council commercial property."
	"I would not like to see any cuts to services, other then efficiencies made by stopping the outsourcing of services to private companies."
	"We need more sustainable, systematic thinking. Integrated strategy and planning. Consider the long term trends and ensure services are future proofed – not reactive to now. This will offer new opportunities and see long term cost savings.
	"Invest in up-skilling people to create their own opportunities and not rely on others. Buy services from small businesses instead of an expensive contractor."
	"To ask for my recommendation for cuts or 'savings' is akin to asking turkeys to vote for Christmas. Perhaps you should be calling for more taxes, possibly from high earners??"
Youth Council, Success House, 23rd September.	"Cheaper transport please."
	"Contracts that are handed out to private companies need closer inspection, e.g. fines can be handed out or cut payments if a company fails to deliver the service or hit the targets set. You could also merge private company services – get a company to deliver 2 projects instead of getting 2 different companies to do the jobs."
Southwark Pensioners Forum, 26th September 2013.	"Redistribution of disability aids, e.g. crutches, when no longer needed – recycle don't throw out."

Location of community conversation.	Innovation and ideas and suggestions.
	"Merge departments in the council and some back office costs – merge with Lewisham and Lambeth councils."
	"Advise all bidding consultancies and other contractors, especially the big four, G4S, etc, that Southwark council with other London councils, will only consider tenders whose per day professional fees are presented at 5% to 10% lower than all previous contracts. Analyse and compare all previous per day costs, Get fees down."
	"Reduce staff head count at Tooley Street."
	"make savings by more co-operation with community action groups."
	"Tender more services to the voluntary sector in Southwark."
	"Cut all salaries over £100,000 by 10%, cut all salaries of over £60,000 by 5%."
	"Merge up depts, less management, regen and housing to merge."
	"Increases for all services that make communities safer and that enhance people's health."
	"Decreases to council tax, decreases to rent."
	"Rent statements should not be sent if rents are registered on the rent cards."
	"Council wages should be capped, big fat wages should be scrapped."