

Scottish Borders Council

Building a Dialogue

25 April 2018

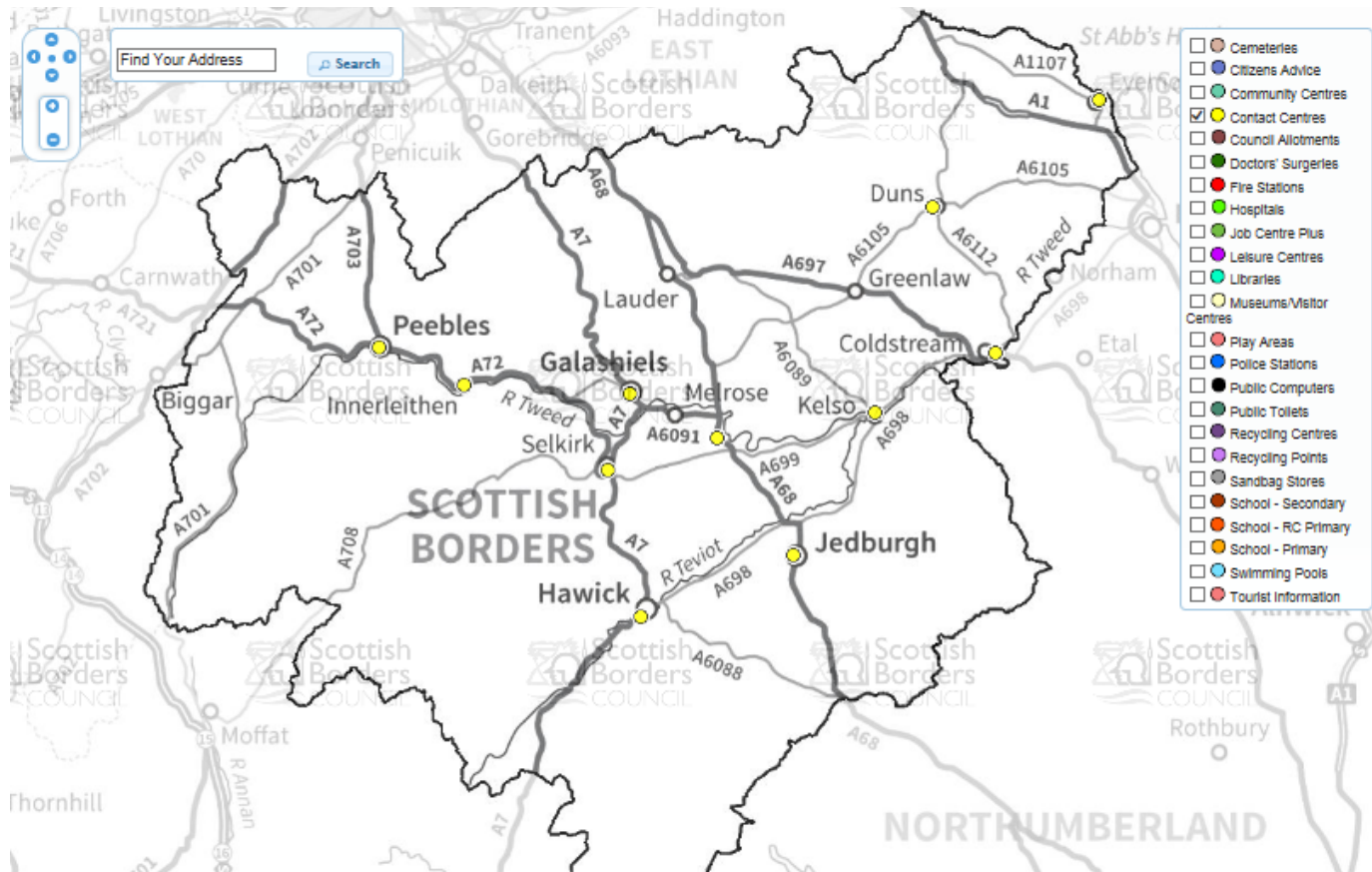
Engaging with our residents

- Typically hard to reach mass public
- Same few active residents all the time
- Same ideas/suggestions over and over
- Unrealistic expectations about service delivery/budgets

What do we want to achieve?

- **Get ideas and suggestions from lots of residents**
- **Understand what services are important to people**
- **Educate residents on what is possible within budgets and timescales**
- **Make savings**

With a large geographical spread, online engagement is usually the most convenient way for people to get involved.



Promote through social media

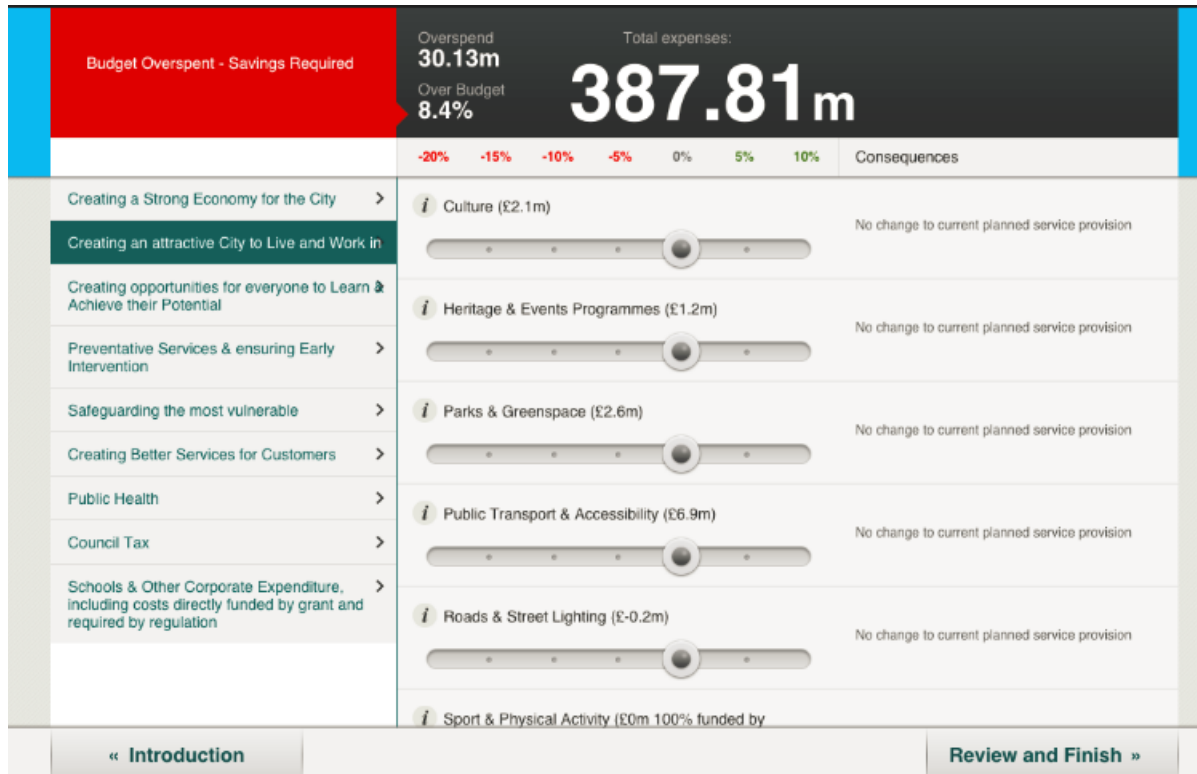


Advantages

- **Anonymous for users to comment and rate**
- **Use for any subject you want to engage with public on, consultations, surveys and polls**
- **Easy to manage challenges**
- **Easy to pull together reports and collate comments**

Previous methods

Budget Simulator (example from Hull)



And then a follow up so we can include ideas in future

Scottish Borders Budget Challenge

This challenge is now closed.

See All Ideas



**Scottish Borders
budget challenge**

**your area,
your say**

Although the Council budget for 2016/17 was agreed on 11 February 2016, we are still seeking your feedback. All the ideas received will be considered as part of future budget-setting processes.

We are living in a difficult economic climate and on top of that more demands are being placed on the Council than ever before. As a result of this, we need your help to shape the future of Scottish Borders Council.

Do you have ideas on how the Council could do things differently to save money? Add your ideas below.

We would like to thank everyone who submitted ideas and made comments ahead of the budget setting for 2016/17. All the ideas were considered and we have populated a '[you said, we did](#)' document on our website.

More detail about the [Council's budget](#) and [Corporate Transformation programme](#) is available.

Monitor the suggestions received

39 ideas matching your filter			Search
LatestHighest ratedMost comments			
Upcycling Shed at Eshiels Tip	0.0 (0 votes)	0 comments	March 30, 2016 at 06:49PM
Rubbish/Recycling/Eshiels Tip	0.0 (0 votes)	0 comments	March 30, 2016 at 11:01AM
Preserving of assets	0.0 (0 votes)		March 05, 2016 at 10:01AM

You can manage this so that no comment is live until it has been approved although we decided against that and allowed commenting which we retrospectively reviewed.

Check for comments – these could be positive or might disagree with the original poster.

39 ideas matching your filter

Search

Latest Highest rated Most comments

Tapestry Building
0.0 (0 votes) 0 comments
February 09, 2016 at 11:06AM

Simplify Top Management
0.0 (0 votes) 0 comments
February 08, 2016 at 05:45PM

Repair potholes better
0.0 (0 votes) 1 comment
February 04, 2016 at 11:17PM

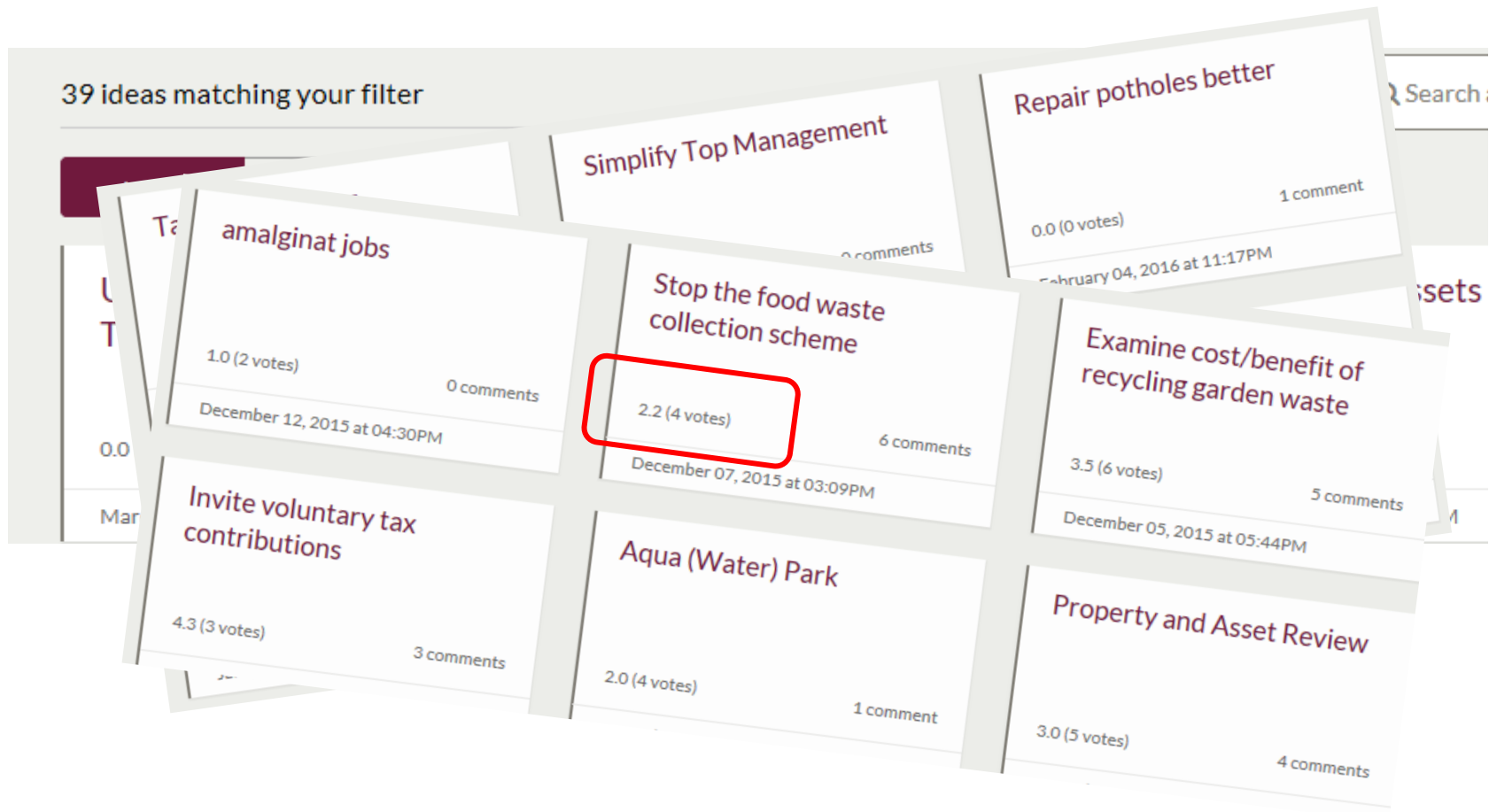
COLLECT FINES
4.0 (2 votes) 1 comment
January 25, 2016 at 04:22PM

SELL UNUSED SBC PROPERTIES
0.0 (0 votes) 0 comments
January 25, 2016 at 04:11PM

Future development ideas from locals
0.0 (0 votes) 0 comments
January 25, 2016 at 10:29AM

Check for votes (comments can be rated by other users). The more votes, the more public interest.

39 ideas matching your filter



Idea	Votes	Comments
amalginate jobs	1.0 (2 votes)	0 comments
Simplify Top Management	0.0 (0 votes)	1 comment
Stop the food waste collection scheme	2.2 (4 votes)	6 comments
Repair potholes better	0.0 (0 votes)	1 comment
Examine cost/benefit of recycling garden waste	3.5 (6 votes)	5 comments
Invite voluntary tax contributions	4.3 (3 votes)	3 comments
Aqua (Water) Park	2.0 (4 votes)	1 comment
Property and Asset Review	3.0 (5 votes)	4 comments

Read through the suggestions received



39 ideas match filter

Suggestion	Votes	Comments	Date
amalginate jobs	1.0 (2 votes)	0 comments	December 12, 2015 at 04:30PM
Simplify Top Management			
Repair potholes better	0.0 (0 votes)	1 comment	February 04, 2016 at 11:17PM
Stop the food waste collection scheme	2.2 (4 votes)	6 comments	December 07, 2015 at 03:09PM
Examine cost/benefit of recycling garden waste	3.5 (6 votes)	5 comments	December 05, 2015 at 05:44PM
Property and Asset Review	3.0 (5 votes)	4 comments	
Aqua (Water) Park	2.0 (4 votes)	1 comment	
Invite voluntary tax contributions	4.3 (3 votes)	3 comments	January 25, 2016 at 04:22PM

Flag up suggestions to relevant service area

See All Ideas

Turn the heating down

My experience of visiting council offices and council-run facilities in winter, including the head office, is that they are always FAR too hot. If I'm on foot and it's a chilly day then as soon as I enter an SBC building I have to start removing layers of clothing in a hurry before I melt. I often notice council staff walking about in their shirt sleeves. It's just not natural, let alone justifiable, to have staff working in overheated offices on frosty days - what's wrong with wearing a jumper? We used to be told that turning our heating at home down by just one or two degrees will save us loads on our domestic heating bills so PLEASE turn down the heating.

Why the contribution is important

Save money, better for the health of the staff AND a positive contribution to reducing the Council's CO2 footprint which is so vital if we are serious about combatting climate change.

by [Taxpayer](#) on November 23, 2015 at 09:04AM

[Report this Idea](#)

Including the comments....

Comments

Posted by [ancrumcraig](#) November 27, 2015 at 16:16

I agree. Nothing wrong with wearing jackets/jumpers in the office. If employees feel chilly they could do some exercise!

[Report this Comment](#)

Researching new office wear



Counter arguments with alternative suggestions

Comments

Posted by [ancrumcraig](#) November 27, 2015 at 16:16

I agree. Nothing wrong with wearing jackets/jumpers in the office. If employees feel chilly they could do some exercise!

[Report this Comment](#)

Posted by [Alisontaylor](#) November 29, 2015 at 08:44

Problem is that the buildings do not have temperature control systems. Radiators have individual thermostats, electric heaters just have setting NHS and there are also night storage heaters. I know in all the old schools temperature varies across all parts of the buildings. The storage heaters are controlled centrally which can mean that heat is pumping out when it is not needed and also void of heat when it is needed. If all buildings could be comfort controlled so that all spaces were the desired 18/65 degrees then I think that it would be better for people in the buildings, the environment and costs.

[Report this Comment](#)

Further comments

Comments

Posted by [ancrumcraig](#) November 27, 2015 at 16:16

I agree with wearing jackets/jumpers in the office. If employees feel chilly they could do some exerc

[Rep](#)

Posted by [abell](#) December 17, 2015 at 02:37

The modern buildings should be easily controlled and should have the thermostats turned down a couple of degrees.
The older buildings can be gradually upgraded when improvements / replacements are undertaken.

P

[Report this Comment](#)

Problem...
electric heaters just...
temperature varies across all p...
that heat is pumping out when it is not nee...
comfort controlled so that all spaces were the desir...
in the buildings, the environment and costs.

[Report this Comment](#)

And more agreement

Comments

Posted by [ancrumcraig](#) November 27, 2015 at 16:16

I agree that wearing jackets/jumpers in the office. If employees feel chilly they could do some exercise.

Rep

Posted by [abell](#) December 17, 2015 at 11:14
The modern buildings are too hot in winter. Nobody deliberately makes their workplace uncomfortably hot so controls must be inadequate. Better controls are not expensive, and are surely a quick win.

Posted by [mep123](#) February 01, 2016 at 11:14
I agree that council offices are often too hot in winter. Nobody deliberately makes their workplace uncomfortably hot so controls must be inadequate. Better controls are not expensive, and are surely a quick win.

[Report this Comment](#)
The modern buildings, the environment and costs.

[Report this Comment](#)

Year 2 – trial and error

We separated out each challenge into an area of corporate responsibility so residents only need comment on the areas they were interested in

<p>Supporting our Economy - Budget challenge</p> <p>We are committed to helping businesses and encouraging inward investment. Do you have ideas on how we could save money in this area? Add your ideas now.</p>	Read
<p>Children and Young People - Budget challenge</p> <p>We are committed to improving attainment and achievement levels for all our children and young people. Do you have ideas on how we could save money in this area? Add your ideas now.</p>	Read
<p>Care, Support and Protection - Budget challenge</p> <p>We are committed to providing the highest quality support, care and protection to anyone who needs it. Do you have ideas on how we could save money in this area? Add your ideas now.</p>	Read
<p>Supporting our Communities - Budget challenge</p> <p>We are committed to building the capacity and resilience of our communities and voluntary sector. Do you have ideas on how we could save money in this area? Add your ideas now.</p>	Read

Delivering Excellent Public Services - Budget challenge

This challenge is now closed.

[See All Ideas](#)

We are committed to developing excellent, accessible public services keeping our customers at the heart of what we do. This includes providing more online services with over half of the public now accessing our website via smartphones/tablets as well as delivering services differently where there are benefits in doing so. Internally, we are committed to redesigning our systems to work smarter and be more efficient.

Our plans include:

- Implementation of a new internal system to modernise finance, HR and procurement systems
- Continue to promote 'channel shift', encouraging customers to communicate with us through online facilities.

[Read more about our Corporate Transformation programme](#)


[See our current performance](#)

We need your views


We want your views on how we can continue to improve services in this area during a time we have less money available. Give us your ideas below.

All of your feedback will inform the financial planning process and the Corporate Transformation programme.

1 idea matching your filter

 Search and Filter

The response was disappointing and sometimes didn't fit the area we were asking about



1 idea matching your filter

Latest Highest rated Most comments

Pay pensions and conditions

0.0 (0 votes) 0 comments

December 05, 2016 at 03:36PM

Try again

Scottish Borders budget challenge

your area,
your say



We need you

We are now starting our budget-setting process for 2018/19 and want YOUR ideas on what our priorities should be for our budget.

Where should we prioritise funding, do things differently and improve services, whilst still addressing our priorities for the Borders, including economic growth, attainment and care?

Like household budgeting, there are limited funds available. To put this into perspective, if the Council were to continue delivering services in the same way as we do now there will be a funding gap of approximately £26million over the next five years.

Considerations

The requirement to 'balance the books' each year requires us to save money, generate additional income and prioritise spending. We need to make a number of difficult choices which may not be popular with all people. When submitting your ideas, you **may** want to consider the following themes:

- **Efficiencies** – can we do things in a more streamlined way?
- **Removal or reduction of services** – are there services, which in your view, could be removed, or reduced?
- **Different Models of delivering services** – are there services which we could deliver differently?
- **Increased charges to service users** – should we be charging more for some services?

Please give us your ideas on how the Council can save money through annual revenue savings over the next 5 years. Please also give us your ideas on how we can prioritise spending and/or generate additional income.

The consultation will remain open until end of January 2018 and all responses will be fed into the budget planning process before the final proposals go to the Council meeting on 8 February 2018.

Get people started with some examples:

What do you think about
subsidised transport?

4.0 (1 vote)

5 comments

November 16, 2017 at 10:17AM

Please give us your views on
grass cutting

3.6 (3 votes)

6 comments

November 16, 2017 at 10:11AM

Give them a brief overview of the suggestions along with our objectives

Please give us your views on grass cutting

The options we are considering:

- Cut some areas less frequently, including steep, sloping ground
- Change the look and feel of areas, while maintaining access and amenity, but allowing grass to grow longer
- Work with communities and other land owners to hand over or hand back responsibility of certain areas
- Planting areas of wild flowers

What is not being considered is changes to grass cutting of sports pitches, war memorials, high amenity areas, or parks where they are understood to be used for formal recreation.

Why the contribution is important

Our neighbourhood grass cutting service is estimated to cost in the region of £1.3m a year to provide. This is not a statutory service and we are seeking to find ways to reduce the cost, while retaining an acceptable level of service.

by [kirstychristie](#) on November 16, 2017 at 10:11AM

[Report this Idea](#)

Current Rating



Average score : 3.6

Based on : 3 votes

Share



Result = mixed reactions...

Posted by [Borderer](#) November 20, 2017 at 21:51

It is a good idea, but it would be good to see areas like the cemeteries being better kept.

Currently they are a disgrace and the managers who oversee the service should be ashamed at the standards they are setting.

[Report this Comment](#)

Result = mixed reactions...

Posted by [Atkinson](#) November 24, 2017 at 11:13

Employing full time SBC staff to carry out these works is a hefty overhead. Would it not be more cost effective to set this type of work to outside contractors who could be monitored by existing SBC supervisors.

Suitably qualified Outside contractors would be less constrained by contracted hours of work . Ie where necessary they can work out with the normal SBC working day to get the job done. No SBC pension liabilities or obligation. Responsible for their own training , liability insurance ,health and safety ,equipment costs etc.

[Report this Comment](#)

Result = mixed reactions...

Posted by [Grandwazoo](#) November 25, 2017 at 08:45

If grass and landscaped areas are left unmanaged, these areas will revert to nature's ways relatively rapidly. They will become overgrown and unsightly in most cases. Rubbish may start to find a home amongst it and then people complain. Better to maintain these areas on a regular basis.

[Report this Comment](#)

Easy to create reports

Information passed to relevant services and management team.

Results and Reporting for all Challenges

Ideas

Number of ideas: 112

- [Download all ideas, sorted by creation date \(xlsx\)](#)
- [Download all ideas, sorted by rating \(xlsx\)](#)
- [Download all ideas, sorted by number of comments \(xlsx\)](#)

Comments

Number of comments: 174

Average number of comments per idea: 1.6

- [Download all comments \(xlsx\)](#)

Ratings

Number of ratings: 221

Average number of ratings per idea: 2.0

Tags

Number of tags: 1

Average number of tags per idea: 0.0

- [Download all tags \(xlsx\)](#)

Getting the most out of Dialogue

It's a really effective communication tool. People will respond to posts you send out and also to suggestions made by other people.

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Make sure you regularly monitor your Dialogue tool and respond to any issues quickly if you are going to allow comments without moderation.

Ensure that service department managers are aware of the Dialogue tool and send on anything which requires feedback from them.