

# Rural Services Network

## Kerry Booth Chief Executive March 2024





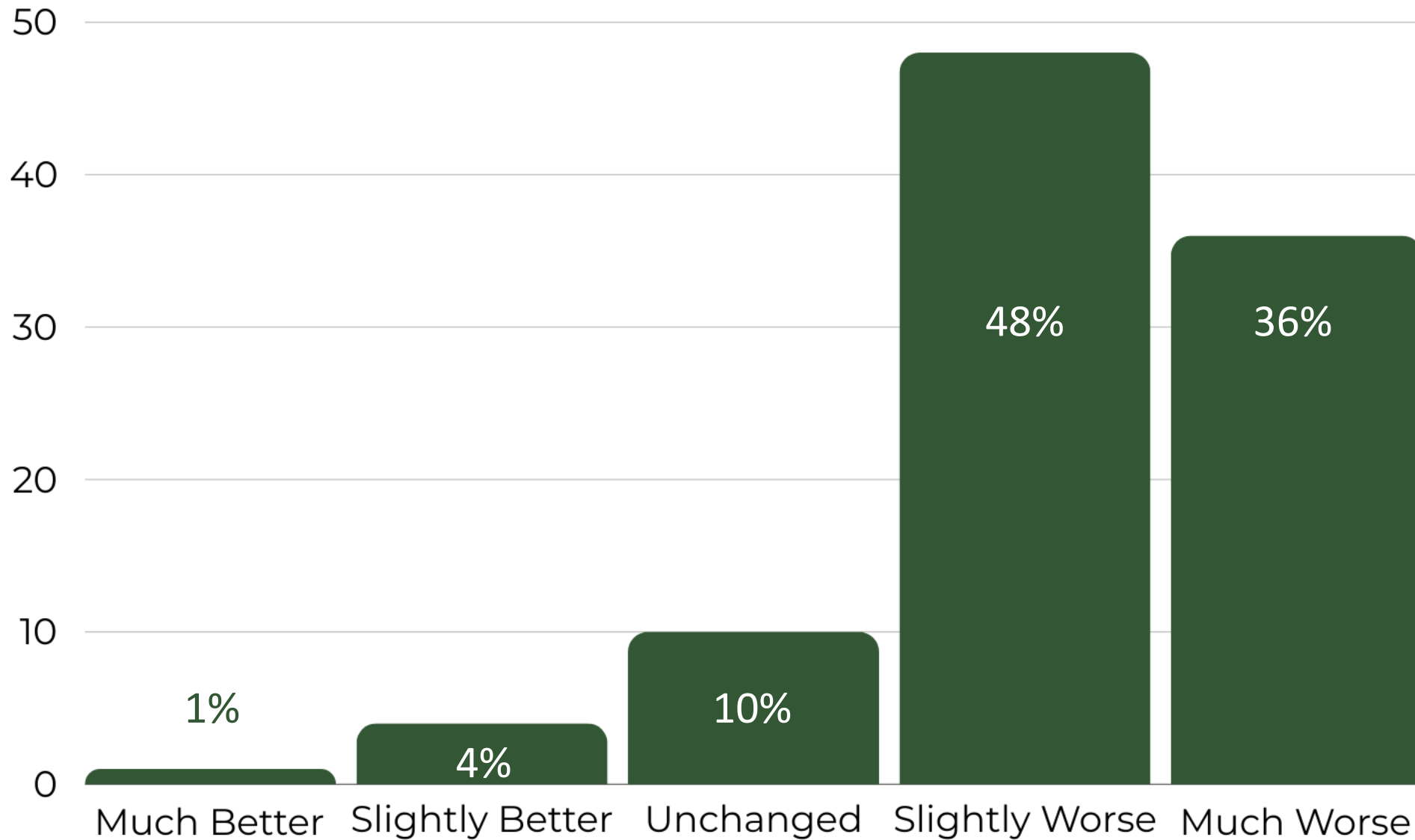


**We are a membership body with over 500 organisations all with an interest in delivering services in rural areas**

# Survey of Local Councils

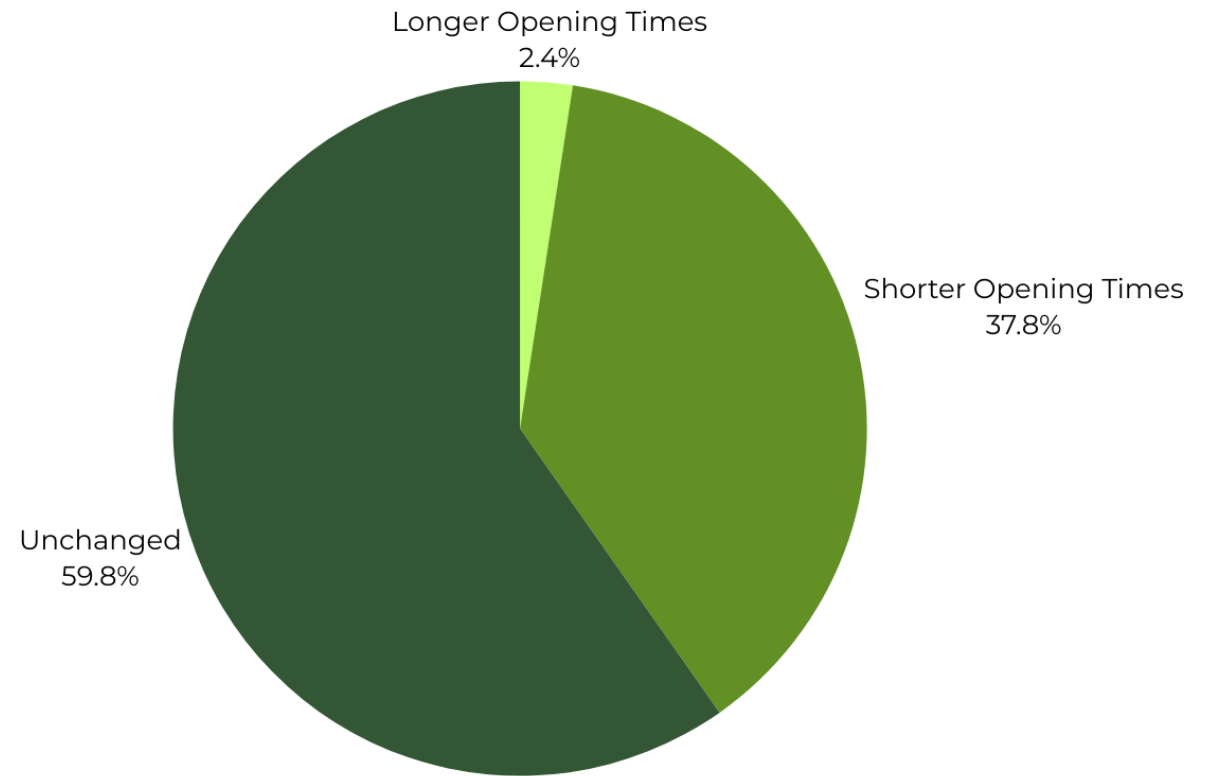
- Issued to all member organisations of the Rural Market Town Group and Rural Services Villages Group
- Responses received: 169
- Mix of closed questions and open ended to provide opportunity to share key local issues

## Compared to 3 years ago, how would you rate current public services?

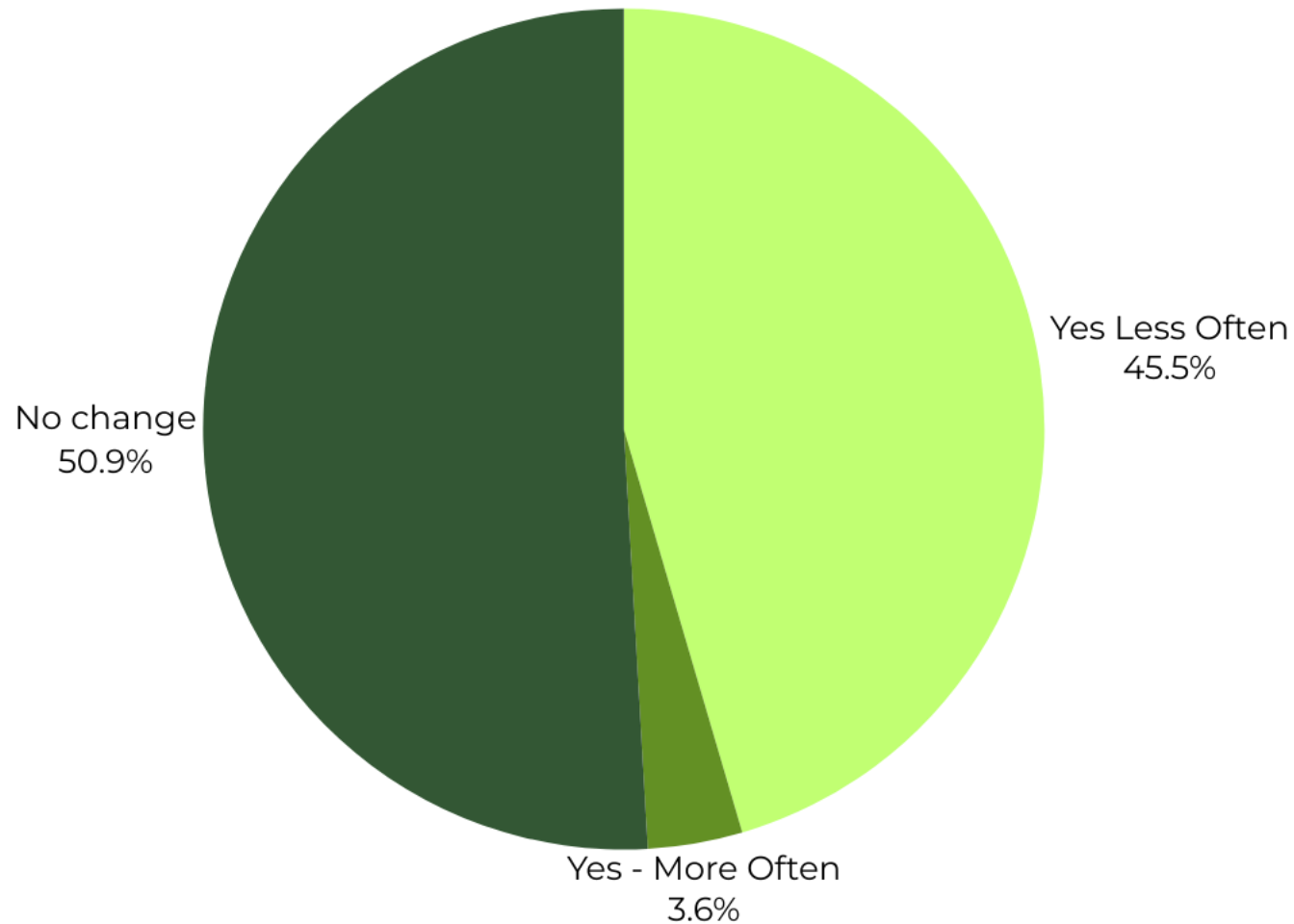


# Have you noticed any changes in the availability of services provided by your council in relation to opening times of services?

- Reduced recycling hours
- Impossible to get Dr appt
- Town council opening hours
- Phone service stops at 2pm
- Council hours reduced to allow clerk focus time
- Shorter times at leisure centre
- Removal of advice services
- Library open longer but road repairs and cleaning not being done



# Have you noticed any changes in the availability of services provided by your council in relation to how frequently a services is provided?



Shorter opening hours

Household and Recycling Centre open more often

Street Cleaners / Drain Clearance less often

Buses less often

Reduced bus services

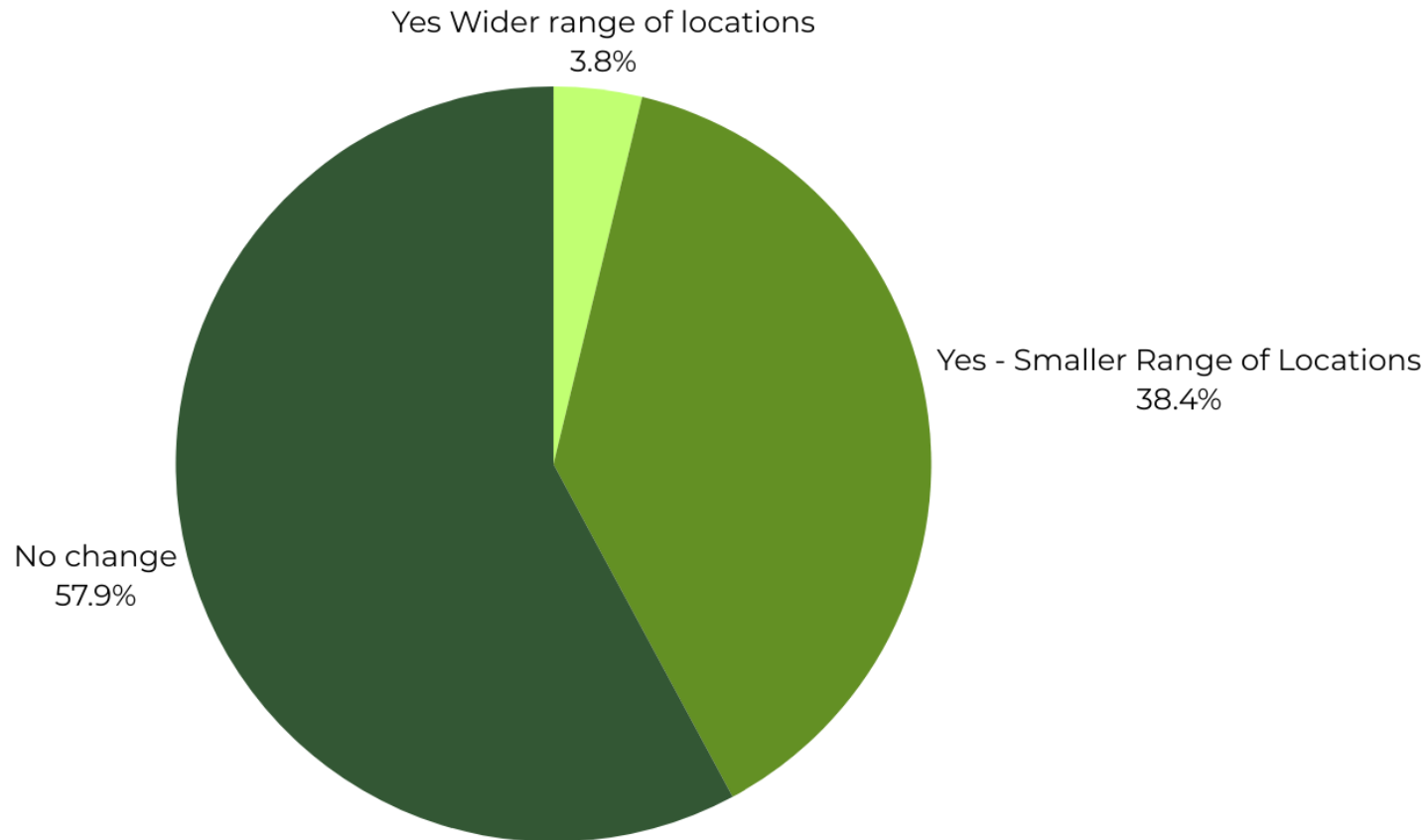
Less Youth Services

Less highways maintenance

More often - additional services provided by parish

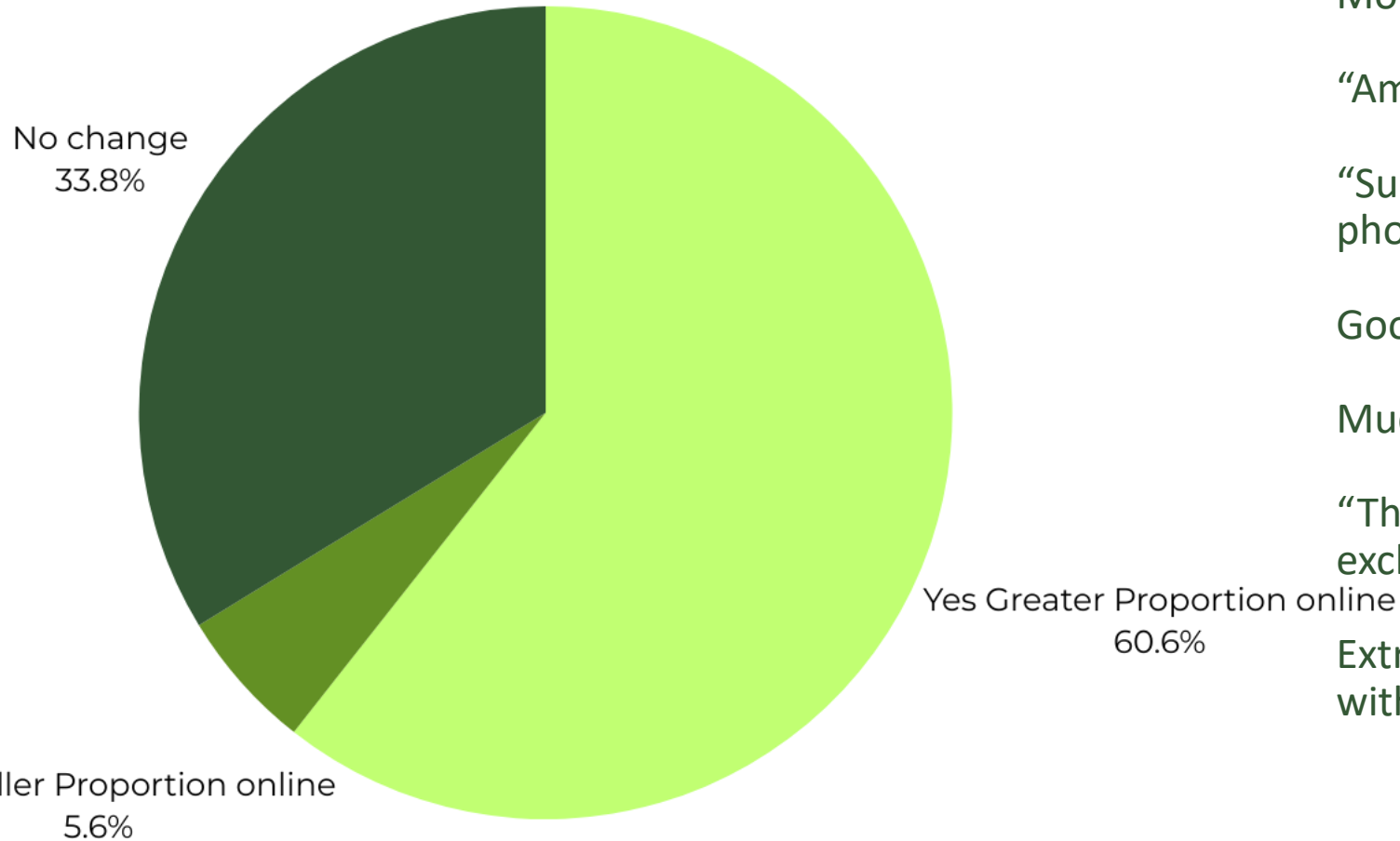
Green waste price increased

# Have you noticed any changes in the availability of services provided by your council in relation to the location of services?



Wider range ie Hubs but less house  
Police accessibility for residents from  
smaller range locations  
Public toilets being closed due to lack of  
funding  
“The locations have reduced as cost savings  
so you often have to travel further to  
receive services, which is difficult due to  
poor public transport and lack of private  
transport.”  
“Children and Family centre now closed in  
Billingshurst, and many families cannot  
afford transport to the nearest centre which  
when mental health has increased was an  
appalling decision”

# Have you noticed any changes in the availability of services provided by your council in relation to the proportion of services provided online?



More online but less user friendly

“Am unable to access most of it”

“Submitting online gives you a physical record, phoning seems to do nothing”

Good to do routine admin online

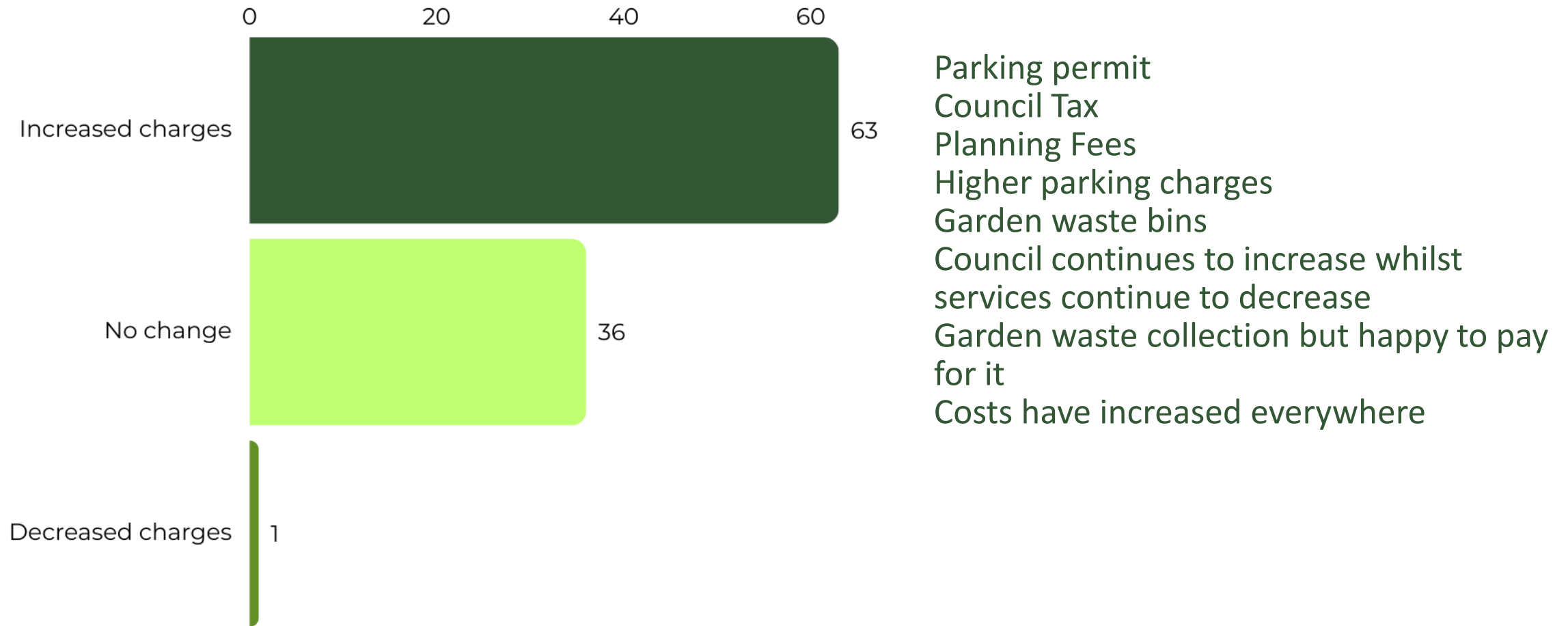
Much more availability to online information

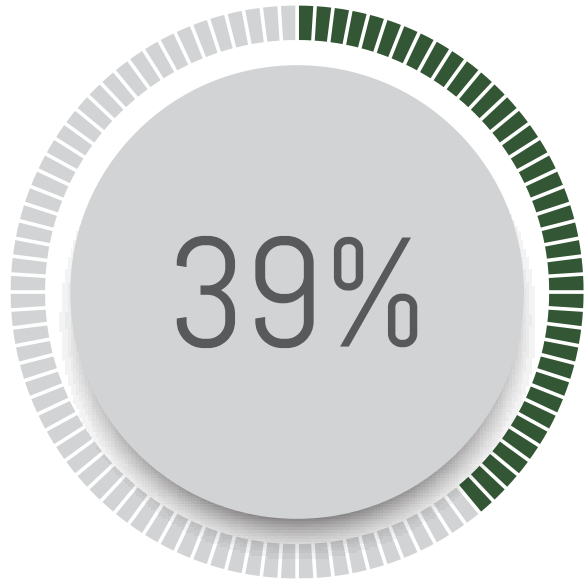
“The move to online only services is exclusionary of many in society”

Extra opportunities to report on line but no help with unusual queries



# Have you noticed any changes in the availability of services provided by your council in relation to the charges for some services?





39% of respondents have taken over services devolved by the principle local authority

These are being delivered either directly by the Town / Parish Council or through support for a community organisation to deliver the services

## Impact of changes in service provision over last 3 years?

Lack of government funding resulting in reduced capacity to deliver services, moving services online and reducing access for older residents, unavailability of NHS services and public transport.

Poor bus links

Fly tipping has increased

Town and Parish councillors taking on work such as reporting of planning breaches, fly tipping, overgrown hedges

Services are improved when town takes over delivery

No street cleaning or weed control

Elimination of non obligatory services

Hard to get GP appointment

Lack of police presence

All online no personal contact

Dentist are oversubscribed, need more facilities

Local rural services centralised to larger population areas

Loss of services – youth, social, highways, bus

More home working means harder to get hold of staff at councils

Poor road maintenance, pot holes

Less support from mental health teams

Less traffic wardens

No public toilets