

Have Your Say



1

Newsletter

Issue 1: November 2010

Welcome

Welcome to the first newsletter of the Have Your Say Consultation Group. Following the recruitment drive in September close to 300 residents have signed up to be members which is a great start.

We are always keen to recruit new members so please do mention the group to your friends and neighbours.

The purpose of this newsletter is to keep you up to date with the valuable work the group performs in taking part in consultation activity and helping to shape services in the District.

It is important to maximise response to the surveys that we send out to the group. A lack of replies can lead to data being unrepresentative and unusable. It is therefore important to gain your support and responses to the surveys to have your say on behalf of the District. Your opinions are important to us.

Keeping up to date

To keep up to date with current Council consultations please visit the Rochford Council home page and click on the Have Your Say tab at the top of the page. To find out more about consultations across Essex visit the Engage Essex consultation portal <http://www.engageessex.org.uk>

If you have not already done so, please sign up with an email address to receive regular surveys and updates on how your views are helping to develop services.

Contact information

For further information and to sign up electronically please contact Andrew Lowing, Community Planning Officer on andrew.lowing@rochford.gov.uk or 01702 318061

Current Consultations

Budget consultation – we want your views on what you consider to be the priority services of Rochford District Council and how you think the available budget should be spent. Your views will be taken

into account when the Council considers its future spending priorities.

To take part visit the Rochford Council home page and click on the link to the budget survey in the Hot Topics section, or contact Andrew Lowing on 01702 318061 for a paper copy of the questionnaire.

Consultation Feedback

Recent consultation activity has included:

Community Safety Questionnaire –

In 2010 a survey to measure the perception of crime and anti social behaviour (ASB) was carried out at various Information Days across the Rochford District. The majority of respondents stated that they do not feel crime or anti-social behaviour is a problem in the District and most have not been a victim of crime or ASB in the past twelve months. Most felt safe both at home and outside although a few people felt unsafe at home alone at night although no specific area in the District was felt to be particularly unsafe.

Have Your Say

Almost all of the respondents felt that the Police, Council and other organisations deal with crime and criminality effectively in the local area although most would like to have more opportunity to speak with the Council and Police. For extra reassurance many of the respondents stated that they would like to see more Police officers on the beat.

Car Park Questionnaire

A car park customer survey was carried out in summer 2010 to obtain useful information of how the car parks and the services can be improved. These surveys are carried out every 2 years to enable comparisons from

previous surveys to be considered and to show how improvements to the car parks have been perceived by customers. Although the results of the survey are similar to those in 2008 it is positive to see an increase in customers satisfactions regarding the safety, security and the cleanliness and repair of the car parks. There was also an increase in customer satisfaction with regards to the number of parking spaces available in the car parks and the positioning of the disabled bays.

Leisure Summer Programme

The Leisure Holiday Activity survey was carried out in

Summer 2010 to obtain useful information on participant's views, impact of the activities and thoughts on ways in which they could be improved for the future. Although feedback is requested at all holiday sessions this year's survey was more detailed than previous years. As in previous years the response was very positive and useful suggestions were made as to how the service could be improved in the future. Very encouragingly a high percentage of participants agreed that the activities make a difference to local people and the local community in line with Rochford District Council's objectives.



Rochford District Council
Council Offices South Street
Rochford Essex SS4 1BW
Telephone: 01702 546366
Email: customerservices@rochford.gov.uk
Website: <http://www.rochford.gov.uk>

Contact information

Andrew Lowing,
Community Planning Officer
email: andrew.lowing@rochford.gov.uk
phone: 01702 318061