

Have Your Say

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Newsletter

Issue 4: September 2011

Welcome

Welcome to the September edition of the Have Your Say Consultation Group newsletter.

Please continue to encourage your friends and family to sign up to the group. The more members we have, the more representative the views gathered will be. 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, 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 by email please contact

Andrew Lowing, Community Planning Officer on andrew.lowing@rochford.gov.uk or **01702 318061** or visit the Have Your Say webpage <http://www.rochford.gov.uk/haveyoursay>. All consultations featured in this newsletter are available in hard copy. Please contact Andrew Lowing.

Rochford District Council aims to deliver a first class service to all its customers. We see all feedback, whether good or bad, as a valuable way for us to learn and improve our services. Therefore, we welcome all comments, compliments and complaints. Please visit the Have Your Say webpage for further information.

You Said, We Did

Recent examples include:

- As a result of repeated complaints regarding fly tipping in Warwick Drive area of Rayleigh, the recycling team completed a leaflet drop to all residents in May 2010. No further complaints have been received to date on fly tipping in this area.
- After numerous complaints regarding the revenue and benefits appeals process in July 2010 the process was

reviewed and a new procedure put in place to speed the appeals process up. No further complaints received to date.

- One complaint received regarding a parking fine, after investigation with Essex County Council highways parking enforcement should not have occurred in this street. RDC notified all 22 persons who had received PCNs and issued full refunds.

Budget consultation 2012/13

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 Have Your Say page of the Council's website and click on the link to the budget survey. A hard copy of the survey is available in the Autumn 2011 edition of the Rochford District Matters newspaper. The closing date is 9 December.

This year, running alongside the formal survey, we will also invite comments and suggestions in relation to particular themes. The

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first theme is Waste & Recycling. Follow the link on the Have Your Say webpage and remember to keep checking every month when a new theme will appear.

Communication survey

Rochford Council is currently undertaking a review of how it communicates with residents. We want to know more about how well you think the Council communicates currently, what you would like to see more of and also how you would like us to communicate with you in the future. Follow the link on the Have Your Say webpage. The closing date is 30 September.

Housing Allocations

If you want to buy a home but cannot afford current market prices, please tell us by completing the online survey. Your response will help identify need for affordable housing in the District and where people want to live. It should take you less than a minute to complete the survey which can be found on the Have Your Say webpage.

Consultation feedback

Recent consultation activity has included:

Ageing Population Strategy

The consultation period to comment on the strategy closed

at the beginning of July. Thank you to all of you that put forward your views which will now be reviewed before the publication of the final version of the strategy.

Wild Woods Day

Hockley Woods was packed with families having fun on Saturday 4 June as Rochford District Council hosted the eighth annual Wild Woods Day sponsored by Virgin Active. More than 2,500 visitors enjoyed a range of activities in the ancient woods, from hi-tech treasure hunting with Geocaching to admiring rare breed owls, all to the backdrop of the uplifting acoustic sounds of the Lumberjack Jazz Band.

This was a special year for Wild Woods Day as it was one of ten flagship events across the country for National Family Week – the largest annual celebration of families and family life in the UK.

The popular National Family Week campaign aims to encourage families to spend more time together and is supported by a number of celebrities and sports personalities including Amanda Holden and Olympic swimmer Rebecca Adlington.

Visitors enjoyed lots of free, fun family activities, including learning to fence with Olympian James Beevers, sessions with Clubmark

accredited Akitas Judo, archery with the Clements Bowmen and arts and crafts with Always Art and the Art Factory.

Feedback from those who completed evaluations was overwhelmingly positive. Comments included:

- Very enjoyable, four children and they all had a great time
- Children enjoyed the variety of activities, they loved fencing and judo
- Very good, nice face painting and events
- Very well organised, great for children all ages. Great free family day out
- Lovely, well organised day and its great that its free
- Really enjoy the day, park 'n' ride was a good idea. Lovely to have a family day!
- A lovely informative day! Enjoyed by all ages
- Lovely traditional family day out! Brilliant fun!
- The best organised day in a long time, real community feel



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