

Have Your Say

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Newsletter

Issue 11: February 2014

Welcome

Welcome to the February 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.essexpartnershipportal.org/pages/>

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, Strategic Partnership 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.

Planning Consultations

The Planning Department at Rochford Council has its own mailing list for residents to join to take part in specific planning consultations. The Have Your Say Group deals with all council consultations that are non-planning related. For more information on the joining the Planning mailing list visit:

<http://rochford.jdi-consult.net/ldf> or call Planning Policy on 01702 318191.

Housing Allocations

This consultation is still open. 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

Thank you taking part. Recent consultation activity has included:

Budget Survey

Community Safety, Voluntary Sector Grants, Recycling, Public Conveniences and Street Cleaning were identified as the most important services in the Council's recent budget consultation.

The lowest priority areas where residents wanted to reduce spending were in Communications, Leisure Premises, Economic Development, the Rayleigh Windmill and Parks & Open Spaces.

The Budget Survey asking residents to prioritise council services was published in the last two editions of Rochford District Matters and made available online on the Council's website. Copies of the survey were also distributed at various Council meetings and venues in order to get as many responses as possible.

The Council received a total of 377 responses, 195 by post and 182 by online.

The feedback from this consultation was considered by Members during the budget process.

Have Your Say

Community Safety Survey

The District's Community Safety Partnership asked a series of questions relating to local crime and anti-social behaviour last autumn. Results show that just under 31% of respondents agree that parents do take responsibility for the behaviour of their children, just under 40% of respondents felt they didn't.

59% of respondents felt that the District is a place where people of all backgrounds get on well together.

77% of respondents stated that people do treat each other with respect. The majority of respondents felt that public bodies had treated them with respect and consideration and similarly most respondents felt safe in their neighbourhoods both during the day and at night.

The top three aspects of anti-social behaviour that were of most concern were teenagers hanging around the streets, rubbish and litter and vandalism, graffiti and other deliberate damage to property or vehicles.

26% of respondents felt that they were consulted well on community safety issues by local public services and the police and

28% of respondents agreed that local public bodies and the police are successful in dealing with these issues.

The results from this consultation will be fed into the Community Safety Partnership to plan initiatives to help make the District an even safer place to live than it is already.

Local Council Tax Support Scheme

This consultation started on 19 August 2013 and closed on 29 September 2013

The first question asked 'Should the Council continue to help people on low incomes pay their Council Tax?'

This question was answered by 36 respondents.

Response	Yes	No
Number of respondents	33	3
Percentage of respondents	92%	8%

The majority of respondents agreed that the Council should continue to help people on low incomes pay their Council Tax.

The second question asked 'Should the way we calculate the level of Council Tax support remain the same as it is under the current scheme?'

This question was answered by 33 respondents.

Response	Yes	No
Number of respondents	28	5
Percentage of respondents	85%	15%

The majority of respondents agreed that the Council should continue calculating the level of Council Tax Support for 2014/15 in the same way as it is currently does for the 2013/14 scheme.

Mystery Shopping

14 of you agreed to 'mystery shop' the Council Tax and Benefits team at Rochford Council in the autumn. Your findings will be fed into the internal Customer Access and Consultation Group for discussion with a view to improve service delivery. Many thanks to those of you that took part.



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