



Nottinghamshire  
County Council

# Nottinghamshire Listens

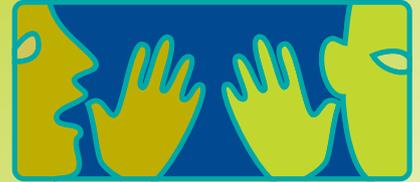
Newsletter for members of  
Nottinghamshire's citizens' panel

ISSUE 2

## Quote from a panel member

"I'm very pleased to be a panellist for Nottinghamshire Listens. I appreciate the opportunity to make my views known to the people who run local services and who want to listen to the views of ordinary citizens"

*Penny, a panel member from Rushcliffe*



**Nottinghamshire  
Listens**

shaping the future of your services

March 2009

## Dear panel member

Welcome to the second edition of the  
**Nottinghamshire Listens** member newsletter.

The Nottinghamshire Listens panel has been operating for just over a year now. We are working with our local public sector providers to consult you as members of the public. Our surveys are based on important public services and cover issues likely to be of interest to a wide number of people. Since the last newsletter, we have asked for your views about:

- improving customer access to services
- community neighbourhoods and community safety
- modernisation of the County Council registration service
- Bassetlaw Primary Care Trust
- budgets and communications at Nottinghamshire County Council
- Fire and Rescue budgets
- waste and recycling across Nottinghamshire.

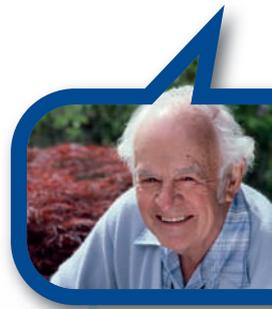
As you know, we gave you a commitment to feed back on the results of our surveys and focus groups, and we are using this newsletter to do just that.

Your responses are used in a number of ways:

- to check if what we are already doing is working
- to test out new ideas
- to measure change
- to inform future planning of polices and services.

## In this issue

- What's been happening over the past few months
- Feedback from recent consultations
- How the panel is working
- For further information...



**Nottinghamshire Listens**

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## Feedback from recent consultations

Nottinghamshire County Council, districts and borough councils, Nottingham City Council, Nottinghamshire Police, NHS Nottinghamshire County and Bassetlaw PCT would like to thank you for your feedback. The findings from the surveys are shown below:

## Improving customer access to services

### What you said about the County Council:

You are reasonably happy with the County Council when we deliver a service you request.

When contacting us about services, 73% of respondents said **they received the outcome/service** requested and 66% said the service or response received was **within a reasonable timescale**.

### What we aim to do:

Mick Burrows, Chief Executive of Nottinghamshire County Council said:

"I am delighted that we are co-ordinating our consultations with key partners. This is making our consultations more purposeful and meaningful, avoids duplication and does not waste your time. Each time we do a survey in partnership, we are potentially saving thousands of pounds of your public money.

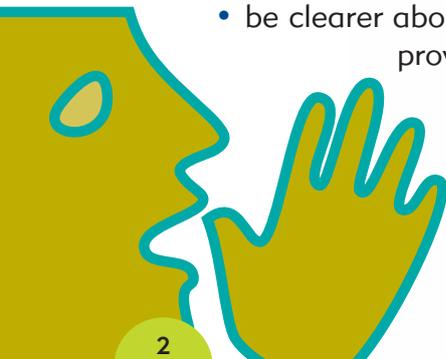
Considering all the feedback from the survey, we think there are some key things we need to work on over the next 12 months:-

- be clearer about the services we provide and how this is different to those provided by district councils, enabling you to understand who is delivering which service

- make sure we publicise what we do and the different ways you can contact us
- keep our promises by being clear about what we are able to deliver and by when
- improve ways you can contact us by phone and also deal with us electronically
- liaise more closely together as public organisations to ensure that we deliver services in the most cost-effective way, whilst maintaining local knowledge and access to specialist staff."

*Nottingham City Council is using the results from this survey to promote better working with customers and staff. The information from the access to services survey will feed into a review, which looks at how things work from the public's point of view.*

This survey also included questions about your local healthcare services. The overwhelming majority of county-wide residents said that they have used NHS services (including GP, local hospital, in-and-out patient, NHS dentist) during the last 12 months (92% and 87% respectively). Nearly four out of five (78%) residents across the county expressed satisfaction with services.



## Community neighbourhoods and community safety

Whilst anti-social behaviour is still a problem for people in some communities, some things have got better since we did the last survey - for example, burnt out and abandoned vehicles are much less of a problem now. Some things are still a problem, for example teenagers hanging around is still a concern and in some cases people using or dealing drugs is an issue.

This information is particularly important to us and helps us to set local priorities in order to tackle local problems.

### Nottinghamshire Police would like you to know that:

#### We asked...

what should be the priority for the police and other agencies in tackling crime in your local area?

#### You said...

"burglary from homes."

#### We are...

making it one of our main priorities to reduce the number of burglaries.

The number of break-ins from homes has fallen 41% since 2002/3. To prevent burglaries, we will continue working with our partners such as housing providers to improve security. Since April 2008, 7.7% more burglaries from homes have been detected than the previous year.

#### We asked...

what do you think are the main priorities for the police in your neighbourhood?

#### You said...

"solving crimes and helping to bring offenders to justice"

#### We have...

achieved the seventh largest percentage reduction in crime out of 43 forces in England and Wales between 2001/02 and 2007/08. We are now in the sixth consecutive year of reducing crime, which is currently lower than this time last year by 7.36% (7,424 crimes).

"The feedback you have given has been really useful in helping us set priorities."  
*Deputy Chief Constable Howard Roberts*

## Modernisation of the registration service

#### We asked...

for your views on our registration service (which registers births, marriages, civil partnerships and deaths).

#### You said...

- "decisions about office locations and opening hours should be taken locally
- you were in favour of changing the service name to Nottinghamshire Registration and Celebratory Services

- you'd prefer to use your nearest registration office
- you don't want to travel long distances to see and collect important documents
- you'd like to be able to access our services online
- you'd like to be able to access the services at lunchtimes."

#### We are...

- considering renaming the service and requesting the service be governed locally
- reviewing the service so that you will have some choices about which office you go to
- planning to get some of our services online
- looking at resources to open our five main district offices at lunchtimes.

## Bassetlaw PCT (Primary Care Trust)

Bassetlaw PCT undertook a health survey locally to identify areas for improvement in relation to how the public perceived the organisation. The information received was helpful in identifying that the PCT is definitely moving in the right direction. This was further demonstrated by the fact that what panellists identify as top priorities reflect the PCT's key objectives. However, it was noted that you think there is a need for greater communication and more information about the PCT.

## How is the Nottinghamshire Listens panel working?

The Nottinghamshire panel currently consists of 7,864 residents. And in order to get our numbers up to 8,000 we are carrying out a postcard campaign to target groups which are under represented. Our panel is one of the largest in the country and is working extremely well. The panel is a very important component of the County Council's corporate consultation strategy.

We are planning more surveys and focus groups in 2009.

Finally, we hope that this has given you some idea of the various ways in which the surveys you complete are useful and are helping us improve our services.

## Further help

The full reports on all the surveys mentioned and those that we've not been able to cover in this newsletter are available on the Nottinghamshire County Council website <http://www.nottinghamshire.gov.uk/home/whatdoyouthink.htm>

If you have any questions about the Nottinghamshire Listens panel or need this newsletter in large print, audio, Braille, alternative format or in a different language please contact Angela Smeeton on 0115 9772937. Alternatively you can contact [john.kennedy@ipsos-mori.com](mailto:john.kennedy@ipsos-mori.com) or by post to Ipsos MORI, MORI House, 79-81 Borough Road, London SE1 1FY.

## Coming up

You will shortly be receiving a questionnaire asking you about health and well-being issues. **Please don't forget to fill this in and send it back in the envelope provided.**

We will also be sending you a short questionnaire to find out more about you, such as what issues you are particularly interested in, whether you are happy to take part in telephone surveys or focus groups and whether you would like to do some mystery shopping. Issue 3 newsletter will be sent out in the summer.

## Have your details changed?

If you are planning to move home or change your name/any other details, please don't forget to let us know, so that we will still be able to contact you.

## Help us improve our website

We are looking for people who will spend an hour with us testing our website. We need people who have used the web before (but you don't need to be experienced users).

Your input will help us improve our website so people can use it easily. If you have an hour free please email: [consultation@nottsc.gov.uk](mailto:consultation@nottsc.gov.uk)



### Contacting us

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