



Citizens Panel Jan 2008 Key Findings Newsletter

Welcome to the key findings newsletter from the January 2008 Citizens Panel survey by which we hope to keep you, our Citizen's Panel members informed of the results from the survey. The latest questionnaire was completed by 321 panel members. A response rate of 40%. North Hertfordshire District Council (NHDC) would like to thank all of you our panel members for your participation and support. The results from the survey are currently being used by our senior managers to develop action plan to allow us to move closer to our Strategic Objective **"Ensuring that we listen to our citizens and deliver high quality, value for money, customer focused services"**. Your views are important and through the action plans we at NHDC are currently working on, we will look to demonstrate that we have listened and acted on your concerns.

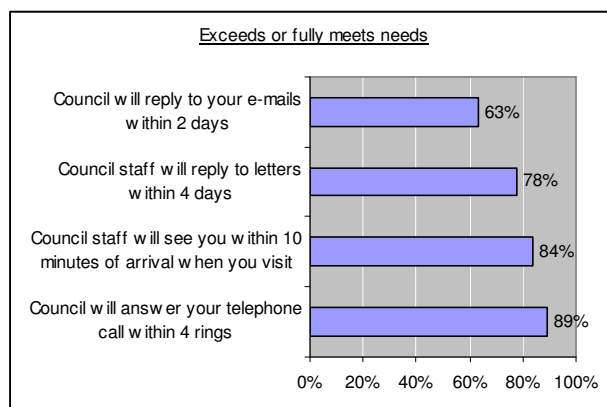
The January 2008 Citizens Panel Survey covered the following issues:

- Customer Care
- Closed-circuit Television (CCTV)
- Waste & Recycling in North Herts
- Vision for North Herts
- Strategic Objectives

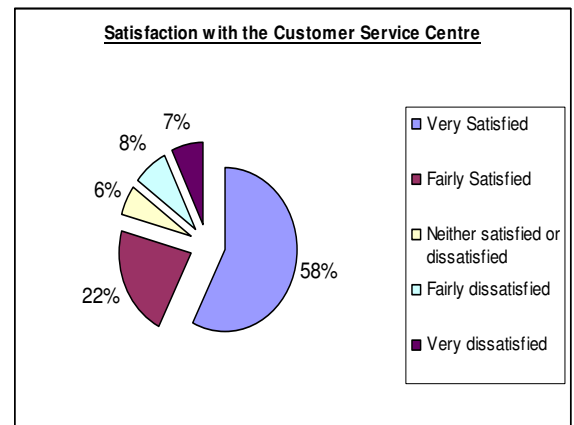
Customer Care

Key Findings

- The telephone is the preferred method for contacting the council. 64% of respondents preferred the telephone, while 15% preferred e-mail and 14% face to face.
- 43% of respondents identified 'speaking to the right person, first time' as being the most important element when contacting the council, while 27% identified 'helpfulness of staff' and 22% 'speed of response to query or complaint'.
- In terms of the targets set for staff as part of the Customer Care Standards, high percentages of respondents feel that these either exceed or fully met their customer needs. The percentage of respondents who felt the staff targets fully met or exceeded their customer needs ranged between 63% and 89%.



- 27% of respondents said they had used the Customer Service Centre at Gernon Road.
- 80% of respondents expressed overall satisfaction with the Customer Service Centre, while 15% were dissatisfied.



Closed – circuit Television (CCTV)

Key findings

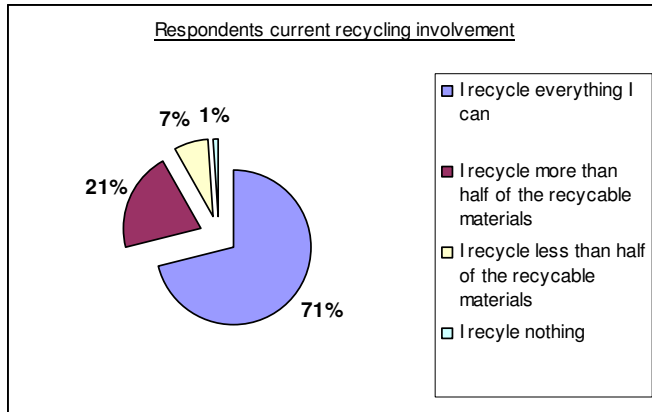
- There was a general high level of agreement for all the statements around CCTV, ranging between 65% to 74%. Level of agreement was highest for the statements 'Evidence gathered from CCTV cameras plays a crucial role for the prosecution when cases go to court' (74%) and 'CCTV cameras help to prevent crime' (71%).
- Less than 10% of you disagreed with all the statements around CCTV.
- 34% of respondents said better CCTV camera coverage was required in the future in public car parks, followed by 24% of respondents saying in town

centres and parks and open spaces respectively. (From a prompted list)

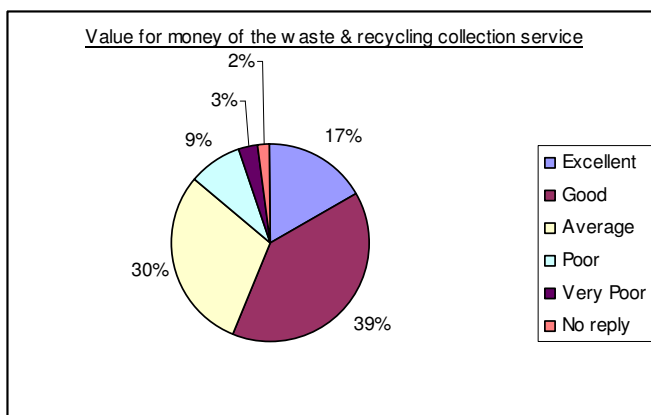
Waste & Recycling in North Herts



- 92% of respondents said that they 'recycle everything they possibly can with the facilities available' or 'recycle more than half of the recyclable material'.
- Only 1% of respondents said 'they recycle nothing.'



- 61% of respondents said 'they always recycle plastic bottles at a bring bank site', while a further 20% said 'they sometimes do'. However, 19% of respondents said 'they never' recycle plastics at a bring bank site.
- When asked to rate the value for money provided by the waste and recycling collection service, 56% of respondents rated the service as either 'excellent' or 'good', while 12% rated the service as 'poor' or 'very poor'.



- In terms of the items that respondents would like the council to consider collecting from the kerbside in the future, 60% chose plastic bottles, 17% said cardboard and 13% kitchen waste.

Vision for North Herts

- 60% of respondents agreed (strongly agree or tend to agree) that achieving the North Herts vision will improve life for all residents within the district while 9% disagreed.
- When asked to rank the 6 Strategic Objectives in terms of importance, respondents identified Safer Communities as the most important followed by Sustainable Communities and Satisfied Communities. Healthier Communities was seen as the fourth most important objective followed by Prosperous Communities and finally Equal Communities.
- In terms of your opinion of our success in meeting the aims of the Strategic Objectives, this ranged from 36% up to 58%.



- Percentages of respondents who felt the council had been unsuccessful in meeting the aims of the 6 Strategic Objectives were relatively low, ranging from 7% up to 12%.

Next Steps

The full written report from the 2008 Citizens Panel will be available for you to read on the NHDC website from mid April 2008. The action plan which will set out what we plan to change as a result of this survey will also be published on the website in June 2008. If you have any questions about the Citizens Panel or consultation please contact Ashley Hawkins, Consultation Officer on 01462 474210 or at ashley.hawkins@north-herts.gov.uk