



# The Staffordshire People's Panel

Autumn 2008

**Welcome** to the first edition of the Staffordshire People's Panel Newsletter. This newsletter will tell you how your feedback is helping us to make changes and improvements and will also keep you updated with panel news.

## Thank you for sharing your views

Thank you very much for responding to our last two surveys and thank you also to those who participated in workshops and other activities. Your feedback has been very useful in helping us understand residents' experiences of life in Staffordshire and what we, as the county council, and our partners can do to keep on improving our services.

You will see from this newsletter that your views really make a difference to county council services so please complete the current survey - and also be in with a chance of winning £50 or £20 high street vouchers.

## How your views make a difference in Staffordshire

### Community safety and facilities for young people

#### You said...

Community safety, antisocial behaviour and facilities for young people are some of the most important issues for Staffordshire residents.

#### We did...

Staffordshire will be an even safer place to be following a joint venture between Staffordshire police and the county council to fund 38 new Police Community Support Officers (PCSOs) and sixteen new youth workers.

"Tackling anti-social behaviour is high priority for many neighbourhoods in Staffordshire. These appointments will provide reassurance to communities that we not only listen to their concerns but are prepared to put money into solving the problem" (Councillor John Taylor, Leader of Staffordshire County Council).



## Keeping you informed

### You said...

The results from the October 2007 survey showed that many of you were unsure about what the county council does and did not feel well-informed about Council services.

### We did...

Based on your feedback, the county council has developed a number of campaigns to inform residents about local services that are available and how the council can support local communities. We have also created an improved A-Z of county council services online and in the 'Your Staffordshire' magazine. In addition we now know what you are concerned about, what is important to you and what you do and don't like about Staffordshire. This has let us know what you want to hear about.

my  
county  
council



## Priorities for Staffordshire County Council

### You said...

In the September 2007 survey and the November 2007 workshops you told us that the county council's priorities should be: making Staffordshire safer; education and lifelong learning; improving services for older and younger people; supporting vulnerable adults and replacing the council's IT network equipment and phone system.

### We did...

Your views informed the financial plan for the next 3 years, which includes investment in: services for people with physical or learning disabilities; transforming services for older people; and in the efficiency and confidentiality of our IT systems.

In addition, Staffordshire's Strategic Plan sets out the areas the county council will focus on for the next three years: children and young people; economic development and enterprise; healthier communities and older people; sustainable development; safer and stronger communities.

We are asking more questions in the September 2008 survey on what you think the county council should be spending money on and we will also be holding budget workshops again in November to inform future budget priorities.

## Improving Staffordshire roads

### You said...

Traffic congestion and road maintenance are important issues for Staffordshire residents.

### We did...

An extra £2 million funding this year is to be invested to hit localised community concerns across Staffordshire's network of over 3,500 miles of roads. The extra money will provide the investment needed to transform the way Staffordshire Highways (a county council operation) delivers local highway improvements - starting with a blitz on pothole hotspots.



## Upcoming panel research

We've got some interesting topics coming up in the next 12 months that we want your views on, including:

- The county council's website
- Roads and transport services
- Staffordshire's country parks

And many more...

## Did you know....?

- Community spirit is the best thing about your local area according to the October 2007 survey.
- There are 1550 Staffordshire residents on the People's Panel.



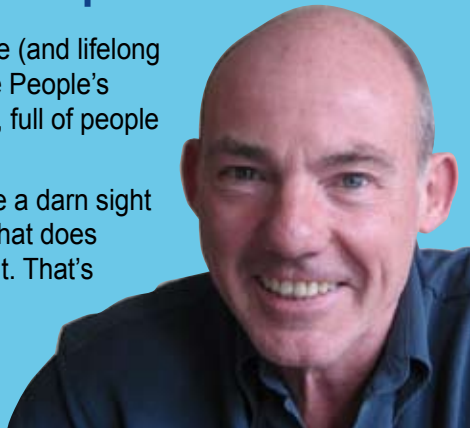
A website has been set up for the panel. This site has access to full and summary survey reports. We plan to keep developing this website so if you have any ideas about how it could be improved please contact Wendy Bailey (details below).

## Meet People's Panel member Philip Basnett

Mr Philip Basnett is a lifetime resident of Staffordshire (and lifelong fan of Stoke City!) and a member of the Staffordshire People's Panel. He thinks that Staffordshire is a friendly place, full of people with strong local roots:

“People round here, as opposed to a bigger area, are a darn sight more friendly. They will help you. That is something that does come across quite strongly. So I think that's important. That's one of the reasons why I've stayed here.”

Mr Basnett thinks that the People's Panel is an important way for Staffordshire County Council to learn about the views of residents.



## Introducing...

Wendy Bailey, Staffordshire County Council Consultation Officer (and manager of the People's Panel).

Many of you will already have met Wendy through different consultation activities. She manages the People's Panel and helps ensure that the council listens and acts upon your views.

If you have comments about the People's Panel please contact us:

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