

What you have told us

We are constantly trying to improve the services we provide and regularly ask for comments and feedback through various surveys and focus groups.

Here are some of the things you have told us during the past year.

Crime and Disorder

What you said

Those living in the district generally feel safe when outside (although less so after dark) and are comfortable using public transport. They feel positive about the levels of domestic violence, neighbourhood nuisance, drug related crime, assault, and abandoned vehicles.

The two major concerns were speeding traffic and young people behaving badly.

Priorities identified were the need to

- put more police on the beat
- enforce anti-social behaviour
- provide facilities for young people
- make greater use of CCTV
- tackle drug and alcohol abuse

What we are doing

The Crime and Disorder Reduction Partnership, with representatives from district and the county council, the police, probation, health agencies and the fire service, has used this information to help shape the new Crime and Disorder Reduction Strategy covering the period 2005 to 2008.

Under this strategy, the agencies within the Partnership will be working individually and in partnership to

- Achieve an overall reduction in crime in the district of 13.5% over the 3-year period
- Address the issues around anti-social behaviour
- Continue to tackle domestic violence
- Continue to focus on measures around drugs and alcohol abuse
- Improve the quality of life for residents by reducing fear of crime and taking such actions as enabling improved communications to the police and other partners.

Housing Needs Study

What you said

This study was undertaken to assess housing needs, aspirations and demand in the district.

Generally residents felt that their accommodation was suitable for their needs but the survey identified that for some local people home ownership and rental is too expensive in the area.

It was felt that there is too little social housing with too few affordable properties coming on stream.

What we are doing

We are working with housing associations to develop 65 new affordable homes over the coming year.

We already have a planning policy that requires affordable homes to be included in some types of developments, but this will be reviewed during the preparation of the Local Development Framework.

The study identified that, whilst the provision of affordable housing in Rochford is being increased, still more remains to be done, particularly to provide 2-bedroom homes suitable for younger families. This is being pursued in partnership with registered social landlords.

Tenants' aspirations

What you said

Facilities within our social housing stock such as full double glazing and central heating were rated positively.

Priorities identified as part of this survey related to the district as a whole and included

- affordable housing for locals
- road and pavement safety
- crime reduction
- clean streets
- facilities for young people

What we are doing

The messages coming out of this survey reinforce those from the other surveys detailed.

In April 2005 an agreement was set up with County to provide a centralised team, with a computerised reporting and tracking system for highway faults within the district. It is envisaged that this will improve road and pavement safety in the future.

With regard to clean streets, additional funds have been allocated in 2005/06 for tackling environmental issues.