

## **Know your District Council - Mike Quigley's Column. June 2009**

### ***Bassetlaw residents have good access to Council services***

This week we got the Audit Commission's independent report. We're very pleased that it shows that Bassetlaw District Council provides 'good' access to its services, with 'promising prospects' for improvement.

The report acknowledges that your Council is delivering on its commitment to improving access to customer services. Examples are the one-stop shops in Worksop and Retford, the extended hours for telephone contact (available 8am-8pm during the week and 8am until 12pm Saturdays). Another is our partnership with the Police in developing a mobile support unit to service our outlying areas.

On a scale from zero to three stars the Audit Commission inspection team has given the Council a good two-star rating for the way it enables people to access its services. The report also acknowledges that the Council consults residents to help ensure that services meet their needs.

Because customer focus is a priority, your Council works effectively with its partners to ensure there is a joined-up approach to meeting local needs.

Three examples of this are from our We asked ..You said .. We did .., project:

- we asked our community safety partners how we can improve our approach to community safety; they said we should work together in the same building to help communication and effective deployment of resources; we got approval to locate police and shared service staff in offices in Worksop Town Hall
- we asked businesses what kind of help they need; they said they wanted help on marketing, sales and environmental matter and doing business with us; we did a series of seminars and events covering every topic they raised
- we asked if you wanted a play area on a field in Gateford; you said right idea, wrong place – how about next to a school? We worked with the County Council to provide a facility next to a new Children's centre

We're working hard to address our weaknesses. For example, we need to upgrade the website and anyone who goes onto it regularly will have seen the steady progress being made. We're looking at making better use of technology to allow people to book or pay for Council services on-line.

We are also aware that your satisfaction with the Council is relatively poor and we're seriously considering other recommendations by the Commission to further improve customer access to the services we provide.

The full report may be accessed on this website on the [Policies and Plans](#) page.