

Fair Say Feedback



What we do well

12 discussion groups took place at the 2009 Fair Say consultation event covering age, disability and race. As part of each discussion, groups were asked to tell us what they think the Council does well.

This is a summary of what was said under each area.

1. Council services and information provided in a way that meets individual needs – simply, fairly and efficiently.

Comments suggest that the Council meets needs efficiently, has approachable, helpful staff and services and that there is good access to Council buildings. Residents also think that the information provided in Poole News and on-line is good.



2. People can influence decisions that affect their lives and no community is considered hard to reach.

The Council is perceived as being willing to engage, listen and change with a good ethic and openness. Residents think that Forums where people can have their say, such as the Youth Forum or 'Getting About Group', are good.



3. Poole being a strong, safe and inclusive community where people from all backgrounds come together, get on well and diversity is celebrated.

Poole is perceived as being a safe, pleasant place to live during the day.



4. People trust and have confidence in us to tackle discrimination, abuse and report prejudice incidents, and are happy with how we deal with it.

Neighbourhood Watch.

5. Services enable people to fulfil their potential and make choices about their lives and services they use.

Residents are pleased with the housing and homecare support provided for older people and the disabled. Schemes such as Access to Leisure & Learning are also rated highly.



6. We are an employer of choice for all our community, and promote fair pay, and equal access to employment, training and career development opportunities.

The flexi system enables staff to work flexible hours.