

Buzz

The Beeston Express

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EDITORIAL POLICY

The Beeston Express is independent of any organisation, commercial or political. Our policy is to provide readers with news and information that is fair, accurate and balanced.

We try hard to avoid mistakes, but some may inevitably slip through. If you have any comments to make about the paper, or any complaint, please contact us. We will, as far as possible, try to put things right when the error has been ours.

NEXT ISSUE

Friday, 12 March 2010

Deadline for Adverts
Monday, 8 March

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Top Award for Customer Service Team

BROXTOWE Borough Council has been awarded the prestigious Institute of Customer Service ServiceMark following several months of challenging appraisal. The award was presented to them at a special event in February by Jo Causon, Chief Executive from the Institute of Customer Service.

The Council is one of only five local authorities in the country to achieve ICS ServiceMark, which is the professional body for customer service performance and professionalism.

Chief Executive Jo Causon said: "I congratulate Broxtowe Borough Council on being one of the first local authorities in the country to achieve the ICS ServiceMark. For those who come into contact with the organisation, it is a clear indicator that the council really does put the customer first. Measuring what your customer thinks of you, acting on those results and placing

the customer at the centre of your business will make the discernable difference."

The Council completed three stages in order to achieve ServiceMark including self-assessment, customer feedback and independent assessment by a third party.

The Institute report said that: "It was felt that Broxtowe Council showed a good level of commitment to their customers and to the standard. There was a good understanding of customer service seen at the assessment, and excellent leadership. The commitment of training to staff and service was led from the top. The management team had set themselves a target of improvement.

Achieving the ServiceMark helps put customers at the heart of an organisation, identify where improvements are needed and develop action plans as well as

providing a recognised national standard to support customer service teams and individuals.

Jo Causon added: "ServiceMark shows organisations of all sizes, public or private, how good they are in customer service and areas where they need to improve and continually get right, to ensure they retain business by giving customers what they want."

Bramwell Care Home – decision due

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"As the local population gets older, more and more people need extra help from the County Council with every day social care tasks such as washing and dressing. And we will have to increase our other services, such as providing equipment to help people live at home and organising activities to keep people healthy.

"In addition, the number of people with physical and learning disabilities is growing. As medical advances are made, babies born with complex conditions are now surviving into adulthood. And people with disabilities are generally living for 20 years or longer than they would have in the past.

"People with disabilities have the right to live as fulfilling a life as possible, with opportunities to work, exercise and live at home. We are proud of our services, which help hundreds of disabled people to do this. But this support is increasing each year as the number of people rises, which puts more pressure on our budget.

"Our new budget proposals include plans to save £10.5m from our existing Adult Social Care and Health budget, but to invest £15.5m back into other services. This means we will spend an extra £5m on adult social care services next year. So

we're not cutting our budget. We're having to save money in some areas to spend in others.

"One area we are committed to investing in is extra care for older people. Extra care is an extension to supported housing where older people can live as independently as possible with the reassurance that 24 hour on-site care support is available if and when they need it. There are some splendid extra care schemes already open in Nottinghamshire and we're committed to introducing another 160 places across the county. Older people have told us this is what they want.

"But to fund these extra care schemes we will need to reduce our budget in other areas – such as running our own residential care homes. We believe there is a great deal of choice and quality in the 160 privately-run care homes in Nottinghamshire. I've visited a number of private care homes and many provide excellent services – this is, after all, their core business. Our proposal is to sell the 13 homes we currently manage to private companies or charitable organisations. We're not proposing to do this to make money. We just need to free up some of the millions we currently spend on running the

homes so we can invest it in other areas. If this proposal is approved, the current residents would be able to remain in the same home alongside the staff. We have pledged in our manifesto not to close homes."

Norman Lewis of Toton uses the Day Centre at Bramwell for his wife, Beryl, three times a week. He said: "My wife enjoys the company here. This feels like home to her and coming here has given her something to live for. Using the unit when it was based at QMC was very stressful but Bramwell is superb. The staff are remarkable in their understanding of the individual requirements of a person who has no memory.

"The County Council needs to be more business-like about the situation and use its business acumen. It has a monopoly on dementia care and can apply economies of scale. They've invested time and money in getting Bramwell right. Is it all to be a waste of energy? It's known that the other properties are not economic.

A vote on the proposals will be taken at the full council meeting at County Hall on Thursday, February 25.

News in Brief

Man charged with selling alcohol to child

POLICE have charged a man for allegedly selling alcohol to an underage child.

28-year-old Richard Wright of Wheatley Drive, Carlton, was arrested at around 1.30am in Villa Street, Beeston, on Saturday, February 13.

Wright has been charged with selling alcohol to a person under 18-years-old and exposing alcohol for unauthorised sale.

He was released on bail and due to appear before Nottingham Magistrates Court on February 25.

Women cautioned with wasting police time

TWO women have been cautioned for attempting to pervert the course of justice after one of them made an allegation that she had been attacked.

A 25-year-old woman from Carlton told police that she was stabbed in Beeston last year. She later admitted that she caused the injury herself.

A 52-year-old woman from Carlton was also questioned, and admitted her part in making up the story.

The women have been cautioned for attempting to pervert the course of justice.

DI Brian Foster, of Carlton CID, said: "It was only after extensive enquiries that we were able to unravel the truth. It is unfortunate that so much valuable police time and resources were put into this particular investigation.

"I would like to reassure the public that we will continue to fully investigate all reported crime. Where the report is false, we will prosecute individuals to the fullest extent that the law will allow.

Healthy Hearts at Bramcote

BRAMCOTE Leisure Centre held a Healthy Heart Day on February 12 to raise awareness of Healthy Heart Month. More than 40 people had their blood pressure and resting heart rate taken during the day, and £60 was raised in donations for the British Heart Foundation. Some visitors also went into the gym wearing heart rate monitors and were given advice on using them in their training programmes.

The aim of the event was to educate people on the use of heart rate monitors as part of their training as well as highlight the importance of blood pressure and resting heart rate.