

## **MYSTERY SHOPPER REPORT**

### **July 2014 – April 2015**

#### **Introduction**

Any organisation is judged by the service that it provides to the public and in 2013, the Nottinghamshire Police & Crime Commissioner introduced a Mystery Shopping Scheme, to enable local people to make a difference to the quality of service the community receives from their Police Force and identify good and bad patterns of customer relations.

Modern policing is about including local people and the Mystery Shopping Scheme is made up of volunteers from the local community aged 15+ who want to make a difference to police services.

The Mystery Shopping Scheme is a way of highlighting good customer services as well as spotting areas where performance falls below expectation.

#### **Background**

Mystery Shopping is a form of market research where individuals are trained to observe, experience and evaluate the customer service and engagement process of Nottinghamshire Police.

A Mystery Shopper acts as a customer and undertakes a series of agreed tasks, which monitor the quality and delivery of customer service. They then report back on their experiences in a detailed and objective way.

The purpose of mystery shopper research is to provide information to the Commissioner to help him review the quality and delivery of policing in Nottinghamshire. This is intended to assist the organisation to focus on customer service improvements by providing them with information on the quality of their current service.

The comments contained within this report are based on the observations and opinions of Mystery Shopper Volunteers. The report is a public perception survey and as such there may be some factual inaccuracies in the information gathered by our volunteers.

However, whilst the results should not be taken as a statement of fact, they do represent the genuine views of a member of the public making use of the services of Nottinghamshire Police and the results should be taken into consideration when future Priorities Setting meetings are planned.

Full details of the Mystery Shopping Exercises can be found at Appendix A (Priorities Setting Meetings), Appendix B (101 Recorded Calls) and Appendix C (Custody Food Tasting).

## **PRIORITIES SETTING MEETINGS**

### **Introduction**

Mystery Shoppers were tasked with attending Priorities Setting Meetings which are organised by the local police and partners to assess whether Nottinghamshire Police are successfully setting and targeting priorities agreed at the meetings, the suitability of the venue for the meetings and accessibility for members of the public. They attended 40 meetings between July 2014 and April 2015.

### **Summary**

Out of the 40 meetings selected for a Mystery Shop, 31 took place (78%), 8 did not take place despite being advertised on the Force Website (20%), and one venue could not be found by the Mystery Shopper (2%).

The meetings with the best attendance were the Beeston and West Bridgford meetings, Calverton & Woodborough and the Forest Town meeting which was attended by 26 members of the community council and members of public.

Six of the meetings that took place were not attended by any members of the public and 4 of these (Worksop and Newark) were only attended by a Police Officer/PCSO and the Mystery Shopper.

Although publicised on the website inviting members of the public to attend 8 of the meetings had been cancelled, rearranged to a different venue or just did not take place.

Eastwood 20/08/14. The Mystery Shopper used the yellow phone outside the police station but no one knew anything about the meeting.

Mansfield East 27/08/14. The caretaker at the venue said there was a meeting but that no one attended after waiting 45 minutes. The meeting had been cancelled but it was still on the website. The Inspector contacted the Volunteer Manager the next day to apologise. The meeting had been cancelled but unfortunately the caretaker at the venue hadn't been informed and the meeting was still publicised on the noticeboard outside the venue to say it was taking place. The Inspector also contacted the Mystery Shopper to apologise and to inform her when the next meeting was taking place.

Eastwood 02/09/14. Arrived at 6:50pm for the meeting at 7:00pm. Another member of the public arrived for the meeting. Spoke to a policeman who knew nothing about the meeting. Left at 7:20pm.

Beeston 30/09/14. Meeting cancelled. Two PCSO's were around to apologise to anyone who turned up.

Calverton 06/10/14. Meeting moved to Linby. No information on the website.

Eastwood 12/11/14. Meeting did not take place – no reason given.

Newark 08/12/14. Meeting did not take place, no reason given at the time. However, email sent to the Volunteer Manager from the Police Sergeant with explanation following the meeting. There had been a misunderstanding between the team as to who was attending and by the time a PCSO got to the meeting it was too late. The Sgt said he was dismayed that they had caused disappointment to members of the public. The Sgt said he would be conducting a review of meetings arranged at Newark and how they inform and update the public through the website.

Chilwell & Toton 20/01/15. The meeting took place the previous evening (19/01/15) but was advertised on the website as 20<sup>th</sup>.

The venue for the Kirkby meeting (07/10/14) could not be found by the Mystery Shopper. The Mystery Shopper asked a passing policeman but he had no knowledge of the meeting.

At 30 of the meetings the current priorities were discussed and there was clarity and agreement over the priorities for the next month. However, at the Leake & Keyworth meeting, there was no mention of current priorities or priorities for the next month.

At most the meetings where members of the public attended, they were given the opportunity to voice their opinions/concerns. However at the Forest Town meeting, the Leake & Keyworth meeting and the Retford meeting on 01/10/14 members of the public were not given the opportunity to ask questions. At the Retford meeting on 07/01/15 members of the public were given the opportunity to ask questions but were 'sidelined' as though their questions were unimportant.

### **Accessibility and Parking**

Eleven of the venues had accessibility or car park issues:

'And WhyNot' public house (Portland & Mansfield Town). Small car park with no disability bays.

Ingham Nook Community Centre (Chilwell & Toton). Both disability access and parking poor.

Forest Town Miners Welfare (Forest Town). Adequate parking for everyone once the car park was located. Car park access off a side street which was not signed.

North End Methodist Church (Newark & Sherwood). On street parking only.

The Old Court House (Bingham & Trent). On street parking only.

The 'Meeting Place' (Stapleford). Adequate parking for everyone but lots of steps (which were wet and slippery) to access the venue. Venue only accessible to the walking population.

West Bridgford Police Station. No adequate parking for anyone.

Linby & Papplewick Village Hall (Calverton & Woodborough). Large car park but only 2 disability bay.

Southwell Council Offices. A working stairlift in place but no one there to show how it operates. The handrail on the stairs is too wide to grip properly.

Keyworth Young People's Centre (Leake & Keyworth). On street parking only.

Worksop Police Station. Adequate parking but police car parked in the disability bay.

The other venues were accessible to all members of the public with adequate parking for everyone.

### **How Could the Meetings be Improved?**

- The Mystery Shoppers feel that most of the meetings should have been better advertised to inform members of the public that they were taking place which might increase attendance at some of the meetings. Maybe with a link to Neighbourhood Watch and Parish Councils.
- Some of the venues were felt to be inappropriate or intimidating.
- Easier access for people with a disability.
- Better chairing of some of the meetings so that everyone who wanted to could raise questions.
- Most meetings were well attended by Council representatives but members of the public should be encouraged to attend as well.
- Meetings should start promptly and not over-run. People need to get off quickly at the end of the meeting.
- Better circulation of information as some people could not hear all that was said.

- Perhaps if meetings were held in conjunction with Parish Council meetings there may be more attendees.
- Keep website up to date with correct dates of meetings and meeting cancellations. All meetings attended by Mystery Shoppers were publicised on the website but some of the meetings had been cancelled, changed or moved to another venue and the website not amended to reflect this.

## **Conclusion**

The Mystery Shoppers enjoyed attending many of the meetings, however they were not impressed when they had travelled out on a cold wintry night to find the meeting had been cancelled or that the date on the website was a mistake or that the venue was wrong. This would deter any members of the public who had made an effort to attend the meeting from attending another one.

Some of the meetings were only attended by the Mystery Shoppers and whilst they were welcomed to stay and were happy and interested to listen to what the Police had to say about policing in the area, they did not feel that this was a good use of police time.

All information regarding the meetings was taken from the Nottinghamshire Police website. All meetings attended were advertised as “members of the public welcome to attend” or “open to members of the public”.

## **101 RECORDED CALLS**

Two Mystery Shoppers over 18 years of age listened to **170** ‘101’ calls which had been previously recorded to assess the quality of customer service the callers received.

## **Mystery Shopper’s Encouraging Observations**

The Mystery Shoppers were generally impressed with the way the calls were handled. The Call Handlers:

- Have no problems with asking for advice.
- Are very professional in handling angry and difficult callers.
- Listen well and are very patient.
- Are efficient at putting callers at ease.
- Are understanding and polite.
- Are alert and ‘on the ball’.

## **CUSTODY FOOD TASTING**

### **Introduction**

Independent Custody Visitor Volunteers had been commenting on the quality of the food offered to people detained in Police Custody. They said that the detainees often refused or left the food because they didn't like it. Whilst most detainees are kept in police custody for less than 24 hours some are detained there overnight and others are kept in custody over the weekend waiting to go to Court.

The following survey was conducted using 10 volunteers (including Mystery Shoppers and Independent Custody Visitors) who tasted the food offered to detainees to test out the nutritional value, appearance and aroma of the food and comment on their findings.

This survey will form part of the next Mystery Shopping Report to provide feedback to the PCC on the services provided by Nottinghamshire Police.

### **Key Findings by the Mystery Shoppers**

- The majority of the meals were tasteless apart from the Vegetable Chilli with Pilau Rice, the Vegetable Curry and Rice and the Chicken and Vegetable Madras.
- The Beef Lasagne was considered to be the worst meal with no positive comments from the Volunteers.
- A lot of the meat was unidentifiable and had a strange consistency.
- Many of the foods had a strange metallic taste.
- There were mixed views on the Vegetable and Potato content.
- Many of the meals seemed to have the same basic brown sauce.
- Most of the meals had either a high fat or sugar content and were high in carbohydrates.
- None of the pictures on the boxes really gave a true picture of the meal inside.
- There is product suitability for Halal, Lactose Free, Gluten Free, Tomato Free, Nut Free, Vegan and Vegetarian Diets.
- As a one off meal, the majority of the dishes on offer are acceptable but for detainees who have to stay longer the menu is very monotonous.

- No deserts of any kind are offered to detainees or snacks such as biscuits, toast or sandwiches – rather ‘lean’ for those detainees staying a longer time.
- There were two different meal ranges – Range A and Range B. The Range B Meal range had really clear nutritional guidance eg amount per 100g and amount per serving.
- These meals are ok for detainees being detained for up to 24 hours. For detainees kept in custody for longer than 24 hours these meals are not acceptable.

### **Financial Implications**

Approximately 27,500 detainees went through police custody at Nottinghamshire last year. Some detainees will only be in custody for a short while so may not be fed. Some detainees will be there longer and require more meals. The cost of each meal is £1.25.

### **Recommendation**

The Volunteers understand that it is difficult for custody officers to ensure that each detainee can access a varied meal appropriate to their dietary requirements or religious and cultural needs whilst adhering to budgetary constraints.

However, they feel that other types of food should be considered when the contract for the current catering supplier expires.

### **Future Mystery Shopping Exercises**

We are hoping to include Victims Services in our future Mystery Shopping Exercises. Mystery Shoppers will be listening in to telephone calls to Nottinghamshire Police from Victims of Crime to ensure that Nottinghamshire Police is compliant with the Victims Code in their delivery of service to Victims of Crime.



**MYSTERY SHOPPING REPORT  
PRIORITIES SETTING MEETINGS JULY 2014 – APRIL 2015**

MEETING AND DATE	Carlton & Porchester – 17/07/14
WAS THE MEETING PUBLISHED ON THE WEBSITE?	Yes.
DID THE MEETING TAKE PLACE?	Yes
VENUE	Richard Herrod Centre. Venue easy to find. Ample size, clean, airy, cool.
ACCESSIBILITY AND PARKING	Accessibility ramps and self opening doors. Adequate public and disability parking.
ATTENDANCE	1 Neighbourhood Warden, 3 Councillors, Assistant Manager of Venue, 1 resident, 1 Mystery Shopper, 4 PCSO's and 1 Police Officer.
PRIORITIES	Discussed the current priorities and how they were agreed. Information from the public assists in the setting of the priorities. Priorities for the next month were discussed. There was clarity and agreement over what the priorities would be. The Police/partners explained what they would be doing to deliver the priorities.
INFORMATION PROVIDED	Information pack circulated including crime figures. Information provided on arrests, convictions and penalties and levels of crime in the area.
DISCUSSION	The meeting started on time, introductions were made and a Police Officer took the Chair. The Chair listed what was being done in the area. Police/Partners explained action taken to tackle crime. Discussion took place between police/partners about particular problems in the area and solutions/options were put forward to solve these problems. Solutions were adopted.
WERE MEMBERS OF THE PUBLIC GIVEN THE OPPORTUNITY TO VOICE THEIR VIEWS?	Public voiced opinions were listened to.
CLOSE OF MEETING	Satisfactory arrangements were made for the next meeting.
WAS THE OBJECTIVE OF THE MEETING MET?	Yes.
HOW COULD THE MEETING BE IMPROVED?	Perhaps more advertising. The meeting had a pleasant and informal air most of the time. Female Councillor was talked over making her cross.
DID ANYONE ELSE AT THE MEETING MAKE ANY COMMENTS.	No.

MEETING AND DATE	Portland & Mansfield Town– 23/07/14
WAS THE MEETING PUBLISHED ON THE WEBSITE?	Yes.

DID THE MEETING TAKE PLACE?	Yes
VENUE	And Why Not, Leeming Street. Venue easy to find. Not an appropriate place for the purpose of the meeting. In a small alcove of a pub, not a venue I would associate with a public meeting.
ACCESSIBILITY AND PARKING	Small car park but no disability parking bays.
ATTENDANCE	1 Shopkeeper, 1 pub landlord, 1 Mystery Shopper, 2 Police Officers.
PRIORITIES	Discussed the current priorities and how they were agreed. Priorities for the next month were discussed. There was clarity and agreement over what the priorities would be. The Police/partners explained what they would be doing to deliver the priorities. Shop keepers disappointed that answers could not be given but reassured by actions to be taken.
INFORMATION PROVIDED	Action Plan circulated and Crime Figures. Information was provided on arrests, convictions and penalties and levels of crime.
DISCUSSION	The meeting started on time, introductions were made and a Police Officer took the Chair. An agenda was circulated listing priorities and updates. Police/Partners explained action taken to tackle crime. Discussion took place between police/partners about particular problems in the area and solutions/options were put forward to solve these problems.
WERE MEMBERS OF THE PUBLIC GIVEN THE OPPORTUNITY TO VOICE THEIR VIEWS?	Police agreed to look into issues raised by public and get back to them.
CLOSE OF MEETING	Satisfactory arrangements were made for the next meeting. The meeting lasted for 74 minutes.
WAS THE OBJECTIVE OF THE MEETING MET?	Yes. It was both Officers first meeting therefore couldn't respond to shop owners queries on previous issues which had required action. They agreed to get back to her.
HOW COULD THE MEETING BE IMPROVED?	Try to increase the attendance at the meeting – according to the Shop Owner she was usually the only member of public attending.
DID ANYONE ELSE AT THE MEETING MAKE ANY COMMENTS.	Lady shop keeper thought the meeting a waste of time as nothing changes and a lot of jargon used.

MEETING AND DATE	Chilwell & Toton – 29/07/14
WAS THE MEETING PUBLISHED ON THE WEBSITE?	Yes.
DID THE MEETING TAKE PLACE?	Yes
VENUE	Ingham Nook Community Centre. Venue not easy to find.
ACCESSIBILITY AND PARKING	Parking poor and disability access poor.
ATTENDANCE	2 members of public, 1 Mystery Shopper and 2 Police Officers.
PRIORITIES	Discussed the current priorities and how they were agreed. Priorities for the next month were discussed. There was clarity and agreement over what the priorities would be. The Police/partners explained what they would be doing to deliver the priorities.

INFORMATION PROVIDED	List of crime figures. Information was provided on arrests, convictions and penalties.
DISCUSSION	The meeting started on time, introductions were made and a Police Officer took the Chair. Apologies were made about what is happening with local area policing. Police/Partners explained action taken to tackle crime. Discussion took place between police/partners about particular problems in the area and solutions/options were put forward to solve these problems. Solutions were adopted.
WERE MEMBERS OF THE PUBLIC GIVEN THE OPPORTUNITY TO VOICE THEIR VIEWS?	The public voiced their views and were listened to. It was a very good meeting.
CLOSE OF MEETING	Satisfactory arrangements were made for the next meeting. The meeting lasted for 60 minutes.
WAS THE OBJECTIVE OF THE MEETING MET?	Yes.
HOW COULD THE MEETING BE IMPROVED?	Better advertising to increase attendance. The Police informed everyone at the meeting that Tesco at Toton are opening a Community Room soon that may be available for meetings.
DID ANYONE ELSE AT THE MEETING MAKE ANY COMMENTS.	Councillor spent a lot of time contacting people about the meeting.

MEETING AND DATE	Mansfield Woodhouse – 01/08/14
WAS THE MEETING PUBLISHED ON THE WEBSITE?	Yes
DID THE MEETING TAKE PLACE?	Yes
VENUE	Park Road Resource Centre. Venue not easy to find. There was a lift to 1 <sup>st</sup> floor where the meeting took place.
ACCESSIBILITY AND PARKING	Parking around back of venue with several disability bays.
ATTENDANCE	5 members of public and 1 Councillor and 1 Police Officer.
PRIORITIES	Discussed the current priorities and how they were agreed. Priorities for the next month were discussed. There was clarity and agreement over what the priorities would be.
INFORMATION PROVIDED	Crime Figures. Information was provided on arrests, convictions and penalties and levels of crime.
DISCUSSION	The meeting started on time, introductions were made and a Police Officer took the Chair. Police/Partners explained action taken to tackle crime.
WERE MEMBERS OF THE PUBLIC GIVEN THE OPPORTUNITY TO VOICE THEIR VIEWS?	A good friendly discussion took place and everyone was given the chance to speak. Although not run by the police, the officer present made the priorities quite clear.
CLOSE OF MEETING	Satisfactory arrangements were made for the next meeting. The meeting lasted for 70 minutes.
WAS THE OBJECTIVE OF THE MEETING MET?	Yes.

HOW COULD THE MEETING BE IMPROVED?	It would be difficult to improve this meeting – apparently there are at least twice as many present usually.
DID ANYONE ELSE AT THE MEETING MAKE ANY COMMENTS.	All present felt the meeting was valuable. All spoke highly of the police.

MEETING AND DATE	Worksop – 10/08/14
WAS THE MEETING PUBLISHED ON THE WEBSITE?	Yes
DID THE MEETING TAKE PLACE?	Yes
VENUE	Worksop Police Station. Venue easy to find. Drinks were made available to attendees of meeting.
ACCESSIBILITY AND PARKING	Lift access and adequate public and disability parking.
ATTENDANCE	1 Mystery Shopper and 2 Police Officers.
PRIORITIES	Discussed the current priorities and how they were agreed. Priorities for the next month were discussed
INFORMATION PROVIDED	Crime Figures. Information was provided on arrests, convictions and penalties and levels of crime.
DISCUSSION	The meeting was late starting and no introductions were made. A Police Officer took the Chair. The meeting opened with apologies and then went on to Policing Priorities. Police explained what action they had taken to tackle crime. Solutions were adopted.
WERE MEMBERS OF THE PUBLIC GIVEN THE OPPORTUNITY TO VOICE THEIR VIEWS?	N/A
CLOSE OF MEETING	Satisfactory arrangements were made for the next meeting. The meeting lasted for 60 minutes.
WAS THE OBJECTIVE OF THE MEETING MET?	No. The police had put a lot of work, time and effort into the meeting but no members of the public turned up.
HOW COULD THE MEETING BE IMPROVED?	Get information about the meeting to the public. Holding the meeting in the Police Station may be intimidating.
DID ANYONE ELSE AT THE MEETING MAKE ANY COMMENTS.	No one to speak to. Mystery Shopper felt that the Police Officers were disheartened by the lack of response from the public.

MEETING AND DATE	Forrest Town – 19/08/14
WAS THE MEETING PUBLISHED ON THE WEBSITE?	Yes
DID THE MEETING TAKE PLACE?	Yes
VENUE	Forest Town Miners Welfare. Venue not easy to find. Now called Arena. Venue not appropriate for

	purpose of the meeting. Room very full, no spare seats.
ACCESSIBILITY AND PARKING	Adequate public and disability parking once the car park was located. Car park access off a side street, not signed.
ATTENDANCE	26 members of the public and members of Forest Town Community Council, 2 Mystery Shoppers and 2 Police Officers
PRIORITIES	Discussed the current priorities and how they were agreed. Same priorities as last meeting – agreed to continue. There was clarity and agreement over what the priorities would be. The Police/partners explained what they would be doing to deliver the priorities.
INFORMATION PROVIDED	Levels of crime in the area.
DISCUSSION	The meeting started on time, introductions were made and a member of the Community Council too the Chair. Police/Partners explained action taken to tackle crime. Discussion took place between police/partners about particular problems in the area and solutions/options were put forward to solve these problems.
WERE MEMBERS OF THE PUBLIC GIVEN THE OPPORTUNITY TO VOICE THEIR VIEWS?	No.
CLOSE OF MEETING	Satisfactory arrangements were made for the next meeting. The meeting lasted for 1 hour and 45 minutes.
WAS THE OBJECTIVE OF THE MEETING MET?	Not really. Very little time given to priorities – the majority of the meeting was about Forest Town Community.
HOW COULD THE MEETING BE IMPROVED?	It could be chaired more effectively. 5 members at the top table talked amongst themselves while the public were asking questions and raising concerns.
DID ANYONE ELSE AT THE MEETING MAKE ANY COMMENTS.	Meeting ran over an hour late so people anxious to get away.

MEETING AND DATE	Eastwood – 20/08/14
WAS THE MEETING PUBLISHED ON THE WEBSITE?	Yes
DID THE MEETING TAKE PLACE?	No. Very difficult to get hold of anyone, used yellow phone, no one seemed to know about the meeting. After several phone call access given to police station.
VENUE	Eastwood Police Station. Venue easy to find. Venue not appropriate for purpose of the meeting.
ACCESSIBILITY AND PARKING	No parking outside the Police Station but public car park over the road with pay and display.
ATTENDANCE	2 Mystery Shoppers.
PRIORITIES	N/A
INFORMATION PROVIDED	N/A

DISCUSSION	N/A
WERE MEMBERS OF THE PUBLIC GIVEN THE OPPORTUNITY TO VOICE THEIR VIEWS?	N/A
CLOSE OF MEETING	N/A
WAS THE OBJECTIVE OF THE MEETING MET?	N/A
HOW COULD THE MEETING BE IMPROVED?	N/A
DID ANYONE ELSE AT THE MEETING MAKE ANY COMMENTS.	N/A

MEETING AND DATE	Mansfield East – 27/08/14
WAS THE MEETING PUBLISHED ON THE WEBSITE?	Yes.. Caretaker said there was a meeting but no one attended. Waited 45 minutes.
DID THE MEETING TAKE PLACE?	No. Caretaker said there was a meeting but no one attended. Waited 45 minutes. Apparently the meeting had been cancelled but it was still on the website. Very large meeting room with ample seating and tables.
VENUE	Oakham Room, Mansfield Civic Centre. Venue easy to find.
ACCESSIBILITY AND PARKING	Plenty of public and disability parking bays.
ATTENDANCE	1 Mystery Shopper.
PRIORITIES	N/A
INFORMATION PROVIDED	N/A
DISCUSSION	N/A
WERE MEMBERS OF THE PUBLIC GIVEN THE OPPORTUNITY TO VOICE THEIR VIEWS?	N/A
CLOSE OF MEETING	N/A
WAS THE OBJECTIVE OF THE MEETING MET?	N/A
HOW COULD THE MEETING BE IMPROVED?	N/A
DID ANYONE ELSE AT THE MEETING MAKE ANY COMMENTS.	N/A

MEETING AND DATE	Newark & Sherwood 01/09/14
WAS THE MEETING PUBLISHED ON THE WEBSITE?	Yes
DID THE MEETING TAKE PLACE?	Yes
VENUE	North End Methodist Church. Venue easy to find.
ACCESSIBILITY AND PARKING	Only on street parking, no disability parking bay.
ATTENDANCE	8 members of public, 1 Mystery Shopper, 1 council official and 1 PCSO.
PRIORITIES	Discussed the current priorities and how they were agreed. 2 priorities agreed. Priorities for the next month were discussed. No new priorities were set. Old priorities seemed to be under control as improvements had happened.
INFORMATION PROVIDED	No other information provided.
DISCUSSION	The meeting started on time, no introductions were made and a Member of the Tenants Assoc took the Chair. Discussed 2 priorities. Discussion took place between police/partners about particular problems in the area and solutions/options were put forward to solve these problems.
WERE MEMBERS OF THE PUBLIC GIVEN THE OPPORTUNITY TO VOICE THEIR VIEWS?	All members of public given opportunity to voice their views and opinions.
CLOSE OF MEETING	Satisfactory arrangements were made for the next meeting. The meeting lasted for 40 minutes.
WAS THE OBJECTIVE OF THE MEETING MET?	Yes. The Tenants and Residents seemed to have a good rapport with the PCSO and were all very friendly.
HOW COULD THE MEETING BE IMPROVED?	Started 15 minutes late so prompt starting would improve.
DID ANYONE ELSE AT THE MEETING MAKE ANY COMMENTS.	Everyone seemed pleased that the Mystery Shopper was in attendance and that steps were being taken to see that meetings and priorities were being monitored.

MEETING AND DATE	Eastwood 02/09/14
WAS THE MEETING PUBLISHED ON THE WEBSITE?	Yes
DID THE MEETING TAKE PLACE?	No. Arrived at 6:50pm for the meeting at 7:00pm and used external phone. Another member of the public arrived whilst waiting to be admitted. Let in and spoke to a Policeman who knew nothing about the meeting. Left at 7:20pm.
VENUE	Eastwood Police Station. Venue easy to find.
ACCESSIBILITY AND PARKING	No parking outside the Police Station but public car park over the road with pay and display.

ATTENDANCE	2 Mystery Shoppers.
PRIORITIES	N/A
INFORMATION PROVIDED	N/A
DISCUSSION	N/A
WERE MEMBERS OF THE PUBLIC GIVEN THE OPPORTUNITY TO VOICE THEIR VIEWS?	N/A
CLOSE OF MEETING	N/A
WAS THE OBJECTIVE OF THE MEETING MET?	N/A
HOW COULD THE MEETING BE IMPROVED?	
DID ANYONE ELSE AT THE MEETING MAKE ANY COMMENTS.	N/A

MEETING AND DATE	Bingham & Trent – 08/09/14
WAS THE MEETING PUBLISHED ON THE WEBSITE?	Yes
DID THE MEETING TAKE PLACE?	Yes
VENUE	Old Court House. Venue easy to find. Good sized room with w/c facility.
ACCESSIBILITY AND PARKING	On street parking only.
ATTENDANCE	1 resident, 1 Mystery Shopper, 3 Councillors and 1 Police Officer.
PRIORITIES	Discussed the current priorities and how they were agreed. Priorities for the next month were discussed. There was clarity and agreement over what the priorities would be. The Police/partners explained what they would be doing to deliver the priorities.
INFORMATION PROVIDED	Information was provided on arrests, convictions and penalties and levels of crime.
DISCUSSION	The meeting started on time, introductions were made and a Police Officer took the Chair. Discussion took place about ASB and speeding. Police/Partners explained action taken to tackle crime. Discussion took place between police/partners about particular problems in the area and solutions/options were put forward to solve these problems.
WERE MEMBERS OF THE PUBLIC GIVEN THE OPPORTUNITY TO VOICE THEIR VIEWS?	All present had the opportunity to speak.
CLOSE OF MEETING	Satisfactory arrangements were made for the next meeting. The meeting lasted for 75 minutes.
WAS THE OBJECTIVE OF THE	Yes. Lots of discussion from all present.

MEETING MET?	
HOW COULD THE MEETING BE IMPROVED?	More advertising – maybe a link with Neighbourhood Watch and perhaps inviting local parish councillors and business people.
DID ANYONE ELSE AT THE MEETING MAKE ANY COMMENTS.	All those present were enthusiastic and wished more could be done to help.

MEETING AND DATE	Beeston – 30/09/14
WAS THE MEETING PUBLISHED ON THE WEBSITE?	Yes
DID THE MEETING TAKE PLACE?	No. Meeting cancelled. Two PCSO's were around to apologise to anyone who turned up, which was only the Mystery Shopper.
VENUE	Old Council Chamber, Forest Avenue. The venue was easy to find.
ACCESSIBILITY AND PARKING	Plenty of public and disability parking in nearby car park.
ATTENDANCE	1 Mystery Shopper.
PRIORITIES	N/A
INFORMATION PROVIDED	N/A
DISCUSSION	N/A
WERE MEMBERS OF THE PUBLIC GIVEN THE OPPORTUNITY TO VOICE THEIR VIEWS?	N/A
CLOSE OF MEETING	N/A
WAS THE OBJECTIVE OF THE MEETING MET?	N/A
HOW COULD THE MEETING BE IMPROVED?	Better organisation of meeting.
DID ANYONE ELSE AT THE MEETING MAKE ANY COMMENTS.	Spoke to the 2 PCSO's who were very apologetic that the meeting had been cancelled. The meeting had been set a month too early in error therefore no figures available to discuss.

MEETING AND DATE	Retford – 01/10/14
WAS THE MEETING PUBLISHED ON THE WEBSITE?	Yes
DID THE MEETING TAKE PLACE?	Yes

VENUE	Retford Town Hall. Venue easy to find. Very long room set out so Committee and Police were at one end. 3 members of the public at the back found it difficult to hear.
ACCESSIBILITY AND PARKING	Public and disability parking in nearby car park.
ATTENDANCE	2 members of public, 1 Mystery Shopper, 2 Police Officers, 1 PCSO and Committee Members.
PRIORITIES	Discussed the current priorities and how they were agreed. Priorities for the next month were discussed 3 Priorities agreed. There was clarity and agreement over what the priorities would be. The Police/partners explained what they would be doing to deliver the priorities.
INFORMATION PROVIDED	Vague information provided on arrests, convictions and penalties.
DISCUSSION	The meeting started on time, introductions were made and a Councillor took the Chair. An agenda was circulated which was headed Priority Setting Meeting.
WERE MEMBERS OF THE PUBLIC GIVEN THE OPPORTUNITY TO VOICE THEIR VIEWS?	Members of the public were not given the opportunity to voice their views. Even in Any Other Business they were not asked. One gentleman very upset over not being allowed to voice his concerns.
CLOSE OF MEETING	Satisfactory arrangements were made for the next meeting. The meeting lasted for 40 minutes.
WAS THE OBJECTIVE OF THE MEETING MET?	Yes
HOW COULD THE MEETING BE IMPROVED?	Members of the public should be encouraged to attend the meeting and be allowed to raise concerns.
DID ANYONE ELSE AT THE MEETING MAKE ANY COMMENTS.	One member of the public was very disgruntled that people he knew had been told not to attend the meeting.

MEETING AND DATE	Eastwood North – 02/10/14
WAS THE MEETING PUBLISHED ON THE WEBSITE?	Yes
DID THE MEETING TAKE PLACE?	Yes
VENUE	Eastwood Police Station. Venue easy to find. Disabled Mystery Shopper had difficulty climbing the stairs. Meeting on first floor, not disability friendly.
ACCESSIBILITY AND PARKING	Public car park over the road with plenty of public and disability car parking.
ATTENDANCE	6 members of public and Councillors and 1 Mystery Shopper and 1 PCSO.
PRIORITIES	Priorities for the next month were discussed. There was clarity and agreement over what the priorities would be.
INFORMATION PROVIDED	Vocally, no hand outs. Information was provided on arrests, convictions and penalties.
DISCUSSION	The meeting was 10 minutes late, introductions were made and a PCSO took the Chair. Reference was made to crime figures. Discussion took place between police/partners about particular problems in the area and solutions/options were put forward to solve these problems. Solutions were adopted.

WERE MEMBERS OF THE PUBLIC GIVEN THE OPPORTUNITY TO VOICE THEIR VIEWS?	A good general discussion took place.
CLOSE OF MEETING	Satisfactory arrangements were made for the next meeting. The meeting lasted for 90 minutes.
WAS THE OBJECTIVE OF THE MEETING MET?	Yes
HOW COULD THE MEETING BE IMPROVED?	Encourage better attendance by members of the public.
DID ANYONE ELSE AT THE MEETING MAKE ANY COMMENTS.	Spoke to Parish Councillors who had an interest in the area and who felt that attending the meeting was a good use of their time.

MEETING AND DATE	Calverton – 06/10/14
WAS THE MEETING PUBLISHED ON THE WEBSITE?	Yes
DID THE MEETING TAKE PLACE?	No. The meeting was moved to Linby. No information on the website.
VENUE	Papplewick Village Hall. Venue easy to find.
ACCESSIBILITY AND PARKING	Adequate public and disability parking.
ATTENDANCE	1 Mystery Shopper
PRIORITIES	N/A
INFORMATION PROVIDED	N/A
DISCUSSION	N/A
WERE MEMBERS OF THE PUBLIC GIVEN THE OPPORTUNITY TO VOICE THEIR VIEWS?	N/A
CLOSE OF MEETING	N/A
WAS THE OBJECTIVE OF THE MEETING MET?	N/A
HOW COULD THE MEETING BE IMPROVED?	N/A
DID ANYONE ELSE AT THE MEETING MAKE ANY COMMENTS.	N/A
DID ANYONE ELSE AT THE MEETING MAKE ANY COMMENTS.	N/A

MEETING AND DATE	Kirkby East – 07/10/14
WAS THE MEETING PUBLISHED ON THE WEBSITE?	Yes
DID THE MEETING TAKE PLACE?	Yes but venue couldn't be found. Sat Nav took Mystery Shopper to postcode but no evidence of meeting. Asked a passing policeman but he had no idea.
VENUE	Sherwood Court. Could not find the venue.
ACCESSIBILITY AND PARKING	N/A.
ATTENDANCE	N/A
PRIORITIES	N/A
INFORMATION PROVIDED	N/A
DISCUSSION	N/A
WERE MEMBERS OF THE PUBLIC GIVEN THE OPPORTUNITY TO VOICE THEIR VIEWS?	N/A
CLOSE OF MEETING	N/A
WAS THE OBJECTIVE OF THE MEETING MET?	N/A
HOW COULD THE MEETING BE IMPROVED?	N/A
DID ANYONE ELSE AT THE MEETING MAKE ANY COMMENTS.	N/A

MEETING AND DATE	RURAL EAST BASSETLAW – 08/10/14
WAS THE MEETING PUBLISHED ON THE WEBSITE?	Yes
DID THE MEETING TAKE PLACE?	Yes
VENUE	Retford Town Hall. Venue easy to find. Meeting in Council Chamber.
ACCESSIBILITY AND PARKING	Accessible for people with a disability with adequate parking in nearby car park.
ATTENDANCE	10 members of public (mostly farmers) 1 Fire Safety Officer and 1 Mystery Shopper and 3 Police Officers.
PRIORITIES	Discussed the current priorities and how they were agreed. Current priorities agreed. There was clarity and agreement over what the priorities would be.
INFORMATION PROVIDED	Crime figures. Information was provided on arrests, convictions and penalties and levels of crime.

DISCUSSION	The meeting started on time, introductions were made and a Police Officer took the Chair. An agenda was circulated. Police/Partners explained action taken to tackle crime. Discussion took place between police/partners about particular problems in the area and solutions/options were put forward to solve these problems.
WERE MEMBERS OF THE PUBLIC GIVEN THE OPPORTUNITY TO VOICE THEIR VIEWS?	The Police informed members of the public that they needed to know about problems so they can act upon them.
CLOSE OF MEETING	Satisfactory arrangements were made for the next meeting. The meeting lasted for 60 minutes.
WAS THE OBJECTIVE OF THE MEETING MET?	Yes
HOW COULD THE MEETING BE IMPROVED?	More attendance and input from the public would always improve a meeting.
DID ANYONE ELSE AT THE MEETING MAKE ANY COMMENTS.	No.

MEETING AND DATE	Stapleford – 08/10/15
WAS THE MEETING PUBLISHED ON THE WEBSITE?	Yes
DID THE MEETING TAKE PLACE?	Yes
VENUE	The Meeting Place Community Centre. Venue easy to find.
ACCESSIBILITY AND PARKING	Lots of steps but parking adequate.
ATTENDANCE	12 members of public, 1 Councillor and 1 Mystery Shopper and 1 PCSO.
PRIORITIES	Discussed the current priorities and how they were agreed. Priorities for the next month were discussed. There was clarity and agreement over what the priorities would be. The Police/partners explained what they would be doing to deliver the priorities.
INFORMATION PROVIDED	Information was provided on arrests, convictions and penalties.
DISCUSSION	The meeting started on time, introductions were made and a Police Officer took the Chair. A full list of priorities and crime in the area was circulated. Discussion took place between police/partners about particular problems in the area and solutions/options were put forward to solve these problems. Solutions were adopted.
WERE MEMBERS OF THE PUBLIC GIVEN THE OPPORTUNITY TO VOICE THEIR VIEWS?	A good discussion took place.
CLOSE OF MEETING	Satisfactory arrangements were made for the next meeting. The meeting lasted for 90 minutes.
WAS THE OBJECTIVE OF THE MEETING MET?	Yes. Very successful on all counts. This meeting stands out from others attended.

HOW COULD THE MEETING BE IMPROVED?	Easier access for people with a disability. The steps were wet and slippy.
DID ANYONE ELSE AT THE MEETING MAKE ANY COMMENTS.	Members of the public felt it was a good way of communicating with the Police.

MEETING AND DATE	Ollerton, Clipstone & Villages
WAS THE MEETING PUBLISHED ON THE WEBSITE?	Yes
DID THE MEETING TAKE PLACE?	Yes
VENUE	Ollerton Town Hall. Venue easy to find.
ACCESSIBILITY	Adequate public and disability parking.
ATTENDANCE	3 Councillors and 1 Mystery Shopper and 1 PCSO.
PRIORITIES	Discussed the current priorities and how they were agreed. Priorities for the next month were discussed. There was clarity and agreement over what the priorities would be. The Police/partners explained what they would be doing to deliver the priorities.
INFORMATION PROVIDED	Information was provided on arrests, convictions and penalties and levels of crime.
DISCUSSION	The meeting started on time, introductions were made and a PCSO took the Chair. Opened with minutes of the last meeting. Police/partners explained action taken to tackle crime. Discussion took place between police/partners about particular problems in the area and solutions/options were put forward to solve these problems. Solutions were adopted.
WERE MEMBERS OF THE PUBLIC GIVEN THE OPPORTUNITY TO VOICE THEIR VIEWS?	All present joined in the discussion.
CLOSE OF MEETING	Satisfactory arrangements were made for the next meeting. The meeting lasted for 60 minutes.
WAS THE OBJECTIVE OF THE MEETING MET?	Yes however not a lot of direction from the Chair who was new in the position.
HOW COULD THE MEETING BE IMPROVED?	More people at the meeting – a lot of apologies were sent.
DID ANYONE ELSE AT THE MEETING MAKE ANY COMMENTS.	All felt the meeting was useful.

MEETING AND DATE	West Bridgford – 13/10/14
WAS THE MEETING PUBLISHED ON THE WEBSITE?	Yes

DID THE MEETING TAKE PLACE?	Yes
VENUE	West Bridgford Police Station. Venue easy to find. Meeting held in the reception area and facilities such as w/c available. Size big enough for purpose.
ACCESSIBILITY AND PARKING	Accessible to all as no stairs. No adequate parking for public or people with a disability at police station.
ATTENDANCE	14 members of public, 1 Magistrate, 2 Press and 2 Mystery Shoppers and 5 Police Officers.
PRIORITIES	Discussed the current priorities and how they were agreed. Priorities set by a survey. Priorities for the next month were discussed There was clarity and agreement over what the priorities would be. The Police/partners explained what they would be doing to deliver the priorities. Priorities very clear as were actions to be taken.
INFORMATION PROVIDED	Minutes of last meeting. Information was provided on arrests, convictions and penalties and levels of crime.
DISCUSSION	The meeting started early, 7:10pm (not 7:30pm as publicised). A Police Officer took the Chair. Opened with report on crime. Police/partners explained action taken to tackle crime. Discussion took place between police/partners about particular problems in the area and solutions/options were put forward to solve these problems. Solutions were adopted.
WERE MEMBERS OF THE PUBLIC GIVEN THE OPPORTUNITY TO VOICE THEIR VIEWS?	The floor was opened to anyone who wanted to voice their opinions.
CLOSE OF MEETING	Satisfactory arrangements were made for the next meeting. The meeting lasted for 2 hours.
WAS THE OBJECTIVE OF THE MEETING MET?	Yes. Meeting successful and all points were met professionally.
HOW COULD THE MEETING BE IMPROVED?	The meeting should start at the advertised time. A younger audience should be encouraged to attend.
DID ANYONE ELSE AT THE MEETING MAKE ANY COMMENTS.	It was a wet night so members of the public did not stay around to talk.

MEETING AND DATE	Carlton & Porchester – 14/10/14
WAS THE MEETING PUBLISHED ON THE WEBSITE?	Yes
DID THE MEETING TAKE PLACE?	Yes
VENUE	Richard Herrod Centre. Venue easy to find.
ACCESSIBILITY AND PARKING	Disability ramps and self opening doors. Adequate public and disability parking.
ATTENDANCE	2 members of public, 3 Councillors and 1 Mystery Shopper. 2 Police Officers and 3 PCSO's.
PRIORITIES	Discussed the current priorities and how they were agreed. Priorities for the next month were discussed. The Police/partners explained what they would be doing to deliver the priorities.

INFORMATION PROVIDED	Information was provided on arrests, convictions and penalties and levels of crime. There was clarity and agreement over what the priorities would be.
DISCUSSION	The meeting started on time, introductions were made and a PCSO took the Chair. Started with priorities and crime figures. Police/partners explained action taken to tackle crime. Discussion took place between police/partners about particular problems in the area and solutions/options were put forward to solve these problems. A discussion of priorities for each area took place.
WERE MEMBERS OF THE PUBLIC GIVEN THE OPPORTUNITY TO VOICE THEIR VIEWS?	Very good discussion took place.
CLOSE OF MEETING	Satisfactory arrangements were made for the next meeting. The meeting lasted for 70 minutes.
WAS THE OBJECTIVE OF THE MEETING MET?	Yes a very successful meeting.
HOW COULD THE MEETING BE IMPROVED?	Encourage more members of public to attend.
DID ANYONE ELSE AT THE MEETING MAKE ANY COMMENTS.	It was a cold, wet night and people wanted to head for home. Spoke to the Police Officers who felt the meetings were a good way of getting information to the public.

MEETING AND DATE	Beeston – 27/10/14
WAS THE MEETING PUBLISHED ON THE WEBSITE?	Yes
DID THE MEETING TAKE PLACE?	Yes
VENUE	Old Council Chamber. Venue easy to find.
ACCESSIBILITY AND PARKING	Adequate public and disability parking.
ATTENDANCE	12 members of public and Councillors and 1 Mystery Shopper and 1 Police Officer and 3 PCSO's.
PRIORITIES	Discussed the current priorities and how they were agreed. Priorities for the next month were discussed. The Police/partners explained what they would be doing to deliver the priorities.
INFORMATION PROVIDED	Lots of information. Information was provided on arrests, convictions and penalties and levels of crime.
DISCUSSION	The meeting started on time, introductions were made and a PCSO took the Chair. Agenda circulated. Police/partners explained action taken to tackle crime. Discussion took place between police/partners about particular problems in the area and solutions/options were put forward to solve these problems. Solutions were adopted.
WERE MEMBERS OF THE PUBLIC GIVEN THE OPPORTUNITY TO VOICE THEIR VIEWS?	Good discussions.
CLOSE OF MEETING	Satisfactory arrangements were made for the next meeting. The meeting lasted for 70 minutes.

WAS THE OBJECTIVE OF THE MEETING MET?	Yes. All objectives covered.
HOW COULD THE MEETING BE IMPROVED?	No
DID ANYONE ELSE AT THE MEETING MAKE ANY COMMENTS.	No.

MEETING AND DATE	Calverton & Woodborough – 31/10/14
WAS THE MEETING PUBLISHED ON THE WEBSITE?	Yes
DID THE MEETING TAKE PLACE?	Yes
VENUE	Linby & Papplewick Village Hall. Venue easy to find. A good sized room, clean and warm, refreshments provided.
ACCESSIBILITY AND PARKING	Large car park but only 2 disability bays.
ATTENDANCE	14 members of public, 1 Neighbourhood Warden, 2 Ravenshead Speedwatch, 4 Councillors, 1 Mystery Shopper, 1 Police Officer and 3 PCSO's.
PRIORITIES	Discussed the current priorities and how they were agreed. Priorities for the next month were discussed. There was clarity and agreement over what the priorities would be. The Police/partners explained what they would be doing to deliver the priorities.
INFORMATION PROVIDED	Information was provided on arrests, convictions and penalties and levels of crime.
DISCUSSION	The meeting was late starting, introductions were made and a Police Officer took the Chair. Opened with crime figures. Police/partners explained action taken to tackle crime. Discussion took place between police/partners about particular problems in the area and solutions/options were put forward to solve these problems. Solutions were adopted.
WERE MEMBERS OF THE PUBLIC GIVEN THE OPPORTUNITY TO VOICE THEIR VIEWS?	A good discussion was held on all subjects.
CLOSE OF MEETING	Satisfactory arrangements were made for the next meeting.. The meeting lasted for 2 hours 15 minutes.
WAS THE OBJECTIVE OF THE MEETING MET?	Yes
HOW COULD THE MEETING BE IMPROVED?	Encourage more members of public to attend. Well attended by representatives from all areas with the exception of Bestwood.
DID ANYONE ELSE AT THE MEETING MAKE ANY COMMENTS.	Venue was liked by all although some people asked if the venue could be moved on a rota basis so all villages had a meeting nearby. Members of the public felt it was a valuable meeting as they could all put their views across.

MEETING AND DATE	Southwell – 11/11/14
WAS THE MEETING PUBLISHED ON THE WEBSITE?	Yes
DID THE MEETING TAKE PLACE?	Yes
VENUE	Council Offices Southwell. Venue easy to find.
ACCESSIBILITY AND PARKING	A working stairlift is in place but there is no one to show how it operates and the handrail on the stairs is too wide to grip properly.
ATTENDANCE	6 Councillors, 1 Press and 1 Mystery Shopper and 1 Police Officer.
PRIORITIES	Discussed the current priorities and how they were agreed. No clear priorities were set but all crime is dealt with on a day to day basis.
INFORMATION PROVIDED	Information was provided on arrests, convictions and penalties and levels of crime.
DISCUSSION	The meeting started on time, introductions were made and a Police Officer took the Chair. Police/partners explained action taken to tackle crime. Discussion took place between police/partners about particular problems in the area and solutions/options were put forward to solve these problems. Solutions were adopted.
WERE MEMBERS OF THE PUBLIC GIVEN THE OPPORTUNITY TO VOICE THEIR VIEWS?	All present joined in the discussions.
CLOSE OF MEETING	Satisfactory arrangements were made for the next meeting. The meeting lasted for 60 minutes.
WAS THE OBJECTIVE OF THE MEETING MET?	No clear priorities were set but all crime is dealt with on a day to day basis.
HOW COULD THE MEETING BE IMPROVED?	Easier access for people with a disability. No wheelchair access.
DID ANYONE ELSE AT THE MEETING MAKE ANY COMMENTS.	Date and venue convenient for those spoken to.

MEETING AND DATE	Eastwood – 12/11/14
WAS THE MEETING PUBLISHED ON THE WEBSITE?	Yes
DID THE MEETING TAKE PLACE?	No. No reason given.
VENUE	Eastwood Police Station. Venue easy to find.
ACCESSIBILITY AND PARKING	No parking outside the Police Station but public car park over the road with pay and display.
ATTENDANCE	1 Mystery Shopper.
PRIORITIES	N/A

INFORMATION PROVIDED	N/A
DISCUSSION	N/A
WERE MEMBERS OF THE PUBLIC GIVEN THE OPPORTUNITY TO VOICE THEIR VIEWS?	N/A
CLOSE OF MEETING	N/A
WAS THE OBJECTIVE OF THE MEETING MET?	N/A
HOW COULD THE MEETING BE IMPROVED?	N/A
DID ANYONE ELSE AT THE MEETING MAKE ANY COMMENTS.	N/A

MEETING AND DATE	WORKSOP – 13/11/14
WAS THE MEETING PUBLISHED ON THE WEBSITE?	Yes
DID THE MEETING TAKE PLACE?	Yes
VENUE	Worksop Police Station. Venue easy to find.
ACCESSIBILITY AND PARKING	Adequate public and disability parking.
ATTENDANCE	1 Mystery Shopper and one Police Officer.
PRIORITIES	Discussed the current priorities and how they were agreed.
INFORMATION PROVIDED	Information was provided on arrests, convictions and penalties and levels of crime.
DISCUSSION	The meeting started on time, introductions were made and the Police Officer took the Chair. Priorities were discussed and some crime increase due to seasonal weather. Police explained action taken to tackle crime. Discussion took place between about particular problems in the area and solutions/options were put forward to solve these problems.
WERE MEMBERS OF THE PUBLIC GIVEN THE OPPORTUNITY TO VOICE THEIR VIEWS?	N/A
CLOSE OF MEETING	N/A
WAS THE OBJECTIVE OF THE MEETING MET?	Yes
HOW COULD THE MEETING BE IMPROVED?	Encourage more people to attend by publicising the meeting better.

DID ANYONE ELSE AT THE MEETING MAKE ANY COMMENTS.	N/A
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MEETING AND DATE	Leake & Keyworth – 02/12/14
WAS THE MEETING PUBLISHED ON THE WEBSITE?	Yes
DID THE MEETING TAKE PLACE?	Yes
VENUE	Keyworth Young Peoples Centre. Venue easy to find.
ACCESSIBILITY AND PARKING	On street parking only.
ATTENDANCE	7 members of public, Councillors, 2 Youth Workers, 1 Mystery Shopper, 1 Police Officer and 1 PCSO.
PRIORITIES	No mention of current priorities or priorities for next month.
INFORMATION PROVIDED	Crime figures. Information was provided on arrests, convictions and penalties and levels of crime.
DISCUSSION	The meeting started on time, introductions were made and a Police Officer took the Chair. Apologised for being unprepared as was expecting someone else to Chair the meeting, said it was a priority setting meeting. Police/partners explained action taken to tackle crime. Solutions were adopted. No discussion on priorities for next month.
WERE MEMBERS OF THE PUBLIC GIVEN THE OPPORTUNITY TO VOICE THEIR VIEWS?	No.
CLOSE OF MEETING	No satisfactory arrangements were made for the next meeting. The meeting lasted 60 minutes.
WAS THE OBJECTIVE OF THE MEETING MET?	No.
HOW COULD THE MEETING BE IMPROVED?	Encourage members of the public and partners to attend.
DID ANYONE ELSE AT THE MEETING MAKE ANY COMMENTS.	Everyone but the members of the public were offered mugs of tea/coffee and biscuits which was inhospitable.

MEETING AND DATE	Bonnington & Daybrook – 04/12/14
WAS THE MEETING PUBLISHED ON THE WEBSITE?	Yes
DID THE MEETING TAKE PLACE?	Yes
VENUE	Gedling Civic Office, Arnot Hill Park. Venue easy to find.
ACCESSIBILITY AND PARKING	Adequate public and disability parking.

ATTENDANCE	9 members of public and 2 Mystery Shoppers and 2 PCSO's.
PRIORITIES	Discussed the current priorities and how they were agreed. Priorities for the next month were discussed. The Police/partners explained what they would be doing to deliver the priorities. There was clarity and agreement over what the priorities would be.
INFORMATION PROVIDED	Information was provided on arrests, convictions and penalties and levels of crime.
DISCUSSION	The meeting started on time, introductions were made and a PCSO took the Chair. Chair stated it was a priority setting meeting. PCSO explained action taken to tackle crime. Discussion took place about particular problems in the area and solutions/options were put forward to solve these problems. Solutions were adopted.
WERE MEMBERS OF THE PUBLIC GIVEN THE OPPORTUNITY TO VOICE THEIR VIEWS?	Yes.
CLOSE OF MEETING	No satisfactory arrangements were made for the next meeting. The meeting lasted 60 minutes.
WAS THE OBJECTIVE OF THE MEETING MET?	Yes. Successful priorities were identified after discussion.
HOW COULD THE MEETING BE IMPROVED?	Circulate minutes of meeting to those attending.
DID ANYONE ELSE AT THE MEETING MAKE ANY COMMENTS.	When asked if the minutes could be circulated was told by police they could find the information on the website.

MEETING AND DATE	Newark – 08/12/14
WAS THE MEETING PUBLISHED ON THE WEBSITE?	Yes
DID THE MEETING TAKE PLACE?	No. Email sent to the Volunteer Manager from PS with explanation following enquiry about the meeting.
VENUE	North End Methodist Church. Venue easy to find.
ACCESSIBILITY AND PARKING	On street parking only, no disability parking.
ATTENDANCE	1 member of public, 1 Mystery Shopper.
PRIORITIES	N/A
INFORMATION PROVIDED	N/A
DISCUSSION	N/A
WERE MEMBERS OF THE PUBLIC GIVEN THE OPPORTUNITY TO VOICE THEIR VIEWS?	N/A
CLOSE OF MEETING	N/A

WAS THE OBJECTIVE OF THE MEETING MET?	N/A
HOW COULD THE MEETING BE IMPROVED?	N/A
DID ANYONE ELSE AT THE MEETING MAKE ANY COMMENTS.	N/A

MEETING AND DATE	Beeston – 06/01/15
WAS THE MEETING PUBLISHED ON THE WEBSITE?	Yes
DID THE MEETING TAKE PLACE?	Yes
VENUE	The Old Council Chamber, Forest Avenue. Venue easy to find.
ACCESSIBILITY AND PARKING	Adequate public and disability parking in public car park.
ATTENDANCE	17 members of public Councillors, 1 Mystery Shopper, 1 Police Officer and 3 PCSO's.
PRIORITIES	Discussed the current priorities and how they were agreed. Information was provided on arrests, convictions and penalties and levels of crime. Priorities for the next month were discussed. There was clarity and agreement over what the priorities would be. The Police/partners explained what they would be doing to deliver the priorities.
INFORMATION PROVIDED	Satisfactory arrangements were made for the next meeting. The meeting lasted 60 minutes.
DISCUSSION	The meeting started on time, introductions were made and a PCSO took the Chair. Opened with minutes of last meeting and crime figures. Police/partners explained action taken to tackle crime. Discussion took place between police/partners about particular problems in the area and solutions/options were put forward to solve these problems. Solutions were adopted.
WERE MEMBERS OF THE PUBLIC GIVEN THE OPPORTUNITY TO VOICE THEIR VIEWS?	Yes.
CLOSE OF MEETING	Satisfactory arrangements were made for the next meeting. The meeting lasted for 60 minutes.
WAS THE OBJECTIVE OF THE MEETING MET?	Yes. A very productive meeting.
HOW COULD THE MEETING BE IMPROVED?	Meeting well organised and attended.
DID ANYONE ELSE AT THE MEETING MAKE ANY COMMENTS.	No.

MEETING AND DATE	Retford – 07/01/15
WAS THE MEETING PUBLISHED ON THE WEBSITE?	Yes
DID THE MEETING TAKE PLACE?	Yes
VENUE	Retford Town Hall. Note on door saying meeting in Butter Market, spent quite a time locating where the meeting was. Local people knew where it was. Meeting room not really suitable, like a large soup kitchen. The proposed room had been double booked.
ACCESSIBILITY AND PARKING	Adequate public and disability parking in nearby public car park.
ATTENDANCE	9 members of public, 2 Councillors, 1 Mystery Shopper 1 Police Officer and 1 PCSO.
PRIORITIES	Discussed the current priorities and how they were agreed. Priorities for the next month were discussed 3 Priorities agreed. There was clarity and agreement over what the priorities would be. The Police/partners explained what they would be doing to deliver the priorities.
INFORMATION PROVIDED	Information was provided on arrests, convictions and penalties and levels of crime.
DISCUSSION	Mystery Shopper late as unable to find the venue. A Councillor took the Chair and a Priority Setting Agenda was circulated Police/partners explained action taken to tackle crime. Discussion took place between police/partners about particular problems in the area and solutions/options were put forward to solve these problems. Solutions were adopted.
WERE MEMBERS OF THE PUBLIC GIVEN THE OPPORTUNITY TO VOICE THEIR VIEWS?	Yes but questions from the public seemed to be side-lined.
CLOSE OF MEETING	Satisfactory arrangements were made for the next meeting. The meeting lasted for 40 minutes.
WAS THE OBJECTIVE OF THE MEETING MET?	Yes.
HOW COULD THE MEETING BE IMPROVED?	Better control of the meeting by the Chair – a fair amount of veering off the agenda.
DID ANYONE ELSE AT THE MEETING MAKE ANY COMMENTS.	No.

MEETING AND DATE	Cropwell Butler – 12/01/15
WAS THE MEETING PUBLISHED ON THE WEBSITE?	Yes
DID THE MEETING TAKE PLACE?	Yes
VENUE	Old School Fern Road, Cropwell Bishop. Venue easy to find.
ACCESSIBILITY AND PARKING	Adequate public and disability parking.
ATTENDANCE	8 Councillors and 1 Mystery Shopper, 1 Police Officer and 1 PCSO.

PRIORITIES	Discussed the current priorities and how they were agreed. Priorities for the next month were discussed. There was clarity and agreement over what the priorities would be. The Police/partners explained what they would be doing to deliver the priorities.
INFORMATION PROVIDED	Information was provided on arrests, convictions and penalties and levels of crime.
DISCUSSION	The meeting started on time, introductions were made and a Police Officer took the Chair. Opened with reference to priorities. Police/partners explained action taken to tackle crime. Discussion took place between police/partners about particular problems in the area and solutions/options were put forward to solve these problems. Solutions were adopted.
WERE MEMBERS OF THE PUBLIC GIVEN THE OPPORTUNITY TO VOICE THEIR VIEWS?	N/A
CLOSE OF MEETING	Satisfactory arrangements were made for the next meeting. The meeting lasted for 60 minutes.
WAS THE OBJECTIVE OF THE MEETING MET?	Yes, fairly successfully.
HOW COULD THE MEETING BE IMPROVED?	Encourage more members of the public to attend.
DID ANYONE ELSE AT THE MEETING MAKE ANY COMMENTS.	No.

MEETING AND DATE	Bassetlaw Rural – 14/01/15
WAS THE MEETING PUBLISHED ON THE WEBSITE?	Yes
DID THE MEETING TAKE PLACE?	Yes
VENUE	Retford Town Hall. Venue easy to find.
ACCESSIBILITY AND PARKING	Adequate public and disability parking in public car park.
ATTENDANCE	5 members of public, 5 Councillors and 1 Mystery Shopper and 2 Police Officers.
PRIORITIES	Discussed the current priorities and how they were agreed. Priorities for the next month were discussed. There was clarity and agreement over what the priorities would be. The Police/partners explained what they would be doing to deliver the priorities.
INFORMATION PROVIDED	Information was provided on arrests, convictions and penalties and levels of crime.
DISCUSSION	The meeting started on time, introductions were made and a Police Officer took the Chair. Opened with reference to priorities. Police/partners explained action taken to tackle crime. Discussion took place between police/partners about particular problems in the area and solutions/options were put forward to solve these problems. Solutions were adopted.
WERE MEMBERS OF THE PUBLIC GIVEN THE OPPORTUNITY TO VOICE THEIR VIEWS?	Yes.

CLOSE OF MEETING	Satisfactory arrangements were made for the next meeting. The meeting lasted for 90 minutes.
WAS THE OBJECTIVE OF THE MEETING MET?	Yes quite successfully.
HOW COULD THE MEETING BE IMPROVED?	A good meeting – venue warm and comfortable with refreshments. More members of the public should be encouraged to attend.
DID ANYONE ELSE AT THE MEETING MAKE ANY COMMENTS.	No.

MEETING AND DATE	West Bridgford – 19/01/15
WAS THE MEETING PUBLISHED ON THE WEBSITE?	Yes
DID THE MEETING TAKE PLACE?	Yes
VENUE	West Bridgford Police Station. Venue easy to find.
ACCESSIBILITY AND PARKING	No adequate public or disability parking outside police station.
ATTENDANCE	14 members of public, 4 Councillors and 1 Mystery Shopper and 4 Police Officers/PCSO's.
PRIORITIES	Discussed the current priorities and how they were agreed. Priorities for the next month were discussed. There was clarity and agreement over what the priorities would be. The Police/partners explained what they would be doing to deliver the priorities.
INFORMATION PROVIDED	Information was provided on arrests, convictions and penalties and levels of crime.
DISCUSSION	The meeting started on time, introductions were made and a Police Officer took the Chair. Police/partners explained action taken to tackle crime. Discussion took place between police/partners about particular problems in the area and solutions/options were put forward to solve these problems.
WERE MEMBERS OF THE PUBLIC GIVEN THE OPPORTUNITY TO VOICE THEIR VIEWS?	The Inspector asked for views from those attending but very few took advantage of the opportunity.
CLOSE OF MEETING	Satisfactory arrangements were made for the next meeting. The meeting lasted for 60 minutes.
WAS THE OBJECTIVE OF THE MEETING MET?	Yes quite successful, a good meeting.
HOW COULD THE MEETING BE IMPROVED?	A good meeting but perhaps a print out of the crime figures as it was difficult to hear all that was said.
DID ANYONE ELSE AT THE MEETING MAKE ANY COMMENTS.	Members of the public felt that the meeting was a useful way of communicating with the police, making them feel their views count in the community.

MEETING AND DATE	Chilwell & Toton – 20/01/15
WAS THE MEETING PUBLISHED ON THE WEBSITE?	Yes
DID THE MEETING TAKE PLACE?	No. The meeting took place the previous evening (19 <sup>th</sup> ) but was advertised on the website as 20 <sup>th</sup> .
VENUE	Community Space, Tesco. Venue easy to find.
ACCESSIBILITY AND PARKING	Supermarket car park so ample space for public and disability car parking.
ATTENDANCE	1 Mystery Shopper.
PRIORITIES	N/A
INFORMATION PROVIDED	N/A
DISCUSSION	N/A
WERE MEMBERS OF THE PUBLIC GIVEN THE OPPORTUNITY TO VOICE THEIR VIEWS?	N/A
CLOSE OF MEETING	N/A
WAS THE OBJECTIVE OF THE MEETING MET?	N/A
HOW COULD THE MEETING BE IMPROVED?	N/A
DID ANYONE ELSE AT THE MEETING MAKE ANY COMMENTS.	N/A

MEETING AND DATE	Newark – 26/01/15
WAS THE MEETING PUBLISHED ON THE WEBSITE?	Yes
DID THE MEETING TAKE PLACE?	Yes
VENUE	Christchurch Hall, Boundary Road. Venue easy to find.
ACCESSIBILITY AND PARKING	On street parking only.
ATTENDANCE	1 Mystery Shopper and 1 PCSO.
PRIORITIES	Discussed the current priorities and how they were agreed. Priorities will remain the same as no members of public to pick new ones.
INFORMATION PROVIDED	Information was provided on arrests, convictions and penalties and levels of crime.
DISCUSSION	The meeting started on time, introductions were made and a PCSO took the Chair. Started with minutes of the last meeting. PCSO explained action taken to tackle crime.

WERE MEMBERS OF THE PUBLIC GIVEN THE OPPORTUNITY TO VOICE THEIR VIEWS?	N/A
CLOSE OF MEETING	The meeting lasted for 60 minutes.
WAS THE OBJECTIVE OF THE MEETING MET?	Yes.
HOW COULD THE MEETING BE IMPROVED?	Perhaps if meetings were held in conjunction with Parish Council Meetings there may be more attendees.
DID ANYONE ELSE AT THE MEETING MAKE ANY COMMENTS.	N/A

MEETING AND DATE	Worksop North – 16/02/15
WAS THE MEETING PUBLISHED ON THE WEBSITE?	Yes.
DID THE MEETING TAKE PLACE?	Yes.
VENUE	Worksop Police Station. Venue easy to find. The venue was appropriate for the purpose of the meeting.
ACCESSIBILITY AND PARKING	Adequate public and disability parking however police car parked in the disability bay.
ATTENDANCE	No members of public at the meeting. 1 Mystery Shopper and one Police Officer.
PRIORITIES	Priorities were established by PCSO's taking questionnaires into Shopping Centre and door to door. Priorities for the next month were discussed. There was clarity and agreement over what the priorities would be. The Police explained what they would be doing to deliver the priorities.
INFORMATION PROVIDED	A very detailed sheet was available to see on arrests, convictions and penalties and action taken to tackle crime, disorder and incidents.
DISCUSSION	The meeting started on time.
WERE MEMBERS OF THE PUBLIC GIVEN THE OPPORTUNITY TO VOICE THEIR VIEWS?	N/A
CLOSE OF MEETING	The meeting lasted for 1 hour. The date of the next meeting was set for 14/05/15.
WAS THE OBJECTIVE OF THE MEETING MET?	Yes but no members of the public to discuss with.
HOW COULD THE MEETING BE IMPROVED?	Increase the numbers of attendees. However, the police feel they are doing all they can to encourage people to come to the meetings.
DID ANYONE ELSE AT THE MEETING MAKE ANY COMMENTS.	N/A

MEETING AND DATE	Collingham, Winthorpe & Villages – 02/03/15.
WAS THE MEETING PUBLISHED ON THE WEBSITE?	Yes.
DID THE MEETING TAKE PLACE?	Yes.
VENUE	Harby Village Hall. Easy to find and appropriate for the purpose of the meeting. The room was cold. One gentleman had tripped over a low wall and hurt his arm due to poor lighting.
ACCESSIBILITY AND PARKING	Accessible to all members of the community. Lots of public and disability parking.
ATTENDANCE	6 people attended all Councillors, no members of the public, 1 Mystery Shopper and 1 PCSO.
PRIORITIES	Current priorities outlined Next months priorities are to be the same as last months. There was clarity and agreement over what the priorities would be. PCSO explained what the police were doing to deliver the priorities.
INFORMATION PROVIDED	Information provided on levels of crime, arrests, convictions, and penalties.
DISCUSSION	PCSO took the Chair. Meeting opened with discussion of last set of priorities. A good general discussion took place.
WERE MEMBERS OF THE PUBLIC GIVEN THE OPPORTUNITY TO VOICE THEIR VIEWS?	Yes. A very good all round discussion.
CLOSE OF MEETING	The meeting lasted for 1 hour. No satisfactory arrangements were made for the next meeting other than the meeting would be on a Monday in 3 months time.
WAS THE OBJECTIVE OF THE MEETING MET?	Very successful.
HOW COULD THE MEETING BE IMPROVED?	Numbers of attendees – public and partners.
DID ANYONE ELSE AT THE MEETING MAKE ANY COMMENTS.	The room was cold so people didn't stay around to chat. There will be training on the use of speed gun and Mystery Shopper was asked if they could be provided with reflective vests.

MEETING AND DATE	Harworth & Bircotes – 08/04/15
WAS THE MEETING PUBLISHED ON THE WEBSITE?	Yes
DID THE MEETING TAKE PLACE?	Yes
VENUE	Harworth & Bircotes Town Hall.
ACCESSIBILITY AND PARKING	Appropriate for the purpose of the meeting and accessible to all members of the community. Adequate public and disability parking.
ATTENDANCE	11 people attended the meeting – all Councillors or their representatives, plus 1 member of the Notts Fire & Rescue Service plus 1 Police Officer.

PRIORITIES	The Police Officer outlined the current priorities. A very pro-active police presence as well as lots of support from those at the meeting. Priorities for the next month were discussed, identified by Safer Neighbourhood Teams. There was clarity and agreement on the priorities and the Police Officer explained what they will be doing to deliver those priorities.
INFORMATION PROVIDED	Lots of information provided on levels of crime and action taken to tackle crime.
DISCUSSION	The Police Officer took the chair and the meeting started promptly. Introductions by everyone. A very in depth discussion was had about the priorities, crime figures and action taken.
WERE MEMBERS OF THE PUBLIC GIVEN THE OPPORTUNITY TO VOICE THEIR VIEWS?	Yes. A good discussion took place. Lots of interaction from all present.
CLOSE OF MEETING	The meeting lasted for 1½ hours. Satisfactory arrangements were made for the next meeting on Wednesday 15 <sup>th</sup> July.
WAS THE OBJECTIVE OF THE MEETING MET?	Very successful meeting.
HOW COULD THE MEETING BE IMPROVED?	N/A. A very good meeting.
DID ANYONE ELSE AT THE MEETING MAKE ANY COMMENTS.	A member of the Fire & Rescue Service was present who give input on safety and offered to attend other meetings if possible.

MEETING AND DATE	Stapleford – 14/04/15
WAS THE MEETING PUBLISHED ON THE WEBSITE?	Yes.
DID THE MEETING TAKE PLACE?	Yes.
VENUE	The Meeting Place Community Centre. Venue easy to find. Venue appropriate for the purpose of the meeting.
ACCESSIBILITY AND PARKING	Meeting Room only accessible to the walking population – lots of steps. Ample and adequate parking. Well lit.
ATTENDANCE	8 Neighbourhood Watch, 4 Councillors, 1 Mystery Shopper, 1 Police Officer and 1 PCSO.
PRIORITIES	The Police outlined the current priorities. Neighbourhood Watch play a large part in gathering the figures. Online surveys used to identify priorities. Priorities for the next month were discussed. There was clarity and agreement over what the priorities would be. The police explained what they would be doing to deliver these priorities.
INFORMATION PROVIDED	Information provided on the levels of crime,. A comprehensive report given out regarding car crime. No particular information provided on arrests, convictions and penalties.
DISCUSSION	PCSO Chaired the meeting. Opened very promptly with discussion and update on priorities. A lively discussion between all present.

WERE MEMBERS OF THE PUBLIC GIVEN THE OPPORTUNITY TO VOICE THEIR VIEWS?	Yes, all present joined in the discussion.
CLOSE OF MEETING	Satisfactory arrangements were made for the next meeting on 14/07/15. The meeting lasted for 70 minutes.
WAS THE OBJECTIVE OF THE MEETING MET?	Objective of meeting successfully met. Clear priorities set.
HOW COULD THE MEETING BE IMPROVED?	More members of the public attending. A good meeting, lots of dialogue and enthusiasm.
DID ANYONE ELSE AT THE MEETING MAKE ANY COMMENTS.	Spoke to people attending after the meeting and they said the venue and time of the meeting was convenient, it was a good use of their time and they were given the opportunity to speak. The police listened to their views and took them into account.

## NOTTINGHAMSHIRE POLICE 101 RECORDED CALLS

How was the caller greeted by the call handler?	YES	NO
The call handler said Hello/Good Morning/Good Afternoon	86	84
The call handler mentioned Nottinghamshire Police.	163	7
The call handler asked "How can I help you?"	156	14

After the caller asked a question or after they had explained what information they required, what did the call handler do?	YES	NO
They dealt with the enquiry themselves.	149	21
They explained that they could not answer the query.	29	141
They put the caller on hold.	23	147
They transferred the caller to another staff member/department to deal with the enquiry.	13	157
They offered to call the caller back.	21	149

**Thirteen calls were transferred:**

The Call Handlers explained the reason for transferring the calls and gave the name of the person/department they were being transferred to.

How did the call taker handle the call?	YES	NO
They were quick and efficient.	170	0
They were polite and courteous.	170	0
They appeared rude and/or disinterested.	0	170
They genuinely wanted to help.	170	0
They did all that was necessary to answer the enquiry.	168	2
They used jargon/language that was easy to understand.	170	0
They treated the caller with respect.	170	0

Mystery Shopper's Comments

- One call handler was not embarrassed to admit a lack of knowledge and went to ask a Sergeant.
- One call handler was a little slow, possibly irritated by the caller who sounded drunk.

	<b>YES</b>	<b>NO</b>
<b>At any time during the call did the call handler ask any questions relating to the enquiry?</b>	170	0

	<b>YES</b>	<b>NO</b>
<b>Were you able to hear the call handler clearly?</b>	168	2

Mystery Shopper's Comments

- Call handler had a soft voice that seemed muffled at times.
- Callers speech and breathing overpowered the handler who was quietly spoken.

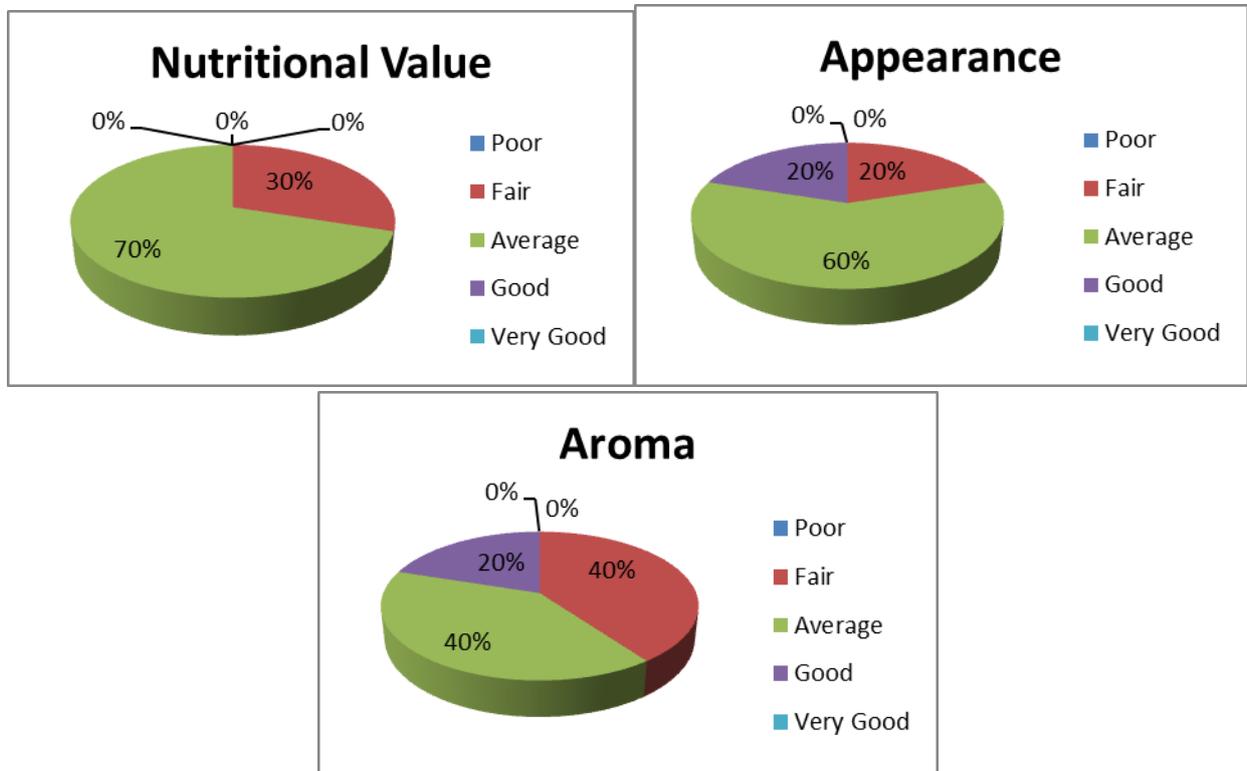
<b>What did the call handler say at the end of the call?</b>	<b>YES</b>	<b>NO</b>
They checked that they had answered the enquiry satisfactorily.	152	18
They asked for the callers contact details.	142	28
They said 'thank you'.	148	22
They said 'goodbye'.	149	21

**CUSTODY FOOD TASTING SURVEY**  
**Tuesday 31<sup>st</sup> March 2015**

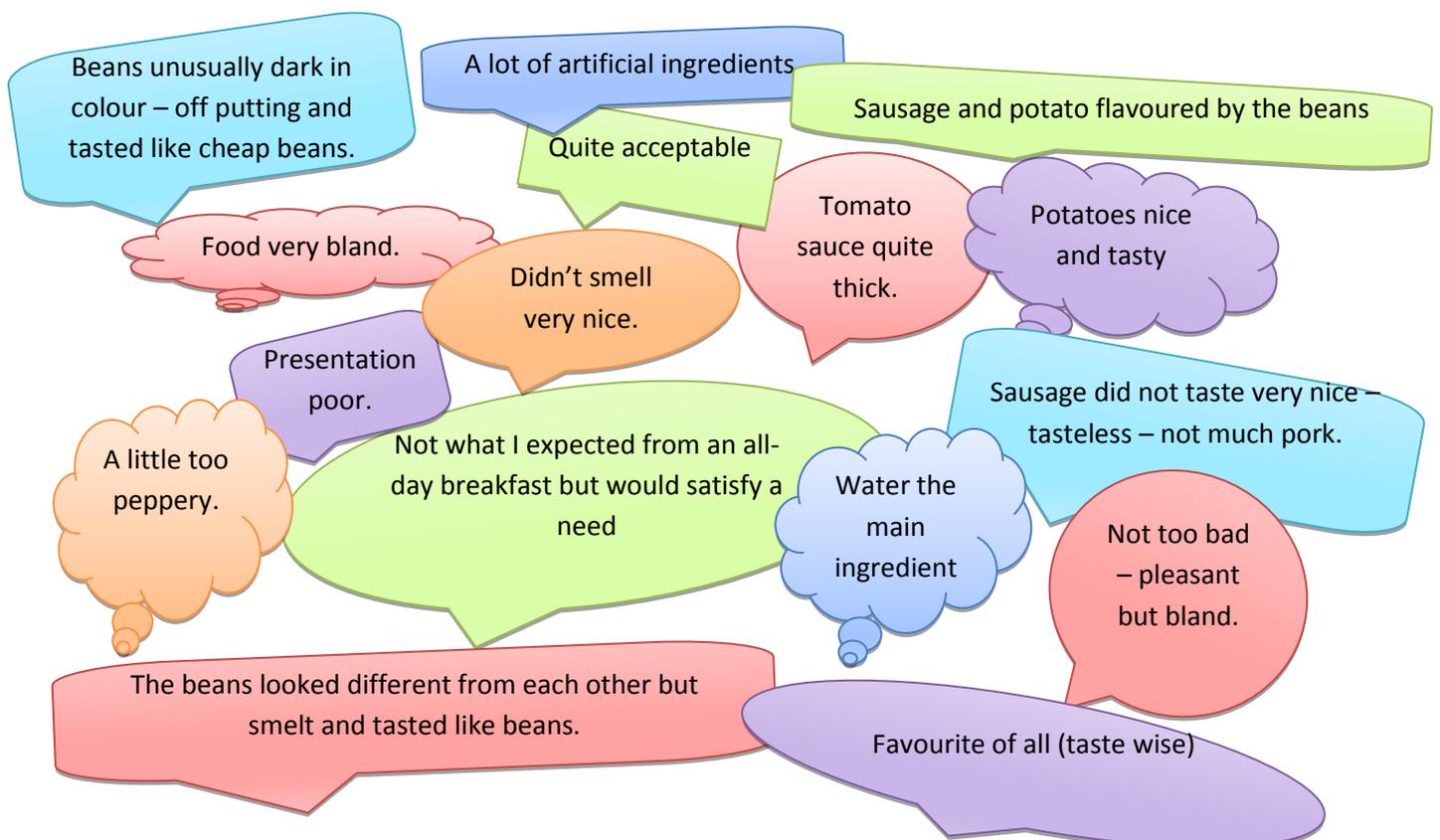


## All Day Breakfast

Beans in a rich tomato sauce with potatoes and two succulent pork sausages.

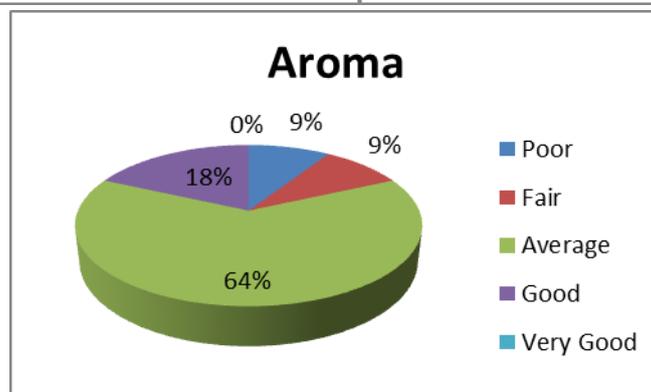
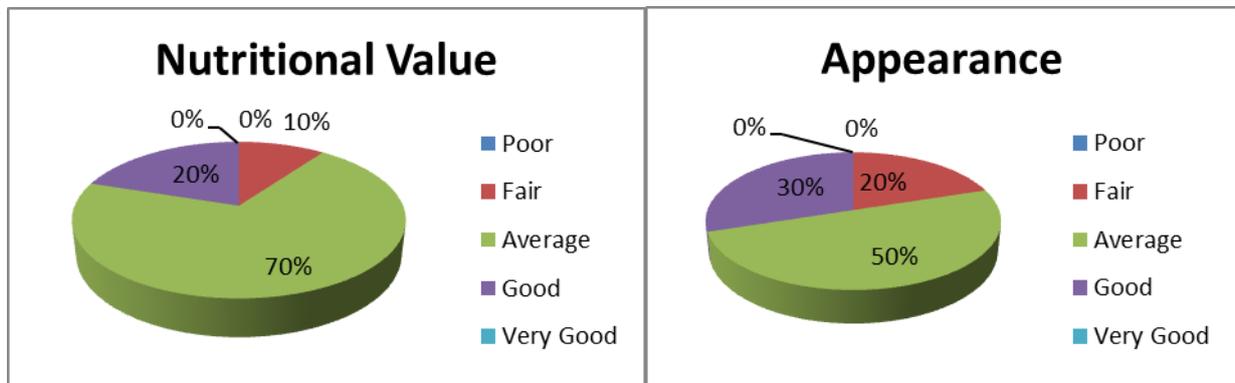


## Comments on All Day Breakfast



## Vegetable Chilli with Pilau Rice

Chunky vegetables and kidney beans in a rich spicy sauce.

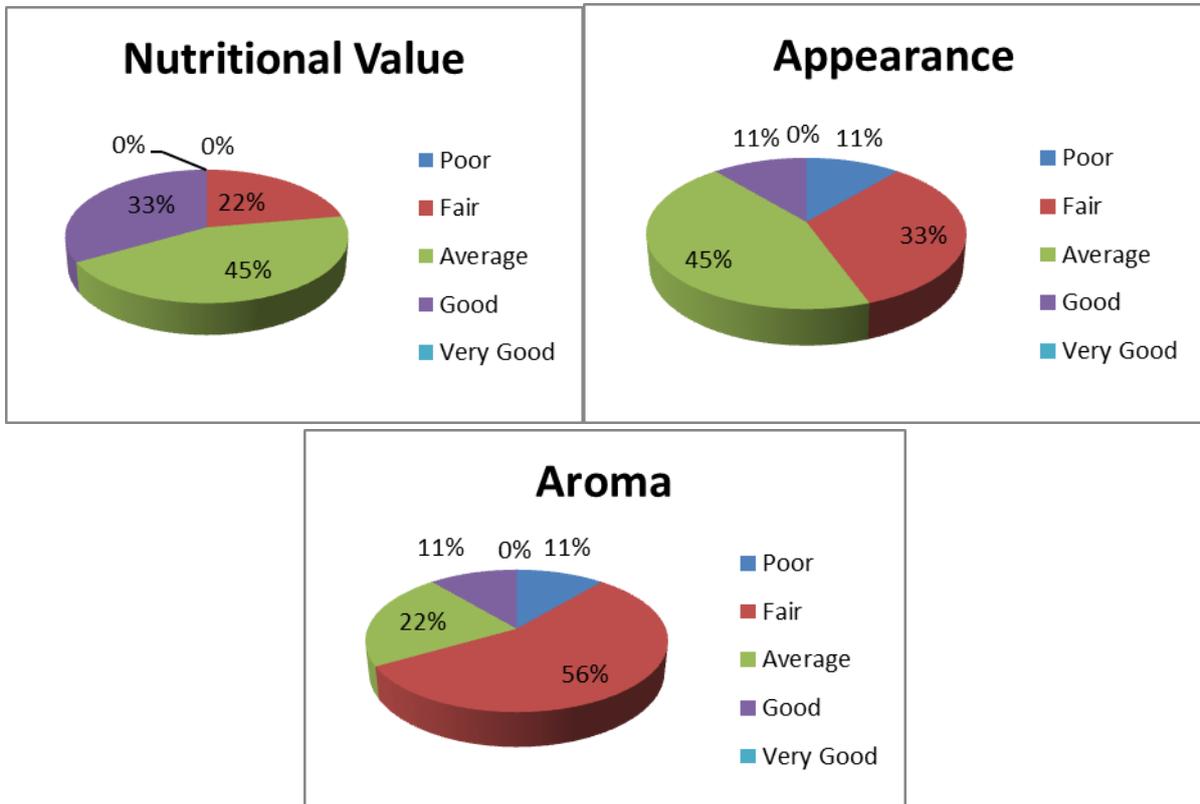


### Comments on Vegetable Chilli with Pilau Rice

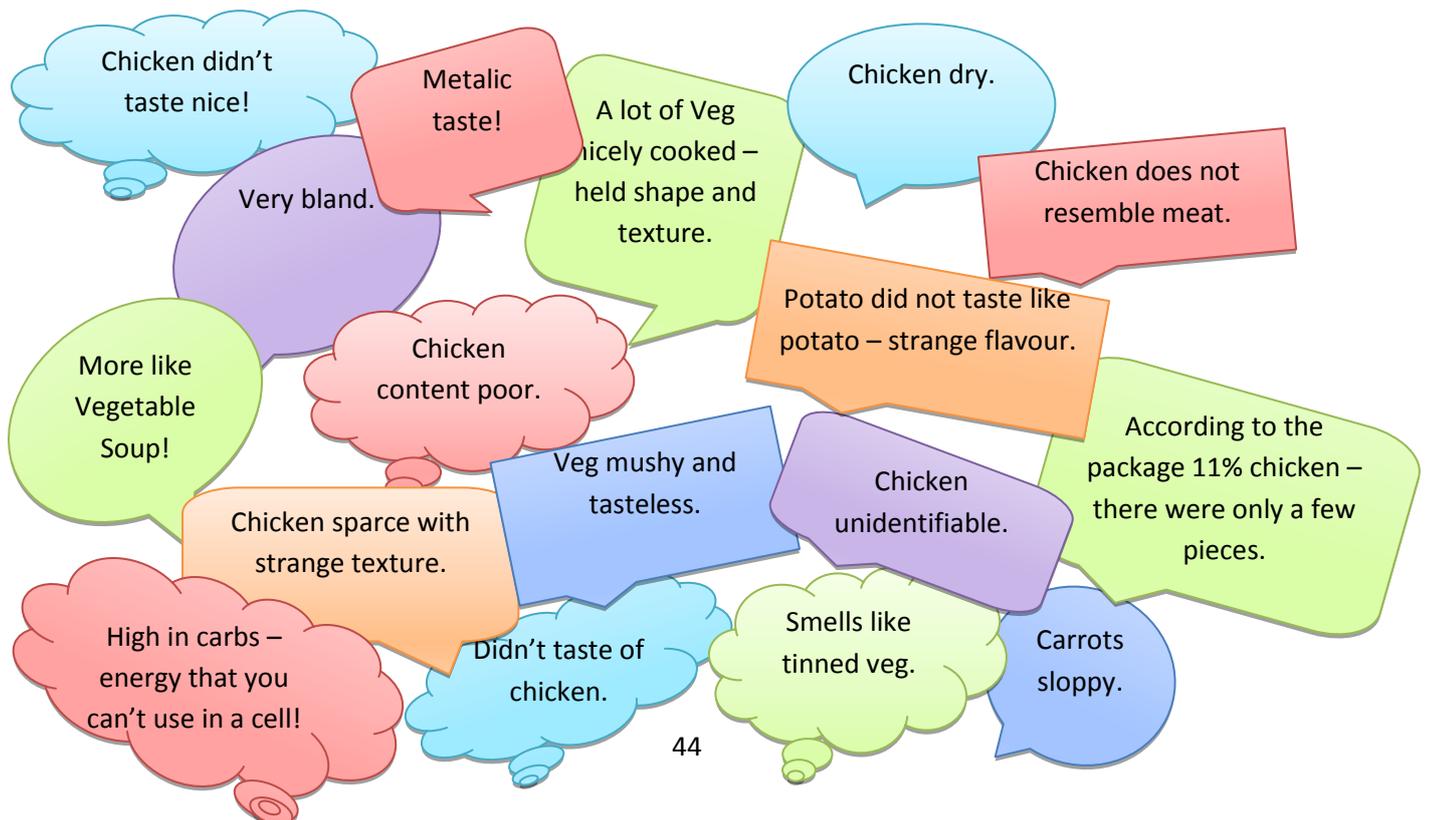


## Chicken Casserole

**Chicken breast in a savoury sauce with potatoes, carrot, swede and pearl barley.**

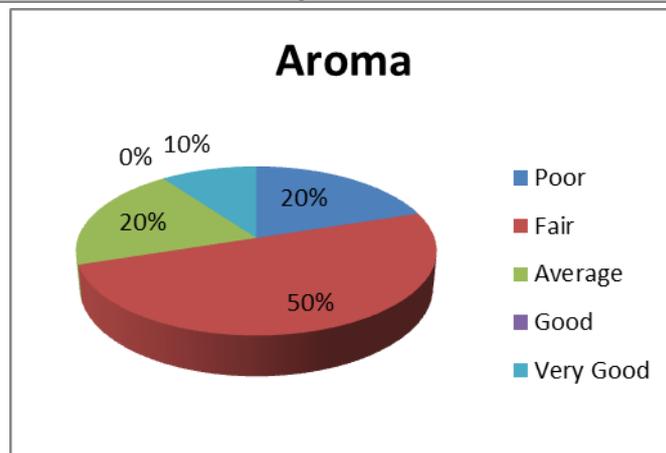
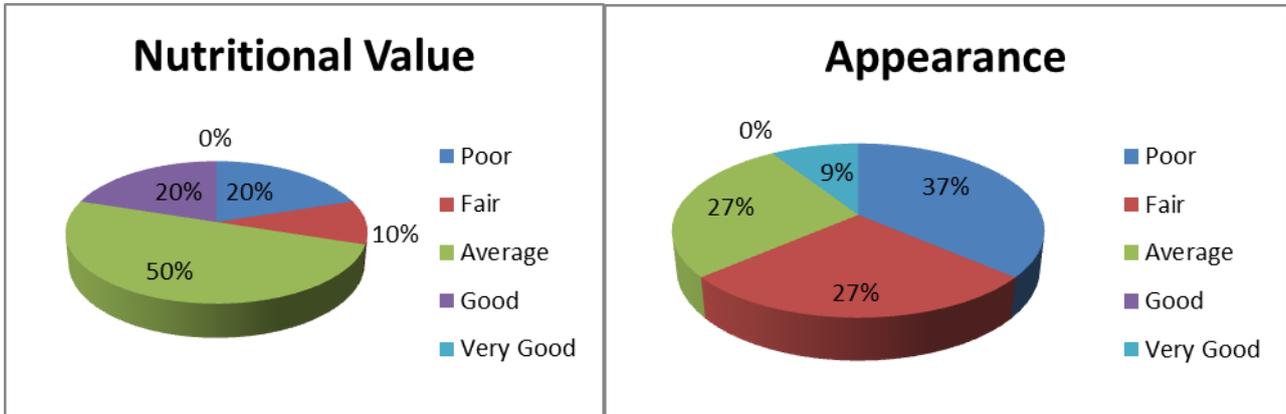


### Comments on Chicken Casserole

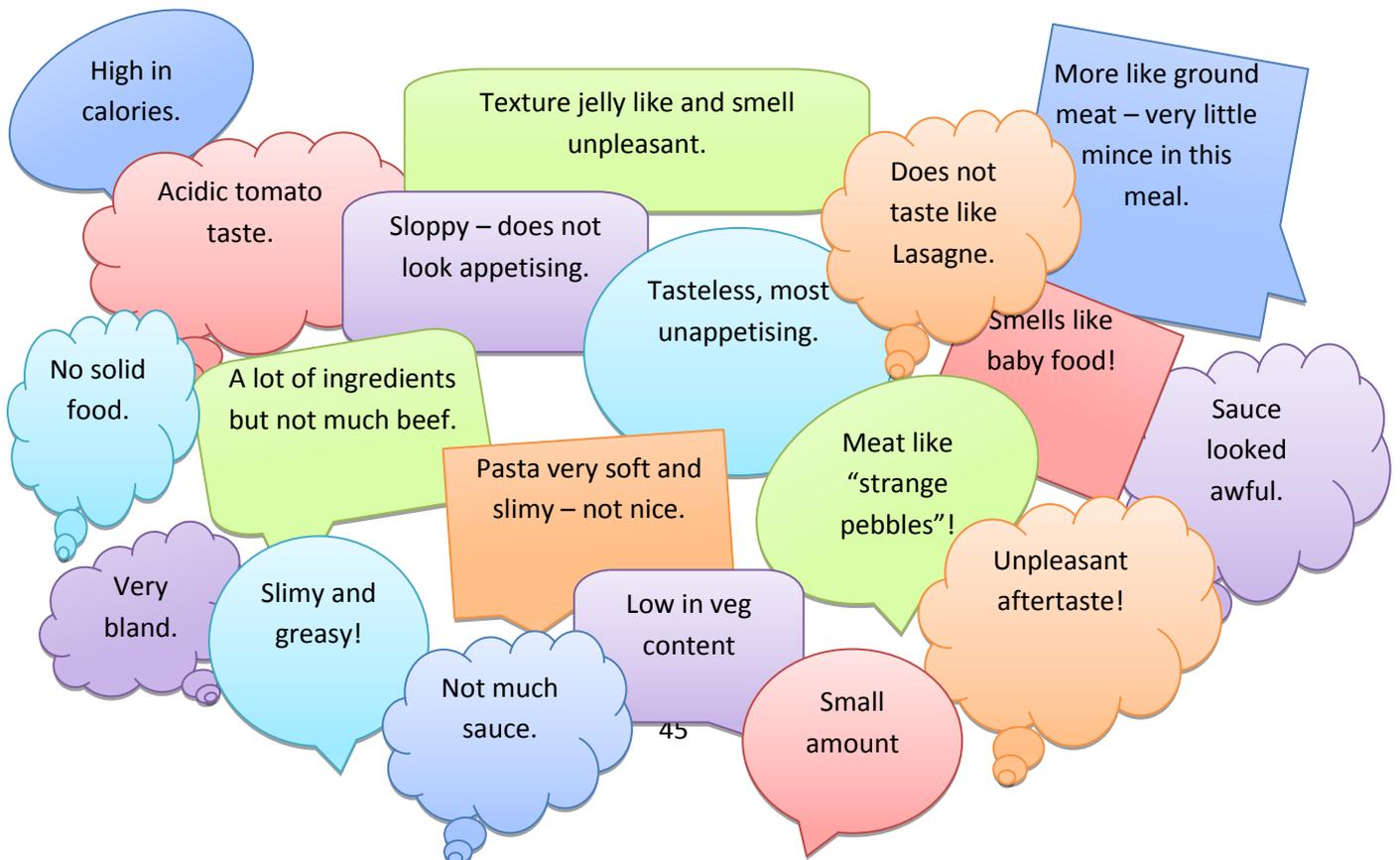


## Beef Lasagne

**Minced beef in a herby tomato sauce with egg pasta topped with béchamel sauce.**

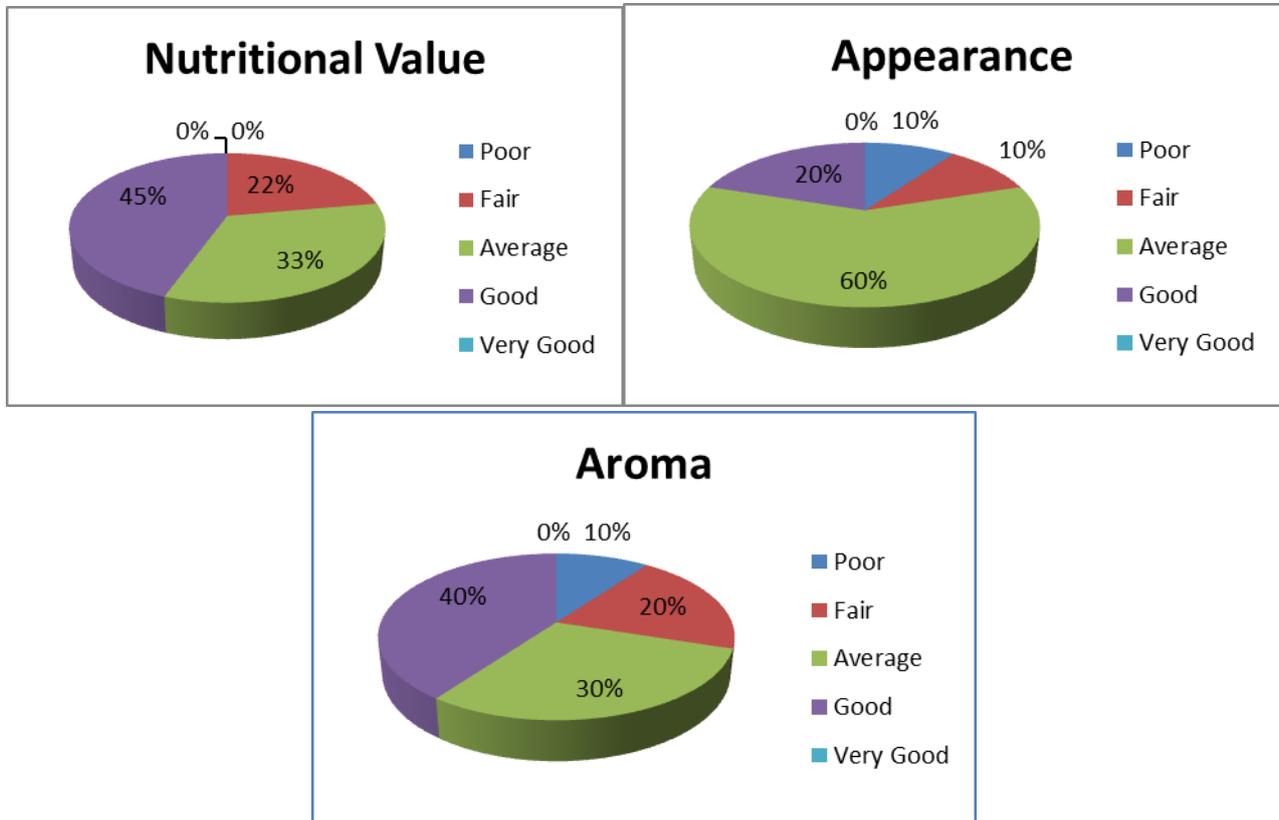


### Comments on Beef Lasagne



## Vegetable Curry & Rice

**Cauliflower, carrots, green beans, peas and potatoes inn a spicy curry sauce with a side of long grain rice.**

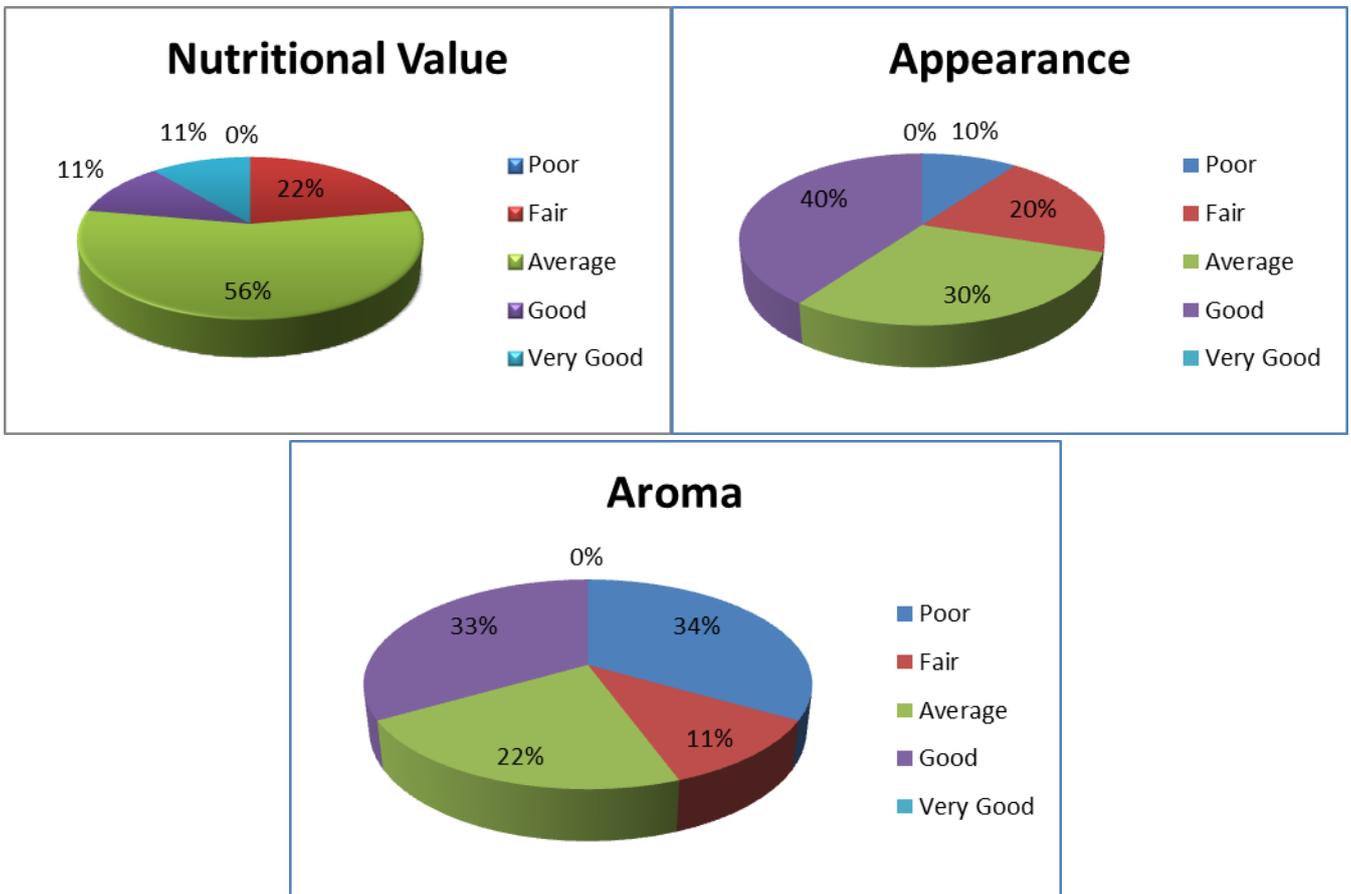


### Comments on Vegetable Curry and Rice

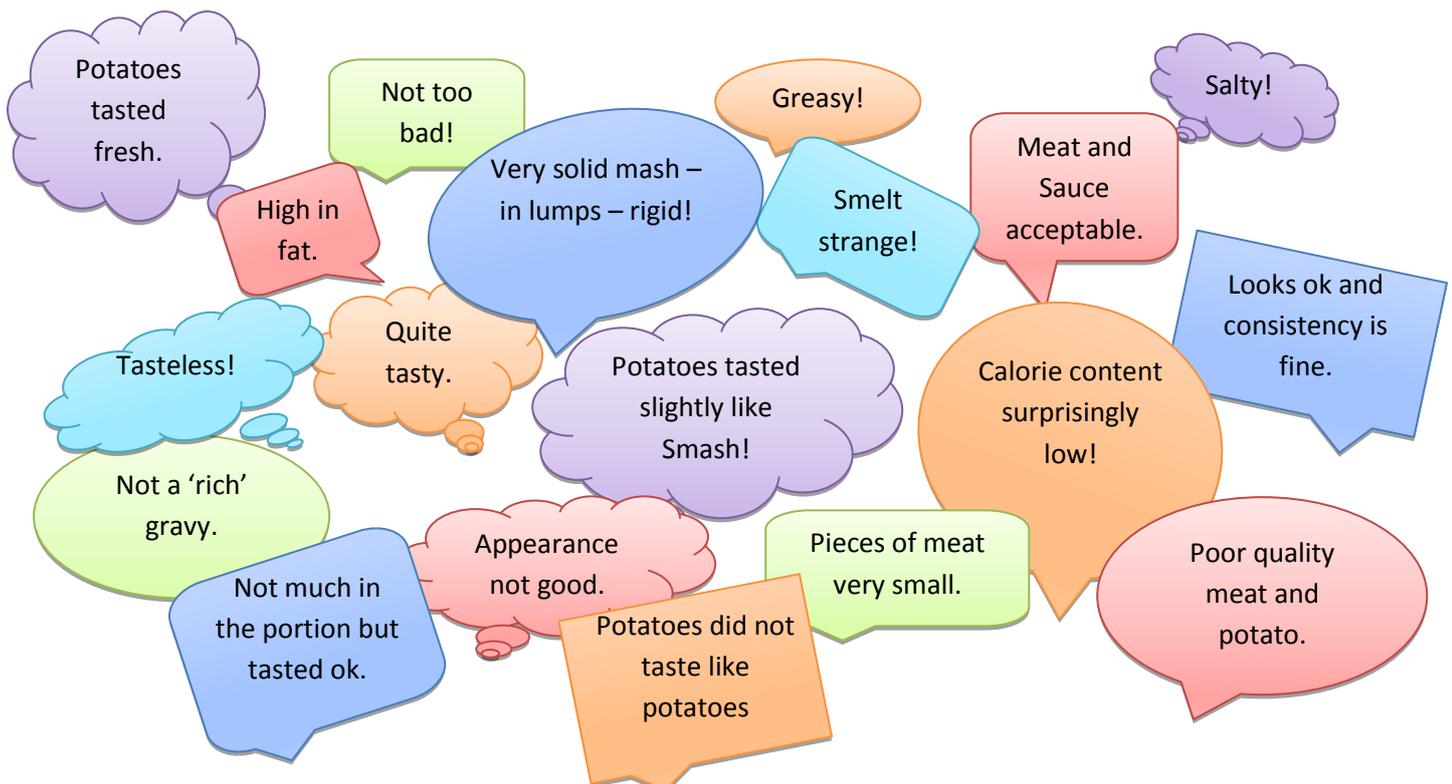


## Cottage Pie

Minced beef and onion in a rich gravy topped with mash.

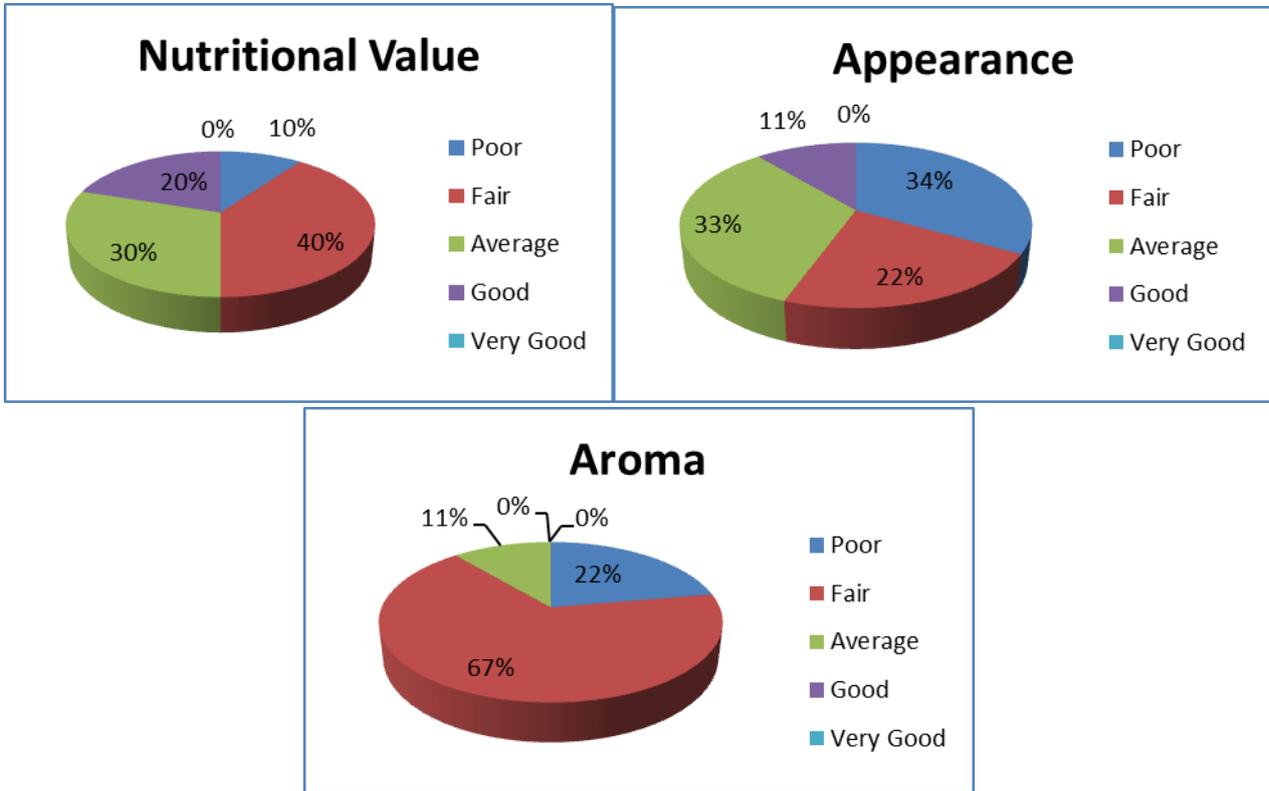


## Comments on Cottage Pie

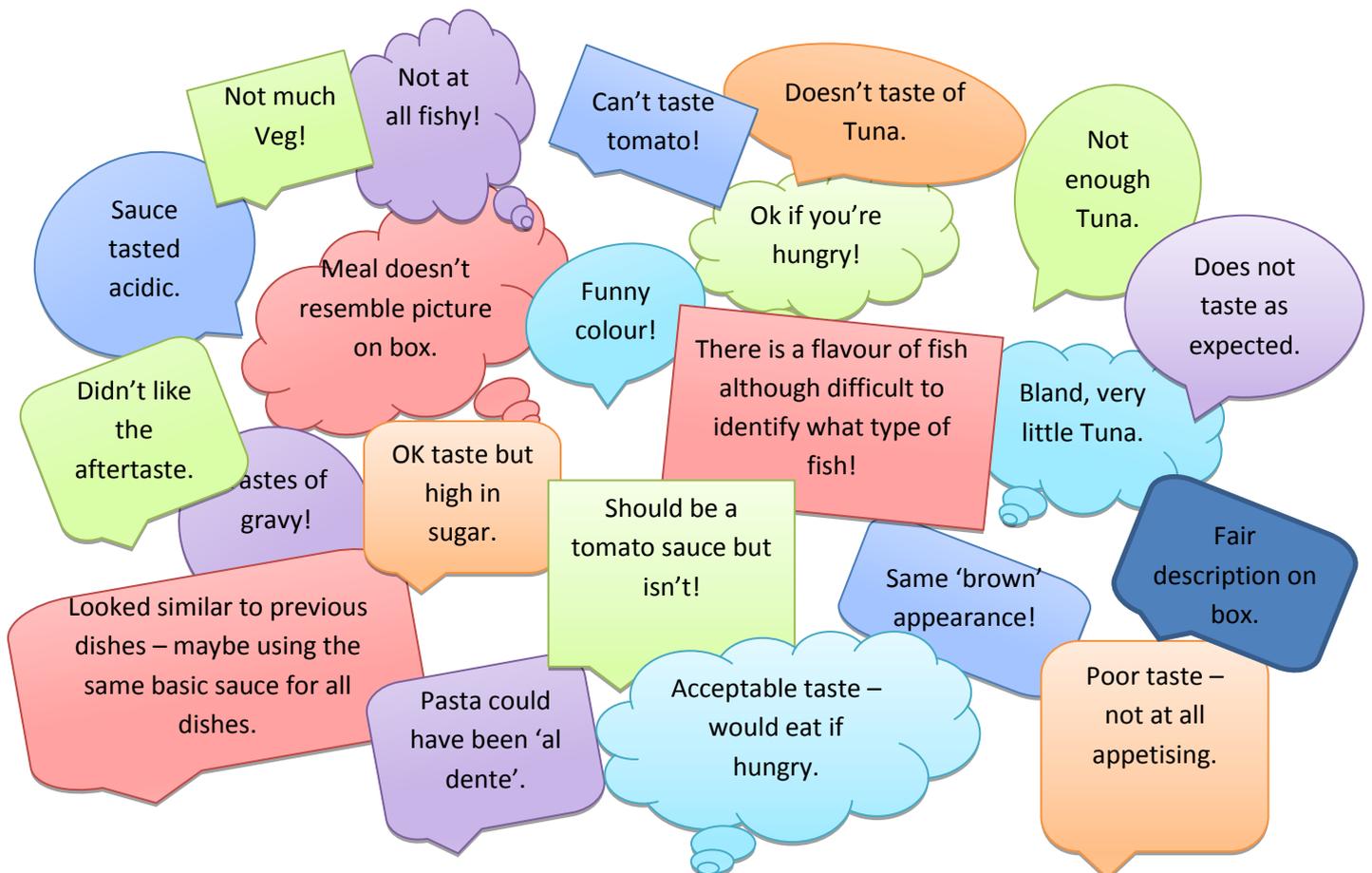


## Tuna & Pasta Italienne

**Egg pasta shells with flaked tuna in a herby tomato sauce with mushrooms, red peppers and sweetcorn.**

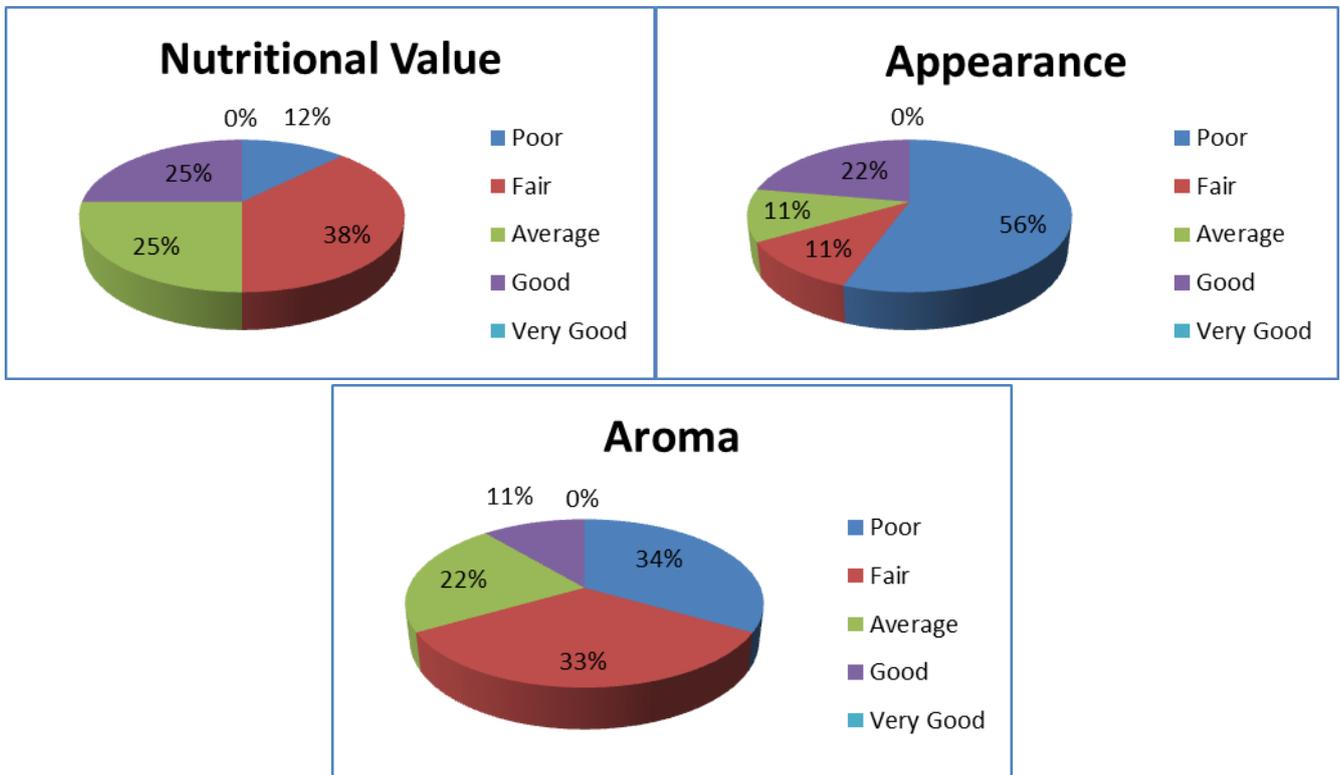


### Comments on Tuna and Pasta Italienne

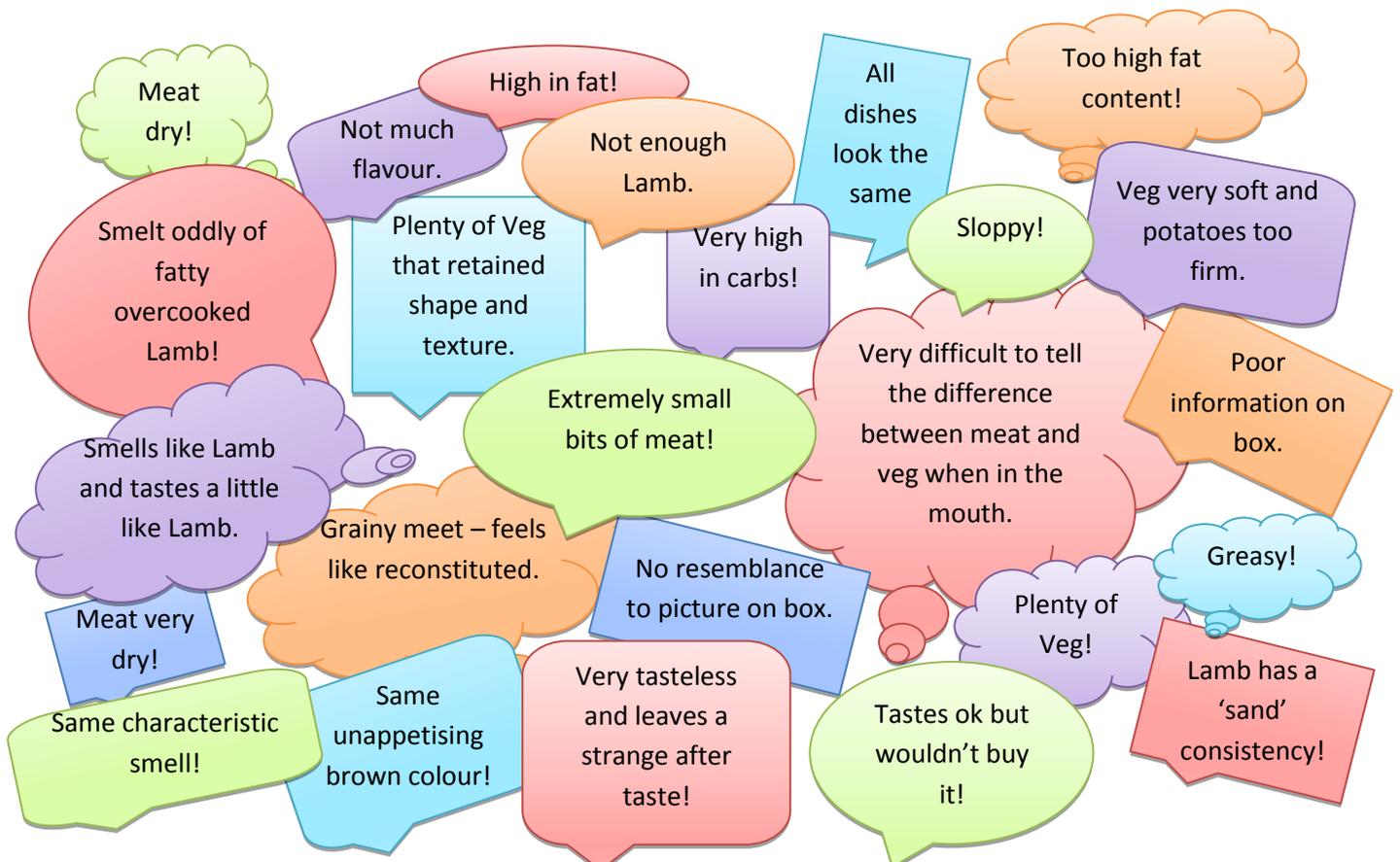


## Lamb Hotpot

**Minced lamb with carrots and onions in a savoury gravy with potatoes.**

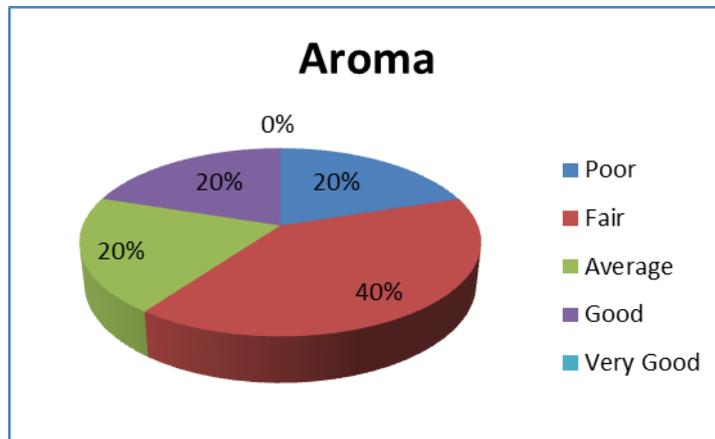
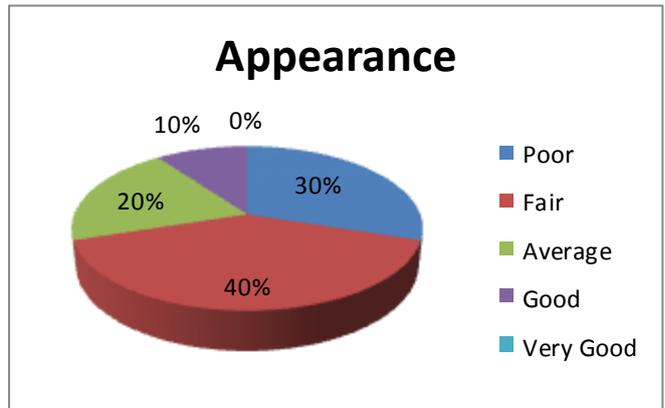
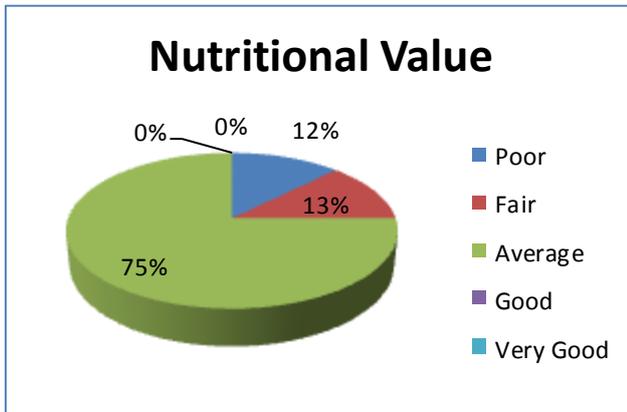


## Comments on Lamb Hotpot



## Beans and Potato Wedges

Beans in a rich tomato sauce with potato wedges and mushrooms.

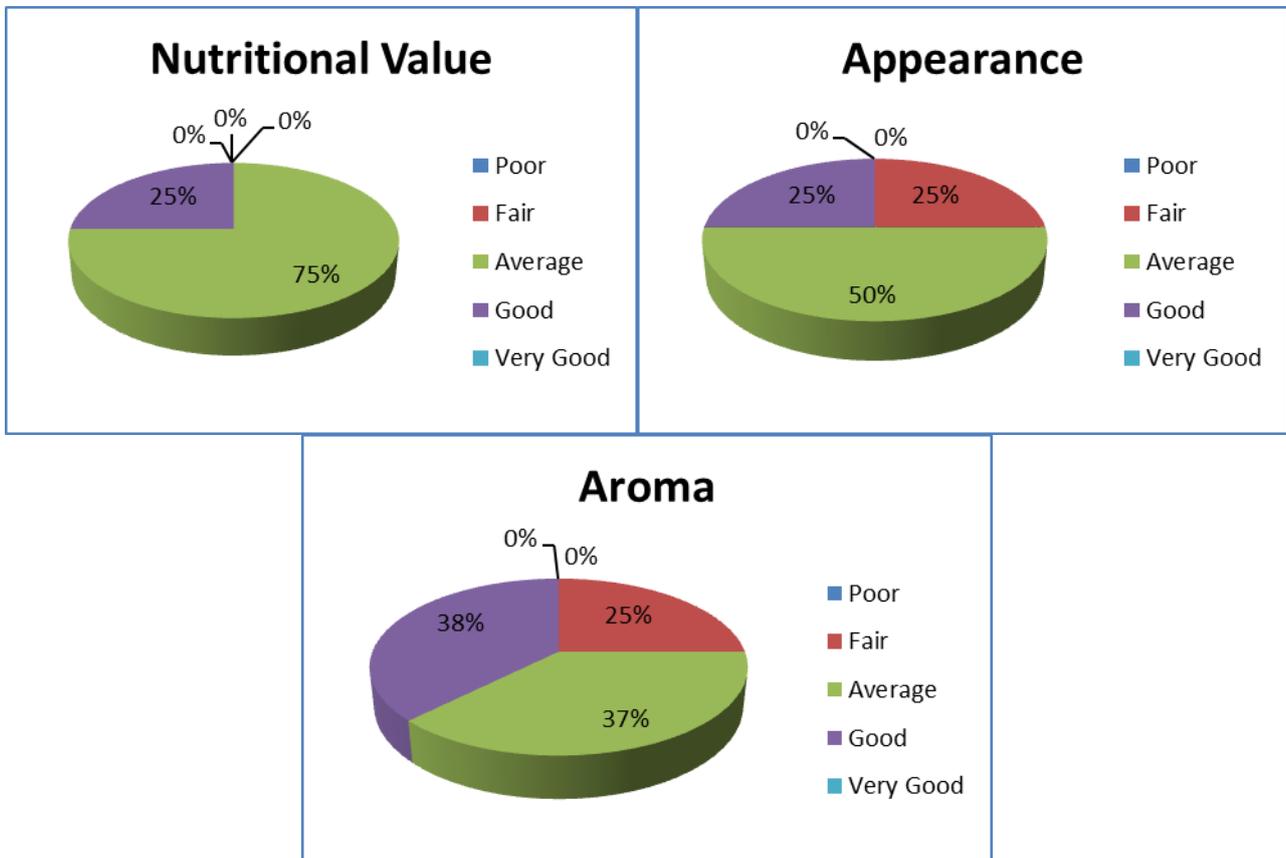


## Comments on Beans and Potato Wedges

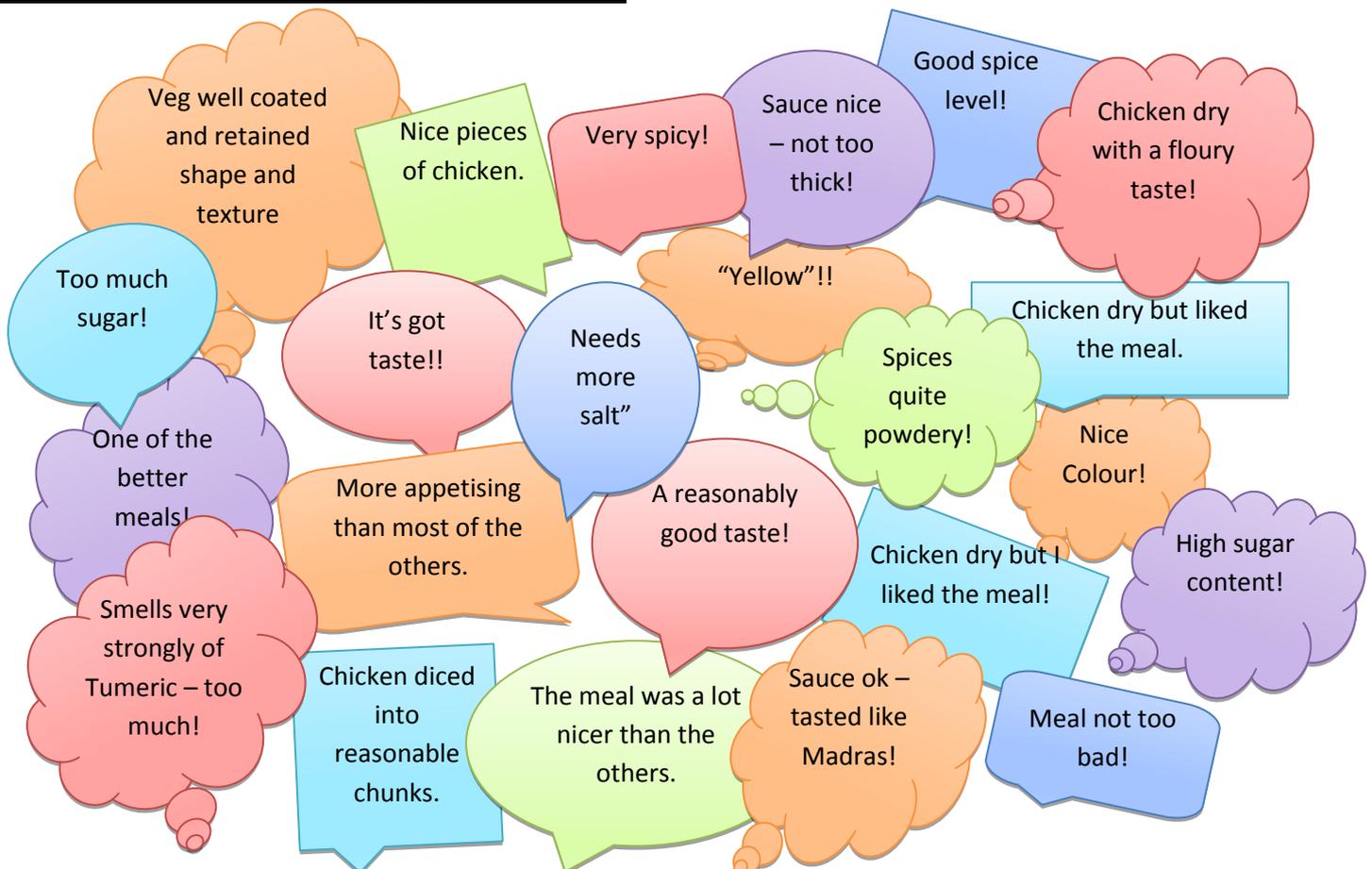


## Chicken & Vegetable Madras

Chicken breast with a selection of vegetables in a spicy curry sauce.

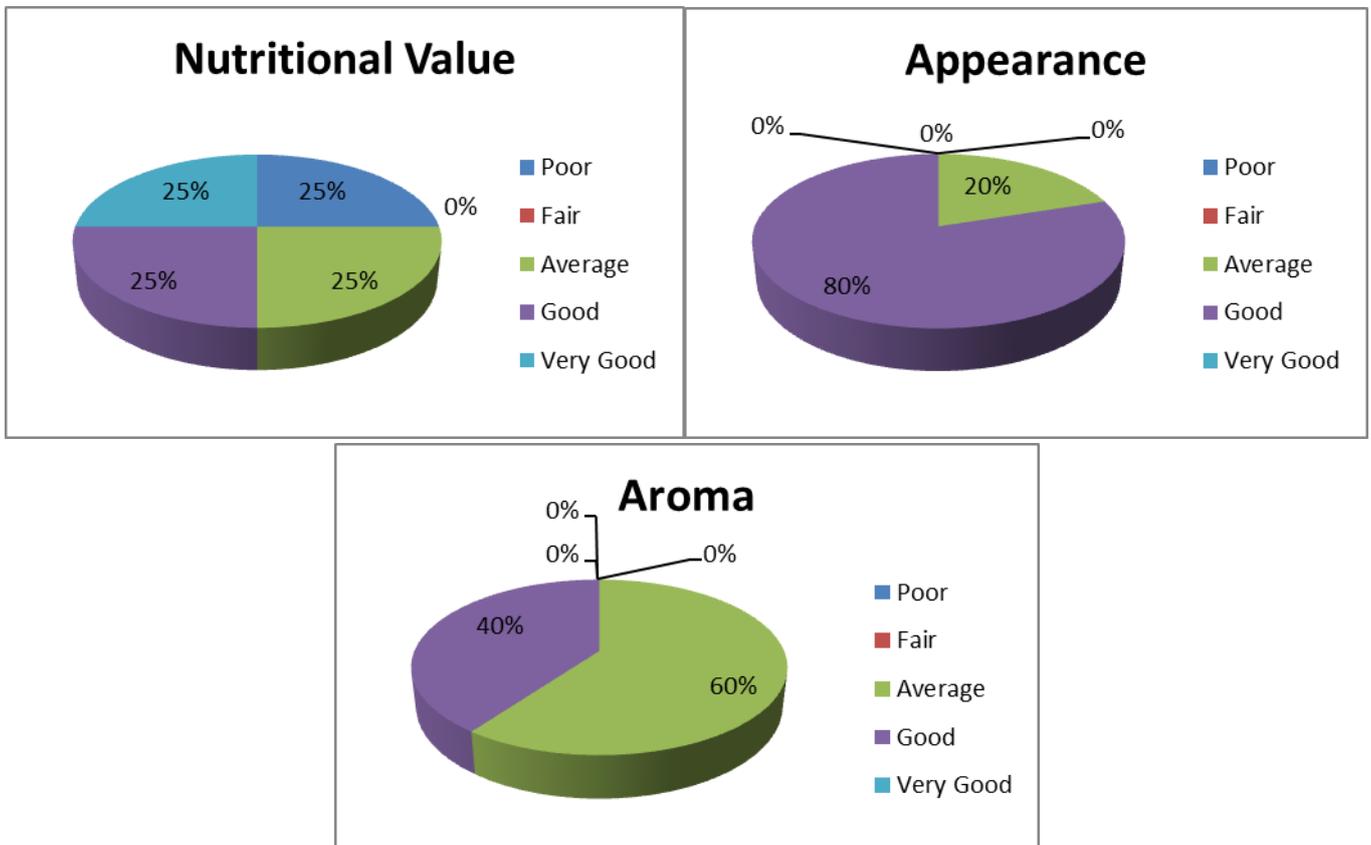


## Comments on Chicken & Vegetable Madras



## Pilau Rice

### Mildly spiced Basmati Rice.



## Comments on Pilau Rice

