

# Welcome to the first Newsletter of the Ceredigion Citizens' Panel 'Ceredigion Voice'

The Ceredigion Citizens' Panel is an exciting consultation initiative developed in partnership with Ceredigion County Council, Ceredigion Local Health Board, Countryside Council for Wales and Dyfed-Powys Police. The Panel currently comprises of 565 residents who are broadly representative of the Ceredigion population.

## Purpose of the Citizens' Panel

We want to listen to your views about the services and issues that affect you in your daily life. We are all committed to improving our services making sure they match your needs and expectations.

The views of 'Ceredigion Voice' will be widely circulated throughout the partner organisations and will help to establish a 'bank' of information about the opinions of the people of Ceredigion. It will enable attitudes and opinions to be tracked over time and research the views of users and non-users of particular services.

## What does the Ceredigion Citizens' Panel look like?

- Currently 565 members, 56% women and 44% men.
- 17% of members are aged between 16-29, 21% aged between 30-44, 39% aged between 45-65 and 23% are aged 65 and over.
- 14% of Panel members stated that they or someone in their household has a long-standing illness, disability or infirmity.
- 25% of Panel members have at least one child in their household.
- 28% of the Citizens' Panel members speak, read and write Welsh.

## Prize draw Congratulations!



We are delighted to announce that the first winner of the Ceredigion Citizens' Panel prize draw was from the Aberaeron area – congratulations on behalf of all the partners involved! If you want to be in with a chance of **winning £50** in our next draw, all you have to do is fill in survey two and send it back us as soon as possible. It's really that easy!

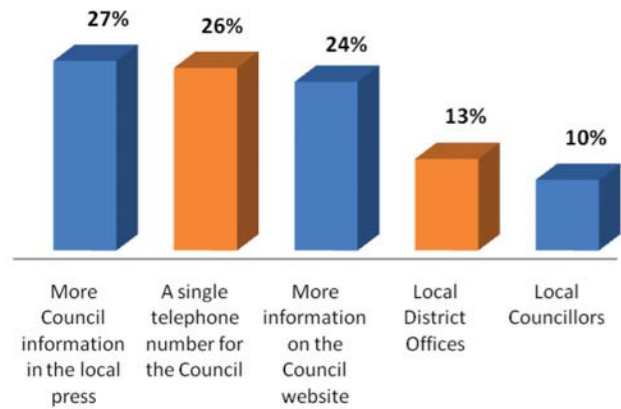


# Survey One – Results

## In survey 1 we asked your views on:

- Access to Ceredigion County Council services and issues within your neighbourhood.
- Ceredigion Local Health Board asked for your experience of the health service, 1000 Lives Campaign and volunteering in the health service.
- Countryside Council of Wales wanted your opinions on Ceredigion's green spaces and climate change.
- Dyfed-Powys Police referred to stop and search powers, Police stations and the Police Authority asked you which areas Dyfed-Powys Police should prioritise.

## Ceredigion County Council



### How would you prefer to receive information on Council services in the future?

27% of you stated your preferred method for receiving future information on Council services would be through additional information in the local press. A single telephone number for the council (26%) was the next preferred method along with more information posted on the council website (24%).

## How would you rate the following services operated within Ceredigion?

	Excellent	Good	Fair	Poor	Very poor
Refuse collection service	37%	51%	9%	3%	0%
Kerbside recycling collection	23%	40%	20%	9%	8%
Bring Bank Service (recycling facilities in public car parks / supermarkets)	12%	46%	33%	8%	1%
Household waste sites (also known as Civic amenity sites, for household waste & recycling)	19%	43%	27%	8%	3%

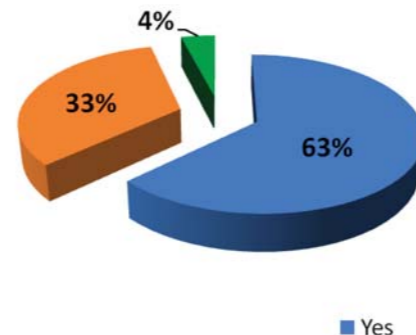
The above table gives a breakdown of how you rated refuse collection and recycling services in your area. The highest number of responses are highlighted in blue, and this illustrates that the majority of panel members rated each aspect of the service as good.

## What do you believe the Council should do to improve recycling?

Panel members gave many suggestions as to how the Council could improve recycling in Ceredigion. The 3 main suggestions received were - kerbside recycling for more materials (especially glass), separate bins/bags for different materials and more local recycling centres/bank services.

## Do you think Ceredigion's towns are kept clean and tidy?

The majority of panel members (63%) thought that Ceredigion's towns were kept clean and tidy. A third thought that the towns were not clean enough and 4% said they did not know if they were clean enough.



# Health services

## Were you ever given the opportunity to tell anyone about your experiences in the Health service?



Three quarters of you said you had never been given the opportunity to speak about your experiences; however 73% of you said you would like the opportunity to do so. The graph (left) illustrates your preferred way of doing this.

**Please note:** As this was a multiple choice question, the percentages will not tally to 100%.

88% of you also thought it would be a good idea to develop a questionnaire that patients could fill in after treatment.

## 1000 Lives Campaign

The 1000 Lives Campaign is a 2 year campaign across Wales that will build on existing initiatives, evidence and best practice to ensure patients receive the safest and most effective healthcare services.

One of the important parts of the campaign is to involve patients so that the people making the changes do so based on real experiences. We want to involve patients to join groups and work with health service professionals on making real changes that will make local health services safer.

## Would this be an area that you would be interested in being involved in?

45% of you said you would be interested in becoming involved in the 1000 Lives Campaign. For more information on the 1000 Lives Campaign please visit [www.1000livescampaign.wales.nhs.uk](http://www.1000livescampaign.wales.nhs.uk)

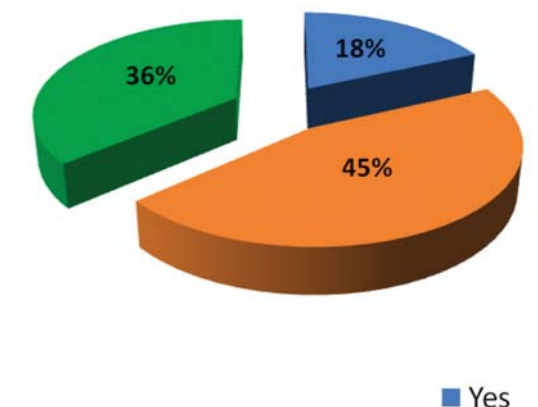
## Volunteering in the Health service

### Have you ever considered volunteering in a hospital or other health setting?

The vast majority of panel members (81%) have never considered volunteering in the health service. Only 15% said they had considered volunteering and 4% already volunteer.

### Would you consider volunteering in a hospital or other health setting in the future?

Just under half of panel members (45%) would not consider volunteering in the health service. Just over a third (36%) stated they may consider, while 18% of you would consider volunteering your services in the future.



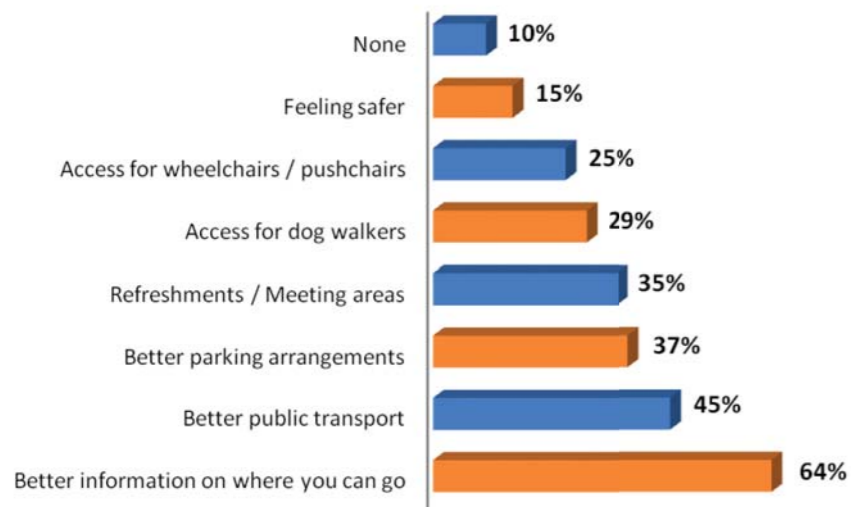
# Green Spaces in Ceredigion

In the last 12 months, how often have you or any of your household visited Ceredigion's...?

	Every week	Every month	Every 2-3 months	Every 4-6 months	Less often or never
Beaches	28%	28%	23%	11%	12%
Coastal path	11%	17%	21%	15%	37%
Common land	17%	16%	15%	14%	38%
Local parks	17%	22%	14%	16%	33%
Nature reserves	4%	15%	24%	23%	34%
Picnic areas	2%	7%	20%	21%	50%
Woodland areas	17%	19%	20%	19%	25%
Other countryside areas	23%	17%	22%	14%	25%

The table (left) gives a breakdown of how often you have visited Ceredigion's green spaces. The highest number of responses are highlighted in blue, and this illustrates that the highest number of panel members visited Ceredigion's beaches while half of you have visited picnic areas less often or never.

What do you think would encourage you to visit Ceredigion's green spaces?



As the graph (left) shows, the majority of panel members (64%) would be encouraged to visit Ceredigion's green spaces if they had more information on where they could go.

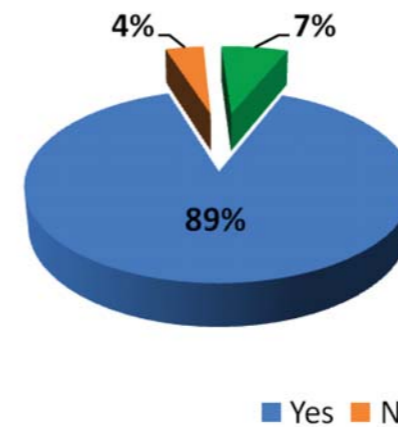
**Please note:** As this was a multiple choice question, the percentages will not tally to 100%.

Development	23%
Neglect	19%
Pollution	18%
Climate change	14%
Water quality	10%
Overgrazing	7%
Air quality	6%
Under grazing	3%

What do you believe are the biggest threats to the quality of the natural environment in Ceredigion?

Panel members stated the 3 main threats to the quality of the natural environment as development (23%), neglect (19%) and pollution (18%). 46 respondents gave 'other' reasons, these included industry, vehicles and wind farms.

# Stop and search



The police force currently has the power to stop and search members of the public in certain circumstances. Do you think they should have this power?

The vast majority of panel members (89%) believed that the Police should have the power to stop and search members of the public, 4% did not believe they should have this power and the remaining 7% were unsure.

Are you aware of your rights if you were stopped / stopped and searched?

The majority of members (60%) are not aware of their rights if they were stopped / stopped and searched. 19% of you are aware of your rights, while 21% were unsure.

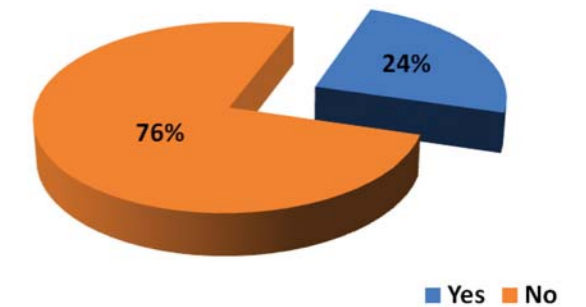
You can find a copy of your rights on the Police Authority website [www.dyfedpowyspoliceauthority.co.uk](http://www.dyfedpowyspoliceauthority.co.uk) under 'Stop and Search' or by contacting the Chief Executive, Dyfed-Powys Police Authority, Police Headquarters, Llangunor, Carmarthen, SA31 2PF.

The findings from this section will be presented to the Community Engagement committee in May 2009.

# Police stations

Have you visited a police station in the last 12 months?

76% of you have not visited a police station in the last 12 months while 24% have.

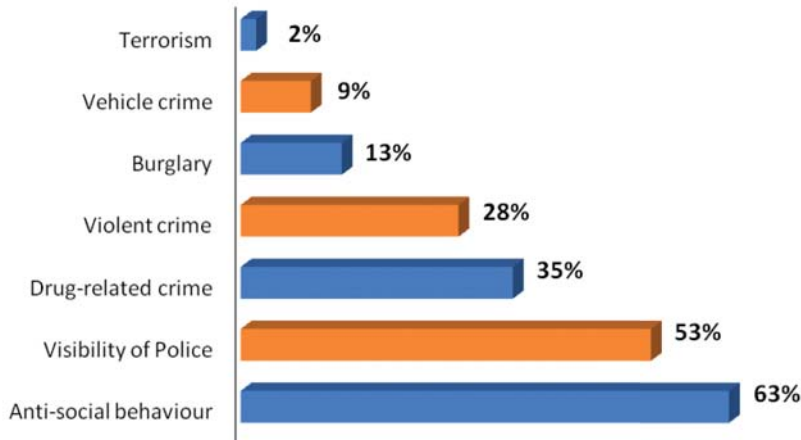


Your reasons for visiting were as follows:

- To report lost or found property (15 members)
- To give a statement (9 members)
- To ask for advice/directions/information (7 members)
- To report a crime (6 members)
- To produce your documents (6 members)
- Don't recall (6 members)
- To give the police information (5 members)
- To report a road traffic collision (5 members)
- To report a disturbance/nuisance/noise (4 members)
- To report an animal related matter (2 members)
- To report a traffic related matter (not an accident) (2 members)
- To answer bail (2 members)
- To tell the police your home will be empty (1 members)
- To report a missing person (0 members)

# Police Authority

Which two areas would you like to see Dyfed-Powys Police prioritise?



The two main areas that panel members would like Dyfed-Powys Police to prioritise are anti-social behaviour (206 members) and the visibility of Police in the Force area (173 members).



**Please note:** As this was a multiple choice question, the percentages will not tally to 100%.

## Further Consultation Opportunities!

Dyfed-Powys Police will be consulting on its forthcoming Single Equality Scheme shortly. If you are interested in taking part in the consultation, or in reading the consultation document, please visit:

<http://www.dyfed-powys.police.uk/en/publications/singleequality/>

Also...

Andrea Matthews from the Board of Community Health Councils in Wales (BCHCW) is looking for people to be the "patient's voice" on health issues in the NHS in Wales.

**If you want more information on how to input your views on NHS developments in Wales then please contact:** Andrea Matthews, Consultations and Liaison Officer, Board of Community Health Councils in Wales, c/o 103 Lammas Street, Carmarthen SA31 3AP

**Telephone:** 0845 644 7815 (local rate number) **Email:** [andrea.matthews@chcwales.org.uk](mailto:andrea.matthews@chcwales.org.uk)

Further information about the role and work of Community Health Councils nationally and locally can be obtained via their website on [www.patienthelp/wales.nhs.uk](http://www.patienthelp/wales.nhs.uk)

**Well done for all your efforts and on behalf of each of the partner organisations, THANKS!**

**If you would like to comment on any aspect of the Citizens' Panel, please contact:** Mia Evans, Research Officer, Ceredigion Citizens' Panel, Corporate Services, Dyfed-Powys Police, Llangunnon, Carmarthenshire, SA31 2PF

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