

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

Thank you to all those panel members who have continued to support Ceredigion Citizens' Panel through completing and returning the second survey. The final response rate for survey 2 was 54.2%. This is a very good response rate and we hope to continue this success with survey 3.

After a recent recruitment drive, the Citizens' Panel has grown and it now stands at approximately 640 panel members. It is continuing to grow with recruitment forms being received on a regular basis.

## Prize draw Congratulations!



We are delighted to announce that the second winner of the Ceredigion Citizens' Panel prize draw was from the Tregaron 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 three and send it back us as soon as possible. It's really that easy!

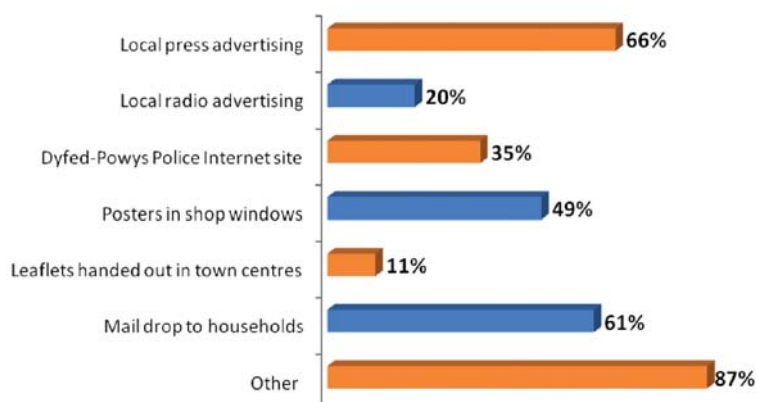


# Survey Two – Results

## In survey two:

- Dyfed Powys Police asked you for your views on Neighbourhood Policing and their Domestic Abuse Campaign.
- Ceredigion County Council gave you the opportunity to express your views on the services provided by their Social Services Department.
- Ceredigion Local Health Board asked you about your involvement with your local health services, reducing infections in hospitals, and information on urgent care.
- Countryside Council for Wales sought your views on your local environment.

## Dyfed-Powys Police



Firstly you were asked what would be the best way of letting you know the times that the police station front desk service is available to the public

The top three methods you selected were local press advertising, a mail drop to households, and posters in shop windows. However, 87% of you suggested different methods from those listed, and the most common of these suggestions were posters visible in places such as “on police vehicles”, “outside police stations”, “in libraries and Council offices”, and “Community notice boards”.

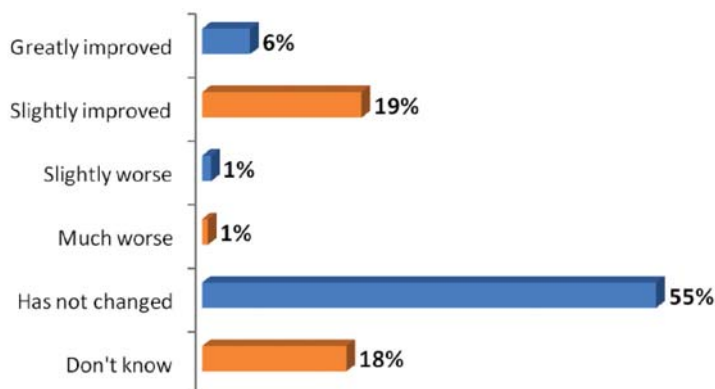
**Action:** The communication methods the Force will now utilise to inform you of opening times have been influenced by your responses to this question. Your selections and suggestions are going to be considered when marketing the changes in front counter opening times.

## Do you know your Neighbourhood Police/Community Support Officer?

Two thirds of you (66%) do not know your Neighbourhood Police/Community Support Officer, while 20% of you know your officer by name and sight, 11% know your officer by sight only, and the remaining 3% of you know your officer by name only.

## Has your confidence in the police changed since Neighbourhood Policing was introduced?

55% of you stated that your confidence has not changed, 25% of you believe your confidence has improved either slightly or greatly, while 18% of you do not know. 2% of you said your confidence has become slightly or much worse since the introduction of Neighbourhood Policing.



“Work is going to continue to promote Neighbourhood Policing within communities using the forms of media the Panel members have suggested” Chief Inspector Robyn Mason

## Were you aware of the Dyfed-Powys Police Christmas domestic abuse campaign?

78% of you were not aware of the domestic abuse campaign, while 22% of you were.

**Action:** Your comments on the domestic abuse campaign have been used in the evaluation of the campaign.

# Ceredigion County Council

Please tick the sentence which applies to you and the members of your immediate family:

- a) I have never used the services provided by the Ceredigion Social Services Department.
- b) I have used the services provided by the Ceredigion Social Services Department in the past.
- c) I currently use services provided by the Ceredigion Social Services Department.

72% of you have never used the services provided by the Ceredigion Social Services Department. 19% of you have used the services in the past, while 8% of you currently use the services provided by the department.

Below are a series of statements about the services provided by Ceredigion Social Services Department. You were asked to tell us if you agree or disagree with each statement.

	Strongly agree	Agree	Disagree	Strongly disagree	Don't know
There is a good range of services available	4%	44%	7%	1%	44%
There is good quality information available on the services provided	3%	33%	19%	3%	42%
The information is available in the right places	3%	29%	23%	3%	41%
I would know how to go about contacting Social Services for advice and support if it were needed	12%	49%	12%	5%	22%
I would feel comfortable approaching Social Services for advice and support if it were needed	13%	56%	8%	3%	19%

The highlighted figures in the above table show how the majority of you replied to this question.

If you need to contact Ceredigion Social Services department for advice and support, which method of contact would you prefer to use?

The majority of you (60%) chose the telephone as your preferred method of contact.

Method of contact	
Telephone	60%
Visiting in person	20%
Via another professional	9%
E-mail	4%
Letter	4%
Other	3%

Do you know of our services available to young carers?

85% of you do not know what services are available to young carers, while 15% of you do know. The vast majority of you, 96%, do not know any young carers.

## Updates from your Survey 1 responses:

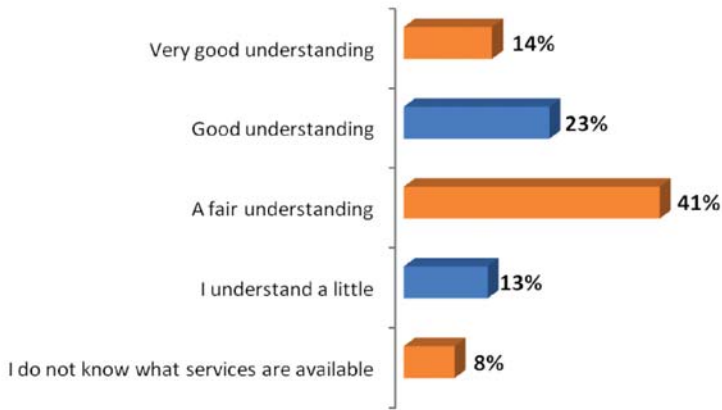
**Action:** The Night Time Economy Project in Aberystwyth launched a 'Sshh' Campaign where posters were distributed to licensed premises, the university, colleges, houses in multiple occupation and local businesses reminding people to be quiet on their way home from a night out. As a result of your responses to the first survey, this 'Sshh' Campaign will now be extended to other parts of the county.

**Action:** Your responses from Survey 1 in relation to preventing drug use will inform the development of a Substance Misuse Prevention Plan for Ceredigion.

**Action:** The Council's Waste Strategy is under extensive review to respond to changing legislation. The results from Survey 1 are being fed into the review process.

**Action:** Your response to Survey 1 illustrated that in your view, litter in your county should be considered a high priority. This finding is to be studied further as the 2007/08 All Wales LEAM's (Local Environmental Audit and Management System) report showed Ceredigion's position on litter in a good light.

# Ceredigion Local Health Board

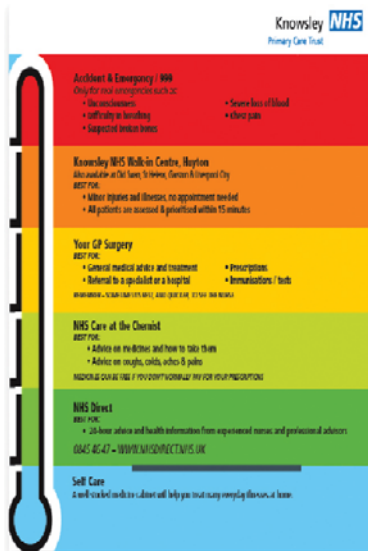


How well do you feel you know what health services are available?

41% of you have a fair understanding of what health services are available to you, 23% of you have a good understanding, and 14% have a very good understanding. 13% of you understand a little about what health services available to you, and the remaining 8% of you do not know what services are available.

You were then asked to study two posters. Help prevent infection poster (right) Do you feel this would be a useful way of encouraging visitors to help?

95% of you felt that such a poster would be a useful way of encouraging visitors at hospitals to help prevent infection. Many suggestions were put forward as to how to improve the poster, and common ideas for further messages were to show staff respect, and for staff as well as visitors to abide by the rules.



‘Choose well’ thermometer (left) Do you think this would be useful information to develop locally?

78% of you felt that it would be useful to develop such an information system locally. Again, many of you gave suggestions for improvements to the poster. Some of you highlighted your beliefs that the money spent on the posters would be better spent elsewhere, while others questioned why we do not have Walk in Centres in Wales.

In response to this, the Local Health Board stated that Walk in Centres, which deal with minor illnesses and injuries and are a predominantly nurse led first-contact services available without making an appointment or requiring patients to register, are an NHS England initiative. Within Wales we also have a number of nurse led services, which are linked to existing services such as hospitals and clinics. Additionally, Wales has a 24 hour access target for urgent GP or nurse visits, whereas England has a 48 hour target.

“All of the comments you have made in relation to both posters are being considered by the groups working on these two developments. It is always difficult to strike the right balance between getting all the messages across that the NHS believes are important and keeping it simple but your comments are really helpful. Keep a look out for the posters in a few months time if you are in any of the local hospitals. We are working on introducing the ‘Choose Well’ thermometer approach across Ceredigion, Pembrokeshire and Carmarthenshire. It won’t just be used for posters - the messages can be used in our existing publications, for example patient information leaflets, which won’t cost much more. We believe it is important to make sure as much information as possible is available to help people make the best choices about where to go for health care.” (Ceredigion Local Health Board)

## Update from your Survey 1 responses:

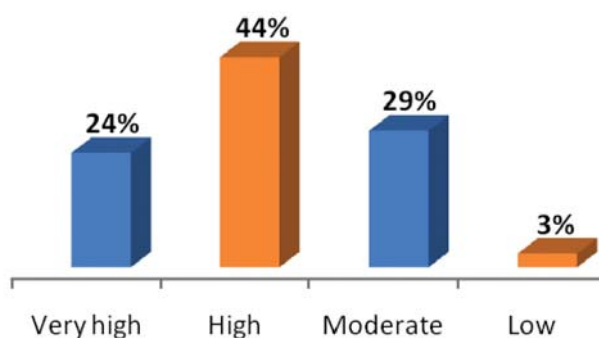
**Action:** Feedback from the Panel about the proposal to develop a project called Volunteering for Health has helped the NHS to successfully secure funding from the Big Lottery Fund! The project is planned to start across the three counties of Ceredigion, Pembrokeshire and Carmarthenshire in August this year and promises to develop really exciting and rewarding volunteering opportunities in health that will make a real and positive difference to patient care. Keep an eye out in the local press and on the Trust website for more information.

**Action:** The NHS locally is continually trying to improve the information shared with the public and patients and is trying to increase the opportunities for people to feed back their views on health services (the Citizens' Panel being one method of doing so). The aim is to follow up these questions in the future to see if there has been an improvement in the level of knowledge and involvement with the local NHS.

# Countryside Council for Wales

How do you view the quality of your local environment i.e. the town/village where you live?

44% of you view the quality of your local environment as high, just under a quarter of you view it as very high, 29% of you feel that the quality of your local environment is moderate, and the remaining 3% believe the quality to be low.



Litter	59%
Inappropriate / anti-social behaviour	35%
Fly tipping	33%
Graffiti	20%
Pollution	17%
Invasive species	14%

Is your local environment affected by any of the following issues?

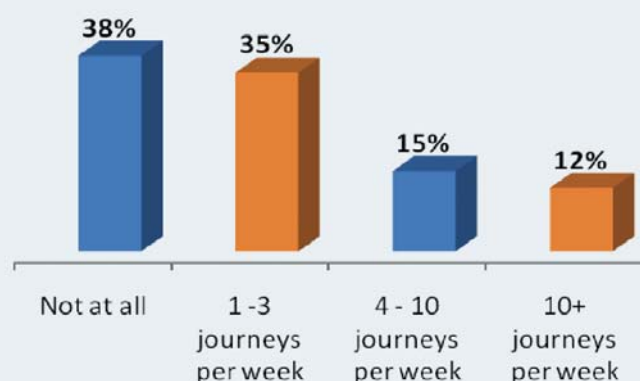
**Please note:** As this was a multiple choice question, the percentages will not tally to 100%. The top three issues selected which affect your local environment are litter, inappropriate / anti-social behaviour and fly tipping.

How could the quality of your local environment be improved?

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

The top three ways which you believe the quality of your local environment can be improved are better development, better quality green spaces and less development.

Better development	37%
Better quality green spaces	33%
Less development	33%
More green space	32%
Better integration into local communities	31%
Better access to existing green space	23%



How often do you walk or cycle to get somewhere i.e. for work, visiting family/friends or shopping rather than travel by car, bus or train?

38% of you do not walk or cycle at all, 35% of you walk or cycle 1 – 3 journeys a week, 15% of you walk or cycle somewhere 4 – 10 times a week, and the remaining 12% of you walk or cycle over 10 journeys a week.

# Dyfed-Powys Police Authority

**Update from your Survey 1 responses : Action:** Dyfed-Powys Police monitor each stop search record to ensure that the grounds for stopping the individual are present, that officers have complied with the law, and that action is taken where deficiencies are found. They are reviewed for any specific trends and if it is shown that individuals or groups are being disproportionately targeted by officers then action is taken. Dyfed-Powys Police always encourage the public who feel that they have been singled out for unfair treatment to report these matters to them so that they can review the circumstances and take appropriate action. Your responses will be used to monitor Force performance, particularly in respect of equalities monitoring to ensure that specific groups of people are not being disproportionately targeted for stop and search purposes.



Many of you have queried what it is that the Dyfed-Powys Police Authority does. Here are 10 things you need to know about your Police Authority:

1. Dyfed Powys Police Authority is a group of 19 local people who hold the police to account on behalf of communities.
2. Your Police Authority consults with local communities to find out what you want from your local police.
3. Your Police Authority's job is to make sure that the Chief Constable delivers a police service which balances both national strategic priorities and the concerns of local people.
4. Your Police Authority hires, and if necessary, fires chief constables and senior police officers – and also checks on complaints against police.
5. Your Police Authority publishes an annual plan, based on consultation with local people, setting out the services your police force should deliver in the year ahead and the targets it should achieve.
6. Your Police Authority has a legal duty to promote equalities and good relations between different groups of people. As part of this, it ensures people know their rights if they are stopped or searched by police.
7. Your Police Authority appoints volunteers from the local community to check on the welfare of people detained in custody and on the welfare of police dogs.
8. Your Police Authority hold the police budget. It consults with local people before it sets police council tax to ensure you get value for money.
9. Your Police Authority sets the strategic direction of local policing to ensure that everyone benefits from a better police service.
10. Your Police Authority makes sure the police service does everything it can to keep improving policing for your community.

## Becoming a member:

If you are not currently a member of the Ceredigion Citizens' Panel and would like to become one...

Either

- contact Hannah Symons on the contact details below to request a recruitment form, or
- complete the recruitment form online at

<http://www.dyfed-powys.police.uk/en/whatwedo/citizenspanels/>

**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, or would like to request a recruitment form please contact:**

Hannah Symons, Research Officer, Ceredigion Citizens' Panel, Corporate Services, Dyfed-Powys Police, Llangunnor, Carmarthenshire, SA31 2PF

**Telephone:** (01267) 226262 **Fax:** (01267) 233634

**E-mail:** [hannah.symons@dyfed-powys.pnn.police.uk](mailto:hannah.symons@dyfed-powys.pnn.police.uk)

If you require this information in large print, Braille or audiotope, please telephone 01267 226262.



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