

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

Thank you to everyone who took part in our last survey. Completing the surveys takes time and the responses we have received make it clear that you have given each question a great deal of thought.



## Prize draw



To show that we appreciate your efforts and as a mark of thanks, we enter each returned survey into a prize draw.

We are delighted to announce that the winner of the Ceredigion Citizens' Panel prize draw for Survey 3 was from the Aberystwyth 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 4 and send it back to us as soon as possible. It's really that easy!

## How your information is used...

All Panel members' replies are analysed and reports are sent to each of the Partner organisations; Ceredigion County Council, Hywel Dda Health Board, Countryside Council for Wales and Dyfed-Powys Police directly.

We condense these findings into our newsletters, and also update you on actions taken by the Partners or let you know how this information will be used. As some decisions take longer than others to be made, we aim to revisit some of our previous topics both in this and future newsletters, and report back to you on any actions taken.

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

# Survey Three – Results

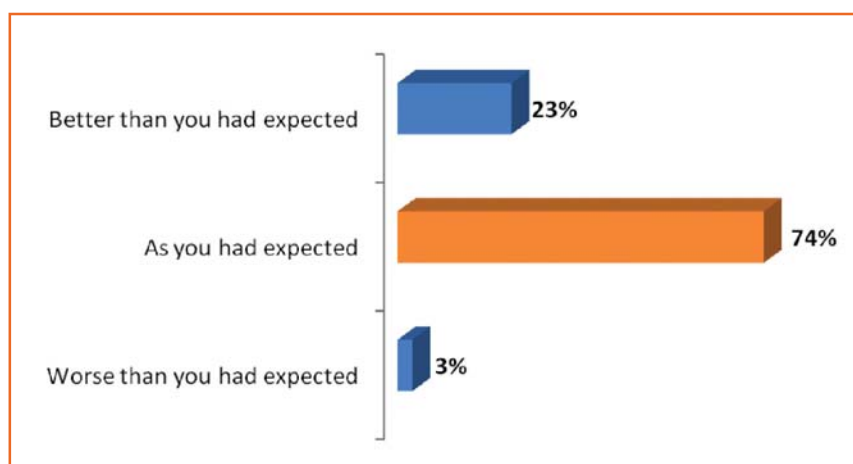
## In Survey Three

- Dyfed Powys Police asked for your views on the Communications Centre, access to police information, services, and buildings, and Dyfed-Powys Police Authority's public engagement.
- Ceredigion County Council gave you the opportunity to express your views on the Education system, Community Learning, leisure centres and swimming pools in Ceredigion, services provided by Ceredigion Library, and the importance of a bilingual future in Ceredigion.
- Ceredigion Local Health Board asked you about your awareness of the Medicines Waste Information Campaign and NHS Direct Wales.

## Dyfed-Powys Police

27% of you have made a telephone call to Dyfed-Powys Police within the last 12 months.

You were asked if your impression of the service provided was:



For almost three quarters of you, the service provided was as you had expected. For 23% of you the service was better than you had expected, and the remaining 3% of you felt that the service was worse than you had expected.

During your telephone call to Dyfed-Powys Police, did the person you spoke to...

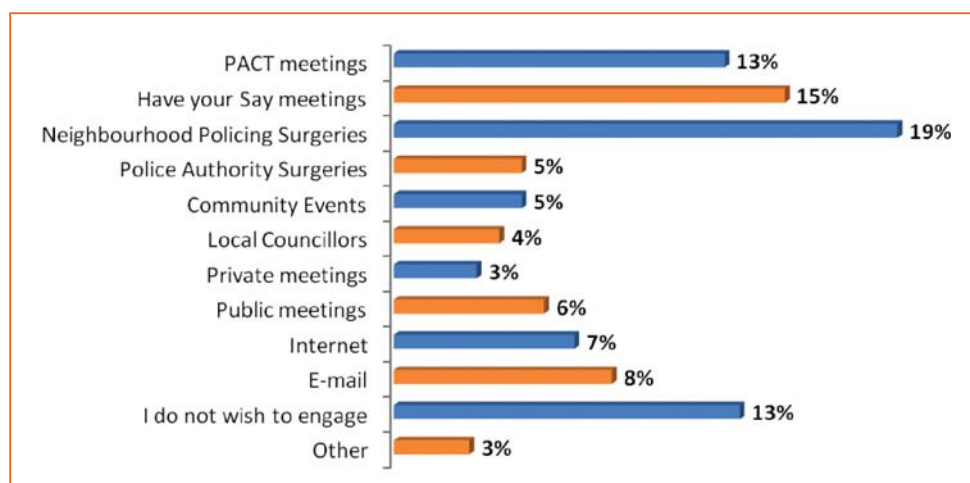
	Yes	No	Don't know
Speak to you in a polite manner	98%	1%	1%
Deal with you in a professional manner	96%	2%	2%
Communicate effectively	95%	4%	1%
Deal with you in a sensitive manner	85%	5%	10%
Seem competent in their handling of your call	97%	3%	0%
Tell you what action would be taken	84%	11%	4%
Reassure you	64%	26%	10%
Identify him/herself to you	58%	17%	25%

You were asked to select 'yes', 'no' or 'don't recall' to a number of aspects of the telephone call and the majority of you answered 'yes' to each aspect.

Have you ever experienced problems physically getting into a police building (for example due to the lack of ramps or narrow doorways)?

13 (4%) of you had experienced difficulties physically getting into a police building. The stations where you experienced difficulties were Aberystwyth, Aberaeron, Cardigan, Lampeter and Newcastle Emlyn in Ceredigion, and the Police Headquarters in Carmarthen.

## How would you prefer to engage with the Police Authority?



The top three ways you selected to engage with the Police Authority were Neighbourhood Policing Surgeries, Have your Say meetings with partner agencies (Local Authority, Police, Probation Service, Fire and Health) and Partnership and Community Together (PACT) meetings with the Local Authority, Police and Youth Services Agencies.

	% of respondents
Local senior police officer	27%
Local police station	21%
Local Councillor	21%
Police Authority / Police Authority Member	8%
Local police officer	7%
Phoning 101 (non-emergency number)	6%
PACT meetings	5%
Community Safety Unit	1%

## Who would you complain to if you were unhappy about the way your local area was being policed?

The top three selections to this question are highlighted in blue font in the table: Just over a quarter of you (27%) would complain to your local senior police officer, 21% of you would complain in person at a local police station, and a further 21% of you would complain through a Local Councillor.

## Ceredigion County Council

You were asked whether you agreed or disagreed with a number of statements put forward by the Council.

The table shows the actual number of you who agreed or disagreed with each statement.

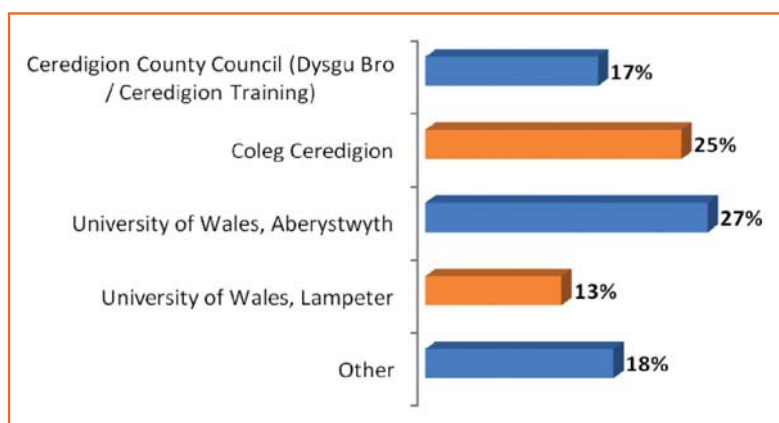
	Strongly agree	Agree	Neither agree nor disagree	Disagree	Strongly disagree
The County Council believes that investing in our children's education should be a very high priority	248	99	18	0	1
One of the aims of our education policy is to give children the opportunity to become fluent in both Welsh and English	161	132	47	15	10
We must ensure a service that meets the education and employment needs of the future as well as the sustainability of our culture and communities	172	155	28	6	1

The figures highlighted in the table above show that the highest number of you strongly agreed with each statement.

With regard to Adult Education, 52% of you have accessed courses.

54 of you attended the University of Wales Aberystwyth. 49 of you studied through Coleg Ceredigion. 33 of you studied with Ceredigion County Council. 26 of you attended the University of Wales, Lampeter.

36 of you had accessed an Adult Education course through organisations other than those listed in the graph, e.g. through local schools and businesses, with the Open University and at universities and colleges outside of the Dyfed-Powys area.



You were asked whether you had visited any of the leisure centres or swimming pools in Ceredigion in the past 12 months.

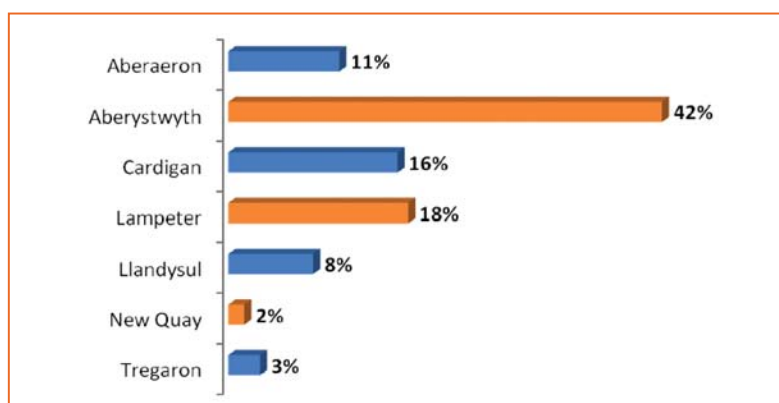
The table displays where you have visited: A quarter of you had visited Aberystwyth Leisure Centre and just under a quarter had visited the swimming pool at Aberystwyth. However, a higher number of you who completed this survey reside in the Aberystwyth area.

	Leisure Centre	Swimming Pool
Aberystwyth	25%	21%
Aberaeron	6%	9%
Lampeter	6%	8%
Cardigan	3%	7%
Tregaron	3%	3%
Llandysul	4%	4%

53% (199) of you had used the County's Library Service.

The graph to the right illustrates which branch library you used most often:

11% of you had used the Library Van service, while 10% of you had used the Library website.



You were then asked to what extent you agreed or disagreed with one further set of statements put forward by the Council:

The table shows the actual number of you who agreed or disagreed with each statement.

	Strongly agree	Agree	Neither agree nor disagree	Disagree	Strongly disagree
Ceredigion is one of the strongholds of the Welsh language and bilingual communities and it is important that we sustain the use of the Welsh language	139	138	67	14	13
It is important to give children and adults the opportunity to use Welsh in their daily lives	136	151	62	12	9
An awareness of the history, culture and heritage of Ceredigion is important	151	176	41	1	2

The figures highlighted in the table show that the highest number of you either strongly agreed or agreed with each statement.

### Updates from your Survey 2 responses:

**Action:** Responses to the questions on young carers confirmed the Council's view that young carers are largely unseen in the community. The information you provided in Survey 2 will be used to support the ongoing work of raising awareness and implementing Ceredigion's Carer's Strategy.

If you would like information on the services available for children and young people, including young carers, please go to: <http://cis.ceredigion.gov.uk> or call 01545 574187.

## Ceredigion Local Health Board

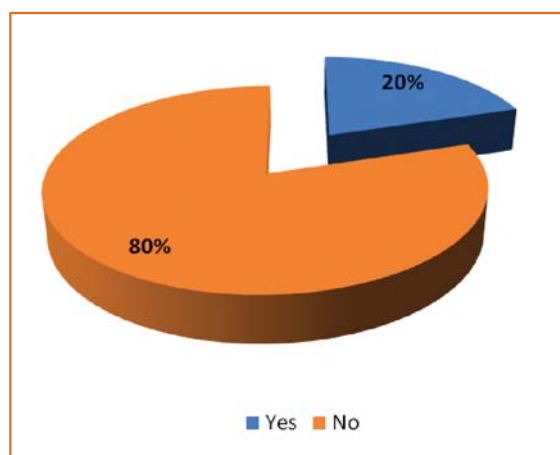
### Medicines Waste Campaign

31% of you had noticed the Medicines Waste Campaign. The highest number of you noticed the campaign through posters at your GP practices and pharmacies. For 32 of you, the Medicines Waste Campaign has changed the way you order your prescription.

### NHS Direct

#### Have you heard of the NHS Direct Wales?

85% (315) of you had heard of the NHS Direct Wales, and 24% (86) had used the NHS Direct website.



Did you know that there is a directory on the NHS Direct Website that can give you information on local and national health, well-being and support services?

20% of you knew that there was such a directory on the NHS Direct website; 80% of you were not aware of this.

To access the directory please go to:

<http://www.nhsdirect.wales.nhs.uk>

from where you select your locality / topic.

#### Have you heard of Health Challenge Ceredigion?

45 of you (12%) had heard of Health Challenge Ceredigion; 326 (88%) of you had not.



**Action:** Although only 12% of you had heard of Health Challenge Ceredigion, we are busy working at addressing that! Health Challenge Ceredigion is part of Health Challenge Wales, and we aim to promote the health and well being of members of our communities as well as that of visitors to the area.

#### Have you looked at the Health Challenge Ceredigion website?

Of those who had heard of Health Challenge Ceredigion, 11 of you had looked at the website.

**Action:** Local information and advice on a large range of topics and health related issues has been drawn together in a website [www.ceredigion.gov.uk/healthchallenge](http://www.ceredigion.gov.uk/healthchallenge). We intend to launch the website in January 2010 once all the information has been uploaded, in order to raise awareness about the website.

If you would like further information in relation to Health Challenge Ceredigion, please contact [envhealth@ceredigion.gov.uk](mailto:envhealth@ceredigion.gov.uk), the Health Improvement Team at Ceredigion County Council, Penmorfa, Aberaeron SA46 0PA, or on 01545 572105.

## 'New Pathways': Sexual Assault Referral Centre (SARC), Carmarthen

In Survey 4 Panel members were asked questions about the SARC which is a single site specialist facility designed for victims of sexual assault. It is staffed by specially trained, experienced professionals who can give medical advice, one to one counselling, practical emotional support, and advice relating to pregnancy and sexually transmitted infections. It also provides a confidential self-referral service whereby victims can attend the centre directly and have a medical examination without the involvement of the Police.

New Pathways are a registered charity and the first organisation within Wales to develop a SARC. Dyfed-Powys Police and Hywel Dda Health Board are currently working in conjunction with New Pathways to improve services to victims of sexual assault within Carmarthenshire, Ceredigion, Pembrokeshire and Powys.

The SARC is based within the grounds of West Wales General Hospital, Carmarthen, and is staffed between 9am and 5pm, Monday to Thursday. An out of hours helpline is also available. If you would like to contact the SARC or require further information, this can be done as follows:

### In person

Elm Tree House  
West Wales General Hospital  
Francis Well  
Carmarthen  
SA31 2AF

### By telephone

01267 235464

### Or via the website

[www.newpathways.co.uk](http://www.newpathways.co.uk)

If you have any queries for any of the Partner Organisations you can access the organisations' websites or contact them on the details below:

### Ceredigion County Council:

<http://www.ceredigion.gov.uk/>

**Tel:** 01545 570881

**E-mail:** [reception@ceredigion.gov.uk](mailto:reception@ceredigion.gov.uk)

### Hywel Dda Health Board:

From 1st October 2009 the website is

[www.hywelddalhb.wales.nhs.uk](http://www.hywelddalhb.wales.nhs.uk)

**Ceredigion base Tel:** 01570 424100

### Dyfed-Powys Police:

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

**Tel:** Non-Emergency: 101

**Outside Dyfed-Powys:** 01267 222020

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

### Countryside Council for Wales:

<http://www.ccw.gov.uk>

**Tel:** 0845 1306 229

## 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)



Bwrdd Iechyd Lleol  
Local Health Board  
Ceredigion



Cynghor Cefn Cwlad Cymru  
Countryside Council for Wales



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