

Welcome to the Sixth Newsletter of the Ceredigion Citizens' Panel, 'Ceredigion Voice'

Thank you to all Panel members who continue to support the Ceredigion Citizens' Panel. The response rate for Survey 6 was 62% – a very good response rate, and we hope to continue this success with Survey 7.



Congratulations to the Prize Draw winner!

We are delighted to announce that the 6th winner of the Ceredigion Citizens' Panel prize draw was from the Talybont area of Aberystwyth – Congratulations on behalf of all the Partners involved!

If you want to be in with a chance of winning £50, all you have to do is fill in Survey 7 and send it back to us as soon as possible.

How your information is used...

Panel members' replies are analysed and reports are sent to each of the Partner organisations. We condense these findings into our newsletters for you, and we aim to update you on actions taken by the Partners as a result of your responses. Some decisions take longer than others; we aim to revisit some of our previous topics in future newsletters.



Recruit a Friend

The Ceredigion Citizens' Panel is designed to represent the views of the county of Ceredigion. We recruit Panel members in many different ways; we undertake recruitment drives at community events, we carry out postal recruitment, and we produce posters and leaflets which are displayed across Ceredigion.

We are always on the lookout for **new Panel members**, and are hoping you could help us with this! Do you have a neighbour, friend, work colleague or family member who might be interested in taking part in this important project? If you do, enclosed you will find a recruitment leaflet which you could pass on to them. As long as they are over 16 years old and live in Ceredigion they are eligible to join the Panel.

Thank you very much for your help!

Going Green: In an effort to become 'greener', if you would like to receive your survey and newsletter online, please contact the Panel's Research Officer whose details are at the end of this newsletter.

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

Survey 6 – Results

In Survey 6:

- Dyfed-Powys Police asked you about internet / e-Crime, policing priorities, Neighbourhood Police Teams / Police Community Support Officers, and hate crime.
- Ceredigion County Council asked you for your opinions on their Improvement Objectives and 'Streetscene'.
- Hywel Dda Health Board sought your views on Welsh Language provision within the health service.

Dyfed-Powys Police

Internet / e-Crime

83% of you who completed Survey 6 used the internet, and 68% of you were concerned about experiencing internet / e-Crime at home. You suggested that there was most certainly a need for much greater publicity and advice for parents regarding sexual grooming of children, internet security, and safe trading online.

Introducing xray99.co.uk - the brand new police website specifically designed for young people in Dyfed Powys.

Launched in December 2009, www.xray99.co.uk provides information and advice for young people aged between 11 and 18 years old on issues that affect them the most. The site also provides lots of links to other sites for more in-depth information on youth related issues. You will also find a section entitled 'Advice', under which you will see 'Stay Safe Online'. This information is aimed at young people, but would be useful for parents too.

We involved different groups of people throughout the process to make sure we ended up with a site that young people would visit and benefit from. It was important for us to listen to their views right from the start. The site is being promoted by the Schools Liaison Officers who are distributing post cards to school pupils aged 12-15, accompanied by a life size cut out of the site's main character Vic.

Business e-Crime

If you believe your business has a problem or feel you have covered all the risks and would like a free vulnerability assessment, please contact Karen Burch, Dyfed-Powys Police e-Crime Wales Business Officer on 01267 226649 or e-mail karen.burch@dyfed-powys.pnn.police.uk to arrange an appointment. Alternatively you can log on to the e-Crime website www.ecrimewales.com for further information.

Policing Priorities

Which do you feel is the most important policing priority for the year 2011 / 2012?

35% of you selected visibility of policing as the most important priority, 28% selected anti-social behaviour, 19% drug related crime, 10% violent crime, 4% burglary, 3% terrorism, and 1% selected vehicle crime.

Dyfed-Powys Police Authority has a statutory duty to consult with local communities about their policing priorities, and the information obtained via the Citizens' Panels is a vital part of this process. In order to deliver a policing service that is citizen focused, the Police Authority will set policing priorities that take into account the views and concerns of the communities of Dyfed-Powys. Therefore in agreeing the priorities for 2011 / 2012, the Police Authority will analyse and consider the information obtained via public consultation alongside various police recorded data on current crime trends and emerging issues.

Neighbourhood Police Teams (NPTs) / Police Community Support Officers (PCSOs)

How would you prefer to receive information about your NPT / PCSO?

The most popular methods were information via local newspapers, leaflets / flyers to households, information in newsletters, information on local notice boards, and via police patrols.

Ceredigion County Council's Improvement Objectives

The County Council has a number of priorities, called Improvement Objectives, to work towards in 2010-2011. You were first asked to rate each of the headings in the Improvement Objective Chart:

	Very important	Important	Not very important	Not at all important	No opinion
Improved quality and length of life, with fairer outcomes for all	42%	48%	5%	2%	3%
Good social care allows people a better quality of life	52%	41%	5%	1%	1%
A strong and prosperous economy helps reduce poverty	50%	42%	6%	0%	2%
Children and young people grow up as active citizens and achieve the highest possible standards of well-being	57%	36%	5%	1%	1%
People have the education and skills to live prosperous, fulfilled lives	52%	42%	3%	1%	1%
Communities are vibrant and safe, with access to good housing and sustainable transport	50%	46%	2%	1%	2%
Wales is an energy efficient, low carbon and low waste society	37%	47%	12%	2%	1%
The environment is protected and sustainable	42%	45%	11%	1%	1%
Our language, culture and heritage thrives	30%	40%	17%	10%	3%
Public services are efficient and provide value for money	58%	37%	4%	0%	1%

You were then asked to select the top 3 you felt should be the Council's priority in 2010 ; and you chose the following :

- (1) **A strong and prosperous economy helps reduce poverty**
- (2) **Public services are efficient and provide value for money**
- (3) **Good social care allows people a better quality of life**

'Streetscene' Ceredigion County Council asked you to select the top 10 items which you believed caused problems in your county. These are displayed in the table which follows. (Please note that as this was a multiple choice question, results will not tally to 100%.)

Top 10		No. of respondents	% of respondents
1	Anti-social behaviour	289	82%
2	Parking	210	60%
3	Littering	206	59%
4	Dog fouling	199	57%
5	Underage sales of cigarettes and alcohol	165	47%
6	Flytipping	164	47%
7	Littering from cars	157	45%
8	Empty properties	138	39%
9	Chewing gum	137	39%
10	Public toilets	128	36%

Hywel Dda Health Board's Welsh Language Provision

Is it easy / clear to identify Welsh speaking members of staff?

The highest number of you thought that it was easy / clear to identify Welsh speaking members of staff at your GP practice. At your dental surgery, opticians, pharmacy, the General Hospital, Community Hospital and administrative departments, the highest number of you did not think that it was easy / clear to identify Welsh speaking staff. 138 of you put forward suggestions as to what would make it easier to identify Welsh speaking members of staff. The majority of you suggested that they should wear badges or that signs should be displayed conveying that they spoke Welsh.

You were asked if you were familiar with the 'Cymraeg' logo : 65% of you were.

Iaith Gwaith is a campaign by the Welsh Language Board to promote bilingual service.



The scheme is built around a simple and recognisable orange badge which can be worn by staff who deal with the public to show that they can speak Welsh or are learning Welsh. The scheme's symbol indicates to service users that a service is available in Welsh.

The badge – in the form of an orange speech bubble – shows that spoken Welsh is a working language within Hywel Dda Health Board. In April 2010, a new national uniform for nurses across Wales was launched (see photo). For Welsh speakers, the bilingual logo is stitched into the uniforms following a recommendation from Hywel Dda Health Board's Welsh Language Steering Group. To date, 30% of Hywel Dda Health Board's nursing staff have requested uniforms with the Working Welsh Logo.

The advantages of the Working Welsh Logo include:

- Helping service users to identify Welsh speaking staff immediately.
- Offering service users a service in their preferred language straight away.
- Building our brand as an employer by showing that we recognise and value Welsh speaking staff.



Dyfed-Powys Police Updates

In **Survey 1** (November 2008) as part of Dyfed-Powys Police's Professionalising Customer Services Project, Panel members were asked for their views on **police station opening times**. Citizens' Panel members' responses contributed towards the Professionalising Customer Services Project. From this research / work, improvements have been made, and regular publications of station opening times are now released to ensure that the stations are staffed when necessary. Station opening times can be found on Dyfed-Powys Police's website <http://www.dyfed-powys.police.uk>, and are displayed outside the police stations and on local notice boards.

In **Survey 5** (January 2010) Panel members were asked to consider the "**Not in my Neighbourhood Week**" Initiative which took place across Ceredigion at the beginning of November 2009. This involved road shows, community projects such as litter picks, painting walls and graffiti removal, and enforcement activities. The survey results will be included in discussions and planning for this year's "Not in my Neighbourhood Week" Initiative, where ways to improve on last year's initiative will be considered, using the feedback from the Ceredigion Citizens' Panel members.

Ceredigion County Council Updates

In **Survey 5** Panel members were asked their views on Ceredigion County Council's **Waste Management Schemes**. The results from these questions have been used to inform service delivery planning in terms of how to roll out composting services and how to enhance recycling facilities and services within the county. Results from the Citizens' Panel indicated that 66% of you would either definitely or probably participate in the weekly food waste collection, and the Council aims to run publicity events in order to encourage this. Likewise, 65% of you stated that you would be happy with a fortnightly residual collection.

The new refuse collection scheme to be implemented by the Council involves providing a weekly countywide collection using vehicles split to hold both food and recyclable material, with a normal refuse lorry collecting residual waste on a fortnightly basis.

The Council believes that this collection method will provide the best opportunity for the avoidance of penalty fines and the meeting of targets set by the Welsh Assembly Government. It is hoped that this new scheme will be implemented countywide during 2011, and the Council hopes that residents of Ceredigion will embrace the new scheme with enthusiasm and with the belief that we can work together to achieve the goals for 'One Wales: One Planet'.

In **Survey 5** Panel members were also asked to consider the **Council's Services and Standards**. The results illustrated that the majority of Panel members (80% - 92%) voted in recent elections – a higher level than the County and National average – which is very positive. However, a significant percentage of you were not aware who your County Councillor is and / or how to contact that person. As stated in the Panel's previous newsletter, this information is available on the Council's website www.ceredigion.gov.uk under 'Council and Democracy', and the Council aims to produce a booklet in the near future containing this information, which will be available in Council offices, libraries etc.

The County Council's Cabinet system is also explained on the Council's website. The Cabinet is referred to as 'The Executive' and the webpage outlines Cabinet Members' responsibilities and who they are.

The Council is heartened that the majority of respondents were happy or content with the way it conducts and delivers its services. However, the Council is committed to providing quality services and improving services, where necessary. The findings will be used to inform Departments when looking at ways in which services need to be improved and will be incorporated into the Council's service planning for future years.

Hywel Dda Health Board Update

In **Survey 3** Panel members were asked questions about Hywel Dda Health Board's **Medicines Waste Information Campaign**. These questions were sent to the three Citizens' Panels that make up the Health Board's area, i.e. Ceredigion, Carmarthenshire and Pembrokeshire. The feedback from the Citizens' Panels was very useful to Hywel Dda Health Board in showing the effect and visibility of its campaign. This feedback was included in a review of the campaign which was subsequently forwarded to the Welsh Assembly Government (WAG). The in-depth information received from the Panels was acknowledged by WAG as assisting in highlighting the potential impact of the campaign.

WAG is currently considering the possibility of undertaking an All Wales Medicines Waste campaign based on the feedback received from the Health Board's local campaigns. If a National Medicines Waste campaign is undertaken across Wales, then Hywel Dda Health Board will keep the Panel members up to date through Panel newsletters.

Dyfed Powys Probation Trust

Since 1st April 2010 Probation services in Wales have combined to become the 'Wales Probation Trust' and will be working to a Wales-wide Community Engagement Strategy to better publicise the many varied services provided by the Probation Trust.

Dyfed Powys Probation Trust has created a website link dedicated to 'unpaid work' where members of the public can log requests for community work projects to be undertaken by offenders, and can also comment on completed projects. You can suggest community work projects in your area by logging on to our website **www.dyfedpowysprobation.org** and choosing the 'Community Payback' link or by phoning your nearest Probation office; Aberystwyth – 01970 636460, Cardigan - 01239 615610, Haverfordwest – 01437 762013 or Carmarthen – 01267 222299.

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

Dyfed-Powys Police

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

Non-emergency No.: 101

Outside Dyfed-Powys: 01267 222020

E-mail: ContactCentre@dyfed-powys.pnn.police.uk

Ceredigion County Council

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

Tel: 01545 570881

E-mail: reception@ceredigion.gov.uk

Hywel Dda Health Board

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

Tel: 01437 771220

**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, would like to change the format of your surveys, or to request a recruitment form please contact:

Hannah Symons, Research Officer,
Ceredigion Citizens' Panel, Citizen Focus Policing Services,
Dyfed-Powys Police, Llangunor, Carmarthenshire, SA31 2PF

Telephone: 01267 226262 **Fax:** 01267 233634

E-mail: hannah.symons@dyfed-powys.pnn.police.uk



Bwrdd Iechyd
Hywel Dda
Health Board

