

Happy New Year !

and welcome to Issue 11 of
Pembrokeshire Voice, Pembrokeshire
Citizens' Panel's newsletter!

A big thank you to all of you who returned our last questionnaire, which asked for your opinions on a number of topics including the Council's website, Learning Pembrokeshire, 1000 lives campaign, Pembrokeshire Coast National Park Authority, Mid and West Wales Fire and Rescue and stop and search.

As ever, without your comments and input we cannot improve our services and try to make sure they match your needs and expectations. So don't forget to fill in survey 12 and send it back to us as soon as possible.

Prize draw - Congratulations!

We are delighted to announce that the ninth winner of the Pembrokeshire Citizens' Panel prize draw was from the Crymych 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 12 and send it back us as soon as possible. It's really that easy!



'Pembrokeshire Voice' on the Web

Information about Pembrokeshire Voice is now on each of the partner's websites.

- To take a look, go to
- www.pembrokeshire.gov.uk
 - www.dyfed-powys.police.uk
 - www.pembrokeshirelhb.wales.nhs.uk
 - www.pdt-tr.wales.nhs.uk
 - www.pembrokeshirecoast.org.uk



Oriell y Parc

Landscape Gallery, St Davids Oriell Tirlun, Tyddewi



Survey 11 – Results

Pembrokeshire County Council's website

What are the top five things you would like to find or do on our new website?

You suggested the following should be included on the new website:

- A directory of councillors, officers and services, along with information on how to access them.
- Up-to-date information covering local news, proposed developments, projects and initiatives, along with the minutes of Council meetings.
- Information on leisure facilities and tourism.
- A list of Council services and information on each.
- Information about recycling and 'being green'.
- A 'What's on' guide of events around the County.

Update As part of the last survey, many of you agreed to test drive the new Council website on our behalf. Thank you for agreeing to help out, we will email you in the near future with further information.

We are continually improving the Council website, adding new information and online services all the time.

A full listing of County, Town and Community Councillors is available under the 'Your Council' menu on the home/main page of our website. The listing includes the ward they represent, their contact details and areas of responsibilities for Cabinet members. Also under 'Your Council' are dates of meetings, agendas and minutes.

Our Leisure Service have their own dedicated area on the website which can be accessed directly via www.pembrokeshire.gov.uk/leisure or via the 'Living' menu option on the home page. Our Tourism Team have a dedicated website to promote Pembrokeshire, www.visitpembrokeshire.co.uk which is full of useful information for visitors and residents.

Within the main Council site there is an A-Z of Council Services which is on the main menu, and a dedicated section for Waste and Recycling which can be found under 'Living'. A fairly new addition to the website is a section on 'What's On' in Pembrokeshire. This can be found at www.pembrokeshire.gov.uk/events

Lennie the Leek

Have you heard of Pembrokeshire's character 'Lennie the Leek'?

66% had not heard of Lennie the Leek. Of those who had, 74% could tell us what he promotes.

Lennie the Leek is the official school meals mascot – you can see him on our front page! It's his job to encourage pupils in a fun way to eat a healthy, well balanced school lunch.

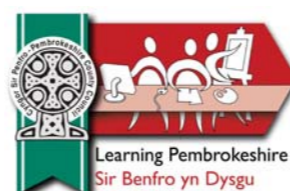
Learning Pembrokeshire

Do you recognise the Learning Pembrokeshire logo?

Half of you said you recognised the Learning Pembrokeshire logo. Over half of you (56%) were aware of the campaign ran during August/September 2008, largely having heard about it through The Western Telegraph and the A-Z of courses.

Prior to receiving this questionnaire, were you aware of the Learning Pembrokeshire web pages?

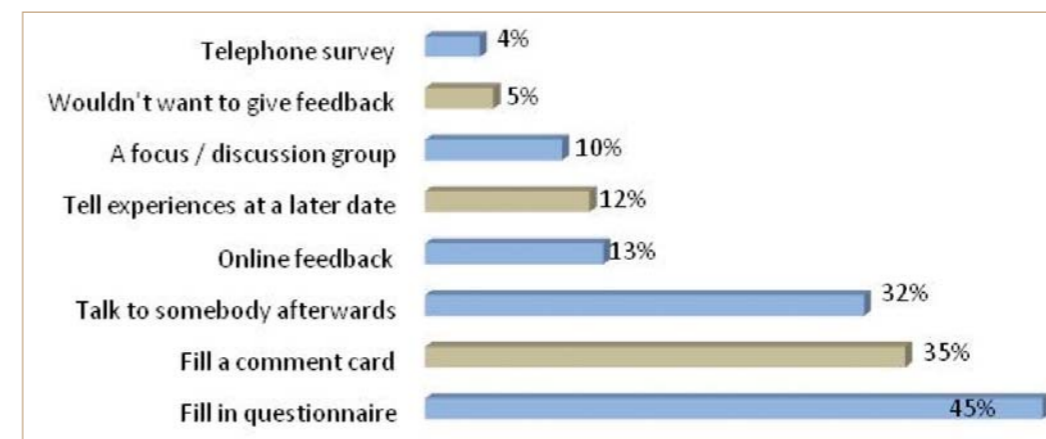
60% of you had not been aware of the Learning Pembrokeshire webpages, which are www.pembrokeshire.gov.uk/learningpembrokeshire



Health Services

Have you had the opportunity to tell someone about your experiences of Health services in Pembrokeshire?

82% of you said you had never been given the opportunity to speak about your experiences, however 81% of you said you would like the opportunity to do so. The graph below illustrates your preferred way of doing this.



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

86% of you also thought it would be a good idea to develop a questionnaire that patients could fill in after treatment; which could be after leaving hospital, going home from A&E, following a visit to the GP etc., allowing them to say 'what went well or not so well and what you would change if you could'.

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?

36% of you said you would be interested in this area. For more information on the 1000 Lives Campaign please visit www.1000livescampaign.wales.nhs.uk or contact Anna Tee, Patient Experience Facilitator, Hywel Dda NHS Trust on 01437 772516.

Pembrokeshire Coast National Park Authority

Do you use the country paths i.e. public footpaths and bridleways, in the Pembrokeshire Coast National Park?

76% of you said that you did use country paths in the Pembrokeshire Coast National Park.

When asked what would encourage you to use country paths more, the top three options chosen were to improve the sign posts around the paths (45%), provide more publicity of walking opportunities (44%) and to increase leaflets on walking/activities (41%).

How would you rate the condition of the country paths you have used in the National Park for each of the following?

The table below shows that the majority of you rated each of the following as 'good'.

	Excellent	Good	Poor	Very poor
Control of vegetation	9%	75%	15%	1%
Gates	18%	78%	3%	1%
Information about routes	6%	53%	39%	2%
Clean and pleasant - not much litter, rubbish	13%	73%	12%	2%
Clean and pleasant - not much dog mess	10%	59%	26%	6%
Path surfaces	6%	71%	21%	3%
Signposts and way marking	7%	62%	29%	2%
Stiles	10%	81%	9%	1%

Oriel y Parc Landscape Gallery, St Davids.

Many thanks to all of you who answered our questions on Oriel y Parc. For those who don't know about it or haven't yet visited, Oriel y Parc is a great place to kick-start your experience of the Pembrokeshire Coast National Park. The £3 million attraction, which officially opened in November 2008, is much more than just an art gallery.

Owned and managed by the Pembrokeshire Coast National Park Authority, the centre includes exhibitions, tourist information facilities, an education area and Discovery Room, an artist in residence studio and a café serving Pembrokeshire produce. A rolling programme of exhibitions features the world-class treasures of the Amgueddfa Cymru - National Museum Wales collections, including the works of Graham Sutherland.

Oriel y Parc Manager Diane Alwyn said: "There's lots to see, do and learn about in the gallery, visitor centre and education centre – but don't forget the real thing is right on our doorstep, so let Oriel y Parc inspire you to go out and explore."

To keep up to date with Oriel y Parc news and events log onto www.orielyparc.co.uk

Nature Conservation Services

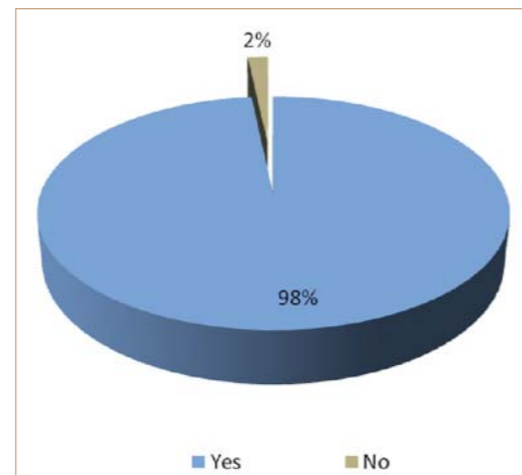
The National Park Authority's Nature Conservation Service helps land owners to conserve wildlife by providing advice, grant aid and practical assistance.

Were you aware of these Nature Conservation Services?

40% of you were aware of these Nature Conservation Services, predominantly hearing about them through word of mouth.

Do you feel it is important to conserve wildlife in the National Park?

98% of you felt it was important to conserve wildlife in the National Park.



Mid and West Wales Fire and Rescue

Are you aware that the Fire Service carry out Home Fire Safety Checks free of charge to households in Pembrokeshire?

83% of you said you were aware that the Fire Service carried out Home Fire Safety Checks free of charge in Pembrokeshire and had been made aware largely through word of mouth (49%).

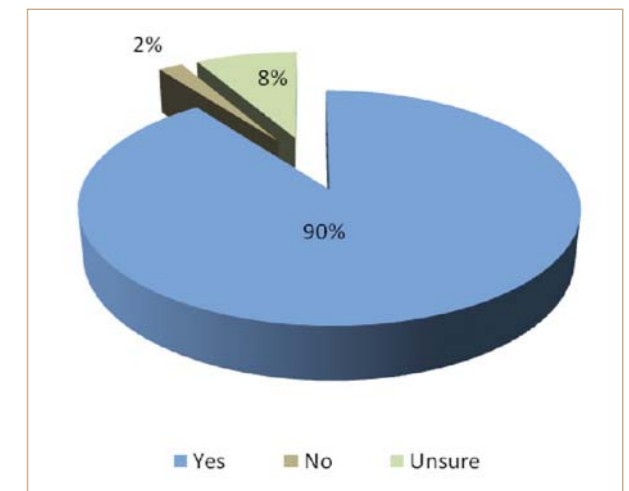
Have you had a Home Fire Safety check carried out by the Fire Service on your household?

26% of you (122 respondents) had a Home Fire Safety check carried out on your household and of these, the vast majority of you (99%) were satisfied with the service provided.

If you would like to talk to someone about arranging a free Home Fire Safety Check, please telephone 0800 169 1234 or visit www.mawwfire.gov.uk

Dyfed-Powys Police

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?



90% of you thought the Police Force should have the power to stop and search members of the public.

Have you ever been stopped/stopped and searched?

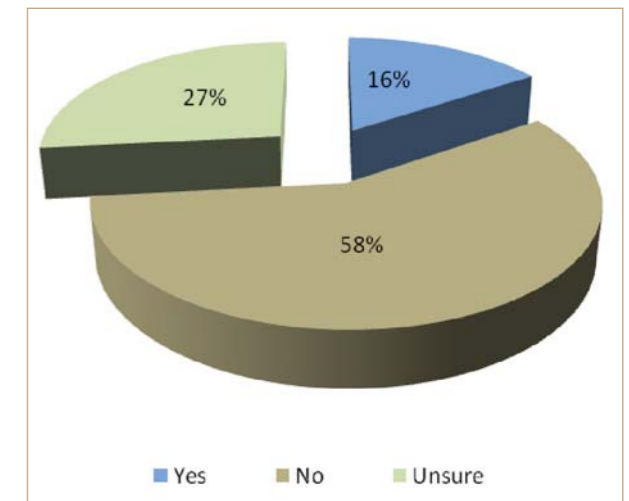
The vast majority of you (92%) had never been stopped/stopped and searched. Of those that had (47 in total), the largest number felt the process was conducted in a professional and courteous manner.

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

58% of you were not aware of your rights if you were stopped or stopped and searched, 27% of you said you were unsure and 16% were aware.

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

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



Information | Dyfed-Powys Police Authority

Many of you have asked what the Police Authority do so we have included the following 'Ten things you need to know about your Police Authority' for you.



1. Your police authority consults with local communities to find out what you want from your local police.
2. Its 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.
3. It hires, and if necessary, fires chief constables and senior police officers – and also checks on complaints against police.
4. It 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.
5. It 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.
6. It appoints volunteers from the local community to check on the welfare of people detained in custody and on the welfare of police dogs.
7. It holds the police budget and consults with local people before it sets police council tax to ensure you get value for money.
8. It sets the strategic direction of local policing to ensure that everyone benefits from a better police service.
9. It makes sure the police service does everything it can to keep improving policing for you community.

Community Health Council

The Board of Community Health Councils in Wales is looking for members of the public willing to offer a view on health issues and health service related consultations. The Welsh Assembly Government is increasingly turning to the Board of CHCs in Wales to articulate views about health service developments or health related topics on behalf of the patients and public of Wales. To do this we need to gather your views and listen to and understand your concerns about the NHS in Wales and future developments. Would you consider helping us?

Andrea Matthews, Consultation & Liaison Officer of the Board of Community Health Councils in Wales is leading on this initiative. For more information and informal discussion please contact her on **0845 644 7815** (local rate) or by e-mail andrea.matthews@chcwales.org.uk

For more information about the work of Community Health Councils and details of the Community Health Council for your area please visit www.patienthelp.wales.nhs.uk

Panel news!

Welcome back to Zoë Thomas who rejoins us after her maternity leave.

If you would prefer to receive your survey and newsletter online or would like to comment on any aspect of the Citizens' Panel or please contact: Zoë Thomas, Project Manager
Pembrokeshire Citizens' Panel, Corporate Services, Dyfed-Powys Police
Llangunnor, Carmarthenshire, SA31 2PF



Telephone: (01267) 226639 **Fax:** (01267) 233634
E-mail: zoe.thomas@dyfed-powys.pnn.police.uk

We very much appreciate your contribution to the Panel so on behalf of each of the partner organisations, THANKS!

If you require this information in large print, Braille or audiotape, please telephone 01267 226639.

