

Welcome to Issue 12 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 policing priorities, Neighbourhood Watch, support for older people at home and Theatr Gwaun. We also asked you about climate change, sustainable transport, reducing infections in hospitals and information on urgent care.

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 13 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 Saundersfoot 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 13 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.pembrokeshirecoast.org.uk

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

Survey 12 – Results

Dyfed-Powys Police

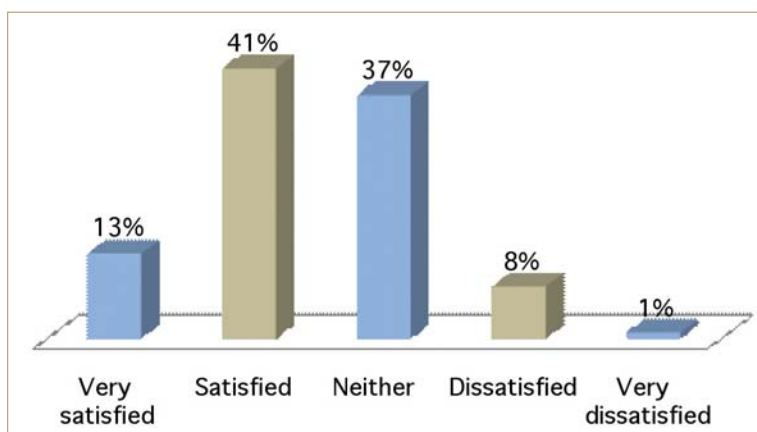
Please indicate which of the following TWO areas are priorities for policing in your local area.

Please note: The following question was multiple choice therefore the percentages will not tally to 100%.

63% of you believed that police visibility was the main priority, followed by anti-social behaviour (55%) and accessibility of police (38%). 10% highlighted burglary, a further 10% drug related crime, 9% vehicle crime and 7% violent crime. Only 2 members chose terrorism.

How satisfied are you with the police in your area?

54% of you were either satisfied or very satisfied with the police in your area. 37% were neither satisfied nor dissatisfied, and 9% were either dissatisfied or very dissatisfied.



Local issues

In terms of crime and anti-social behaviour, please tell us the top FIVE which cause the most problems in your local area.

You chose the following as the top five problems in your area; speeding / joyriding / dangerous driving, litter or rubbish, troublesome teenagers or children, hooliganism or drunkenness, and vandalism / graffiti.

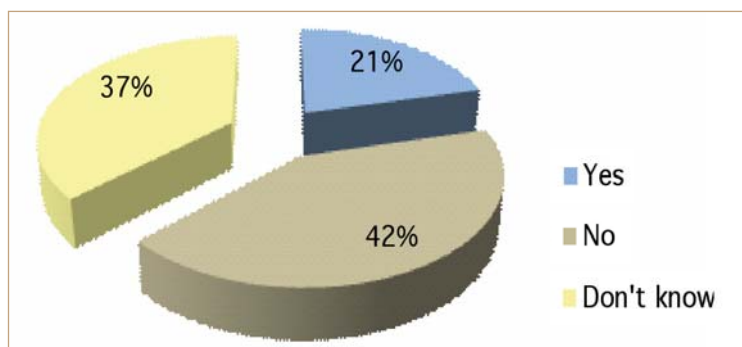
What do you think are the THREE main causes that influence people to commit crime in Pembrokeshire?

You believed that the three main causes were unemployment / low income, not having enough police presence, and not having enough activities for young people.

Neighbourhood Watch

Do you have a Neighbourhood Watch or Farm Watch Scheme where you live?

42% of you said you didn't have a Neighbourhood Watch or Farm Watch Scheme where you lived. 37% didn't know if there was one and 21% said you did have these schemes.



Communications Centre

These questions are asked annually in order to find out if the service has improved and what further developments you feel may need to be made. In this edition we have updated you on how the results compare to those asked initially in 2006.

Have you called the Police in Dyfed-Powys within the last 12 months?

74% of you had not made a telephone call to the Police in Dyfed-Powys within the last 12 months, while 26% (or 159 respondents) had. The majority of you called only once before getting through, which has been consistent since 2006.

When your call was answered, was it...?

58% of you felt your call was answered within the time expected, 22% more slowly than expected, 16% more quickly than expected and 4% could not recall.

Again, these results have been consistent since 2006, however more members now feel that their call was answered more quickly than expected.

Did you receive a bilingual greeting?

54% of you said you received a bilingual greeting, 39% could not remember and 7% (10 members) said you had not.

Drawing on your feedback, the number of you receiving a bilingual greeting has more than doubled since 2006.

Pembrokeshire Coast National Park Authority

We have 18 Members who are responsible for ensuring that the Authority helps to look after the landscape of the National Park and makes it a better place to live, work and play.

Twelve are County Councillors who are appointed by Pembrokeshire County Council to provide local knowledge and expertise, but not to represent their own constituency. The other six are appointed by the National Assembly for Wales, to represent national interest and provide additional specialist skills.

If you needed to contact a Member for any reason, would you know who to contact?

82% of you said you would not know how to contact a Member, but would prefer to find out through promotional leaflets.

Please note: Members can be contacted by phoning the Member Services Team at the Authority's Headquarters on 0845 345 7275, or via email. Their full contact details can be found on our website www.pembrokeshirecoast.org.uk

Sustainable transport

How often have you used Tenby Park and Ride, St David's Park and Ride, Coastal Cruiser, Puffin Shuttle and Green Dragon in the past year?

78% of you had not used the above in the past year. 15% (91 respondents) had used them once or twice, 5% (28 respondents) had used them up to five times and 3% (20 respondents) had used them more than 5 times.

Climate change

There has been a great deal of media coverage recently about climate change. How concerned are you about the impact of climate change over the next fifty years or so?

34% of you were quite concerned about the impact of climate change over the next fifty years. 29% of you were very concerned, 26% were slightly concerned and 11% were not at all concerned.

72% of you thought the National Park Authority should be doing more to combat climate change, the majority of you believing we should encourage more solar panels, tidal energy (90% respectively) and wind turbines (63%).

Pembrokeshire County Council

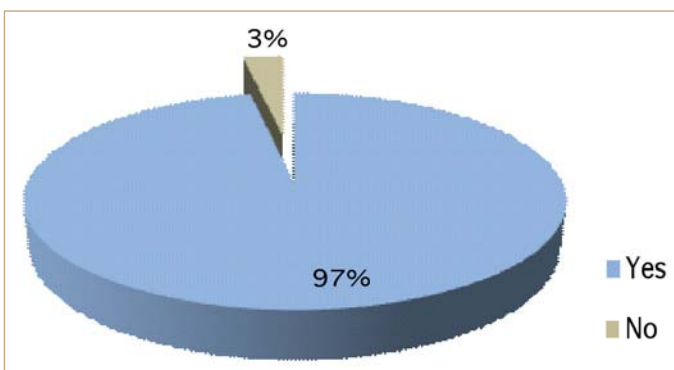
66% of you were aware of Theatr Gwaun in Fishguard, however 71% of you had not visited. Of those who had been to the theatre, you had done so to see 'general' films. In terms of encouraging you to visit, the largest number of you highlighted the need for better information, promotion and publicity.

For information about what's on at Theatr Gwaun, please visit our website www.pembrokeshire.gov.uk/theatrgwaun



Support at home in older age

In your older age, would you like to remain living in your home?



97% of you said you would like to remain living in your home in older age, while 3% (22 members) would not.

The three most important factors you highlighted, which would enable you to remain living at home were, being in good health; both mentally and physically, having access to adequate community support and care, and being both independent and capable of caring for yourself e.g. being able to carry out household tasks and being mobile; stairs was mentioned in particular.

How do you feel the "local community" could support people to remain living in their home?

The largest number of you suggested community and/or voluntary schemes. Some of you described a literal 'neighbourhood watch', which would support elderly people, and in particular ensure they were visited regularly.

Licensing breeding kennels

The vast majority of you (88%) believed that meeting certain standards and being monitored regularly by the Local Authority was very important in obtaining a license for commercial breeding, as it would stop/help prevent animal cruelty and help standardise animal welfare across the county.

Would having a license from the Local Authority influence where you purchase a puppy?

82% of you said that having a breeding license from the Local Authority would influence where you purchased a puppy, and 57% said the introduction of a star based rating system would influence their choice of where to buy a puppy.

Health Services

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

54% of you felt you had a fair or good understanding of what local health services were available, and 76% were happy or fairly happy that you knew how to access them if needed.

How would you describe your feelings of 'control/ownership' of your local health services?

51% of you did not feel you had any influence over your local health services, however the largest number of you said you had trust in them. In terms of being more positively involved with your local health services, you suggested being consulted with and having the opportunity to feedback.

Reducing infections poster

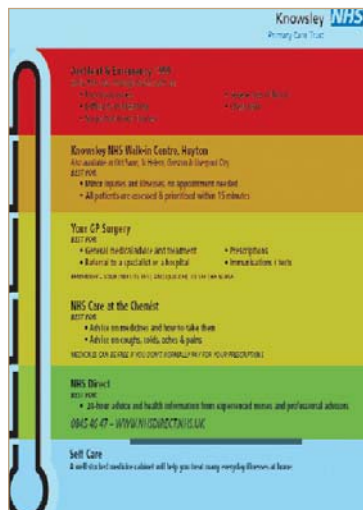


Do you feel this poster would be a useful way of encouraging visitors to help reducing infections in hospitals?

94% of you felt that this poster would be a useful way of encouraging visitors at hospitals to help prevent infection. Suggestions were made on how to improve the poster, the main one referring to hygiene for both staff and visitors, predominantly in terms of hand washing and the use of alcohol gels, but also regarding the cleanliness of wards.

The messages you found least useful or did not understand were not to bring flowers and food. You questioned why these should be prohibited or cause infection.

Information on urgent care – 'Choose Well'



Do you think this would be useful information to develop locally?

77% of you thought this poster would be useful to develop locally. The majority of you made positive comments feeling it was a 'good' or 'excellent' idea, was easy to understand and extremely useful. A large number thought it should be widely distributed both to households and public places, some also suggested different formats e.g. fridge magnets.

Update

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 feedback 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.

Update

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 Pembrokeshire, Carmarthenshire and Ceredigion. 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.

How your information is used.

All your replies are analysed and reports are sent to each of the partner organisations directly. We condense these findings into our newsletters, and also update you on actions taken by the partner organisations, or let you know how the information has or 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 on any actions taken.

Mid and West Wales Fire and Rescue Service

In survey 11 (Nov 08), we asked you if you aware that the Fire Service carry out Home Fire Safety Checks free of charge to households in Pembrokeshire and if you had had one

Many of you were aware of this service but had not had one. If you would like to have your home checked by the Fire Service, all you have to do is fill out the enclosed yellow postcard and pop it in the post (postage is free). Why not avail of this today to ensure that your house is safe!

Police priorities and confidence - surveys 5 ('06), 8 ('07) & 12 ('08)

Every year the Force aims to get the views of as many members of the public as possible to help decide what the main priorities for action should be for the next 12 months. For 2009/10, the Police Authority has asked the Force to focus on 3 key areas, violent crime, drugs and anti-social behaviour, all of which were highlighted in responses from Pembrokeshire Citizens' Panel members. Pembrokeshire is a very low crime area and our aim is to keep it that way by working with our partner agencies, ensuring that you have confidence in what we do and are satisfied with the style of policing that we deliver.

Stop and search – surveys 1 ('05), 12 ('08)

Supervisors monitor each stop and search record to ensure that 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 targeted by officers, then action is taken. We always encourage the public who feel that they have been singled out unfairly to report these matters, so the circumstances can be reviewed and appropriate action taken.

Volunteering - survey 10 ('08)

Feedback from the Panel about the proposal to develop a project called Volunteering for Health has helped it to successfully secure funding from the Big Lottery Fund! The project is planned to start across the three counties of Pembrokeshire, Ceredigion 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.

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
Llangunon, 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!



Parc Cenedlaethol Arfordir Penfro
Pembrokeshire Coast National Park

