

Welcome to Issue 13 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 neighbourhood policing, substance misuse, the Medicines Waste Campaign, NHS Direct Wales, planning applications, the European elections and disability equality.

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 14 and send it back to us as soon as possible.



Prize draw – Congratulations!

We are delighted to announce that the eleventh winner of the Pembrokeshire Citizens' Panel prize draw was from the Clynderwen 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 14 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.

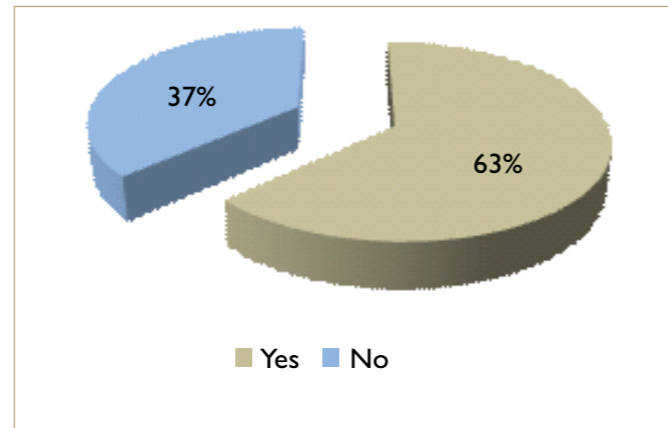
Survey 13 – Results

Dyfed-Powys Police

Neighbourhood Policing Teams/Police Community Support Officer

Are you aware that you have a Neighbourhood Policing Team (NPT) /Police Community Support Officer (PCSO) in your area?

63% of you were aware that you had a Neighbourhood Policing Team / Police Community Support Officer in your area, however over half of you said you did not know them. Those who had come into contact with them had mostly seen them on patrol or at local venues and community meetings.



You can contact your local Team by phoning 101 and asking for the Neighbourhood Police Team (NPT) in your area, going on the police website www.dyfed-powys.police.uk or attending your local Partners and Communities Together (PACT) meetings. These are run by Dyfed Powys Police and Safer Pembrokeshire and address issues such as anti-social behaviour in your area.

A full timetable, giving dates, venues and email addresses for each NPT can be found on our 'Updates' page.

Substance misuse

Concerns have been raised about discarded needles and other drug taking items in our communities. Have you experienced such a problem?

94% of you had not experienced a problem with discarded needles and other drug taking items in your community, while 6% (43 respondents) had. Of those who had, almost half had seen these items between 3-5 times.

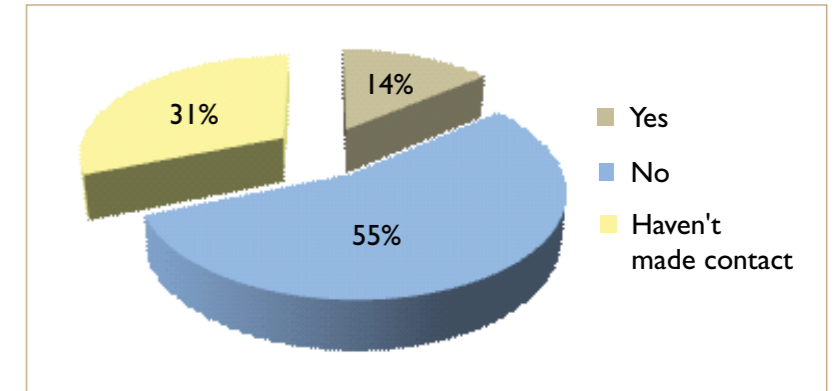
The majority of respondents (66%) would not know who to contact if they found discarded items such as needles.

If you do find discarded needles or other drug taking items in your area, please contact Pembrokeshire County Council's Environmental Health Department on 01437 764551 or email: contactcentre@pembrokeshire.gov.uk

Access to information and services

Have you ever encountered any difficulties when contacting Dyfed-Powys Police?

55% of you had not encountered difficulties when contacting Dyfed-Powys Police, while 14% (99 respondents) had. 31% of you had not previously contacted the police.



Would you, a member of your family or friends, require information from the police in any of the following formats?

40 of you said you, or a member of your family or friends, would require information in large print, 15 would require audio formats, 4 British Sign Language or DVD formats and 2 in Braille. Of those who had requested information in different formats (4 in total), none had encountered any difficulties.

Dyfed-Powys Police can provide accessible versions of documents on request for people who are visually impaired, blind, or deaf e.g. large print, Braille, audio CDs, and British Sign Language DVDs. If you, your friends or family require an accessible version of a document or leaflet, please:

Write to: Corporate Services Department, Dyfed-Powys Police Headquarters, Llangunor, Carmarthen, SA31 2PF.

Telephone: 101 and ask for the Corporate Services Department. **Email:** corporateserv@dyfed-powys.pnn.police.uk

Pembrokeshire Local Health Board

Medicines Waste Campaign

The Medicines Waste Information Campaign was launched in Pembrokeshire, Carmarthenshire and Ceredigion in March 2009. The campaign concerned repeat prescriptions and unused / unwanted medicines.

44% of you had noticed the campaign, mostly through posters at GP practices and pharmacies. Of those who changed how you ordered your prescription due to the campaign, 48 now only ordered what was needed, 34 checked your medication stock before ordering and 19 let your GP/pharmacist know if you were not taking medication anymore.

How do you dispose of the medicines that you no longer need?

78% of you took excess medication to the pharmacy, 21% took them to a GP practice and 10% (57 respondents) threw them in the bin or down the toilet.

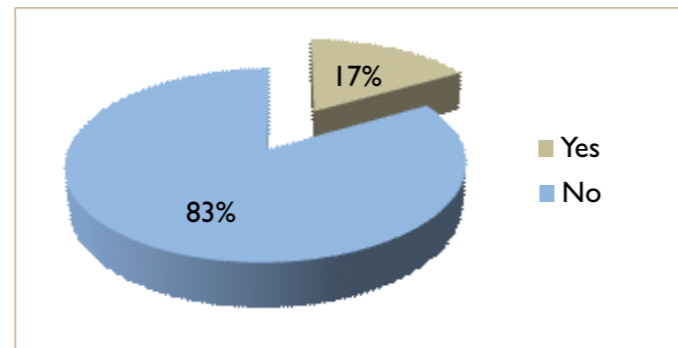
Please return unwanted and unused medicines to your community pharmacy. Although they are unable to be re-used, it is very important for safety reasons that you continue this practice in order to ensure safe disposal.

NHS Direct Wales

86% of you had heard of NHS Direct Wales, however of these only 35% had used the 0845 46 47 service and 21% had used their 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?

83% were not aware of the directory on the NHS Direct website, however of those who had used it, the vast majority found the information you were looking for and rated it as good or very good.



Pembrokeshire Coast National Park Authority

In survey 13, we were keen to hear your thoughts on the Park Authority's Planning Service and your feedback will help to us to further improve the service that we offer.

Many of you felt that we need to have strict planning policies in a National Park area, but that it's also important to strike a balance and consider the needs of local people as well as the environment.

Over 50% of you felt we're performing above average when it comes to planning. We'll take your positive and negative comments and keep you updated in future editions as to how these have helped in delivering the Planning Service.

Do you agree or disagree that strict planning policies are necessary to protect the special qualities of the National Park?

87% of you strongly or slightly agreed with this. 7% (51 respondents) slightly or strongly disagreed and 4% neither agreed nor disagreed.

Do you agree or disagree that it is important to strike a balance between protecting the environment of the National Park and looking after the interests of local people?

92% of you strongly or slightly agreed with this. 5% (30 respondents) slightly or strongly disagreed and 2% neither agreed nor disagreed.

How well do you think the National Park Authority is doing when it comes to planning?

Those of you who rated the National Park as very good or good felt they maintained and preserved the beauty of the county.

Those who rated them as average, poor or very poor highlighted inconsistencies in decision making, felt that local opinion was not always fully considered and also referred to 'blanket policies' and restrictions, which you felt were too strict and 'overly fussy.'

However a number countered these comments by saying that it was difficult to suit everyone's needs and that a good balance had been reached.

In your dealing with the National Park Authority's Planning Service the largest number of you agreed that you were:

	Yes	No
Given advice	90	41
Kept informed	59	56
Able to contact people	77	40
Dealt with in a reasonable time	76	50

Pembrokeshire County Council

In survey 5 we asked for your views on buying locally produced food and drink. You responded very positively and a new website has since been launched selling and distributing Pembrokeshire produce.

Were you aware of the Pembrokeshire Produce Direct website?

78% of you were not aware of the Pembrokeshire Produce Direct website, while 22% (155 respondents) were.

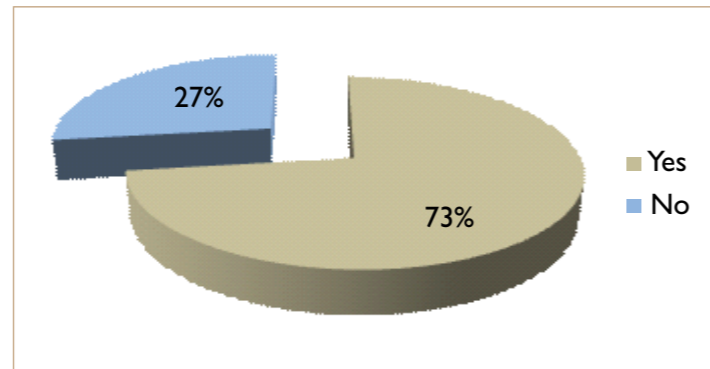
Of those who had used the website you rated it as good in terms of language, ease of use, look and feel and range of products available. And of those who had placed an order online, the largest number rated the process as excellent or good. The largest number of you also rated it as good in terms of value for money and said you were quite likely to place an online order in the future.

If you are interested in finding out more about Pembrokeshire Produce Direct, you can do so by phone: 01437 563035, email: info@pembrokeshireproducedirect.co.uk or web: www.pembrokeshireproducedirect.org.uk

Elections

73% of you voted in this year's European Parliamentary Election on June 4th.

In terms of encouraging you to vote in the future, you requested better and more personal knowledge of candidates, as well as what they, and the EU Parliament actually do. A number of you highlighted the distance you felt between the EU and your life. You also emphasised a strong distrust of politicians, particularly after the expenses issue and that they needed to 'clean up their act'.



Disability Equality

What do you feel the biggest barriers are for disabled people in Pembrokeshire, where 1 = the biggest barrier and 5 = the least barrier.

You ranked the barriers for disabled people as below:

- 1) Physical access to buildings, streets and transport vehicles
- 2) Stressful situations
- 3) People's attitudes to you because of your disabilities
- 4) Access to speech or other sounds
- 5) Access to the written word or images

When asked to list things that the Council did well for disabled people in Pembrokeshire, the top four you highlighted were 1) access to buildings, shops and facilities, along with 2) the provision of dropped kerbs, 3) disabled parking spaces and 4) public transport; both in terms of passes and low access buses.

A number of you did feel that further improvements in these areas could still be made, particularly in terms of stricter parking restrictions and penalties for those using disabled bays.

Would you like to become further involved in the Disability Equality Scheme?

If you have expressed an interest in being involved further, you will be contacted shortly.

If you have any queries about the Scheme please contact Rachel Powell, Disability Equality Officer, Pembrokeshire County Council.

Email: disability.equality@pembrokeshire.gov.uk

Phone: 07876 784763 (Monday to Wednesday)

Updates

Hywel Dda Health Board

A completely new structure for the NHS in Wales was launched on October 1st. Locally, this has seen the coming together of the Trusts and Local Health Boards in Carmarthenshire, Ceredigion and Pembrokeshire, forming the new Hywel Dda Health Board – our new logo can be seen on the right.



The new Board will be responsible for providing both primary care (such as GP services) and secondary care (such as hospital and community services) to a population of approximately 372,000.

Chief Executive of the new organisation, Trevor Purt, said: "This new structure is about creating a sustainable healthcare system for the population of this area. A system that has greater focus on care closer to home. It's about a focus on prevention and well-being, and how we can work with our local population on this. It's about how we put our clinicians, the public and patients at the centre of how we drive strategy, and ensure we are accountable to them and transparent in everything we do.

Importantly, it's about adding life to years, not just adding years to life."

The first meeting of the Hywel Dda Health Board took place on October 2nd, 2009.

Dyfed-Powys Police

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

The Sexual Assault Referral Centre is a 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 at Elm Tree House, West Wales General Hospital, Francis Well, Carmarthen, SA31 2AF

By telephone: 01267 235464 **Website:** www.newpathways.co.uk

Partners and Communities Together (PACT) meetings / timetable

Crymych (inc. Cilgerran, Clydau, Dinas Cross, Newport, St. Dogmaels)

1st Saturday of the month at Crymych Market from 10am - 12noon

Fishguard (inc. Goodwick)

2nd Monday of the month at Fishguard Leisure Centre - 7pm

Haverfordwest (inc. Castle, Garth, Portfield, Prendergast, Priory)

1st Monday of every month at County Hall - 7pm

Haverfordwest rural (inc. Camrose, Merlin's Bridge, Rudbaxton, The Havens, Wiston)

2nd Tuesday of every month at De Clare Court, Merlin's Bridge - 7pm

Milford Haven (inc. Hakin, Hubberston)

2nd Tuesday of the month at Cedar Court, Milford Haven - 7pm

Milford Haven rural (inc. Burton, Dale, Freystrop, Hook, Johnston, Llangwm, Llanstadwell, Marloes, Neyland, St Ishmael's)

2nd Wednesday of the month at Learning Centre, St Clements Road, Neyland - 7pm

Narberth (inc. Belgelly/Kilgetty, Lampeter Velfrey, Maenclochog, Martletwy)

1st Tuesday of the month at Bloomfield Community Centre, Narberth - 7pm

Pembroke Dock (inc. Bufferland, Llanion, Market, Pennar)

1st Wednesday of every month at St John's Church Hall, Pembroke Dock - 7pm

Pembroke (inc. Hundleton, Lamphey, Monkton, St Mary North/South, St Michael)

3rd Wednesday of every month at Town Hall, Main Street, Pembroke - 7pm

Tenby (inc. Gumfreston, New Hedges, Penally, St Mary Out Liberty)

1st Wednesday of the month at Augustus Place Community Hall - 7pm.

Tenby rural (inc. Amroth, Carew, East Williamston, Lydstep, Manorbier, Saundersfoot,)

1st Monday of every month in the Regency Hall, Saundersfoot, - 7pm

St Davids (inc. Letterston, Llanrhian, Sceddau, Solva)

2nd Wednesday of the month at City Hall from 10am - 12noon

Alternatively you can phone 101 and ask for your local Neighbourhood Policing Team or email them directly:

Tenby, Narberth and Tenby rural – tenbyNPT@dyfed-powys.pnn.police.uk

Milford Haven and Milford rural – milfordhavenNPT@dyfed-powys.pnn.police.uk

Pembroke – PembrokeNPT@dyfed-powys.pnn.police.uk

Pembroke Dock – PembrokedockNPT@dyfed-powys.pnn.police.uk

Haverfordwest and Haverfordwest rural – HaverfordwestNPT@dyfed-powys.pnn.police.uk

Fishguard, St Davids and Crymych – FishguardNPT@dyfed-powys.pnn.police.uk

If you would prefer to receive your survey and newsletter online or would like to comment on any aspect of the

Citizens' Panel please contact: Zoë Thomas, Project Manager

Pembrokeshire Citizens' Panel, Corporate Services, Dyfed-Powys Police

Llangunno, Carmarthenshire, SA31 2PF

Telephone: (01267) 226639 **Fax:** (01267) 233634

E-mail: zoe.thomas@dyfed-powys.pnn.police.uk



Penn Cwmhellol Arfordir Penrhyn
Pembrokeshire Coast National Park

