

Welcome to Pembrokeshire Voice,

Pembrokeshire Citizens' Panel's newsletter!

A big thank you to all of you who returned our last questionnaire (77% in total), which asked for your opinions on a number of topics including Dyfed-Powys Police's Bobby Van Scheme, farm and internet crime, Safer Pembrokeshire, public transport, the National Park Authority's newspaper 'Park Life', and Pembrokeshire County Council's Improvement Objectives for 2010-11. 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 16 and send it back to us as soon as possible.

Prize draw - Congratulations!

We are delighted to announce that the tenth winner of our prize draw was Mr Davies from the Haverfordwest 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 16 and send it back to us as soon as possible. It's really that easy!

Going green!

In an effort to become greener, if you would like to receive your questionnaire and newsletter online, please contact the Project Manager, whose details are at the end of this newsletter.

Survey 15 – Results

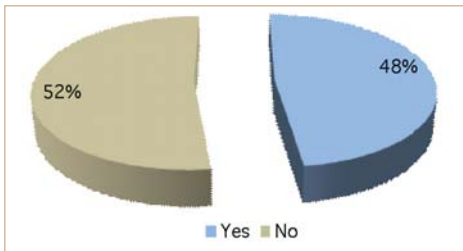
Dyfed-Powys Police

Dyfed-Powys Police's Bobby Van Scheme offers a free security service for vulnerable members of society e.g. the elderly, members of minority groups, victims of burglary, domestic violence and other crimes resulting from race, sexuality or disability/infirmity issues.

Crime prevention carpenters carry out free home visits and security surveys to owner-occupiers and tenants alike, where they repair and replace door and window locks, security chains and door viewers as needed.



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



Before reading this survey had you heard of the Bobby Van Scheme?

48% (365 of you) had heard of the Scheme, and 15% (111 of you) had received a visit from the Bobby Van. Of these, almost two thirds felt much safer as a result of the visit.

If you would like further information or are aware of any vulnerable people who would benefit from the Scheme, please contact **Anna Lewis, the Bobby Van Co-ordinator on 01267 226468 or email: anna.lewis@dyfed-powys.pnn.police.uk**

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 made a telephone call to Dyfed-Powys Police within the last 12 months?

74% of you had not made a telephone call to Dyfed-Powys Police within the last 12 months, while 26% (190 of you) had. The majority of you called only once before getting through, which has been consistent since 2006.

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

68% of you felt your call was answered within the time expected, 14% more quickly than expected, 12% more slowly than expected, and 7% could not recall.

Again, these results have been consistent since 2006, with the highest number of members now feeling that their call was answered within the time expected.

Did you receive a bilingual greeting?

55% of you said you received a bilingual greeting, 33% could not remember and 12% (23 members) said you had not.

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

Farm crime

The definition of farm crime for survey 15 was quoted as ‘any crime that takes place on a farm or smallholding. This includes crimes against property, outbuildings, equipment, machinery, vehicles, consumables, livestock and persons on the farm.’

63% of you did not know whether crime on farms was a serious problem in Pembrokeshire, while 21% thought it to be a ‘very’ or ‘somewhat’ serious problem. Almost three quarters of you said you did not know if the amount of crime had increased over the past year, however 19% (134 of you) thought that it had.

Internet/e-Crime

Do you use the internet? The vast majority of you (72%) used the internet at home and were concerned about internet/e-Crime in your home. 72% of you had not had any problems online, while 15% (80 members) had experienced online deception e.g. lottery scam, 11% (59 members) had credit cards used illegal, and 7% (36 members) had sent money but not received goods.

Do you feel that there is sufficient crime prevention advice available regarding internet security?

44% felt that there was sufficient crime prevention advice available, 31% did not know and 26% (142 of you) did not think there was.

Do you feel that there is sufficient crime prevention advice available regarding safe trading online?

46% felt there was sufficient crime prevention advice available regarding safe trading online, 35% did not know if there was, and 19% (107 of you) did not think there was.

Business e-Crime

As part of the e-Crime Wales project, all Welsh Police forces now have a dedicated Business e-Crime Officer who will act as a single point of contact for businesses reporting e-Crime.

14% (78 of you) ran a business, however the largest number did not know about the crime prevention advice available from the e-Crime Wales project.

For more information please contact **Karen Burch, Dyfed-Powys Police e-Crime Wales Business Officer** on **01267 226649**, email karen.burch@dyfed-powys.pnn.police.uk or log on to the e-Crime website - www.ecrimewales.com

Policing priorities

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

50% of you believed that the most important priority for 2011/12 was anti-social behaviour, 23% thought it was violent crime and 18% felt it was drug related crime. 5% of you highlighted terrorism, 3% referred to burglary, and 1% to vehicle crime.

Update : 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 2011/12, 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.

Policing Pledge

26% (191 of you) were aware of the Policing Pledge, which is a list of 10 priorities that Dyfed-Powys Police must aim to meet in all dealings with the community. They pledge to support law abiding citizens and pursue criminals relentlessly to keep residents and their neighbourhoods safe from harm. Their 10 priorities are to:

1. Treat you fairly, with dignity and respect.
2. Provide information about your Neighbourhood Policing Team and how to contact them.
3. Ensure your Neighbourhood Policing Teams spend as much time on your patch as possible.
4. Respond to all messages directed to Neighbourhood Policing Teams within 24 hours.
5. Aim to answer 999 calls within 10 seconds and arrive within 20 minutes of the call being received.
6. Respond promptly to non-emergency calls, especially if you are vulnerable or upset or calling about a neighbourhood priority.
7. Arrange regular public meetings to set local policing priorities.
8. Provide regular updates on progress against local policing issues.
9. Keep you informed about the progress of your case if you are a victim of crime.
10. Acknowledge any complaints about our service within 24 hours of you reporting it to us.

Pembrokeshire County Council

Regional Transport Plan

Pembrokeshire County Council is working on a Regional Transport Plan with other local authorities in South Wales. The new plan will replace the Local Transport Plan which was prepared in 2000.

How often do you currently use public transport? 35% of you said you never used public transport, 23% said you used it less often than the other options listed, and 17% used it about every six months. 13% of you used it about once a month, 8% once or twice a week and 4% (28 of you) used it almost every day.

How satisfied or dissatisfied are you with each of the following elements of the local bus services, whether you normally use them or not?

	Very satisfied	Satisfied	Neither	Dissatisfied	Very dissatisfied
The provision of public transport information	10%	45%	25%	13%	7%
The frequency of the bus services	10%	32%	23%	21%	14%
The state of the bus stops/bus shelters	4%	38%	33%	18%	7%
The reliability of the buses	11%	42%	33%	9%	4%
The local bus service overall	9%	37%	29%	15%	10%

The largest number of you said you were satisfied with each of the above elements. When asked what you currently used public transport for, the top three activities/facilities you highlighted were local shopping facilities, city centre shopping facilities and a short break/holiday.

In terms of improvements, you thought that increasing the capacity of the rail network would most improve the movement of people and goods in your local area (28%), and improving traffic calming measures e.g. speed bumps and speed limits, would most improve the safety and security of transport (30%). With regard to reducing the impact of transport on the environment in your local area, you highlighted improved public transport (50%).

Improvement Objectives

Pembrokeshire County Council has a number of priorities, called Improvement Objectives, to work towards in the near future, which you received in a colour chart with survey 15.

89% of you thought that the objectives were appropriate and relevant for Pembrokeshire at this time, and 72% of you felt they were realistic and achievable.

The objectives were grouped into the following eight headings; well-being, environment, economy, community, housing, learning, access and safety. We asked you to choose your top three priorities from these headings, which are shown below:

Economy (1st priority) – which incorporated the following objectives:

- We will work with partners to improve Pembrokeshire’s potential for wealth creation.
- We will continue to improve our town centres.
- We will support local business.

Well-being (2nd priority) – which incorporated the following objectives:

- We will work with partners to address the underlying causes of poor health.
- We will promote public health and opportunities for healthy living.
- We will work with partners to mitigate the impact of poverty.
- We will support projects that will improve the integration of health and social care services.
- We will continue to improve the quality of the social care services that we provide.

Safety (3rd priority) – which incorporated the following objectives:

- We will support projects that reduce fear of crime.
- We will work with partners to address the underlying causes of crime and anti-social behaviour.
- We will continue to improve the quality of the child protection services we provide.
- We will support projects that improve road and home safety.



The Community Safety Partnership in Pembrokeshire has recently rebranded itself as 'Safer Pembrokeshire', which is a partnership of organisations working together to keep Pembrokeshire safe.

Before receiving this questionnaire, had you heard of Safer Pembrokeshire? 13% (95 of you) had heard of Safer Pembrokeshire.

More information on the work Safer Pembrokeshire carries out can be found on their website: www.pembrokeshire.gov.uk/saferpembrokeshire or by phoning 01437 769669.

Pembrokeshire Coast National Park Authority

Do you use the National Park Authority's resident newspaper 'Park Life'? 33% (244 of you) used 'Park Life' mostly for general information about the National Park, what to do in winter and also National Park events. 68% of you said you would find it useful to have adverts from local businesses in the newspaper.

Have you made use of a National Park Authority service in the last year? 16% (120 of you) had used a National Park Authority service in the last year, and of these the vast majority (90%) rated the service you used as excellent or good.

Updates

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.

Pembrokeshire Registration Service (survey 14, Nov. 2009)

Thank you to the Citizens' Panel for your feedback on our service. We were very pleased with the results, and in particular the compliments regarding the service and staff. Your feedback has been brought together with other consultation we carried out and here are some of the outcomes:

- Customers told us they were confused by our opening hours and making contact over the phone. To help provide a better service, all enquiries are now dealt with by our office in Haverfordwest which is open 9am - 5pm, Monday to Friday.
- We are also looking for alternative premises for our Haverfordwest office, as our customers told us they have difficulty parking, and there are some difficulties taking suitable photographs at ceremonies.
- In our Tenby Register Office, customers told us that the stairs cause problems. This is one of the reasons why we have moved to the new Community Hospital in Tenby which now provides full disabled access.

For further information on Registration Services please contact 01437 775176, Monday - Friday between 9am and 5pm.

Police Authority (survey 14, Nov. 09)

In survey 14 we asked about your knowledge of the Police Authority, to which 93% said you had heard of them, and 68% had a basic or good understanding of what they were responsible for. The Police Authority would like to thank members for your feedback. The information you have provided has been amalgamated with responses gained from other Citizens' Panels and will be used to inform the Police Authority's Communication and Engagement Strategy which will be effective from June 2010. This document will be available on our website: www.dyfedpowyspoliceauthority.co.uk or by contacting the Police Authority on 01267 226440.

The Police Authority's three key functions are:

1. To secure an efficient and effective Police Service.
2. To secure Best Value i.e. continuous improvements in the way its functions are exercised, having regard to economy, efficiency and effectiveness.
3. To make arrangements for obtaining the views of local people about the policing of their area, and the co-operation of local people in preventing crime.

Dyfed Powys Probation Trust (survey 14, Nov. 09)

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; Haverfordwest – 01437 762013, Carmarthen – 01267 222299, Aberystwyth – 01970 636460 or Cardigan - 01239 615610.

Mid and West Wales Fire and Rescue Authority

From time to time we include news from other organisations. You may recall that we have previously given you information on how to obtain free Home Fire Safety Checks, and now Mid and West Wales Fire and Rescue Authority invites you to 'Have your Say' on the services they provide.



We aim to make our area a safer place to live, work and visit. We want to be a world class, high performing, efficient and effective service, working with our partners and our communities to deliver improvements. We encourage everyone in Mid and West Wales to play a part in shaping our Service and each year we ask our communities what they feel we can do to make them safer. Our Strategic Plan 2010-2015 explains what we want to achieve over the next five years. Our Draft Annual Action Plan 2011-2012 asks for your comments on the improvements we want to deliver in 2011-2012. The plan is available online at www.mawwfire.gov.uk or you may request to receive a hard copy of the draft plan and questionnaire by contacting the Strategic Planning and Performance Department on 0370 6060699.

We are seeking your views between **11th May 2010 and 3rd August 2010** and you can submit your comments using the following methods:

Online questionnaire - Go to www.mawwfire.gov.uk and follow the link to risk reduction.

By telephone - Call 0370 6060699 and ask for the Strategic Planning and Performance Department.

By e-mail - rrp@mawwfire.gov.uk.

By post – Write to Chief Fire Officer, Freepost RSHB-XTJA-XKEC, Mid & West Wales Fire & Rescue Service, Headquarters, Lime Grove Avenue, Carmarthen, SA31 1SP.

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

Citizen Focus Policing Services

Dyfed-Powys Police, Llangunon

Carmarthenshire, SA31 2PF

Telephone: (01267) 226639

Fax: (01267) 233634

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



**Parc Cenedlaethol Arfordir Penfro
Pembrokeshire Coast National Park**