

Welcome to all our new panel members!

As we mentioned in our last newsletter the panel's membership is regularly monitored to ensure that it remains broadly representative of the Pembrokeshire population and in order to achieve this, one third of the panel is renewed every year.

So, for those of you who have just joined Pembrokeshire Citizens' Panel, the partner organisations would like to take this opportunity to welcome you and we look forward to hearing from you during the year.

To those of you who have stayed on the panel, a big thank you for your fantastic responses throughout our first year. The panel has proved to be a valuable source of local opinion on a wide range of issues and we sincerely hope that you will remain with us again this year.

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

Prize draw - Congratulations!

We are delighted to announce that the first winner of the Pembrokeshire Citizens' Panel prize draw, was from the Narberth 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 four and send it back to as soon as possible. It's really that easy!

Refreshed Panel

376 new members joined the Panel in April 2006 and here's an insight into what our newly refreshed panel looks like:

- 53% women and 47% men.
- 7% of members are aged between 16-24, 11% aged between 25-34, 15% aged between 35-44, 18% aged between 45-54, 20% aged between 55-64, 18% aged between 65-74 and 10% aged 75 and over.
- 29% of members stated that they or someone in their household has a longstanding illness, disability or infirmity.
- 43% of members have at least one child in their household.
- 21% of members speak, read and write Welsh.



Survey Three

In survey three we asked for your opinions on a number of topics including your neighbourhood, noise, health services, the Dyfed-Powys Police communications centre, accessibility of Pembrokeshire Local Health Board and our revamped questionnaire.

Your neighbourhood

How safe or unsafe do you feel...?

Overall, you stated that you felt very safe or fairly safe in each of the areas listed below.

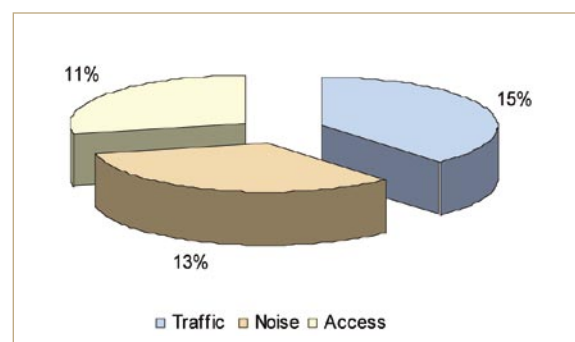
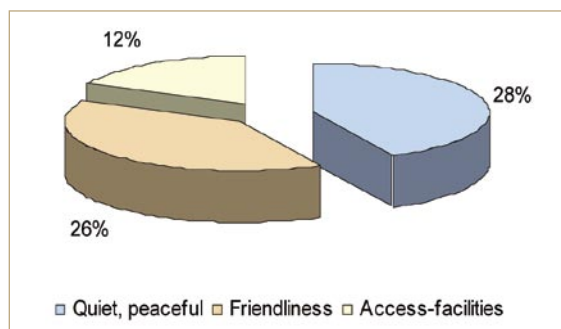
	Very safe	Fairly safe	Fairly unsafe	Very unsafe
At home in the daylight	84%	16%	0%	0%
At home after dark	55%	41%	3%	1%
Your neighbourhood in daylight	76%	23%	1%	0%
Your neighbourhood after dark	31%	55%	10%	4%
Nearest town in daylight	69%	29%	2%	0%
Nearest town in the dark	14%	56%	22%	8%

You said that you felt most safe at home in the daylight (84%) and least safe/very unsafe when walking in your nearest town in the dark (8%).

84% said they felt safe at home in the daylight.

What do you like most about living in your neighbourhood?

The top three aspects you said you enjoyed most were, the peace and quiet and privacy of your neighbourhood (28%), the friendliness of your neighbours and those living locally - a large number of you also referred to community spirit (26%) and the convenience and access to local facilities and amenities (12%).



What do you dislike most about living in your neighbourhood?

In terms of what you most disliked about your neighbourhood, the largest number of you (15%) referred to traffic issues, in terms of noise and the vehicles passing through your neighbourhood. A large number of you also mentioned speeding.

13% spoke about noise and anti-social behaviour and 11% mentioned problems accessing amenities and the main road networks, the travelling distances incurred and the need for ones own transport.

Noise

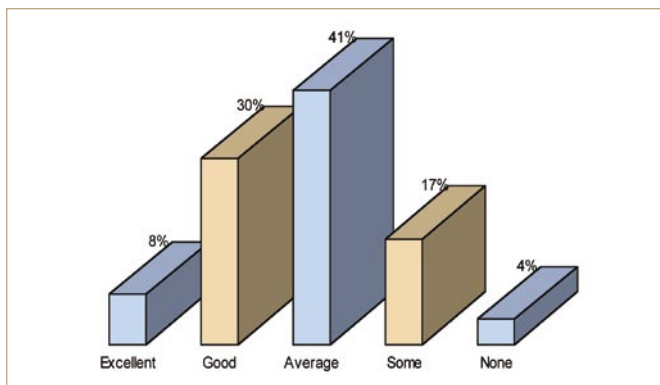
For each of the following types of noise, would you say it causes you a serious problem, a slight problem or is it not a problem at all, in your neighbourhood?

In each case the majority of you stated that the types of noise listed below, did not cause you any problem.

	Serious problem	Slight problem	Not a problem
Road traffic e.g. noisy engines and radios from passing cars	11%	32%	57%
Aircraft	1%	18%	81%
Trains	1%	5%	94%
Industrial or commercial premises	2%	8%	90%
Road works	4%	17%	79%
Constructions or demolition	3%	9%	88%
Pubs, clubs and entertainment	4%	13%	83%
Neighbours	6%	17%	77%
Animals e.g. dogs	6%	26%	68%
Ferries/river/water transport	0%	1%	99%

Health Services

How would you describe your knowledge of the health services currently provided in Pembrokeshire?



41% of you described your knowledge as average.

30% described it as good, 17% of you said you had some knowledge, 8% described it as excellent and 4% of you said you had no knowledge of the health services currently provided in Pembrokeshire.

When asked how you had found this information, 60% said you had found it through direct contact for yourself, 28% through newspapers and television, 18% by direct contact through a relative and 16% through your work.

Many people have recently raised concerns about changes to the services provided at Withybush Hospital. To help us understand what is most important to you, please rate the following options, where 1 notifies the most important.

	1 - most important	2	3	4	5	6 - least important
Being seen quickly	48%	26%	12%	8%	3%	3%
Being seen by someone who is experienced in the care I need	52%	26%	11%	7%	2%	2%
Being seen locally	22%	17%	25%	15%	14%	7%
Being treated locally	18%	14%	20%	24%	12%	12%
Having a choice about where to go	14%	7%	13%	12%	24%	30%
Being treated in a centre of excellence (which may not be local)	20%	11%	14%	12%	16%	27%

The options you felt were **most important** i.e. those that were given a rating of 1 were, being seen by someone who is experienced in the care I need (52%) and being seen quickly (48%).

25% of you rated being seen locally, **midway** on the scale and 24% rated being treated locally, just behind this.

The options you felt were **least important** i.e. those that were given a rating of 6 were, having a choice about where to go (30%) and being treated in a centre of excellence (which may not be local) (27%).

Dyfed-Powys Police Communications Centre

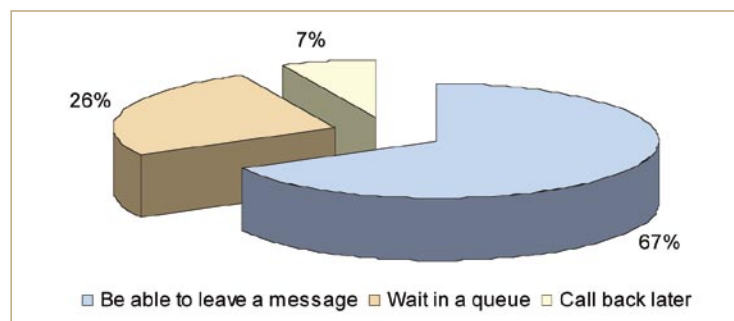
Although two thirds of you (66%) said that you had not made a telephone call to the Police in Dyfed Powys within the last 12 months, of those who had, 97 of you said you had rung once, 14 had rung three times or more and 13 had rung twice before getting through. 5 of you said you could not get through.

Once again of those who had made a call, over half (58%) said your call was answered within the time expected. 26% said it was answered more slowly than expected, 12% said it was answered more quickly than expected and 4% of you could not remember.

67% of you said that they would prefer to be able to leave a message,

In the instance of a delay in answering your call, would you prefer..?

67% of you said that they would prefer to be able to leave a message, 26% said you would prefer to wait in a queue and the remaining 7% said you would prefer to call back later.

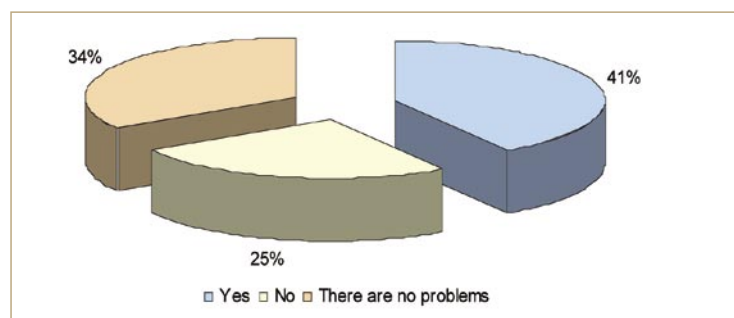


Neighbourhood Policing

Do you feel that the Police currently understand the problems in your neighbourhood?

41% of members believed that the Police currently understood the problems in their neighbourhood.

34% did not feel that there were any problems and 25% did not believe that the Police currently understood the problems in their neighbourhood.



Do you feel that the introduction of neighbourhood policing teams would help the Police understand the issues in your neighbourhood?

84% of you believed that the introduction of neighbourhood policing teams would help the Police understand the issues in your neighbourhood, while 16% did not agree.

a closer liaison and build a stronger relationship between the police and the public. A large number of you also thought that the public would feel more comfortable speaking with someone they knew or had seen locally.

Of those who felt that these teams would help, the largest number felt that they would increase communication, lead to

Pembrokeshire Local Health Board

Do you know how to contact Pembrokeshire Local Health Board?

55% of you stated that you did not know how to contact Pembrokeshire Local Health Board, while 45% of you said that you did know how.

Of those of you who had previously contacted Pembrokeshire Local Health Board (62 members), the vast majority had done so by phone and when asked if you were satisfied with your experience in dealing with the Health Board, just over half of you (53%), said you were very satisfied. The vast majority of you (90%) also felt that your enquiry was dealt with satisfactorily.

Pembrokeshire Voice questionnaires

Were you satisfied with the wording and length of survey three, compared to previous surveys?

85% of you said you were very or fairly satisfied with the wording of survey three compared to previous surveys and 89% of you were very or fairly satisfied with the length of survey three.

Pembrokeshire Voice newsletters

87% of you were very or fairly satisfied with the amount of detail in the panel's newsletter. The vast majority of you (98%) said the results of the previous questionnaires were easy to understand and 90% said that overall you were very or fairly satisfied with our newsletter.

Thank you to everyone who replied to this section of the questionnaire, as we are very much reliant on your feedback and without your input cannot develop the panel. All your comments have been noted and we will endeavour to keep improving the panel as the year progresses.

Editors note - Issue 2

A printing error occurred in the Neighbourhood Policing and Community Engagement section of our last newsletter (page 3). The graph supplied should have matched the written information given, therefore the colour used to indicate 'yes' should have been beige and the colour used to indicate 'no', blue. We apologise for any confusion caused.

Update - What's happened?

Access to services

Despite Pembrokeshire being a large and rural county, most of the panel find it either very or fairly easy to access services we asked about. The services which people find most difficult to access are civic amenity sites, cultural/recreational facilities and childcare facilities. This information has been reported to the community planning partnership for consideration. The Council already has plans to upgrade civic amenity sites, and is implementing its ambitious targets to increase the availability of childcare through the "Genesis" project.

What you dislike most in your neighbourhood.

Traffic and transport issues dominate the things which the panel do not like about Pembrokeshire. This information will be used to inform a review Pembrokeshire's Community Plan (a new Community Plan is due in 2009).

Voluntary activity

The information on how frequently people volunteer, what they do and what would make it easier for them to volunteer in future will be used by Pembrokeshire Association of Voluntary Services (PAVS) as part of their on-going work to support the voluntary sector in the County. For instance, PAVS as well as other organisations such as the County Council are promoting volunteering week in June 2006.

Dyfed Powys Police

Neighbourhood policing teams

The information received from the neighbourhood policing section of survey 3 has assisted Pembrokeshire division in identifying the neighbourhoods that will be policed by their neighbourhood policing teams. The identification of neighbourhoods was a key consideration in our bid for PCSOs (Police Community Safety Officers) and as a consequence of the bid made by the division in March, we have been allocated an increased number of PCSOs that will be used exclusively for neighbourhood policing.

It has been agreed that the division will have a total of 13 'neighbourhoods', covering the whole of the county. In addition to the PCSOs, the division is committed to resourcing neighbourhood policing with 16 Constables and the whole concept will be rolled out by March 2008 at the latest.

The information also assisted us in identifying the best way to engage locally with our communities on both a formal and informal basis. To that end we will be setting up Neighbourhood Forums within each of the 'neighbourhoods' that will meet on a monthly basis. Members of the public and representatives of the community will be invited to these meetings along with partner agency representations, where local issues will be discussed and prioritised for action.

Hate Crime

Dyfed Powys Police are taking positive steps to tackle hate crime with the aid of their 'True Vision' initiative. The True Vision information pack provides a mechanism for victims or witnesses to report incidents of hate crime either anonymously or by providing full personal details to the police.

Information packs are available at every police station across the area. Over 10,000 packs have also been distributed to other public locations throughout the Force area giving anyone the opportunity to report hate crime. To supplement this, a Hate Crime Information Line has also been launched to provide advice and guidance to victims. The number to call is 0845 122 8645.

Hate crime is described as any offence committed against a person or property, which is motivated by an offenders hatred of people, because they are seen or believed to be different. This hate or prejudice is most commonly based on sexual

orientation, gender identity, race, disability, or faith.

Chief Superintendent Paul Amphlett said:

"We want to give a clear message to our communities that the police will not tolerate hate crime. We want to encourage victims to come forward in the knowledge that they will be treated sensitively, professionally and with respect. I would like victims to be certain in the knowledge that positive action will be taken against those who target them."

"Hate crime hurts. It can be intimidating, confusing and frightening."

Incidents can also be reported at

www.report-it.org.uk

via the True Vision website, or directly to your local police station on 0845 330 2000.

Well done for all your efforts and on behalf of each of the partner organisations, THANKS!

If you would like to comment on any other aspect of the Citizens'

Panel, please contact: Zoë Coghlan, Project Manager,
Carmarthenshire & Pembrokeshire Citizens' Panels
Corporate Services, Dyfed-Powys Police,
Llangunno, Carmarthenshire SA31 2PF

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

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



Bwrdd Iechyd Lleol
Local Health Board
Sir Benfro
Pembrokeshire