

Welcome

to Issue 6 of
Pembrokeshire Voice, Pembrokeshire
Citizens' Panel's 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 last 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 seven and send it back to us as soon as possible.

Prize draw - Congratulations!

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



Refreshed Panel

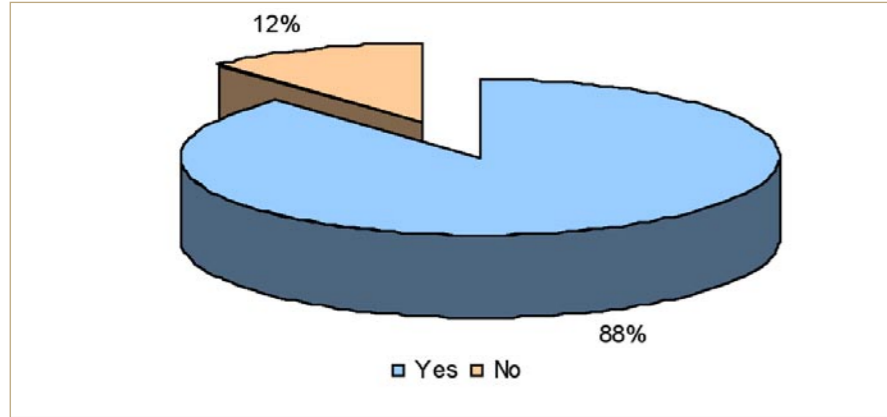
376 new members joined the Panel in June 2007 and here's an insight into what our newly refreshed panel looks like:

- 55% women and 45% men.
- 5% of members are aged between 16-24, 9% aged between 25-34, 15% aged between 35-44, 22% aged between 45-54, 21% aged between 55-64, 28% aged between 65 and over.
- 46% of members have at least one child in their household.
- 23% of members speak, read and write Welsh.

Survey Six - Results

Taxi Consultation

Are you aware that Pembrokeshire County Council issues licences to operate a taxi or private hire vehicle?



88% of you were aware that Pembrokeshire County Council issued licences to operate a taxi or private hire vehicle.

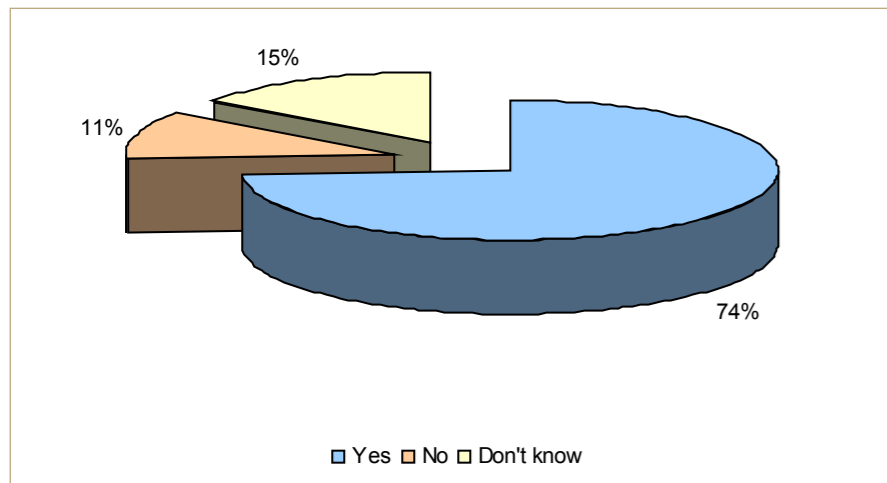
The largest number of you said you 'never' used taxis in the daytime or evening, mainly as you had your own vehicle/transport. However of those who did, you rated the general condition of vehicles licensed in Pembrokeshire in terms of reliability, safety, cleanliness and cosmetic repair as good.

A number of Councils across Wales have now introduced age and/or colour policies when licensing vehicles, to improve customer safety and vehicle recognition. This means that all vehicles used as taxis or private hire must be between a certain age and/or specific colour.

Would you like to see similar policies introduced in Pembrokeshire?

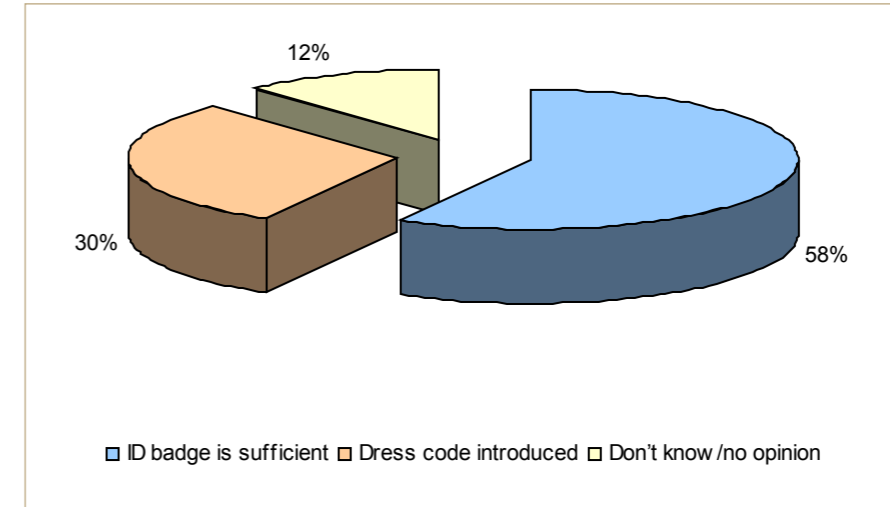
The majority of you said you would like to see similar policies introduced in Pembrokeshire; 67% were in favour of an age policy and 50% of a colour policy. However when asked to rate how important these were to you, the largest number felt adopting a colour policy was not very important (41%). 29% felt adopting an age policy was very important, however this was closely followed by 28% who did not think it was very important.

Do you think that making taxis or private hire vehicles all one colour or introducing a more distinctive look, would help you to identify them?



The largest number of you rated the present look and appearance of taxis and private hire vehicles in Pembrokeshire as satisfactory, however 74% of you believed that making taxis or private hire vehicles all one colour or introducing a more distinctive look, would help you to identify them.

Drivers currently wear an identification badge. Is this sufficient to identify registered drivers or would you like to see a more identifiable dress code e.g. uniform, hat, polo shirt?



Over half of you (58%) felt that an identification badge was sufficient for registered drivers, 30% said you would like a more identifiable dress code and 12% did not know or had no opinion.

Policing in Your Community

How has your community changed over the last three years?

The largest number of you (41%) thought that over the last three years your community had changed very little or not at all. Following this, the top three changes you informed us of were expansion; in terms of housing, population and traffic (12%) and an increase in anti-social behaviour and crime (9%). 6% of you referred to 'newcomers' in the area, both migrant workers and those from outside the county and a further 6% told us there was more police presence and visibility in your community.

What do you think your community will look like in the next three years?

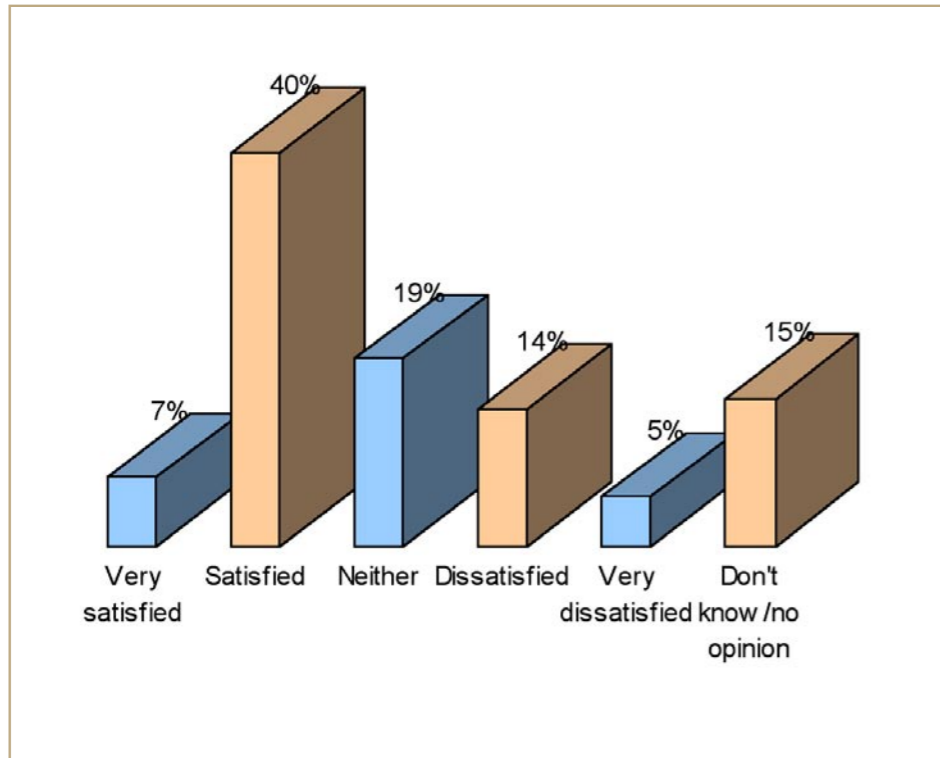
In the next three years, once again the largest number (41%) thought your community would remain the same or would change only slightly. Following this, the top three changes you expected were a decline in facilities, amenities and appearance and an increase in problems e.g. rowdiness and noise (13%) and more housing/apartments (9%). 6% of you hoped or thought your community would change for the better through regeneration, improvements currently in place and an increase in facilities and a further 6% believed it would expand and become a busier place, mainly increasing in population and traffic.

Policing challenges and opportunities.

The top three policing challenges you mentioned were the need for more police visibility and patrols (15%), traffic issues e.g. congestion, speeding and dangerous driving (7%) and an increase in crime, violence and anti-social behaviour (7%). In terms of policing opportunities, you highlighted better communication with residents and community based policing (26%), more visible policing and the need for more 'policing' e.g. tackling anti-social behaviour and greater powers being given to the police, thus making the public feel safer (8%).

Health Services

How satisfied do you feel with the current arrangements for urgent or unplanned care?



47% of you were satisfied or very satisfied with the current arrangements, 19% were neither satisfied nor dissatisfied, a further 19% were dissatisfied or very dissatisfied and 15% did not know or had no opinion.

How do you feel about there being a single telephone number for all emergency and unplanned care?

67% felt that a single number was a good or very good idea, 20% thought it was a bad or very bad idea, 8% believed it was neither a good or bad idea and 5% did not know or had no opinion.

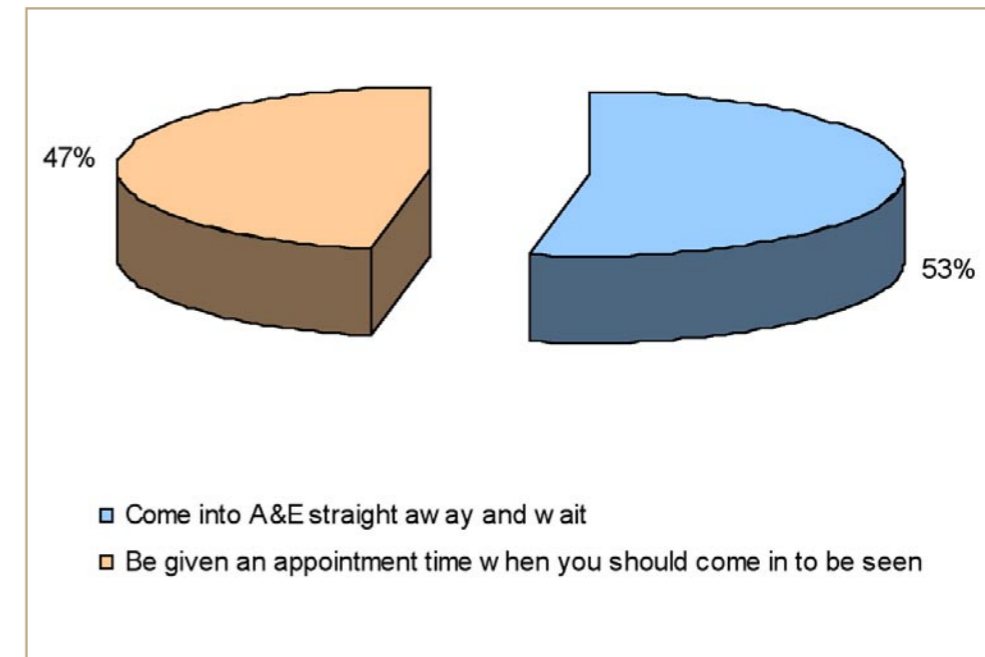
How do you feel about being asked questions when you telephone and then being directed to the most appropriate service?

74% of you felt being asked questions and then being directed to the most appropriate service was a good or very good idea. 14% thought it was a bad idea or very bad idea, 10% felt it was neither a good or bad idea and 2% did not know or had no opinion.

How would you feel about waiting in a single area for both Out of Hours and A&E patients?

39% of you felt that a single waiting area was a bad or very bad idea, 21% felt it was neither a good or bad idea, 22% believed it was a good or very good idea and 17% said they did not know or had no opinion.

On ringing the number, you may be told to come into A&E at Withybush General Hospital to see someone, would you prefer to...



Just over half of you (53%) said you would prefer to come into Accident and Emergency straightaway and wait, while 47% said you would prefer to be given an appointment time.

Are there any comments you would like to make about the plans to change the service for urgent or unplanned care?

The largest number of you (34%) were in favour of the proposed plans. A number added it was most important that patients' needs could be dealt with, that they would receive the support they required and would not be overburdened with questions.

Concerns that you raised included longer waiting times, extra costs, patients being put at risk and staffing / training issues. Other comments referred to the need for local services, better community care and also the increasing lack of personal care. A number of you also believed that consultation and public involvement was very important, as well as ensuring that the public knew about future plans/changes and the new procedures involved.

Dyfed-Powys Police Communications Centre

We asked you the same questions in survey 3 (February 2006) so we can find out if the service has improved and what further developments you feel may need to be made. When comparing the results, we found they varied slightly in number, while you predominantly chose the same options.

Changes noted included positive increases in those who said you received a bilingual greeting and also by those who said the person you spoke to; dealt with you in a sensitive manner, told you what action would be taken, reassured you and identified themselves. There was also a slight decrease in those who said your call was answered more slowly than expected.

The results of survey 6 showed that although 69% had not made a telephone call to the Police in Dyfed Powys within the last 12 months, of those who had, 114 of you said you had rung once, 10 had rung twice, 7 had rung three times and a further 7 had rung four times or more. 3 of you made positive comments; saying the service was good, you had not experienced any problems and that it was 'quite quick and efficient' and 2 said you had not got through.

Once again of those who had made a call 64% said your call was answered within the time expected. 22% said it was answered more slowly than expected, 12% said it was answered more quickly than expected and 2% of you could not remember.

Update

Over 50,000 calls, including emergency calls, are dealt with per month in the Communications Centre, with less than 10% not being answered first time, despite the peaks in demand. For those who are concerned about a delay, the national standard for answering is 90% within 40 seconds, and Dyfed Powys is currently answering 88% of calls within this timescale.

The HMIC's 2006 Baseline Assessment report moved the Force from a FAIR to GOOD grading; an excellent achievement within 12 months of the centre opening. This highlights the professionalism now being demonstrated in providing a quality service to those living in Dyfed-Powys.

However it does not stop there, the Communications Centre team is developing new demand management practices that will reduce overall demand on front line officers and provide them with more time to devote to Neighbourhood Policing within the communities they serve.

'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.pembrokeshirelhb.wales.nhs.uk, www.pdt-tr.wales.nhs.uk and www.dyfed-powys.police.uk

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

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