

# Happy New Year all our members!

The partner organisations would like to take this opportunity to wish you and your family a very Happy New Year!

**A big thank you to all of you who returned our last questionnaire, which asked for your opinions on a number of topics including alcohol in Pembrokeshire, road safety, health appointments and policing priorities in the County.**

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

## Prize draw - Congratulations!

We are delighted to announce that the sixth winner of the Pembrokeshire Citizens' Panel prize draw was from the Fishguard 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 nine 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](http://www.pembrokeshire.gov.uk)  
[www.pembrokeshirehb.wales.nhs.uk](http://www.pembrokeshirehb.wales.nhs.uk)  
[www.pdt-tr.wales.nhs.uk](http://www.pdt-tr.wales.nhs.uk) and  
[www.dyfed-powys.police.uk](http://www.dyfed-powys.police.uk)



# Survey Eight - Results

## Alcohol in Pembrokeshire

Do you agree or disagree that alcohol is a big part of life in Pembrokeshire?

45% of you agreed that alcohol was a big part of life in Pembrokeshire. 25% strongly agreed with this, 23% of you neither agreed nor disagreed, 6% disagreed and 1% strongly disagreed.

Over the last two years, do you think that problems with alcohol have...?

	In the area	In the County	Don't know
Improved	21%	12%	<b>67%</b>
Worsened	39%	<b>51%</b>	10%
Stayed the same	<b>55%</b>	33%	11%

The largest number of you (67%) said you did not know if problems with alcohol had improved over the last two years. 55% felt it had stayed the same in your area and 51% felt it had worsened in the County.

What key things would you like to see in a Pembrokeshire Action Plan on alcohol related harm?

The top three priorities you said you would like to see were:

- To make sure that the law related to alcohol is properly enforced 68%
- To change the drinking patterns of specific groups e.g. street drinkers, homeless people, parents, young people 60%
- To improve information, education and advice to the general public as a whole, about the risks of excessive alcohol consumption 53%

In terms of addressing problems, where do you think future investment would have MOST impact amongst young people aged up to 25?

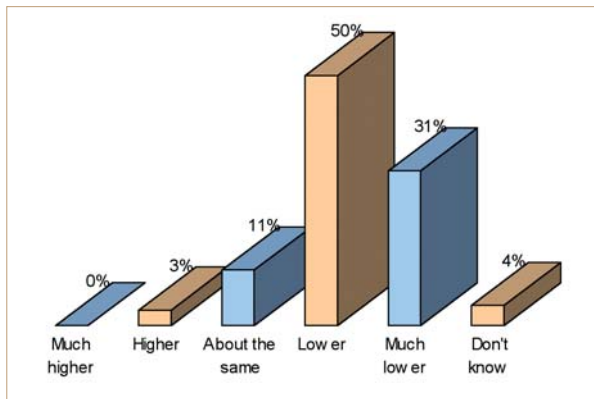
You felt future investment would have most impact amongst young people aged up to 25 by the:

- Enforcement of laws relating to alcohol (police, licensing authorities) 46%
- Alcohol education (schools, youth service, health promotion) 46%
- Alcohol treatment (advice, support and counselling) 8%

### Update

The results from survey 8 will be considered by the local Substance Misuse Action Team who will then make any recommendations for future work on these issues to the Community Safety Partnership, which has the remit for addressing drug and alcohol matters in the County.

# Dyfed-Powys Police



## How do you think levels of crime and disorder in your area compare to the UK average?

81% of you thought that the levels of crime and disorder in your area were lower or much lower than the UK average. 11% believed levels were about the same, 4% of you said you did not know and 3% felt they were higher.

## How safe do you feel walking alone in your area after dark?

55% of you said you felt fairly safe walking alone in your area after dark, 21% felt very safe, 15% felt fairly unsafe, 2% said you did not know and 7% felt very unsafe.

## How much of a problem are the following in your local area?

The table below shows that the largest number of you did not feel these were a very big problem in your area.

	A very big problem	A fairly big problem	Not a very big problem	Not a problem at all
Teenagers hanging around on the streets	15%	27%	<b>38%</b>	21%
Rubbish or litter lying around	15%	29%	<b>46%</b>	11%
Vandalism to bus shelters or public telephones	10%	22%	<b>51%</b>	17%
Vandalism to other types of public property	7%	25%	<b>51%</b>	17%
Graffiti on public buildings	4%	16%	<b>57%</b>	23%
People using or dealing drugs	14%	30%	<b>37%</b>	20%
People being drunk or rowdy in public places	17%	31%	<b>36%</b>	17%

## How worried are you about...?

The table below shows that the largest number of you did not feel very or at all worried about the following options.

	Very worried	Fairly worried	Not very worried	Not at all worried
Being insulted or pestered, while in the street	5%	18%	<b>54%</b>	22%
Having your property damaged by vandals	7%	21%	<b>51%</b>	20%
Having your car or van stolen	7%	23%	<b>52%</b>	18%
Having things stolen from your car or van	7%	26%	<b>51%</b>	16%
Having your home broken into and something stolen	8%	25%	<b>53%</b>	14%
Being mugged or robbed	8%	15%	<b>56%</b>	21%
Being physically attacked by strangers	8%	17%	<b>53%</b>	22%
Being physically attacked because of your skin colour, ethnic origin or religion	2%	4%	34%	<b>60%</b>
Being sexually assaulted	4%	9%	42%	<b>45%</b>
Your safety in your own home	3%	12%	<b>49%</b>	35%

## Where do you think police resources should be prioritised?

The top three resources you felt should be prioritised were anti-social behaviour, visible and accessible policing, and drug and alcohol misuse.

## Taking everything into account, how good a job do you think the police in your local area are doing?

45% of you rated the job the police in your local area were doing as good and 39% rated it as fair. 7% rated the job they were doing as excellent, a further 7% as poor and 2% rated it as very poor.

### Update

Your views on the priorities for Dyfed-Powys Police in 2008/09 were reported to members of the Police Authority just before Christmas. Your opinions were used by the Authority who identified the following as the key areas for policing across the force for the coming 12 months:

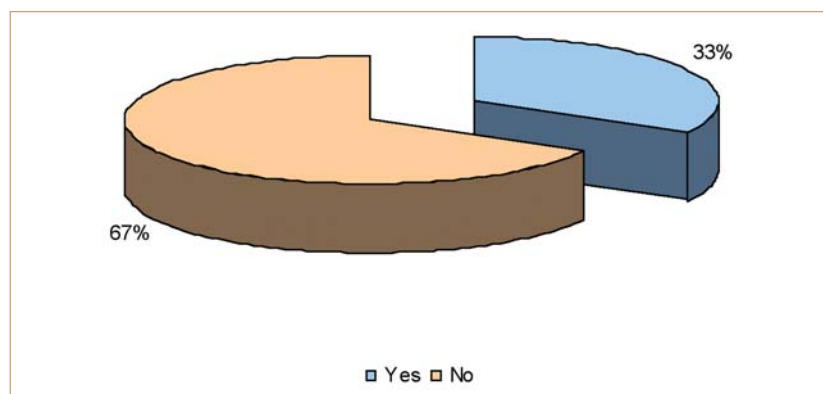
- Violent Crime
- Anti-Social Behaviour
- Drugs
- Terrorism and Extremism

That is not to say that other important policing issues will be ignored. In the current year, recorded crime is down by around 15% and the detection rate for all offences is just under 42%. This shows that we treat all crime and anti-social behaviour issues seriously and will continue to do so in the coming years.

Having a visible and accessible policing presence in your local community was also identified as being of key importance. Our rollout of Neighbourhood Policing in the County will deliver this, providing you with named points of contact for policing your local area. To contact your local neighbourhood officers, please call our non-emergency number on **0845 330 2000**.

## Road Safety

Pembrokeshire County Council's Road Safety Unit is considering free driver assessment courses for the over 60s. Would you or a member of your family be interested in such a course?



67% of you said you or a member of your family would not be interested in such a course, while 33% (198 respondents) said you would be.

There is currently a high collision rate amongst younger drivers. Do you think driver training at secondary schools would help to reduce this?

77% of you believed that driver training at secondary schools would help to reduce the high collision rate amongst younger drivers, while 23% did not agree.

# In your opinion, is it appropriate for drivers of public services vehicles e.g. buses or refuse lorries, to use Bluetooth and hands free devices when driving?

63% of you felt that it was not appropriate for drivers of public services vehicles to use Bluetooth and hands free devices when driving, while 37% (220 respondents) felt it was appropriate.

## Update

The results from the Citizens' Panel were discussed at our quarterly Road Safety Partnership Forum on the 15th January 2008. In general it appears that the Road Safety Unit is not very widely recognised. The forum decided to progress with work on the website and develop a newspaper to promote the work of the unit.

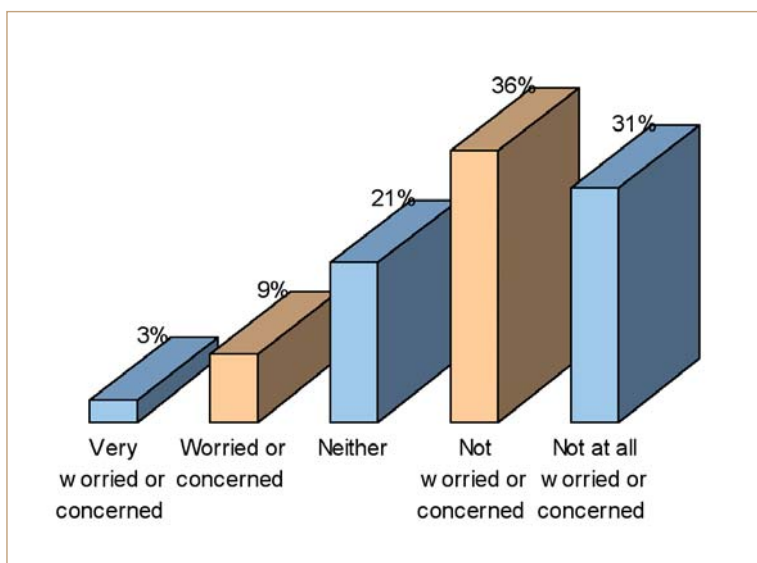
Results from the panel indicates that it is not worth providing cycle training for Adults in the County or free driving assessments for older drivers as the 'yes' response was very low.

## Health appointments

Traditionally if you needed an operation, you would have come into hospital a few days beforehand so checks e.g. blood tests could be carried out, making sure you are fit for surgery and agree to the operation, which includes signing a consent form.

Currently you would be invited to come to a pre-assessment clinic a few weeks before your operation where you see the anaesthetist, have a chance to discuss what will happen etc. This means that it is now possible to come into hospital on the same day you are going to have your operation.

### If you were going to have a planned (not emergency) operation and were told to come in the same day as your operation, would this make you feel...?

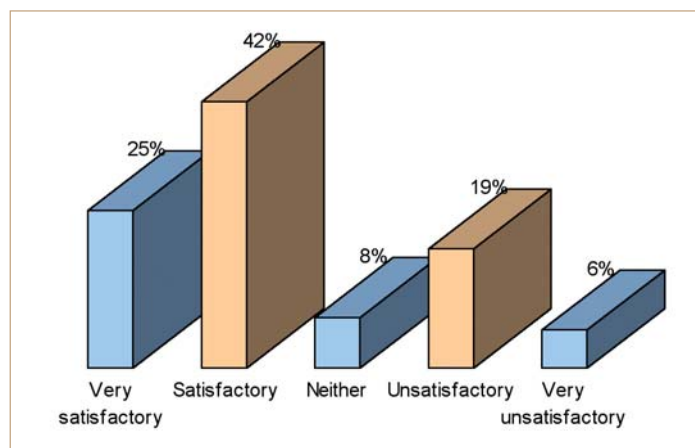


36% of you said you would not feel worried or concerned by being told to come in on the same day as your operation and 31% said you would not at all feel worried. 21% said you would neither feel concerned nor unconcerned and 12% said you would feel worried or very worried.

Of those who said you would feel worried or concerned (72 in total), the largest number said this was because you did not feel this arrangement would be reliable, many highlighting concerns that one's health may have changed between the pre-assessment and the operation day.

Traditionally after an operation, patients were usually given an appointment to come to an outpatient clinic, which is called a 'follow up appointment'. However quite a lot of people do not attend these appointments. We are planning to no longer routinely offer every patient a 'follow up appointment' but to give people the option to phone and book one, if they need one.

## If you had an operation and were told you needed to phone and book a 'follow up appointment', would you find these arrangements...?



67% of you said you would find these arrangements satisfactory or very satisfactory, 19% said this would be unsatisfactory, 8% would find it neither satisfactory nor unsatisfactory and 6% felt it would be very unsatisfactory.

Of those of you who felt this would be unsatisfactory or very unsatisfactory, the largest number believed that it was preferable to be given a follow-up appointment automatically, many feeling that some people may forget or be confused/distracted at the time of discharge.

### Updates:

#### Force Marketing (survey 7):

The Force Marketing Group were presented with the Citizens' Panel findings and have agreed not to make changes to the Force insignia and mission statement in view of the results received. However they acknowledge some members of the panel who felt that the mission statement 'safeguarding our community' should reflect more of the partnership working with communities and will look at a longer term softening of the statement.

#### Taxi Licensing (survey 6):

Following consultation with the Panel in April 07 a report was presented to Pembrokeshire County Council's Licensing Committee in December. The report included recommendations to enforce additional MOT checks for taxis over eight years old and displaying additional signage inside all vehicles as visible proof that they are licensed. These proposals are subject to further consultation and will be reported back to the Licensing Committee at the end of January 2008.

### Panel news!

**Congratulations from the partner organisations to our Project Manager Zoë Coghlan on her marriage to Gary Thomas!**

**If you would like to comment on any aspect of the Citizens' Panel,**

**please contact:** Zoë Thomas, Project Manager  
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**Bwrdd Iechyd Lleol**  
Local Health Board  
Sir Benfro  
Pembrokeshire

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

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