

CARMARTHENSHIRE VOICE newsletter



AND THE WINNER IS....

Thank you to everyone who took part in our last survey – 71% in total. As a mark of our thanks, we enter each completed survey into a prize draw. The draw for survey 32 has already taken place and our winner, Mr Harries from the Swiss Valley area, is now £50 richer! If you want to be in with a chance of winning £50 in our next draw, fill in survey 33 and send it back us as soon as possible - it's really that easy!

What happens to the information you give us...

All Panel members' replies are analysed and reports are sent directly to each of the partner organisations; Carmarthenshire County Council, Dyfed-Powys Police and Hywel Dda Health Board.

We condense these findings into our newsletters, and also update you on actions taken by the partners 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.

Newsletter format:

Due to the current financial climate and the need for efficiency savings by all public sector bodies, you will notice that we have changed the format of our newsletters and are also reducing the number we print. With that in mind, if you would like to receive your survey and newsletter online, please contact the Consultation Co-ordinator on the contact details at the end of the newsletter.



CARMARTHENSHIRE
CITIZENS'
PANEL

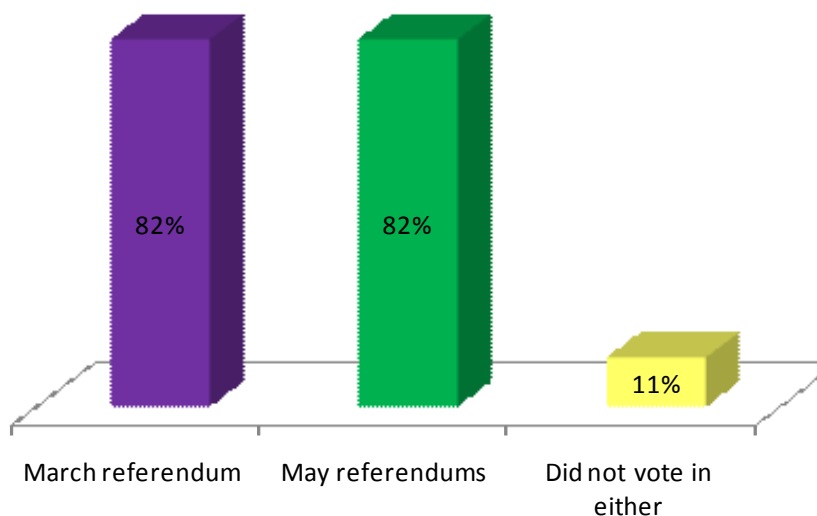
A DIFFERENT FORMAT?
If you require this information in large
print, Braille or on audiotape, please
telephone 01554 742304

ISSUE 31 - OCTOBER 2011

CARMARTHENSHIRE COUNTY COUNCIL

Elections

Did you vote in the following elections?



82% of you voted in the March and May referendums; with two thirds using polling stations, and a third voting by post. Almost half of you thought that the March referendum should have been combined with the May elections, while a quarter did not agree - the remainder had no opinion.

Did you feel there was enough publicity on each election?

Almost three quarters of you felt there was enough on each election, however when asked who you would like to see more publicity from, 60% highlighted candidates and their parties, followed by the Local Authority, and Electoral Commission. Considering different mediums through which this could be done, the largest number of you (71%) chose leaflet format.

Did you know that anyone over 18 can apply to work as a Poll Clerk or as a Counting Assistant?

54% of you didn't know that anyone over 18 could apply to work as a Poll Clerk or Counting Assistant, while 46% did.

Update

Amanda Bebb, the Council's Electoral Services Manager said; 'The feedback from Panel members makes very interesting reading. The questions were created so the results could be used for a number of reasons e.g. whether the March and May elections should have been combined, and whether electors understood the question asked on the Referendum papers. These results will be passed to the Electoral Commission, who welcome such consultation, when planning the next set of elections.

The questions asking whether electors would like to see more publicity is one that, as an Electoral Services Manager, I am concerned with. As advertising budgets have been cut, but we still have a duty to promote the elections, I wanted to see if our efforts this year in trying to reduce the advertising budget had gone unnoticed. I was particularly interested to find that 71% of you would like to see more publicity via leaflets. The results above also showed that we need to promote our advertising for election staff more widely. And with regard to the questions about polling stations, these findings will form part of the Polling Station Review which is currently taking place.'

Complaints

Please list what you believe are the 3 most important elements of handling a complaint.

The largest number of you believed that the most important element in handling a complaint was that it should be listened to so that all the facts were understood. The second most important element was efficiency and promptness; in terms of the speed of investigation and resolution, and the third was providing a full and clear response, particularly regarding the final outcome.

How would you be most likely to contact the Council if you wanted to make a complaint?

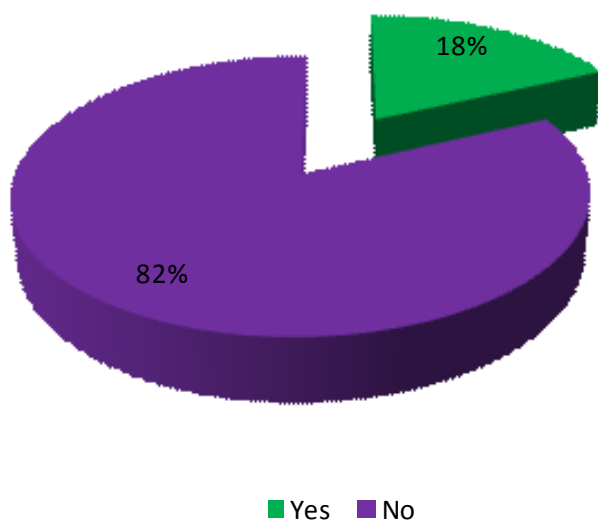
The top 3 methods through which you would contact the Council were by telephoning their Contact Centre (50%), by telephoning the department directly (48%), and by letter (43%). (Please note that as this was a multiple choice question, the percentages will not add to 100%)

The Council aims to respond to corporate complaints within 10 working days.

What do you think of this target?

63% of you thought that responding to corporate complaints within 10 working days was about right. 34% thought it was too long, and 3% felt it was too short.

In the last twelve months, have you raised a complaint with Carmarthenshire County Council?



In the last 12 months, 18% (89 of you) had raised a complaint. Of these, 56% of you made a formal complaint, and 44% raised it with a frontline member of staff.

Overall, how satisfied or dissatisfied are you with...?

Of those who raised a complaint with a frontline member of staff, 52% (32 of you) were dissatisfied or very dissatisfied with the way that your complaint was handled. 39% (24 of you) were satisfied or very satisfied, and 5 were neither satisfied nor dissatisfied.

Of those who made a formal complaint, 56% (45 of you) were dissatisfied or very dissatisfied with the way that your enquiry was handled. 33% (27 of you) were satisfied or very satisfied, and 9 were neither satisfied nor dissatisfied.

Update

Catherine Evans, the Council's Service Improvement Manager, thanked all those who completed this section. *"We have just centralised the complaints function and the feedback is extremely helpful to us. The information gathered will be used in all staff training, including that specifically designed for Investigating Officers. We will learn from the feedback given and put measures in place to improve on the service offered. Thank you for taking the time to provide us with this valuable information"*.

Dementia services

Carmarthenshire's Joint Health & Social Care Scrutiny Forum is conducting a review of Dementia Services. As part of the review, forum members were looking to contact members of the Citizens' Panel who have or have had experience of dementia, in order to conduct more in-depth research in the form of a one-to-one discussion about living with dementia. 14% of you said you had experience of dementia and would be willing to be contacted to take part in a one-to-one discussion about your experiences. If you volunteered, one of our Scrutiny & Consultancy team will shortly be in contact with you.

Housing

The results of the 'Housing' questions included in survey 32 are still being analysed, and will be reported upon in the next issue of the newsletter.



DYFED-POWYS POLICE

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 2003, and any other significant changes since last year's results.

Have you telephoned Dyfed-Powys Police within the last 12 months?

77% of you had not telephoned Dyfed-Powys Police within the last 12 months, while 23% (112 of you) had. The majority of you called only once before getting through, **which has been consistent since 2003.**

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

60% of you felt your call was answered within the time expected, 20% more quickly than expected, 18% more slowly than expected, and 2% could not recall. **These results have been consistent since 2003 i.e. the majority of you felt your call was answered within the time expected.** Compared to 2010's results, there was an increase of 7% in those of you who felt your call was answered more quickly than expected.

Did you receive a bilingual greeting?

68% of you had received a bilingual greeting, 22% could not recall, and 10% (11 of you) said you had not. **Drawing on your feedback, the number of you receiving a bilingual greeting has increased 26% since 2003.**

After the call was finished, was your impression of the service provided...?

Overall 68% of you said your impression of the service was as you had expected, 29% felt it was better than expected and 4% (4 of you) said it was worse than expected. **Again these results have been consistent since 2003 i.e. your impression was as you had expected.** Compared to 2010's results, there was an increase of 7% in those whose impression was as expected, and a decrease of 9% in those who thought it was worse than expected.

VOICE

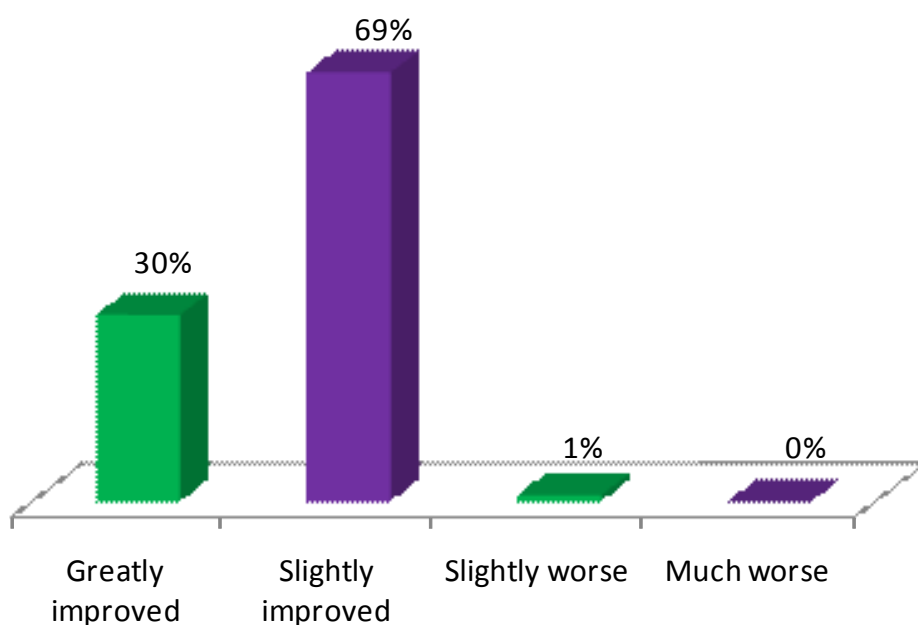
Neighbourhood Policing

Since 2006, Dyfed Powys Police has gradually introduced Neighbourhood Policing Teams throughout the Force area. Neighbourhood Policing is about your local Neighbourhood Policing Teams, partners, communities and the voluntary sector, all working together to tackle the issues that you have identified as being of concern in your area.

Have you noticed any changes in your community since the introduction of Neighbourhood Policing?

61% of you had not noticed any changes in your community since the introduction of Neighbourhood Policing. 22% had noticed changes, and 17% 'didn't know'.

To what extent do you think your community has changed since the introduction of Neighbourhood Policing in your area?



Of those who had noticed changes, 69% (69 of you) felt your community had slightly improved, 30% (31 of you) felt it had greatly improved, and 1 felt it was slightly worse. None of you felt it was much worse.

Do you know how to contact your Neighbourhood Police/Community Support Officer?

65% of you didn't know how to contact your Neighbourhood Police/Community Support Officer, while 35% (169 of you) did. In terms of finding out who your Neighbourhood Team Officers are and how to contact them, the top 3 methods chosen by you were through meetings/surgeries (38%), whilst on patrol (34%) and posters (30%).

Neighbourhood Policing has provided the public with the opportunity to identify and influence how the police tackle problems, in partnership with other organisations and statutory agencies.

Do you know where to find details of the priorities that your Neighbourhood Policing Team (NPT) are dealing with?

82% of you didn't know where to find details of the priorities your NPT were dealing with. 13% (63 of you) did know where to find these details, while 5% (25 of you) were not interested in finding them.

Update

Information about your Neighbourhood Policing Team (NPT) can be found on the Dyfed-Powys Police Internet site, by choosing **In Your Area** and then **Carmarthenshire**.

On the right-hand side of the page, you can see how NPTs are divided across the Force, and by clicking on your area, you will first find information on the **priorities** being dealt with. By choosing the **Teams** heading, you will find the names of your local NPT Officers, as well as contact details for each of the Teams. PACT (Partnerships and Communities Together) meeting dates are also available under the **Events** heading. You can also find out information by going to www.police.uk and entering your post code.

If you do not have access to the Internet, you can contact any of the Teams by ringing **101** and asking for the Neighbourhood Policing Team in your area. Local priorities and information on local PACT meetings are placed on a number of police station notice boards. In areas close to where meetings are held leaflet drops often occur, and from time to time meetings are advertised in the local paper.

Public Perception – Priorities

The results of the 'Public Perception – Priorities' questions included in survey 32 are still being analysed, and will be reported upon in the next issue of the newsletter. Your views will be used to help set the priorities for Dyfed-Powys Police for 2012/13.

Update

Disability Harassment – Survey 31 (March 2011)

On December 3rd 2009; International Day of Disabled People, the Equality and Human Rights Commission announced its intention to conduct a formal inquiry into the actions of public authorities to eliminate disability-related harassment and its causes.

In December 2010, the four Welsh Police Forces, led by Dyfed-Powys Police's Deputy Chief Constable Jackie Roberts (All-Wales Lead for Equality), were interviewed by the Commission as part of the Inquiry. During winter 2010/11, the Inquiry team held over 72 interviews, 54 hearings with public authorities and transport operators, and 12 meetings with disabled people and their organisations across England, Scotland and Wales.

The Commission launched **Hidden in Plain Sight**; the Inquiry's final report in September 2011, which you can view on www.equalityhumanrights.com, or can request by phoning **0845 604 8810** or by textphone **0845 604 8820**.

In order to conduct our own research into disability-related harassment, Dyfed-Powys Police has been asking Citizens' Panel members across Carmarthenshire, Ceredigion and Pembrokeshire, to tell us about any experiences they may have had or heard about. Thank you for your responses; we will inform our Hate Crime Support Officers about your feedback.

HYWEL DDA HEALTH BOARD

Hywel Dda Health Board is committed to working in partnership with local communities to ensure we can deliver world class quality care. We need to work more closely with the people we serve, and this includes a continuous dialogue about changes and developments to health services. We would like to share information and hear your views about health services.

Do you feel that you have enough information about your Health Board and the health services it provides?

35% of you didn't feel that the Health Board provided much information at all, while a further 35% felt you were fairly or very well informed about the Health Board and the health services it provided. 18% felt it provided limited information about specific subjects, and 12% said you 'didn't know'.

How interested are you in hearing about health services and health developments in your area?

62% of you were *fairly* or *very* interested in hearing about health services and health developments in your area. 19% 'didn't know', 14% were not interested at all, and 6% were interested in hearing about specific subjects.

When asked what you would like to learn more about, the top 2 requests were 1) general or all information regarding what services were available; particularly those local to you and 2) services for the elderly covering all aspects of care; both healthcare and general assistance, information on the services available and homecare provision.

How would you prefer to learn more about the Health Board and the health services it provides?

The top 5 places where you would prefer to learn more were as follows. (Please note that as this was a multiple choice question, the percentages will not add to 100%)

- | | | |
|-----------------------|---|-----|
| 1) GP surgeries | ~ | 51% |
| 2) Newsletter by post | ~ | 45% |
| 3) Local press/radio | ~ | 33% |
| 4) Leaflets | ~ | 28% |
| 5) Pharmacies | ~ | 27% |

Do you feel you have enough involvement with your Health Board and the health services it provides?

65% of you *did not feel* you were involved with the Health Board and the health services it provided. 15% felt you had some involvement about specific subjects, and 11% of you felt you were *fairly* or *very well* involved.

Would you like to become more involved with your local health services?

52% of you would like to sign up for a regular postal newsletter, 40% would like an opportunity to feedback from home e.g. surveys, 39% would like to sign up for a regular newsletter by email, and 23% of you would like to feedback through activities e.g. focus groups and forums. (Again, please note that as this was a multiple choice question, the percentages will not add to 100%)

Siarad Iechyd/Talking Health

Siarad Iechyd/Talking Health, a new involvement and engagement scheme, has officially been launched by Hywel Dda Health Board. The scheme aims to give staff and local people an opportunity to have their say on how local health services are planned, developed and delivered. It is open to anyone who uses health board services or who lives in Carmarthenshire, Ceredigion and Pembrokeshire.



Siarad Iechyd
Siarad. Gwranddo. Gwneud.
Talking Health
Speak. Listen. Act.

Members will receive regular newsletters and updates on health services and will be able to take part in ongoing discussions about health matters through events, readers' panels, interest groups, surveys and volunteering. There are also a number of health benefits and incentives that members will receive, which will help them improve their own health.

Chairman, Chris Martin said: "We value the views of local people and want them to get involved – not only to improve their own health but also healthcare services over the next ten years."

For more information and to download an application form please visit the Siarad Iechyd/Talking Health website: www.siaradiechyd.wales.nhs.uk/www.talkinghealth.wales.nhs.uk. You can also contact us by telephone on 01554 779 510 or write to us at FREEPOST HYWEL DDA HEALTH BOARD.

Update – Survey 30 (Nov 2010)

Alcohol related Anti-Social Behaviour (ASB)

This consultation was part of a wider review of alcohol related ASB and regulatory controls by Carmarthenshire County Council Scrutiny members. Other stakeholders were consulted through the Residents Survey, PACT meetings and Police roadshows, as well local and County Councillors. Responses showed that the majority of people (79%) had not experienced alcohol related ASB but many of those who had (57%), did not report it for various reasons. As a result the Scrutiny Review recommended raising public awareness of how to report and to encourage reporting of alcohol related ASB so that the Police, Council and other relevant agencies can consider the most appropriate way of dealing with it at a local level. The Group also looked at the different powers and controls over this type of ASB and how they were being used in the county, including the use of *Direction to Leave* notices, particularly in Llanelli town.

The Review's recommendations included introducing processes to consider using *Drinking Banning Orders* against individuals who cause persistent problems as a result of their drinking, and *Designated Public Place Orders* allowing the Police to stop people drinking in specific areas. The review was endorsed by the main Committee in April 2011 and approved by the Council's Executive Board in June 2011. The recommendations are being taken forward as part of the wider review of ASB undertaken by the Community Safety Partnership, which was completed in the summer. The Scrutiny Committee will continue to monitor this in the coming year.

FEEDBACK

Please keep giving us your views, so that we can continue to make improvements. If you would like to comment on any particular aspect of the Carmarthenshire Citizens' Panel, please contact:

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