

Welcome to Issue 18 of Pembrokeshire Voice!

A big thank you to all of you who returned our last questionnaire - 74% in total!

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

Prize draw

We are delighted to announce that the sixteenth winner of our prize draw was Mrs Thomas from the Dinas Cross 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 19 and send it back to us as soon as possible. It's really that easy!

Editor's note – Issue 17

A printing error occurred within the Innovative Transport Pilot update of our last newsletter. The number to telephone, if you would like to contact the Hospital Transport Booking Centre for Pembrokeshire and Carmarthenshire, is **0844 8700888**. We apologise for any confusion caused.

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.



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

Survey 18 – Results

Pembrokeshire County Council

The County Council has set a number of priorities called Improvement Objectives, to work towards during this financial year. Our proposed Objectives for 2011/12 cover the following headings; Well-being, Environment, Economy, Community, Housing, Learning, Access and Safety.

78% of you thought that the above objectives were appropriate and relevant for Pembrokeshire at this time, and 59% of you felt they were realistic and achievable.

Of the eight Improvement Objectives, we asked you to select the THREE you felt should be the Council's priorities in 2011, to which you replied:

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

- Pursue development at a number of strategic employment sites.
- Provide dedicated support to the sectors that are important to Pembrokeshire's economy.
- Promote and support small and medium sized enterprises.
- Continue to promote the development of our town centres.

Learning (2nd priority) – which incorporated the following objectives:

- Improve the quality of our learning environments.
- Support the development of high quality teaching for the benefit of our learners.
- Support vulnerable children and adults to ensure they receive appropriate learning programmes.
- Increase the range of opportunities available in Pembrokeshire to acquire appropriate skills.

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

- Provide services that reduce the likelihood of children suffering harm.
- Continue to take action with partners to ensure vulnerable adults are protected.
- Provide training for teachers and parents about internet safety.
- Continue to promote an anti-bullying message.
- In conjunction with the Safer Pembrokeshire Community Safety Partnership, deliver its five priorities which are; tackling substance misuse (including alcohol); reducing domestic violence; continue to reduce anti-social behaviour; safeguard against a rise in burglary; and reduce re-offending.
- Protect the public by encouraging and where necessary, enforcing businesses to comply with relevant legislation.
- Lead by example in ensuring that our employees are safe in the workplace.
- Work with partners to improve the safety of our roads.
- Join up enforcement activity so that environmental offences are tackled more effectively.
- Continue to work with partners and businesses to ensure our town centres are attractive to all.

Please let us know how you would rate each of the proposed Improvement Objectives?

You rated the Improvement Objectives as follows:

	Very important	Important	Not very important	Not at all important	No opinion
Well-being	48%	44%	6%	2%	1%
Environment	37%	45%	14%	3%	1%
Economy	67%	30%	2%	1%	1%
Community	37%	51%	10%	2%	1%
Housing	45%	42%	11%	2%	1%
Learning	65%	30%	3%	1%	1%
Access	44%	43%	10%	2%	1%
Safety	59%	36%	3%	1%	1%

Dyfed-Powys Police

Your priorities for police spending

In October 2010, the Government published its Comprehensive Spending Review of all public services. The amount of money received by the Force in central government grants by 2014-15 will be the same in cash terms as it was in 1996-97, and the same in real terms as in 1986. To achieve these savings, decisions will have to be made about how Dyfed-Powys Police spends its money. Therefore, we would like to know what your priorities are for the service you receive from Dyfed-Powys Police.

Which of the following main areas of police spending do you think...?

We gave you a list of the main areas of police spending and asked you which you thought should be protected from any cuts, to which the majority of you (88%) said the number of police officers.

In terms of which areas should be cut to meet the budget deficit, over half of you suggested both the number of senior police officers and senior staff, and the number of staff in support functions e.g. IT, Finance or HR (56% respectively).

As you may know, some of your Council Tax helps to fund Dyfed-Powys Police. This amounts to £3.49 per week for a typical Band D property.

How willing or unwilling would you be to pay an additional amount to your Council Tax per week to protect services provided by your Police Force?

	15p	16p-30p	31p-45p	46p-60p	60p-£1
Very willing	59%	35%	16%	12%	12%
Fairly willing	22%	30%	21%	11%	8%
Not very willing	7%	14%	25%	23%	15%
Not at all willing	9%	20%	36%	54%	61%
Don't Know	3%	1%	1%	1%	3%

How important is it that...?

The vast majority of you (86% & 85% respectively) felt it was very important that Dyfed-Powys Police should retain its performance in having the lowest crime levels and also having the highest detection levels, of any force in England and Wales.

Update

Currently, as part of its requirement to make savings of around £11 million over the next 4 years, the Force is looking at how we deliver our policing services across the whole of the Dyfed-Powys area. As part of this work, the Force and Police Authority have agreed new structures for policing locally and for our support departments at the Force Headquarters in Carmarthen.

We will maintain our focus on dealing with the things that matter to you in your local area as we know that you value the local policing services that you get from our officers and staff. These services may have to change from what is currently being delivered, but it is our intention to keep crime low and maintain the highest detection rate in the whole of England and Wales.

Freedom of Information (FOI) Act 2000

Before receiving this survey were you aware of the FOI Act 2000?

79% of you were aware of the FOI Act, and 18% of you were aware that Dyfed-Powys Police published information on their website through a Publication Scheme.

You can make a request for information by:

Writing to: Freedom of Information Unit, Dyfed-Powys Police Headquarters, PO Box 99, Llangunnor, Carmarthen SA31 2PF

E-mailing: foi@dyfed-powys.pnn.police.uk

Telephoning: 101 (asking for the Freedom of Information Unit)

Please include the following details in your request:

- Your name and address for correspondence
- The information or documents you would like to access

Depending on the nature of your request a fee may be payable. Please feel free to contact the Freedom of Information Unit on the above contact details if you require any assistance in making a request for information.

Operation B.A.N.G. (Be A Nice Guy)

This was an All Wales joint initiative between the four Welsh police forces and the respective fire and rescue services, which took place during Halloween and Bonfire night 2010. It was a positive initiative which saw Neighbourhood Policing Teams and Mid and West Wales Fire Services staff carrying out joint patrols, visiting schools and giving out safety advice to young people on staying safe if out trick or treating, as well as advice on the importance of attending organised firework displays.

11% of you were aware of Operation B.A.N.G., largely having heard about it through the local press and radio. Suggestions put forward as to how Dyfed-Powys Police could improve the Operation included, creating a higher public profile of the Operation through greater publicity via local media, and increasing police visibility with foot patrols within local communities.

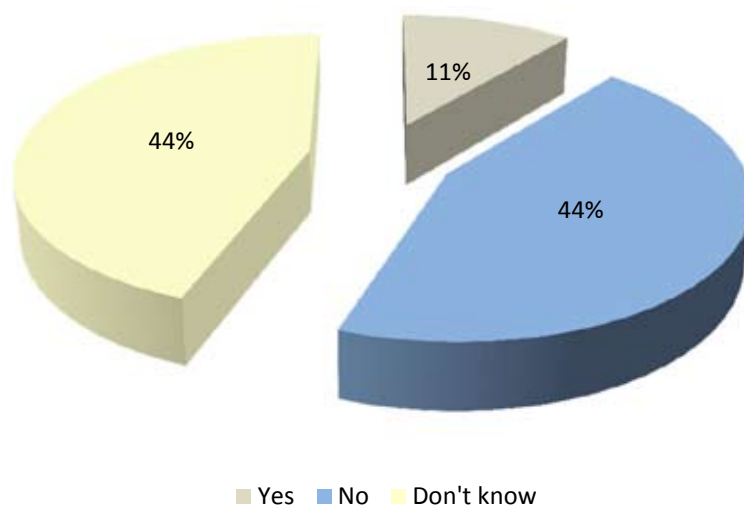
Update

Operation B.A.N.G. took place between October and November 2010. The feedback you provided has been shared with members of Safer Pembrokeshire; previously the Community Safety Partnership, and will be used to assist in the planning of 2011's Operation. Many thanks for your contribution.

Disability Harassment

Disability related harassment is unwanted, exploitative or abusive conduct against disabled people which has the purpose or effect of either violating the dignity, safety, security or autonomy of the person experiencing it, or creating an intimidating, hostile, degrading or offensive environment. Disability related harassment encompasses bullying and hate crime against disabled people.

Do you think that people with disabilities experience harassment in your local area e.g. by receiving offensive comments or damage to property?



44% of you didn't know if people with disabilities experience harassment in your local area, a further 44% did not think this occurred, while 11% (75 of you) thought that it did occur. 44 of you had or knew someone who had experienced harassment that was related to your/their disability over the past 12 months, and 16 reported this to Dyfed-Powys Police.

Hywel Dda Health Board

The Health Board is working towards placing health services at the heart of your local community. Our underlying principle is to provide "the right care, at the right place, at the right time".

You were asked to provide your thoughts on this principle, to which the largest number of you (21%) said you supported it, however some highlighted the need for careful planning in order for this to work efficiently and to everyone's benefit, while others voiced other concerns. 10% of you were also in favour of the principle however queried if this could or would be delivered in practice.

Have you had to travel for specialised services in the last two years?

40% (261 of you) have had to travel for specialised services in the past. In doing so, 71% of you experienced issues in relation to the cost of travel, 37% experienced problems with access to transport, and 30% with family issues e.g. caring.

If you had to travel for specialised services in the future, would any of the following be an issue / problem?

66% of you would experience issues / problems with the cost of travel, 43% with access to transport, and 30% with family issues e.g. caring.

What do you consider to be the THREE most important factors in receiving health care?

The three factors you highlighted were:

1. Clinical expertise 51%
2. Well trained staff 49%
3. High quality service 41%

The factors which the fewest number of you considered important were; services provided in a suitable environment (3%), and language choice (1%).

Pembrokeshire Coast National Park Authority

The Authority is preparing a new corporate strategy to determine our priorities for the next three years. This is set out as nine preferred outcomes, which you received on a separate sheet. Although work will be carried out to deliver each of these outcomes, the Authority may not treat them equally and may concentrate on some, more than others.

We asked you to rate each of the outcomes in terms of whether you thought they had a HIGH, MEDIUM or LOW priority, and you did so as follows:

	High	Medium	Low
The National Park is conserved for current and future generations	80%	18%	2%
Residents and visitors enjoy and appreciate the National Park	71%	28%	2%
Residents and visitors use opportunities provided to adopt more sustainable lifestyles	34%	52%	14%
Opportunities are provided for local people to live within the Park	46%	39%	15%
A thriving local economy exists based on the sustainable use of the National Park	50%	42%	7%
A thriving sustainable tourism industry exists within the Park	60%	33%	7%
Residents and visitors to the National Park from all backgrounds, take advantage of opportunities for improved understanding about the Park and other environmental and cultural issues	34%	53%	14%
Residents and visitors recognise the distinct culture of the Park	31%	50%	19%
The Authority is recognised as meeting good practice standards in terms of governance, providing value for money and listening to the views of residents, visitors and partners	57%	34%	10%

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, Corporate Services, Dyfed-Powys Police
Llangunor, Carmarthenshire, SA31 2PF

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

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

We very much appreciate your contribution to the Panel
so on behalf of each of the partner organisations, THANKS!



Parc Cenedlaethol Arfordir Penrhyn
Pembrokeshire Coast National Park

