

Welcome to the Ninth Issue of Ceredigion Citizens' Panel's Newsletter, 'Ceredigion Voice'

This is the latest Ceredigion Citizens' Panel Newsletter where we update you on the results of our last survey, and on actions taken, or intended to be taken by the partners following your survey responses. As some decisions take longer than others to be made, we aim to revisit some topics and actions taken in future editions.

Thank you to everyone who took part in our last survey, Survey 9: We received 66% of surveys back, which is the Panel's highest response rate to date. Thank you! Without your comments and input we cannot improve our services and try to make sure they match your needs and expectations.

We enter each completed survey into a prize draw, and we are pleased to announce that our winner for Survey 9 was Ms Davies from the Aberystwyth area.

Congratulations on behalf of all the Panel Partners! If you want to be in with a chance of winning £50 in our next draw, please fill in Survey 10 and send it back to us as soon as possible.



Survey 9:

- > Ceredigion County Council asked you to consider their Improvement Objectives.
- > Dyfed-Powys Police asked you for your views on priorities for police spending, disability harassment, and local policing priorities.
- > Hywel Dda Health Board asked you about your involvement with your local health service.

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 we are now printing on recycled paper. We are also reducing the number of copies we print, and with that in mind, if you would like to receive your survey and newsletter online, please contact the Panel's Research Officer on the contact details at the end of the newsletter.

If you require this information in large print, Braille
or audiotape, please telephone 01267 226262.

Ceredigion County Council

The Welsh Government requires all County Councils each year to identify their priorities for improving what they do and how they do it. These priorities, called [Improvement Objectives](#), are the areas which are considered to be its important issues and actions. You were initially asked to consider the Councils' Improvement Objectives in Survey 6 (April 2010), and your responses were taken into account when deciding on them.

Five priority areas have been identified for 2011-2012:

- A. Transform our services to be more efficient and effective for citizens.
- B. Improve learning opportunities for all of our learners.
- C. Provide a high quality and a safe environment.
- D. Improve the ways we safeguard those who are vulnerable.
- E. Promote and develop Aberystwyth as a regional and national centre.

Do you agree or disagree that each of the priority areas listed above should be Council Improvement Objectives for 2011-12?

	Agree	Disagree	Don't know
A.	94%	2%	4%
B.	81%	6%	13%
C.	93%	4%	3%
D.	92%	2%	6%
E.	65%	19%	16%

The priority area the highest number of you agreed with was 'A: Transform our services to be more efficient and effective for the citizens' (94% of you).

However, this was closely followed by priority areas 'C: Provide a high quality and a safe environment' (93%), and 'D: Improve the ways we safeguard those who are vulnerable' (92%). The priority area the highest number of you disagreed with was 'E: Promote and develop Aberystwyth as a regional and national centre' (19%).

You were then invited to put forward suggestions as to what else you would like to see as a priority for the Council, and the highest number of you took this opportunity to comment on priority E (the development of Aberystwyth) and the majority of you did not support the development of the town, suggesting that other areas of Ceredigion may be neglected as a result of such development. Others of you spoke of changes in the education system, the working of the Council, and the importance of prioritising highway maintenance and improving public transport.

Survey 9 Update

"Transforming our services to be more efficient and effective for citizens" was concluded by the Citizens' Panel to be the most important objective for the County Council to achieve. This objective has been developed further by the Council in providing a vision for the organisation, supported by seven strategic objectives.

Vision: *Ceredigion Council delivers value for money public services that support a strong economy, while promoting wellbeing in our people and our communities.*

Strategic Objectives:

- > *Ceredigion performs well in delivering services that match the needs of our citizens.*
- > *Ceredigion will provide services that contribute to healthier lives and protect those who are vulnerable in the county.*
- > *Aberystwyth will be developed as a recognised regional and national centre.*
- > *Education and training provision is tailored to meet the needs of those seeking career opportunities in Ceredigion.*
- > *Conditions and opportunities in Ceredigion allow business to develop and prosper.*
- > *Ceredigion Council achieves the best learning outcomes for Ceredigion.*
- > *Ceredigion Council is an organisation that is fit-for-purpose to deliver, improving services to its citizens.*

The focus and attention on the regeneration of Aberystwyth as a regional centre serving Central Wales continues to be a national priority in the Welsh Government's Spatial Plan, who provide funding support for developments in the town. There were several comments and suggestions that the whole of Ceredigion should receive attention for economic development and regeneration, not only Aberystwyth. As a result, the County Council has agreed the following key objective "Promote and develop economic renewal across the County" as one of its high level Improvement Objectives for 2011-2012.

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.

We gave you a list of the main areas of police spending:

- > Number of local police officers
- > Number of local police stations
- > Number of police vehicles
- > Number of staff in support functions e.g. IT, Finance and Human Resources
- > Number of senior police officers and senior staff
- > The Force helicopter

We asked you which you thought should be **protected from any cuts**; to which the majority of you (86%) said the 'number of local police officers', 40% of you selected the 'number of local police stations', and 25% of you selected 'the force helicopter'.

In terms of which areas **should be cut** to meet the budget deficit, over half of you selected the 'number of senior police officers and senior staff' (58%), and the 'number of staff in support functions' (54%).

(Please note that percentages will not tally to 100% as these were multiple choice questions)

We asked you how willing or unwilling you would be to pay an additional amount to your Council Tax to protect services provided by your Police Force?

Just over half of you (55%) would be *very willing* to pay an additional 15p per week to your Council Tax to protect services provided by your Police Force. 32% of you would be *very willing* and a further 32% would be *fairly willing* to pay an additional 16p-30p. The highest number of you would *not be at all willing* to pay an additional 31p-45p (40%), 46p-60p (53%), or 61p-£1.00 (58%).

	15p	16p - 30p	31p - 45p	46p - 60p	61p - £1.00
Very willing	55% (184)	32% (96)	20% (59)	13% (38)	16% (51)
Fairly willing	23% (75)	32% (96)	16% (47)	14% (40)	9% (28)
Not very willing	8% (26)	13% (38)	21% (62)	17% (50)	12% (39)
Not at all willing	12% (39)	21% (65)	40% (117)	53% (152)	58% (183)
Don't know	2% (8)	3% (8)	3% (8)	3% (8)	4% (13)

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. It 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?

Just under half of you (48%) did not think that people with disabilities experienced harassment where you live. 9% (40 of you) had personally experienced, or knew of someone else who had experienced harassment related to your / their disability. 5% (23 of you) had reported such harassment to the police in the last 12 months.

Disability Harassment Update

On 3rd December 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 2011, 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 is currently drafting its final report, which is due to be published on Monday 12th September 2011. In order to conduct our own research into disability-related harassment, Dyfed-Powys Police has been asking Citizens' Panel members across Ceredigion, Carmarthenshire and Pembrokeshire, to tell us about any experiences they may have had or heard about. Thank you; we will inform our Hate Crime Support Officers about your feedback.

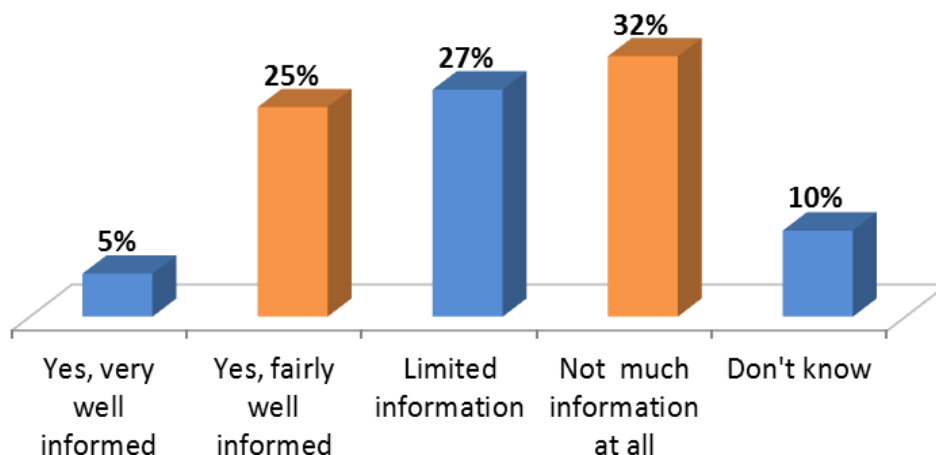
'Public Perception – Priorities':

The results of the 'Public Perception – Priorities' questions included in Survey 9 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 the force for 2012/13.

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 your health services.

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



32% of you did not believe that the Health Board provided much information at all: However, 30% of you believed you were *fairly* or *very* well informed about the Health Board and the services it provides (25% and 5% respectively), and 27% of you felt that the Health Board provided information about specific subjects.

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

42% of you were *very* interested, and 36% *fairly* interested in hearing about health services and health developments in your area. 10% of you were interested in hearing about specific subjects. The health services and developments you would like to hear about included information regarding Bronglais Hospital (see update), *all* or *any* health services / developments, services for the elderly, dental health services, and the organisation / governance of the Health Board.

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

The top 10 ways were: (Please note, as this was a multiple choice question, results will not tally to 100%)

(1)	GP surgeries	53%	(6)	Leaflets	27%
(2)	Newsletter by post	36%	(7)	Noticeboards / posters in public places	23%
(3)	Local press / radio	35%	(8)	Libraries	20%
(4)	Pharmacies	31%	(9)	Hospitals / Community Hospitals	18%
(5)	Newsletter by e-mail	29%	(10)	Health Board website	15%

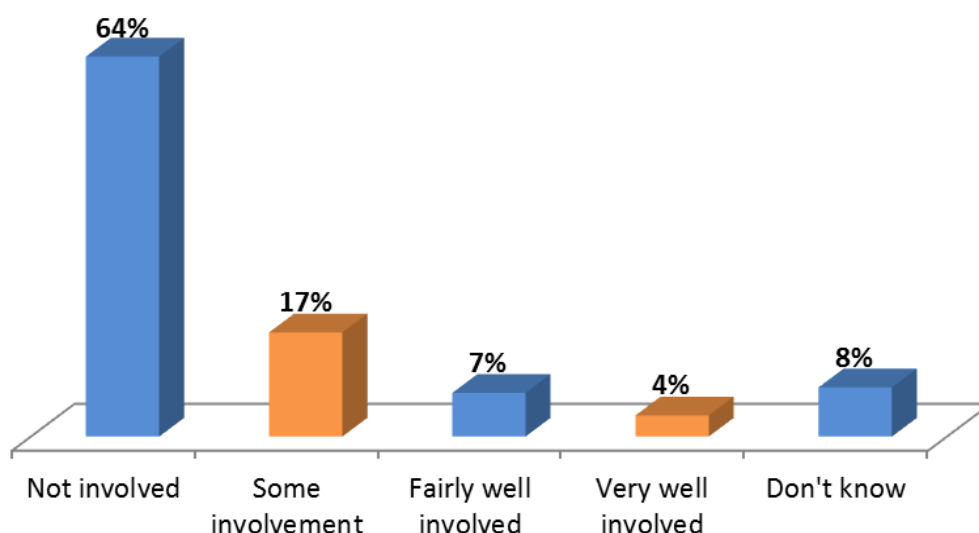
Update regarding Bronglais Hospital, Aberystwyth:

Bronglais Hospital’s longest serving member of staff Ann Bennett has cut the first turf to mark the start of the £38million Front of House scheme. Ann, a Chef within the hospital’s catering team, has worked at Bronglais for over 40 years said “The hospital has changed so much over the years and I am sure this new development will be of great benefit to Bronglais.”

Over the next five years, construction will be completed to provide patients with new services and improved accommodation. The scheme includes a new A & E department, clinical decisions unit, and GP out-of-hours services, a purpose-built day surgery unit incorporating two new day case operating theatres, short stay surgical ward, relocated maternity unit including antenatal and paediatric clinics, refurbishing and relocating pathology services, and a refurbishment of the main theatres. More information can be found at: www.wales.nhs.uk/sitesplus/862/page/52734.

Hywel Dda Health Board has issued a briefing on our clinical services strategy which is aimed at building a high quality and sustainable health service. More information can be found at: www.hywelddahb.wales.nhs.uk/five-year-framework.

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



The highest number of you (64%) stated that you were not involved with your Health Board. 17% had some involvement about specific subjects, while 7% and 4% felt fairly and very well involved, respectively.

57% of you would like to become more involved with your local health services: 58% of you would like to be given the opportunity to feedback from home e.g. through surveys, 38% of you would like to sign up for a regular newsletter by post, and 37%, a newsletter by email. 31% of you would like to be given the opportunity to feedback through activities such as focus groups and forums.

Siarad Iechyd/Talking Health has been officially launched in Ceredigion.

Hywel Dda Health Board has launched Siarad Iechyd/Talking Health which is a new involvement and engagement scheme. This scheme aims to give staff and local people an opportunity to have their say in how local health services are planned, developed and delivered.

Siarad Iechyd/Talking Health is open to anyone who uses the services of the health board or who lives in Ceredigion, Carmarthenshire and Pembrokeshire.

Members will receive regular newsletters and updates on their 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.

Chris Martin, Chairman, 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."



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



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 contact us by telephone on 01554 779 510 or write to us at FREEPOST HYWEL DDA HEALTH BOARD.

If you would like to comment on any aspect of the Citizens' Panel, if you would like to change the format of your survey, or if you are not currently a Panel member but would like to become one, please contact:

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**Well done for all your efforts and on behalf of each of the partner organisations;
Thank you!**



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Health Board



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