

Happy New Year! Welcome to the Tenth 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 actions taken, or intended to be taken following your responses.

Thank you to everyone who took part in Survey 10: Without your comments and input we cannot improve our services and try to make sure they match your needs and expectations.

How your information is used:

All Panel members' replies are analysed and reports are sent to each of the Partner organisations. We summarise these findings in our newsletters, and also aim to update you on actions taken by the Partners or let you know how this information will be used.

As some decisions take longer than others to be made, we aim to revisit some of our previous topics in future newsletters, and report back to you on any actions taken.

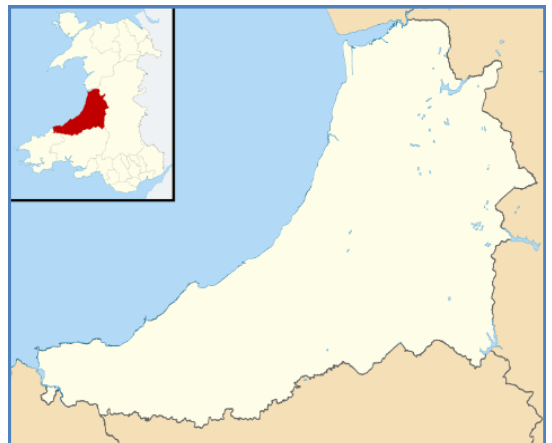
We enter each completed survey into a prize draw, and we are pleased to announce that our winner for Survey 10 was Ms Edwards from the Rhydyfelin area of Aberystwyth.

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



Survey 10 Results:

- ◆ Ceredigion County Council asked you to consider their strategic objectives.
- ◆ Dyfed-Powys Police asked you for your views on local policing, the Communications Centre, and their involvement with the Ceredigion Language Charter.
- ◆ Hywel Dda Health Board wanted to hear your views on the way the NHS deals with any concerns you may have.



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

Ceredigion County Council

Following on from Survey 9, the Council has built on your comments and has developed a vision for the organisation, supported by 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.

In Survey 10 you were asked for your views on the actions the Council were considering for each strategic objective, and the actions are listed, in order of precedence as selected by you, under each objective.

Strategic Objective A: Ceredigion performs well in delivering services that match the needs of our citizens and is an organisation that is fit-for-purpose.

- (1) Delivering quality services;
- (2) Delivering value for money services;
- (3) Dealing with requests for quick service;
- (4) Extending opening hours;
- (5) More self-service via the Council website.

Strategic Objective B: Ceredigion will provide services that contribute to healthier lives and protect those who are vulnerable in the community.

- (1) Providing care in the community;
- (2) Community safety;
- (3) Road safety;
- (4) Regulatory services e.g. food safety and safety standards;
- (5) Health promotion e.g. the provision of leisure facilities.

Strategic Objective C: Aberystwyth will be developed as a recognised regional and national centre.

- (1) Encouraging and maintaining high quality jobs;
- (2) Improving car parking;
- (3) Improving transport and road infrastructure;
- (4) Providing more shopping and entertainment facilities;
- (5) Enhancing culture and heritage.

Strategic Objective D: Education and training provision is tailored to meet the needs of those seeking career opportunities in Ceredigion and achieves the best learning outcomes.

- (1) Providing high quality education in primary schools;
- (2) Providing high quality education in secondary schools;
- (3) Providing adequate work placements and apprenticeships;
- (4) Promoting vocational training;
- (5) Providing adult education opportunities.

Strategic Objective E: Conditions and opportunities in Ceredigion allow businesses to develop and prosper.

- (1) Providing business rate relief;
- (2) Providing business grants and advice;
- (3) Providing adequate public transport;
- (4) Promoting training opportunities for small businesses;
- (5) Providing business starter units.

You were then asked whether you had any further comments in relation to the above strategic objectives: You referred to the town of Aberystwyth (shops and derelict buildings in particular), businesses, business rates and taxes, and also questioned how the Council intended to achieve the actions above.

Survey 10 Update

Thank you very much for taking the time to consider priority actions for our strategic objectives. We will use your feedback to help us define our priority actions as we seek to provide improved services for the citizens of Ceredigion, while facing significant financial challenges.

Your priorities and comments will assist us in developing our activities as we move into 2012-13 and beyond. During this time we will be working on a 'transformation programme' which will provide administrative efficiencies and improve the services we provide.

Dyfed-Powys Police

Communications Centre

You were first asked these questions in June 2009 (Survey 3), and then again in August 2010 (Survey 7) and they will continue to be asked annually to find out whether services have improved, and to discover what further developments you feel may need to be made. 98 of you had made a telephone call to Dyfed-Powys Police in the last 12 months, compared to 97 in Survey 7 (2010). 58% of you received a bilingual greeting, compared to 64% in 2010, however, in this survey 37% of you could not recall whether you received a bilingual greeting or not, compared to 28% in 2010. You were also asked for your views on the service you received:

| When your call was answered, was it: | % (no. of you) | After the call had finished, was your impression of the service provided: | % (no. of you) |
|---|-----------------------|--|-----------------------|
| More quickly than expected | 14% (13) | Better than you had expected | 20% (19) |
| Within the time expected | 69% (66) | As you had expected | 71% (69) |
| More slowly than expected | 14% (13) | Worse than you had expected | 9% (9) |
| Don't know / can't remember | 4% (4) | | |

The highest number of you therefore stated that your call to Dyfed-Powys Police was answered within the time you had expected it to be. In Survey 7, the highest number of you (66%) also had your calls answered within the time you had expected. In this survey, 71% stated that the service you received was as you expected it would be. A similar number of you (73%) stated in Survey 7 that the service you received was as you expected it would be.

Ceredigion Language Charter

Its purpose is to raise awareness of Welsh & bilingual services provided across the county. Dyfed-Powys Police has recently joined and has been awarded a Gold standard for service delivery.

117 of you were aware of the Language Charter Initiative, and 162 of you would like to see Dyfed-Powys Police advertise their involvement in the Initiative. The most popular methods of communicating this involvement were via local newspapers, on the local radio, and on local noticeboards.

Survey 10 Update

Lisa O'Connor, Dyfed-Powys Police's Welsh Language Adviser thanked all members for their feedback: "It's good to know that awareness of the Charter within Ceredigion is high, as this is a fairly new, and very exciting, joint initiative. It helps us, as an organisation, measure how we are doing and what we need to improve. Your responses will help us in undertaking more work to promote Dyfed-Powys Police's involvement with the Charter, so that we can encourage even more people to ask for and receive a service through the medium of Welsh, if it is their wish to do so."

Surveys 9 & 10 Update: Public Perception

Every year Dyfed-Powys Police's Corporate Development team undertake consultation with members of the public to find out their opinion on crime and disorder in their local area. This year we have been at the Royal Welsh, and the Pembrokeshire & Cardigan Shows, along with other locations asking for your views.

Members of the Citizens' Panels also took part in this consultation, with the 'Public Perception' questions being included across two of your surveys.

Your responses will be added to other forms of consultation undertaken during the year to help the Police Authority decide on their priorities for 2012. The results will also be fed to Neighbourhood Policing Teams in your area to help tackle the issues you have brought to light.

Through the Citizens' Panels, face to face consultation at events and internet-based surveys, 4,448 residents across the Dyfed-Powys Force area gave us their views on the issues that are affecting them. Work is currently underway to collate all the results and this will be fed back to you in a future issue of the newsletter.

Hywel Dda Health Board

“Putting Things Right” As of April 1st 2011, the way in which NHS organisations in Wales deal with complaints, claims and incidents (collectively known as concerns) has changed. These new arrangements are called “Putting Things Right” and will require a different approach to dealing with concerns.

If you had a concern, the vast majority of you (97%) would prefer to raise the concern yourself, but 17% (63 of you) would feel uneasy about raising the matter with the NHS body e.g. Health Board, GP or dentist. You did not want to be classed as “trouble makers” or have any future treatment prejudiced by your complaint. Some of you also had negative past experiences of raising concerns with the NHS.

The Community Health Council provides a free and independent advocacy service, which is able to help patients or the people acting for them, to raise a concern via the NHS concerns procedure.

30% (112 of you) knew that there are Community Health Councils who represent you in your area; 70% (266 of you) did not. 67 of you also knew they provided a free advocacy service to support you and advise you about NHS concerns.

You can contact your local Community Health Council Complaints Advocacy Service on 0845 6650763.

Equality Objectives

Our commitment is to continually reduce the impact of ‘health inequalities’ by identifying their cause and addressing them. We want to ensure that everyone has the opportunity – together with our support – to improve their health and receive the best services we can make available, therefore we wanted to hear your views to help plan our Equality Objectives. We wanted to hear about yours or family members’ experiences with healthcare services you had received from Hywel Dda Health Board.

Which, if any, of the following services have you or a family member accessed in the last 12 months?

(Please note: As this is a multiple choice question, percentages will not tally to 100%)

| Service accessed | % (No. of you) | Service accessed | % (No. of you) |
|------------------|----------------|---------------------------------------|----------------|
| Out-patient | 60% (229) | Community healthcare | 11% (40) |
| Pathology tests | 29% (109) | Maternity | 4% (14) |
| In-patient | 27% (103) | Dietetics | 3% (13) |
| Physiotherapy | 17% (65) | Mental health / learning disabilities | 3% (12) |

The services accessed by the highest number of you / your family members were out-patient services, pathology tests, and in-patient services. However, 29% of you had accessed none of the above services.

Those of you who had accessed the above health services were then asked to tell us what was good about the service you received, what was bad, what you believed we could do better, and whether you experienced any difficulties accessing the service.

Survey 10 Update: Jackie Hooper, Hywel Dda Health Board’s Equality and Diversity Advisor stated the following: “In Survey 10 we asked you about our services in preparing for our Strategic Equality Plan and Objectives, to be published in April 2012 in line with the requirements of the Equality Act 2010. Telling us about your experiences will help us define our future priorities in providing the right care, in the right place at the right time and being an employer of choice. Being treated fairly and with respect is relevant to all, staff, service users, families and friends and we would like to take this opportunity to thank everyone who contributed to the survey.”

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: Hannah Symons, Research Officer on 01267 226262, at hannah.symons@dyfed-powys.pnn.polic.uk, or write to Corporate Development, Dyfed-Powys Police HQ, Llangunnon, Carmarthen, SA31 2PF

