



# Ceredigion Citizens' Panel - Survey 11

## Ceredigion County Council

Ceredigion County Council is responsible for schools in Ceredigion and for the provision of a wide range of leisure and cultural services. It also works to ensure that other diverse services are provided to children and young people in Ceredigion, according to recognised entitlements.

We would welcome your feedback on the Council's priorities within these areas:

**Priority A.** Improve the literacy and numeracy skills of Ceredigion pupils in order to improve achievements across all age ranges;

**Priority B.** Develop School Leadership at all levels: The aim is to develop strong leaders in our schools who will be able to drive educational improvement. Research shows that strong leadership is one of the key requirements to improve pupil performance in schools;

**Priority C.** Reorganise Schools and teaching patterns to make sure that we make the most effective use of the resources we have available: The aim is to reduce the number of empty places in our school classes. This will release funding that will be invested to improve the condition of school facilities;

**Priority D.** Improve the support that is targeted to vulnerable individuals and reduce child poverty and inequality;

**Priority E.** Continue to provide opportunities for children, young people and adults to develop their individual health and wellbeing through a range of sport, leisure and cultural services.

**Q1** Please score the following priorities between 1 and 5, where 1 = very low priority and 5 = very high priority. You do not need to assign a different score to each priority.

	1 = very low priority	2	3	4	5 = very high priority
<b>Priority A.</b> Improve literacy & numeracy skills .....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<b>Priority B.</b> Develop school leadership at all levels.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<b>Priority C.</b> Reorganise school and teaching patterns .....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<b>Priority D.</b> Improve support for the vulnerable.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<b>Priority E.</b> Continue to provide opportunities for children, young people and adults .....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

**Q2** Is there any other area that you believe the Education and Community Services Department should consider including as a priority?

# Ceredigion Library

The public library is a major community facility whose purpose is to enable and encourage individuals or groups of individuals to gain unbiased access to books, information, knowledge and works of creative imagination, which will:

- Encourage their active participation in cultural, democratic and economic activities;
- Enable them to participate in educational development through formal or informal programmes;
- Assist them to make positive use of leisure time;
- Promote reading and literacy as basic skills necessary for active involvement in these activities; and
- Encourage the use of information and an awareness of its value.

The local and community nature of the service requires special emphasis to be placed on the needs and aspirations of the local community and on the provision of services for particular groups within it, while also providing access to wider resources through regional and national library networks.

The development of a network of branches and mobile libraries is an essential part of the structure of Ceredigion Library that allows the Authority to fulfil this mission. We have seven branches - Aberaeron, Aberystwyth, Cardigan, Lampeter, Llandysul, New Quay and Tregaron, and six mobile libraries serving the rest of the county.

**Q3 Are you a member of Ceredigion Library?**

Yes .....  No .....

**Q4 Do you use Ceredigion Library?**

Yes (Go to Q4a) .....  No (go to Q6).....

**Q4a If yes, what branch(es) have you visited? (Please tick all that apply)**

Aberaeron.....  Cardigan.....  Llandysul .....  Tregaron.....   
Aberystwyth.....  Lampeter .....  New Quay.....  Mobile van.....

**Q5 How often do you visit a library branch / mobile van?**

	Almost every day	About once or twice a week	About once a month	About every six weeks	Never
Aberaeron .....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Aberystwyth.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Cardigan .....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Lampeter.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Llandysul.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
New Quay .....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Tregaron .....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Mobile van.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

**Q6 If you never use the library, or don't use it very often, what discourages you from using it?**

**Q7 What would encourage you to use the library more often?**

**Q8 How important or unimportant is the library's provision of the following:**

	Very important	Fairly important	Neither	Not very important	Not at all important
Books.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
EBooks .....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Welsh language resources.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
DVDs .....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Online services and website.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Web catalogue (renew and search online).....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Computers .....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Wi-Fi and the internet .....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Local / family history resources .....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Local events.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Staff assistance .....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

**Q9 Do you think that groups and individuals within the community benefit from using the library?**

	Yes	No	Don't know
Groups.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Individuals .....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

**Q9a If yes, what do you think the benefits are?**

**Q10 What else could the library service in your area do to help groups and individuals within the community?**

**Q11 The library coordinates reading-related activities and free access to books and other reading material. How important or unimportant do you think the library's educational role is in promoting reading and literacy?**

Very important .....	<input type="checkbox"/>	Not very important .....	<input type="checkbox"/>
Fairly important .....	<input type="checkbox"/>	Not at all important.....	<input type="checkbox"/>
Neither .....	<input type="checkbox"/>		

**In order to tackle local issues, the library provides various services for local people e.g. to assist with:**

**- Social and economic disadvantage:** The library provides free access to information resources and can offer sessions to develop literacy and IT skills.

**- Lack of employment opportunities:** The library provides internet access to search for work, computers to create CVs and improve skills and resources for personal development to improve prospects for job seekers.

**- Crime and community safety:** Local library services to help to increase community cohesion and pride by providing events, information and collections of local interest.

**Q12 How important or unimportant do you think the library's role is in tackling the following local issues?**

	Very important	Fairly important	Neither	Not very important	Not at all important
Social and economic disadvantage.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Lack of employment opportunities .....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Crime and community safety .....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

**Q13 What more could the library do to tackle these issues?**

**Q14 Do you have any further comments / suggestions about the library service in your local area?**

## Dyfed-Powys Police

### Police Community Support Officers (PCSOs)

Since 2006, Dyfed-Powys Police has gradually introduced Neighbourhood Policing Teams (NPT) throughout the Force area. The NPT has provided the public with the opportunity to identify and influence how the police tackle problems in their neighbourhood by using Police Community Support Officers (PCSOs).

The purpose of a PCSO is to form part of a Neighbourhood Policing Team and be visible, accessible, locally known, and knowledgeable about the area in which they work. Their role is to conduct high visibility uniformed foot patrol, respond to calls and requests for assistance, counter anti-social behaviour and minimise risks to public safety. They will also respond promptly to assist police officers to take control of incidents by providing appropriate support.

Our aim for the future is to increase awareness of PCSOs and the role they perform and, if necessary, increase their visibility in your community.

**Q15 To what extent do you think your community has changed since the introduction of NPTs in your area?**

Greatly improved .....	<input type="checkbox"/>	No change .....	<input type="checkbox"/>	Much worse .....	<input type="checkbox"/>
Slightly improved .....	<input type="checkbox"/>	Slightly worse .....	<input type="checkbox"/>	Don't know.....	<input type="checkbox"/>

**Q16** PCSOs use several methods to let people know who they are and how to contact them. Which of the following ways have you been made aware of? (Please tick all that apply)

- Force website .....
- Newsletters .....
- PACT meetings / police surgeries .....
- Foot patrol.....
- Posters / leaflets .....
- Notice boards.....
- Unaware of any methods / information .....
- Other (Please specify below)

**Q17** How often do you see your PCSOs in your community?

- Almost every day .....  About every six weeks .....
- About once or twice a week .....  Never (Go to Q19) .....
- About once a month.....

**Q18** How do you see your PCSO patrolling your area? (Please tick all that apply)

- Out on foot patrol .....  With an NPT officer or another PCSO.....
- In a patrol vehicle.....

**Q19** Do you know what the neighbourhood policing priorities are for your local area?

- Yes.....  Unsure where to find them.....
- No .....  Not interested .....

**Q20** Do you think your community would benefit from your PCSO having the additional powers to... (Please tick all that apply)

- Move people on if they are causing anti-social problems .....
- Deal with anti-social behaviour problems after 10pm .....
- Deal with dog fouling problems.....
- Deal with parking and obstruction problems.....
- Other (Please specify below)

## Police Authority: Police and Crime Commissioner

The Police Authority is the body responsible for scrutinising Force performance and holding the Chief Constable to account on behalf of its communities. On November 15th 2012, Police Authorities will be replaced with a Police and Crime Commissioner who will be voted for by members of the public through a democratic election process. Their role, along with the Police & Crime Panel, will include many of the Authority's current functions but will also extend much wider, resulting in greater involvement and influence in community safety and criminal justice matters.

**Q21** Were you aware that directly elected Police and Crime Commissioners would replace Police Authorities in November 2012?

- Yes .....  No .....

**Q21a** Please give us your thoughts on these changes below.

**Q22** Do you think you will vote at the election of the Police and Crime Commissioner which will be held on November 15th 2012?

Yes .....  No .....

**Q23** What do you consider would be the most effective method in order to raise our community's awareness of these significant changes? (Please select TWO options only)

- |  |                          |  |                          |
|--|--------------------------|--|--------------------------|
| Local newspaper.....                   | <input type="checkbox"/> | Newsletters (online) .....                     | <input type="checkbox"/> |
| Community meetings.....                | <input type="checkbox"/> | Citizens' Panel Newsletters .....              | <input type="checkbox"/> |
| TV or radio interviews / adverts ..... | <input type="checkbox"/> | Social media (e.g. Facebook, Twitter etc.) ... | <input type="checkbox"/> |
| Website.....                           | <input type="checkbox"/> | Podcasts .....                                 | <input type="checkbox"/> |
| Newsletters (postal) .....             | <input type="checkbox"/> |  |                          |
| Other (Please specify below)           |                          |  |                          |

## B.A.N.G.

You were first asked these questions in January 2011 (Survey 8) following the 2010 Operation B.A.N.G., and they have been repeated in this survey in order to find out whether awareness of the initiative has increased, if you believe it affected levels of anti-social behaviour in your local area, and to discover what further developments you feel could be made.

**B.A.N.G. (Be A Nice Guy) 2011** was an All Wales joint initiative between the four Welsh Police Forces and the respective fire and rescue services. Locally the police in Ceredigion worked with the Mid and West Wales Fire Service under the umbrella of the Community Safety Partnership, with the aim of tackling anti-social behaviour around the county during Halloween and Bonfire night; it took place between October 21st and November 6th 2011.

It was an initiative which saw Neighbourhood Policing Teams and Mid and West Wales Fire Service 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 fireworks displays instead of creating their own. The initiative was set up as it was believed to be a positive initiative whereby Dyfed-Powys Police officers and Fire Service staff could hold activities to engage with the young people of Ceredigion and to deter anti-social behaviour.

**Q24** Before receiving this survey, were you aware of the 2011 B.A.N.G. initiative?

Yes (Go to Q25) .....  No (Go to Q26).....

**Q25** If yes, how did you hear about it?

- Joint patrols - Dyfed-Powys Police and the Fire and Rescue Service.....
- School visits .....
- Posters.....
- Internet.....
- TV broadcasts.....
- Local press .....
- Other (Please specify below)

**Q26** Have you noticed any difference in the levels of anti-social behaviour in your local area following the B.A.N.G. initiative? Have levels of anti-social behaviour:

Greatly decreased .....  No change .....  Greatly increased .....   
Slightly decreased .....  Slightly increased .....  Don't know.....

**Q27** Do you have any suggestions as to how we could improve the initiative next year?

**Q28** What areas do you feel we should concentrate our efforts on next year?

## Hywel Dda Health Board

### Volunteering for Health

Volunteering for Health has been providing a volunteering service within Hywel Dda Health Board, throughout health services in Carmarthenshire, Ceredigion and Pembrokeshire since October 2009.

**Q29** Have you heard about the Volunteering for Health project?

Yes (Go to Q29a) .....  No (Go to Q30).....

**Q29a** If yes, where did you hear about it? (Please tick all that apply)

Local newspaper.....  At hospital .....   
Local radio .....  At your GP .....   
Community magazine .....  Through the Citizens' Panel Newsletter.....   
Papurau Bro.....   
Other (Please specify below)

**Q30** Have you seen our volunteers (wearing yellow polo shirts) in or around hospitals?

Yes (Go to Q30a) .....  No (Go to Q31).....

**Q30a** If yes, where did you see the volunteers? (Please tick all that apply)

Glangwili General Hospital (GGH) .....  Withybush General Hospital (WGH) .....   
Bronglais General Hospital (BGH) .....  Community Hospitals (please specify below)..   
Prince Phillip Hospital (PPH).....   
Other location (Please specify below)

**Q31** Were you aware of what volunteers were doing or the activities they were carrying out?

Yes (Go to Q31a) .....  No (Go to Q32).....

**Q31a** If yes, which of the following were you aware of? (Please tick all that apply)

	Glangwili	Bronglais	Prince Philip	Withybush	Community hospitals
Befriender / ward sitter.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
'Meet & Greet' volunteer .....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Mobile library volunteer .....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Outpatient - patient escort .....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
A&E support volunteer.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Pharmacy support volunteer.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Chemotherapy day unit volunteer .....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Gardening volunteer .....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Other (Please specify below)

**Q32** Do you have any suggestions for further roles which health service volunteers could undertake?

**Q33** Do you think Volunteering for Health is benefiting any of the following? (Please tick all apply)

Visitors .....  Patients .....   
Staff .....  I do not think it is beneficial.....   
Volunteers.....

**Q33a** Please explain your response to Q33.

**Q34** Do you think volunteers can play an important part in improving patients' experience of health care in hospitals?

Yes .....  No .....  Don't know.....

**Q35** Do you think the community is benefiting from the project?

Yes (Go to Q35a) .....  No (Go to Q36).....  Don't know (Go to Q36)....

**Q35a** If yes, what benefits do you think the community receives?

**Q36** Have you got any other comments you would like to make in relation to the Volunteering for Health Project?

**Q37** Would you be interested in being involved in the Volunteering for Health Project (this may be as part of a Working Group, contributing to a focus group, or volunteering in a health setting)?

Yes (Go to Q37a) .....  No (Go to Q38) .....

**Q37a** If yes, please note your preferred method of contact AND provide your contact details below i.e. telephone number or address; postal or e-mail.

## Transport to Hospitals

Every year, thousands of patients make the journey to and from hospital to attend appointments. Last year over 70,000 journeys were made by Hywel Dda patients in non-emergency transport vehicles provided through the Welsh Ambulance Service Trust, local authorities and the voluntary sector. Non-emergency patient transport is provided to patients who have a medical need for transport in order to access hospital.

**Q38** Via which means do you think non-emergency patient transport should be provided? (Please tick all that apply)

- Public transport .....
- Voluntary transport.....
- Local Authority Social Care Transport .....
- Ambulance Service .....
- Private sector .....
- It does not matter who provides the transport as long as it is provided.....
- It should not be provided.....

Other (Please specify below)

**Q39** Who do you believe should be entitled to receive free transport to hospital? (Please tick all that apply)

- Patients who have a medical need for specialist treatment.....
- Patients who are receiving certain treatments (such as dialysis, chemotherapy etc.).....
- Patients who are receiving certain benefits .....
- Patients who are unable to make their own way to hospital .....
- All patients who have a hospital appointment.....
- No one should receive free transport.....

Other (Please specify below)

**Q40** Who do you think should book the non-emergency patient transport? (Please select one only)  
The patient .....  The staff at the hospital .....  The patient's GP .....   
Other (Please specify below)

**Q41** What do you feel would be the best methods of providing information regarding free hospital transport to the patient / their family? (Please tick all that apply)  
Information included with appointment letters .....   
Leaflets / posters displayed at GP surgeries .....   
Leaflets / posters displayed at Hospitals .....   
Information in the local newspapers .....   
Information on the local radio stations .....   
Information on the internet .....   
Other (Please specify below)

**Q42** Do you have any further comments you would like to make regarding transport to hospital?

**Thank you very much for completing your survey.**

**Please return it in the prepaid envelope as soon as possible.**