

CARMARTHENSHIRE VOICE newsletter

Carmarthenshire
Voice



AND THE WINNER IS...



Thank you to everyone who took part in our last survey, giving an overall response rate of 70%. As ever, without your comments and input we cannot improve our services and try to make sure that they match your needs and expectations.

Completing the surveys takes time and the responses we receive make it clear that you consider our questions carefully. To show our appreciation and as a mark of our thanks, we enter each returned survey into a prize draw. The draw for survey 29 has already taken place and our winner, **Ms Hey from the Newcastle Emlyn area, is now £50 richer!**

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 30 and send it back us as soon as possible. It's really that easy!

HOW YOUR INFORMATION IS USED...

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

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.

Going green!

In an effort to become greener, if you would like to receive your questionnaire and newsletter online, please contact the Consultation Co-ordinator, whose details are at the end of this newsletter.



CARMARTHENSHIRE CITIZENS' PANEL

A DIFFERENT FORMAT?

If you require this information in large print, Braille or on audiotape, please telephone 01554 742304.

CARMARTHENSHIRE COUNTY COUNCIL

Registration Services

Have you attended any of our civil ceremonies?

82% of you had not attended any civil ceremonies conducted by the Registration Service. Of those who had, you said the ceremonies you had attended were both appropriate for the occasion and conducted in a professional manner.

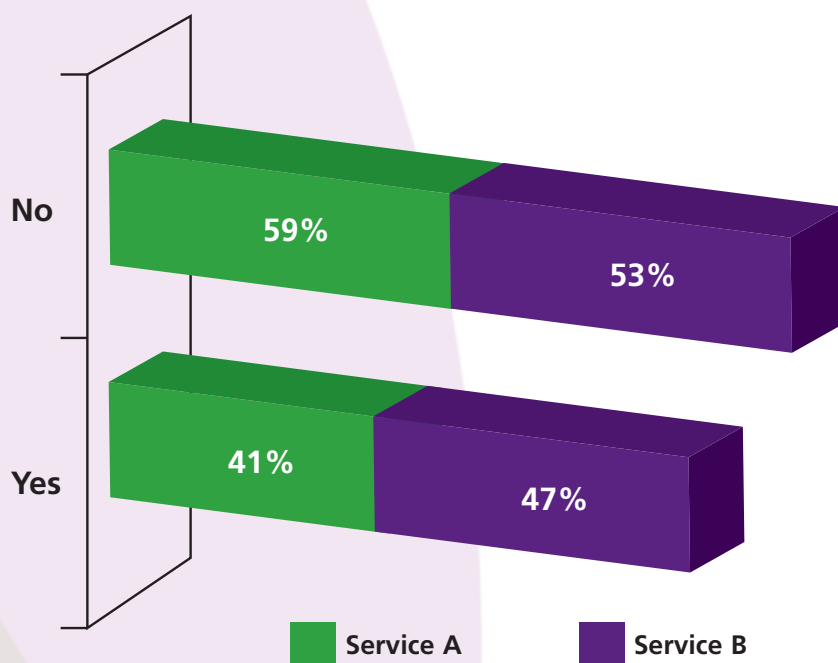
Family History

In response to last year's survey results we are planning to set up a Family History room in Carmarthen, with the following services available:

Service A - You would be able to research Carmarthenshire indexes under supervision, for the statutory fee which is currently £18.

Service B - You would be able to book an appointment with a member of staff, for them to help you with your family history research for a fee (Carmarthenshire records only).

Would you use or recommend either of these services to your friends?



41% (145 of you) said you would use or recommend service A to your friends, while 47% (173 of you) would use or recommend service B.

59% (207 of you) would not use or recommend service A, and 53% (196 of you) would not use or recommend service B.

With regards to how much you would be willing to pay per hour for service B, the largest number of you said you would be willing to pay between £6 and £10.



General Election

How did you vote?

70% of you voted at a polling station, while 30% voted by post. Of those who voted by post, the vast majority found the process straightforward and easy to follow, while 16% of you didn't find it straightforward at first but thought it was ok after reading the instructions. 3% of those that voted by post (4 of you) found the process difficult throughout and did not find the instructions easy to follow.

Polling stations

The majority of you found your local polling station:

>	Easy to get to	99%
>	Easy to get into/out of	97%
>	Well laid out inside	96%
>	Well lit	94%
>	Well signposted	88%

And found staff:

Friendly	94%
Helpful	91%
Knowledgeable	73%

Overall, how satisfied or dissatisfied were you with the process of voting in the polling station?

75% were very satisfied with the process of voting in the polling station, 19% were fairly satisfied, 4% were neither satisfied nor dissatisfied, and 1% (4 of you) was fairly or very dissatisfied.

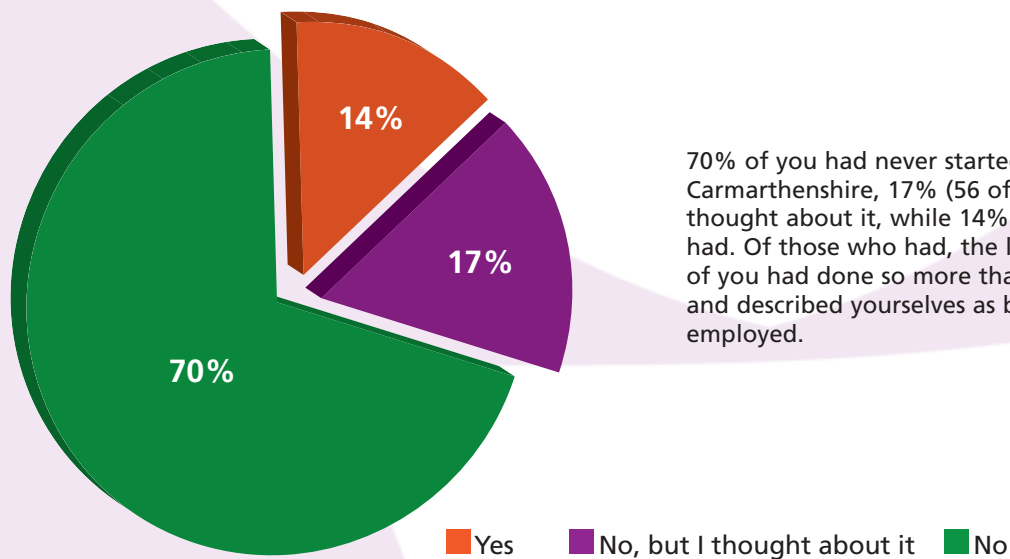
General Economy

We asked you to let us know how important or unimportant you thought each of the following were:

Strategic priorities	Very important	Important	Neither	Unimportant	Not at all important
1. Creating jobs	78%	21%	1%	0%	0%
2. Tackling economic inactivity (getting people back into work)	77%	21%	2%	0%	0%
3. Increasing productivity	44%	46%	9%	1%	1%
4. Retaining and attracting young people	54%	37%	7%	1%	0%
Drivers					
1. Supporting business	53%	40%	6%	1%	0%
2. Skills and learning	56%	40%	4%	0%	0%
3. Infrastructure (business premises, leisure facilities, communities, ICT, transport)	39%	48%	11%	2%	0%

Harnessing our Talent

Have you ever started a business in Carmarthenshire?



In starting your business, did you experience any of the following constraints or barriers?

The top three constraints or barriers you referred to were; a lack of business support/advice (56%), finance/investment problems (44%), problems with planning permissions and finding suitable premises/building (21% respectively).

We listed some of the County Council's existing and proposed activities relating to local businesses, and asked you to rate them in terms of importance.

The largest number of you rated the following as **essential**:

- Providing business rate relief 41%

You rated each of the following as **important**:

- Promoting training opportunities for small businesses 45%
- Attracting investment to Council owned business premises 43%
- Providing business starter units 42%
- Supporting people back into work e.g. Workways Scheme 42%
- Providing business loans 40%
- Providing business grants e.g. Local Investment Fund 40%
- Delivering entrepreneurship projects aimed at developing entrepreneurial culture within young people 40%
- Signposting service as 'first port of call' - Flexible Support for Business 39%
- Encouraging the availability and use of broadband internet and technology by businesses 37%
- Town centre management 33%

And you rated the following as **beneficial**:

- Providing a newsletter to keep businesses aware of local services 42%
- Helping businesses to become more 'green' 41%
- Town centre management 33%

Of those of you who thought the Council should spend more to help small businesses, the largest number of you thought this should be done through providing larger and/or more business grants.



Town Centres

To what extent do you agree or disagree with the following statements about shopping and facilities in Carmarthenshire?

	Strongly agree	Agree	Neither	Disagree	Strongly disagree	Don't know
Pedestrian areas and traffic calming measures should be introduced to more town centres	19%	37%	22%	13%	7%	2%
I would use town centres rather than out of town shopping facilities, if more parking was available	38%	37%	12%	10%	2%	1%
I would use town centres rather than out of town shopping facilities, if better public transport was available	14%	23%	34%	18%	4%	7%
More specialist shops would make town centres more attractive for shopping	42%	42%	8%	4%	1%	3%
Out of town shopping facilities offer a better choice of shops than town centres	22%	25%	20%	20%	10%	4%

DYFED – POWYS POLICE

Police visibility

We asked you which of the following options you would term as the police being 'visible' and you replied as follows:

- You see a police officer or PCSO on foot patrol 96%
- You see a police officer or PCSO on patrol, on a bicycle 87%
- You see a police officer in a police vehicle parked at a roundabout or other road junction 66%
- You see a police officer passing in a police vehicle 60%

Please rate each of the following types of patrol in terms of what reassures you/gives you confidence, where 1=very reassured and 5=not at all reassured.

	1 – very reassured	2	3	4	5 – not at all reassured
Officer passing in a police vehicle	8% (36)	19% (93)	27% (130)	23% (109)	24% (114)
Officer parked at a roundabout or road junction	8% (37)	22% (103)	31% (146)	22% (104)	18% (87)
Officer/PCSO on foot patrol	70% (341)	22% (107)	6% (29)	1% (7)	1% (7)
Officer/PCSO on a bicycle	42% (203)	38% (182)	13% (61)	4% (19)	3% (15)

70% of you felt very reassured and/or confident when you saw a police officer or PCSO on foot patrol, while 42% felt this way, when you saw a police officer or PCSO patrolling on a bicycle. 31% rated seeing an officer in a police vehicle at a roundabout or other road junction midway on the scale. 27% rated seeing an officer passing in a police vehicle midway, however this was closely followed by 24% who said they did not feel at all reassured by this.

PACT meetings

Do you consider PACT meetings in your area to be...?

59% of you said you had not seen any advertisements about PACT meetings in your area. 25% of you believed they were poorly publicised, 13% felt they were fairly well publicised and 3% (14 respondents) said they were well publicised.

When asked for suggestions on how we can better inform the community about PACT meetings, the largest number of you suggested that local papers (including free publications) and newsletters should be used. Some suggested information should be displayed under 'local notes or events', while others felt that meeting information and agendas, as well as updates and a summary of discussions should be included.

Police in the local media

Have you read any articles in your local newspaper about Dyfed-Powys Police recently?

53% of you had not read any articles in their local newspaper about Dyfed-Powys Police recently, while 47% (232 of you) had.

Does hearing or reading about the Police in the local media, regarding what they are doing in your community, make you feel more or less safe?

44% of you said that hearing or reading about the Police in the local media, regarding what they are doing in their community made you feel a little safer. 40% said it made no difference, 15% (70 of you) felt a lot safer, and 1% (5 of you) felt a little or a lot less safe.

Serious crime

Are you confident in Dyfed-Powys Police's ability to investigate serious crime issues such as murder, and serious sexual offences such as rape?

79% of you were fairly or very confident in Dyfed-Powys Police's ability to investigate serious crime issues and serious sexual offences. 11% (54 of you) said you did not know, 7% were neither confident or not confident and 4% (19 of you) were not very or not at all confident.



HYWEL DDA HEALTH BOARD



Welsh Language Provision

33% of you said you had limited ability in speaking Welsh, however this was immediately followed by 32% who said you had no ability. 49% said you had no ability in writing Welsh and 39% had no ability in reading Welsh, however 62% (307 of you) were familiar with the 'Cymraeg' logo.

When asked if it was easy/clear to identify Welsh speaking members of staff, the largest number of you referred to 'Cymraeg' badges being worn, or hearing staff speak or greet others in Welsh.

A number of you believed that the provision of bilingual documentation and resources was a waste of money; particularly in the current financial climate. However some of you felt that Welsh language provision should be available if people requested it or were more comfortable with a particular language. You also suggested that staff should ask patients for their language preference, to reduce costs and resources.

Update:

laith Gwaith is a campaign by the Welsh Language Board to promote bilingual services.

The scheme is built around a simple and recognisable orange badge - in the form of an orange speech bubble - which can be worn by staff, to show that they can speak Welsh or are learning it. This symbol indicates to service users that a service is available in Welsh.

The badge shows that spoken Welsh is a working language within Hywel Dda Health Board. In April 2010, a new national uniform for nurses across Wales was launched (see photo). For Welsh speakers, the bilingual logo is stitched into the uniforms following a recommendation from Hywel Dda Health Board's Welsh Language Steering Group. To date, 30% of Hywel Dda Health Board's nursing staff have requested uniforms with the **Working Welsh logo**.

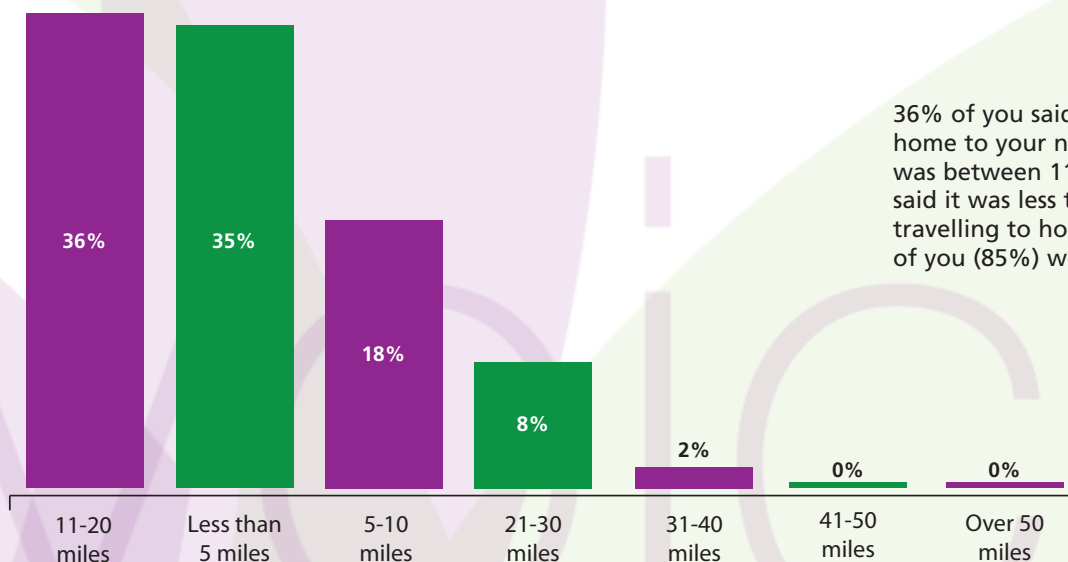
The advantages of the **Working Welsh logo** include:

- Helping service users to identify Welsh speaking staff immediately.
- Offering service users a service in their preferred language straight away.
- Building our brand as an employer, by showing that we recognise and value Welsh speaking staff.



Transport to general hospital

What is the distance to the nearest general hospital from your home address?



36% of you said the distance from your home to your nearest general hospital was between 11 and 20 miles, and 35% said it was less than 5 miles. In terms of travelling to hospital, the vast majority of you (85%) would use your own car.

How would you rate the availability of the following forms of transport to your nearest general hospital?

	No service available	Excellent	Good	Fair	Poor	Don't know
Public transport	12% (57)	6% (30)	22% (106)	15% (76)	19% (95)	26% (129)
Dial-a-Ride	3% (15)	1% (4)	3% (12)	4% (17)	3% (14)	86% (368)
Volunteer Car Scheme	1% (5)	4% (16)	7% (32)	6% (25)	3% (14)	79% (354)
Non emergency Ambulance	1% (2)	2% (10)	5% (21)	5% (23)	3% (14)	84% (365)

The table above (in which the actual number of replies is shown in brackets) shows that the majority of you did not know or could not rate the availability of Dial-a-Ride (86%), non-emergency Ambulance transport (84%), and the Volunteer Car Scheme (79%). 26% could not rate the availability of public transport; however this was followed by 22% who rated it as good.

When asked for further comments regarding transport to your nearest general hospital, the largest number of you said you were unaware of the community transport services named, and the availability of non emergency Ambulance transport. A number of you also suggested that information about these services should be sent to patients e.g. with appointment letters. You also referred to problems when parking at hospitals; with half stating that parking should be free.

UPDATES

Carmarthenshire Direct achieves the Customer Service Excellence Standard

Carmarthenshire Direct is the Council's Customer Services Section. Its aim is to make it easier for people to contact the authority on a wide range of issues.

Help and assistance concerning Council services can be obtained by:

- Telephone: 01267 234567
- E-mail: direct@carmarthenshire.gov.uk
- SMS: 0789 2345678
- Fax: 01558 825346
- Web: www.carmarthenshire.gov.uk
- Face to face: At our Customer Service Centres - Ammanford (Town Hall), Carmarthen (3 Spliman St.) or Llanelli (Ty Elwyn).

In Issue 26 (March 2010), we promised to keep you informed about Carmarthenshire Directs' progress towards achieving the Cabinet Office Customer Service Excellence Standard. Well, in June 2010, Carmarthenshire Direct achieved the award.

We met the required level of service in each of the five areas:

- Customer insight
- The culture of the organisation
- Information and access
- Delivery
- Timeliness and quality of service

In the assessment report, the assessor commented that "the final application was well constructed with clear and appropriate evidence to confirm that Carmarthenshire Direct meets the CSE Standard. The service is well-managed, has a culture of customer focus and can demonstrate high levels of customer and staff satisfaction. Extensive benchmarking shows that the service compares well with other similar services in Wales."

Carmarthenshire Direct is the only service in Carmarthenshire County Council to have achieved the Customer Service Excellence award.

Penelope Graepel, Customer Services Manager thanked Citizens' Panel members for their feedback. "The feedback we had from the Citizens' Panel proved to be extremely valuable as it allowed us to further develop our knowledge of what our customers want and what they expect. The Customer Service Excellence standard has proved to be a useful practical tool for driving through change within our service. The award will be reviewed annually so we will carry on making changes and improving our service.

A big thank you also to those who volunteered to review some of our publications prior to them going to print. This is an ongoing process, so some of you have already had the opportunity to comment on the first draft. We had a superb response with many detailed suggestions and amendments. We will be making these changes and sending out the second draft to the rest of you shortly.

Hywel Dda Health Board

Medicines Waste Information Campaign (survey 27, November 2009)

In Survey 27, Panel members across Hywel Dda Health Board's area i.e. Carmarthenshire, Ceredigion and Pembrokeshire were asked questions about its Medicines Waste Information Campaign. The feedback from the Panels was very useful in showing the effect and visibility of the campaign and it was included in a review which was subsequently forwarded to the Welsh Assembly Government (WAG). The in-depth information received from the Panels was acknowledged by WAG as assisting in highlighting the potential impact of the campaign.

Over 250 tons of unwanted medicines are returned each year in Wales at an estimated cost of £50 million to the NHS and a national campaign is currently being launched to reduce this.

Chris Martin, the Chair of Hywel Dda Health Board said, "We looked at how we could roll out a national scheme based on the pilot work that was successfully undertaken in the Hywel Dda area last year. This will be a collaboration between the professionals and the public, working together to reduce waste in Wales." The Chief Medical Officer for Wales, Dr Tony Jewell, and the NHS Chief Executive, Paul Williams, will be writing to health professionals to remind them only to prescribe what is necessary.

You can help reduce this and allow the money to be used more effectively by following the advice below:

- Always understand what your medicine is for and how to use it correctly: ask your GP or pharmacist if you are unsure.
- Tell your GP or pharmacist if you have stopped taking a medicine; this will ensure unwanted medicines are not wasted and help health professionals plan the best treatment for you.
- Before ordering a repeat prescription, ask yourself whether you actually need it and whether you intend taking it.
- Don't stock pile medicines: they could go out of date or be taken by a child.
- Don't share your medicines with others or take someone else's medicines.
- Take time to understand the side effects, the benefits and the risks of your medication.
- On admission to hospital always take your medicines with you.

Remember!

Unwanted medicines cannot be reused or recycled, they have to be destroyed. **Only order what you need.**

Safe return of waste medicine

Return waste medicines to your local pharmacy or dispensing GP for safe disposal. **Do not dispose of unwanted medicines in household waste or down the toilet.**

Dyfed-Powys Police

Welsh Language Scheme (survey 20, November 2007)

The Welsh Language Board has congratulated Dyfed-Powys Police's efforts to encourage the use of Welsh in the workplace.

Meri Huws, Chair of the Board said:

"Dyfed Powys Police's commitment to the Welsh language is to be praised. Their commitment to the Welsh Language Scheme is ambitious and innovative, and is implemented effectively across the service. As well as offering a high quality bilingual service to members of the public, the force is committed to becoming a bilingual organisation, which encourages police officers and staff to use their Welsh skills in their everyday work. It has been a pleasure for the Board to work with the Police over the past year on developing the aspect of promoting Welsh internally, and we look forward to continuing to work with them so successfully in future."

Jackie Roberts, Deputy Chief Constable said:

"We are very pleased with the many positive areas we've been commended for, but also realise that there is room for improvement. The Welsh Language Scheme is a priority in our Diversity Strategy and we are committed to providing equal opportunities and service to our Welsh speaking communities and our Welsh speaking staff. We will continue to build upon the success of the scheme so far, whilst also working on areas for improvement."

Stop & Stop Searches (survey 24, December 2008)

In December 2008 the Police Authority sought your views on the use of "stop" and "stop search" powers, which can be undertaken on a person and/or a vehicle. Since 2005 all officers in Wales and England have to make a record of all "stops" and "stop searches", and a copy must be given to the person stopped. The police must explain why they have stopped you and provide you with a record.

Your Police Authority has a duty to promote equality and fairness and to ensure that members of the public are stopped and/or searched appropriately, and that they are aware of their rights in relation to this. We scrutinise the police force on a regular basis to ensure that stops and searches are undertaken appropriately and are necessary and fair, ensuring that officers do not misuse their powers. Your Police Authority also reviews the ethnicity of those stopped and/or searched to ensure that specific groups are not disproportionately targeted.

Scrutiny is applied to ensure that the community has trust and confidence in the way policing is applied. If you have been stopped and/or searched and were unhappy with your treatment you can complain through any of the methods below:

- Visit any police station and ask for your complaint to be recorded;
- Contact any police force via phone, email or post;
- Contact your local Citizens Advice Bureau, Racial Equality Council, Neighbourhood Warden, Youth Offending Team or Probation Service, all of whom can provide information;
- Write to the Chief Constable concerned or to your local Police Authority.

All complaints must be notified to the police force concerned, and all complaints must be recorded and acted upon. These will also be reviewed by the Police Authority to ensure that appropriate action is taken.

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:

Consultation Co-ordinator
Customer Focus & Policy
Carmarthenshire County Council
Town Hall, Llanelli, SA15 3AH

Telephone: 01554 742304 or 01267 226639
E-mail: consultation@carmarthenshire.gov.uk

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