



Happy New Year! Welcome to the Seventh Newsletter of the Ceredigion Citizens' Panel 'Ceredigion Voice'

Thank you to everyone who took part in our last survey; the response rate was 62% - a very good response rate.

To show our appreciation we enter each completed survey into a prize draw. The draw for Survey 7 has taken place, and we are pleased to announce that our winner was from Aberystwyth. Congratulations on behalf of all Panel Partners! 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 8 and send it back to us as soon as possible.

Quote from Panel member:

"The Ceredigion Citizens' Panel gives you an opportunity to express your opinions and hopefully draws to the attention of the organisations involved what your concerns are. It is very easy and simple to do, but it definitely makes you feel part of improving the services in Ceredigion."

Ceredigion County Council

You were provided with two lists of priorities; (1) **health, social care and wellbeing** and (2) **for children and young people**, which were identified for Ceredigion in 2007.

In order to ensure that the priorities are still relevant and deemed to be priorities by local people, you were asked to indicate how important you thought each of the priorities are for the people of Ceredigion. The following tables display the priorities you felt were 'very' or 'quite important':

Health, social care and wellbeing priorities

1	Addressing the health and wellbeing needs of specific client groups e.g. carers, mental health groups and those with disabilities.	94%
2	Reducing poor oral health.	93%
=3	Improving child health and reducing the numbers of children growing up in poverty.	92%
=3	Reducing levels of diabetes.	92%

Other suggestions for health, social care and wellbeing priorities included promoting healthy eating and exercise, providing care services for the elderly, and access to local health services.

Priorities for children and young people

=1	Maintaining and improving high educational standards.	98%
=1	Enabling all children and young people to meet their full potential through improved learning.	98%
2	Ensuring that all children and young people have an equal opportunity to grow into healthy, confident and capable citizens and are not hindered by child poverty to achieve their full potential.	95%
3	Developing inter-partnership solutions to combat domestic abuse, substance misuse, crime and their effects.	91%

Other suggestions for priorities for children and young people included an increase in activities available for children and young people, dealing with parenting issues, and the importance of discipline, manners and respect for others and their property.

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

Ceredigion County Council Survey 7 Update

Gaynor Toft, Health and Wellbeing Strategy Manager for Ceredigion County Council said: "Your responses to these questions have provided the Health Social Care and Wellbeing Partnership with valuable information that will be used to inform the development of the local Health, Social Care and Wellbeing Strategy for Ceredigion for the next 3 years from 2011-14."

Based on your responses and a detailed analysis of the health and wellbeing needs of the county contained within the Health Needs Assessment for Ceredigion 2010 (available at www.ceredigion2020.org.uk), it has been proposed that the following high level outcomes are agreed for the county as part of the Health, Social Care and Wellbeing Strategy for the next 3 years:

1. To tackle the underlying factors that influence our health in order **to reduce inequities** in health outcomes. For example this theme will concentrate on those wider issues such as housing, neighbourhoods, community cohesion and poverty, all of which have an impact on our health and wellbeing.
2. To **make better connections** with organisations, partnerships, communities and individuals to ensure effective and meaningful participation, consultation and feedback on health, social care and wellbeing in Ceredigion. In particular access to information about services was identified as 'fair' in 34% of Panel responses. For example the focus under this theme will be on service users and community engagement through the Older People's Forums, the Citizens' Panel, and third sector involvement. We also need to put more robust arrangements in place to recognise vulnerable people and for the sharing of information/knowledge on health needs and service demands.
3. To make the best of opportunities to promote **early intervention and health improvement** in order to prevent future ill health, as well as early diagnosis of illness. For example there will be a focus on how we can support individuals, groups and communities to look after their own health.
4. To **improve the quality and integration of services** so as to ensure that the services that we deliver are commissioned and delivered effectively and efficiently according to need within our local communities where practicable. The focus of this theme will be the successful implementation of the Modernisation Plan for the Integration of Health and Social Care.

The draft Health Social Care and Wellbeing Strategy is out for consultation until the 2nd March 2011. You may provide feedback on the draft Strategy by contacting Gaynor Toft, Health and Wellbeing Strategy Manager at:

Address: County Hall, Penmorfa, Aberaeron SA46 0PA Telephone: 01545 574128

E-mail: gaynort@ceredigion.gov.uk

Hywel Dda Health Board

Transport and access to your nearest general hospital

How would you rate the availability of the following services in terms of transport to your nearest general hospital?

The majority of you did not know / could not rate the availability of the Dial a Ride service (70%), the Volunteer Car Scheme (69%), or non emergency ambulance transport (70%). 24% rated the availability of public transport to your nearest general hospital as good, 23% as poor, and 20% as fair.

How would you rate the availability of information about the following transport services in your area?

The largest number of you did not know / could not rate the availability of information regarding the Dial a Ride service (59%), the Volunteer Car scheme (60%), and non emergency ambulance transport (56%). For each of these transport services, almost a quarter of you rated the availability of information as poor (22%, 23% and 21% respectively). 27% of you rated the availability of information about public transport as good, 23% as fair, and 20% as poor.

Do you have any further comments you would like to make regarding transport to your nearest general hospital?

A variety of responses were put forward, and common themes which arose were the irregularity of bus services to hospitals, the difficulty experienced when trying to park at hospitals (especially at Bronglais Hospital), and that there is a need for wider advertisement of the various transport methods available.

Hywel Dda Health Board: Innovative Transport Pilot

An innovative transport pilot project between the County Council and Health Board has been launched in Ceredigion. The project will see a social care vehicle being available to transport patients home from Bronglais and Tregaron Hospitals, and is already proving to be very successful. The service is also being used to provide transport for patients attending outpatient clinics in Aberaeron, North Road Eye Clinic in Aberystwyth, as well as Bronglais Hospital.

Initially set up for a trial period of two months, the project will ensure patients are discharged from hospital in a timely manner, which in turn improves the management of patients in hospital. As part of the scheme, the transport driver has been through a comprehensive training programme that includes manual handling and first aid, and ensures patients have a comfortable and enjoyable journey either home or to their outpatient appointments.

Helen Williams, County Head of Nursing at Hywel Dda Health Board said: "This project has provided an opportunity for social services and healthcare to work closely together to improve transport services for our older patients. The transport service is extremely punctual and is able to provide an appointment time service for our patient's discharge home."

Peter Llewellyn, Head of Strategic Partnerships for Hywel Dda Health Board added: "This is an excellent example of partnership working between the Local Authority and the Health Board. We have already received positive feedback from hospital staff and patients who have already benefited from this new service."

Hospital transport is provided on an individual basis based on medical needs and this is assessed by the Hospital Transport Booking Centre which can be contacted on 0845 840 1234 or may be accessed through your healthcare provider.

Volunteering for Health

"Volunteering for Health" is the name of a new project in the Hywel Dda Health Board. The Health Board was awarded a grant from the BIG Lottery to set up and develop volunteering health services in Ceredigion, Carmarthenshire and Pembrokeshire. 21 of you had heard of this new project, 328 had not.

The top three locations where the highest number of you thought it would be helpful to have volunteers were at General Hospitals (72%), within the actual wards, clinics and reception areas (65%), and within Learning Disability Services (58%). The top three types of things which the highest number of you thought would make it difficult for people to volunteer were 'the distance to travel' (86%), 'out of pocket expenses' (73%), and 'knowing how to find information on volunteering opportunities' (60%).

Hywel Dda Health Board Survey 7 Update

The feedback from the Citizens' Panel, in relation to the Volunteering for Health project was very useful and will help provide a base line of information to measure the project against. The top three activities which the highest numbers of respondents thought the volunteers could undertake were as outpatient escort volunteers, information desk volunteers and as patient 'befrienders'. The project has developed outpatient escort volunteer roles in three of the acute hospitals including Bronglais Hospital and is currently recruiting to fill these roles.

Befriender volunteer roles have been developed with some wards in Bronglais Hospital and the two community hospitals in Tregaron and Cardigan Hospitals.

Information desk volunteers are a role that the project feel would be beneficial and are looking into it.

For all volunteers who carry out these roles and all other roles under the project, out of pocket expenses are provided.

Promoting the Volunteering for Health project

During the first year of the project it was very important not to raise expectations of residents in the three counties and not being able to meet their needs; therefore promoting the project has been a gradual process. Volunteering within the Health Board is about adding value, improving the patient experience and supporting staff. We are very careful when developing volunteering roles to make sure we are talking to the right people so volunteering roles do not impinge upon paid roles.

If you feel you could offer your time and skills or want to find out more about volunteering within Hywel Dda Health Board please contact Lee Jones who is the Project Assistant in Ceredigion on 01570 424109 or email



lee.jones@wales.nhs.uk. Information can also be found on the Hywel Dda website www.hywelddahb.wales.nhs.uk under 'initiatives and projects'. In addition information can be found at www.volunteering-wales.net and the Volunteer Centre at Ceredigion Association of Voluntary Associations (CAVO) 01570 423232.

Some of the project's first volunteers in Ceredigion

Dyfed-Powys Police

Communications Centre

You were first asked these questions in June 2009 (Survey 3), and they will continue to be asked annually in order to find out whether the service has improved, and to discover what further developments you feel may need to be made. 97 of you had telephoned Dyfed-Powys Police in the last 12 months, compared to 101 in 2009. 64% of you received a bilingual greeting in 2010 compared to 57% in 2009. You were also asked for your views on the service you received.

When your call was answered was it...	2010	2009
More quickly than expected	10%	17%
Within the time expected	66%	62%
More slowly than expected	20%	16%
Don't know / can't remember	4%	5%

After the call had finished, was your impression of the service...	2010	2009
Better than you had expected	20%	23%
As you had expected	73%	74%
Worse than you had expected	7%	3%

Domestic Abuse awareness

How many domestic abuse incidents do you think were reported to the police in Ceredigion last year (April 2009 – March 2010)?

44% of you thought that 251 - 500 domestic abuse incidents were reported to the police last year, while 40% of you thought that between 0 and 250 incidents were reported. 102 (30%) of you knew someone who had been a victim of domestic abuse.

The actual number of domestic abuse incidents reported to the police in Ceredigion last year (April 2009 – March 2010) was 222, and of these 143 arrests were made (an arrest rate of 64.4%).

Dyfed-Powys Police Survey 6 Update

In Survey 6 you were asked how you would prefer to receive information about your **Neighbourhood Policing Team (NPT) / Police Community Support Officers (PCSOs)**, because it is important to us that police resources are used as effectively as possible when trying to provide information to the community. The most popular methods were through local newspapers, leaflets / flyers to households, newsletters, information on local notice boards, and via police patrols. These results have been used to further publicise NPTs and PCSOs throughout Ceredigion:

"It is intended that we will insert a monthly 'NPT Update' in the local press. Unfortunately at present, due to the current economic climate and cost implications, we are unable to distribute leaflets / flyers to all households across Ceredigion. Newsletters covering North and South Ceredigion are currently a "work in progress", but community notice boards are already being utilised regularly. We are also trying to ensure that Neighbourhood Policing Officers are out on patrol as often as possible in order to interact more regularly with members of the public."
Sergeant Alison Rees, Ceredigion Division, Dyfed-Powys Police.

Keep a look out!

In 2011, Dyfed-Powys Police will be rolling out a newsletter across the Force area, which they are piloting on behalf of the Home Office. This will be available at key locations in the community, and online.

Dyfed-Powys Police Survey 6 Update

In Survey 6, you were asked to consider **Hate Crime**: Hate crimes are directed against people because of some aspect of who they are, most typically because they are from an ethnic minority or visible religious minority, or because of their sexuality. Hate crime covers a wide range of behaviour e.g. verbal abuse, racist or homophobic graffiti or physical assault. A crime can be classed as a hate crime if the victim or witness sees it as being so.

In Survey 6 you were asked whether you were aware of how you could report hate crime through the All Wales Third Party Reporting Initiative. 92% of you were not aware of how you could report hate crime, and only 36 of you were aware that Dyfed-Powys Police had specially trained Hate Crime Officers.

Reporting Hate Crime

You can report hate crime to an independent third party either through www.saferwales.com or by completing a Hate Crime reporting form which is available across Wales; at police stations and Local Authority public buildings e.g. libraries. You will have the opportunity to choose whether your information can be passed on to the police or other support groups. Hate crime hurts, it can be intimidating, confusing and frightening. By reporting it, you may be able to prevent these crimes from happening to you or someone else. If you are the victim of what you think is a hate crime, it is not your fault. You have the right to live your life free from abuse and violence, whoever you are. You do not have to live with hate crime.



Ceredigion County Council Survey 6 Update

In Survey 6 you were asked to consider features of **'Streetscene'**. The 'Streetscene' encompasses the whole environment that you see when travelling along streets and public spaces and the resulting services provided by the Council and partners that manage them.

- 'Streetscene' provides the environment for much of our community life.
- Clean, safe, accessible and attractive streets and open spaces are fundamental to a community.
- A clean environment is important for resident satisfaction.
- 'Streetscene' influences the public perception of all Council services and, if managed well, has the power to enhance its reputation.

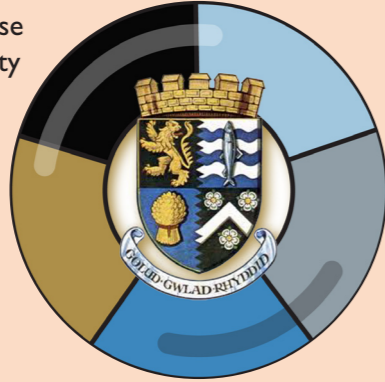
Your responses to the survey have provided us with valuable information that will influence how we prioritize and tackle 'Streetscene' issues throughout the county. It has proved very useful in understanding what the local community perceives as 'Streetscene' issues and will aid in formulating a programme of specific initiatives that will attempt to address them.

Ceredigion County Council Survey 6 Update

In Survey 6 you were also asked questions on the **Council's Improvement Objectives**. The information gathered from the survey results informed the Council when deciding on its Improvement Objectives, which are its priority areas for 2010-2011. From your responses, the Council agreed on five Improvement Objectives:

5. Improve the ways we safeguard those who are vulnerable in our community

4. Measures to protect and provide a sustainable environment.



3. Developing Education in Ceredigion

1. Transforming our services to be more effective for the citizens

2. The regeneration of Aberystwyth as a regional and national centre

Further information regarding how these will be achieved can be viewed in libraries or on the Council's website, www.ceredigion.gov.uk.

During the year, progress on achieving these objectives will be monitored by Cabinet.

The Citizens' Panel reports are presented to Cabinet for their consideration, and they value the responses in terms of future service provision.

If you have any queries for any of the Partner organisations you can access the organisations' websites or contact them on the details below:

Dyfed-Powys Police

<http://www.dyfed-powys.police.uk>

Non-emergency No.: 101

Outside Dyfed-Powys: 01267 222020

E-mail: ContactCentre@dyfed-powys.pnn.police.uk

Ceredigion County Council

<http://www.ceredigion.gov.uk>

Tel: 01545 570881

E-mail: reception@ceredigion.gov.uk

Hywel Dda Health Board

<http://www.hywelddalhb.wales.nhs.uk>

Tel: 01437 771220

Becoming a member

If you are not currently a member of the Ceredigion Citizens' Panel and would like to become one...

- Either contact Hannah Symons on the contact details below to request a recruitment form, or
- Complete the online form at <http://www.dyfed-powys.police.uk/en/whatwedo/citizenspanels/>

Well done for all your efforts and on behalf of each of the partner organisations,
THANK YOU!

If you would like to comment on any aspect of the Citizens' Panel, would like to change the format of your surveys, or to request a recruitment form please contact:

Hannah Symons, Research Officer,
Ceredigion Citizens' Panel, Citizen Focus Policing Services,
Dyfed-Powys Police, Llangunor, Carmarthenshire, SA31 2PF
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