

## Happy New Year and welcome to Issue 17 of Pembrokeshire Voice!

### A big thank you to all of you who returned our last questionnaire - 80% in total!

As ever, without your comments and input we cannot improve our services and try to make sure they match your needs and expectations. So don't forget to fill in survey 18 and send it back to us as soon as possible.

### Prize Draw

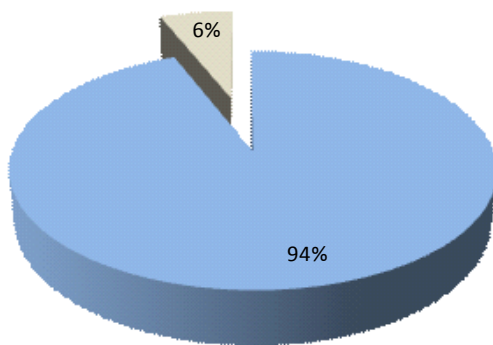
We are delighted to announce that the fifteenth winner of our prize draw was Mr Jennings from the Haverfordwest area – congratulations on behalf of all the partners involved!

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

## Survey 17 – Results

### Pembrokeshire County Council

Did you vote in the General Election on May 6th 2010?



■ Yes ■ No

94% of you voted in the General Election on May 6th 2010, the vast majority of you (76%) doing so in person.

In terms of encouraging you to vote in the future, the largest number of you said you always voted and felt that everyone should do so, as people in the past worked hard to gain this privilege. Some of you requested better information about candidates, along with a chance to meet and speak with them, while others suggested additional ways of voting; predominantly an online facility.

If you require this information in large print, Braille or audiotape, please telephone 01267 226639

# Dyfed-Powys Police

## How good a job do you think the police in your local area are doing?

65% of you thought the police in your area were doing a good or excellent job, 30% felt they were doing a fair job and 5% felt they were doing a poor or very poor job.

## Thinking of your local area, how big a problem is...

The largest number of you said that anti-social behaviour and drunk and rowdy behaviour were not very big problems in your local area (53% & 43% respectively). 40% of you did not feel that people using and dealing drugs was a problem in your area, while 29% did. 32% of you did not know if it was a problem.

## To what extent do you agree or disagree that the police in this area...

	Strongly agree	Agree	Disagree	Strongly disagree	Don't know
Can be relied on to deal with minor crimes	8%	51%	18%	4%	20%
Understand the issues that affect this community	10%	53%	12%	1%	24%
Can be relied on to be there when you need them	8%	50%	19%	4%	19%
Deal with the things that matter to people in this community	6%	50%	17%	2%	26%

### Update

Like all public sector organisations, Dyfed-Powys Police has recently entered a period of significant financial cutbacks and as a result of this we are reviewing the way that we deliver our services. However, we want to try and ensure that the service you receive from our officers is not undermined and where possible we will look to improve it.

The results from survey 17 show us what your perceptions of the police service are in each area of Pembrokeshire, and also helps us to make the best use of the resources we have. We want as many people as possible to be satisfied with the service we provide and feel confident that we are dealing with the issues that matter in your local community, because that is what effective neighbourhood policing is all about.

Many thanks for responding to our questions, which will help us to continuously improve policing services in your area.

## Domestic abuse awareness

### How many domestic abuse incidents do you think were reported to the police in Pembrokeshire last year (Apr 2009 - Mar 2010)?

41% of you thought that 251 - 500 domestic abuse incidents were reported to the police last year, followed closely by 35% who suggested 0 - 250 incidents. 28% (193 of you) knew someone who had been a victim of domestic abuse.

### Update

The actual number of incidents reported was 696, and of these 406 arrests were made (58%).

For more information and support you can contact the National Helpline on 0808 8010800, log on to [www.notyourfault.org](http://www.notyourfault.org) or contact the following groups locally; Cardigan Women's Aid - (01239) 615385 and Haverfordwest Women's Aid - (01437) 769564.

# Police Authority

---

The Police Authority engages with the community in a number of different ways, ranging from face-to-face meetings, through regular press releases and through its Facebook and internet sites; [www.facebook.com/dyfed.authority](http://www.facebook.com/dyfed.authority) and [www.dyfedpowyspoliceauthority.co.uk](http://www.dyfedpowyspoliceauthority.co.uk)

In recognising that we need to provide the public with information in a cost effective manner, the Police Authority has recently launched a Facebook page, and we wanted to gain your views on what information you would prefer to be posted on it. Therefore we asked you:

## Were you aware that the Police Authority has now set up its own Facebook profile?

93% of you were not aware that the Police Authority had its own profile, but said you would most like to see information about what the Police Authority are currently doing (74%), followed by current news affecting policing (68%).

## Update

In recognising your feedback, we are aiming to update the Facebook site at least twice a week on what the Police Authority are doing, as well as current issues affecting policing. We would also like to take this opportunity to invite you to add us as your friend on Facebook by looking up Dyfed Powys Police Authority's profile or by following the link: **[www.facebook.com/dyfed.authority](http://www.facebook.com/dyfed.authority)**

# Hywel Dda Health Board

---

## Volunteering for Health Scheme

'Volunteering for Health' is the name of a new project in the Hywel Dda Health Board, who were awarded a grant from the Big Lottery to set up and develop volunteering throughout health services in Pembrokeshire, Carmarthenshire and Ceredigion.

## Where do you think it would be helpful to have volunteers?

The top 3 places you thought it would be helpful to have volunteers were; general hospitals (71%), wards, clinics and reception areas (64%), and with Learning Disability Services (56%). And the top 3 activities you thought volunteers could do were as; outpatient escorts (79%), information desk volunteers (74%) and 'befrienders' (70%). The top three benefits you thought they would gain were in contributing to the community (83%), doing something useful with their spare time (78%) and work experience (71%).

## Update

Many thanks for your feedback, it is very useful and will help provide a baseline of information to measure the project against.

In response to your replies, the project has been working toward introducing volunteers to general hospitals by developing a variety of roles e.g. outpatient escorts, and is currently recruiting to fill these roles. Befriender roles are being developed in some wards in Witybush Hospital and the Community Resource Centre (South Pembrokeshire Hospital) in Pembrokeshire. Information desk volunteers are a role that the project feel would be beneficial and are also looking into. We are also working closely with Community Team Learning Disabilities across the 3 counties to fully integrate service users as formal volunteers.

## What type of things would make it difficult for people to volunteer?

The top three things you thought would make it difficult for people to volunteer were the distance to travel (83%), out of pocket expenses e.g. bus fare (69%), and knowing what's involved (60%).

For all volunteers who carry out roles under the project, out of pocket expenses are provided to support them. With all enquiries the team are happy to discuss opportunities and what is involved. In addition the team will provide information sheets on the volunteer role description, how to volunteer and other important information.

## Promoting the project

During the first year of the project it was very important not to raise expectations, therefore promotion has been gradual. Volunteering within the Health Board is about adding value, improving patient experience, and supporting staff. We are very careful when developing volunteering roles to make sure that 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 would like to find out more about volunteering within Hywel Dda Health Board, please contact Nia Gibbon/David Fretwell who cover the project in your area by emailing [HDd.VolunteerForHealth@wales.nhs.uk](mailto:HDd.VolunteerForHealth@wales.nhs.uk) or phoning 01267 244344 / 01437 771248. Information can also be found on our website; [www.hywelddahb.wales.nhs.uk](http://www.hywelddahb.wales.nhs.uk) under 'Initiatives and Projects'. In addition information can also be found at [www.volunteering-wales.net](http://www.volunteering-wales.net) and the Volunteer Centre at Pembrokeshire Association of Voluntary Services (PAVS) on 01437 769422.

## Transport to your nearest general hospital

The hospitals referred to in this section were Withybush, Glangwili and Bronglais.

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

40% of you said the distance from your home to your nearest general hospital was between 11 and 20 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
<b>Dial-a-Ride service</b>	5%	2%	6%	4%	3%	<b>81%</b>
<b>Volunteer Car Scheme</b>	2%	6%	14%	6%	3%	<b>70%</b>
<b>Non emergency Ambulance</b>	1%	3%	11%	6%	3%	<b>77%</b>
<b>Public transport</b>	14%	9%	21%	<b>23%</b>	17%	16%

The table above shows that the majority of you did not know or could not rate the availability of the Dial-a-Ride service (81%), non-emergency Ambulance transport (77%), and the Volunteer Car Scheme (70%). 23% of you rated the availability of public transport as fair, while 21% rate it as good.

When asked for further comments regarding transport to your nearest general hospital, the largest number of you said that you had no knowledge about alternative transport to hospitals, what the criteria was to obtain these or how to access them. You suggested that information should be sent with appointment letters, households should be leafleted, and information should be available in various places e.g. GP surgeries, local papers, Pembrokeshire Today and on the internet.

## Update - Innovative Transport Pilot

An innovative transport pilot project between the County Council and Health Board has been launched in Pembrokeshire. The project has seen a social care vehicle being available to transport patients home from Withybush Hospital, South Pembrokeshire Health & Social Care Resource Centre and Tenby Cottage Hospital.

This service is primarily used to provide transport for inpatients being discharged home and operates at key periods of the day, such as lunch times and early evenings. This ensures 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 social care 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.

Mandy Davies, Acute Services Manager at Hywel Dda Health Board said: "This project has been developed through close collaboration between health and social care staff, who wanted to improve the transport arrangements for patients."

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 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.

## Pembrokeshire Coast National Park Authority

---

In the current economic recession the National Park Authority is anticipating a significant reduction in its funding from the Welsh Assembly Government over the next three or four years. This may mean a combination of reducing costs by limiting or possibly stopping some services, and increasing income with additional charges. The Authority would like to minimise the impact of any changes on the general public.

We asked you to rate each of the following services in terms of importance, where 1 = most important and should have minimal reductions, and 5 = not important and could have significant reductions in funding.

The largest number of you rated the following services as **most important / minimal reductions**:

- Maintaining the Coastal Path National Trail, fully open and safe 71%
- Maintaining the public footpaths, cycle ways and bridleways within the Park 54%
- Working with the tourism industry to promote Pembrokeshire as an environmentally friendly holiday destination 50%
- Advising and assisting farmers and landowners to help conserve the natural habitats 29%
- Publishing leaflets and publications such as Coast to Coast to inform both residents and visitors about the area 29%

You rated the following services **midway** on the scale:

- Retaining the education and schools programmes at Carew Castle and Castell Henllys 34%
- Managing our woodlands and running a woodland centre in the Gwaun Valley 34%
- Running activities and events - guided walks, beach days etc 32%
- Keeping Information Centres in Tenby and St. Davids open all year 30%
- Advising and assisting owners to conserve historically important buildings and archaeological sites 29%
- Providing pre-application advice for planning applications 28%
- Developing a website and other digital methods of communication 27%

The Authority sells a variety of merchandise through its Information Centres and during the summer months also charges at its larger car parks, which are mostly used by visitors to the area.

Do you think the Authority should increase its charges and use the money to support its services?

67% of you didn't think the Authority should increase its charges and use the money to support its services.

## Updates and information

### 2011 Census coming to a letterbox near you

On 27 March 2011 all residential households in the UK will be taking part in a census. Since 1801, a day has been chosen every ten years for this purpose (except in 1941 during the war).



The census provides an excellent source of information about the population, enabling central and local government, health authorities and many other organisations to identify the need for housing, education, health and transport services for years to come. The police and fire service use census data to help communities, and put crime prevention measures in place for specific areas. It also feeds into the allocation of funding for local authorities, playing a major part in identifying the need for local services in communities.

When the questionnaire envelope comes through the door you'll easily recognise it by the purple 2011 Census logo. Take care of it, as it is crucial the population estimate is as accurate as possible.

The 2011 Census doesn't want anyone to fall behind – so there is a wide range of help options available such as language guidance booklets, large print format, Text Relay and census staff, as well as online help, and telephone call centres. If, like many people, you want to complete the questionnaire online, your individual internet code is on the front of the questionnaire.

More information about the 2011 census can be found at: [www.census.gov.uk](http://www.census.gov.uk)

For information about full or part employment, visit [www.censusjobs.co.uk](http://www.censusjobs.co.uk)

**If you would prefer to receive your survey and newsletter online or would like to comment on any aspect of the Citizens' Panel**

**please contact:** Zoë Thomas, Project Manager

Pembrokeshire Citizens' Panel, Corporate Services, Dyfed-Powys Police  
Llangunor, Carmarthenshire, SA31 2PF

**Telephone:** (01267) 226639 **Fax:** (01267) 233634

**E-mail:** [zoe.thomas@dyfed-powys.pnn.police.uk](mailto:zoe.thomas@dyfed-powys.pnn.police.uk)

We very much appreciate your contribution to the Panel  
so on behalf of each of the partner organisations, THANKS!



Parc Cenedlaethol Arfordir Pembrokeshire Coast National Park

