

# Welcome to Issue 9 of Pembrokeshire Voice, Pembrokeshire Citizens' Panel's newsletter!

**A big thank you to all of you who returned our last questionnaire, which asked for your opinions on a number of topics including Recycling, Social and Community Care, Dyfed-Powys Police, Fire and Rescue Services and Dyfed-Powys Probation Area.**

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

The Pembrokeshire Coast National Park Authority has recently joined the Pembrokeshire Citizens' Panel. The Panel now consists of five partners. The Pembrokeshire Coast National Park was designated in 1952 under the National Park and Access to the Countryside Act 1949. The Pembrokeshire Coast National Park Authority was created as a free standing special purpose local authority under the 1995 Environment Act. The purposes of the Authority are to conserve and enhance the natural beauty, wildlife and cultural heritage of the park area; promoting opportunities for the understanding and enjoyment of the special qualities of the area by the public and to seek to foster the social and economic well being of local communities.

## Prize draw - Congratulations!

We are delighted to announce that the seventh winner of the Pembrokeshire Citizens' Panel prize draw was from the Crymch 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 complete survey 10 and return to us as soon as possible. It's really that easy!



## 'Pembrokeshire' Voice' on the Web

Information about Pembrokeshire Voice is now on each of the partner's websites. To take a look, go to

[www.pembrokeshire.gov.uk](http://www.pembrokeshire.gov.uk)

[www.pdt-tr.wales.nhs.uk](http://www.pdt-tr.wales.nhs.uk)

[www.pembrokeshirelhb.wales.nhs.uk](http://www.pembrokeshirelhb.wales.nhs.uk)

[www.dyfed-powys.police.uk](http://www.dyfed-powys.police.uk)

[www.pcnpa.org.uk](http://www.pcnpa.org.uk)

# Survey Nine - Results

## Recycling in Pembrokeshire

### Update

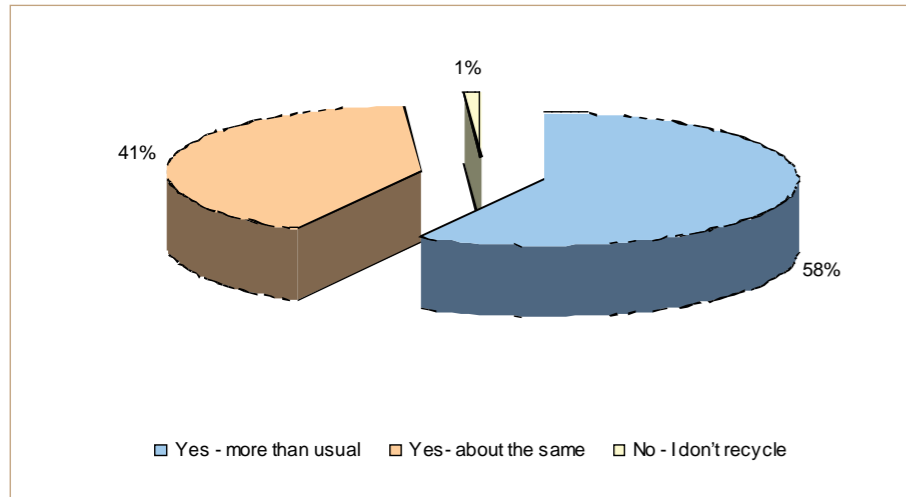
We were very encouraged by what you told us about the ways and frequency with which you recycle. Nearly three-quarters of you (71%) said that you use the orange bag scheme on a weekly basis. Over a quarter of you (26%) use one of our six civic amenity sites on a monthly basis. Just under a third of you (29%) recycle at one of our 166 recycling points about once a month. 60% of you home compost on a weekly basis.

### What could be done to encourage you to recycle more?

#### The top three answers given were:

• Expand the range of what is collected at kerbside	77%
• I already recycle as much as possible	53%
• More civic amenity sites and/or recycling points	23%

### Did you recycle the additional waste produced by your household over the Christmas period?



58% of you said that you had recycled more than usual over the Christmas period, 41% recycled about the same amount and 1% said they did not recycle.

### Update

We are working hard to try and encourage residents and businesses to recycle whenever possible. A new handbook "Waste Not Want Not" has recently been distributed to every household in the County, with handy hints and tips about waste and recycling.

Further information, help and advice can be found on our website at [www.pembrokeshire.gov.uk/wasteandrecycling](http://www.pembrokeshire.gov.uk/wasteandrecycling)

# Access to community care services

Below are a series of statements about the services provided by community care. Please tell us if you agree or disagree with each statement.

	Strongly agree	Agree	Disagree	Strongly disagree	Don't know
There is a good range of community care services available	4%	32%	6%	2%	57%
There is good quality information available on the services provided	2%	21%	19%	5%	53%
This information is available in the right places	2%	21%	17%	3%	56%
I would know how to go about contacting community care for advice and support if it were needed	4%	39%	23%	5%	29%
I would feel comfortable approaching community care for advice and support if it were needed	10%	55%	7%	1%	26%

Over half of you said that you did not know if there was a good range of Community Care services available (57%), if the information was available in the right places (56%) and if there was good quality information available on the services provided (53%).

55% of you agreed that you would feel comfortable approaching Community Care for advice and support and 39% agreed that they would know how to go about contacting Community Care for advice and support if needed.

### Update

#### Withybush General Hospital – Survey 8

A big thank you to everyone who offered to be involved with the focus groups in health. We were quite overwhelmed with how many of you were interested and were able to organise a series of discussion groups around the planned changes to emergency services, smoking at the hospital and quality of services. The discussion in each of the groups was extremely useful and will be invaluable in helping make sure that plans for the future are informed by the public view.

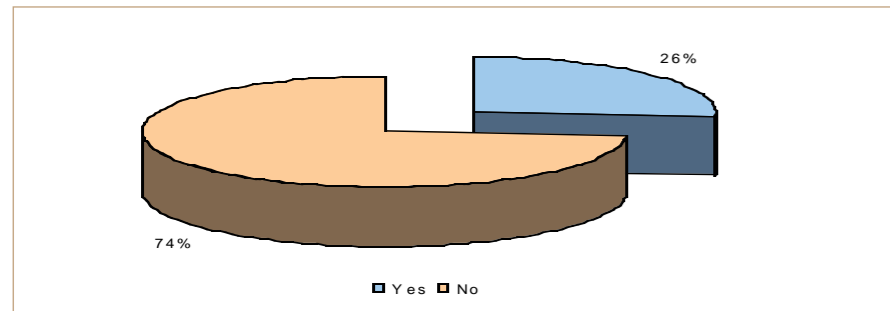
#### Hywel Dda NHS Trust

The Trust was officially formed on April 1st 2008 following the merger of the former Carmarthenshire, Ceredigion & Mid Wales and Pembrokeshire & Derwen NHS Trusts. Hywel Dda NHS Trust is responsible for delivering healthcare to a population of 372,320 people across Carmarthenshire, Ceredigion and Pembrokeshire.

The Trust has responsibility for four acute hospitals - Bronglais General Hospital, Prince Philip General Hospital, West Wales General Hospital and Withybush General Hospital - as well as acute, community, mental health and learning disabilities services across the mid and south west Wales area.

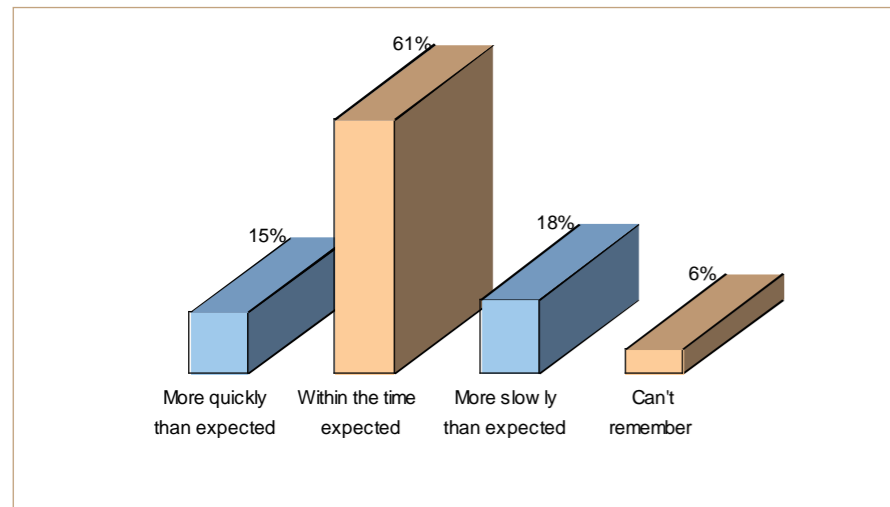
# Dyfed-Powys Police Communications Centre

Have you made a telephone call to the Police in Dyfed-Powys within the last 12 months?



74% (or 438 respondents) of you had not made a telephone call to the Police in Dyfed-Powys within the last 12 months, while 26% (or 157 respondents) had.

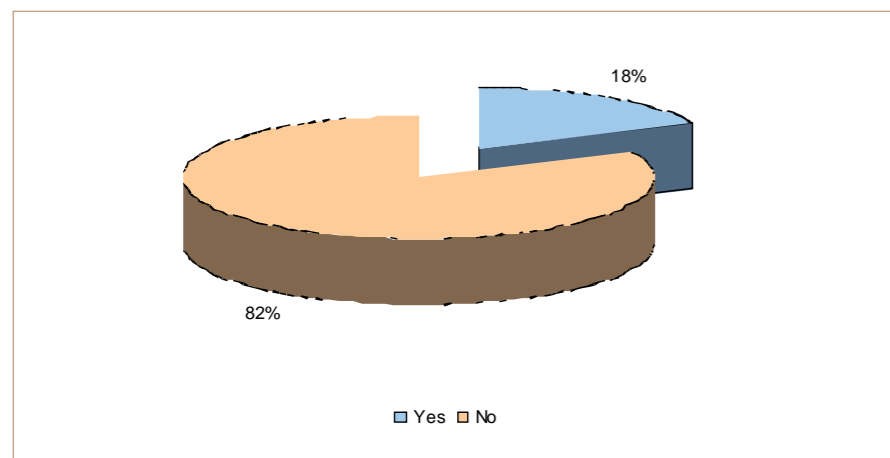
When your call was answered, you stated that it was:



61% (93 respondents) of you said that your call was answered within the time expected, 18% (27 respondents) felt it was answered more slowly than you had expected, 15% (23 respondents) felt it was answered more quickly than expected and 6% (9 respondents) of you did not know or could not remember.

## Police Stations

Have you visited a police station in the last 12 months?



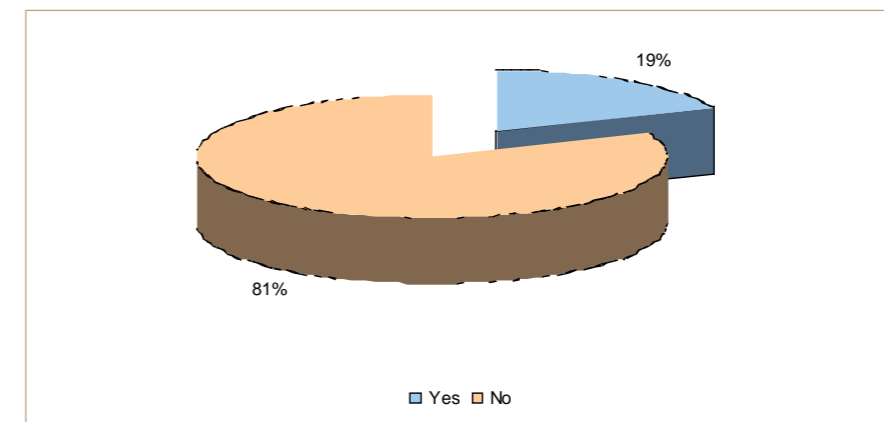
82% (494 respondents) had not visited a police station in the last 12 months, while 18% (109 respondents) had.

Your reasons for visiting were as follows:

To report lost or found property	(19 respondents)
To ask for advice/directions/information	(13 respondents)
To give a statement	(10 respondents)
To report a disturbance/nuisance/noise	(9 respondents)
To report a traffic related matter (not an accident)	(9 respondents)
To produce your documents	(9 respondents)
To report a crime	(7 respondents)
To report a road traffic collision	(7 respondents)
To give the police information	(7 respondents)
To report an animal related matter	(6 respondents)
To tell the police your home would be empty	(4 respondents)
To answer bail	(1 respondent)
Don't recall	(1 respondent)

## Mobile Data

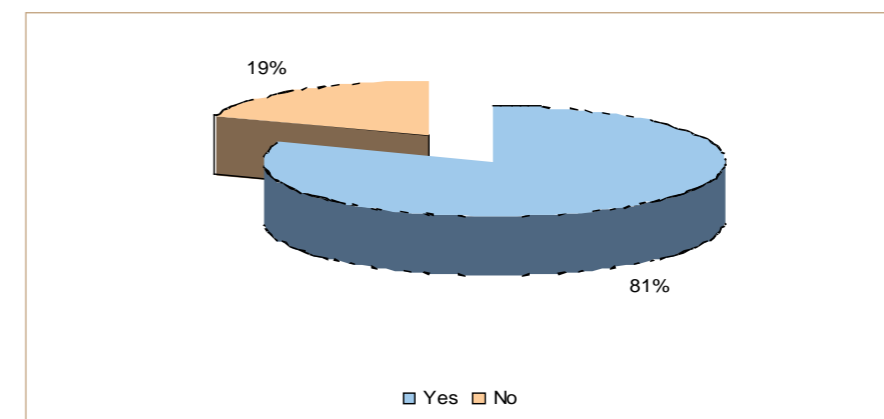
Did you think that Dyfed-Powys Police officers on operational patrol already used mobile computers?



Prior to receiving our questionnaire, 81% of you did not think that Dyfed-Powys Police officers used mobile computers whilst on operational patrol, while 19% of you did.

## Fire and Rescue Service

Did you know that the Fire Service carry out Home Fire Safety checks free of charge to households?



81% of you were aware that the Fire Service carried out Home Fire Safety Checks free of charge, while 19% of you were not.

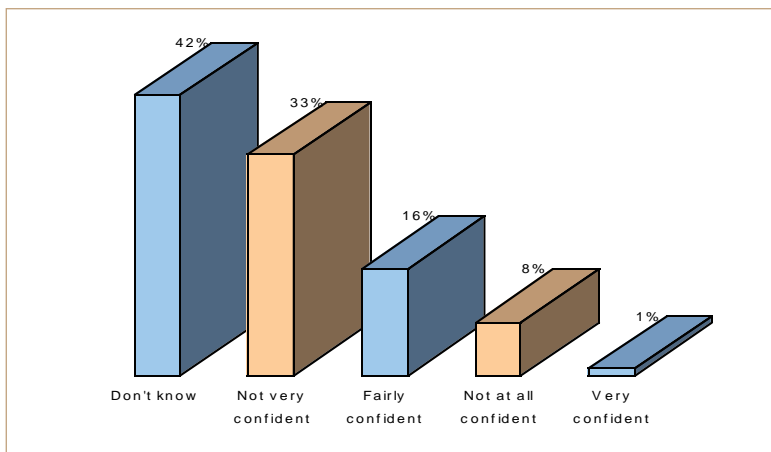
# Dyfed Powys Probation Area

In terms of how resources are used, please rank these six programmes in order of importance, for protecting the public and reducing re-offending, where 1 = low and 6 = high.

You ranked the six programmes for protecting the public as follows. They are listed in order of importance:-

- 1 Sex offender programme
- 2 Offender substance abuse programme
- 3 Offending behaviour programme (one-to-one)
- 4 Drink impaired driver's programme
- 5 Integrated domestic abuse programme
- 6 Thinking skills, affecting behaviour programme (group work)

How confident are you that the Dyfed-Powys Probation Area is effective at preventing offenders from re-offending?



42% of you did not know how effective Dyfed Powys Probation Area was at preventing re-offending. 33% were not very confident, 16% were fairly confident, 8% were not at all confident and 1% were very confident.

## Update

The Dyfed Powys Probation Trust Chief Executive, Caroline Morgan, has reported the findings of the 9th survey to the Trust's Communications Group and staff so that the work of the new Trust, established on 1st April 2008, makes good use of the feedback. Replies to the questions on offender assessment and accredited programmes have been used in the Trust's 2008/09 Annual Plan and more generally Citizens' Panel feedback has featured in the Trust's Annual Report. Clearly, from the comments received, the National Probation Service needs to publicise its work to a much greater extent and the suggestions about how to do this were both helpful and encouraging.

## Panel News

Congratulations from the partner organisations to our Project Manager Zoë Thomas on the birth of her baby boy, Brion Thomas! Whilst Zoe will be on maternity leave, Mel Williams will be her replacement.

**If you would like to comment on any aspect of the Citizens' Panel,**

**please contact:** Mel Williams, Temporary Project Manager

Carmarthenshire & Pembrokeshire Citizens' Panels

Corporate Services, Dyfed-Powys Police

Llangunon, Carmarthenshire, SA31 2PF

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Many thanks for all your efforts and on behalf of each of the partner organisations, THANKS!

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

