

## Welcome to Issue 19 of Pembrokeshire Voice!

A big thank you to all who returned our last questionnaire - 79% 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 20 and send it back to us as soon as possible.

### Prize draw

We are delighted to announce that the winner of our prize draw was Mr Fenwick from the Llanreath 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 20 and send it back to us as soon as possible. It's really that easy!

### Newsletter format:

Due to the current financial climate and the need for efficiency savings by all public sector bodies, you will notice that we have changed the format of our newsletters and are also reducing the number we print.

With that in mind, if you would like to receive your survey and newsletter online, please contact the Project Manager on the contact details below.

**Please contact:**

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

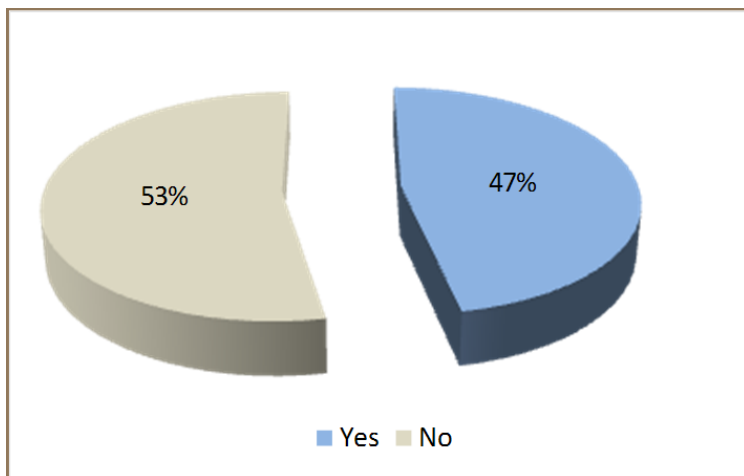
# Survey 19 - Results

## Pembrokeshire County Council

### Civil Parking Enforcement (CPE)

80% of you were aware that Pembrokeshire County Council was taking over the management and enforcement of 'on' and 'off' street parking, while 20% (130 of you) were not.

Since the introduction of CPE, have you seen a difference in parking and traffic management in your local community?



53% of you said you hadn't seen a difference in parking and traffic management in your local community since the introduction of CPE, while 47% (304 of you) had.

Of those who had, the split between those who felt the effect was positive and negative, was even.

Of those who felt it had a positive effect, the largest number believed that CPE had improved the flow of traffic through towns; as people now considered where they parked and did so in accordance with regulations, therefore leading to less obstructive and illegal parking.

Of those who felt it was negative, the largest number referred to the effect on local businesses, as shoppers could not 'pop in' quickly or were disinclined to shop in areas affected by the new regulations. You felt this was and would continue to be detrimental to smaller shops and businesses, and pushed people towards larger supermarket chains, where parking was free.

Were you aware of the Parking Services section on the Council website?

85% of you were not aware of the new Parking Services section on the Council website, while 15% (94 of you) were. If you have an enquiry or would like to view this section, please go to [www.pembrokeshire.gov.uk/parking](http://www.pembrokeshire.gov.uk/parking).

### Roads and Transport

On a scale of 1 - 5, how important do you think each of the following are in terms of roads and transport generally?

	1 - very important	2	3	4	5 - not important
New infrastructure (roads / bridges)	29%	28%	28%	7%	8%
Maintenance	72%	23%	4%	1%	0%
Road safety improvements	47%	35%	15%	3%	1%
Public transport enhancements	37%	38%	19%	5%	1%
Walking and cycling facilities	29%	32%	25%	10%	3%
School travel plan development	33%	34%	25%	5%	3%
Business/organisation travel planning	19%	35%	33%	10%	4%
Parking provision	41%	36%	19%	4%	1%
Car sharing	18%	27%	32%	14%	9%

In terms of funding, please rank the following aspects in order of priority, where 1 = highest priority and 9 = lowest priority.

With regard to funding, you ranked the aspects given in the following order of priority:

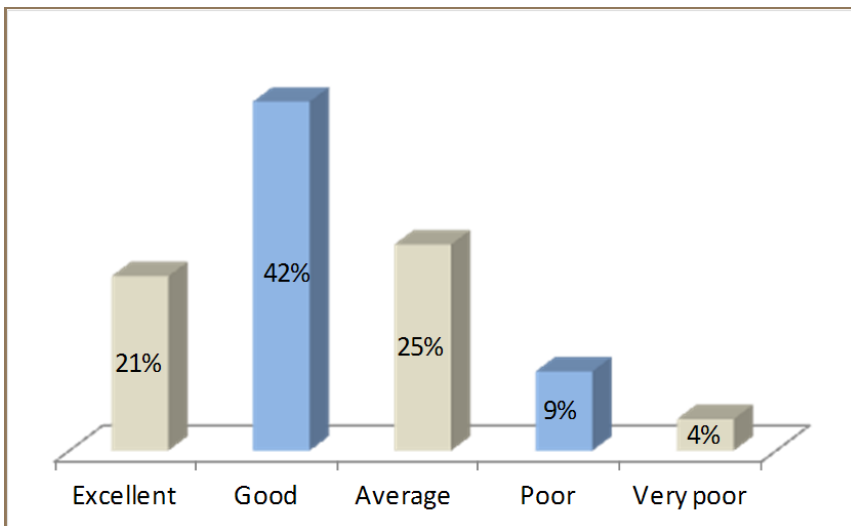
- (1) Maintenance
- (2) Road safety improvements
- (3) Public transport enhancements
- (4) Parking provision
- (5) School travel plan development
- (6) New infrastructure (roads/bridges)
- (7) Walking and cycling facilities
- (8) Business/organisation travel planning
- (9) Car sharing

## Pembrokeshire Produce Direct

Pembrokeshire Produce Direct; [www.pembrokeshireproducedirect.co.uk](http://www.pembrokeshireproducedirect.co.uk) is an online service which provides fresh local produce delivered directly to your door.

53% of you were aware of Pembrokeshire Produce Direct, however only 11% had previously placed an order with them.

The majority of you rated their website as good or excellent in terms of; the range of products available (81%), use of language (75%), ease of use (74%), and look and feel (70%). You also rated placing an order via the website as good or excellent in terms of; searching for items (75%), adding/removing items from a basket (66%), and making a payment (66%).



In terms of value for money, 42% (22 of you) rated it as good, 25% (13 of you) as average, and 21% (11 of you) as excellent. 7 of you rated it as poor or very poor.

If you haven't already placed an order with Pembrokeshire Produce Direct, what would be the biggest factor preventing you from doing so?

The top 3 factors highlighted by you were: 1) cost 2) the quality of produce; in terms of preferring to see goods before purchasing them and 3) not having access to a computer, the internet or disliking shopping *online*.

In terms of the current £4.50 delivery charge to anywhere in Pembrokeshire and the immediate surrounding area, 59% of you felt this was reasonable, 30% felt it was expensive, and 11% felt it showed value for money.

If you would like to know more about Pembrokeshire Produce Direct; please go to their website - [www.pembrokeshireproducedirect.co.uk](http://www.pembrokeshireproducedirect.co.uk)

### Update

If you requested our **Pembrokeshire Today online magazine** and provided us with your email address, you should have already received July and August's editions.

If you have not received these or would now like to, please contact Philippa Dodd on 01437 775852, email [philippa.dodd@pembrokeshire.gov.uk](mailto:philippa.dodd@pembrokeshire.gov.uk) or log on to [www.pembrokeshire.gov.uk](http://www.pembrokeshire.gov.uk).

## Dyfed-Powys Police

### Communications Centre

These questions are asked annually in order to find out if the service has improved and what further developments you feel may need to be made. In this edition we have updated you on how the results compare to those asked initially in 2006.

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

74% of you had not made a telephone call to Dyfed-Powys Police within the last 12 months, while 26% (173 respondents) had. The vast majority of you called only once before getting through, *which has been consistent since 2006.*

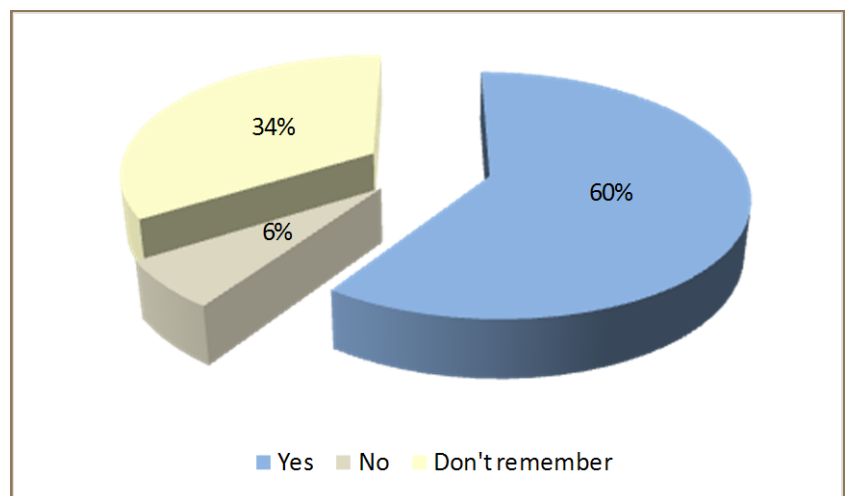
#### When your call was answered, was it...?

65% of you felt your call was answered within the time expected, 18% more quickly than expected, 12% more slowly than expected, and 4% could not recall. *Again, these results have been consistent since 2006, with the highest number of members feeling that their call was answered within the time expected.*

#### Did you receive a bilingual greeting?

60% of you said you received a bilingual greeting, 34% could not remember and 6% (10 members) said you had not.

*Drawing on your feedback, the number of you receiving a bilingual greeting has almost tripled since 2006.*



### Public Perceptions - Priorities

The results of the 'Public Perception – Priorities' questions included in survey 19 are still being analysed, and will be reported upon in the next issue of the newsletter. Your views will be used to help set the priorities for Dyfed-Powys Police for 2012/13.

### Update - Survey 18 (February 2011)

#### Disability Harassment

On December 3rd 2009; International Day of Disabled People, the Equality and Human Rights Commission announced its intention to conduct a formal inquiry into the actions of public authorities to eliminate disability-related harassment and its causes.

In December 2010, the four Welsh Police Forces, led by Dyfed-Powys Police's Deputy Chief Constable Jackie Roberts (All-Wales Lead for Equality), were interviewed by the Commission as part of the Inquiry. During winter 2010/11, the Inquiry team held over 72 interviews, 54 hearings with public authorities and transport operators, and 12 meetings with disabled people and their organisations across England, Scotland and Wales.

The Commission launched **Hidden in Plain Sight**; the Inquiry's final report in September 2011, which you can view on [www.equalityhumanrights.com](http://www.equalityhumanrights.com), or can request by phoning **0845 604 8810** or by textphone **0845 604 8820**.

In order to conduct our own research into disability-related harassment, Dyfed-Powys Police has been asking Citizens' Panel members across Pembrokeshire, Carmarthenshire and Ceredigion to tell us about any experiences they may have had or heard about. Thank you for your responses; we will inform our Hate Crime Support Officers about your feedback.

## Hywel Dda Health Board

### Your health services

**Hywel Dda Health Board is committed to working in partnership with local communities to ensure we can deliver world class quality care. We need to work more closely with the people we serve, and this includes a continuous dialogue about changes and developments to health services. We would like to share information and hear your views about health services.**

Do you feel that you have enough information about your Health Board and the health services it provides? 36% of you were *fairly* or *very* well informed about the Health Board and the health services it provided, however 27% did not feel that it provided much information at all. 25% felt it provided limited information about specific subjects, and 12% said you 'didn't know'.

How interested are you in hearing about health services and health developments in your area? 63% of you were *fairly* or *very* interested in hearing about health services and health developments in your area. 15% 'didn't know', 11% were not at all interested, and 10% were interested in hearing about specific subjects.

When asked what you would like to learn more about, the top 2 requests were; general or *all* information regarding what services were available; particularly those local to you, and proposed developments and/or changes to health services; predominantly regarding Withybush Hospital and local services.

How would you prefer to learn more about the Health Board and the health services it provides? The top 5 places where you would prefer to learn more were as follows. (Please note that as this was a multiple choice question, the percentages will not add to 100%)

(1) GP surgeries	~	54%
(2) Newsletter by post	~	37%
(3) Local press/radio	~	36%
(4) Pharmacies	~	33%
(5) Leaflets	~	28%

Do you feel you have enough involvement with your Health Board and the health services it provides? 69% of you *did not feel* you were involved with the Health Board and the health services it provided. 13% felt you had some involvement about specific subjects, and 11% of you were *fairly* or *very* well involved.

Would you like to become more involved with your local health services?

57% of you would like an opportunity to feedback from home e.g. surveys, 49% would like to sign up for a regular postal newsletter, 33% would like to sign up for a regular newsletter by email, and 29% of you would like to feedback through activities e.g. focus groups and forums. (Again, please note that as this was a multiple choice question, the percentages will not add to 100%)

**Siarad Iechyd/Talking Health**, a new involvement and engagement scheme, has officially been launched by Hywel Dda Health Board. The scheme aims to give staff and local people an opportunity to have their say on how local health services are planned, developed and delivered. It is open to anyone who uses health board services or who lives in Pembrokeshire, Carmarthenshire and Ceredigion.

Members will receive regular newsletters and updates on health services and will be able to take part in ongoing discussions about health matters through events, readers' panels, interest groups, surveys and volunteering. There are also a number of health benefits and incentives that members will receive, which will help them improve their own health. Chairman, Chris Martin said: "We value the views of local people and want them to get involved – not only to improve their own health but also healthcare services over the next ten years."

For more information and to download an application form please visit the Siarad Iechyd/Talking Health website: [www.siaradiechyd.wales.nhs.uk](http://www.siaradiechyd.wales.nhs.uk) / [www.talkinghealth.wales.nhs.uk](http://www.talkinghealth.wales.nhs.uk). You can also contact us by telephone on 01554 779 510 or write to us at FREEPOST HYWEL DDA HEALTH BOARD.



## Pembrokeshire Coast National Park Authority

### Exercise

62% of you said you exercised regularly by walking 2 miles or longer, at least once a week, however the vast majority of you (91%) didn't cycle 5 miles or more, at least once a week.

### Coast to Coast

68% of you used the *Coast to Coast* newspaper during the summer months. The sections you found most useful were; general information on what to do, and specific information on events.

### Cultural Tradition

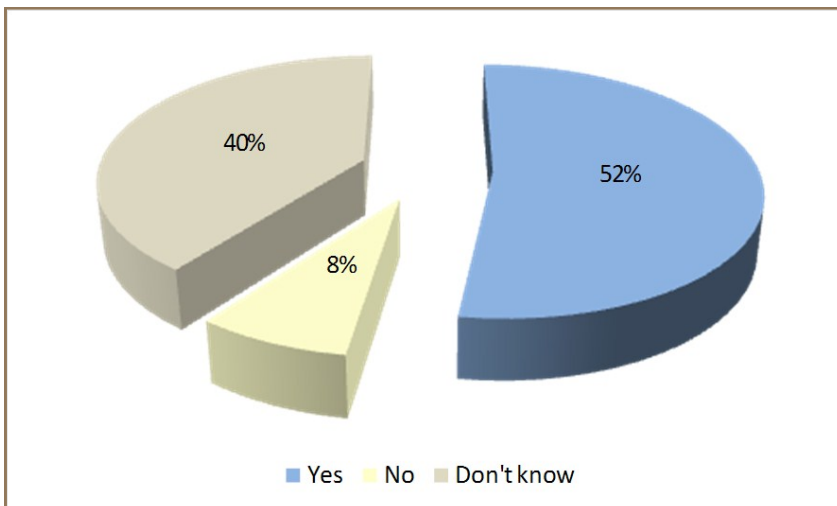
81% of you thought that Pembrokeshire had a strong cultural tradition, and the top 3 elements you believed were important to retain were; 1) historic buildings, traditional architecture and archaeological sites etc. 2) pride in Pembrokeshire and 3) community activities.



## Pembrokeshire College

How important or unimportant do you think the College is as a local service?

91% of you rated the College as a *very* or *fairly important* local service, and over half of you rated the service it provides as *good* or *very good* (55%); while 35% of you hadn't used the service.



Do you feel the College offers courses that meet the needs of local people?

52% of you felt the College offered courses that met the needs of the local people, however 34% of you thought that more courses should be available.

Overall, what is your opinion of the College's educational standards?

25% of you believed the College offered a wide range of courses, 22% felt it offered a realistic alternative to A-levels, while a further 22% simply said you didn't know. 14% of you thought it provided higher educational standards than local schools, 12% felt it had equal status to local schools, 3% (36 of you) felt it was mainly for 'drop outs', and 2% (26 of you) felt it had lower

## Update

The College's primary focus is to ensure that the education and training needs of individuals, businesses and local communities throughout Pembrokeshire are met. Responses from survey 19 were used to gain an insight into local people's views of the educational opportunities available and to help plan future developments at the College.

Some of you also asked for information about **Extended Diplomas**, which we mentioned in the survey. Although A-levels remain the traditional route to university, BTEC Extended Diplomas are gaining popularity as an alternative, more practical method of studying at advanced level and entry onto university courses – especially for specialist degrees such as engineering and art and design. A BTEC Extended Diploma is the equivalent of three A-levels.

For more information on the College please go to [www.pembrokeshire.ac.uk](http://www.pembrokeshire.ac.uk)