

CARMARTHENSHIRE VOICE newsletter



Carmarthenshire Citizens' Panel celebrates its 10th anniversary!

Mark James; Chief Executive (Council), Chief Supt. Steve Mears (Police) and Trevor Purt, Chief Executive (Health Board) all took part in the Panel's 10th anniversary celebrations by cutting our birthday cake and sharing it with members of the Local Service Board.



Panel member, Gareth Payne said; 'I enjoy taking part as it is a good example of grass roots democracy. Whilst it is not always possible to respond to all questions, it is good to know that we have a voice.'

Over the past 10 years almost 4,000 Carmarthenshire residents have been members, helping the partners to gather valuable information on numerous issues and influencing how local services are delivered.

The Panel is a successful example of partnership working in the public sector, which means that we work together more efficiently and effectively and perhaps most importantly, save money; which is vitally important in the current climate.

It is largely due to the time and commitment you and previous members have given in providing us with your views about living in Carmarthenshire and the services we provide, that we are able to identify where we need to improve and how to make the best use of the resources available to us.

Thank you, one and all!



CARMARTHENSHIRE CITIZENS' PANEL

A DIFFERENT FORMAT?
If you require this information in large
print, Braille or on audiotape, please
telephone 01554 742304

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AND THE WINNER IS....

Thank you to everyone who took part in our last survey – 71% in total. As a mark of our thanks, we enter each returned survey into a prize draw. The draw for survey 31 has already taken place and our winner, Ms Desscan from the Carmarthen area, is now £50 richer!

If you want to be in with a chance of winning £50 in our next draw, fill in survey 32 and send it back us as soon as possible - it's really that easy!



CARMARTHENSHIRE COUNTY COUNCIL

Homeshare

Homeshare is a very simple idea. It is essentially an exchange of services - the exchange of housing, for help in the home.

A householder offers accommodation to a homesharer, in exchange for an agreed level of support, which may be help with household tasks, financial support or both. Homeshare is essentially an exchange that recognises that two people have needs and something to offer. There is no Homeshare scheme in Carmarthenshire currently and we are conducting preliminary research to find out whether there is a need for one to be set up.

A small number of you were or knew of someone who would be interested in participating in a Homeshare scheme. The largest number of you felt the positive aspects of the scheme would lie in providing companionship and a social element for people, thus combating loneliness, followed by practical help, and providing someone with a home.

In terms of negative aspects, the largest number of you felt 'homesharers' could be incompatible e.g. a conflict of personalities. This was followed by those who highlighted the need for strict vetting and monitoring, and concerns about one party being taken advantage of, and the scheme or person exploited.



Arts and Culture

In order to plan for the future of the Council's arts and culture facilities (museums, art galleries and festivals / events) we asked you a series of questions to find out your current use and perception of these facilities. Just over a half of you (51%) said that you or a member of your household had visited an arts or cultural event in Carmarthenshire in the last 12 months, the top 3 activities being; cinema, theatre and art and craft exhibitions.

Do you agree or disagree that Carmarthenshire's arts and cultural activities and facilities are...?

You agreed that they were safe places and well organised (91%), attractive to visit or attend (86%), well maintained (85%), easily accessible (83%), and easy to get to (80%). However, the proportion agreeing that activities were well promoted was considerably less (53%).



Lack of information (36%) topped the list when we asked you what aspects would discourage you and your household from visiting or attending arts and cultural activities in Carmarthenshire, this was followed by a lack of interest (24%) and parking difficulties (22%). Better promotion (47%), more varied programmes (32%) and better incentives (25%) would encourage you to attend more often.

Pleasingly, a high proportion of you said that you were satisfied with arts and cultural activities and facilities provided within Carmarthenshire (77% respectively).

Update

The comments you've supplied are important in the provision of the county's arts development. Staff involved in the arts and theatres use this information, along with venue feedback, to inform decisions on matters such as the impression our services are making, the most effective ways of making our programmes known, and what we can do to improve our services. The Council seeks to guarantee access to all residents for arts and cultural activities but is not necessarily the provider. The Citizens' Panel therefore also gives us a picture of how arts and cultural provisions are received across Carmarthenshire.

Your comments regarding what it's like to experience our and other providers' facilities helps inform our long term plans for improvement, thus enabling us to decide on priorities. For instance comments regarding the Lyric Theatre seating helped us prioritise new seating, when planning its refurbishment and technical improvements.

Panel members will be interested to know that in general 94% of you tend to agree that theatres and galleries are important, and 86% believe the Council should encourage involvement in arts and culture.



Living in Carmarthenshire

How satisfied or dissatisfied are you with your neighbourhood (village/town) as a place to live?

45% of you were satisfied with your neighbourhood as a place to live, and 43% were very satisfied. 22 of you were dissatisfied, and 7 were very dissatisfied. The largest number of you were satisfied or very satisfied with each of the following in Carmarthenshire; shopping (88%), leisure facilities (60%) and transport/bus services (40%).

How satisfied or dissatisfied are you with each of the following in your area?

	Very satisfied	Satisfied	Neither	Dissatisfied	Very dissatisfied	No opinion / don't use
GP	47% (237)	39% (198)	5% (26)	6% (29)	1% (7)	1% (5)
Dentist	33% (161)	34% (169)	10% (50)	12% (60)	5% (25)	6% (29)
Pharmacist	58% (291)	37% (184)	2% (10)	2% (9)	0% (0)	1% (5)
Optician	40% (199)	45% (221)	8% (40)	3% (14)	0% (2)	4% (21)
Local hospital	35% (173)	41% (207)	12% (59)	7% (35)	2% (9)	4% (18)

Integrated Community Strategy for Carmarthenshire 2011-16

The Integrated Community Strategy has one overarching vision which is; 'Enabling people to live healthy and fulfilled lives by working together to build strong, bilingual and sustainable communities.'

76% of you tended to or strongly agreed that the overarching vision should be aspired to and 11% (56 of you) tended to or strongly disagreed.

The Integrated Community Strategy has 5 outcomes that contribute to its overarching vision. To achieve each outcome, there are underlying goals that we will work towards as partnerships, across the whole county. We asked you to rank the goals for each of outcomes:

You ranked *Ensuring each child has the best start in life* as the most important goal under the outcome **"People in Carmarthenshire are healthier"**.

You ranked *Improving skills and training to increase employment opportunities for all* as the most important goal under the outcome **"People in Carmarthenshire fulfil their learning potential"**.

You ranked *Safeguarding children and young people from abuse, victimisation, neglect and exploitation* as the most important goal under the outcome **"People who live, work and visit Carmarthenshire are safe and feel safer"**.

You ranked *Reducing waste and moving towards becoming a zero-waste county* as the most important goal under the outcome **"Carmarthenshire's communities and environment are sustainable"**.

You ranked *Creating high quality jobs across the county through development and investment* as the most important goal under the outcome **"Carmarthenshire has a stronger and more prosperous economy"**.

Update

Many thanks to all of you who took part in consultation on the Integrated Community Strategy; the results from the Citizens' Panel have been an important part of our consultation. We have discussed all of the feedback that we received and the Strategy has been revised and updated. Many ideas and suggestions will be presented to our Strategic Partnerships, so that they can discuss feedback from the Citizens' Panel.

The Strategy has been approved by the Local Service Board and is now working its way through the Council's committee process. We will be launching the Strategy in July and a comprehensive consultation report will also be prepared. In light of comments from the public, a Summary version has also been prepared. We will be monitoring the work closely across the whole county and preparing an annual report on progress.

VOICE

DYFED-POWYS POLICE

Your priorities for police spending

In October 2010, the Government published its Comprehensive Spending Review of all public services. The amount of money received by the Force in central government grants by 2014-15 will be the same in cash terms as it was in 1996-97, and the same in real terms as in 1986. To achieve these savings, decisions will have to be made about how Dyfed-Powys Police spends its money. Therefore, we would like to know what your priorities are for the service you receive from Dyfed-Powys Police.

Which of the following main areas of police spending do you think...?

We gave you a list of the main areas of police spending and asked you which you thought should be protected from any cuts, to which the majority of you (81%) said the number of police officers.

In terms of which areas should be cut to meet the budget deficit, over half of you suggested both the number of staff in support functions e.g. IT, Finance or HR and senior staff, and the number of senior police officers (56% & 53% respectively).

As you may know, some of your Council Tax helps to fund Dyfed-Powys Police. This amounts to £3.49 per week for a typical Band D property.

How willing or unwilling would you be to pay an additional amount to your Council Tax per week to protect services provided by your Police Force?

	15p	16p - 30p	31p - 45p	46p - 60p	60p - £1
Very willing	53%	29%	16%	10%	14%
Fairly willing	22%	31%	18%	9%	4%
Not very willing	7%	14%	24%	20%	11%
Not at all willing	13%	23%	38%	55%	65%
Don't know	4%	3%	4%	5%	6%

How important is it that...?

The vast majority of you (82% & 83% respectively) felt it was very important that Dyfed-Powys Police should retain its performance in having the lowest crime levels and also having the highest detection levels, of any force in England and Wales.

Update

Currently, as part of its requirement to make savings of around £11 million over the next 4 years, the Force is looking at how we deliver our policing services across the whole of the Dyfed-Powys area. As part of this work, the Force and Police Authority have agreed new structures for policing locally and for our support departments at the Force Headquarters in Carmarthen.

We will maintain our focus on dealing with the things that matter to you in your local area as we know that you value the local policing services that you get from our officers and staff. These services may have to change from what is currently being delivered, but it is our intention to keep crime low and maintain the highest detection rate in the whole of England and Wales.

Freedom of Information (FOI) Act 2000

Before receiving this survey were you aware of the FOI Act 2000?

84% of you were aware of the FOI Act, and 23% were aware that Dyfed-Powys Police published information on their website through a Publication Scheme.

You can make a request for information by:

Writing to: Freedom of Information Unit, Dyfed-Powys Police Headquarters, PO Box 99, Llangunnor, Carmarthen SA31 2PF
E-mailing: foi@dyfed-powys.pnn.police.uk
Telephoning: 101 (asking for the Freedom of Information Unit)

Please include the following details in your request:

- Your name and address for correspondence
- The information or documents you would like to access

Depending on the nature of your request a fee may be payable. Please feel free to contact the Freedom of Information Unit on the above contact details if you require any assistance in making a request for information.



Operation B.A.N.G. (Be A Nice Guy)

This was an All Wales joint initiative between the four Welsh police forces and the respective fire and rescue services, which took place during Halloween and Bonfire night 2010. It was a positive initiative which saw Neighbourhood Policing Teams and Mid and West Wales Fire Services staff carrying out joint patrols, visiting schools and giving out safety advice to young people on staying safe if out trick or treating, as well as advice on the importance of attending organised firework displays.

12% of you were aware of Operation B.A.N.G., largely having heard about it through the local press and radio. Suggestions put forward as to how Dyfed-Powys Police could improve the Operation included, creating a higher profile through greater publicity via local media, and reaching a range of groups and ages, particularly by involving young people in their community.

Update

The feedback you provided has been shared with members of Carmarthenshire Community Safety Partnership, and will be used to assist in the planning of 2011's Operation. Many thanks for your contribution.

VOICE

Disability Harassment

Disability related harassment is unwanted, exploitative or abusive conduct against disabled people which has the purpose or effect of either violating the dignity, safety, security or autonomy of the person experiencing it, or creating an intimidating, hostile, degrading or offensive environment. Disability related harassment encompasses bullying and hate crime against disabled people.

Do you think that people with disabilities experience harassment in your local area e.g. by receiving offensive comments or damage to property?

45% of you did not think that people with disabilities experienced harassment in your local area, a further 41% did not know if this occurred, while 14% (69 of you) thought that it did occur. 36 of you had or knew someone who had experienced harassment that was related to your/their disability over the past 12 months, and 13 reported this to Dyfed-Powys Police.



HYWEL DDA HEALTH BOARD

The Health Board is working towards placing health services at the heart of your local community. Our underlying principle is to provide **“the right care, at the right place, at the right time”**.

You were asked to provide your thoughts on this principle, to which the largest number of you (28%) said you supported it, however some highlighted the need for careful planning and all staff being ‘on board’ in order for this to work efficiently and to everyone’s benefit. 11% of you did not feel the principle was achievable, while 10% were in favour of the principle however queried if this could or would be delivered in practice.

Have you had to travel for specialised services in the last two years?

40% (197 of you) have had to travel for specialised services in the past. In doing so, 62% of you experienced issues in relation to the cost of travel, 50% experienced problems with access to transport, and 26% with family issues e.g. caring.

If you had to travel for specialised services in the future, would any of the following be an issue / problem?

60% of you would experience issues / problems with the cost of travel, 47% with access to transport, and 38% with family issues e.g. caring.

What do you consider to be the THREE most important factors in receiving health care?

The three factors you highlighted were:

1.	Clinical expertise	52%
=2.	Well trained staff	48%
=2.	High quality service	48%
3.	Recognition of patients as individuals	32%

The factors which the fewest number of you considered important were; services provided in a suitable environment (4%), and language choice (3%).

Update

The Health Board has been undertaking engagement on the Five Year Framework **“Right Care, Right Place, Right Time, Every Time”**.

One important part of this process is to gain the views of Citizens’ Panel members. The questions you have answered have also been put to the Citizens’ Panels in Ceredigion and Pembrokeshire so we have the views of Panel members across the three counties.

The feedback you have given will be shared with the County Team who manage your local health services. A report of all the feedback from the three Citizens’ Panels will be considered at a Hywel Dda Health Board strategic level.

The feedback will also be integrated into the results / views gathered throughout the engagement process on the Five Year Framework and at the end of the process we will share the findings with you.

Thank you for taking the time to share your views with Hywel Dda Health Board, they are very important to us.

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.



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

