



Newsletter

Autumn 2016

Dear Panel Member,



Welcome to the Involve Newport Newsletter...

This newsletter provides feedback on some of the topics consulted on during the 2016 **Winter** and **Spring** Panel Surveys summarising 'what you told us' and 'what we did'. Please read on for more information!



What you told us / What we did...

...Perception of Newport

Public perception of Newport is improving and since April 2013 the number of people saying that Newport is becoming a better place to live has increased by over 40 per cent from 24.8 per cent to 65.48 per cent (up to July 2016). Based on the same time period the number of people saying they are proud to come from Newport has also increased from 33.20 per cent to 46.96 per cent while 55.69 per cent said that the city was a good place to live.

These perception questions continue to be asked twice a year and allow us to take a snapshot of how residents feel about their city and whether improvements are being made.

You may also be aware of the campaign recently launched by the South Wales Argus to highlight and promote the best of Newport. The aim of the campaign is to be positive about the city and explain why it's a great place to live, work and do business including high profile events, regeneration & transformation of the city centre, arrival of major employers, sporting successes, education achievements and lots more.

The strapline 'Backing Newport' is being used to promote the campaign, and a number of organisations in the city have already shown their support through social media using the hashtag #backingnewport and through other forms of media and promotion.

What you told us...

...Newport Matters Review

We asked the citizens' panel some questions about Newport Matters earlier in the year. Things like how useful it was for information on the city of Newport, and asked for suggestions for improvement.

The response to this survey was excellent with some very useful feedback and ideas provided from the participants.

It was great to discover that 76% of people regularly read Newport Matters for general news, news about the City of Newport, and Newport City Council.

In terms of improvements, the following two requests were top of your list:

- **More local community information**
- **More information on services provided by the Council**

What we did...

This feedback is really helpful and has been passed on to the team who publish Newport Matters six times a year.

They have agreed to look at more community based news stories, focussing on local people. This has already started to happen and the paper recently ran a story on a group of young people who have got together to make a positive impact in their community.

The paper is also talking to other providers of services in communities across the city, and offering to share the good news from organisations such as Newport City Homes and Pobl.

The paper is also committed to keeping residents up-to-date on council services. It regularly talks about things such as recycling and the introduction of the new red bag scheme. And every year it tries to explain how the council works and how it is funded when it must review its budget and savings that need to be made.

What you told us / What we did...

...Newport Live

We used the research to assess the current Brand awareness before we carried out a yearlong campaign to improve our brand awareness. We want to retest in April 2017 to see if the campaign worked and improved our brand awareness stats. Your feedback / survey was vital to form part of the research process which also included face to face public interviews and surveys to our existing customers that we also carried out.

What you told us...

...Safety in Newport

The majority of responses to the last survey (July 2016) continued to agree that the police & council are successfully dealing with crime / ASB in your area (over 45%) but has reduced. While just over 27% felt that local safety issues were not being dealt with, increasing from last time.

Panel members also felt safe in their local area regardless of time of day. In the city centre more people felt safe during the day (77%), than feeling safe at night (38%). While opinions of the police in their local area showed most people agreed with the statements ranging from over 82% (treated with respect) to under 49% (dealing with things that matter).

What we did...

Your feedback will continue to be used to gain public opinion of safety in Newport for Gwent Police and to support the work under the Safe & Cohesive Communities Theme within the One Newport Single Integrated Plan. The results from this survey compliments the feedback collected through the Your Voice Survey, which is run by Gwent Police.

What you told us / What we did...

...Talk Health, Your Voice Matters

We are extremely grateful to all those that took the time to complete our short NHS Survey as part of the Winter Citizens Panel Survey – plus a big thank you to the 81 people that signed up to our People’s Network.

We have looked at the responses and based on what people in the Newport area have told us we will be concentrating our efforts in 4 main areas over the coming months. They are:

- Targeting younger people e.g. through youth forums, to find out what matters most to them about their local NHS.
- Through our local engagement work, and by working with our communications department, we will further promote the Choose Well Campaign, which provides options for the treatment of non-emergency illness.
- Provide more information about NHS Direct (Tel: 0845 46 47) to ensure people are fully aware of the services and reassurance that they can provide, without the need to see a doctor.

Promote our People’s Network and encourage people to follow us on social media. Anyone can join our network and we’ll send information on key local health developments by email, or by post if you’d prefer, and you’ll be invited to attend Health Board events from time to time - simply email us on engagement.abb@wales.nhs.uk or call (01633) 435908.

What you told us...

...Access to Services

You gave a number of views on accessing services, with some of the points raised including:

- Most of you have access to the internet and most of you use the internet to access services and information, including Council Services.
- Approximately half of you prefer to use the internet to access Council Services, but the other half prefer other methods of contacting us, e.g. in person or on the phone.
- When we asked you about different types of service, you told us that you preferred to use different methods depending on the service being provided.
- You told us that there were lots of different reasons why you didn't like to use technology to report, request or pay for online services, including lack of confidence, accessibility issues, not sure how to use online services and preferring to speak to a person instead.

What we did...

In response to your feedback the following actions were implemented:

- Increased the support being offered at the Information Station so more customers can be shown how to use online services at the public access PC's.
- Provided more support over the phones to help customers use the automated payment option.
- Upgraded the accessibility options on the Council's internet site. Demonstrations have been given to staff in Education, Social Services and Customer Services so that they can help customers to adapt the website to meet their own personal requirements. Further communications and training is scheduled to promote this tool across the Council and with customers.
- Changed the automated messages on the Council's 656656 number to help customers get through to the automated service or through to the right person to report, request or pay for a service.

Thank You!!!

A big thank you to all of you who completed the Winter and Spring Surveys, we really appreciate your feedback. The final response rates for both were as follows: Winter (42%, 301 replies); and Autumn (45%, 292 replies).

Contact Us

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