



Newsletter

Autumn 2018

Dear Panel Member,



Welcome to the Involve Newport Newsletter...

This newsletter provides feedback on some of the topics consulted on during the 2018 **Winter** and **Spring** Panel Surveys summarising 'what you told us' and 'what we did'. Please read on for more information!



What you told us...

...Consultation & Engagement Activities

Citizens Panel

A majority of respondents (under 86%) agreed that the Citizens Panel was a useful resource for giving your views on current & future services, with just over 58% agreeing that these views are taken into account in shaping services. With regard to this newsletter most people (over 73%) agreed that the feedback provided is helpful in explaining how your views shape services.

Activities

Just over half of you stated that you access consultation and engagement activities via public events or wider online surveys.

Influence Decisions

Most people (48%) agreed that you are able to influence decisions affecting your local area, while only 19% disagreed.

What we did...

Your feedback is being used to support a review of consultation and engagement arrangements within the council against current requirements, feedback from Council Scrutiny and examples of good practice in order to make recommendations for development.

What you told us / What we did...

...Support Service for People Aged 55+



What you said: Over 93% of respondents said that support service should be introduced so that all older people in Newport have the opportunity to access a free support service.

What we did: The Council has commissioned Age Cymru Gwent to deliver a new service called “Lighthouse 55+” which will provide housing-related support to people aged 55+ who live in Newport. The service which is free will start on 3 December 2018. Information about the new service including about how to access “Lighthouse 55+” will be available from the Council’s Supporting People Team (01633 235201 / supporting.people@newport.gov.uk).

What you said: Over 85% of respondents said that support services should be flexible enough and operate outside of normal office hours.

What we did: The Council has agreed with Age Cymru Gwent that the new service should be flexible to meet the needs of Newport residents and will therefore pilot extended working hours i.e. 8am to 8pm on weekdays and 10am to 1pm on Saturdays (by appointment only).

What you said: Over 90% of respondents said that the support service should include an element of crisis or emergency support.

What we did: A worker from Age Cymru Gwent will be based within the Council’s Supporting People Team and will be responsible for determining support needs for everyone requesting support from the new service. Priority will be given to people in crisis or where emergency support is required.

What you said: Over 82% of respondents said the services should include a provision for longer term lower level support.

What we did: There will be no limit to the time people can receive a support service; this will be dependent on each individual’s own circumstances. Where Age Cymru Gwent is unable to provide support they will endeavour to work with the individual to find alternative solutions to meet people’s needs.

What you said: Over 88% of respondents said that the support service should include a provision for a drop-in / advice session.

What we did: In addition to the piloted extended working hours for “Lighthouse 55+” (as mentioned above) the Council and Age Cymru Gwent will be evaluating the demand for drop-in services over the coming months. Provision will be made for a “lighthouse 55+” drop-in service if the need for this type of service can be identified. Age Cymru Gwent already offers Information and Advice Services from their Newport city centre offices which can be accessed during normal working hours.

What you told us...

...Regional Area Plan

We asked for your views on the regional health and well-being (Area) plan and if we had identified the appropriate priorities to increase outcomes for people especially vulnerable groups such as Looked After Children, Older People and People living with dementia.



You told us that the Area Plan focuses on people who need support (91% agree) and the plan sets out the actions needed to ensure partners work together (84% agree). You agreed that we should focus on early intervention and promoting independence as well as supporting the most vulnerable in the community including children and young people, adults and children with poor mental health, learning disabilities, older people, disabled people, carers and people who are victims of sexual violence and domestic abuse. So all those they need a real support without delay.

What we did...

We have made changes to our final Area Plan and reflected what you have told us to ensure we have prioritised the need for co-operation and partnership working and to avoid silo working by developing integrated well-being networks where community connectors can work with GPs to support people, and signpost to a range of support services across the health board, local authorities and the third sector.

We listened when you told us to provide help and support to the welfare of elderly people and the Dementia Board is working to develop Dementia Friendly Communities so that support and understanding is available; and recently we have developed an intergenerational strategy bringing older people and young people together to help reduce loneliness.

We have applied for extra funding to develop a new community approach to supporting children with mental health issues which will improve access to practitioners in the community.

For further details please see the final Area Plan here <http://www.gwentrpb.wales/home>.

What you told us...

...Safety in Newport

The majority of responses to the last survey (July 2018) disagreed that the police & council are successfully dealing with crime / ASB in your area (40%) compared to under 34% agreeing, which is different to the same time in 2017 (under 51% agreeing).

Panel members also felt safe in their local area regardless of time of day but has reduced compared to 2017. In the city centre more people felt safe during the day (68%), than at night (24%). While opinions of the police in their local area showed most people agreed with the statements ranging from under over 78% (treated with respect) to 38% (dealing with things that matter).

What we did...

Your feedback will continue to be used to gain public opinion of safety in Newport and to support both the Interventions outlined in [Newport's Well-being Plan 2018-23](#) and the work of Safer Newport. These results also compliment those collected through the Your Voice Survey, which is run by Gwent Police.

What you told us...

...Perception of Newport

Your feedback shows that Public perception of Newport has deteriorated compared to this time last year but is still better than 5 years ago (April 2013).

The number of people saying that Newport is a good place to live has reduced slightly from 2017 (54% from 56%) but is higher than 2013 (43%).

The number of people saying that Newport is becoming a better place to live has reduced from 2017 (48% from 59%) but is higher than 2013 (25%).

The number of people saying that they are proud to come from Newport has reduced from 2017 (37% from 42%) but is higher than 2013 (33%).

What we did...

[The Newport Offer](#) is one of the Interventions outlined in [Newport's Well-being Plan 2018-23](#) and aims to work towards making Newport a place people want to live, work, visit and invest. Work continues to identify actions that meet the steps outlined in the plan, which the Public Services Board hopes will improve the public's perception of the city and make it more attractive for businesses and visitors. More details will emerge over the coming weeks and months on progress being made with this Intervention in conjunction with the other four interventions outlined in the plan.

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 (28%, 187 replies); and Spring (32%, 234 replies).

Contact Us

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