



# Newsletter

April 2013

Dear Panel Member,



Welcome to the Involve Newport Newsletter....

What did you tell us about the Single Integrated Plan; the Council's Customer Services; how safe you feel in Newport; and on walking and cycling routes within Newport? Read on to find out what you told us in the November 2012 Survey.



## What you told us...

## ...One Newport Single Integrated Plan



Over 80% of you liked the Single Integrated Plan, however over 40% said there were gaps or information missing. For 4 of the 6 Priority Themes, over 90% of you agreed with the priorities identified, while 85-90% of you agreed with the priorities under the remaining 2 themes (City Centre; and Health & Wellbeing).

Overall the plan was seen as a positive step forward, with the only areas of concern being that it was difficult for you to give a full opinion without more information and that its success will only be measured by any improvements made.

## What we did...

The responses received along with all other comments collated during the 12 week consultation were analysed and any amendments to the plan were made accordingly. Following the end of the consultation period the Single Integrated Plan was approved by the Local Service Board and Council (Newport City Council) and was published on the 1<sup>st</sup> April 2013.

To download a copy of the Single Integrated Plan please visit the [One Newport website](#) or contact the Partnership Support Team on Tel: (01633) 656656.

**What you told us...**

**...Newport City Council Customer Services**



Over half of you disagreed with the proposal that some services will only be available online, with only 10% agreeing with it. The main reason given for this was that not everyone has access to a computer or the internet so would discriminate against those individuals.

Nearly 40% of you also stated that if a service was available online you still would find it was easier and more convenient to access this face to face or by telephone.

**What we did...**

The Council has carefully considered the options for online services and has endeavoured to ensure that anyone who isn't able to use the online facilities still has the option to access the service face to face. We have also offered individual help and support for those that are having difficulty using the online service for the first time.

**What you told us...**

**...Safety in Newport**

Most people felt safe in their local area regardless of whether it was day or night. While in the city centre most people felt safe during the day but more people felt unsafe during the night.

Over half of you use the city centre at least once a week during the day, while over 40% never visit after dark.

Less than 20% of the panel members said they felt that local safety issues were not being dealt with by Police and public services.



**What we did...**

Your feedback will be used to develop priorities for the Priority Themes within the One Newport Single Integrated Plan – 'City Centre' and 'Safe & Cohesive Communities'.

More information will become available in due course.

**What you told us...**

**...Sustrans Cymru**

Over 60% of you would like to see more walking and cycle routes, with nearly 75% preferring more off road routes.

In addition to more off road cycle routes, most people stated that improving existing off road routes and improving cycle parking facilities would encourage you to cycle for work or recreation.



Safer and better lit footpaths would encourage you the most to walk for work or recreation followed by improving fitness, relaxation & stress release; and more footpaths.

**Thank You!!!**

A big thank you to all of you who completed November's Survey. The final response rate was 19.5% (that's over 170 replies). Unfortunately this rate was lower than we had hoped but all replies were greatly received.

**Coming up in the next Survey**

Fairness in Newport; Newport Museum and Heritage Service; Perception of Newport; Safety in Newport; Public Conveniences; and South Wales Fire and Rescue Service.