



Newsletter

Spring 2019

Dear Panel Member,



Welcome to the Involve Newport Newsletter...

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



What you told us...

...SWFRS – Have Your Say

Each year South Wales Fire and Rescue Service (SWFRS) is obliged to review their previous years Improvement Plan before engaging with the community over a three month period to support the upcoming years plan.



Gwasanaeth Tân ac Achub
De Cymru
South Wales
Fire and Rescue Service

Between September and December, our primary objective was to engage with as many members of the public / community as possible within the South Wales area to ask them to participate in completing a survey based around the SWFRS seven priority objectives. The survey was designed bilingually and sent to all Emergency Services, PSB groups, businesses and Citizen Panels such as the Involve Newport Citizens Panel to distribute to their contacts for support.

The consultation resulted in a complete success, having only received under 150 responses the previous year; we received 1,372 in total for our 2018 consultation. Sending the survey to you supported us massively as they contributed towards 238 of the 1,372 responses.

What we did...

At the end of every consultation period, SWFRS will analyse the results collected and create a report outlining the key issues raised. SWFRS will then present the report to the Fire Authority who evaluate the results in preparation for the upcoming Improvement Plan and strategic objectives, which in this case would be the 2019 Improvement Plan.

What you told us...

...ABCHC Annual Plan 19-20

The survey on Aneurin Bevan Community Health Council's Annual Plan 2019-20 found that high numbers of people were accessing primary care services and much lower numbers were accessing secondary care services.



High numbers of respondents reported there being changes to their GP practices which have had an impact on accessibility. People also reported difficulties in accessing dentists. Many people raised waiting times for hospital appointments. The long waits in A&E and the wait for ambulances were also a concern.

What we did...

ABCHC looked at all of the feedback provided and incorporated the areas which we felt raised concerns into our operational plan for 2019-20. Whilst in the past we have focused our attention on secondary care and the experience of being on a hospital ward, we have developed a plan, which allows us to look more at the experience of people accessing primary care services as well this year. Our plan therefore includes, but is not limited to, monitoring and scrutiny of the following:

- Access to GP appointments and how changes to the system within primary care is impacting on patients
- Access to dental services
- Waiting times within various areas of the Health Board
- Patient experience within A&E
- Patient experience when using the Welsh Ambulance Service

What you told us / What we did...

...Migration in Newport

Just under 24% agreed that migration has enriched Newport's economy, with just under 39% disagreeing with this statement. On whether migration has enriched Newport's communities just over 30% agreed, with just over 42% disagreeing.

In response to the feedback received, more information continues to be added to the [Migration page](#) on Newport City Council's website. This page will also undergo further review considering the Welsh Government's [Nation of Sanctuary](#) action plan and the Future Generations Commissioner's [Art of the Possible](#). The potential inclusion of positive stories on the webpage from migrants both past and present will also be considered.

What you told us...

...Safety in Newport

The majority of responses to the last survey (January 2019) agreed that the police & council are successfully dealing with crime / ASB in your area (36.4%) compared to 36% disagreeing, which is a slight improvement on July 2018 (33.7% agreeing).

Panel members also felt safe in their local area regardless of time of day but has reduced compared to July 2018. In the city centre more people felt safe during the day (65%), than at night (27%). While opinions of the police in their local area showed most people agreed with the statements ranging from over 84% (treated with respect) to under 41% (dealing with things that matter), with all opinions showing improvement from July 2018.

What we did...

Your feedback will continue to be used to gain public opinion of safety in Newport and to support both the Strong Resilient Communities Intervention outlined in [Newport's Well-being Plan 2018-23](#) and the work of Safer Newport. These results continue to 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 in Jan 2019 has deteriorated compared to this time last year, while results vary compared to 5 years ago (Apr 2014).

The number of people saying that Newport is a good place to live has reduced from 2018 (49% from 53%) but is higher than 2014 (47%).

The number of people saying that Newport is becoming a better place to live has reduced from 2018 (39% from 59%), while is also lower than 2014 (42%).

The number of people saying that they are proud to come from Newport has reduced slightly from 2018 (36.4% from 39%), while is only slightly lower than 2014 (37%).

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 has continued on 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. Progress made during the 1st year will be included in the Well-being Plan's Annual Report 2018-19, which will be published in July 2019.

Thank You!!!

A big thank you to all of you who completed the Summer and Autumn Surveys, we really appreciate your feedback. The final response rates for both were as follows: Summer (38%, 271 replies); and Autumn (33%, 238 replies).

Contact Us

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