

Talkback Newsletter



Autumn 2008

Topics covered in this issue include:

- 'Healthy Minds'
- Planning Ahead
- Where does your money go?
- Calderdale Call
- Calderdale Drug & Alcohol Action Team
- Practice Plus
- Culture and Entertainment
- Piece Hall
- You said We did

Welcome and Introduction

‘Welcome’ to the Autumn edition of our **Newsletter** and a big ‘thank you’ to all of you who completed and returned our Summer 2008 survey, providing us with a 63% response rate. We hope you enjoy completing our Autumn survey as it will help us to shape and improve policies and services in Calderdale in the way you would like us to.

Inside this issue:

The summer survey contained eight topics on important issues relating to both Council services and communities within Calderdale. Your responses so far have enabled us to collate a valuable set of results on which we can base future decisions and potential improvements to our services. The results are summarised in the following pages and the topics covered include:

- ‘Healthy Minds’
- Planning Ahead
- Where does your money go?
- Calderdale Call
- Calderdale Drug & Alcohol Action Team
- Practice Plus
- Culture and Entertainment
- Piece Hall

The ‘**You said.....We did**’ feature on page 7 covers improvements we have made to services as a result of some of the questions asked in previous surveys.

Panel retirement

We would like to say a big ‘thank you’ to all our panel members for supporting us over the last three years. Membership of the panel is fully refreshed every three years, in line with market research practice, to eliminate bias and ensure a good cross section of residents is given the opportunity to be represented on the panel.

Calderdale Engage

If you wish to know more about, or be involved with, other community consultations in Calderdale, please visit our interactive website on:

**[www.calderdale.gov.uk/
communityconsultations](http://www.calderdale.gov.uk/communityconsultations)**

Data protection and you

As we are bound by law under the Data Protection Act and by the Market Research Code of Conduct, we have to ensure that Talkback is carried out in an ethical manner which ensures confidentiality and protection of personal data.

Contact details:

If you have any questions regarding the panel, please let us know by contacting:

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Email: yvette.fisher@calderdale.gov.uk

If you would like this Newsletter in large print or in a different language, please contact us and we will do our best to help.

Healthy Minds

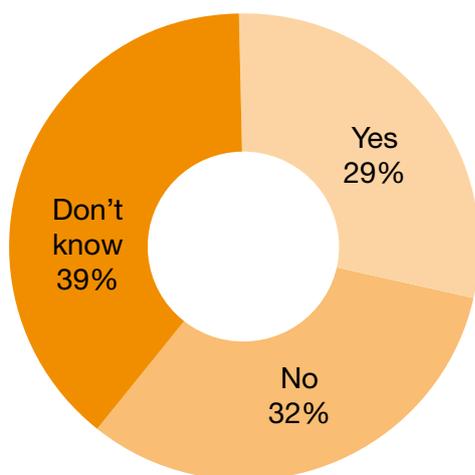
'Healthy Minds', a new community organisation set up by the Calderdale Primary Care Trust, asked the panel their views on the proposed well-being centre to be set up in Halifax in 2009. The centre will address issues relating to mental distress in the area providing information and advice on mental health and well-being services.

When asked which services the panel would like to see provided at the centre the five most requested were:

- 1 Information and advice**
- 2 Counselling**
- 3 Support for finding work**
- 4 Opportunities to get involved in self-help groups**
- 5 Help in finding and using other services.**

The graph below shows how likely panel members, and their friends or relatives, are to use a centre providing these services:

'Would you use a Centre?'



Support was also shown for similar part-time services in other parts of the Borough including: Brighouse, Hebden Bridge, Sowerby Bridge, Elland and Todmorden.

Planning Ahead

The Planning Policy team of Calderdale Council are currently developing a Local Development Framework which will set the planning structure for issues such as housing, the local economy, the environment and transport. To help them with this project the team asked the panel how important it is to them to have certain services within walking distance of their home. The responses were:

	% Important	% Not important
Nursery school	88	12
Primary school	91	9
Secondary school	66	34
GP Surgery	92	8
Health clinic	82	18
Dentist	71	29
Post Office	94	6
Bank/Building society	65	35
Supermarket	60	40
Pub/Restaurant	50	50
Shops	89	11
Library	77	23
Community Centre	73	27
Place of Worship	61	39
Sports Hall/Centre /Swimming pool	61	39
Sports ground	59	31
Local Public park /Play area	91	9
Regular bus services	98	2
Train Station	78	12
Place of work	54	46

Panellists also supplied us with ideas for additional services such as: Police Station, Cash machines, Youth clubs to name a few.

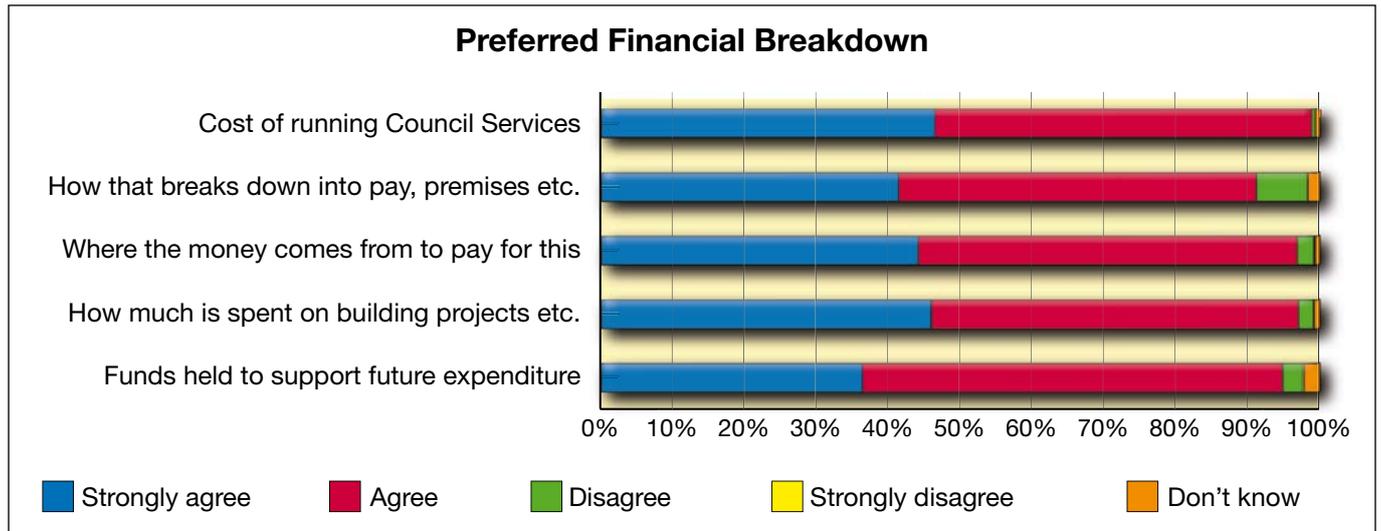
Where does your money go?

In this section colleagues in the Finance section asked panel members what sort of financial information would be of interest to them. Each year the Council spends almost half a billion pounds providing services and we think you should know how this money is spent.

90% of respondents said they would like to receive a leaflet of 8 pages or less containing

user-friendly financial information.

The majority of panel members said they would be interested in summarised information rather than financial detail, preferring words and explanations to figures and graphs. The graph below shows the type of financial reporting respondents would be interested in:



Calderdale Call

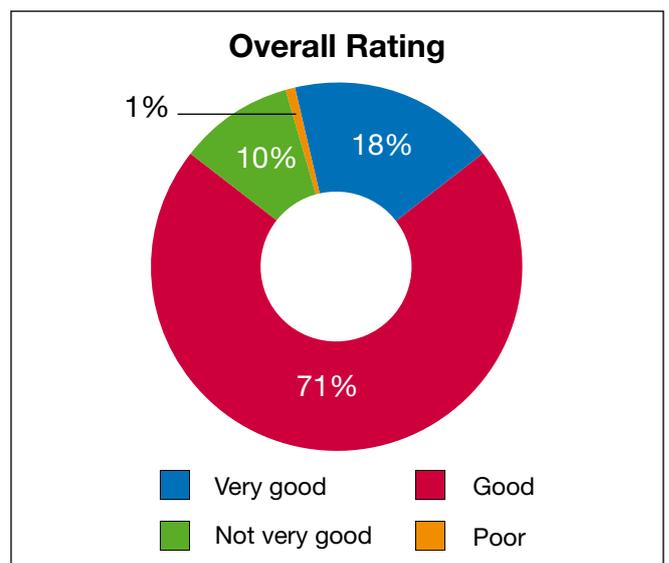
Calderdale Call is the magazine produced by the Council for all its residents. A pleasing 89% of respondents say they receive Calderdale Call at home with over 75% saying they read 'Most' or 'All' of it.

The top five articles currently of most interest to panel members are:

1. Local information
2. News in Brief
3. What's On
4. Contact Information
5. Feature stories

This information is extremely helpful to us for structuring the magazine in the future.

The graph below shows how Calderdale Call is rated overall:



Over 85% of respondents prefer to receive the magazine as paper copy rather than email.

Calderdale Drug & Alcohol Action Team (CDAAT)

This section of the questionnaire was asking respondents to what extent drug use in the community affects their lives as well as helping us to monitor how people's perceptions of these problems are changing over time.

The following table shows the percentage of respondents who either occasionally or frequently see the following drug related problems:

Discarded needles and syringes	29%
Drug dealing	42%
People under the influence of drugs	59%

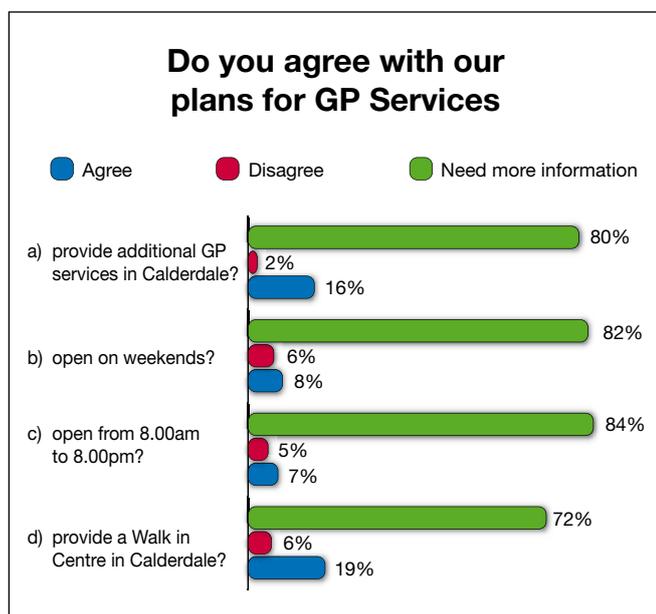
Over 40% of panel members think that heroin/crack cocaine use affects their community to some extent, with 15% having either themselves, or a member of their family, having been a victim of drug related crime. 12% of respondents have either friends or relations directly affected by heroin or crack cocaine use.

A pleasing 41% currently know how to access drug treatment services. For future reference the contact numbers and opening hours of the Access Treatment Services are given on page 7 of this Newsletter.

Practice Plus

Calderdale PCT has been looking at GP services in the area and it has been shown that Calderdale needs more GP services to support its local population. 'Practice Plus' is the scheme which will bring more GP services into the area. In this section of the survey the PCT asked panellists their views on the plans to provide more GP services.

The graph below indicates the percentage of panellists which would/would not support the new plans for the area:



Health information and previous consultation work has enabled Calderdale PCT to identify the areas which are most in need of additional GP services. The responses given by the panel will add to this information to help the PCT prioritise which areas are most in need of these additional medical services.

A large amount of information was provided by the panellists about what services they would like to see in these centres, in addition to GP services. Some of the most requested are shown below:



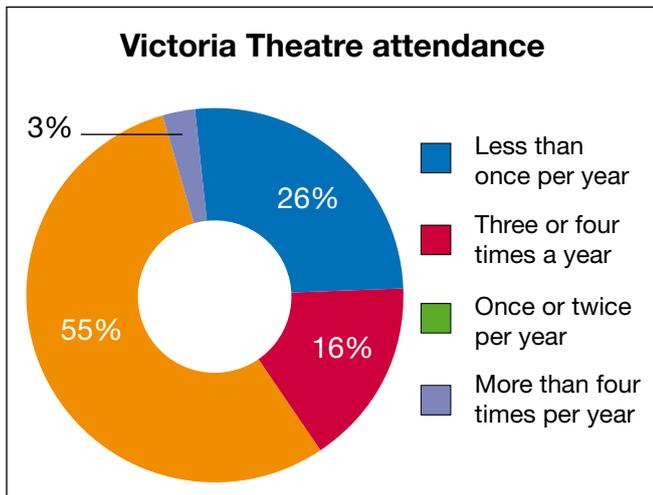
Culture and Entertainment

Calderdale and its surrounding districts provide a wide range of leisure activities. This section of the survey was to find out what you think of the cultural and entertainment venues and how often you visit them.

The 3 most visited venues attended in the last three years were.

Victoria Theatre, Halifax	65%
Piece Hall, Halifax	39%
The Alhambra, Bradford	36%

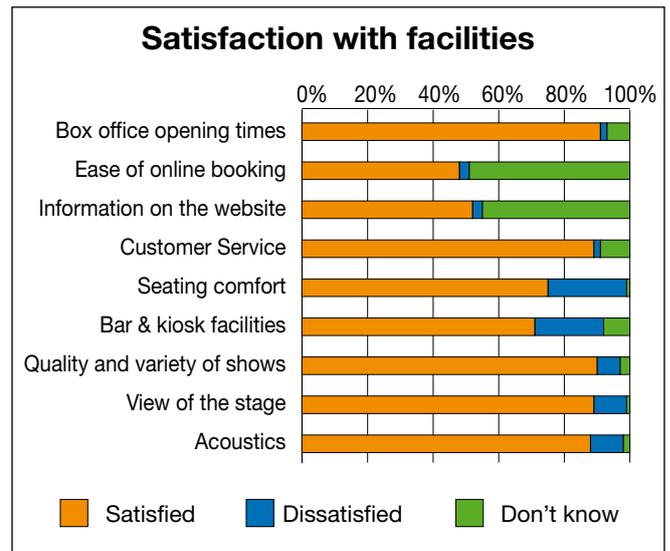
We then concentrated our questions on those respondents who have visited the Victoria Theatre. The graph below shows the frequency of attendance:



The 3 most popular types of performances at the Victoria theatre were:

a) Rock and pop music	37%
b) Pantomime	29%
c) Musicals	22%

We then asked how satisfied panellists were with the shows and facilities at the Victoria Theatre, the graph below displays these results:

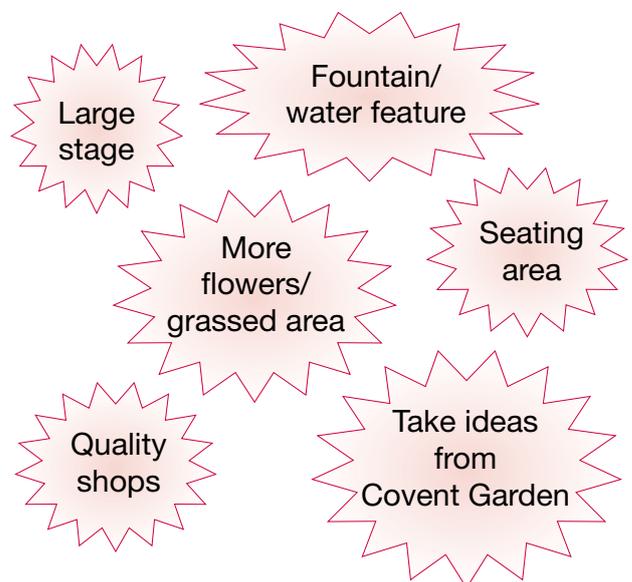


Thank you for the many suggestions for changes and improvements – these will be used to help improve the facilities we provide at the Victoria Theatre.

Piece Hall

Once again panel members were asked to help with ideas and views for the Piece Hall, this time exploring the cultural and commercial development opportunities.

The questions asked in this section allowed panellists to use their imagination and even asked them to provide us with sketches and drawings of what they would like to see in the Piece Hall in the future. The ideas and drawings that we received were an inspiration with many varied and innovative ideas - unfortunately too many to show in this Newsletter - but shown here are a small selection of these:



You saidWe did!

You said: 8% of residents do not receive Calderdale Call

We did..... contact our distribution agents to work with them to target the specific areas that do not receive the magazine

Thank you for your responses to our questions on Calderdale Call. We are delighted to hear so many of you receive, read and enjoy the publication. As a result of your feedback we will be:

- Replacing the wordsearch with a 'spot the difference' puzzle, using photographs of places in Calderdale
- Talking to other public services in Calderdale about how best to bring you more information from them
- Working with our distribution company to find out why 8% don't receive the magazine, when it should be delivered to ALL households.

You can continue to help us by reporting non-deliveries. The magazine is published every eight weeks. If your friends and neighbours have a copy, but you don't get yours, please call us on 01422 393003, or email: calderdalecall.gov.uk

Don't forget, you can also pick up a copy of Calderdale Call in our libraries and main reception areas.

You said: 59% were unsure how to access drug treatment services

We did..... anyone can access treatment services by visiting or ringing the Calderdale Substance Misuse Open Access Service

The Open Access Service is based at Harrison House, 10 Harrison Road, Halifax and can be contacted by telephone on: 01422 361111 or 0800 0283901. No appointment or referral is necessary. Opening hours are:

Monday	1pm to 4.30pm
Tuesday	10.30am to 12.30pm 1pm to 4.30pm
Wednesday	9.30am to 12.30pm 1pm to 4.30pm
Thursday	11am to 4.30pm 5pm to 7pm
Friday	9.30am to 12.30pm 1pm to 4.30pm
Saturday	10am to 1pm

This Open Access service can provide information on the full range of services available in Calderdale, alternatively anyone wanting information can visit their local GP surgery.

You said: we need to expand the services we offer in our Customer First facilities

We did..... looked at the issues which were important to you and addressed them in the following ways:

- Include Saturday morning opening in our plans for Brighouse Customer First
- Arrange for Customer First to have access to the same computer systems as the benefits staff to help answer enquiries as fully as possible
- Include a payments counter to help you pay your bills
- Include free telephone and internet access to the Council's web site and on-line forms in our plans for Brighouse Customer First.



Calderdale Council listening to your views

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