

Talkback Newsletter



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THESE PREMISES ARE
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TELEVISION**
ANGLES ARE MONITORED FOR THE
PURPOSE OF LOSS PREVENTION AND PUBLIC SAFETY
24 HOUR VIDEO RECORDING



Spring 2008

Topics covered in this issue include:

- Calderdale Sports Services
- Awareness of Services
- Alcohol Awareness
- CCTV in Calderdale
- Voluntary Activity
- You said We did!
- More You said We did!

Welcome and Introduction

'Welcome' to the Spring 2008 edition of our **Newsletter** and a big 'thank you' to all of you who completed and returned our Autumn 2007 survey, providing us with a **68%** response rate. In line with good market research practise we will now be looking to partly refresh the panel, retiring some members of the panel who no longer wish to take part in the surveys and replacing them with new panel members. We hope both established, and new, members of the panel will enjoy completing our surveys and help us to shape the policies and services in Calderdale in the way you would like us to.

Inside this issue:

The Autumn survey contained five 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, the topics covered include:

- Calderdale Sports Service
- Awareness of Services
- Alcohol Awareness
- CCTV in Calderdale
- Voluntary Activity

The results of each section of this survey have now been fed back to the relevant service area. We hope to include detailed news of how these results have been used in the '**You said.....We did**' section of future Newsletters.

The '**You said.....We did**' feature in this edition, on pages 6 and 7, covers improvements we have made to services as a result of some of the questions we have asked in previous surveys.

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.

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/community consultations

Change of details:

If you have changed either your home address or your Email address please tell us your new details in the space provided at the back of the questionnaire.

Contact details:

If you no longer wish to be a member of the **Talkback** panel, or have any other questions regarding the panel, please let us know by contacting:

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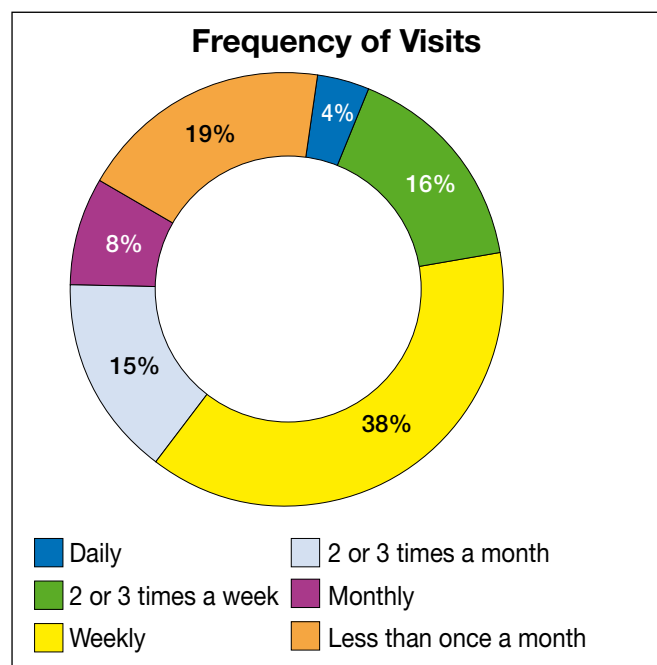
If you would like this Newsletter in large print or in a different language, please contact us and we will do our best to help.

Calderdale Sports Services

The questions asked in this section have provided feedback from both users and non-users of the six pools and Council leisure centres in the district. The responses provided will help to shape improvements to these services in the future.

Over 43% of panel members said they use the sports and leisure facilities provided, with the two most frequently visited facilities being Halifax Pool (32%) and North Bridge Leisure Centre (28%).

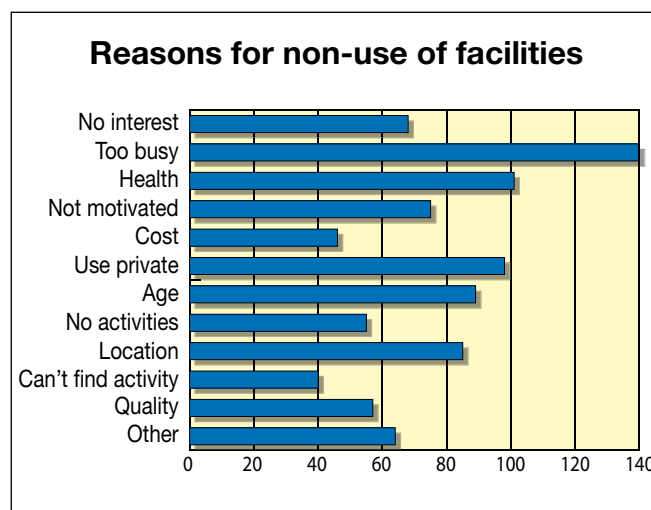
Of those who visit the facilities, the graph below shows how frequently respondents attend the centres:



When asked how satisfied respondents are with various issues at the facilities they visit, the following responses were given:

	Satisfied	Dissatisfied
Staff Courtesy	95%	5%
Cleanliness	75%	25%
State of repair	70%	29%
Safety & security	75%	12%
Value for money	84%	16%
Enjoyment	95%	5%

Of those panel members who do not currently use the sports facilities in Calderdale, the reasons for this can be seen in the graph below:



Awareness of Services

It is important to us to know how well informed you feel about the services we provide. This survey asked how well informed you feel about some of the services in Social Services and the Children & Young People's Service. The services that panel members feel most informed about were: Adult learning services, Admissions to schools, and Services for older people. The services about which panel members feel least well informed were: Protection of vulnerable adults, Services for adults with a learning disability, and Services for adults with mental health needs.

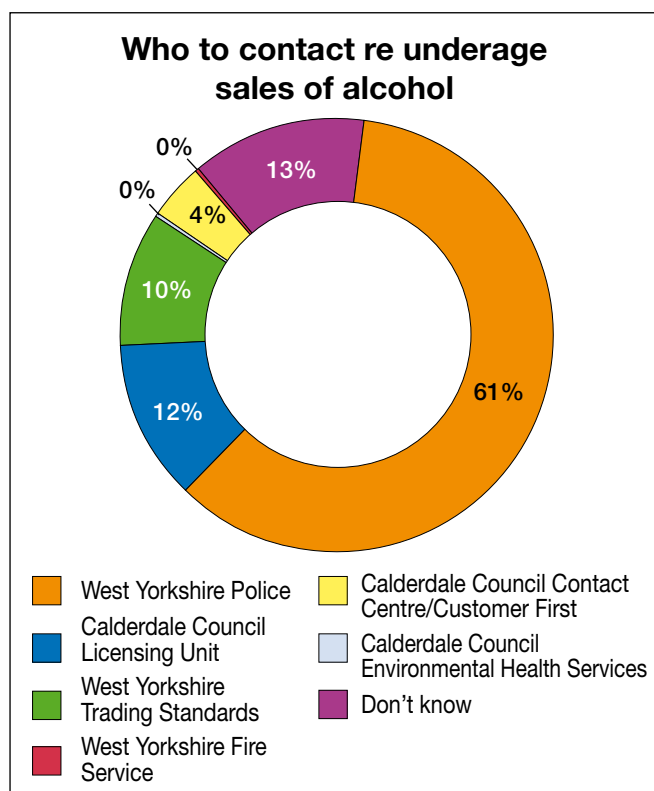
We then asked how you would best like to receive information on these services. You told us your three preferred methods of receiving information are: by using the Council web site, through leaflets in libraries/ public buildings and by telephone via the Council's Contact Centre. This information will help us improve how we inform you about our service provision.

Alcohol Awareness

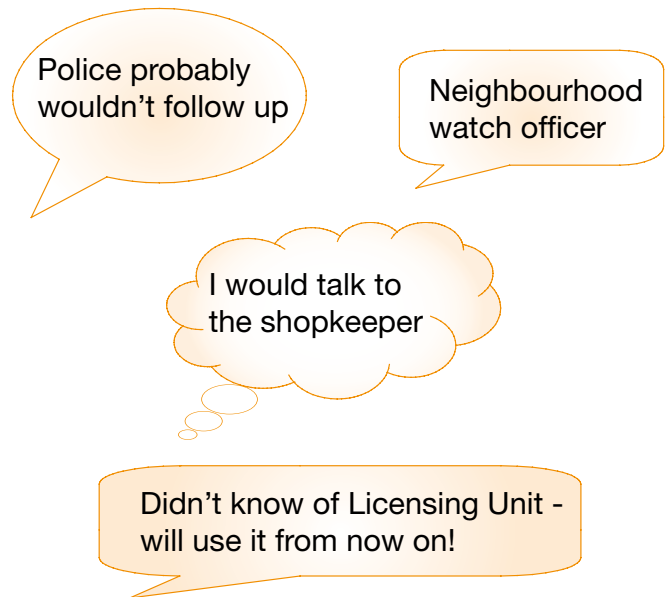
This section of the survey was to gather information relating to the consumption and sales of alcohol to people under the age of 18, and also about whom you would contact with concerns regarding alcohol-related sales.

28% of panel members said they do not allow their children to consume alcohol. 10% said they do allow their children to drink alcohol, many stating that this is under supervision and restricted to small amounts only. (The remaining 62% of panel members do not have children).

When asked who panel members would contact if they had concerns about a shopkeeper selling alcohol to people under 18 years of age, the majority of responses (61%) said they would contact the police. The graph below shows the distribution of who people would contact in this instance:



When asked for any other comments about who you might contact about under-age alcohol sales, a number of recurring comments and themes were evident. Some of these are shown in the next column.



The two over riding measures panellists would like to see introduced to combat under-age alcohol sales are: Tougher proof of age requirements and Tougher penalties for those permitting the sales. Over 40% of panellists think that adults buying alcohol for under-age people is a problem in the Borough.

If panellists needed information about licensed premises, 54% would contact the Council's Licensing Unit, 12% the Police, with 21% not knowing who to contact. Over 54% of respondents thought that a greater selection of community-based initiatives would discourage young people from consuming alcohol in public places, with 30% disagreeing with this.

On average, over 75% of respondents witness some type of alcohol related problem in the Calderdale area, with between 23% to 31% having been directly affected in some way by alcohol harms (health, family breakdown etc). Only 40% of panellists would know how to access alcohol treatment services. Many suggestions were received on how to tackle alcohol related matters locally - these will be closely examined and evaluated.

CCTV in Calderdale

As the Council has received funding to upgrade the CCTV monitoring system for public spaces in Calderdale, views and experiences of residents are important to help us advise the future development of this project. Public spaces include areas such as town centre streets, public car parks, public transport stations, parks etc.

We asked panellists how useful they consider CCTV to be in combating crime and anti-social behaviour. 92% consider CCTV to be 'Very/fairly useful' with 6% saying they consider them 'Not to be useful at all'.

78% of panellists are 'Very/fairly reassured' by the presence of CCTV in Calderdale, but 19% say they are 'Not reassured at all' by the cameras presence.

When asked to list, in order of importance, where you think CCTV could help improve tackling crime, the following results were given:

Top priority

Nightlife (theatre, pubs/clubs, dining out)

Public Transport (stations, taxi ranks)

Car Travel (car parks, traffic movement)

Public buildings (hospitals, schools)

Recreation (parks, open spaces)

Shopping.

Least priority

When asked how confident panel members are in the monitoring provided in these public spaces, 57% said they are 'Very/fairly confident', with 29% saying they were 'Not confident at all'. 89% of the panel have never had cause to use CCTV footage, but 5% have used CCTV in some way to help detect a crime or act of anti-social behaviour.

Voluntary Activity

In order to monitor the level of involvement of panel members in local organisations and/or participation in voluntary activities, we asked similar questions to those in the November 2006 survey.

The table below indicates how your responses have changed over the ensuing twelve month period, when asked about your level of involvement in voluntary activities:

When asked how much time panel members spent on voluntary activity in the last 12 months:

33% are involved for less than 100 hours, 13% between 100 - 250 hours, and 5% for more than 250 hours

Only 38% of respondents feel that their local area is a place where people of different backgrounds get on well together compared to 49% in 2006.

At neighbourhood level the annual comparison for the three most popular activities is:

2006

2007

1 Sports clubs/gym/dance groups **(27%)**

1 Sports clubs/gym/dance groups **(26%)**

2 Religious/church/faith groups **(18%)**

2 Charity/voluntary/community groups **(20%)**

3 Charity/voluntary/community groups **(18%)**

3 Religious/church/faith groups **(19%)**

At regional/national level the annual comparison for the three most popular activities is:

2006

2007

1 Trade Unions **(7%)**

1 Charity/voluntary/community groups **(7%)**

2 Charity/voluntary/community groups **(6%)**

2 Trade Unions **(6%)**

3 Sports/gym/dance groups **(4%)**

3 Environmental groups **(4%)**

You saidWe did!

In the **Autumn 2006** survey we asked you questions on the Piece Hall in Halifax.

You said: “More events in the Piece Hall are needed”

We did..... employed an events officer to establish a comprehensive events programme for the Piece Hall.

By far the main request from panel members was for more events in the Piece Hall (94% ‘Strongly agree/agree’). In response to this, the staffing in the Piece Hall has been restructured to include a full-time events officer. The officer is now in post and is tasked with developing a diverse and inclusive programme for the Piece Hall, which strikes a balance between free, and income generating, events.

Funding was secured over the summer months for an ‘urban beach’ on the lawns. This was a free event, which proved to be immensely popular attracting an additional 25,000 visitors into the Piece Hall over the eight-day period.

Traditional favourites such as the vintage bus, the land rover and classic car rallies are making a comeback and will become annual attractions. Santa’s grotto was placed in the courtyard and run in conjunction with a programme of Christmas markets and carol concerts.

Community Services have signed a contract to site an ice rink in the Piece Hall for 3 years (up to and including Christmas 2009). This is a great boost for the town as the rink in 2006 and 2007 proved to be extremely popular with visitors and commercial retailers alike (initial figures for 2007 show an increase in skaters of 9% on 2006!). Footfall into the Piece Hall in 2006 increased by 100,000 over the six weeks and the Woolshops experienced a 25% increase in footfall to their areas.

In the **Spring 2007** edition we asked panel members their awareness of Patient Information and NHS Services for our colleagues in the Primary Care Trust.

You said: “ The PCT should do more to raise awareness of the information that is held on patients”

We did..... developed a publicity campaign for GP Practices providing the information in alternative formats.

Feedback from this consultation has been fed into Calderdale PCT’s Information Governance Group. The group meets every two months to ensure the organisation is complying with the requirements for storage and receipt of confidential information.

The survey asked panel members to tell us if they are aware of personal information held about them. 27% stated they were not, so we are developing a wider publicity campaign for GP Practices to ensure people are aware of what information we hold on patients. In addition, most people were unaware of how their personal information was used. This data will be used to strengthen our campaign to raise public awareness.

We are also providing leaflets in alternative formats, such as pictures and images to support young people, or people with a learning disability, to learn more about how we store and use your information.

People can request to see notes held about them by contacting their local GP practice. A practice will usually ask you to visit them to read your notes at a convenient time to you both. Copies of notes can be obtained but a charge may be made for the resulting administration. Please contact our **Patients Advice and Liaison Service (PALS)** for more details on **0800 183 0912** or email: pals@calderdale-pct.nhs.uk

More You saidWe did!

In the **Spring 2007** survey our Road Safety team asked questions to gather a broad measure of public opinion on Road Safety issues within the community.

You said: “ Increase safety around schools and do more to improve attitudes to speeding in areas of concern”

We did..... worked more closely with parking enforcement, schools and local residents to improve road safety issues.

Over the past five years there has been a steady increase in the number of requests for safety interventions from local residents. Through evaluation of casualty statistics we are able to draw up programmes of education, training, publicity, enforcement and engineering to support the casualty reduction process. No single initiative will work in isolation.

The panel were able to identify initiatives that they feel are important to support an increased feeling of safety within our communities. Many comments were made about the school run and the issues of poor attitudes to speeding and parking around our schools.

As a result of your comments we are/have:

- developed strong links with parking enforcement to increase safety around our schools
- working with schools to produce school travel plans, increasing safety on the school journey
- maintaining the School Crossing Patrol Service
- increasing road safety education in schools, in partnership with schools
- working with local residents to measure speeds in areas of concern and taking appropriate action in partnership with the Police.

In our **Summer 2007** survey the Primary Care Trust asked panel members their views on the ‘Urgent Care’ services in Calderdale.

You said: “More information and education is needed on ‘Urgent Care’ services in the district”

We did..... presented the findings of this survey to the Calderdale PCT Board for inclusion in a broader consultation.

We had a wonderful response from the Talkback panel members to our urgent care engagement and all this information has been merged with other patient views from around West Yorkshire. We have also taken a full report of findings to the Calderdale PCT Board, who are now aware of public opinion of these services. We have used some of the quotes to support specific statements but there were a number of common themes which emerged. The key messages you told us were:

- More information needed on how to contact ‘Urgent Care’
- More education needed on who to contact for specific situations
- One contact point for all services
- People don’t want to be asked for the same information a number of times
- Access to more primary care services out of hours and at weekends (including the respondents’ GP Practice, Pharmacy and Dental services)
- Attitude of staff in some services needs improving i.e. more empathy.

We will now be looking at how to improve our services and will undertake a formal consultation on changes to services in 2008. Any consultation on ‘Urgent Care Services’ will be publicised in the local media and through GP Practices. We hope to start a formal consultation in April which will use the information you have already told us to inform service improvements.

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Council