



Newsletter

Autumn 2013

Dear Panel Member,

Welcome to the Involve Newport Newsletter....



What did you tell us about how safe you feel in Newport; childcare in Newport; adult education; housing; and the vision for adult services in Newport? Read on to find out what you told us in the July 2013 Survey.

What you told us...

...Safety in Newport

The majority of responses in the last survey continued to agree that the police and council are successfully dealing with crime and anti-social behaviour in your area and that you felt safe in the day time but less safe at night.

Less than 17% of the panel members said they felt that local safety issues were not being dealt with by Police and public services.



What we did...

We specifically asked you if you would assist us in providing solutions for the perceived crime and disorder problems in the city centre to which we received 168 comments. These have been drawn into a number of broad categories for us to consider and develop amongst all our partners working in the city centre. They ranged from an increase in police or other uniform or visible presence such as council wardens, to lighting, licensed premises, problem groups and parking.

We are discussing these with the relevant agencies, council services and business and revisiting our existing working practices and plans where possible in the short term. Further changes will be considered and included in the new 2014-17 community safety plan. Meanwhile a specific city centre safety plan for the Christmas period is being prepared which will aim to address the concerns expressed over the busy festive period.

What you told us...

...Childcare in Newport

Whilst the majority of you either had no children or your children were old enough not to need childcare, 5.56% of you use childcare. The main reasons for not using childcare if you have children of a relevant age is that you look after your own children, work your hours around school times or that you look after your grandchildren so that family members can either go back to work or have some time for themselves.

87% of you told us you didn't know if there was enough childcare in Newport whilst 8.26% said that there was enough leaving 4.59% saying there was not enough.

Of those of you that used childcare or had children of a relevant age, 7.37% said that childcare is good value for money and exactly the same percentage disagreed stating that it was not good value for money. Reasons for your answers ranged from:

- It is affordable and there is a wide range of providers and thus choice.
- It gives the family piece of mind to go out and work.

To:

- Too expensive and places are of a premium. Parents have to travel further for childcare as places full in their own area.
- The cost of childcare is very high for one parent families or families on less income - who do not fall in the 'help' bracket.

Out of all the things we listed, a priority for the majority of you (47.02%) stated that "quality" was very important when choosing childcare. Closely followed by "meets my child's needs" and "cost".

What we did...

The Local Authority has a duty to assess the need for childcare in Newport and more importantly report on any gaps within the childcare market that if addressed could help to get people back into employment or training. Your answers will be analysed and will contribute to the planning, development and training of the childcare sector and its staff.

Childcare is often stated as being one of the biggest barriers for parents returning to work and whilst you view quality as important, it can often be the cost that is preventing you from training, studying or getting back into employment. In Newport we want to ensure that childcare remains of a high standard yet acknowledges the need for flexibility and affordability.

The Family Information Service (FIS) is undertaking a full Childcare Sufficiency Assessment and the report will be published for public consultation in March 2014. You will be able to find this report via our website: www.newport.gov.uk/fis. In the meantime, if you have children of a relevant age, please fill out our online questionnaire.

Thank you for taking part, we really appreciate your time and your comments.

What you told us...

...Adult Education

60% of all respondents had previously taken Adult Education courses and 65% would consider taking a course. 121 people over the age of 50 years said they would be interested in taking further courses. This would indicate an interest and a market for Adult Education to people over 50 years old.

Most would choose to study for interest (53%) and a few for qualification, although many wish to study for both interest and qualification. Popular topics were language(s), (particularly Welsh), computer-related, history, photography, art and craft, and local knowledge. Many of you like doing courses for sheer interest or hobby but many want work-based skills, 'something that would help me further develop my business', such as accountancy', 'something that would give me new career options' such as IT skills or help me become self-employed. It is clear from the responses that people over 50 years have active enquiring minds and a very broad range of interests.



Most people told us that they would look for information in libraries, the council website or online, education centres, job centres or in newspapers. Most respondents said they would telephone the Community Learning Service or City Contact centre. Some people look in Careers Wales, U3A, post offices and hairdressers. Knowing this helps us to advertise courses in a wide range of places. 53 of you said that courses were at an inconvenient time.

43 people said they were happy to do a course but not an exam. For those that didn't want to do courses cost, time, transport combined with insecurity and inhibitions were significant detractors. 24 people were disappointed by lack of numbers enrolling leading to course cancellation. Only 20 of the over 50's had heard of Digital Inclusion Skills Training, 117 had not.

There was general agreement that people with internet access seem to have more advantages in life and that more should be done to help older people get online. We thank you for your responses.

What we did...

There were a total of 236 surveys completed (128 people aged 25-64 years and 108 aged 65+).

Understanding how the residents of Newport perceive adult community education helps us to see if we are providing what Newport residents want and plan for future courses. This data will be used alongside other information gathered.

What you told us...

...Housing

54% of you said they knew what housing options were available in Newport and 45% said they didn't know what was available. People under 50 years were less likely to know what was available (61% said no) than people over 50 years (58% of this age group knew their options). 27% of respondents said there were enough housing options in Newport but 73% said no or they didn't know whether there were enough options of types of accommodation. 70 % said they had thought about the type of housing they wished to live in when they were old. However only 42% of people under 50 had thought about housing when they retired compared to those over 50 years old. Most people didn't plan for their retirement until their late 50's.

Most people said they would like to live in their own home adapted if necessary or move to a smaller house. 27% said they would like to move into a sheltered scheme, or a retirement village (23%), 17% in a gated community, 9% in residential care and 3% in Extra Care. 14% said they would like a home without a garden to maintain.



Of the 212 Home Owners who responded, 26% said they knew how to downsize but 74% said that there wasn't enough advice and information available to help them move to a smaller more suitable property.

Most retired homeowners said that if they had to go into a care home they would wish to sell their house or leave it to be dealt with in their will as they had bequeathed it to someone. 37% said they would let a relative or friend live in their home rather than leave it empty. A few said they would release the equity on their home to enable them to remain at home and purchase care support. 12 people said they would like to move in with a relative/friend and 11 people said they would like to live abroad when they retire.

We thank you for your responses.

What we did...

There were a total of 236 surveys completed (95 paper copies & 141 online).

Understanding how the residents of Newport perceive the types of housing options available helps us to see if we are providing what Newport residents want and plan for the future. We are also able to compare the Citizen Panel responses to previous Housing survey results.

What you told us...

...Vision for Adult Services in Newport

Some of the responses received referred to matters outside the normal remit of Social Services, and these will be forwarded to the relevant departments or agencies.

Others illustrated concerns or set out priorities and these will be reflected in the final draft of the Strategy document. A fair number made constructive suggestions which we were happy to receive and will be considering further.



What we did...

The Vision for Adult Social Services remains a draft document that is still being consulted upon. Information provided by Panel respondents forms a core part of our feedback material and we would like to thank those respondents sincerely for taking the time and trouble to respond to our questions.

Thank You!!!

A big thank you to all of you who completed July's Survey. The final response rate was 26.6% (that's 236 replies), which was greatly received.

Coming up in the next Survey

Perception of Newport; and Safety in Newport.