

COMMUNITY INVOLVEMENT

Community involvement has been central to the Caerphilly county borough approach in undertaking this local assessment of well-being. The *Caerphilly We Want* conversation kicked off at the Caerphilly Local Service Board Standing Conference on 22nd March 2016. The Standing Conference is made up of 80 representatives of public, private, third sector and community organisations. The Conference through presentations and workshop sessions focused on the Well-being of Future Generations (Wales) Act and discussed what this new legislation means to those who live in the Caerphilly county borough and for the organisations that provide services.

A key note speaker was Alan Netherwood, Honorary Research Fellow, Cardiff University, and consultant for the Welsh Local Government Association (WLGA) around preparing local authorities for implementing the Future Generations legislation. He stressed the importance of asking questions on behalf of future generations in undertaking well-being assessments. For example, considering such questions as how to: secure food, water, energy security (low carbon) and a resilient transport infrastructure for future generations.

He emphasised thinking about *place* and *legacy* for future generations, and then considering what needs to be measured. He highlighted the importance of taking time to *think explicitly* about future generations, and recommended looking at what is being done well in an area, and identifying gaps where things are not going so well. He asserted communities will need to become more self-reliant, less reliant on public services, and innovate to solve their own problems, with a strong culture of collective citizenship helping.

With this advice in mind, engagement events have been held in five community areas in the Caerphilly county borough, exploring the views of local people and organisations on assets, strengths, resilience within their communities, and consideration of trends data in planning for how the participants' want their community area to look like in 2040, and with a View Point Panel residents session held looking at the whole Caerphilly county borough. The facilitated discussion at the events guided participants through considering:

- The best and worst things about the community area
- The demographic overview of the community area
- Views on what would like the community area to look like in 25 years-time
- Key issues for action in shaping the desired community area.

Over 550 local people and organisations were invited to participate in these community events, with press releases also made in advertising the events. The following is a demographic overview of each area, and a summary of the findings from the community engagement events; with the chapter concluding with a selective focus on Caerphilly county borough wide events, including engagement events targeted at children and young people.

Local Community Event:

Upper Rhymney Valley (incorporating Bargoed)

Demographic overview

Population - the Upper Rhymney Valley has a population of 28,318, 49.2% of which are male and 50.8% female.

Age range - 21.9% of residents are aged 0-17 years, 61.2% are aged 18-64 years and 16.9% are aged 65 years or over. These figures are comparable with the Caerphilly county borough as a whole.

Ethnicity - 98.7% of residents are white, compared with 98.4% within the Caerphilly county borough as a whole. The largest ethnic minority groups are mixed/multiple ethnic groups (0.4%) and Asian or Asian British (0.4%).

National identity - 84.9% of residents gave their national identity as Welsh compared with 80.5% within the Caerphilly county borough as a whole.

Access to car - 32.3% of households have no access to a car or van, compared with a Caerphilly county borough figure of 24.4%.

Unemployment rate (male) - 8.9% of male residents aged 16-74 years are unemployed, compared with a figure of 6.6% for the Caerphilly county borough as a whole. 12.7% of male residents are long term sick or disabled, compared with a figure of 8.6% for the Caerphilly county borough as a whole.

Unemployment rate (female) - 5% of female residents aged 16-74 years are unemployed, compared with a figure of 3.7% for the Caerphilly county borough as a whole. 10.9% of female residents aged 16-74 years are long term sick or disabled, compared with a figure of 7.8% for the Caerphilly county borough as a whole.

Limited day to day activities - 30.2% of residents said that their day to day activities were limited a little or a lot by their health, compared with a figure of 25.4% for the Caerphilly county borough as a whole.

Areas of employment - the most popular industries categories of employment for residents are: manufacturing at 18.3% (16.2% in the Caerphilly county borough as a whole); wholesale and retail trade: repair of motor vehicles at 14.6% (15.1% in the Caerphilly county borough) and human health and social work activities at 13.9% (12.4% in the Caerphilly county borough).

No qualifications - 39.8% of residents have no qualifications compared with a figure of 31.4% for the Caerphilly county borough as a whole.

Older people - 20.9% of households only contain persons aged 65 years+ (either one or more) compared with a figure of 20.6% in the Caerphilly county borough as a whole.

Welsh language -14.6% of residents aged 3 years and over have one or more skills in Welsh (understand, speak, read or write) compared with a figure of 16.2% for the Caerphilly county borough as a whole.
(Census 2011)

The Caerphilly YOU want! Upper Rhymney Valley Community Engagement Event 28th July 2016 White Rose Centre, New Tredegar

There were 13 participants at the community event. This included three ward members, Caerphilly Youth Service workers and Caerphilly Youth Forum Members, and officers representing the following organisations: Llamau, Menter Iaith Sir Caerffili, Girl Guides and the Office of the Police and Crime Commissioner for Gwent. A number of key themes emerged through the discussions:

Jobs

- There is a lack of jobs catering for the needs of local people at all abilities. There is a need for good quality, averagely paid, and wide ranging local job opportunities
- Young people need to be given the opportunities to train and work locally – as one participant commented: *to give the young people a future and keep them here rather than drive them away*. It was also commented that – *the system allows people not to work*
- There is a need to financially support local businesses, which should be encouraged as opposed to larger nationals. There is a need for more apprenticeships, and the development of more social enterprises.

Health

- The new Rhymney Integrated Health and Social Care Resource Centre was seen as a positive community asset
- It was observed (and supported by the demographic community data) that there are high numbers of people with ill health, with smoking noted as a particular problem. One participant commented – *there is a need to focus on prevention and not cure*.

Education

- It was felt there were *good primary and secondary schools* in the area, with it observed that - *Education is the back bone of life*
- It was noted that in the past qualifications were not necessary because of the history of mining and manufacturing, which provided jobs at all levels including low skill. It was observed that - *high levels of people with no qualifications is not new* in the community area
- It was felt there is a need to support youngsters to turn aspirations into reality, but lack of parental support could be an issue
- In improving the area it was observed that there is the - *need for the right type of academic and vocational opportunities* and also the need to ensure local people have the - *technical qualifications for the jobs of the future*.

Environment

- Green spaces / natural environment and country parks were identified as positive assets. However, the lack of respect for the environment was noted with litter, fly tipping, dog fouling all seen as - *big problems*
- There was some distaste for wind turbines, but suggestions were made for solar farms, hydro energy and electric trains.

Transport

- It was observed that despite the low level of car ownership in the area, there was traffic congestion, and car parking was an issue. The group queried as to why this was the case. Although it was noted in Aberbargoed back streets were being used as rat

runs to avoid traffic on main road bottlenecks, and an extension was needed to the by-pass. Traffic calming measures were seen as ineffective, with car drivers still speeding

- It was noted that bus services are not linked up with trains, and there is a need for more evening buses. The train service, however, was valued.
- For Bargoed, however, good train links were noted, which was useful for working, shopping and taking advantage of leisure opportunities in Cardiff.

Community

- Community centres were seen as positive assets, but it was felt they were under used, and there was a lack of facilities for young people, and especially teenagers
- A lack of community spirit was noted with it observed - *People do not want to volunteer or take responsibility for their actions; IT keeps people in their houses and need for more leaders in our communities*
- It was suggested the community focus should be for more - *sustainable communities* with local shops, schools and jobs important in building community cohesion, and would help in reducing the number of cars in the area. The current lack of shops was noted, with it commented - *we only have takeaways*, and that - *Rhymney has empty shops and is no longer a shopping centre* and observed - *we should encourage town centres not retail parks*
- The lack of opportunities for people to practice the Welsh language outside of education settings was noted in the community, with no activities in Welsh north of Bargoed.

Young People

- A major theme running throughout the discussions was how to make the future for young people better, such as: through providing more activities; increasing opportunities for academic and vocational qualification; stimulating the local economy to provide local jobs, and getting young people more involved in their local communities.

The group was asked to identify key priority issues to be addressed by the Caerphilly Public Services Board in shaping the *Caerphilly We Want* with the following emerging:

Key priorities	Reasons for selecting priorities
To create a skilled workforce for inward investment, and stimulation of local job economy	Schools, colleges and businesses need to work together, with opportunities provided for both academic and vocational qualifications
Improved employment opportunities	Young people should have the opportunities to train and work locally in providing young people with a future in the area
Improved public transport / road infrastructure	Local businesses should be supported in promoting more employment opportunities in the locality. With the current road

<p>More community activities</p> <p>Promote the positives of the Caerphilly county borough – such as have a good living environment, with attractive, scenic countryside with good trails for walking</p>	<p>infrastructure: chaos was noted at peak times with car congestion; buses not meeting trains, no evening bus service, and no cross valley transport links. An improved transport system is vital for more people to come into the valleys for employment, and tourism.</p> <p>An increased range of local activities are needed, especially for teenagers. Through encouraging volunteering it is possible more activities could be run. This will help in fostering a greater community spirit, and encourage residents to take responsibility for their actions and become more involved in their community.</p> <p>The Council, National Resources Wales and Welsh Government all have a role to play. It was felt that parking charges in country parks can act as a deterrent to people using them.</p>
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Mid Valleys East

Demographic overview

Population - the Mid Valleys East area has a population of 45,266, 49.2% of which are male and 50.8% female.

Age range - 22.1% of residents are aged 0-17 years, 60.5% are aged 18-64 years and 17.4% are aged 65 years or over. The percentage of people aged 65 years and over is higher than the Caerphilly county borough average of 16.5%.

Ethnicity - 98.5% of residents are white, compared with 98.4% within the Caerphilly county borough as a whole. The largest ethnic minority groups are mixed/multiple ethnic groups (0.6%) and Asian or Asian British (0.4%).

National identity - 81.1% of residents gave their national identity as Welsh compared with 80.5% within the Caerphilly county borough as a whole.

Access to car - 22.1% of households have no access to a car or van, compared with a Caerphilly county borough figure of 24.4%.

Unemployment rate (male) - 5.9% of male residents aged 16-74 years are unemployed, compared with a figure of 6.6% for the Caerphilly county borough as a whole. 7.8% of male residents are long term sick or disabled, compared with a figure of 8.6% for the Caerphilly county borough as a whole.

Unemployment rate (female) - 3.4% of female residents aged 16-74 years in are unemployed, compared with a figure of 3.7% for the Caerphilly county borough as a whole. 7.2% of female residents aged 16-74 years are long term sick or disabled, compared with a figure of 7.8% for the Caerphilly county borough as a whole.

Limited day to day activities - 25.2% of residents said that their day to day activities were limited a little or a lot by their health, compared with a figure of 25.4% for the Caerphilly county borough as a whole.

Areas of employment - the most popular industries categories of employment for residents are: manufacturing at 19.8% (16.2% in the Caerphilly county borough as a whole); wholesale and retail trade: repair of motor vehicles at 14.9% (15.1% in the Caerphilly county borough) and human health and social work activities at 11.7% (12.4% in the Caerphilly county borough).

No qualifications - 32% of residents have no qualifications compared with a figure of 31.4% for the Caerphilly county borough as a whole.

Older people - 21.8% of households only contain persons aged 65 years+ (either one or more) compared with a figure of 20.6% in the Caerphilly county borough as a whole.

Welsh language -14.3% of residents aged 3 years and over have one or more skills in Welsh (understand, speak, read or write) compared with a figure of 16.2% for the Caerphilly county borough as a whole.
(Census 2011)

Mid Valleys West

Demographic overview

Population - the Mid Valleys West area has a population of 25,297, 48.8% of which are male and 51.1% female.

Age range - 22.4% of residents are aged 0-17 years, 61.5% are aged 18-64 years and 16.1% are aged 65 years or over – all of these figures are similar to the county borough averages.

Ethnicity - 98.4% of residents are white, identical to the figure for the county borough as a whole. The largest ethnic minority groups are mixed/multiple ethnic groups (0.7%) and Asian or Asian British (0.5%).

National identity - 81.6% of residents gave their national identity as Welsh compared with 80.5% within the county borough as a whole.

Access to car - 20.4% of households have no access to a car or van, compared with a county borough figure of 24.4%.

Unemployment rate (male) - 5.9% of male residents aged 16-74 years in are unemployed, compared with a figure of 6.6% for the county borough as a whole. 8.5% of male residents

are long term sick or disabled, the same as the figure for the county borough as a whole.

Unemployment rate (female) - 3.5% of female residents aged 16-74 years are unemployed, compared with a figure of 3.7% for the county borough as a whole. 8.2% of female residents aged 16-74 years are long term sick or disabled, compared with a figure of 7.8% for the county borough as a whole.

Limited day to day activities – 25.7% of residents said that their day to day activities were limited a little or a lot by their health, compared with a figure of 25.4% for the county borough as a whole.

Areas of employment - the most popular industries of employment for residents are: wholesale and retail trade; repair of motor vehicles at 14.9% (15.1% in the county borough); manufacturing at 14.3% (16.2% in the county borough as a whole), and human health and social work activities at 12.4% (12.4% in the county borough).

No qualifications - 29.5% of residents have no qualifications compared with a figure of 31.4% for the county borough as a whole.

Older people - 20.2% of households only contain persons aged 65 years+ (either one or more) compared with a figure of 20.6% in the Caerphilly county borough as a whole.

Welsh language - 17.6% of residents aged 3 years and over have one or more skills in Welsh (understand, speak, read or write) compared with a figure of 16.2% for the county borough as a whole.
(Census 2011)

Caerphilly county borough wide events:

Viewpoint Panel Event 11th July 2016

The Viewpoint Panel Event with residents across the Caerphilly county borough marked the launch of the series of community engagement events framed around the *Caerphilly We Want*, with the Council's Chief Executive and Cabinet Members attending to hear the views of local people. In total 29 residents attended, including 4 members of the Caerphilly Youth Forum. Whilst residents and young people from right across the county borough attended the event, there was a reasonably equal split of males and females, with those aged 50 plus being slightly over represented.

Four facilitated discussion groups were held, all considering the same questions, with the following themes emerging:

Education

- Need for a consistency of provision of good quality schools across the county borough
- Recognition of the importance of key skills, including literacy and the need for early intervention
- Improving parenting skills and a focus on early years
- Wider curriculum and the teaching of life skills, not just a focus on academic attainment

- Importance of school children learning Welsh, which is advantageous for gaining work in Wales, and the need for pupils to also learn other languages i.e. European and/or Mandarin.
- Strong communities, with libraries as multi-purpose local community hubs were also referenced.

Improved infrastructure

- Improved road and cycle networks with more reliable and wider public transport network (both trains and bus networks). The need for earlier trains; more frequent buses, and more routes. This is important for young people to access training and jobs, and needs to be developed to allow people to access the *whole* county borough
- *There is too much development for the current infrastructure to cope* - was a sentiment expressed a number of times
- Money needs to be spent on infrastructure to solve traffic issues such as congestion, and poor quality roads, with some road surfaces within the county borough seen as un-safe
- A need to complete the North / South Cycle Way. It was noted that a cycle route that goes all the way from north to south is important to reduce traffic congestion and allow people to travel by bike.

Economy

- Encouraging new businesses to locate across the Caerphilly county borough providing more skilled jobs and apprenticeships for the next generation. For example, new businesses specialising in scientific / bio medical / IT industries.
- Increased apprenticeship opportunities
- More people in work or contributing through volunteering
- More central control over what shops appear in our towns. It was felt there were too many betting shops, too many alcohol outlets, too many fast food takeaways. The need to bring back high street services such as café/salons, shops/banks/post office was noted, although observed people may prefer to do online shopping.

Healthier lifestyles

- Preventative action to keep people healthier
- Greater use of online health information sources
- Better health services, as felt the local hospital Ysby Ystrad Fawr was underused, possibly because not doctor led. There was one comment that an Accident and Emergency facility should be provided as promised at the hospital.

A cleaner environment

- Provision of green open spaces with links to healthier lifestyles
- Renewable energy sources for saving natural resources.

Older people and housing

- One discussion group highlighted the need to provide for an ageing population, in particular, by appropriate affordable accommodation suiting all needs. This could then free up housing for others. There were mixed opinions on whether we need *Pensioners Villages* or housing development catering for all ages. Good housing design was though seen as important in tackling social isolation and security issues.

The four groups were asked to identify key priority issues to be addressed by the Caerphilly Public Services Board in shaping the *Caerphilly We Want* with the following emerging:

Key priorities	Reasons for priorities (a selection of participants' comments)
Education	<p><i>Wales needs to be a leader in Education and every school should be a good school</i></p> <p><i>The focus should be on our children in looking 25 years ahead</i></p> <p><i>We are too driven by standards, and not enough by skills</i></p> <p><i>PSE lessons are wasted - should be learning more valuable life skills in these lessons</i></p>
Literacy/skills	<p><i>Key to everything else</i></p> <p><i>Illiteracy has knock on implications</i></p>
Jobs/Volunteering opportunities – including provision of jobs and apprenticeships for young people,	<p><i>All very well to have the skills but there are no jobs available</i></p> <p><i>More employment opportunities need to be developed locally</i></p> <p><i>Suggestion for Volunteer Get Caerphilly Online - opportunities</i> <i>It was noted that the Riverside park in Newbridge gym, and skate park had difficulties in finding volunteers, but provided great community facilities</i></p>
Improving Parenting Skills / focus on early years	<p><i>Children need to be well rounded – it's not just about qualifications</i></p> <p><i>Parents need to provide routine and instructions</i></p>

<p>Improving infrastructure</p>	<p><i>It's about being a team player. It's about respect and being polite. About being patriotic – about citizenship. It's about the person.</i></p> <p><i>Should focus on the health of children</i></p> <p><i>The current infrastructure is not coping. Too much traffic congestion. The infrastructure (roads, trains, shops) needs developing before new developments start.</i></p>
<p>A Clean Living Environment</p>	<p>A common finding across the four groups was for clean and green open spaces. This was seen as important for improving quality of life that can be obtained from the external environment, including pride in the community. Examples were given of participating and working with other groups for successful outdoor environments, such as voluntary running the BMX and skate board park in Newbridge to engage youth and give them activities; and residents led initiatives in improving the living environment in Lansbury Park through planting and community tidy ups.</p>
<p>More places for social interaction (not just sport)</p>	<p>This was seen as helpful in preventing isolation and maintaining positive mental health in encouraging socialisation and getting people out and about</p>
<p>Develop facilities in the north of county borough (Rhymney)</p>	<p>It was felt that the north of the borough does not have services compatible to Ystrad/Caerphilly/Blackwood/Risca. Although it was noted that greater use should be made of the community facilities in the north of the borough such as the Winding House, and White Rose Centre</p>

Voluntary Sector Forum Event 13th May 2016

An event convened by Gwent Association of Voluntary Organisations (GAVO) was held at the inaugural meeting of a Caerphilly county borough wide Voluntary Sector Forum. The Forum was briefed on the requirements of the Future Generations legislation. Following this, the organisations presented listed sources of qualitative data available through their work with local people, which covered all 7 well-being goals. This has been added to the central deposit of data sources collated for informing the well-being assessment.

The Forum was asked how they would like to be involved in developing the assessment of well-being, with the views gained informing the Caerphilly borough engagement process notably though:

- The Voluntary Sector being the link between Caerphilly County Borough Council and communities (voluntary sector organisations have been present at the community engagement events)
- Consulting and involving young people (young peoples have been asked for their views at the National Play Day Event and Big Cheese Festival, with an event held for the Caerphilly Youth Forum, which are documented later in this chapter)
- Providing plenty of communication opportunities (organisations and community groups have been given engagement packs to run their own events)
- Engaging with people in a variety of ways (opportunities have been provided to attend community engagement events, or complete a questionnaire survey on Future Generations)
- Attending community groups/ supporting organisations to take part in the process (presentations on Future Generations have been given to a variety of organisations and community groups)
- Involving all organisations and their beneficiaries (the approach followed has been inclusive).

Future Generations Advisory Panel Meeting 27th July 2016

The Future Generations Advisory Panel is a Panel of 11 elected Members, which has replaced the former Sustainable Development Panel. The purpose of the Panel is to promote the economic, social, environmental and cultural well-being of residents of the Caerphilly county borough by providing guidance and advice to Caerphilly County Borough Council on the work required under the Future Generations legislation. This includes ensuring that this work is undertaken in accordance with the *sustainable development principle*, and does not compromise the ability of future generations to meet their needs.

A discussion was held with the Panel to capture views of members on their vision for the Caerphilly county borough for the future, and to prioritise what the Panel feel the Caerphilly Public Services Board should focus on to create the *Caerphilly WE want*. A number of key themes ran through the discussion, with the following seen as key priorities:

Jobs

No unemployment
Increase in tourism

Health

Preventative work in keeping people healthy
Sustainable and accessible social services

Education

Confident, motivated, well-educated individuals

Transport

Integrated transport
Cycle paths and footpaths

Housing

Suitable housing that meets the needs of the population

Population engagement

Communities and individuals feel part of the process and are engaged.

In looking at which issues the Caerphilly Public Services Board should solve first and why the following priorities were identified:

Key priorities	Reasons for priorities
Jobs	Need to increase the % in work or contributing through volunteering
Health	Preventative work in keeping people healthy
Population Engagement	Ensuring that communities and individuals feel part of the process and are engaged
Education	
Housing	
Transport	

Community Council Liaison Sub-Committee Meeting 27th July 2016

At their meeting on the 27th July 2016 the Community Councils Liaison Committee (CCLC) undertook a one hour workshop, facilitated by the Corporate Policy Unit. Twenty Community Council representatives were present. The workshop was facilitated by Kath Peters (Corporate Policy Manager) and Paul Cooke (Senior Policy Officer).

The key aim of the meeting was to capture their views on a vision for Caerphilly County Borough for the future and to prioritise what the Panel feel the Public Services Board should focus on to create the Caerphilly WE want.

The session was introduced by a slide presentation by Kath Peters providing an overview of the Act and statutory guidance that came into force on the 1st April 2016 which places a number of legal duties on public bodies in Wales to improve the social, economic, environmental and cultural well-being of communities.

The workshop examined 4 key questions:

1. What are the best things about the county borough and why?
2. What are the worst things about the county borough and why?
3. What do you want your Caerphilly to look like in 2040?
4. What issues should the Public Service Board solve first and why?

Summary of Key Discussion Findings

A number of key themes ran through the discussion. The following were seen as key priorities:

Key Priorities

- Jobs
- Good infrastructure – Integrated transport
- Improved health and well-being for residents
- Good schools & education
- Sustainable Communities

Other Priorities

- Equality of provision of services and funding
- Good green spaces
- Proper housing plan and planning
- Responsible communities – give back sense of belonging
- Renewable energy
- Adequate parking / Traffic management
- Good policing / visible

Children and Young People Events:

Caerphilly Youth Forum Event 14th July 2016

At the Caerphilly Youth Forum event 43 young people participated from across the Caerphilly county borough. The following questions were proposed, and responses elicited:

In 25 years-time what do you want Environmental Services (i.e. refuse, recycling, parks, open spaces, countryside) to be like? You may have your own children. How do you want it to be for them? How do they need to improve things?

Issue	What services will be involved with this issue?	What will they need to do?
Recycling: not enough for recycling opportunities in communities; more places to recycle; easier ways to recycle.	Environmental services Voluntary Groups People being more proactive	Primary Schools need to recycle Businesses forced to recycle, and Council
Parks and playgrounds: <i>are boring</i> ; do not have enough equipment; not looked after; not clean; not well lit; drugs found there; parks are small.	Parks Services Community to work together to respect the space	Build more parks More park wardens Maintain parks to an excellent standard Cameras in parks Modernise trampolines, and fitness areas More disability equipment in parks

<p>Living Environment: <i>littering there is too much mess on the streets; not enough dog bins in the community where people walk their dogs, and not emptied enough; more planting of trees; not enough open spaces in the borough, and if there are spaces they are being built on</i></p>	<p>Groundwork Environmental Services People Police Schools</p>	<p>More bins including recycling bins Dog poop bins Bins emptied more often Larger bins Advertising for people to use bins More bins placed where people walk dogs Put <i>free</i> dog bags in local shops, community centres, libraries etc. More fines/increase fines Get your children involved at an early age Need to keep a certain amount of space</p>
<p>Making the town more interesting: more information on what to do; replicate Bargoed cinema; more bowling opportunities (although noted where there are bowling greens, new ones cannot be opened as there is no one to open the building); need for more tennis courts.</p>	<p>Involvement of private contractors, such as Wimpey and Redrow Council</p>	<p>Build more interesting things, funding can help do this</p>
<p>Crack down on anti-social behaviour in public places and open areas</p>	<p>Community safety wardens Police Council</p>	<p>Council and police need to work together More frequent watch services</p>

In 25 years' time what do you want Health Services, hospitals, doctors, health living advice to be like? You may have your own children. How do you want it to be for them? How do they need to improve things?

Issue	What services will be involved with this issue?	What will they need to do?
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<p>Doctors surgeries: cannot get appointments when you need them; need doctors that speak Welsh or English; frustrating length of waiting times for prescriptions</p> <p>Hospital services: need to wait in line for emergency cases to be dealt with first; need for shorter waiting lists, with more staff to reduce waiting times; commented <i>-waiting in A&E is terrible; make waiting rooms more comfortable and entertaining;</i> better funding needed for terminal disease</p> <p>Healthier school environment: noted pupils are smoking in known smoking areas in schools, which teachers ignore; one participant commented head teacher told pupils to go to the back of the school to smoke</p> <p>Mental health services: waiting lists are huge for Child and Adolescent Mental Health Services (CAMHS); people not aware of mental health issues</p>	<p>National Health Service Local Health Board Chemists/Pharmacists</p> <p>National Health Service Hospitals More training for health professionals</p> <p>Teachers More training for youth workers/teachers</p> <p>National Health Service Government Councils Funders GP's</p>	<p>More phone consultations Extending opening hours for doctors surgeries including weekends Train more staff Receptionists need to respond quicker</p> <p>More money for NHS Train more doctors and nurses Trustworthy staff Link up, share appointments in numerous areas around the borough, the closet ones to you in the area</p> <p>More cameras around the school</p> <p>More nurses and doctors Voluntary sector help Commented <i>-Talk about mental health in schools so less of a stigma, more awareness, and able to get help faster</i> <i>-Educate, and create an environment where people feel comfortable</i></p>
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In 25 years' time what do you want Community Safety – Police, feeling safe in your community services to be like? You may have your own children. How do you want it to be for them? How do they need to improve things?

Issue	What services will be involved with this issue?	What will they need to do?
<p>Policing: there is lack of good relationships between the police and community; Police community support officers (PCSO) think they can treat young people unfairly - <i>because they have more power</i> – one participant said giving a direct quote from local officer; need police officers that try to help people; police officers to do their job; police move young people on from their hang outs with it commented - <i>when police move us on its to parks and places that are dark or where we feel unsafe</i>; police often act unfairly towards people who are different; bias prejudice towards young people, with older people perceived as getting away with things.</p> <p>Community Safety: poor lighting; drunk people; people on drugs; drug taking; commented - <i>make sure places are safe 24/7</i>; underage drinking; groups of people intimidate the community; anti-social behaviour; need more police in the community, and road rage noted as an issue.</p>	<p>Police including Police community support officers (PCSO) Government Council Youth service</p>	<p>More officers out doing positive face to face work knowing who your local officers are/ more police in the streets/ feeling safe and knowing their names so that you feel comfortable Police need to be more consistent Police should learn how to communicate better with young people Police need better training about diversity Take things seriously e.g. missing people</p> <p>Make parks more young person friendly Youth shelters with better floors for skating and bikes Schools working alongside the Youth Service More things to do in the area to keep young people interested, such as educational activities</p>

In 25 years' time what do you want Employment Services – careers advice, training opportunities to be like? You may have your own children. How do you want it to be for them? How do they need to improve things?

Issue	What services will be involved with this issue?	What will they need to do?
<p>Career advice: is not great at school; more career advisors in schools; careers advice not consistent across the borough/ depends on the adviser</p> <p>Jobs: easier to find or get a job; not many local jobs; more opportunities for part time jobs for young people, including Saturday work; job centres should be improved and provide more advice on getting jobs; more apprenticeships; commented - <i>Some jobs prejudiced against stereotypes such as people with tattoos and piercings</i></p> <p>Education: no work experience provided in some schools (echoes findings from conversations with local business sector); improve Welsh Baccalaureate; better training opportunities; advertise more courses; more training schemes</p>	<p>Schools Career Service Careers Wales Careers advisors Westminster Government Welsh Government Council Community Education Businesses</p> <p>Job centres Westminster Government Welsh Government Council Education Colleges Careers Wales ACT Training Jobs</p> <p>ITEC qualifications need to bring it back at schools Better education</p>	<p>They will need to make it easier to apply for jobs Have better links with Careers Wales and other businesses Better awareness about the individuals situation and circumstances Advisors need to have a better knowledge of careers that are not mainstream e.g. boxing coach, tattooists</p> <p>Looking at developing a skills strategy for young people and then as commented - <i>try to attract the right type of industry</i> Have business days where organisations come in and say what they do Advertise jobs where young people are More staff to inform you More apprenticeships More access to these services in all areas of the county borough</p> <p>Extra funding Ensure quality of service is excellent across the board Make work experience easier to get Give young people experiences and opportunities</p>

In 25 years' time what do you want Leisure Services – play area, recreation, sports to be like? You may have your own children. How do you want it to be for them? How do they need to improve things?

Issue	What services will be involved with this issue?	What will they need to do?
<p>Swimming pools: more modern pools; fun slides; observed - <i>be more like Cardiff our pools are rubbish</i></p> <p>Improve the facilities across the county borough: all weather sport facilities; skate parks; scooter and BMX places; parks are covered in glass, and are too small</p> <p>Easier access to more sport facilities and play areas: For example the following comments were made: <i>not allowed in the sporting of excellence in Ystrad unless you pay full membership which young people cannot afford; not enough facilities and cannot book them if already booked; business use council areas for their own use to the detriment of others in the community; more variation of types of sports available to the community</i></p>	<p>For all issues the following service areas were identified:</p> <p>Council Sports Local MP's and Councillors</p>	<p>Open more facilities in areas with less facilities More play schemes More buses linking facilities in places More funding available</p>

In 25 years' time what do you want Education – schools, youth services, libraries to be like? You may have your own children. How do you want it to be for them? How do they need to improve things?

Issue	What services will be involved with this issue?	What will they need to do?
<p>Libraries: close too early at 5pm with it commented -<i>Can't get there in time</i>; libraries are small in certain areas, not enough libraries in all areas with libraries being closed with it observed – <i>Can't ever go into the library in Aber</i>; Needs to be a different process in place if you have forgotten your library card; prices for new library card</p> <p>Education: teachers can be unsympathetic; comprehensive schools need alternative GCSE's for example: beauty, engineering, logistics and arts; more alternative education available for young people (this was also echoed by the View Point Panel session with residents);commented -<i>Schools need to find better ways of dealing with discipline - not isolation</i>; Schools need a better mental health system</p> <p>Smoking in Public: more boundaries on smoking in public</p>	<p>Libraries Council</p> <p>Education Education Board Mental Health Services</p>	<p>Extend opening hours of libraries Commented - <i>See if they can get more money to extend the library</i> Change library procedure on lost/forgotten cards as commented - <i>Be able to have other ID as proof and just use login details</i></p> <p>All teachers should have mandatory training in mental health More mental health officers in schools More variety to provide better qualification for life <i>Commented -Isolation denies a proper education</i> <i>-Making education more interesting</i> People learn in different ways/ Learn better through doing activities More educational trips More 1:1 support</p> <p>Community officers should stop people smoking in public areas</p>

Big Cheese Festival 30th to 31st July 2016

The Big Cheese is a key annual event in the Caerphilly county borough now celebrating its 19th year. The event set in the town of Caerphilly, is an extravaganza of street entertainers, living history encampments, music, dance, traditional funfair, folk dancing, falconry, fire eating, minstrels and troubadours. The Big Cheese weekend attracted over 80,000 people, and was an ideal way to seek the views of local people around creating *the Caerphilly We Want*.

Over the 2 day festival a questionnaire survey was conducted with residents of the Caerphilly county borough. 81 questionnaires were completed with the following findings split into Caerphilly county borough wide issues, and issues specific to the five community areas.

The following were the key issues arising for the *whole* Caerphilly county borough:

- Need more activities for children and young people
- Countryside / parks and green spaces are valued and people want these retained
- Varied opinions about needing more housing/ more affordable housing and not building on green spaces or until improved infrastructure – better roads to cope with traffic, more facilities for more people
- Traffic / parking a concern
- Dog mess / litter a problem
- More visible policing to tackle crime and anti-social behaviour. Robberies, theft and poor police response were also a theme.
- With the exception of Blackwood, the need for town centre developments was a central theme
- More local, long term jobs
- Residents need to be encouraged to take more responsibility, pride and aspiration, which will assist communities in helping themselves and building community cohesion and community spirit
- More / better local facilities
- There was mixed feedback on the quality of schools
- Concerns about drugs and alcohol raised
- Differing opinions on public transport depending on where you live.

Community Area Based Findings from Big Cheese Festival:

Upper Rhymney Valley

What are the best things about where you live and why?	What are the worst things about where you and why?	What do you want your communities to look like in 2040?	Which issues should Public Services solve first to create the Caerphilly You want in 2040?
Green spaces, beautiful countryside for walks	Not enough to do for teenagers and families	More activities for children and young people	Less fear of crime with a frequent comment for - <i>more Bobbies on the beat</i>
Semi-rural location	Anti-social behaviour	More local employment	Drugs, crime and anti-social behaviour
Near to amenities	Dog Mess Alcoholics Drugs – both growing and usage	Better affordable housing / no more housing	Reduce deprivation commented– <i>make it a better place to live.</i>

	Lack of community spirit		More housing but with balance of facilities infrastructure
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Note: based on 10 completed questionnaire surveys

Lower Islwyn

What are the best things about where you live and why?	What are the worst things about where you and why?	What do you want your communities to look like in 2040?	Which issues should Public Services solve first to create the Caerphilly You want in 2040?
Quiet Good parks / green areas/aspect Good facilities / amenities Community spirit / good neighbours	Speeding cars and buses and accidents Dog mess	To stay green and quiet Modern local facilities and shops Community spirit neighbourliness More community engagement	Anti-social behaviour More visible police presence

Note: based on 10 completed questionnaire surveys

Mid Valley East

What are the best things about where you live and why?	What are the worst things about where you and why?	What do you want your communities to look like in 2040?	Which issues should Public Services solve first to create the Caerphilly You want in 2040?
Quiet Good environment / woods and greenery Semi-rural Village life – good community spirit Blackwood Town Centre	Issues with drugs, alcohol and homelessness in Blackwood Bus Station Litter/ broken glass / dog mess	Stay the same – <i>protect what we have</i> More local facilities – shops, community / youth centre, leisure	Crime Anti-social behaviour Stronger police patrol and police Community engagement

Note: based on 7 completed questionnaire surveys

Mid Valleys West

What are the best things about where you live and why?	What are the worst things about where you and why?	What do you want your communities to look like in 2040?	Which issues should Public Services solve first to create the Caerphilly You want in 2040?
<p>Parks</p> <p>Countryside</p> <p>Peace and quiet</p> <p>Good facilities and transport</p> <p>Good schools and nurseries</p> <p>Community spirit</p>	<p>More for teenagers to do</p> <p>Theft / crime</p> <p>Anti-social behaviour</p> <p>Dog mess</p> <p>Litter</p> <p>No shops</p>	<p>To stay fairly rural</p> <p>Better facilities – local hospital, more for younger people.</p> <p>More jobs</p> <p>Less cars</p>	<p>Focus on health: early diagnosis of illnesses, and encouraging people to take ownership of their own health; use of ambulance and hospitals for serious problems only; boundaries of care issues on moving between hospital, residential and nursing settings</p> <p>Environmental Issues</p> <p>Community integration</p>

Note: based on 11 completed questionnaire surveys

Caerphilly Basin

What are the best things about where you live and why?	What are the worst things about where you and why?	What do you want your communities to look like in 2040?	Which issues should Public Services solve first to create the Caerphilly You want in 2040?
<p>Good Public transport</p> <p>Good schools</p> <p>Quiet</p> <p>Lots of shops and facilities</p> <p>Low crime / safe environment</p> <p>Town / location</p> <p>Flowers / trees / countryside/ aspect</p> <p>Friendly community / community spirit</p> <p>Local jobs</p> <p>New houses</p>	<p>Small businesses shutting down in the town centre</p> <p>No local out of hours GP service</p> <p>Kids hanging around streets / shops – no facilities for children</p> <p>Rubbish – both litter and overflowing bins.</p> <p>Dogs mess / dogs barking / stray dogs</p> <p>Anti-social behaviour / lots of drunks / parties</p> <p>Crime / No local policemen / theft / no response from police</p> <p>Caerphilly town centre is run down; poor choice of shops and empty shops</p> <p>No retail park</p> <p>Too many cars / parking issues</p> <p>Too many new houses</p> <p>Deprivation</p>	<p>More activities for young people</p> <p>Cleaner environment</p> <p>More long term jobs / new industries</p> <p>More visible police presence</p> <p>Green – keep green spaces</p> <p>Good choice of shops / thriving town centre / encourage smaller shops / more restaurants</p> <p>No more houses on green fields or because of road infrastructure / more affordable housing</p> <p>More recycling</p> <p>More safe play area</p> <p>Better schools</p> <p>Better Broadband</p> <p>Make more of the castle through holding more events.</p> <p>Better, faster</p>	<p>Health focus: commented fulfil promises made to the public over providing 24/7 Accident and Emergency Service in Ysbty Ystrad Fawr, and Health Centre in Llanbradach (note this also came out in View Point Panel session with residents)</p> <p>Improve local health service; and especially over the weekend</p> <p>Improve peoples' health and lifestyle through reducing obesity, and stopping smoking</p> <p>Better care services</p> <p>Development of town centres</p> <p>More bins / less litter</p> <p>More activities for children</p> <p>Encourage more community responsibility, pride, and aspirations from residents. Assist communities to</p>

		<p>transport links to other parts of South Wales. Improve availability of transport over weekends</p>	<p>help themselves and build community cohesion / spirit</p> <p>Guaranteed good schools / better education prospects for those in more deprived communities</p> <p>Tackle crime and disorder. More visible police presence</p> <p>Better, cheaper public transport and more, safe, buses in the evening</p> <p>Fix pot holes</p> <p>Traffic issues</p>
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Note: based on 43 completed questionnaire surveys

National Play Day Event 3rd August 2016

The National Play Day is run to raise awareness of the importance of play, as well as encourage families of all ages to come outdoors and play together from across the Caerphilly county borough. There is a variety of activities available throughout the day, including water slides, early years play, a foam pit, parent marquee, a climbing wall, a skate park and a bush craft area including den building, pond dipping and open fire cooking. The theme for this year's event was *Play Matters*, which looks to highlight the right every child has to play and the importance of play for children, young people and adults alike. The event was organised by Gwent Association of Voluntary Organisations, with funding from Flying Start, Communities First, Families First and Supporting People.

At the Play Day event, over 100 children and adults took part in the Future Generations workshop to give their views on the future of Caerphilly, and to describe the *Caerphilly They Want in 2040*.

The workshop was split into three sections, which looked at:

- What is the *Top* (best) thing about where you live
- What is the *Pants* (worst) thing about where you live
- What would you like your community to be like in 25 years
- If you had one wish to make your community a better place for 2040, what would it be.

For the first section, the children and adults looked at what they liked and did not like about where they lived and why. They wrote the Top things about their community (what they liked) on the Tops template and the Pants things (what they did not like) on the Pants templates, which were then hung on the washing line, giving a visual display.

The second section asked the children and adults to draw what they would like their community to look like in 25 years' time, and to explain their drawing. This was a difficult challenge as both children and adults struggled to think 25 years ahead.

The third section asked the children and adults, if they had one wish to do something to make their community a better place for 2040, what would their wish be? They wrote their wish on a coin template and placed it in the wishing well.

The following key themes came out during the workshop session:

Jobs

- More opportunities needed for local training
- Young people would like local jobs in the future
- More childcare opportunities required for working parents

Health

- Improved health facilities are required within the county borough
- More hospitals are needed

Young people

- More facilities, activities and opportunities are required for young people, including more after school activities and clubs
- Parks should have areas for different ages (0-8 and 8+ etc.), with it felt that young children do not like to play in the parks with older children.
- Children want everyone to have a clean, safe, quiet home

Facilities

- Not enough public toilets in the towns and parks were noted
- While it was felt *we have some lovely parks in the county borough*, the parks need more facilities for children, and play areas for different age children
- There is a need for more shops, more public houses, restaurants and cafes (but independent outlets, and less chains)
- More sports facilities required for children and adults
- There is a need for more evening classes/ facilities for adult learning

Community

- More community centres are needed but noted *we need to use the ones we have*, with volunteering encouraged to help run the community centres
- Community spirit is important to people, with people keen to revive it in areas where it is missing. Friendship and being close to friends was emphasised as important to both children and adults, and also the desire for small, happy, safe communities
- Noise was identified as an issue in community areas for children and adults alike, occurring from young people, animals and neighbour.

Transport

- Access to public transport identified as important
- Safe and quiet cycle paths and footpaths, were also seen as important. It was noted there should be no parking charges at country parks and footpaths, as it stops people from using them if they cannot afford to pay the fee.

Housing

- More affordable, accessible housing identified as required, with clean, safe housing for everyone.

Environment

- The countryside was identified as important, but there is a need to include facilities for specific activities (quad bikes/ motor bikes/ skate parks etc.)
- In general the need for better facilities within the parks was identified
- Too much dog fouling in the local area and in the parks and playing fields was noted
- A big issue of people dropping litter in the local environment was noted, with a lack of respect from the people who drop it
- In general it was felt that people want safe places to live and play.

Common Themes Emerging from the Engagement Events

The following common themes are emerging from the engagement events, which will be useful for further consideration as we move to the response analysis, and developing the local well-being plan:

- **Employment:** the need for more local jobs ranging from low skill to high skill was frequently identified with new businesses to be encouraged to locate in the Caerphilly county borough. The need for more apprenticeships, and volunteering opportunities were also identified. It was felt that there should be more formal linkages between schools and employers in providing work experience placements, and there was also the need for consistent system of providing careers advice in schools (this was also echoed in discussions with the local business sector)
- **Education:** Schools were identified as generally good across the Caerphilly county borough, but there was a need to ensure consistency in school educational standards across the whole borough. Widening curriculum choices was identified to meet the needs of the modern world such as Welsh and modern languages, and meeting the skills required for gaining local jobs.
- **Literacy Skills:** improving literacy for people of all ages was identified as a need in a number of the events.
- **Living Environment:** the pleasant aspect of living in a semi-rural area was repeatedly noted. However, this is blighted by litter, dog fouling, over-flowing bins, lack of regard for recycling, and no sense of responsibility in residents keeping their local communities tidy. It was felt that more should be done by public bodies in promoting the green living environment as both a place to develop new businesses, and attract tourists
- **Improved infrastructure:** frequent concerns were raised about over-developed and fear the current infrastructure would be unable to cope.

- **Affordable housing:** although over development was a concern there was also a recognition of the need to provide more affordable housing meeting the needs of the diversity of population households in communities.
- **Community Safety:** young people frequently expressed they were being unfairly treated by local police and police community support officers with officers frequently asking young people to move on, and it was perceived there was an age bias in the negative ways young people are treated by officers in comparison with older people. More training was identified as a need to help officers work and engage better with young people. The lack of visible police presence was also noted in some parts of the borough (by people of all ages) with open drug taking, and consumption of alcohol in public place being big issues.
- **Community Spirit:** was a common theme with people acknowledging the importance of it, but feeling it was declining, with more intervention needed to nurture community spirit, such as through providing volunteering opportunities in running local activities. Through developing community spirit it was felt local people would take more responsibility in making their communities good places to live.
- **Welsh language** – a number of events with young people noted there was lack of opportunities to converse in Welsh, and limited activities provided through the Welsh medium. The importance of health professionals speaking Welsh was also referred to in the Caerphilly Youth Forum event.
- **Health:** the Caerphilly Youth Forum in particular raised a lot of health concerns such as around mental health issues being a big, but neglected area, with little support for people. The Caerphilly Youth Forum called for a greater public awareness to be facilitated around mental health issues, which would be helpful in addressing the stigma so often felt by people with mental health issues. Delays in accessing all types of health appointments from GPs to secondary hospital services were also noted. A recurring theme from some of the engagement events was the need for people to take responsibility for their own health, with prevention being better than cure. Smoking was raised a number of times as an issue, with it also commented that schools were turning a blind eye to pupils smoking. Young people seemed to refer more to smoking being an issue than people from other age groups
- **Parks:** young people in particular noted their dissatisfaction with the lack of activities in parks, and poor cleanliness with litter and facilities not being maintained.
- **Community facilities:** some areas had plenty of facilities and others less so. However, a common theme was the need for local shops, cafes, public houses, libraries as community hubs and activities for children and young people in keeping areas live, and developing strengths already within the communities, and keeping a sense of place. It was also felt that people should be using more the community facilities within areas in keeping them going.
- **Transport:** through all the engagement events, and discussions with the local business sector improved road and cycle networks with more reliable and wider public transport network (both trains and bus networks) was seen as vital. The need for earlier trains; more frequent buses, and more routes and joining up connections between train and bus service was seen as important for local people in access training and jobs. The metro concept under the City Deal provides some hope, with the Caerphilly Business Forum noting the need for a loop transport system connecting all the areas of the county borough.
- **Community engagement:** an inclusive approach has been undertaken with local people and organisations, with it coming out this was appreciated, and should be on-going in ensuring that communities and individuals feel part of the process in shaping the Caerphilly county borough *We All Want*.