



Summary of Responses to Online Survey

Background and purpose

An online survey was designed to gather the views of local residents and/or organisations who were unable to attend one of the other engagement events held during October and November 2017. The purpose of this was offer an opportunity for these residents and/or organisations to express their views on the draft Well-being Plan that was published for consultation on 25th September 2017.

Method

The online survey was designed and analysed using Snap survey software. The questions replicated those asked at the face-to-face engagement events as far as possible. A link to the survey was published on the Public Services Board website and was publicised using social media channels (e.g. Facebook, Twitter) and via targeted e-mails to established networks.

By the closing date of 18th December 2017 a total of 34 responses were received, and the analysis that follows is based on these responses. The small number of responses means that the analysis that follows cannot be considered to be representative of the wider population.

Results

Demographic Profile

35.3% of respondents were male and 64.7% were female.

5.9% of respondents were aged 18-29 years, 35.3% were aged 30-49 years, 44.1% were aged 50-64 years and 14.7% were aged 65 years and over.

Specific equalities questions were not asked, however respondents were asked to identify whether the proposed well-being objectives would impact on them in terms of their age, ethnic origin, language requirements, disability, sexual orientation or gender. The only comment made related to ensuring that young people out of school should be part of the process and solutions. One respondent completed the questionnaire in Welsh.

Respondents were asked to provide their postcode to enable us to map the responses. All 34 provided this information but due to the small numbers additional analysis at smaller geographical levels could not be undertaken. However, there was a fairly even geographical spread across the county borough, apart from the Upper Rhymney Valley.

Positive Change – A shared commitment to cross-sectoral change

33 respondents answered this question, and of these 48.5% agreed and 48.5% strongly agreed with this well-being objective. Nine respondents made additional comments in relation to this objective, with a summary of the main points shown below:

- Good partnership working is essential. The benefits are wide ranging, from saving costs and resources to less overload on staff and time constraints, and overall can provide a much better experience for the client or service user.
- How will the views of residents and local organisations will be taken on board with this objective.
- There needs to be an emphasis on the effective use of assets.
- At the moment it is just words – how will progress be monitored and what teeth will ensure that the recommendations are carried out.
- Changing culture (organisational and behavioural) is fundamental if public bodies and PSBs are to meet the duties of the Well-being of Future Generations (Wales) Act, and support the level of change required to deliver improved well-being outcomes for local people and communities.
- It will rely on good communication.

58.3% of male respondents strongly agreed with this objective, compared with 40.9% of female respondents. All respondents aged 18-29 years and 60% of respondents aged 65 years and over strongly agreed with this objective. Half of respondents aged 30-49 years and a third of respondents aged 50-64 years also strongly agreed with this objective.

Positive Start – Giving our future generations the best start in life

32 respondents answered this question, and of these 34.4% agreed and 56.3% strongly agreed with this well-being objective. Nine respondents made additional comments in relation to this objective, which are summarised below:

- Agree that children need a good start in life to thrive and go on to live happy, fulfilled and productive lives, especially in the first few years. However, the positive start must continue throughout the child's life and this can only be done through engaging parents and the wider family more – it is no good providing a short term solution.
- How will the LEA support this? Many children with additional needs and/or looked after children are not being catered for now, unless schools dip into their own budgets in many cases.
- Positive start has to be followed up by a positive transition into adulthood and the development of confidence, pride, respect and community/civic involvement.
- All children deserve a positive start. Services like Flying Start should be across class – there are many children living in tidy, clean homes in areas that are seen as better than others, with good income to provide materialistic goods. Children will still be suffering from bad parenting and neglect from substance misuse and pressures of paying bills and domestic abuse which are hidden by the way they appear.
- The Flying Start programme is a fantastic programme which can tackle obstacles earlier.

- Blaenau Gwent strongly agrees with this well-being objective as focusing on children and young people (from conception onwards) supports the 'prevention' agenda. We also recognise the cross-cutting nature of this well-being objective, particularly around the ACEs agenda.
- Education for parents.

58.3% of male respondents strongly agreed with this objective, compared with 50% of female respondents. All respondents aged 18-29 years and 60% of respondents aged 65 years and over strongly agreed with this objective. Half of respondents aged 30-49 years and 46.7% of respondents aged 50-64 years also strongly agreed with this objective.

Positive People – Empowering and enabling all our residents to achieve their own potential

32 respondents answered this question, and of these 40.6% agreed and 53.1% strongly agreed with this well-being objective. Six respondents made additional comments in relation to this objective, which are summarised below:

- We can all work together to help address poor health and help clients be more independent. This would be enabled by better information sharing and early recognition of issues before it becomes a crisis. Preventative measures are always preferable and by working together closely with clients/service users this can be achieved.
- This needs to be an umbrella approach. There are more takeaways in Blackwood High Street than healthy food shops – to the outsider people in Blackwood like to gamble and order takeaway. Volunteer programmes only access a small percentage of people – it would be better to utilise community partnerships and already set up groups and clubs. Try and support these instead of reinventing the wheel every 4 years.
- There are many opportunities for people to learn skills within their environment – a major factor in communities are unemployed people not looking after accommodation both outside and in their home. A scheme to enable people to take pride in their homes could be adopted, working with Communities First in upskilling people in DIY and garden maintenance, actually working in their own home or elderly neighbours etc. instead of a community venue/classroom.
- Blaenau Gwent strongly agrees with this objective i.e. apprenticeships, volunteering and improving people's health etc. However, there is an opportunity for the plan to include further information on how this will link to existing and future labour market opportunities.
- Need to find a way to engage people who don't already volunteer.

58.3% of male respondents strongly agreed with this objective, compared with 45.5% of female respondents. 80% of respondents aged 65 years or over and half of respondents aged 18-29 years strongly agreed with this objective. In addition, 46.7% of respondents aged 50-64 years and 41.7% of respondents aged 30-49 years also strongly agreed with this objective.

Positive Places – Enabling our communities to be resilient and sustainable

34 respondents answered this question, and of these 41.2% agreed and 50% strongly agreed with this well-being objective. Seven respondents made additional comments in relation to this objective, which are summarised overleaf.

- The introduction of health and wellbeing hubs within local existing amenities would be useful. This would mean that people don't have to travel too far out of the area to access services and is already working well for things like hearing aid repair/advice sessions. Residents would be more likely to attend local hubs instead of having to go to outlying areas for advice/treatment.
- This means employing communities to take responsibility for their issues and resolutions. Give them the power and the money to make it happen.
- Good environmental management underpins the provision of ecosystem services. Would like to see more recognition of the natural environment in supporting health & well-being and links to the other three positives. Need to ensure that the environment is definitely protected and enhanced to deliver the Positive Places, and not as an add-on or optional activity.
- Blaenau Gwent strongly agrees with this objective and its integrated approach which connects safety, social capital, cohesion and the natural environment. We also support the mobilisation of communities (as equal partners) in taking ownership and pride in their own communities.
- We really need to replace something for the children and vulnerable adults now Communities First has gone.
- If communities do participate then feedback would help.

Two thirds of male respondents strongly agreed with this objective, compared with 40.9% of female respondents. All respondents aged 18-29 years and 80% of respondents aged 65 years and over strongly agreed with this objective. 46.7% of respondents aged 50-64 years and a third of respondents aged 30-49 years also strongly agreed with this objective.

Respondents were asked for suggestions on how their community and/or organisation (if they were responding on behalf of an organisation) could assist the PSB to make the 4 Positives happen. 16 respondents commented on this question and their responses are summarised below:

- We are currently working closely in partnership with other organisations and clients to provide a holistic service for our clients. Home visits to clients can pick up on issues that would not be necessarily discussed on the telephone and many clients have had no intervention from statutory services previously. The client will then be helped to access information and services which they would not otherwise have known about or perhaps due to lack of confidence, sensory impairment etc. would be unable to deal with on their own.
- Need real power to go to communities. This needs to be devolved to them "no strings".
- Caerphilly is an area of deprivation with areas where poverty is a real problem. Some of the problems are historical, with the demise of the mining industry the big one. We have developed in Wales a siege mentality to this, looking for outside help when I believe the solution lies in our own hands. The engine of society is businesses and we have not done enough to help enterprise flourish. The driving force in lifting Caerphilly and Wales out of this rut must be job creation, training and radical policies to make this happen.
- Utilise library service points as places to distribute information and meet the local community.
- There is a critical need for the bodies concerned to get their feet on the ground and to talk to people.
- Start with the little things, for example, Police are required to deal with disrespectful behaviour.

- It is really important that we maintain our historic sites, which in turn can provide opportunities for placements, volunteers and workers who, whilst learning valuable skills, learn about their heritage and the building of the communities we are looking to support.
- Talking with present service providers, their workforce and users.
- I would like to know more about voluntary opportunities available. This could be included in Council Tax statement letters for future new residents.
- Consideration of collaborative engagement approaches in mobilising local people and communities to support the delivery of local area well-being plans would be welcomed. Further to this, consideration of best methodologies/approaches for successfully undertaking collaborative work with local people and communities (as equal partners), including the co-design/re-design of services to support the delivery of the well-being plan would be welcomed.

The Draft Well-being Plan included a high level summary of the draft action areas and possible actions that may be undertaken to help deliver the Well-being Plan and associated objectives. 11 respondents made comments on this question, with the responses summarised below:

- Partnership and collaborative working are key to the provision of a modern, functional service, whatever it may be. Cutting costs and paring down has its place and I think everyone now has had experience of this and the changes it has brought (positive and negative) but with regards to procurement, cheap is not always best. Sometimes it's down to who provides the best service not the cheapest. Organisations must be less precious about working collaboratively and learn to share experiences and ideas – only then will it work well. I still feel that some services/organisations like to work at arm's length and perhaps this is why there is less real engagement with processes and change.
- Include young people 11-25 to build sustainable resilience and know-how, which will change attitudes and opinions for the future.
- It is the how that matters.
- I think it is of paramount importance that the Council and its sites provide opportunities to get school leavers, long term unemployed etc. into work by offering volunteering opportunities and apprenticeships.
- Outside cosmetics of the home is an area where I feel the Council lets their properties down. I understand the costs and budgets cuts cause a huge barrier to overcome issues, but we do live in a world where we buy and judge with our eyes. If areas were updated and regenerated in areas such as Ty Sign, people with positive work ethics and parenting styles would move into the area, creating a better balance to support future generations growing up in the area and maintain the changes you hope to achieve for the years ahead.
- Is there scope to include actions which look to address in-work poverty issues?