



WELLBEING ASSESSMENT ENGAGEMENT REPORT 2022: CWM TAF MORGANNWG PSB CLUSTER

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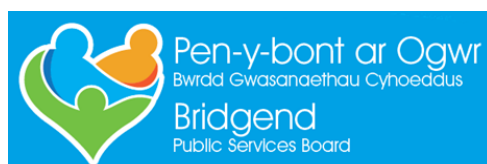
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Best things about living in the area 15 responses:

Challenges for the future 17 responses:

One thing to improve wellbeing - either personally or for the area 13 responses:

CF36: Bridgend West

Best things about living in the area responses:

Challenges for the future 20 responses:

One thing to improve wellbeing - either personally or for the area 18 responses:

CF37: Taff Ely

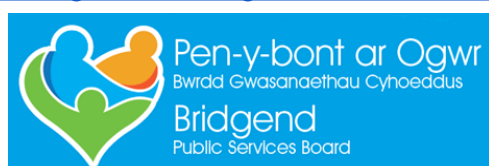
Best things about living in the area 12 responses:

Challenges for the future 13 responses:

One thing to improve wellbeing - either personally or for the area 15 responses:

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Best things about living in the area 24 responses:



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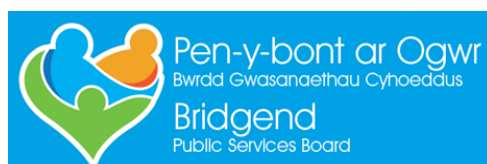
[Issues highlighted](#)

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Barriers to cultural wellbeing

Factors promoting cultural wellbeing

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Factors inhibiting social wellbeing

Suggestions for improving social wellbeing

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SPECIFIC ISSUES RAISED BY PARENTS CARERS OF CHILDREN WITH ALN

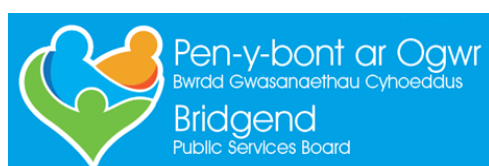
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SECTION 1: METHODOLOGY AND DEMOGRAPHICS

ENGAGEMENT METHODOLOGY

Introduction: rationale for the engagement work

It is a statutory requirement for the Public Services Boards for Bridgend and Cwm Taf (PSBs) to produce a regional Wellbeing Assessment and for Cwm Taf Morgannwg Regional Partnership Board (RPB) to produce a Population Needs Assessment. In order to engage with communities across the region both bodies chose to combine their processes within an innovative ‘100 Days of Engagement Framework’. This process aimed to enable individuals, groups and organisations to articulate their needs, thoughts and perceptions of services across the region, and comment upon different aspects of wellbeing. The two Boards created a joint Community Assessment Action Group (CAG) to oversee the engagement framework.

This approach resulted in numerous engagement activities that included 64 partner agencies from across the region. To enable community members to meaningfully discuss wellbeing, questions and activities focused upon four ‘pillars’- economic wellbeing, social wellbeing, cultural wellbeing and environmental wellbeing. The activities were highly varied; comprising of the following methods:

- **Word clouds** - Each wellbeing pillar needed to be defined; but since they are so diverse a one sentence definition was not considered sufficient or encompassing. Therefore members of CAG reflected upon what each pillar meant to them.

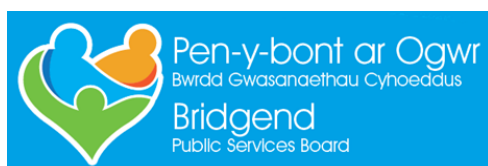
Example word cloud: Economic



Example word cloud: Environmental



- **Toolkits** - Facilitator toolkits were developed to be used by partner organisations to engage people who use their services in the wellbeing and needs assessment process.



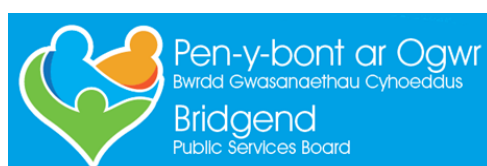
- **Online Survey** - To maximise reach and attract a wide demographic of individuals, an online survey was created. This survey followed the same outline and themes as the toolkits and groupwork, and was available for individuals to complete at a time and pace that suited them. There was a mix of closed and open questions to allow for individual comments and ideas within the key themes and used word clouds to stimulate ideas.
- **Group Surveys/Roadshow** - The toolkits were condensed so information could be gathered in virtual and face to face group workshops.

- **Hackathons** -

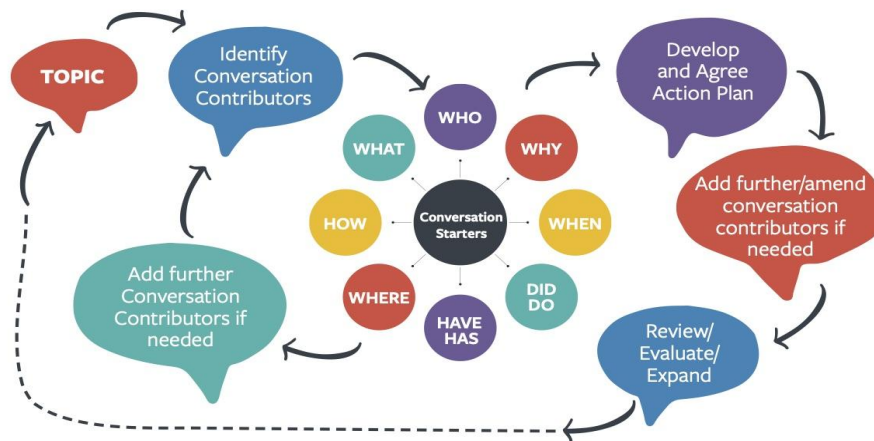
A hackathon is a 4 hour event that aims to bring together people with lived experiences, professionals, decision makers and creative producers. Attendees are then broken down into small teams of approx 6-8 people and provided a problem or topic to explore. The aim of the hackathon is that through the conversations of each team a series of solutions, ideas or thoughts can be developed. Whilst not following the footprint of the key themes, they enabled theme based exploration with specific interest groups e.g. children's and young people's mental health.



- **Drop-in sessions** - in instances where partner agencies were unable to deliver any of the above methods, weekly drop-in sessions were held to allow the workforce to interact with a consultant to understand each of the tools and their purpose, as well as modify the tools to meet the needs of and requirements of each individual or group that they were to be delivered to.
- **In This Together Training** - A regional training programme was created to support the workforce to have meaningful conversations and inspire action from these conversations. The In This Together training consisted of 5 thematic workshops which together make up the conversation flow process championed by the regional our Voice Matters project.



Conversation Flow



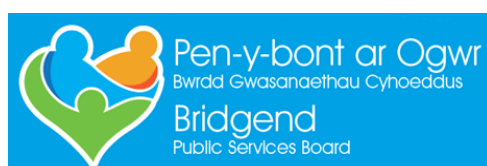
This report details the findings from all of these methods. Due to the nature of the material analysed, it is divided into sections that detail this introduction and demographics of participants, findings from the survey, findings from the creative group methods and conclusions and recommendations.

ANALYSIS METHODOLOGY

Given the variety of methods that were used to engage with communities, compiling and analysing the data required different techniques. The closed questions in the survey were analysed using digital data interpretation programmes whilst the open ended questions were analysed using latent content analysis; a method that identifies emerging themes. However there were the following limitations to the survey:

- Unable to cross tabulate by postcode. This meant that it was not possible to compare responses by community or area.
- Unable to filter by local authority area. This meant that it was not possible to compare the 3 local authority areas within Cwm Taf Morgannwg.
- The PSB has divided the Cwm Taf Morgannwg area into 7 communities to ensure responsive, localised services. However, there is overlap between postcodes in the 7 communities and therefore most data could not be analysed according to these 7 community areas.

The creative group engagement methods ensured that people whose voices are seldom heard were included within the wellbeing and needs assessment, and therefore focused upon specific, disparate communities. To ensure these voices were not lost, the creative method data was analysed according to specific interest groups and not amalgamated together or compiled into the survey data. Whilst these methods enable wide engagement,



there were some limitations to the approach used:

- Not all demographics can be recorded within group activities. This results in numbers being “at least” rather than providing an accurate percentage and crucial information such as sexual orientation, age religion and ethnicity is missed.
- Different groups respond to questions and methods in different ways. Therefore there were numerous different datasets to compile prior to analysis being undertaken.
- Poor or ambiguous recording of conversations can result in unclear meaning.

DEMOGRAPHICS OF PEOPLE ENGAGED

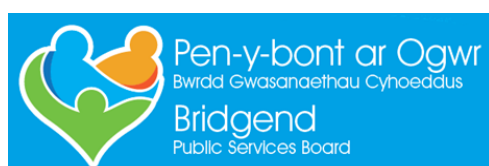
The wellbeing survey gained a total of 294 responses. The creative methods secured the additional involvement of 214 people, making a total of 508 community members engaged within the discussions regarding wellbeing.

Age

Almost two thirds of the survey respondents (62.11%) were over the age of 45. The majority of respondents were aged between 45 and 64 (39.3%) and approximately a quarter of responses (24.56%) came from those aged 25 - 44. Less than 10% of responses (8.2%) came from young people under the age of 25. However, the creative methods involved 28 children under the age of 11 and 61 young people aged between 11 and 25. At least 125 older people aged 50+ were involved in group discussions and therefore there is over-representation of older people.

Employment status

Within the survey, over half of respondents were in employment, with 42.11% working full-time. Just over a fifth (21.75%) were retired, 5.96% were students/trainees and 5.26% were unemployed. 8.42% preferred not to disclose their employment status and there is no data available regarding the employment status of people who participated within the group discussions. It is unclear from survey responses if the term Carer (2.46%) refers to unpaid carers or those employed as a carer. Within some of the group work the role of young carers was raised and there were specific discussions undertaken with a group of parent carers (exact number unknown).



Disability

Within the survey, less than 10% (9.64%) of respondents considered themselves disabled and 76.79% were not disabled, with 13.57% preferring not to comment upon their disability status. The group activities and discussions included 9 people from the deaf community and 183 people with learning disabilities and physical disabilities.

Nationality

Nationality was only recorded within the survey.

| Nationality | Percentage of survey respondents |
|-------------------|----------------------------------|
| Welsh | 69.2 |
| British | 14.39 |
| English | 3.86 |
| Scottish | 0.7 |
| Other | 3.51 |
| Prefer not to say | 8.42 |

Ethnicity

92.25% of respondents were White, with only 2.46% of respondents from other ethnic groups including Mixed/Multiple Ethnic Groups and Asian or Asian British. 5.28% preferred not to state their ethnicity. The group discussions engaged at least 87 people from BAME communities from across the region.

Religion

Only the data from the survey included religion. The majority of respondents did not follow a religion (43.16%) and just over a third of respondents were Christian (39.65%). Other religions were under-represented with 1.05% Buddhist, 0.35% Hindu, 0.35% Jewish and 0.35% Muslim. 2.46% stated 'Other' beliefs including Baha'i, Catholic, Agnostic and Salvation Army. 12.63% of respondents preferred not to say if they had a religion.



Gender

Women were over represented within the survey and engagement activities, although gender was not always recorded within the group activities and discussions. The majority of survey respondents were female 62.63%, and just under a third 32.74% were male. 3.97% preferred not to say their gender and 0.7% used different, unspecified terminology to describe their gender. Girls were over represented within the children and young people's engagement activities; although exact numbers were not recorded. There were 51 girls and 38 other children and young people in mixed gender groups involved in the activities, 6 women using VAWDASV services were included within group activities.

Sexual Orientation

Over three quarters (81.56%) of respondents were heterosexual, 1.77% were gay men and 0.7% were gay women. 0.71% described themselves as 'Other' and 15.25% preferred not to say. Overall, only 2.47% of respondents were from the LGBTQ+ community. The group activities and discussions did not record participants sexual orientation.

Marital Status

Only the survey recorded marital status. The majority of respondents were married 39.93%, 21.55% were single, 14.49% partnered, 7.42% divorced, 5.3% widowed, 0.35% were in a civil partnership and 10.95% preferred not to say.

Veterans

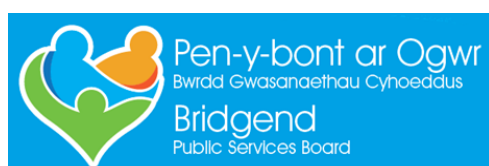
17 veterans were included within the group activities, 10 of whom were over the age of 50.

Welsh Language

Only the survey recorded Welsh language capabilities. 52.6% of the respondents could not write in Welsh at all, 43.4% could not read Welsh at all and 38.6% could not speak any Welsh. Only 2.9% could speak and write Welsh fluently, with 3.7% able to read fluently in Welsh. However, just under half, 45.5%, could speak a little Welsh.

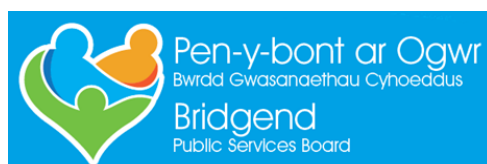
Regional representation

The first question of the survey requested respondents' postcodes. The area spread is within the table below:



| postcode | responses | postcode | responses |
|----------|-----------|----------|-----------|
| CF31 | 24 | CF41 | 3 |
| CF32 | 18 | CF42 | 10 |
| CF33 | 7 | CF43 | 7 |
| CF34 | 20 | CF44 | 18 |
| CF35 | 13 | CF45 | 13 |
| CF36 | 20 | CF46 | 6 |
| CF37 | 17 | CF47 | 30 |
| CF38 | 7 | CF48 | 12 |
| CF39 | 14 | CF72 | 10 |
| CF40 | 8 | | |

The area with the highest number of responses was CF47, with CF41, CF33, CF38, CF43 and CF46 having low representation within the survey findings. Due to uneven participation it is not possible to undertake an in depth comparison by postcode area. However, a snapshot comparison is detailed in section 2. The group activities and discussions involved people from across the 3 local authority areas of Cwm Taf Morgannwg.



SECTION 2: WELLBEING SURVEY RESULTS

WELLBEING SURVEY RESULTS: THE FOUR PILLARS OF WELLBEING

Questions 2 to 5 within the survey asked respondents about their cultural, economic, social and environmental wellbeing. Often referred to as 'the four pillars' this section outlines findings in relation to each pillar.

Cultural wellbeing

There were 272 responses in relation to cultural wellbeing, with the main foci being socialising, community and leisure.

The importance of socialising

Socialising strengthens relationships by bringing people together, helping them to make friends. Respondents felt that socialising reduced loneliness and contributed to good mental health. The ability to socialise was noted as beneficial to specific groups including parents of disabled children and adults, along with the negative impact of Covid restrictions:

'Socialising. It's been a really hard 2 years without properly seeing friends and family so I think we need to get back to being able to do that. I know my mental health has suffered and I've had times when I've felt quite alone'

Positive communities

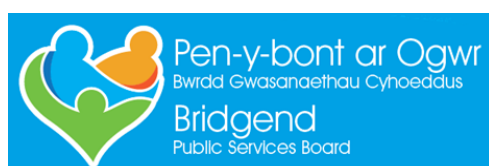
Communities are an important part of people's cultural wellbeing as they provide support networks, bring people together, create a sense of belonging and help to reduce loneliness. Many respondents referred to the strength of communities in their area:

'Communities - have a massive impact on mental and physical wellbeing. Smaller tight knit communities tend to look after each other and offer support networks.'

Respect for each other and the wider community was seen as an important part of cultural wellbeing, with some comments regarding the need to be inclusive. 'Acceptable behaviour' was discussed, with a minority believing that the younger generation exhibited unacceptable behaviour and did not show respect for older people. However, some respondents highlighted the need to change the culture of few jobs and low skills in order to provide opportunities for young people, improve the local economy, increase standards of living and retain local talent.

Communities and places were important in giving a sense of local and national (Welsh) identity as well as having important heritage and local history that should be preserved and shared, particularly with regard to industrial heritage. Promotion of the area's culture and the Welsh Language was considered important.

Activities, arts and entertainments



Leisure, and access to entertainment, featured prominently in responses. Respondents felt this was important to cultural wellbeing for a number of reasons including staying active, meeting others, improving mental health and simple 'light relief'. Some enjoyed accessing activities as members of groups. Safe, affordable leisure opportunities were considered important, to ensure access for as many as possible. The Arts improve people's mental wellbeing and encourage socialising. There is pride in the area's cultural identity relating to its choir groups and musical tradition, and dance featured heavily in responses as people's preferred activity.

To a lesser extent, the outdoors, sport and the Welsh language were all raised as being important to cultural wellbeing, as was equality and diversity.

Barriers to cultural wellbeing and suggestions for improving cultural wellbeing

The most frequently mentioned barriers to cultural wellbeing were affordability and the lack of available transport. Several people mentioned the need for 'safe' spaces for younger people. There was wide variation with regards to available facilities, with a lack of opportunities to participate in culture being an issue in some areas, particularly Porthcawl.

Economic wellbeing

There were 272 responses in relation to economic wellbeing, with the most important factors overwhelmingly being income and employment, with education and skills a distant third.

Income and a living wage

Income, money and a living wage were very important to respondents. It was felt that a living wage would improve people's standard of life and help reduce poverty in the area, especially in the face of rising costs for household essentials and property. Financial stability and job security were equated with better mental health and quality of life and many believed that it would be necessary to live or work outside of the area to find better paid jobs. The role of non-profits and charities in supporting local economic wellbeing was highlighted by several respondents. Citizens Advice Bureau, Community Hub and social enterprise services providing advice on financial management and benefits were valued. The Universal Credit payment and process was mentioned by several respondents as being difficult to access and an insufficient amount.

Employment job security and career development

Employment and jobs were seen as important for self-esteem and financial independence. Unemployment was a concern, particularly for those with families to support. Many felt that jobs available locally were low-skilled, low-paid, often with insecure or 'zero hour' contracts, and that it was necessary to travel to obtain better employment. Being employed was thought to also serve an important social function, providing social opportunities as well as



setting an example of the benefits of employment for the younger generation. Training and opportunities to develop new skills were mentioned as the key to improving peoples' prospects and confidence. Equality in employment was important, particularly in relation to gender and age. Those with caring responsibilities highlighted their need for support so they could access employment; and that often support was not available. This causes stress, anxiety and feelings of inadequacy.

The importance of 'town centre'

It was noted that local businesses, the High Street and the Town Centre were all important to economic wellbeing in the area. The High Street and Town Centre were referred to as the 'heart of the community' several times and essential to those who can't or don't drive. They were also seen as key to attracting people from outside of the area. Some local businesses responding to the survey reported being adversely affected by Covid.

Barriers to economic wellbeing and suggestions for improving economic wellbeing

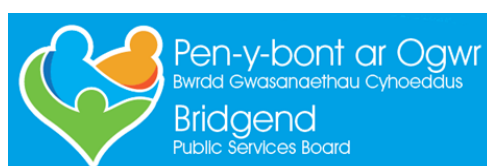
The limited availability and cost of public transport was cited as a barrier to travelling to work. Opportunities and support generally were important to respondents, particularly for young people and those returning to the workforce, to improve both economic and mental wellbeing and respondents wanted to see more equal opportunities for single parents, older people, volunteers and people with disabilities. It was felt that more support was needed to help people access opportunities, since access to training opportunities were limited by time (especially if already employed), affordability and availability of childcare; although it was also felt that there needed to be more skilled work available in the area. A lack of diversity in retail outlets was an issue and suggestions included more investment in High Streets, Town Centres and local businesses generally since they are currently not flourishing.

Environmental wellbeing

There were 267 responses in relation to environmental wellbeing, and the most important factors were green spaces, safety and climate change.

The value of local green spaces

Green spaces and the outdoors generally featured heavily in responses, including parks, community gardens and allotments. These host a variety of activities including, family time, running, dog walking, cycling and respondents felt fortunate to have these green spaces 'on our doorstep'. The health and wellbeing benefits of being outdoors were important and many highlighted that it is free to access the outdoors and gain these benefits. Several stated how being able to access green space during lockdown helped their physical and mental health. The protection of wildlife and biodiversity contributed to environmental wellbeing.



Personal safety and the environment

Issues of safety outside were linked to environmental wellbeing. Some respondents felt unsafe themselves or had concern for the safety of others, including children and partners/spouses. Many mentioned feeling unsafe after dark, and in parks where there was litter, anti-social behaviour and gangs gathering. Safety affected access to outside areas, specifically proximity to roads, poor maintenance of pathways, dark communal areas, underpasses and lanes with overgrown bushes and trees.

Climate change

Many respondents highlighted the need for individual and collective action to address the climate emergency. On a local level, repeated floods in the area have led to people feeling unsafe in their own homes with a permanent risk of flooding. Floods have impacted homes, businesses and the environment.

Barriers to environmental wellbeing and suggestions for improving environmental wellbeing

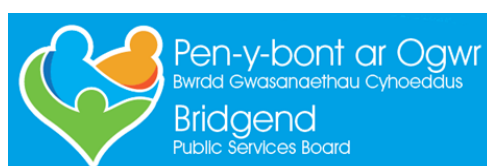
On a local level, respondents spoke about regeneration and developments. Many town centres were reported to need regenerating, but the current building and housing developments were impacting upon green spaces and feeling was that the local environment should be protected for future generations. It was felt there needs to be awareness raising to educate people about the value of the natural environment and the need to protect it. Suggestions included creating habitats and connected greenways, planting trees and forest, reducing litter that poses a risk to wildlife and ensuring green spaces are accessible to those with mobility issues. Many also want to see more investment in flood prevention. Behaviour change for a sustainable future was deemed necessary with measures to reduce carbon and produce sustainable energy sources suggested.

Social wellbeing

There were 261 responses in relation to social wellbeing. The most important factors in social wellbeing for respondents were relationships, loneliness and isolation and safety.

The importance of family, friends and social cohesion

The support system that comes with having good relationships with family and friends is very important for social wellbeing. The benefits of having good relationships were described as vital to good mental health, they reduced or prevented loneliness, it enabled people to take part in activities with others and helped individuals feel connected to their communities. Some mentioned that Covid had made them value these relationships more. Social cohesion featured strongly, with close communities and neighbourhoods being considered an important part of social wellbeing:



“With flooding and the virus, communities and neighbours have been so important and I think that’s something that’s always been good in the valleys. We look out for each other”

Social cohesion was referred to by some as inclusivity; whereby people felt a part of something. These respondents explained it was trying to reach everyone, reducing isolation. The LGBTQ+ communities were specifically mentioned as being welcomed and an important part of the wider community. Many thought that a sense of belonging was important for social wellbeing, through positively providing security, building confidence, providing a feeling of purpose, helping people to feel included or connected to a place and alleviating loneliness. Housing, having a home and feeling secure were important to feeling secure and being part of a community.

The impact of loneliness, isolation and poor mental health upon social wellbeing

Several respondents worried about others living alone through Covid being isolated. Loneliness and isolation were mentioned by many respondents as having a negative effect on social wellbeing. Loneliness was described as detrimental to health, causing social anxiety. Lack of transport was reported to be a factor that could lead to isolation, along with the loss of community spaces:

“Replacing green spaces and community areas with housing only reduces access to community space and community interaction, which in turn leads to increased isolation”

Personal safety can impact upon social wellbeing. Some respondents said they felt safe in their close knit communities. However, the majority who spoke about safety in relation to social wellbeing reported feeling unsafe for a number of reasons: living in a remote area, drinks being spiked, afraid as a woman to go out after dark and Covid making people nervous about starting to socialise again. Crime rates, anti-social behaviour and drugs were a cause for concern for respondents, and linked to people feeling unsafe, particularly in Bridgend and Merthyr. Respondents felt that feeling unsafe causes depression, anxiety and isolation.

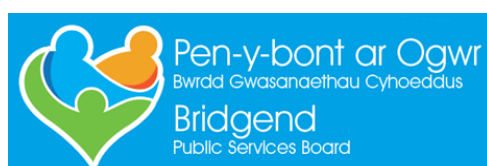
Mental health can inhibit social wellbeing and impact upon physical health. Several respondents were close to people struggling with their mental health and anxiety, including young people and those who had lost someone due to Covid:

“Anxiety because the news is always negative about the area, bad education and no opportunities so I worry about the future and making the right decisions for my family”

The impact of Covid-19 upon social wellbeing

A benefit of Covid was cited as being that it has shown people how much the community looked out for each other. However, it has impacted social wellbeing through people being isolated and feeling blamed for the virus spreading:

“Covid has been awful hard. I like to get out most days on the bus but I haven’t been able to and now I don’t like to be out too long or travel any further than I need to because I don’t like



being on buses, especially when not everyone's wearing a mask. I know a lot of people who have lost confidence in going out and I can't see them going back to how they were before."

Factors inhibiting social wellbeing and suggestions for improving social wellbeing

Living a healthy lifestyle, keeping fit and eating a good diet were thought to help improve social wellbeing, reduce stress and improve social connections. However, the biggest impacts upon social wellbeing were identified as isolation, feeling unsafe and the importance of belonging to a family and/ or a community. Within the context of community, many respondents were concerned by rising house prices, the standard of rented accommodation (including social housing) and lack of housing availability. There were also calls for better support for those who were homeless or facing homelessness.

Poor transport systems across the area were identified as contributing to loneliness and isolation.

Suggestions for helping to increase the feeling of safety included increased police presence, better street lighting and CCTV.

Other factors mentioned, but not discussed in detail, that contribute to social wellbeing included equality, being heard, having opportunities, ageing well, independence and having fun.

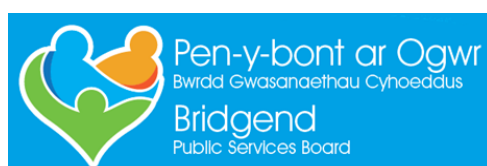
Conclusions to the 4 pillars

Transport is a common theme impacting upon all 4 elements of wellbeing. Housing and green spaces are also critically important, possibly being highlighted because green spaces increased in importance during covid-19 restrictions.

RESPONDENTS ASSESSMENT OF THEIR PUBLIC SERVICES AND COMMUNITIES

Questions 6 to 12 of the survey explored current public services and communities, asking respondents to comment upon what was working well, what was not working well and what they would prioritise to improve services.

| | |
|------------------------------------------------------------------------------------------------------------------------|--------|
| Question: Do you use a health or social care service or do you care for someone who does? (290 responses total) | |
| Yes | 27.24% |
| No | 72.76% |



Services that are working well and not working well

100 respondents completed questions regarding what services were working well and 119 completed the section regarding what could work better. 6% of respondents felt that nothing was working well and 10% of respondents did not know what was working well or stated 'not applicable'. GP services and care and mental health services arose in both categories which suggests there could be high variation between services depending upon the area or locality within which respondents live. Some respondents expressed that accessing services was difficult generally and transport was identified as not working well due to unreliability and a lack of transport services.

GP and hospital services

Where GP services are working, respondents highlighted being seen quickly, having an easy to use prescription service, good pharmacy services and appreciation of the health service being free at point of use. However, GP services were also reported to be not working well, with respondents reporting difficulties getting appointments, requests for face to face appointments rather than continuing online, problems parking at surgeries and long waiting times for GP appointments. Hospital services were reported to not be working well due to waiting times for appointments, a lack of hospital transport and low staffing levels.

Care and mental health services

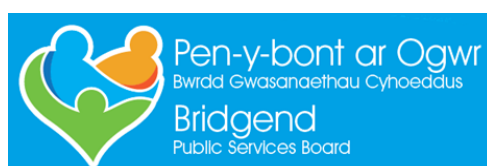
Care and Mental Health services were mentioned to be working well in relation to positive support workers and organisations. However, care services were also described to be not working well due to a lack of staff, small amount of time spent with patients, low paid care workers, criteria for getting respite care and the process of accessing residential homes. Overall, respondents felt there was a need for these settings to listen to carers. With regards to mental health services, respondents mentioned how difficult it is to gain access to mental health services and long waiting times before gaining appointments.

The third sector and issues of inclusion

Support provided by third sector organisations was considered to be working well, although this was not made specific. Respondents identified that there were good opportunities for social inclusion, but that there needed to be better and financial support for those in financial need, particularly those with medical conditions.

The best things about living in the Cwm Taf Morgannwg area

235 respondents answered questions regarding the best things in their area. They identified the community and people, the location and the natural environment as best features and gave some detail regarding why. Good things about the area that were mentioned (but not in any detail) were schools and colleges, feeling safe, and local businesses. Whilst many respondents liked their local shops, it was felt that there could be a greater variety.



Community and people

The 'community spirit' was frequently referred to as the best thing about living in the area. People were described as friendly, supportive and looking out for each other and respondents reported that there was a good selection of affordable social activities, a variety of groups to join and specifically mentioned leisure centres, Arts Factory and choirs:

'There's nowhere like the Valleys and the people that live here. We all look out for each other.'

'Gurnos is lovely, lots of people I know and I go to groups here.'

Generally respondents appreciated being connected to other people within the area and felt there was strength in communities and within the third sector and community groups:

'The strength shown by community groups who work hard to improve things for people in their communities.'

Location, landscape and heritage

People liked their location; being close to the coast, mountains and countryside, but with proximity to the M4 and Cardiff. There was an appreciation for the beauty of the landscape and access to local green spaces, both of which provide opportunities for recreational activities for all ages:

'We have beautiful surroundings, green spaces to exercise, ride bikes, walk. The area has improved dramatically over the last 10 years and continues to do so.'

In some instances landscape was linked to the area's history and heritage; both of which were perceived to bring tourists to the area. Alongside this was an appreciation of growing Welsh culture:

'There is a strong Welsh culture here and growing use of the Welsh language.'

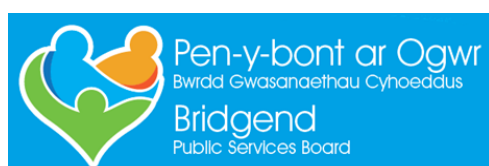
Future challenges

259 respondents spoke about the biggest challenges they faced, which included their health and care needs, employment and income levels, climate change and threats to the local natural environment.

Concerns regarding health services and the implications for personal health

The challenge of accessing healthcare services led to concerns about physical and mental health. Concerns specifically focused upon the availability of GP and hospital appointments, A&E waiting times and support for mental health for themselves and for others, particularly those at either end of the age spectrum:

'Mental health of young people, particularly those who are coming through school in Covid, and those who aren't in education or employment'



With regards to ageing a variety of issues arose including inadequate pensions, loss of mobility, accessing social care services and trying to stay independent and there was a call for initiatives that support older people to keep fit:

'Like all older persons I want to remain independent. I want to continue to care for my wife. For this it is so important that I maintain my health and fitness. Many of my contemporaries would not consider visiting a gym or leisure centre but would happily do a fitness class in their local community centre. So we should continue to fund these initiatives.'

There was focus upon the impact of the pandemic on social isolation and healthcare services, and the need to 'get back to normal', through re-establishing community groups and addressing people's anxiety about socialising

'A lot of my friends are still unsure about coming out and shopping. I think they need support but don't know where to ask, and would be worried about strangers now there's the new variant to worry about too. I can't keep waiting though.'

Climate change and local environment

People were worried about climate change and threats to the natural environment and the impact these may have upon their standard of living:

'I don't know if it's climate change but those floods were awful and I think we're going to see more of them but I can't afford to move.'

Employment and income levels: The local economy

There was general concern about employment and the lack of jobs in the area that may force people to move away, particularly for younger people and those with a disability.

'There's no jobs around here and I think a lot of my friends will end up moving away.'

'I foresee difficulties with support for my son who has autism as an adult in the community. He will be finishing his life skills course at college in the summer and I worry about what the future holds, how independent he will be and whether he will be a statistic of the high percentage of people with autism who are unable to find work.'

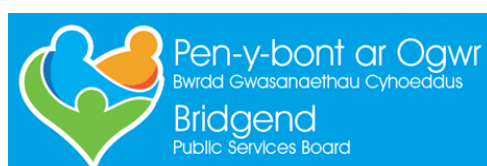
Low wages and a lack of jobs creates challenges with regard to poverty, job security and making ends meet; causing concerns about retirement for a certain age demographic and having an impact upon physical and mental health generally:

'The cost of living is going up but my wage isn't.'

'About to retire so worried about having enough money to be able to enjoy life.'

'Living in poverty and worrying about money is one of the biggest contributors for peoples poor wellbeing. Longer term it has an impact on physical as well as mental health, and the future prospects of the whole family including children is adversely affected.'

Low incomes and scarce employment also causes insecure housing with respondents citing access to affordable housing, getting on the property ladder and homelessness as



challenges. This led to accompanying concerns about the impact on communities if local people are priced out of the housing market:

'For me personally it will be finding a standard of rented accommodation that is fit for human habitation and that is affordable.'

In terms of the local economy and town centres, it was felt that investment in the areas was reducing and that post Brexit there will be less funding available. Regenerating town centres, and increasing the diversity of shops and improving accessibility was a priority:

'Losing funding as Bridgend is not listed in the UK government's top 100 places for funding to replace European money.'

'Getting the town centre back and thriving with more variety. The shops are to spread out for people with mobility issues. Put enough seats for people to take a break when walking around the shops.'

Crime and anti social behaviour

Respondents felt that crime, anti-social behaviour (e.g. vandalism and littering), and substance misuse need to be addressed. Perception was of a rising crime rate, and a reduced police presence which led to feeling unsafe after dark or in certain areas. Whilst some of the anti-social behaviour was attributed to younger people (with little evidence except for 'hanging around'), others reported that young people had little to do and young people themselves felt they were suspected of bad behaviour for no reason:

'Kids hanging about by the takeaways and by the leisure centre. I don't feel safe when it's dark and the school doesn't do anything.'

'There's not much for young people to do and even if we're just meeting up people think we're making trouble.'

Some respondents were concerned for children and young people's general wellbeing, citing the impact of Covid on education, a lack of facilities, activities, and opportunities converging so that they have to move away from family and friends:

'The world is changing at such a fast pace but smaller valleys are often left behind and I wouldn't want any young people to feel as though they miss out on opportunities because of where they live.'

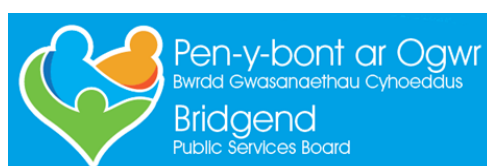
Transport and traffic issues

Improved public transport and increased services would enable access to work, shopping and socialising. It was felt that a lack of public transport led to traffic congestion; causing pollution and a general lack of parking:

'Lack of parking near my home, lack of green spaces for walking which could lead to social isolation. I often fear leaving the home as I won't be able to park anywhere near my home on return. This is going to become a greater problem as I become less mobile.'

Respondents priorities to improve wellbeing

Three fifths of respondents felt wellbeing would improve and two fifths felt it would get worse.



| Statement: Wellbeing is likely to improve in the future... | |
|------------------------------------------------------------|--------|
| Strongly Agree | 5.86% |
| Agree | 54.83% |
| disagree | 31.03% |
| Strongly disagree | 9.66% |

241 respondents identified priorities for wellbeing that fell into 6 main categories:

1. Increase social and cultural activities and events

Respondents want more affordable and accessible activities and events to improve physical and mental health, and community transport or improved public transport to enable people to get to them. Generally, it was felt that there needs to be more funding for community facilities, groups and their activities so that the resources of community groups and services are increased, with a focus upon social inclusion for people of all ages, abilities and race; partnership working and the creation of 'neighbourhood networks'. Specifically, some respondents prioritised children and young people requesting a general increase in provision and activities during school holidays:

'Need more community centres or meeting places for people to go to. I can't afford to keep buying coffee!'

'There's not much to do for teenagers and I think that's why they hang around on the streets so much. I don't always think they are causing trouble but it can look quite off putting.'

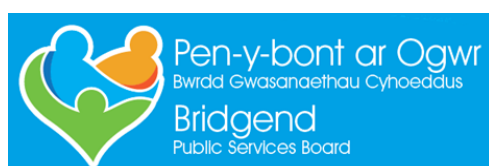
'More inclusive activities where we could go and not feel different. Not be stared at, ridiculed or made to feel we don't belong.'

Some respondents felt that there should be a Sports Development Officer and that the benefits to wellbeing of being in nature should be promoted.

2. Health and social care services

Within additional comments, whilst respondents mentioned the positive effect of Covid through bringing people together, they also highlighted the negative impact of Covid on health services and general wellbeing. A range of improvements to health and social care services were suggested. Firstly, investment in preventative services, resources and staff to decrease waiting times. Secondly, improve access to doctors, dentists and mental health support services so that waiting is reduced and there is better end of life care. Thirdly, increase the use of complementary therapies and social prescribing to improve wellbeing and support carers. Lastly, raise awareness of mental health issues to enable people to get the help they need:

'The social care as a whole needs to be remodelled especially for the elderly who may be on their own, have dementia, mobility problems. Having experienced this first hand with my



Mother, more investment is needed in this area for the needs of the carers and the people being cared for.'

'Doctors give more credence to people with mental health issues as this can cause serious physical manifestations (I speak from experience). It has taken years to finally get the help I needed whereby both my mental and physical health have improved beyond my wildest expectations thus elevating pressure on the NHS.'

3. Transport

Transport as a whole needs to be improved. Respondents mentioned road systems and infrastructure for travel including footpaths and cycle paths; particularly where children walk long distances and the need for traffic calming measures in congested areas. Public transport needs to be more reliable, affordable, accessible and plentiful to enable people to travel:

'For the area, I would improve public transport links. I think it is ridiculous that we can only get a train once an hour and none on Sunday's. The train stops at 10pm on the weekend which really limits options for travelling, not only for out of the area but also into - we want to encourage people to visit our area but make it very hard for people who don't or can't drive.'

4. Community safety

To increase community safety there needs to be a reduction in crime and anti-social behaviour. People want to see more PCSOs and Police in the area and for anti-social behaviour and drug abuse to be tackled more effectively. They want cleaner streets, with less litter and dog mess:

'Get fast food places to put names, addresses or something on wrappers so that people can't drop it on the floor or throw it from cars.'

'clear litter and dog excrement, there are still people who do not clean up and never seem to be caught.'

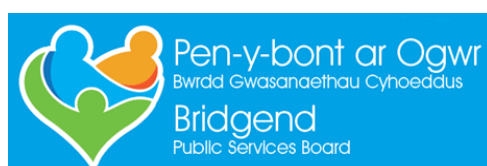
5. Local Economy: investment, employment, and affordability

Respondents highlighted the need for the local economy to be boosted. Firstly, there was a call for greater promotion of the area, the employment of a tourism officer in RCT, and generally more investment in tourism, sport and leisure facilities. Investment should include improvements to the town centre, such as more seating and disabled toilets, and promotion of 'shop local' values:

'I think more could be done to encourage people to stay and spend local.'

Secondly there is a need for more and better paid employment opportunities in the area, with incentives for businesses to employ people. Thirdly, an impact of low pay and lack of investments is access to affordable housing. Respondents highlighted housing problems faced by younger people and the need to support first time buyers:

'I'd have to say the housing issues faced. As I say, for myself it's not such an issue but for the community I live within, it is already hugely challenging and it's difficult to see light at the



end of the tunnel. The impact on younger people could be absolutely huge and the decisions we're taking today will be something they have to manage when we're gone - we have to invest time, effort, energy and finances into getting this right for everyone's sake.'

However, whilst affordable housing was a priority; many respondents wanted new build housing developments to completely stop and a change of focus to providing additional infrastructure and the retention of green spaces.

6. Coproduction and on-going engagement

There was clear frustration from the public, with a belief that people are not being listened to and a belief that things are not going to change:

'Getting people in charge to listen to what young people think and care about.'

'I would like the council to actively listen to residents and consider future generations.'

'Meaningful consultation and action to demonstrate good listening skills is vital to the health and wellbeing of the people of Porthcawl.'

'I do lots of surveys but nothing changes. I don't think the people in charge listen or they've already decided things.' *'Keep listening and including local residents. Please don't assume you know what we want or need.'*

Conclusions

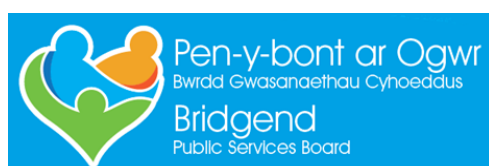
Need for co-production process and potentially for LA's to rationalise their surveys across departments and strategies.

A snapshot of 7 Communities

Introduction

The Cwm Taf Morgannwg Partnership service board (P.S.B.) divides the region into 7 main community areas by postcode as detailed in the table below:

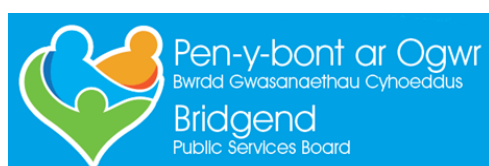
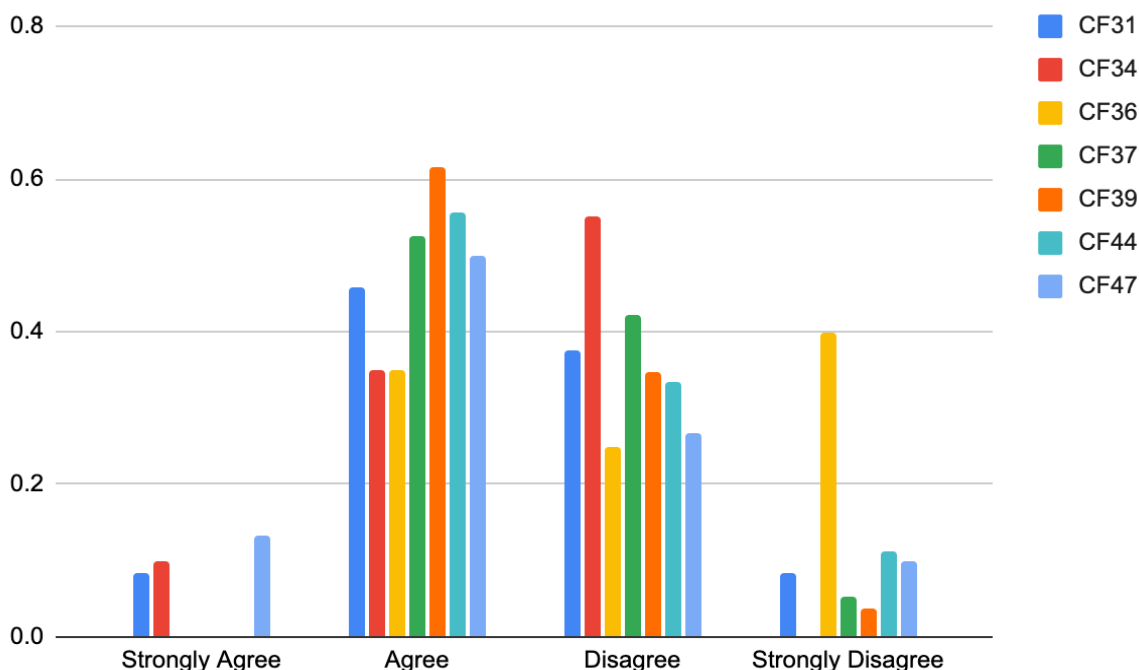
| Community | Postcodes |
|-----------|------------------------|
| Taff Ely | CF37, CF38, CF72 |
| Rhondda | CF40, CF41, CF42, CF43 |
| Cynon | CF44, CF45 |



| | |
|----------------|------------------------------------------------------------------------------------------------|
| Merthyr | CF46, CF47, CF48 |
| Bridgend North | CF31 4; CF32 7, CF32 8, CF32 9; CF34 0, CF34 9; CF35 6, CF39 8 |
| Bridgend West | CF32 0; CF33 4, CF33 6; CF36 3, CF36 5, CF36 9 |
| Bridgend East | CF31 1, CF31 2, CF31 3, CF31 4, CF31 5, CF31 9; CF32 0, CF32 8; CF33 4, CF33 6; CF35 5, CF35 6 |

In order to make comparisons and create graphs of survey responses, there needs to be a numerically high enough response rate within each postcode area. Only 7 postcode areas out of a total of 18, had a numerically high enough response for analysis purposes. Appendix 1 details a list of priorities for each community area. These can be studied in detail in order to provide services at a postcode local level, whilst this section compares the similarities and differences of priorities between the communities.

Responses to the statement ‘I believe wellbeing in Bridgend / Merthyr Tydfil / Rhondda Cynon Taf is likely to improve in the future’ by postcode area:



| | Strongly agree | agree | disagree | strongly disagree |
|------------------------------------|----------------|--------|----------|-------------------|
| Bridgend East + North: CF31 | 8.33% | 45.83% | 37.5% | 8.33% |
| Bridgend North CF34 | 10% | 35% | 55% | 0% |
| Bridgend West: CF36 | 0% | 35% | 25% | 40% |
| Taf Ely CF37 | 0% | 52.6% | 42.1% | 5.3% |
| Rhondda Bridgend North CF39 | 0% | 61.65% | 34.62% | 3.85% |
| Cynon: CF44 | 0% | 55.56% | 33.33% | 11.11% |
| Merthyr: CF47 | 13.33% | 50% | 26.67% | 10% |

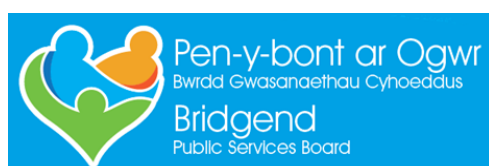
In Bridgend North and East, Taf Ely, Rhodda and Bridgend North, Cynon and Merthyr 50% or more of respondents agreed that wellbeing will improve. Those in Merthyr were the most optimistic overall with 63.33% of respondents agreeing or strongly agreeing that wellbeing will improve. In Bridgend North and Bridgend West more than half disagreed that wellbeing will improve in the future, with 40% of respondents in Bridgend West strongly disagreeing with the statement.

The best things about living in the area

With the exception of Bridgend East and North (CF31), all of the communities felt that the best thing about living in their area was the sense of community and the people. In CF31 people valued the location and its proximity to the coast, mountains and cities.

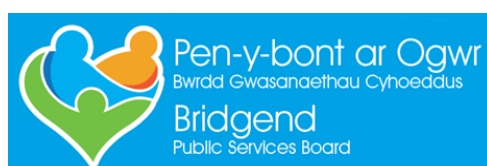
Challenges for future

Accessing health and social care services was the top future challenge for those living in Bridgend East and North (CF31), Bridgend north (CF34) and Merthyr (CF47). In Bridgend west (CF36) and Taf Ely (CF37) it was climate change and flooding. In Rhondda and Bridgend North (CF39) respondents were concerned about opportunities for young people and in Cynon (CF44) the top challenge was lack of opportunities generally and job security.



One thing to improve wellbeing

Better health and social care services were important in CF31, CF34, CF37 and CF44. CF39 and CF47 were keen to see more social activities and groups, with the funding to support them. There was no clear theme in CF36.



SECTION 3: COMMUNITIES OF INTEREST

In total 7 communities of interest were involved in the wellbeing and needs assessment through the creative group methods described in Section 1. This section details an overview analysis emerging from the communities of interest. Appendices 2 to 8 list the priorities for each wellbeing pillar from each community of interest, and these have been compiled but not summarised by researchers.

COMMUNITIES OF INTEREST: CHILDREN

Who has been engaged in this demographic?

Appendix 2 lists children's priorities. 3 group surveys were undertaken with 28 children aged under 11. 17 were girls, and 11 were in a mixed gender after school group.

- After school club with 11 primary aged children. Methodology was group discussions about their thoughts and did not include specific content regarding economic, social, cultural and economic wellbeing.
- Brownies- 2 groups in the same club engaging a total of 17 members.

Overview analysis of data from children

Children's comments did not include the economic or cultural pillars. However, the data regarding the four pillars detailed in Appendix 2 reveals that children's experiences are significantly diverset, depending upon the income levels of the area within which they are growing up. Most noticeably this was in relation to environmental wellbeing regarding access to safe green spaces and safety. Safety emerged as a key issue for children in poorer areas, ranging from strangers saying hello, anti-social behaviour directed at elderly family members, streets and cars speeding, which prohibited outdoor play, and intimidation from older young people. These issues did not emerge as a theme for those in more affluent areas.

However, children did not specifically mention cultural activities but spoke about all activities in relation to socialising and friendships. With regards to economic wellbeing, one group discussed parental unemployment:

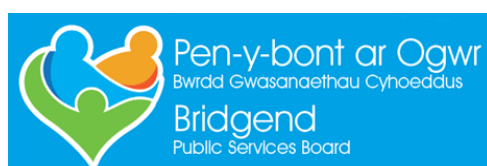
'My Dad needs a new job'

Children did mention things that were important to them which are outside the 4 pillars framework including liking learning and school, animals and having calm places.

All groups felt they were not listened to, did not have a voice and generally many adults were not interested in what they had to say:

'People in charge need to listen and pay attention!'

'No one explains things to us so we can understand.'



| Q.- I believe wellbeing in Bridgend / Merthyr Tydfil / Rhondda Cynon Taf is likely to improve in the future | |
|-------------------------------------------------------------------------------------------------------------|----|
| Strongly agree | 8 |
| agree | 18 |
| disagree | 1 |
| Strongly disagree | 0 |
| Don't know | 1 |

COMMUNITIES OF INTEREST: YOUNG PEOPLE

Who has been engaged in this demographic?

Appendix 3 lists young people's priorities. A total of 61 young people from 4 different groups were engaged. 34 of them were girls and 27 were from a mixed gender youth group.

- a) Ranger guides group - 9 girls aged 14- 18
- b) 2 Guides groups - 14 girls aged 10- 14, 11 girls aged 10- 14
- c) Gilfach Goch youth group- 27 mixed group aged 12- 24

Overview analysis of data from young people

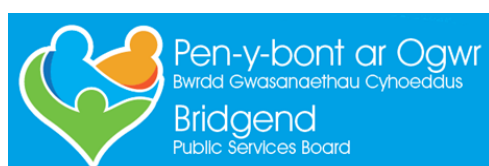
Young people discussed all four pillars but clearly prioritised equality in relation to cultural wellbeing and social media and loneliness caused by Covid restrictions in relation to social wellbeing. All groups spoke about the need for getting timely support within school:

'Schools identify too early who they think is struggling and then they're the only ones they help or those that are severely distressed (at risk of hurting themselves). Eye to Eye has a long waiting list. We're told it's OK to not be OK but no one does anything and there's no follow up.'

'Youth provision has been ripped away – YEPs isn't really up and running but kids need support, and they don't want to go back to a school setting. CAMHS have got a long waiting list, Eye 2 Eye are at capacity and kids need face-to-face support. They've gone through a lot and just been left.'

Young people did not feel listened to, either as a demographic group or individually. Generally they felt that family, youth workers and sports coaches listened to them but that teachers and the council did not. There was noticeable frustration at not being heard, and a level of consultation fatigue, particularly amongst those from the youth group:

'People need to listen and follow up!'



“Hopeful but not sure things will actually change’
“We’re asked and asked but nothing changes”
‘Stop paying lip service!! People feel like they don’t make a difference but if we all did a bit then it would create a big change! We need to feel empowered!
‘People need to do their jobs. I feel like I’m talking to myself most of the time”

There was a large focus upon environmental concerns; with young people in poorer areas focusing upon local environmental concerns such as vandalism, drugs, ASB, and those in more affluent areas focusing upon global environmental issues. All young people spoke about the impact of developments whereby their outdoor space was changing and disappearing, but they felt it was outside of their knowledge and control:
‘The area is getting bigger and busier and that’s a challenge.’

| I believe wellbeing in Bridgend / Merthyr Tydfil / Rhondda Cynon Taf is likely to improve in the future | |
|----------------------------------------------------------------------------------------------------------------|----|
| Strongly agree | 0 |
| agree | 25 |
| disagree | 29 |
| Strongly disagree | 0 |
| Don’t know/ no comment | 7 |

COMMUNITIES OF INTEREST: OLDER PEOPLE

Who has been included within this demographic?

Appendix 4 lists older people’s priorities. At least 115 people over the age of 50 were engaged within group discussions. Groups involved were:

- Reconnect pentre 50+- 13 members in 4 conversations, mixed gender
- Reconnect Merthyr 50+- 9 members, 5 conversations mixed gender
- Reconnect Bedlinog 50+- 7 members in a group conversation- 6 women, 1 man
- Pontyclun/ Llantrisant 50+ - 32 members, mixed gender group
- Penrhiwceiber knit and natter- 18 over 60 years (guess it’s women)
- Bridgend young at heart
- Rct- 16 carers via hackathon
- Merthyr loneliness and isolation numbers unknown



Overview analysis of data from older people

Older people spoke of volunteering in terms of using their time, skills and building social wellbeing, as compared to young people who wanted to volunteer to widen their skill base, gain experience and lead to paid work. Whilst the role of volunteering was important to both age groups, older people particularly wanted to volunteer to enhance social opportunities and feel socially valued.

Poverty noticeably impacts upon older people's experiences. For example, Pontyclun residents talked about being lucky, how much they had in terms of services, fairly decent transport and low crime. Poorer areas focused upon problems in managing on a low income and the difficulties in getting work or sustaining work. Poorer areas also exhibited a conflict with some suggesting the benefits system results in people being lazy and not contributing, whilst others being empathetic to the circumstances of being unemployed.

Across all of the participating groups, older people expressed dissatisfaction with politicians and felt championed by a few local councillors or mayors. There appeared to be a sense of powerlessness and confusion regarding covid rules and the move to an online world.

COMMUNITIES OF INTEREST: DISABILITY

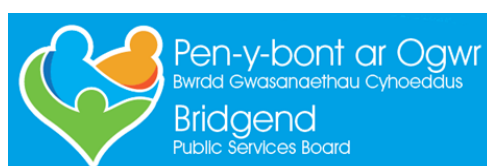
Demographics of engagement with this community

At least 194 disabled people were engaged through the creative methods. This included 9 members of the deaf community, at least 43 people with learning disabilities, 142 disabled people from regional engagement and an unrecorded number of parents of 5- 7 year olds who attended an ASD rainbow's group. Appendix 5 details this community of interest's listed priorities.

Overview analysis of data from disabled people

All groups mentioned transition to adulthood and into adult social care services as problematic; particularly in instances when a young person is diagnosed as ALN but does not meet social care thresholds.

Disabled people face significant economic exclusion; particularly in relation to paid work. This could potentially be overcome through supported employment schemes and local businesses. Consensus among respondents was that income from paid work is hard to secure and the support entitlements of direct payments and PIP are confusing and are hard to access; particularly for people with sensory impairments. Due to difficulties in gaining



employment, volunteering has an important role for developing skills, but it could be a source of “cheap/ free workers” rather than offering development opportunities.

Some disabled people had experienced exploitation and bullying and some participants requested support in knowing how to negotiate friendships and recognise negative relationships and friendships.

Some disabled people face significant social isolation and whilst they reported to have some socialising opportunities they did not feel well connected to non-disabled communities. This was particularly pronounced for members of the deaf community.

COMMUNITIES OF INTEREST: BAME

Demographics

87 people from various BAME communities across the Cwm Taf Morgannwg region participated in the group engagement. Appendix 6 details the listed priorities for each wellbeing pillar that arose from the various group workshops.

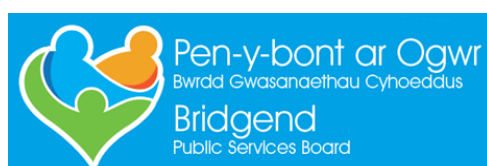
Overview analysis of data from BAME communities

There were few, if any, suggestions for improving elements of wellbeing and little reporting of factors that support wellbeing within the data. This could suggest that there are few counter-acting elements to poor wellbeing in day to day life.

Across all of the 4 wellbeing pillars participants highlighted problems of prejudice and experiences of inequality. The participants experienced high levels of social isolation, and possibly high levels of cultural isolation due to a combination of factors- a lack of social cohesion, a lack of inclusive services and low income.,

Participants reported low environmental wellbeing due to ongoing housing problems and poor living environments coupled with prejudice and abuse within their neighbourhoods.

Generally, the participating BAME communities reported some fundamental problems across all areas of life, in comparison to other communities of interest.



COMMUNITIES OF INTEREST: VETERANS

Demographics for engagement

17 veterans participated in the group work engagement. 10 were aged over 50 and from the Taf Ely areas and 7 were from the Cynon. Appendix 7 details their listed priorities for each wellbeing pillar.

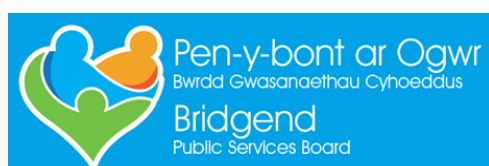
Overview analysis of data from veteran communities

Veterans highlighted the problems of gaining employment and having a living wage and problems of personal debt, particularly if receiving war pensions or benefits. There was concern for young people within the area because of high levels of unemployment, and some perceptions that young people living in poverty displayed unacceptable anti-social behaviour. Generally there was a focus upon anti social behaviour within communities and a perception that crime and violence were commonplace within communities. For some there was a perception that this was caused by an over-focus upon equality and rights.

Mental health was a key issue for this community of interest and, in common with all respondents, participants highlighted the difficulties in accessing GP and other health services.

| Q. I believe that wellbeing in my area will improve in the future | |
|-------------------------------------------------------------------|---|
| Strongly agree | 2 |
| agree | 5 |
| disagree | 7 |
| Strongly disagree | 2 |
| No answer | 1 |

'Nothing changes, progress is too slow'



COMMUNITIES OF INTEREST: VAWDASV

Demographics

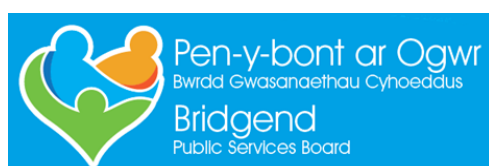
6 people who had experience of violence against women, domestic abuse and sexual violence participated within a group workshop. Appendix 8 details their listed priorities for each wellbeing pillar.

Overview analysis of the data from people who have experienced VAWDASV

Participants within this community stressed the importance of safety and feeling safe; not just within the home but when out in neighbourhoods, when talking to support services and when accessing mental health services.

There was a focus upon children and young people and the need to ensure they understand respect for others, increase the services available to them, have secure family housing and experience gender equality.

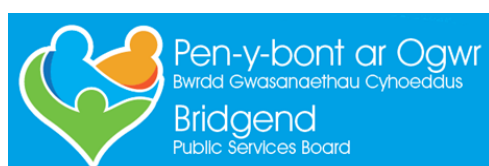
When asked “I believe that wellbeing in my area will improve in the future” 3 participants agreed it will improve and 3 disagree because they felt it will take time and there is a need to keep pulling together.



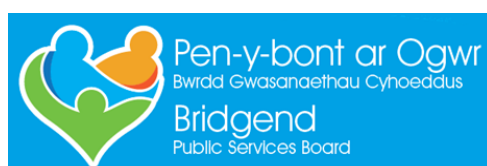
SECTION 4: CONCLUSIONS AND RECOMMENDATIONS

The list of recommendations below were reflected in both the survey data and the creative method data.

1. There are gaps in the engagement, noticeably LGBTQ communities and a lack of gender transparency.
2. Attention should be paid to intersectionality. For example, older people or young people will cross over with, for example, disability or BAME communities. The next stage of consultation work should include provision for inclusive working to enable intersectionality to be accounted for within the data.
3. There has not been sufficient time for analysis of engagement data. We would recommend that the survey analysis is cross referenced with the overview analysis and listed priorities within the appendices from each of the communities of interest in order to identify where specific communities may have individual needs. We would also suggest that communities of interest data is examined for where there are crossover issues (e.g. mental health, caring roles, volunteering, poverty) but may need different outcomes or specific requirements within those crossover issues.
4. Future survey design: for the next wellbeing assessment we would recommend that the postcode question is created as a closed question and specify format XXXX XXX to enable cross-tabulation during analysis. Additionally, add a question asking for a local authority area. Feedback on survey design included several comments that people were unable to read the word clouds properly.
5. Future creative method design: There is no doubt that marginalised and excluded communities have been included within this engagement due to the use of creative methods. However; more could be made of depth of data if the methods are designed with an analysis framework in mind prior to their implementation.
6. Mental health is a cross cutting issue, but sometimes specific conditions relate to a particular community of interest. For example, older people talked about dementia, young people about anxiety, veterans about PTSD, BAME about isolation.
7. The impact of poverty cannot be underestimated. Across all groups living in areas of lower income, environmental concerns were focused upon local issues whereas other higher income areas spoke about global issues. Other issues include safety, scarcity of shops, housing problems etc. This cuts across all interest groups.

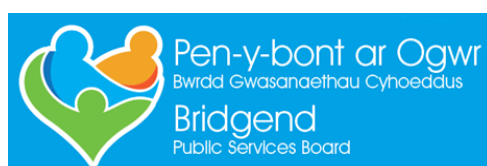


8. Transport is a universal issue with the exception of those in affluent areas who have access to a car. A lack of affordable integrated transport impacts social wellbeing, cultural wellbeing and is discussed in relation to environmental wellbeing.
9. Volunteering is a cross cutting issue- in poorer areas people spoke about informal volunteering helping out neighbours and pitching together as a part of the culture. Veterans spoke about it as contributing. Young people and people with learning disabilities want more volunteering opportunities to help them get work experience and older people want volunteering to help them get out and stay active.
10. Issue of safety- some people in social wellbeing would say they feel safe in their neighbourhood and had family and friends nearby whilst at the same time would report feeling unsafe when discussing environmental wellbeing. It is possible that this relates to actual experience as opposed to perceived threat when out and about. However, this could be explored in more detail during the consultation phase in case there is an anomaly or street safety is not thought about in relation to social wellbeing.
11. All groups in all areas spoke about the difficulties of securing GP appointments and the problems it posed. There appeared to be universal dissatisfaction with the current system.
12. Attention needs to be paid to BAME communities given the level of low wellbeing reported across all 4 pillars. Further investigation should be undertaken with regards to intersectionality- what are BAME children, disabled people and older people experiencing?
13. Recovery from Covid - support is needed to reduce people's anxiety around socialising again.
14. Digital exclusion - online healthcare appointments were disliked by older people and many other communities.
15. Caring roles is a cross cutting issue- The role of carers arose in older people's groups, disability groups and young people's groups. There is a lack of information regarding young carers and the caring experience generally varies greatly within the different communities of interest. There were common themes regarding isolation, lack of support (particularly during Covid) , complicated rules regarding benefits and the complicated system for using direct payments.
16. There was a lack of information directly from children and young people with ALN. Whilst one group included parent carers; their concerns and experiences are



necessarily going to vary from those of the children or young people they parent and care for.

17. Many communities of interest spoke about problems with the interface between health services and social care services.
18. A lack of information in accessible formats was a theme running through the communities of interest; particularly regarding an over reliance on technology and digital formats.



APPENDIX 1: LISTED PRIORITIES OF EACH POSTCODE COMMUNITY

CF31: Bridgend North & East

Best things about living in the area 20 responses:

- Location: close to cities, mountains, coast, M4 and shops x 12
- Green spaces and nature reserve x 5
- Sense of community x 3

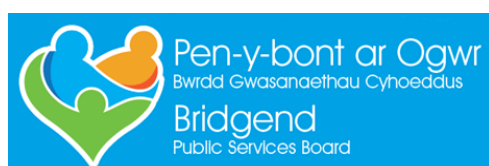
'The people I meet are open, friendly and care about others. They look after each other and enjoy being part of a community. The area is equidistant between two good cities, we have a retail park and of course a coast line. I wouldn't want to live anywhere else.'

Challenges for the future 23 responses:

- Cost of living and rising prices x 3
- Climate change and the preserving the natural environment x 3
- Employment and job security x 3
- Access to health care services x 2, general health x 1, retaining independence in old age x 1
- Traffic congestion x 2
- Regeneration of town centre/high street x 2
- Affordable housing x 3 and homelessness x 1
- Recovery from Covid x 2 *'Fall out from Covid, and the fear this has caused among almost everyone.'*

One thing to improve wellbeing - either personally or for the area 19 responses:

- More social activities, especially for young people x 4
- More green spaces x 3 and tree planting x 1
- Better healthcare: more support for mental health x 2, improved social care system x 2, complementary therapies x 1
- Regeneration of the town centre x 1, more public seating area for those with mobility issues x 1
- Improved infrastructure for active travel x 1
- More support for charities x 1
- Help people to feel safe in pubs and clubs, prevent spiking of drinks x 1
- Flood prevention x 1



CF34: Bridgend North

Best things about living in the area *15 responses:*

- The people and community x 9
- The natural environment, green spaces and mountains x 3
- Local shops x 2
- Everything x 1

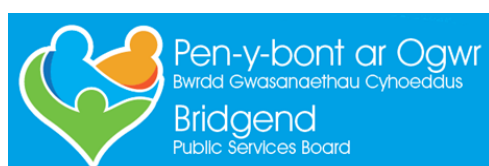
'I think we are very lucky to have some amazing green spaces as well as the beach not far from our doorstep. The area is very friendly most of the time and has a real sense of community where neighbours help one another and are always willing to lend a hand.'

Challenges for the future *17 responses:*

- Concern about the climate, the need to move to greener values and the environment generally x 4
- Health and social care services: mental health support x 2, access to hospital appointments x 1, access to health services x 2
- Job opportunities x 2, job security x 1, ability to retire x 1 *'Not being able to continue in my current employment due to lack of support for my son. I will then lose my income, my house etc'*
- Affordable housing x 2
- Better transport x 2
- Rising cost of living x 2
- Miscellaneous: Support for 3rd sector x 1, keeping fit x 1, tackling anti-social behaviour x 1

One thing to improve wellbeing - either personally or for the area *13 responses:*

- More local jobs x 3
- Improved access to health services x 2
- Devolving powers to local communities x 1
- Better public transport x 1 *'For the area, I would improve public transport links. I think it is ridiculous that we can only get a train once an hour and none on Sunday's. The train stops at 10pm on the weekend which really limits options for travelling, not only for out of the area but also into - we want to encourage people to visit our area but make it very hard for people who don't or can't drive.'*
- Increased levels of policing x 1
- Activities: more inclusive x 1, exercise classes x 1
- Promotion of support services x 1
- Increased sense of safety x 1
- Healthy food and drinks x 1



CF36: Bridgend West

Best things about living in the area *responses:*

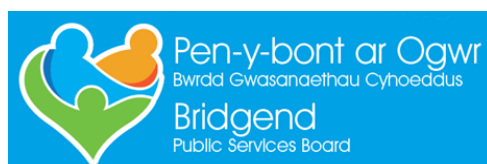
- Community x 6
- Location x 6 sea, coast, outdoors and close to shops
- Green space x 3 for walking and cycling
- Feeling safe x 2
- 3rd sector support x 1
- Access to activities x 1

Challenges for the future *20 responses:*

- Flooding x 4, climate change x 3
- Overdevelopment x 6 - Porthcawl, Sandy Bay,
- Employment opportunities x 2
- Health issues x 2, getting older x 1
- Cost of living x 1
- General opportunities for young people x 1
- BCBC x 1
- *'Figuring out what I want to do with my life'* x 1

One thing to improve wellbeing - either personally or for the area *18 responses:*

- Affordable community venues x 1, promotion of the benefits of being in nature x 1, better paid jobs x 1, swimming pool and sports centre x 1, less housing developments x 2, external support services x 1, activity facilities x 1, rewild open areas x 1, more public seating x 1, clear derelict areas x 1, general regeneration x 1, local food production x 1, more conservation sites x 1, Council listening to residents x 1, revision of the LDP x 1



CF37: Taff Ely

Best things about living in the area *12 responses:*

- Community and people x 7
- Green spaces x 1
- Location: close to town, park, common x 1
- Local amenities x 1
- New buildings x 1
- *'Very disappointed with RCT and looking to move away.'* x 1

Challenges for the future *13 responses:*

- Climate change x 2, floods x 2
- Older age fitness x 2
- Rising cost of living x 2 finances x 1
- Feeling safe x 1
- Drugs x 1
- Employment x 1
- Building relationships x 1
- Being alone
- Covid recovery x 1 *'A lot of my friends are still unsure about coming out and shopping. I think they need support but don't know where to ask, and would be worried about strangers now there's the new variant to worry about too. I can't keep waiting though'*

One thing to improve wellbeing - either personally or for the area *15 responses:*

- Improved health and social care, including end of life care x 5, befriending service
- More places and activities for young people x 2
- Tackling drugs x 1
- More group members x 1
- Dog friendly area x 1
- More library books x 1
- *'Better support for people to get back on their feet. The council were great but you need help understanding the help out there and how to get it'*



CF39: Rhondda/ Bridgend North

Best things about living in the area *24 responses:*

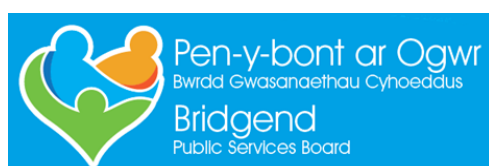
- The community and the people x 13, local clubs and groups x 1 'The people, absolutely. Throughout Covid, and the storms before then, communities pulled together and looked out for each other.'
- Natural environment x 4
- Leisure facilities x 1
- Local businesses x 1
- House prices x 1
- School with Welsh medium provision x 1
- Very little x 1

Challenges for the future *26 responses:*

- Young people: getting them interested in their community x 2, leaving the area for opportunities x 3, hanging around in public x1
- Rising prices: cost of living x 2 cost of housing x 2, poverty x 1
- Climate change x 3
- Encouraging people to shop local x 2
- Support for anxiety and mental health x 2
- Transport x 1, heavy traffic x 1, parking x 1
- Access: to services x 1, to Welsh education x 1, to Childcare x 1
- Funding grassroots services x 1
- Urban decay x 1

One thing to improve wellbeing - either personally or for the area *22 responses:*

- More to do locally x 2, more activities for kids x 1
- Community pride x 1, shop local x 2
- More jobs x 1, more apprenticeships x 1
- Better transport at night x 2, encouragement for active travel x 1, better roads and pavements x 1
- Promoting volunteering
- Clear public information x 1, those in authority listening to young people x 1
- Respect for the environment x 2
- Access to services x 1
- Personal responsibility x 1
- Mental health support x 1
- More carers x 1
- Promotion of Welsh heritage x 1



'I'd like to see English schools do more about what it is to be Welsh - our history and our culture - and more Welsh language support for those parents who can't speak Welsh but send their children to Welsh school. I know they want to have a million Welsh speakers by 2050 but I can't see anyone doing anything about it.'

CF44: Cynon

Best things about living in the area 15 responses:

- Sense of community x 8
- Natural environment: mountains, beauty spots, parks x 3, green spaces x 2
- Plenty to do x 1
- Council x 1

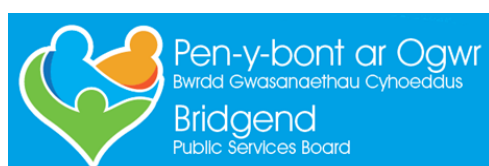
'I believe the council genuinely tries to look after the people & the services in a very challenging environment.'

Challenges for the future 18 responses:

- Employment: lack of opportunities and job security x 8, rising cost of living x 1, retirement x 1
- Access to health and social care services x 4
- Crime and anti-social behaviour x 2
- Climate change x 1
- People not making an effort x 1

One thing to improve wellbeing - either personally or for the area 15 responses:

- Increased Police presence x 3
- Improved access to health and social care services, including mental health x 3
- Reduced cost of living x 1, community pantry x 1
- Opportunities for young disabled people x 1
- Flying Start service x 1
- More activities x 1 *'To have more to do when I won't have my family to support me.'*
- Opportunities for remote working x 1 *'Continue agile working. Worked for RCT over 34 years and never had this opportunity before (obviously due to Covid) . It has improved my mental health stress levels enormously.'*
- Move x 1



CF47: Merthyr

Best things about living in the area 29 responses:

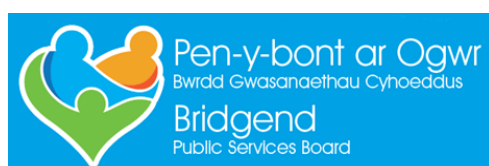
- The community and people x 18
- Community groups x 4 *'Being able to attend groups gives me a break from my caring role.'*
- The outdoors and natural environment x 4
- Local amenities x 2
- Heritage of the area x 2
- Location - central x 1

Challenges for the future 28 responses:

- Health issues x 1, accessing social care x 7, mental health issues x 1, ageing x 1
- Town centre regeneration x 2
- Job opportunities jobs for young people x 1
- Safety x 1 *'Safety is always going to be a challenge. The residents of Merthyr need to be made aware of everything that's going ahead to increase and monitor people's safety. People's perception needs to be helped and encouraged that positive things happen, all that is fed is crime of all manners, lack of money, lack of housing, increase in council tax, stagnant pay packets. Generally people's morale will fall and will spread with negativity and misconceptions about what is happening in our town.'*
- Funding for groups x 1, funding generally x 1
- Child care x 1
- Transport x 1
- Future lockdown x 1
- Concerns about multiculturalism/ change in demographics x 2

One thing to improve wellbeing - either personally or for the area 27 responses:

- More groups and funding to sustain them x 6, funding for services generally x 1
- Better mental health support x 4
- Improved policing x 1, reduced anti-social behaviour x 2, support for substance misuse x 1
- Social activities x 2, outdoor activities x 1
- Traffic congestion being reduced x 1, better transport x 1
- Affordable housing x 1
- Less pressure at work x 1
- Reduced unemployment x 1
- Stopping 'wokeness' x 1, more leisure facilities x 2



APPENDIX 2: COMMUNITIES OF INTEREST: CHILDREN'S LISTED PRIORITIES FOR EACH WELLBEING PILLAR

ENVIRONMENTAL WELLBEING

Environmental factors contributing to wellbeing:

Parks- unanimous in 1 group, mentioned by all 3 groups

The weather

Children in more affluent area also mentioned:

Wild spaces- Trees, fields, waterfalls, being able to go outside, green spaces, close to beach,

Cultivated spaces: gardens, flowers, nice houses,

Environmental factors reducing wellbeing:

Busy roads x3/ speeding

Noise x2

too much building

Dirty streets- Litter, dog poo

Rainy days [analysis- because outside is important]

Parks are by main roads and people drive too fast

Suggested improvements to environmental wellbeing:

Stop building new houses x 2- use the empty properties! I like it as it is – I don't want it to be crowded or squashed!

Look after the bees! (affluent area)

More sun to make everyone happy/ have my birthday in the summer [analysis: could be associated with boredom inside, or only having fun outside]

Cars need to drive slower!

SOCIAL WELLBEING

Social factors contributing to wellbeing:

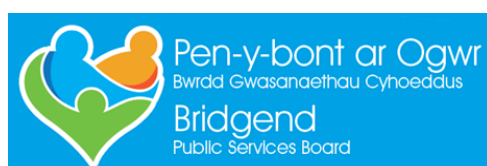
Friends x3

Neighbours

Family being near (ish) x 3

People are friendly

Groups to go to- x 2 (After school club, playscheme, the centre, 'lots of groups')



Social factors reducing wellbeing:

family are far away (Covid) x2

Not allowed out with my friends – not safe

Neighbours aren't friendly

Some people are mean (to my Grampy, throw berries at his car)

Some people that I don't know say hello. I know it's friendly but I don't always feel safe

Suggested improvements to impact social wellbeing:

To move my grandparents closer [analysis: could be transport issues, parental concerns, other family dynamics]

CULTURAL WELLBEING

Cultural factors contributing to wellbeing:

There's lots around - close to the shops

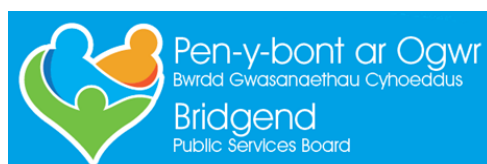
Factors reducing cultural wellbeing:

Need a car

Shops are far away

Suggested improvements for cultural wellbeing: (all from poorer area)

Things to do/ attractions- It would be good to have a (fun) fair like in Porthcawl/ More fun stuff like skateparks. We've got one but it's dangerous and full of older kids/ More places for kids to go that aren't school



APPENDIX 3: COMMUNITIES OF INTEREST: YOUNG PEOPLE'S LISTED PRIORITIES FOR EACH WELLBEING PILLAR

ENVIRONMENTAL WELLBEING

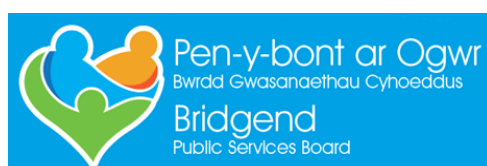
Issues highlighted as a problem

- Dirty areas/ neighbourhoods- litter, dog poo, horse poo, face masks
- Developments and dereliction- housing developments leading to lack of green space and crowded roads. Empty housing, shops and warehouses causing run down/ no go/ unused areas
- Age appropriate outdoor space- nowhere for families to go with play equipment for children of different ages. No outdoor space for older children and teenagers so they meet in places designed for children.
- Safety outdoors- impact of traffic and access to railway lines. There's an enjoyment of being outside but in some areas (mainly poorer communities) young people don't feel safe.
- Climate change- worries about global warming, sea level rising, loss of wildlife and habitats and developing more green energy. A general sense of feeling powerless and uninvolved in green movements and a mistrust and frustration towards politicians and people in power.
- Travel and transport- a will to cycle and walk more but feeling that the environment is geared towards car use. Stress of how impractical electric car use currently is re charging points and expense of buying one.
- Local environmental concerns- recycling and the need to get better at it (particularly plastics) and for institutions to recycle eg schools, issue of local flooding and river bank erosion, growing local food

SOCIAL WELLBEING

Issues highlighted

- Hobbies, activities and volunteering all help to feel socially connected. There is a call for more activities in certain areas (mainly poorer communities) and low cost/ no cost activities and facilities e.g. youth groups, skate park. Those in more affluent areas get driven to activities (eg swimming, guides).
- Neighbourhoods- generally spoke well about their local community. Those in poorer areas spoke about the rise in foodbank use and localised homelessness and how



their area changed at night and became scary, reducing their connectedness and reducing their opportunity to go out.

- Social media and the internet- these were crucial for staying connected during lockdown and covid restrictions. However, most felt lonely, and those who only had basic phones, no computer or poor broadband felt isolated. There is an issue about being expected to spend so much time in front of screens and not face to face.
- Education- general sense of disjointedness within learning and pressure because each piece of work counts due to Covid and the changes to exam systems. There was a feeling that they can't make mistakes or learn from failures. Transition between primary and secondary school was discussed as a feeling of missing out due to covid and contributed to a sense of social disconnection.
- Problems with social cohesion- young people felt blamed and scapegoated for social problems and anti social behaviour in neighbourhoods.

Identified areas for improvement

Need for education to manage mental health issues, drug education, how to be streetwise and tackling loneliness. Some areas felt well catered for (mainly those who could be driven to activities and pay for them) whilst others felt that there was a gap in services for 13- 17 year olds; particularly in relation to youth provision. (particularly those in poorer areas)

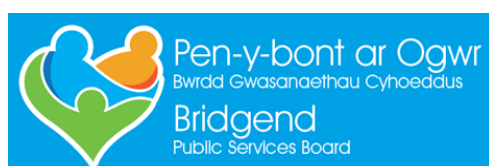
CULTURAL WELLBEING

Issues highlighted

Transport - all young people talked about how difficult it is to get around independently due to buses not running in evenings, routes being limited and many stating that services are unreliable. Transportation tended not to be available to many activities so those whose parents had a car drove them to activities and hobbies, including dance, guides, sports and ambulance cadets.

Gender equality - girls spoke about how sports are segregated at school and sports are taught according to the gender of participants. Outside of school certain sports and activities are targeted at boys eg motocross

Poverty and equality - throughout the sessions some young people talked about the cost of doing activities from sports to piano grades. Other young people said that although they live in affluent areas doesn't mean that their parents are able to pay for activities.



Knowledge about equality and diversity - feeling that there isn't a general equality of opportunity for young people from lower income families. Request for more education regarding equalities and diversity.

Equality welsh lang and culture - no consensus regarding the importance of Welsh language- majority feeling that welsh lang and heritage should be taught and improved in schools and a minority saying it's not as important as other languages including sign.

Equality and religion - awareness and acceptance of religion and religious festivals was important to some.

Access to culture - local community identity is important and covid meant in some neighbourhoods people got together more for occasions eg VE day. Calls for more libraries with modern books and more knowledge of welsh history and culture.

ECONOMIC WELLBEING

Issues highlighted

Low incomes - minimum wage made young people feel like cheap labour and made basic things unaffordable. Not all parents have money they can give teenagers and there's no way to earn money until they are 16. Uni fees and costs are too much.

Getting work - There needs to be more opportunities for young people to find and get work. They wanted more varied volunteering opportunities. Many felt they would have to move away from the area in order to find work.

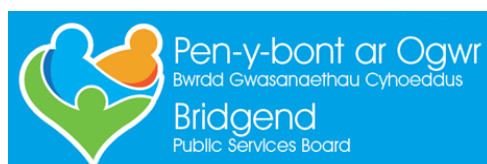
Problems with the current education knowledge base - young people feel ill equipped to manage day to day life. They felt they did not learn the right skills at school like managing money, cv writing, tax systems and managing bills. Girls felt they didn't get the same opportunities as boys with some careers and subjects and encouragement being aimed at boys.

ASSESSING THEIR AREA

Best things

Social wellbeing - knowing people, friendly area, family nearby, activities to do, places to go

Cultural wellbeing - good transport links (where they exist), cultural opportunities to do things,



Economic wellbeing - local independent shops, subsidised food and food banks

Environmental wellbeing - greenspaces and trees

Worst things

Social wellbeing - horrible people, and a feeling of being unsafe due to homelessness, vandalism, drugs, street drinking and noisy people. Social stigma in some areas leads young people to face prejudice outside of their area.

Cultural wellbeing - lack of transport so can't get anywhere, lack of opportunities so nowhere to go

Economic wellbeing - need for better and more varied shops

Environmental wellbeing - traffic, litter, pollution,

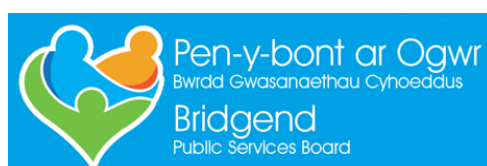
Improve wellbeing by addressing the worst things and make them more like the best things.

Improve wellbeing by ensuring better participation and co-production with young people. Young people say they are not heard and they are not involved in decision making.

MENTAL HEALTH

This was specifically explored in a hackathon. It found:

1. More support for building resilience around recovery from Covid, those who have been digitally excluded, dealing with family problems, facing bullying and knowing how to deal with bullying around peers, raising confidence, risk taking and decision making.
2. Make safe places and strengthen cohesion- young people need safe space within their communities and to be heard at community and decision making levels.
3. Improve education and life skills- particularly for those who may need alternative routes into employment, apprenticeships and assessing social media fake posts and online safety generally.
4. Focus upon transition for those leaving care, with ALN, and support young carers.



APPENDIX 4: COMMUNITIES OF INTEREST- OLDER PEOPLE'S LISTED PRIORITIES FOR EACH WELLBEING PILLAR

SOCIAL WELLBEING

Factors prohibiting social wellbeing

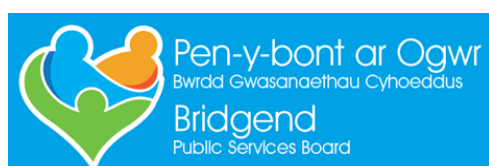
Health appointments - impossible to get an appointment, let alone anything face to face. Effects non Covid related health problems and causes people to use other services eg A and E, drop in clinics at hospitals etc. Also great difficulties in securing dental appointments and getting seen face to face.

Fear and impact of Covid - caused many older people to shield, causing isolation. There were health concerns regarding how to maximise health via supplements and exercise but felt that information on this was lacking, instead there was a focus upon number of infections and fear mongering. Feeling that guidance was confusing and age skewed, e.g. young people could go to an Adele concert but older people couldn't go to church or sing in a choir. The pandemic has changed friendships causing a feeling of disconnect even where neighbourhoods have been supportive or services have kept in touch. Council services- slow or non response from council services such as council tax enquiries, blue badge renewal and no effort made to make community spirit e.g. Merthyr's Christmas lights turn on compared to Aberdare.

Reduced local amenities - reports of a drop in services, particularly transport, libraries, youth services and community facilities eg chapel, pub, post office. All of these contribute towards social connection and their loss therefore reduces social wellbeing.

Digital exclusion - high levels of digital exclusion were reported- few people had broadband or were able to use a computer (in one group only 4 out of a total of 16), and even fewer had smartphones and the knowledge to use them. This caused frustration with accessing a range of services, managing covid requirements, and particularly made accessing GP's difficult. GPs and other services asked them to get 'someone else to do it for them' but this reduces independence and autonomy.

Jargon - generally professionals were described as using long words that purposefully make understanding difficult and they were frozen out of decision making.



Factors contributing to social wellbeing

Enabling aspirations for children - reports of younger generations not being stopped by stigma of poverty

Social groups and activities - being able to learn new things and get together in groups

Socialising - developing friendships beyond activities and having active communities where people pitch in to help. Friendly communities so people say hello to each other

Volunteering - Aids connectedness with a two way process- people feel wanted and of use within their community and the community benefits. It also helps people meet new people

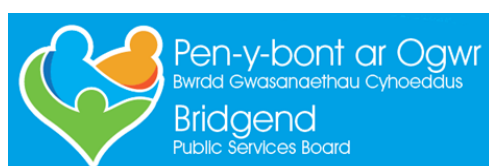
Having communities facilities - people valued chapel, church and pubs as they were places that brought people together

Positive mental health - for those who were meeting in groups and out and about mental health was reported to be positive. However, there were concerns for other older people who may not be accessing groups or may not have the same social connections.

Avoiding isolation and loneliness - activities and social opportunities were undertaken in order to actively avoid isolation and loneliness. However, there was concern for others in the community. Isolation and loneliness was reported to occur in evenings and at weekends when transport was more limited, less was going on. This was particularly acute for those who lived alone or who had lost their spouse/ partner.

Suggested improvements to enhance social wellbeing

- Use of leaflets, posters and information via phone rather than reliance upon internet
- More activities- hard to find out what is going on and there is scope for more things to do.
- Gender should be considered in what is put on
- Intergenerational activities so divides are reduced
- Community groups and activities that are networked together to build a sense of community
- Support for local facilities eg post offices etc as these act as social hubs
- Better action to support older carers
- Improvements to health and social services with transparent complaint procedures that are acted on



ECONOMIC WELLBEING

Factors inhibiting economic wellbeing

Low income - you need money to be able to afford to do anything and attend activities. Benefit entitlements are not communicated well- you have to find out for yourself. Made to feel lucky for receiving a pension when it's an entitlement after a lifetime of work. Worry about certain times of year e.g. Christmas. More affluent areas stated that families live on benefits because it's easier than working.

Concern for children and young people in the area- there is not much for them in terms of opportunities and jobs and the education system does not give them the necessary life skills needed. Additionally, education fails those who are not academically minded. University fees are expensive. Both parents have to work which affects family life

Local job market - only part time low paid work. People's economic needs are not being met.

Local town - in poorer areas only, towns do not have varied shops. Homelessness and street based substance misuse means people do not want to visit.

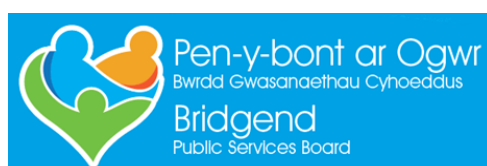
Impact of poverty - more affluent feel that it's not there. Others felt that when you are within a poor area you don't notice it yourself. Others say the good thing is it attracts money and enables investment that presents an opportunity to redefine and improve things.

Factors promoting economic wellbeing

- Thriving high streets- eg Treorchy
- A focus upon sustainability and local solutions
- Community economy eg the wind farm money supporting local groups
- Social prescribing (enables groups to have more members and a bit of money)

Suggestions for improving economic wellbeing

- Improve local employment, training and skills opportunities
- Publicise grants that are available more widely
- Give support to community groups in submitting their own grants and applications so skill is built up at community level.



CULTURAL WELLBEING

Barriers to cultural wellbeing

Public transport - communities are poorly connected to each other via poor route planning. Buses don't operate in the evenings or on weekends. This prohibits older people being able to access cultural events and groups; particularly as many of them are in neighbouring communities during the evening.

Public toilets - older people need public toilets that open and near to bus stations, community buildings etc. a lack of open toilets causes people to not be able to go out.

A lack of investment is leading to cultural breakdown - people don't feel they have a belonging in their area which leads to skeleton communities, reduced community facilities and vandalism.

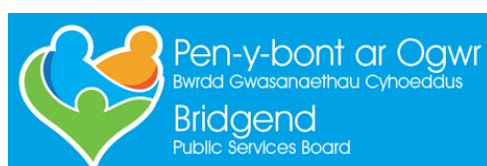
Lack of social cohesion - there was a mixed perception of cohesion in the area. Some participants blamed migration for a breakdown in cohesion and a lack of focus upon homelessness and support for veterans; others felt that there was a need to be a welcoming country and give support to people whoever may need it. However; both viewpoints agreed that there was a lack of social cohesion affecting cultural identities and some felt that if village buildings e.g. chapel were the only place to meet it would not be accessible to certain people.

Frustration at government - generally people expressed dissatisfaction with governments and politicians.

Unconscious gendered services - lead to either men or women feeling excluded or that an activity or event 'is not for them'

Factors promoting cultural wellbeing

- Local cultural facilities- eg art gallery, cinemas. This was noticeably available in affluent areas and not poorer areas
- Being able to learn and speak welsh and know about welsh heritage
- Celebrations of cultural diversity



ENVIRONMENTAL WELLBEING

Barriers to environmental wellbeing

Gaps in services - it was felt that sometimes services pass to each other and don't take responsibility eg anti social behaviour, enforcing recycling, problems regarding recycling centres etc

Drug use - poorer areas described problems of street based substance misuse. In addition to drug paraphernalia litter, there was vandalism, street crime, begging, evident street homelessness,

Housing and road developments - these take up local green space and create increased traffic and problems accessing local services (particularly in bridgend and also mentioned by children and young people)

Level of traffic and noise of cars

Access to pavements - cars park on pavements and bins are left out .

Street safety - affluent areas did not mention this. Poor areas spoke about how they need a better police presence, improved street lighting. Groups of young people appear threatening but often they have nowhere else to go or use free wifi from a community building or shop.

Care for community areas - litter fly tipping and shop rubbish all blight the appearance and feel of communities and nothing is done about it. Pavements and potholes cause accessibility issues and dog poo fouls streets.

Local environmental concerns - RCT had a number of concerns regarding flooding and unstable coal tips.

Housing problems - in poorer areas lots of people spoke about problems getting repairs done, social landlords not considering the nature of complexes and therefore mixing residents with different needs and lifestyles. In more affluent areas people spoke about the problems of knowing who to rent housing to and finding reputable workmen.

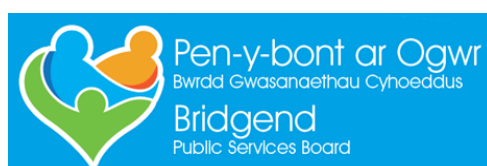
Factors promoting environmental wellbeing

Walking groups- introduces people to their green spaces, connects people, learn about heritage and the area

Use of empty buildings- aids communities and enriches towns

Good transport- regular, connects communities,

Low street crime



Suggestions for improving environmental wellbeing

Improve transport to enable people to get out more and reduce the need for car journeys
Improve access to outdoor spaces by providing toilets and benches
Affluent areas felt there was a lot for young people poorer areas felt there needed to be more for children and young people
Help with sourcing safe tradespeople
Improve communication about recycling, provide recycling litter bins and dog poo bins

Thinking about the future

A number of concerns about health and accessing health services if they need to due to appointment systems and referral delays
Aspects of town centres have improved while other aspects have worsened- noticeably homelessness, substance misuse,
Lack of investment in local shops and facilities lead to places feeling run down

ISSUES SPECIFIC TO OLDER CARERS

Social wellbeing

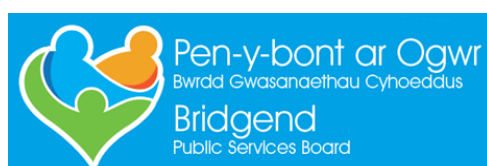
Many carers do not access support services. Older people expressed concern for carers mental health more than the people they were caring for who had dementia.
People who cannot leave their house are 'out of mind' and the people caring for them are unseen
There's a need for good information and facilities- concerns ranged from care coordination, understanding benefits and entitlement, accessing respite, direct payments, a lack of connection between services and a lack of conversations with professionals

Economic wellbeing

Carers have had to leave paid jobs to care,
A range of difficulties regarding getting benefits, the low amount of benefits, understanding direct payments, how to employ carers,

Cultural wellbeing

Focused upon rights for the person being cared for and preserving their identity and ensuring human rights
A feeling of having lost person identity under the umbrella of 'carer'



SPECIFIC CASE STUDY: LGBTQ+ services older people and mental health

The person has experienced huge failings and frustrations in being transgender and undergoing the process of physically transitioning female to male. There's been no real support service, and it's down to the luck of finding the 'right' GP over getting signposted and referred to services. Not all GPs are taking up training opportunities to learn more. Each cancelled appointment means a delay, and it's a struggle to understand why online appointments are cancelled due to Covid. It drags a long process out even further, and for some people it comes at a huge mental cost. There are people taking their own lives whilst waiting.

There's no tier three bariatric service in the Welsh NHS whereas it's available over the border. It's unfair that it's different and too driven by a 'checkbox'. For patients, it feels like endless barriers, but the world isn't black and white. In this instance, it's unfair that you can find a surgeon willing to carry out the procedure but not an anaesthetist.

Mental health provision has been minimal and patchy. There're messages in the media about reaching out, but when you ask for help you don't get it. We discussed personal experience of having suicidal thoughts and intentions, but it's the police who are sent in response to 999 calls and they don't have the training or ability to help beyond securing someone.

"Services aren't supported to meet community need...it's the service they want to provide rather than the services needed."

APPENDIX 5: COMMUNITIES OF INTEREST- DISABLED PEOPLE'S LISTED PRIORITIES FOR EACH WELLBEING PILLAR

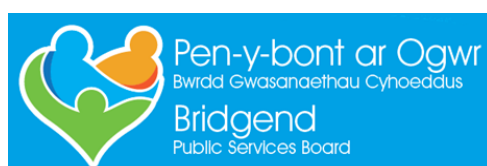
ENVIRONMENTAL WELLBEING

Green spaces- participants appreciated being able to get out into local green spaces and spoke about the need to preserve bees, wild habitats, and beaches.

Litter, plastic pollution and other forms of environmental degradation were discussed and should be avoided.

Less traffic during Covid was perceived as positive and a move to electric cars and buses is needed

Houses need solar panels and development of green energy



Whilst disabled people find nature good for mental wellbeing many felt excluded. The deaf community said accessing information through sign language was hard, transport links to green areas are poor and being able to use public transport is an issue for many.

CULTURAL WELLBEING

Transport - Most participants were reliant upon public transport. Some had bus passes which enabled them to get out during day time but others had to pay and found the cost prohibitive. Many people found accessibility difficult- a lack of lowered pavements, easy read routes and timetables, routes that connect communities. Evening and weekend services and understanding how to use public transport all contributed to reduced access to cultural events and activities.

Advocacy and rights - Many participants had access to an advocate and found this invaluable for being heard and knowing their rights as a disabled person. However; many participants faced exclusion due to inaccessible information with a lack of easy read and sign language accessible services, events and signposting. Some people were not allowed an advocate due to parental decision and there appeared to be an issue of autonomy for adults who had parent carers or lived with their parents. Some people felt unheard and described how they did not have anyone they could talk to to help them understand their rights.

Recognising communities - the deaf community and some geographically based learning disability communities spoke about how they have their own culture, their own community and gain belonging through peer support and socialising. This aspect of disability and impairment is often overlooked by non disabled and hearing communities and is important in terms of realising and supporting rights.

SOCIAL WELLBEING

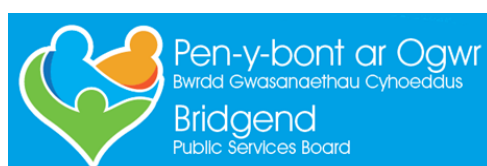
Factors contributing to social wellbeing

Assistive technology- voice programmes, alexa, videos enable social connection with friends, family and the world. It enables access to information and digital inclusion.

Activities- getting out and about and going to activities means meeting people. In group homes activities are run that helps residents meet each other but it does not help with wider community connection.

Support with behaviour management- behaviour plans and support for personal behaviour management enable people to go out and do things with other people.

Respite- where respite is chosen and is a positive experience it can aid social wellbeing. It enables a change of environment, socialising and a sense of independence. However, this is not always the case.



Day centre- When this is enjoyable for the individual and there are activities that they want to do with people that they get on with, day centres can aid social wellbeing and help people get out and about. However, this is not always the case.

Factors inhibiting social wellbeing

Digital exclusion- knowing how to use technology and accessing technology can be hard. The move to online health services has excluded many people with learning disabilities due to digital exclusion and members of the deaf community due to the reliance upon phone calls.

Respite- where respite is not chosen or enjoyed it inhibits social wellbeing and causes distress. People felt their privacy and rights were overlooked and they were put together with strangers who they did not know or like.

Day centres- where provision is not chosen, day centres inhibit social wellbeing. People reported feeling bored, lonely, disinterested and attending because someone else has told them to.

Lack of confidence- knowing how to express opinions and not having confidence to speak affects social connectedness. Some people have PA's or staff with them and whilst this enables them to go out it also inhibits them connecting to the wider community.

Lack of intimate relationships- individuals expressed a desire for intimate relationships and missed the companionship that comes with them.

Lack of service coordination- lack of communication and coordination between health and social care leads people to have disjointed provision and a lack of support for socialising.

Suggestions for improving social wellbeing

Support for managing and negotiating friendships- some people with learning disabilities found it hard to be online safely, to understand how to manage disagreement, dealing with bullying, dealing with exploitation, and developing friendships beyond activities.

Enable access to the wider community- all people with disabilities and impairments want to be a part of the wider community and meeting people in mainstream, hearing settings. However they face barriers that prevent them from doing so.

ECONOMIC WELLBEING

Understanding benefits- The benefits system was not understood by participants and in some instances where their money came from. There were a number of difficulties experienced by the deaf community in understanding PIP and in accessing PIP and direct payments.



Getting paid work- many people wanted paid work but found it difficult to secure. Some people had their disability or impairment described as a health and safety issue and others spoke of being subjected to workplace bullying. [analysis note: but the same people are able to get secure, long term volunteering without these issues being raised]

Volunteering- People who had volunteer jobs spoke about the enjoyment of helping others, feeling valued and learning new skills.

SPECIFIC ISSUES RAISED BY PARENTS CARERS OF CHILDREN WITH ALN

Social wellbeing

Need for support services for parent carers and sibling carers which are long term rather than short programmes

Improved communication with and between health and social care.

Support for all family members with mental health and additional stresses

Children need consistency in professionals working with them and to be included in diagnosis and care processes

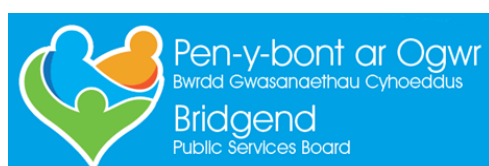
Education- lack of support to access LA's, no help until children get behind or are seen as "problems"

Economic wellbeing

Direct payments- hard to understand and find the time but enables personalised support

Economic impact - of having a caring role and not being able to work

Additional costs- eg petrol,



APPENDIX 6: COMMUNITIES OF INTEREST- BAME COMMUNITIES LISTED PRIORITIES FOR EACH WELLBEING PILLAR

ECONOMIC WELLBEING

Inaccessible information; could be due to being in complicated English, not easy read, not in home language so cannot understand what services may be available

Housing – how to go about reporting a problem ie. Boiler not working, support services etc, racism in neighbourhood – how to report this in council properties/ housing associations.

The empathy is not there, I feel as though tenants should be lucky they have a roof over their head regardless about how 'safe' they feel in their own home.

Businesses/Customers - some members of the BAME community own businesses on the high street or are self-employed as taxi/delivery drivers. Lockdown has been hard in terms of understanding the rules and how they affect their businesses - lack of information and complexity around the furlough scheme and covid grants - lack of support services to help them understand these processes.

Immigration - lots of fear and misunderstanding linked to immigration and asylum seeking processes - felt forgotten during covid/lockdown as everything went on hold. Family separation as visas not being issued and rules around red/amber list countries and what people need to do if they arrive here from them.

Jobs/Right to work/National Insurance Numbers - National Insurance Numbers take a long time to be issued resulting in people losing job opportunities. Issues and confusion around different visas and individuals 'right to work' - lack of jobs made worse by covid. Furlough Security - those without indefinite leave to remain find it hard to put down roots as unsure of how long they will be allowed to stay here. Job security is an issue. Lockdown has made many small businesses collapse/struggle. Uncertainty about the future.

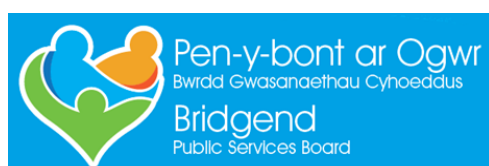
Housing - affordability, lack of options, strict rules in supported housing, evictions, nowhere to go and don't know who to ask for help, housing benefits

ENVIRONMENTAL WELLBEING

Want to be able to feel safe and walk our own area/ community without having to respond/ ignore or run away from racism, name calling because of the way we look, what we wear. Don't feel comfortable speaking your own language out or wearing religious and cultural clothing out. Always feel that we have to look over our shoulder, don't feel safe.

Safety - want to feel safe in physical surroundings ie. workplace, home, community. To be able to go out and not feel afraid of being targeted.

Nature - to enjoy nature like the animals, birds, trees, parks



Climate Change - is an issue that means nobody knows what will happen in the future. The future is uncertain. Need to do more to help the environment.

Peace - to feel free. To be able to enjoy the local environment and escape the pressures of everyday life

Fresh/Clean air - it's good for your body and mind.

CULTURAL WELLBEING

Want to feel part of the community, don't want to feel alienated – want to be included in things, not having to hide our own identity; clothing, foods, speaking our own language. Everyone comes together and learns about different religions, languages, cultures and history – we can all learn from one another.

Background/Culture/Nationality - more understanding, curiosity and tolerance of difference. Opportunities for people to share and learn about different backgrounds and cultures. To be able to be me and not be afraid of what people may say or think. Religion.

Traditions - to be able to undertake activities that remind us of home, or where we come from. Opportunities for members of different cultures to come together

Belonging - want to make where I live my home and to feel part of this community.

Community - more things to do in the community to help each other. Pride in our community.

Getting to know/meet new people. Having fun. Feeling safe and supported in our community.

Acceptance and Understanding - Feeling safe and supported in my community.

Opportunities for members of different cultures to come together. Translators and information in my language so that I can know what is going on and what I can take part in, or where I can go if I have a problem. Takes time. Celebration of diversity and difference.

Get rid of labels and see everyone as a human being.

SOCIAL WELLBEING

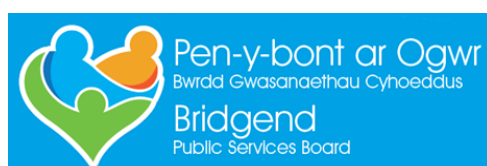
Don't have family around, sometimes struggling to make new friends – makes people feel isolated and sad. Struggle to trust people and people in authority- this could be due to the way people may have been treated in their own country; asylum seekers/ refugees etc

Support services in person, maybe someone who understands us, speaks our language or maybe even looks like us helps people in these categories, they feel they can connect.

Family - haven't visited or seen my family in over 2 years.

Friendships - I have lived here for over 20 years but still don't feel like I have many good friends here. More opportunities for people to meet new people and develop friendships.

Peer support networks where members of similar cultures can come together to help each other. More activities that help us mix in society and help people here understand and accept us



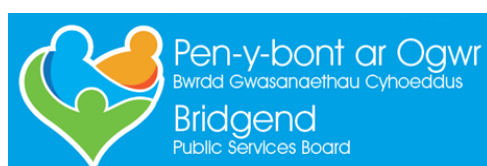
Community Activities - more things to do that don't cost lots of money. I want to be able to do more sports. Bring the community together to do things and look after our community together. Better transport as sometimes there are activities going on that I would like to try but I can't get to them as there are no buses.

Belonging - I want to make this my home, but I feel like an outsider. People need to want to understand and get to know us so that we can feel like we belong. Peer support networks where members of similar cultures can come together to help each other. Life here can be very lonely.

Trust - I have had lots of bad experiences in my life and have been racially abused which means I have my guard up when I am out.

Impact of Covid

Increased isolation. Some confusion in understanding the rules.



APPENDIX 7: COMMUNITIES OF INTEREST- VETERANS LISTED PRIORITIES FOR EACH WELLBEING PILLAR

ECONOMIC WELLBEING

Factors inhibiting economic wellbeing

Income problems- Rising costs of living/ Inequality in the benefits system/ Unemployment – changing industries and technology need to re-skill people to fit what’s needed in future/ War pensions – army veterans are not getting fair share in comparison to what they have contributed/ Money ** – everything stems from this.

Youth unemployment- Young people can’t get jobs, less opportunities for YP today. A lot don’t want the jobs on offer, they want high wages for little work.

Income levels- People need a reasonable living wage to make their contribution and feel valued in society, this makes the economy grow also/ Quality of life decreases as money gets scarce

No help for veterans, especially income related

Debt – jobs are out there but it will take a long time to recover from COVID.

Public bodies and people in power not making valleys towns thrive. They’ve strangled progress, too many cheap shops.

Shrinking town- In three generations time, Aberdare will be a ghost town.

Suggestions for improving economic wellbeing

Bring industry in – not small units but large employers to generate more income and keep it local.

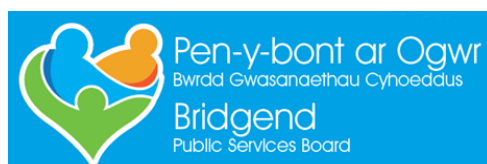
CULTURAL WELLBEING

Factors inhibiting cultural wellbeing

Unacceptable behaviour is acceptable– stabbings, ASB, violence. People with knives – don’t think they’ve been parented properly. Police not visible.

Culture of equality perceived to be a problem- ‘Namby pamby’ given in to woke culture, too politically correct. Served Queen and proud.

Culture of violence- Gaming and music to blame, gang culture. It’s a global issue but happens locally too, see it on social media. Discipline at home and school is lacking



Lack of will for volunteering- Volunteering – not enough people will volunteer, makes me feel good doing for others. It's not motivated by money but by kindness.
Fractured communities are a challenge- Community – growing together is a challenge/
Social networks are not as strong as they were/ Community spirit not as strong.

ENVIRONMENTAL WELLBEING

Factors inhibiting environmental wellbeing

Global factors- Climate change – impacts on all of these. Flooding had a major impact on communities. However, I don't want it 'rammed down my throat'/ Protests have the opposite effect of what is intended./ Climate crisis- Need to save the planet – we know the whole world is suffering – the natural world is on the brink of disaster – who takes responsibility?
Local concerns- Air quality is a problem/ Green spaces for mental health./ Nature – love it
The place where you live is very important. We have wonderful areas of natural beauty in this area./ If you live in a nice street it affects your behaviour for the better.
Safety (see also cultural wellbeing) Safety links with this – wherever you live it impacts on your physical and mental wellbeing/ Law and order – personal privacy
The impact of poverty- Lack of money – community in this area, their behaviour depends on their financial and social situation. Anti social behaviour is linked to deprivation. Young people get into trouble because they are pushed into it, they are not given a good enough start in life to achieve a good lifestyle.

SOCIAL WELLBEING

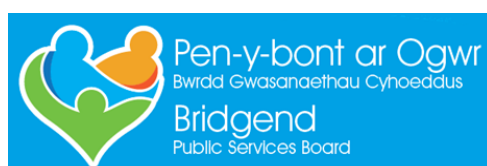
Factors reducing social wellbeing

People who suffer with poor mental health are as a result of feeling lonely and isolated. Many people suffer in silence, it's not known to anyone. This could be resolved through befriending. So many reasons behind mental health, hard to identify, COVID has made it worse, MH issues have increased due to finances and lockdown – relationships have suffered.

GP appointment systems- Afraid to phone GP, can't get an appointment. I self medicate, GP is last resort/ System is overpopulated/ Waiting times are too long/ Health care professionals are not aware of PTSD, other veteran issues / Health care professionals are not trained to understand the effects and long- term consequences of PTSD/ GP appointments over the phone are too difficult for veterans – especially if they have PTSD/ The response of medical staff to health conditions

Lack of Law and order

Lack of information and awareness of what a veteran is



Mental health and work patterns- Mental health issues, job issues all impact on communities and the family unit has changed

Factors contributing to social wellbeing

Healthy lifestyle – if you don't live healthily, then cannot enjoy retirement. Pandemic has stopped me from doing my daily routine – affecting my mental health. I gave up a bit, but I am getting back to it again now.

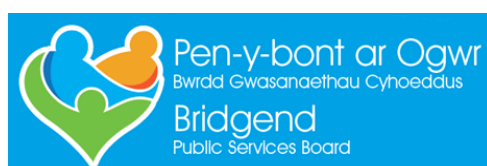
Good care- Best social care given to my elderly mum – fantastic staff

Love gardening and home DIY.

Having friends to rely on helps me a lot. E.g. When I went to the local rugby club on remembrance Sunday, us veterans had a standing ovation when we walked in. Since that day, I have made new friends and it keeps me going.

Ideas for improving social wellbeing

Education courses should be free for veterans and pensioners



APPENDIX 8: COMMUNITIES OF INTEREST- VAWDASV LISTED PRIORITIES FOR EACH WELLBEING PILLAR

SOCIAL WELLBEING

Defined as feeling safe, having opportunities to do things, being able to trust services
Important because: We need to feel safe out and women shouldn't be propositioned or feel vulnerable. Children learn about respect from what is around them. Need to prioritise access to service with advice and signposting to services where you are not just put on a list, particularly access to mental health. Need more services for children and young people to increase their social wellbeing.

ENVIRONMENTAL WELLBEING

Defined as wildlife and countryside, litter and fly tipping, sustainability
Important because: fly tipping and litter affects local areas and wider countryside which impacts upon enjoyment of green spaces. We need to have a clean environment and be sustainable- we know how to but are not doing it. Investment goes to children's education but adult's behaviour needs changing.

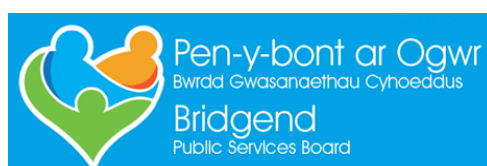
ECONOMIC WELLBEING

Defined as jobs and a steady income, security and affordability
Important because: being able to plan for the future, being able to have a home to bring children up but there is a housing crisis.

CULTURAL WELLBEING

Defined as neighbourhood belonging, diversity and cultural awareness, welsh language and heritage.

Important because: We should know about welsh heritage and our language. We need to be accepting of others and be a welcoming country too. Less affluent areas help each other out and have a neighbourhood spirit and local businesses are important in that local culture. We need equality to change gender relations and how some people entitled.



APPENDIX 9: Organisations engaged with:

Llantrisant Brownies
Cynon Valley Veterans' Group
Gilfach Goch Community Association After School Club
Gilfach Goch Community Association Youth Group
Girl Guides
Girl Guides
Penrhiwceiber Knit & Natter
Pontyclun 50+
Rangers Group
Reconnect50+ Bedlinog
Bridgend Green Network
Garw & Ogmore Valley ASB Group
VAWDASV
RCT People First - Our Voice Matters
Interlink RCT
British Red Cross
Trinity Childcare & Family Centre
NRW (Healthy Hillside)
People First Bridgend
HAPI/Newydd Housing Association
Alzheimer's Society
PAPYRUS Prevention of Youth Suicide
New Horizons
Mental Health Matters Wales
BAVO
Tanio
Adferiad
Armed Forces Covenant
Army Cadets
Employability Bridgend
Co-Production Network for Wales
Bridgend County Care & Repair
Cwm Taf People First
Age Connects Morgannwg
Cwm Taf Youth Offending Service
Cwm Taf Morgannwg Safeguarding Board
Oasis Centre
Voluntary Action Merthyr Tydfil

Platform
Valleys to Coast
Valleys Kids
Mind
Awen Cultural Trust
Invest Local
CSP
Llamau
Calan DVS
New Pathways
Early Help
Bridgend Youth Justice Service
Race Council Cymru
South Wales Police
Public Health Wales
Valleys Regional Park

