



ENGAGEMENT ANALYSIS: Bridgend / Merthyr / Rhondda Cynon Taf

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ENGAGEMENT METHODOLOGY

On 1st July 2021, the Public Services Boards for Bridgend and Cwm Taf (PSBs), along with their Cwm Taf Morgannwg Regional Partnership Board (RPB) colleagues launched their 100 Days of Engagement Framework as a strategy for co-designing both the PSBs regional Wellbeing Assessment and RPB's Population Needs Assessment with members of the communities in which they operate. As a source of innovation, the 100 Days of Engagement Framework aimed to provide unique and varied opportunities for individuals, groups and organisations to articulate their needs and perceptions of services across the region, as well as their needs, thoughts and aspirations linked to the wellbeing pillars: economic wellbeing, environmental wellbeing, cultural wellbeing and social wellbeing. From the diverse engagement data gathered through these activities it was hoped that a rich insight into the story behind the statistics and more formal analytical data that informed both assessments would be obtained, assisting both the PSBs and RPB to make needs-led and experience informed decisions in the future.

The 100 Days of Engagement Framework was separated into 3 distinct stages: preparation, action and review. To oversee the process and ensure its effective completion, the creation of a Community Assessment Action Group (CAG) was proposed to bring together key members of both the PSBs and RPB as a steering committee, to make decisions and implement action as appropriate. Underpinning the CAG, 2 sub-groups were proposed to take responsibility for the assessments' data analysis and engagement activities respectively. The initial 100 Days of Engagement Framework was presented as follows:

Preparation Stage: Day 1- Day 10

- Formation of the Community Assessment Action Group (CAG)
- Identification of priority themes, need to reach groups and available resources
- Mapping existing engagement opportunities

Action Stage: Day 11-Day 70

- Creation of basic engagement tools for roll out across engagement events based on previously identified citizen priorities and the What Matters To Me conversation
- Development /agreement of a centralised tool or method for data collection
- Showcase engagement activity at wider co-production project launch event to inform baselining and future direction setting

Review Stage: Day 71-Day 100

- Analysis and presentation of engagement findings
- Translation of findings into the PSBs Wellbeing Assessment and RPB's Population Needs Assessment for further public consultation

As with many co-production projects, the 100 Days of Engagement evolved throughout the process and whilst the initial activities outlined were used as a guide, new activities emerged and some activities were postponed or changed. Early on it was identified that a number of capacity issues were present within partner organisations and the regional workforce which delayed buy-in and slowed the implementation of actions within the preparation stage. This resulted in the formulation of the CAG and its sub-groups not formally launching until late August, approximately 40 days into the 100 day process. Without the oversight of the CAG

it was difficult to generate momentum in the earlier parts of the 100 days process, and whilst some activity did transpire in these opening stages around the identification of priority themes, need to reach groups, available resources and the creation of the first associated engagement toolkit, little tangible data was collected to inform the assessments. Once the CAG was established, activity within the 100 Days of Engagement Framework did start to galvanise, however at a much slower pace than anticipated. It was still difficult to develop and gain partner buy-in, and some facilitation gaps were identified, specifically related to delivery of engagement activities to community members, confidence, and strategic to operational permissioning. As a result engagement activities through the delayed action stage were largely diverse and a number of partner and workforce support opportunities were developed. The following section gives a brief overview of each engagement activity and/or workforce support tool utilised within the 100 Days of Engagement Framework:

Engagement Sub-group

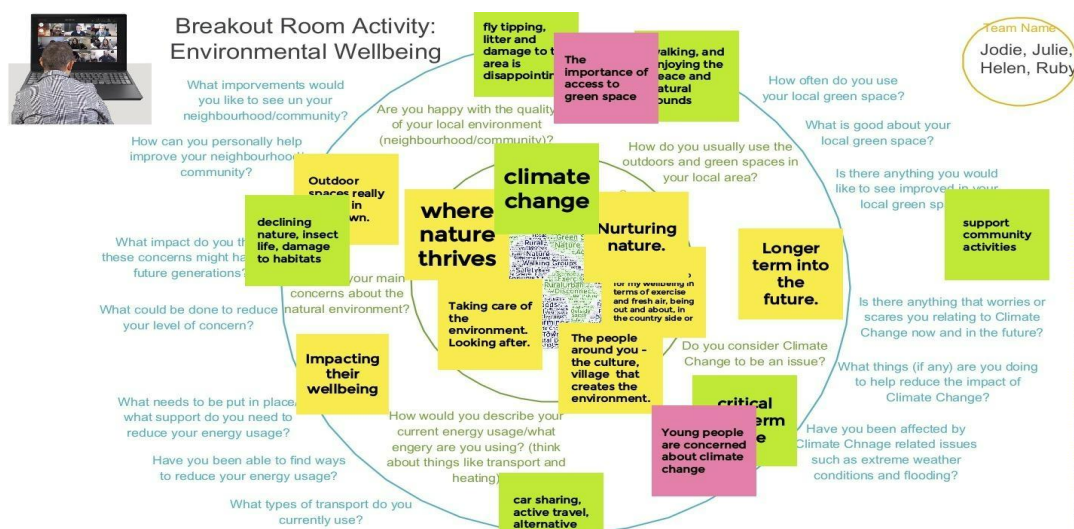
The CAG Engagement Sub-group was set up to meet on a weekly basis. Throughout the duration of the 100 Days of Engagement Framework, 64 partners from across the region, including community members/people with lived experience, were actively involved in the work of the sub-group. Whilst the sub-group was set-up to drive engagement activities forward, identify gaps and develop solutions to solve them, they were also seen as key opportunity to co-design some of the engagement tools for this process and as an engagement opportunity in themselves, providing opportunity for members to also have their voices heard on the key topics being explored for the assessments. Jamboards were used as a way to capture conversations and create a record of each meeting and this data has been used to feed into the overall analysis of engagement.



Toolkits

Facilitator toolkits were developed as a way to encourage, direct and support partner organisations engagement activities, in a way that would compliment the themes of both the PSBs Wellbeing Assessment and the RPB's Population Needs Assessment. The first facilitators toolkit developed was based on a previous piece of work conducted by the Our Voice Matters project, a regional project funded through ICF funding to help embed co-production and provide opportunities for citizen voice empowerment. This piece of work analysed citizen priorities of 5 citizen categories in line with the requirements of the Social Services and Wellbeing Act (Wales), 2014: people with a learning disability; older people; unpaid carers; those who access mental health services; and children and young people. These previously identified priorities were then used to create a series of activities that would allow individuals to explain what each priority meant to them, rank the priorities in order of personal importance as well as share and develop new priorities, and to analyse what one thing they would change if they could. Initially the toolkit centred around the 5 citizen categories, however, with further development alongside the CAG engagement sub-group the toolkit was adapted to help develop priorities for other citizen categories such as substance misuse, those affected by domestic violence, members of the Black, Asian and Minority Ethnic community, and the Deaf community.

As this toolkit was greater aligned to the work of the RPB's Population Needs Assessment, a second toolkit was needed to explore the pillars of wellbeing in detail. It was envisioned that this toolkit would be co-designed by members of the CAG engagement sub-group. Following the success of the work conducted to create the word clouds for each pillar, the first activity in the toolkit aimed to give individuals the opportunity to identify what each pillar meant to them, through a word association activity where they were asked to indicate what 5 words they thought of when they heard each pillar heading. The second activity in this toolkit was hoped to align with the themes and priorities being identified through the data analysis, and based itself around a circle of interaction model. This activity was tested with the engagement sub-group around the environmental pillar of wellbeing, and whilst a little messy could be seen as a useful exercise with some minor amendments. However, this is yet to make it into the final version of the toolkit due to delays with receiving themes from the data report, and with the reduced amount of time due to the slow progress in the initial implementation of the 100 Days of Engagement Framework. The final activity in this tool drew on the third activity within the Citizen Priority toolkit about one positive change individuals would like to see in the future.



Group Surveys/Roadshow

To maximise reach and engagement into the assessments, a condensed version of the toolkits was developed to be used as a template for group workshops both virtually and in person. This template still aimed to ask participants to identify what each of the wellbeing pillars meant to them, but provided much more room to discuss why those words were chosen or why they felt that area of the pillar was important to them. The Group surveys were based on discussion and exploration and allowed participants to contribute what they wanted, and in a way they wanted. As well as exploring the wellbeing pillars, the groups surveys also asked participants the best and worst things about their community, the one thing they would like to change to help improve their wellbeing in the future and their thoughts on whether or not wellbeing in general would improve in the future.

As a development of the group survey format, one partner organisation took the template out on a roadshow across the region and interacted with 75 individuals with a learning disability as well as 11 carers.



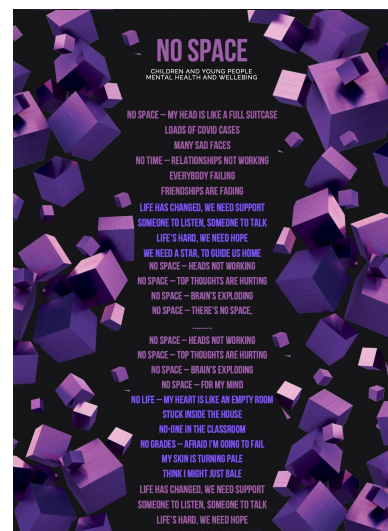
Online Survey

To maximise reach and attract a wider demographic of individuals who were not captured through some of the group survey work, an online survey was created. This survey followed the same footprint of the group survey template and was available for individuals to complete at a time and pace that suited them. To try and move away from traditional quantitative style surveys, this online survey was based on open questions that allowed for the individual freedom of comments with little agenda to help in the identification of key themes which are citizen voice led.

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/issue 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, and then brought to life through the assistance of the creative producer. Creative products developed are then shown to the other teams and used as wider conversation starters across services and decision making bodies. As part of the 100 Days of Engagement Framework 7 hackathon events took place across the region, each analysing a different topic or issue as follows:

- **The Environment and Me** - looking at the ways people with a learning disability interact with the environment and their concerns around climate change
- **Children and young people's mental health and wellbeing** - looking at what mental health and wellbeing means to children and young people and how this has been affected by the covid-19 pandemic
- **Voice, Choice and Control: Learning Disabilities** - analysing 6 real life case studies of situations across a variety of different services where people with a learning disability were potentially denied the right to have voice, choice and control
- **Adult Mental Health** - bringing together a range of individuals who access mental health services, care for someone with a mental health condition, or provide a mental health service to look at how, and what support is needed, to improve mental health and wellbeing in the future
- **Increasing Access to Services for those with Complex Needs** - bringing together people with physical disabilities, sensory impairments, individuals who are neurodivergent as well as many others who experience access and communication issues, to explore what is needed for them to be able to live a more meaningful life and receive the support that they need
- **Unpaid Carers and Respite Service Review** - reviewing the current models of respite services that exist and how they benefit (or not) unpaid carers and the cared for. Through this hackathon, unpaid carers shared a lot about the barriers and issues they face and their priorities for the future
- **Decreasing Loneliness and Isolation in Older People** - looking at what loneliness and isolation is and what it means to different people, identifying how the covid-19 pandemic has increased loneliness and isolation across our communities, and developing practical solutions to reduce loneliness and isolation in the future



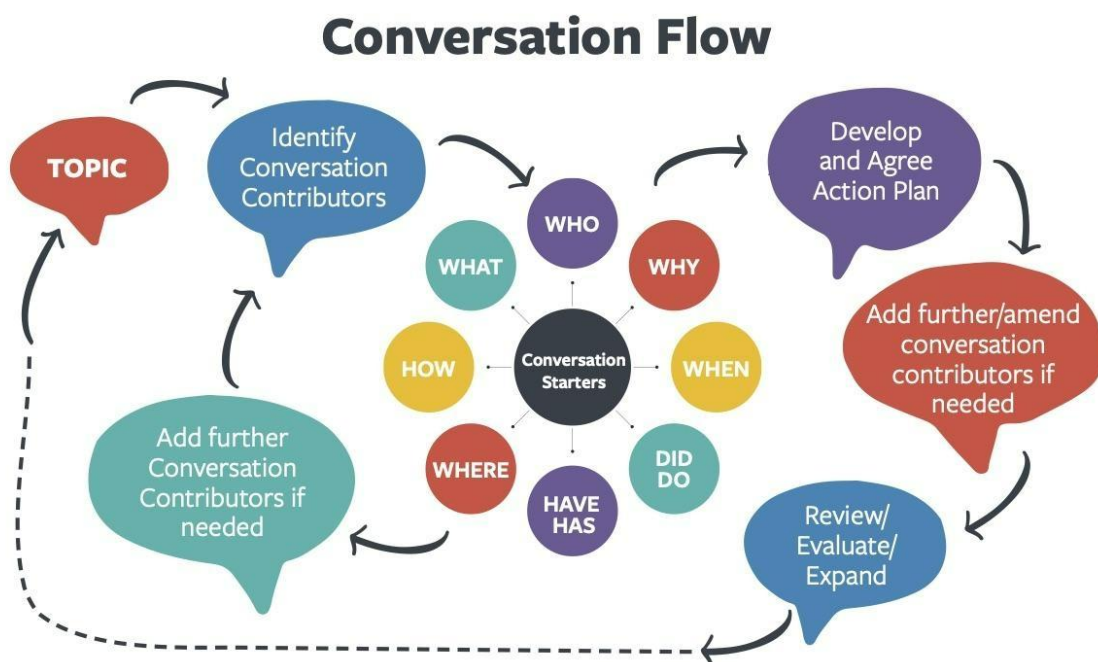
Drop-in sessions

Through the progress of the 100 Days of Engagement a number of skills gaps and capacity issues were identified that resulted in reduced levels of partner engagement and willingness/ability to deliver the above engagement tools. To try and mitigate some of these issues, 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. These sessions also became a platform for shared learning and reflections as well as organisational specific engagement tool development for other/wider projects outside of the 100 Days of Engagement.

In This Together Training

To complement and enhance the shared learning development through both the CAG Engagement Sub-group and the Drop-in sessions, a regional training programme was created to support the workforce to have more meaningful conversations as well as inspiring 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. The 5 thematic workshops were:

1. Having Meaningful Conversations
2. Building Relationships and Developing Trust
3. Inspiring Action
4. The Importance of Feedback and Reflection
5. What's Next: Continuing the Conversation - Revisit and/or Build



ANALYSIS METHODOLOGY

Limitations of the survey:

- Unable to cross tabulate by postcode
- Unable to filter by local authority area
- Overlap between postcodes in the 7 communities

Strengths of the survey:

- Having open ended questions gave people an opportunity to talk about what matters to them and provided a significant amount of information to analyse.
- Having word clouds provides people with prompts to stimulate their thinking on the subject beyond their immediate experience.

Limitations of creative method engagement:

- 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.

Strengths of creative method engagement:

- Groups that may find completing a survey difficult were able to be included in the engagement.
- The activities enable an in depth discussion of issues as they affect the individual rather than an imposed agenda from service commissioners.

Well-being Survey

294 Responses overall

DEMOGRAPHICS FOR ENGAGEMENT

- Age:** The majority of respondents were aged between 45 and 64 (39.3%) with almost two thirds (62.11%) being over the age of 45. Less than 10% of responses (8.2%) came from young people under the age of 25. Approximately a quarter of responses (24.56%) came from those aged 25 - 44.
In addition to the survey engagement, group discussions, hackathons and activities were undertaken with 28 children under the age of 11, 61 young people aged between 11 and 25, and at least 115 older people aged 50+.
- Employment:** 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. It is unclear from responses if the term Carer (2.46%) refers to unpaid carers or those employed as a carer. 8.42% preferred not to say.
- Disability:** Less than 10% (9.64%) of respondents considered themselves disabled, 76.79% were not disabled and 13.57% preferred not to say.
In addition to the survey data, through group discussions, hackathons and group activities 9 people from the deaf community were involved and 183 people with learning disabilities and physical disabilities. A group of parent carers were also consulted (exact number unknown)
- Nationality:** Over two thirds of respondents described their nationality as Welsh (69.2%), 14.39% as British, 3.86% English, 0.7% Scottish and 3.51% described themselves as 'Other' including German European, White European, Welsh Irish, Irish and Celtic. 8.42% preferred not to say.
- 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 say.
In addition to the survey data, regional engagement activities engaged with at least 87 people from BAME communities.
- Religion:** The majority of respondents did not follow a religion (43.16%). Just over a third were Christian (39.65%), 1.05% Buddhist, 0.35% Hindu, 0.35% Jewish, 0.35% Muslim and 2.46% stated 'Other' beliefs including Baha'i, Catholic, Agnostic and Salvation Army. 12.63% preferred not to say.
- Gender:** The majority of respondents were female 62.63%, just under a third 32.74% were male, 3.97% preferred not to say and 0.7% used different, unspecified terminology to describe their gender.
There was an over-representation of girls within the children and young people's group 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 2.47% of respondents were from the LGBTQ+ community.

9. **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.
10. **Veterans:** 17 veterans were included within the group activities.
11. **Welsh Language:** Over half 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.

FINDINGS

Q1. Postcode

258 responses

| Postcode | No. Responses |
|----------|---------------|
| CF31 | 24 |
| CF32 | 18 |
| CF33 | 7 |
| CF34 | 20 |
| CF35 | 13 |
| CF36 | 20 |
| CF37 | 17 |
| CF38 | 7 |
| CF39 | 14 |
| CF40 | 8 |
| CF41 | 3 |
| CF42 | 10 |
| CF43 | 7 |
| CF44 | 18 |
| CF45 | 13 |
| CF46 | 6 |
| CF47 | 30 |
| CF48 | 12 |
| CF72 | 10 |

The area with the highest number of responses was CF47, with CF41, CF33, CF38, CF43 and CF46 having low representation within the survey findings.

Q2. WELLBEING SURVEY RESULTS: CULTURAL WELLBEING

272 responses

Responses in relation to cultural well being focussed largely on socialising, community and leisure.

1. Socialising strengthens relationships by bringing people together, helping them to make friends. Respondents felt that socialising reduced loneliness and supported better mental health, but better transport links are needed in some areas to improve the ability to socialise and several mentioned the need for 'safe' spaces for younger people. 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'*
2. 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. Responses give a sense of strong communities in the 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.'*
3. 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. Lack of facilities were cited as an issue in some areas, particularly in Porthcawl.
4. The Arts improve people's mental wellbeing and encourage socialising. There is pride in the area's cultural identity relating to it's choir groups and musical tradition, and dance featured heavily in responses as people's preferred activity. More opportunities to access the Arts for older people was raised by one respondee.
5. Respect for each other and the wider community was seen as an important part of cultural wellbeing, with some highlighting the need to be inclusive. 'Acceptable behaviour' was raised by several respondents as being important, with a minority believing that the younger generation did not show respect for older people and need to exhibit acceptable behaviour.
6. Jobs and skills to improve the local economy and standard of living in the area was important with the need to retain local talent and provide opportunities for younger people mentioned.
7. Cultural identity for many meant a sense of place, belonging, and, specifically, their Welsh identity. Promotion of the area's cultural past and current opportunities both externally and within communities was considered important, including promotion of the Welsh language.

8. In relation to Heritage, there was a lot of pride in the area and a desire to preserve and share local history, particularly with regard to industrial heritage.
9. To a lesser extent, the outdoors, sport and the Welsh language were all raised as being important to cultural well being, as was equality and diversity.
10. The most frequently mentioned barriers to cultural wellbeing were affordability and the lack of available transport.

Q3. WELLBEING SURVEY RESULTS: ECONOMIC WELLBEING

272 responses

The most important factors for people with regard to economic well being were overwhelmingly income and employment, with education and skills a distant third.

1. 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 for better paid jobs it would be necessary to live or work outside of the area.
2. 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 of a low-skilled, low-paid nature, some with insecure or 'zero hour' contracts, and that it was necessary to travel to obtain better employment. The transport system was cited as a barrier to travelling to work due to lack of availability or expense. 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.
3. Training and opportunities to develop new skills were mentioned as the key to improving peoples' prospects and confidence, however it was noted that more skilled work was needed in the area. Opportunities for younger people and those returning to the workforce were said to be needed, with barriers to training including time (especially if already employed), affordability and availability of childcare.
4. Local businesses, the High Street and the Town Centre were all raised as important to economic well being 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. Lack of diversity of retail offerings was an issue and there was a perception that some were not flourishing. Suggestions included more investment in High Streets, Town Centres and local businesses generally, some local businesses responding to the survey reported being adversely affected by Covid.
5. Opportunities and support generally were important to respondents, particularly for young people, to improve both economic and mental well being. It was felt that more support was needed to help people access opportunities.

From a carer perspective: Support and employment. As a carer you can,t have employment without support. It is lacking at times and at the moment a struggle to balance my employment and my caring role. Causes more stress and anxiety also feelings of being inadequate.

6. 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.
7. Equality was seen as important mostly in relation to gender roles and age. Respondents wanted to see more equal opportunities for single parents, older people, volunteers and people with disabilities.

Q4. WELLBEING SURVEY RESULTS: ENVIRONMENTAL WELLBEING

267 responses

When thinking about environmental well being, the most important elements were Green Spaces, Safety and Climate Change.

1. Green spaces and the outdoors generally featured heavily in responses, including parks, community gardens and allotments. These are being used for a number of activities; family time, running, dog walking, cycling and many said they felt fortunate to have access to these green spaces 'on our doorstep'. The health and wellbeing benefits of being outdoors were important and many highlighted that the outdoors are free to access to receive these benefits. Several stated how being able to access them during lockdown helped them to get through it and acknowledged the contribution they make to physical and mental health. There was concern that some green spaces are being lost to housing developments and the need to protect and maintain these areas was a priority for many respondents. Accessibility was an issue for several respondents, too, with some green spaces being inaccessible to those with mobility issues.
2. Safety was important with regard to environmental wellbeing for many. Personal safety was raised, where some felt unsafe themselves or concerned 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 in terms of access was a concern: public areas and their proximity to roads, areas where there was poor maintenance of pathways, communal areas, underpasses and lanes with overgrown bushes and trees.
3. Climate change was important to many with a need to address the climate emergency through both individual and collection repeatedly mentioned. Behaviour change for a sustainable future was deemed necessary by several respondents with measures to reduce carbon and produce sustainable energy sources suggested.
4. Repeated floods in the area have led to people feeling at risk of flooding and unsafe in their own homes. People report floods impacting homes, businesses and the environment, with flood damage preventing access to some footpaths Many want to see more investment in flood prevention.
5. Raising awareness of the environment and educating people in the importance of valuing and protecting the natural environment was a key issue for several respondents.

6. The importance of protecting wildlife and biodiversity to environmental well being was highlighted, with suggestions to create habitats and connected greenways, planting trees and forest and reducing litter that poses a risk to wildlife.
7. Regeneration of the Town Centre, the impact of building developments and the need to protect the environment for future generations were also mentioned.

Q5. WELLBEING SURVEY RESULTS: SOCIAL WELLBEING

261 responses

The most important factors in social well being for respondents were relationships, loneliness and isolation and safety.

1. Relationships with family and friends, and the support system they provide, was very important for social well being. The benefits of having good relationships were described by respondents as vital to good mental health, reduced or prevented loneliness, people to take part in activities with and helping them to feel connected in their communities. Some mentioned that Covid had made them value these relationships more.
2. Social Cohesion featured strongly in responses, with close communities and neighbourhoods being considered an important part of social well being. "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"

From an LGBTQ+ Perspective

LGBT part of the community and nice to see people coming out into it

3. Loneliness and isolation was mentioned by many respondents as having a negative effect on social well being. Loneliness was described as detrimental to health and 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" Several respondents worried about others living alone through Covid being isolated.
4. Safety was mentioned by a couple of respondents in the context of feeling safe in their close knit communities, however the majority of those who considered safety to be the most important aspect of social well being 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. Respondents felt that feeling unsafe could cause depression, anxiety and isolation. Suggestions for helping to increase the feeling of safety included increased Police presence, better street lighting and CCTV. 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.
5. Many thought that a sense of belonging was important for social well being. It was described as having the following positive effects: providing security, building confidence, providing a feeling of purpose, helping people to feel included or connected to a place and alleviating loneliness.
6. Inclusivity in terms of people feeling a part of something, trying to reach everyone and reducing isolation was important to respondents.

7. Living a healthy lifestyle, keeping fit and eating a good diet were thought to help improve social well being, reduce stress and improve social connections.
8. Mental health was important because of the impact it can have on 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"
9. Housing, having a home and feeling secure, were important with many concerned by rising house prices, the standard of rented accommodation (including social housing) and lack of housing availability. Better support for those who were homeless or facing homelessness was a concern.
10. Covid was mentioned as impacting social well being through people being isolated, feeling blamed for the virus spreading and "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." A benefit of Covid was cited as being that it has shown people how much the community look out for each other.
11. Other factors important to social well being were equality, being heard, having opportunities, ageing well, independence and having fun!

Q6. WELLBEING SURVEY RESULTS: Health & Social Care

Do you use a health or social care service or do you care for someone who does?

290 responses

Yes 27.24%

No 72.76%

Q7. WELLBEING SURVEY RESULTS: What works well / what could work better

Working Well:

100 responses

Most of the things that were working well related to health with the GP service receiving the highest response, followed by general health services and hospital services.

1. People reported being seen quickly, an easy to use prescription service, good pharmacy service and the fact that the health service is free at point of use.
2. Care and Mental Health services were mentioned in relation to support workers and organisations.

3. Support provided by third sector organisations was also considered to be working well, as well as opportunities for social inclusion.

6% of those who answered the question felt that nothing was working well

10% didn't know what was working well or stated 'not applicable'.

Could Work Better:

119 responses

Things that could work better include GP Service (which also had the highest response rate in 'what's working well, the Care Service and Access to Services.

1. GP Service: difficulty getting an appointment, face to face preferred to online appointments, parking at surgery and waiting times
2. Care Service: lack of staff, time spent with patients, low paid care workers, the need to listen to carers, respite care and residential home process
3. Access to Services: difficulty accessing general services
4. Hospital Service: waiting times to be seen, hospital transport, staffing levels,
5. Mental Health Service: access to services and waiting times to be seen
6. Transport: more services, reliable services
7. Financial support: for those in financial need, particularly those with medical conditions

Q.8 WELLBEING SURVEY RESULTS: Best thing about living in the area

235 responses

The best things about living in this area were the community and people, the location and the natural environment.

1. The 'community spirit' was frequently referred to as the best thing about living in this area. People were described as friendly, supportive and looking out for each other. *'There's nowhere like the Valleys and the people that live here. We all look out for each other.'*
2. People liked the fact that the area was close to the coast, mountains and countryside, but also the proximity to the M4 and Cardiff. Access to green spaces and shops were also mentioned, with some commenting there could be a greater variety of shops. There is an appreciation for the beauty of the landscape and the opportunities it provides 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.'*
3. A good selection of affordable social activities including a variety of groups to join. The leisure centres, Arts Factory and choirs were mentioned specifically. *'Gurnos is lovely, lots of people I know and I go to groups here.'*
4. The support of the third sector, charities and community groups. *'The strength shown by community groups who work hard to improve things for people in their communities.'*

5. History and heritage of the area and it's role in bringing tourists to the area, *'There is a strong welsh culture here and growing use of the Welsh language.'*
6. The schools and colleges, feeling safe, local businesses were highlighted as good things about the area.

Q9. WELLBEING SURVEY RESULTS: Biggest challenges for the future

259 responses

The biggest challenges people think they will face in the future include their health, employment, climate change and threats to the natural environment.

1. Physical and mental health were discussed in relation to the challenge of accessing healthcare services. There were concerns about the availability of GP and hospital appointments, A&E waiting times and support for mental health for themselves and for others. *'mental health of young people, particularly those who are coming through school in Covid, and those who aren't in education or employment'*
2. Climate change and threats to the natural environment including pollution and flooding. People are worried about the impact on their standard of living as a result of climate change and future flood events. *'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.'*
3. Employment and the lack of jobs and opportunities in the area, particularly for younger people and those with a disability, that may force people to move away. *'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.'*
4. Linked to employment is money - challenges with regard to poverty, job security and rising prices. *'The cost of living is going up but my wage isn't.'* Several respondents were concerned about retirement and having sufficient pension to afford to live. *'About to retire so worried about having enough money to be able to enjoy life'* Impact of poverty on physical and mental health. *'Living in poverty and worrying about money is one of the biggest contributors for peoples poor well being. 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.'*
5. Ageing and accompanying issues; inadequate pensions, loss of mobility, accessing social care services and trying to stay independent. The need 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.'*
6. Crime, anti-social behaviour, including vandalism and littering, and substance misuse need to be addressed. Perception of rising crime rate but reduced Police presence

leading to some feeling unsafe after dark or in certain areas. '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' Whilst some of the anti-social behaviour is attributed to younger people, elsewhere in these responses young people report the challenge of having little to do and being suspected of bad behaviour for no reason. *'There's not much for young people to do and even if we're just meeting up people think we're making trouble.'*

7. The impact of Covid on education, the lack of facilities/activities for young people and young people having to move away from family and friends to find opportunities. *'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.'*
8. Transport and traffic issues. The need for improved public transport and increased services in some areas to enable access to work, shopping and socialising. 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.'*
9. There is a feeling that there is no or less investment in the area and that post Brexit there will be less funding available *'Losing funding as Bridgend is not listed in the UK governments top 100 places for funding to replace European money'*. Regenerating the town centres, increasing the diversity of shops on offer and improving the accessibility for those with mobility issues *'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.'*
10. Covid recovery and getting back to normal, 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.'* Dealing with the impact of the pandemic on social isolation and on healthcare services, medical and social.
11. Housing challenges including access to affordable housing, getting on the property ladder and homelessness in the community. *'For me personally it will be finding a standard of rented accommodation that is fit for human habitation and that is affordable.'* There are concerns about the impact on communities if local people are priced out of the housing market.

Q10. WELLBEING SURVEY RESULTS: One thing to improve wellbeing

241 responses

The most popular thing people would change to improve wellbeing, either personally or for the area, is an increase in activities and events, followed by the health and social care service.

1. People want to see more activities and events that are affordable and accessible to improve physical and mental health. Activities during school holidays and more provision for teenagers and young people. *'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 social inclusion for people of all ages, abilities and race. *'More inclusive activities where we could go and not feel different. Not be stared at, ridiculed or made to feel we don't belong.'*
2. Improved health and social care services, with more investment in preventative services, resources and staff to decrease waiting times. Ability to access doctors, dentist and mental health support services in a more timely manner and better end of life care. Increased use of complementary therapies and social prescribing to improve wellbeing and greater consideration of the role of carers. *'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.'* Awareness raising of mental health issues to enable people to get the help they need. *'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. More funding for community facilities, groups and their activities. 'Need more community centres or meeting places for people to go to. I can't afford to keep buying coffee!' Removing barriers to group attendance for those with mobility issues by providing community transport. Increasing the resources of community groups and services through partnership working and the creation of *'neighbourhood networks'*
4. Transport needs to be more reliable and available later into the night 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.' Improved roads and infrastructure for travel including footpaths and cyclepaths, particularly where children walk long distances and traffic calming measures for congested areas.
5. Retention of green spaces as there are concerns about housing developments on existing green spaces. Greater promotion of the benefits of being in nature for well being.
6. Reducing crime and anti-social behaviour to increase the community's safety. 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.'*
7. More and better paid employment opportunities in the area. Encourage investment in the area and incentivise businesses to employ people.

8. Improvements to the town centre, including 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.'*
9. Local authorities listening to residents '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 well being of the people of Porthcawl.' People would like to see greater promotion of the area and the employment of a Tourism Officer in RCT. A Sports Development Officer was also suggested.
10. Affordable housing for younger people and the need for 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.' Several respondents wanted no further house building.

Q11. WELLBEING SURVEY RESULTS: Well being in the future

| | |
|-------------------|--------|
| Strongly Agree | 5.86% |
| Agree | 54.83% |
| Disagree | 31.03% |
| Strongly Disagree | 9.66% |

More than half of the respondents believed that well being is likely to improve in the future, with just under a third disagreeing.

Q12. WELLBEING SURVEY RESULTS: Additional Comments

125 responses

Most of the additional comments were directed towards the local authorities or relating to Covid.

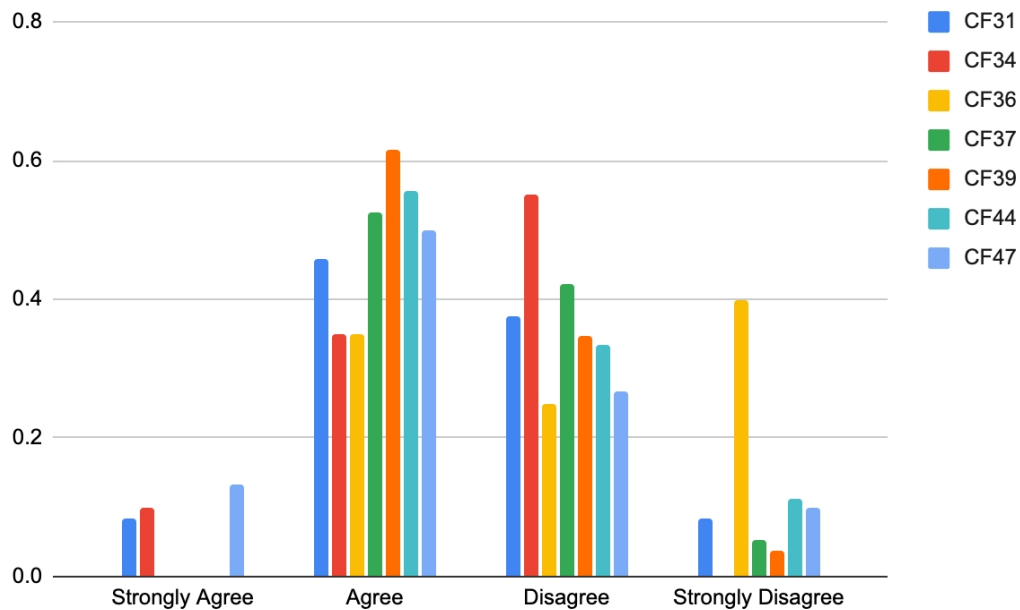
1. There is clear frustration from the public and a belief that people are not being listened to and that things are not going to change. *'I do lots of surveys but nothing changes. I don't think the people in charge !listen or they've already decided things.'* *'Keep listening and including local residents. Please don't assume you know what we want of need.'* People want to see more investment in tourism, sport and leisure facilities. There are concerns about housing developments, their location and the infrastructure needed to support them.
2. The negative impact of Covid on health services and general wellbeing, but also the positive effect of bringing people together.

A snapshot of the 7 Communities

Wellbeing in the Future by Postcode

Responses to the statement 'I believe well being in Bridgend / Merthyr Tydfil / Rhondda Cynon Taf is likely to improve in the future' by postcode area:

| | CF31 | CF34 | CF36 | CF37 | CF39 | CF44 | CF47 |
|-------------------|--------|------|------|-------|--------|--------|--------|
| Strongly Agree | 8.33% | 10% | | | | | 13.33% |
| Agree | 45.83% | 35% | 35% | 52.6% | 61.65% | 55.56% | 50% |
| Disagree | 37.50% | 55% | 25% | 42.1% | 34.62% | 33.33% | 26.67% |
| Strongly Disagree | 8.33% | | 40% | 5.3% | 3.85% | 11.11% | 10% |



In CF31, CF37, CF39, CF44 and CF47 50% or more of the respondents agree wellbeing will improve in the area. Those in CF47 are the most optimistic overall with 63.33% of respondents agreeing or strongly agreeing that wellbeing will improve. In CF34 and CF36 more than half disagree that wellbeing will improve in the future, with 40% of respondents in CF36 strongly disagreeing with the statement.

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 well being - 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 well being - 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 well being - 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 well being - either personally or for the area *15 responses:*

- Improved health and social care, including end of life care x 5, befriending service x 1
- 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 x 1
- 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 grass roots services x 1
- Urban decay x 1

One thing to improve well being - either personally or for the area 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 it 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 well being - 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 never had this opportunity before (obviously due to Covid) It had 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 needs to be made aware of everything thats going ahead to increase and monitor peoples safety. Peoples perception*

needs to be helped and encouraged that positive things happens, all that is feed is crime of all manners, lack of money, lack of housing , increase in council tax stagnant pay packets. Generally peoples 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 well being - 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

The best things about living in the area

With the exception of 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 it's 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 CF31, CF34 and CF47, in CF36 and CF37 it was climate change and flooding. In CF39 respondents were concerned about opportunities for young people and in 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.

Communities of Interest

COMMUNITIES OF INTEREST: CHILDREN

Who has been engaged in this demographic?

3 group surveys of 28 children in total aged under 11.

17 were girls, 11 were mixed group- gender unknown

- 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.

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

factors contributing to social well being:

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'))

factors reducing social 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 well being:

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

CULTURAL WELLBEING

Cultural factors contributing to well being:

There's lots around (not sure where else to put this- access to amenities seemed best here) 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

Narrative:

1. Children's framework is not in the economic/ cultural pillars. They didn't mention anything specific that fitted these categories with the exception of parental unemployment in poorer area- 'My Dad needs a new job' - but did mention things important to them which are outside the 4 pillars framework:
School x 2 (NB assuming this isn't only social because friends and groups are already mentioned. Therefore the importance of school must be associated with other factors)
Animals
quiet/calm
All groups raised the issue of not being listened to and not having voice as children:
People in charge need to listen and pay attention!
When asked with 1 group if they felt that grown ups listened to them, or that someone would help if they went to them with a concern or problem "Do you feel like grown-ups listen to you, and that what you tell them matters when they need to make a decision?
4 x agree 2 x Maybe 1 x Disagree
Four were unsure or said some might but it depends on who and what.
2. Safety emerged as a key issue for those children in poorer areas. Ranged from strangers saying hello, anti social behaviour directed at elderly family members, streets and cars speeding, and not being allowed out to play with friends, intimidation from older young people. Did not emerge as a theme for those in more affluent areas.
3. Children in more affluent areas only mentioned 2 improvements they would make regarding keeping fields and not undertaking new builds and protecting bees. Children in poorer areas however cited a range of improvements- categorised into the 4 pillars and documented above. Experience appears to be significantly different depending upon the income levels of the area within which they are growing up.

I believe well being in Bridgend / Merthyr Tydfil / Rhondda Cynon Taf is likely to improve in the future

Strongly agree

8

| | |
|---------------------------|--|
| Agree | 18 |
| Disagree | 1 |
| Strongly disagree | |
| Don't know understand' | 1 "I don't know. No-one really explains things to us so we can |

COMMUNITIES OF INTEREST: YOUNG PEOPLE

Who has been engaged in this demographic?

34 girls, 27 mixed gender total = 61

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

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 eg 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. Transport 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 of some areas lead 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 coproduction with young people.

Young people they are not heard and they are not involved in decision making.

Narrative:

In discussions about cultural well being the focus was very much upon equality. Social wellbeing focused on social media and impact of covid and loneliness felt by teenagers as individuals as well as stigmatised as a group.

1. Young people don't feel listened to, either as a demographic group or individually by people in their lives. 'People need to listen and follow up!' Young people raised the issue of consultation fatigue- "Hopeful but not sure things will actually change" "We're asked and asked but nothing changes" I've said disagree but I'm hopeful – we need to act now! 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! 1 group felt listened to by adults in their lives but not more generally- 'Yes – by family, teachers, friends and neighbours' 'It'll take time to make a difference, but people are impatient and that's a challenge.'

There was noticeable frustration in the level of consultation fatigue and lack of voice among the young people from the youth group in poorer are as opposed to the guides groups. They understood an activity regardin gbeing heard and found that: 'People need to do their jobs. I feel like I'm talking to myself most of the time'

All agreed youth workers and family listened, as well as sports coaches.

All said teachers did not listen – lack of connection and time to help.

All said the council did not listen.

There was a mixed response to the police and friends.

They also said they needed to get better at listening to themselves!

2. Large focus upon local environmental concerns; as evidenced in the environmental pillar analysis. But in additional comments also- More needs to be done to promote soft plastic recycling, like at the nearby Tesco. ‘Things get ignored, and not enough is being done to deal with the environment.’
3. Big focus upon housing development and changes to the area which they feel is outside of their knowledge and control. They see their outdoor space changing and disappearing.- ‘The area is getting bigger and busier and that’s a challenge.’
4. Young people want more support at the right time- data from all groups reinforce this.. ‘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.
5. Young people in poorer area focused upon leisure and social aspects as opposed to culture. They also focused upon local environmental concerns such as vandalism, drugs, ASB, whilst the girl guides groups focused upon global environmental issues. This analysis is split- the 3 girl guides/ rangers group focused on the pillars and the youth club focused upon your thoughts with best/ worst/ improvements section.

I believe well being in Bridgend / Merthyr Tydfil / Rhondda Cynon Taf is likely to improve in the future

| | |
|-------------------|----|
| Strongly agree | 0 |
| Agree | 25 |
| Disagree | 29 |
| Strongly disagree | |
| Don’t know | 1 |
| No comment | 6 |

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.

COMMUNITIES OF INTEREST: OLDER PEOPLE

Who has been included within this demographic? Total- at least 115

- 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

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 was that guidance was confusing and age skewed eg 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 eg merthyr's Christmas lights turn on compared to Aberdare's.

Reduced local amenities- reports of a drop in services, particularly transport, libraries, youth services and communities 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 smart phones 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 eg 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 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 effects 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 windfarm 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 evenings or at 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 break down 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 eg 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 no where else to go or use free wifi from a community building or shop.

Care for community areas- litter flytipping 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 know 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 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 'tickbox'. 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"

NARRATIVE

1. older people talk of volunteering in terms of using their time, skills and building social wellbeing. Young people on the other hand talk of volunteering to widen their skill base, gain experience and lead to paid work. ie different reasons, different anticipated gains, and different outcomes wanted.
2. Noticeable difference between affluent and non affluent areas. Eg 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 benefits means people don't contribute whilst others being empathetic to the circumstances of being unemployed.

3. Perceptions of government- Across all 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- 194

31 adults with people first

12 people with bridgend people first

Regional engagements- 142

citizens from the deaf community- 9

Parents of 5-7 year olds who attend ASD rainbows group- numbers unknown

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 timetable, 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 phonecalls.

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 attend 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,

NARRATIVE

1. Transition to adulthood and adult services- mentioned by all groups as problematic; particularly where a child is diagnosed as ALN but does not meet social care thresholds.
2. Direct payments and PIP confuse and are hard to access; particularly for people with sensory impairments
3. Volunteering is important but could be a source of "cheap/ free workers"
4. This community of interest faces large economic exclusion; particularly in relation to paid work. This could potentially be overcome through supported employment schemes and local businesses
5. This community is at risk of exploitation and bullying and there was evidence of participants having experienced these issues. Work should be undertaken to support the communities with how to negotiate friendships.
6. This community is not well linked into mainstream hearing communities. More could be done to enable community connecting as opposed to just providing socialising opportunities.

COMMUNITIES OF INTEREST: BAME

Demographics

- 87 people across the region

ECONOMIC WELLBEING

Inaccessible information; could be due to being in complicated English, not easy read, not in home language so cannot understand what services maybe 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, 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 runaway from racism, name calling because of the way we look, what we wear.

Don't feel comfortable speaking 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 - its 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 own language.

Everyone coming together and learning 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.

NARRATIVE

1. Suggestions for improvements or factors supporting wellbeing were not present within the data for this community of interest. This suggests that there is low resilience to the problems highlighted or few counter acting elements in daily life.
2. There are high levels of equality issues being reported that have effected all areas of wellbeing- this community is experiencing high levels of social isolation, maybe having some connection to others within their community of interest but no connections beyond it; high levels of cultural isolation partly due to a lack of cohesion and a lack of inclusive services and partly due to low income, and low environmental wellbeing due to housing problems and prejudice and abuse within their neighbourhoods.
3. This community appears to be the most isolated and reports some fundamental problems in comparison to other communities of interest.

COMMUNITIES OF INTEREST: VETERANS

Demographics for engagement

- Taf ely- 10 over 50.
- Cynon valley veterans group- 7 men

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. You 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 major impact on communities. However, don't want it 'rammed down my throat'/ Protests have opposite effect of what is intended./ Climate crisis- Need to save the planet – we know whole world is suffering – the natural world is on the brink of disaster – who take 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 is 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 doing my daily routine – affected 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. from 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

THINKING OF THE FUTURE

Nothing changes – progress is too slow

I believe that well-being in my area will improve in the future

Strongly Agree 2

Agree 5

Disagree 7

Strongly disagree 2

No answer 1

COMMUNITIES OF INTEREST: VAWDASV

Demographics

- 6 service users, gender, ages, and other details unknown.

SOCIAL WELLBEING

Defined as feeling safe, having opportunities to do things, being able to trust services

Important because: We need to feel safe outand 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 neighborhood 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 to other 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 feel entitled.

THINKING OF THE FUTURE

3 agree it will improve and, 3 disagree because it will take time and need to keep pulling together.

CONCLUSIONS: 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 analysis from each of the communities of interest in order to identify where specific communities may have individual need. We would also suggest that communities of interest data is examined for where there are cross ver issues (eg mental health, caring roles, poverty) but may need different outcomes or specific requirements within those cross over issues.
4. Future survey design: for the next well being assessment we would recommend that the postcode question is creed as a closed question and specify format XXXX XXX to enable cross-tabulation during analysis. Additionally, add a question asking for 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 method. However; more could be made of depth of data is 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 welbeing. 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 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 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 upon technology and digital formats.

APPENDIX: 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