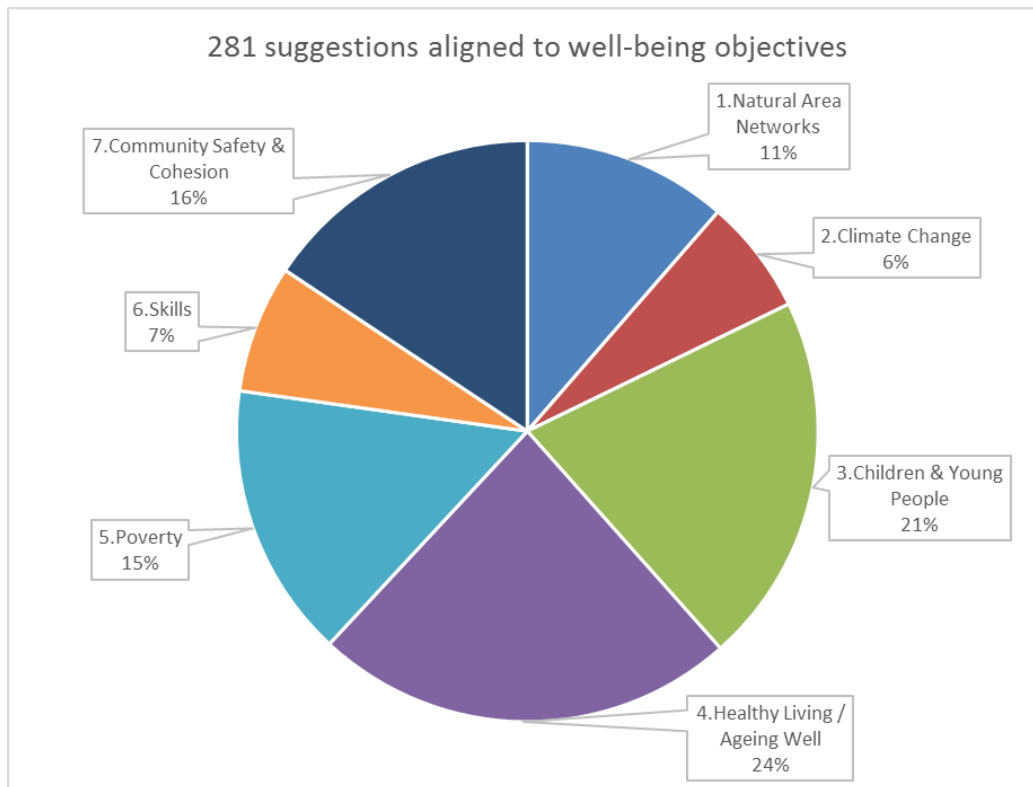


The Torfaen We Want 2017

Analysis of survey responses

Q1. What can public services do collectively to improve these objectives?



- Work together better across public sector, local business and voluntary sector, reduce waste and duplication, remove silo working
- Better information on how money is spent across public sector
- Better linking between public sector organisations – do once – data sharing – continuity of service – one stop shop
- More creative citizen engagement methods
- Green space
- Better transport links
- Mental health support
- Better communication
- Local procurement
- Shared funding / pooled budgets for public services
- GP appointment waiting times need improving
- Shared procurement / shared office space / learn from each other
- Open access to community buildings / shared use
- Spending of money on areas other than deprived areas

- More things for CYP to do in spare time
- Better/free childcare to help people back into work
- Adaptable community housing
- Reduce costs for leisure activities – prohibitive
- Better public sector collaboration
- Awareness campaigns of partnership working
- Stop wasting money on people who can help themselves but refuse to.
- Better use of public buildings to hold events, run interest groups – to help build community spirit
- More creative citizen engagement methods

Q2. What can communities, individuals, businesses or other organisations do to help these objectives?

1. Develop a functional, connected network of natural areas that support the current and future well-being needs of local populations
 - Stop building on green space
 - Upkeep of smaller parks
2. Develop adaptation and mitigation responses to the impacts of climate change
 - Local groups like scouts or school children to plant a tree. Lots of saplings growing which could be used at no cost.
 - Establish green corridors to connect areas of wildlife
 - Recharging points for electric cars
3. Provide children and young people with the best possible start in life
 - Public services to visit schools for talks to pupils

4. Prevent or limit the impact of chronic health conditions through supporting healthy lifestyles and enabling people to age well

- Reduced cost of leisure / health activities – childcare / crèche help to enable
- Encourage organisations like mental health charities to utilise outreach in council buildings etc
- Drop in medical centres with a locum and a nurse
- More flexible drop in times for GP surgeries
- Healthy eating, cookery clubs, food awareness.
- Dedicated coordinator to organise community support for vulnerable people
- Prevention classes instead of rehabilitation e.g. drug/alcohol abuse
- Whilst assessing planning applications for fast food outlets make it a prerequisite that they fund obesity programmes and make a contribution to waste service from their profits or have litter picks.
- Assess the impact of reduced street lighting on social isolation
- It would be great to have something concrete and tangible for each one of the objectives eg. an annual event to promote healthy living in Torfaen, which communities and businesses could support and be involved in running.
- Active community members to become health champions
- Better help to eat healthy / combat obesity
- More active stations near canal towpaths and cycle routes.
- Take into account the population in the planning stages. For example, social housing that will be suited to young families, but adaptable when ageing takes place - making sure the infrastructure is in place and sustainable around new builds.
- More affordable leisure and recreational opportunities – help to combat obesity and mental health
- Agencies to work together to aid vulnerable / older people independence – introduce a partnership coordinator role who is the one point of contact for all agencies

5. Tackle the inter-generational patterns of poverty and develop economic resilience

- Businesses need to focus on employing local people, treat employees well, deal with waste responsibly, and be proactive in encouraging other businesses to the area.
- Encourage local businesses to procure from local suppliers
- Businesses need to be aware of the growing elderly population – putting chairs in shops etc
- Businesses to be more involved in community activities including sponsorship – have a better relationship
- Lower business rates to help new businesses

6. Improve local skills through work-force planning, training, apprenticeships, and volunteering opportunities

- More apprenticeship schemes
- Organisations to give time credits to volunteers who can work with people with learning difficulties
- Volunteers to help with open spaces and parks - or introduce Groundsman apprenticeships
- Recruitment of volunteers to help run youth clubs
- Volunteering can be promoted but it must be remembered that some volunteering requires support from paid staff. However, if managed properly, the time generated and worked by volunteers is about 5 times as much as the time paid to employ such people (as is evidenced by Play Services in Torfaen).

7. Create safe, confident communities and promote community cohesion

- Young people to work with older people in community projects
- Encourage more volunteers, particularly younger able pensioners who want to help their community
- There should more thought into setting up 'neighbourhood networks' so there is meaningful involvement of the community working with all public services to address what matters to them, not just sporadic community engagement on specific agendas set by public service organisations.
- Communities could form CICs (community interest companies) and social enterprises to take on duties and responsibilities for certain activities currently delivered (or not) by the authority ie. maintain community artworks?
- Central point of contact to report environmental crimes, working with partners irrespective of which organisation owns the land.
- Empower communities to do things themselves – take responsibility

Q3. How would you like to be involved or what can you do to help?

General

- You tell us and we'll get involved!
- Need more communication of what is available and how we can get involved.
- An online tool to assess people's skills and therefore suggest appropriate volunteering avenues
- Volunteering taster days
- Volunteer at events
- Volunteer at Citizens Advice Bureau
- Volunteer to support Cold Barn Farm
- More face-to-face engagement with citizens
- Amateur photographer to take before and after photos of community improvement

1. Develop a functional, connected network of natural areas that support the current and future well-being needs of local populations

- Litter picking
- Sweep pavements
- Help clean the canal
- Advertise more community clean up days to get more people involved
- Business – improve local area around business by planting etc
- Improving public areas close to home e.g. flower beds
- Local Nature Partnership
- Staff to work closer with Torfaen Friends of the Earth
- Campaign for the Protection of Rural Wales to be engaged in planning
- Helping to plan improved cycle lanes
- Erect any needed signage along canal I walk

2. Develop adaptation and mitigation responses to the impacts of climate change

- Hand out leaflets to educate drivers of vehicles that leave cars idle in traffic / litter picking / pavement parking

3. Provide children and young people with the best possible start in life

- Mental health forum for young people
- Coaching support for young people
- Support planning departments understand that the right equipment is vital for a disabled child – enable them to play with their able bodied friends and learn through play.

4. Prevent or limit the impact of chronic health conditions through supporting healthy lifestyles and enabling people to age well

- Help other full-time carers
- Engage with post-natal depression services / share experiences
- Supporting disabled people into work, school, education, training
- Running with someone who wants to get fitter / Park Run

- Offer advice to help improve care services
- Gentle walking groups
- Help to run cooking classes – perhaps with advice from professional dietician [council?]
- Set up informal weekly drop in sessions for carers to meet to let off steam and share their experiences
- As an amputee, would be willing to support signposting of services for disabled people [website?]
- Volunteer to support food advice services
- Help to develop swimming classes that would be beneficial for all

5. Tackle the inter-generational patterns of poverty and develop economic resilience

- Bid writing, supporting people with employment, PR, communications
- Educate businesses about the support needed for people with learning difficulties / integration within the community
- Review leasing policies for businesses in Torfaen – lower rent is better than no rent and empty buildings

6. Improve local skills through work-force planning, training, apprenticeships, and volunteering opportunities

- Business – invite training companies to visit to provide local people with the right skills for employment

7. Create safe, confident communities and promote community cohesion

- Build links with older people's homes and schools – share skills e.g. cooking, knitting, woodwork, respect and manners. Help to build community cohesion and keeps older people active.
- Sight Cymru can provide awareness training on visual impairment

Q4. How would you like public services to help and support you being involved?

- Better communication of what is currently happening in communities / how residents and businesses can get involved
- A local multi-agency co-ordinator role
- Pontypool Town Ambassador – work with town, tourism, traders, etc, help organise events, non-political
- Identify all community groups as a starting point for community engagement
- Connect with young people age 5 and over in schools and play schemes – give regular talks on what public services are and how they work
- Use people with learning disabilities more in your communication materials
- Communal working spaces
- Engage more with disabled people on proposed plans
- Establish a citizen monitoring board for the PSB activities around the WBFGA
- Social media campaign on the WBFGA – residents need to be more aware
- Connect different community groups together
- Make buildings that have adequate facilities more available to people with special needs at a minimal charge
- Free public transport to enable residents to take part in volunteering opportunities
- Interact more with children and young people in the community and public places
- Better publicity of residents' responsibilities for their communities / fines for non-compliance
- Help set up fundraising events for local communities
- Carers should be from the local community
- Community cohesion training for residents
- More proactive and direct approach to tackling litter bugs
- More community information – flyers, posters, Torfaen Talks, etc
- Out of work able residents to help keep their community clean of litter
- Approach local businesses for sponsorship for community projects
- Autism awareness training
- Electronic suggestion box for ideas and feedback from residents
- Organise volunteering groups and advertise them on the corporate websites
- Public services to provide advice on how residents can help out in their community safely and legally
- Public awareness days of the WBFGA and how this affects the community
- PSB Advisory Team to provide ongoing advice and support to the community on how they can get involved
- Support voluntary initiatives e.g. litter picking, by providing transport to remove bagged rubbish / can any revenue be achieved to support community projects from these initiatives? Advice needed
- One phone number for all public services