

## **Annex 6: Digest of Additional Responses Received**

### **Response from Gelligaer Community Council (e-mail)**

Dear CCBC

At a recent Community Council meeting and in response to the “Caerphilly Conversation” consultation, Gelligaer Community Council would like the following comments to be taken into consideration when preparing your budget and in shaping the future.

#### **1 Overall Satisfaction**

Gelligaer Community Council are very satisfied with CCBC’s overall service during an extremely difficult and challenging year, and we highly commend your efforts. Well done!!

3. There is not one single biggest factor affecting the appearance of our neighborhood but two, which go hand in hand:

(i) Green spaces - green spaces are crucial for mental health, physical well being and bio-diversity. The past year has taught us their value more so than ever before and the need to protect and maintain green spaces must feature as a top priority for CCBC.

(ii) Litter – the continued service of the litter pickers and the cleansing teams are crucial in ensuring that our green spaces and neighborhoods are litter free areas to be safe and enjoyable spaces.

#### **16. Supporting Businesses**

Supporting local businesses in our town centres and the economy should be given a high regard.

It is important to promote, revitalize and encourage other things in our towns that local people need and want. Footfall is the only way a town centre will thrive or we are fighting a losing battle.

In Ystrad Mynach we have two banks and a post office which are essential services, keeping the town alive.

We also have hairdressers, barbers, nail salons, gift shops, card shop, butchers, grocers, food stores, dry-cleaning, hardware, jewelers, clothing boutique, charity shops, two cafes, pubs, an Indian restaurant and fast food takeaway outlets.

Town centres need more varied activities like cinemas and bowling venues. The popularity of the Maxime Cinema in Blackwood town centre is a fine example.

A Credit Union shop would also be beneficial to many people and a huge draw to the town.

Cafés/coffee shops should be encouraged more, ideally with access to Wi-Fi.

CCBC may want to think of sponsoring or partly funding a climate shop, to help with the climate change crisis by encouraging people to take up solar panels, wind turbines and moving from gas to heat pumps. It could double up as a reuse, reduce, recycle shop.

#### 19. Working Better with Communities – Community budget

A community budget is a very good initiative for supporting the very vulnerable in our communities, like a neighborhood watch, which would help to reduce isolation and support people in getting back on their feet, similar to the excellent work of Home-Start,

#### 21. Council Service Transformation

The closure of council buildings and the cessation of face to face services created a very stressful time for many people. Over 41% of people aged 75+ do not have access to the internet.

It is therefore imperative that CCBC should give due regard to this demographic and should not just rely on the internet for promoting services and relaying important information to people.

#### 31. Council budget and council tax setting:

Following a very difficult year and bearing in mind, job losses, many on furlough and those on low income having to pay council tax, we would like CCBC to consider imposing the lowest possible council tax rise in order to protect services.

## **Nelson Community Council – response from Clerk (e-mail)**

Nelson Community Council didn't have time to discuss in great detail at our December meeting but the majority of Members expressed concern at the suggestion of any increase in Council Tax this year given the uncertainty and hardships facing many families across County Borough.

Members will be completing their individual responses.

### **Resident e-mail response**

Ensure that all road signs are cleaned and visible to drivers and pedestrians and cut the number of councillors by 50%

### **Resident e-mail response**

Pontymister and Risca has always been a friendly place. From my viewpoint it has coped with Covid without complaint but confusedly there being Rules In but no Rules Out of the various periods of constraint. It has not been helped by national TV bulletins being about England and the poor partners of devolution having to wait for their own versions. When we need unity, again we got discord. Not the council's fault!

Please, please, please . . . less can be more. This has been so frustrating when the council wants our views and we are unable to give them.

I am in the house my grandparents first occupied when ..... was Risca Urban District new build, circa 1914. My parents took over the tenancy, bought under the Right-To-Buy in the 1980s and left the house to my brother and myself ..... So I know Pontymister!

Caerphilly Council do a good job for the community and it would have been good to say so on your survey. It's the general public that let you down. It's not just Caerphilly's problem. Has Covid made matters worse. YES!

If you want an example in microcosm, come to Pontymister and walk from The Crossing through the lane that leads over the river bridge to Tesco. You 'read' what people have been up to . . . with discarded food packaging from Tesco/KFC/McDonalds etc . . . Coke/Luozade/Red Bull/Carling cans etc . . . items of clothing and footwear . . . and now add the ubiquitous blue face mask in their increasing numbers and you have some idea of the scene.

With grass and litter compacted either side, there is no way for rainwater to drain off the rubbish-infested route and wet feet are a frequent result of a trip to the shops! I could take and send pictures, but come and see for yourselves. It's now so bad locals have given up complaining about it.

I support local businesses and the Pontymister-Risca main street is a great place to shop . . . I welcome the wardens who try and give parkers a fair chance of . . . bus and rail services are excellent . . . refuse and recycling collections are first rate . . . and parkland and open spaces well looked after,

All that comes at a cost and I expect to be paying an increased council tax bill in the coming year.

## Meeting with Youth Forum – 1<sup>st</sup> December 2020 - Meeting Notes

5 members of the Youth Forum attended the meeting. They were aged between 12 and 14 years of age. All were female and one young person was a Welsh speaker.

All 5 were fairly satisfied with the overall service provided by CCBC

Most important services were:

*Leisure/libraries/education*

*Youth Forum/Bin men/School*

*Leisure centres/Bin men and women/Education*

*Leisure centres/School/Ambulance*

*Libraries/Food banks*

*Food banks*

*Police Firemen Youth forum*

*Food banks*

*Parks/Food banks/Catering*

*Education/School/Bins and recycling/Housing benefits*

*Youth/forum*

*Social services/Transport*

### Offering incentives to encourage more pride in local area

*Agree*

*Agree*

*Agree*

*Agree we should take pride of the community around us*

*agree*

*Agree? - Not that sure*

### Council Tax increase

<i>I support a lower increase but accept that that this would only help protect the most important services</i>	<i>4</i>
<i>I support a further increase in council tax of around 4.7% but would be prepared to pay an even greater amount to protect services</i>	<i>1</i>
<i>I do not support any increase in council tax and understand that this would mean a reduction in the level of services provided (costs and demands)</i>	<i>1</i>

## **How we could provide services differently in the future**

*Not really we just need more awareness*

*Promotion in schools and that*

*You should work closely with schools and teach about the effects of litter and rubbish.*

*Litter picking sessions*

*create clubs that pick litter and improve the local area for vouchers and/or gifts maybe?*

*We should have competitions to help the community and give prizes*

*Promote the council and youth forum/service*

## **Equalities in relation to impact of COVID-19**

*I haven't really been affected either way*

*Speaking less of the Welsh language as I'm not in school and none of my family speak Welsh*

*Welsh and French ability has been lost because there is no teacher to motivate you and you lose interest when you don't*

## **Zoom meeting with Caerphilly People First - 14<sup>th</sup> December 2020 – Meeting Notes**

CCBC Officers were invited to attend a Zoom meeting hosted by Caerphilly People First. 5 people attended the meeting. Cyril Luke sent apologies.

The purpose of the consultation was explained and there was a discussion around awareness of Council services.

Services used and aware of include Youth Forum, Energlyn Centre, Springfield Day Centre (specifically for Adults with Learning Needs).

Q1 and 2. Attendees were very satisfied with the Council's response to Covid and lockdown.

Service user has used Zoom to connect with services especially the CPF but missed face to face contact with friends at Springfield.

Q3. Most important services include Day Centres, street lighting, highway maintenance, recycling, refuse collection and amenity sites.

Q5. Council Tax – all were in agreement for an increase in Council Tax in order to maintain all services.

Q6. How can we provide service differently? Need to check with elderly neighbours, also, engage with those who are not digitally literate in our communities so they feel less isolated, local community meetings could be held via Zoom.

## Meeting with Menter Iaith Caerffili – 7<sup>th</sup> December 2020 - Meeting Notes

4 in attendance. 2 live in the borough and 2 work in the borough. One person had technical difficulties and all attendees were also sent a copy of the survey to complete after the meeting if they wished to do so.

3 were very satisfied with overall service provided by CCBC and felt that the Council had responded well to the pandemic.

<b>Most important services</b>	
Addysg Cefnogaeth_i_bobl_bregus Casglu_sbwriel	Education Support for vulnerable people Rubbish collection
addysg ailgylchu cymunedol	Community recycling education
Gwastraff_ac_ailgylchu Addysg Gwaith_cymunefol	Waste and recycling Education Community work
<b>Offering incentives to encourage more pride in local area</b>	
Cytuno	Agree
Ydw. Teimlaf fod e'n bwysig bod cymunedau yn cymryd cyfrifoldeb dros eu hardaloedd leol ac yn cydweithio er mwyn datblygu cymunedau llewyrchus.	Yes. I feel it is important that communities take responsibility for their local areas and work together to develop prosperous communities.
Cytuno, os ydy'r bobl leol o blaid y syniad.	Agree, if the local people are in favour of the idea.
<b>Providing Services differently in the future</b>	
Oes, temilaf fod rhai gwasanaethau yn medru parhau i fod yn gwasanaethau digidol/ar-lein er mwyn arbed costau. Hefyd, hoffwn weld mwy o gydweithio gyda'r Trydydd Sector er mwyn manteisio ar y cyfleoedd sy'n bodoli iddynt darparu gwasanaethau.	Yes, I feel some services can continue to be digital/online services to save costs. I would also like to see more collaboration with the third sector to take advantage of the opportunities that exist for them to provide services.