

# APPENDIX 2: Digest of comments – Reasons for dissatisfaction with Council Services and what the Council could do to make residents more satisfied

## Key issues raised by respondents

- Roads – maintenance, pot holes
- Litter and waste accumulation and dog fouling
- General lack of maintenance, overgrown hedges, trees and weeds
- Refuse and recycling
- Not listening to residents' views
- Traffic issues – congestion and speeding
- Parking – including parking on pavements, parking charges
- Ongoing situation with the Chief Executive pay rise was an issue (comments removed from report due to ongoing disciplinary)

<p>..... The roads are in an awful condition and congestion at peak hours has become untenable - Failure to commence road works on Cedar Tree round about as originally planned</p>
<p>(1) We were not consulted about three schools being build close to us. We not suffer from noise from the children, parking problems, traffic chaos and very rude and bad mannered parents. (2) We consulted about one wind turbine, but four were built. Three closer to us than the initial one. (3) We have a lollipop lady working outside our house, with the new school on the bypass children are walking up the hill and crossing the road in</p>
<p>* No bin provided when purchased flat, other bin stolen from garden and not replaced for us although they have been for council tenants!!! * Council have not taken responsibility for actions of work carried out to our flat even to cause health risk and financial cost * As leaseholders we have to inform the council with lost of notice, they can do what they want</p>
<p>1 the bins are a disgrace. Nothing being cut down, everything is overhanging. Our pavement is in a terrible mess yet you do new pavements where nobody walks - waste of money. The lighting in the streets are much too bright.</p>
<p>1.Gutters are not cleaned/brushed. Weeds grow and accumulate paper and dead leaves. 2. Dog walkers allow their animals to urinate anywhere, which kills border shrubs and flowers. Only pick-up feces, if caught. 3. Number of different items for recycling is too restrictive, compared with some other locations in England. 4. Mismanagement of containers at Penmaen Site results in recycle items ending up in household waste on more than one occasion. 5. Some members of staff at Penmaen site could facilitate the flow of traffic by helping to unload cars instead of just standing and watching. (Does not apply to all, one man to my knowledge is extremely active and helpful).</p>
<p>1) Tree overgrowth blocking road signage across the borough 2) Street sweeping and non-weeding 3) Illegal parking 4) Speed limits around schools, shops and play areas to be 20MPH</p>
<p>A bus stop was built outside the back ofrom my house. Since I have had ppl littering in my garden and throwing chewing gum over the fence, which got stuck on the bottom of my little boys new shoes. I was not properly consulted and my partner rang and was told there was nothing we could do to stop it, and wouldn't be eligible for any compensation, despite the fact that it has disrupted the enjoyment of my home.</p>

Abercarn neglected - going viral soon. Constantly rang regarding waste bins and dog litter bins. One lady was quite ?rude? about it. I have tried to organise someone to come out and look at the area and get transferred or someone's not around. Constantly requesting funding for a park to replace the one that was there 40 yrs. even phoned councillor who said take my .... son on a bus to nearest one!

Discriminatory/neglect/the chil

Abertysswg is like the forgotten village it is full of scrap yards, there are 3 .....

After reporting many anti-social behaviour issues outside out home to council and police, nothing has been done in rectifying in. We have objected to the new development at Hawtin Park regarding a footpath joining the lane outside our property. We feel it will increase anti-social behaviour, there's no lighting, no pavement and encourages people to park in turning circle. Already we have witnessed problems for bin men, deliveries a

Agreeing to proposed developments off Pandy Road in Bedwas and other green belt areas. Failing to make the most of Caerphilly as a heritage site and town. The tone of communications from the council - particularly around the recent recycling bin warning labels - is patronising and self-defeating. If the council want residents to be on side and supportive communication needs to be MUCH better.

All is good just hate having post in Welsh.

All services are poor compared to neighbouring authorities

All services have been reduced. Bargoed Park and Town centre have been neglected. For example, Bargoed was promised a cinema some years ago yet this never transpired.

Allowing Hazrem to build a waste disposal plant at Nine Mile Point.

Also dissatisfied with specific problems associated with Holly Road flats, and the progress being made with solving these problems.

Although I do feel that the new guidelines for recycling are redichulous. Most households now have two bins in their kitchens to enable them to recycle. To make this manageable we have a sack to line each bin. Now we are told that we can not do this

always blaming central government ..... always say your opinion matters when it patently does not

Amount of litter is unprecedented, laws aren't being enforced, should be fairly easy as they're throwing litter from cars this is certainly being captured on cctv and traceable via reg plates. Dogs fouling and nobody being fined/reprimanded, again the by laws are there but nobody enforces it. How utterly short sighted and counterproductive of the council to charge people for parking near beauty spots, try charging people for parking in McDonald's instead! Leisure facilities in this area are primitive, don't ever expect any olympians from Caerphilly because your certainly not investing in our youngsters. You have funds also to provide parks but have completely failed a generation but not providing play facilities for them, gwesty fields is a prime example. Look at other ares such as Cwmbran and the amount of leisure facilities they have for youngsters such as bowling alleys, trampoline parks etc Caerphilly really doesn't measure up. Ludicrous planning decisions including putting in a new road with no path for children to walk along to get to school, new roads with no cycle paths. The way the library is run is a joke, combing the service desk in the library, who thought that one up? They only open for people who don't work and when you do manage to get in there they've all skipped off to lunch together do they really all need lunch at the same time??

answers given by different departments differ. recently various departments have said yes local trees can be pruned as they interfere with telephone wires and constitute a hedge (conifers) they are on our maintenance programme no, they need to stay as they are

Anti social behavior and the lack of community support officers street cleaning, dog fouling, every time there is an incident in our village the cameras are pointing the wrong way so they are ineffective there is a massive problem with drugs and no one seems to do anything about it People are moved to our village from problem areas making more problem areas

Anti social behaviour from children and more recently drug addicts roaming the streets absolutely out of it... The state of the pavements, carriageways and back lanes,

Apart from Blackwood town centre, which is kept litter free by our wonderful lady litter picker, there is litter around the bus station and on steps leading to Aldi. The weeds are blocking pathways. The yellow road markings are almost invisible in lots of side streets. Our food collections are not collected regularly.

Appalling waste of funds. Poor planning.

Area getting more dirty more litter, pavements over grown with bushes, weeds, rubbish.

Areas are being allowed to look shabby, weeds are being allowed to form between roads and pavements in many areas, although promoting seed dispersal, damage is being caused to areas which will be expensive to repair. Graffiti is worse than ever in many areas and seems to be just left and not removed. Dog fouling is on the increase along with litter.

As a tax payer I do not believe the council gives value for money in my area. There seems to be a lot of initiatives, time and money spent on certain parts of the borough whereas the old Islwyn area where I live seems to be forgotten.

As a mother of two small children I don't believe there is anything for the children to do in the area. There are no parks close to where we live as the council have removed them. The council and community complain about children hanging around street corners but where are they suppose to go.

As a resident of Caerphilly with a magnificent castle, I believe that the view can be ruined by the amount of litter found within the town centre streets. To add to this animal poo can be found in the streets, some places every 10 steps. Parking in my own street can be an issue at times, especially during the day time as visiting cars overflow our streets. The amount of events that are held within the town centre, i.e. big cheese, velathon and food markets is a hindrance to the residents who live in the town centre, at times I feel trapped within my home as I know roads are closed or packed due to detours. Since the departure of Tesco from the town centre, I find that there is a lack of food shops in the town centres, I know this is not directly a council issue, and the council cannot make Iceland stock more fresh food, but perhaps a council run grocery shop that is open beyond 6pm could be an option? Considering the points above, I feel that the council tax we pay is unfair as most of the issues are caused by visitors.

As I need occ health to visit and still waiting as need aids to help me around the house and a shower and still waiting for someone to come out

As roads are under maintained and due to a previous incident with my tyre being damaged and tracking out on the vehicle. The council would not reimburse me even after I had sufficient evidence. Then to fill the pothole in and tell me a surveyor deemed it to be a non urgent repair even though it damaged my vehicle.

As they don't offer transport for my daughter to school.....

At present I have been left a house which is uninhabitable I am refurbishing this house myself as a hobby slowly using my income to pay for the materials. The council are now making me pay for rates for a house which no one lives in and no services are being used, I do not believe this to be fair as I am not a business and once sold the monies will be used as my pension.

at tydfil road it is a rare thing to see a road sweeper of which i have contacted the council on loads of queries Dog mess no warning signs?? ..... There is work being done to our pavements which are done in a shoddy manner.

Bad condition of roads and speed bumps that are if no use to idiot drivers
Bargoed town a disgrace to all, most unfriendly place for disabled people i that i know of. Who ever passed the plans for the Degeneration should be sacked without pension rights. a degree from Uni is no match for common sense. The local housing office cannot tell people how the system works so the people have no chance.
Bargoed town centre is a disgrace after the regeneration. Cars parking on the pavement, paving stones disintegrating and the council and the police push the parking issue back and fore between one another. Food recycling operatives continually putting my neighbours food waste which is not properly bagged into my caddy and contaminating my caddy.
Be nuce if they never homed all the idiots at Holly road flats which is opposite the park.
Because Blackwood is not being treated as an equal to Caerphilly and Rhymney valley
Because I find it disgusting that peopbw who work get no help with getting housed, and people who do t work get all the privileges to the housing and too benefits I think it's absolutely a disgrace!!
Because i have bean on the housing lust for 15 years now and i have not had a house off you and people on it r or 5 years get one i am in a private rental house paying a lost for it i got 3 kids 20/16/ 9 years old and stil have not bean offerd a place am 2 boys are in a bedroom together and should have a bed room off there on
Because I live in Risca, the forgotten area of Caerphilly.
Because I live on Cwm calon estate in penallta and have to pay a private contractor for the estates upkeep along with my council tax which pays towards the upkeep of everywhere else in Caerphilly county . The land should be adopted by council or a rebate should be available to residents of Cwm calon. Also Liesure facilities are poor in contrast to population. I also disagree with charging people to park in areas such as Penallta park as it was public money which paid for its development , it is very unfair for those people who may need to drive due to disibility or age .
because the Council state we can recycle plastic yet we are not allowed to put black bags in recycle bins.
Because they pick on vulnerable people where hedgerows come onto the pavement when they can't keep their own house in order with hedgerows, grass cutting etc. Why put an article in the local newspaper saying that if you do not recycle properly a red sticker would be put on your bin than they turn around and put red stickers on everyones bins. Lack of facilities as regards winter grit bins.
Because you charge 90-100 a month council tax, an amount which increases year on year, and you do less and less with it! Have you seen the state of all three public toilets in Caerphilly? Would you let your children use them? It's a disgrace and a shame that the thousands of visitors per year are greeted with a lack of clean public conveniences. One issue in particular which gripes me is the lack of lighting along the lane which runs down the side of Asda on pontywindy road. I have myself fallen due to the dark and uneven path, and what's worse is that it leads from a complex of bungalows for the elderly! Two years ago I made the council aware of this issue and absolutely nothing had been done! It's very dangerous and continues to get even more so as the path is crumbling away and the evenings are getting darker.
Being a disabled person....am extremely disappointed that now community first is no longer ....the council have stopped or are in the process of abandoning my low mobility classes and replacing them with nothing....obviously I am not the only person this has effect on and it does prove a great dampener on my every day routine....investment on high trained instructors during the last few years to improve our quality of life and now....these attributes are abandoned ..... what and asset to the community and an utter waste of dedication and talent by the leisure management community ....they have continually supported my mental and physical health and now pulling the plug with nothing to replace it

<p>Believe public protection services have let my family down.lack of communication of particular concern. Also planning issues and the way councillors were instructed to vote on gwern y domen development proposals were a disgrace and undemocratic</p>
<p>Better communication with the public.</p>
<p>Bin charges. Quality of pavements in certain areas</p>
<p>Bin collection can be sporadic, roads in Autumn are always clogged with leaves and gritting again sporadic, leisure facilities are extremely poor and too much green belt offered up for housing. For the amount of council tax paid which is one of the highest in Wales, I don't feel get value for money</p>
<p>Bin collection is a bit hit and miss lately no reason given.</p>
<p>Bin collection is a disgrace for a start. Half the rubbish ends up all over the road and I'm sick of sweeping it out of my garden after the bin men have supposedly done their jobs (which clearly means chucking it about and getting as little as possible in the van). And the council certainly DOES NOT look out for or protect its residents. How many back-handers and cash bribes were passed around up there for the Hazrem plant application to be initially accepted, with no consultation? Thought you'd get away with no one noticing that you were endangering every life in the borough by allowing that plant to be built, but that's ok as long as it fattens your wallets right? It's about damn time you represented US - the people who LIVE here, and NOT the businesses who are willing to stuff your pockets.</p>
<p>Bin collection is an absolute joke, has been for the 12 months I've lived here. Street is full of pot holes and no sign of doing anything about it.</p>
<p>Bin collection is an issue. Overzealous with green stickers.</p>
<p>Bin collection is atrocious, I do not have bins as they keep getting stolen and set alight. So I refuse to pay for replacements. Evenvgjoughbhou are supposed to collect bags they are never picked up so I now take my refuse to the tip myself despite being disabled!</p>
<p>Bin collection service. Parking in Gordon rd . Speed of traffic on Gordon rd blackwood</p>
<p>Bin collections are dreadful, scarcely collected on the correct date requiring phone calls weekly to request a pick up.</p>
<p>Bin collections especially recycling and food waste not collected every week, then receiving a sticker because there was no room in the correct bin and fly and maggots in the food bin due to no collection Lack of grit in a winter and not acknowledging when a request is made as this has an impact on me leaving my property during snow and ice conditions</p>
<p>Bin collections in our street are appalling. The council have known for years that our street is narrow, but still insist on driving a normal size trash cart down it. So when the vehicle can only get half way down, the top of the streets bins do not get emptied.</p>
<p>BIN COLLECTORS WHO ARE TO LAZY TO RETURN ALL BINS TO CORRECT PLACE AFTER EMPTYING ...THEY COULD BE ANYWHERE,,I APPRECIATE THEY ARE TRYING TO FINISH AS EARLY AS POSSIBLE,,BUT THIS SHOULD NOT AFFECT SERVICE.....,ALSO THE MESS LEFT WHEN TIPPING IS NEVER CLEANED UP...BOTTLES CANS AND PAPERS LEFT IN ROAD,OR PAVEMENT</p>
<p>Bin men leave rubbish in road and don't pick it up.</p>

Bin men leaving bins scattered all over the pavement and between cars after they have collected the waste or recycling, as a wheelchair user it means that I am unable to leave the house by car on the morning of a bin collection unless someone else is available to move the bins. Or be able to navigate my way down the street in my wheelchair unless I am prepared to spend my time constantly moving bins by ramming and shunting them around. The residents have been educated over the years to keep their bins to one side of the footpath so they do not block them.

Bingate! What is wrong with you people? Just empty the bins and stop berating people for attempts to recycle. You're refusing to take bins that have nothing wrong with them. Way to stop people recycling. I drove up the street the other day to find a few bin men wandering around sticking stickers on any bin they could find, having clearly not even looked in them or attempting to empty them. We pay council tax for a reason and your attitude to this is utterly appalling.

BINS AND DOG BINS NOT EMPTIED REGULARLY AND END UP OVERFLOWING BROKEN FENCES LEFT IN A DANGEROUS STATE, SOME FOOTPATHS ARE OVERGROWN FOR TOO LONG. BARGOED IN GENERAL TOTAL SHAMBLES AND DANGEROUS. RECYCLING BINS NOT EMPTIED IN BACK LANES WHERE POSSIBLE, I E MAILED ABOUT IT WHEN IT FIRST STARTED AND WAS TOLD THE RECYCLING LORRIES WERE WIDER WHICH I FOUND TO BE UNTRUE. MAKING THINGS HARDER FOR PEOPLE TO TAKE RUBBISH TO THE SKIPS WHICH RESULTS IN FLY TIPPING.

Bins are not always fully emptied

bins not always collected on time, road repairs inadequate, fire service non-existent, hedges and footpaths not maintained

bins/recycling too complicated. bin men leave rubbish across roads and pavements, bin men often late. Brambles and hedges not cut back often enough leaving pedestrians and children to walk on roads. Far too much dog mess on streets.

Blackwood has become a ghost town, hardly any local businesses left as the rates are too high in the High Street, we have pound shops, hairdressers and charity shops and not a lot else. Parking is a nightmare for residents, when I get home from work I am unable to park near my house and I don't dare move my car on a weekend. The council should reduce the car parking charges so that shoppers don't need to use the streets and residents can park where they live. We pay enough in tax to warrant decent parking, our rates are higher than some parts of London !!

Broken glass is often on pavements which is seldom cleared away. Occasionally our bins are not emptied on the right days and our bins are on the pavement for 2 nights.

Brown recycling bins are always left in the street by residents which cause obstructions, and hygiene issues, and it appears that CCBC are not taking action.

Brynhyfryd and Brynglas, lack of maintenance, overgrown footpaths all around the site and the footpath leading down to Mount Street, moss growing on pavement (hazardous), brambles taking over everywhere. When we get grass cut, what a mess they leave behind, why can't they collect the cuttings and clean up after them? Most of the houses have recently been insulated and sparred, and the site has been improved, but it is embarrassing when family and friends come to visit to see the mess left around.

Bus train service and dog sheep poo in street every day no where for children of all ages to go.

But I wish to know in an English speaking borough - primarily - why is this survey in Welsh 1st, English 2nd??

Caerphilly as whole has become very embarrassing to live in. The upper town centre is a no go area with few shops worth visiting and feral teens in the evenings. The parking during Saturday's is ridiculous causing constant traffic concerns. In the evenings the lack of police presence is leading to an increase in anti-social behaviour. I feel that Caerphilly isn't being invested in due to its proximity to Cardiff and the most isn't being made of the castle. We are a tourist town with nothing to see but the castle. When visitors first arrive the upper town centre is the first thing they see and it is a disgrace.

Caerphilly Council are an absolute joke. .... Morale for anyone working in the council must be at an all time low. How can the council allow 3 solar farms to be built within the same area, it is depressing and demoralizing for the residents of Manmoel driving past every day, they are a complete eye sore and have ruined our beautiful countryside. Islwyn High School has been built without any thought - the school is too small for the number of pupils that they have to accommodate, plus the pupils have no access to a playing field - surely this should have been a priority.

Caerphilly council don't care about residents in the upper end of the valley, ala pontlottyn and rhymney with the all in one place scheme being a massive detriment to the villages and the amount of youths travelling up from ystrad and bargoed to do drugs, and drink and fight on pontlottyn square while safer Caerphilly tweet photos of kids playing football and lansbury park, while there were 30 kids all off their face fighting on ponty square, it's evident they don't care about the top end of the valley

caerphilly web access is appalling. iT send you round in circles. i recently wanted to go on the housing list an impossible task. meet a future homeless NHS worker But when someone puts a chair in my recycling bin I get three letters all with the same date ?????? to go in the bin

Cardiff Gate council provide their residents with bags for recycling & food.I fully support recycling, however, I don't believe that I should have to pay for these. We also have issues with the rubbish collection. Our food bin is broken AGAIN, due to the way it is thrown on the road. We are expected to pay for a new one, despite having photo's to show the bins, which are 'dumped' in the road.

Care services for older residents are a problem. Lack of bike lanes on roads.

cars parked on pavements on our housing estate, not enough room to walk past sometimes never mind if you were in a wheelchair or pushing a double buggy bushes need trimming back, reducing the room on pavements

Cars parking on double yellow lines, especially on Heol Fawr, Nelson, where a fire engine or ambulance might not be able to get through. Fly tipping on Eglwysian common, and along the roads. Pot hole on the road by 1 Penywaun Lodge, which has been ignored for 2 years. Cars speeding along Heol Fawr and over Eglwysian common.

Ccbc are a waste of space. The waste collection services are a joke.

CCBC do not listen to what the community 'wants'. Only what they the CCBC 'assume' we need. Discussions are made before the community voice is heard .i.e. Ty Darran home!

Ceilings in upstairs of my house are black from the damp in the house.inspectors came out and 1st time they had workers scrap the ceiling and paint over it.after a few weeks it came back 2nd inspector could see there was a problem so we are waiting for all the ceilings to be taken down due to damp

cheap chippings put on the road outside my house two years ago, everyday we have to pick them out of the tyres on our car in the hot wear the chippings stick to our shoes and then to the carpet in the house,the brook behind our house is never cleaned,instead the residents had a letter stating that we are putting rubbish in the brook!!!! no it is not we are the ones complaining!

Cleaner streets/lanes needed Improve street lighting Banks/post office needed in Newbridge More shops needed in Newbridge

Cleaning of streets and back lanes. Nothing done about anyone fly tipping
Closure of my children's school. Lack of help with transport to their new school, as it is not the closest. For the children remaining in Cwmcarn they are being forgotten teacher are leaving the standards are dropping. The children's well being has been pushed aside they have nowhere for recreation. Council tax is increasing every year with out fail but things like foster fee for the local authority remain the same or increased by pennies, for such a need role these people need to be recognized and rewarded more. Councilors are still on paid leave whist investigations continue this is disgusting and a miss use of money.
Closure to the local amenities sites on specific days especially a Sunday is awkward for those residents who work as a Sunday could primarily be a day that most people would use the site. In addition to this, the way that the need for permits are needed for small personal vans also makes it difficult to get rubbish to the site on convenient days.
Completely waste of money
Concerns over issues concerning "listening to people's problems" of which have a very distressful and sometimes damaging, effect on people's welfare. Listening to these concerns would of implicated make life in general really bliss!!
Condition of road outside our property. Many main roads are in a poor condition. Bin service is poor with our empty waste bags and food caddies thrown onto pavement or in bush.
Condition of roads are terrible. Very few roads are free from potholes or are smooth. Many resemble a patchwork quilt with the number of patches that have been made to rough areas and pot holes. When recycled waste bins are emptied there is smashed glass or other rubbish left behind on the roads that the men do not bother cleaning up. When grass veges or green areas are cut then grass cuttings are left on the roads creating an untidy appearance. Trees and shrubbery overhanging pavements are not cut back frequently. The St.Cenydd School roundabout has had it's road markings altered so many times to try and improve safety and traffic congestion. A waste of money.
Condition of roads Bin collection services are late bins thrown about and damaged then being asked to pay for replacements
Condition of the residential area and town centre
Confusing information given on what items can be recycled. Because of the Councils new rules regarding refuse waste the green bins should now be collected once a week the same as the brown bins ( not everyone has transport and is able to go back and fore to the Council re-cycling centre ) Concerned about the Council's latest drive to sell off every green space left , even if it is in a green belt area.
Constantly hounded by the council for my recycling. I am a mother with a young son trying to work 34 hrs per week whilst pregnant and have a disability having partially lost my sight a few years ago. My husband works 6 someone 7 days per week and all I get is hassle about minor issues with my recycling. I AM TRYING MY BEST!
Contacted ccbc May 2016 about over grown trees after several conversations here we are September 2017 and the issue has not been addressed. No response at anytime from ccbc
Continual speeding through Pontlottyn high street despite numerous requests for a safety camera visit. Failure to deal with unsociable behaviour in Pontlottyn by youngsters. Failure to deal with a contractor who has left a development in Pontlottyn half built and therefore unadopted, although the council charge full rates without providing a full service.
Continually supplying poorer standards
.... Inability of council to effectively interact with its citizens, the council feels remote and dictatorial

Cooperation with myself and the police over nuisance and crime in the flats that I live in.
Cost of council tax rising to the decrease of services provided.
Costs and council tax constantly increasing but levels of services provided in my area consistently decreasing
Council are a joke. Do not big up dog mess and leave rubbish everywhere.
Council are constantly passing the buck in relation to services provided. I don't feel there is any value for money in relation to tax or Council Tax.
Council run schools are incredibly poor. St cenydd Comp is an embarrassment. Abertridwr park has been left to go to ruin. Some parts of caerphilly are looking more like Aleppo than a modern town. Too much traffic, too many house, too many more houses planned. List is endless.
Council seems to be run without transparency and has a cover up/ job for the boys culture.
Council sets itself LOW standards and consistently fails to achieve them.
Council tax is too high.
Council tax too high for what services are available to me locally compared to what Caerphilly town residents get for a similar cost.
Council wastes an extreme amount of money
Cras parked on pavements, on yellow lines, anywhere really, disabled people and people with pushchairs and prams and wheelchairs forced on to the road, in Bargoed it is a nightmare, will not go there anymore
Cuts in services extremely worrying, increase in social housing with no extra facilities to accommodate the community can only lead to a rise in crime.
Cutting back of trees/shrubs on public footpaths is almost non-existent (Nelson). Dog waste bins are also non-existent (cycle path from Nelson to Penalta one at each end)
Difficult to get correct information
Disappointed to see closure of leisure centres. Some very negative feelings coming across in Newline lately - especially the mythbusters article. A more positive approach is needed! Need to do more with partner agencies to tackle anti-social behaviour in Caerphilly town centre at weekends. Violent acts seem to be reported more regularly and the perception is that the place is feeling less safe in the evenings (esp. outside the Cwtch and Kings Arms) Not at all convinced that the authority is doing enough to protect the local countryside from development. Particularly disappointed that events such as the Tour of Britain and BBC Proms in the Park are no longer part of the calendar - not everyone likes the Big Cheese. Would like to see greater enforcement of unlawful development (e.g. impermeable paving of entire gardens that ruin the character of some residential areas).
..... Intention to build more houses than the Assembly's requirements where there are too many houses already Reopen Aberbargoed Library with the village so close to the amazing Bargoed Library
Do a job, do it right. Hedge top road park rd allotment below, I was walking past it a woman with a pram came towards me the two of us had to go on the road to get past the overgrown hedge. If the highways inspector has reported its not done or it belongs to the allotment association tell them it has to be maintained.
Do more to encourage quality. Businesses to Caerphilly town. Waitrose, M&S, especially in the area near the Castle.

Do you even know where Risca is?
Do you really need to ask ? Roads are a nightmare, too many potholes, the only part of Caerphilly that gets looked after is the Crescent Road area where the Big Cheese is held. Council tax is way too high, paying for services that are not kept up to their full potential
Dog bins regularly overflowing. Grass in parks and playing fields not cut regularly enough. Recycling unclear as some packaging which displays the logo is not accepted in bins. Excess costs of sports facilities for children in the area. Sports fields should be free e.g. football pitches for children. Pest has costs attached, previously free.
Dog mess and litter are a growing problem. I also think much more could and should be done to stop vehicles parking all over the pavements in Bargoed town centre. It is only a matter of time until someone gets seriously hurt as vehicles drive down the pavements
Dog mess everywhere you walk carb walk the streets with out watching where your going
Dog poo reported and not picked up bins are slung around the street and damaged therefore not fit for purpose, recycling centres shut at convenient times.
Dog waste bins are very rarely emptied on the estate, trees and shrubs are all overgrown, roads are poorly maintained, no one seems interested when I've complained about the parking around school times and palmed me off to the police who also aren't interested. People aren't having bins collected because there's the odd incorrect item in there. Most people haven't got space for their bins within their gardens and have to stay on the main road so peoppe passing by are using them. People are busy enough as it is without having to check their bins thoroughly.
Don't ensure what I pay for gets done, for example problems with dog fouling, enforcement of permit parking, etc
Don't think CCBC consult enough with staff or public and don't really listen to what they say. Consultation should be a two way thing where ideas, thoughts etc. are shared to find the best outcome for all.
Drugs bins
Due to lack of communication regarding the waste services, the attitude the staff gave. absolutely digusted
Due to the cut backs - services are finding it difficult to perform properly without their limits being overstretched to breaking point.
Een waiting ober a year for my daughters bedroom wall to be replastered after it collapsed, also complained a few times to the foreman carryong out works in my house that my toilet constantly refills after being flushed but told it was ok, amd still waiting on a missing button of the toilet being brought her for it
Especially with the whqs they have left my toilet in a complete mess and refuse to clean up what they have left. I have complained and not heard anything back. Vert upset
Estate sign post knocked down by tractor cutting grass, grass cutting savings with a tractor as opposed to hand mowers now spew grass cuttings all over my private driveway, lack of maintenance of trees and pavements, lack of collection of green garden waste, lack of tree maintenance, bin collection police.
Ever decreasing levels of service. Poor road maintenance and pathetic road planning - the junction at Ystrad Mynach being one case in point. Far too many new build estates leading to an acute lack of school places, doctors, dentists and more traffic.
Every interaction I have had with the council has been torturous. I would complain but whenever I've sent an e-mail previously I never get a reply beyond the standard acknowledgement.

Every time you need to contact the council it take weeks. Some staff tell you one thing and others something else. Any delay is always your fault and not your staff.
Everywhere I walk with my dog the lane and railway are overgrown with weeds. Also dog mess not cleaned away also the roads are in a mess. It is disgusting for visits, I bet HQ isn't a mess NO.
Excellent staff & services at risca leisure centre
failure to tackle poor quality road surfaces, speeding issues, traffic volume, housing planning
Fairly satisfied - to a point - but there are a lot of issues which I am dissatisfied with. e.g. not enough education of litter, too many takeaway outlets, parking & congestion, too many councillors for one borough, consultations with residents come too late for any constructive dialogues to be made. Where planning issues are concerned and too much money is thrown at lost causes where the root of the problem should be look at first.
Fed up with living next door to a foul mouthed drug selling noisy neighbour who thinks that he can play loud music and slam doors all night council do not want to know.
Fed up with the recycling farce.
.....
Filthy roads, parks & town centres.
Firstly I am very dissatisfied with school transport. My child is left waiting on the bus stop on a few occasions as the bus is over half an hour late. The isn't enough room on the bus on various occasions. Bus passes are not shown, hence, anyone could be getting on that bus. I have spoken to the transport department who are very rude. My daughter was nervous on her first day and I tried hard to get her a bus pass from the bus stop that leaves by her school not the area we live in. The transport department were not at all helpful and said this could not be done. This left my daughter distraught onhe first day of comprehensive. Also the recycling, I do this to my best of knowledge each week, but have now had a sticker on the bin saying there are various things in there that can not be recycled, etc. This is very confusing and sometimes the bin is left unemptied. Also there are not enough red bins to put dog poo in. I walk along the shirhowy valley country walk with the dog and there are no dog bins at all. I often see back sacks thrown in the hedge and left on the side.
Focus on the small things rather than what can support residents. E.g. Stickers on bins rather than dealing with pot holes. Consideration for new housing estates when the current infrastructure is collapsing
food bins not emptied correctly/fully Roads full of pot holes. Welsh school allocation for sports Roads in and around Caerphilly Wasting money on towning and big cheese
Food collection number of rats that are around some where run over in our street last week.
foot paths not being cleared,and doesn't listen to the people of Caerphilly ,eg taken away the accident and emergency unit away from us
Footpaths are not kept clear from over hanging shrubbery and are covered in slimy green moss.Grass cutting i know is a must but the mess left by mowers ie grass cuttings is all over roads and paths and drains

For a start I think your high costs in Cemetery Fees is ridiculous. People pay a lot of money and for what? Grass cutters breaking stuff make a mess and don't give a dam. And why does it cost £80 a week for someone to open and close the Cemeteries? You go on about cut backs well why don't you consider using local volunteers like Merthyr Council are. And then you got the boss of the Cemetery staff Alan Jones driving a council van that he Dosent need why can't he use his own car like say the Housing Officers they use their own cars and get paid mileage allowance. Taking Tennents complaints more seriously and that your inspectors dont act like we are time wasting. And when pot holes are road dangers are reported don't take weeks and weeks in fixing them. And Bargoed town well it's disgraceful no decent parking for Disabled motorists.

For Highways / Maintenance - Our street is very busy and parked cars are being damaged by other drivers speeding through the street. A speed camera would be very helpful... Not in favour of yellow lines along the one side of the road, as the whole street would find it difficult to park their cars- especially as our gardens are tiered, walking a fair distance whist carrying shopping from the car to the house would be a nightmare. Apart from that I'm happy with the overall service.

For more than 5 years I have asked for drain/gully to be sorted out in village to stop flooding in car park area. Also same on main road A4048 at council boundary Hollybush pochin to stop flooding across main road (nothing being done)

For years Caerphilly town centre residents have asked for assistance with the car parking problem in our streets, people going to work 9-5 parking cars all day and using resident park only areas

From limited dealing with planning some staff seem to be closed to the idea of new development, or overly seeking reasons to oppose it. With certain frontline waste staff there seems to be a culture of if it's too difficult we won't bother.

Front line staff and workmen are excellent - you need to look to your management skills The council also needs to member that the county extends beyond Bargoed viaduct - my council tax is just as good as that paid by people in the south of the valley

Garden waste collections stop just before the majority of leaves fall. This is plainly ridiculous.

General lack of cleanliness of the area - i.e. street cleaning, weeds, overgrown green areas, overhanging trees and bushes etc

General neglect of whole town

General poor state of the environment in which we live. The lack of facilities and amenities. Poor road conditions. Disrespectful state the cemetery is left in after every grass cutting session. Lack of Police presence and policing. Increased drug abuse and drug abusers living in the area.

Generally satisfied

..... stop your jolly's and your disgusting perks and then there would be money and pay for everything that needs to be done. Get the men to work a FULL day and not sit about talking and smoking and it would take half the time to do the job. Why is money wasted on printing in Welsh? Only 5% can speak Welsh, so STOP wasting our money on printing in Welsh.

Get together with the police to inform cyclists that there are rules on the road and they must obey them. Traffic lights, riding across pedestrian crossings, going around roundabouts wrong way. Get together with Arriva Trains for all trains to stop at all stations. Fixed road signage. In our road holes were supposed to be repaired over a year ago, paint has now worn away holes still not repaired.

Give ground workers and bin worker's advise on having a good work ethic and putting effort in to their job to be thankful for working. Go around schools and talk about littering.

Given the financial pressures
Gormod o staff Too much staff
Granting permission for Hazrem in Cwmfelinfach, lack of dog waste bins on the sirhowy valley walk, back lane of Islwyn Road, Wattsville from the church to garage is full of holes, ruins car suspension to drive there, virtually unable to take a pushchair down there.
Granting planning applications for building houses in and around Caerphilly town centre . Far too many houses being built. Ver poor resurfacing of roads and pavements.
Grass collection, the guys empty the green bag and possibly a black bag alongside it but then just discard the rubbish next to my wheelie bin, why not just put it in the wheelie bin. Had a letter complaining about our recycling but it wasn't specific as to what we had wrongly put in the recycling, how can we rectify what we did wrong if you aren't specific as to what item we wrongly recycled. The letter felt like a generic mail shot rather than trying to help us recycle better
Gyms need improving particularly Ystrad Mynach. BINS
Had a lovely new kitchen and bathroom done last year but still waiting for someone to come and replace the loft insulation that was taken out at the time and never put back. Also radiator in bathroom doesn't get hot all over, just at bottom. Told guy who came to check it and he said he would report it but nothing!!!! Water gushing over the top of gully, splashing at bungalow making it cold and damp.
have put no end of complaints in about the path leading from brynhyfryd pontlottyn to farm road snd still nothing has been done trees overgrown no lighting slippery under foot and local drug usrrs leaving their rubbish behind putting our children at risk ..
Have rung the Highways department on two ,different occasions and have found their attitude unpleasant and unhelpful on matters I consider relatively important. Totally amazed the Authority has the money to relocate the library into town. I regard this service as non essential,and would prefer this money spent on Adult Social Care. Refuse collection service excellent.
Having made enquiries with various departments of the council over the past few years the overall impression I get is one of if its going to cost the council money we will just flannel our way through it. i.e. I was told that the street sweeper cleans every 6 weeks this is of course untrue. I have made representation to Councillor James Pritchard who has proved to be a complete waste of time.
Hedge cutting in Oakdale - awful 50 volunteers cut one part (and did it well - 100% better than CCBC). Then were told CCBC were going to sue them! Cutting of hedges now? Again, so bad, footpaths cannot be walked on! Come back Islwyn ASAP!! Charging for parking - Penyfan Pond - stupid idea! People now parking elsewhere to visit the pond. No flowers Oakdale cenotaph (except those planted by volunteers). Pont old council offices o
Hedgerows left over grown, grass not cut properly, the fiasco you have caused with recycling bins not emptied, ..... you should be thoroughly ashamed of yourself.
Hedges/trees on main road very overgrown, when trimmed very untidy job, esp on main road Dog fouling bins emptied and bags pavement and older for days on end event after many complaints made. No supervision or checks made on work carried out in villages
Help when needed not there

Highway cleansing and maintenance is very poor. Time taken to address and resolve complaints take too long. Routine maintenance of gullies would prevent blockages during inclement weather. Pavements are in very poor condition many of which are littered with rubbish and broken glass. when grassed areas are routinely cut it would be a good idea if the areas could be left in a clean and tidy condition. Refuse collection and garden waste collections are good on the whole.

Horrific services and when you e-mail them about a problem or concern using both the online e-mail service and also other e-mail addresses you deny ever having this and ignore the problem any way.

Hours cut at landfill sites, more weekend hours needed through summer months Overall state of roads  
Mess left by refuse collectors when emptying garden refuse and food bins

How can we have the same recycling but everything change at the same time? No notice, no warning, no help, no advice and no help on the phone. Thanks to the Facebook team for actually answering a question. How are bags suddenly an issue? How was I to know?

I actually don't know which tab to click on the satisfaction level, I'd be more impressed if my bins were not only emptied - and that includes my food caddy - but also put back where they were collected from rather than the bins just left to roll back to a curb rather than placed back, it doesn't take long to put the bins back at each house where they were collected from considering how much time they spent this week checking the contents of the bins and putting a sticky label on a lot of them.

I am a resident of rhymney and I'm ashamed to tell anyone that I live here . The memorial park is disgusting , it only gets cleaned when there's a rugby tournament .

.....

I am dissatisfied with the service provide by the council because they never weed the pavements, sweep the street or repair any paving slabs outside the houses - Greenfield Terrace, Argoed.

I am fed up of people being housed in rhymbey who our from down the valleys. They are constantly rehoming drug addicts on our area. It is no longer safe to allow our children to go out and play as the members of the public are constantly coming across dirty needles which are being left on the street in and near schools, parks and various public areas. The police show no support towards our community and our concerns. Crime in the area has risen due to breakings and vadalism. People have been threatened to be stabbed with dirty needles. Its gone to far and we the people of rhymney will not put up with our villages being used as a dumping grounds for down and outs. The top of Rhymney has lack of play areas for children unlike the middle/ lower rhymbey/ pontylottyn and fochriw. We need a park and play area or even a football court for our young ones.

I am generally satisfied with the council.

I am not satisfied with the new street lighting as it does not light up the opposite side of the streets and it is difficult to see where you are walking down the pavement or you cannot see if there is anything on the pavement that you could trip over. The lighting also not very good for security purposes as it does not light up dark areas where incidents can happen.

I am particularly bothered by the closure of the tip in cross keys this has led to increases in fly tipping in the area and the restriction for those of us who work full time and pay to use these facilities is unacceptable that it's only available to us for one day

I am particularly dissatisfied with the planning department .In the past couple of years they have allowed a huge extension to a house to be built which is totally out of keeping with the environment and 3times the size of the original house. On writing to the planning I received a very poor response which showed no consideration for the points made,and showed no appreciation of the effect on neighbouring properties. Now we have another planning issue where a change of usage which affects our property and more importantly our private highway to go through with no contact to us

I am pleased with everything except the bins

I am trying to sell my house but I am facing huge problems both with holding on to my buyer and financially as far as solicitor's fees are concerned because the council are taking years and years to adopt the road my house is situated on due to an unresolved issue with the developer who went bust more than 7 years ago (Woodside Walk, Wattsville)

I am unhappy that the cost of the ongoing case regarding top salaries paid is almost £40 per household. This surely is inefficiency on somebody's part.

I am very disappointed that the public areas are not kept free of litter, the grass is not cut regular and when it is on the odd occasion it looks like a knife and fork has been used!! (A tractor is not really suitable for this, or especially on bankings). A proper grass cutting machine or strimmer would be more appropriate. Tress and hedges along footpaths left to growing out of control making it difficult to walk.

I believe it could be more for children to do and the housing could be more efficient.

I believe the Council do not undertake proper business cases prior to making decisions, they ignore the views of the community and are pro affluent areas of the borough to the detriment of others.

I class the council as the ss some of the staff act like hitler

I disagree with collecting the bins every fortnight for general waste and I'm annoyed that I've lost all my green bags when they've been emptied even after I've purchased additional ones because the boys just throw them after they've emptied them. yet since we've been using white bin liners for the grass etc, they've miraculously managed to throw them up the side of my house so they don't get blown away!!! amazing!!

I do not feel like the services provided are value for money. Our bins are frequently not emptied, despite our collections every two weeks for refuse. Recycling collections are also infrequent. Our streets are dirty, there is a lot of loose rubbish, build up from drains, leaves and oil that make the streets dirty and unpleasant. The roads are full of potholes, our village is gridlocked with traffic and the air quality is poorer than ever due to the traffic, HGV's and excessive traffic calming.

I do not speak Welsh I do NOT want to speak Welsh so I am very annoyed about the amount of money and resources is spent on promoting the Welsh language. I very much resent the most recent ruling of Welsh first. It is dangerous on road work signs, I nearly knocked someone over on a pedestrian crossing in Caerphilly while looking for the English on a portable yellow sign. Even 'out of office' auto replies to emails from the council a

I do not think the COuncil take into consideration the priorities of the local community.

I don't feel the council do enough to deal with the issue of disused vehicles that are causing an eyesore in Abertysswg. This has been an ongoing issue for at least 15years and nothing seems to be done about.. I have spoken to police and councillors about it and the only response I ever get is that they are taxed so nothing can be done, many of the vehicles have grass growing under them because they have been in the same place so long, begs the question how they can get an MOT if they are never moved????????????????????

I don't feel the council invests in the area (Caerphilly town). There are shops which are vacant due to council restrictions and the top of Caerphilly down is looking dirty and old. It never has any investment directed towards it. There is a lack of innovation and proactive approach to making things better in Caerphilly. Castle View needs an improvement in the roads around the school. It is not safe to walk to school. A school sign and 20 mile zone will stop a child from being hurt or injured but Caerphilly won't do it due to a lack of evidence. What does it take to get these measures in place ... A death?

I don't think you are serving the people in the correct way

I don't understand why you don't supply garden food waste bags, all other councils supply them. If you supplied them more households would recycle more.

I feel my village of Pontllynn is neglected by the CBC and show a total lack of respect for its residents by the amount of undesirables being housed here in this part of the valley

I feel that I am not consulted on any plans for development, e.g. parks, parking, roads, buildings extra around the area. I live in a Close and the area outside is very neglected - grass is cut and that's about it - several residents have brought up this issue, but nothing ever comes of it.

I feel that impressions are being made in the wrong areas.

I feel that services have been poor for example rubbish collection I feel that bins are just thrown in middle of pavements and it is difficult getting past these with a pushchair especially on busy roads and have to risk not only mine but my daughter's life to .

I feel that the increase in council tax is hard to swallow, when services are being reduced. e.g. playgrounds not being resurfaced, planning officers being taken over the public desk, making it harder for the public to gain advice. .... An increase in their council tax, a reduction in services, and ..... This makes for a very unhappy public.

I feel that, in general, people (including myself) are very angry that ..... Also, I feel that when it comes to recycling services, there is a lot to be desired. Many people in my street have been told they had certain materials in their bin when such materials were nowhere to be seen. For example, polystyrene or liners. I also find it weird that every household will sometimes have food waste yet the council doesn't issue food waste bins automatically - I had to ask for mine. I've also been told by council staff, in response to suggestions that the council offer free courses on recycling, that the council was sending people out to go door to door to talk about what can and cannot be placed in the bins. This is nonsense. Whoever is being sent out to do this has never knocked on my door to speak to me and everyone in my street who I have talked to have said the same thing. The most we have had is ambiguous leaflets posted through the letterbox. I also feel that the effort to produce more social housing is severely lacking. I myself have a 5 month old and have been looking for suitable housing for months and months to no avail. There is a shortage of social as well as private housing in the borough and it is making people angry.

I find it difficult to comprehend how refuse collections are missed, maybe it's the lorry is full, they go to empty and forget where they were up to. Whilst it is appreciated that resources require extensive management, where I live on the outskirts of Ystrad Mynach, people with prams and children on their way to school have to walk on the road because of hedges not being maintained. If there are homes that should be maintaining some of them, are letters sent out? The same hill on penallta road is treacherous with frost on, the slurry patch seal may help. Perhaps covering more pathways is on the agenda! Further on this matter, our neighbour has a very large tree in their garden which we have suggested that they trim the branches overhanging onto the public path - as it (apart from having to bend to walk under it) cuts off all light from our part of the street - would you kindly send them a letter to sort it please. We paid to have our kerb dropped, which included slurry patch seal - which has not been completed... I have contacted and have been assured this will be done as I have asked for a refund of that portion - several months have passed and it is still not complete. There is a lane behind our house, beyond which we own a small piece of land..garage. The council filled some holes along the lane and tarmacked over a meter the full width of our property, as we had a long standing boundary dispute, we have now lost 9 square meters of land because of this action being done without our approval or permission. Whenever roadworks / surfacing takes place - within weeks of a nice new road other services then dig it up causing further disruption... the road is never the same, as during winter the ice breaks it up and causes potholes. If amenities bothered to talk to one another - for goodness sake get it all done together and share the cost.

I find the area I live in (gelligaer) to be very run down an when you ask for help or to report something nothing seems to be done about this. Another issue it had recently with Caerphilly borough is my daughters been left out of education, due to a problem with her new special needs centre. I was notified of any problem which I think is quite disgusting.

I find the council overall seem to concentrate all their energy and resources mostly in the Caerphilly area and seem to forget the smaller villages in the area.

I had issues with CCBC, after months of total inadequacy by CCBC I had to contact my MP to try and get some satisfaction, complete and utter waste of space the lot of you.

I have a damp problem with my house that the council is preventing me from treating and resolving as I would need to have a contractor dig up part of a council owned road. The council won't let me arrange a contractor to do this and won't do this for me. The road has been laid very poorly cambering into my property rather than away from it so when it rains it hits my wall from below road level and can't drain away.

I have asked for a few things to be looked at and no one is bothered about resolving them. (1) Requested either the trees be lowered or a light placed on steps leading from the car park to White Rose Way - despite a neighbour falling and having a very nasty accident nothing has happened. How many more accidents are needed on those steps before you take it seriously. (2) There is a wall that has started collapsing in the same area - nothing has been done to repair this. The horrible youths are now using the fallen stones and throwing them around, it's just a matter of time before the debris creates problems. Also we had a note about the double parking in Duffryn Terrace, with fines being issued - to date nothing has been done and the double parking is getting worse causing problems for buses travelling down, this is worse on refuse collection days. I find it strange your refuse collectors don't follow up on this.

I have complained on many ocations about the dumping in the lane behind my house yet this still continues

I have crossed two (fairly satisfied and fairly dissatisfied) as you have nothing in between. I know how short of money there is and I understand how the council works. But things could be made better. Improve staff morality and they would come over to the general public in a better light. Then get rid of all the people in Health and Safety as it's gone mad.

I have difficulties due to physical disabilities, this led to problems in the placement of refuse and recycling wheelie bins as I am instructed by my G.P. that I must not walk outside without both crutches in use; I do not therefore have a spare hand to manipulate a bin. This has now been dealt with and I place the appropriate bins immediately outside my garage door from which point your collectors take them, empty and now, after some delays, also return them to near my garage door. I have also used care & repair on occasions and found them most helpful and efficient I have no complaint with any of the Council services.

I have experienced a Caerphilly refuse lorry crash into my car and although the damage was covered by the insurance the council refused to give me an apology. The same lorry and driver continues to drive in a manner which is unacceptable by parking illegally to go into a chip shop and mounting the pavement instead of waiting to give way when there were children walking on the pavement! Also the Caerphilly catering service in schools has become so poor I have had to move my children to packed lunches.

I have had 2 issues to consider regarding CCBC 1) Parking permits 2) Refuse and recycling collection  
When I rang seeking advice in relation to issue 1 I was told it wasn't your responsibility. Whilst this may be the case I did not expect to be verbally abused and shouted at. Refuse collection ~ there has been no consistency in how its collected. Some have cardboard etc collected whereas its as much as ours can do to empty the bin. They leave rubbish on the floor and dump the bins wherever they wish ~ including the road. Most recently you have begun setting new rules which are ridiculous. When people question such as what do we do if passers by use the bin you refuse to answer but send a condescending message to all on social media. Your way has resulted in me choosing to no longer recycle ~ your approach has led to this. A helpful and informative campaign could have been brilliant ~ CCBC you have failed.

I have had to contact yourselves at least 4 times during the last 12 months re the lack of food waste collection. You advertise on social media about teaching residents how to recycle. Perhaps you could teach your waste collection teams at the same time on how to empty receptacles?

I have had to phone on many occasions for the council to collect my bin. Council tax is extremely high for a single working person and I have had nothing but hell from the council regarding my business

I have lived in Rhymney all my life, the low life's that "our" council are moving in are destroying the town. You can't walk the streets for fear of them. I use to walk my dog around Rhymney without out fear, now I am very limited to where I can walk him. Even then there are needles being left everywhere. The Royal park use to be a place you could take children to play. Not anymore! So sad

I have no recycling facilities, told I have to pay £25 for a recycling bin that I haven't ever had in thmy 10 years I e paid council tax.

I have noticed that a lot of brambles are overgrown in many areas causing a nuisance and sometimes dangerous for passers by along walk ways.

I have reported a lot of issues regarding potholes, poor pavements, weed growth in rear lanes, rubbish on council land etc over the past two years and not a lot has been done. The same excuses seam to be lack of money, but that can,t be true .....

I have reported to the council on at least 3 occasions by phone and person visited the council offices at Tredomen about broken guard post in Feeder Row Cwmcarn and of road illegal motorcycles nothing has been done about the broken posts

I have to phone either the Council or a Councillor to complain on a regular basis over the last 2 years about the rubbish bins and the Dog bins in the streets and Park area's on the Castle View & Castell Maen sites being full and overflowing or the bags that have been left by the sides of the bins by the council operative when he has emptied these bins for days sometimes a week to be collected by the van. The foot path area between these 2 sites is regularly strewn with rubbish which comes from the shops located opposite the Cwrt Rawlin School particularly the Subway shop. This area is totally disgraceful for the residents who walk their dogs along that path. Too many dog owners are leaving dog waste around and not picking up. Becoming worse. Lack of forward planning on the road layouts particularly roundabouts where lanes seem to be poorly thought out before hand and subsequently changed later with a potential for accidents. Trecenydd R/A a typical example.

I hope this cabinet is less complacent than all the others have been

i just find the whole service a disappointment, living in Llanbradach i find dog mess a complete and utter nightmare , being a responsible dog owner of three dogs i find the amount of mess unacceptable in both the streets and the tow path walk. i feel that the pavements are a mess with overgrowing hedges and bushes hindering what should be free footpaths and the weeds in some of the alleyways should be treated more often. planning on the river fronting houses is being flouted and should be reviewed asap.council tax is not cheap and i ask ' what am i paying for?' the amount of carers that we have looking after residents on the cwm las estate is very high, just like the speed they drive their cars at whilst visiting their clients. i honestly feel that if you put a police officer on the estate for a month , fine people for antisocial dog mess and carers speeding in the streets , it would more or less fund itself 10 times over .

I know this communication will be ignored, but who knows, miracles do happen, don't they? With all the existing and proposed development Blackwood has a huge urban area. Why has Caerphilly Council not got a green policy for Blackwood? Why have we not got a park? Merthyr, Aberdare, Pontypridd, Pontypool, Abertillery, Ebbw Vale, Brynmawr, Risca, Bargoed, I could name more. They all have a park, Blackwood, nothing. Have you heard t

I live in Hendredenny and over the last few years the estate has become more overgrown, whilst it's nice to have the trees around us, these have overgrown and made a lot of our houses dark, blocks drains, and guttering and makes a lot of the paths impassable. There is also an issue with dog mess on the estate, I even filled in the form once complaining of this and did not receive a response. I'm constantly having to pick up after other dog's off my front garden.

I live in Nelson and it seems our village is neglected. No public toilets for bus passengers or visitors. No bus service to Cardiff. street cleaning neglected throughout the village, Trafalgar Park and Nelson Centre. The gardens on the Bus Station not cut neglected and weeds growing. Nothing looks clean. The new pavements are already showing signs of wear and needs attention. Alleyways in Trafalgar Park need regular cleaning due to we

I live in New Tredegar and feel overall it is becoming a neglected area.

I live in Rhymney (my elderly mother in Butetown). The streets are dirty / overgrown / constant drug needles left. Always brought to Council's attention, nothing ever done. School meals are fine, but the Council does not act to ensure after school activities are not flooded with full sugar fizzy drink, fatty burgers and sweets.

I live in Risca and to be frank it's a dump, not a lot is being done to improve the situation ,like rubbish , holly road flats and service. And don't say it's because of the budget I've driven over the County Borough and that other towns are looking beautiful and cleaner

I live just off Holly Road in a relatively new private housing estate and its making my house price devalue to the state of the place! Rubbish thrown around outside the flats. Cars with no wheels on being left to rot along their, which cant be insured or hold a valid car tax or mot! Filling the flats with ex offenders so good people like us who have paid a lot of money to live where we do have to suffer! I am scared to walk my dogs past these flats as you get drunks and people on drugs giving you abuse etc.

I live on Heol Trecastell, Caerphilly and have done for over 25 years, it is so annoying that the council arrange several events every year that restrict access to our estate, but will do nothing about the everyday issues surrounding the Welsh school on Crescent road, parents dropping off their children should be made to park in the main car park on Crescent road. The council will say it has a tight budget, we all are in the same position. Why does the council waste money on things like the Big Cheese? The income from the fair and to traders goes straight out of the area, that is not helping our local economy one little bit. Recycling !!!!! We have recently been on holiday to Tenby where we found a state of the art recycling centre at New Hedges near Saundersfoot. There are bins for everything. Tyres,paint, batteries, plasterboard, oil, the cardboard skip is a compactor skip that is manned controlling what type of card goes into it. An absolute fab site, which lots of helpful staff. Compare that with Caerphilly council which I will add is also a Welsh Assembly council. We have our recycling collected all in one brown bin. Where everything that is recyclable is deposited, this is then sorted. Tell me how does it all get properly sorted? There will be broken glass. Cans that have ended up inside boxes. etc. Caerphilly council recycling is a shambles

I live on st davids close, our estate is one of the highest band of council tax but we don't see many benifits. The grass doesn't get cut, the roads are not maintained or gritted when ice or snow. The main road down through high fields is like a race track for cars and lorries. And as for lorries using the road that is densely populated and has a very busy school next to the road should be addressed. Possibly a weight limit imposed or a speed camera in place

I log calls with regards to cutting back trees (hiding street lights) and nothing happens. I was promised contact would be made with me and months later nothing. I try to action a response and there is no reply to my email!! Disgraceful

I made a complaint to planning which has been totally ignored, I have not been contacted at all, perhaps the Ombudsman could help.

I only have one income in the house and had my benefits cut but they seem to think I can pay my bill fine. And my car needed work doing to it due go new speed humps put in that are far to high

I pay a large amount of council tax just to have my bins emptied as i live on the cwm calon estate. It is advertising at the amount of negativity aimed at the bin emptying by residents...CCBC needs to listen to it's residents.

I really feel Rhymney has gone downhill. There are definitely a lot more undesirables I see when I am walking home from work (obviously they are not up when I walk to work in ;the morning). I truly believe the quality of life has changed and the appearance of Rhymney.

I requested a task to be done to my local councillor six weeks ago, he said he acted upon it straight away but nothing as been done about it.

I run to work at caerphilly from abertridwr around 5am and have two run on the road because the street lights are off and the hedges are over hanging the pavement at quite a few places. My wife came home on the 16/9 with cuts to her ear after running the same stretch of road because of the thorny weeds that at overhanging. I've done ironman triathlons and a few marathons and find it frustrating that I have to travel to Cardiff to get access to decent facilities. In a place where obesity is such a problem it seems a bit silly.

<p>I seem to pay a sizeable sum every year to my Local Authority yet what do I get in return? If I want to speak to someone about a service I get passed from pillar to post and this Local Authority NEVER seems to want to hear if a resident opposes one of its strategies. When we were managed by Islwyn Council the council ran the services on an equitable basis. Nowadays it appears that residents of Blackwood just fork out for all the other Towns and get little or nothing in return. It is probably down to which Councillors have the biggest and loudest voices.</p>
<p>I think much more needs to be done with infrastructure improvements. Particularly removing the stupid cones in llanbradach that make commuting a nightmare!</p>
<p>I think some services need to be evaluated as they are not meeting the needs or expectations of the local community.</p>
<p>I think that the services provided are under immense pressure to do their job at the least cost possible. This is meaning that things get done half heartedly, without care and shoddily. The staff morale must be very low when you have to deal with working like this.</p>
<p>I think the council wastes public money on many things, such as public transport subsidies ..... The council do not listen to public concerns such as building on green fields.</p>
<p>I think the general upkeep of the roads and areas need more attention, the infrastructure of Caerphilly is at capacity and it cannot sustain the vast amount of new houses planning being sought.</p>
<p>I understand that roadworks etc need to take place but surely these a be better scheduled so they don't overlap causing disruption across the whole area. Pathways are unclear</p>
<p>I was in a very vulnerable position with my newborn being afraid to leave my house. And the council would not help me at all, I had to take out loans to move me and my newborn to a safe home for us.</p>
<p>I wish the council would encourage their tenants to tidy up their gardens - some look very untidy and full of rubbish</p>
<p>I work fulltime and twice inspector had to be called out and didnt turn up, also im still waiting for contractor who did my bathroom to have my stair carpet cleaned as they never put anything on it when ripping ceilings out, after 3 months of asking them to unblocking my drain by kitchen sink because they blocked it i had to call repairs number as they didnt come back also they said they would renew my blinds in bathroom and kitchen because they threw them out</p>
<p>I'm a business owner on the Pontywindy Industrial Estate for many years. The estate is looking a little worse for wear with several large empty unit's, vehicles being parked every where by Pronto Vehicle hire and ACT Training. The estate has much over grown grass and rubbish every where. The children at ACT training are a danger to themselves running between parked cars and lying on the roads with lorries just missing them.</p>
<p>I'm really not happy with the recycling situation lately, with the bins not being emptied and the workmen throwing recycling across the street. Also I think it's very disappointing that they don't recycle enough things, there's too many things going to landfill like plastic bags that damage the environment</p>
<p>I'm satisfied with the overall service, but have serious concerns about decisions made in the Planning Dept to build on Caerphilly Mountain. This shows disregard for the wellbeing of the area, and the will of the residents</p>
<p>I'm upset because of the way of how council is dealing the recycling process. Now we can't put bags in the bins even if the bag is recyclable. Another problem is the teenagers that are damaging the people's goods. You should do some programmes to involve them so they don't waste their time and life.</p>
<p>I'm very satisfied only problem is those sleeping policemen!</p>

I've been phoning about bramble bushes growing in my garden and can't put out washing, been on the phone from 25 April - May - June in the end sent letter to you still nothing so in July sent a letter stating I've been to see a solicitor with photos and ask if nothing is been down for me to pay and send you the bill. You soon came out the next day to check. Had a letter from Gareth Davies on July 24th request no. SR1665 but as today

I've phone a couple of times with a couple of issues and have never had a full response or satisfactory answer. Provide bin bags like every other council.

I am a resident Of Birch Grove, Parc Avenue , when the bins get emptied the amount of rubbish that hasn't gone into the dust bin lorry and lands on the floor which sometimes is glass and you get children riding their bikes along the path way is dangerous. When all this rubbish is congregating for some time making it look unclean, hazardous and attracting rodents, which is not acceptable.

If I have had a problem with say for instances collection of garden waste (a day after the new deadline) I found the department very unhelpful and it was the week before Christmas before they were collected and my green bags disappeared. I was told they would cost £3 to replace.

Illegal parking in Bargoed Town

In between very and fairly satisfied

In Blackwood town cars and vans are constantly parked on the pavements in particular outside shops near to Bosco Neros, TA pub area. The junction there is dangerous at night as I have to walk on the road to pass cars etc. (Why not bollard the area like other junctions)

Inadequate information sharing between departments (housing benefit/rent dept) Appalling negligence damp/mould and general repair of homes (dangerous wiring left exposed) Appalling attitude/lack of empathy - Rent Office staff Mismanagement of funds in relation to luxury staff offices Penalta

Incompetent head of admissions refused to update my address and my child missed out on place in catchment school. House rebranded to Band f council tax three bills issued before the correct rate was applied on each occasion I had to contact to resolve. Apparently three attempts to deliver my green waste bags still no bags

Insufficient consideration for wheelchair users and mobility scooter users between Penyrheol and Caerphilly town center, the junction at Taffys Walk has no drops in the pavement for disable people to get their buggies down and up safely, likewise for so many of the parks that have gates that dont allow mobility scooters to enter them, so using a Park on a nice sunny day isnt an option. Pavements are at such an angle that sometimes it throws the steering off towards the road, too many cars parked half on the road and half on the pavement preventing ease of mobility and NO One wants to do anything about it. I haven't seen a Policeman or even a community Police warden around Penyrheol for many years, they just dont get up this way. The fact that some houses have that many car owners in them there is often a line of 10 vehicles from my neighbour parked outside my house kitchen window. Too heavy handed in the approach to recycling in the borough.

irregular emptying of green/brown bins dog bins very rarely emptied no lighting on graig stretch in winter excessive yellow lines inhibits resident parking excessive council members expenses lengthy expensive court case for councillors

Issue with Parking we have someone in the street that has two cars and a van and a garage who won't use it to park why isn't the garage given to some one who will use it for there car

Issues with adoption of the road and the ongoing saga where Caerphilly Council are pushing through the proposed Haz-Rem Recycling Plant isn't the support I would expect from my council. It has left a bitter taste in the mouth for the residents living in my street.

Issues with dog mess on the streets especially near schools and parks.
Issues with recycling bins
Issues with recycling collections
Issues with rubbish and recycling volleyball tools.
It appears week after week and after resident complaints about refuse collectors being left blocking pavement etc and put back where residents leave bins all over the place after emptying them
It feels that anywhere north of Bargoed is forgotten.
It is mainly related to leisure services. It is due to the condition of some facilities and premises and the failure to fulfil its promises with a new leisure centre in Caerphilly. with regard to waste and recycling, the requirement to now purchase your own recycling bags which was not in place previously and unlike other neighbouring Authorities
it is the only company that can half their services yet charge double, services continually decrease whilst cost goes up.No other company could get away with this. The only service we use is the bins and that's been halved.
It seems to me that most choice facilities, job prospects i.e. factories etc are located oh and rail facilities are Rhymney valleys up Blackwood and nothing in the Ebbw valleys
It would be great if could have nappy collection even for one child as it still gets very full.
Its the refuse bin collection needs improving
Japanese knotweed in our area (Sir Stafford Close) and the council representative told me it would be dealt with, but never done so also told us the trees would be cut back the oak trees in particular. This is over 18 months ago and no action at all has taken place. Bins are thrown anywhere after being emptied and often no where near where they are placed to aid the workers in the first place. Residents leaving bins out all the time blocking pathways for children in push chairs and wheel chair users, it also makes it difficult for able bodied pedestrians..
Keep the grass verges cut more regularly in the summer.
kids schools street light not very good no xmas lights in Machen streets un-kept issues with swimming pools in area when you try to flood peoples homes to save your property's because you have not spent money on drainage closing roads down roads in bad way
kids were in the back lane and used my recycle bin to put food waste in, the council did not empty it.
Lack of children's play areas and youth clubs.
Lack of community support by the caerphilly councils safety wardens.
Lack of consideration of impact of new development on nearby residents during construction. Brambles and vegetation overhanging footways. Trees allowed to obscure street lighting. Footways in poor condition. So much for Active Travel when the infrastructure is in such a poor condition. .... Residents of Caerphilly seem to be cursed with endless events with fireworks and road closures, 5k race, velothon, food fayres etc. with no apparent benefit to local business and town centre.
Lack of dog bins up the cycle track .... black dog bags everywhere, just left!
Lack of facilities for Children in Oakdale / Croespenamaen area. More houses being built in Oakdale but already schools, surgery etc can not cope. Rugby and football fields full of dogs mess, surly we all know children play on these fields dogs should not be allowed to be exercised here!. Streets full of dog mess.

Lack of open governance - withdrawal of LDP due to inclusion of Plas Newydd farm after consultation over. Lack of open governance - ..... should have been open to public consultation. The Cabinet system of governance is prone to corruption - if policy decisions are taken here, then the agenda should be available to council tax payers, who can then exercise their right to attend such meetings ( but not to speak nor create a nuisance).

Lack of overall vision in regards to embracing, commercial opportunities, enterprise, future planning and forward thinking. Beyond building more houses and domestic properties generally in order to provide an income for the area, the Caerphilly county borough authority appears to be out of touch with its communities and business requirements. In order to drive adequate revenue generation a more dynamic and progressive attitude has to be applied.

lack of roadside verges being cut, trees not being trimmed back, hole in the roads not being quickly enough filled in. Litter around the county.

Lack of safe pedestrian crossing to local primary school for me & my child (Tir y berth) & to local hall (Glan y Nant) VERY dangerous crossing from Pengam station. Quite a few near misses have happened there! There is a crossing further down from the school but the children still have to cross several busy side roads to get to the school, so not ideal!! Dog fouling a much better than it has been so thank you for that, but still not enough dog foul bins, so more pls. Also the local playgrounds are every dirty (A LOT of litter as bins not emptied enough) with very old/our dated equipment! Also give bigger signs to reinforce that playgrounds are for children up to the age of 12 yrs pls.

Lack of services available in rhydney

Lack of services in our area, street cleaning, dog mess, cars parking where they like, no communication from councillors, when you call the council you are met with apathy and talked down to

#### LACK OF STREET CLEANING AND HIGHWAY MAINTENANCE

Lack of care from Gaynor Oliver. She is meant to be our councillor and does nothing for the village. The area has undesirables moving up here in an underhanded scheme none of the local residents knew about. Youths gather in droves off the trains. There are pot holes, dogs mess and litter galore. Pontlottyn is beginning to look and feel like living in a slum.

Leisure amenities have become chargeable no longer can I take my dog for a certain easy way around the pond without paying charges or go for a gentle run up the Sirhowy valley path without yet again having to pay to park my car these safe off the road areas are being used to take advantage of residents and visitors to our community just going to these places you can see that they aren't used as they used to be, on this point I think as a council we miss the opportunity to promote our area during summer months this we have a "showfield" in Cefn forest which other the traveling theme parks use has had no events on it all summer this is disappointing and makes me think organisation committees have taken their foot off the gas and put their feet up just relying on Caerphilly big cheese and food festivals if we're not moving forward in this climate we're going backwards someone needs to take a tip of Newport, Cardiff and Swansea Councils, the one positive I can take away from the council is the increase in outdoor gym space and pump tracks/skate parks and bike tracks but again maintenance and policing of these areas needs addressing

Let's have the English language first

Let's face it do you really care what we think, I don't think so

Library needs to be open longer hours and needs air-conditioning Leisure centre located where I can't reach it on foot & too small also, no café Cars speeding & parking dangerously in ruining Caerphilly and nothing is being done about it Landlords leave rubbish in front gardens & don't maintain property.

#### LIE AND WASTE MONEY

Like many others we believe that services in the borough are not well disbursed. Although we accept that some areas need greater attention this should not. Mean that other areas are ignored. See above and communicate not just by "Newslines" or other faceless activities but genuine dialogue.
Litter and dog mess and weed and overgrowth Bins left on pavements (not on bin day) all the time
Litter and waste bins sited not emptied regular enough Grass cutting in Hendredenny a joke with never any strimming unlike the Rhondda Traffic congestion caused by people travelling out of Aber Valley turning right into St Cenydd School
Litter around Caerphilly Town ( bins overflowing, alcohol bottles and cans and fast food cartons on pavements. No visible policing, and I do not mean that little shop you call a police station in the middle of the town.
Litter everywhere, bins not being collected, Caerphilly borough has to be one of the dirtiest boroughs.
Litter is constantly on the streets, no action taken to correct it. Operatives picking up litter are never seen. Weeds on the paths never treated, and uneven paths. Pot holes in the roads are never treated properly.
Litter, dog fouling, not being able to park at the side of my house (I hold a residents parking permit for Ludlow Street), traffic calming measures outside Ysgol y Castell confuse drivers and is dangerous
Litter, weeds in side streets general condition of main street through Risca. Pontymister.
Little progress in key areas such as education and transport improvements, overprioritisation on areas of little value e.g. Charging for car parks in public parks and putting stickers on bins.
Living in Nelson we are at the edge of the borough, but we always seem to be last on the list when it comes to facilities. We have no police station, we have very few parks, boys club was demolished and I cannot remember the last time I saw a police officer walking the streets. Poor transport links to Cardiff and the valley lines are not easy to get to.
Living in penallta cwm calon area. Only path down to town is covered in overgrown brambles, every time I push the Pram we are hit by brambles and it means going onto the road to walk down on a dangerous bend. Would be marvellous if there was another path down to Ystrad high st than the one road from cwm calon. Also really need a shop on the estate!!
Living in Risca I have seen a steady decline in the area, there is litter weeds and the roads are horrendous, there are no real facilities for children OAP's in the area, overall it is becoming very shabby
Living in sheltered housing, we often feel like the poor relations as we watch work being carried out on other council properties
LIVING IN THE OLD ISLWYN DISTRICT WE DO NOT GET THE SERVICES THAT PEOPLE GETNIN THE CAERPHILLY DISTRICT, SUCH AS STREET CLEANING, MAINTAINING OF ROADS AND PAVEMENTS,AND THE MAINTAINING OF TREES. TREES ARE OVER GROWN OVER ROADS,AND PAVEMENTS AND WHEN REPORTED NOTHING GETS DONE.
Living where I live it feels like we are the after thought to Caerphilly council. Refuge pick ups are sometimes missed and when you ring to complain the lorry has always broken down! Funny that, because it always manages to do the opposite side of the street!! The back lane where I live is that rough that when you walk on it it hurts your feet but the lane on the opposite side of the street is smoothe
Llanfach and it's surrounding villages seem to have been forgotten
Lots of very overgrown areas which are meant to be footpaths. Recently there have been lots of people moved into the area and these people seem to be jobless and or have addictions

Mae trethu yn cynyddu ond Maer gwasanatheu yn lleihau The taxes are rising but the services reducing
Maesycwmmmer the forgotten village, look at Tabor Chapel, our village is at a standstill at 2-5 and 7am-10am, we can't get out.
Main roads and side roads are in terrible state for cars and cyclist throughout Caerphilly county borough. Roads in and around Trethomas are in a very poor state of repair.
Management structure top heavy and economically draining resources from front line
Miscommunication between services and lack of feedback during times of hardship and community crisis.
Money is spent in the wrong areas .....
More council tax, reduced services. Look after yourselves though.
More focus on the poorer areas in the borough.
More pressure needs to be put on bus companies to run services on a better timetable and to popular routes not being made - e.g. Caerphilly to Royal Gwent Hospital. General impressions made, not really interested?
More rubbish collection around public walking areas, verges etc and pruning of trees around public pathways.
Must, must be worst in the country or very close not had great council for many years never listened to the residents who have lived here all their lives like myself who has and my father and grandfather and great grandfather and great, great grandfather and so and so my great grandfather run iron works train Merthyr to Cascade to Ponty (Hiriam Davies) father David Thomas Davies Cardiff City football player taught John Charles RM
My brown bin was eaten by the garbage disposal truck and I was requested to pay £25 for a new one because there was no record entered by the garbage men that it had fallen into the truck. I have phoned about this and I am not happy with the result of asking me for £25 as it was in my opinion definitely eaten by the truck. it was put out at 5.30am before my husband went to work and when I went to bring it in at lunchtime it was gone. The young people in my village would not steal my bin as I work closely with them in the local youth centre and I have had the same bin ever since it was given to me by CCBC. I explained this to the person on the phone and they kept saying that it was not reported as swallowed by the truck. How can they say that their men are 100% sure that this did not happen when I am 100% sure that my bin was not stolen in the 6/7 hours it was outside my house. There were other bins there also so would not the so called thieves have stolen them all?
My father has been waiting on a planning permission result for well over a year, he has been consistently ignored and not told when meetings have been held. This all stemmed from an incredibly big mistake the council made 18 years ago where a change to planning conditions was sent to the wrong address - as is a matter of record. Over £150000 worth of work was then completed on a project which now could be torn down. If this happens litigation will follow swiftly.
My food bin has not been emptied 3 times.
My food bin isn't emptied every week as it should be and I have had to phone on too many occasions for it to be emptied often without success and it is often over run with maggots and this poses a health hazard as well as an over powering bad smell. Bin collection is very much a hit and miss affair altogether... There are limited classes available at leisure centres, hardly any Yoga classes in and around the Blackwood area. Sadly the council didn't keep the many excellent classes that they were running a few years back and the classes they offer now are only suitable for older people. They stopped the adult education classes that were available to people on low incomes a few years ago. Ones available are too expensive

My house is now floodlit with energy saving lamppost bulbs and I have tried to have them turned down several times but it doesn't happen. There is litter everywhere, potholes in the roads, antisocial behaviour. I live just off Holly Road which is used for racing regularly and CCBC refuse to do anything about it, traffic calming measures need to be there or lives will be lost but more than that it is loud and it echoes throughout the valley through the night. There is Japanese Knotweed across the road from our house- on council land- and it is getting worse but nothing is done. The library in Risca is now closed on a Thursday. The flats on Holly Road are a total disgrace and CCBC seem to just ignore the problem caused by housing so many people who display antisocial and illegal behaviour, in one small space. The council are also trying to sell the field on Holly road (between Snowdon Close and High Trees) to put more houses on which would take away the only useable green space that isn't overrun with huge groups of teenagers, dog excrement and litter. Our council tax is very expensive compared to other councils in the area (we unfortunately left Cardiff and it was cheaper there) and I do not feel like the money is used wisely. I moved here to enjoy the green space and now I can't walk up to Twmbarlwm as there are dirt bikers everywhere and people using the roads up to it to race their cars (again). It's not a nice place to live and compared to friends I have who live just down the road in Newport Council's area, we are neglected.

My husband died on 6th July and we were involved with all the services - carers, nurses, bin men, people who put toilet and other things in to make our lives better. Thank You. wonderful service.

My main gripe at the moment is the amount of fly tipping and general untidiness of the borough. Some years ago the council used to site skips around the different communities where local people could dispose of their waste. Civic amenities sites don't allow trailers, don't allow vans and if you visit a few times in any one day the operators are questioning how much rubbish you have. I'm sure this works out far more expensive for the council to clean up after fly tippers??? Why is it on bin day the refuse trucks can be out on the street at 05.00 in the morning? They make a hell of a noise and they should not be allowed to start before 07.00.

My main issue in bin collecting. I'm very happy that the service is fortnightly but I have a baby & therefore napped in the bin. I use nappy bags & have my bin cleaned after each collection & still get maggots. I've phoned the council & basically they said policy is they would only collect weekly if I had 2 children using nappies. They suggested I take them to the local amenity site. It's disgusting when they pick up 5 doors from me weekly. It's a horrid smell for myself & neighbors

My opinion is largely based on interaction with the highways department. My general impression is that the department is interested only in doing the bare minimum and is not at all interested in taking a proactive response to improving the quality of life of its citizens. I am also aware that Caerphilly town centre is subject to an air quality action plan. The apparent lack of activity on this issue is a cause for dismay. My impression is that the Council is completely risk averse and content to monitor, write reports, refer to committee and on and on in a vicious cycle.

My recycle bin is always a question!! I work and have not got time to do it properly. It will be easy to go to the local recycle. I also had my house done. They did not do my kitchen and my kitchen is falling apart. My back door has gaps on it. Glue left on floor which was not there before! The tiling is all lop sided have reported it but not been done. every one who had their home done have had good job done. me NOT AT ALL!

My street in oakdale has never been swept in the three years I lived there, I know it is tight to get a full road sweeper down but there are other means.

My street looks like a jungle. The bin men leave litter in the street and discard grass bags over the floors. Everywhere looks a mess. The foot paths to Tysigyn school are so overgrown with large nettles poking out.

Need to listen to residents when it comes to the environment they live in. CCBC insist on people recycling but have passed planning permission for a recycling plant in Wattsville which will cause great harm to local residents. Meeting targets to the detriment of people's health and wellbeing.

Needs better communication and clarity on what's happening with services.
New moon tip not being open on a sunday
Newbridge is not as it was, shops closing or just hair dressers or food places. Most important toilets closed so people not coming to Newbridge.
Newbridge where we live we have lost our 3 banks post office public toilets up for sale police station up for sale. We have not seen a police in a car or on the beat in months. Rates are going up services are getting less. Why
Newsline arrives late. Not enough parking for disabled in local town centre. We've had new pavements but the council didn't put cement between paving slabs think this is very poor as weeds keep growing though the slabs as there is only earth and sand.
No bus services on a Sunday in cascade area
No care or clean up on waste days
No consideration taken when placing a builders yard outside our house
No help with my own housing application.
No money is spent on Machen, it all goes up the road, the only thing Machen residents receive is bin collection
No pavement cleaning. Weeds on the pavements. Buses every two hours in the evening despite some areas having buses every 10 minutes. Having to pay full fair and no area tickets like they have for all week in and around merthyr for about £9 and travel as much as you like. Its cost me £5.90 just for a return to meryth to pick up some food. We are out of the way and little opportunity for travel to jobs yet the fares are sky high. People working have to pay £25 a week travel on minimum wage, thats the first 4 hours of their week working juts to pay to get to work - shocking! Repairs are a joke, at least for me they are. I have issue with certain things yet I repeatedly get the same pointless, detrimental behaviour from the houseing department. Got so bad I refuse to ask for repairs. They talk a good talk about listerning but then I get the same thing over and over with some repirs still not done two years later as the HD is on a loop or repeat pattern of behaviour and refusing to accept how difficult things are for me. The municiple sites wont allow me access to them asl dont have a vehicle claiming its health an safety. Well then get a foot path put in so that I can walk in and recycle so I dont have to pay to have to taken it awake. These sites are discriminatory towards those that dont a vehicle. I find this totally unacceptable. I bet you dont charge less poll tax to those that cant use those sites! No wonder their is a fly tipping issue. Fly tipping is another issue. One man by me repeatedly leaves stuff on the pavement that is there for weeks. Council eventual picks it up so he dumps more there. Its outside his house and no one tells him to stop it. there was a fridge there for months. Only last week it got taken away. The lies that council tell almost as standard.
No pride in our communities
No response to a service request (roads and highways?). Road situation getting worse due to bad planning. In particular, approving new housing schemes without improving the infrastructure especially roads. Generally increasing population of borough when there is no business demand for it.
No school crossing outside nelson juniors, no bus, no trains going into Cardiff. Disruptive road works in Nelson. overgrown hedges and full dog waste bins. No police patrolling. Recently been to visit lewis girls school and it was awful yet lewis boys school is pleasure to visit how is that fair boy learn in comfortable surroundings and girls are left with a school in disrepair. Generally it's all very disappointing.
Not all the bins are collected on the days they're supposed to be and so we're left with full bins on pavements as have nowhere else to store them.

Not clear what expenditure is attributed to our refuse collection? Also what money is loads from the recycling carried out by households in the catchment area??
Not collecting our refuse on time. the state of our roads are just ridiculous especially the lane at the rear of my house, I have had many incidents with my car tyres being damaged. we do our bit in having planning to ensure the vehicles are off the road why cant you tend to them
Not emptying refuse bins on time,lack of Street cleaners in the area
Not enough policing of parking infringements, not enough parking for town centre residents, the allowance of HGV's into residential areas, not enough use made of our wonderful natural assets e.g. castle.
Not happy as had my brown bin emptied today. And had a red sticker put on my bin. I don't put my bin out every wk and it was full to the top.
Not happy at all, paying our taxes for nothing in the aber valley !, the place is a tip, the litter picker only half cleans about half a mile from her house to Senghenydd square! dogs running around not on lead's and shit everywhere,!!! And that's only a couple of grievances, so not happy with the service they provide at all !!!!!
Not happy with the way you don't take recycling away if you see one wrong thing in it. We have seen non recycling items in other bins and you take them.
Not informed about any changes that are made to services. Take too long to resolve an issue with a council property that was affecting and damaging my own property. Did not respond or acknowledge to a complaint regarding the above issue
Not run like a business. Wasteful. Ridiculous to be sending bilingual documents. Lack of pedestrian crossing outside of Cwrt Rawlin School is a scandal.
Nothing ever seems to get done, when you phone up the people on the phone aren't always very helpful and definitely not very polite and our area (Tir y berth) is so neglected that it looks like it's been abandoned.
Nothing for kids in this village we pay our council tax to have our bins emptied twice a month The lanes an streets are full of dog shit the streets are full of scrap cars the lanes are in need of weeding
Nothing is done in Ty-Sign or bare minimums
Nuisance neighbours and repairs to the house that arent getting done.
On a number of times I have raised issues none of which have had any positive responses.
On a scale of 1-10, I would relate the overall performance at a level 4; However Library & Leisure Centre Services at level 8.
On the occasions I've attempted to contact them on matters, the response have either been unhelpful or confusing to say the least. However, I do not blame the individuals, there clearly is an issue with the leadership and training within the customer facing areas of the council
Ongoing concern ..... Increasing council tax is unreasonable. Uncontrolled parking on streets of Ystrad Mynach, cars continually parking on double yellow lines. Council not interested.
Only complaint is bin service isn't always a Monday and can overlap into a Tuesday - believe this is due to amount of new houses they are building around the Cwm Calon site!!
Only items indicated later .

Other than your neglect of our local well-used park come on, surely you are able to improve this area it is a slight, to the people of Risca to have to sit in such neglected borders, no excuses please!!!
Our area of bedwas gets forgotten about. Never see a litter picked by the park anymore, grass areas no longer maintained as often,. The children's park is in an appalling state, yet you ring to report it as hazardous to children and nothing is done. Seems no regeneration on the local schools or facilities. Allowing planning of houses to go through on a dangerous lane, that will only make it more dangerous. Often don't collect rubbish although out on street waiting for the bin collectors
Our town is becoming more and more run down. I realise that you have had massive cuts in funding.
Over hanging trees in back garden, been ringing for several years with no joy.Only want them cut back not down !
Over the past 10 years we had so many issues with the poor level of waste collection, which have been reported so many times. In addition, the extremely poor ground maintenance service provided is so evident on Pontymason Lane, which borders the far superior service provided by Newport Council. I reported an Health & Safety issue which I experience back last year, this related to a partially sighted gentlemen trying to negotiate over handing branches which obscured the pathway. Fortunately I was able to assist and help the gentleman (Mark). It seem every time a formal complaint is raised very little action if any takes place to improve the services levels, which is disappointing and frustrating.
Overall appearance and infrastructure of the area is greatly improved. Good response to problems in most cases.
Overall council ok but feel like the planning department don't have a clue about the decisions they make to an area like people's extensions. Also the roads are in a terrible mess, fixing potholes on random roads is not addressing the issue for the most or for the longevity of the solution
Overall services that I've encountered have been ok but not with regards to Council Tax. I had to write twice and phone regarding being unable to make payment before I received a reply and the issue sorting. This was stressful.
Overall services, everything from bin collections to drains, to abandoned cars to vandalism by teenagers etc.
Overgrown brambles etc. obstructing pavements, 21 road drains not working in the Argoed area. Parking on pavements, deep ruts each side of Rhos When lane
Overpaid council executives. Poor new housing policy and planning approvals
Parking Charges are too high the introduction of a charge and permit system for trailers to be used at the reclamation centre is a joke non existent communication
Parking in Caerphilly town is becoming increasingly dangerous. Parking illegally in designated spaces and on yellow lines is largely ignored. The majority of vacated business premises in Caerphilly town centre are in a dirty, dilapidated state.
Paying for parking up Pen Y Fan pond when there are no facilities e.g. toilets or snack bar open is ridiculous.
Personal to me and my family I'm extremely unhappy that we as the fourth biggest borough in Wales has no provision or plan to support athletics. Rhymney valley is one of the best clubs in Wales and left with an atp and grass. Sessions are being held in Cardiff do some disaplines as we don't have good enough facilities. We have British, Welsh, regional athletes training in poor conditions and it's disgraceful.

Petitioned for traffic calmers and increased road safety provisions on Bryn Lane outside our house and school, traffic has been an issue for decades. This finally resulted in mere traffic signs which has made no difference, we moved from the road but our child still attends the school. All residents consider this highly irresponsible and short sighted considering the severity of accidents on this road in recent years. All other schools in the area have speed bumps or contra flows it is a mystery why this school is any different. Merely waiting for a serious accident involving a pedestrian!!

Place is getting worse litter laying for days on pavements and gutters, pot holes in back lanes, stone steps left for months with broken glass empty cans and bottles

Planning regulations. How come decking needs planning but an extension doesn't? That's so crazy. Dec king want kill someone an extension could.

Plans to build on numerous Greenfield sites. Waste buns not being collected on correct days. Overgrown weeds in the street.

Pleaae see below

Police levels terrible. Drug runners everywhere. Councilers and police not concerened by genuine people worries. Crime rate through the roof. Drugs found on floor police advice was wash with soap water. Unhappy at not being informed of projects such as in one place we have the right to know as a home owner this can affect me financially

Pollution levels are way to high in our Town Centre from the amount of vehicles using the through road.

Pontlottyn has no community centre, no library, no support and help. Why I pay council tax for I have no idea; the council does nothing for this village.

Poor communication between offices. Lack of organisation!

Poor communication Poor decision making Lip service paid to engaging the community

Poor lead times to housing repairs, having to fight with housing for adaptations. Tennancy enforcement powerless to help us after 5.5 months of abuse off neighbours

Poor leisure timetables/activities/facilities. Very unhelpful staff when making contact.

Poor maintenance of public grounds, streets, parks etc.

Poor maintenance of walkways, roads etc. No effort to keep public pavements, drains clean. The wet weeds and leaves are slippery and dangerous. The area looks sorely neglected.

Poor pavements and roads!!

Poor response to anti social issues such as dog fouling. Passing the buck between council and police regarding parking enforcement rather than acting in the interest if residents, visitors and shoppers. Scruffy dirty town centre with no effort made via policy to improve the standard of rateable retail properties.

Poor road planning and management of cleaning and repairs

Poor road surfaces [main road in Maesycwmmmer resurfaced couple of months ago, seems just as bad]  
Litter [I appreciate the Council does not create the litter but has the responsibility to keep streets clean]  
Victoria Road continually full of litter only seems to be cleaned when I contact the Council Dog mess on footways and the viaduct Obscene graffiti is reported by myself but takes an age to be removed  
Overgrown hedgerows over footways

<p>Poor road surfaces in area i.e. too many potholes and uneven surfaces. Inadequate facilities for the elderly. Village halls and Age Concern closed down. Too many councillors who are more interested in the position and money rather than doing any good for their community. Plastic food bags should be issued rather than putting waste food straight into small green bin (Take a look at Cardiff &amp; RCT councils!) More free organised events for teenagers during school holidays. Better enforcement of dog fouling.</p>
<p>Poor road surfaces in residential areas, potholes etc. Litter everywhere. Overgrown weeds and shrubs hindering paths and walkways. Residential parking has become a big issue with people parking outside other residence property and on pavements. People who live on North Road and Ashfield road Newbridge park in Greenfield causing lots of aggravation. Large work vans parking on the street also extirpates the issue.</p>
<p>Poor roads even with high volume of roadwork disruption. Lots of litter and unkept verges. Footpaths overgrown.</p>
<p>Poor service in Rhymney</p>
<p>Poor street cleaning. Poor upkeep of parks. More traffic wardens.</p>
<p>poor street lighting scheme introduced in my area (new Tredegar). too many council employees getting an easy ride in work.</p>
<p>Poor use of public monies. Car parking charges in Blackwood. Car parking charges at recreation areas. Over zealous bin collections. Chef ex-cavate pay dispute. What doesn't blackwood have a leisure Centre like Ebbw vale or a nice park like Pontypridd?</p>
<p>Pot holes and lack of clear junction road markings in Hill St Bargoed</p>
<p>Pot holes in road. Bins not picked up. Grass not cut in public areas. Mayor gets a car and councillors are paid too much and money is wasted.</p>
<p>Pot holes take a long time to be repaired. The pavements are becoming overgrown with weeds. Road signs obscured by overgrown shrubs. The 'Red' sticker scheme on our wheeled bin!</p>
<p>Potholes dont get filled quick enough even after reporting. Road surfaces are resurfaced at inappropriate times, ie when not needed or just before end of financial year. Still issues with recycling and waste management. Very rarely see activity council officials on the streets looking after the community.</p>
<p>Potholes in roads across the county. The fact you can't even put a bin liner in the recycling brown bin to keep it clean and tidy is ridiculous. There's not enough bins in parks, high streets etc. You have also changed the rules for households who have the use of vans to use reuse sites(tips) leading to a rise in fly tipping. The fact that when someone has their wheelie bin stolen you want to charge a ridiculous amount when it's no fault of the householder/owners. If you walked around some allotments in Caerphilly that's where you will find most of "Caerphillys stolen bins" but doubt very much anything will be done?</p>
<p>Rat Man Gritters</p>
<p>Rates are going up and services that are provided are going down. pay us to recycle that Incentive will make more ppl recycle</p>
<p>RATES TO HIGH, FOR WHAT I HAVE GET, COMPARED TO OTHERS IMMEDIATELY AROUND ME</p>
<p>Re-development of Town Centres - the death of the Town Centre - not enough free parking or disabled/mother &amp; toddler parking - dangerous roads systems after re-development. Traffic calming too many and too high causes damage to cars. Very poor traffic flow - roads made narrower. Pavements enlarge, full of shop signs. Brick roading breaking up, seating becomes youngsters playground at night. No public toilets.</p>

<p>Recent cutbacks are really beginning to show across the borough. In Bargoed alone there are weeds overtaking the pavements, rubbish bins constantly overflowing and town parking issues (I now don't use my local town as I feel it is too dangerous with the traffic and the pavement issues) and the recent recycling changes are a disgrace.</p>
<p>Recently had a partial refit of our kitchen. Being told by workmen that kitchens in better condition than ours were totally refitted and paying full rent(including rises) that pays for this upgrade, we felt we were done "on the cheap"!!!</p>
<p>Recycling and rubbish not being collected when scheduled keeping clean streets and lanes in area never called back to explain reasons when told someone will call to explain</p>
<p>Recycling bin collections could be carried out fortnightly as now that sorting is better bins dont need to be emptied weekly.also saving money. Lawns could be cut without the use of ride on mowers as they tend to leave deep furrows especially in wetter conditions. Parking on the narrower roads is dangerous as cars have to park on both sides and especially on pavements which leaves little room for emergency services and no footpath for disabled people and mothers with pushchairs.</p>
<p>Recycling bins not being collect, my bin was not emptied 2 weeks running because my bin out is at the front of my house on a main road and members of the public put their rubbish in when walking past, not my fault and cannot prevent it happening yet I'm being penalised for it. Highways taking ages to sort out issues.</p>
<p>Recycling is a big issue for us. Even before the coloured stickers we had a big issue, however no body listens</p>
<p>Recycling is a big issue. Why are you not finding ways to take all items to be recycled. We are so far behind other countries. Food waste bags why are we being charged?</p>
<p>Recycling is a shambles</p>
<p>Recycling procedures are ridiculous</p>
<p>Recycling service / collection is picky - wouldn't take TV box as it didn't fit in the bin so I had to take my baby to drop it at the dump Roads are suffering and in need of resurfacing along Pendinas Ave Croespenmaen</p>
<p>Refuge- bin men break wheelie bins- you report it via telephone and at told I've got to pay for a replacement. Dreadful management I am the customer Not enough dog litter bins around, need to send wardens out and fine thieve owners who don't pick it up Council members avoid dealing with issues around anti social behaviour Speed bumps cause damage to cars, do not stop cars from speeding Encourage new business to come to the county</p>
<p>Refusal to provide me with a bin to store refuse, have never been issued a bin (not a new house either) foxes keep tearing my bags open Councils building policy- you have allowed too much development on green land</p>
<p>Refuse and recycling collectors leave all our neighbours bins at the bottom of our drive so we can't get in or out without getting out of the car and moving them all first.</p>
<p>Refuse and recycling is little more than a joke when for the smallest reason the bins dont get emptied....cant see half the road signs in the borough because of the overgrowth yet your quick enough to tell me when my hedge needs cutting....half the paths are un passable due to overgrowth ...un realistic speed limits on some roads</p>

<p>Refuse bins not being returned to safe place on collection. (left in middle in pavements, in road, elsewhere), Green bags being allowed to blow around. How the Borough looks with regards to rubbish, verge cutting. Lack of facilities/shops in the Blackwood area. Lack of Post Office facilities. Potholes. Illegal Parking, pavements, double yellow lines,. Lack of play areas for children. Closure of Leisure centres</p>
<p>Refuse collection</p>
<p>Refuse collection and recycling</p>
<p>Refuse collection appalling, recycling often rejected, bins go missing, refuse collectors leave much rubbish on the ground. As a result i no longer recycle.</p>
<p>Refuse collection could be improved. There are 5 in my family and one bin fortnightly is insufficient. Other households with only 1 or 2 people have the same size bin. There should be larger bins available for larger families.</p>
<p>Refuse collection is poor The parking situation needs serious consideration. On sunnybank, graig y fedw, st Anne's Gardens, king street plus many other side steers in Abertridwr people park on or directly opposite junctions, blocking the view and access which is an accident waiting to happen. The wall in St Anne's Gardens is a public safety issue and a major hazard which needs addressing as a matter of urgency</p>
<p>Refuse collection, grass and tree cutting not adequate, walkways overgrown constantly, not enough bins or dog bins around, especially in rhymney, inadequate social and leisure facilities again in rhymney, roads are a joke, pot holes everywhere! I</p>
<p>Refuse Collection. Reason; being too strict with contaminated waste in bins and not taking the waste away. I have not had my bins emptied twice as they have stated it was contaminated and both times I would contest this.</p>
<p>Refuse collections - recycling has become impossible, bins not emptied, when bins are emptied they are placed over the drive way which is extremely frustrating Dog poo bins always overflowing - numerous complaints made , people not picking up after dogs - pavements filthy</p>
<p>Refuse collectors leave bins in middle of the street. They are not fully emptied, very often rubbish remains in the bin and the collectors themselves are rude. Very little litter pickers and their quality of work is poor and when you ring the council offices you are paid up service with no actions.</p>
<p>Refuse collectors leave bins on a different street. I have made numerous complaints but nothing gets done about it</p>
<p>Reported a dangerous tree a month ago, still hasnt been trimmed. A month ago a very large portion of branch narrowly missed my car, took nearly a week for council to clear, and it is over a footpath.</p>
<p>reported faults over several years which are just ignored</p>

Requested quote multiple times for removal of an old asbestos roof and waste dept never got back in contact. Fly tipping behind house been there for 6 mths plus. Bin collection drive past it ever other week therefore why do they not report it so it can be removed? Change in food collection waste policy which means biodegradable bags designed for this purpose cannot be used meaning food bins will become increasingly feral. Are ccbc going to offer a food bin cleaning service instead? Plans to grant permission For the building of over 600 homes in Caerphilly town centre area without attracting good retail and food outlets to the area and put adequate infrastructure in place in conjunction with Cardiff city council (take full advantage of the city deal) . Regeneration has by passed caerphilly town centre for too long. If you are bringing in more professionals by building exec housing you need to back it up. More eateries and up market places to eat and drink like volare would be appreciated. Places like the cwtych need their licences reviewed to reduce public drug taking in the area.

Resolving the sacking of ex-heads who awarded themselves too much pay

Rhymney has become a dumping ground for drug dealers, criminals & drug abusers. There are properties on the High street that have been left to become eyesores. The paths & walkways have become unusable due to bushes & trees becoming overgrown & no maintenance. Police services have been cut.

Rhymney has become a dumping ground for undesirables, crime seems to be increasing drugs are a major problem and getting worse and I will not now walk through the Main Street as it's deem unsafe. The area is becoming neglected with little or no money spent on trying to resolve this. It's getting to the point where I feel like moving.

Rhymni as a village seems to be forgotten about when it comes to roads and footpaths being cleared of weeds, rubbish, and dog mess. During the summer months, no flowers baskets are planted as in other villages and a Christmas tree would be lovely during the holidays. Some parts seem to have work done constantly from grants (top of Rhymni) while other areas have nothing year in year out.

Risca is always left out when improvements and spending on local areas, the maintenance of the canal and trees are appalling, the trees are dangerous and the brambles have been allowed to grow all over the pavements.

Risca is forgotten by the coucil , bus routes are being stopped , roads are never gritted in winter

Road and pavement conditions, especially vegetation control. Disparity between areas. Too many councillors/ wards.

Road condition in area are in poor repair creating hazards for all road users but particularly two wheeled users. Parking is badly controlled throughout the borough with street regularly being obstructed leading to grid-lock. Additionally parking on pavements is a regular problem leading to pedestrians having to go into the road to pass, this is a major problem for blind people and other disabled users. The focus seems to be on the pay and display parks with all other areas being completely ignored, the obvious conclusion is make money for the council at all costs and the public can just go ahead and get themselves killed. The shared surfaces in Ystrad Mynach are a nightmare for blind people, with very poor tactile marking to indicate the road is ahead. In short the council lines its own pockets forget people in the streets

Road potholes are a continual problem. 2 tyres have been damaged beyond repair in my household over the past year. Traffic lights in Maesycwmmmer and Pengam hinder traffic flow and are inefficient Not enough dog waste bins in the right places

Road safety (lack of zebra crossings),old and tired looking playgrounds

Road surfaces are terrible, bins not always emptied,

Roads and vegetation

Roads are a mess....Caerphilly town center is a disgrace with cars parked on pavements...stuck on bus because of indiscriminate parking just outside bus station
Roads are appalling - I am sick of repairing trackrod ends and bottom ball joints considering the only driving I actually do in this car is from Blackwood to Nantgarw everyday. The attitude of staff is you must book holidays to have some services carried out regardless of your circumstances with work - no out of hours services provide for those that actually work full time-- adult swim in swimming pools is mostly at 9pm . Your workmen are workshy - the number of times I have seen them sit in a van as if they rush to do a job means they get sent to another one - had a workman here recently that told us he was going to sit in the van before calling in as he had 10 mins left of his shift and didn't want to be sent to another job. he actually asked to use the toilets too.
Roads are in a mess, schools are terrible, fed up with the binmen not taking the rubbish, nothing for children to do.
Roads are in a state! Decisions made underhandedly. Expensive council tax and nothing to show for it.
Roads are in an appalling state. White lines and other markings are largely badly faded, positively dangerous in places. Litter is disgusting. When friends visit from abroad or even England I feel ashamed by the squalor. Street lighting would shame a third world nation.
Roads are in disrepair, issues with recycling bin not emptied. Parks are littered and not of any use for smaller
Roads are poor in semi rural areas. Leisure centres and facilities are old for the most part. Council tax is too high.
Roads around my estate in a in a very bad way and signs that there may be more houses being built nearby on a very busy road and increasing a further workload on already stretched services.
Roads awful, pavements awful, no public bins etc etc
Roads in poor condition with patch upon patch repairs, grass verges with long grass and pavements covered in weeds. Caerphilly is starting to look very scruffy.
Roads in poor condition, missed bin collections, poor customer service (Parks & Leisure department).
roads in this area aren't good, when bad weather we are cut off, bin situ at the moment with recycling is a joke,
Roads not cleaned drains not cleaned
Roads rough poorly maintained
Roads where I live are never swept. Recycling is picked up a day late every week with no explanation or reply to my emails/tweets. Leisure Centres are poorly run.
Roads,pavements, back lanes all in disgusting states, rubbish, potholes just left
Rubbish and litter everywhere,Fly tipping rampant, Council slow to respond to enquiries, illegal parking everywhere, roads badly maintained (surfaces and weed control), the poor state of Caerphilly Town Centre.
Rubbish bins overflowing, weeds in park areas out of control, home rubbish bins not emptied on a consistent basis.
Rubbish collection is a huge problem. The recycling issues are causing huge problems

<p>Rubbish left on floor after bins emptied ! Grass not being cut regularly and trees very over grown on roundabouts and put cones on roads to stop people using the lanes properly leading to more traffic ( llanbradach )</p>
<p>Rubbish not being picked up off the grass or around the back lanes. Wrong equipment when cutting grass on soft verge, equipment too big and heavy making a mess of the grass area, grass all over the paths and being walked in the house and the car.</p>
<p>Sadly bus services are still not as regular as they might be which with winter coming on, will keep the elderly and mums with young kiddies in the cold for longer. Also some people have to face the service being cut altogether. Xmas shopping will be harder than normal for them this year.</p>
<p>Schools admissions are a shambles. Parks services pass emails onto other members of staff who just ignore you. The recent bin drama has been ridiculous. The entire council seem totally disconnected from the residents they are supposed to be serving.</p>
<p>Schools are terrible and they keep missing my bins</p>
<p>See my remarks about refuse/recycling. I am told to recycle at my local centre (e.g. textiles, packaging, electricals) and refused entry on foot or in my vehicle.</p>
<p>Sending all the people with social problems up here to live</p>
<p>Services are not maintained, poor upkeep of the area.</p>
<p>Services are often negative and difficult to access.</p>
<p>Services by CCBC are deplorable. Changes to pay and display in Parks in car parks. total disregard to planning and green spaces, decisions made by personnel who don't live in this area, Recycling issues which leave everybody confused, lack of bus provision, littering, traffic planning is a disaster which causes more accidents. Congestion is getting worse due to bad housing planning. . The fact that we are paying for 3 ex-members of the cabinet to the tune of 3 million.</p>
<p>Services we get in my area make us feel isolated. Parking charges for parks - double tax - council refused to provide permit with 2 reg no's as we have 2 cars.</p>
<p>Several years ago, all the adult classes were discontinued. A large number of people were retired and elderly who need the social aspects of these classes. Now, they sit at home lonely. This is not what the government promised. I rang the gardening recycling dept. in the council 2 weeks ago. My three green bags disappeared on collection. I was told they would make enquiries from the men on this lorry and ring me back in 2-3 days,</p>
<p>Sick of all the smackheads around here.</p>
<p>Silly way we have to use a trailer to deposit rubbish. Causing fly tipping. You get 6 slips and they give certain days and times when to use them. Its really stupid, especially if you work.</p>
<p>Simplify your household waste procedures. It is a nightmare trying to get rid of household items that require transport, or a visit to a tip. There are far too many restrictions , policies and procedures. You are encouraging residents to fly tip, as it is soul destroying trying to get help from council employees,.</p>
<p>since Cearphilly took over looks like old Gwent side fallen behind</p>

since the improvement works have begun on my property there have been no end of complaints. gas meter disconnected with no warning so gas safety check couldn't go ahead as organized. Windows replaced and no cover sheets put down, dust and dirt everywhere. pictures knocked off wall and just thrown down side of bed. Door left unlocked all day by contractors. Absolutely NO communication. Work is constantly delayed. House has looked like a building site for weeks with no signs of a start date for internal works.

Slow / no response to complaints. Little or no litter picking. Failure to respond to the ever deteriorating condition of the listed buildings associated with the Penallta Pit. Complete lack of planning regarding the unfinished cycle path from Cwm Calon to link with the Celtic trail. Extremely slow response to arctic trucks entering Cwm Calon that endangered lives and property on site. Charges implemented at the parks. Lack of dog mess bins throughout the parks. Failure to implement measures to resolve double / triple parking outside of Ysgol Penalltau which is an extreme inconvenience to residents. Bin collections are often missed, whole streets ignored. WE HAVE NEVER RECEIVED A COPY OF NEWSLINE WE ARE INFORMED THAT NO COPIES ARE PROVIDED FOR CWM CALON - WHY.? WE HAVE LIVED HERE FOR ALMOST 5 YEARS AND PAY COUNCIL TAX LIKE EVERYONE ELSE!!!

Slow service unhelpful when require help. Unprofessional phone manners. Queries not answered when requested.

So so, disabled friendly for some aspects but not in others.

Social issues surrounding people being moved into the area. Dirty needles reported and taken weeks to be moved. Dog fouling.litter. Lack of police presence. Lack of council presence. Rhymney is left to rot.

some issues with bins/recycling

Speeding traffic in Machen has not been addressed. Despite local campaigning very little has been done to help us. We feel that Machen is a forgotten village on the outskirts of the county and we get ignored.

Springfield was one of the most desired places to live when I was growing up, now it is an absolute tip. People living like gypsies because no-one from the council will walk around and tell people to look after their properties, all you seem to care about is your large salaries and pensions. Have some pride.

Staff in the waste department need to learn how to speak to people in a more professional manor!!!

Staff not available to take calls and calls not returned.

State of the roads and particularly pavements is unacceptable. The way waste is collected is also unacceptable. Everything should be picked up from either the front or rear of the properties, there is no difference which way you call. Secondly, you charge for recycle bins but then your staff throw them back onto gardens, break them and then you expect the residents to pay for new

State of the roads. Inclusion of more sleeping policemen. And keep bing liners in recycling.

State of walls and signs on estate.

Stop putting your bad tenants in the villages of rhymney and Pontlloyn just to keep your back yard clean. Provide us with leisure facilities of which we have none . Give us the same no more no less what you give Caerphilly and It's close surrounding areas . The difference between the north and south is stark and getting worse . I wonder how many of the council visit the north on a regular basis to see what damage your lack of funds creates .

..... employ more ground workers to keep the borough clean, need more waste bins and dog waste bins around the borough, these need constant emptying and maintaining.

street cleaning, the street where I live (Oakland Terrace, Crumlin) is rarely cleaned and litter accumulates rapidly, as there are many trees in this street it is also full of fallen branches (not large) and leaves and refuse collection, although bins are collected the bins should be left in an orderly manner
Street cleansing of ad-hoc litter is very poor. Trecenydd, East Avenue, 1st & 2nd Avenue.
Streets are filthy, drains blocked, grass & hedges not cut. Flower beds not planted.
Streets are full of rubbish, pavements are full of dog faeces. Nothing is done about the wandering dogs that are let out every morning to do their business outside residents houses.
Streets not clean. Roads and pathways not maintained to a good level. More and more houses being built on greenfield sites ruining the area.
Streets of Lansbury aren't cleaned anymore. We had a dead rat outside our front fence at Christmas time and it took way too long for someone to come and collect it Trying to get a larger house as I have 2 boys ages 15 and 4 but it's impossible and council don't care because we owe a little rent from when both my husband and I were not working, even though we pay every month in time now plus extra to try to get debt lowered. Some repairs we pay for are really expensive for what it is.
Streets, pavements are always dirty or covered with weeds,
Such big problem with refuse collection when we moved here 4 years ago with refuse men not collecting our rubbish but taking everyone else's. after months of ringing we gave up and take the rubbish to the tip ourselves. we was told after 5 months of ringing them we were using the wrong colour bags they should be black not white. Even though the house opposite is put any colour bags in their bin. Then when we used black bags they would only take 2 bags out of it and put a label on the bin saying it was overfilled. So we gave up and take it ourselves. The refuse men have even taken money off one of my neighbours as they were being funny with him at one time because they said he had put too much refuse out. Disgusting,!
Support local sports clubs to access under used council buildings. cricket clubs are being shut 8 months of the year while 100 kids from football & rugby in Abercarn have no facilities
Take a look at Witchurch Shops for example! Caerphilly Town Centre is very poor to say the least. Where are all the better shops? Full of charity shops now!!!
Taking EVERYTHING into account as above. Why because it is felt in this valley you do not listen to local informed comment.
That state of the village I live in, Markham is disgusting. Weeds growing out of pavements, kerbs and roadsides etc. Over hanging hedges not cut back and could result in a road accident. General state of the village is disgusting. The bench area by the shops is neglected and I have heard reports that rats are present in that area.
That the council is not proactive
The bits that matter to me are being done very well
The 'contact centre' telephone service seems to be variable - sometimes staff extremely helpful but less so on a few occasions. A similar pattern applies to the way website/online queries are handled and responded to.

The amount of housing estates that have been built over the past thirty years has almost wiped out the semi rural character in the immediate Blackwood area, it seems that any private dwelling planning application is approved irrespective of the impact on the already congested roads in the area. And yet another estate of little boxes is going up in Pontllanfraith which will only add to the misery of the already badly congested road through Maesycymmer. My view is that it is the council's sheer greed for more and more income from rates, bearing in mind that most households have to pay the council on average £1500 per year for the privilege of living in the Caerphilly borough area. Apart from having my dustbin emptied once a fortnight the council does nothing for the money they take from me for rates, I even have to pick up litter on the road outside my house every week.

The area that I live is represented by Plaid and they seem unable to sort local issues, either by incompetence or that Labour don't help them

The areas I marked as very dissatisfied are recreation and sports grounds - football clubs leave the playing fields littered with water bottles, oranges etc. The clubs are not teaching the children good practice. Issues affecting neighbourhood - a big problem with litter and waste accumulation eg wheelie bins and other waste being dragged to area and burnt by youth. Crime and anti social behaviour - tend to disagree that Police and C

The authority does not keep residents advised about important local issues

The bin collection service is inconsistent and I've called on various occasions when my bins haven't been emptied due to the lorry missing my house. I also feel that it's unfair that I pay more for council tax even though I receive the same service as everyone else The land adjacent to my house hasn't been maintained in the 7 years that I have lived at my property. I do this so our area looks presentable but I've been told that I'm not allowed to do it!!

The bins are a huge issue people add waste to ours on bin day so where's do we stand if they mix waste ! You can't get recycling bags local any where near where I live

The bins are never emptied on time. Things are marked saying recyclable but yet the council are saying they are not e.g plastic bags.

The bus stop shelter on The Square in Bargoed (opp - Morrisons) is dangerous. It is right on a bend and should be moved either back or forward onto straight roads.

The car parking space where we live goes underwater when it rains...ruins shoes. We are told there is nothing that can be done.

The condition of CCBC Highways and highways assets is poor in comparison to other authorities, more investment is required. There is an increasing trend in greenfield development. The planning department should ensure development is allocated to brownfield site only in the first instance, and truly affordable housing is secured. Event development by housing association is still unaffordable development.

The continuing influx of people under the "in one place" initiative is an attempt to place "residents" from other areas into one place - Rhymney Pontlottyn Abertysswg and take away the social issues - drug/alcohol abuse, mental illness bailed/released ex-offenders from other parts of the borough e.g. Caerphilly basin. The lack of policing to control anti-social behaviour by (the above group) and young teenagers from other areas travel

The Council appears to have allowed LPD on what are clearly greenfield sites throughout the CCBC area , the way in which they inform local residents is a disgrace. In Blackwood they have moved the payment office from a safe pedestrian area to the local library which is on the busy bus route/ approach to the bus station . It is in my opinion only a matter of time before someone is knocked over

<p>The council are spending ridiculous amounts of money on stupid stickers for our bins are are way to fussy on the bin collection no bags or bin liners for goddness sake</p>
<p>The Council does not always do what is says it will do. See below.</p>
<p>The council has introduced parking charges in mostly all open air spaces, country parks, shopping centres etc.</p>
<p>The council has started to allow unsustainable housing developments without providing the infrastructure to support it. The council is also approving solar farms on farming land when there are 100 of acres of brown field sites available.</p>
<p>The council perform ok on a number of services. However, it is turning Caerphilly into a concrete jungle. The council has no concern for the wellbeing of Caerphilly and it's residents. The council only has thoughts for the additional rates payable by the endless houses they are cramming into Caerphilly. Policing is practically non exsistant, schools are full, getting a dentist is impossible. GP's are scarce and hospital waiting times</p>
<p>The council seems to view the top end of the valley as a dumping ground for problem tenants. We also seem to have an unfair amount of social misfits eg drug users and people with mental health problems being relocated to our area.</p>
<p>The council spends money on stupid thing like statues like the silly "doughnut" in Blackwood.</p>
<p>The council wastes money on a regular basis yet always bleats about how little they've got to spend. They do not provide value for money</p>
<p>The dog mess on the streets of pontlottyn is absolutely disgusting. The anti social behaviour in and around pontlottyn train station is diabolical leaving many elderly residents frightened and intimidated in there own home. Your planning department is an absolute disgrace</p>
<p>The drug problems</p>
<p>The entrance to Penallta park from Cwm Calon estate is a disgrace Parking tickets in the country park are largely not purchased and I have never seen any car with a parking notice</p>
<p>The floral displays through the town are fantastic, beautiful and this years didn't seem damaged at all.</p>
<p>The general standard and accuracy of information provided by the council to the residents in the borough is poor, often out of date and not accurate. Living on Lansbury Park for the last 7 years in a private house has been an educatio! Currently with the improvement work taking place the lack of information to private householders is apalling, there is scaffolding, stone debris, parts of scaffolding brackets etc. etc. left about in public access areas as a small example. The council grass cutting service is apalling, grass debris is left strewn across public walkways, and the weedkiller service seems to have stopped completely .</p>
<p>The grass behind our house has had one cut this year. There is too much rubbish around streets plus fly tipping on mountains and dog mess is a huge problem.</p>
<p>The hassle over the Brown bins and recycling is getting ridiculous, some people have no control over other people using our bins after they have been put out ready for collection, surely that's better than throwing it on the floor but we get penalised.</p>
<p>The hedgerows &amp; trees on Bryn Road, Upper Trelyn need to be dealt with they are getting too overgrown &amp; out of hand in places.</p>

The highways are in a terrible condition. The performance indicators on highways only survey a certain amount of kilometres so don't reflect the condition. The Waste Services do not communicate changes - I have had red stickers placed on my brown bin when I know for a fact my recycling is not contaminated or has plastic bags but that is typical. Reducing Library and Customer care times for lunch is inconvenient. I can understand opening later but closing for lunch is old fashioned and backwards step. Charging for parking in Country Parks -Dumb Getting a mobile van on a whim then having to get rid of it - Dumber And Education results has been in the toilet for years - we must do better and not keep saying we must do better.

The highways department are very poor in communications with their customers, I have reported several issues on highways. Very issue raised unresolved.

The housing of stud addicts and anti social behaviour of people from outside the village is appalling

The lack of investment by the council in Rhymney. The Lack of any new properties being built in the area. Too much social housing. No new housing developments. The only people able to move into the area are vulnerable people. This appears to be the policy of Caerphilly county borough council. The environment of Rhymney looks poor, pavements are not maintained adequately. Social housing needs painting. There are roads that lead no where, and there is lots of land that had not been maintained or developed. Shops are also not maintained or developed. Total underinvestment

The last 3 times I put my gardening sack out (in summer) it was not collected. I had to keep phoning for it to be collected. Perhaps you should keep the winter system (phoning when collection is needed) also for summer or actually do a weekly collection as per your website promise. Whenever my bin is not collected I try to fill in an online form. After filling it in, I get told I will be contacted within a few days with a reference number. I noticed that this does not happen. I then end up having to phone. So now, I don't bother filling in online forms, but just phone. In this digital age, this is not acceptable. Whenever the council mows (or should I say chops) the grass, there is no litter pick beforehand, so all litter is chopped with the grass. So instead of e.g. one plastic bottle, there are now dozens of bits of plastic bottle spread all over. Surely there must be a better way. Perhaps organise with local litter pickers to pick before mowing, or ask employees to litter pick before they start mowing. Of course the big issue is stopping littering altogether, but that seems to be an uphill struggle.

The leisure centre is dated and needs rebuilding.(Caerphilly). And it's quite expensive for those on a low income. Street lighting on castle view is over bearing and need to be turned off after 11pm light pollution is a problem.

The library in Risca does no longer stay open late one night a week. The refuse collection is haphazard

The local area is badly maintained, some grass areas are cut regularly but the most important area around the local play park is badly maintained. the grass is left to grow which has an impact on the children accessing the park. The area is fully of rubbish and dogs mess.

The main reason being the way they treat the public as regards safety, I have asked for a second opinion with a safety office from another area to meet with Mr Mark Noakes, Highway Planning Officer, My MP Chris Evans before someone is injured

The maintenance of pavements is poor and the park in Llanbradach is used for football matches ,the gates are rarely opened for the football teams to park in the park . This causes havoc by the houses in high street as they park anywhere . Our garage and our neighbours garage is regularly blocked and they block cars in. My elderly mother regularly trips over the pavement outside our house.

The maintenance of roads and footpaths is poor. Clearance of verge side and footpath vegetation is minimal. Two footpaths have been fenced off in my locality rather than repair them. Many footpaths are virtually impassable due to vegetation and many road junctions are dangerous for the same reason. Street lighting is reduced to ineffective levels due to overhanging trees. The switch to LED lighting, whilst saving money does not offer the same level of lighting due to the lack of light dissipation by these devices, many sodium lights have been replaced by LED that are bright under the lamp posts and almost pitch black in between. Refuse collection has gone crazy, where you have to take your wheely bin to a "convenient" access point as lorries can no longer navigate narrow roads, yet the same lorries can navigate the same roads to collect food waste? We are threatened with sanctions for mixing household waste with recycling yet the bins often go into the same waste vehicle. Local Libraries are no longer accessible to working people due to shorter opening hours.

The nearest current major project to me is the Pwllpant roundabout, which appears to be very badly organised to me, and has left me with the feeling that it will be an expensive but necessary project which will not deliver the relief needed to users during busy times. Beyond this, other services I come into contact with regularly don't seem to be all that great, though not truly terrible. But, compared to others, I've no complaints about the bin collection services at this moment.

The new recycling rules seem to have come from nowhere, with people's bins not being collected, which isn't on really. If a bin-man can hunt through a bin to find something that shouldn't be in there, he's quite capable of lobbing it into the main bin, rather than slapping a sticker on it and refusing to take it.

The noise levels coming from the A247 past Tir-y-Cwm Road and Lane are incredible. Even though meetings have been held with the council no definite action plan is in place to rectify this. The bins and garden bags from refuse collection are left strewn all over the lane and are never replaced from where they were left

The ongoing uncertainty around building on green field sites within (or directly adjacent to, in the case of the Penrhos proposals) CCBC is a source of grave concern. Traffic jams, poor air quality, over-stretched schools and medical services. Still no movement to reduce speed limits and improve provision of safe crossing areas around the Castle View estate in Caerphilly.

The only major issue I have is the state of the roads especially the lights leading into maesycwmmmer on the A472. Every afternoon it is basically a free for all and traffic from the slip road on left go through red lights at will. There will be a major accident one day because driver are more concerned with finding a gap then worrying they are breaking the law.

The parking at St Gwladys School Usk Road entrance has been a major problem for years. We are the only school in Bargoed/Gilfach with no speed bumps/ramps. Considering the town has now been one-way for a while, it should be a priority to have speed control outside the entrance gates to the NURSERY /INFANTS section of the school. Drivers are now using this street to cut around Bargoed to get access to Church Street/North Rd etc from the bottom end of town. We have also lost the funding for the Playgroup that was run in the Church Hall, again, a vital part of our community with links into the school from there. No Youth Clubs within the area for teenagers, hence the reason the kids are hanging around the Bus Station.

The pavements and roads are fairly dirty. The main complain from everyone is currently the way CCBC has gone about telling everyone that the recycling we have been doing for quite a few years now has been wrong and you will refuse to empty the bins if we do not do it right. Would it be easier if you gave us a refund in this part of our rates and I will take my rubbish to the skips and pay for entry.

The pavements in our neighbourhood are in such a poor stste that my small child cannot ride her bike on them. As there are no dedicated cycle paths in or near Blackwood, she has nowhere safe to cycle.

The planning department is not fit for purpose. Charging such a large sum for green bags is making them targets for theft.

the police are neglecting anti-social behaviour, and are instead wasting their time telling teenagers about smoking and internet safety

The problems they have caused over the recycle bins. Also winters don't come up to the top of hundredenny when there is snow Nothing done about the flies

The property I live in is surrounded by green land. This overgrows into my garden and was not cut back for over 10 months. It too several emails to my councillor to get this resolved and even now only a path has been cleared, meaning all the overgrown land is still a HUGE fire risk should local kids decide to set fire to it. In addition to this the house next door to mine was vacated following criminal activity and has been boarded up ever since (June 2017). Kid are in the garden most nights smashing glass and generally trashing the garden. I live alone and find this behaviour scary and intimidating.

.....

The recycling changes that have been implemented have been done so without any notice or consultation, resulting in overflowing bins and health hazards everywhere. You are punishing people for trying to help the environment when not caring about those who do not even attempt. It goes against my grain but the easy option now is to just put everything in the general waste bin. It certainly saves me time and effort and room in my kitchen as i now only require one bin. I am comoletely unsatisfied with the standard of your council housing too. Our bungalow is riddled with damp and our bathroom should be condemned. We were willing to put up with this as we were promised a new kitchen and bathroom - 2 years ago. Yet there has been no movement on it whatsoever. Thank you for making me live in shame!

The recycling service in parts of the ward are inconsistent and overly harsh with no education of the public. The LDP is not fit for purpose and the planning authority seems to pander to developers and not the needs of local people. The public transport links with the main hospital in Newport are not fit for purpose.

The refuse bins are not put back by my house I am a pensioner living on a main road and have to go down a few houses down to collect my bins when we have to put them correctly outside by our steps but they do not bring them back. The weekly food recycle does not always get emptied and when it does they throw the bin and I have had a replacement due to the workers breaking the bin.

The refuse collection does not always happen and food waste is not always collected. they do nothing about dog fouling on the pavements and in public places it is disgusting.

The roads are deteriorating,the surface is bad. The road sweeper when it comes does not clean the hammer head. Weeds are allowed to grow in kerb edges.

The roads are dirty, full of potholes. You spend money on cutting the grass on dual carriageways when you could plant wild flowers and save on labour costs. Caerphilly Council seem to like cutting down trees, if its growing-cut it down. You want people to exercise, yet you charge car parking fees in places like Cwm Darren Park.

The roads are dirty, weeds grow everywhere, hedges and trees do not get trimmed back making walking and driving hazardous. Bins need to be emptied weekly. .The pay levels of the senior staff need to be rolled back to where they were in 2010. Stop messing up the recycling. The recycling centres are a disgrace, building modern, accessible, indoor facilities.

<p>The roads are in a terrible condition, pavements have weeds growing thru them causing slip hazards, brown bin left on pavements constantly causing access problems, nobody cleaning back lanes of properties left in disgusting condition on times, where I live in Park Place, Bargoed people are speeding constantly from Chinese up to speed camera only a matter of time for a fatality. Caerphilly Borough Council needs to be audited to get rid</p>
<p>The rubbish bin and recycling bin issue is a massive problem, from bins not being taken to having a sticker on there saying that we've incorrectly used the recycling bin!</p>
<p>The rubbish collection is dire. To many bin men rushing around leaving bins in the middle of the street, not collecting bins. All bin men seem to do is sit outside full moon smoking roll ups and whatever else(believe me they do) while sat in the comfort and warmth of their council trucks.</p>
<p>The rubbish collection workers are very poor. Bins constantly thrown in the bushes, road and broken. Bins left wherever.</p>
<p>The rubbish collectors leave more on the floor than in the lorry. Collection of leaves from households should be elongated as they currently stop before all the leaves have fallen. The charges for using leisure facilities are too high and doesn't encourage anyone to get fitter or healthier eg I pay £10 more than current charges for council but I get free Saunas, spas open all day for my use and swimming pool not blocked for large pieces of time</p>
<p>The school our children attend is failing and in special measures. There is no commitment or communication from Ccbc or the school. Waste services are also poor</p>
<p>The service's provided are not adequate for the cost we pay .</p>
<p>The street had been treated with weed killer, but the remnants are still here. Blocking the plastic gullies you provided. They now contain polluted water, green in places. One drain has not been cleaned I'm told for years.</p>
<p>The streets are dirty and not maintained. There are unadopted roads but the council is still charging the same and sometimes more in council tax. There is anti-social behaviour not being addressed, strangers moving into the borough with problems. Speeding through the villagers.</p>
<p>The streets could be cleaner.</p>
<p>The streets of New Tredegar are not being kept clean nor being maintained. Paying far too much council tax. The council do not even grit our streets in the ice and snow! Can't understand how its one rule for residents and a different rule for employees of CCBC!</p>
<p>The top end of the Rhymney Valley has become lawless we are overrun with junkies The Police are non existent - The Council uses the top end of the borough (Rhymney &amp; Pontlottyn) like GB used Australia in the 1800s a penial colony. There is a problem with off road bikes being used at speed around the streets.</p>
<p>The village is a mess &amp; council workers make even more mess</p>
<p>The waste collection services has really changed in the last few months for the worse and my confidence in your ability to deliver a service which the residents are happy with is really being questioned, reading how unsatisfied the local community are on the Facebook site is very desperate</p>
<p>The way money is obviously being increasingly spent for the promotion of the Welsh Language. Children's education and futures are being sacrificed on the backward looking wishes of the minority party (Plaid) and the ego of the so called First Minister. To keep himself in post he is prepared to put the future of the Wales in jeopardy. If the future generation want to succeed the need ENGLISH. Just go to Euros and listen to the language</p>

The wheel bin saga has just got to stop from reading on social media you are winding people up big style with this we pay our council tax so just crack on and collect the bins like we pay you to do and I believe going through people's rubbish is both unhygienic and an invasion of people's privacy if people want to recycle they will if they don't they won't. Refusing to collect a bin that has wrong items in that bin will cause a rat problem. Either just crack on and empty the bins or let people have the chance to opt out of paying for it and let them arrange their own private collections

The whole county is a mess, particularly the Sirhowy Valley/Islwyn Borough

The work done by the council is pretty good. The problems seem to arise with contractors that don't seem to be supervised correctly or are not given enough time to complete their work. What happened to Cwmcarn High School after all the money was spent on it and after the students were messed about bussing them to alternative schools. If the school was going to be closed anyway, why waste council (our) money on clearing asbestos problems.

The workers in the housing office in Lansbury are unprofessional and quite frankly lazy. Many times I have gone into speak about queries and never heard anything back. They also tries charging me for a job that wasn't carried out, completely unacceptable.

There appears to be a lack of traffic wardens in Caerphilly town and a shortage of police

There are issues outstanding that the council should be dealing with as a matter of urgency, but are not. Examples that come immediately to mind include ..... parking controls, defence of green space land, resolution of the collapsed wall at St. Anne's Gardens in Abertridwr.

There are no Athletics facilities for my children where I live in Blackwood

there are no stationary signs signally 30mph going up from roundabout to woodfieldside funeral home

There are regular events held in and around Caerphilly town centre (which is great for Caerphilly) but no consideration is taken in to account for the residence with regards to noise, traffic, road closures, parking etc. The rubbish bins are constantly overflowing around the castle.

There are two things I would like to complain about. 1st of all I would like to complain about your lazy bin men. We as residents put our bins out every week in the same place whenbyou bin men come to collect them they are in such a rush to get finished so they can mock off and go home that they cannot out the bins back where they find them if rubbish falls out onto the street when they empty the bins they cannot be bothered to pick it up. When we lieve the grass bags out they cannot be bothered to put them over the garden wall if it windy they. Get blown away and then you have the cheek to charge us £3 for a new one. You need to stop the job and finish that your bin men have as a contract maybe that way they will actually take some pride and care in there hi. 2nd the council really need to do something about the amount of dog walkers that go on the showfield in Blackwood and do not pick up after there dogs. There is a park on the field and lots of children play on there all the time. You have lots of football clubs that train the kids on there and you have lots of dog walkers that cannot be bothered to pick up after there dogs. I have two labs and we always pick up after us. In the 14 years I ha e lived opposite the showgirl I ha e never seen any one from the council enforcing any sort of enforcement.

There are weeds everywhere around Rhydney. This making it look very scruffy.

There has been too many missed opportunities to make Caerphilly a leader in developing business/word/leisure for all residents over the past 50 years or more, it is a shame. I love this place and feel we have been let down by politicising important issues all to frequently take Ystrad Fawr Hospital and the lack of A&E coverage for one (most residents believed it would be a replace used for the miners hospital.

<p>There is a distinct need for more dog mess bins in the area and for the bins to be more regularly emptied, that roads are in a bad state and the current bin collections are chaos!</p>
<p>There is an issue with ongoing maintenance and repairs especially in my local area (Trinant). There were external works due to be carried out in May 2017 they still haven't been carried out.</p>
<p>There is litter and rubbish everywhere, I know you have people working on it but as soon as they pick it up there is more. This is not helped by the problem of young people coming together in large groups, for example in Ystrad Mynach or on the cycle path under Bedllwyn Road, in Ystrad Mynach, it is intimidating to local people and creates no-go areas after certain times of the day/ days of the week, plus there is excessive amounts of cans, bottles (sometimes broken) and litter left there when you walk past the next day. These issues do not help the public health crisis, in that as a healthcare professional I spend my days trying to get people to exercise more, but if the local areas are dirty or too intimidating people will just stay in their homes.</p>
<p>There is little or no consideration given to our village. The biggest emphasis must be on it's lawlessness police officers are as rare as unicorns. I personally witnessed today a car parked quite illegally on double yellow lines outside my home and a police car passed looked and ignored it how can there be law when the Police themselves do not enforce it how are the taxpayer to deal with such regular events. (it is on my CCTV for 30 days from today. There are so many other issues it is impossible to list them all but they pale into insignificance once compared to the lawlessness especially on the High St where open drug abuse is witnessed many times daily. this can only occur because of the lawlessness.</p>
<p>There is no cleaning undertaken in Troed y rhiw rd ever. Wattsville is like a forgotten village the streets are dirty and the hedges overgrown meaning you have to walk in the road. Just basic street cleaning is not too much to ask for.</p>
<p>There is no investment in our village, no policing. It feels as though we are a dumping ground for people the council don't want lower down in the valley</p>
<p>There is nothing in the nelson area for kids aged 8 to 15 the new lighting is very poor in most streets especially Bryncelyn nelson</p>
<p>There is rubbish everywhere - I was driving home the other day and was appalled by how much there was at the side of the roundabout by the bridge in Blackwood. The roads are in an appalling state - there are large potholes in many of them. The flower beds in Blackwood are a joke - they're full of weeds. There are cars parked on double yellow lines everywhere I go in Blackwood and nothing is done about it. The trees/bushes, etc at the sides of roads are just left to overhang pavements.</p>
<p>There is too much litter &amp; dog mess in Nelson and not enough effort from CCBC to i) prevent littering ii) provide enough suitable bins iii) pick up the litter &amp; dog mess. The path in Parc Penallta is often overgrown and more effort needs to be made to manage this so the users of the park can do so without getting caught on brambles and stung by nettles.</p>
<p>They are making cuts to every council department resulting in less staff and services for households .....</p>
<p>They concentrate far too much on the lower valley to the detriment of the likes of Pontlottyn &amp; Rhymney. They allow Caerphilly magistrates to transfer all problem people to the said villages</p>
<p>They do the minimum in private owned areas compared to those that have large areas of social housing estates.</p>
<p>They don't come down our street litter picking very often anymore. Nor weeding.</p>
<p>they dont care about the people or the circumstances</p>

they got charges on everything
they lie
they only problem i have is when the bin lorrys come to empty green and food bins in our street they tend to spill stuff from green bags over the road and leave it,now if it was me that did that then i would be fined for littering this happens on a regular basis also they just chuck bins down i have now got a food bin with a broken lid for the fourth occasion
They take to long to deal with any complaints and problems that need to be sorted.
This area is a backwater for many services such as play areas for children etc
This survey is so lengthy, so detailed and so complicated (having Welsh and English together, throughout is a muddle) that I suspect very few people will even attempt to complete it. I didn't even attempt it and I have a university degree. The council will then blame us for not returning it and say they have consulted us and we didn't respond.
To counteract the cuts, produce jobs. To do this take ideas that the people of Caerphilly Council. Put these ideas into products, you then have a business. There is no room for me to explain in detail how to do this.
To many top people (management ) that do not now that is going on just trying to justify they job
Too many councillors and officials are only interested in picking up their expenses and wages and not serving the public.
Too many cuts to vital services.
Too many issues.
Too many people with extreme drug problems and asbo related issues being dumped in rhymney area, without the consent or knowledge of the people who live there... I see people (not born and bred here) walking around at 8am drunk or on drugs, barely being able to stand. The council has never put money into developing the rhymney area and now it seems is actively working to try and destroy it. Crime is going up and up and the help we get from services is going down.
Too many pot holes in the roads and 2 weekly bin collections
Too much money being spent on top management wages, pensions, expenses. CCBC out of touch with the tax paying public, they have forgotten who pays their wages and what they should be spending resources on. This paper could be produced in an A4 format, thereby saving resources.
Too much money spent on wasteful things - i.e. Mayor's do's - buffets for functions. Too many bosses to cover each sector. Fuel wasted by employees taking vehicles home - these are paid by taxpayer's money etc, not them. You spent and do too much on unwanted area things. If we can see it, why can't you. Perhaps if it came out of your pockets, you wouldn't be so wasteful.
Too much money wasted. Too many people in overpaid jobs. Not enough people who actually go out and see what is going on. you have enough money be more skillful in spending it.
Too much to list
Traffic is terrible through Caerphilly. The roads have numerous pot holes in them. Cars speed on Abertridwr road which makes access to my estate very dangerous.
Transport. Why are there no evening buses to areas such as Mornington Meadows Caerphilly?
twice in the last 5 weeks failed to collect food waste and green bags on the right day.

.....
Unable to take our van to the tip without appointment to get rid of household rubbish.
Unhappy about having to hear about the high amounts of pay/salaries to higher end management via news. The average CEO salary could pay for 9 staff per year! Feel rather ashamed about it considering how poor the area is in work.
Unqualified workmanship.. if most of the employees were working in some private house, I doubt if they would be called back to do another job. I.e. changing the front on a carbon monoxide alarm which resulted in a hole in the ceiling 6 inches away from said alarm and left there as a finished job only for me to have to report it as another repair. Some council tenants take great pride in their homes and have very nice homes inside but council employees walk in with their dirty boots and damage the property without a care in the world.
Unreliable refuse collection. No street cleaning. Limited grass cutting, tree trimming etc. Lack of available social housing
Verges not cut, recycling bags strewn all over the road when they are collected, trees causing tunnelling effect on roads.
.....
Very little consideration is given to residents of the Crescent Road area when it comes to organising major events such as The Big Cheese, Road Races, etc.. There are far too many of them throughout the calendar year which makes residents virtual prisoners when they are on. No-one takes notice of the residents parking bays at the best of times but you would have thought that with stewarding at major events being able to park in a bay as a resident with a permit would not be a problem. However, it is far from it as it seems " resident parking cards " are readily available to anyone who asks. It has come to the point that some residents find it easier to go away particularly at Big Cheese time. Now, there is a mini funfair in the Owain Glyndwr field and the same problems have arisen. Notification of the event landed on my doormat on Monday 18/09 - too late and a failure again in communication by the Council. Don't get me started with the problems with the school and football!
Very low standards of what they think suitable for housing. Very unhelpful, want to do the bare minimum!
Very poor communication between councils departments. Council contractors often have no respect for tenants when carrying out repairs in the home.
Very poor communication in relation to the new recycling rules. What you could not send out leaflets stating a date that the new rules would be coming into force is beyond me. The wasted time and effort that the council is using now to answer calls and social media posts now must outweigh the cost of a small leaflet or poster. Also my recycling bin is never emptied on the correct day meaning that the bin is out on a Sunday evening until Tuesday evening when I get home. The state of the roads are very poor and the use of the top layer resurfacing is pointless as this doesn't seem to be working now on the majority of roads. It states on the video to do this survey that I will have a newsletter delivered to my door but have never had one.
very upset with the lack of toilet facilities in Blackwood town the bus station toilets closed due to misuse what impression does this give to visitors, the toilets are signposted but when you get there they are closed. Why are the majority of people made to suffer for the actions of the few. more action required to police this problem by that effective action
Virginia park get less of attention as Morgan Jones park.....this is due I been told that Morgan Jones park is a flagship park.....Now is this a joke! Virginia park on ratio gets more kids /adults using this park all year round....so maybe you should consider doing more with Virginia park

Wanting to build on Green Fields with executive type of housing when there is a 5000 people waiting for 1 or 2 bedroom houses/flats/ apartments. Nearly £5M lost over the SMT. Ty Darren Residential in Risca home left vacant when there's a need for residential, convalescent and EMI facilities.

Waste collections are very messy. Bins left in the road or between cars so you have to move them to get your car out. Bins not emptied properly and sometimes not emptied at all. When you telephone the council with problems. You never get the service you should. I have been told in the past that the person I want to speak to is not in the office. But I have good information that they are the person has told the person on the phone to say that they are not there. I have also had messages not passed on to the relevant person so my problem can be sorted.

waste collection service in adequate

Waste collection! Bins returned to right positions outside houses and rubbish fallen on road picked up!

Waste of monies around leadership issues. This is costing everyone large sums.

Wasteful of tx payers money when it comes to recycling and waste. Appalling customer service. Appalling responses. Alienation of customers is not a good trait.

Wasting money on x LABOUR leaders

we are not allowed to recycle black bags but we are allowed to recycle plastic. Black bags are plastic

we cannot get a basic park put on my estate - I was told a point blank no on the phone by your head of parks Gareth Davies unless we can raise the best part of £50,000 to pay for it ourselves, we're the only estate I know of in Caerffili that doesn't have a park for the kids with other estates having at least one, in some instances they have more than one with their parks being upgraded regularly and disabled items installed and yet we can't get one... and now I see that a museum for Caerffili is being sought after which I'm disgusted about considering the park situation. and now after recycling since I was a child - over 40 years - I will now probably have to stop recycling after my next collection because you cannot, so you say, accept black bags, now I have a disability and I live alone and have issues being able to take things to my bins - i'm on the pull out list for them all, because I have mobility issues with my back my left arm both my knees, and the number of times as it is that I have to get my bin back from somewhere else now is ridiculous - a few years back I had such big issues with my situation and my neighbour that I had no option but to put in a complaint and had the head of council contact me saying that yes, I would be able to use black bags in both my bins - I keep black bags for the purposes of recycling in my bathroom and kitchen along with my rubbish just because I cannot traipse back and fore between house and bins all the time when just taking a black bag out full of my recycling has worked up until now, so it's very possible that after this next collection next week I won't be able to recycle anymore and everything will have to go in my green rubbish bin - I notice also from being on Facebook that the majority of Caerffili is not happy with you all because of this, good luck keeping or improving your recycling record now you've brought these changes in, if a lifelong recycler like myself is probably going to have to stop doing it you have no chance on getting a new person to start doing it and what message does it give the kids??? it would also help if everytime the trucks came up collecting which ever bin, they not only learnt pride in their work to put the bins back where they got them from, but also to clean up after themselves! the amount of stuff they drop on the way to the trucks then just leave there is ridiculous and none of it gets cleaned up, it just gets left there

We feel that the pavements could be kept clear of overhanging hedges

We got hundreds of homeless people in this birth land, could you keep Pontllanfraith council offices same with the old council office where you are, and turn them into flats like Bedwellty up Aberbargoed to save money, what the MPs and council got to look at is basic things and give the people a referendum. To what's to be done. Same with Pontllanfraith school you have not long built a new gym there because the old one was burnt by

We had to make a complaint as the binmen didn't pick up our foodbin for 4 weeks. We checked and there was nothing in there that shouldn't have been and no sticker or note was left advising why. There were maggots in the bin. Eventually they did pick it up after we complained with no explanation for why they hadn't picked it up. This week we have also made a complaint as the council have changed the bin sizes and took our bin and didn't replace it and then have charged us £25 for a replacement bin which I am disputing. Awful service.

We have been in this borough only six weeks (moved from Carmarthenshire) - the waste/recycling needs to improve very much in comparison with CCC. A serious lack of local official information regarding names/addresses/services etc has been a big problem to us

We have nothing spent in Maesycwmmmer its about time some money should be given to upgrade the village like Newbridge and Bargoed. Also my son who has a disability but works and has a partner and baby cannot get a council house they have been on the list a long while now.

We have only really run into major problems this year. In the past, we've had problems with Highway Maintenance not cutting verges until VERY late in the summer, making certain roundabouts dangerous as drivers in lower cars (or drivers lower in height) cannot see. In the end, a local person cut the verges themselves on a Major roundabout outside Risca alongside a Duel-Carriageway. We had a lighting issue in a car-park near to our old home where the lights would not come on until after 6am. As we lived on the main-road and had no provided on or off-road parking, this was the only area (a Council Car-Park) to park in. As I was working a very early start (5am, travelling from 4.30am) we raised the issue and never had it resolved. In one phone call from the council, an employee became incredibly confrontational and shouted down the phone. I decided not to take the matter further, despite putting people's safety at risk. My Husband would walk down to the car park with me at 4.30am to make sure I was safe. Our food recycling bin was only collected once at our old property and then never collected again, despite a long series of phone calls. We ended up not recycling our food waste until we moved. More recently, we have had FANTASTIC service from Eastern Valleys Housing Office when relocating my Husband's Father from London, for finding us a home when I became Disabled and for maintaining the windows in the home when we had issues with closing and fogginess. Within the last 3 months, we have unfortunately gone through the WHQS work for Kitchen, Bathroom, Heating and Electrical Wiring renewal. This process lasted 6 weeks (!), causing damage to our home, we suffered severe disturbance and anti-social behaviour from some workers. Our home was completely filthy when the workers left, we had numerous spontaneous visits after we had signed off and misinformation all the way along about what was happening, when, by whom and what we would be left with. We had to fight for every little detail (even those which were agreed WELL in advance by e-mail with our TLO who was AMAZING) over and over again. This last 3 weeks, our Recycling bin has been completely missed (our whole street) twice and refused once because, supposedly "a bit of wood" was found in it (something we had to chase, to find out as we received no letter following the rejection of the bin and no information when we called the first time). We never received the mid-week collection for the failure to collect the first week and today, our bin has been missed again. We called to speak with Waste Management where we waited for 30 minutes in a queue and were then cut off. We called back and requested a callback which arrived in approx 5 minutes. The service we received was EXCELLENT.

We have requested multiple times for the Japanese knotweed across the road from our home to be dealt with. We have also requested the bushes be cut to allow for people to get out of their cars. This also hasn't happened.

We live in a terrace house and when the general waste bin is collected every two weeks if there is a car blocking the access lane instead of the lorry parking at the end and the men WALKING to collect the bins they don't collect them it just lazy

We live in the 21st Century, weekly refuse collections should be a reasonable expectation.

<p>We live in Trethomas by the Spar and fish shop and the sweet wrappers, chip containers, waste food that is dropped on the pavements ends up in our front garden, this happens twice a day when the school children start and at dinner times. We have complained about this for years. Also big lorries unloading at rear of house at all times making noise early in mornings.</p>
<p>We live on a development in Wattsville where there is a considerable area of unfinished 'communal ground' which should have been adopted - I have written to the planning office several times (and indeed, even spoke to a councillor) - currently I am awaiting a response to a letter sent several months ago</p>
<p>We moved into our house in March 2017 and i requested new garden waste bags and a food bin &amp; nothing! The bin men leave the bin blocking my drive.</p>
<p>We pay our council tax, we do our recycling and waste management correctly yet our bins are not emptied on time or at all!!</p>
<p>Website difficult to navigate. No real interaction with anyone from the council.</p>
<p>Well i asked for my sofa to be picked up. So put it outside my back gate for easy pick for you. And easier for me to place. But no you want me to carry it up steps. Where you to then have to lift it over the railings and wall. Making to hard for me. And harder for them.</p>
<p>Well unfortunately this survey is come at the wrong time because this happened just this week I am an avid recycler of refuge on the Monday of this week my recycle bin was not taken due to A pair of shoes been put in there I understand that you don't recycle textiles but what I don't understand is that your binmen took the coathangers out of the bin and chuck them on the floor open the box and saw a pair of shoes in the box why didn't they ask me to take him out I was outside I went over and spoke to them as far as I was concerned they weren't bothered at all. To be honest the attitude of to your representative is that came round as well I really rubbed me up the wrong way as far as I can see is the people doing the recycling are in the wrong but have you thought that your literature needs to be a bit more explicit no I was told that my coathangers should be in there because the plastic on the judgement was made without even seen the hangers. The hangers in question are all metal but what I can't understand is if I'm doing tin cans why can't I do coathangers. And my have a bone of contention is if we throw litter on the floor we get fined so why unearth at your desk been man going round taking stuff out of beans and chocolate on the floor I did ring up and complain and also pointed out that are numerous properties around our way have CCTV which will show that what I said is true</p>
<p>What do I get for my council tax ? Bin emptied once a fortnight !</p>
<p>What number to contact with problems e.g. lights, pathways etc. The refuse rules have changed again! Other minor probs. people don't want to whinge all the time.</p>
<p>whats the point of an elected planning comm to be rubbished undermined &amp; over ruled by one man from the bay. in conn with the planning decision of woodfield park housing developement. this makes an easy avenue for future developers on green field sites in the area of blackwood. this makes the planning comm. the lack of clout &amp; superfluous.</p>
<p>When cutting the grass around the village, the pavements are left covered in the cut grass which looks terrible. There is 'no edge' to the workmanship, the job is just 'done at' and that's it!!</p>
<p>When having to contact the council with queries, the staff are lack knowledge of their actual role and duties, have found them to be rude.</p>
<p>When I make a request for a service it takes two months to action it. Due to the fact that you "loose" the original request. When I fail to make a payment, you contact me within 24hours. Why cant you have the same service for everything ?</p>

When making legitimate complaints regarding various issues the staff will tell you "without exception" and mostly before you have actually given the full reason "It's nothing to do with the council" Well I beg to differ when people call CCBC to complain they do it because they believe they have a valid reason to report the issue in question to CCBC. Its really time CCBC grew a pair of balls and actually took control of their responsibilities. All to often some staff at CCBC make up excuses to suit their particular circumstances during that particular day in order to fob off legitimate complaints making it easier for them to pass the buck or avoid dealing with decisions that may or may not upset people. In other words it is the officers and the staff that rule to council not the elected members. It is often stated that certain members are useless I believe that this is because they are kept out of the loop on most occasions making the officers job considerably much more easier and less stressful.

When renovations were carried out, you provided blanket compensation for central heating boiler change. The plumber insisted on relocating the radiators to the middle walls, which meant that the entire house needed repainting, and since these tended to be the only walls without alcoves, doors or windows, we had to get rid of our very expensive furniture which we could no longer position in the house. Everything is now cluttered with nowhere to house belongings.

When reporting a repair they don't give you a date that a inspector is coming out they expect you to stay in until they come to your property I work and I have letters saying I'm going to get charged for not being home when they come out and the recycling people are refusing to take bins because r have not recycled properly when I do so it's not my fault that people fill my bin when I put it out .

When you report any repairs they never fix themy been waiting at least 4 months for my smoke alarm to be replaced and it's been reported 3 timed

Where are the local police, do we have them in Risca???? Risca is now a dirty scruffy place. Can't park because the people in the shops park all day outside their shops. Also why don't shops sweep their fronts like they did years ago, yet they want people to go to their shops. Keep Risca tidy. Fag ends everywhere. Come on Caerphilly start kicking ass CBC walk Risca to see

Where is the cycling (and, in fact, walking) provision? It's like the council wants every journey to be done by car. Even short journeys. Long journeys by public transport are made awful because the amount of cars blocks the buses.

Whether I contact the Council about any matter nothing is ever done, expect bin collections late. The same goes for the councillors. The streets are dirtier with litter, weeds and dog mess getting worse. Parking on pavements is beyond. Leaves are left in drains etc year in year out.

Whilst generally I think I live in a 'good' authority, the decision to collect general rubbish every two weeks whilst picking up recycling material every week is a mistake. I can manage perfectly to empty the recycling on a 2 week basis, but the other 'no'. Litter remains (pun) a big problem in the area, education would seem to need reinforcing. I see that the takeup of companies willing to maintain roundabouts seems to have dropped and consequently civic pride with it.

Whoever passed Bargoed town centre is not very good at their job - all it is now is a car park, not pavements for walking on

Why are ccbc charging an enormous amount for refuse collection and expecting rate payers to do the job of sorting it themselves. You are getting paid very well to do it, you forget you are working for us. You are charging for a service You are responsible for it. How dare you fine people for what they put in their bins when they are paying you to collect it. All rate payers should have the option to have a 100% refund of the refuse portion of their rates so they can have the option to use private licensed collection services.

Why are you allowing the number of houses to be built on what was the Virginia Park Golf course when a) the infrastructure within the vicinity clearly cannot cope with the traffic presently and b) the LDP report by Alwyn Nixon stated that brownfield sites should be considered before any greenfield site.

Why can't I contact Adult Social Services (disability) online from the council's website?
Why was this questionnaire not put online?
Windows are old and drafty, leaking every winter constantly have to decorate. Other residents have new windows apparently I don't need them!
Would prefer more bin collections of the non recycle items.
Years of missed bin collections and subsequent less than accurate reasons. Also a clear and obvious solution is totally ignored.
YET AGAIN TODAY I HAVE NOT HAD MY RECYCLING BIN EMPTIED...THIS HAS HAPPENED SEVERAL TIMES BEFORE AS I THOUGHT THAT MAYBE IT HAD CHANGED TO FORTNIGHTLY RECYCLING... I HAVE ALSO HAD THE SAME THING HAPPEN WITH THE GREEN BIN...BECAUSE OF THIS I HAVE HAD TO TAKE SOME REFUSE TO THE SKIPS MYSELF CAUSING MUCH INCONVENIENCE AS I WORK FULL TIME. THIS IS NOT GOOD ENOUGH AS I HAVE TO PAY MY COUNCIL TAX. I ALSO HAVE TO PAY FULL COUNCIL TAX ON MY HOUSE WHICH IS BEING SOLD AND IS VACANT.
You are making cuts every year and taking things away from residents, yet you have the cheek to increase our council tax every year!!
You don't care about any residents that live any further North than Bargoed. Pontlottyn has lost its Community Center several years ago and you have done nothing to replace it. There is dog mess and litter everywhere, which you don't clean up. There is NOTHING for the children to do in Pontlottyn. The police have regular stand offs with youths hanging around the train station as they have nothing better to do. You have moved smack addicts, alcoholics, trouble makers and ex-convicts from the slums of Lansbury Park Caerphilly up to our area and I am now regularly having my back garden broken into by these scum, because they are looking for things to sell to buy the drugs they crave. I have NEVER been borken into my property in the 45 years I have lived in Pontlottyn until you idiots moved this scum into MY VILLAGE! I bet they don't put them within 10 miles of the senior councillors houses though do they!
You don't have enough social housing. I have to rent privately and keep having to move my family from home to home when landlords sell up etc.
You have allowed potentially a chimney to shoot nitrogen into the air of an area that will trap said nitrogen. The roads that will be transporting the hazardous waste to Cwmfelinfach are also severely congested and not able to cope with the extra hgvs that will bring the waste. These extra trips will also increase nitrogen levels and increase local pollution. For a council that seems to take recycling so seriously (2 separate visits by people telling me how to sort out bins) and a sticker campaign it seems laughable I have to fund this.
You have not adopted the roads in our estate after ***6 years*** and we pay full Council Tax for this - CF83 3SB - Virginia Grove.
You need to be more active at looking after our areas eg, keeping lanes clean, you need more officers to cover parks for dog fouling and the bin situation has become a public joke
You need to listen to what's going on with the Youth, they are trying really hard to keep up with what's going around but facilities are poor and substandard. Why ate we the only bourogh without an athletics track!!!! Shameful you build a new school and don't accommodate a huge thriving club that has a great community spirit... Get them the track they deserve.
You never action request without me loosing my temper
You new stance on recycling is an absolute farce, when in fact you are bothered to turn up and empty the bins

You use cheap labour and get a cheap job done

You want us as house holders to recycle, we do and then put labels on bins and tell us we can't take your bin because there is something in there which is not recyclable, but don't inform us what it is? The bin men leave our bins about 5 doors from where you live and you have to go and get it. We leave our bins outside our households. After the weekly collections the streets are full of rubbish, because the bin men don't give a damn what they do?

Your bin men pick and choose when to take my recycling bin. One week they say no black bin bags, the next they take the bin with black bin bags in. Plus put the bin back from where they picked it up from, not on someones drive way 4 doors down. Your leisure centres are out dated and still sporting the 70s look. Roads around Caerphilly town are severely congested. No more housing. More traffic wardens around schools during drop off and pick up. If you go to hendredenny Park primary school at 3pm...you'll be able to fund refurbishing Caerphilly leisure centre.

Your road layout are ridiculous, esp when you keep changing them every few months. Your recycling bin 'rules' are pathetic

Youth service demolished, flagship caerphilly recreation centre under funded and zero imagination, councillors with a short term and lazy attitude and overall a feeling of under performing acceptance.

front of our house, but they ignore the warden and cross themselves. In our opinion this is an accident waiting to happen.

used ENGLISH

CBC are dealing with antisocial behaviour. It has escalated at the moment!

dren that are in Abercarn are living in a deprived area with no resources park /lollipop lady/bins waste and litter

eds, dog mess, and rubbish due to the people passing through from one end of Nelson to the other. Speeding restrictions needed at the Railway Inn end, either a roundabout or a traffic light, but definitely needs to be 40mph.

The story going around - if a lorry carrying topsoil shed its load in Blackwood High Street, the council would build a house on it!! Get rid of your motto of 'houses, car park, concrete, tarmac'. You have the chance to redeem yourself. The land between enterprise way and the health centre would make a great park, open area, mature trees. Get rid of the old offices and give us a park. Some family members from Canada recently paid me a visit. They were shocked to find Blackwood had no park or any description. If this is the impression we give visitors from overseas, what sort of future does Blackwood have? The answer, bleak.

vandalisers. And if you do not put discipline back in schools and let the parents chastise and tell the cops to give them a thick ear it will get worse and more teachers will be killed. King Solomon tells us if you spare the rod you will spoil the children and he said if you chastise your son or daughter they will love you as you love them. In 1950/1960 I would fear my teachers, today teachers fear children. Basic things of education is discipline.

## Digest of comments – What the Council could do to increase satisfaction with Council services

- Settle with the employees you clearly have no intentions of returning to work to end the drain on the budget. - Invest in the road network. Repair damaged roads swiftly and set out a plan to reduce congestion on our roads - this does not include trying to get everyone on the expensive old smelly buses. - invest in schools

're assess the situation and realise the knock on effect on the tidy citizens of Rhymney..it's having a negative impact on everyone in the community from young to old...People are afraid to leave their homes...The evidence being shown on social media of the state of people is very worrying I've got no doubt something serious will happen to some poor soul. It's also very worrying about the 7 year plan that people like yourself are involved in that's apparently being mentioned about 're housing more people with social problems. I can honestly see people of Rhymney taking things into their own hands if something isn't done about this .God help the consequences...I for one would love to move but husband and I have worked hard for what we have and why should I just up sticks and move just because of the ignorant few people who are making these irrational decisions Please have the common decency to involve our community with any future desicions

\*Reduce parking charges in Blackwood to encourage more people in and increase the number of people visiting the town. Stop parking charges \*Stop parking charges at Pen-y-Fan Pond. We used to use this pond regularly for walking and overall well-being, however have not been up since parking charges introduced. CCBC should make the most of this beautiful area. Parking charges in force yet no toilet facilities or café!!! Take a look at Bryn Bach Park and its facilities - we travel there regularly and provide revenue for this council. No parking fees. We travel there regularly and provide revenue for this Council. No parking fees, lovely café, toilet facilities. Mini golf. Childrens park and plenty of seating area. This park is always busy when we visit. There is very often no where to park it's so busy (this place is a goldmine).

~Get your staff to respect the residents they serve

1. Improve the recycling performance further by taking active steps to push residents into recycling at home. 2. Merge with at least 2 other neighbouring local authorities.

1. Road sweep more to remove litter 2. Better bus routes especially to Royal Gwent Hospital and to stop at hospital or close 3. Improve facilities for playgrounds/cinema/more ladies clothing outlets

1. Be quicker to fill identified road pot holes. 2. Put up signs to stop parking on pavements by cars.

1. Empty litter bins regularly 2. empty dog poo bins regularly 3. put more dog poo bins in the area such as down the cycle tracks in the Sirhowy valley walk 4. pick up litter from the streets 5. stop anti social behaviour and fine children for throwing litter 6. run a proper civic amenity site, the one in Pontllanfraith is pathetic, the skips are full, you have to physically lift a washing machine up over a railing to dispose of it and the people are unhelpful. Very often the place early in the evenings way before proper closing times. It is no wonder people fly tip 7. Fly tipping, council employees/officers surely must walk around the borough from time to time. Do they walk around with their eyes closed? Can they not see fly tipping and report it. Whenever I've reported it, it has taken weeks for the council to pick it up. 8. stop giving planning permission for those bloody eyesores that are wind turbines and solar farms. For anyone living at the top of the Penllwyn, they would have permanent arc eye from looking at the solar panels on top of Mynydd Islwyn 9. stop people cutting down trees in established woodlands, i.e. Manmoel/Penyfan. It is disgraceful the way the council have done nothing about this.

1) complete cycle path from Cwm Calon to link with existing national cycle network 2) remove parking charges for park/recreation/open space areas 3) enforce maintenance of Penallta Colliery which although a listed building will be declared uneconomically viable for repair - intervention is required urgently 4) resolve traffic congestion through Maesydwmer

1) More bins on the canal between Pontywaun and first canal bridge towards Risca as well as Full Moon. Bins are often full. 2) Improved communication with refuse collection (as this week recycling was collected on Thursday but left until Friday). Bin collectors to return Bin receptacles to the correct address rather than leaving down the road.

1) Sort out its planning policy - no need to keep using green field sites in this borough, a NEW dynamic approach to using brown field sites must be adopted. On top of that the approach to types of materials used in development are restricting property development. The planning department need to re-position themselves from imposing rules to exploring possibilities. 2) Roads in the borough are still "shocking" with road maintenance not being prioritised properly. Cyclists and motorcyclists are riding prone. The loose gravel system (DOES NOT WORK), stop kidding yourself that it does. I know the political stance is that it works, but IT DOES NOT. Hold and review the roads done in the last 12 months. You can't spread gravel on a road that has a hundred pot holes, or where the road has sunk through traffic weight. Open your eyes. 3) Litter and dog poo. What a disgusting borough. The rubbish is not just coming from people dropping litter, refuse collection is spreading it over the streets, the council contractors, when renovating houses are over filling skips, leaving plaster on the floor etc. Areas like the Bargoed Plaza are filthy with cigarette butts and black with drinks running from the bins. Steep it up, where's the pride? 4) Dog poo - everywhere - where are the street cleaners? where are the dog wardens picking up the strays? 5) Bargoed town development - we need someone dynamic, intelligent, driven, ambitious and focused to sort the town out. Why is the council so happy to accept the status quo? Find a way (there are plenty) to get the town active. It's just a matter of will.

1). Enforce the decision to remove refuse bins obstructing the lane between the rear of Mount Pleasant and Gelli Crescent. Also restrict access of vehicles of owners not residing in the area which are speeding without care of safety. 2). Green waste bag and refuse bins are not returned outside each property - for instance, bags are sometimes lost. 3). Enforce the use of garages for their vehicles, thus reduce road side parking. This would reduce congestion and keep kerbside drains accessible for cleaning.

1). Manage on-street parking better than currently. Stop parking on pavements 2). Dog mess - fine people and publicise it 3). More encouragement for business start ups

1st of all. Stop the lazy bin men from rushing around their jobs stop this job and finish rubbish so they can do their job properly. 2nd. Try and enforce your policy for dog fouling on the showgirl. If people do not have dog bags on them then they should get a fine. When you take out your dog you know it is going to have a poo. It's not rocket science.

A minor item - empty the pet poo bins in Morgan Jones Park without me having to telephone the Council each time they are full to overflowing!!

Abolish parking charges at country parks

Act faster when an enquiry is made, e.g. four weeks to tackle very overgrown grass and weeds, really?

act on things reported to them. instead of ignoring it until people give up reporting it

Action requests on the 1st call. Greatly improve response times.

Actually come and clean the streets !!!!

Actually complete works they say they are going to do in a timely manner. Stop punishing those who are trying to help the environment. If you were hoping to meet your recycling targets i think you are going to get a nasty surprise
Actually do the home improvements that is needed. Make sure when tenants ring for a job to be done that the job gets done.
Actually fulfil their duties and what we pay council tax for
Actually pick up the bins. Refund our £25 as they took our bin and didn't leave a replacement.
actually provide me with accommodation that is suitable
Address all of the above.
Address and resolve above issues
Address issues raised in previous box especially the directors situation
Address the above
Address the above issues
Address the above issues and take responsibility. And i do hope that the letters that are being sent out regarding the bins aren't coming out of my council tax.
Address the above.
Address the issue above and deal with this in a timely manner instead of expecting it to go away as our next step is to take this to court.
Address the issues listed above
Address the items above
Address the items identified above
Address the parking issues that will be, apparently your domain at some stage. Disabled people can't park anywhere there's no room for us.
Address these problems
Adheer to guidelines made when assessors cone out to complete overdue work, i have lived at my property for almost 5 years and still waiting for a washing line to be put in.
Adopt the roads in our estate: Take some responsibility for contacting Amy at Persimmon on 01443 445397 to complete final inspection - and get this sorted. And stop leaving this for residents to fix, chase up. CF83 3SB - Virginia Grove
again repair roads, move illegally parked vehicles, especially around the schools
agree ideas between departments, be truthful with residents
All the little bits that you can see have gone backwards - litter, open spaces, parks and recreation, pot holes in the road
Allow a reasonable amount of cardboard packaging to be collected (that is not inside the bin) on recyclable waste day.
Allow me to use my small trailer at Penallta recycling centre without all the hoops you require me to jump through.

Alot
Also clean pavements and back lanes
Although I do believe some residents could do with a bit of a kick up the rear sometimes, the tone on some generic letters could be friendlier as a request rather than a threat .
Although parking offences may overlap with police responsibility, the council could impose strict penalties by using a towing system to keep our roads safer and would make money for the council. Signage against littering, parking and speeding offences, with spot checks to enforce penalties. Mend pot holes.
Annual increases in bills far outstrip the 1% increase in pay I am subject to as a public sector employee. Council tax is a major monthly bill and needs to come down, otherwise it simply won't be possible to afford to live.
Answer emails that have been sent to departments listed on the web page
Answer phone quicker - undertaking required actions appropriately of hedge cutting, not returning calls as promised, bin collections on day stipulated.
Answer the phone and make it far clearer on the website which number and department deal with specific items. It might help if you let your staff in on the secret too! Being passed to several different departments by your main reception is very frustrating for me as well as them.
..... A disgraceful reputation for this council.
Apply energy saving light across the bourough
Apply school admissions policy SENSIBLY AND CONSISTANTLY Check council tax bills before issuing Deliver bin bags to correct address
Approve closure of squash courts at Newbridge leisure centre and space used to increase size of fitness suite
Arrange all bin collections to be on the same day of the week instead of different days for different bins.
Arrange for more dog litter bins to be put up on the Penallta Pit park - I not only pick up my dogs poo bags but usually another couple a trip, leaving dozens more behind.
As a 40 yr old I am always trying to achieve a certain level of fitness. However the swimming pools times vary day to day and also at different pools. For example if I want to do an hour swim on a daily basis, this is not possible at the same place/venue. This need to change. Overturn the decision to charge for parking at every opportunity.
as above
As above
as above,apart from those thoughts all is fine.
As seen in other communities I think it is a good idea to send the people who weed the pavements etc. as in my street they are growing up the walls.
AS stated previously get rid of those that believe they are the council grow a pair of balls and run the council as it should be run like a business not a crèche for gutless burocrats who believe that because they are employed by the authority they own it, in order to run it their way. If this is the case then the authority could save considerable amounts of money by doing away with elections and local councillors making it officially the dictatorship that it really is.

<p>Ask the residents and Council Tax payers what they would like to see happen in their town. You are quite happy to take our money, and send us reminders if we're a little late paying, but we don't see what it gets spent on. Why should every household contribute towards Gwent Police? I haven't seen a Bobby on the beat in a long time. Nowadays they are just driving past you in cars....people have lost their faith with crime prevention... ..and we can't put speed ramps outside of a busy school??. Something wrong somewhere.....</p>
<p>Ask your green waste collection service operatives to take more care with the empty green bags. Could they try to take more care with them and not just throw them on the side which causes problems with lost bags particularly in windy conditions.</p>
<p>Assess Bargoed town and listen to the residents who shop in Bargoed and have concerns with safety.</p>
<p>Assess what the requirements are for business's to thrive and residents to have a better quality of life within the borough. Caerphilly County Borough authority must offer leadership. There must be a more expansive vision of a healthier business environment. This will be a step towards improved revenue generation. These additional monies can then provide public services, improve town centres and better overall welfare for all ages within our communities, all of which are currently falling short of need and expectation of modern day living.</p>
<p>At least appear to be on the resident's wavelength. They are unhelpful when they chose to be and "imply that it is a private thing not a council thing".</p>
<p>At least do something</p>
<p>At least provide traffic calming measures outside school (Tir y berth) &amp; better crossing for the children. Provide more dog foul bins &amp; empty these &amp; bins in parks/playgrounds more regularly &amp; ensure signs stating playgrounds are for children up to 12 yrs are much clearer. Update some the of the playground equipment pls, it is SO old &amp; outdated!</p>
<p>Attend repairs within a decent time frame</p>
<p>Attend to tree asap</p>
<p>base police officers in Rhymney if they had to live here they would not allow any% of what goes on as it would affect their lives also. you paid many thousands of pounds for a upgraded updated police station which is not used WHY ? who made such a decision not a taxpayer from Rhymney I would wager. It is very clear our representation is very limited and like the police is non existent LABOUR are our Majority council they have failed in all their policies I am a labour supporter why is this allowed to occur on our streets. why does LABOUR and its Representative sit back and allow it ? WHY? WHY? WHY? There is a movement ongoing to stop paying council tax to the current council I wonder how long it would take for labour to take their own people neighbours and relatives to court for their failures ? Hold another election lets see how the result turns out then please.</p>
<p>Be a bit more lenient with the recycling. We are trying our best. Be a bit more approachable on the telephone. More dog bins around please On the buses make sure the children show their bus passes and the people in the transport department be a bit more sympathetic with cases like mine. The telephone manner needs to be addressed here.</p>
<p>BE FAIR</p>
<p>Be more accessible, give contact phone numbers for councillors etc. Explain more fully what some of your services are e.g. furniture recycling, who is able to use this service, benefit claimants, low income etc? What do you provide/collect?</p>
<p>Be more active in the Caerphilly Area</p>

Be more aware of leaseholders rights and views
Be more considerate and understanding
Be more consistent and show a bit of common sense when making decisions
be more efficient
Be more efficient and more helpful. Very patronising the staff are look down on you.
Be more helpful.
be more open and transparent and deal with concerns in a fair and timely manner.
Be more open on communication if there is an issue affecting households.
Be more pro active and approachable when the public have concerns such as dog fouling not being cleaned up in the area, Trees growing too tall and not being maintained at all.
Be more proactive and offer more frontline services. Be better value for money.
Be more proactive in fining offenders for dog mess and littering and ensure whoever is responsible for parking issues sorts out Bargoed once and for all
Be more proactive in liaising with the populace
Be more proactive in the summer with keeping overgrowth away from pedestrian footpaths. Overhang forces many to walk on the road.
Be more proactive with the recycling homes
Be more professional and del with thing much quicker.
Be more professional in the actions you take. Treat all rate payers as customer and not take them for granted.
Be more prompt when repairs need to be dond
Be more receptive to peoples living standards. We can't do our bit for the environment if we can't have double glazing and affordable roofing
be more regular and tidier when collecting bins,carry out better road and footpath repairs.stop the charge for household goods to prevent fly tipping
Be more transparent with planning/building.
Be more visable. Monitor quality of third party roadworks. Make servays like this mobile friendly.
Be MUCH more responsive, improve response times. I appreciate you have budget constraints, but we all do. Provide a service that's fit and appropriate for everyone.
Be proactive, trial different options - be specific in dealing with issues affecting particular streets - areas. More larger litter bins. More dog fouling bins. Adverts telling people what to recycle on billboards in towns etc etc to educate/remind.
Be seen to care and tidy and maintain areas.
Be sensible with regards to collection of recycling and not leave full bins for minor reasons
Because cars are increasing in numbers, its impossible for you to use the machine to sweep the street. Have someone on a brush to sweep (like the old days)

Being housed would be a good start
Being more fair when you call the council and stop ripping people off
Better and quicker repairs to roads, and removing some speed bumps, as the height is too high for smaller cars, and causes damage to underside of cars and suspension
Better care of roads and pavements. More bins in the park. Community litter pick sessions (as on beaches) with tea and coffee for volunteers.
better communication
Better communication of council services and partner agencies through digital newsletters.
Better communication of services
Better communication resource to keep customers well informed.
Better communication via Newline and online channels. Actually engaging with people, listening to and acting upon what residents want, rather than on party lines.
Better communication when following up complaints with regards to properties that are rented via the councils housing stock.
Better communication, stop telling residents that services will not be affected by cuts and we see services being cut with departments being merged and .....
Better communications methods e.g. regular email newsletter Improved refuse and large item collection service Improved road maintenance Reduced council tax Better public transport evenings and weekends
Better communications with general aspects of daily and periodic changes
Better Communication, Better understanding of refuse collections
Better customer response to service requests and halt all increase in population
Better customer service. Less alienation. More efficient communication. Stop wasting time and money on things that are not needed and respond to what customers want and express a need for. Find a contractor for recycling who actually recycle items and stop alienating residents who are trying hard.
better customer service. More open library hours. Increased classes at lleisure centres,increase trash pick up,twice a month is not adequate.my pay rate has not increased but tax rates have cannot cope with that. Bosses and managers need to stay at their rate so fire fighters and police can be compensated
Better decision making and forward planning.
Better education on recycling rather than zero tolerance measures.
Better information about recycling sites so there is less fly tipping and littering a lot of people don't seem to know there is a site in rhymney
Better internal communication between staff and departments. Better staff training is needed to provide a better service to the public.
Better leisure facilities More for younger children half terms and holidays
Better library opening times, nappy bins, more visible police presence on the streets and asbestos removal in schools
Better local engagement and stop wasting money on schemes which have no value such as footfall counts for high streets

Better maintained roads : more social housing
Better maintenance to our roads, streets, public services
Better management of the natural habitat, green spaces parks etc.
Better online features for irde4ing new bins or veiwing your account details etc
Better online services/responses to online service applications
Better quality recycling centres Improved roads and pavements More town centre investment with free car parks
Better recycling and refuse like the one in treforest under rct where nearly everything can be recycled and they allow trailers without permits. The bus stop at the bottom of Caerphilly by the castle to not force others to be squashed next to smokers,
Better recycling facilities. More work done on noise
Better recycling services and parking situation
Better road surfaces More bin collection days in particular for general waste
Better roads needed and the council needs to sort the congestion into Caerphilly. It us unacceptable
Better seevuces for under 16s in rhydney, more knowledge for our residents on what us being done in our area in regards to all services
better staffing with polite manner better contractors
Better transport links for cyclists, getting to some of the off road paths proves very dangerous. Traffic around schools is also problematic, especially the lights at st cenedd school, a footbridge or underpass would make the traffic flow better here.
Better waste collection - no loud bin men at half 6 in the morning, no bins being left half way down the street, more green waste bags given out, weeds on side of pavements and roads addressed, dog fouling still an issue
Bin collection is fairly haphazard on my street as I live up a side lane. I have to pull empty bins up the lane after collection and sometimes the bins get missed from collection even though they are outside my house.
Bin collection services - more frequent refuse collection and not so strict rules on what can/can't be put in recycling. Also not to have to pay to ha e a new bin after ours was stolen.
Bin men could be a bit more polite and less aggressive when emptying bins and pull over when they can to let cars pass.
Bin men should be a lot more respectful after emptying our bins
Blackwood as a town is dying invest in the town make it a place people want visit.
Bring back dog wardens people still not cleaning up after their pets
Bring in a law that people cannot have old static caravans in home gardens for years that affect other people and adversely affect the value of our property.
Bring our refuse bin back to our home after it is emptied on a Thursday, as they are collected at 5/6am and taken to the end of the row but are Never returned.
Build a running track for our kids

Build the Caerphilly bypass from Van road to Caerphilly Mountain. There have been a few instances of issues on the A469 recently that has brought Caerphilly to a virtual standstill. Also even though it's outside Caerphilly if you can use your position on the Cardiff Capital Region to get M4 J31 built that would also help with congestion. I see you've withdrawn the proposal to ban dogs from sports pitches. This is a mistake as it's one of the few places along with children's playgrounds where serious, life changing, infections can be caught. Picking it up won't completely remove the bacteria. Finally, I don't in principle have any objections to the house building on Caerphilly Golf course the developers should have to ensure a local increase in capacity of NHS Doctor and Dentist places and should also contribute to an expansion of Caerphilly Leisure Centre. A soft running track of some sort would be ideal perhaps where the driving range is and an increase in fitness rooms in the leisure centre would help. Running infrequent and often full spin classes in the bar isn't a advert for Leisure Services in Caerphilly.

By the more appropriate use of man power. I still see what i would consider wasted manpower coming from private sector employment.

By updating there housing page

Caerphilly Borough Council should place strong WARNING messages on the large Brown and Green Bins advising everyone that MINIMUM FINES of, say, £100 will be levied against any resident who continue placing incorrect type(s) of rubbish in the Large Brown/Large Green bins after 2 or more 'wrong rubbish types' WARNING stickers on the relevant large Brown and/or Green bins. To avoid any misunderstanding, please also place in this notice, a fully detailed list differentiating between each Large Brown or Green bin stating exactly which waste products are allowed or prohibited. It seems to my wife and I that there are far too many residents do not use the small Green 'Foodie Bins' and who do not care about either - 1. the importance of recycling waste products effectively and 2. reducing total collection and disposal costs of waste products.

Caerphilly town centre needs to look appealing, as it has a main attraction the Cadlle and the town needs sprucing up

Cap senior management salaries and perks and redirect savings to those providing the services

Care more about residents and the state of the homes they live in.

Carry out services to a better standard. Listen to the people of the area. Police the area.

Carry out the services it paid to do, not giving themselves pay rises

Carrying out roadworks at night/weekends on major junctions - eg Cedar Tree roundabout, caerphilly. Closing half of each road for the velathon, not all of the road involved.

Certain road and pedestrian problems never seem to be addressed such as, no traffic light on the junction of nantgarw road Turning into to lon y llyn, no safe way for pedestrians to walk up st cenydd road as there is no pavement and the light junction has no safe crossing for that side of the road, no traffic lights at the junction of taffass walk and nantgarw road these are problems that are years old yet nothing ever done about the safety of the locals who use them.

Change recycling contractors, listen to residents

Change rubbish collection to weekly. Increase street cleaning services.

Change the appointment service for Risca Doctor's Surgery. Myself and others ring the surgery to book an appointment to find that all of the spaces have gone. This is unacceptable and it doesn't feel fair. There have been times where I have called the surgery 100+ times to finally get through just to be told that all of the appointments have gone.

Change the closed day of full moon recycling centre to not be open on a Sunday is really unhelpful it needs to be open all weekend
Change to electronic versions to communicate with residents. No bilingual printed formats sent out unless requested. Look at whether the way we provide services are the most cost efficient. Provide an athletic facility within the Borough. Be more open and transparent in consulting residents when there are changes taking place.
Charge less tax for the shit job they do
Clamp down on illegal parking in Bargoed Use more resources to clean the streets .....
Clarify what plastics can be recycled using the number in triangle on packaging not just pictures.
Clarity and consistency.
Clarity is needed about garden sack collection. Online it says this is weekly in summer, but in my experience gardening sacks are not collected weekly in my street. Make sure online forms are responded to and also add a direct contact e-mail address for the appropriate department as an alternative means of communication. The litter issue needs tackling. I know this is an ongoing issue, but I'm fed up with seeing litter wherever I look. Groundwork organised a litter pick in my local area, which I participated in, but I think they have stopped this now, as I haven't heard from them all of a sudden. I am willing to litter pick on my own, but I've asked Groundwork and the Council how to go about it, what to do with the rubbish, insurance, equipment etc. and I am not getting any answers.
Clean and clear the environment properly
Clean bins as they smell, bin men should put bins back where they got them from and bins in the streets when walking to school with a push chair is a massive pain my children sometimes have to walk in the road it's dangerous. We never had these problems when bins were collected from back lanes.
Clean our streets / tackle landlords who house ASB people. Tackle landlords (with police) who's properties are widely known to sell drugs. In Rhymney, if you talk about the 'drug house' everyone knows which house it is!
Clean street/pavements better
Clean the area between Churchill Park and Asda more regularly , broken glass and rubbish everywhere , trim back the trees overhanging the paths. Repair or replace the loose steps .
Clean the lanes regularly, including dog mess, renew all lane road Surfaces not just some.
Clean the park more often and not just the bowling green and rugby pitch . Place bollards where the maniacs are driving around on quads or motorbikes .
Clean the street buy me and also clean the drains outside my house.
Clean the streets
Clean the streets and pavements in all villages not certain ones. The weeds on pavement are like trees and the villages are overgrown.
Clean the streets and stop using Rhymney as a dumping ground for ex drug addicts etc.
Clean the streets in Wattsville
clean the streets more especially around 24 hour take away outlets and town centres.

<p>Clean the streets more often and empty the bins and cigarette bins especially around the train station and bus stops, because when visitors come here that's the first thing they see when coming into Caerphilly is overfilled bins and litter everywhere. I do a lot of travelling to other towns and cities and Caerphilly is definitely the filthiest. I have my own business in Caerphilly town and I clean up outside my shop everyday.</p>
<p>Clean the streets, clampdown on illegal parking, improve playground facilities, stop making Caerphilly town the focus when there are other towns and villages in the borough which also need attention</p>
<p>Clean up</p>
<p>Clean up after bin collections Fix pot holes on roads</p>
<p>Clean up after they cut the grass Risca if forgo them with CCBC</p>
<p>Clean up litter and broken glass from the pavements in Oakdale. Also cut the grass/weeds along the lane by my house more regularly as it is Council land.</p>
<p>clean up our back lanes; the lane running along the back of Bartlett street is disgusting. Animals are turning the lane into slum area with their graffiti sprayed all over walls, garage doors etc. The boarding along the station car-park has been damaged in parts with broken pieces littering the lane. In general back lanes are refuge dumps which makes me feel ashamed, what visitors to the town must think I do not know.</p>
<p>Clean up public access lanes.</p>
<p>Clean up rubbish from road sides Fill in pot-holes and get rid of speed bumps as they wreck car suspensions and are therefore costly to residents</p>
<p>Clean up the area</p>
<p>Clean up the dog mess and the weeds on the public pavements. Cut down branches from trees that overhang the pavements so that we don't have to walk on the road. And pick up the litter.</p>
<p>Clean up the dog mess or even be much stricter on your fines. Get a few more pcos patrolling around the train stations especially weekend times. Planning offices should actually talk to each other instead of taking 30 days to send an email to a colleague who most probably shares the same office or even have planning officers working on any case not just a specific case</p>
<p>Clean up the streets. Improve roads Improve services at ystrad hospital to include better A and E Reduce crime More affordable housing</p>
<p>Cleaner streets</p>
<p>Cleaner streets. Crack down on dog fouling. Refuse site in Caerphilly unsuitable for needs almost every time I gone there on a Sunday long wait badly organised can't pass with car have to wait for car in front to unload. The layout could be rearranged.</p>
<p>Cleaning of road gutters as leaves etc block the drains and causes lots of water to hold on the roads. We clean our drains regular because of this issue. We have issues with a bottle bank situated in the car park of cwmfelinfach but people throw glass bottles over into our property instead of in the bottle bank which makes the garden dangerous for our children. Ideally with recycling each week, is there a real need to have one in a car park especially with them at all recycling centres.</p>
<p>Cleaning services, green bin weekly collection.</p>
<p>cleaning streets more often. do something positive about dog fouling,</p>

Cleaning up the rubbish from road sides. Repairing Pot holes. Stop anti social behaviour in residential areas.
Cleanliness is a bit lacking wherever you go in the borough. Litter collection could be better and there's an issue with dog waste in some of the back lanes which is a shame. The only other issue - and it's a minor one - is food waste collection. Sometimes it gets collected, sometimes it doesn't. Overall, I think the council is doing a pretty good job at the moment.
Cleanliness is a major issue for Caerphilly town. The issue is two fold in my opinion - 1. So many people think it is ok to litter! From people chucking stuff out of car windows, letting their dogs fowl, people finishing their food then just dropping the wrappers, commercial waste being strewn everywhere in the back alleys etc etc. 2. Absolutely no enforcement. I do feel very sorry for anyone involved in this process as (as detail in point 1) it must be very hard to make people care when they have literally no respect... But they'll all soon learn if there was a reasonable chance of them being caught and fined! Right now, they just get away with it. Currently, we see no enforcement whatsoever - which doesn't help with point one, for example when trying to tell someone not to urinate in the street as there is a public convenience less than 150 yards away I get told to f off and "who's going to stop me" gesturing to the fact there are no police or enforcement officers at all.
Clear pathways. Pathway between Penpedairheol roundabout and Cefn Hengoed grass over over pathway and over hanging trees dangerous to pedestrians walking the path and when crossing over to other side. Dog bags would be useful next to dog bins like in Swansea to reduce dog mess.
Clear policy and consistent enforcement of recycling protocol as it appears to change on a weekly basis or at least at the will of the refuse collection team Enforcement of safer parking outside schools (parents parking on double yellow lines and in yellow zig zag zones)
Clear roads when snow/ ice falls.
Clear the rubbish by the side of the bins instead of just emptying the bins Create a dog walking/ training enclosed area/field
Clear the weeds repair the roads , regenerate existing buildings playing fields /areas etc. Basically make it look as though the large amount of money we pay each month is going somewhere to improve things.
Clear up broken glass on a regular basis Have more dog wardens (I have never yet seen a dog warden in Penrheol)
Clear weeds from roadsides and public footpaths. The proliferation of weeds which have been allowed to clutter our footpaths make the area look dilapidated and run down.
Clearing up grass after it has been mowed
Collect all the bins from the lane entrance on Mill rd, the same side as the spar shop, why you can collect the green bins and not brown is beyond me
Collect brown bin every two weeks instead of weekly .
Collect more items for recycling I.E batteries and car batteries,small electrical items
Collect my food waste bin. I have stopped recycling food waste as I have put it out several times in different places. As you can imagine it is full of maggots and disgusting so wonder if this is why it is not being collected.
collect our food waste bin!

Collect our food waste. Collect our green waste. Do more to control grouping of children on and around Tribute Avenue. Do more with the Scenic Drive such as open later for food on the weekend and during the summer. Arrange more long distance walks as these are excellent and well attended in the area.
Collect our recycling without having to be prompted.
Collect recycling and refuse bins without repeated recalls for missed bins!!!
Collect recycling Keep residents informed
Collect recycling waste from lane like household waste. For some reason the household waste is collected in rear lane but recycling waste is collected from front of house.
Collect the bins
Collect the green bins on a weekly basis and the recycling every two weeks, far more sensible especially in the summer.
Collect wandering dog in St Marys Road
Collect waste disposal on time and when advised Provide a grit bin and grit the whole road
Collecting refuse and food waste when scheduled to do so and deal with the culprits whos dogs foul they have signs up saying they will be fined well do so.
Collection back to every week
Come and look for themselves
Come to Risca and see
Commission the council pound to use in the quest of addressing sheep trespass from the Darran Valley. Boost community safety service. Address fly tipping by playing employing surveillance methods. Address littering dog fouling Use workforce more efficiently, have multidisciplinary teams eg the teams that remove big items of fly tipping will leave the small debris for another team to remove The refuse collectors when emptying the community bins left a message, another team was sent to clean it up.
Communicate better and engage in genuine dialogue. This means not faceless propaganda through Nesline but real discussion.
Communicate by telephone or mail in advance not the day before something is due to be paid, collected it repaired
Communicate effectively, this does not mean putting everything on Facebook or expecting people to trawl through what is a not user friendly website which again is not kept up to date. While all this work is going on there should be at least fortnightly accurate, and informative newssheets posted through all properties on the park. Council officials should actually do what they say they will do and keep people informed, not pay lip sevice to complaints and then nothing happens, does it not occur to the council that this is exactly why people do not bother!
Communicate more about any issues eg late bin collection. Be more proactive dealing with dog mess
Communicate more effectively - example - the recent exercise of checking recycling bins and issuing letters etc. The public clearly didn't understand what was going on or why.
Communication - I've asked for a service, was told that the department would come back in 20 working days. I'm still waiting - 30+ days later
Complete the issues that they have been made aware of.

Concentrate on the basics - street cleaning, highways maintenance. Improve delivery times for responding to service requests - most have not changed in the last 7 years. Clearly identify which officers are responsible for delivery, so they can be pinned down for a result.
.....
Conflicting advice about waste recycling. Had a visit from a representative who advised could put in clear bags rather than wheeling bin around to front. Now had a sticker saying loose recycling onlr
Consider the residents and not just think of saving money
Construct a cycle path between Ystrad Mynach and Caerphilly. This would link the Caerphilly route of the taff trail with the Blackwood route. Every time I go into Caerphilly by bicycle I fear for my life. Tackling those hills and having to compete with buses, lorries, and local residents cars driving out of blind bends up hills is a recipe for disaster. It is no wonder a school mate of mine went and got killed on the bypass cycling about two years ago, he probably thought it was safer to go that way. I also think the pavements in Caerphilly town centre, from the Piccadilly to the Green Lady, are awful. They are too small for even one person to walk on and also too sloped inwards: they become like bathtubs when it rains.
Consult residents when planning changes, no vision and only creating worse traffic flow
contact residence on a regular basis , possibly by email ?
Contion of the roads especially man hole covers not fit for purpose
Control the amount of litter on the streets. Clear weeds off the pavements, mend pot holes. Which all give a nicer environment.
Control the weeds on public pavements
Correct the above.
Could have dealt better with a complaint that I submitted over a number of years about trees
Council needs to look at better ways of managing waste streams at end of use rather than punishing residents and focusing too much on what are going in bins. far too many items are not able to be recycled via weekly waste collections but are in fact recyclable. More council officials need to be regularly patrolling the streets to reassure residents and to catch those carrying out those offences (dog littering). there is no point in having rules if there is no one around to enforce them. Act quicker when reports are made and to fix pot holes etc when they are reported rather than wait over a month to fix them even though someone is sent out to mark them up and then left for weeks to repair.
Council staff take more care in emptying the bins and making sure the bins are back by our houses not down the street.
Council workers should be happy and even grateful in the job. I can only speak about the area I live in which is Caerphilly where bin workers don't seem to care if rubbish falls on to the road or when they are putting white lines on the local field will drive over rubbish. Dog bins are not regulary collected and overflow. There is no care anymore as people seem to do as less as possible and get their wage. This can be said of most jobs of today but at least they've got a job!
Councillors could engage more with constituents
Councillors run CCBC not officials because workers sitting in offices doing and knowing "O". Shut down too many CCBC offices. Get rid of town councils. Llancaiach given to CADW who are qualified to run old buildings.
Create a safe cycling area in or near Blackwood.

Create more parking for cars in penyrheol and stop being picky about what goes in each bin !
Crime and anti social behaviour The movement of people in social housing throughout the county Improve the facilities and conditions at the top end of the valley
Cut and maintain the hedges that you planted that borders private house holders property and tackle litter in the same way you tackle dog fouling
Cut back trees and hedges
cut down on management and their wages and spend the money where its needed
Cut grass, thorns and trees in public areas more, especially difficult when can't walk on paths with children. Do report it but nothing done. Also work on clearing up dog fouling. Have more clubs for children eg athletic clubs, more in the valleys areas.
Cut our trees, fix the roads, when a problem has been reported to the council and looked at feed back would be appreciated, contacted environmental health months ago about illegal fly tipping and rats by our village hall Ricky Vaughn did meet up with us but no feed back
..... put that money into services for the residents, also limit road closures due to events that leave residents trapped in their homes as there is no other way to go as the bypass is a vital link. Also why is one lane of the road approaching the roundabout in Llanbradach closed as this is causing mayhem in the rush hour traffic as cars are queuing through village and due to the traffic calming as you enter it is dangerous especially when buses and lorries are trying to navigate parked cars
Cut out the use of Welsh its confusing and a cost which we should not be paying for not value for our money for tax payers
Cut out waste. Transfer jobs eg in education support through the summer holidays to areas where teams are overloaded with work.
Cut the grass more frequently Work to fill retail park at crossways Consider carefully recent planning applications for housing estates. Caerphilly cannot cope with the current volume of traffic.
Cut the grass on my estate Grit and maintain the roads Cutting down of imposing bushes and trees Weight limit on the main road or speed camera
cut waste on management !!more effective in their work schedules?cut costs by cutting numbers in councillors in every area by at least 50%
Cut your own staffs paye and perks
cutting of trees fixing of pot holes
Cynyddu'r nifer o wasanaethau sydd ar gael yn Gymraeg megis gwasanaethau hamdden, gwasanaethau parciau a chanolfannau cefn gwlad, amgueddfeydd. Increase the number of services available in Welsh such as leisure, parks services and countryside centres, museums
D
Deal with littering/drug taking and illegal dirt biking around twmbarlwm
Deal with the above
Deal with the congestion going through maes y cymmer at rush hour and the a469. Also put a book bin outside out Oakdale library so we can return books outside of the library hours.
.....

Deal with the issues in the last section.
.....
Deal with the situation straight away.
Deliver a waste service that matches what Cardiff offers are we a second class authority,
Deliver new bins when asked for. Some people never get them. Provide food recycling bags like every other local council. Provide constructive feedback to people having their recycling bins not emptied, rather than slap a sticker on and a blase' attitude. Room for much improvement on your customer service.
Demonstrate interest and act realistic when dealing with residential issues. Don't brush to the side, as they don't go away.
Difficult to know due to the budget cuts.
Disabled friendly across the departments.
Disappointed with the amount of litter and overgrowth of trees and bushes which make our area look scruffy.
Disband. ....
Distribute the Maintenance and grants evenly throughout the village. Put more effort into keeping our streets cleaner, have more bins distributed.
Do all above and lower councillors wages and get rid of cars etc for officials.
Do more for kids such as youth club, boys club as before
Do more for outlying areas in the borough.
Do not cut any services
Do repairs
Do repairs to public footpaths when identified Insist that residents who has protected trees on their property keep them properly and regularly trimmed so as not to affect their neighbour's properties
Do repairs.
Do something about blocking off tunnel under road in gelligaer to deter large groups of youngsters hanging around there. Re-educate your bin collectors to pick up bags as well as emptying bins.
Do something about the takeaway food from the likes of MacDonald's and so on. Daily I see takeaway food cartons thrown out from cars in the lane between Croepenmaen and Treowen. These containers are then left to blow around until collected. I suggest that the takeaway companies pay for a clean up of these areas.
Do something for local residents for our money, street lighting and new pavements would be a start
Do something with Caerphilly top of town and market
Do the basics. Do not do the non-essentials. Stop closing roads for the Velothon on Sundays when I cannot get to my church.
Do the job right
Do the job that you are paid to do.

Do the job they are supposed to do. Keep us up to date on if and when jobs are to be finished and who is responsible for the jobs not finished.
Do the same as cardiff council and let people mix recycling and garden waste in the brown bins, I mean I put the garden waste bag out before work and when I get home it's empty and halfway down the street and then you charge for another when it's the refuse collectors that have lost them. Do you really expect people to take the day off on bin day?
Do the small things to brighten our towns
Do the work they say they do
do their jobs and start remembering pontlottyn exists . seems places down the valley get everything .... also stop shipping the druggies up here
Do their own recycling.
Do thing for you that they say they gonna do
Do what they are paid for and as a proper job when doing it
Do what they are supposed to do .....
Do what they say they are going to Do- when they say they are going to do it.
Dog fouling, very little amount of litter bins on offer eg Aber Cycle track. Regeneration also appears to be lacking, run down buildings not only in remote places like Abertridwr but Caerphilly town centre. With the amount of tourism the Castle brings, the High St is an embarrassment. Also placing a4 sheets on lamposts in Hendredenny of possible planning applications of nearby green fields isn't really acceptable in terms of your communication - you know our addresses as you send the Council tax bill!
Dog mess is an issue. Increase fines for offenders
Don't know
Dont tell customers that the job will be completed and it never does get completed on time Dont say someone will call back keep your word and at least get some to call collect on time waste recycling and rubbish especially when it has been collected in street behind
Dustbin and recycling collections make the road (North Road, Pontywaun) very dirty and often spread with litter from the bins that are emptied in a dreadful rush. Bins are rarely put back in place and obstruct the pavement making it difficult to walk the street with a pushchair. Back lanes are not navigable by cars after the refuse collectors have been due to bins being left in the middle of the lane and often not anywhere near where they were picked up from. With many people at work, the lanes can be blocked all day unless the old age pensioners clear up the mess. We also need stricter Dog controls. We seem to have a few dog walkers that think the road is a dog toilet. We have a man the regularly walks North Road with an long handled aid for picking up litter in the road. I don't know if he is working for the Council but he just walks the road and seldom picks anything up at all. It all just seems a waste of time. Can anything be done about the drivers who come home from work in very large company owned commercial panel vans and park the on the pavements blocking safe passage for pedestrians, mothers with children and elderly who cant get good visibility of the roadway before crossing the road.
Easier to contact the right person
Educate your bin men. Build new or refurbish leisure centres to a modern standard. Rather than build more housing in caerphilly town, try to attract more businesses to the area. Not these charity or pound shops.

Employ more litter pickers
Employ more people to provide improved overall services e.g. Footpath cleaning up.
Employ people within the planning department who are competent enough to do the job for which they are paid. Either lower the cost of green bags or have the collectors place them within residents gardens.
Empty bin on days there supposed to be and be more tight on dog fouling.
EMPTY BINS MORE FREQUENTLY AND DO LITTER PICKS DOWN ALLEY WAYS. THEY ARE DISGUSTING
Empty bins on time and recycle everything thats msrked recyclable
Empty dog mess bins more often Gwachau biniau baw cwn yn fwy rheolaidd
Empty my bins on time. Pick rubbish up from my street (Bloomfield Road).
Empty our bins on the days that they're meant to be emptied, clean the streets at least occasionally, fix the roads, properly address the road system in Wattsville to remove the gridlock and reduce the pollution.
Empty our recycling bins
Empty public bins in my area on a more regular basis. Especially dog waste bins. These are often overflowing
Empty refuse bins on correct days would be great!
Empty the bins on the days that are allocated to the area to stop build up and stop the increase of vermin
Empty the bins, its bad enough wheeling the bins out into the lane when it's full, just empty them!
Empty the bins. Not charge for new bins.
Empty the dog mess bins more often. Cut the grass in residential areas better and more often
Empty the recycling bin properly
Empty the recycling bins and also recycle more things.
Empty the recycling bins or at least be bothered to tell the taxpayer what the problem is. It has been fine for ages, then you ruin what we had together.
Encourage more recycling of white goods by not charging for collections etc. Scrap the parking fees at country parks etc - decrease in people using these places.
Encourage take away estabs to recycle.
End the dispute. Spend money where it is needed rather than where it is seen.
Enforce laws preventing residents using properties as their own private rubbish dumps with disused vehicles on the roads outside their houses for example.
Enforce litter collection /tipping in rear lanes. Provide more modern children's park play areas in Blackwood. The Showfields are not used to their full potential.
Enforced resident parking. Clean up poo and litter, and fine those who offend. Less events, or compensate those who are affected with vouchers for the said event, or less council tax. Open a grocery store within the town centre, I would shop there.

<p>Engage with residents by responding promptly &amp; appropriately to communications. If you're honest with yourselves privately all alone in a room, I think you will struggle to find a single incident where you issued an apology &amp; accepted culpability for anything at all that has happened in this county. Not once. Not all residents are out to get you! We all live here! Both our dads' worked the pits so why do residents feel like we're entering an audience with the queen when we call you for so much as a hand with a bin collection? Put your friendliest staff on the phones at CCFC, that's my advice.</p>
<p>Engage with the public and not just refuse to do your duty and pick up the waste from people's homes. Build infrastructure and develop brown field sites further up the county rather than build on green field sites. Build council houses on council land and fulfill the promise made to residents at the time of the council tenant referendum. Demand that bus services go round the block at the Hospital in Newport so that the elderly and infirm can get to the hospital easily.</p>
<p>English is our 1st language why give Welsh priority on this questionnaire?</p>
<p>Ensure all pot holes marked up actually receive the tarmac allocated to it so checks are done to ensure it both has and is up to standard ??</p>
<p>Ensure all residents are treated equally and ensure budgets are fairly spread across the borough. Caerphilly, Blackwood and Risca seem to be getting the most support. It appears that although there may be a concentration of population in these areas, this is the only place money is spent. The upper Rhymney valley will continue to be an area of deprivation if the authority doesn't respond to the needs of its residents. In addition, private owners need to have their voices heard as it seems that this authority provides too much support to its council tenants and not enough support to private landlords and home owners.</p>
<p>Ensure bins are emptied weekly/fortnight on the correct day so that we don't have to keep reporting uncollected rubbish/recycling/food waste</p>
<p>Ensure dogs are kept on leads in public areas and that owners clean up after them, provide more 'dog bins' on walkways or empty them on a more regular basis. Provide a better range of adult education in the Caerphilly and Aber Valley areas.</p>
<p>Ensure grass verges are cut regularly on the busier routes .</p>
<p>Ensure libraries are retained.</p>
<p>Ensure new houses are built on brown field sites, in places that do not add to existing bottlenecks. Take the concerns of the residents of Castle View, Caerphilly seriously, and look again at the speed limits and lack of safe crossing areas around the estate.</p>
<p>Ensure people in public office do not have expense accounts such as was in the news yesterday with ridiculous claims, for meals hotels etc there should be a cap and if they choose to eat in expensive restaurants or stay in expensive hotels they should pay out of their own pocket. In these times of severe austerity I find it immoral and sincerely hope CCBC strictly monitor this.</p>
<p>Ensure public waste receptacles (particularly dog waste bins) are emptied regularly.</p>
<p>Ensure that it is continually comparing its performance against best practice throughout local government and continually checking to see if any changes could be made to improve which suit our region.</p>
<p>ensure that operatives are more aware of their duty to work with residents on proper responsible collections from homes and keeping the pavement clear since the CCBC made the decision to collect from pavements</p>

<p>Ensure that planning decisions are consistent and sensible and genuinely consider whether new builds are appropriate for their surroundings as regards size and design. Also that consent isn't given to applicants to construct building after building on green space in the countryside that mushrooms and transforms the environment with no basis, as I can see, for giving consent in the first place. Did email the planning department regarding a specific site on Rhyd y Gwern Road, Machen but never received a reply (maybe it's Newport not Caerphilly). There was nothing there eight years ago, only fields. Now, almost a farm with little land to support this application. The houses on outskirts of Draethen at the end of this lane are also monstrosities. Can't understand it.</p>
<p>Ensure the areas in the village are maintained, sufficient bins to put dogs mess in, removal of rubbish and grasslands cut on a regular basis. Owners of dogs who let they foul should be fined, the use of cameras on the bridge to view people could be a good start.</p>
<p>Ensure the needs of residents are listened to and the correct action taken</p>
<p>Ensure the overgrown hedges on pathways are cleared regularly.</p>
<p>Ensure you take every effort to recycle all materials that can be recycled not just those convenient to the council Ensure waste collections are made on the days promised - preferable all on the same day rather than different days Ensure the operatives replace bins/green waste bags/food waste bins back at the gate of the property and not "half way" down the street</p>
<p>Everything, they don't do anything anyway! Disgrace</p>
<p>Failings today are much the same as they have been for years e.g dog mess, litter , vandalism in public areas but despite platitudes little seems to change.Better / stronger enforcement is needed.</p>
<p>Fairly satisfied to date.</p>
<p>Far more realistic ,considerate planning department not one which ticks boxes.</p>
<p>Faster identification and repair of potholes. Make it easier for public to report potholes via website or phone app. Upgrade old traffic light systems to increase traffic flow More dog bins on places like paths and cycle tracks</p>
<p>Fill in pot holes quickly Avoid having too many roadworks on at the same time Stop closing roads for velothon and similar events</p>
<p>Fill more pot holes on smaller roads</p>
<p>Fill pot holes quicker.</p>
<p>Finally, to save money mend and repair fixtures in social housing rather than replace since we all need to tighten belts and recycle wherever possible to save money and resources of planet. Additionally, do not close household waste centres since this will only encourage more fly tipping.</p>
<p>Find housing for my family, also do the village up and sort out the dam traffic lights, its beyond a joke.</p>
<p>Find suitable times to accommodate people who work and not to have to take a whole day off, maybe get a tenant app to look at your rent account or to report a repair etc. I work for rhondda housing and the service all round is much better than what council provide</p>
<p>Finish off work properly. We have a stopcock in the middle of our living room, and pipes running down the internal walls, with no apparent purpose. The whole place is an eyesore because of them.</p>
<p>Fix potholes quicker and offer incentives to recycle more</p>
<p>Fix the above</p>

Fix the potholes properly, they take months to be filled in and then just a few weeks down the line they start breaking up again.
Fix the roads, get rid of shared surfaces. Control parking on streets and stop people parking on pavements anywhere, including residential areas. Get rid of street furniture everywhere. Make areas safe to live for a change and not just fund the staff christmas party
Flatten and resurface the road near Catnics leading to the Taylor Wimpey site.
Flexibility around repair times when working.
Focus on all areas not certain areas only
Focus on delivering better public services - specifically better education services and an improvement in grades throughout the borough, focus on improving the road traffic network in the region to reduce congestion.
Follow the housing associations and put resident involvement at the heart of your decision making. Ask us what we want. Especially ask the working population. We don't have time to come to your meetings. Find a way to engage with us all.
For staff to be more helpful and to stop passing you from one department to another. No one will ever give a straight answer. Get rid of all the paperwork and all the do-gooders with Health and Safety, which has gone totally mad. Stop all the people claiming for things which takes thousands from the council purse. It's everybody's responsibility to stay safe. I have never claimed.
Free bags for the food waste
Free food bin bags
Free parking at penyfan pond and parc penallta and parc cwm Darren to encourage people to improve health and wellbeing and become more involved in the community and also the council's strategic goals
Free up more money held in bank accounts so residents don't have to pay for things like car parking and bin replacements etc.
Freeze rent increase for a period for people paying full rent
From a personal perspective I'm not aware of anything the Council can do to increase my satisfaction with their services
fully empty bins,
General clean up of all areas, streets etc. Someone employed to drive around and none the areas that are constantly dumped with rubbish.
general refuse collection weekly instead of fortnightly, as it isn't enough
General up keep of the play grounds, grass areas - dog mess on Maesycwmmmer Viaduct
Generally very satisfied although I think you need to sort out your Development Plan problems
.....
Get Better
Get council workers to do their jobs properly
Get more bodies on the streets and out of the offices.
Get more men on the street to clean up the litter.

Get people off machines and walking around the local areas, where there are cars parked road can be left for months before a sweeper can clean roads, same with pavements, don't think I've seen pavements cleans for years
Get rid . Of my neighbour
Get rid of all the drug dealers/users.
Get rid of said bus stop. It's not necessary to have one there
Get rid of speed bumps
..... Ensure food bins are emptied properly. Remove all speed bumps and road narrowing. Provide amenities for leisure/fitness on new/newish Housing estates. provide secure litter bins at regular intervals. Provide dog poo bins in parks.
.....
Get rid of the Scum that you have moved in here, preferably to a land fill site. Give us our Community Center, Snooker Hall and Library back (AS PROMISED BY GAYNOR OLIVER). Clean up the dog mess and fine the owners that let the dogs mess everywhere and clean up the litter etc from the streets, especially the main road. Its disgusting. Also, remove the dangerous speed restrictor from lower Fochriw Road before someone is killed. I live near it and see at least 2 near misses every week. Who in theyre right mind would out a speed restricting chevron on a blind bend?
get rid of the speed bumps
get rid of these people!!
Get rid of weeds at the back of Greenfield, Newbridge
Get staff to work a full day instead of half a days work for a full days pay. Try working in the private sector, we don't get fag and coffee breaks, nor the perks that we have to pay for your jolly's. Stop wasting money.
Get the area cleaned up
Get the basics right and forget about the fancy stuff nobody wants.
Get the bin men to put the bins back where they find them so cars are not blocked in and pavements are navigable safely. The option to receive all communications in English only. I notice that this feedback document is not bi-lingual, would this affect peoples participation? More work on dog fouling this causes severe problems with using footpaths in a wheelchair have to carry a clean up kit at all times.
Get the county to look clean and tidy, have pavements cleaned regular, get the old fashioned road sweeper back, stop relying on machine who cannot clean steps and small pathways
Get the grass and trees cut and put the recycling back where they find it
Get the men to not do this
Get your act together
get your finger out
Give a clear update about the Icelandic investment some years ago What is current position of the officers on unpaid leave
Give a roll of bags to recycle as sometimes I have over two bags
Give more some training so the staff know how to do their job properly .

Give notice to residence in advance of any events happening and compensate residence in some way for the disruption we face.
Give out Recycling bags the big green bags as I cant afford them. I get the food ones as they are in a Cheap shop but the larger ones I cant afford to get. Other Councils give them out.
Give residents plenty of notice of changes!
Give us free food waste bags.
Give us the public value for money.
Give value for money, see questionnaire answers
Given the budget cuts that have been and are yet to come, the council is doing a good job. people complain about litter, dog poo etc which in the scheme of things are small are ultimately not the council's fault but that of the residents - although sometimes bins are overflowing so could be emptied more often. I will just take my litter home but other people need to take more responsibility for their actions and not expect to everything to be done for them. the only thing I'd say is that if the council was more open about why it's doing what it's doing maybe people would be more supportive.
Go around and clean up on the edge of the road which meets the curbs as the are plant growing in the gaps which will break up the road surface which will allow water to get in and freeze in the winter months. Clean and resurface the back lane as it is a right of way where the refuse lorries comes down to collect the bins.
Go back to basics, improve the visual impact of the authority , not with sculptures and expensive designs , but by hygiene and cleanliness ,this is something which the majority approve of. where mess is left it will be added to it's human nature, keep areas clean and tidy set the example and the younger most influential members of society may follow.
Go back to the weekly collections of all bins.
Green bags for garden refuse are very good in some ways but the collectors although I provide a weight to keep the empties safe this is ignored so the bags blow away often are lost and I resent. having to pay £3 to replace and I have enough calls on my pension as it is. Could the collections be amalgamated so I am not having to put bins out sometimes three times a week.]
Green bin waste every week instead of fortnightly. Even though recycling, green bin still gets full quickly.
Grounds maintenance - our shared driveway, trees overhanging from green are never cut and yet opposite a lovely hedge is maintained (blocking out a lot of light to our houses)
Guarantee future services in children's activities & leisure centres
Gwell cyflwr y ffyrdd a llif traffic - gwneud i ffwrdd efo'r "chicanes", a rhoi rhwystrau eraill i arafu traffic. Gwella'r cylchfan wrth y Cedar Tree. Improve the state of the roads and traffic flow – get rid of chicanes and put other obstructions in place to slow down traffic. Improve the Cedar Tree roundabout
Half an hour free parking in car parks in blackwood to encourage people to go to town, more accessible for people who needs to pop to one shop. No parking fee up Pen Y Fan pond.
Hard to say really when all I know that they do is empty the bins. So maybe make residents more aware of the services you provide.
Have a bigger clampdown on dogs mess,and smoking in public places such as bus shelters,especially the main bus shelter in Caerphilly town centre,as I'm sure if now and again people were taken to task over breaking this law, the offenders would think twice next time.

Have a more thought through recycling agenda to make it easier for people based on family size
Have a prescence or workshop inthe community.
Have bin collections more frequently and pick up grass cuttings.
Have community/street wardens so issues in a neighbourhood can be spotted and resolved early i.e. teams to target, littering etc. These posts can voluntary but supported by council.
Have more bin collection during hot weather from those with babies if required. I've recently moved to this house & as its terrace I have no where I can place bin in the shade. My previous house was fine as I could place it in shade so maggots were not as much of a problem.
Have more for children to do and more activities.
Have more single accommodation. Utilise empty buildings and complexes
Have the recycle and one of the other bins on the same day collection.
Having being born and lived in cardiff all my life, I notice coming to Caerphilly there's hardly any things for kids to do! Abertridwr Park is awful, and we need somewhere to take children. people don't as for much. just a nice park, meet other people, bring kids up in a decent place. pointless me writing this as it will fall on deafs ears.
Having just moved into a property with no bins, I feel these should be provided. I have to phone on a weekly basis for any reclaimed bins or pay £25 each for the bins I need. I put out the associated bags black and green I try my best as a pensioner but I have been in the property 7 weeks and I have had to phone that the bin men haven't picked up my rubbish on numerous occasions. It is very difficult for me to take my rubbish on the bus to the local tip.
Hedges were left too long before they been cut back(maybe as we had early heatwave) that's still no excuse for poor maintenance. Toilets at blackwood station in poor state of clenlenesse with toilet paper thrown up into the sky light too. Parking charges for all borough parking lots are charged even with blackwood being second largest town but classed as a driving accesable town too.
Help local pubs to become a community again
Help me find a solution to the recycling issue we have at the bottom end of aberbargoed
Help the vuerable and newborn children.
Help us in relocating to a different house, we have sogned up to internet caerphilly homes but to no benefit to us, there isnt a phone number or person that is able to help is in this situation which because we have young children is frightening for them after incidents that have occured, the council only care that the rent is paid and that in itself is a ripoff - ee arent getting the service that we pay for - £420 per month plus £90 council taxis an absolute extortionate amount to pay.
Help with recycling more. Rather than putting stickers on the bins. More information and sending letters to the correct house about recycling. I received a letter about recycling where my next door neighbour was actually the house that should of received it.
Help with regards to the drug problems around rhymney, pontlottyn, abertysswg. And councillors that get elected show support to the local community because personally up the top end of the valley we have been forgotten...
Higher penalties for people fly tipping and general littering,
Hire a head of department for the waste collections that possesses a few brain cells and doesn't alienate the entire the entire population of ccbc

I am concerned about the amount of paper waste produced due to everything produced bilingually. Could the council not ask people what language they want communication in? This would cut in half the amount of paper and ink used, and potentially reduce costs as well as protecting the environment.

I am fed up with all fly tipping (when notified to CCBC they do nothing about it). Fed up with litter, overgrown hedges and paths not being kept clear. Litter bins & dog fouling bins are overflowing. Pontllanfraith is a rubbish-hole. I wonder if councillors walk around with their eyes closed.

I am quite happy with all current services

I am worried about the way the council seem to be agreeing to many applications for house building in areas that local people know are unsuitable - please leave some areas green

I believe Caerphilly needs a new leisure centre with a 50m pool. A good place would be in Ystrad Mynach next to the Centre for Sporting Excellence.

I believe that as we all pay our Council Tax and levy for the police provision, there should not be any additional charges for private collections such as disposal of large items which cannot be taken to a landfill site.

I believe that the Council should discipline those members who fail to respond positively to the work being carried out on behalf of residents.

I believe that there needs to be more focus on the condition of the roads around our local areas as they are full of potholes and have not been repaired properly. Green bins should go back to being weekly and these notices you are putting on bins should be regulated and not an excuse for leaving the bins unemptied.

I believe the trees around Hendredenny estate need to be cut back before the roots start to cause damage to the houses, the trees running down the lane, between the school and houses and very high, block all the light and are dangerously close to houses

I could suggest filling in more potholes, putting in place more rubbish bins/ dog bins, and finally upgrading the entire bus service so it is more efficient and eco-friendly/ modern.

I don't feel there is enough dissemination of information about ongoing works and plans.

I feel more parks should be put in areas of high housing volumes. I live on the penllwyn estate and the nearest park is in the old council offices, my children cannot walk here alone which leaves them very bored.

I feel that it is very difficult to access a number of council services through the medium of Welsh in a suitable way. Having a third person talking face-to-face at Penallta House to translate everything is not a sufficient way of offering Welsh language services. I can speak English, no one needs to translate to me, though, I prefer to communicate in Welsh because I'm more confident in it. When asking for a service in Welsh someone in the reception had called someone to come down to translate! It gives the Welsh language a lower status and I felt embarrassed in front of staff and other customers that I couldn't communicate with someone in Welsh in Wales. Teimlaf ei bod hi'n anodd iawn cael nifer o wasanaethau'r cyngor drwy gyfrwng y Gymraeg mewn modd addas. Dydy cael trydydd person wrth siarad wyneb yn wyneb yn Nhy Penallta er mwyn cyfieithu popeth ddim yn ffordd ddigonol o gynnig gwasanaethau Cymraeg. Gallaf siarad Saesneg, does dim angen i rywun gyfieithu i mi, er hynny, mae'n well gen i gyfathrebu yn y Gymraeg am fy mod i'n fwy hyderus ynddi. Wrth ofyn am wasanaeth yn Gymraeg roedd rhywun yn y dderbynfa wedi galw rhywun i ddod lawr i gyfieithu! Mae'n rhoi statws is i'r iaith Gymraeg ac roedd wedi codi cywilydd arna i o flaen y staff a chwsmeriaid eraill yn cael trafferth i gyfathrebu â rhywun yn Gymraeg yng Nghymru.

I feel they could be a little more prompt with things. I reported a lack of white lines down centre of road in Nelson back in July and it has still not been rectified. We're now in the 'ber months, and chances are it won't be completed anytime soon due to wet weather.

I had sent emails that took too long to be acknowledged. Some sort of minimum acknowledgement time should be considered.

I have a large garden and find it difficult getting rid of green waste in my van. I think you should make it easier to use the local recycling centre in a van.

I have an issue with refuse collection where I live and also am concerned about the recycling from Council offices and establishments. I have also seen an increase in the amount of litter in local areas and fly tipping and dog waste.

I have been impressed with the council's recent efforts to increase recycling locally. However having recently moved to Caerphilly having previously lived in Cardiff and Rhondda Cynon Taf I was surprised to have to pay for bins and not be provided with recycling bags. Whilst I appreciate the council is trying to save money I feel bags should be provided along with at least the first bin. When I bought my property there were no bins here and I was dissatisfied that I had to buy these. Obviously if the bins were lost or broken by the resident then I understand a charge in these situations. The recent drive to put stickers on bins to remind residents not to put plastic bags in the recycling whilst useful for people who actually do this seems a fruitless task for people who have never done this. I don't see the purpose of putting these stickers on all bins and seems a waste of money to me!

I have called several times to ask about the 3 lights outside our house that are so bright that it's like broad daylight outside at night. Everytime I rang I got told something would be done 'once they were all finished being fitted in the area'- that was two years ago. I rang again and every time I did I was told that the person I needed to speak to wasn't there. At night you can read a book with no lights on inside our house- it's ridiculous. I can't walk my dog at night anymore either as it is too scary to walk the dog out onto Holly Road- the cars there fly past so fast that it doesn't feel safe. Last year someone did lose control and hit a wall near our house. I feel like that we are at the edge of the county and that we are neglected in many ways. It's not pleasant living here because of the lack of engagement and support from the council. Last year we were told a planning application was happening on the field next to us, signs were not put up on time around the field and when I mentioned it I was told that there are plans in the library and I could've gone to see them there and that a notice was put in the paper. Well, I work and so wasn't here during daylight hours much that winter so didn't see the signs and I didn't go to the library or buy the correct paper and therefore it was my fault that I didn't know about the plans- it felt like CCBC were trying to sneak it in- it would've taken very little effort to inform people in the area. If you can send this email out to everyone who lives here then you can send an email about planning applications can't you?

I have children who play sport weekly on council pitches and very sadly we have to clean up an obscene amount of dog excrement to make the area safe. The council need to look at closing off these pitches to the public to ensure the safety of all children in the borough.

I have found no issues yet with the council in my area.

I have had an issue with bin collection. as I live near a park and on the main drag where the children walk to school, litter has been put in my bin ( the kids probably think they are doing good by not dropping litter) but this has resulted in my bin not been taken and a sticker placed on my bin. This means that I few times I have had to manually empty my bin and take to the recycling unit, with a large family which includes 3 teenage boys we accumulate a lot of recycling. As a family we follow the guidelines and also have separate bins in the kitchen to ensure that we recycle properly but unfortunately after my bins are put out on a Thursday morning I can not monitor them until the bin men collect as I have left for work and my sons have left for college. I don't really know how I can combat this, I suppose I would rather the little school kids put rubbish in my bin rather than throw it on the floor but it causes a major inconvenience for me. Have you got any ideas?

I have issues with the charges imposed in the public areas to park, such as Pen Y Fan pond, I mean ..is this really necessary ????? You've also put concrete blocks in such an inconvenient area of the Pont council offices blocking you parking near the children's playground, surely they could block off the lower area of the car park and allow people to park a bit closer?

I have limited exposure to the council's services. One aspect that annoys me is the lack of assistance at the Full Moon recycling site. I visited Monmouth's equivalent a few months ago and was gratified to see the staff there helping people unload. At our site they do nothing except complain when someone does something wrong in their eyes. On one visit (admittedly a couple of years ago) I put an electronic item in a container, but was unsure that I had the right one. I picked it up and took it out, just to check there wasn't a more suitable receptacle only to be shouted at immediately by one of your staff. I have had other similar encounters with the staff there. Also, when I have visited, I have also helped people who are struggling to unload their cars due to some physical impairment. I have never seen your staff do anything similar, which I find unforgivable.

I have no clue what's going on half the time, I'm always in work.

I have noticed this year that the grass on the side of public highways and the mountain were not cut as often as normal which made the area a little untidy. Was a bit annoyed that when my recycling bin went missing/ stolen or damaged you could not replace free of charge if it was a waste bin I can understand but recycling I feel should be encouraged

I have only ever made contact with the Local Authority about overhanging trees and uncut hedges near to me. Yes they are done eventually and in accordance with the time scale but if a PROPER job was done by the Council workmen in the beginning this would not be necessary. By a proper job I mean by clearing and cleaning up after them - sweeping the pavements and gutters.

I have particular issues with the planning department and it is there that I feel significant improvement could be made.

I have recently bought a property which has no food or recycling bins. If I want these I have to pay. Surely this is not my fault? And if council expect us to recycle should the opportunity not be provided free of charge in this instance?

I have two major areas of dissatisfaction. Refuse collection and cycle path cleanliness. My issue with refuse collection does not relate in any way to those collecting. I have a large garden yet constantly struggle to remove the waste. I can't get bags from yourselves so I use my own and irrespective of how many I leave you guys have a rule of taking only one. Also the recent rule changes around recycling is ridiculous. There will. E the odd thing in those bins incorrectly however the vast majority is always correct. Now since this is mixed recycling this will have to be sorted at the plant. Isn't it better to remove the odd item at this point rather than us not recycle at all? Decision to not collect these bins seems to have been taken without thought. Secondly the state of the local cycle paths are not acceptable. They are continually full of glass which is a problem when using it as intended. There also seems to be huge resistance from some walkers who blatantly don't want to share the oath. A little education and enforcement of these rules wouldn't go amis.

i KNOW HOW DIFFICULT THE GOVERNMENT CUTS HAVE AFFECTED YOUR SERVICE BUT i NOTICE HOW WELL YOU HAVE MANAGED. pERHAPS UPING THE FINE ON LITTER BUUGS, DUMPING AND DOG NUISANCE WILL NOT ONLY SOLVE A FEW PROBLEMS BUT MAY ALSO FUND JOBS AND SERVICES. we ALL NEED TO BE RESPONSIBLE FOR THE AREAS WE LIVE IN. tHANK YOU FOR ALL YOUR HARD WORK. Argh! all capitals sorry should look up now and then however i might tread in some dog mess.

I know that you don't throw litter on the ground but can you perhaps put up some cctv here and there in order to catch the culprits. The worst stretch is between McDonalds near Morrison's and then under the railway bridge and up onto the risca road. If people heard of friends receiving huge fines maybe they might think twice. I also appreciate that a lot more litter bins have been placed on the Avon village site but my husband and I collect litter several times per week. The litter on the steps leading up to Morrison's is always very bad. A lot of driver's throw litter from their cars as they drive out of the Avon village.

I live in an area where fly tipping is rife. I report incidents of major dumping and wonder if the council ever liaise with the police to sort this out. An example is of about 20 fridges and freezers dumped on Mynyddislwyn, obviously by a trader, which I reported but are still where they were dumped because "they are difficult to remove".

I live in Caerphilly town centre and the parking can be nightmare would like to see more traffic monitoring.

i live in the penllwyn , pontllanfraith and i feel there are not enough litter bins .i persoally go on litter picking runs fairly frequently and i notice people are lazy about litter ,throwing it out of the window of the car ,whatever we need more bins we have far more dog bins than gen bins.we need more litter bins ,steel.

I live in the Risca area of Caerphilly borough, and on a couple of occasions I have needed to contact the council to ask that dog bins are emptied more regularly, and this has needed to be chased.

I notice the local areas: green areas, parks appear unkempt. Doesn't give visitors to the areas a good impression or local residents a nice environment. Bring back communities in bloom competitions.

I often see dog walkers who have forgotten to take dog poo bags with them, would it be possible to leave a supply of these at the side of the dog poo bins as other councils do?

I personally had to phone the council where contractors have left holes in the pavements on bt inspection drains. lamp posts not filled in properly what do your inspectors do ??? potholes in the roads not repaired.

I realise the constraints of finance are impeding a better talking of: anti-social behaviour road maintenance litter management dog fouling problems

I registered for updates on bus service changes. I have received nothing though there have been a number of changes

<p>I sometimes feel like as we are the outer edge of the area. Trinant is low on the council's prioritys. I also feel that unless you are out of work or on benifits you don't get to be involved or included in community activities.</p>
<p>I think it would be helpful to have more dog bins in areas like Penallta Park as there are quite often dog pooh bags left on the sides due to lack of bins in the area</p>
<p>I think that we should have a bin for the garden waste - like we do for refuse and recycling</p>
<p>I think the Council need to be more clear about recycling / bin collections rules and procedures, the amount of posts I've seen on social media recently about residents being unhappy with the Council's services is quite shocking. I, myself have personally witnessed a 'Bin Man' pick up my neighbours recycling bin over his head to empty the rubbish in to mine but wouldn't take the cardboard boxes that I had folded behind the bin, to me that made no sense at all.</p>
<p>I think the council need to pay more attention in the literature that they are giving out because it's not clear enough and this is the way you're having problems with your refuge collections with recycling</p>
<p>I think the council operate an excellent recycling policy, especially when compared to niehboring councils, and this puts Caerphilly near the top of the league for this service. When collecting refuse I occasionally see waste not quite making it in to the bin wagon however the operatives just carry on to the next bin ignoring the item left in the road.</p>
<p>I think the public perception of the Council is low and is not helped by the media and the way the Council is pprtrayed. Personally I am very satisfied with the Council's service to me but I suspect I am in a minority. My one gripe js the food recycling requirement and the issue that the council will not provide food waste bags. The caddies get filthy and cleaning them out is not a nice job. I also think the council could be more transparent in how it spends our money in terms of breaking down exactly where the money goes including Senior staff salaries.</p>
<p>I think they are doing well considering the restraints they have regarding budgets etc</p>
<p>I think they are going in the right direction by doing more things on line instead of wasting postage.</p>
<p>I think under the current constraints the council find themselves, they are doing an excellent job. It is a pity that many of the general public cannot see the bigger picture.</p>
<p>I think we should have visitors permits for parking. Ive had workers etc and health visitors unable to keep appointment when realise can not park. In pther counties the residents get a visitors permit.</p>
<p>I think you are doing the best that you can</p>
<p>I understand how difficult it is with decreasing budgets but I am of the opinion that maintenance and over all cleanliness are essential for well being of residents and avoidance of future major outlays.</p>
<p>I understand you need to she money, but services this year seem to have been very noticeably cut, yet there are still council members getting pay rises. Maintain your services as much as you can before congratulating yourselves. I also feel that you spend a great amount of money of public consultation, but atvthe end of the day public opinion is ignored in favour and it all comes down to money (includingbhow much CCBC can profit).</p>
<p>I wish you had more money to fund services that are being cut back</p>
<p>I would like a bin for garden waste, and also bags or a better system for the food caddy recycling.</p>
<p>I would like the Council to do more regarding the fly tipping in Groeswen. There is constant rubbish been dumped and the situation is getting worse. The rubbish is there for about a week before it's cleaned</p>

I would like to choose the date of paying my rent and council tax by direct debit, it would be so much easier, the dates you offer are not compatible with my finances

I would like to see Caerphilly promoted more as a tourist attraction I would like to see residents and persons employed in Caerphilly to have free access to the Castle I would like to see a Museum in the Castle and greater use of the grounds for the community I would like to see a community related event every month in the Castle I would like to see the Council promote the history of Caerphilly more in its Newsletter I would like to see the outdoor pool reopened in Morgan Jones Park I would like to see more Brass/Community Bands playing for free in the Park and surrounding areas I would like to see the Council more creative in running community events to complement its existing programme , Newport Pagnell Council for instance runs a Soapbox Derby, Duck Race, Vintage Weekend, Annual Carnival etc I would like to see the Council promote Unsung Heroes in its Newsletter such as Cllr Jon Scriven and his newly opened Caerphilly Boxing Club I would like to see more independent shops in Caerphilly - the Shambles in York should be an aspiration I would like more choice for shopping at the Gallagher Retail Park - like Wickes, Primark, Waitrose. This will encourage more local shopping and help reduce our carbon footprint I would like to see free parking throughout Caerphilly, this will help encourage shoppers to the town center and give a good impression to tourists and visitors to the town I would like to see the Council take the lead and introduce more charge points for electric cars I would like to see the Council outlaw those people trying to get you to join their internet companies/mobile companies etc. usually located by Iceland in Caerphilly. Cancel their licence they are toxic to the area and a nuisance and next to the iconic Castle – not good enough . I would like to see the Council outlaw Chuggers who clearly are licenced to do door to door knocking. Commission for some services can be as much as 40% and elderly people are particularly vulnerable. I would like to see the Council advise tenants particularly the elderly and vulnerable on how to opt out from receiving junk mail and postal scams how to stop nuisance and silent calls and how to prevent doorstep scams and cold callers. I would like to see the Council facilitate a Neighbourhood Watch Scheme in Trecenydd I would like to see the Council better promote community alarms and assistive technology to elderly and vulnerable tenants private and council so that in an emergency such as a fall they can get help . I would like to see the council better promote gas, fire and carbon monoxide detectors I would like to see the Council proactive in identifying and tackling loneliness and social isolation particularly for elderly and vulnerable people I would like to see Caerphilly Indoor Market brought back to its former glory – Pontypridd Market is a hub for the community I would like the Council take over the lease for the Indoor Market or force the owner to improve layout and facilities I would like to see the Council improve toilet facilities in Caerphilly. My favourite is the Craven Arms in Shropshire where classical music is piped through I would like to see a Changing Places Assisted Toilet provided by the Council – the nearest is John Frost Square, Newport. The 1,000 Changing Places Toilet was opened on 19 July 2017 in Nottinghamshire I would like to see the Council embrace the Love Where You Live campaign I would like to see improved street cleaning especially in the side streets I would like to see a zero tolerance for litter bugs I would like to see a zero tolerance for fly tipping I would like to see increased street cleaning in Trecenydd and the factories/snooker club/railway reminded of their obligations to keep the surrounding area clean for pedestrians I would like to see the council encourage Volunteer Cleaning Days especially with schools to engender an understanding of the environment I would like to see the Council visit school. Youth and community groups to raise awareness of environmental projects from recycling to the problems of littering I would like to see the Council adopt a cloth nappy service such as that provided by Essex Council and Sutton Council I would like to see the Council work with community groups to collect unwanted electrical goods and furniture, which they could refurbish and then sell on at low cost to local people I would like to see the Council announce a collective clean-up for Earth Day (22 April 2018) I would like to see the Council adopt a zero plastics policy and encourage local organisations and businesses to do the same I would like to see the fields on the back of East Avenue Trecenydd (by the old Double Diamond) to be better used as a community area whilst retaining its natural habitat I would like to see the Council adopt a Living Memory project, interviewing long standing and elderly residents, taking photographs etc to celebrate the fact that Trecenydd will be celebrating 100 years in a few years (I believe 2024) I would like the footpath and hedgerows on the path from Trecenydd to Aber Station at the back of the Brynecenydd better managed and more regularly maintained I would like the Council have a zero tolerance for dog fouling with on the spot fines I would like the Council to drive its campaign for recycling and make sure the refuse collectors take better care with the green bags and food waste bins i.e. don't leave them halfway down the road I would like to see improved traffic calming measures throughout Trecenydd I would like to see the Council have a zero tolerance to on-pavement parking, restricting access to mothers with pushchairs and wheelchair users I would like to see the new

I would like to see cameras put up around the mountains as fly tipping is a huge problem. I do not understand why we cannot have designated dog parks as they do in America. Too see children playing on fields where dogs are running around, especially in Ystrad Mynach park is disgusting and dangerous. Children should always come before dogs.

I would like to see cleaner streets, more facilities for dog waste and some sort of sanctions introduced for irresponsible dog owners.

I would like to see local parks supervised and cleaned on weekends. as we all know young people tend to congregate in these types of areas and sometimes consume alcohol leaving local people feeling unsafe taking their children or dogs there. There also appears to be a problem with smashed glass and rubbish after the young people have spent time in these areas. I also feel residents should be kept fully up to date as to what businesses, support groups etc are in their area. There appears to be more support for drug and alcohol users which is a good thing however, because people are misinformed or are told through rumours as to what goes on in certain buildings immediately they become alarmed and concerned. More police presence are needed throughout the Borough. lastly I do have concerns with the loss of the project Communities first and all the good they have done throughout Caerphilly I do hope that you will be using other projects or be creating projects just like this to support the people in need.

I would like to see the streets cleaned in residential areas more frequently.

I would prefer it if the bin men would return the bins to outside the same house from where they were collected instead of half way down the street. When food waste bins are emptied, they should be at least placed nicely back on the curbside instead of just being thrown down. When returning garden waste bags, if the house has an enclosed garden, they should be placed in the garden and not just left on the side of the road as they get blown away. For people with no enclosed garden (especially the elderly), some effort should be made to ensure the garden waste bins are put back in a place where they will not blow away, or placed under the large recycling bin. My Nan's green bins are always left out and get blown away and she is expected then to pay for replacements. It will come to the point where she will not pay for one and will then not recycle. If my garden waste bin is blown away because the bin men couldn't be bothered to walk an extra two steps to put them into my enclosed garden, i will not purchase a new one and my garden waste will end up in my general waste bin. Also, if my food waste bin gets damaged because the bin men just throw them around, I will not purchase a new one and again, my food waste will go into my general waste bin.

I'd appreciate the grass being cut more frequently at public open spaces and parks. There were occasions during the 2017 spring/summer where the grass grew to over 2ft long due to the long gaps between being cut in some areas near me. This made it difficult for children to play and for dog owners to pick up mess after their dog. It certainly felt like the gap between cutting was longer than previous years.

I'd be much more impressed not only with the bin situation as mentioned above but also if some money could be spent on my estate, like it has been on others, having a little park put in for the kids, we are the only estate in Caerffili town that I know of with no park or community centre, and it's no good saying we have Morgan Jones park across the road, would you as a parent be happy for your little one to walk through the estate then cross a busy road - twice - and you can't trust the zebra crossing now that the council made it a 'give priority over' road or a traffic calming measure as it's also been called, I myself have nearly been in three head on collisions coming out of the estate with drivers speeding through trying to beat the traffic, so imagine your child having to cross that twice after having to walk through the estate to start with, then hoping there are no weird people in the park while they play - now consider if the council spent a little money like they have on other estates to install a park here, a little 5 or 6 item park - slide, roundabout, swings for babies and older kids, see saw maybe a climbing frame and a picnic bench and table - and your child now being able to walk maybe a street or two with other kids or their brothers and sisters to this park, no roads to cross, no traffic to worry about running over your child and people living in the houses and flats overlooking the park being able to keep an eye on your child as they play...that would impress me for the council to do that for us rather than being told no chance unless you raise at least £50,000 to pay for it yourself when the council then upgrades a park on another estate, it's a slap in the face to the residents and children of this estate.

I'd like the council to provide me with food recycling bags please

I'm sure the forms to be filled in could be streamlined as the form is too long and could be made more easier to fill in.

I've had no problems with council services

If council staff say they will call back then they should do what they say even if there are developments to report.

If Llanbradach library could be open more frequently

If services are not being used the should be no billing.

If the above issue was dealt with in a positive I would happily change my reply to fairly satisfied.

If the council got rid of some top management on big money and save the job of the workers

If there's a problem with a service such as bin collection, send out an email, put it on your Facebook page and let people know what's going on and the plan to rectify it.

Imagination, spend appropriately and value our young people and those that want to get out and enjoy all the leisure opportunities - back the hard working workers that care.

Improve access to local libraries at evenings and weekends. Refuse collectors who collect the food scraps bins could ensure that when they empty the bins hat they have not caused damage to them. I have had to order several due to excessive damage rendering them unhygienic or unusable.

Improve access/services to/for recycling facilities; reward households that recycle more efficiently

Improve all things mentioned overleaf. You manage to stop right hand turning into school on Big Cheese weekend yet when thousands of children in school you ignore it.

Improve appearance, quality and routine maintainence of streets particularly weed treatment within town centres. Address anti-social and illegal onstreet parking particularly in town centres to ensure that less mobile residents can visit town centres without having to negotiate vehicles parked on footways

Improve availability of recycling facilities and improve the site at Trebizond. Improve maintenance of roads and pelican crossings - the crossing signals near the castle are particularly unreliable.

Improve bus routes
Improve Caerphilly parking areas.
Improve communication take pride in the service employ teachers who care and stop relying on parents to pay for tuition in order for their children to have any opportunities
Improve communication with its tenants and within its own departments. Information given to one department isn't fed through to the other departments leading to miscommunications and is incredibly frustrating when you are on the receiving end of this miscommunication.
Improve communication with residents, and respond to complaints and queries in a timely manner.
Improve communication with the people of Caerphilly borough.
Improve condition of roads. Consider measures to prevent illegal parking in Ystrad Mynach one-way system. Anything that can improve traffic and around Caerphilly at busy times
Improve consistency of refuse collection Traffic wardens back in the High Street of blackwood
Improve dustbin collection in the cul de sac where I live. Most other councils and area collect the bins from outside people's houses. Not here, someone said when we moved in that the collection point is outside my house because it is a private road, but why cant the dustbin men walk 20 yes to each house to collect and return bins to everyone. The mess left from the brown bins, recycling bins, and garden refuse is getting unbearable. Green bins are always left tidy. Some days you cannot get in our out of the street because the bins and bags have. Been strewn across the opening right outside my house. Every other Wednesday when the green bins are outside my house as well as all the others it's one heck of a mess. But the green bins are always left tidy. 8 bins, refuse bags, recycling bins are all left outside my house. I have taken photos which you can peruse.everone says it's looks disgusting.
Improve education as schools are behind other councils.
Improve education on environment, eg litter and recycling. I would like to recycle more, eg aluminium foil. I would like to see owners fined for dog fouling if they do not clear up after their animals.
Improve energy efficiency, drive down our carbon emissions in the area as a whole. Prevent flytipping/clean it up/educate to try and prevent it
Improve face to face Communication between residents and Councillors/ Senior Officers
Improve highway maintenance on rural roads
Improve leisure centre facilities
Improve leisure facilities in the area.
Improve maintenance stanards.
Improve on cleaning services
Improve pavements Recycle tetrapaks Less men doing nothing at XKeys waste station
improve policing of dog fouling
Improve provision for the hidden homeless and stop using bed and breakfasts to house people.
Improve public conveniences very poor. Dog mess is an issue
Improve refuse collection and where workmen finally leave your bin half way up the street from your own home leaves a little to be desired sometimes.

Improve refuse department Make Caerphilly cleaner
Improve reliability of wa
Improve residents parking.
Improve road conditions.
Improve road conditions. Cut back trees and shrubbery more frequently. Improve Caerphilly Leisure Centre.
improve road layouts put traffic lights on Cedar Tree roundabout don't build houses on green land stop producing the same leaflets, newspapers in welsh and English. Ask people what they want and just produce it in one language, making it half the size
Improve Road layouts to alleviate congestion between the llanbradach bypass and nantgarw. Changing the layouts on the Cedar Tree roundabout will help but the roundabouts and roads from nantgarw hill to the cedar tree heading to the valleys also need widening, there looks like there is scope to achieve this given the land layout. Road repair had improved leading up to the election, constant work on this will unfortunately be required not just around elections. A decision on the future of Heolddu Leisure Centre must be made, the heating system and general condition of the centre requires urgent attention and the council are just patching repairs, either refurbish or build a new centre, you must have the data to base a decision on and need to provide direction even if the build is far off based on budgets. The pupils from Lewis Boys School are constantly littering around Gwerthonor Road in the mornings and during lunchtime, which needs attention. The bushes on the railway side of the same road are never cut, this will lead to mirrors being knocked off cars or a pedestrian being hit if not resolved given there is no pavement.
Improve road maintenance
Improve road surfaces and stop giving permission for building extra houses in the town.
Improve road surfaces, I travel a lot and Caerphilly has got to ranking as one of the worst area, also cutting of grass and verges has fallen away significantly and it shows.
Improve road surfacing
Improve roads and better transport links such us more regular buses at aforeable cost
Improve roads in my area , Better communication with elected councillors ,better control of overgrown road-sides ,i.e.street Lights covered by trees ,paths and walk -ways covered in brambles .if we keep letting standards drop then that will become the norm.
Improve roads. A by pass by Ystrad Mynach/Masycymmer by nice. Get rid of road humps. And stop worrying about bin liners in recycling.
Improve rubbish clearance from roadsides. Try to beautify some of the drab suburbs with trees and flowers. Revitalise the high street, which should be the thriving centre of the town, but is a run-down disgrace.
Improve school bus transport- needs to be made safer for children to use.
Improve service a
Improve some of the leisure facilities, some centres buildings are quite old now and a bit shoddy
improve standard of roads and frequency of bin collection.

improve street lighting and make council employees (bin men, refuse collectors, grass cutters, litter pickers etc) work a full shift rather than work "job and knock" and be home by 1.00pm when they are paid until 3.00pm.

Improve the above

Improve the above! no more houses, build something for the children instead! our future! employ people to check these areas and fine the culprit's!

Improve the appearance of the area. Ensure the housing associations maintain all their properties to a high standard. Ensure pavements are maintained. Improve the environment by good landscaping. Encourage house building in the area. We have good rail and road links, schools, GP's and beautiful scenery. Encourage investment from working people, ensure land is developed.

Improve the bin service, the fact that the nappy bins are available to households with 2 or more children is ridiculous this needs to be available for anyone using disposable nappies. At the moment we have one bin picked up from the back alley and the rest from the front of the house, this causes massive confusion. I think that the council need to improve their communication with residents regarding road works, we have a major roadworks planned on the toby carvery roundabout which will have an impact on our road with people using it to re-route but no communication has been given to residents- I am only aware of it because of work.

improve the condition of road surfaces. Bin men to be more careful - my bin was THROWN over my wall

Improve the education standards at st Martins School Sort out the ownership and issues of the castle view balancing lake

Improve the environment, i.e reduce litter, and make sure habitats and local amenities are protected.

Improve the infrastructure before adding new residents housing make more use of brown field sites, first, especially in the northern areas of the district.

Improve the overall look of Cwmlas Estate. The lanes are a disgrace full of dogs mess and walls falling apart. Fairer Council Tax why should a bottom m of the village pay more than the top for the same services.

Improve the public transport links for villages such as Deri; hourly isn't good enough when there are teenagers using the service and have curfews to stick to, but can't due to the bus services only being available at inconvenient times. 21:16 is not early enough for my child to come home, yet 19:30 is too early. It's disgraceful that due to my inability to drive, my child is put at risk due to poor public transport management for remote places.

Improve the quality of leisure facilities and children's play areas.

Improve the reporting and corrective action process and ensure the appropriate KPI's and quality management systems are adhered too across both waste and grounds maintenance services.

Improve the road networks, For example the stretch of road outside my house can be widened to prevent residents parked cars from being damaged

Improve the road outside my house. A contractor put drains in the road and filled in and tarmaced. Only a thin layer of tarmac was used the road has now sunk.

Improve the roads ALL around Caerphilly not just prime picked areas

improve the roads including the speed bumps as consistent damage to cars

<p>Improve the roads Pick up the litter Improve refuse collection Control anti social behaviour Improve the parks and countryside. Respond to complaints quicker</p>
<p>Improve the shopping experiences and options in the County Borough. Caerphilly town centre is a disgrace. We have an amazing Castle that could draw in tourists but absolutely nothing of any appeal in the town centre and no out of town malls of any note either. RCT, Torfaen, Blaenau Gwent, Merthyr, Newport and Cardiff all have far better shopping options than anywhere in Caerphilly County Borough.</p>
<p>Improve the signage and prevent the resident parking arrangements being abused.</p>
<p>Improve the speed of repairing roads.</p>
<p>Improve the state of the roads.</p>
<p>Improve the traffic on the roads. Re- surface the roads with tar and not the cheap surfacing property you are using currently. A speed camera is desperately needed for Abertridwr road by the entrance to Bryn Siriol.</p>
<p>improve the way they recycle. Technology has improved allowing more materials to be recycled. We have restrictions on what we can put in bins and yet the technology is out there for us to be putting more in for recycling. Invest in the future.</p>
<p>Improve the way tourist attractions are used to generate revenue for the town, such as Caerphilly Council. Improve business rates for local businesses so they can thrive, not die. Have a standard of presentation which is enforced in the town- the painting and windows above local shops is a disgrace. Ensure litter collectors have their heart in it- the ones in the town centre are wonderful but the others do a half hearted job of local streets. Recycle bins and green waste bins sometimes just thrown. Buses ridiculously expensive and consequently empty. Diesel buses are churning out nasty fumes. Nothing is done to encourage kids to walk to school. Roads near schools are not well thought out</p>
<p>Improve their staff and policies.</p>
<p>improve waste collection service. I currently have to carry my garden waste down to the main road, i have requested clear green recycling bags and been told that I am not entitled to them and to use black bags and leave these open so the grass cuttings are visible. once these black bags have been emptied they are left on the side of the road and blow away. As a suggestion, can you not put something on the lorry to take these if they cannot be recycled rather than litter the street - by the time I come home from work they have blown into bushes etc. In addition to this the recycling centres now charge for a van even if you have household items to dispose of, surely this needs to be revisited, we are all against fly tipping but you are not encouraging people to do otherwise when charging them to take a van to the centre. I appreciate that you can collect a voucher, my husband works 6 days a week and i was not allowed to collect one as the V5 for the vehicle is in his name. People who work fulltime find it difficult to be home before the library shuts to collect one!! As a result of this the back lanes are becoming littered with building materials and equipment such as washing machines, sofa's and even beds and toys. surely this is not the first comment you have received to this effect.</p>
<p>Improve your litter picking services and draw up a regular rota that the Supervisor sticks to and does divert operatives to another duties in another area which happens regularly. Too many operative riding around in vans when they could be clearly litter. Most vans i see have 2 operatives picking up bags, does it need 2? Council need to ensure all their operatives are gainfully employed not 1 leaning on a shovel whilst the other one works principle, still too much of this going on, its the 21st Century. Where litter is coming from a particular source they need to pay for litter picking or get serious fines. Need to employ dog wardens and have them patrolling the streets and footpaths. More research before planning road-lay outs and local driver input from that particular area might help with local knowledge.</p>

Improved maintenance of footpaths and rights of way - address the fly tipping in Markham in particular the front of the villas in Markham.
Improved secondary schools
Improved services around parking control and complaints. Changes to controls with regard to the civic amenity sites and trailers/pick ups for private individuals.
Improvement in highway maintenance
Improvements to town centre. Appropriate use of council funds.
Improving street cleaning especially in back lanes and keep vegetation better cut back in the lanes
Improve all of the above. Set dates, communicate them and stick to them. Do not expect full time workers to be able to have time off at the drop of a hat. arrange gas safety checks on Saturdays for full time workers.
In general the roads in the borough are deteriorating. The road on which our house sits ( King Charles Riad Newbridge) is very poor, rutted, patched by previous work taking place and potholes which are filled, but soon lose the filling by continuous vehicular use. The pavement also needs replacing. Pavements have been replaced in nearby streets, but we have been forgotten.
in markham specifically, there is an issue with dog poo. Furthermore, there is a issue with speeding. With regards to the dog poo, i do feel there should be extra bins around on the main streets, rather than the field area. Also, a few extra signs warning of fining would be helpful. With regards to speeding, i do feel traffic calming on the main abernant road where i live would be helpful (70 abernant road, np12 0qh) Similarly like on the other side of abernant road, by the shops. The council generally when i have complained or inquired about issues, have been quick to deal with the problem, which is great.
In the areas of litter control, there should be more enforcement and prosecution of offenders - in the area where we live, most of the highways and paths have become an open 'litter bin'.
In the Argoed ward where I live one of the main complaints is about road safety measures , road signage and maintenance of verges and overgrowth, The A4048 runs through the ward and I feel that the warning signs as you approach both Argoed and Hollybush are totally inadequate and compare unfavourably with much better markings and signage in other parts of the borough. Local people have tried to bring these matters to the attention of the authority over many years but so far our pleas have fallen on deaf ears,
In village of Wyllie we need more dog waste bins. Also it would be nice to have some control on litter being thrown from cars; should be stronger penalties.
Include foil and tetra pack in household recycling collection
Increase amount of time routine services are provided.
Increase availability and reduce cost in sports halls for under 18 teams Concentrate on service instead of profit
Increase bin (Food waste) collections.
Increase engagement and take public opinion more seriously in terms of planning applications. The Council needs to be stricter on enforcing affordable housing targets.
Increase frequency of emptying dog fouling bins, remove rules on vans using civic amenity sites, remove parking charges at country parks.
Increase funding - increase staffing levels

Increase grass cutting frequencies and weed control
Increase green refuse collections.
Increase investment in Caerphilly itself not the upper county towns
Increase litter collection from public spaces
Increase measures to reduce anti social behaviour in Hanford Address issues 're : bin collections. The refuse officers are very good but seem rushed so often return empty bins to the middle of the pavement and on some of the narrow pavements this blocks then particularly for people with prams.
Increase number of dog litter bins around the borough, especially around the Penallta Parc area and the cycle path. There is a great deal of 'dog litter' bags dropped/chucked around the path because of the lack of bins.
Increase refuse collections to weekly, encourage recycling but accept that it cannot readinable enforced. Concentrate instead on reducing litter on the streets.
Increase road safety provision on Bryn road, more dog poo bins on walking tracks e.g. Sirhowy valley walk.
Increase security for our children. There have been growing g incidents of people following children or attempted kidnapp around castle view/ st Martin's school
Increase street cleaning in our area (twice in 6 years is not acceptable). De-weed kerbs more often.
Increase the amount of hedge trimming and drain cleaning. Pushing a special needs child in a wheelchair along some of the pavements on the main road is quite difficult.
Increase the frequency and have regular street cleaning vehicles cover Trecenydd, East Avenue, 1st & 2nd Avenue.
Increase the number of wardens rather than decreasing them. Cut down on the number of community councillors. Cut down on some of the managers in the CCBC structure including cutting down on red tape bureaucracy to save money and thus decrease the Council Tax. Cut back hedging, trees etc on public walkways. Grit pavements in winter time rather than just concentrate on roads thus encouraging use of public transport services. Scrap the charges for parking in particular Penallta Park thus encouraging more people to attend and exercise.
Increase the opportunities through such surveys as this one to ascertain the opinion of the borough ahead of major decisions being made. Councillors should be representing the views of constituents but it is rare to have direct contact with one of them.
Increase youth provision in my area (Newbridge) as there are a lot of issues with anti social behaviour
Increased awareness of roadworks' impacts on journeys across the county and cumulative impacts from neighbouring authorities schemes.
Increased street lightning for safety purposes.
Inform residents to keep their bins off pathways except when put out for emptying, and take action when they ignore these instructions. Follow up if they inform residents of future plans, and then find they are unable or unwilling to deliver , this good communication would help somewhat.
Introduce car parking spaces outside residents own property as fed up with cars parking outside slamming doors, beeping horns, late night and early morning (before 05.00hrs). Next door to me husband's van and 9 seater taxi coming and going all hours. Wife has own car 2 teenage sons also car each! Noise, noise, noise.

Introduce cycle lanes and safer pedestrian pathways. Update Morgan Jones Park
Invest in a running track and field facilities like a long jump sand pit and throwing nets for the hammer and discus. All 3 of my children love athletics.
Invest in IT to increase savingsfreeing up money for essential services.
Invest in local recreation for children Clean up fly tipping on the mountain more frequently More maintenance to paths in country parks (Penallta) More dog waste bins in parks
Invest in the village and give as much information as possible; nothing has been done for the village for years.
Invest more in small local communities and villages rather than the bigger towns in the borough.
Invest more resources into Rhymney.
Issues getting of the caledfryn estate in the mornings, due to cars parked everywhere dropping children to Cwm ifor, accident waiting to happen. The whole recycling situation is getting silly, the bin men keep losing our green bags, yet we have to pay to them replaced
Issues with litter and fly-tipping in the area I live. I think Council needs to be more proactive in preventing flytipping.
It could actually try and work with residents when applications are put into planning or requests are made for alterations to the property instead of just emailing and saying no. Yet if it was a developer asking, meetings would be held, plans agreed, but not residents.
It could deal with the flooding in Park Road, Hengoed, a matter I have brought to the authority's attention on many occasions over the years. It could deal with the speeding problem in Park Road, Hengoed, another matter I have brought to the authority's attention on many occasions over the years If matters have been looked into it would be courteous to let complainant's know precisely why no action is being taken.
It could enforce parking and speed regulations on St Martins Close, the access to St Martins school. Traffic on the road is a danger to children.
It could introduce electric vehicle charging points across the county. Infrastructure around Caerphilly is in desperate need of a rethink the roads become gridlocked quickly and for a sustained period around rush hour.
It is still a bit confusing about the types of plastic that can be recycled especially when it says it can be recycled but a person needs to check local facilities. There is still an issue with littering, fly tipping and dog fouling. Larger fines for those caught would help.
It would be nice to know what additional services are available for disabled and elderly residents.
It's about damn time you represented US - the people who LIVE here, and NOT the businesses who are willing to stuff your pockets.
just ask them to be more careful and if they tip anything make sure they clean it up
Just do your job, we pay enough Council Tax we should at least have a half decent service
Just listen a little more to views of local people. I've got quite a list whereby they haven't.
Keep Caerphilly High Street free of rubbish.
Keep garden waste collection going until leaves have finished falling. (Preferably all year.)

Keep on top of cutting back overgrown areas
Keep on top of litter on roads and pathways and clear the overgrown shrubs along the manager road leading toward the red kite as it's causing rats to nest coming into gardens of houses within Lin-y-Wayne/Lin-y-llyn
Keep pathetic clear of weeds and litter. Redo yellow lines. Collect refuse regularly.
Keep pavements, kerbs and roads better maintained. Also pick up leaves more often as drains get blocked and only rarely get cleaned.
Keep public updated more regularly.
Keep the area around my property from overgrowing and do something to better secure the property next door so that kids don't see fit to vandalise it on a regular basis!!
Keep the garden refuse collections going throughout Winter
Keep the roads and pavements safe. We live with vehicles parked on double yellow lines very close to tops of hills. A lot of the roads are double parked. People are usually aware of their roads but some drivers do not consider others and the double parking or unalert driver causes a gridlock here in Bargoed.
Keep the services i.e. leisure centres, libraries, bus services etc. going as they are essential for older people.
Keep the services in place for all of us over 50.....don't we exist after this magical age .....????!!!!!!
Keep their own hedgerows cut back properly. Clean up grass cuttings as they are left strewn on over the road, kerbstones, drives and pavements. Provide winter grit bins, especially on hills.
Keep these pedestrian areas a bit more maintainance.Pick up the grass
KEEP TO AGREED DAYS FOR RECYCLING AND BIN COLLECTION
Keep up the good work
Keep us informed about changes better,recycling good be better and easier so people didnt have bins not being emptied
Large items for collection for free to reduce fly tipping. Increase in what we can recycle
Leisure centre that open on bank holidays
Less council tax, more/better services. There is not even a basketball court in Nelson, although there is plenty of space for one.
Less dumping on public land
less use of agency carers. Plan safer routes for cyclists.
Lessen their reply times to letters, however I appreciate there may be a lack of staff etc
Let children use the outdoor facilities at risca leisure centre for free - if no one has booked them, let the children use them until the next booked appointment. We have an obesity issue in this country- we should encourage children to use the facilities for free rather than kick them out for no reason apart from they haven't booked / paid. The facilities are paid for by those of us who work and pay taxes
Let me know in advance what's happening rather than weeks after you've decided it's happening. I work, I have kids, I help my neighbour and I volunteer to litter pick. Just knowing about a change can help avoid a disaster. AKA an extra, unneeded trip to the tip to sort recycling out.

LET ME KNOW IN ADVANCE WHEN THINGS ARE CHANGED
Let people have more of a say an actually listen to what people are saying. Lack of houses with a bigger amount of bedrooms seems to be a massive problem in Hengoed area.
Let residents know more about the services they offer, give us more information and keep us informed if events and new services
Lighting on Llanbradach bypass Get the lights sorted by Cooper's Arms pub so they don't change when there's no need.
Limit the amount of new houses being built
Limit the number of new houses Promote public transport to reduce the number of cars which are on our roads Provide more bins and empty them more often (but in certain key places)
Listen
LISTEN and hear.
Listen and provide better services.
listen more to residents .....
listen more to tenants
Listen more to the people
Listen more to the residents - this questionnaire is a valuable resource
Listen to local people with genuine requests for street cleansing, weed control, dog fouling.....
Listen to minority parties
Listen to our concerns, help us improve road safety here, we are willing to raise funds if cost is a barrier but even then little seems to get done.
Listen to residents, and increase spending on town centres. Stop blaming police, residents, business owners and visitors for issues that the council either does, or could, lead the way and take responsibility for.
Listen to residents... But I appreciate budget constraints.
Listen to staff more
Listen to the people of Rhymney to make our town a nice place to live.
Listen to the people that live here before making plans that will impact on their lives
Listen to the people who are not in the areas outside of blackwood, ystrad mynach and caerphilly. Consultation is always a helpful thing when proposing to controversial decisions. A little poster on lamppost is not good enough.
Listen to the people. Decisions seem to have been taken before public consultations.
Listen to the public
LISTEN to the residents who live in your county and pay for the privilege!
listen to the residents your local free council newsletter, is full of we are dumping rubbish leaving our dogs foul etc what a great informative rap on the knuckles waste of paper it is, all for costly landfill/

Listen to the residents!! My frustration is that the road has not been adopted and the council still have not taken any steps take this further. This is putting people off selling their homes as there is continued issues with solicitors and problems with acceptance....CCBC - sort it out!!

Listen to what residents (and their own staff doing the job) are saying.

Listen to what the people of Caerphilly County Borough really want for their local area.

Listen to what the public needs

Listen to what the residents are saying instead of assuming the council knows what they want.

Listen when all your results are analysed. Don't waste tax payers money.

Listen!

Litter continues to be a problem around the borough - not the councils doing I know, but its still a problem. Recycling - they need to do a much better job of communicating with residents. Recent approach by collection staff, instructed by management, is alienating residents like me who are conscientious recyclers! I get the impression the crews are just as frustrated at having to do it. I think they've got the attitude, 'if that's what they want, that's what they'll get, let them deal with the fallout!'. Assisted refuse collection - had to call for three collections in a row what weren't done. Seems it was due to the admin person having left! Fine for the first time, but it took ages to resolve.

Litter is a big problem in this area. School information is weak and catchment area not clear. Doctors surgeries not modern too basic. Library refurbishment in Ystrad my acu has decrease kids section which was small anyway

Litter on pavements due to some bins not always being emptied regularly.

Litter on the streets locally to me can sometimes build up, have cleaned up some myself. More a police issue but off-road unlicensed motorbikes drive around unopposed!

Litter pick more - e.g. Anuerin Bevan Avenue in Gelligaer is covered in litter. Also clear overgrowth so that residents can walk on paths.

Litter.. fed up of seeing bags and detritus from Mc Donald's strewn across the road.. cut pathway hedging more timeously.. some hedging locally is totally growing over the public path.. making pedestrians step onto the road..

Littering. More fines. Employ more officers. And deploy more cameras to find out who's fly tipping get in our lane

Local library open hours made a little later one one or two days a week. Bin men not leaving rubbish on the floor when emptying bins.

Local people are often kept in the dark about things that the council are discussing about our town of Bargoed (be straight with the community). Not being open encourages rumours which create bad feeling within the community.

local recycling needs to be made easier and stop wasting money on stickers put on bins

Longer garden waste service,,xmas tree collection in new year, one off,,,,,,, bin men need to be better after bins and bags, damage to bins, and finding bags after emptied blowing around streets, and if u call the department, answer phone, not good and he time we wait is ridiculous

Look after the county - people will not come back and visit if they see rubbish everywhere and an obvious lack of care. There is a lot of history here that could be used to attract tourism and generate revenue but the council seems to have no interest in it.

Look after the people protect your people
Look at a better system or change the council contracted they use for recycled waste.
Look at condition of roads and footpaths - not main roads but sid streets and estates
.....
Look to what can be done
Lower council tax bill .
Lower council tax for businesses to encourage the use of empty shops
Lower Council Tax?
Lower council tax. Ensure bins aren't just 'thrown' back or left in the road.
Lower taxes, a reduction in how much governors are paid Trethu llai, cael gostyngiad yn tal y llywodraethwyr
Lower the council tax which is very high for me!
Lower the rates for area.
Main roads and side roads need to be completely renewed not just dressed. Dressing roads is a false economy. Roads must be renewed they are beyond repair by simply dressing. Council should work with the Police more closely. For example on parking/traffic issues at Tesco in Trethomas and parking issues at the old Ty-yn-y-pwll pub car park entrance in Trethomas.
Maintain and clean regularly. Patrolling the area to deter littering and dog fouling.
Maintain roadways and footpaths to an acceptable standard rather than "paper over the cracks" with dressing applications. Clear vegetation so that footpaths are passable and paths and roadways efficiently lit. Open Libraries to the working public. Take the time and motion impact out of refuse collection and see the benefit in better recycling take up and reduction in costs of replacing damaged or missing bins.
Maintain the roads
Maintain the roads to a better standard, ensure bins are collected when the council says it will collect and improve the councils systems by investing in better IT.
Make Adult Social Services accessible online. Telephone contact is not adequate for the hard of hearing.
Make an effort to side roads in Aberbargoed pavements etc
Make certain that cars parked illegally are made to remove them to a safer place
Make decisions and take action. Don't be so afraid to do things but make sure it is co-ordinated.
Make food waste bags free so more people would recycle their food waste. When your rubbish and recycle bins get stolen give customers a reduced price to replace them.k
Make it a bit more clear what they do. As someone in their 20's I have no clue who they are really.
Make it easier to access information about what is happening and about what, if any, input residents can have to the decision-making process.
Make it visible, show that you are doing what you can to maintain the county and not just Caerphilly and Blackwood, It is not evident that there are any services above Bargoed.

Make kerbs lower and easier to get on and off with wheelie.
Make other size bins available.
Make our town look good. Bring in more shops. Clean up public areas.
Make provisions for the sport! Give consideration to how we could fit in to your short term or long term plans for facilities. Actions and time frames for all these children.
Make recycling easier by not allowing refuse collectors make arbitrary decisions about whether to empty individuals bins.
make refuse collecting easier. Consult locally before giving planning permission for new housing Tackle travel bottlenecks
Make schools fairer and collect my bins
Make services more accessible. Everything seems to be coming centralised. This is most user unfriendly and inaccessible to those whose really need help.
Make some small road improvements
Make sure that no refuse is spilt over the roads whenever they collect and also the same applies to the gardeners when cutting grass.
Make sure that pavements are maintained properly instead of patching up tarmac ones now and again.
Make sure that the bins are collected when supposed to
Make sure the houses are upto scratch every couple of years and any repairs done
Make sure the roadside drains on Nantgarw road are cleared promptly in heavy rain as it causes flooding outside my property j
Make sure they respond to complaints about noisy dogs in the area. Also, help towards childcare for primary school age children.
make tenants responsible for their properties and the behaviour of their children as well as themselves no sign of CSO's and when they do appear they walk around with the youngsters laughing and joking instead of dealing with issues that they are supposed to. Anti social behaviour is a real issue Police spend more time there than anywhere and its primarily 1 perhaps 2 family groups and these are being moved in to the same streets and basically acting as gangs and not just the children drinking in the streets is a problem even though there are signs banning it on lampposts seemed to be forgotten by the authority and CCTV camera no longer seems to be monitored
Make the planning department more innovative and proactive. Direct funds to Caerphilly town. Put signs up around Cert Rawlin school Make a 20 mile zone around the school
Make the toilets available all summer it is a disgrace to see a green flag flying over the park in ystrad mynach and then see the large number berserk of children and adults urinating in the bushes ,obviously the people who issued the flag did not see this happening
Make the website a bit more user friendly.
make waste collections more consistent.
Man up, do the job they are (over) paid to do, and do it better, aiming for continual improvements in all areas and depts. deli erring vital services officially and cost effective, personally.
Manage waste disposal.

Management of public open spaces, verges and curbs could be increased. Some verges and footpaths were allowed to get very over grown.
Maybe be able to use debit cards on buses incase someone doesn't have enough cash.
Method of collecting garden waste needs improvement. Too much ends up on the road and the bags blow away unless the operative places the food waste bin on top of the bag. During winter months, a restricted collection is necessary as gardens still get some attention - otherwise its going to landfill! A little more latitude could be given to those walking the streets picking up litter to cover ALL the streets.
Monday to Friday, pedestrians have to walk in roadway along the lower sections of St Christopher's Drive, St Martins Est, Caerphilly. Will this be rectified when someone is killed, or before.
Monitor parking in Grass areas outside council tenants houses causing mud to be carried into houses. This is prominent in Springfield estate
Monitor parking not only on main roads but side streets which are hazardous and implementation of parking fines, restrictions
Monitor the situation in this area.
More 'anonymous' reporting
More bin collections
More bins in Caerphilly town
More bins in Caerphilly town centre, support Mill Road Community Garden.
more bodies on the ground --too many chiefs on exorbitant salaries
More children's activites
More clarity and comunication about waht the council is doing - and I don't mean political justification for actions and initiatives. Explain what is happening, why things need to be done and why they are being done in a particular way. Also explain what other options have been considered and why they were rejected.
more community centres, more information of whats going on in the area helps new people and us older ones. could do with more footpaths and cycle paths off the main roads like country lanes with lakes with swans or ducks on it and fishing area, have traffic wardens around to keep the roads from being congested and helps buses to pass through safely, and also close safe places where we can dispose of our electrics like toasters/vacuum cleaners or microwaves. most of us don't have cars so would be nice to have one in easy walking distance
More considerate green waste collection - mine was left today! And inveriably the bag isn't completely empty and lots of it is all over the road. Plus the bags aren't left securely and if you work they have blown down the road by the time you get home. Yet in Elim WY and Chapel Close where a large proportion of residents are retired the bags are secured under the food wAste box! Plus more poo bins are needed on Newbridge Road and I'm Way. One next to the telephone box/ post box would be handy and one at the entrance to the footpath through the common.
More consistent level of customer service - may be a staff training issue.
More dog waste bins in walking areas (penallta park)
More education for the community about how the local authority works and what powers it has
More emphasis on dog fouling

More emptying of public bins. Litter picking. Save energy by turning off some street lights.
More enforcement for dog fouling
More flexibility in what refuse collectors will take ie if the bin lid is slightly broken not just swooping in, taking the bin and then asking for £30 to replqce it.. especially when the bin was broken by said refuse collectors themselves through their rough handling.
more flexibility re taking things to the recycling centers such as allowing car trailers and larger vans. too many rules and regulations - encouraging rouge people to fly tip which the council will have to clean up later on anyway saving no money.
More frequent collection of litter from roadside and parks
More frequent litter picking; refuse day can leave a lot of mess. Improving green areas.
more frontline staff, no more cutbacks, more services
More help with the care of OAPs
More houses being built in Caerphilly but infrastructure is not in place. Roads are already failing to cope at peak times. Retail units remain empty and council have failed to bring good retail outlets into Caerphilly centre.
more information - especially about recycling
More information on CCBC website page.
More information on rural waste collection Your website makes no mention that refuse is collected differently in rural communities
More information regarding recycling bins - what, and what not, to put in. The reasons the red stickers are put on certain bins - without reason to the customer.
more involved with the public
more involved with the public.
More leisure facilities. Free car parking in all council owned car parks. Better choice of schools...not just retained to "catchment areas". Parents have to work as well!
More litter clearance or measures to reduce littering. More frequent cleaning of cycle and footpaths to clear fallen leaves etc.
More litter pickers
More litter picking and encourage local shopkeepers to keep the fronts of their premises clean
More openness, and to listen and acknowledge residents concerns.
More opportunity to get involved with community initiatives and improving the general area.
More or better communication with residents to upcoming events/changes/disruptions.
more parking spaces, better places for kids to play etc
More parks etc for youths
More patrols, cctv, and stop homing drug and alcohol dependent people here
More people out and about looking at these issues and getting them Corrected asap.

More play equipment in local parks More bus services to areas not currently served by a bus route in the evenings ( perhaps hourly)
More police on the streets, making sure the road sweepers are actually sweeping the roads. Stop moving strangers into certain areas to get them from the lower valley.
More police to combat anti social behaviour by youngsters.
More policing there are regular motorcycle offenders driving through my housing estate no one does anything. Stabilise council tax rates provide free Recycling bags like RCT does please ie... bin liners
More practical help for disabled tenants with gardening .
More public benches in cascade area also do more to stop fly tipping. Also improve bus services on a Sunday as there is no bus services at all on a Sunday at all not even to the new hospital in ystrad Mynach.
more public consultation over what needs to be spent in your area
More refuse collections
More regular grass cutting!!!
More Regular waste Collection and more equipment in Crumlin Park
More residents only parking spaces
More resource into day centres in order to give the users a more varied and rewarding experience. We have noticed that numbers at the day centre used by our son have increased dramatically and this seems to have affected the quality of service the dedicated staff are able to provide.
More road refurb and rubbish collection staff pick up grass/rubbish they drop
More rubbish bins and Incorporate dog waste bins with rubbish bins. This works in other council boroughs and will save money in the long run. More bins are needed on the country walks in the borough also, and please don't say that they cannot be in these places due to them being unable to be emptied, as vehicles are offer in these areas. More observation and fines for irresponsible dog owners.
More schools & doctors etc before building any more houses & improving road connections to Cardiff The town is being chocked to death with cars Some of the roads could do with re-surfacing I know you have started working on this by van road etc More dog ware bins in some places you can walk for a few miles without seeing a bin
More services for people to meet each other and make new friends
More should be done about speeding traffic on the main A472 through Ystrad Mynach.
More social housing, also not spend money and years on the cedar tree roundabout. It's going to cause chaos !
more staff when answering calls in the contact centre as they are short staffed and there is a lot of answering machine message at the begining
more street lights to be in operation

More support with childcare. Pilot in Blackwood re free hours but nothing in my area (Trethomas). As a professional currently on maternity with my 2nd child and a 2 year old also, this is very frustrating. We are stuck. Also, We are not in a flying start area yet a street or two away they are? Very unfair There are no road bumps on our busy road - standard st, trethomas and cars, bikes and scramblers shoot down extremely fast. This makes it extremely loud and extremely unsafe for our children when trying to secure them into our car. Basically our road is used as a through way rather than Newport Rd as people try to avoid the traffic and speed camera. There are no separate nappy bins/collection. This worked very well with rct when I resided in Taffs Well More attempts to address issues of dog fouling left on street, esp with our young children. Also frequently rubbish left outside our house Lots of youths hang around outside the old peoples complex at the weekend late at night on the weekend and are loud and intimidating

More support for children with Autism. The waiting list to be diagnosed is very long.

More support for elderly residents.

More support for Libraries & home owners

More things to do for the youth community. This stops desperation and unruly behaviour. Better road surfaces. Stops accidents and damage to cars.

More time needed to clean up the dog mess particularly on the canal, and more patrols to prosecute.

More transparency or news letters to houses in catchment area that are informative etc.. e.g. list of local events maybe, major road works planned in CC area, investments from council tax money, positive news and "wins", charitable events etc.. etc..

More youth clubs and opening hours. Nothing run by Caerphilly Council in Oakdale.

My Main Problem with the council is the refuse collection . sometimes they kind of miss !!! the bin other times they put it on the vehicle and it comes back partly full ?

My next thought concerns the ongoing problem of the CEO and the HUGE amounts of public monies being expended whilst bringing him to Court goes on and on and on!!!!

My only complaint is that the dog waste bins are sometimes overflowing. The amount of bins available in our area is very good but they could be emptied more often.

My opinion is personal to me, I think that single parents could have more support with housing and the finances that go with it i.e. I'm not the sole carer for my children therefore they aren't living at my address full time, I can not get any help with the bedroom even though the rooms are getting used part time.

n/a

N/A

Need more attention to our sub roads ( lots of pothole in our area )

Need more wardens to deal with unruly teenagers causing grief in neighbourhood.

Need to have Dog litter bins provided around pengam river walk Local park in glan y Nant needs updating badly! Nothing for our children to do there

Negotiate to increase bus services in the evenings and on Sundays

Never received a Newsline in the 5 and a half years we lived on Cwm Calon.

New road layout at St Cenydd Rd roundabout very dangerous, and still needs revising

No more bedroom tax. Rent is rent! Not rent plus bedroom tax
No specific suggestion
Not a lot really, I think overall you are doing a great job within the budget you are allocated. The main gripes are litter & dog fouling, so perhaps other penalties for those.
Not carry out cuts to frontline services, backroom functions and office based HR type staff firstly.
Not happy with the way some car owners park and take up all the pavement not leaving sufficient gaps for pedestrians and trees and hedges (bushes) growing out onto footpaths forcing pedestrians to either duck or walk on the road
Not just focus on caerphilly town but remember about Risca and Ty-Sign. Over the years I feel our area has been left behind on parks, children's clubs etc etc.
Not leave my bins on the road after being emptied
Not make a hash of the Pwllpant roundabout, mainly.
Not much really. With the constant pressures on budgets I think CCBC are doing a good job.
Not much to be fair
Not spend so much money on the Councillors and look after the staff at all levels better
Not sure if it is the councils responsibility but the roads need to be repaired and maintained. Remove speed ramps as the 'idiots' on the road do not slow down because they 'don't care' and it is the responsible drivers who actually slow down whose cars are getting damaged.
Not sure if it's within the jurisdiction of the council but I wish there was more enforcement for litter louts and for dog mess. Sometimes the streets really are a disgrace. It is not the fault of the council but I think maybe people on community service could help clean up the mess.
Not sure really
Not to wait so long for repairs to be carried out.
Not waste money on Welsh language that only minority use
Nothing
Nothing comes to mind, very satisfied
Nothing I can think of
Nothing really all seems to be fine apart from the last couple of weeks our recycle bin has not been emptied on the day specified, normally come on Tuesday but for some reason recycle is coming on a Wednesday.
noticed over the years of being a resident, the increase in litter in the Borough and the general state of the Borough ie hedges and trees not being cut back, grass not getting as cut as often.
Observe the poor standard of bin collection. Bins thrown where ever they want to leave them. Even my food waste bin thrown into back of lorry with bag. Resident only parking on Gordon rd blackwood. Non residents park when they want where they want, also blackwood town workers . Majority do not park close to kerb so results with buses being unable to pass Traffic calming needed.
Offer more of a service for the money we are having to shell out, remember we pay your wages.

Offer more opportunities to give feedback Cut the grass more often Collect green bins weekly Change the lanes on the roundabout by st cenyfd school.. as it is dangerous

Offer transport fir disabled parents for children to get to school

On him day a lot of rubbish gets thrown on floor but it's not picked up. My street looks a mess after him day.

Only send bills etc out in English. It is v ery confusing trying to read Welsh and English and everyone speaks English. It would save a lot of money

Open leisure centres on Bank Holidays

Open more public toilets down the valley, especially in Crosskeys

open their eyes

Open toilets

Originally from Blaina Gwent council so Caerphilly Council knock spots off BGCC.

Over recent years you have become slow at filling potholes. The road that leads to the mountain ranch is terrible and needs resurfacing as it's a main route and not been done for many many years.

Overall school performance is poor. Why are the grades that our children are achieving lower than neighbouring authorities. Education should not be about postcodes. The children are our Future Generations and should be our priority. Good educational / vocational achievement is the road to employment which improves health and well being and avoids poverty. It is very difficult as a parent who wants the best for their child to be able to get that in the local school. Why ? The information that is available from many difference sources i.e. Estyn, test results, media is very confusing.

overdue road and pot hole repairs

parking charges so wrong looking for chance eg blackwood should have 30min free if going to Iceland or market area you put odd figures not coins hoping you get more coins eg 50p 1 hour should £1 2 hour £3 all day even better a season ticket paid in advance for all parking in Caerphilly car parks as a resident

Parking is a nightmare in and around Caerphilly on pavements double yellow lines disabled spaces etc I very seldom go to town anymore as i have a disability and can never park

Parking issues do not seem to be dealt with unless they are an issue in the Town Centre. I have previously reported Abertridwr-based parking issues, noise pollution and speeding, all on numerous occasions but these complaints appear to fall upon deaf ears unfortunately.

Parks need regular maintenance, lots of litter around at the minute too.

Pay a little more attention to the state of cul de sac roads and dead end lanes .

Pay additional attention to the state of the roads.

Pay attention to the needs of Nelson residents on obvious issues such as the withdrawal of bank services with the inevitable fall in trade for local businesses, the extremely dangerous road network at the junction on Mason Road which has existed for many years and is increasing. Nelson is becoming a ghost village. I well understand the policy of encouraging the use of the Welsh language but, when it comes to bilingual traffic signs, some of which are in Welsh before English, this is extremely irritating let alone dangerous when the majority of road users have English as their first language.

Pay more attention to the protection of greenfield sites, and develop areas within towns that are not being used. I'm not absolutely sure which services the council provides, and which are privately run.

perhaps an Email to explain the lack of action would be ok
Perhaps clean the off road paths a little more - they get very mossy and slippery.
Periodic safety camera visits to Pontlottyn. Deal with unsociable behaviour. Deal with the contractor or adjust the residents of North Risings rates to reflect the services we do not receive.
Personally there is nothing Caerphilly Council could do to increase my satisfaction, as I think they do a great job!
Personally think the price increase every year is unjustified especially when we are not getting oay rises
pick up food waste and green bags on the right day, and why do the staff that collect the green bags leave them on the pavement so that they blow on to the road, or block the pavement so people in wheelchairs can't get past, it would be just as easy for them to throw over the fence or gate.
Pick up grass cuttings instead of just leaving. Creates a mess. Pick up the rubbish they drop when emptying bins instead of ignoring it and leaving it on the floor! Library services (resources) - need re-thinking!
Pick up item from an easier place so disabled people don't have to struggle and hurt themselves.
Pick up litter more often, make shops accountable for the litter and fine people for doing it.
Pick up litter, and especially dog poo, and enforce rules to stop people doing both
Pick up my bins
Pick up refuse and recycling bins on the allotted day
Pick up refuse on time plz
Pick up rubbish Use correct equipment Put skips out. People on the estate would fill the skips with unwanted items and help to keep estate tidy and reduce man power.
Pick up the brown bins from rear lane, as the green bins are. Streets would look better if the pavements were clear of bins.
Pick up the dog mess in gelligaer
pick up waste collection on the day it should be collected.
Place more bins around the local area. Create a better junction to get in and out of Virginia grove, just off Bedwas road.

Playgrounds: I would love them to be bit more cheerful, updated, there is lots of playgrounds in the area which are look very 'sad'...some equipment need do be repaint or replace...there some missing as well. There could be bigger sign about teenagers to not use playgrounds (I know there is info saying plyground is for children under age of 12 but nobody really read the small writing),older children are trashing swings and leave litter everywhere and personally I find myself tidying other people litter everytime I go with my child to the playground. Also bins could be empty more frequently (especially the bigger one like Ystrad Mynach park) on few occasions I saw bins being overflow with litter and people where leaving there rubbish behind. Safe road crossing: I have notice that Valleys are not very pedestrian friendly, there are no safe crossings by the schools, community halls (which run playgroups for toddlers) especially by the Glan-y-nant Memorial Hall there is nowhere safe to cross on the both sides for community hall users and train station users. Also by Tir-y-berth Primarty school there is no safe crossing either,Cardiff Road it's very busy road with cars speeding even to 60 miles/h...despite 30m/h speed limit maybe 20miles zone sign would be good idea to make drivers to slow down. I am afraid that without anything done to safe crossing on that road we heading for accident to happen.So please can you think bout safety of our children and us as a parents. Thank you

Please maintain the pavements

Please provide more parking for shoppers and workers in the town so that residents living centrally are able to park near their houses. Please put up signs at the entrance to narrow residential streets to suggest that they are unsuitable to heavy goods vehicles. Please make use of our lovely castle by providing more events like markets and festivals. Please advertise these more widely than you have recently done. We would like more shops in our town. As well as the addition of large big brand organisations like M&S, Debenhams, Sainsburies, down on the retail parks, we would also like to see the indoor market brightened up and upgraded to provide small quirky shops and a cosy bohemian atmosphere. This idea could be extended throughout this end of town, creating an attractive shopping experience with cafes, craft shops, art stores etc.

Please review the potentially lethal road junction of Dilwyn avenue and beech embankment, Hengoed a completely blind corner. this road is being used as a thoroughfare for drivers to and from Bedwllyn Road in an attempt to avoid the parking of vehicles on both sides of the hill on Bedwllyn Rd. Also the almost comical state of the road surface at this junction both under and either side of the bridge. I've counted approx. 45 patches on the surface it resembles a tarmac patchwork quilt! Someone should get a prize for the work done on it...

Please see above

Please stop supplying information in Welsh, which the vast majority of us cannot understand. The paper version of this survey (in Newsline) was very off-putting because when I glanced at it, I struggled to find the English. It must be a huge waste of money to keep supplying documents in duplicate - is there no way of asking those who want Welsh to register for it, then leave the rest of us to use English.

Potholes in roads cause problems. Speed humps too high e.g. by Derwendeg School Cefn Hengoed so need to be reduced. Some social workers do not understand the needs of clients so perhaps more careful recruitment and systematic training could help them develop more empathy. Improved communication to people on housing waiting list.

Potholes on road are a hazard; repairs are needed more often

Preserve greenfield sites and use the countless brownfield sites already available . . . . .

Preventive work and tougher enforcement - not just wait for the public to complain then send a 'specialist' out to clean dog mess out in a few days.

Produce better bin disposal service Collect grass clippings - get caught at roadside Dog waste everywhere Lewis Drive & Lane - children step in. Trolley issue back Asda seemed to be resolved somehow trolleys appearing in street again Councils have broke 2 of our foodbanks
Progress the LDP process having regard to feedback on the first Take more kerbside recycling - they will only take the bin but no additional stuff e.g. Flattened and stacked cardboard boxes Improve grease cutting on verges and roundabouts or plant wild flowers, now they just look scruffy Provide a paved footpath from Watford road to Penrhos roundabout
Provide a fence in our back garden as there is no privacy.
Provide a foot bridge across to Crescent road Welsh school from the main car park. Do away with the Big Cheese and such events that cost the Council large amounts of money with no return. Provide a proper recycling centre that is a pleasure to visit not the scruffy site you have at Tirhir where staff are so grumpy and negative. The Council has to accept there is waste, it is better to provide the facilities to deposit that waste rather than have it dumped up country lanes.
provide a footpath to Llanciach Fawr Manor and bus stops outside the Manor
Provide a trolley for garden waste, and bags for the waste food caddy. Ensure trees in parks are regularly cut and made safe. Ensure weeds and overgrowth are regularly cut in parks.
Provide an athletics track for use in the valleys.
Provide better amenities such as road cleaning services. Stop moving events such as the Bedwellty Show to more affluent areas which is contributing to the demise of Blackwood when the Council has an ulterior motive to sell the land for housing. Try saving money by stopping exorbitant pay rises for councillors and officials rather than cutting services.
Provide better bin collection, repair roads, enforce bins removed from pavement, clean streets etc
Provide better parks for the children. Better upkeep of the roads. More traffic wardens to stop people double parking and parking where they shouldn't on the roads
Provide better services. For example - dog fouling. There is no point having fines if no staff are around to assist in giving fines.
Provide double glazed windows ( every noise from outside can be heard ) , make sure gardens are adequate. Recently moved into a new property where garden is not very safe for children. Look after all their areas. The state on the rhymney area to ystrad mynach is vast , more effort is needed.
Provide evening buses 2. Clean up back lanes on Caerphilly housing areas 3. Do not build on Greenfield sites.
Provide food waste bags, these are costly and CCBC are one of the few LA's not to provide them for free.
Provide helpful, straightforward, clear and objective advice - I think most residents would agree with this. At the end of the day, I think its lost on a lot of people that the council and all public services work for us, the public
Provide me with a recycling bin.
Provide more bins, do a better job of resurfacing roads and fix the traffic lights around the town centre to make them more pedestrian friendly (currently they don'y automatically display a green man when appropriate and you often have to wait through the entire cycle before you know when you can cross safely, especially at the Picadilly crossroads)..
Provide more children's play area and youth clubs / activities.

Provide more duty of care to residents that don't cause trouble or comit crime etc.
Provide more facilities for children with learning difficulties to socialise with other people their age.
Provide more facilities for pre-school children and teenagers.
Provide more facilities for the youth. Encourage parks.Stop building so many houses - our services cannot cope with it. The schools are already overcrowded.
Provide more free car parking spaces in Caerphilly town centre. I tend not to shop there as you have to pay for parking and I never have change. Perhaps install card payment machines?
Provide more funding to local areas North of the borough i.e. from Bargoed up to Rhymney
Provide more green bags for my recycling waste. I only get two bags and it's not enough
Provide more green compost/branch bags to each household - 2 is never enough when you do garden maintenance.
Provide more green/play areas in certain parts of county borough e.g. Oakdale/Croespenmaen/Newbridge. Improve lighting on some roads Improve toilet facilities & open throughout year at Pen-Y-Fan Pond. e.g. Nantgarw Road
Provide more information to staff on where areas are in the Rhymney Valley
Provide more of the above.....
Provide more playing areas for children in Blackwood where I live Darparu mwy o feysydd chwarae am blant yn y Coed Duon lle rydw i'n byw.
Provide more public transport through the borough, at present it is extremely difficult to get between both valleys using the bus or rail service. Ensure libraries remain in situ and open as they are and cease cuts to staffing which are impacting the ability to run the service as well as it could be run.
Provide more services for children
Provide more street lighting and could the refuse collectors stop throwing the bins around like an Olympic sport! We are sick of chasing our bins half way up the street.
Provide more support services for families who hold a Special Guardianship Order in line with the services that the same families would get if they lived in any LA in England.
Provide more than 1 food bag per week
Provide much better bus services in my area and also considering no of residents etc. Poor facilities in village i.e. corner shop since butchers, no post office etc and difficulty getting anywhere due to poor bus service.
Provide public toilets which are open after 5pm in parksand on the cycle paths parking areas
Provide recycling for tetra packs in brown bin recycling. Also crack down on illegal burying of waste from local businesses eg in graddfa area of Llanbradach.
Provide simple lines of communication into every dept.
Provide transparency about where funding is provided and future projects/cuts
Provide us with a better recycling service. Can't believe it's sent to Southend to be sorted out.
provide value for money consult the people who things effect and not just the retiree that can have the week off to attend consultations.

Public path maintenance is poor. Over grown hedges and grass areas too. Have had to walk on roads with pushchair or my son on his bike due to the issue.
Punish illegal parking & spending Improve access to and organisation of tip (Newport is much better) Collect rubbish - both to be collected from homes e.g. mattress, white goods or fly tipping within a day or couple of days Clear rubbish from pavements & jet wash pavements
Put a formal procedure in place, that is public, that prevents fat cat pay
put a sign up so drivers will not overtake because we are going 30mph
.....
..... Stop these needless cuts to frontline services.
Put bins back where they get them from
Put lighting around the path in Blackwood showfield. This could help keep dog walkers safe during the dark evenings and may also help reduce dog waste as people will be able to find it if they're forgotten their torches. This could apply to other parks.
put more cpso officers on the ground and make more nighttime patrols crack down on the drug dependent imports the police who the offenders are the road sweeper once a week is not enough
Put more money into all services. Increase council tax to pay for this but be explicit in why it's being raised and how it's being spent. Making all those living in the council area aware that things are being improved using this money. Making improved services visible to all. Being transparent.
Put more notices to tell people they will be fined if they drop litter or FAG ENDS on the bus stop Risca Station. Get a member of CBC to stand on bus stop and hand out fines.
Put notices up in local streets when works are intended to be done. ESPECIALLY tree felling along the canal which is illegal unless trees are dead, dying or dangerous. The canal environment trees are protected BY LAW. Please make this clear in a future issue of NEWS. People are having trees cut by private firms who do not know the rules, just for their own satisfaction. This is illegal and I have reported this before.
Put safe weed killer down. Someone has been seen spraying but missed most of it. Try to encourage shops and residents on Rhymney High Street to keep their property painted and clean. On the outside this would make a massive difference to visitors and residents to see.
Put some money into pontlottyn you should be ashamed of yourselves the amount of money spent north of bargoed compared to South of bargoef
Put someone with an ounce of sense in charge of road layouts and designs. As clearly whom ever it current is either has no knowledge of the highway code or is a complete idiot. Let us put bin bags into the recycling bin, i mean come on they are recyclable after all.
Put speeding bumps around the Glenfields Estate in Caerphilly to slow down traffic. Children play here! Provide Cycling Lanes to make it safer and easier for cyclists to travel around Caerphilly. Provide Footpaths where there aren't any to make it safer and easier for pedestrians to walk to where they want to.
Put the bin collection back to weekly also not to charge a fee when householders ring up for the council to take large household items like beds etc away this would stop the need for fly tipping or at the very least half the issue.

Put the recycling plant on top of a mountain away from residential areas. Think about peoples health not money!!!!!!!
Put the trees back along the river front, which they promised doing Crescent Road, Risca, the flood defences have been completed, we need the tree's replaced. Could supply bags for food waste, they are quite expensive to buy.
Put up necessary signs on roads , especially on 'dead end ' roads to stop heavy vehicles taking a wrong turn.
Put wheelie bins back in appropriate places, ensure all green bags are either weighed down after emptying or placed one inside the other once empty to prevent them from being blown away.
Qualified tradesmen that take pride in their work as if it was their own house. As tge saying voes your only as good as your last job
Quicker response to call outs and more organisation.
Raise their profile with regard to charity work/events they/their staff are involved in and highlight how they council go that extra mile to help disadvantaged and disabled people.
Re-check your recycling policy Do more programs for teenagers Get involve in the community
.....
Re-introduce traffic wardens (or equivalent) across the borough in order to deal with illegal parking in town centres and near schools. E.g. big problems in Caerphilly town today as delivery vans were not able to unload from designated bays due to people parking in them despite clear signage to the contrary.
re-plane our Close and provide car parking for all , theirs plenty of room for drives
Read the above!!!
rectify the above
Rectify the noise level on the risca bypass Ensure that refuse collectors returned bins and garden waste bags to their original place
Recycle more - a larger variety of items. Many items that ARE recyclable are not accepted by CCBC, which is frustrating.
Recycle more products, have your own recycling plant, similar to Amber, and employ more people! Understand that some of us are very passionate about recycling and have taken it seriously since your first kerbside boxes rolled out. I feel very hurt by the red sticker on my bin, due to a passer by dropping a small plastic bag into my bin, very frustrating.

Recycle more. I don't understand why I can't add items to my recycle bin. Rather than asking us not to put these items into our bins, I feel the council should let us recycle them from the kerbside. I'm new to the area and I visited the recycling centre or "civic amenities" site "Trehir," in Llanbradach and it was disgraceful. There was a very long cue, it was difficult to know what categories of waste were available in advance when queuing because there seemed to be a one car at a time system with only two recycling items ahead of us - landfill or garden waste. Having lived in Germany for 2 years recently with the British Army I was shocked to see how awful the site was. It was dirty, rubbish all over the floor and little or no staff available to advise me on which bins to use. The state of the site really makes me dread the thought of going again. It isn't even well sign posted from the nearest street or even from the nearest main road! The council could make a lot of money by recycling things properly. Other councils in the U.K. are much better organised. I lived in Swindon for 3 years up until 2015 and that recycling centre wasn't as clean as the ones in Germany but it was much better organised and had way more options for recycling. On top of that, my local "small recycling bank," in Machen only includes one overflowing bottle bank. I dread to think of how much of my waste is going to landfill. Why can't I buy the compost that is made from my food bin at my local recycling centre?

Recycling - can't put plastic bags in recycling bin. Why does it say on [plastic bags why can you recycle if you can't put them in there? It annoying I had a notice through my door.

Recycling bags

Recycling should be collected separately at the kerbside, to improve recycling rates. The civic amenity should collect more materials separately, rather than having mostly "general rubbish" skips.

Recycling:- Ensure that every person; which includes employees involved; are singing from the same hymn book

Reduce charges for thr services you can provide e.g. pavement drops

Reduce costs!!!

reduce council tax bills or improve services to meet value for money

Reduce council tax for residents of Cwm Calon and rethink the whole recycling clamp down, people are doing their best.

Reduce council tax rates Leave me and my business alone!!

Reduce our council tax for the period of the builders yard being opposite our house

reduce parking Charges and make car parks next to high streets such as blackwood free for 1 hour, this would increase the use of the high street set I size limit for trailers that require a charge or a permit. I understand the need to control commercial use of domestic reclamation centres but the current system has resulted in a noticeable increase in fly tipping. better communication

Reduce the amount of vehicle directed through our Town Centre and cut pollution.

Reduce the cost of council tax.

Reduce the council tax

Reduce the expenditure on Welsh language printing by asking what is the preferred language.

Reduce the parking charges, bring back traffic wardens, speed bumps in Bridge Street Blackwood to slow idiots down . Police presence on foot in town in the day , start charging for any mess left and more visible officers to charge drivers using phones , throwing rubbish out of cars and vans and make the area cleaner . Blackwood is a disgrace, it's filthy

Refer to noted points above don't charge for use of recreational spaces instead utilise them for events all year round but especially in summer unfortunately we loose our residents to other areas because they put good activities on and play on there strength the valleys is a great community and community spirit exists speak to sports groups and local business/craft trades and agricultural owners also food and drink produces along with musicians and do something to promote our area. Don't just aim this at our resident but aim to attract people from other communities in to our area. Also continue to promote your out door activity spots but please get the police to police there better there only useful if there not covered in smashed glass and graffiti.

Refurbish the gabion baskets in the rear of the even numbered houses in Commercial Street, Ystrad Mynach as there are 6 that have completely fallen into the brook at the rear of my house. I understand that the pavement in front of the houses in my street should be refurbished, as the houses on the opposite side of the street had their pavement refurbished some years ago. The majority of the paving stones on the pavement on the even numbers of Commercial St. Ystrad Mynach are broken.

Refuse collection is a particular annoyance of mine. I recycle everything I can, yet with a larger family my green bin is close to overflowing every 2 weeks. I can understand that you're trying to get more people recycling, but in light of your recent communications regarding people abusing the recycling bins then I can suggest it's because the green bins are full. It's easy to understand why people would fill up the brown bins if their green is full. Would like safer roundabouts in the Caerphilly town area for cyclists, specifically Nantgarw, St Cenydd, Cedar Tree and Crossways. These are stressful and dangerous roundabouts for cyclists to traverse.

Refuse increased building of houses in and around Caerphilly town centre. Improve the quality of work in resurfacing roads and walkways .

regulate the parking through the village in particularly between cum las est and the wingfield pub. Also the dog fouling in the gullies and the river bunde.

Reimburse me for the damage to my vehicle.

Reinstate a traffic warden service which should result in more use of public car parks where there is usually ample room. Personally we would not object to a small premium on council tax to help with this. Is there any way in which owners or agents of vacated premises can be responsible for leaving their premises in a more acceptable state?

Reinstate A&E unit and no planning permission Gwern -Y-Domen ,listen to the electorate

Reject the Hazrem proposal at Nine Mile Point

Relay roads to a higher standard. Have better communication to residents. If changes are to be made that will affect the majority of residents then leaflets need to be posted out.

Remove charge for parking at local country parks More dog foul bins Better upkeep of paths

Remove recent recycling amendments

remove rubbish that is left around by other residents and just pick it up and clean it up - instead of waiting for a resident to call an MP or take action for the sake of your £90 pick up fee and months of waiting. please think of al residents.

Remove the fly tipping mess. Remove the parking charges at Pen y Fan pond, parc Penallta, parc cwm Darren etc etc

Remove the lamp-post banners, they spoil the view of the trees and hills. In my opinion, they are a waste of natural resources in their manufacture, and a waste of council money in their purchase. Additionally, the council staff time spent changing them with the seasons would be better spent doing more useful work, e.g. weed control on the pavements.

Renew windows for everyone who has the old style windows which have deteriorated

Reopen caerphilly housing office, travelling to bargoed is disgusting. Give tennancy enforcement more power to evict problem tennants and for the love of god update your payment system to show both joint tennants names. Having to ring rent section then tax section then payment line is annoying, or even better have an online login payment section where you can see your current balances

Repair potholes

repair road and pavement surfaces. cut back overgrown trees, hedgerows and verges from roads. make it easier to take a trailer into amenity sites instead of a booking system. stop cats and dogs fouling gardens, play areas and walkways. Put traffic calming on the Commin Road in Aberbargoed to slow down traffic entering the village off the mountain road before someone has a serious accident.

Repair roads to a better standard and put in speed humps that are full width of road.

Repair roads, improve parking facilities for commuters using Ystrad Mynach train station

Repair roads. Ensure waste bins are put back where they were found. Not just shoved anywhere on the side of the road once they have been emptied.

Repair some of the roads on estates around Caerphilly

Repair the potholes

Repair the road surface to a higher standard which I think would be more cost effective in the long run, surely its false economy to keep going back to the same road to fill in another hole.

Replace bin for free or much cheap price

Replace bins from where they were collected

Replace road surfaces with better quality materials as roads are being resurfaced and very little time later needing to be done again. Chip are being made in cars by the poor quality road surface.

Reply back to email or phone calls !!

Reply to e-mails beyond just the standard acknowledgement. Provide accurate information about things like road closures due to the major events. Provide information about things that will impact on local residents like a night time car rally that the council permitted going past their homes. Publish documents that your are required to produce such as your Local Housing Market Assessment and Local Housing Strategy. If there is a delay in services - such as informing parents of school places - let parents know or at the very least provide consistent information when people enquire. Have unified services across the borough - it's a nonsense that some schools do rising 3s whilst others don. Some provide wrap around from reception, others from juniors, free childcare is available in the areas north of Caerphilly town but not in the town itself.

Reply to emails sent via the website

Represent the people and work for the people and not try to govern.

Residential Street Cleaning

Resign

Resolve litter problem - On Cardiff Rd, Castle Court in/on parks/roads which tourists use on approach to castle. Resolve parking problems - On double yellow lines, on pavements - fining drivers who insist on dropping off their charges as close to school as possible without due consideration for local residents' needs e.g. YGY Castell
Resolve the issues mentioned above.
.....
Resolve this issue
Respond in a timely manner to customers concerns
respond to e-mails
respond to e-mails and inform people of what is going on when you are asked and not be ignorant.
Respond to emails. Don't just pass things onto other people without a follow up. Also, better procedures for schools admissions to prevent them making any further mistakes. Start working WITH the residents instead of AGAINST them.
Respond to online queries, communicate better
Respond to reported problems quicker.
Respond to requests for new bins- if you'd like to see an increase in recycling then you need to facilitate this!
Respond to requests for repairs to be carried out. You have council employees and I use the term loosely cleaning up litter don't they have a duty of care to report problems too.
Respond to resident emails and carry out the request of the resident.
Response and action when you contact online. Do more to deal with traffic issues.
Response times from local councillors ( average a month) Risca East Improved services and feedback Access to services ( eg housing officer Mike Spenser Jenkins)
Resurface roads that need doing and do more to help recycling, for example multiple recycling boxes and provide bags for food caddies and recycling boxes/bins
Return my brown bin that was eaten by their CCBC truck!!!
Return phone calls when you promise to. When and if you answer the phone, be helpful and even if the answer to my query is not what I want to hear, deliver the message in a caring and positive way.
Reverse the traffic in Bargoed. Whoever designed the one way system and routes traffic around an infants school, doesn't put in pull-ins for the busses so that when a bus stops by the SPAR it stops all the traffic behind it. Common sense is need here. If the whole of Bargoed can see it then why can the highly paid designers see it. Also the steps at the bottom of Bargoed doesn't have access for pushchairs/wheelchairs. The seps are wide enough to put a 1.2m path for these. also, where has the money for the cinema gone? Does all the money go to Blackwood or Caerphilly?
Review & act on all of the above. Money was spent on making walkways & then they have then not been maintained. Stop housing drug dealers/criminals from outside of the area.
Review salaries of the executives with a view too reduce their wages. Fight harder to prevent large scale housing developments on green sites.

Review the transportation and housing requirements of the basin and come clean with their intent if they are not going to fall in line with the report as above.
Risca area seems to be last on your list for any improvements
Road condition. I ride a bike to work
Road repairs - some of the roads in the county are in a shocking state
Road repairs and better leisure facilities.
Sack the litter picker and put someone who wants to work and do a good job. Send a dog catcher and fine the owners with a hefty fine so that they keep the dogs on a lead everywhere, and if they don't pick up the dogs mess. It's not rocket science!!!
.....
Saturday opening of Rhymney Library. Better response to theft of wheelie bins for those on benefits (as I am). Even when locked to a fence they are still stolen when put out. Better attention to state of properties - new tenants moving in currently are having doors replaced at no cost. Yet having moved in just over a year ago (and given the circumstances very grateful for same) I am faced with shelling out for improvements which now seem to be standard. On benefits this will take me years - if at all.
Scrap parking charges at country parks - or allow multiple peg no's on permits. I own 2 cars. I was told I would need to buy 2 permits. Both community consultations - never seen anything in CF46.
See above
SEE ABOVE
see above!!!!
See above. Less highly paid people in offices. More people at the sharp end. For instance does anyone know what the refuse collectors really do? Who is going to check on them?
See above. Transparency is important, particularly in planning decisions, which are of high value, and hence risk of corruption.
See and read the above and do something about it because it's too late, your refusal to help this area is turning our villages into ghettos.
See comments above, tackle the drug and crime issues. More police. There have been thousands of tax payer money spent on refurbish the local station and it's not being used confident the drug dealers are they set up home right next to it.
See front page
Seek to develop and improve the leisure services across the area, place pressure on Arriva trains to improve the service across Caerphilly and help to reduce ASB.
send all staff on a course of how to deal with the public
Send the road sweeper and drain clearer around.
send traffic wardens to give warnings/fines. keep bushes and trees trimmed back in the summer months
Send up a few dog wardens to the village on a regular basis remove all the old cars and caravans from the main road Stop the people riding around the village on motor bikes and quads with no exhausts

Services are fairly good but the support that was given with the announcement of Cwmcarn high school closing and the councils handling was disappointing. No one. Hold tell us what was happening and transport to the school from our locality is not sufficient.
.....
Show more professionalism and be more polite with their tenants.
Show the Council leaders a map of the area that includes Risca
Side roads need maintenance work. More salt bins in the event of snow.
Significantly improve communication Stop ticking boxes and finding policies that allow you to go with the path of least resistance Stop favouring developers with deeper pockets when common sense would tell you that developments are to the detriment of the community
Simplify procedures and be more helpful to people living in the Borough
Smells & Dust from Bryn Compost/Quarry still a nuisance after 5 yrs (approx) complaining.
Social services - follow up subsequent meeting for those with dementia. Good initial response, but reduce significantly following initial visit. Often the carer needs advice - but hesitate to ask.
some departments are difficult to deal with; some ongoing problems are not tackled at all well and I feel council workers try to fob me off sometimes
Some of the recycling and rubbish bins have been missed over the years.
Sort it out.
Sort out fly tipping on mountains within the CCB
Sort out infrastructure so you can move around the county in less than 2 hours
..... Why is council tax being used for this ridiculous bill when other services under threat. Top pay is out of control. Would like to see more transparency on top tier pay. Need to publish salary costs in the council newsletter
sort out school area parking issues
Sort out the above issues and get us a different councillor who actually gives a damn about the village and the people who live here.
Sort out the car parking debacle at Mogan Jones Flats, Caerphilly
Sort out the dangerous roundabouts at Corbetts and Trecenydd (still) Left lane for left turning traffic Right lane for right turning traffic Middle lane straight ahead Simple
.....
.....
Sort out the Highway Department
.....
Sort out the issues surrounding recycling.
.....
.....

Sort out the problem with bins not being empty because someone else has put the wrong rubbish in it and it was not yourself

Sort out the recycling, bin and food waste collections. With numerous changes to the collection day this has still made no difference. The extortionate charges for extra bins when they've been stolen or taken by the bin men. Could cost us hundreds annually. The binmen who insist on dragging your bin as far away from your house as possible. The whole system needs a drastic rethink.

Sort out the street and clean it up and stop filling with ex offenders!

Sort out the Volume of Traffic on Sunnybank Road and re-design the road mergers below maescymmer expensive but causes so much aggro and queing to Bryn Meadows roundabout

Sort out this nonsense about not being able to put bags in a recycle bin/

Sort the above issues. Give proper training to the food waste operatives and make them work to hygienic practices.

Sort the roads Decent clothes shop

Sort their own recycling

Sort this out pls

Speak to someone and get honest answers, stop lying to people, give people the correct info, and when visiting Penalta House some courtesy wouldn't go amiss

Speak with residents , not always use internet.

Speed up services, had a long wait whilst dealing with property forms Overpayment of councillors on suspension coming from the tax payers purse

spend less on people sitting in a office and having more staff out on the roads and public area.....there is too many chief not enough indians

Spend money on roads and walk ways.

Spend more money on Risca rather than staging close to home in Caerphilly; the Lansbury estate upgrade springs to mind.

Spend more money on the condition of the roads in our area, the markings are worn out and really need repainting. Listen to your electorate when you have planning committee meetings, the conduct of the planning committee was reprehensible at a recent meeting their minds were made up and nothing was going to change their opinions, remember power corrupts.

Spend more on hedge cutting especially around road signs.

Spend my council tax in my area (risca) and not just in Caerphilly.

Spend our council tax money on things that would benefit everyone and not just the lazy.

Spend our council tax on roads, parks, refuse collection

Spend some money in risca. Christmas decor eg more events for community

Spend the funds it has sat in its accounts on facilities for its younger generation. Stop spending money on fancy carpets for your council offices.

Spread the budget over the full county not just Caerphilly area don't forget Risca Pontymister Crosskeys just over the Machen mountain!

Start by bringing back the road sweeper, ( the gentleman who use t sweep the pavements ) and make sure any litter was cleaned up.
Start cleaning within our estate area. We are lucky to have kerbs swept once per year.
start doing proper road maintenance not just redressing the roads, the state of the roads here are pretty bad.
start listening to people who voted you into power....
Start listening to the public
Start prioritising the public and the services you provide the public. ....
Start protecting green space, revise your planning service, there seems to be no rationale to some of the planning decisions to build on space where it could be kept for community use and to keep some of the countryside.
stick to there word and be honest
Still awaiting update on planning permission for Redrow. Following our attendance at public meeting some months ago we have heard nothing.
Stop agreeing to building housing on green land. The roads throughout the county borough are congested enough already. Stopio rhoi caniatad i adeiladu tai ar dir gwyrdd. Mae'r heolydd drwy'r sir yn gyffredinol yn orlawn yn barod.
Stop being jobsworths and get on with doing something properly.
Stop being so petty if its just a small amount of rubbish that should not be in the bin why cant the Bin men take it out and dispose of it back at the yard.
stop being such a nanny state and work with people instead of telling us what to do and the penalties for not doing it
stop bin collections around schools during peak times i.e 8am-9.30am as it causes health and safety issues with children going to school and the congestion around the area at peak times.
Stop cars from parking and blocking pavements, maintain footpaths and bridleways to prevent access by motorbikes.
Stop charges for parking in the parks we see, and hear on television, radio about so many people over weight! You don't help or encourage people to walk because the price of parking is a disgrace for the community.
Stop charging for bins when they've been stolen. Improve pavements like on the stretch between bowls and abertridwr. The cycleway has better walking surfaces but not safe to walk in the dark.
Stop cutting corners and making savings that impact on frontline services and how neighbourhoods look
Stop cutting funding to some areas - bins, leisure, youth and highways

Stop cutting services. Staff losses and reducing (productive) budgets are starting to have an impact on the level and quality of service provision, particularly in the environment area, such as highways, footpaths, town centres (e.g. Caerphilly Town is starting to look and feel very tired and grubby with poor quality footpaths and shop fronts). Raise educational achievements for the youth to offer more to employees and draw-in inward investment (employment opportunities). Reduce the outside image that the valleys is 'somewhat backward'. Resource services 'that make a difference'. Fully grasp and adopt the whole philosophy and intentions of the Wellbeing and Future Generations Act 20015. Better use local intelligence to drive resource allocations and performance. Reduce bureaucracy and take more action.....to address local issues.

Stop cutting the grass in unneeded places like ystrad bypass. It doesn't block view and the traffic caused by closing a lane. The council is cutting other services, I know funding is cut, but why keep cutting head where it's not needed?

Stop destroying the few remaining green areas we have as nobody wants to live in concrete jungle.

Stop harassing us over bin contents. We are trying our best to ensure we put everything in the correct bins but are continually threatened with action if we get something wrong!

Stop hounding me when you don't even recycle properly as you don't have the facilities to. Tha is factual information from a council employee

Stop housing drug addicts i our village. Invest in more activity areas such as parks/ skate parks and football courts at the top of Rhymney to hibe our children safe areas to play away feom streeys with constant traffic.

stop leaving grass cuttings all over the roads when they cut and when cutting get collected stop leaving my bin up the street once its been emptied

.....

Stop making it hard for people who are recycling give an incentive People who work help wth childcare

stop making silly changes, let people use black bags in their bins if need be, it's not difficult to empty a bag and put it in another bag along with other bags if need be to encourage people to keep on recycling..and have pride in their work, not give to one place and tell bluntly and blatantly no to another while considering spending stupid amounts of money on something not needed (the kids need a park on their estate, a museum is NOT needed and if money can be found for a museum then the money can be found for a park for the kids, and I don't want to hear, 'i'm fed up of hearing 'you have Morgan Jones park over the road' yes, it's over the road, it's a mile from one end of my estate to the other and then back again, so imagine a child walking the length of the estate, maybe with brothers and sisters and friends, then trying to cross the zebra outside morgan jones park (in the last week alone I've seen two near head on collisions at that zebra at school letting out time and another driver nearly hit children on the zebra because they couldn't be bothered to wait for them to cross because they'd already waited for the traffic coming towards them and then once I was on my estate I passed about 50 cars queuing to exit the estate) then going playing in the park for however long - and considering what's happened this week alone that's doubled in dangerousness with kids being chased and followed home) then they have to chance crossing the road again to then walk another mile home possibly in the dark now summer has ended, whereas were there a little park on the estate - I've even earmarked a small ish plot of land that could be used between Churchill Park and Asda on the left by the factories - there are plenty of flats and residents overlooking that area and I know for a fact because I've asked, that parents would have no problem with their little ones going to a park there with their brothers and sisters and friends whereas it's a not a chance in hell response to them going to morgan jones park without an adult, and after what's happened this week I don't blame them! then of course we need to have the 'traffic calming measure'/zebra crossing changed outside morgan jones park into a pelican crossing so that everyone has to press a button to cross and the traffic has to stop, no ifs ands or buts otherwise you're going to end up with a hefty bill at some point because there's either going to be a hell of an accident with horrible injuries, or a death and god help CCBC if it's a death of someone I know when the crossing could be changed...

Stop moving people come Caerphilly up here

..... spend the money on the people

..... look after our roads better, stop building on greenbelt land

Stop paying out compensation packages

..... this money for public services

.....

..... spend the money on council services. ....

Stop ploughing all the money into blackwood and Caerphilly and start spending it on other towns such as bargoed, attract better shops to the town.all that money was spent on doing the town up but half the shops have closed down

Stop punishing tenants with avoidable/scandalous have court costs as a consequence of failing Universal Credit System (rent arrears soaring??)

Stop putting pressure on people about recycling and leave people houses as they left them.

Stop reducing the hours of people in libraries and waste depot and streamline the overmanned council offices of people on over £100,000 pounds per annum. Stop councillors perks!

Stop sending a hard coloured copy of the newsletter through the post. In such times where budget cuts are necessary this service should be cut before anything else. Majority of residents can read this online. Those that can't could request it through the post. Toughen up on the recycling so that all residents do it. Better road safety especially on roads where children regularly walk to school. More traffic calming needed on libanus RD in Blackwood. Make all rds surrounding schools 20 miles per hour. Car parking charges - give the first hour free so people can pop in to town otherwise the high street will die.

Stop sending me post and emails in welsh. Do some research and save some money as no one in Caerphilly are only welsh speakers. Im sure all the extra cost of 2 letters and 2 news papers can save the council money ... if you cant stop it then give us a say, ask us if we want welsh post or English post/email/news letter.

Stop spending money on stupid things.

Stop the recycling issues with peoples bins. Otherwise your going to cause even more fly tipping in the borough. Staggered change not less than a weeks notice.

Stop the Ty Ddu development at Nelson

Stop treating me like an idiot and give me proper technical information on the kind of plastics I can recycle. Lease holder services could also do with billing for maintenance a bit quicker.

Stop victimising residents who are doing their best to recycle with very little (detailed) info on what is acceptable for brown bins. More refuse collections. I refuse to recycle for this reason. Also fortnightly collections not sustainable for larger families.

Stop wasting mine on leaders

Stop wasting money on bilingual communication. Sort pedestrian crossing outside Cwrt Rawlin School.

Stop wasting money on council offices Stop building on green fields More street cleaner Free refuse collections

Stop wasting money on signs around towns like Ystrad mynach on lamposts Drivers are distracted by them and pedestrians already use the towns so there is absolutely no need for them Get rid of the shikane type traffic carming They stop traffic not slow it down some are even dangerous like the one by the bottom end of ystrad mynach you cannot see oncoming traffic I have seen several near misses even at 20 mph

Stop wasting money on silly banners in town centres which are pointless.

Stop wasting money on unnecessarily large/expensive council buildings. Put more effort into towns other than Caerphilly itself. Encourage tourism by improving current tourist attractions and creating new ones. Improve road congestion problems (especially at rush hour) at certain bottle-necks. Put temporary traffic lights on the cedar tree roundabout, in Caerphilly, especially at rush hour. Work with the Police to combat motor vehicle related offences, such as speeding, dangerous driving and road rage, which seem to be on the rise (in my opinion) due to a diminished Police presence on our highways. Find ways to encourage new local business initiatives in our town centres in order to reduce the number of vacant shop properties. Commit more resources to the north of the Rhymney Valley, particularly Bargoed and Rhymney. Find ways to overcome the congestion in our streets, due to an increase in vehicles and provide better, free local parking areas for residents.

Stop wasting money on unnecessary street lighting. I spend a lot of time out at night and it is frightening how many areas are fully lit for no apparent purpose. If lighting was restricted to important junctions etc, where safety considerations are paramount, 75% of all street lights could be turned off. Also, reduce the areas of verges, parks etc which are kept as "lawns" at great expense and allow more natural habitat to develop with less frequent cutting.

Stop wasting money.
..... Resurface roads properly and not just putting a load of chippings down as has been done on the main road in Maesycwmmmer recently. This has resulted in roads being the same as they were before the poor quality works were carried out.
Stop wasting public money on pointless exercises, Welsh signs everywhere, stickers on bins etc. Look a bit closer to home with your plush offices before hitting public services with cuts
Stop....giving services.... providing an excellent service and as quickly as it is introduced it's taken away...how cost effective is that...get your act together ....be continuous and provide services the borough can rely on
Street cleaning is poor
street cleaning, be more lenient with recycling rules
Street cleansing - inform residents when this will take place to allow the opportunity of moving vehicles off roads to be cleansed. Also, vary the programme so that for example Street A isn't always cleansed at 8.30a.m. when there are potentially more cars still parked in the street. When it does take place our road is supposed to be cleansed early in the morning when most people's cars are parked on road, as a result, the cleansing vehicle simply drives through the street without actually cleansing any gutters.
Strengthen Planning decisions IN FAVOUR of public opinion.
Strive to provide an improved all-round service.
Subject to funding, open library for longer (until 7) once/twice a week and open waste disposal sites on a Sunday
Supply bags for food waste bins like other councils
Supply more waste disposal bins around Caerphilly Town Centre/Castle - (Cigarette stubbs)
support the younger generation by supporting spirit g clubs financially in the means of facilities
sweep the streets and maybe put a litter picker in there sometimes, and leave refuse bins as they are found in an orderly manner
Sweep the streets where I live! Adopt all lanes that run behind properties. Stop cutting services to vital areas such as Leisure Centres. They're important and could be utilised even more.
Switch on street lights at the rear of my property. Overnight it is so dark anybody could jump over the wall to attempt to break in the rear of my house.
tackle above, take peoples concerns seriously
Tackle the state of the village and not neglect it. I have reported to local Councillor, Walter Williams who informed me that he as raised the issue. However, he was told the Council does not have the budget to tackle the state of the village. However, they DO have the money to maintain the major towns in the borough of Bargoed, Caerphilly and Blackwood. In addition maintining flower baskets in these townsm, watering them daily etc. Unless you live in these town's you DON't count.
Tackle the weeds. This year has been awful and I have spent many hours pulling weeds from gutters and walls in my area.
Take a bit more pride in their work, they just want to get the work done asap and get away. Get council tenants to take more pride in their homes and tidy up their gardens,

Take a combined approach: A softer approach - Work with education, young people to establish why they feel the need to gather in large groups, and help them to understand the impact this is having on local people and the environment. Maybe even if they persist in doing this have penalties that they have to return to pick the litter up??. A firm approach - Increase the use of littering penalties in general but particularly the litter left by these groups of young people, and from what I understand penalties can be issued from age 10. I know the all public services have cash flow issues, but if two community officers stood with these groups for a few hours or cctv was used you would very easily recoup the costs involved in issuing the penalties and no doubt more.

Take a critical view of all costs. Encourage a thrifty way of thinking in all staff in their use of services and materials. For example: Does the grass need cutting so often in the less prestigious places? Plastic bags left by litter pickers for collection are nowhere near full and could easily hold double the amount. Are all computers and monitors switched off overnight and when not in use?

Take action

.....

Take action when reports are made

Take away the parking meters at the country parks And provide seating of some sort around Pen Y Fan Po d

Take concerns regarding the speed of the road leading from cascade to gelligaer more seriously and reinstate the crossing person

Take more care of the trees in the area and cut public grass area more often

Take more care to do a professional job to improve the look of our village rather than make it look worse.

Take more care when cutting grass borders.

Take more interest in Risca

Take more notice of emails sent in relation to continued dog fouling in my area

Take more notice of planning objections when there are areas of obvious over development.

Take notice of customers complaints

Take notice of phone calls or be honest if it's not going to be done, Each village to have set amount funding. re-classify deprived areas I come from a place that is called deprived that had flying start/HV visits and drop ins, bins everywhere(local hall with events well engaged, xmas lights with ceremonies with parks, free football (unisex) groups for disabled children, community projects i,e, ground around church etc all local walks overgrown and full of litter. there's not just the scenic drive you know. Nowhere for teenagers to go ie youth clubs knocked down our hall which we paid for

Take notice of the majority of the public in thier own area. Stop pushing unwanted tenants out of thier area - I.e moving troublesome tenants out of Cearphilly into Blackwood and the surrounding area.

Take on parking duties, or parking wardens

Take over and enforce parking throughout the county. The violations all over the county are blatant and dangerous. At times it is absolutely crazy trying to drive from one place to another. High streets ...in my experience...Blackwoid is out of control as is Bargoed. It's as if double yellow lines and pelican crossing zigzags mean absolutely nothing. Blackwood namely by Barclays bank is dangerous and the maxime cinema x

Take steps to discourage or make it more difficult for fly tipping to take place in rural areas, perhaps by reducing costs for builders etc. to dispose of rubbish at council tips.
Take the suggestions expressed within the service and make the necessary alterations to ensure the provision of services is delivered more efficiently in future.
Take those that actually work into consideration and improve the attitude of your staff that man the phones and repair the roads not just patch them. employ staff that actually want to work
Target irresponsible dog owners a bit more
Tarmac our roads and pavements! Our vehicles are getting damaged as the roads have not been tarmacked. I have lived here for a year now, all houses were built and moved into by December and still no tarmac!
Telephone calls being acted upon.
That's the question that the people who are getting paid a lot of money managers ect.should answer.
..... it erodes public trust.
The adopted highway that goes to our home has many potholes and has not been looked after.
The amount of money charged - RATES is too high .....
The bin drama. The brambles and hedges on public footpaths.
The bin men should place bins as they found them - not throw them down and leave them anywhere!
The bins issues are getting worse rubbish in one and recycling in another is one thing but not being able to put your Bin bag in the bin is something else, the whole idea of bin bags is to keep rubbish in one place without handling it and not spreading germs
The borough can look untidy and unkempt Road signs cannot be seen from the main roads, trees block them. they also need to be cleaned.
The care taken with dealing with bin collection could be improved.
The community spirit has gone from Blackwood area, at Christmas there aren't many events or trimmings.
The condition of the roads (both main roads and side roads) are very poor in general. Pot hole repairs are usually poor quality and start to break down again after a short period of time.
The council could keep each department in touch to avoid the well known saying regarding them, "A classic case of the right hand now knowing what the left hand is doing"
The council needs to provide jobs by putting back the basic services to keep the borough maintained to a standard and not of disrepair

The council should be taking a more positive role in the development of Caerphilly for people who need mobility scooters to access shops and shopping area, they are usually pensioners and usually have a disposable income. Mobility scooter car parks , providing a safe and secure place for disable people to park their scooters whilst the do their shopping. Work hand in hand with Gwent Police force to establish a way of making the Police presence felt, now if you call for a Policeman to attend a scene you can wait an hour for one to arrive. Make recycling more user friendly , if someone has a green sticker placed on their bin ,make it easy for the person who has to remedy this by listing what is wrong. Invest in solar panels for roofs of most of their housing, Penyheol I am sure could power Caerphilly with solar panels. It could provide cheaper electricity to the customer and any profits could go to Caerphilly council to help pay for the installation of it. Increase the parking facilities, such as use some of the space of the Horseshoe on Brynglas to provide parking bays, The green space isnt used by anyone and the trees that were planted were torn down and vandalized.

The Council should listen when suggestions are made by constituents - it is, after all, there to serve us, not the other way around. And it should take a far more robust approach to staff misusing money. I personally feel that spending 5.25 million (and putting aside another 469,000) of taxpayer's money on an investigation when it is clear that the staff members in question acted criminally is indefensible.

The Council should resolve this problem, either reinstate these three members of staff or let them find other employment, I do not think we as tax payers should be expected to fund people who are receiving such substantial amounts of money and not working for it.

The council should treat each area equally which isn't happening at the moment

the cuts to services with regards to the disabled and support to carers

The food waster collection has occasionally crept into a Friday (a day late) and if this is to become a regular thing, I would like to be notified so that I can ensure the correct bins go out on the correct days!

The highway services could look at improved communication and planning between vital services, as I feel that there is severe disruption to road users when it has been known that eg.Dwr Cymru and British Gas have been working in Caerphilly Borough at the same time which greatly impacts on road users. While I appreciate highway services provide maintenance and improvements to inadequate road structure due to traffic volume etc, I consider that there could be improved co ordination between the services Another concern is the poor quality of our local roads after having been dug up and re layed. There appears to be consistent poor quality throughout the borough which seems to be a UK wide issue. I also appreciate financial constraints play a large part but some other European Countries appear to have vast improved quality of roads in comparison.

The issue of animal fouling is an increasing problem. My family have a dog and the amount of dog mess we encounter during our walks is disgusting. Generally speaking the dog waste bins are often found overflowing and therefore people resort to leaving dog waste bags on top of bins or to the side of the bins creating additional mess and bad smells. My family and I live by a football field and small park area on the Castell Maen development and the amount of rubbish left behind by the football players, coaches and parents is appalling. Drink bottles, bottle tops, sweet wrappers and medical waste (Bandages and tape) are strewn across the field which ends up in local residents gardens. Anti social behaviour is also an issue in the area surrounding the park facility above, the foul and abusive language heard by some of the children and teenagers almost makes it a no go area for most of the local children who wish to have fun in a safe environment. The Castell Maen development has NO road markings. The amount of near misses that have been witnessed by both myself, my wife and other residents is alarming. There are no right of ways at junctions, no yellow lines to stop people leaving cars mounted on the kerbs at junctions and in dangerous positions. There are a lot of families living on the development and cars get left in very dangerous locations causing a great risk to children.

The issue with the recycling needs to be explained more.

The litter problem is absolutely awful despite so many people employed by the Council to clear things.

The main Caerphilly town centre is looking and has been looking very tired and in need of modernisation for many years.

The main issue lately with the Council has been waste management. The council have spent a lot of money on trying to encourage residents with recycling. However, the Council themselves have not kept to their side of the bargain, and the collection of recycling has not been done on time. As you can imagine this has left many residents feeling disgruntled. This seems to be a Caerphilly wide issue, however, the Council have not explained why they suddenly seem to be having issues collecting our recycling. I think if the Council were more honest with residents as to what the problems seem to be, it may help alleviate the frustration that many residents are experiencing.

THE MAINTAINING OF THE VILLAGES IN THE ISLWYN AREA AS IT USE TO BE BEFORE WE BECAME UNDER THE CAERPHILLY DISTRICT WHICH IS FAR TOO BIG.

The only communication I have needed with the council was over the charges for parking at the county parks. The residents were not listened too and even before the decision had been made the plyths for the machines and boxes were put in. I felt totally ignored and that the residents views were not even given lip service

The only issue really is the refuse collections. If it was possible for more regular collections it would be incredible. My daughter and I recycle however the fortnightly regular waste collection means we are often left with bin bags hanging round the flat for the bin to be emptied, especially when other people use my bin.

The opposite to the above. Get more police in rhymney, attack drug dealers make the area safe to walk with our children during school hours

The park keeper should ensure the football teams park in the park and park sensibly Repair cracked and dropped paving

The parks, grass verges, hedges in Caerphilly, Ystrad Mynach, Maesycwmmmer, Blackwood, Pengam, Pontllanfraith, are in presteen condition, a credit to the council. But come over to Crumlin, Newbridge, Abercarn, Cwmcarn, Crosskeys, its a different area. As these ate not as regularly cut?? Have photos to show??

The people who are being relocated here need to be spread out and given real support to overcome their issues. Rhymney also needs to be given the right support to bring trust back into the community.

The present council are unable to increase my satisfaction

The recycling issues at present are ridiculous. Other people place something in the recycling bin and then we're penalised. Last week it was a suitcase. Can't the staff remove that item and place it to the side? It means overall this week we have recycled less due to reduced bin capacity. Surely it costs more in letters etc to inform us why our bin hasnt been emptied. The next thing we know you'll be telling us the recycling target has been missed and we need to do more. Also, we were visited last year and told our bins wouldn't be emptied and we'd be fined if our bins were in the wrong place or on the pavement. Yet just down the street all of the flats bins remained exactly where they've always been. Messily on the pavement. The same pavement that is for everyone's use. The pavement behind our house leads to the car park attached to these houses and there isn't a right of way leading anywhere. Why are we penalised and treated differently? If you can't enforce this with everyone then you shouldn't threaten any residents.

The refuse collection services are very confusing. Some on one day, some on the other. You should have one day for all collections. Also the Green bin should be for recycling, not for refuse; there should be brown sacks for the Garden waste; and the Brown bin for general refuse....ideally it should be a Black bin.

<p>The release of information could be more thorough. Most of the events that go on in Caerphilly are booked in well in advance, it would be good if leaflet drops or information release about areas that are directly affected are informed in a timely manner.</p>
<p>The service provided by the bin men could be improved</p>
<p>The streets in my area are very littered and there is a lot of dog mess. I would like to see this tackled</p>
<p>The traffic infrastructure in and around Caerphilly town (A468/A469 bypass) is so poor. Not only are the roads too small to accommodate increased vehicle numbers, the proposals to alleviate these issues have been poorly thought and rushed through. It can take 30-40 minutes to travel from Llanbradach to Castle View in rush-hour traffic, to travel approximately 4 miles this is wholly unacceptable.</p>
<p>The wheel bin saga has just got to stop from reading on social media you are winding people up big style with this we pay our council tax so just crack on and collect the bins like we pay you to do and I believe going through people's rubbish is both unhygienic and an invasion of people's privacy if people want to recycle they will if they don't they won't. Refusing to collect a bin that has wrong items in that bin will cause a rat problem. Either just crack on and empty the bins or let people have the chance to opt out of paying for it and let them arrange their own private collections</p>
<p>There are a few places near where I live that have been fly tipped. Having someone from the council to monitor these places would be good. Likewise with illegal parking where signposts have gone in and just been ignored.</p>
<p>There is a severe lack of facilities for sports clubs in the area to meet.</p>
<p>There is always room for improvement</p>
<p>There is very little night life and good places to eat. Very poor creative media ie film and tv productions. Very poor IT and Internet companies, I recently had to go outside Caerphilly to get a new website built. Very disappointing</p>
<p>There seems to be a lot of sunken drains/potholes in the roads - could something be done about them.</p>
<p>There should look at the housing list and stop giving it to people who have for 2 kids and being them in a 3 bedroom house when it is people like me got 3 kids and need a 3 bed house</p>
<p>They could ensure their refuse collection times/ routes do not coincide with school run traffic as it sometimes causes stressful hold ups</p>
<p>they could provide food recycling bags as other councils provide them but not ccbc</p>
<p>They could provide garden sacks free to residents as they did previously. We have had several stolen and have then had to replace these at our own cost. I think this is very unfair. Also, provide green bags for the food caddies and this might encourage more people to recycle their food waste. I do recycle my food waste and purchase the green bags myself, but if they were provided weekly then more people might recycle to help the council meet its targets. Also, install CCTV cameras at the Castle View shopping area car park, as there is a lot of antisocial behaviour there especially late in the evening, with boy-racers spinning cars around and racing around the estate, youths kicking footballs late at night, drunks leaving the pub, etc.</p>
<p>they informed us this week 21/09/17 that all recyclables now have to be put in the bin loose, we have for years placed every thing in black bags. our bin is usually full. now you will find that the rubbish will fly everywhere. and if that happens i will be placing every thing in the brown bin</p>
<p>They need to provide the same service to all areas not just certain ones</p>

Think about preserving the fields of Caerphilly mountain- if developers build on these it will spoil the look of the town forever, not to mention the devastating effect on local wildlife, and increased congestion in the town. Also the community was not consulted over the recent decision to put a unit for pupils with behaviour issues on Y Gwindy site. Parents have reported incidents of these pupils physically & verbally abusing Gwindy pupils. I shall be writing to Welsh Government to notify them that your 21st Century Schools Planning team did not hold a public consultation.

Think about the residents and what they expect of the area. There are overgrown pathways meaning you need to walk on the road even push prams on the road.

This would be difficult since further cuts have been implemented with the continuing austerity measures.

Throw green rubbish bags back inside property where possible to prevent them blowing away before residents can collect them. Not all residents are home when collection occurs and too many bags are lost this way. The council charges for new ones so stop council workers leaving them on the street.

Tidy up our street and weed and make people clean rubbish up in their gardens and stop people taking wheels off their cars and leaving them on ramps for weeks on end.

Tidy up rubbish, shop fronts improved.

Take on the appropriate staff to get the jobs done, communicate more with the electorate

To address issues such as young people riding motorcycles without legally being covered to do so together with dog fouling on fly overs and pathways.

To allow residents with cabs to be able to take their house hold rubbish to the landfill sites as at present it is not allowed as you have made it impossible to carry out this and insist on using a car that can get damaged it really is unacceptable and very likely to be against people civil rights.

TO ASK COUNCILLORS DO THEY ACTUALLY WALK AROUND AND SEE WHAT WE SEE. HAVE INSPECTORS TO CHECK ONCE IN A WHILE TO SEE WHAT SHOULD HAVE BEEN DONE BUT HAVEN'T

To be compassionate toward every situation, to keep improving, to be helpful and really listen to the valid points and views of the every day person. To be at the forefront of progressive thought when it comes to problem solving and moving forward.

to have a give way sign on our mini roundabout as we come out of Cae Llwyndu, the car come of the roundabout on the 472 and do not slow down, and you have to be very careful when your going out.

to have a weekly collection on all rubbish due to the state of affairs at the moment. all trees entering abertridwr needs to be cut as this is now dangerous.

To listen more to residents before making decisions that impact on Caerphilly residents.

To provide more publicity and information on planning permission application, both housing and commercial applications. Not doing so portrays Caerphilly County Council as not being transparent in their dealings with the public. Moreover, having due regard for amenities, infrastructure and universal services (such as health and education) before agreeing applications. In principle I do not oppose housing or commercial applications, in fact I think they are essential for a growing economy and providing a diverse and multi-cultural community. However, allowing applications without considering the full impact upon the current services and infrastructure would have significant impact upon quality of life and safety of current residents.

To put their own house in order. To resolve the issues with paying 2 lots of higher management.

To sort out the double yellow lines on Porset drive, castle park estate, Caerphilly to discourage all day parking outside our houses. We are constantly used as a car park. My dad is 87 and disabled I have asked for a disabled parking bay or even residents parking so that he doesn't have to face a walk when we can't park outside his house.

Traffic control and parking is a major problem in Bargoed and could do with more supervision during busy periods, Also not enough speed prevention in certain areas of Bargoed, for instance the road that passes Ash Place and Brynteg is a major hazard also Bristol Terrace coming off the Angel Way one way system is prone to speeding traffic at busy times. Bristol Terrace is also residents parking although the terrace is used for parking by people rather than pay for car parks near that area

Traffic control on Nantgarw hill and at the junction by the mountain snack bar on Caerphilly mountain. Both are bottle necks for commuters. A system in place during events like the velathon so that key services, such as rapid response nursing services, are able to function effectively.

Traffic issues

Traffic Wardens

TRAFFIC WARDENS.....or get the police to do something

Treat all areas equAlly

Treat everyone equally. Spend money on all parts of the council area

Treat poor road surfaces quicker.

Treat us the same as the rest of the borough, not like some forgotten outback

Tree maintenance would be a big advantage

Try and do essential road works during school holidays if possible

Try and educate people on throwing rubbish and littering. Fine people for doing it. Not happy with having to go to The Royal Gwent with awful car parking instead of the Heath just over the mountain. Very concerned that there will be a development behind Hendredenny traffic is a real problem in the mornings.

Try and help customers and stop being defensive on all requests for improvements.

Try running it for the benefits of the residents and not council employees careers. Get tough on fly tippers. Sort out the municiple sites access to all. Sweep the pavements and pick up the rubbish on them and clean the leaves and weeds off them. Scruffy walkways makes the place run down and depressing. Its false economy to try to save money on the sourounds when psychological it tells us that we are a poor area every time we see how scruffy it looks. The lane where I life looks terrible with weeds growing both sides. Record ALL calls to and from council. Thats all calls. Not just specific departments as that is just stupid and who ever thought that was logical or benifical needs a new career. That should stop the council employees lying about the contents of all calls and calls that never took place! That should see results in less complaints or quicker complaint resolution as employees that lie will now that they can be found out! Stop thinking one size fits all. Stop the false economy of stopping picking up household itmes free (you only collect specif items now) as then people are fly tipping and that takes the money that is saved by having it redirected back to dealing with fly tipping!

Try to avoid telephone callers being mis -directed to the wrong department/staff member.I very seldom have need to contact the council but you can guarantee I have to repeat my request three or four times!!! Frustrating !!!

Try to deal with issues more quickly and allocate resources more fairly around the borough. Also some of the staff answering the phone could do with some retraining because many times I've spoken to people who have been rude or given the wrong information. I recently had to complain because my bin was never emptied, a man came round and confirmed that it wasn't through any fault of my own but then I got an email insinuating that it was my fault and telling me to buy compost bags! (although I actually already do.)

Try treating residents and employees the same!

Turn street lights off after midnight to reduce light pollution and save money.

Understand businesses should perhaps have an appointment but not private owners of vans. Give us a pass to use the tip.

unknown

Up keep of public spaces, ie, GRASS CUTTING!!!!

Upgrade Caerphilly town centre. Allow big companies to come in.

use a bit more initiative

Use a bit more thought. The stickers that were put on all bins last week should have been put on before people were told their bin would not be collected. This has caused a lot of bad feeling and discouraged recycling. I have so far not had a sticker but know that people have said they will not recycle any longer. It is also impossible once the bins are out to prevent people putting their litter n your bin.

Use brown field sites for new housing developments in place of green field sites.

Use English first and Welsh second on all forms, e-mails, road signs etc. - road signs for safety reasons - all speak English as opposed to the minority who speak Welsh. CCBC should recycle ALL recyclable items - including polystyrene, plastic bags, pet pouches etc, etc, and should offer a FREE collection service for larger items of household waste to help prevent fly tipping & consequent clear up costs. CCBC should provide free Social/home care to all those who are unfortunate to need it, together with FREE care for elderly persons who are in residential care.

Use money in a more fair way across the whole CCBC.

Use our council tax to empty the bins/provide free bins if the bins are stolen/broken!

Use the money collected from council tax in the community. Stop giving rent rebate to those on benefits. Get rid of excess managers. Their wages could go back into the communities.

Vastly improve the services offered/provided for the money households are already paying. Improve the services outside of Caerphilly town stop spending money in Caerphilly town there are other towns under the remit of Caerphilly council!!!!

Very difficult at this particular time of cutbacks. The purpose and intent is clearly there and a lot has been achieved over the years. ....

Waste services need to communicate in a more appropriate way. Recycling wardens do not come (where I live) to discuss after 5pm so if you work 9-5 you don't see anyone and leaflets don't answer your questions. Remove the by 'appointment' at the civic amenities sites for the van drop off. This was not an evidenced based or thought out process and caused a lot of customer problems. Keep the opening hours of library or customer care centres as is and do not reduce any further. Celebrate the wonderful facility of leisure centres and promote the varied events and tourism Get rid of parking charges in country parks or at least construct them in a better way. (£1 an hour not long enough but £3 all day - most people are not there all day but few are there for an hour) in other words its constructed to push people up to the higher amount. A fairer distribution of chargers would be more equal. \* Offer opportunity to book a bulk collection online. (I do not mean put all online and get rid of real people - that is madness) but some transactions would be useful like the above to be offered online. The question below on how decisions are made and consulting - the answer may be yes but that doesn't mean knowing is the same as good, decisions do not appear to be evidenced based (e.g country parks - usage would drop) and are already made prior to the formal settings. Consultations are carried out but it doesn't mean they are listened too - again just to comply not actually used to analyse and come to a conclusion on a major decision. Its decide then consult to support our position or ignore if it doesn't. If a consultation said loud and clear - no do not close a leisure centre for example, if the Council wanted to save money it would close it anyway. It would be more honest and save a lot of time and costs not to consult where a decision has been made than lead people to belief they had an actual say in this.

We do not always have our rubbish picked up. We always put the bins in the correct place but they dont always pick them up. It would have been useful to have received information on what was needed to be done for my daughter to be enrolled in nursery. With my last council they sent a letter with information. Luckily I phoned them otherwise I would have missed these.

We haven't had a green garden waste bag for over 2 years and we have asked to buy one but we haven't had an response

We need more gritters and snow plows in the winter. Living in Caerphilly and working in Cardiff I find the roads closed or dangerous when ever even a small amount of snow falls. Caerphilly mountain is very bad on the Caerphilly side but when you get to the top at the Cardiff side is clear.

We want our town back our services back our rates are the same for all areas. we don't even get a Christmas tree

Weed. killing and traffic camping on Meadow Way Castle View Caerphilly. Like a third world Village.

Weeds killed off and more toilets in villages/towns. And more cleansing in the borough

Weekly general rubbish collection

Weekly refuse collections

Weekly rubbish collections - more rubbish bins for litter & bins for dog poo to be emptied weekly - houses to be built in the waste land in Risca near the river

Weekly waste collection

.....

when asked to provide a service via internet, let me know if and when the service will be carried out, instead of just sending an email receipt for the query

When checking recycling bins not to throw items on the floor and leave them to be picked up

When Council cuts grass, clean up tidy after them. DO not leave bins half way down the street when emptying bins.

When grass cutting or hedge cutting why can't the debris be taken away instead of using blowers which makes more mess.
When you ring the council speak English first.
Where the bins congregate in Birch Grove, for the rubbish to be picked up or get a cleaning truck to pick up all the rubbish and clean the pathways weekly.
While I understand your trying to keep the cost down and hopefully our rates as low as possible maybe rotating the jobs that are being done like cutting park grass maybe not as often and maybe doing edge rows in stead and pathways a little more often.
While you are affording someone to come around and stick stickers on our bins, could they also report back other issues like huge trees and overgrown hedges etc.... Could we please have a new food bin, as the lock handle no longer stays in the locked position. Consider the slurry patch seal on hilly areas before flat ones - complete the job we have paid for regarding our kerb drop or refund us. We would appreciate kerb edgings along the lane edge by removing some of your Tarmac from our property and placing edgings as a good will gesture for our 9sqm loss of property. Let other services know well in advance when you are doing work (maybe you already do..) so that you can all get it out of the way in one hit. Generally, I believe the council do a good job.
Whilst recognising the financial constraints that Local Authorities face, services to the public need to be visible e.g. Street cleansing, library facilities, maintenance of communal areas, surgeries for members of the public to discuss concerns with Members et
Why have successive councils ignored the needs of the folk in Blackwood and Pontllanfraith re 'Parks Provision'. The Sir Harold Finch Park (have you heard of it?) is next to the old Pontllanfraith council offices and has been neglected for years. Why has this area NOT BEEN DEVELOPED like those in the Rhymney Valley? e.g. Penallta, Parc Cwm Darren. This park stands out like a sore thumb as a "poor relation", where even Penyfan Pond falls into this category. A properly developed Sir Harold Finch Park could benefit residents in Blackwood, Pontllanfraith, Woodfieldside, Oakdale, Pentwynmawr and others, all nearby. WHY? (Don't say "money" because money has been found for these other parks mentioned! DISAPPOINTED LOCAL RESIDENT!
Why put people up Rhymney area with drug problems
With all the cut backs I think you do remarkably well
With austerity crippling the country and lack of additional funding for LAs nothing!
With certain frontline waste staff there seems to be a culture of if it's too difficult we won't bother. Currently in our lane residual waste and recycling is being mixed and disposed of as general waste because it's evidently too difficult for the driver to get the lorry up and turn around. It wasn't for the last 12 years. This makes a mockery of anyone separating their waste. From limited dealings with planning some staff seem to be closed to the idea of new development, or overly seeking reasons to oppose it. If we are going to stimulate growth within the county borough we need a more proactive approach.
With the way its now run, very little
Work with other councils to improve transport in the valley - in particular electrification of the railway Gwthio gyda cynghorau ereill I wella trefnidiaeth yn y cwm - yn arbennig trydaneiddio y rheilffordd

Would like to see more emphasis on working with partners to better promote walking, cycling & public transport instead of regular "celebration" of how much is being spent on highways and highway improvements. Authority needs to look at more innovative and less capital intensive means of addressing congestion, air pollution etc. instead of perpetuating the problems by adding more roads. The metro needs to be more fully explained and residents consulted with regard to the impacts and benefits for local communities. Revisit bus routes in the Caerphilly basin to provide a more integrated local network with dedicated lanes and bus only restrictions where practicable. A network of safe walking/ cycling routes utilising landscape corridors and including selective demolition of houses to open up the urban grain and make the town more accessible - cul de sacs are a contributory factor in the congestion problem. Promote the wholesale mixed use redevelopment of the Piccadilly Area (see <https://openforum.westminster.gov.uk/have-your-say-CSM> for some ideas) and Treceynydd Ind Estate as a high quality business park with new metro station at Aber Halt, to help facilitate creation of new higher paid jobs and high quality apartments to improve the housing mix in the town. Caerphilly business park is a significant contributor to town centre congestion and pollution - redevelop it for housing and relocate businesses to Treceynydd. Caerphilly town centre needs further work to tackle on street parking, congestion and pollution (and building more roads is not the answer!)

would like to see something done about traffic in first avenue treceynydd there are always cars parked on pavements having to walk on to the road and mobility scooters cant use the payments its getting very unsafe to walk Im a disabled pensioner .Its about time something has to be done about traffic its a disgrace to see mobility scooters having to use the roads .there,s going to be a bad accident in the near future has the traffic is getting worse and the parking is getting beyond a joke

yes stop placing stickers on bins and stop giving the leaders pay rise over 1% until all council workers have the same

You can stop destroying all the local towns by imposing stealth taxes on the shoppers by way of parking charges and increasing business rates on the traders which are then passed on to shoppers. You have repeatedly wasted millions on the crooked management at the top of your organisation and continue to do so to this date, it is a total mockery. If you can't run the operation on the enormous amount of rates you collect then quite frankly you should all be looking for other careers. Caerphilly Council is one of the highest charging councils in the whole of the UK.

You could restore Bedwellty show to the Showfield in Blackwood, clean up Penyfan Pond and maintain the area, by trimming and de-weeding around the Pond, especially as you are charging for parking. Stop building on green wedge areas and share out key events, so that every town under the council management gets a fair share of business!

You have an enormous over-staffing problem that should be your first priority in cost cutting. A few years ago, under the Freedom of Information Act, you revealed to me that your sickness absence was 5%. That was not the question I asked. I asked what your overall absenteeism was. Your response was that you did not have statistics for that. Absenteeism is defined as 1. Sickness, 2. Authorised absence and 3. Unauthorised absence combined. I suspect that your real level of absenteeism is nearer 10%. By reducing this figure to a more reasonable level of between 3-4% (as would be accepted by Private Industry, you would be able to maintain services at today.s level without increasing Council Tax.

You MUST notify people of such severe collection restrictions with PLENTY of Notice, A SIGNIFICANT TIME BEFORE THE CHANGE. People MUST be issued with an EXHAUSTIVE list, not tidbits from the Newspaper, e-mails, bin-stickers and flim-flam that comes through the door every other month. We even had a gentleman come some 12 months ago to talk to us about recycling. All he asked was, do you recycled and do you need a bin! We are VERY committed to recycling in our home and we are mystified as to why the Council now recycles SIGNIFICANTLY fewer items than 6-12 months ago. That, and conflicting information given by people at the Council in Waste Management and also your own operatives at you Household Waste Centres. Be upfront, be informative, give people TIME. Punishing people who, in one breath you praise and in another, you censure breeds contempt.

You need to improve the streets, clean up/move out all the low life's you are placing there and take back control of the town. After all you have the power to press the police.