

# Join the Caerphilly Conversation

## What matters to you?



THE CAERPHILLY CONVERSATION  
Conversation Guide - Autumn/Winter 2022/23



## What matters to you?

### Why are we having the 'what matters' conversation with our communities?

Over the last couple of years in particular we have been asking our residents, through an ongoing conversation, which council services are most important to them. In turn they have told us which areas they think we should prioritise.

We really appreciate their views. They really do help us in prioritising the things we are able to deliver as a council. Their views are helping us:

- Continue focusing our efforts on the issues they told us most impacted their quality of life (such as dog fouling and littering)
- Shape our programme of 10 council-wide 'corporate reviews' that aim to make sure the council is as effective as it can be
- Make sure that the services we deliver are in line with what residents most need

However, this is part of an ongoing conversation. Like all councils in Wales and across the UK, we only have a limited budget. In order that we can protect the things that are most needed and valued, we need our communities to tell us if we're still on the right tracks – and tell us what really matters.

What they tell us will be really important, as we make plans both in developing our council priorities for the next few years and also in making sure we have a balanced budget, which is something we must do.

Thank you for supporting us with this round of the conversation.

### What our residents told us:

Through the Caerphilly Conversation to date residents have told us they'd like:

**"...More consultation and face to face discussions within the community – either online or in person. Some real, true connection would help collaboration with communities, rather than do things to them. Community meetings, and open discussion is a must."**

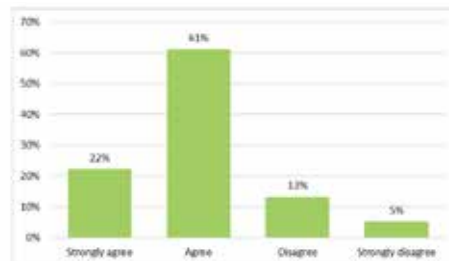
**"...More face-to-face meetings with EVERY local community to find out what people really want as online surveys disenfranchise older people."**

### What do we want to get from the 'what matters' conversation?

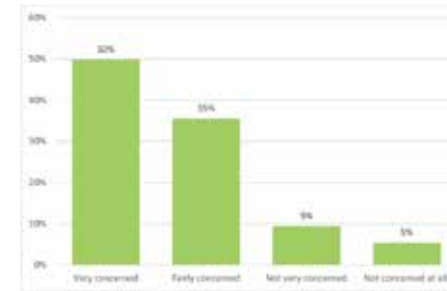
Quite simply, we need to understand the things that are most important to residents and their families so that we know which areas they need us to prioritise.

This could be something very specific or something more general. Here are some examples of the types of things people have told us before:

My neighbourhood is a place where people get on well together and help each other (n=980)



How concerned are you about climate change? (n=995)



**"...Just needs a bit of finesse and attention to broken bordering in Oakdale village centre. Generally improvements have been evident..."** Resident of Oakdale

**"...Litter spoils the appearance of the local area, however the Council cannot be blamed for this. This is down to individuals' attitude. Keep Wales Tidy and a fining system needs to be reintroduced..."** Resident of Caerphilly

**"...At the present time I think outdoor projects would be good, walks in countryside, allotment projects and arts and crafts in the countryside..."** Resident of Caerphilly county borough

There is no right or wrong answer to 'what matters'. Simply – it is the things that matter most to the lives of Caerphilly county borough residents. In our conversations so far, residents have told us these are things that matter most to them and their families:

- Social care and services/ support for the vulnerable
- Parks and green spaces
- Education and schools
- Roads and highway maintenance
- Tackling illegal parking
- Waste collection and recycling
- Street Cleansing
- Community Safety
- Tackling food poverty and free school meals provision
- Housing and tackling homelessness
- Public transport/active travel
- Street lighting
- Leisure centres
- Libraries
- Financial and council tax support for residents
- Online provision of services
- Opportunity to be physically and mentally fit
- Youth service provision
- The environment - climate change and pollution reduction
- Improving the local environment
- Sustainable transport and active travel
- Town centre improvements
- Jobs and employment and business support
- Support for low income families in crisis
- Opportunities for volunteers to get involved

### What do you need from me?

To help us have those conversations! As councillors, partners, community groups and voluntary organisation, you will have groups that you are involved with or have regular contact with.

## What matters to you?

We would like your support to help us get out and chat to as many people as possible. In order that we can protect the things that are most needed and valued, we need our communities to tell us if we're still on the right tracks – and tell us what really matters.

Some prompts to start the conversation:

- Explain that the council are seeking views through an ongoing conversation to make sure that we are prioritising the things that matter most to our residents and their families
- Explain that the council is currently working on setting its priorities for the next few years
- Also explain that the council has only a limited budget – and there are tough times ahead – and so we need to check that we're on the right lines in terms of what is important to our communities
- Ask what matters to you? Or what is important to you and your family as a resident of Caerphilly county borough?
- These could be specific council services or something else that makes a difference to residents and their families – such as outdoor space, local town centres, the environment, education etc. There really is no wrong answer – it's all about what matters to them.
- Emphasise that we may not always manage to sort out every single thing/issue they share with us today, but it is important for them to share with us what is important to them so we can make sure these views are central to the council's priority setting and financial plans going forward.

### Gathering this information:

In order to gather feedback on 'what matters', we have included postcards and also a visual 'hand' template for residents to complete.

It is entirely up to you which you use – the 'hand' template may be better suited to conversations taking place with children, but please use whichever best suits you... or a combination of both.

Please support us by returning the completed postcards/visuals to us using the envelopes provided to:  
**Engagement Team, Caerphilly County Borough Council, Penallta House, Tredomen Park, Ystrad Mynach, CF82 7PG** or by emailing electronic ones to [publicengagement@caerphilly.gov.uk](mailto:publicengagement@caerphilly.gov.uk)

We will be presenting an overview of the comments received so far to the council in December, so would appreciate the completed postcards/visuals back to us by **6th December 2022**.

### Thank you for your support!

