

Annex 5: Digest of comments from survey and face to face engagement

NOTE: This report has been redacted. Comments that are considered to be offensive or compromise anonymity have been edited or removed.

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Is anything missing (Survey question)

Addressing climate change
all are important, stop cutting corners, abolish corrupt councillors, tell truth through mainstream news
An overhaul of the current council tax banding system is urgently overdue. There the system relies on house prices from a distant era, the banding is outdated and should never have been used as a qualifying guide to determine eligibility for the recent cost of living council tax rebate.
Anti social behaviour
Anti social behaviour, particularly noise and dog barking, gangs and vandalism.
As a family who rely on the Schools, libraries, leisure centres and sports facilities, we feel very strongly towards these being kept a main priority and to remain the most looked after areas as these are the corner stones of our community. The council staff overseeing these areas are very valuable and have done a great job over the past few years especially, when most needed!
As a manager in the council I would like to see the new HR team look at joint working with IT to ensure any new starters have access to laptops, phones, are online on both email and WCCIS on the day they start. I have many examples of staff not being able to fulfil their role for the first 1 -wks (even longer in some cases) because they haven't had the access to or use of needed IT equipment. Apparently there is a new starter policy but clearly this isn't working, despite recruitment forms being sent to HR and HR knowing when the new starters were starting
Bigger funding for social housing in the borough.
Caerphilly should have a police station manned from 08.00 am till 5/6 pm . And i would like to see the street lights back on, thats the street lights that are currently switched off at midnight.
Children with disabilities - more play provision for children with disabilities and their families.
Climate change - too late; jobs - non-existent; town centres -dire; volunteering - people need wages; youth service - non existent
Communication with residents that helps them, not makes life easier for council officers. Getting through to council officers on the phone very unsatisfactory. Some officers working from home do not seem to have ansaphones so residents get a number unobtainable tone. Possibly less flexible working and more officers working in council premises.
Community projects such as shared allotments and coffee mornings - as loneliness is a growing problem.
Counsellors , Managers and executives within the council have a Pay freeze.
Covid has shown the power of community action. More sustained support for communities and voluntary groups
Customer service in CCBC is absolutely appalling!
Dog fouling is getting worse, as well as increased dangerous dog attacks. Dog licences should be brought back and the money put towards cleaning dog mess and providing dog bins. Additionally, there could be

higher fines for dog owners who don't pick up after their dogs. Also, limit illegal breeding and licence all dog breeders, with stronger penalties for dangerous dogs.

Stronger fines for water companies who pollute water systems and more investigations into water pollution.

Libraries, leisure centres and police are very important to the community and I hope there will be no cuts in services in these areas.

Doing as must can

Drainage and flood control more 5G mobile mast and prioritise for upgrade to 6 and 7G. More police foot patrols.

Encourage older staff to take early retirement. The new recruitment and retention team will have no issues in attracting younger, better qualified candidates that are eager to fill these positions.

financial support - benefit maximisation and more disability awareness

Financial support for childcare from age 2 (x hours free as with 3/4 year olds) - only available for families in certain postcodes in Caerphilly but with rising costs, other families need support too

Flowers for bees - roadside, flower beds for bees

Pavement parking

Public toilets on high street

Greater facilities for disabled people especially children

Health and social care requires urgent attention, the focus needs to change as currently it isn't working. Our hospitals are full of people who are medically fit however there is no provisions for them to return home as no care available, no care / residential settings available, families unable to step in to help. An overhaul is required.

Homelessness issues. There appears to be an increase in homeless people/beggars around Caerphilly. Increased outreach services to engage these people.

Housing availability and homelessness prevention. Connection to good housing and mental health. Community safety and feeling of safety.

Road / highways infrastructure - unless covered above but doesn't specifically mention potholes and cutting back overgrowth so road signs can be read, type of work.

I appreciate things are very difficult. Council tax could be a generator for you by adding additional bands at the top end as past band e or f whatever the value of the house the council tax is the same...

I have concerns about increasing the amount spent on leadership in this current climate. I have read and understood what the Chief Executive said but I don't agree.

I have friends and family visit our county from neighboring authorities and wider and they always comment how well the roads are maintained and how generally clean and tidy our borough is. I think this is really important going forward, as it gives the community and CCBC employees pride of place. Keep our streets, clean, tidy and safe. Education is a big factor too, many schools are already under pressure from the rise of energy costs, investing in school is investing in the future generation. The support services are often the ones that bear the brunt of the cuts as they are not public facing, and so are seen as those that can take the hit and this is unseen to the public. As someone who lives and works in CCBC in a less public facing role. I need to express how much our department is dwindled and already stretched. and despite the lack of our resources we are there all day every day for staff all over the Council, Another department that needs investing in is IT, what has become crystal clear over the last few years is that the service they currently offer is substandard and that is not due to the wonderful people that currently work there, they do their utmost to help but they are under resourced. IT, HR, Health and Safety payroll, the supporting services are the backbone to the organisation and cannot take any further cuts.

I want to reiterate how important I feel that library services are to the Borough and our communities. We have a cost of living crisis and libraries provide warm spaces for residents to come and learn something new, interact with other people in their communities and acquire new skills. These absolutely must not be cut as libraries support many of the problems that we face as an organisation, including support for businesses, low income families, Ukrainian refugees and online provision of services. Please consider how the poorest, loneliest residents who are most affected by these problems in our communities will be affected if library services are reduced or cut.

If the Council emptied the bins in the parks more often you would not have litter everywhere as the bins are overflowing. I get fed up phoning to get Libanus Fields bins emptied.

Illegal parking doesn't seem to be tackled in Penpedairheol. No end of people park on double yellow lines near the corner shop would be great if double red lines were put near the shop + traffic lights. Also need traffic calming on the main road as people seem to speed up sometimes to beat the lights. Also a Zebra crossing by the community centre would be an asset. There is a kindergarten held there every week day.

Inaccessibility of local shops - Bedwas, only 2-3 accessible - pharmacy/post office/doctors inaccessible. Forced to use doctors in Trethomas, shop in Caerphilly or elsewhere

Insulation of the housing stock in Trecenydd!

Is anyone going to give someone's head a wobble about the proposed new market in Caerphilly town centre?!?

Has anyone actually walked the town and asked themselves is this really a good idea?? Or are you simply listening to a very small minority who have kicked off on social media about a market that, let's be honest, rarely got used.

There are countless empty shops in Caerphilly town centre and many of the ones that are there are low grade, with unappealing shop fronts. So what is Caerphilly Council's answer?? Not to try and elevate what is currently there (or even better knock it all down and start again)? - No! Their answer is to dump another 28 units within the town centre - bearing in mind there is a similar number already vacant!!!! Mind boggling!

And then there's the castle regeneration program - I can't believe we've been conned into thinking the majority of the money needs to be spent on bank works!!!!? When are we going to be forward thinking and ask ourselves is it time for the houses on Nantgarw to make way for a superb development that allows a full circumference walk of the castle? And to take a leaf out of a landmark like Cheddar Gorge (which isn't anywhere near as spectacular as Caerphilly Castle) who have made their landmark and everything around it something to be proud of - Has anyone from Caerphilly CBC even visited areas like this to formulate ideas???

Then there's the inadequate parking in CCBC - we run some great events such as the Caerphilly 10k - and what did we do to anyone who decided to visit us that day and had no choice but to park on double yellow lines or exceed time limits in residential zones - we booked them!! Welcome to Caerphilly everybody! It was embarrassing seeing the number of tickets on cars that weren't doing any harm on that day - where is the common sense??? I know if I was the owner of one of those cars I definitely would never come back!

Then we keep having this hairbrained idea that unlimited free parking in Caerphilly town centre is the answer to driving business - has anyone ever been to The Twyn car park at 8.30am on a weekday?? - all the workers from the local banks and estate agents congregate and park up filling the spaces until 5.30pm - I don't blame these people but it definitely doesn't support business! Follow Whitchurch's lead on free parking for 3 hours in these areas - would make a huge difference. Also, make it easier to access the park and ride at the top of town and clean up the parking at Crescent Road and not make it so daunting to park there.

And finally there's the litter! I saw a post recently from a Councillor, proud as punch that he had reported an overflowing bin and that it had been emptied. Well this should be a basic expectation that bins are emptied - let's invest in more litter pickers and more bins. Another great example is the little bin on St. Cenydd Road (just down from the shop) - it is clear that people want to do the right thing and dispose of their litter in the right way but I am yet to see that bin anything but overflowing with litter on the floor around - how many times does that need to happen before the attendant on duty can report it and get a more appropriate sized bin??!!!

One thing Covid demonstrated to us is that there wasn't one single job taking place at Penallta Council Offices that was deemed essential and the whole building closed down! Shame on CCBC and everyone associated with it for putting this building before our embarrassing, run-down town centres!

I hope this message gets read and ideally published as I would love to hear your responses, thank you.

It is important that people are able to have their say on important issues that affect them and therefore it is important that the council resources this accordingly.
Libraries have been a god send to me in recent years. I don't know what I'd do without them! I go to Risca Library 4 times a week to sit and read because its warmer than my house and always feel welcome by the friendly staff.
Libraries need to be open on lunch
Making Caerphilly Town more accessible to all. Alot of the shops are not accessible and alot of the drop curbs are either non existent or are just in really bad shape . Renewing the tennis court at Morgan Jones Park and making it wheelchair accessible.
Maybe about time Heol y twyn rhymney and above and below had the new windows these brown windows are appalling and not fit.for purpose almost everywhere has these new windows apart from us is wrong
Mental health services are in increased demand after the pandemic, this service is stretched and the services we have available are working very hard to help as many families as they can. This is likely to only become more in need as families struggle with the cost of living and loss of jobs etc.. it will also be impacted if there is a need to reduce the accessibility and availability of recreational activities through the limiting of community services as a response to budget control.
Mental Health services. Access to walking space for dogs that is accessible and free
More money should be spent on parks and green spaces as their more important than ever as people can't afford to go away.
More support and oppportunities for children who are disabled and/or with additional needs. There is hardly any support or provision for these children.
More support for disabled children and youths - particularly play opportunities during holidays for children with needs such as T1 diabetes/ASD/SEMH. Access to housing grants needs to be reinstated.
more support for our armed forces community
more viable help for the mentally ill
More youth clubs for teenagers, more activities for children/teenagers
My Local library and leisure centre are very important to me, and all my family down to my youngest niece 4 who has swimming lessons and attends the library weekly, all the way up to my 92 year old grandmother who visits the library for a warm place and a chat and to get her large print books. All my family in-between frequently use both of these community assets. Please do not shut any of our libraries or leisure centres, they both attribute to a happier, healthier more stable society.
No
park wardens are needed back - they've become unsafe to walk through for children and dog walkers as they're always littered with broken glass
Parking places in town centre should be permit only.
Planning concerns cleaning uo brownfield sires for housing and protecting our natural spaces. Flood risk is high and pollution from sewerage is hugely problematic
Please make public transport better & more reliable.
Really considering walkers in the active travel plans. When considering whether to allow cyclists to share a space with walkers, think carefully about safety of walkers.
Really miss pont leisure facility
Recycling and how its recycled
Reducing the amount of HMOs that are approved in an area, we as a community feel that there is an excessive amount in our relatively small town with more being approved at an alarming rate. This has been brought up by our local councillors but we, the residents, are being ignored, as long as its putting money towards council profits, we feel that our opinion is disregarded. Also maintenance of huge trees(on local authority property) for safety reasons. Gatherings of gangs of people and cars who create a nuisance through noise, littering, racing/ speeding cars on our streets. The police are regularly notified of these issues but nothing improves, some deterrents to these gatherings would be good
Reliable public transport.
Renovation of the market in Caerphilly so that small local vendors can operate comfortably

Seeing that all residents in Caerphilly Borough have Health services in their local communities, adequately and professionally staffed and to relate this with all new planning applications within their applicable community catchment.
Social care for the elderly is vital.
Spend some money in the forgotten lands at the heads of the valleys, everything seems to stop at Bargoed.
Stopping bonfires which spoil our well being & polluting the air, especially allotments which are always burning anything.
Stopping youths from tearing about the place on illegal motorbikes, stopping nuisance behaviour in our parks. Cleaning up all litter and debris from our roads.
Support and opportunities for local 3rd sector organisations. Statutory services seem to be spending money and investing in Caerphilly cares instead of investing in the 3rd sector projects that are far better at providing these services. They are also far more cost effective and passionate about the work.
Support for disabled children and adults
support for disabled people to get the right benefits
Support for forces veterans
Support for struggling families before they enter the Social Services system. Support from Family Support organisation such as Action for Children can offer help to families who need some help and advice to stop their children going into care, they also find children who are In Need maybe should be brought to the notice of SSD. Early Years & Youth Service family support could be expanded to reach all families in need.
support for veterans
Supporting veterans (Forces) there are loads of ex forces with issues and not much funding / facilities to help them.
Tackling food poverty, support charities
The building of houses on any land that becomes available, with no apparent thought of the future capabilities of roads, schools and medical needs, community are not able to come with the current population.
The lists are comprehensive and fair. One aspect I would add is communication and more joined up approach to the delivery of services
The need for public toilets in Blackwood
The only thing I would improve massively is more and better bus services I live in caledfryn our last bus is 17.30 so must use a car I live on my own so a better service would be better for the environment aswell
The provision of toilets for the community
There are many very highly paid roles at CCBC. In many public services, money is wasted on management roles. These should be slimmed down and the highest paid should be willing to take pay cuts to support ordinary people and grass roots staff who are poorly paid. More accountability. Less management. More equality of pay.
All these services are necessary. Money needs to be directed to front line services and it must be taken from the top tiers. Anything else is unsustainable and will impact our futures negatively.
There should be more local group n services for additional need children n young adults
To reduce the number of highly paid inefficient officers and reduce the number of councilors by 25% to make very good savings to increase spending on cleansing and environment.
Tourism
Town centre improvements are important- however, this needs to be given to those most in need and not just the Caerphilly ward.
Jobs and employment- yes i want to help those less fortunate. However, we all know that we need to tackle those who need to help themselves and our draining the system when they don't need to.
Elder of the community. Giving back to those who have worked all their lives and have a pension, not taxing the life out of them again so they actually end up earning less than those who haven't lifted a finger.
Tree felling, cutting back all foliage that over grows roads and pathways cleaning of road signs, cleaning of gutters on public highways

<p>We have a lot of vets in excess of 3000 you could do a lot more for ex service veterans</p>
<p>We have over 4000 veterans in Caerphilly and we need more help</p>
<p>we have over 4000 veterans in caerphilly county and they need better support then being shelved by certain parts of community</p>
<p>We need a better rail linc bus service between Blackwood and Ystrad. If there were more frequent journeys and the service were better publicised it would thrive and become a lifeline for those without transport to reach the train.</p>
<p>well.... where do you start. the streets are a mess, we see no police, we just get on with things. nothing we say will change . trying to get the council to do anything you report is a waste of time.</p>
<p>working on inclusion, hate crimes and racism</p>
<p>Yes , have you consulted with the residents of Caerphilly Borough of your intentions to continue to work remotely and what THEY think of this and what they think of the service you currently provide working remotely ? You call the Council and can't get through to speak to anyone after bypassing your 'call answering' service can take up to 45 minutes or in some cases which is the most no one answers or calls you back. Also have you considered the impact on this working from home on a staff members mental health ? No reason to wash in the morning, get changed , be somewhere , interact with others , have a team support and working relationship ...no structure at all , no sharing of workload , no observation of others in your team workload, downhill mental health , worries , issues, no sharing of workload ?</p>
<p>Yes, stop the continued review on top of review, gathering more intel on what you already know, wasting valuable resources, time and monies, and start taking action on addressing the many known issues within the communities and throughout the organisation's services and operations. Address the current issues and invest for long term solutions.</p>
<p>Youth Club expansion, more policing on the streets</p>
<p>Youth services need to be prioritized. School exclusion figures across the Borough tell us that our young people who came from unstable families need us more than ever before. Secondary schools need significant support to work with the young people, both financially and training needs. Youth workers need to be in EVERY secondary school!!</p>
<p>Zebra crossing has worn away outside penallta school! Road safety outside schools should be paramount</p>

What is important to you – and why? (Survey responses)

What	Why
Climate emergency - clean public transport and solar on rooftops (not on fields) - inshore wind farms	Mental and physical health
Environment and sustainability	Climate change and loss of biodiversity is a big threat to our communities, the authority does little to improve sustainability
Social Care	We may all rely on a robust and functioning social care system at some point in our lives
Schools and education	We have children in the local schools and providing quality education is key to their success and the future workforce.
A clean environment	
A good service. A customer service response from all departments when contacted. Not to be told when you get in touch with a department about a new or ongoing query that the person dealing with this is on leave (holiday or sick) and there is no one who can deal with this for however many days, weeks.	Councils have a reputation for being over staffed and underworked, and this is not the case, we need to evidence that to the residents in our community.
A modern council, one that looks for shared opportunities with other LA's	Simply makes sense
A pay increase in line with the rate of inflation so we can continue to afford food and energy costs.	Without food and energy we are not able to function
A safe and clean community Good Social Care support for vulnerable people Retained and enhanced leisure centres. (At present some centres have still not regained the provision they provided before covid	Litter inevitably ends up in rivers etc I see there is a lack of provision across our Social Care services Leisure Centres are seemingly being run down without public consultation. There are less activities going on now and the centres are often not being run effectively. eg, I swim but to try to swim daily which would be a dream, I would need to go to centres before work as well as after work. This is nonsense. Swimming and other activities should be put on consistent days and times so people can plan a healthy exercise regime
A simple, effective waste collection method	I think Caerphilly's waste collection method currently is excellent - and the collection teams are fantastic. However I appreciate that the council has tough targets to meet in its recycling. I would ask that anything considered in future keeps arrangements as simple as possible while also enabling the council to improve its figures.
A town to be proud of.	I want to live in an area where I can shop locally, visit local attractions, enjoy walks with the family and not be upset by an eye-sore at every turn.

Access to council services -	reopen help desk in libraries - access for everyone to query issues and sort out problems
Access to free groups like library sessions	Due to tighter budget at home, more things for young people is important.
Access to healthcare and council services	Year on year decline and authorities continued use of covid as an excuse
Access to healthcare, education, good transport links, street and parks and green areas maintenance, litter and fly-tipping clearance, police presence.	Because they are the basics we expect to get covered with our council tax payments
Access to open air and outdoor facilities	These were denied to people during lockdown and mental health suffered. This must never happen again.
Accessibility	We are a family of active wheelchair users and caerphilly town is not great for access
Accessibility of local shops	especially in Bedwas
accessible and safe space to exercise dogs on and off lead	Reduced access to areas around local playing fields and other fields has an impact and replacing these with £10 an hour field hire facilities (it was last month suggested the field at Gelligroes would be a "replacement") is unaffordable. Who can afford £300 for this? Accessible walks are important for mental health and wellbeing.
Achieving climate change targets	Climate change is our biggest existential threat.
Activities for our children	To have happy active kids
Additional support such as social services operated day care centers and respite care to help families care for adults with additional physical/learning needs.	As a family with an adult that has special needs, it is important for the family to have some respite time to re-charge the batteries, and to attend work without worries about the pressures linked to caring.
Affordable housing	
Affording food and energy bills.	
Air pollution	Because it damages health & the environment
All of the above	As above
Anti-social behaviour	
Antisocial behaviour from pubs and clubs	Wellbeing
Appropriate funding in schools	Children were made to suffer during lockdown both in their school work and mental health. This has to be put right
As a recently retired Prison Officer, I am all too aware of the issues with increasing crime figures, higher detection rates, the huge cuts in police officers a few years ago.... Crime in the community is a disease, No one wants it. The answers are difficult, but surely we must increase our police force staffing levels to continue combatting crime.	
As above - local services libraries, leisure centres, public transport etc	Because we all benefit from public services

Being able to access effective medical/health support and provision	To ensure a healthy community
Being able to afford to live	Essential to health and well-being
Being able to fund a 'normal' lifestyle	For my child to grow up without depravity
Being able to live comfortably and safely	To relieve stress and anxiety
Being able to move around Caerphilly without issues such as illegal parking.	Why should people have to suffer because the selfishness of others.
Being able to pay the bills Support	I work full time and cant afford to buy food sometimes
Being able to talk to an advisor on the phone about services	i do not drive so its easier to talk on the phone or use online services rather than visit any face to face offices , continuing with facebook and other online services is quicker and more seamless.
being able to walk in the countryside	Healthy body and mind everything else just follows if you keep healthy
being able to work and staying safe.	giving us a sense of purpose and belonging
Being safe in our neighbourhood.	Because CCBC keep housing undesirables up the heads of the valleys and allowing planning for HMO's.
better education for our children	
Better funding for youth and elderly services -	Not enough for kids to do so they're stuck at home or causing trouble, elderly also stuck at home and lonely and depressed
Better parking, improved traffic flow and highways free of traffic and congestion	Living in the centre of Caerphilly, it can take up to 20 mins to get out of the town, much longer when there is an accident. Lots of illegally parked vehicles obstructing our road adds to the stress and time spent driving. I wish the Council would invest more in roads for car users than constantly banging the drum of "active transport" and investing in cycle lanes and trains which are not a solution if you need to drive to work which is nowhere near a train station.
Better transport	With the cost of fuel only going one way up, so better public transport will improve the lonelinessmental health and lots of other issues in society.
Bin men who can put the bins back in the appropriate place	Mine and our neighbours bins are ALWAYS left on the top of my driveway, which is a nuisance when trying to drive onto/off of my drive, when I have to get out of my car to move about 6 bins so I can get onto my drive, while holding up cars reying to get in or out of the street!!
Bus service	More frequent
Business support/industrial estates	My family run a business and rent a unit from the council. We were provided huge amounts of support and advice from the council during Covid and throughout 2021, but we've not seen or heard from anyone at the council since late 2021.

Caerphilly Veterans Hub	It has been an enormous help to our family through support and advice. Enabled us to feel deserved for serving their country
Car Parking	do we have to pay £15 a year and we can't park in our street
Care of elderly Street cleansing Education	My family has 4 generations and ranges from 10 year olds to 81 year old and all deserve equal consideration when it comes to services.
Care of the elderly Access to green spaces Planning control to stop building on green spaces	My mother is in residential care I want to be able to get out into our wonderful countryside with my dog easily but I want to feel safe when I do I want green spaces not more and more housing estates on Greenfield sites
Care services	Social care is hugely underfunded and the care they provide is invaluable. We need to work to retain fantastic carers for the benefit of all services
Children's education	Children's education will always be important.
Children's education	their future
Children's free meals	cannot feed children
Clean air for us and the areas we live in.	Because we live in close proximity to a quarry, recycling plant and food recycling plant. I am concerned with road safety with the heavy lorries entering and leaving this site which is adding to the air pollution.
Clean and Green Environment	Basic council duty. Seem he'll bent on building houses everywhere.
Clean and safe environment to live	I think these have been worsening over recent times and need to be improved
clean and tidy neighborhoods,	To help address the spread of ghettos and encourages all residents buy into the ideology that this is a place worth living in.
clean environment, there is still a lot of dog muck on the streets. Improvement of Caerphilly town centre, businesses are closing there doesn't seem to be anything to do at any age.	Quality of life, dirty streets reflect badly on the area. Businesses are closing, compared to other towns Caerphilly has little leisure and entertainment
Clean safe environment with good education services	Because you are failing on both the above.
cleanliness	hygeine
Cleansing	Because I live here
Climate Change and Pollution Reduction	to avoid the worst consequences of global warming
Clubs for my special needs son	As my sons 15 n don't any services
community centre	for friends to meet
community centres	tackle social isolation. provide support
Community cohesion	
Community councillors asking opinions to the community instead of making ill informed decisions	Because the decisions they make don't benefit

Community protection.	We appreciate feeling cared for by the people who are in positions of power that run our communities.
Community safety	I want to feel safe in and around my county
Community Safety	To feel safe and supported in every day
Community Safety	Keeping people safe
Community safety	Allow people to be safe, reassured.
Community Safety	not safe enough
Community Safety	To feel/be safe in your own home.
Community safety	We want everyone to be safe with the recent rise in crime
Community safety	keep our village safe. No more issues sended up to Rhymney. Keep them in thier own area.
community safety	feel vulnerable in own area
Community safety	with the current situation and so many young people congregating in the village. I feel that many elderly people are very vulnerable and in many cases afraid to go out in the evening
Community safety	Family support
Community safety financial assistance and green spaces	Cost of living anti social behaviour and open spaces
Community Safety Parks and green spaces Highways/roads. Street cleansing	<p>In my area, there are more and more reports of ASB by youths to persons/property etc. More CCTV in areas would be advantageous. There is no police prescence and no community safety warden prescence.</p> <p>We need more areas for youths to be entertained, more access to green spaces. No charging for parking in Green spaces.</p> <p>Street Cleansing, persons carrying out Street cleansing do an amazing job, every week without fail. Our areas would look horrendous without them. Highways/roads, keeping them maintained is extremely important for road safety for everyone.</p>

<p>Community Safety Protecting jobs and businesses Climate change/Protecting the environment</p>	<p>Community Safety is important because it keeps everyone who lives in a particular place safe and secure with the knowledge that they should not live in fear of going about their everyday lives. It promotes positive relationships, wellbeing and community spirit</p> <p>Protecting Jobs/Businesses is important because it promotes a sense of purpose and brings money into the area.</p> <p>Climate change/Protecting the environment etc is important because it allows others coming after us to live a healthy and prosperous life.</p>
<p>Community Safety, Ty-sign has become horrendous</p>	<p>Do not feel safe to go out in evening, intimidated by large groups of youths outside shops</p>
<p>Community safety, waste management and recycling and Street & Road maintenance</p>	<p>These are the services that we use the most</p>
<p>Confidence in the future of of our family and of all in Caerphilly</p>	<p>To wake up each day with confidence in the time ahead</p>
<p>Continued all round service from the local authority, with evidence of improvement and no hike in the council tax.</p>	<p>Over the years we have seen an apparent deterioration of services, with scandal and unnecessary expense from a previous CEO, which could have been resolved with a fixed contract for higher management so that this will not happen again and at the end of a contract you don't have to renew it. It seems that the local authority have no consideration for tax payers contributions, this is being address with the latest pay rise which sees a 'fair' distribution to staff and management.</p>
<p>Cost of living at present with all bills going up, thinks are a struggle we work and have no benefits when you have paid all the bills not much left at the end of the month. the support is out there for only people on benefits and not for working people.</p>	<p>Everyone needs support not just people on benefits</p>
<p>Cost of living crisis</p>	<p>Pay rates do not match the rising cost of living</p>
<p>Cost of living support</p>	<p>Cost of living crisis</p>
<p>Council tax and bills</p>	<p>I work full time and can't claim benefited but with the cost of living crisis am struggling to keep afloat.</p>
<p>Council tax does remain affordable</p>	<p>Cost if living</p>

Council tax is my biggest single bill	My older 'family' all died within a relatively short time frame of each other, I looked after them all through to the end of their lives. This has left me physically and mentally exhausted BUT it has also left me - through inheritance - with dilapidated houses that I need to sort out and move on. Stop trying to bully second home owners into either selling or renting out second homes by hiking council tax. Caerphilly is NOT a seaside resort! Second homes in Caerphilly are NOT owned by the super rich! I'm paying full council tax on a dilapidated empty second home and there are neighbours there paying no council tax at all because their entire lives are built on benefits. I've been left with a million things to do, no energy with which to do it and limited funds to keep everything going. Right now, I'm fed up with it all and really don't see the point.
Council Tax Support	Support is only available to those on certain benefits but other people who have worked all their lives and have private pensions have no support. Costs are increasing but incomes are not, and this is felt by childless single people who work but have no benefit income.
Council tax system	We don't qualify for support and are being overcharged in comparison to other properties in the area.
Council value for money	I have to work hard to pay my taxes
Create more community engagement.	To encourage neighbourliness and combat loneliness.
Cut back on unnecessary expenditure.	
Dealing with climate change. Raising awareness on the one hand that we cannot go on consuming at the current rate. This includes food (most people buy too much and waste some of it). Insulating houses, training the workforce on how to manufacture and install air-pump heaters, installing solar panels, LED lighting	I want my little great-niece, aged 7, to survive. The human race is faced with extinction
Direct payments we receive to help support my daughter. They are critical to supporting her during the holidays and enabling us to stay in work	It enables us to stay in work and provides some support from outside the family when school isn't running. It makes it easier for our daughter to transition back to school
Disabled facilities	Directly impacted by lack of provision for example adequate changing places in leisure centres
Dog control.	I want to walk my dog without the fear of it being attacked by another. There are way too many People with dogs that don't train them.
dog fouling	when out with police officers from Bedwas station went through dog mess and got it on hands and wheels

Dog fouling	Back of Beulah Chapel and health centre/recycling centr
Dog fowling	Safety of children.
Dropped pavements	Disabled friend in a wheelchair. Very few dropped kerbs in and around Rhymney.
Easy access to information, not necessarily via the internet.	My parents do not have a computer, they currently only hear of assistance from the Local Authority by word and mouth.
Education	Children's and adults education is always important. We need adults to be able to diversify and get people back into work especially if they cannot afford university. Children need to be given the best start in life through education
Education	Child age 11
Education	Progression will come from Education. Teaching my children that some families need help and its important if you can help then it's important for your own happiness.
Education	The future of my grandchildren depends on the education service providing good schools.
Education	Enhancing the possibility of employment in the future
education	
Education	We have 4 children, all in school, covering early years, primary and secondary. Knowing they have support and feel safe in school leads to positive wellbeing and productive learning.
Education	Of extreme importance for future development of communities
Education	- recovery following covid is paramount to ensure development that is sustainable.
Education	My son is currently in a mainstream school but in a resource base, but the support the school provides is limited by funding and resources
Education	Future prosperity
Education	I am a grandfather with 7 grandchildren education has to be a vital part of their lives, poor or low level education benefits no one.
Education	Allow our children to have a good future
Education	My son is 12 and currently in education. This is important part of his childhood
Education	
Education-	As a family who are working class we have 4 Degrees, 2 masters and 1 PhD between us. This has helped us to help ourselves, a good education and being to access funding to further our education has certainly been a major contribution to our mental health and well being, future prospects and to not place demand on the benefits system due to our increased employability.

Education and opportunities for children to live a happy and healthy life	Because children are the future and to receive a good education with good opportunities for all children, regardless of their background, is very important to me. I would like every child to be given an opportunity to receive a good healthy meal, diverse activities and out of school clubs that are affordable for everyone
Education and school	
Education and schools	because need to have access to a good education
Education and schools	Education provision is important to the continued well-being, not only of individual children but also of society. More money needs to be spent on insuring education standards are improved and that children are safe and provided for. I would also add that this also extends to tackling food poverty and providing free school meals.
Education and Schools	A child in the family has special educational needs which have only very recently been acknowledged and addressed by the current education system.
Education and schools	It gives my son a stable routine
Education and schools	All children deserve the best education they can receive but it also needs to be in the correct environment specific to their individual needs
Education and schools	Having a baby, Her future is important for us
Education	Education - my daughter is school age and I want to ensure she achieves the best education possible
Education Community safety Green spaces	Family of working parents with a 6-year-old daughter - i want her to have all the opportunities open to her. We want to enjoy our weekends together in natural safe surroundings
Education, schools are struggling due to lack of funding	My daughter is considering leaving teaching due to the pressure and lack of work/life balance. My grandson is growing up & I worry about his future
Education. Our daughter attends an SRB and it's fab, best provision she's been in yet and it's helping her enormously	It is helping my daughter to progress. Having her in the right placement takes stress away from her and other members in the family
Effective and efficient council services	Council waste money on vanity projects.
eliminate antisocial parking on pavements.	Encourages a sense of civic responsibility and promotes highway safety.
Employment and social housing	Providing adequate homes at reasonable cost allows for family stability
Enforcement of parking rules. Ystrad Mynach town centre roads are marked as no stopping. Go and take a look, there will be cars parked everywhere.	There are a number of schools in Ystrad Mynach town centre. As a former school governor I am concerned that road safety is being compromised by the illegal parking for the children, elderly and my family.

Ensuring children and young people have the education they deserve	Eldest grandson has just started at primary school and we want all young people to receive a decent education in well maintained schools staffed by people who are being paid a decent wage
Ensuring that school budgets are not cut and that support is given with heating costs.	To ensure that children are given every opportunity to learn and thrive so that they have a bright and happy future to look forward to.
Ensuring that there are support services in place for young people such as youth clubs, support for families with the cost of living crisis, day centres for older residents	so that children can grow up in supportive environments and have entertainment, older people feel less isolated, families are supported.
Ensuring that those most in need can live in comfort and dignity	We are fortunate, but volunteering at a foodbank each day we see the real struggle many are having to make ends meet
Environment/climate change adaptations	Access to a good environment with low levels of pollution and planning for a future where extreme weather will be more common is essential. This should be central to every decision made. We have a huge problem with air pollution and river pollution, flooding and lack of access to green space in some areas these should be protected or we will leave more problems for future generations
Environmental (climate change) issues	So our children have a future on the planet
Environmental change - making more responsible and sustainable choices	It is essential that this is done globally and also locally. It's important for our family's mental health to feel we are facilitated as much as possible to go further in reducing our consumption and environmental impact.
Environmental factors. Encouraging this within local communities to bring people together working towards a better place.	
Extra bin space for nappies	Two young children
Fairness Being able to enjoy our community	Because we work hard and have a very loving and nurturing family, I know we are lucky, but we made the right choices of not having more children, because we couldn't afford to, changing the future generation by learning from the ACES we experienced ourselves.
Family	Be good and love
Feeling safe in my local area	I do feel safe and would have no hesitation in walking through my local town centre on my own at night. It is important to me that suitable provision remains in place so that this remains the case.
Feeling safe in the local area in which we live, having green spaces to enjoy and support our wellbeing and the local area being clean and well cared for.	For our emotional wellbeing and health and also to feel proud of where we live.

Feeling safe within our home and community and knowing that the LA and police take any crimes reported seriously. There is a need for increased patrols from qualified police officers to manage any anti-social behaviour and tackle and prevent crime.	Because we want to feel safe and enjoy the community in which we live.
Feeling we live in a borough where the local authority is able to make you feel accepted	
Financial security	In these tough times, all families and residents are facing financial challenges. We have to make sacrifices that could impact the health, wellbeing and general quality of life and happiness. Every effort should be made to ensure minimal sacrifices are required and families should not have to decide between feeding their children or keeping them warm.
financial stability	with the cost of living crisis our vulnerable residents need help more than ever, however it is also hitting our full time working residents who don't tend to get any access to benefits due to their income. I am one of these people yet still feeling the burn of this crisis.
financial support	cost of living making even middle income struggle
financial support	because of everyone struggling
Financial Support for council tax payers.	As a family who earn just above the threshold for any financial assistance, we have been hard hit by the rising costs. I feel a lot of families have lost out as we earn a little too much for any type of support, yet we are struggling.
Fly tipping	Clean environment
Following Covid more people are now isolated it is important for opportunity to meet up	Elderly friends and relatives who need social interaction
Food poverty	As a society we must prioritise the most vulnerable in order for our community to flourish.
Food poverty	times are even harder than before. the gap is being stretched and those in poverty need even more help.
food poverty and free school meals	used a food bank as a kid and could do with more
food poverty and school meals	children are our future
Free school meals	you can get the maximum out of a child with a full stomach.
Free school meals	Even though my child hasn't had the opportunity yet this will really help me financially. As things are getting more expensive I'm not able to feed my child with nutritional food as I did before so this will really help.
Free school meals - as currently already set up	Helps with family food costs and time making packed lunches are cut out

Free school meals for all children	Anyone that has children in primary or secondary school should be able to get free school meals as all costs have gone up for everyone - therefore everyone is finding it difficult to provide for their families.
Friends	Money comes and goes, family and friends are for life
Getting a prompt reply from the council to our queries/ request for service	To prevent utter frustration- added to delays in answering the phone on the part of banks, doctor's surgeries, police, people's mental health and stress levels are made much worse by the very people they look to to help them.
Global warming, Support for low-income households, Education	
Good council management	Council tax one of my highest costs
Good education	For the future generation
Good education provision and basic services	
Good education. It is important my children can have a good education in which they can learn through welsh medium.	It is important that my children can learn through the medium of Welsh. They have access to a good variety of subjects and are given the opportunity to learn through many different routes
Good quality education for our grandchildren	I want my grandchildren to thrive, aspire and achieve - good education is the key to such personal success and emotional wellbeing.
Good transport and travel links. The bus pass is also important to me (I'm not quite there yet) But i am looking forward to receiving by bus pass which will encourage me to use public transport more - thus reducing the need for me to use my car	I live in Llanbradach, which I feel has very good transport links. However, there seems to be a gap in the walking and cycling links. From Ystrad Mynach I can go onto a track and walk in several directions. The same for Caerphilly. But I can't get between Ystrad and Caerphilly via a walking / cycle track that is not on a busy road
Good well paid jobs	Working on a no hours contract or paying below the living wage means people live In poverty while the bosses are subsidised by government topping up the wages in benefits.
Green open space for walks and exercise. A police force that's visible. Libraries for social interaction of elderly people	As above
Green space, leisure and parks	For recreation and focus on future generations
Green spaces	Mental health and climate concerns
Green spaces	To preserve our environment and have enough facilities for the current population

<p>Green spaces and good quality street scene, i.e clean and clear of rubbish etc. Leisure centers. Regeneration of town centers to support the local economy More quality housing and homelessness prevention</p>	<p>Green spaces, places to walk the dogs and get exercise. I have type 2 diabetes so health management and places to visit to exercise is important. Keeping it clean is part of wanting to visit local green spaces. Leisure centers such an important part of the community, swimming lessons for children, swimming for adults, classes etc Town Centers - to keep the money in the local economy and support the foundational economy, there needs to be reasonable shops and nighttime economy to want to stay local and not get on a train to Cardiff. The potential for shops and facilities in an attractive setting can be realised. Important not to charge small businesses high rents or rates, so they can use premises. Housing is a basic fundamental right that impacts so much on someone's ability to have a safe and secure life. First thing on Maslow hierarchy of need. People with a decent home, can get a quality of life that helps with mental health, less crime and quality of life within a community.</p>
<p>Green spaces and rights of way</p>	<p>Walking in the countryside is good for our health, not just physical health. Looking down from the hill tops one cannot help but realise how lucky we are to live in such a beautiful place. I take my grandchildren to the various hilltops in lower Islwyn, to the places I played as a child and it's wonderful to see that they too appreciate what they have on their doorstep. Their imagination runs wild.</p>
<p>Green spaces, Education services, leisure centres</p>	<p>We spend a lot of time outdoors as a family, enjoying the greenspaces the borough has to offer for our mental and physical health. Our children are in school in the borough receiving an excellent education As a family, we use the leisure centres for fitness and wellbeing</p>
<p>Greenspaces and wellbeing</p>	<p>Mental and physical health</p>
<p>Has to be the Social Care and support for carers</p>	<p>Carers in Caerphilly have very little access to respite/ sitting services and carer support services</p>
<p>Having a safe environment for myself and family to live in and a community to be proud of</p>	<p>to feel safe in our environment and having a community spirit</p>

<p>Having a safe environment. Having support services that are continually funded Having services that interact with each other rather than working independently towards the same aim</p>	<p>We are retired now and value an environment where we are not fearful of going out in the evenings. Having worked for several local authorities I have seen first hand the value of multi agency working and continuity for the community. New ways of financing services need to be found. There is no trust in the communities when they see money that would go a long way to benefit them, being spent on keeping high earners within the authority on " gardening leave" , then a lengthy court case and then a hefty pay out. That money is there to improve lives.</p>
Having a thriving town centre	For jobs etc
Having a warm home and these brown windows we have are appalling so cold in the bedrooms.	As we have been in here 5 years and everywhere else has the new ones except us
Having access to Doctors.	Getting appointments is increasingly difficult.
having clean and safe streets	this is important as we take pride in the area we live in and would hope that the council can continue supporting residents by keeping the streets free of litter and debris
Health	Personal and mental health most important
Health Warmth Shools	Basic living conditions
Health and affordable transport so gym/lesisure centres to remain open and public transport improvements	as we do not drive we rely on affordable transport but the bus service is failing residents and the service is poor. The leisure centres remaining open are a requirement for so many elderly and vulnerable people who often use mobility classes as a way to socialize as well as for fitness. Its important to myself for mental health and clarity as i have been referred there by the GP
Health and having quality of life in a good, safe, clean environment.	A good environment helps alleviate stress. We try to keep as healthy as we can but we need the healthcare system to be there and in good working order.
Health and safety	For quality of life and happiness
Health and social care	I work in the field, family members require this service, my father received amazing care in a care home due to dementia.
health facilities	Sooner or later, everyone requires this service.
Heating	Got to keep warm
Help food banks	for people on low income

Help for business	Keep jobs in Caerphilly so I'm able to work close to home. Being a single parent I need to take and pick up my child to school. I wouldn't be able to work if there were no jobs in Caerphilly.
Help for businesses	Businesses keep people employed and may struggle with the cost of living
Help for the elderly giving support financially and well being. Improve housing energy ratings Support with claiming benefits and advice financial advice	It's a minefield trying to navigate the benefits system. Also it's more difficult to determine what is the best utility or household bill company to choose as we get older
Help for vulnerable people (low income families, elderly).	Cost of living crisis and people can't afford to eat or heat their homes
Help for working people to improve the energy efficiency of houses	Cost of energy
Help With rising bills	I don't want me and the children going without food. I want to be able to put my heating on and wash my clothes etc as normal
Highway maintenance	We all have to travel for work and a road network adequately maintained is essential to us all.
Highway maintenance	Driving on roads not fit for purpose means we need to spend more on car maintenance which is becoming unaffordable as pay increases are way below the rates of inflation
Highways	Road conditions and drainage are important to infrastructure and seem to be getting worse.
Highways	Highways - road maintenance is important, more potholes, equals the likelihood of damaged tyres which results in costs to families, keep the County mobile.
Highways	parking on pavements
Homelessness	These poor people will suffer all types of problems including mental health
homelessness	one of my family has been affected. There is not enough support for the homeless
Homelessness	Ex forces people who have paid tax and ni are left on the streets
Homelessness	No-one should be without a home, extra support for those that need it
Homelessness	Housing is a priority for all and in good conditions
Homelessness	It upsets me to see people on the streets in bad weather
Homes and infrastructures	Living environment is something that will have both temporary and long lasting physical and psychological effects on everyone, so we need to get these important things correct first time - every time.
Hospital	Not enough staff to cover any of the hospitals in the area
Housing	Not enough housing to accommodate families

Housing	
Housing	should not be empty properties
Housing	New tenancies with cllr
Housing	building housing in the area without services, ie schools and doctors
Housing (mortgages)	Survival and reasonable standard of living
Housing and homelessness	We believe that everyone should have a suitable safe space to make a home
Housing and tackling homelessness	We need to show concern for one another
Housing	To keep the family safe and warm
I myself am overweight and need access to consistent leisure facilities	The whole community needs Leisure centre/ activities for health and well being
Illegal parking	People parking on drop kerbs and still parking on pavements, very difficult when using a wheelchair to be able to use pavements when vehicles park on them making it dangerous, as more often than not you have to try to walk on the road bumping a chair of the kerb not only puts the wheelchair user in danger but also makes wear and tear on the wheelchair
Illegal parking	can't see when it's safe
Improvement of Caerphilly Town Centre	Has a direct impact on our lives, where we shop, How we access the town.
Improving education	They are vital to the future of Caerphilly
Improving our lifestyle through sustainability for the childrens future.	Making a better life for our children. Giving them the tools and knowledge to be able to look after their mental and physical health.
Improving town centre environment with more trees and separate cycle lanes. Also street cleansing in town centre.	To improve the look of the town and also to help the environment by absorbing CO2. Separate cycle lanes should be provided to encourage cycling and improve overall health.
It's very difficult to get things done by the council, staff have been reduced and no longer understand or care about local areas, we are having to depend on community councillors to get anything	We love where we live but feel like we are in a forgotten, ignored area
Jobs	without jobs you have no money without money you can't pay your bills
Job opportunities within the borough.	To provide stability and employment opportunities for persons within the borough and the next generation of young people.
Jobs	Minimum wage needs to increase to keep up with inflation
Jobs	Increase wages, people need pay increases, make working worthwhile
Jobs	
Jobs and employment	It is very difficult for young people to get jobs that can be flexible around school/college hours
Jobs and employment	Employment opportunities are very few

Jobs and employment	More of a holistic approach when supporting people into employment. More resources and support through Inspire 2 Work and job centre.
Jobs and Employment	
jobs and employment	financial security will also contribute to an individuals and community well-being
jobs and transport to get there	money
Keeping the Leisure Centre's open	Healthy body and mind everything else just follows if you keep healthy
Knowing the authority is doing what is best for the future.	We must realise the consequences of actions we take today.
Lack of police due to cutbacks	The drug dealing in the area is increasing & police can do nothing about it. Other laws such as speeding & parking aren't enforced, we seem to be becoming a lawless society & no-one is changing it.
Leisure centre	to maintain health
leisure centres	to keep active
Leisure centres	The children attend weekly swimming lessons and my mum uses the leisure centre 3 times a week. As she is partially disabled having one close to where she lives is very important. We all rely on these community assets
Leisure centres	Currently my use facilities
Leisure Centres	
Leisure centres	I enjoy swimming. Its good to keep active
Leisure Centres	Having access to affordable leisure centres is very important, especially considering the current cost of living crisis. Exercise is important not only for physical health, but for mental health too, and whilst I understand that there are private gyms available to join, they are often expensive, exclusive or intimidating. Local authority leisure centres have always been affordable and accessible, with the majority of staff being available to help/advise if needed but happy to leave people to their own devices and not hover/offer judgement or criticisms.
Leisure centres	My son's weekly routine is swimming on a saturday
Leisure centres and Green spaces	For exercise and significant help with mental health especially when the NHS is unable to provide sufficient help. It needs to be free or affordable and accessible. It allows you to meet others and be sociable too.
Leisure centres as our weather always bad . Miss facilities in pont leisure centre , Help with low income families	
leisure centres staying open	

Leisure facilitie	With more houses means more people who need leisure facilities for all ages
Leisure services	After the pandemic, leisure services and being able to access these is crucial for all generations. Delighted to see the upgrades in Newbridge leisure centre but the neglect in Cefn Forest and the demise of Pontllanfraith is heart breaking. EVERYONE NEEDS THESE SERVICES!
leisure services and physical well-being; transport; help for older people / vulnerable adults	ageing population, with less mobility, wanting to stay fitter and healthier for longer
Libraries	My niece and nephew attend the library weekly and rely on the accessibility to all sorts of different books and always attend the amazing activity sessions the libraries run in the school holidays. They always take part in the summer reading challenge as my son did when he was of that age. they have known their librarian all their lives and are comfortable and happy in the library environment and I can always rely on the staff to recommend them brilliant books.
Libraries	Community Support for all ages and groups - not just books
Libraries	Libraries are one of the few places left that like you more than they like your wallet. They are safe, warm community hubs that promote inclusivity and equality, with trained, passionate and knowledgeable staff there who are invested in their communities and are always looking for ways to help. Libraries play a fundamental role in learning, and they are key in helping build communities be it through the access to free groups, activities and courses they provide, the access to both digital and hard-copy educational resources or allowing patrons access to digital technology they may not have access to at home. Libraries are essential in combating social isolation and digital illiteracy within communities, and as Neil Gaiman (quite rightly) once said: "Google can bring you back 100,000 answers. A librarian can bring you back the right one."
Libraries	enjoy reading and meeting people
Libraries	They are great for socialising, activities and materials, have helped my mental health, son loves code club
LIBRARIES	Warm, Friendly and free! I take my grandchild to the toddler times and visit 4 times a week to sit and read.
Libraries	It's too expensive to buy books now. It's nice to see the friendly faces in the library

Libraries	They offer so much to our communities and help the poorest and most vulnerable residents.
Libraries	Because of the things they do for young people and numerous activities beside the books for readers, there are groups, events and these are well supported
Libraries	To have a chance to get out of the house, and read and have access to a printer
Libraries	Encourage reading, essential for improved mental abilities and conversation with others, books must not be allowed to disappear
libraries	enjoy using the library
libraries	these are an essential hub for all diverse people and are a much needed resource
libraries	The ability to read is an essential skill even in this computer driven age
Libraries	Libraries are important hubs in the community. Aside from the benefits of being able to access books, learning materials and computers, there are also very few places which people can access for free that are warm, safe and inclusive. Libraries are important institutions in the community and should be funded accordingly.
libraries	
Library	Educational
Library School Leisure centre	Develop the children
Library. Essential for improving the mind through reading, community involvement, i.e. children and parent groups. Hub for information sharing.	Community safety. Police presence is essential for keeping streets/vehicles theft down. "Safe" environment for all - elderly children/especially.
Lighting in and around the area.	As the nights are darker earlier it is very dark when walking home from after school clubs or when coming home from other external clubs in leisure centres.
Litter and cleansing, illegal parking	Poor environment affects enjoyment of walks and local community impacting mental health. Parent is registered blind and difficulty in safely navigating pavements with pavement parking.
Litter and streets	Keeping the streets clean instills a better environment to live in, avoiding rats etc to build up
Live in a safe clean environment. Council not spending silly money on council posts and jobs. The old Islwyn area has as much money spent on it as Caerphilly area.	Council tax already expensive and don't want to subsidise unnecessary or over paid personnel
Living in a clean and tidy environment where we feel safe and can enjoy our surroundings.	We work hard to provide ourselves a good standard of living. I expect the same from my Council Tax.

Living in a safe and friendly community with an adequate amount of community support.	We need to feel safe in our homes to enable us to relax. As a family, a sense of community is important to us.
Living in a safe borough that has residents interests and concerns as a priority	Loving in CCBC I have found customer service is the worst I've ever come across and there is no concern for residents over employees whatsoever
Living in a safe place, i.e., with good lighting, clean pavements,	For safety
local parks and walks kept clear and looking nice to enjoy	it's free and getting the family outside. it's hardly inspiring when the place is all over grown and bins overflowing
Local public transport	Better information would be helpful at bus stops on bus time schedules
Local public transport services	Reliable, regular and affordable public transport services are essential in all parts of the borough. Not only does this provide independence to those unable to drive or unable to afford the fuel required, but also contributes to the reduction of carbon emissions
Low council tax	So we can continue to afford to pay
Maintaining a professional, well funded education system for our young people	Grandchildren.
Maintaining our standard of living and continuing to do the things we do.	Being able to do what you want to when you want to is important for family stability. I appreciate different families or people will have different needs.
Maintenance of the roads and streets	Ensuring that paths are clear from overhanging hedges and roads are of a satisfactory standard with drains unblocked
Maintenance of your highways infrastructure.	The current state of the above leaves a lot to be desired.
Making Caerphilly a good place to live	We want to make the most of living in such a great place
Making paths safe	Removing leaves etc
Making sure my children with special needs can play in playgrounds that are safe and meets their needs.	My son is a flight risk, and in the spring and summer months we are restricted in where we can take them to play safely due to no fencing. Sometimes we find playgrounds but they haven't been repaired, eg, no swings.
Making sure there is funding for specialist schools	Now I am a mother to children with learning disabilities, they are my priority, and knowing there is not enough specialist provision is a big concern for me. My children's future is uncertain because of a lack of specialist schools. This is not fair!
Meals on wheels	Feeding elderly relatives
mental health	this is so important yet is the least funded with support

mental health and well being.	We have been directly impacted by the pressure put on these services and are able to recognise how this service is crucial in the community and affects most family's whether they are working in the sector or in receipt of services from the sector.
Mental health Services	Mental health is an on-going challenge for us, particularly as autistic individuals and in the current world climate (climate change, poverty, war and massive uncertainty impacting mental health and autistic adults more than most)
Mental health support for children	You cant see a GP in person anymore it's most worrying and a lack of any other support
more disabled parking	limited parking for disabled persons which is often used by others as no traffic wardens to enforce
More financial support for working families with young children, especially when it comes to childcare.	There is little support for working families with young children. Our nursery fees this year have been £1,200 per month.
more funding to aid veterans	
More help for homeless	Safe homes
More parking for disabled	Especially in town centres. Also wardens to patrol hospital in Ystrad. Never able to park in spot as no blue badge holders take up spaces
More proactive policing to combat anti-social behaviour	The police do not tackle the increasing problems seen in the local area, particularly around Blackwood. This has a big impact in the local community
more support for the elderly	
more volunteer opportunities for teenagers and young adults	tackles anti social behaviour and gives them a good start on CV with qualifications and experience
My family living the best life they can, keeping warm having food, feeling safe and part of the community	Families and neighbours are important, and they need to feel included safe warm , to walk down the street without fear.
My Mums care and support from social services.	Because we can't work and pay our bills and care for her at hom
Na	Na
Nice town centres, with independent (and varied) shops, it simply isn't fair that the council hold over £200million in usable reserves and they cannot give small independent business a break in their business rates.	It would be nice to go to a local town centre to have a nice selection of shops instead of driving miles into another county to find one
No need to have three sections! This is redundant.	
Noise pollution from factories	Maerdy/Capital Valley
Not raising Council Tax	As a one-income family with a big house, but low wages we cannot survive another increase where support is only given to the lower bands, many of which are pensioners with plenty of savings and support.

Open spaces/parks	Open spaces and parks became particularly important to me during the pandemic when we couldn't go far. Since then, I have really enjoyed visiting open spaces/parks across our area for the mental health benefits they bring me.
Operative's v's Strategists: Public services, for many years now, have oversubscribed on managing the business and less on doing the business, and CCBC appear to be equally complacent on this. Whilst it is appreciated that many services are stretched and sometimes over-stretched with demands and expectations, if a situation is clearly communicated, resourced then delivered, understanding will improve.	Clarity of what can be done and what cannot be done, with just reasoning and rationale, is more palatable and better engagement will follow in the future. There is still an element of 'aloofness' in the organisation, and the 'public know nothing'? Well, collectively, we are a clever nation, so should better listen to one another - sharing education, knowledge, skills and experiences is the key to success. Poor decisions are made simply using a budget sheet! Preventative Planning is more fruitful and less costly than continued Reactive Planning.
Opportunities to be mentally and physically fit assists with mental health day to day, and more importantly, during turbulent times. Does not necessarily have to be within the confines of a gym as the outdoors are just as, if not more, rewarding.	Keeping the mind and body fit aids us to think more clearly and helps with depression and anxiety.
Opportunities to be physically and mentally fit	People are struggling to access decent gyms
Opportunities to be physically and mentally fit	libraries, leisure centres, parks and green spaces all contribute to people's mental and physical fitness. this has knock on benefits for the NHS and other council departments. prevention better than cure!
Our Environment: A safe, clean and accessible infrastructure that is easy on mobility, with good quality homes, good reputational education, health, aged and vulnerable persons support networks, and access to greenspaces and activity zones for wellbeing opportunities.	"Home is where the heart is" - I was born locally and have lived locally most of my life, near family, friends and colleagues. Over the years, community spirit and pride and quality of infrastructure has diminished, when compared to many other places around this country. Unless things change and improves, it will only get worse and CCBC has a golden opportunity to be the biggest influencer in making many necessary changes and improvements so that our current environment is a healthy, wealthy and wise place to be.
Our health	Key thing for short and long term needs.
Our health and our safety	Basic requirements for living a normal life

Our mental and physical wellbeing, which we support through activities, and remaining employed for the authority	Mental and physical health is important for our wellbeing. I work for the authority and enjoy my job, love my area and am proud to work for the authority. Aside from this, it is important I remain employed in order to support my family and lifestyle, as well as the local economy.
Outdoor space	To keep my family physically and mentally fit.
Park and green spaces	Able to go for walks
Parking	Need to park outside house
Parking and green places	
Parking lower end of Elm drive	Current plans to improve parking does not seem to extend to the lower end
Parks & Green Spaces	If the COVID-19 pandemic has highlighted anything, it is the importance of parks and green spaces. Access to these spaces were fundamental in maintaining and improving people's mental health during the lockdowns, and we cannot afford to lose any more of our spaces. Being outside in nature has proven health benefits for people both physically and mentally, not to mention the ecological benefits green spaces and all that comes with it provide- we need plants and trees and bees and insects etc. Green spaces improve air quality, reduce noise, enhances biodiversity and can also reduce heat levels in communities. With the ever-growing population of our world, green spaces are essential.
Parks and green space	Three planting and gardening in general improves the environment and well-being
Parks and green spaces	Help get people out and improves their mental and physical health
Parks and green spaces	For physical and mental health
Parks and green spaces,	again mental wellbeing, keeping people in jobs, park keepers etc
Parks and lights	To be able to use green space for mental well-being, and to be able to feel safe in the dark when going to work early mornings and late evenings
Parks and outdoor spaces being maintained and improved.	Everyone needs somewhere to go for a walk whatever the weather. We all have busy lives with work and school life, but having somewhere just to go outside and relax is invaluable. We live in a beautiful part of the world. We should make the most of it.
Parks and recreation.	There are some amazing parks and green spaces in Caerphilly. Maybe try to utilise them more by offering organised activities during the summer/school holidays.

Parks and recreational space	We enjoy spending time outdoors whenever possible as we feel it has a beneficial effect on our overall health and wellbeing.
Parks and roads	They are bad and need improving
Parks libraries & leisure services. My husband & myself play bowls at Machen which helps keep us fit physically & mentally. My grandson plays cricket & rugby at the recreation ground. We use the parks with our grandchildren. I swim 3 times a week at Bedwas pool & take our grandchildren. We visit the library at Machen & Bedwas. It is a warm friendly space which is needed this winter. We have tea a natter, sketching, singing, crafts. I take my elderly mother. My grandchildren love stories crafts & activities. I don't know what we would do without these affordable, enjoyable services.	
Pavement parking	have to use the road in my wheelchair over recent years several people killed or seriously injured
Peaceful area to live. Dog fouling Tree maintenance on council property	Because we would like a safe, clean area to raise our little girl. Dog fouling is an issue, but usually by people, sad to say, living in local hmo. We live in constant fear of the very large, old trees adjacent to our home falling in bad wind. Regular maintenance and trimming would not only make them safer but more attractive to look at
Pest control	Great service
Places for the children to go that are safe and cheap and accessible	Support council tax and free school dinners
Play areas	Need more
Play provision for children with disabilities	Provide structure during holidays for children helps mental health
Please get all the drug users out in Rhymyney	safety
Police are important for community safety and money should be invested in this area, to ensure police are able to respond to crime and thefts.	Police investment is important to not only to respond to crime but also provide police presence on the streets as a deterrent. I'm particularly worried about an increase in unsolved thefts where police have not responded and an increase in drug operations targeting youngsters, such as County lines. Prevention, investigation and punishment for crimes need to be a priority to keep Caerphilly safe and prevent an escalation in drugs, violence and thefts.
Policing	Most public services have lost the respect of the public
Policing	A lot of drug activity in the area.
Pollution and general environment, cleanliness and noise reduction	Mental and physical health
Progressive public transport	Environment and financial impact

Promotion of active travel by provision of more and sensible cycling routes throughout the county. When we arrive there is nowhere (safe) to leave the bikes. All shops and retail areas should have 'sheffield stands' provided.	We'd like to use the car less, but the roads and shops are set up only for cars and not for sharing. More cyclists will make cycling safer for everyone, will reduce congestion and improve parking availability for those who have to drive. Cycling is good for physical and mental health, so has the potential to reduce pressure on health services too.
Protecting green field sites and green space.	Protecting existing habitats and rewinding to support wildlife. Green space is important for good mental health.
Protecting the environment for the future, planting more trees, stop building on greenfield sites, reducing pesticide and herbicide use.	Because without that the future looks grim.
Protecting the vulnerable	As a society we must prioritise the most vulnerable in order for our community to flourish.
Protection of green spaces and access to them and ensuring housing development is restricted to brownfield sites.	We value the amazing scenery and open spaces in Caerphilly and building housing on green space will dramatically alter the county for the worse.
Protection of our green and open spaces, by maintaining biodiversity and ensuring that any development has a net positive contribution to the environment. This includes leaving the streetlights off.	We recognise that developments need to take place, but it's unnecessary for them to be 'concrete jungles' without green space, appropriate supporting facilities and infrastructure including bus stops, connections to rail and segregated cycle ways that give priority to active travel. The blackbird no longer sings through the night now the streetlights are off.
Protection of our most vulnerable people whoever they may be and however they have fallen into difficulty.	None of us know what is round the corner, it's a sign of an advanced society that everyone enjoys a basic standard of living.
Provide more respite for carers with disabled children	CCBC is severely lacking in respite options affecting mental health of carers
Providing adequate catch-up in schools for the Covid generation of children whose life-chances will otherwise be permanently damaged.	This is the generation that will have to deal with the awful consequences of climate change
Providing for those in need and in crisis	Social responsibility and overall impact this has on everyone
Providing free school meals.	I feel all children both primary and secondary should receive free school meals during term time. It would be a huge help to the majority of families. Additionally, as someone who works with children I see first hand the amount of children who have very little food during dinner time.
Provision for nursery 2-3 years old	Age of my children and needing/wanting to work
Provision for youngsters	If we can support and provide opportunities to youngsters this will benefit our area and community in the future.
Public safety with more local beat police,	antisocial activity is increasing at all levels
Public toilets	People are housebound without

Public Transport	Green issues - more people should be encouraged to use this; fewer cars on road but must be improved service for this to happen
public transport	I'm using now due to the petrol increase with my bus pass
Public transport	To allow people to be included/enjoy life
Public transport	to get to places
public transport	a better service as elderly and non-drivers aren't able to access facilities further afield
Public Transport	I don't have a car
public transport	reduce prices increase service
public transport	
Public transport	enabling travel is necessary for all to get out
Public transport	Public transport in Caerphilly isn't very good especially at weekends and we don't want to always use the car.
Public transport The buses are awful in Caerphilly	The town centre full of barbers charity shops and cafes
Public Transport is essential for mobility/better use of cars. Allows integration of people and provides contact with others - essential for good mental health.	
Public transport.	Environment and health - we need to get more cars off the road. This would reduce the need for road repairs, and the building of new roads, (digging up the countryside) which just moves the problem along anyway. Public transport reduces emissions, never mind driving slower less cars would better improve asthma etc. and reduce the use of fuel.
Range of facilities including leisure centre.	To keep up fitness and enjoy swimming and exercising
Rebuild the high street	Blckwood has become a row of vape and charity shops with cafes and barbars thrown in... are you sure that these are all genuine business's and staff are not being exploited or used as a front for something... its not a positive message to our children that life is vaping, drinking, buying charity clothes and having a crew cut
Recycle Shop, Penallta	An assist to community and great for parking
Recycling	Environment and the impact waste has on it, I wish we could do more, some councils have an where you can take items to be reused rather than just taken to the tip, also some councils offer wood chippings for sale and compost for sale, and make a profit from waste, is this something we could do our allotment would be very interesting in purchasing these for our plots and paths.

Recycling and reducing littering and fly tipping	Litter and plastic pollution is threatening our rivers and oceans. Fly tipping and littering continue to blight the local area. Council refuse and recycling centres need to be more accessible.
recycling shop next to rubbish tip	to recycle household goods that can be used by other families
Reduction in dependency on the benefit system	
Reductions in cost of living to make life comfortable. Even with the cost of living pay increase from the council, it still does not match inflation.	
Refuse collection	We are often forgotten or missed and our bins are full for longer. Also many of the bins around our local area are not being emptied or new bags refilled including dog foul bins. How are residents supposed to help to keep our area tidy if the bins are not regularly emptied.
Refuse	Regular bin emptied. Bin men very good.
Refuse and recycling	Stop towns to be filthy environment
Refuse and recycling.	A clean and green county borough for everyone to be proud of.
Refuse collection	We pay adequate rates of council tax and do not receive support. We should have our refuse collected regularly, preferably weekly.
Refuse collections	Good service currently. Please maintain.
Regular access to library	Enjoy the access to a wide range of books
Regular waste collection, street cleaning, tackling illegal dumping and providing access to tips keep the area clean.	I think this is one of the most important services for everyone as it's an essential for hygiene and prevention of pests / disease.
Regular waste collections and an environment that is maintained so that we can enjoy and be proud of.	Allows you to use, feel safe and enjoy your neighborhood.
Related issues of bins and rubbish collection, street cleansing, dog fouling enforcement, green spaces etc.	A basic service, relates to individuals, households, and for all the community in the short and long term.
Reliable frequent public transport.aa	As a no car family we need frequent reliable transport to connect to main bus terminals.
Reliable public transport. Street cleaning. No more house building in already crowded areas.	Need the ability to get to appointments. No infrastructure for extra houses such as schools doctors and dentists.

Responsive and responsible public service: As a people's service provider, it would be nice to see CCBC take positive action to better clean-up our environment, improve street cleanliness and manicure the surrounding infrastructure, to make it more attractive and appealing, and to help make people feel better about living and working here.	Aesthetics: A set of principles concerned with the nature and appreciation of beauty. Something CCBC seems to have lost or forgotten about, due to service cutbacks over recent years, and now, when you see (occasionally) the environment maintenance crews, they seem to have to work that much harder, and produce a lesser quality finish for maintained areas, than previously.
Restbite and support for disabled children.	I have a son with additional needs and have no support/
Ringfenced finances for education Care for the elderly and Crime prevention.	We all get older.....The care for the elderly has been in turmoil for decades..... We have been through the care system and the extortionate costs with my wife's mum. It can't be right that if your penniless and in need of full time care, they have the same identical care as someone who has worked hard, saved, owns a home and has to pay the hideous fees, only being allowed to retain a small portion of their estate.
Risca needs more funding, Risca appears to be forgotten about,	We have lived here over 70 years
Road and highway maintenance	Again, for safety
Road Improvements	We travel around the borough a lot and the better the roads the safer this travel is.
Road safety	We live in Machen and the cars/lorries/vans travel through too fast and make it dangerous to walk along some areas of the road where paths are very narrow (hard to manage with children and dogs to walk in single file)
Roads and highways	so many pot holes have had several repairs to bottom of my car
Roads and highways	Reduces accidents and improves safety if transport can move without damaging the vehicles and potentially crashing into people
Roads management	Driver and pedestrian safety reducing expense on vehicle maintenance
Rubbish collection	Best collection provision in local area at the moment = please keep it going
Rubbish left by bin men. Had rats back in the summer	Rats spread disease
Safe clean environment Local provisions available leisure facilities. Sporting grounds free of dog fouling.	Healthy heart's healthy lifestyle and mind. Good vibes Positive environment we live in provides positive outcome.
Safe communities. Facilities for youngsters. O	Antisocial behaviour is increasing and there is nowhere for youngsters to go. No provisions for them.. RCT have Sporting Marvels it's an amazing provision for youngsters.

Safe community	Feeling safe in your own area, free of drugs/alcohol.
Safe environment - free from anti-social behavior, free from fly-tipping, safe parks etc.	It is important that my daughter (with special needs) feels safe when walking through town or when we visit parks etc.
Safe local environment.	Cars parked on pavements, cyclists on pavements, electric scooters on roads and pavements are making it more dangerous for the very young and the very old. Neither The Police nor the authority take a stand until these things become a huge problem - by that time it's too late. Electric scooters are becoming more and more common, but we rarely see any Police around so they're getting away with it.
Safe streets	So children are safe
Safe, clean parks (free from broken glass).	Morgan Jones frequently has smashed glass or bottles on the floor. I suggest locking the park at an earlier time if there isn't the resource to keep it safe.
Safety	To walk around in safety
safety	obvious
safety	
Safety	
Safety at night.	Shouldn't really need to explain why!
safety for me my family and community. litter, free lessons in school about littering. helping the environment. Neighbour wellbeing, elderly having contact with another human to reduce loneliness. Day centers not available.	Safety to feel safe when we go out Litter causes destruction of our neighborhood, no respect for our planet. Neighbours feeling lonely, no one to pass the time of day with, isolated
Safety for my children walking home from school	My one son has been knocked over whilst walking home from school, they risk crossing the roads at least 4 times coming home, this is only up one hill and around a corner to get home. There are resources available to cross the roads safely, cars travel at excessive speeds, cars park right the way up the hill and on zig zags by the school, making it very difficult to cross the road. They have to cross the road and back over again by a busy round about due to the pavement stops so far up and is covered with trees and shrubbery, if the pavement was extended to the top where the roundabout is the kids wouldn't have to cross twice. I've also seen a young girl from the school get knocked over at this point also. This is a dangerous spot that's needs urgently looking at!
safety in our community	feeling safe where you live should be a given, for adults and children.
Safety of children	vulnerable children are getting ignored

Safety of the Neighborhood	This is where we live.
Safety on streets	Not enough police out on our streets in daytime.
safety- to feel safe in the community in which we live.	we are concerned about the impact that the rising living cost will have on the crime rate in the community.
Safety, lack of ASB, upkeep of our area...the things that we used to have when paying our council tax. Address parking, youths on bikes, get the young something to do.	What a stupid question, move on.
Safety, safe secure communities.	To flourish in an environment you must have a sense of belonging, a liking or even being proud of where you come from, should be a common sense that you feel and not wishing you were brought up elsewhere.
Safety. I want to feel safe and secure in my home and around the area.	See above
Same as above	Same as above
Same as above	Same as above
School dinners	For all the children
School meals	Children should never go to school hungry
Schools	
Schools	Childrens education is critical
Schools and access to library, youth clubs and leisure centres.	Access to good schools, fitness, and learning facilities within the community should be a high priority as they are essential for well-being, health and education of current and future generations. As well as giving kids something to do instead of hanging around the streets. Investment in these areas should be a priority and cutbacks should be made in other areas before schools, libraries, youth clubs or leisure centres suffer.
Schools, Education, Ant Bullying policies	I have a 7 year old son in Cefn Fforest Primary school. His education and safety is my number 1 priority at all times. here have been issues with bullying and inappropriate behavior (language and sexual) in his class that I do not feel has been dealt with. Teachers need more support/training in order to ensure these matters are dealt with, to protect the individuals showing this behavior (why is it happening) and to protect the other young people being exposed to this behavior.
Schools, leisure, park and green spaces	Health and wellbeing benefits and educational opportunities
Schools, sports centres, libraries	They are key services to keep my family healthy and educated.
Seasonal community events	It's good to see Christmas markets and would like to see more events that brings communities together.
Security	Peace of mind

Security	A lot of strangers being housed at the heads of the valleys.
Security of employment	Both work for local government
Security, as a parent I want my children to feel they are safe in the community.	There feels like is a lack of police presence and thar concerns me.
See above	See above
see above	see above
See above - item 1	See above
Seeing our local authority restructured to meet the needs of the community.	To ensure us, our children and grandchildren know that the local authority are doing their best for us.
Social care	I want children to feel safe
Social Care	An ageing population and social care system that is destroying the NHS
Social Care	Too many closures of day centres, means no respite for carers
Social care	old people and children should be given all help needed. again, most old people have paid into the system and are getting left out.
Social care	for supporting vulnerable
Social care	Eventually require help!!!
Social care	Struggling to access this for a family member
Social Care	Assisting with backlog of patients waiting to come out of hospitals because social care not in place. Only likely to get worse with ageing population.
Social care and mental health	This issue will become extremely important in the years to come
Social care and services/support for the vulnerable, older people and children.	I feel that there is a distinct lack of support for some of the most vulnerable people in the borough, particularly when it comes to face to face support and advice which used to previously be accessible in the libraries. It is difficult for some people to access basic interactions and advice regarding council services such as council tax, renewal of disability badges etc, and that the return of these services would go a long way to resolving this. Many people, especially those who are elderly, have no access to, or are unable to use online services, and struggle with telephone conversations due to hearing issues etc.

Social care for the elderly	Because my father is 86 and bed bound with a range of complex medical issues. He needs carers four times daily. PAID carers are underpaid, overworked and it's difficult to attract new carers to the job. UNPAID carers need practical support, like free sitters, so that they may get a break from their responsibilities at least once a week. The council provides excellent support for unpaid carers, like free leisure centre entrance, and the chance to win Spa days and the like, but if you have no one to sit with the person you are caring for, then it's pointless.
Social care for the most vulnerable.	I think that everyone should receive good social care when they need it. We hear so much about the NHS being under pressure because of bed blocking. If there was more, good quality social care in the community it would benefit everyone in their hour of need
Social care services for vulnerable people and children	It upsets me to see families suffer
Social Housing being provided	To allow people who are vulnerable to have an adequate housing provision at a reasonable rental price.
Social Housing- with the extortionate increase in Rent, Housing and Mortgages it has never been more important to invest in the future housing stock to meet these challenges.	
Social Service care support for the vulnerable	to make sure they are safe and healthy, access to appropriate are when needed
Some children don't have the same things as me	Children deserve the right to have free time
Somethings up the top of the valley may help, nothing at all in rhymney, Abertysswg, pontlottyn and Fochriw	Future growth for the next generation, job availability, less crime
Sort facilities have a huge importance for peoples well being	Provision of quality parks is vital to older members of the family
Speed limits	Idiots coming round the bend top of Beulah Street speeding
Stable Employment	To provide for my family
staying safe, keeping fit and healthy, being able to access local facilities at affordable prices.	to enable us to live long and happy lives.
Street cleaning and refuse collection	It's imp to maintain standards in his area
street cleanliness	
Street cleansing	drains blocked, pavements are covered in slippy leaves
Street cleansing	
Street cleansing	To maintain a high level.of cleanliness in the town centre and to look nice for visitors.
Street cleansing, the whole place always looks a complete mess, there is always litter and fly tipping everywhere	It simply isn't nice or good for mental health when driving or walking around the borough seeing litter and flytipping everywhere

Street lighting	Provides safety to people walking at night
Street lighting	Young people going home late at night
Street lighting	deter night time street crime and there is a safety issue
Street lighting	to feel safer walking at nights
Street lighting	to be safe at night, road safety
Street lighting	It's too dark on our street at night
Street lighting	safe when it's dark
Street lighting	more safety
street lighting	only one street light in our streetqq
Street lighting	There is not enough lighting and makes streets feel unsafe
Street lighting	should be on all night
Street Lighting	Safety
Street lighting	There are burglary attempts happening in our area increasingly frequently so lack of night time lighting feels unsafe for both residents and drivers
<p>Street lighting, driving conditions today are so bad without lighting, the new lights in cars approaching make it hard to have good visibility especially in poor weather, most of lights are not working and never replaced.</p> <p>A clean environment, roads, paths central reservations clear of debris and weeds, litter everywhere and it looks dreadful throughout the borough. I want to feel proud of my environment, but it's just filthy and full of weeds. We go to other parts of the country and it's spotless, which makes me feel ashamed of our borough and what's happening to it.</p> <p>Potholes are another issue, roads are not being maintained properly, some roads are like a patchwork quilt, especially the roads that are not being maintained by Welsh Government.</p>	<p>We like to live in a clean environment, where public services are being prioritised like other parts of the country.</p> <p>I have seen the lack of bus stops being cleansed; litter is everywhere bins are not being emptied regularly enough on the roadsides more bins should be provided if they are proven to be overflowing.</p> <p>I want and my family want to be proud to live in Caerphilly Borough, but I feel that most of the money is being spent on Caerphilly and not the local areas, the forgotten areas. We pay a lot of council tax and it's something that I don't mind paying for but the services that we are getting is nonexistent where I live.</p>
Street litter cleansing	
Street safety	As people are getting older they need reassurances that the area they live in is a safe environment
Street safety and cleanliness.	I want my children to be safe on the street and more needs to be done about out of control children/teenagers
<p>Street safety.</p> <p>As a woman, being able to walk alone without watching my back, would make life more enjoyable.</p>	Removal of litter from streets/roads to give the area a more respectable appearance.
Strong Education	For my children and future generations

Stronger controls and harsher penalties for irresponsible dog owners	We have been subject to dangerous dogs off leash with whilst walking in the park, we would like peace of mind when out walking in our community.
support for armed forces veterans	they have put their lives on the line often resulting in long term injuries
Support for children with additional needs and listening to communities	Because we have a child on the autism spectrum
Support for low income families	I come from a low income background and more help is needed now more than ever with the cost of living
Support for low income families	With the cost of living crisis people need more support than ever
support for low income families	
support for low income families	
Support for low income families	We believe that everyone should have a substantial increase in the cost of living
Support for low income families	Because of the cost of living crisis
support for low-income families	I came from a low-income family and there is not enough support
Support for the vulnerable	Feeling safe, feeling important and valued, being protected
Support for working families	We are always the forgotten ones. We are struggling too.
Support with cost of living	It can be difficult sometimes when your in the middle bracket where you have a decent income but have to pay out with the increasing of bills and cost of school uniforms, dinners and other additional costs but not entitled to any support
Support with cost of living and a good education for children. Extremely important social care services are supported more.	The cost of living rise is a concern. Important my children have a good education, with lots of opportunities for them. Social care sector is struggling the most and it's impacting greatly on other services.
Supporting vulnerable people	With the current climate many families are in hardship, so services and support need to be available
Sustainable and Affordable Transport, because it enables both those who cannot afford to or unable to drive have access to services, employment, education, health appointments. At the same time, it can be used to tackle climate change	Support for cost-of-living crisis. If we support our families at need it will have a huge impact on mental and physical health, reduction in future debt and homelessness. Above all to provide dignity and care
Sustainable transport with reasonable prices	encourage people to depend less on private vehicle use
Swimming / Leisure Centre	It helps my child learn to swim. Keeps them active physically and mentally.
Tackling child poverty	No child should be in poverty
Tackling climate change - providing services that support a greener future eg public transport, reducing carbon footprint	Because we want a healthy future

tackling food poverty	increased need
Tackling food poverty	
Tackling food poverty and free school meals	People just can't afford to live with the rising cost of living
Tackling food poverty and providing free school meals	
Tackling food poverty and providing free school meals	there are far more families on a very low income and they would benefit from this help as would many older people
Tackling poverty and homelessness	standard of living
That Council Tax is not increased	Our family, like many other families in the County Borough are struggling with bills and cost-of-living, we do not want the Council to add to this pressure by increasing Council Tax when there is no need.
That local health care budgets are not cut any further as the system is at crisis point.	To ensure that there is a health care service that you can rely on when you need it
That our parks and green spaces are attractive, well maintained, litter free and with a wide range of activities and facilities provided.	WE often go for walks in our local parks and green spaces and are often disappointed by the level of litter and lack of facilities available
That people who are struggling with essentials such as food and heating are supported. School meals and school uniforms are an expense that families shouldn't have to worry about.	Because it's basic Human rights.
That the council remember there is life in the villages at the heads of the valleys.	It appears all funding is spent on Caerphilly Town, i.e. new bus station although one currently exists.
That the green spaces and access to the environment and nature is preserved and not built on!	I want my grand children and great grandchildren to grow up caring for the environment.
That transport services are provided to and from school and college.	As it would be difficult to get the children all to school and college on time.
The appearance of our town	Because there are buildings which let down our town in face of tourism.
The council provide a fast and reliable service to the communities in all areas of responsibility.	Delaying response time to a crisis brings on more anxiety and cost to the council.
The development of the high street.	There are far too many barber shops. The high street needs a convenience store e.g. a Co-Op rather than the useless newsagents that don't open later than 5/6 o'clock. A general clean up of the abandoned buildings.
The environment keeping the speed of traffic down as too many cars come through this village.	I have a young grandson and we walk a lot. The pavement isn't very wide walking down from the corner shop towards Gelligaer. It frightens me how near to the road we are when traffic is going past

<p>The environment -our park/green spaces and allotments</p>	<p>Healthy living growing our own vegetables, supporting the food banks, outdoor exercise, connecting with nature, helping mental health, destressing. Green gyms. After the experience of the pandemic, we all appreciate the benefits of having access to the outdoors and our green spaces. Taking the grandchildren to the park for picnics and using the playground and splash pads. Family time together in our neighborhood, no need to travel within walking distance from our home. Bands in the park were a great idea too, as was the tree planting sessions. Perhaps more events could be held in our parks - circus skills for the children during the school holidays or on weekends. Nature events etc.</p>
<p>The environment we live in is very important to us, without good facilities, clean roads, signs, if we can get all this cleaned up it will attract more people to the borough, more housing, a few flowers now and again doesn't hide the dirt and litter. If bins are overflowing then more bins must be provided if services can't empty them on a regular basis. Litter is a bit issue. Our environment deserves better, a good sustainable environment to help our children/ our children's children have a better life. A proud environment that's clean.</p>	<p>as above!</p>
<p>The environment, beautiful parks and nice places to walk with our dogs</p>	<p>It improves fitness and health and also mental well being</p>
<p>The Environment, climate change, Biodiversity and access to high quality green space such as your fabulous Country Parks.</p>	<p>If we don't commit to saving our Environment everything else is irrelevant.</p>
<p>The inclusion of single person households in your considerations</p>	<p>Just look at your wording for these questions. Your implied audience are families, yet there are thousands of single-person households in the area paying far more into the system that they'll ever get out of it.</p>
<p>The provision of country parks throughout the borough and in particular the work of your very small countryside service. A dedicated team of individuals who champion your green agenda despite being sometimes overlooked and underappreciated.</p>	<p>Given the climate emergency we are currently in this should be a top priority surely ?</p>
<p>The street lighting issues around the borough. The overgrown weeds and bushes growing out of pavements and roads. They are an health and safety hazard in some cases but they also makes our community look untidy and unkept.</p>	<p>Getting in and out of the car with a car seat was hard work during the summer months. And I have always been proud to live in my area however it looks so Overgrown and neglected it's embarrassing.</p>

the streets and parks looking good. with money tight many use local walks and parks to get out and they just don't get attended to anymore, our local park is a dump and there's dog poo everywhere in the valley. Car's park all over double yellow and pavements. it's just a lawless place to be	showing the future growing up what things look like and keeping things nice. we all live in a dump
To be able to easily access financial assistance or guidance.	We are currently in the midst of an unprecedented financial crisis, any help which can be provided to the elderly and those struggling surely must be a priority.
To be able to enjoy the shops leisure centre parks etc which we currently do .I would add that i think the town is generally very clean i think the refuse service is excellant and other councils could look at Caerphilly refuse collection as an excellant example .	
To be able to have a comfortable life. The cost-of-living increase and cost of fuel is impacting us financially, despite working two full time jobs. There appears to be very little support for those families who work.	It is important as we all deserve to be able to provide the basics!
To be able to live comfortably.	It is frightening with cost of living and being able to keep warm pay bills , without being able to maintain social events and contacts as we did.
To be able to manage financially and be warm. This house is cold as windows need replacing. Told they would be done 5 years ago	I am in more pain in a very cold house. I want my daughter who has cancer to be warm when she stays after chemotherapy
To be happy for our to son to have happy normal life	For my son to be a normal teenager
To be safe in your home and town ,which i think Caerphilly is safe and a lovely place to live.	It is a concern that if police etc are subjected to further cost cutting it may be to Caerphilly,s start of a downwood spiral . It is easy to take a slight wrong decision and then anti social behaviour etc can easily become a problem .
To feel safe when out and about, not being ridiculed by kids who have nothing better to do with their time. Safe access to pavements and stop cars parking on them and finally turn the street lights back on, it is dangerously dark.	as above
To have a nice.home	
To have a variety of shops, entertainment, leisure and parks and open spaces to go in our area of Blackwood	so we can enjoy where we live and have our family's needs met
To keep the streets clean from leaves and ?aners	
To live in a Green place	Good for our mental health and good for the environment and for the future generations
To make the park safe it's full of teens on drugs	More of the welsh langue We have the best castle in Europe but nothing really in the town to show this be nice to see some independent shops

To remain in good health, not experience financial difficulty and be unable to pay bills and live a reasonable standard.To experience illness and not receive timely treatment, to be cold and miserable in not being able to have heating on when we want.,to be unable to pay bills, and eat healthily.	To maintain health and wellbeing both physically and mentally.
Toilets	Everyone needs these facilities especially the disabled community
town centers plenty of places to go and enjoy yourself and buy goods. Please don't turn them in to housing/council estates, we've got plenty of them.	helps you enjoy your time, places to work and earn your living and boosts the local economy and house prices.
Town centre	Puts off people returning to Caerphilly
Town centre improvements and events	Regeneration of our high streets with options for different activities is important
Town centres	It's where we shop
Traffic calming on the main road	To keep healthy
translation services more easily accessible	
Transport	Cost of bus fares
Transport	Commuting. Environmentally friendly
Updated information on recycling items	Domestic recycling is more necessary so it would help to have a collection requirements set out clearly again
vandalism	
Vehicles parking on the path.	Because at times can't get out of your own property or put wheelie bins out .children etc has to walk on the road.
Waste	Get rid of brown bin and recycle properly
Waste and collection and recycling	I don't have a car and am not allowed in civic amenities sites as a pedestrian so ally my waste has to go in bins
Waste and recycling	The impact the service has on health, the environment, the vulnerable, and carbon footprint
Waste and recycling services.	The current service provision is good. It deters fly tipping and mess and should be maintained or improved for those reasons.
Waste collection	Safe environment
Waste collection	Waste - ensuring that the waste is collected in a timely manner and keeping litter off the streets ensures our public spaces look good and this is a good morale boost when you can be proud of where you live.
Waste collection, social services support for elderly, low council tax	Basics of what a council should provide
Waste collections	Green bins are not emptied often enough which leads to littering and fly-tipping
Waste dumps and refuse pick up services	Clean and tidy environment
Waste management	cleanliness to reduce infection

Waste services, litter, support services	The litter left by refuse service is awful. Rubbish all over the car park. Grandkids play in rubbish as have no choice Support for the elderly is hard to get and I'm struggling. My mother is struggling, my daughter has cancer and I'm struggling to help them both
We don't claim free school meals as we're not eligible. But I think these are crucial and it's unimaginable how families can't feed themselves so I think this help is provide what any child deserves - they should not hve to worry where their next meal is from	Children should not go hungry
Well being and health	To enable us to have a happy and supported life style
Well-being , mental health and job purpose	Because a way of life has changed so dramatically and a lot of people are taking advantage
Well-being and being happy.	Because positive mental well-being is essential and a right of us all.
You are repeating the questions	You are repeating the questions
You asked this in question 4, as answered. Missing is Customer service, from an organisation perspective would like the council to be accessible and not just digitally accessible.	See above.
Young people getting more youth centres/support	will reduce crime rate within young people and encourage them to get involved with helpful activities such as sports clubs and social events.
Youth Service	Preventing offending
Youth service provision	As a youth worker, I see how much there is a need for a youth service for young people
Youth service provision	With cost of living, young people looking for more open access and targeted provision to help with life skills
Youth services	We are a larger than average family and deeply concerned about the impact on COVID on children and young people (generally not our own)
Youth Services	My children attend scouts, swimming & netball. There is no Youth club they could attend

How we could provide services differently or better in the future with a limited budget

A review of middle and senior management positions, by an independent person. Caerphilly has the second highest level of reserves in Wales, use these to protect your front-line services. S
Access the council services digitally with a swift response. Use Bot chat to communicate instead of aging on the end of a phone line.
Actually listen to the people instead of asking an opinion and doing what you want anyway
advertise better and frequently
Amalgamate service areas and promote community involvement through volunteers
Ask leaders to volunteer their salaries cut by 10% and get rid of superfluous management/consultant roles that do nothing for us but drain the system.
Be more approachable, answering calls and returning them. Maintenance of adopted land at Forge Mill, trees not safe.
Be open with those you serve ...tell them that accessing your services will be as it is now ...poor which is what most residents experience
Better organisation and management. A review of all services is needed. Service are not back to pre covid levels and should be irrespective of cash problems. Eg if Swimming sessions were more consistent it would equal better income for them
Bid writing training to help secure additional funds through organisations. This can release pressure on restricted funds from Welsh Government.
Bin collections could be less frequent. More outdoor activities available. Charge private companies who use our information
building the communities in local villages and towns, as a local authority there is only so much you can do so bring people together and supporting each other could have a huge impact
Car parking charges to be reinstated as this has lost 700,000 annually over the last couple of years. No requirement for community safety wardens as these roles are done by the Police and are essentially Pcsos. Lose some of the buildings that the borough own as offices as majority of workers are now agile and there is a hub in penallta.
Change recycling and waste collection to bi-weekly providing large bins if necessary.
Charge for using the waste centres, or have a yearly allowance to discourage people from having such a disposable lifestyle. Revise the senior management pay. Enable more working from home and close/reduce council offices. Perhaps have a small base for 'hot spotting'. Ensure mileage/travel costs are fair rather than inflated. More online services/letters rather than through the post. Get rid of town mayors, there is no need for them. Bring more tourism into Caerphilly town. We are lucky to have a castle in our county but I feel it isn't utilised enough. Less money wasting on ceremonies.
Check carefully as to if the Sennets is a good idea.
closed some of the buildings that are not being used, they could them be sold to provide affordable housing for young and vulnerable people.
Collect household waste 2 weekly, so gren bin one week, brown bin the next week
Communicate with residents about things that are going on, transparency on expenditure
Community groups free access to community buildings
Community projects for parks and green spaces
Consider a resilience team linked to the transformation programme that focusses on residents' capacity and willingness to get involved. The Caerphilly Cares team are amazing but have such a large portfolio. Making best use of volunteers/community groups has such significant potential.
Continue to work remotely where possible to save on building and transport costs. Continue to use Teams or Zoom for Authority Wide Meetings to reduce milage costs, go paperless where possible. Precure recourses locally to support the economy and bring things back into the public purse like agency care staff or teaching staff.

Copy other councils. use an app for services and advice. Call it the "My Caerphilly" app. Blaenau gwent have had an app for a number of years.
Could ask residents to make a minimum contribution to events such as Ffiliffest, Caerphilly Caws Mawr and Bach such as £1.00 which would help overall with budgets.
Could we join up with Keep Wales Tidy and encourage every street to have their own Litter Champion's to be responsible for that street. Not just to remove litter but to sweep the gutters too. The Japanese do it, why not us? It encourages community responsibility and helps foster better relations and community spirit. I could help with this.
Council executives to follow procedures correctly so there isn't a costly and futile disciplinary investigation, suspension of staff, and proof gardening leave and/or litigation and compensation.
If any executives perform poorly then decrease their pay and/or stop their pay rises or bonuses.
Use that money to give pay rises to the lowest paid staff.
Council tax rebanding and re introduce car park charges across the county
Council Tax should be spent on the upkeep of our towns. Taxes already pay for benefits etc so I don't agree with any further funds being spent on benefits, free school meals out of school time etc.
Councillors getting over the top bonuses. Stop having too many chiefs for made up jobs. get people manual working again and increase wages and positivity by paying fair pay. Raise standards by helping those less fortunate instead of celebrating over paid idiots.
Councillors work for free
Cut back on top jobs. This would allow you to employ more
Cut down on senior management
Cut non essential work and funnel it to things that are key (safety, education, health and environment)
Cut out the amount of council staff working on the roads who I see daily parked in lay-bys sleeping in trucks.
Definitely cut grass less as you have been doing. Ask bowling greens and other community facilities whether volunteers could help.
Deputies are a good idea, when someone is sick or on leave ensure there is someone available to contribute to a query from a resident and that any outcome from a query can be acted upon to get a quick resolution.
Do not employ additional leadership. Focus on existing workforce
Do the basics not fancy things
Do the basics well.
Rationalise leisure centres and provide a few modern facilities instead. Same for libraries.
Do the salaries of certain council employees need to be so high? we are not London but some of the salaries for senior staff seem excessive for this area
Dog owners, and those who provide services for dogs should be 'licenced' and form local groups who would regulate and provide dog fouling cleansing service, ensure dog welfare, raise finance for those who cannot afford to keep their dog(s) to the required standards etc.
Innovation in many areas can be made, but to work on these costs time, money, motivation, skills and knowledge - attributes normally associated with private enterprise rather than government departments.
Educate the people of the area in what these services cost and, by us all doing a bit more it will save the country millions
Employment of trained personnel on a long term basis
Empty bins more regularly and work tidily. Take responsibility for the mess left where we have to live
Encourage people to reuse and recycle and produce less waste.
Collect all bins fortnightly rather than some weekly and some fortnightly.
Encourage polluters to pay to litter pick etc. E.g. Fast food outlets like McDonalds
Spend money on front line services rather than executive salaries.
Fewer council offices, more agile working from venues such as libraries and local community buildings, save money on rent.
Fly tipping - this has only started since vans couldn't take their rubbish there. It's so difficult to get a permit etc if payment at the site for vans was available I think this would stop a lot of it.

Fly tipping is always an unpleasant issue but needs some attention.
Follow Elon Musk's example at Twitter and question if every single position is necessary and adding value. I would suggest not.
Also, you need to massively challenge your procurement team - if you need a case study for an extortionate overspend please visit the Cedar Tree roundabout improvement works.
free parking in towns will help local businesses and improve trade.
Fully embrace home working - would mean you need less building which can be mothballed and sold, making savings and generating receipts. Could go further like those modern organisations that are adopting 4 day working weeks - again staff attending the office place a lot less will lead to savings, doubly so with the cost of energy.
go into schools and promote equality and diversity to make children feel safe and included, set up lgbt groups, disability groups ect for young people as well as youth clubs
Grants - see Torfaen play
Green bin collection go down to every 3 weeks. The use of Ty Penallta now that it's largely unused - lighting/ heating is surely unsustainable?
Have better communication between teams e.g. linked up systems.
have more people available to answer questions on a digital platform, for a swift response.
Host meetings with public, listen to them face to face before making decisions. The public are the eyes, ears and knowledge of the problems and shortfalls
I believe communities are already recognising the lack of money and it is visible that the are we live in isn't as good as it use to be , our communities are certainly stepping up and trying hard to change this themselves. The council could recognise this and maybe provide equipment and support for this to continue, also recognise what communities are doing.
I dont feel that there is a need for parking attendents, these people could be given other jobs within the council service. Does it really matter if someone is parked for more than an hour in a given space as long as it's not in a residents only space. It's just being petty.
I don't think that offices are being fully utilized now with the agile working. I think that many services could move to a central location.
I feel that there is a lot of money wasted on communications in both English AND Welsh. There is no need for it. English only is sufficient in a recession. This would save money and the environment.
I realize that technology is of great benefit to the Local Authority and the staff that work within it but we need to consider those that do not have the skill set or do not wish to engage on IT platforms therefore, obviously develop ongoing digital platforms to make services and staff more efficient and effective but staff need to receive ongoing training to allow them to engage with the public face to face successfully and effectively ie those with disabilities and or other special needs.
I understand that it is very difficult at present due to the economy crisis but funding should be targeted at the essentials that people need to survive: care and support services, financial help and provision of suitable accommodation
I would like to know how much is made from recycling and how this money is used ,and stop giving money for recycling pumpkins when they would be going I food waste already
I would like to see different types of leisure memberships offered to encourage more residents to join, i.e. offering a gym-only membership. I pay a monthly membership for activities/services I don't use as they're not offered at my local leisure centre and as a full-time worker I don't have time to travel further-afield to access these services/activities, so if gym-only/classes only/gym & classes (no swimming) memberships were offered I believe more residents would join.
Partnership-working/co-working is something to consider. As a lot of people are still working from home perhaps agile working is the way forward, and in cases where office space might be required, looking at/using libraries as co-working/hot-desk spaces will save money on premises costs as office buildings will no longer be required.
I would like to see the police get back to proper community policing.
If majority of the workforce is agile working reduce the amount of council buildings, reducing the costs of running these buildings.

In the longer term consider more super schools like idris Davies school but for welsh medium school children.
Improve care services, decrease higher tier of managers as it seems top heavy.
Income generation. Cardiff Council have started putting on events/concerts to generate income for the authority. Perhaps engage with residents/staff to come up with ideas on how to generate income in ways that aren't seen as detrimental to the borough's residents (e.g. increased rates). A Caerphilly Triathlon maybe? Utilising the County's Geography to put on some form of 'ultra' running event?
Instead of keep employing directors have an independent survey of the organisations departments to eliminate positions that are being duplicated.
Involve young people more often
Issue fines to unpleasant individuals, you'd make a fortune if you got a pound for every rude comment council staff get.
it seems that you have ears (x2) but sadly you don't listen or is this another paper exercise
It's difficult - nobody wants to see essential services cut. The vast majority of staff go above and beyond. It's a random thought but what if staff were asked to reduce their working week by a certain percentage - thus reducing the wage bill by that amount ? Each service area would then have to prioritise it's delivery with the resources it has
Joined up approach to services
Keep frontline staff, less back-office staff, officers and senior managers. stop giving so many free bee's away that achieve little. do more to encourage general employment in the area, so everyone is able to help themselves more, so you've only got to concentrate on the disabled.
Keep maintaining zebra crossings and improving road safety near schools including keeping pavements clean of dog mess
Keep the car parks free but fine people who park illegally. This will boost the economy and the revenue from the fines would surely help.
Keeping in touch with peoples views. Good management.
Leisure centers are not needed - as there are so many opportunities for people to access private gyms and use the open green spaces. Local clubs for football, rugby, netball etc are also available for children through to adults. If kept - could they be operated via trusts or leased to private companies. Schools could be used better as community assets - e.g. sporting facilities available for use in evenings and weekends, halls available for hire, canteens for luncheon clubs (for elderly etc) during weekends or school holidays. Stop events such as the Big Cheese and the Beach Parties. Stop the Christmas fayres etc. - these can be organised by community councils or local volunteer groups, PTAs, etc. CCBC should not pay for such events. Lease out Blackwood Miners Institute rather than run it. Street lighting needs to be switched back on at nighttime, to improve the safety of residents. Consolidate offices, relocate satellite offices to the HQ, and keep a few one stop drop in centers/hubs in more remote town/village centers. CCBC needs to focus on essential services - not the nice to have services.
Less bureaucracy and more innovation
Less chiefs, more indians
Less public events, i.e., the christmas fairs, firework displays, over cuts in other areas. Libraries could go online. Vouchers for free school meals rather than taking up the time of staff who could be employed elsewhere. Funding preventative social care services, i.e., services that support with money management, sitting service to enable carers to have a break, increase day centre provision, these services are key in reducing the number of people being admitted into long term care pre-emptively which would make thousands of pounds of savings. Improving wages / incentives for CCBC staff in order to retain staff and not spend over the odds on agency staff.
Less staff in the council - streamline services
liaise more with charities

Listen to tenants instead of saying there windows are fine where there full damp and all steamed up and seals kept breaking
Listen to us
Listen to your residents and spend some of the reserves you hold.
Street lighting could benefit from small solar panels fitted to them to provide the energy (as in garden solar lighting).
Local community could be encouraged to maintain areas local to them on a voluntary basis (such as grass cutting, litter picking etc) with support from the local authority. Small charges for use of the tip and penalties for not recycling. Possibly fortnightly recycling collection.
Look where funds are not being used effectively. Could youth programmes be used to encourage volunteer work? E.g. improving local areas - planting, litter picking, supporting elderly residents etc.
Make all car parks free. Cwmbran etc. has shown people will drive further if they know they don't have to pay for parking. Newport has realised this to their cost. By charging for car parks closer to town it just forces people to park near Morrisons for free, driving footfall to those shops and away from the main streets.
Make it clear to the communities served: 1. What are the statutory services and functions - what must be retained. 2. What are the discretionary services and functions (and why they have been adopted) - what is flexible. 3. Better communicate what the organisation structure consists of (its services and their portfolios) 4. Improve the website to better reflect the organisation structure not 'subject matters' 5. Clearly identify, share, and better align the organisations drivers, their links and accountabilities (Legislation, Strategies, Plans, Partnerships, Scrutiny, Governance - reporting's and accountabilities) 6. What and how is the CCBC budget allocated (clearly - in laypersons language) across directorates and services. 7. Address the current known issues within the organisations (priorities to sustain, improve existing services). 8. Make firm decisions, commitments, and learn from them (they will not always be right, but risk is part of life, let us learn from doing!) 9. Address issues as they arrive, do not let them linger, fester, procrastinate and get worse (hiding and using bureaucracy as the excuse). 10. Take responsibility and lead in accordance with appointed roles - quick enough to take the remuneration - now take action! (Members need to know what is happening, but more so, back professional judgments and decisions - it is a team effort and accountability at the end of the day. 11. Build back a reputation - too many years of negativity! Offer intentions, but better still, communicate benefits from decisions. Sometimes investing in and improving a good marketing strategy, can improve everyone's understanding, buy-in, and eventual agreement and backing.
Make policing better.
Make the council less 'top heavy' and review posts - some people are working efficiently but lots not
Make those who work for the council care about what they are doing, treat them better. Staff in school are abused by parents, council workforce don't seem to care about job satisfaction - turn up late, take long breaks, go home early
Maybe focus on what needs to be done like transport shops and the town before trying to regenerate it
Money to support ex forces/veterans - many have personal and mental issues that require help
more communication and face to face chats
More efficient street lighting, motion sensors for street lights and a delay on the street light sensors. Perhaps investing in solar, wind turbines. Eliminate chemically weeding streets. Pay freeze for top earning managers pay in the council. Triaging crimes to be investigated by prioritising violent crime, drugs and thefts. Increase fines for illegal parking, littering and dog fouling and put this towards services.
More help for people already in work and aren't entitled to any or very little benefits
More involvement in the voluntary sector
More involvement of local/borough Councillors in community projects - and seeking views of the Council's residents.
More joint up working

<p>more online self help services</p> <p>use of council buildings for clubs and associations to generate income that can be reused to support services</p>
<p>More opportunities to meet up with an adviser, perhaps drop in centres to ask for this help</p>
<p>More speed bumps or cameras in local areas, e.g. back of cwm Rhymney school, extend pavement for the kids own safety also (Bryn Road B4254) Libinus road to traffic lights, cars speed down road all time (Highfields Way B4254) Pengam rd. (A4049) road by Aneurin Ave.) All these areas need serious monitoring, cars do a speed in excess of up to 60.</p> <p>Parking in cul-de-sacs, where I live, me and the residents get blocked in or have to reverse to get to get of the street, due to one family parking irresponsively, when contacted council, I was told nothing can be done up to police to deal with the issue.</p>
<p>More volunteer schemes</p>
<p>Much better management and reduction in officers and their high salaries</p>
<p>Nationalise transport and other important services</p>
<p>No increase in council tax, if anything, this should be reduced to support families and residents. Stop wasting money on bilingual services. The vast majority of residents speak English as their main language, and if English is not their main language, they are able to speak English. Too much pressure from the Welsh commissioner is put on making all correspondence bilingual when this really is not need in our area. This is a great drain on financial resources for the authority.</p>
<p>Not enough money being spent at the top end of the valley needs to be addressed</p>
<p>Obviously it will be difficult to maintain these services at the current level , but having had cuts previously i hope services can be maintained without further reduction .</p>
<p>Offer grants for insulation</p>
<p>Offering more for the children at Abertridwr park. Schemes or extra support for children who prefer more physical hands on educating rather than class room knowledge.</p>
<p>One idea - Save money by not doing a firework display - it is bad for the environment and the local wildlife and is extremely expensive.</p>
<p>Pay more attention to the productivity of council workforce. Does council ever measure this? Maybe have less officers sign-posting and more doing. Reskill officers to be more flexible in the tasks they undertake, Actually DO the work rather than expect volunteers to do it</p>
<p>Perhaps you could take a good look at the employees you are still overpaying to work from home and do nothing for the majority of the day</p>
<p>pointless. nothing is ever done</p>
<p>Privatise</p>
<p>Privatise the Lesiure Centres - The council doesnt need to provide these Privateise care homes - the council doesnt need to provide these Privateise Libarties - again these can be delivered by private companies Cut back on Xmas lights Cut back on non-essential events like Ice Skating Rinks in Bargoed for example Merge teams and services Consider closing offices and promoting full agile working Invite early retirment and dont re-fill the post of its not needed</p>
<p>provide community groups free access to your buildings so they can offer local support, more collaboration</p>
<p>Provide staff with secure contracts and adequate pay in an effort to retain quality staff, attract quality staff and compete with the private sector to ensure the critical services get delivered.</p>
<p>Push forward projects that assure environmental benefits are created, this I mean researched and developed e.g. we have Universities within our region, why not engage with them see where joint funding initiatives can be purchased by encouraging shared initiatives and goals for society. To try to create working practices to flourish in our communities, the initiative to attain grant funding and</p>

acquire sufficient capacity to enable manufacture of as much of the raw products and processes, through the encouragement of our local education facilities placement program as possible. Facilitating the creation of indicatives with GE as an example and Neueire and Rockwool are yet other examples, why not including the interjectural skilled labor force as possible from within the borough or local region as government policy will permit.
reduce all the waiting times for calls, not everyone has a computer, so have to ring council. Complete the sickness absence procedure stages in a timely manner and help staff that are unable to work or riding the system to finish.
Reduce bureaucratic waste. streamline and simplify processes.
Reduce car park civil enforcement officers and community safety wardens as Pcsos and the police do their role already. Stop free school meals our of term time and get people paying for parking as that has equated to a loss of 700,000 a year. Use reserves to top up the loss and increase council tax to reduce the deficit.
Reduce speed limits on residential roads and put in more calming measures.
Reduce the amount of time wasting staff that you have working for you.
Reduce the number of high earners at CCBC
Reduce wages of upper management
Remove all non statutory functions. Also why have you spent thousands of £ putting in electric car charging points when even a basic electric car at £30k is well out of the reach and salary of most of your staff, do you have any self awareness?
Restructure and remove middle management. Stop funding Caerphilly cares and give the funding back to Gavo, Citizens Advice, Groundwork. They can do more for less!!!
Restructure the council with less high earners. Look at the services in place and see how they can be better utilised. Find among all the staff those who ride the system to their own ends and replace with staff who want to work and thrive. Develop better working relationships with other agencies within the Borough to enhance the services you provide.
Review service usage so it is based upon facts. If facilities are not being used in certain areas close them and redirect people to the next nearest facility. Make the remaining facilities better places to go. People who use a facility infrequently will not be concerned about travelling a little further to the next one especially if it has better facilities.
Schools 4 day week, less bureaucracy in council hence reduce budgets, be more ambitious with housing and expand up valleys
Sharing of resources and data across departments and service providers is an area that local authorities seem to continually struggle with. There is a lot that can be done to join up wellbeing, public health, front line health care, social care, voluntary sector organisations to provide 360 support and opportunity.
social care is a must to improve and get more carers out into the community s the hospitals can be freed up.
Solve pavement parking/better placement of drop kerbs/accessible local shops - will reduce car journeys/pressure on roads/pollution
Spend it on building a community not just appeasing poverty, let's give residents belief and motivation in the area, to better themselves and where we live.
Spend less on council workers stood around doing very little and more on children & teens. Somewhere structured for them to go and things for them to engage jn.
Sponsorship and PFI initiatives - the leisure centers look and feel old despite the staff trying, yet adjacent schools look amazing
Start streamlining services by looking at the skills of staff member already employed via competency of the role and cutting job where necessary to have a more efficient workforce. Stop investing in project which have no long term benefit to the communities, look ahead 50 years and think about the sustainability of the borough.
Stop creating director positions.
Stop employing more senior staff on huge wages and employ more people who actually do the work - take a few awkward landowners, who obstruct rights of way to court. Seek publicity when you get a success. Other awkward landowners will get the message.

Stop giving so much money for free to people that are not working along with housing benefits and use it to help with others services that require it.
Stop green waste collection in winter months.
Stop huge executive bonus payments. Take a pay freeze for a year or two, like I had to in the Prison Service.
stop paying excessive salaries to the "top jobs"
Stop wasting financial and staff resources on unnecessary inclusivity and diversity targets. The majority of residents always judge others by the conduct of their character.
Stop wasting money and resources on Welsh Language - it's not needed in our area.
Stop wasting money on things that can wait until the financial crisis is over. Concentrate on delivering essential services
Stop wasting money on small works, and be transparent with proper business cases for expenditure
Stop wasting taxpayers' money on schemes that will not be helpful to anyone. Build council houses not these schemes that no one will benefit from only the government. Council houses will help the poorer families of the borough, have a decent house to live in, not a rented house being ripped off by greedy landlords. Council houses that can help homeless people have a place with a roof over their heads, a place of safety, a place that's warm so it give people a purpose in life. They can then prosper, and get jobs when they have a fixed abode. Communities, care for the communities we live in, not just words, but doing, by helping communities properly.
Stopping waste - eg I'm asked every other month to provide the same details for council tax benefit and it's a waste of council resources when the information hasn't changed. More partnership working with other councils and other organisations so provision of services can be increased and more diverse. Open up the council offices again - it's hard to get hold of people and can appear that they're not doing the job they've been paid for.
Streamline front line services by examining the management/supervisory structures, to see if there are too many in such posts for the number of staff they are responsible for. Sell/lease existing ccbc buildings which are under used or under occupied. Abandon an office presence as the covid pandemic has shown us this is not necessary to deliver efficient services - allow staff to work exclusively from home if they choose, and money will be saved on energy usage etc.
Streamline the services, there is a lot of duplication. Departments need to work more cohesively together and good communication needs to be achieved. Property services from an outside perspective feels disjointed has done for many years. I've worked for CCBC for over 10 years and that department has steadily got worse for lack of collaboration with health and safety. There is a number of things that we do in H&S which realistically is outside our department remit but we do them because nobody in property services wants to take them on and nor do they wish to support us in doing so, it feels very much like a them and us scenario when we really should be working closely together. Hopefully with their new senior manager this should shake things up going forward.
take away the burecracy and pen pushing paper work. There are still jobs for jobs that are not necessary, you still have to go through so many hoops to finally get to the person who needs to give you the answer. STOP paying the EAS consortium as they are not giving us any more than Caerphilly- bring that budget back to education and Caerphilly.
The customer services within the local libraries should be reopened and manned as they were before covid, as the loss of these services has had a detrimental effect on vulnerable and elderly people who are unable to access online services.
The youth service need to work closely with other teams in the council - keeping the links with young people are essential
There are a number of efficiencies that could be made, looking at assets such as buildings, selling unused assets such as PC's/ desks etc., greener energy,
There is a lot of waste and bureaucracy that is nothing to do with lack of digital or automation functions. This is a thinking thing. The council could be transformed if transformation was not a buzz word but really meant. The potential to free up capacity and really build on community strengths and resilience would help.
Understand that resources are stretched, but face to face engagement for local businesses is still important.

Understand what carers need and work to help hep them.
Well half a million on deputies doesn't suggest a limited budget? Concentrate on the essentials rather than woke and diversity nonsense.
Work closer with the community and voluntary sector. Give them the sustainable funding to support community action, and remove the bureaucracy that stops the community acting.
Working in collaboration with local organisations and charities to apply for funding bids for projects. Eg; renovation of Cefn Forest minors. If council can support funding of capital projects, the organisation can apply for children in need funding etc for the running of crucial projects in these settings, providing much needed local services.
Yes create 2 new posts? Depty chief exec and the other post? Especially now in time of crisis!!!! Make the council more commercial and lessen the red tape
Yes indeed, you could dip into the £200,000,000 (that's £200 MILLION) USABLE RESERVES that you are holding on your balance sheet, but instead you will no doubt increase the council tax that we have to pay next year thereby adding to OUR cost of living crisis.
yes privatise the housing department
YES. I have developed a system on excel which reports on performance indications. it evidences the teams worth and value, it evidences how much demand is in the service, what we are delivering as a whole team to be an intervention before more costly services are required to intervene .All staff members input their daily evidence of work in a simplistic online form, attached to the excel worksheet which uses macros to automate the collection and reporting of the data, that takes seconds and this gives an accurate report of how many hours provision has been allocated to each family and the type of provision that was given. This system will allow you to establish which services are saving money, which are in need of more posts and or where less posts could cover the amount of work that needs to be covered and then over saturated teams could use this opportunity to place staff in services that are more in need. It might be a good idea if this type of system could be made available to all teams to give you a very clear picture of which teams need support, more posts and which teams could shift some workforce to those areas. It could also highlight where we are duplicating a particular provision or service within the teams.
You are doing your best. More funding from central government is required.
You could ask residents to help with clean up of an area, I already see people arranging litter picking in our area. Sidewalks are overgrown, paths are overgrown, if the Council supplied items where grass/soil from paths could be picked up, maybe more would help with clearing the areas.
You do not have a limited budget; you have accured over £180 million in reserves because you have failed to spend your budget in the last 5 years so don't trot out such factitious nonsense to residents. Seriously, one idea would be to involve residents more to report many aspects that the Council does not have resources to police. Examples, are illegal parking, littering, anti-social behaviour from tenants, etc. Residents could record incidents on Smartphone and upload to a central app/ website where action can be taken by Council.

Comments from face to face engagement

'People First'
A breath of fresh air to be able to speak to someone from the council – more resource needed to allow these conversations to happen
A new park in the Trethomas area – nothing new to us
A simple recycling scheme is needed – it is important to maintain this
Aber station
Access face to face – customer service. Can't pay council tax, get blue badge in the library any more
Access to funding to improve leisure facilities for minority groups – e.g. girls
Access to GP/dental appointments
Access to library. Better car parking facilities because of free parking. 2 Hours stay.
Accessibility is non-existent – dropped kerbs
Accessible bus service with bus stop near to my home
Accessible, independent shops
Additional learning needs/education
Adequate street lighting/officer patrols
Affordable childcare and essentials
Affordable cost of living of bills and groceries and fuel
Affordable housing
Affordable living
Alzheimer's – support for carers – support as a carer
And to be able to afford to keep my home warm
Anti social behaviour on the station. Cwtch is a drug den. Don't feel safe in back lanes – drugs
Appointments with the doctor – currently impossible to get an appointment
As long as the bin men keep coming, I'm alright
Being a tenant myself, I find the state of gardens disgusting and the use of illegal substances. Where are the housing officers to check on this?
Better bus service to Cardiff
Better libraries service
Better street lighting
Better transport around Caerphilly – traffic is a problem
Better utilisation of Ty Penallta – the best Council building is NOT being utilised properly
BIG you need to get up to speed with your eco pledges – grass, meadows and tree planting, take a leaf out of Newport
Bin collection – good
Bin collection, litter everywhere. Bins left all over the street
Bin men in Bedwas are fabulous
Bins
Bins – nuisance if they're not collected
Bins – personally don't use much else
Bins being emptied on time – credit to the team they are really good
Brynheol, Bedwas – street parking has to be on the pavement. Would like an assessment of the street. Take away the pavements/remove the grass
Build on brownfield sites
Building a community, where they would come together, especially during cost of living crisis

Bus is important in Nelson as there is no train. Lots of investment in the metro but not helpful here. It takes too long to get to work on a bus so have to use car. No direct routes
Bus service – really good, important to me as a pensioner, public transport is essential
Bus service terrible – cancelled unannounced
Bus services to be run more effectively – such as on time. Bus drivers should also have a decent level of behaviour towards the public
Bus, trains really good in comparison to where we lived before
Car parking – need strict enforcement
Car parking – people park where they shouldn't – not enough parking, not enough disabled parking spaces – none in Aberbargoed. More enforcement would help with bad parking. Cameras on crossing guard, lollipop stick
Car parking – there isn't enough
Care for the elderly – I volunteer with Age Cymru – important to keep elder and vulnerable people engaged with the community
Cared for open spaces – parks for children, trees and plants for attracting wildlife
Cash desks in libraries – need to reopen. Not everyone is able to do transactions online
Central place, easy access to other areas, attractive area to live
Churchill Park – damp home, Caerphilly Homes - WHQS – happy with my new kitchen and bathroom
Claude road – walls knocked down that were perfectly good
Clean and tidy towns with bins emptied regularly
Clean up of the rivers and walking areas around the Blackwood area
Cleaner environment is important
Cleaning Rhymney up
Clear communication, make it clear who to contact for a particular issue, make it easy to contact/resolve issues, signposting and first point of contact
Communicate changes
Communication and consultations – go to where people are – don't expect them to come to you
Communication is key – progress and achievements, more openly and regularly
Community events
Community events – really missed firework display this year. Safe, fun for children and family
Community Safety
Community Safety
Community safety
Community safety – Morgan Jones teenagers intimidating, smoking weed
Community safety – walking police beats
Community Safety including safe use of mobility scooter/wheelchair/children in prams. On pavement parking is a problem for me as a mobility scooter user
Community transport for people who cannot afford public transport/less able people to be able to get to shopping and medical appointments
Community transport/accessible transport is not available and therefore, the most vulnerable residents have no access or way to access community services and settings. This contributes to a decline in mental health and wellbeing as needs are not being met. Preventative measures are far more cost effective in the long term and investment in this area would be very beneficial and help build resilient communities
Concerned about new houses – are they going to be available for youngsters? Also effects on services and infrastructure
Concerns over the timing of consultations, how do the elderly get involved? Accessibility and mobility. Over reliance on digital. Allow for people who work.
Council accommodation has improved
Council tax – delays. I want to pay but not on the system
Council Tax – the lower the better – need good budgeting

Council tax rises
Councillors have had a pay rise of 5%
Create more warm hubs – possibly using empty shops and churches. Community hubs
Customer Services – Make it easier for people to get hold of the council on the phone
Cutting back brambles – Mill Road lane – doesn't get done often enough – brambles go over handrail
Cwm Calon - Issues with charges to management company – increases unrealistic – there should be a discount on Council tax
Cycle paths – active travel – could be vastly improved
Dated leisure facilities, but get what you pay for. Council tax much higher elsewhere. Not much that is unacceptable, not much that's excellent either
Day centres were well used before the pandemic but not so much these days
Deputy CEO role would pay for how many extra carers?
Derelict building at end of Van Road (Manchester House)
Development of cycle ways and public transport
Dog bins aren't emptied enough, disgusting
Dog fouling – more bins and frequent cleansing/emptying
Don't seem to spend money on the place, don't know what tourists must think of the place
Don't touch green spaces
Drains and gullies in particular, in Morgan Jones Park
Drains blocked by leaves by Asda
Duplication of communication in both Welsh and English – waste of paper – should be able to request language we want
Ease of access to health care
Education
Education
Education – thinking of the younger generation important for the future generations
Education and schools
Education is important
Efficient services are important
Elderly care
Elected members – chats from politicians all year around and not just at election time
Elected members should work more closely with the local community council
Empty properties – privately owned homes, not well maintained
Empty shops in the high street
Emptying bins and dog mess bins – plus more of them
Environment – conservation of the river and the local environment
Environment geared towards community use
Environment, green spaces
Environmental issues – litter, dog waste, recycling
Everyone is safe and everyone is happy
Everything else is ok.
Face to face with GP
Facilities for infants/babies
Facilities to encourage engagement of communities
Family
Fear of Crime - Use CCTV as a deterrent
Feels like a neighbourhood always clean and tidy.
Fill in the potholes on the side streets

Filthy streets (Clive)– disgusting, litter everywhere, the council guy is cleaning but it's just getting messed up again, marring the town.
Financial and Council Tax Support
Financial support for residents
Flooding in lower graig y rhacha due to poor drainage but when the council came out to investigate, there were about 8 people. Surely didn't need that many people. Could be more efficient.
Fly tipping esp up Bedwas/Machen mountain
Fly tipping in lanes – Pontywindy Road
Fly tipping, spoiling our many beautiful areas
Free parking to continue (with time limit)
Free school meals
Free school meals – shouldn't give people cash that they can spend on other things, the food delivery was a good idea but some parents don't spend the money on food for their kids. Better to give vouchers e.g. Healthy Start Card could be topped up as you're only allowed to spend that in healthy foods
Generally happy – when you call the council, there's still something about covid on the message
Get rid of the drug users in Rhymney
Good health facilities
Good local services – we have some. Bring more into Caerphilly
Good quality council homes
Good that parking is free but there are never spaces
Good, well maintained public facilities such as toilets
Grass cutting – cut back because of costs
Grass too long for kids to play
Green recycling – that's good – bin men are reliable
Green space.
Green spaces and environment
Green spaces, nature and wildlife
Green spaces, parks and toilet facilities
Gritting in winter – never comes down my street
Groups for young children/activities
Having a place to go to keep warm. Important for those who are homeless and in temporary accommodation
Having access to the library and all the events/activities it provides
Having two children, my main priority is their safety and development. Such things as modern playgrounds and play areas, no dog poo on the grass on play fields, dogs not on a leash in the parks/play fields chasing children will help.
Health - NHS services have gone downhill since Covid. Contact with GP via an app over the phone
Health services
Healthy green spaces
Help for families struggling for food
Help for vulnerable families – food banks, some people don't know where to go to ask for help and some people are afraid to ask
Help for working single parents – financially/emotionally
High pollution levels in Caerphilly
Highways really helpful
Home care – what is the process? Delayed transfer of care. Solution would be to make it pay to be a carer
Home to college transport
Homelessness

Hospital waiting list (casualty)
Hot water in the toilets at the Twyn is FAB!
Housing – lots of homeless around here
Housing – registered for a house swap a year ago. There isn't enough social housing to downsize in 3 bed house and want to move to a 2 bed bungalow with support network
Housing and tackling homelessness
Housing and tackling homelessness
Hubs and other facilities which are available for vulnerable people of all ages
I enjoy living in Bargoed
I think libraries are important community hubs. They are welcoming and warm and free to use with classes, toddler groups and groups for people to socialise so they don't feel isolated
I use buses a lot, where I live there are lots of buses but since Covid there are no timetables in the bus stops
I'm really impressed with the Council. Refuse and recycling is exemplary, and regular; highways, buses are fantastic, really impressed with street scene, it's really clean; refuse tips are brilliant, guys are amazing (ex-Forest of Dean, been in areas for 7 years, loves the canal)
Important and not so good – street cleansing, gully suckers, road sweepers
Improve frontline services – e.g. street sweeping
Infrastructure investment – needs long term repair to highways, not just patching up
Infrastructure to support new housing developments – doctors, opticians etc
Insulate homes
Insulation of council properties – cold air from the attic, would help keep heating costs down
Introduction to the Warm Hub. This will help bring together those that are isolated and lonely
It's nice where we live
Job creation
Job creation
Keep all the leisure centres and public libraries open
Keep dogs on leads and people should clean up after them
Keep the library – it's a hub for the village, there's lots going on here, conversational Welsh, scrabble, book club etc
Keeping green spaces
Keeping services such as libraries and leisure centres
Keeping the town centre vibrant (Caerphilly)
Learning is key, leisure centres and libraries are essential
Leave our nature areas alone, stop building on the fields
Leave street lighting on at night time for the elderly!
Leaves on the pavements, drains blocked (Park Place, Gilfach)
Leisure – community hubs
Leisure and library facilities. Combined, these provide a holistic approach to physical and mental health.
Leisure centre – more facilities, swimming pool
Leisure centres
Leisure centres are a big part of the community
Leisure provision – more activities needed at Sue Noake LC
Length of time processes and responses take from the council
Less money spent in Risca than in the Rhymney Valley and Caerphilly
Libraries
Libraries
Libraries – I love reading for enjoyment and learning, social aspect good for mental health. "I'd be lost without the library"

Libraries – regular user, great staff and service, not just books but childrens activities, community etc
Libraries and a new swimming pool
Libraries are essential – reading/information/community involvement
Libraries play a vital part in community life and as such, core services within the libraries should be prioritised. These would include the book fund and money for specialist projects to support local history. Family history resources support community pride and create a sense of belonging – this is vital to maintain vibrant and progressive communities
Libraries provide so much for the public. They are a hub to the community and a safe environment where the public come and spend many hours in a warm and safe environment. Many activities for all ages which is a huge benefit for mental health
Libraries, community hubs, important to encourage children to learn and read,
Libraries, leisure centres – all ages of my family use these facilities weekly (and quite often more regularly than that)
Library – I'm a regular reader and used to bring my grandchildren when they were younger
Linc are an excellent organisation – experience is very good living on one of their estates
Linked up transport infrastructure – people have to wait too long for buses (sometimes up to two hours)
Listening to residents
Literacy skills and numeracy skills for young people – LIFE SKILLS
Litter control
Litter everywhere
Litter not taken away by sports teams when using local pitch (pitch near the Plough on the way into Gelligaer)
Litter picking is important
Litter, broken glass in parks where children play. Improve parks (Pontlottyn was vandalised so understand it is a problem for the Council too)
Live music
Living in Ystrad Mynach is good – close to shops etc, the people are pleasant and it is a nice place to live
Local amenities such as libraries, leisure centres, sports activities and youth centres
Local elected members (Shane and Jamie) are really great
Long waits for emergency services – ambulance when mum had a stroke
Loose drains need repair
Loss of green space through building development, cutting down trees, loss of biodiversity (birds)
Love the library
Lower council tax
Mae angen mwy o wasanaethau yn Gymraeg. We need more services in Welsh.
Mae fy meibion yn mynychu ysgol Cymraeg ond does dim cyfleoedd iddynt ddefnyddio na chymdeithasu yn Gymraeg tu allan i'r ysgol My sons attend a Welsh language school but there are no opportunities for them to use or socialize in Welsh outside the school.
Mainly just making life as affordable as possible with an infant!!!
Maintaining libraries – especially Ystrad Mynach. The staff are wonderful and know my children by name!
Make more of tourist attractions
Make sure homes are liveable, safe and secure, cater for large families
More access to 5G and free wi-fi – wi-fi needs to be secure
More activities for young people to prevent anti-social behaviour
More advertising for things – didn't know lantern parade was on this evening
More care in the community – looking after each other
More community events e.g. fayres
More council housing is needed

More dog fouling bins are needed. In New Tredegar some have been vandalised but not replaced
More efficient systems
More facilities for children
More grass cutting
More help for the elderly
More help for young families
More job opportunities for school leavers.
More kids activities
More money needs investing in small charities such as Caerphilly People First – which is replacing some of the services that day centres were providing
More new books in the library (Risca), kids' activities and fixing leaking ceiling there would be really nice. We love Risca
More NHS dentists
More parks for the children
More people need to volunteer (I used to but can't now due to health
More play provision and respite options for disabled children and their families
More private housing
More private housing not social housing
More social housing
More street lighting
More support for residents during the cost of living crisis
More visibility of councillors – never see them, they never call to check all is ok
Moved to Merthyr and bins are smaller, get notices if they're slightly over full, we get a notice. Council tax is higher as well.
My garage between Herbert Street and Charles Street, Brithdir. The Council gri? Is letting in water. It is too shallow. Thank you if it can be done by you
My library service is a lifeline for me, providing me an inclusive, safe non-judgemental environment. Books that I could not possibly afford to buy, company, endless information, warmth in the cold, groups to join and take part in
My sons attend a Welsh language school but there are no opportunities for them to use or socialize in Welsh outside of school
Narrow pavements and very few dropped kerbs
Need a joined up approach
Need to listen to residents more
New build housing more benefit
No communication.
NO Council Tax increase
No local neighbourhood feel
No new buildings or infrastructure in Ystrad Mynach
No school availability
No street cleaners
Not enough green spaces
Not enough money is spent in Rhymney – we need to clean up the town centre. Local councillors are not good but our MP is. Policing is appalling.
Not everyone is online – need face to face and other ways of getting in touch with the council
Nothing for teenagers to do
Nothing I'm unhappy with other than the bus service – is not good as it used to be. Cardiff bus is always late on Nantgarw Road
On the list waiting for housing for 8 years
One way system can cause havoc sometimes (Caerphilly town centre)
Open spaces – places for my children to play. Not building on open/green spaces

Openness and transparency in council business
Outdoor spaces are important
Parking control outside Plas y felin
Parking could be better everywhere, especially around schools, secondary school parking in primary car park
Parking enforcement – money raised from fines – where is this going? Money should be fed back into the local infrastructure. Enforcement doesn't happen at the right time e.g. real issues around school pick up time
Parking in the village is an issue
Parks and green spaces *question asked about potential campsite on Crescent Road and was not in favour of this....
Parks and green spaces are important for well being and health
Parks and green spaces for well-being, enjoying nature, we're lucky
Parks and Play areas - Need new equipment
Parks are good – more nature walks would be good
Parks are good, we need an AstroTurf pitch
Parks for the kids
Pathways safer and cutting trees/bushes to make it safer
Pavements – tripped on broken slab in Castle Court recently
Paying for parking permits, lack of on street parking in Caerphilly town for residents
Paying full council tax as a pensioner
Penpedairheol – the bus is not often enough and journeys take too long – there are no direct routes to Cardiff for example – via Pontypridd
Pensioners struggling to afford bills
Places for people to have social contact – Caerphilly Miner's is good but out of town, something is needed in Caerphilly
Please maintain good quality open spaces – good for mental health
Plenty of choices of shops – i.e. not all takeaways
Police – underfunded and undermanned. Never see police officers walking the streets and impacts on fear of crime
Policing and vandalism on Lansbury Park (fires)
Potholes
Potholes – more investment needed in highways. A pothole recently caused a tire blow-out
Preservation of essential services (Trading standards, housing education etc)
Preservation.
Preserving services we already have such as libraries and leisure centres
Pretty, quiet neighbourhood. Machen looks tired and more businesses
Protect our green spaces, protect our countryside. Really like the walks, Keep footpaths clear – encroaching brambles (Bryn Dilwyn, near Rudry)
Providing opportunities for attainment – be it cultural, educational or income based, ensuring a decrease in pressure on social and care services and the council as a whole
Public toilets
Public toilets – in park dirty – means parents let children go in bushes
Public transport – buses – I don't drive
Public transport – buses need to be more on time throughout the borough for people relying on public transport
Public transport – I don't drive but buses are unreliable
Public transport - join Metro up to Caerphilly, newer buses
Public transport - Miss out on services – bus service dropped off but not returned
Public transport – night bus service needed and free bus pass important
Public Transport – would like to see a better timetable with more buses for Penpedairheol

Public transport can be a life saver - access to others and social integration
Put more effort into tourism, publicise castle, Llancaich Fawr, country parks
Raise awareness of climate change
RCT get free bags for food waste, why not here?
Really like living in Risca, especially compared to other places the family have lived (out of county)
Recycling and litter – support for litter picking
Recycling, keeping things tidy in green spaces
Refuse and Recycling - Important – and very good
Refuse collection
Refuse collection
Refuse collection
Refuse collection – don't like it piling up – or garden waste
Refuse collection – essential – CCBC is really good
Refuse collection – excellent collection
Refuse collection – missed collections, food waste bins just thrown about
Refuse collection – they take all of our stuff and that is good
Refuse collection important – we live by a brook and there are rats
Refuse collection is good
Refuse collections – sometimes leave bits all over the street
regular recycling service
Reliable bus service
Reliable chemist
Repair to Council houses – lack of. Nothing done at all – lots of things need repairing in my home
Residents parking, can never park. Van Road, wheelchair users having to go on the roadway, cul de sac, permit free
Residents speeding
Resources for early learning (ALN)
Resources for Welsh translation - Welsh Government Policy – then should be funded properly so to not delay communication (example of job advertisement delayed)
Restore street lighting after midnight
Retain essential CCBC services and staff
Road maintenance
Road maintenance – blocked drains and potholes
Road maintenance – holes in the road
Road maintenance – Pot holes in the road
Road safety – Lewis Street, Ystrad Mynach – cars going the wrong way down a one way system
Road safety – pulling out into Bedwas Road
Road safety – Residents are speeding through the main road to Gelligaer
Road safety – speed limit not adhered to, 30 mph limit ignored (Beulah Street)
Road safety issues -traffic calming is needed, it's not the what but the how that needs to change (not speedbumps!). Council needs to work with Police and partners
Road signs are unreadable – either dirty or obscured by trees
Roads and highway maintenance
Roads and Highways Maintenance
Roads are full of potholes
Roads at the moment are terrible with pot holes and the amount of road closures in the northern end of the borough
Roads dug up all the time
Safe community places
Safe environment for family, especially our children

Safe spaces, anti-social behaviour is a great concern in Pontllanfraith.
Safety in community
School crossing patrols
School dinners – peace of mind
Schools
Schools – as parents
Schools – even more important now –
Schools – love the school but the parking around the school. What’s going to happen with the new build after school provision
Schools – safe toilets, separate toilets for boys and girls in schools (womens’ rights network)
Schools good – but not single sex schools – not very modern. Need more funding for English speaking schools.
Schools, leisure centres, libraries, sports grounds and community facilities generally
Separate litter bins in the town – they fill up too quickly
Service users are often now not attending sessions with Caerphilly People First due to the poor transport/transport issues
Shops that close – lack of shops in Caerphilly
Should have youth clubs for teenagers
Social care and homelessness. I work in charity for homeless people. People deserve to be looked after
Social Care in the community? Not joined up, who does what
Social care of community
Social services
Social Services aids support brilliant
Social Services home care, care for the elderly and facilities for children
Social services support is excellent and has been invaluable for family members. This is vital
Solar panels on light posts
Solutions to this: Leaflets in with Council Tax bills and other regular mailings; Ward members should share information with community e.g. Ward surgeries; Use local papers and Facebook groups
Sometimes, 2/3 refuse/recycling lorries in a street at the same time, when there’s one way in and out, we have to wait for the other cart to come out
Somewhere for the kids to go – promised a skatepark but nothing. Particularly older children (10-16)
Somewhere for young people to go to prevent anti-social behaviour
Somewhere safe to play
Speed control on Lewis Drive
Spending our money on things that provide best services for the public, i.e. libraries. Ask us!! Listen!! And then ACT
Split year classes in school – this affect friendships
Sports and leisure provision – access to good community facilities for all ages
St Martin’s Estate – pavements and roads, leaves clogging drains
Staff communication
Stop kids on streets – Gelligaer. CC needs to be more used by kids
Stop people littering
Street cleanliness
Street cleansing
Street cleansing
Street cleansing – roads in Senghenydd need cleaning – litter – otherwise happy with all services
Street cleansing – they never do my street
Street cleansing at the top of Caerphilly town

Street lighting
Street lighting
Street lighting
Street lighting
Street lighting
Street lighting – Bonfield Park
Street lighting – could be improved
Street lighting – dangerous to be off from midnight – for night shift workers
Street lighting – fell walking home from a birthday party as it was so dark
Street lighting – going off at night is not good
Street lighting – I work early shifts and lights aren't on
Street lighting – money spent to switch to LED then they were turned off
Street lighting – problems with break ins in the area e.g. garages
Street lighting – put back on overnight
Street lighting – switch off at night has lead to more break ins
Street lighting – very dark about Caerphilly at night
Street lighting at 12 o clock in the night is dangerous (walking home)
Street lighting at night (after midnight)
Street lighting going off at night
Street lighting making it dangerous in evening and early morning in winter
Street lighting off too early
Street lighting! Being dangerous to the general public in nights when they go off at 23.30 hrs. Trip hazard etc
Street lights – 12pm better, pitch black on steps too early
Street lights – keep them on!
Street lights back on after midnight
Street lights should be on longer at night.
Street lights,
Street lights, I leave at 4am for work
Street safety – lighting and anti-social behaviour
Street sweeping – clearing culverts and drains of leaves
Summer music festivals – attracting local business and tourism to the area
Support and funding to help people return to work after having a baby
Support for new parents including baby groups
Support for people who care for the elderly
Support housing – repairs
Support local businesses in town centres
Support stroke victims to access GP appointments
Sustainable transport
Tackling environmental crime – litter, dog fouling
Tackling food poverty
Tackling food poverty and providing free school meals
Tarragan project – council currently pay for the plot, but more money is needed to maintain the project, money for tools, materials etc. Users are not in a position to apply for grant funding without support
The availability and consistency of buses
The borough looks dirty – not kept clean
The cost of heating and lighting the main Council offices at Penallta that are under occupied
The council collect my bins and clean my streets, I think they're great
The environment and family nearby

The equality and equity of the support (financial etc) available to everyone in these difficult times
The glass and rubbish in the play parks and the skate park
The preservation of wildlife
The small minority of dog owners need to be more responsible
The speed that cars travel esp in residential streets like Beulah Street
There is so much money in reserves so why are we looking to make cuts
Timing on housing repairs – 4 months for a front door, really bad. Mould, condensation, windows, the manner of staff
To be able to access face to face
To be able to heat my home
To feel safe at night when coming home late at night, there are no street lights on. I am concerned for daughters safety as well as my own and others
Toilets in Caerphilly need to be free, often can't find 20p when needing to go (have a disability)
Tourism, conservation and development of rural areas (used to live in Ystrad Mynach but now live in Thornhill)
Town centre improvements
Town centre regeneration is needed
Town centres and high streets – empty shops considered
Town cleaning
Traffic calming measures are needed – Bedwlwyn Road
Traffic control should be brought back near Nant y Parc Primary School in Senghenydd
Traffic issues will worsen as the number of people in Nelson grows (re new housing developments)
Traffic noise, traffic speed
Transport – very important issue. Buses are frequently cancelled and it took one service user two hours to get from Abertridwr to Bargoed due to the wait for buses in between
Transport access* better public transport
Transport links
Transport links
Use of library most important
Use reserves – the rainy day has come
Vandalism – make sure kids here get somewhere to go, something to do – youth clubs
Very complementary of council services – no complaints about service provision
Viable Public Transport options – connectivity
Waiting lists for NHS treatment and concerned about A+E waiting times (has experienced a 15 hour wait at the Grange)
Wardens in sheltered homes – we don't have a warden any more but there is no one to keep an eye on the older residents
Warm hubs
Waste Collection and Recycling
Waste collection and recycling
Waste collection and recycling
Weed clearing very good
Well maintained walking paths
What are we doing with the empty satellite buildings? Can save money by closing these and bringing staff into Penallta House. Share office and desk space with other organisations
Where will patients from Gelligaer surgery go (when it closes)?
Why do we need to save £35m when the council have £180m saved?
Wider – need rail link to Cardiff airport
Workers vehicles taking up parking spaces
Would like to see more positive uses of assets and green spaces

Would love to see more in the way of LGBTQ+ groups/clubs/events that support families as a whole
Writing tables in school
Youth groups, OAP groups