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Qualitative Evidence for the Assessment of Local Well-being

Citizen engagement report

Well-being of Future Generations

City and County of Swansea Council

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1 Introduction

This report documents the findings of an independent assessment into the well-being of people in the City and County of Swansea. The Well-being of Future Generations (Wales) Act (WBFGE) requires the Public Services Boards (PSBs) within each local authority area in Wales to obtain qualitative information as part of the assessments they are required to carry out. Miller Research in partnership with Bruce Whitear Consulting were commissioned by Neath Port Talbot County Borough Council, on behalf of Bridgend CBC, Neath Port Talbot CBC, the City & County of Swansea and ABMU Health Board to support this process.

The commission involved the collection and analysis of evidence from primary (new) research as well as secondary (existing) information. Primary data collection was undertaken through a series of workshops / focus groups, one-to-one interviews with stakeholders, and a large-scale survey – all of which obtained responses from 636 individuals over the Western Bay Area among whom 239 identified themselves as living in the County and City of Swansea.

This report is structured into five chapters:

- Chapter 2 provides an overview of well-being in City and County of Swansea by theme.
 - Chapter 3 analyses well-being by Community Area
 - Chapter 4 provides an overview of well-being for Citizen Groups
 - Chapter 5 presents the secondary research findings
 - Chapter 6 offers a summary and recommendations
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- Appendix 1 provides context for the assessment by describing the Well-being of Future Generations (Wales) Act

2 Well-Being in the City and County of Swansea

This chapter of the report provides analysis of the research findings for the City and County of Swansea (herein referred to as Swansea) for the four WCFG Act themes:

- Cultural,
- Economic,
- Environmental, and
- Social.

The purpose of this chapter is to provide research evidence that can be used by the PSB to inform the development of future well-being plans. The first section provides analysis of the research findings for Swansea for each theme.

2.1 Primary Research findings

This section draws on the primary research findings to provide an assessment of well-being for each theme, for Swansea. Each section broadly follows a similar structure. The meaning of each theme to the people in the region is discussed first, followed by aspects that contribute towards well-being, and finally suggestions for how well-being can be improved are discussed.

There was high level of awareness of the term well-being among the 239 survey respondents, with 96 per cent indicating that they were familiar with the term prior to being asked in the questionnaire. Generally speaking, the survey respondents' understanding of what well-being meant was well-formed. Responses were centred on a person's physical and mental health, with many commentators referring to well-being as holistic or rounded – covering all aspects of one's life. Many references to being happy and content were recorded by respondents. The majority of workshop attendants knew the word but might not have used it on a regular basis.

“Having a laugh with other people, not being miserable, not worrying about things” (Swansea workshop, septuagenarian)

2.1.1 Cultural Well-being in the City and County of Swansea

Respondents were asked what cultural well-being meant to them and the responses were coded into four distinct categories¹ relating to the most popular definitions. Swansea residents were most likely to define cultural well-being in terms of arts, theatre, literature etc.² (38 per cent), whilst one quarter (26 per cent) defined it in terms of heritage, language, traditions and beliefs etc.³ (Figure 1).

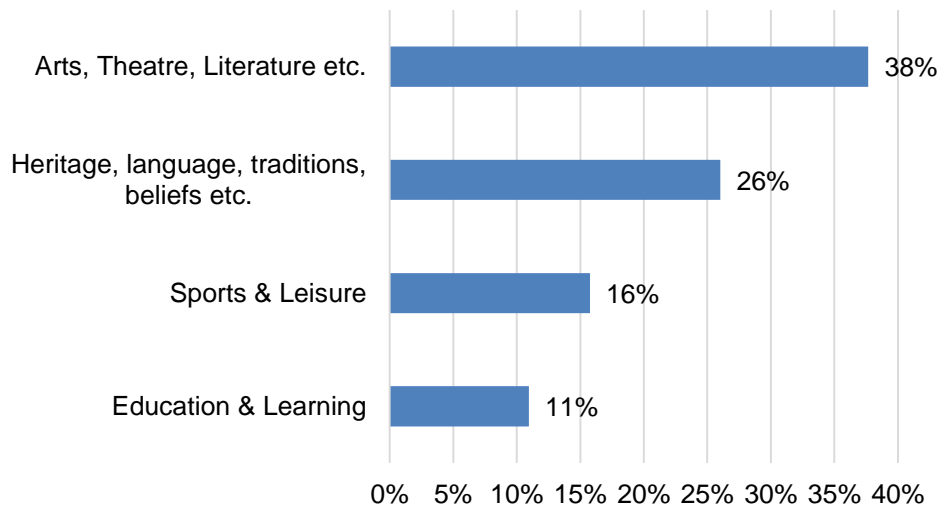
¹ Categories were established following a content analysis exercise of the overall dataset (all three regions combined). Common factors were grouped until distinct and meaningful categories emerged. Qualitative findings from each region were subsequently categorised into the pre-defined groupings.

² This category included the following related themes: Arts, Theatre, Literature, Museums, Cinema, Film, Poetry & history.

³ This category included the following related themes: Heritage, Language, Traditions, Beliefs, Customs, Wales / Welsh.

For 16 per cent of the survey sample, cultural well-being was related to sport and leisure activities, whilst one in ten respondents referred to it in terms of education or learning. Other responses included sentiments like having a sense of belonging or feeling part of the community.

Figure 1 Categories of the Meaning of Cultural Well-being According to Survey respondents in the Swansea Region



Source: Miller Research (UK) Ltd. – Well-being Assessment Online Survey 2016.

Figure 2 Thinking of cultural wellbeing, what do you think this means or refers to?



Source: Online Survey (Swansea). N=165

Figure 3 What TWO things do you think could improve your level of cultural wellbeing?



Source: Online Survey (Swansea). N=151

Survey respondents were also asked which aspects of their lives contributed towards well-being and the largest proportion talked of accessing cultural activities (Figure 2). Sentiment from those at the workshops however, referred to the difficulty in accessing such activities in Swansea, as expressed by one commentator:

“There’s no alternative culture, no film or music, no live bands. You have to go to Bristol for music” (Swansea Workshop)

Allied to this point, some workshop attendees expressed a need for investment in music and live music venues to help enhance cultural well-being in the area.

During the workshops, the Welsh culture and language (including learning to speak Welsh) dominated responses when people were asked what two things would help their cultural Well-being (Figure 3). Conversely, however, some people felt that the Welsh language dominated Welsh culture at the expense of other factors:

“Being Welsh is more than the language - personally I get more out of learning about the history of Wales and how it links with my life today. There's too much emphasis on the language, in my opinion.” (Swansea Workshop)

Others made the point that although they may not speak the language, this did not take away from their interest in Welsh culture generally.

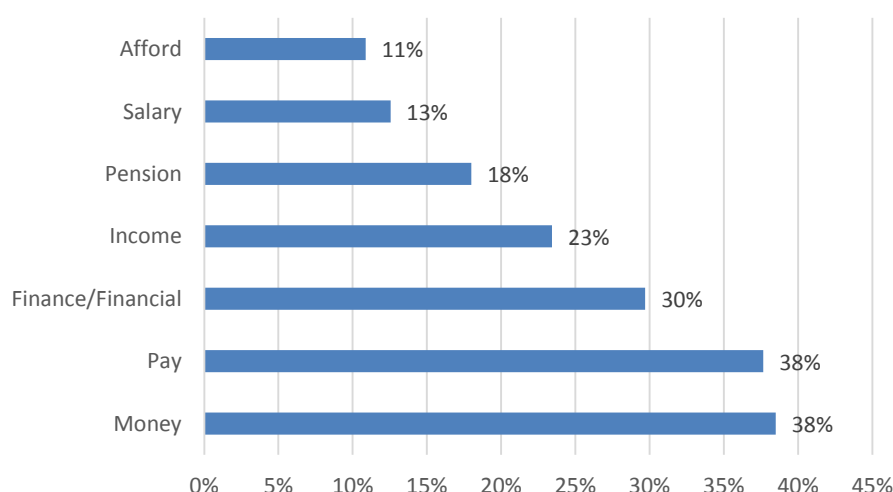
Notably, almost a fifth (18 per cent) of survey respondents mentioned that volunteering would provide access to cultural activities and thus contribute to well-being. Similarly, the factors that would improve access were linked to achieving cultural well-being.

2.1.2 Economic Well-being in the City and County of Swansea

In general terms, the people who engaged with the assessment indicated that an individual's economic well-being was primarily concerned with the amount of money (income) they had as well as their overall standard of living. Almost three quarters (72 per cent) of survey respondents mentioned words associated with money⁴ when defining what economic well-being meant to them (

Figure 4). Of note, among survey respondents one fifth (20%) used statements with the sentiment of 'having enough money' or similar when describing economic well-being.

Figure 4 Categories of the Meaning of Economic Well-being According to Survey respondents in the Swansea Region

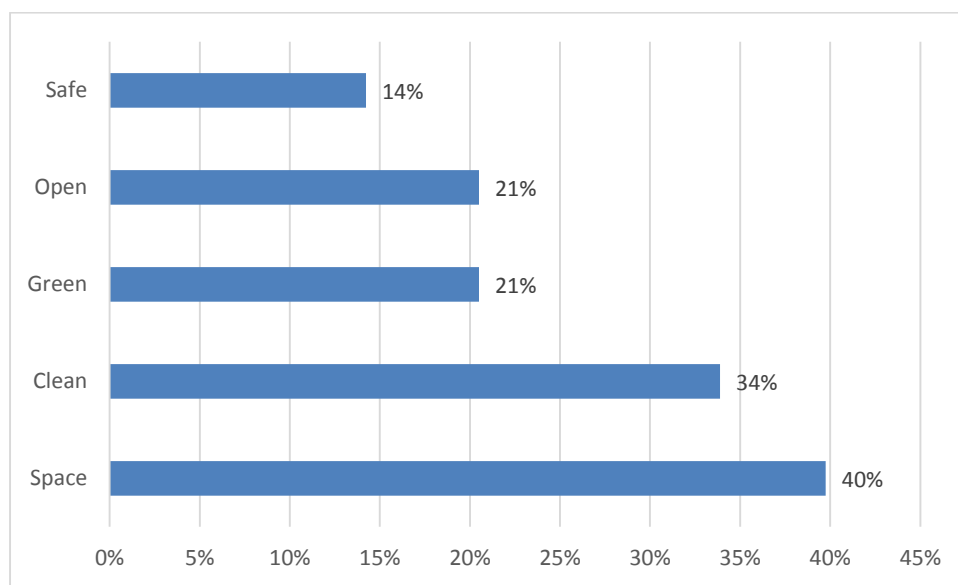


Source: Miller Research (UK) Ltd. – Well-being Assessment Online Survey 2016.

⁴ The following search terms were used: 'money, income, finance, financial, financially, pay, afford, earnings, salary, pension'.

access the outdoors (26 per cent⁸). Figure 7 shows the words most quoted by survey respondents when asked to define environmental Well-being, these also corroborated with the workshop attendees who focussed on access to parks, clean, open spaces, and pleasant areas outdoors to walk / sit. Workshop attendees spoke of the need for a 'nice place to live', a safe community to live in, or a 'cleaner environment without litter, graffiti and other eyesores'.

Figure 7 Categories of the Meaning of Environmental Well-being According to Survey respondents in the Swansea Region



Source: Miller Research (UK) Ltd. – Well-being Assessment Online Survey 2016.

The proximity of the coast and good quality beaches was cited by many workshop attendees as being a major influence on well-being. Being able to access a good, clean environment was seen as the key contributor towards achieving environmental well-being, mentioned by one third of respondents:

“I can easily access a local country park to play with my children and walk. Having access to the Gower - beautiful”

Such access did not come as easy for all workshop participants as expressed by one commentator:

“We live in an amazing area, but lots of people live in terrible areas within it and never go to the beach. They can't because of transport and the amount it costs”

Clearly there are some barriers for some residents to access the natural environment and as suggested above, it is those on lower incomes perhaps, who suffer the most. This sentiment was reinforced by the survey results, as the need for 'better' or 'improved' facilities or services were mentioned by nearly half (48 per cent) of the sample. One respondent commented that improvements could include:

⁸ The proportion of respondents who mentioned the following words: outdoors, open space, green space, outside.

“Better public transport services - more regular and less expensive; tidier city/town centre shopping streets.” (Survey respondent).

Figure 8 The meaning of environmental well-being – survey respondents in Swansea



Source: Online Survey (Swansea). N=170

Figure 9 Factors that would improve environmental well-being – survey respondents in Swansea



Source: Online Survey (Swansea). N=167

Nearly one quarter (23 per cent) of respondents made reference to cleaner or tidier streets⁹ (with one in ten referring to ‘litter’) as being necessary to improve environmental well-being. At the workshops, there were extensive comments about litter, the need for provision of more dog waste bins, and a need for education about waste disposal and recycling.

2.1.4 Social Well-being in the Swansea

Social well-being means having a good network of friends and family according to the great majority of those responding the survey (65 per cent)¹⁰. Having access to activities, leisure facilities or community events was also mentioned, along with feeling safe. The following quotes provide an overview of what social well-being meant to survey respondents:

“Having a network of friends/family members and not being lonely or isolated.” (Survey respondent – Swansea)

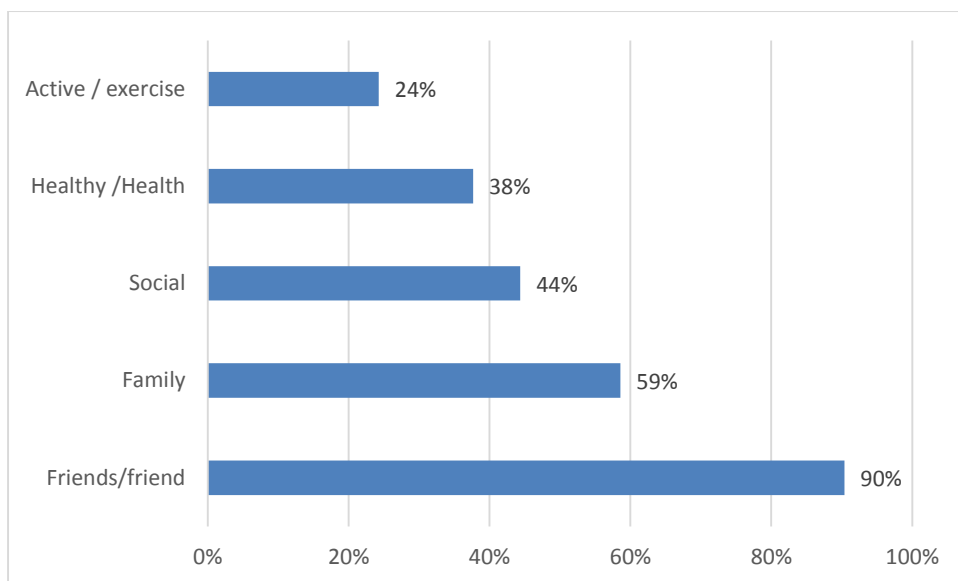
“Strong social networks, plenty of activity and feeling part of my community.” (Survey respondent – Swansea)

“Having a loving family and friends and neighbours around. Also living in a safe neighbourhood with low crime.” (Survey respondent – Swansea)

Figure 10 Categories of the Meaning of Social Well-being According to Survey respondents in the Swansea Region

⁹ Search terms used: tidy, tidier, clean, cleaned, cleaner, rubbish, mess, litter, graffiti.

¹⁰ Search terms used: Family, friends, friend, families, social.



Source: Miller Research (UK) Ltd. – Well-being Assessment Online Survey 2016.

Figure 11 The meaning of social wellbeing – Survey respondents from Swansea



Source: Online Survey (Swansea). N=204

Figure 12 Factors contributing to social wellbeing – Survey respondents from Swansea



Source: Online Survey (Swansea). N=178

During a workshop, a general comment was made in terms of there being an overall deterioration in social well-being in areas of Swansea. One person stated that:

“communities don’t function as well as they did in the old days”;

Whereas a relatively young member of the general public placed the blame in part, at least, on social media:

“People have less and less interaction nowadays, especially face to face. They don’t feel the need to leave the house any more”.

The same person also expressed the view that a very highly developed social network may not always be good, as: *“people have to learn to be independent”.*

Family and friends were also the most significant contributors to social well-being in Swansea (73 per cent of responses), followed by being active or healthy¹¹ - as mentioned by 44 per cent of the sample:

“Being healthy, having close friends and being active, especially walking.” (Survey respondent – Swansea)

Overall, 20 per cent of the sample mentioned the words ‘health’ or ‘healthy’ illustrating that this was also an important element of achieving social well-being for people in Swansea.

Understandably, when asked what would help to improve social well-being, being able to spend more time with family and friends and being healthy / more active featured highly. Suggestions were provided to how this could be achieved with many referenced to there being more / better access to (affordable) leisure facilities. Having more time (away from work) and more money to facilitate access to leisure activities were also mentioned frequently.

At the workshops, some described Swansea as a “no-go” area at night because of drug and alcohol users and a lack of policing. Participants wanted to introduce changes to make it feel a safer place to be out in the evening.

3 Well-being by Community Area and Theme

This chapter of the report explores the six community areas in Swansea (Bay East, Bay West, City, Cwm Tawe, Llŵchwr and Penderi) by the four well-being themes (cultural, economic, environmental and social well-being). This draws upon the primary research carried out via the online survey and workshop groups as set out in the methodology (Appendix 2).

3.1 Bay East

3.1.1 Cultural Well-being

Bay East survey respondents were most likely to suggest that cultural well-being is about cultural services such as arts, theatre, literature and museums and being able to access these in their community area. Whilst there was less of a focus on Welsh heritage, language and traditions than in some other communities, there were several references to enjoyment of cultural diversity, for example:

“Being able to mix socially with a diverse group of people from different backgrounds and cultures. Being enriched by spending time with people from a range of social and cultural backgrounds.” (Survey respondent, Bay East).

Survey respondents discussed that being part of community / group and having a sense of belonging were important aspects of cultural well-being, along with the opportunity to contribute; illustrated by one workshop attendee who defined cultural well-being simply as: *“giving to society”*.

Taking part in social and cultural activities and groups were the main contributors to cultural well-being in the area. These included singing groups, music/art/theatre, diversity festivals, libraries, public venues, volunteering, LGBT groups and the U3A, amongst others. Workshop attendees also noted that activities such as arts, sewing and making outfits for family members

¹¹ Or related actions which achieve a similar outcome – Search terms used were: exercise, fit, fitness, walk, gym, active, health, healthy & diet.

contributed to their cultural well-being. Also, two workshop attendees in this area noted the importance of volunteering in the community to embed themselves in the local community, for enjoyment and to enrich their lives. A workshop attendee noted writing, poetry and the arts (Swansea art gallery about to re-open) as important for their cultural well-being. Again, the access and ability to participate in membership groups contributes to both survey respondents' and workshop attendees' cultural well-being. However, one survey respondent noted:

"I'm disabled and have no social life or opportunities to do anything like this".

Suggested improvements for cultural well-being in Bay East were varied, but included discussions around having more time for cultural activities, more promotion of current activities and affordable options for more people to engage with. A workshop attendee specifically suggested a reduction in the cost of yoga and improved availability of meditation classes, suggesting further support was needed for attendees or teachers to run classes.

Specific examples of changes raised by respondents, which would boost cultural well-being are outlined below.

- A Women's Centre;
- More diverse shops and restaurants (e.g. vegetarian);
- More information on volunteering opportunities;
- Lower cost theatre tickets;
- More activities at a reasonable price for disabled individuals;
- More access to a wide range of affordable learning opportunities;
- The permanent return of Proms in the Park, and;
- Opportunities to learn the Welsh Language (in the evenings).

3.1.2 Economic Well-being

Economic well-being in Bay East in Swansea was defined in similar terms to that across Swansea as a whole, with a focus upon money for financial security and being able to afford to pay bills and avoid poverty. Many survey responses had the tone of a population close to the margins. For example:

"Having a reasonable quality of life; not being overwhelmed by debts or struggling to pay the rent etc... Feeling in control of one's finances"

"Having enough money to survive - having enough money to be able to support your children"

This is supported by a workshop attendee that noted economic well-being is:

"being able to provide your basic needs and a little bit more for everybody without causing any damage to the environment".

The most significant contribution to economic well-being was identified as coming from employment that is secure and that pays reasonably well:

"having a paid job and a decent standard of living co-exist in order to experience economic and financial well-being." (Survey respondent)

In terms of improving economic well-being, Bay East respondents (as elsewhere) responded that either increased income or a lower cost of everyday living through utility bills, fuel and

cost of food would be the main factors to consider. Some felt that they would benefit from financial advice to make the best use of the money they had available. For older residents, increased pension levels and security around pensions, along with a rise in interest rates would improve survey respondents' economic well-being.

A workshop attendee noted improvements to their economic well-being would be achieved by the provision of specific support into self-employment (to allow for them to no longer be financially dependent on Disability Living Allowance (now PIP)) and to access training or an apprenticeship at an affordable price.

3.1.3 Environmental Well-being

According to survey respondents, environmental well-being in Bay East meant having a clean and safe environment, free from pollution. The provision of open spaces and parks and the proximity of the coast and beaches were highly valued by residents, for example:

“Living in a secure environment with access to open spaces”;

“Having access to clean air, clean water and good quality open space,” and;

“Local parks with easy access, living close to the Gower and Brecon Beacons National Park”.

Other factors contributing to environmental well-being included:

- Use of green energy;
- Walking and cycling as much as possible;
- A cared-for natural and built environment;
- Recycling and circular economy;
- Decent water quality and effective sewage systems;
- Low levels of traffic and associated noise;
- A healthy work environment.

Workshop attendees reinforced these themes, discussing *“clean rivers”*, being *“rubbish free”* and generally experiencing a clean environment to live and work in. A workshop attendee in Bay East noted the need to use resources effectively to ensure protection for the environment and for biodiversity. They noted the importance of wild flowers to support biodiversity through bees and butterflies in underused areas. Another workshop attendee mentioned energy conservation and clean energy development and usage.

The key areas for improvement in Bay East were around better resource and environment management, as well as better maintained public land to attract wildlife and biodiversity where possible. There were calls for improved access to natural spaces via better public transport and support for electric cars and the need for cycling infrastructure improvements to address a lack of cycle paths.

Further improvements from the survey are outlined below.

- Better resource management – increased service provision and education about recycling, less litter, frequent and improved street cleaning, less fly tipping, increased dog waste bins;
- More well-maintained public land - flowers / borders, wildflower areas, hedges and grass cut in parks;

- Better maintained public rights of way;
- Easier access to the countryside via public transport;
- Better conservation and management of the environment.

3.1.4 Social Well-being

The definition of social well-being for respondents from Bay East was similar to that across Swansea as a whole, with a focus upon being happy and healthy, with good social connections with friends, family and the wider community seen as important. One survey respondent defined it thus:

“Having supportive family around, some friends who you can rely on and being able to relax and be happy in your social life. Confidence and taking part in activities in the community.”

Having friends and keeping fit were seen as the most common factors contributing to social well-being:

“It is important to be active and I enjoy exercising with friends and family.” (Survey respondent, Bay East)

A workshop attendee also noted social well-being is also about “regular human contact” and having people around you.

In terms of things that would improve social well-being in the community, survey respondents highlighted a range of factors, including:

- More educational activities or courses to enhance free time at reasonable cost;
- More one-to-one health and well-being advice;
- More time to enjoy socialising;
- More affordable gyms/classes catering for 50+;
- Being able to access proper medical treatments quicker.

3.2 Bay West

3.2.1 Cultural Well-being

Bay West residents’ understanding of cultural well-being aligned to a large extent with those from Bay East. Having access to arts, theatre, cinema and events were all key to culture. However, there was more of an emphasis here on Welsh culture, history and context for cultural well-being. For example:

“Being a member of your local community. And not feeling excluded. Having opportunities to learn and participate in local classes, being able to access historical buildings etc.” (Survey respondent)

Having access to cultural facilities was very important for well-being, along with the cultural connection that comes from participation in a range of activities in the community, for example:

“Access to elements of culture such as cinema, music, theatre that enrich and entertain, to appreciate other cultural backgrounds and what they can bring in terms of outlook and attitude”.

“Ability to participate in non-economic activities and practices that give meaning to life.”

Volunteering was also seen as a contributor to cultural well-being; especially helping others that need the support.

One Bay West respondent talked about cultural well-being in terms of local food and markets in the area, which was not something that has come out strongly across the meaning or contribution to cultural well-being in any of the community areas in Swansea, despite the presence of the iconic market in the City Centre and regular farmers' markets.

“National pride at sporting events and local food and produce at the many markets around Swansea.”

Suggestions for things which would improve individual cultural well-being in Bay West focused on having time to spare for cultural activities and also understanding the range of activities available to enjoy.

Service improvements included:

- Better information on what is available to attend;
- Increased cultural activities – more live music, theatre, community events with different cultures;
- More cultural support from the Council; and
- Better care taken of our heritage.

3.2.2 Economic Well-being

Bay West respondents suggested the meaning of economic well-being was about being happy and healthy, with sufficient resources to maintain that:

“Having sufficient income to be able to fund a happy and healthy lifestyle”

Survey respondents also reported it was about sufficient income / money to live a comfortable life to pay for food, house, bills and day-to-day expenses.

“Not having to worry about paying for necessities: accommodation, food, heat, clothing, etc.”

The most important contributing factors to economic well-being were seen as having a job and having job security to support a family. Survey respondents suggested improvements to economic well-being that centre around increased income and reduced costs. Other specific suggestions were:

- More affordable childcare in the area;
- Support for budgeting and managing finances;
- Finding ways to cut utility costs;
- Provision of respite care to enable carers to work, and;
- Improved public transport to enable access to employment.

3.2.3 Environmental Well-being

Survey respondents from Bay West noted a wide range of environmental factors such as the proximity of the coast, low air pollution, clean water, fresh air and food, good housing, access to litter-free green space, and a healthy natural environment. One of the few responses that specifically mentioned future generations stated:

“Living in a health diverse ecosystem that sustains my needs and the needs of many future generations.”

Factors identified as contributing to environmental well-being were varied. Access was vital to be able to engage and participate in the wider natural environment. For example:

“Access to safe, pollution-free open spaces”

As in other parts of Swansea, the proximity to the Gower was seen as a great benefit, as were local parks:

“Having access to green space, the Gower and all the beaches, these spaces being kept tidy. I like seeing all of the wildflowers around Swansea.” (Survey respondent)

Suggested improvements for Bay West from survey responses related to the provision of outdoor activities, improved cleanliness of the environment, improved transport links and better integration of outdoor activities into urban areas. Suggestions from the survey were:

- Traffic control in rural areas;
- Reduced parking costs at local beaches to encourage active participation;
- Lift the summer dog beach ban;
- Better resource management – less litter, efficient rubbish collection and cleaner streets;
- Better, cheaper public transport to encourage less car use (especially single occupancy vehicles);
- Better cycling provision – shared paths are too narrow and do not connect to where people live;
- Better design to integrate nature in urban design.

3.2.4 Social Well-being

Survey respondents from Bay West mainly defined social well-being in terms a strong emphasis on social connections with family and friends and the support that comes from these connections. One survey respondent defined social well-being as:

“Having a good supportive group of people around you that can support and guide you when required.”

Respondents referred to a range of ways in which social well-being can manifest itself, including being free of fear of crime, feeling valued in society and being safe and secure.

It was predominantly friends and family that were seen to contribute to social well-being, although being active and staying fit and healthy were also important:

“A good group of friends for socialising with; keeping fit and eating well”

Bay West respondents suggested potential areas for improvements to their social well-being as achieving a better work life balance to ensure they had time to engage in social activities and to spend with their with social connections. Specific areas to be improved included:

- Reduced work hours and greater flexibility with hours to allow for greater work-life balance;
- Increased availability of social and recreational activities within the local area;

- Having more opportunities to learn new skills and try new activities, like canoeing, in the local area at affordable prices;
- Exercise/fitness classes for people over 50's outside of working hours;
- More frequent and better public transport;
- Certainty that the library service will remain.

3.3 City

3.3.1 Cultural Well-being

Respondents in the community area of City defined cultural well-being as having access to cultural activities, attending courses and volunteering. There were a small number of references here to Welshness, Britishness and heritage.

“Being able to access rich and diverse heritage arts education recreation and sports.”

“Attending courses. Joining U3A, WI and book groups. Volunteering.”

This connection with different activities in the area aligns with the definition of cultural well-being in other community areas.

Contributions to cultural well-being come from participation in activities:

“Museums, galleries, libraries shared events, parks, community groups, meeting new people learning new things...”

These activities all contribute to the survey respondents' social well-being that live in the City community area. Similarly this is supported by the workshop attendees that noted archery, volunteering and Welsh culture all contributed to their cultural well-being.

For Workshop attendees particularly in Townhill community centre cultural well-being was not a priority for them, they would take their children to the cinema or to classes but they did not see it as something they can afford or that attracts them. They tend to socialise around a cup of tea or go to the pub.

In response to the survey question about what things would improve their level of cultural well-being, respondents focused on an increased range of cultural activities to attend and more social interaction with others. Workshop attendees noted the need to improve youth club activities for children in the area and acceptance of a multicultural Swansea. Examples of suggested improvements are:

- increased cultural activities that included: *“free performances, free science events”, “more public events in Mayhill (not Phoenix, that's Townhill.), more events at the Swansea Museum”;*
- opportunity to learn about heritage; and
- *“better community resources, particularly social resources. More investment in community arts”.*

3.3.2 Economic Well-being

Economic well-being in the City community area, similarly to the other community areas focused upon money and having enough to provide the individual's needs.

“Having enough money to ensure a reasonable standard of living and meet my needs”.

“Having an income to enable me to enjoy life at a reasonable level and to be absent from worry as to how you are going to manage financially - to pay bills and save a bit and have the money for my funeral.”

From a couple of respondents in this community area, they also reported it was *“being debt free and able to meet your demands”*.

Contributions to economic well-being come from having a job, a well-paid and with security predominantly, as per the other community areas in Swansea. For example, one survey respondent noted *“having a job that pays an adequate wage and is secure...”* This therefore allows people to earn enough to support others, as per the other community areas.

Although there are major employers in the Swansea area, some respondents worried about job security and the wages for many jobs are low. For a single parent interviewed it was not seen as a solution to their problem as in general by taking a job they faced a risk of failing to meet commitments such as rent payments if a child was ill and this was seen as too great. The cost of childcare was another barrier for single parents getting a job, as the cost of childcare was sometimes higher than the wage (with transport) received.

“I would love to have a job / go back to work but I will be worse off as I have 2 children (who are not going to school)” (Workshop participant, Townhill)

Unemployed people are constantly worried about money and rely on benefits and social housing to make ends meet.

Improvements to economic well-being focused upon an increase in pay or pension and a reduction in the cost of living. A workshop attendee discussed the concern of the increased state pension age from 65 to 67 and their ability to continue working due to potential health concerns. This continual change in pension age was reported as a concern from workshop attendees and respondents to the survey. Further suggested improvements are outlined below.

“An improvement in state pension, food prices to be kept at an affordable level”

“Increase in wages and a decrease in the cost of living.”

A workshop attendee noted the limited availability of free training at the moment, which directly impacted their ability to gain employment.

3.3.3 Environmental Well-being

Environmental well-being in the City community area focused on the cleanliness of the locality:

“Smoke free, clean air, regular rubbish collections and street clean cleaning”.

Survey respondents also noted the need for healthy work environments, low levels of pollution and access to green spaces and seaside;

“Access to green and blue urban spaces [that are] well-regulated safe public shared space[s].”

Survey respondents also noted a wide range of spaces that contributed to their environmental well-being, such as:

“Swansea has such a wonderful sea front to walk along, and our Gower coastline, and beautiful parks throughout the city.”

“Living in Swansea near the beach and parks, open spaces, natural environment - good for health and well-being, in particular mental health.”

In Townhill, workshop attendees highlighted the importance of having a garden or an allotment as a refuge from the urban built environment.

Several people attending the workshops in the City community area complained about the recently reduced frequency of the black bin collection, and although they understood the need for recycling some reported that they only did it because they had to and not because they wanted to. It was reported that fly tipping has increased since the new system has been in place.

Better public transport, improved cleanliness of public areas and physical activities for all age groups would improve environmental well-being for people who live in the City. A workshop attendee supported the concern over public transport as they could not access the beach because of a lack of transport infrastructure.

Workshop attendees also noted with concern the state of the built environment in the city centre, with an urgent need to refurbish buildings and maintain shops. Few would go into the city at night due to alcohol and drug problems in the area.

Another also discussed the potential benefits of making the city centre a pedestrian only zone.

Potential environmental improvements suggested by survey respondents included:

- Cleanliness of the community area and the need for more community growing spaces to bring people together and improve healthy eating;
- A community effort to clear overgrown nature paths and trails – for example between Gors and Mayhill;
- Improved public transport: *“better bus links to the Gower”* and *“better and cheaper transport links”*.

3.3.4 Social Well-being

The meaning of social well-being in City focused on social connections through friends and family. A survey respondent noted social well-being means:

“Having a solid social support network and friendships”.

Workshop attendees noted they had a limited sense of community as they were living on a main road, but their sense of belonging came from membership of other groups;

“Having good friends, family and neighbours. Having hobbies and giving back to society by volunteering.”

Friends and family connections also contributed to social well-being in this community area, similar to the other areas of Swansea:

“Having sufficient opportunity to socialise with my family and friends”.

Workshop attendees also discussed the importance of support organisations to their social well-being; groups such as MIND, or attending cognitive behaviour therapy sessions had a very positive impact on well-being.

Potential improvements to social well-being included improving access to social activities and residents finding more time to participate in activities. Survey respondents suggested the following improvements.

“To work less hours and meet more of my neighbours”

“Having the time to spend on social activities working less hours, as I am far too tired to spend on social activities”

“Doing more volunteering and making new friends”

“Access to a gym and swimming pool outside of working hours, close to home and inexpensive”

3.4 Cwm Tawe

3.4.1 Cultural Well-being

Cultural well-being in Cwm Tawe was described in similar terms to that across the wider Swansea area, with a focus on cultural access and participation in a wide range of activities and services, for example:

“Access to libraries, learning opportunities, theatre, film, art, different foods and travel.”

However, there was also an emphasis on cultural aspects of attitudes and behaviours in a community in terms of:

“The way we interact with each other and our values, beliefs, customs and behaviour (individual, community and family).”

Contributions to cultural well-being also went beyond the individual – for example volunteering for different community organisations was also seen as an integral part of well-being:

“Volunteering opportunities and being involved with the community, feeling a part of something”.

“Volunteer with local interest groups...twinning, canal, walk groups, Councillor work, miners' welfare....”

Specific improvements for cultural well-being in Cwm Tawe were suggested as more localised cultural assets and facilities, a strong emphasis on learning Welsh language and learning about Welsh history and culture, (one respondent wanted the chance to develop and practice their Welsh during the day at work) along with better local bus services, more leisure classes and volunteer opportunities in the community.

3.4.2 Economic Well-being

Economic well-being in Cwm Tawe is again seen as being able to afford to meet financial obligations through being financially secure enough to not worry. One survey respondent suggested economic well-being was;

“Having enough resources to maintain a realistic standard of living or the ability to provide them through one's own effort and/or work and a safety net should this not be possible.”

As elsewhere, the most often discussed contributor to economic well-being is “having a job” that provides job security, pays a good income and enough to support social connections. One survey respondent noted contributing factors to their economic well-being were:

“Work and until recently tax credits. Now I'm really struggling and feeling financially 'unwell”.

A workshop attendee noted the importance of the free bus pass to economic and social well-being for some residents, as this could help to prevent isolation. This is a good example of the need for integrated thinking across the themes of well-being and the impact specific services can have on a number of the well-being themes.

Many Cwm Tawe survey respondents noted concern about job security and therefore financial security in the current economic climate and the context around Brexit. Some respondents wanted better advice on financial, and in some cases, debt management. Utility bills and travelling costs were key concerns for many.

3.4.3 Environmental Well-being

There was more of a focus in Cwm Tawe on a community definition of environmental well-being in terms of *“personal surrounding in work and home”, “external environment”, “environment around me”* rather than in the predominance of landscape and green spaces that was the focus elsewhere.

“To me environmental well-being means being in a good locality, with little anti-social behaviour, good neighbours, and a pleasant area in which to exist”.

In terms of factors contributing to environmental well-being, there were several mentions of gardens and having access to open spaces and clean air. The beaches, especially the Gower, were seen as real benefits to the area, allowing for a range of activities in support of environmental well-being. Also important were, cycle paths, parks, observing wildlife, play areas for children and general access to countryside. For example;

“Going for walks in the mountains and beaches” and;

“Having a nice garden and access to very beautiful outside spaces in my area”.

Improvements to environmental well-being were linked to improved services within the local area, such as: improved maintenance of public toilets, areas cleared of litter, fly tipping prevention, a uniform national recycling system and ensuring public transport services are readily available.

A workshop attendee noted the need for improvements in street lighting especially at twilight for the visually impaired. Alongside of service improvements, individuals suggested things they could do more, such as having the time to undertake activities outside and being mindful of what is already available, to appreciate the environmental well-being of the area.

3.4.4 Social Well-being

Social well-being was defined from the survey as balanced social connections with family, friends and community. This is very similar to the Swansea area as a whole. For example:

“Having a network of friends/family members and not being lonely or isolated.”

“Social - to be socially active, participate in activities that are available locally - especially those with little cost”

Survey respondents suggested contributions to their social well-being from a range of social activities interactions. There was a strong focus upon health and being active; for example swimming, being outdoors, walking dogs and taking part in sports. For those with particular

needs, community and specialist support groups were identified by workshop participants as being vital to maintaining social well-being and reducing isolation.

The key improvements to social well-being could be summarised as improved health, more time for social and physical activities and reduced working hours. Some people also wanted to have shorter travel times to work to reduce their time away from home.

3.5 Llŵchwr

3.5.1 Cultural Well-being

The meaning of cultural well-being in Llŵchwr was described by survey respondents predominantly in terms of societal aspects of culture; understanding Welsh culture and history, but also other cultures that contribute to the Llŵchwr community. For example:

“Being able to celebrate where you have come from and being proud and free to do so”;

“Cultures from wherever that live together without forcing beliefs on other,” and;

“An appreciation of those forces which have created the local and national community”

There were several references to avoiding discrimination and being proud to celebrate origins and roots. Several comments mentioned Welsh culture, and there was some pride in Welshness and the use of the language.

In addition, there were some references to activities around arts, theatre, literature etc., but very much less than in Swansea as a whole.

“Free museums access is fantastic, great to take families to waterfront museums, big pit, St Fagan’s is absolutely brilliant and so important to see those old Welsh buildings of yesteryear.”

With regard to factors contributing to cultural well-being in the area, there were extensive mentions of volunteering and supporting local interest groups; whether cultural, environmental or linked to health and social care.

One workshop attendant who was not able to work due to health conditions reported that he tried to access part-time craft and art courses but a lot had stopped and the few which were still running were too expensive for him to afford.

Suggested improvements in culture for Llŵchwr included more opportunities for the community to get together. However, there were indications of a high level of well-being, with a number of respondents not able to identify things that would improve their well-being in this area:

“Nothing; we are very lucky within Wales. And in fairness to Welsh & local government we have quality facilities despite funding challenges.”

Nevertheless, there were a number of suggested improvements from the survey:

- Volunteering opportunities;
- More affordable or free further education courses for adults; such as learning a new language, including Welsh;
- Increased information and publicity about cultural community opportunities to attend or participate in;
- More community facilities and ensure they are accessible by public transport.

3.5.2 Economic Well-being

The meaning of economic well-being in Llchwyr focuses upon sufficiency, as in other areas of Swansea;

“Having enough money to live in the way that you do not have to worry about maintaining your life style”.

As discussed in other community areas, economic well-being was therefore centred on being able to live without financial worry or stress.

The biggest contribution to economic well-being from survey respondents was employment. *“Having a job”* and salary that allows for *“supporting my family”, “...meets my day to day living costs and allows for a decent standard of living”* and *“having a job I feel valued in...”*. As widely suggested within literature, the importance of a job for well-being is significant as impacts upon the individuals own sense of self, wider purpose, to be able to support social connections and live financially independently. Several of those interviewed, however, were aware of not having much money to spare, and some had experienced getting into debt and its implications:

“Lack of financial well-being has a direct impact on mental health ...you can get trapped into a world of payday loans ... etc.” (Workshop attendee, Llchwyr)

Financial pressures were widely discussed, especially in terms of the extended effects of austerity on pay settlements. When asked about potential improvement in economic well-being, increased pay was a major issue for respondents:

“More pay and lower cost of living” and;

“Pay rise in our job as not had one for a number of years”.

Some survey respondents also noted further information and advice on money management and budgeting would help improve their economic well-being.

3.5.3 Environmental Well-being

Similarly to Swansea region as a whole, Llchwyr respondents pictured environmental well-being as having a clean and safe environment to live in, with a particular emphasis on clean air and lack of pollution. For example, to have

“A clean, pollution free environment to live in”, and;

“Clean air and aesthetically pleasing environment”.

It was also important to have access to natural and green spaces in the area, along with the proximity of the Gower for walking;

“Access to green spaces, clean air and water, woodland and healthy biodiversity.”

There were also several references to more social aspects of environmental well-being, with an identified need to preserve community safety, reduce anti-social behaviour and noise and to not have to worry about neighbours. However, workshop attendants noted an improvement in the environment in some areas;

“Not living with drug pushers like there used to be 12 months ago.”

In terms of potential improvements to environmental well-being, residents mentioned a wide range of factors, including:

- Removing litter, gum, cigarettes, and vap smoke;

- *Improved public transport, get cars and lorries off the road. Reduce dependency on fossil fuels;*
- More cycle routes, green space in Swansea City centre;
- Improved public transport;
- More accessible open spaces, for example open access to fields for dog walking;
- More adult friendly outdoor activities ;
- Improved parks and playgrounds.

3.5.4 Social Well-being

Llwchwr survey respondents reported the meaning of social well-being as the social cohesion achieved through social connections such as friends and family. The access to a good support network is crucial for social well-being;

“Having a good network of friends and family to assist with the feeling of being loved and supported.”

“Having people you can talk to about problems, or share good things with.”

Also the connection to a community, for example;

“Social well-being is the things you do to take part in society and how you bind and fit in”.

The contributions to social well-being in Llwwchwr are similar to Swansea region as a whole. The social connections and activities (e.g. running, going to the gym, gardening, exercising and being member of a club) all contribute to social well-being.

A few specific suggestions from the online survey include:

- Local coffee shops;
- Safer roads for cyclists with pot holes repaired;
- *“More mother baby groups in my area [and] cheaper childcare costs for more free time”;*
- Improved public transport;
- More GPs in local practice and increased access to GP out of hours.

3.6 Penderi

3.6.1 Cultural Well-bring

Cultural well-being to survey respondents in Penderi related to community activities, understanding other cultures and diversity and having freedom to practice cultural and spiritual customs.

“Cultural well-being for me relates to the coherent living of all cultures in society. Living together in harmony and without animosity and/or prejudice.”

“Having the freedom to enjoy religion and other cultural pursuits without ridicule or fear of reprisal”, and;

“Having access to other countries, diverse neighbourhoods, traditions maintained, multicultural restaurants...”

Survey respondents from Penderi reported a range of activities to be contributors to their cultural well-being, including volunteering, going to shows, evening classes, visiting the area where they live, as well as visiting Natural Heritage Sites and National Parks.

Improvements to cultural well-being in Penderi as reported in the survey included more opportunities for community events and cultural activities and more multi-cultural education in schools.

3.6.2 Economic Well-being

Economic well-being amongst Penderi respondents related very strongly to avoiding money worries and achieving financial security, for example:

“The ability to move forward with daily life whilst considering my financial situation and that of my income stability during the economic climate.”

As elsewhere, the term of ‘having enough’ was often used across the community area to define economic well-being, with an emphasis on the financial income to cover every day costs such as bills, food and housing.

Again, employment was seen as the critical contributor to economic well-being for this community area, in terms of a job with security, good pay and providing stability;

“Having a job that matches my skillset and qualifications; being paid a competitive or at least bench-marked salary; being able to afford luxuries such as holidays”.

In response to the questions on what two things could improve economic well-being, survey respondents reported individual changes (e.g. spend more wisely), council improvements (e.g. reduce council tax) and factors that are dependent upon the economy (e.g. interest rates). The suggested improvements from the survey are outlined below.

- Lower every day costs (e.g. bills) and entertainment activities at a reasonable cost (e.g. theatre and cinema);
- Lower taxes (e.g. council tax);
- Better interest rates (for pensioners);
- Individual factors such as spending more wisely and save regularly.

3.6.3 Environmental Well-being

Survey respondents from the Penderi community area echoed the wider definitions of environmental well-being, focused on a good quality environment and space to enjoy it. Clean air and freedom from litter and pollution were seen as key contributors to well-being. The proximity of the Gower coast was very important for people, along with access to gardens and parks;

Living in an area that has plenty of green space, walkways, parks, beaches, that is clean and tidy and has low levels of pollution.

Survey respondents also noted a number of ways to improve their environmental well-being in Penderi. This aligned with Swansea region as a whole with a focus on immediate

cleanliness of their environment (e.g. more recycling education and less fly tipping), as well as some particular factors:

- Increased neighbourhood pride;
- Access to exercise classes outdoors;
- Support for cycling to work;
- Improved working environments;
- More traffic-free spaces

3.6.4 Social Well-being

Penderi aligns with other community areas in Swansea with social well-being meaning to them about support from friends and family, for example *“having friends, family and living in a good community”*. A couple of respondents also noted the importance of a good work- life balance to ensure they have the time for social activities.

“A good work-life balance, being active and social in my spare time, having enough time and money to spend with family and friends”.

The survey suggests contributing factors to social well-being in Penderi are *“having good friends”* to socialise and spend time with them. Time is also seen as an important factor, having enough time to carry out the desired social activities.

Potential improvements to social well-being were similar to those across the wider Swansea area, including having more time on social activities.

However, there were specific issues that were raised, including:

- More face to face communications and networking;
- Healthy eating in the workplace;
- Action on utility costs;
- Better work-life balance.

4 Well-being by Citizen Group

This section considers the specific reference made to the groups listed in the requirements of the WFGA;

- People who are considered vulnerable or disadvantaged; e.g. the financially excluded, domestic abuse victims and those who experience income inequality and environmental problems.
- People possessing a protected characteristic under the Equality Act 2010; age, disability, gender reassignment, marriage and civil partnership, pregnancy and maternity, race, religion and belief, sex and sexual orientation.
- Children, meaning people under the age of 18, including those living in poverty and the impact this is having on their lives and overall well-being; children who are homeless, asylum seekers, Gypsies and Travellers or children experiencing or witnessing domestic abuse.
- Young people who have been looked after, accommodated or fostered and are entitled to support.
- People who may have need for care and support; or people who provide or intend to provide care and support.

Where possible the data has been split by type; primary and secondary sources, and well-being theme; economic, cultural, environmental and social.

4.1 People who are considered vulnerable or disadvantaged - Domestic Violence

The qualitative fieldwork that was designated as being carried out with victims of Gender-based Violence, Domestic Abuse and Sexual Violence is detailed below. This summary is based on conversations with people running groups for women who have been abused (violently or domestically) and women who have suffered from violence.

Service user needs were varied. The following issues were identified by those consulted:

- Underlying issues of poverty and access to services, isolation and lack of confidence
- Mental Health issues arising because of domestic abuse, such as self-harming and drink/drug problems, post-traumatic stress disorder (PTSD).
- Availability of a range of services per need
 - Temporary refuge / accommodation
 - One-off advice only
- Ability to dip in and out of services as required according to need
- Issues posed by funding restrictions (and possibility of the situation worsening)
- Lack of understanding of the issue the users are facing by some social workers. Lack of training and empathetic approach.

- Lack of understanding of the specific criteria to access support by the women when they are assessed for qualifying for social services. The criteria are very specific and women cannot easily access support. When they do sometimes it feels more punitive than helpful.
- The plan women have to follow to keep getting social services is set without involving them. They have to follow requirements which might not be adequate. It feels more like a tick box exercise than a solution. Women who suffer from domestic abuse go through hard time and their mental state can be worsened by worrying about their situation and meeting the requirements.
- Lack of consistency with the social workers, as it is hard for the women to build a relationship with a stranger when they talk about personal issues. It is perceived that staff turnover is too high. It might be due to the difficulty of the job but there is a feeling that staff are not trained enough to deal with the problems the women are facing.

The Council is doing some work to improve the care and level of service given to women who suffer from abuse (violent, domestic, and sexual).

A project currently being piloted in Swansea and funded by social services is the Domestic Abuse hub in the police station. The team calls every victim of domestic abuse with children to check if they need further help and can refer them to the early intervention team and have access to multi-agencies. This project has had positive feedback. The hub is led by two senior practitioners who have chosen their team carefully and trained them.

The prevention and early intervention team is again a positive asset that women with children under five can access. Women's Aid has had good feedback about it too as the threshold to access the service is lower so more people can benefit from it. It is more targeted to child neglect or abuse but it is a service that is seen as a good starting point. Family workers can come to women's houses and help them.

Swansea Women's Aid

Swansea Women's Aid offer a variety of services aimed to address the needs of a variety of different needs. These encompass:

- Freedom Programme
- Counselling
- Homeopathy
- Accommodation at a safe house (Swansea offers two refuges and three safe houses)
- The Domestic Abuse Information, Support & Empowerment scheme (DAISE), offering one-to-one support
- Children's services for 5–17 year olds
- The CHAT project (Changing Attitudes Together) (3 – 18 year olds)
- 'Your Opinion Matters': a lottery-funded programme due to end soon

It was reported that most services described above are accessed by women aged 25-45, and unemployed. They are generally self-referred, with some making contact as a result of historic abuse.

Not all fell into these categories however; 'high achievers' were also noted as being among those seeking help, and/or wives/partners of "all sorts, including police inspectors and judges".

Generally, the view was expressed that significant changes have been made over the last twenty years. Much less taboo surrounds domestic abuse (in all its forms) now compared to then, and standards have become much higher and more professional.

From a professional perspective, interest was expressed in the findings of the Ask and Act Pilot currently underway with some concern raised over the financial implications of the above Pilot in terms of providing the necessary training.

From both professional and service user perspectives, the desirability of providing family interventions, work with perpetrators, children, BME communities and other groups is felt to be a high priority.

4.2 People possessing a protected characteristic - Children and Young People

None of the students involved in the primary engagement felt comfortable using or defining the term 'well-being'. This was made evident in the Welsh medium schools, where none of the students were familiar with the Welsh word for well-being – 'Lles'. Positively, across all schools, the word 'well-being' created debate:

"Is it how kids feel in school, things like that?" (Welsh medium secondary, Swansea)

"Good personal effectiveness" – a term that students had learnt during their studies for the Welsh Baccalaureate (English medium secondary school, Swansea)

When asked what helps contribute to a sense of well-being, consistent responses about friends and family were received, suggesting that these children prioritise domestic, family and personal relationships as core to their sense of well-being:

"Meeting your friends." (English medium secondary school, Swansea)

"A supportive family." (English medium secondary school, Swansea)

Having talked about Well-being in general terms, the discussion moved on to the four categories of Social, Cultural, Environmental and Economic well-being. The detail of responses varied according to their perceived relevance.

4.2.1 Social Well-being

Social well-being, defined by this group as socialising and friendship, was considered very important. Many described how family and friends help with confidence and motivation.

"Friends and family - the people around you, people who you see often who have a positive impact on your life" (Welsh medium secondary school, Swansea)

In general, young people and children described how they would like to see more events and things to do with their friends and families. Across the groups, students commented that there was a lack of activities or groups to join in their local town, and that they did not want to just go to the park. Rather, they wanted somewhere safe where they could "hang out".

Organised activities were also seen as an important way of developing social well-being, as described in several schools. Activities were often carried out in relation to the school, with examples such as:

- Drama club, in which the majority took part. (English medium secondary school, Swansea)
- Sports clubs - rugby, football, karate, basketball and gymnastics.
- One participant was part of a choir and an orchestra, and he commented that this really helped raise his sense of well-being. (Welsh medium secondary school, Swansea)

The lack of provision of activities outside of the school was seen as poor;

“There’s nothing for teens, you can go for a walk or down the beach but there’s only so many times you can do it.” (English medium secondary school, Swansea)

A different perception was expressed by one student however, who stated:

“There probably is stuff but it’s not seen as ‘cool’ and not many people go.” (English medium secondary school, Swansea)

Social media was mentioned by many as a tool for keeping in contact with friends. Many participants were aware of both the benefits and dangers of social media. They appeared informed of risks such as befriending strangers online, using social media as a social life replacement, and the potential for private issues to be posted on a public platform. They supported the idea that an active life on social media did not necessarily correlate with positive social well-being.

“Social media replaces friends sometimes; someone may have over a 1000 friends but how many of them have they actually met in real life?” (English medium secondary school, Swansea)

“If you see others doing better than you it can knock your confidence.” (Welsh medium secondary school, Swansea)

The female students expressed particular concern about other people’s perceptions of them and their lives. They felt they could control the way they were perceived by their social media profiles by posting nice pictures of themselves and liking or tagging specific organisations, bands etc. This gave the girls more confidence and they felt it improved their social well-being. (Welsh medium secondary school, Swansea)

For those at secondary school, many commented that exam preparation had adverse effects on their well-being. This was true for both Welsh and English medium secondary school students. In some schools, worries about exam preparation led to discussions of the pastoral care provided in schools. Some of the English medium secondary school students were very pleased with their pastoral care, having a well-being officer, counsellors and very friendly and helpful teachers. All the students felt they could access support from the staff whenever they needed.

4.2.2 Cultural Well-being

The idea of cultural well-being was particularly hard to define amongst children and young people. One secondary school student felt it could include religion, choir, rugby and sport

(Welsh medium secondary, Swansea). Mention was occasionally made of church, but talk of active engagement with church was rare.

4.2.3 Environmental Well-being

Discussions of environmental well-being led to differences in understanding in terms of meaning. Some viewed it in the context of infrastructure, namely sport and sporting facilities. Positively, amongst the majority of the children and young people taking part in the fieldwork, the view was that they had sufficient access to areas for sport, and that the places they attended were generally in good condition.

Others viewed environmental well-being in the context of environmental sustainability, with a focus on recycling. In this context, the majority saw environmental efforts as their parent's responsibility, even though some claimed to help out with recycling. The children / young people engaged with tended not to think about long term consequences and how issues such as recycling could affect them in the future.

Finally, others viewed environmental well-being in the context of their local environment or area, sometimes on quite a 'micro' level:

"The toilets in the school are awful, no lids, no seats, people smoking in the toilets, it makes you not want to go. Only four out of twenty work for the girls." (English medium secondary school, Swansea)

On a more macro level, comments were often made about the areas in which children and young people lived. Secondary school students talked of underage drinking on the streets and in parks:

"Stupid drunk kids lighting fires and ruining the floors and shelters in the parks." (English medium secondary school, Swansea)

Overall, the concept of 'Environmental Well-being' held many different connotations across the young people we engaged with, ranging from infrastructure (sporting facilities), the levels of anti-social behaviour and crime in an area, and sustainability of the natural environment.

4.2.4 Economic Well-being

Economic well-being, as a term, was generally well understood by children and young people in relation to earning money income / having a job. One student described it as follows:

"If you can't find a job if you're in a poor area where there aren't many jobs, you can't buy food, you pay for a house, you can't get all the things you want, the things you dream about for when you grow up, so you lose out on a lot of things then and your well-being's low." (Welsh medium secondary, Swansea).

For some children and young people, having their own pocket money meant they were able to buy what they wanted without asking. Having money and/or a bank card made them feel mature. They liked the way in which having money meant they could go to places with friends, buy new clothes and make up etc. which made them feel good and happy.

Some students in English medium secondary schools felt that they should have better financial education.

4.3 People possessing a protected characteristic - Older People

From the online survey, older respondents from the Swansea area explained well-being, like those in Bridgend and Neath Port Talbot, as being physically and mentally healthy. Specific issues included the following;

- Health is of paramount importance as the foundation upon which other aspects of life can be built. (For those experiencing the natural effects of ageing, or experiencing chronic health conditions, this requires management with help and support);
- Knowing that support services are accessible when required – with the emphasis that they can be reached through public transport if necessary and are also not behind financial walls;
- Although feelings of independence are key to well-being, knowing that help is there if needed offers good psychological comfort;
- Being a part of some sort of local community, which can be made up of family, friends, neighbours, and others also involved in activities you are part of. This contributes to a positive mental outlook and attitude, including building on self-esteem; and
- The importance of access to different groups by affordable, convenient transport.

A representative from Age Cymru was interviewed to provide both high level and detailed information on the issues regarding older people within each local authority. The representative provided information on the local authorities as a whole, ensuring that the issues were replicated in each area.

Age Cymru offers many forms of support and services with the aim of increasing individuals' financial, health and social capabilities. Their services include carrying out domestic tasks for the elderly such as cooking, housework and shopping; advice and Information services; advocacy, and befriending.

In the past these services have been provided free of charge, but this is no longer the case.

Age Cymru describe four key support needs which they feel need prioritisation for future service delivery. These are as follows:

1. The stopping of the need for services to be paid-for. Paid-for services run the risk of attracting rogue traders and are not affordable for many
2. A significant increase to advice and information services. 90% of benefit applications are turned down when first submitted yet 95% are over-turned on appeal, a significant waste of time and resource
3. The provision of advocacy. Two years ago there were eight employed advocates to cover the Western Bay: now there is one full-time post only which is mainly used at a high level for advocacy relating to human rights and abuse. This is something Age Cymru has brought to the notice of the Health Board and the Local Authorities.
4. Greater focus on befriending services. Swansea has 100 clients who are called once per week to chat for 30 mins, but this service is at risk (and has already possibly been cut in NPT and Bridgend) due to cuts in funding expected in April. Age Cymru stated

that “over 8,000 people aged 50+ in Swansea will have no contact with anyone this week”¹².

The natural environment around Swansea is deemed to be very helpful to the overall well-being of senior citizens in the area. It includes great local walking and cycle pathways, which some consider to be well-maintained and litter free.

Although the natural environment was highly regarded, the built environment was less so. Comments were made regarding the following needs:

- That the Council will reverse poor maintenance standards of roads, pavements and facilities;
- That the city will be kept free of litter and eyesores;
- Services will not suffer further cuts but rather be restored to full functionality e.g. libraries, free (cheaper) parking;
- Unwanted developments will be stopped (such as the development of flats at a location in Sketty);
- Fast traffic will be better managed, as will antisocial behaviour.

From the online survey, older respondents from the Swansea area tend to explain well-being, like those in Bridgend and Neath Port Talbot, as being physically and mentally healthy. Specific issues raised include the following:

- Health is of paramount importance as being the foundation upon which other aspects of life can be built. For those experiencing the natural effects of ageing, or experiencing chronic health conditions, this requires management with help and support;
- Knowing that support services are accessible when required – with the emphasis that they can be reached through public transport if necessary and are also not behind financial walls;
- Although feelings of independence are key to well-being, knowing that help is there if needed offers good psychological comfort;
- Being a part of some sort of local community, which can be made up of family, friends, neighbours, and others also involved in activities you are part of. This contributes to a positive mental outlook and attitude, including building on self-esteem; and
- The importance of access to different groups by affordable, convenient transport.

To increase their well-being, older people in Swansea wanted more frequent and better maintenance of the built environment from the Council, such as road/pavement repair, street cleaning, grass cutting, and upkeep of green areas and footpaths – including adding better lighting. Alongside this, there is desire for better traffic calming measures and improved cycle paths in order to reduce competition for space on the roads.

Transport was a major issue for many, who explain that bus services seem to be diminishing but getting more expensive. This reduces people’s access to social life and activities such as visiting the city centre. A suggestion is made by a small number online to consider and promote community transport initiatives.

¹² <http://www.ageuk.org.uk/cymru/swanseabay/our-services/supporting-people/>

Respondents also suggested that the social life of senior citizens is not impaired in any way in order that problems of isolation do not escalate.

4.4 People possessing a protected characteristic - Health and Disability

4.4.1 Visually impaired

Activities amongst the Sensory Impaired were restricted to participation in workshop / meeting environments, rather than responses via the online survey, due to barriers specific to this demographic. One group was held with a Young at Heart group, comprising twelve men and women without language, plus two BSL interpreters, and another group who were visually impaired / supporters of the visually impaired. Additionally, a couple with limited sight impairments attended drop-in sessions. The group held among the visually impaired in Swansea was assisted by the RNIB and its volunteers. The council provided funding for 1.5 full-time equivalent helpers, and was responsible for a wide range of activities in the area including supporting swimming, reading, theatre trips, golf and tennis.

Asked what was understood by the term 'well-being', one visually impaired participant described it as follows;

"Every aspect of life, health, how you can move around, the help that is available, confidence to get on with your life, go out safely and confidently, not feeling fear"

The aspects of well-being that were raised throughout the engagement processes are presented under the following themes.

Access to Financial and Practical Support

A key concern that was raised was the lack of access to financial and practical information. One participant commented that:

"A lot of people are trapped in their house and they get lonely because of they don't register with the RNIB and they are not aware of what they can get / what is available for them". (Group Chair)

Similarly, participants suggested that financial help towards the cost of gadgets designed to help those with visual impairment, including training in their use, would better aid them to be independent. Suggestions of where financial and practical help are needed included computer software.

Furthermore, attendees suggested the promotion of, and financial support for the RNIB contact line as a source of help and advice¹³. This is pertinent given that some had concerns about lack of access to practical information and help for those with visual impairment, e.g. tips on identifying objects within the home (e.g. in the kitchen, on medicines, ingredients), and the use of magnifying glasses (for those with at least some sight).

Education Campaigns

A number of attendees commented that education campaigns about sensory impairment would be successful in improving social cohesion and their experiences with health and social services. The areas where education was needed were highlighted as being:

- amongst the public, council, health services, and the sight impaired themselves;

¹³ RNIB received lottery funding for example to gain access to a specialist in welfare rights to provide advice

- recognition that only 5% of those with sight impairment can read braille;
- encouragement for those with visual impairments to visit their GP and get help / become registered: some don't realise they have an impairment, others are in denial, others prefer to keep it hidden; some will not be aware that a disability allowance is only available to those under 65.

It was also suggested that there should be pressure placed on local councils to pay more attention to the dangers faced by the visually impaired in relation to road crossings, pavement obstacles such as café outdoor seating, tactile paving, audible and clear bus station announcements and the need for more zebra crossings.

"I can't cross the road where I live – going out is like a little adventure"

"There are 26 bus stops; they only have one sign with the bus stops which is not very legible. Need an announcement to be made through the tannoy consistently as well as staff to help passengers because some people have more than one disability – it might not just be their sight that is a problem"

Access to Services

Improvements requested to aid well-being for the blind and enhance its sustainability included:

- Provision of more access to information in the right format for people to be able to read and more resources to reach more people to help them lead a better / safer life
- Assistance with the purchase of items required to improve the well-being of the blind such as software / readers
- Provision of employment opportunities, especially for the young blind, and with 'decent' rates of pay
- Raise public awareness into sight impairment
- Facilitate access to the new funding, with no reduction in amount received compared with previous years

One attendee commented that *"If it wasn't for this group I would have lost my sanity."*

Similarly related to access to services, was access to transport and the need to plan ahead, *"even for the smallest journey."*

4.4.2 Hearing impaired / Deaf

For those who described themselves as non-vocal or without language, very similar views were expressed in Swansea, as had been heard in other areas. The first hurdle for these groups was 'signing' well-being: there is no 'obvious' way of communicating well-being in sign language.

The concept of well-being was found challenging for the deaf community. Barriers to well-being are so extensive it was found easier to talk about these aspects, the negatives, rather than the positive.

The *"very complex needs and barriers"* (interpreter) that were faced included those below.

Access to Information

The communication of information to those who are hearing impaired or deaf was found to be problematic for practical, financial, and health / medical information. For example, one

attendee commented on the experience of arriving for appointments and finding the interpreter had not been booked or has not arrived. On a related note, some spoke of the fear of misdiagnosis and missing crucial information with potentially dangerous results.

Some considered this detrimental to mental well-being. One described the immediate onset of feelings of stress and panic in so many situations the sighted take for granted, such as going to an optician, making and/or having an appointment for health services (i.e. a GP or hospital). The main concerns related to this were that:

- Some BSL interpreters are only level one, so they don't really understand the health terminology, resulting in lots of room for error. It was commented that misdiagnosis is common.
- Misinformation is commonplace because they are unable to describe what they are feeling or where with any accuracy, and then they can't understand the GP's response. When taking medication, they don't necessarily know what they are taking, which can be dangerous.

With regards to accessing practical and financial information, some attendees expressed concern over their understanding when undertaking money management, mortgages, financial services, benefits and tax. Overall, it was stated that there is a high incidence of mental illness amongst the deaf community, caused in part (at least) by problems with communication

Education Standards

Some attendees expressed concern about the levels of education available to those in the deaf community.

It was felt there are big education problems because there are no longer any deaf schools. A few (of those present – the slightly older ones) were educated at deaf schools, which were seen as positive because their needs were understood, they had really high standards of BSL, and long term friendships amongst the students were born. Those in mainstream schools frequently suffered; they were given learning assistants or communicators who could not BSL, or only very poorly. In one school there was a dinner lady who by coincidence was able to do a little sign language, so she was allocated a deaf student and made into a Teaching Assistant. She had no other qualifications, although it is recommended teaching assistants need to be qualified to at least level 4 and preferably level 6.

The interpreter relayed that teachers had very low expectations of deaf children's abilities;

"We were unable to take exams like the 11+ or GCSEs. We were only allowed to do art".

One of the group had managed to get into college to study catering - she wanted to be a chef - but failed because of the written work. Another wanted to become an engineering apprentice but he too had to give up.

Control over Day to Day Life

One described how she tried to go to the gym but quickly gave up because she couldn't understand the symbols or instructions (and couldn't ask). In a similar way, another tried to go swimming but gave up because of the lack of communication. Now she's afraid of the water (and won't try again).

It was not always negative; some positive experiences were mentioned, but only with considerable prompting. One described liking to watch Strictly Come Dancing; another

described having been to the opera once and how much she had enjoyed it. Although she was unable to hear, she was able to watch the stage and movements and could feel the vibrations of the music. The same interviewee enjoyed sitting in a local gallery and looking at the pictures; although the gallery is currently closed for renovation. Another described enjoying television soaps through BSL.

The main barriers to well-being in this group were accessing information and the ability to communicate. The lack of access to healthcare information (due to unavailable or low quality translation services) was considered to cause significant stress and to be detrimental to mental well-being. Similarly, attendees commented that they had problems accessing adequate financial advice and the ability of attendees to take part in activities or hobbies for enjoyment or fitness was limited due to a lack of information in a deaf or sensory-impaired format (i.e. braille). Potential improvements to well-being for the visually impaired included addressing the comments above, but also the following:

- Making improvements to infrastructure, the built environment and 'little details' which could be of very significant value, such as ensuring free parking provision outside the homes of blind people;
- Offering discounts for participation in sporting and leisure activities as a way of encouraging fitness and health;
- Improving communications, with the needs of the sensory impaired taking much higher priority than currently, e.g. by ensuring widespread accessibility of loop hearing aids, appointment making by e-mail or means other than by telephone and letter in primary and secondary care. Similarly with communications relating to other Council services and facilities such as waste collection and highways.

After what were felt to be numerous consultations, considerable frustration was expressed by this group at the lack of action to have resulted.

4.5 People possessing a protected characteristic - Mental Health

Respondents with mental health issues were generally concerned with access to services and their economic well-being.

Many of the respondents had been on waiting lists for psychiatrists and counsellors for a long period of time; one has been waiting for over two years; *"If you're not self-harming or suicidal you're at the bottom of the list"*.

Finances are a concern for most respondents and they felt that there needs to be support to help people falling into debt, which is easy for those who cannot access the internet due to anxiety, confidence issues or inability associated with age. A contributing factor to financial instability is the recent disability benefit reform. Disability Living Allowance has been replaced with Personal Independence Payment (PIP) benefits which feel less certain to those who are in receipt of payments. The respondents felt those in charge of PIP should be doctors or individuals with medical knowledge which would help to secure their economic well-being.

4.6 People possessing a protected characteristic - Learning Disability and Autism Spectrum Disorder

For the research, we attended a group run by Gofal, engaged with six people attending a MacMillan coffee morning and attended a Swansea People First group.

The People First group had a good understanding of what well-being meant to them, for example:

- *“Looking after yourself, looking after your body.”*
- *“How you’re feeling.”*
- *“Where you’re living.”*
- *“Good support.”*
- *“Money as well.”*
- One man had mental health problems as well - *“Having different emotions.”*

There was consensus that social wellbeing was the most important and financial wellbeing came second, although the latter allows you to do things with your friends and family.

Social wellbeing centred around networks of friends and, in some cases, family. Several tried to maintain an active lifestyle through taking part in swimming, drama, walking and occasional rugby.

In terms of cultural wellbeing, volunteering was very important to the group – including some environmental group work. Most would prefer to be in employment, but face issues of losing benefits. One couple interviewed were only allowed to earn a certain amount between them. Those hours went towards the man as he got a job first, but the woman wanted to work since and could not. She could only earn £20 a week before their benefits (housing and disability) would be affected.

As well as these barriers, they also had to contend with prejudice from employers, who frequently demonstrated a lack of awareness of disabilities and their implications:

With employers they don’t give you the time to show you properly and don’t give you time to show you can do it.”

They don’t have the faith that we can do it” and;

“Everyone should be treated the same.”

People attending the Gofal groups come there regularly and see this as a place where they are not judged and there they can get support that they cannot get elsewhere. Participants said that without the group they would not manage and might harm themselves. Key issues they raised were as follows:

- Lack of support groups easily accessible for people who don’t have transportation;
- The need to live a safe environment to increase their well-being;
- Lack of activities for people who might not be comfortable/stressed easily in a unknown environment;

- Failure to communicate with service users and get the information their need;
- Difficulties to access social services as assessments can take a long time; and
- Long waiting lists to see a specialist (psychiatrist, psychologist).

In general there is a heavy reliance on charities to provide support for people with mental health disability.

Areas which need improvements:

- Health professionals should communicate better about mental health illnesses to the general public; and
- Service users felt that there should be more counselling offered to them to improve their well-being.

4.7 People possessing a protected characteristic - Race/Religion

Ethnic Youth Support Team (EYST)

This group described Swansea as a “*melting pot*” of ethnicities, ages and backgrounds. Asylum seekers and refugees were generally thought to be very resilient and quick to engage.

The EYST services of providing extra skills, recreation, citizenship, counselling and support were all seen as exceedingly valuable. Above all, were the opportunities offered to learn / improve English, and the homework club?

Brexit was seen as a major challenge for those consulted, as it had legitimised extremist views, in their experience. Some of those interviewed had seen an increase in racist abuse, for example when travelling by bus.

4.8 Looked after Children and Young People

Young Single Homeless

A group of young single homeless people was interviewed in Swansea as part of the research. They had a good understanding of what well-being means, variously defining it as:

“Mental health, your living, housing”

“Domino effect, everything affects you socially, mentally, physically.”

“Make sure you’ve got food and you’re happy, got clothes on your back.”

For this group, relevant issues which impacted on well-being included the support services received from Barnardo’s and Bays¹⁴.

“Bays is one of the only places I’ve ever know who would listen to you.”

“If you click with your worker it’s great.”

¹⁴ Project for young homeless.

There were less positive views on some sheltered accommodation providers and the police who in their view didn't take them seriously when problems occurred;

"Because we've been in youth hostels they won't take you as seriously."

"They wonder why young people take things into their own hands."

All admitted to problems with drugs and alcohol, and none appeared interested in healthy lifestyle activities. One girl had an eating disorder and none took part in any sport;

"I started taking uppers and stuff because of the people I was hanging around with."

"They can tell you're on something but no one says anything to you."

In terms of factors that would improve well-being, there was a consensus that people had some responsibility for improving their own well-being:

"I'd say it's a circle, your social, economic, cultural and environmental wellbeing are all linked. Without one you break the chain."

Some participants were aiming to go to college or take part in apprenticeships. One girl had recently lost her job in a call centre, and was looking to going into beauty therapy but with on the job training to help with finances. Three were going to college to study catering and hospitality.

"I want to travel the world with it, learn world foods."

Others had dropped out:

"People are so bitchy in college I just don't want to go there."

In terms of economic well-being, there was some attitude of inverse pride at having poor financial literacy and all of those interviewed reported spending any money they received as soon as they had it.

With regard to the environment, none of those interviewed were active recyclers.

However, one did acknowledge that they should perhaps take the environment more seriously:

"You're destroying the world if you don't."

4.9 People who need or provide care and support - Carers

For carers, social well-being was raised as important as they sometimes rely on support from others (friends or family) to carry out their duties as a caregiver. Some commented that any time they have 'off' from caring duties, must be used to maximise their own well-being. Young adult carers reported that they don't get enough financial support which would allow them not to work, and that they are better off working than getting Carers' Allowance. Carers don't get any allowance when they are under 18 years old, or if they attend college.

"Social well-being to me is having the support of my family and friends. It refers to my relationships with others. Social well-being is about the networks we build both at home and work that contribute to our happiness and provide support through difficult times." (Female, Bay East)

From the comments we received, being a carer can be isolating. Having good social well-being, whether it is attending a group or having friends and family is paramount to them and

to being able to give care. Critically being able to talk to people about the good and bad things happening in their life, the ability to seek advice and share experiences with people around is also important for their well-being. This is why the young adult carers mentioned that the group they attend, currently once a month but soon to be twice a month, is crucial to their well-being. It is the only place where they can concentrate on themselves and among people who are experiencing the same issues they do.

Out of the carers in need of support who responded to the survey, the young adults who attended the carers' group and those we engaged with during the drop-in sessions the satisfaction for the support they receive is varied. The responses we received suggest satisfaction is dependent on what type of support they refer to. Some comments were about support for the person they care for, rather than the support they are getting as a carer.

Young adult carers in general were dissatisfied with the support they are getting. Most of them said they are not getting any from support from social services, the only place they do is the Swansea carers centre. The centre is seen as a safe haven where the young carers can do activities, such as day trips, and have one to one support.

Areas of improvements for carers in need of support in the Swansea area are a request for;

- more support groups locally, and information about them,
- better public transport,
- being less stressed, being listened to,
- getting advice on the benefits/allowances they and the people they care for can access,
- more activities for the disabled and cheaper activities in general.

“Not enough activities locally for younger physically disabled... very few opportunities to meet other unwaged people.” (Female carer, Bay East).

Road traffic, parking on the pavement and the state of the roads (not clean) are issues which carers would like to see improved. For carers who give care to people with a wheelchair, it can be very stressful to use pavements when cars are parked on it.

“More traffic making local roads dangerous to walk due to lack of pavements. (Female carer, Cwm Tawe).

5 Well-being in City and County of Swansea: Secondary analysis

The concept of 'well-being' itself is not strongly evident in the secondary sources, with all references identified emanating from the Health and Social Care context¹⁵. There is reference to Good Health and Well-being, meeting 'well-being outcomes' and Ageing Well and that well-being is concerned with the sense of 'hope'.

Other related concepts include reference to unacceptable health inequalities, a focus on early intervention and prevention, and health determinants.

Access

The use of the term 'access' is frequently used and can be cross-referenced to other areas of the analysis:

- Geographical access i.e. within the immediate community
- Access through improved awareness and information
- Access through improved transport
- Access through widening provision, and more attention to inequality in access
- Timeliness of access

Information and Communication

The issue of information and communication was the most frequent theme identified. The references do not give the sense of people being passive recipients of information, rather the need for information to be available in ways that enable people to be experts in their own lives (Swansea Commissioning Review for Physical Disability). The emphasis within the references was the need for improvements in the availability of information both to support independence and enable access. It included:

- Awareness raising across the population around specific issues such as improved communication between Councillors and residents
- Information that can be easily and independently accessed e.g. through a service directory, or single repository of information that enables people to be experts in their own lives
- Staff in direct contact with the public need to be well-informed and able to signpost. People who work in local communities are felt more likely to be able to do this, and
- Information tailored to specific needs where appropriate e.g. needs of Black and Ethnic Minority Communities and Welsh language were highlighted by carers in Swansea; people with sensory loss; and carers are all mentioned, with specific reference to the value of a single point of reference for people to access information about specific needs
- Specific information about what people should expect from services, including the timeliness of services
- Acknowledgement that information available for carers is improving

¹⁵ See Appendix 5 for sources used for the secondary analysis

- There is room for improvement in communication and information sharing between organisations

The information suggests that there is potential for a more strategic approach to information across organisations, and developing the use of technology as an aid to strengthening self-access to information.

Partnership and Collaboration

There is also a broader theme concerned with strengthening the dialogue between public services and the public, and across public services – the language of partnership; co-production; and collaboration is frequently used in the source material, though at times this may be an interpretation of the primary evidence by the authors of the reports.

Overall the suggestion is that there is more to be achieved through collaborative working across public sector organisations and through a collaborative approach by the public sector with the public. For the public to have a voice and to be seen as agents for change rather than the object of change, and for this to lead into alternative models such as social enterprises and user-led delivery. Also, that some highly sophisticated collaborative working may be required to solve some of the major challenges that need to be faced.

Where people felt they had been engaged in change this was highly valued.

This is the strongest area the concept of utilising existing assets to improve ‘things’ was highlighted, and there is considerable reference to this, although the specific term ‘assets’ is not referenced.

It should be recognised that these views are coming from users that are already motivated to engage, so will reflect that sub-group of users.

5.1 Social Well-being

Transport

Transport was identified as an issue from a number of un-related engagement and consultation exercises.

This is possibly linked to the lack of basic facilities in some communities, which make day to day living highly challenging where people do not have access to their own transport and where public transport also has its limitations in supporting people to manage their day to day lives.

Once the preference for the provision of services, as far as possible in local communities is taken into account, the requirement for Transport, particularly for the most vulnerable in society is a common theme.

There is a sense that insufficient attention is paid to the requirements for transport as services change, and that this might be a barrier to people supporting new ways of doing things.

Greater emphasis on the role of community transport in providing a responsive and tailored service over and above infrastructure schemes was highlighted as an asset that could be built upon.

5.2 Cultural Well-being

The sense here was that there are more opportunities for communities to develop a shared understanding of the needs of different people living within them for example Age Friendly and Dementia friendly communities.

Linked to this area was reference to the concept of respect. This ranged from the importance of dignity and respect extended to people in the care of services to the need for good citizenship in communities – extending the ‘simple courtesy with people of being kind, caring, neighbourly, considerate respectful’ and for communities to be ‘accessible, tolerant and inclusive’ and to have the sense of ‘belonging’

Community

The importance of community facilities and services in the community are emphasised in this theme. There is evidence of lack of to change in communities that appear to be presented as threats to buildings, services or local access, when these are also perceived as supporting the viability and vibrancy of local communities.

There is a sense of support for greater focus ‘in the community’ over more specialist provision. There is also a sense of a need to utilise and maximise facilities in each community to the maximum, creating community hubs that are a source of information and advice, and a place of safety and security.

5.3 Economic Well-being

The economic well-being of the population seen through the source material relates to an overall need to support the financial literacy of people in the community, maximising their income, and enabling this to be used wisely to meet people’s basic economic needs.

This includes:

- The importance of welfare and financial advice and support services in increasing financial literacy and decreasing anxieties about finance
- The requirement for affordable housing, underpinning a balanced approach to the costs of daily living (food, energy, transport)
- Help for people to remain economically active and access training education and employment

This section, perhaps above all others, reflects the weight of evidence reviewed that relates to the most vulnerable in society, and thereby most likely to be in the most challenged economic circumstances.

5.4 Environmental Well-being

There is little reference to environmental well-being in the evidence beyond that which is referenced elsewhere. Specifics might include:

- The safety of local facilities including pavements and play areas, and the contribution that public toilets make to promoting independence in the community
- Maintenance of community facilities including public rights of way
- The challenges on the viability and vitality of towns and communities and the negative impact this has on the local environment

Feeling Safe

The concept of safety is highlighted through a number of different settings and reports. The over-riding sense is for all in society to feel that the community that they live in is safe – that their home is a safe and a place of personal refuge, that they feel safe to be out and about in the community, and that they have safe places to visit in their community, and that they feel safe when they access services or move into the care of statutory organisations.

There are some very practical examples of what this means for people:

- That housing options, including care homes, are able to meet the specific needs of communities
- That the local physical environment is a safe place, such as formal and informal play areas, but also level well-lit pavements streets
- That when people go out they are confident they are going to be able to access a lavatory, and a place to sit down to break their journey
- Confidence that local facilities, and alternatives to traditional service models are accepting of their needs, as otherwise people will opt to stay at home

6 Summary and Recommendations

6.1 Summary

Introduction

This report documents the findings of an independent assessment into the well-being of the City and County of Swansea. The Well-being of Future Generations (Wales) Act (WBFG) requires the Public Services Boards (PSBs) within each local authority area in Wales to obtain qualitative information as part of the assessments they are required to carry out.

About the Well-being of Future Generations (Wales) Act

The WBFG Act aims to improve the social, economic and cultural well-being of Wales by placing a duty on public bodies to think and consider in all policy and decision-making in terms of the five ways of working and the seven well-being goals.

The role of the PSB in improving well-being within its area necessitates an initial assessment in order to establish a 'well-being baseline' and, subsequently, to set objectives aligned to both the well-being goals and in accordance with the sustainable development principle that is inherent within the Act. Using the evidence from this well-being assessment, each PSB is required to produce and publish a Local Well-being Plan, which sets its objectives and the actions required to achieve them.

Methodological Approach

The approach to the assessment in the City and County of Swansea Council area comprised of the following elements:

- An online survey which received 239 responses from people who live in the City and County of Swansea;
- Six workshops with 29 attendees;
- Stakeholder consultation;
- Secondary review of literature and evidence; and
- Four focus groups with groups with a specific interest, two with secondary school children, a group with adults with additional learning needs and two with young homeless.

Well-being in City and County of Swansea

Primary Research

Cultural Well-being:

Cultural well-being focused on access to arts, theatre, cinema and sport. Volunteering was seen as an excellent means of building well-being. Support for the Welsh language was mixed, but with great strength in some communities.

Economic Well-being:

In general terms, the people who engaged with the assessment indicated that an individual's economic well-being was primarily concerned with sufficiency and the ability to maintain a reasonable standard of living. There is a divide in terms of economic well-being between those

for whom life is relatively comfortable and who see well-being as having spare resources for a few luxuries and those living at the economic margins, for whom well-being is about sufficiency to meet their basic needs and obligations. Financial security was a key pressure for those on low incomes, in portfolio work, or unemployed. As elsewhere, there was widespread evidence of both in-work poverty and an inability to escape from the benefits trap for those not in work.

Employees were concerned about erosion of living standards, as some had not seen a pay increase for many years and others had gradually moved into lower-skilled, less well paid jobs.

Environmental Well-being:

The quality of landscape is a key influence on environmental well-being, with access to the Gower Coast, rivers, open land or parks providing a significant boost to well-being. Walking and cycling along the coast, in parks or on the hills were all valued in terms of their well-being contribution. In some communities, relative economic poverty was offset to some extent by the high quality of physical landscape. Unfortunately, the built environment in many areas of the City and town centres in the area fail to match these standards and many stakeholders felt unable to be proud of their local towns as they stand, with shop closures, poor standards of maintenance and excessive traffic.

There was widespread condemnation of the extent of littering and fly tipping in the area and a desire to see stronger penalties for those who offend in this way.

From the perspective of survey respondents, environmental well-being was primarily concerned with having a 'clean' environment (26 per cent of respondents¹⁶) and being able to access the 'outdoor'. Nearly one quarter (23 per cent) of respondents made reference to cleaner or tidier streets¹⁷ (with one in ten referring to 'litter') as being necessary to improve environmental well-being.

Social Well-being:

Much of the strength of social well-being stems from friends and family, with slightly less emphasis on community than in some other areas. Work-life balance was a challenge for many people in work and this presented a barrier to social well-being in some cases. For those living alone, especially the elderly, social networks and clubs are very important. Issues around public transport were frequently mentioned in relation to fostering social well-being, as poor transport underpinned barriers to accessing services and places.

When asked what social well-being meant to them, the most frequently mentioned response among survey respondents was having a good network of family and friends. Three-quarters (73 per cent) of the survey respondents in Swansea mentioned family and friends or being social as the main things in their lives that contributed towards social well-being. Understandably, when asked what would help to improve social well-being, being able to spend more time with family and friends and being healthy / more active featured highly. Suggestions were provided to how this could be achieved with many referenced to there being more / better access to (affordable) leisure facilities. Having more time (away from work) and more money to facilitate access to leisure activities were also mentioned frequently.

Secondary Research

¹⁶ The proportion who mentioned words relating to 'clean'.

¹⁷ Search terms used: tidy, tidier, clean, cleaned, cleaner, rubbish, mess, litter, graffiti.

The concept of 'well-being' itself is not strongly evident in the secondary sources, with only six references, and all of these emanating from the Health and Social Care context. However, some themes which echo those identified in the primary research were noted.

Key themes identified included;

- Access to environment and services;
- Information and communication;
- Partnership and collaboration;
- Public transport;
- Feeling safe;
- Importance of Community
- Economic resilience

Well-being by Citizen Group

Domestic Violence

It was expressed that there have been significant improvements to domestic abuse support standards in the last twenty years. Support is now more readily available though there are still issues with consistency and lack of training.

Children and Young People

Children and young people were keen to discuss well-being; they thought that friends and family, activities, social media and their surroundings all impacted their well-being. Improvements included improved provision outside of school, better support during exam periods and better maintenance of the school.

Older People

For older people consulted during the research, a number of key themes affect well-being:

- Keeping healthy and active;
- Knowing what support is available and how to access it;
- Protecting independence, whilst providing assurance of a safety net;
- Being party of a community – whether family, friends or locality.
- Issues of access and transport.

Health and Disability

Though there were many respondents with a variety of long-term or chronic illness and disabilities there were a number of key themes.

- Access to financial and practical support
- Education and training support
- Access to information and services
- Communication and awareness
- Control over day to day life

Mental Health

Key issues for those with mental health issues were:

- Maintaining access to services;
- Achieving recognition of need;
- Financial management and debt advice.

Carers

Support for carers through social groups, friends and family was seen as highly important in order for them to continue to be able to care. Most were dissatisfied with the support they were getting through social services and financial support to receive respite. Carers felt it was important to improve transport links, benefit allowances and to provide cheaper activities in general.

6.2 Progress Against WFGA Goals

The Well-being of Future Generations Act lays out seven goals for Wales to work towards. These are shown below, along with some headline measures of how residents of City and County of Swansea are contributing to these goals.

Goal	Progress / Action
A globally responsible Wales	As elsewhere, residents have an awareness of issues such as climate change and the need to recycle. However, for many citizens, the economic imperative of maintaining financial security and meeting household bills takes preference.
A prosperous Wales	Finding and keeping a well-paid, secure job in the area is a challenge for many residents. A significant number of respondents said they are worried about money. Getting help with financial literacy and management would help with the achievement of this goal.
A resilient Wales	Residents placed a high value on the natural environment and especially the coast, green spaces and parks. Some were concerned with air pollution around the city centre and would like to see it pedestrian only.
A healthier Wales	Many people acknowledge the need to be healthy and some have based their social lives around sport or outdoor activity and recognised its value. However, for many people an active healthy lifestyle remains no more than an aspiration. Access to doctors and health services in general is not equal in the six community areas.
A more equal Wales	In Swansea, as elsewhere, there is a divide between those with a reasonable standard of living and those who were more at risk of facing economic issues, such as debt.

<p>A Wales of cohesive communities</p>	<p>Swansea enjoys a multi-cultural environment, although more could be done to celebrate the diversity in the area. Both within the City and in communities elsewhere in the area there is a strong sense of neighbourhood and belonging.</p>
<p>A Wales of vibrant culture and thriving Welsh language</p>	<p>The interest in Welsh language, history and heritage is important in some communities within Swansea, but within the City there is a rich cultural mix that should be nurtured. However, some citizens resented the perceived prominence of the Welsh language.</p>

6.3 Recommendations to Build Well-being

Many of the issues affecting well-being in Swansea were focused on services and support provided by the local authority. There is an expectation that the authority will provide solutions, which is going to be increasingly unlikely at a time of budget cuts and which works against the spirit of the WFGA. Hence the recommendations below have a focus on citizens taking more control of their own destiny, or seeking solutions that have minimal cost where this is possible.

6.3.1 Cultural Well-being

To improve cultural well-being in the Swansea region, a number of areas for attention were raised:

- 1 Several respondents to the research stated that they found it difficult to know what events or groups were happening in their area. Steps could be taken to ensure that residents are clear about where to find local information – especially amongst the elderly or disabled.
- 2 Cultural well-being tended to comprise arts, theatre and cinema, Welsh history and language, and sport. Important to many adults was the opportunity for more Welsh lessons and, critically opportunities to practice – e.g. Welsh medium coffee mornings or networking and Welsh at work sessions.
- 3 Also felt important was the establishment of a campaign to increase awareness of opportunities for volunteering in the area; especially amongst retired people who still have much to offer.
- 4 Another point raised was the importance of publicity and promotion of resilience and the need for communities to take on the mantle of service delivery.

6.3.2 Economic Well-being

- 1 Throughout the engagement process, individuals of different ages referred to not understanding how to manage finances, or to get the best deals on utility bills, for example. A programme of financial literacy classes (including in schools) could help individuals to manage their finances better and so improve their sense of well-being.
- 2 For some people, access to work was difficult because of a lack of transport or childcare issues. One potential solution would be to improve the provision of work in disadvantaged communities, through development of incubator space or shared workspace and support for self-employment or entrepreneurship. Some residents wanted to see opportunities for employment through developing the circular economy in the area.
- 3 Job insecurity was a barrier to well-being for some of those engaged with. It was pointed out that the public sector could act as an exemplar in this area by stopping the use of temporary contracts to address this.
- 4 Energy and heating costs were significant issues for many of those consulted, especially amongst older people and those with disabilities. There may be scope to develop local energy networks, with support from Welsh Government's Green Growth Local Energy programme.

6.3.3 Environmental Well-being

To improve environmental well-being in the City and County of Swansea we would recommend focusing on:

- 5 Better resource management – increased service provision and education about recycling, discouraging litter and fly tipping, frequent and improved street cleaning or community litter picking. Increased dog waste management through provision of bins or encouraging dog owners to take dog waste home with them.
- 6 The quality of landscape is a key influence on environmental well-being, with access in the Swansea area to very high quality coastline and beaches, rivers and parkland, all of which can provide a significant boost to well-being. In some of the more disadvantaged communities, relative economic poverty was offset to some extent by the high quality of physical landscape. Unfortunately, the built environment in many areas of the City and town centres in the area fail to match these standards and many stakeholders felt unable to be proud of their local towns as they stand, with shop closures, poor standards of maintenance and excessive traffic. Attention should be paid to alternative uses, community pop-ups and other ideas to reclaim the environment and improve it.
- 7 In terms of wider environmental issues, the population of Bridgend could benefit from education to recognise the well-being benefits of accessing the natural environment, and provide help to people to access it who don't normally. Cycle ways that start in town to allow for commuting and leisure cycling without taking the bike in the car could be one such initiative which could make a contribution.

6.3.4 Social Well-being

Social well-being is centred very strongly on connections with family and friends. However, for those without family or social networks, there are significant issues of isolation and lack of well-being. These could be addressed to some extent by:

- 1 Creating cleaner, safer streets, especially at night. At the workshops, some described Swansea as a “no-go” area at night because of drug and alcohol users and a lack of policing. Participants wanted to introduce changes to make the city feel a safer place to be out in the evening and citizens can play a part in this.
- 2 Issues of public transport and access to work, leisure and landscape. There is a deep-seated issue with public transport (and especially bus services), whereby there is a lack of fit between individual lifestyles and the needs of work which are increasingly flexible, and transport schedules and timetables which are more rigid. Swansea needs to be more creative about nurturing flexible approaches to transport, whether through car sharing schemes, electric car hire, promotion of cycling for work and leisure or thinking about the location of facilities in relation to where people live.
- 3 Increasing the provision of GP surgeries and access to healthcare to some of the areas of the Swansea region
- 4 Improvements to social well-being could include the provision of more opportunities for volunteering; off-peak access to leisure centres to encourage older people to stay active; and linked to this, improvements in public transport to facilitate this access (see above).

Appendix 1 About the Well-being of Future Generations (Wales) Act

This chapter provides context for the assessment by offering a brief overview of the Well-being of Future Generations (Wales) Act (WBFG) Act before discussing the implications of the Act for this assessment.

Requirements of the Well-being of Future Generations (Wales) Act

The WBFG Act aims to improve the social, economic and cultural well-being of Wales by placing a duty on public bodies to think in a more sustainable and long-term way. The Act establishes seven well-being goals that public bodies must endeavour to achieve and should consider within all policy planning and decision-making. Collectively, the seven well-being goals provide a vision for an ideal Wales. They are to achieve:

1. A prosperous Wales;
2. A resilient Wales;
3. A healthier Wales;
4. A more equal Wales;
5. A Wales of cohesive communities;
6. A Wales of vibrant culture and thriving Welsh Language, and;
7. A globally responsible Wales.

The Act requires the establishment of Public Services Boards (PSBs) within each local authority area in Wales, with a remit to improve economic, social, environmental and cultural well-being within its footprint. Statutory members of each PSB include the local authority, the local health board, the Welsh Fire and Rescue Service and Natural Resources Wales.

The role of the PSB in improving well-being within its area necessitates an initial assessment to establish a 'well-being baseline' and, subsequently, to set objectives aligned to both the national well-being goals and in accordance with the sustainable development principle that is inherent within the Act. Using the evidence from this well-being assessment, each PSB is required to produce and publish a Local Well-being Plan, which sets its objectives and the actions required to achieve them.

Implications for this Well-being Assessment

In the case of the WBFG Act, non-statutory guidance stipulates the need to obtain qualitative information as part of the assessments:

- *“A balanced Response Analysis should, therefore, incorporate some form of qualitative evidence alongside quantitative data”¹⁸*
- *“Therefore it will be expected that the [public services] board uses an extensive range of sources from which to assess the state of well-being, for example ... qualitative evidence which captures people’s opinions and perceptions as well as giving context to quantitative data (the story behind the data).”¹⁹*

¹⁸ Shared Purpose: Shared Future - Public services boards: Guidance on the use of evidence and analysis, p. 8

¹⁹ Shared Purpose: Shared Future Statutory guidance on the Well-being of Future Generations (Wales) Act 2015 SPSF 3: Collective role (public services boards), p.12

Previous assessments of a similar nature - most pertinently the needs assessments underpinning Single Integrated Plans²⁰ (SIPs) - identified several concerns in the quality of the analysis, including excessive reliance on quantitative evidence. The 2013 evaluation of the SIP identified *“[an absence of] any qualitative evidence to counterbalance and contextualise quantitative evidence, meaning the plans are largely underpinned by rather superficial statistical analysis.”*²¹

The recognised shortcomings in the data underpinning the SIPs partly informed the development of the non-statutory guidance for the PSBs, specifically on the production of the well-being assessment, and in turn, the Local Well-being Plan. The guidance reiterates *“a relative lack of qualitative evidence to develop explanations and explore causes”*²² within the SIPs, hence the emphasis within the guidance on the inclusion of qualitative evidence within the well-being assessments, and, in turn, the commissioning of this work to secure a qualitative evidence perspective to the well-being assessment in Swansea.

A further concern around the SIPs needs assessments was the *“lack of clarity around the engagement of citizens in the needs assessment process”*²³, a likely corollary of an over-reliance of statistical data. The guidance and code of practice to produce both the well-being assessments and the combined population assessment report emphasise the need to include extensive consultation with people for whom the assessments have relevance.

This assessment of well-being is not operating in a vacuum of understanding of the current well-being of the population. Health bodies and local authorities have been undertaking Joint Needs Assessments to underpin planning in relation to their local population since the innovation of the first Health, Social Care and Well-being Strategies in the late 1990's and through Community Planning and the requirement for single integrated plans. Organisations are also required to engage their populations, through an approach that includes co-production, to set out a whole range of local responses to national policy.

The extent and maturity of this work is variable, but this report has considered views already expressed by the public. The methodology was therefore designed to take account of existing analysis of recent qualitative data in the local authority and community area, and from across partner organisations.

Citizen engagement is nonetheless pivotal to the well-being assessment. In summary, our approach included a number of different ways for people to engage, that included:

- attendance at a workshop;
- participation in a focus group;
- completion of an on-line questionnaire; and
- participation in an in-depth interview.

²⁰ *Single Integrated Plans were introduced by Welsh Government in 2012 to replace at least four of the existing statutory plans and strategies (the Community Strategy, the Children and Young People's Plan, the Health, Social Care and Well-being Strategy and the Community Safety Partnership Plan). They were seen as a way to enable local government and their partners, through Local Service Boards (LSBs), to come together to plan, work, deliver and improve.*

²¹ *Single Integrated Plans: An Interim Review, 2013 p.31*

²² *Shared Purpose: Shared Future - Public services boards: Guidance on the use of evidence and analysis, p. 2*

²³ *Ibid.*

Appendix 2 Methodological Approach

The approach to the regional commission in the City and County of Swansea Council area comprised the following elements:

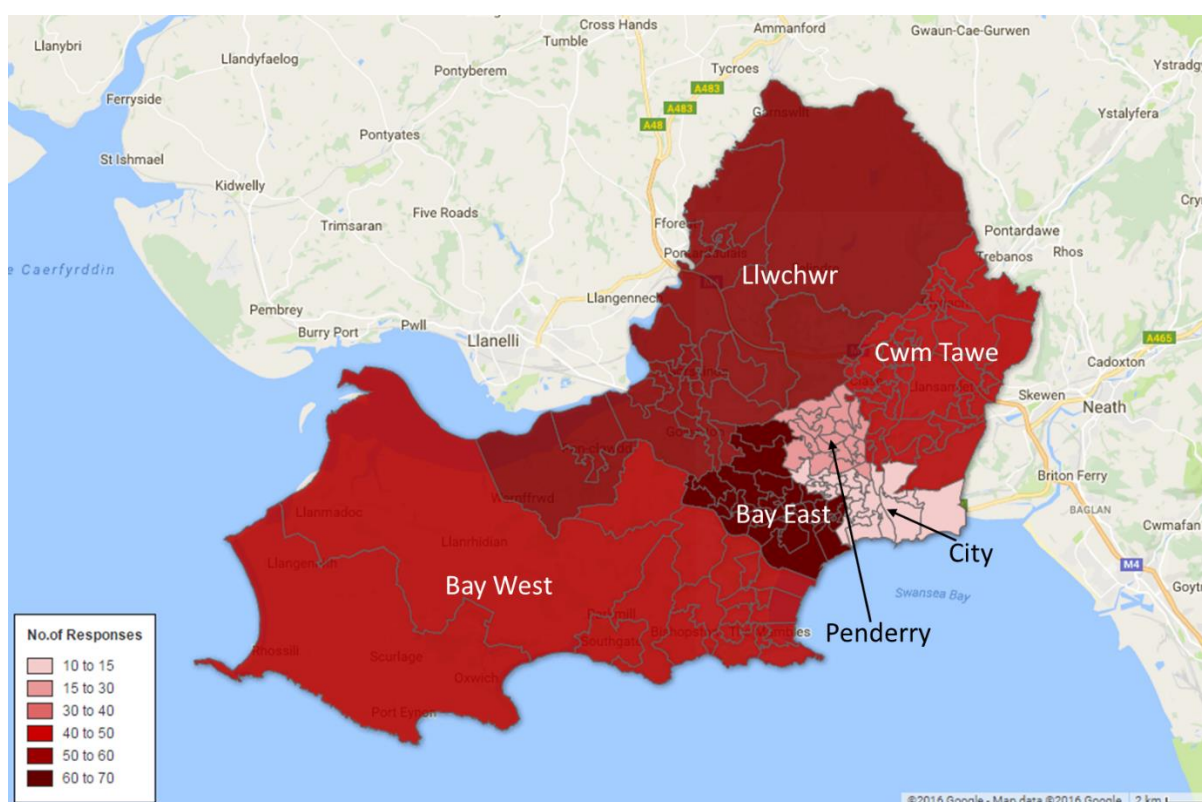
- An online survey which received 239 responses from people who live in the City and County of Swansea;
- Six workshops with 29 attendees;
- Stakeholder consultation;
- Secondary review of literature and evidence; and
- Four focus groups with groups with a specific interest, two with secondary school children, a group with adults with additional learning needs and two with young homeless.

Each of these research approaches is outlined in more detail below.

Online Survey

The online survey received 239 responses from people who live in the study area. The distribution of survey responses by community area (Bay East, Bay West, City, Cwm Tawe, Llŵchwr and Penderi) are shown in Figure 13. The questionnaire for the online survey is outlined in Appendix 1.

Figure 13 Survey Responses by Community Area



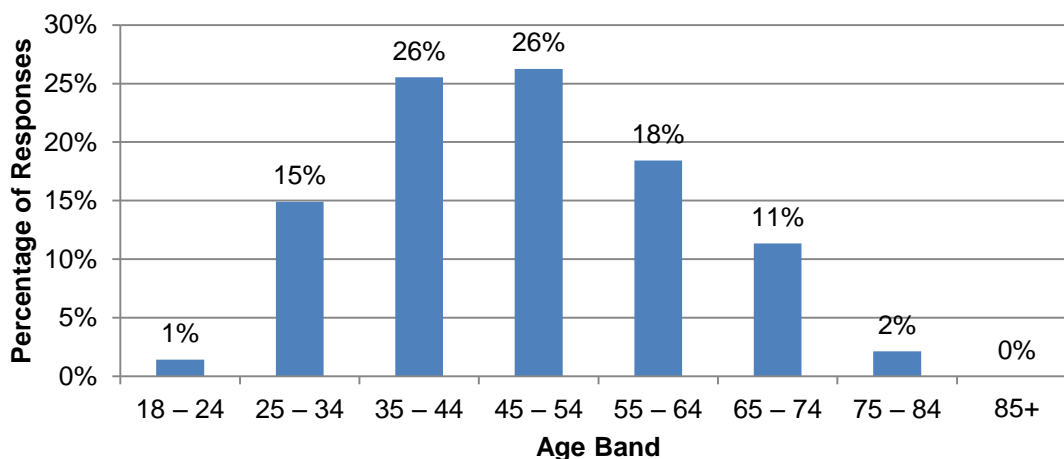
Source: Survey Data and presentation by Miller Research (UK) Ltd. using Google Map Data (2016).

The map shows that the highest number of respondents lived in the Bay East area (63 responses), closely followed by Llŵchwr (50 responses). The Cwm Tawe and Bay West

community areas accounted for 46 and 43 survey responses respectively, whilst the community areas of Penderi and City were the least well represented by the survey responses, with 16 and 14 responses respectively.

Three quarters (76 per cent) of survey respondents were female and one quarter male (24 per cent) – suggesting that males are underrepresented in the sample compared with the general population. Figure 14 illustrates the distribution of age bands from the survey responses with 26 per cent coming from each of the 35-44 and 45-54 age bands. However, only one per cent of responses came from 18-24 year olds and two per cent from those aged 75 or above.

Figure 14 Percentage of Survey Responses by Age Band



Source: Analysis of survey responses by Miller Research (UK) Ltd.

Workshops

In the council area, six half-day drop-in workshops were carried out, attracting a total of 29 attendees. Table 1 details the number of attendees by location. The workshops were delivered in accordance with National Principles of Public Engagement in Wales.²⁴ The aim of this consultation was to engage with a wide range of participants to gain their perspective on well-being in each community area.²⁵ The workshop discussion guide is in Appendix 2.

Table 1 Swansea Region Workshop Groups and Attendees

Community Area	Community Location	Number of Attendees
Bay East	Sketty Park Community Centre	3
Bay West	Pennard Parish Hall	4
City	St Phillips Community Centre	7
City	Townhill Community Centre	11
Cwmtawe	Morryston Community Centre	2
Llwchwr	Canolfan Gorseinon Centre	2

Source: Miller Research (UK) Ltd.

²⁴ National Principles of Public Engagement in Wales

[http://www.participationcymru.org.uk/media/288784/national_principles_for_public_engagement_aug1_.pdf]

²⁵ Scope of participants included: General public; Older people; People in need of care and support; Carers (i.e.: those who provide care and support to family and friends); Citizens with health problems, physical/learning disabilities or autism and mental health conditions; Citizens with sensory impairment (with carers/translators); People with protected characteristics under the Equality Act 2010; Other group(s) including: Young farmers (representing the rural community); Housing association tenants.

The workshops, which were structured around the themes of the WCFG Act, lasted approximately an hour in duration. Workshop attendees were asked to self-complete a short demographic questionnaire as part of the consultation.

Secondary Review of Literature and Evidence

The secondary review of literature and evidence included:

- Credible qualitative research and analysis relevant to the well-being of citizens in the area. For example, evaluations, ethnographic studies and case studies;
- Qualitative evidence gathered from service user engagement, service evaluation or research into local issues, of relevance to local well-being;
- Qualitative evidence obtained from citizen and service user surveys of relevance to local well-being.²⁶

Potential sources of evidence were identified through consultation with policy leads identified by PSB members and the Western Bay Engagement Officers Group; as well as other documented evidence collected from a variety of sources and formats.

Focus Groups

Focus groups were held in two secondary schools in the council area (one English medium and one Welsh medium). The aim was to gather views of young people from the ages of 10-12 (primary school) and 16 (secondary school), including those with special educational needs and those who are looked after children (LAC).

Each focus group comprised eight to ten students and lasted approximately thirty to forty-five minutes. All fieldwork was carried out with close attention to the National Standards for Children and Young People's Participation guidelines²⁷, ensuring full safe-guarding procedures were followed.

Two focus groups were also held with special interest groups in the council area, which included adults with additional learning needs and young homeless individuals. A similar format was followed for these groups, but with an amended discussion guide to align with their specific requirements.

²⁶ This list is paraphrased from page 18 of *Shared Purpose: Shared Future - Public services boards: Guidance on the use of evidence and analysis*, available from: <http://gov.wales/docs/dpsp/publications/160225-spsf-5-non-stat-guidance-part-4-wfh-act-en.pdf>

²⁷ <http://www.pupilvoicewales.org.uk/secondary/about-us/national-children-and-young-peoples-participation-standards-for-wales/>

Appendix 3 Online Questionnaire

Western Bay Online Survey: Assessment of Well-being and Care and Support

Introduction

Miller Research has been appointed by Neath Port Talbot County Borough Council, on behalf of Bridgend CBC, Neath Port Talbot CBC, the City & County of Swansea and ABMU Health Board to conduct an assessment of people's well-being and care and support needs within the Western Bay region. Funding for the assessment has been provided by the Welsh Government on a regional basis.

Part of the research includes a short survey of people living in Bridgend, Neath Port Talbot and Swansea.

We thank you in advance for taking the trouble to complete this survey. It should not take more than ten minutes to complete.

Please note that all responses are anonymous, and will be reported collectively with responses received from all other people living in the region. Individual responses will not be shared with the Councils, the Health Board or any other agency (including Welsh Government).

All respondents will be entered into a prize draw for an organic veg box delivered to your home every month for three months, as a thank you for their time.

About you

1. Please could you provide your home postcode _____
2. Are you completing this survey as:
 - A member of the public
 - A member of staff in a Local Authority or Health Board
 - A representative of a Third Sector organisation
 - An independent provider of care services
 - Another interested party/group (please give details _____)

Understanding of Well-being

The main reason for this survey is to understand people's perceptions of 'well-being': what it means, and what contributes to well-being. There are no right or wrong answers, and all answers are kept completely confidential. Just answer each question as honestly as you can. If you get stuck on one question, move on to the next one but please keep going until the very end!

3. Have you heard of the term 'well-being' before today?

Yes
No

In one sentence, please could you describe what you think the term 'well-being' means? (Just think about what it means to yourself, not what it might mean to others) _____

It has been said that 'Well-being is made up of the environmental, economic, social and cultural factors that determine a person's quality of life'.

4. Thinking of economic or financial well-being:

- (a) What do you think this means or refers to?
- (b) What things in your life contribute most to your, personal economic or financial well-being (e.g.: having a job or a decent standard of living)?
- (c) What TWO things do you think could improve your level of economic well-being?

5. Thinking of social well-being:

- (a) What do you think this means or refers to?
- (b) What things in your life contribute most to your, personal social well-being (e.g.: feeling active and healthy or having friends)?
- (c) What TWO things do you think could improve your level of social well-being?

6. Thinking of environmental well-being:

- (a) What do you think this means or refers to?
- (b) What things in your life contribute most to your, personal environmental well-being (e.g.: having access to clear, pollution-free open spaces)?
- (c) What TWO things do you think could improve your level of environmental well-being?

7. Thinking of cultural well-being:

- (a) What do think this means or refers to?
- (b) What things in your life contribute most to your, personal cultural well-being (e.g.: volunteering opportunities or having the opportunity to learn/use Welsh)?
- (c) What TWO things do you think could improve your level of cultural well-being?

Well-being and where you live

Thinking about the area where you live, please consider how your area contributes to your personal well-being:

8. Please provide some examples of things in your local area which you would say contribute to your well-being. This could include anything from the local people to the cleanliness of the streets.

9. Please could you give examples of any barriers or things in your local area which you think undermine your well-being?

10. Please could you describe any changes that you think could be made to your local area or specific actions that could be taken, which would help increase your level of well-being?

Care and support

11. Do you, or the person you are completing this survey on behalf of, currently receive any care and support services?

By this, we mean care provided by staff who are paid to help you (for example: Social Services, a Care Home, or someone employed by you/your family using a Direct Payment).

- Yes
- No

- Rather not say

If yes, what kind of care/support services do you receive? _____

12. Overall, how satisfied are you with the care/support services you receive?

- Extremely satisfied
- Quite satisfied
- Neither satisfied or dissatisfied
- Quite dissatisfied
- Extremely dissatisfied

Please give reasons for your answer _____

13. Have you felt sufficiently involved in decisions made about your care/support?

- Yes
- Sometimes
- No
- Don't know

Please give reasons for your answer _____

14. Would you describe yourself as a carer of someone who needs support?

- Yes
- No
- Rather not say

15. If yes, do you feel you receive adequate support to carry out your role as a carer?

- Yes
- Sometimes
- No
- Don't know

Please give reasons for your answer _____

Feedback and follow-up

16. Would you be interested in receiving feedback about the information we are collecting as part of this research?

Yes

No

17. Would you be willing to be contacted again in the future as part of any follow-up work about well-being?

Yes

No

18. Would you like to be entered into the prize draw to win an organic veg box delivered to your home every month for three months?

Yes

No

If you answered yes to questions 16, 17 and/or 18 please provide your email address _____

Please be assured that we will only contact you to provide feedback and/or about follow-up work and/or if you have won the prize draw, and not for any other reason.

More information about you:

To help us ensure we are providing services fairly to everyone who needs them we would be grateful if you could answer a few more questions about yourself. It is important to consider the impact of well-being and care and support services on all citizens, which is why we collect monitoring information based on the protected characteristic groups covered by the Equality Act 2010.

Completion of the part of the survey is not required as part of the questionnaire. You do not have to answer any of the questions if you do not wish to do so. Alternatively you can choose to answer some and not others by choosing 'prefer to say'; in response to questions you would prefer not to answer.

Information that could identify you as an individual will not be shared with any other parties.

Ethnic Origin

- White
- English /Welsh /Scottish /British /Northern Irish
- Irish
- Gypsy/ Irish Traveller
- Roma
- Other white background (please state below) _____
- Asian or Asian British
- Indian
- Pakistani
- Bangladeshi
- Chinese
- Other Asian background (please state below) _____
- Mixed / Multiple Heritage
- White and Black Caribbean
- White and Black African
- White and Asian
- Other mixed background (please state below) _____
- Black
- Caribbean
- African
- Other black background (please state below) _____
- Other ethnic group (please state below) _____
- Prefer not to say

Gender

- Male Female Other
- Prefer not to say

Gender Identity

Do you identify as Transgender? Yes No

Prefer not to say

Disability

Do you consider yourself to be a disabled person?

Yes No

Prefer not to say

If yes, please could you describe the nature of your disability _____

Prefer not to say

Relationship Status

Civil partnership

Married

Co-habiting

Single

Other (please state below)

Prefer not to say

Religion / Belief

No Religion

Christian

Buddhist

Hindu

Jewish

Sikh

Muslim

Other (please state below) _____

Prefer not to say

Sexual Orientation

Gay /Lesbian

Bisexual

Heterosexual / Straight

Other (please state below) _____

Prefer not to say

Are you a Welsh speaker?

Yes

No

I'm learning Welsh

Prefer not to say

Which of the following age groups do you fall into?

Under 16

16 – 17

18 – 24

25 – 34

35 – 44

45 – 54

55 – 64

65 – 74

75 – 84

85 +

Prefer not to say

Many thanks for completing this survey

Please be reminded that all responses are anonymous, and individual responses will not be shared with the Councils, the Health Board or any other agency (including Welsh Government)?

If you have any further questions regarding this research, please feel free to contact Claire Kerby at Miller Research on 01873 851888 or email clairek@miller-research.co.uk

Appendix 4 Workshop Discussion Guide

Introduction

Introduce the assessment, its aims and context:

- Research commissioned by Bridgend CBC/NPT CBC/City and County of Swansea and the findings from the consultation will inform the development of an action plan to improve well-being in Bridgend/NPT/Swansea;
- Everything said will be confidential and comments will not be attributed to either individuals or the groups/institutions they represent;
- Emphasise that there is no right or wrong answer and that we are just looking for people to be open and honest about their views on well-being;
- Request that participants avoid talking over each other;
- Obtain consent to record the focus group;
- Explain that we are happy to provide feedback on the outcomes from the consultation and will discuss opportunities for this at the end of the session;
- Ask for everyone's first name.

Understanding of well-being

If the group includes current users of care and support services, discussion should be in the context of:

- *What participants think of the care and support they receive*
- *What would help/what needs to change so their quality of life could be improved*
- *What participants feel would prevent their needs from escalating*
- Explain we want to talk about 'well-being'
- Explore their initial comments / responses
 - Have they heard this word used before?
 - What do they think it means?
 - Encourage description – (possibly describing 'well-being' to a non English speaker, or to someone from another planet²⁸)
 - If someone has 'lots of well-being', what does this mean? What does it mean if someone doesn't have much well-being?
- List examples of ways in which well-being is created (use images cut from magazines to help /enrich as appropriate or needed, and if time permits)

¹This kind of 'projective technique' is commonly used in qualitative research as a way of stimulating responses. It can help 'deflect responsibility' for what people say, giving the speaker greater confidence to voice their views.

- Explore feelings about what well-being ‘means’ if we break it down into different parts (Show flash cards with each of the aspects of Well-being written on them (i.e. economic, environmental, social, cultural):
- Spontaneous responses on seeing all four:
 - Which has most meaning to them / seems the easiest to understand and why (*write comments on flip chart paper*)?
 - Which has least meaning / relevance to them / seems the most difficult to understand?
 - Regarding those that fall ‘in the middle’: what is ‘more / less difficult’ to understand about them?
- Show written definition and explore levels of comprehension (what they think it means), and relevance to themselves²⁹
- If the group includes current users of care and support services, discussion should be in the context of:
 - What participants think of the care and support they receive
 - What would help/what needs to change so their quality of life could be improved
 - What participants feel would prevent their needs from escalating

Explain discussion will now focus on each of the four types of well-being mentioned above, starting with the one felt to have the most resonance. (*Note that we must record individual ‘votes’ – i.e.: who precisely thinks each ‘type’ has the most resonance.*)

NB: please note that the order of the following sections (i.e.: social, economic, environmental and cultural) will vary according to how each group votes. The content to follow reflects the need to identify citizen values, aspirations and priorities, needs (and solutions) and current assets, as referred to in non-statutory guidance on The Well-being of Future Generations (Wales) Act.³⁰

Social Well-being

- Refer to flip chart comments and re-cap on what they have said
- What else could social well-being refer to?
- If necessary, use some prompts as follows:
 - Role of friends/ family / members of the community / support workers and cares
 - Feeling independent, having control over life, having access to information, services and facilities
 - Feeling active and healthy
 - Managing stress well / satisfactorily

²⁹ For example “The environmental, economic, social and cultural factors that determine a person’s quality of life” (a ‘working definition’ provided by City & County of Swansea)

³⁰ <http://gov.wales/docs/dpsf/publications/160225-spsf-5-non-stat-guidance-part-4-wfh-act-en.pdf>

- Rarely / only occasionally drinking alcohol
- Having opportunities e.g.: for learning, work
- Of the things that have been discussed, what is most important to them?³¹
- Which of these things do they have now? I.e.: what things in their life currently contribute to their own social well-being?³²
- What things do they think could improve their level of social well-being?³³

Economic well-being

- Refer to flip chart comments and re-cap on what they have said
- What else could economic well-being refer to?
- If necessary, use some prompts as follows:
 - Having an 'ok' standard of life'
 - Having a job (they enjoy)
 - Having the education / skills needed for work
- Of the things that have been discussed, what is most important to them?³⁴
- Which of these things do they have now? i.e.: what things in their life currently contribute to their own economic well-being?³⁵
- What things do they think could improve their level of economic well-being?³⁶

Environmental well-being

- Refer to flip chart comments and re-cap on what they have said
- What else could environmental well-being refer to?
- If necessary, use some prompts as follows:
 - Being conscious of recycling, energy use and caring for the environment.
 - Having access to clear, pollution-free open spaces.
- Of the things that have been discussed, what's most important to them?³⁷
- Which of these things do they have now? I.e.: what things in their life currently contribute to their own environmental well-being?³⁸
- What things do they think could improve their level of environmental well-being?³⁹

Cultural well-being

³¹ This covers the need to identify citizen values, aspirations and priorities.

³² This covers the need to identify citizen assets.

³³ This covers the need to identify citizen needs and possible solutions (WFGA) and the needs of an area and what services are needed to meet those needs (SSWA).

³⁴ This covers the need to identify citizen values, aspirations and priorities.

³⁵ This covers the need to identify citizen assets.

³⁶ This covers the need to identify citizen needs and possible solutions (WFGA) and the needs of an area and what services are needed to meet those needs (SSWA).

³⁷ This covers the need to identify citizen values, aspirations and priorities.

³⁸ This covers the need to identify citizen assets.

³⁹ This covers the need to identify citizen needs and possible solutions (WFGA) and the needs of an area and what services are needed to meet those needs (SSWA).

- Refer to flip chart comments and re-cap on what they have said
- What else could cultural well-being refer to?
- If necessary, use some prompts as follows:
 - Volunteering
 - Going to the cinema / bingo / theatre
 - Being a member of religious institution
 - Going out (or taking part) in enjoying music / performances of some kind (e.g. concert, opera, dance, ballet) and/or trips to historical or cultural sites
 - Making use of local library
 - Taking part in sport
 - Being involved in Welsh culture and tradition/having the opportunity to learn/speak Welsh.
- Of the things that have been discussed, what's most important to them? ⁴⁰
- Which of these things do they have now? I.e.: what things in their life currently contribute to their own cultural well-being? ⁴¹
- What things do they think could improve their level of cultural well-being? ⁴²

How the local area helps their well-being

- What services and facilities does the local area provide that contributes to their well-being?
- Which of these are most / less important and why?
- If they could only have a few of these services, which would they keep and why?
- Apart from themselves, who benefits from these services? How?
- **Finally**, returning to their initial questionnaire, how could they themselves move further 'up' the smiley ratings? What would they have to do, and what help would they need?
- Any closing thoughts?

Feedback and follow-up

Would they be interested in receiving feedback about the information we are collecting as part of this research?

(If yes, take email address/phone number)

Would they be willing to be contacted again in the future as part of any follow-up work about well-being?

(If yes, take email address/phone number)

Thank and close

Appendix 5 Sources used for Secondary Analysis

⁴⁰ This covers the need to identify citizen values, aspirations and priorities.

⁴¹ This covers the need to identify citizen assets.

⁴² This covers the need to identify citizen needs and possible solutions.

Document Information	Type of Data	Number of people engaged/ consulted	Geographical Area(s) Covered	Engagement/ Consultation method	Social Care and Well-Being Act Categories
Welsh Dads Survey 2016. Both Parents Matter Cymru. Both Parents Matter	Qualitative and Quantitative	219	Wales	Survey of members	All Groups
Joint Transport Plan for South West Wales	Qualitative and Quantitative	45 responses	Western Bay	Written feedback on consultation document	All Groups
Carers Information and Consultation Strategy ABMU 2013-16	Qualitative and Quantitative	Not stated	Western Bay	Questionnaires and events	Carers Who Need Support
Summary of engagement with carers and young carers in Swansea (6 documents/extracts)	Qualitative	Not provided	Swansea	Questionnaires and workshops	Carers Who Need Support

Welsh Assembly Government Consultation on Higher Education Regulations	Qualitative only	not stated	Western Bay	not stated	Carers Who Need Support
Summary Valuing Carers Snapshot Survey Draft 2016	Qualitative and Quantitative	66	Western Bay	Questionnaire	Carers Who Need Support
Commissioning Review Physical Disability	Qualitative only	Not stated	Swansea	Workshops	Health and Physical Disability
Swansea Review of Social Work Model. Feedback from disabled people.	Qualitative only	not stated	Swansea		Health and Physical Disability
South Wales Programme Report of Engagement Questionnaire 2013 and extract of report from Public Meetings (2 Documents)	Qualitative and Quantitative	859 from ABMU from a total of 1207	Wales	online and paper questionnaire	Health and Physical Disability

Community Health Council Response to Changing for the Better and Report of the Analysis of the Survey (2 documents)	Qualitative and Quantitative	123?	Western Bay	questionnaire	Health and Physical Disability
Changing for the Better The Results: Powerpoint extract	Qualitative only	Not referenced	Western Bay	Workshops	Health and Physical Disability
Western Bay Learning Disability Strategy Consultation 2014`	Qualitative only	Not directly referenced	Western Bay	Workshop	Learning Disability & Autism
Learning Disability Commissioning Strategy Review, Co-production Process 2015-16 (19 Documents provided, but with no clear overview).	Qualitative only	Not directly referenced	Swansea	Workshop	Learning Disability & Autism
Adult Mental Health In-patient Consultation; Have your say day 2014 and 2015	Qualitative only	Not provided	Western Bay	Stakeholder workshop and questionnaire	Mental Health

Western Bay Area Planning Board Substance Misuse Commissioning Strategy 2016-20	Qualitative only	Not stated	Western Bay	Workshop	Mental Health
Swansea Commissioning Plan for Mental Health Services 2011-14 (3 documents)	Qualitative only	Not directly referenced	Swansea	Stakeholder workshop	Mental Health
Mental Health Commissioning Review Co-production Process 2016 (2 documents)	Qualitative only	Not directly referenced	Swansea	Workshop and Stakeholder review	Mental Health
Fair Treatment for the Women of Wales - submission	Qualitative only	300 members across Wales - not clear specifically how many approached from Swansea and Neath Port Talbot	Western Bay	On-line questionnaire	Multiple Groups

<p>Commissioning review of residential care, domicilliary care and day care (residential care only currently available). Five documents.</p>	<p>Qualitative</p>	<p>Not provided</p>	<p>Swansea</p>	<p>Workshop</p>	<p>Older People</p>
<p>The older people's listening project (covers Cwm Taf Health Board area, but provides a useful methodology). Published by Interlink.</p>	<p>Quantitative only</p>	<p>n/a</p>	<p>Wales</p>	<p>Bespoke methodology</p>	<p>Older People</p>

<p>Western Bay: Delivering Improved Community Services: Ageing Well in Bridgend Consultation Report (Qualitative Survey); Neath Port Talbot A Great place to live in older life; Ageing Well Survey (Swansea) 4 documents</p>	<p>Qualitative only</p>	<p>Bridgend: 294 Swansea: 73</p>	<p>Western Bay</p>	<p>Various</p>	<p>Older People</p>
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<p>Commissioning Strategy for Care Homes for Older People 2016 – 2025</p>	<p>Qualitative only</p>	<p>Not stated</p>	<p>Western Bay</p>	<p>Consultation on draft strategy:</p> <ul style="list-style-type: none"> • Consultation event which took place on the 15th July and was attended by a range of stakeholders including Local Authority, Health Board and Third Sector staff, care home providers, older people’s councils and carers. • E-survey published online via a variety of forums • Direct emails and phone calls feeding back views 	<p>Older People</p>
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Evaluation of Intermediate Care: Formative Report 2016	Qualitative only	20 primary users and 7 carers	Western Bay	1:1 Interview	Older people
Accessing and Paying for Social Care in Wales: A People's Perspective	Qualitative and Quantitative	Not directly referenced	Western Bay	Review of evidence and independent additional research	Older People