



Cronfa Gymunedol Fferm Wynt
PEN Y CYMOEDD
Wind Farm Community Fund CIC

Developing Key Community Assets in Glynneath

Community Survey

Final Report

January 2018

This Feasibility Study was supported by a grant from
the Pen y Cymoedd Wind Farm Community Fund

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This Feasibility Study was supported by a grant from the Pen y Cymoedd Wind Farm Community Fund. The Fund has been established by energy company Vattenfall for the benefit of the communities hosting the Pen y Cymoedd Wind Farm.

Front cover photo: Resident volunteers undertaking a ‘Litterpick’ supported by Keep Wales Tidy - Saturday 14th October 2017

EXECUTIVE SUMMARY

The Glynneath Community Survey was commissioned by Glynneath Town Council, working in partnership with Glynneath Training Centre. The primary aim of the survey as outlined in the brief was to identify what the residents of Glynneath wanted and needed with respect to local community facilities and services, and using the information gathered from respondents to provide a 'road map' for the way forward. The funding for the survey was secured with a grant from the Pen-y-Cymoedd Community Benefit Fund and Gareth Kiddie, Director of GKA, a specialist firm of Community Regeneration consultants, was recruited to oversee the work. This is the consultant's report.

With the active support of the Project Working Group a bilingual Questionnaire Survey was drawn up. The survey was a deliberate mix of questions - some them of a 'multiple choice' type and others very much 'open ended' in nature. The survey forms were printed and distributed to local people via a range of 'outlets' within Glynneath, and face to face at community events. The survey was also posted online via 'Survey Monkey' and promoted via local websites. In addition to this, telephone and face to face consultations were also undertaken with local businesses, community organisations and identified individuals with a strong interest in helping develop local services and facilities in Glynneath.

The survey was launched by local celebrity Max Boyce in mid-September and remained open until the end of November. A total of 227 local people responded to the survey – a household response rate of in excess of 15%. There were a further 21 responses to the consultant's consultations with local businesses, community organisations and individuals. The age profile of those responding was reasonably representative of the community as a whole and there was a good geographical spread of respondents.

The consultant worked through the responses to identify any trends in the data that might highlight key issues, but also looked to spot insightful individual comments too. Samples of these comments are a feature of this report. It soon became very clear that there were indeed strong emerging themes that local people felt were important to address. Having identified the main themes highlighted by the community, the consultant drew up a prioritised list of the issues and opportunities.

The prioritised 'Top Ten' list is as follows:

1. Improvements to Welfare Park.
2. Improvements to town entrances and along the High Street.
3. Improvements in the coordination between and dissemination of information about local facilities, clubs & societies.
4. More activities catering for the specific needs of young people.
5. More community events.
6. An improved local shopping experience.
7. Improvements to existing local walks.
8. Development of local tourism opportunities.

9. More activities catering for the specific needs of parents with young children.
10. Better local transport services.

For each of the above the consultant has made suggestions for specific improvements based on the information provided by respondents, comments made by members of the Project Working Group and using the consultant's own experience.

There is a strong sense in the detail of this report that the local community have indeed had an opportunity to say what they think is wanted and needed in Glynneath with respect to local services and facilities. The challenge for the Town Council and its partners looking forward is to move on from this and undertake positive actions to address the identified key priorities. It is the consultant's sincere hope that this report lays the foundations to do just that.

Gareth Kiddie, Director – GKA – Community Regeneration Consultancy

January 2018

1. SURVEY METHODOLOGY & HEADLINE RESULTS

In this section is a summary of the client brief and the survey methodologies employed by the consultant.

Client brief

The brief for the consultation exercise was set out in the original commissioning document. A key aspect of the brief was to identify what the residents of Glynneath wanted and needed with respect to local community facilities and services going forward, so that future resources might be channelled into those things that were identified as being the key priorities.

The consultant was tasked with consulting with a representative sample of both residents and other 'key stakeholders', seeking their views and compiling a report that summarised the results and provided a 'road map' for the way forward.

Survey methods

Prior to undertaking the consultation the consultant met with the Project Steering Committee on several occasions to help plan the project. A plan was agreed in which a mix of paper based, online, telephone, email and face to face consultations were to be undertaken in order to capture as far as possible the diverse views and interests of people living and working in Glynneath.

Questionnaire Survey for residents

- A bilingual questionnaire survey form for residents was drawn up (see Appendix 1) and printed for distribution to the community and collection via 'ballot boxes' located at a range of outlets within Glynneath, including:
 - Bethania Community Centre
 - Glynneath Training Centre
 - Glynneath Town Hall
 - Glynneath Library
 - The Train Station
 - The Angel Hotel
 - Papershop
 - Kumars
 - Peniel Church
 - Glyn-Neath Rugby Club

- The consultant and members of the Project Steering Committee helped distribute the questionnaire to local residents at the following community events:
 - Glynneath Historical Society
 - Macmillan Coffee Morning
 - Glyn-Neath Litterpick
- The consultant also drew up a bilingual online version of the questionnaire (See Appendix 2) links to which were sent out to local websites and online groups including:
 - Glynneath News and Views
 - Residents of Glynneath
 - Glynneath Training Centre
 - Glynneath Town Council
 - Glynneath Reunited
 - Glynneath RFC
 - Glynneath Male Voice Choir
 - Glynneath Community Events Panel

Questionnaire Survey for key stakeholders

- A tailored version of the residents' questionnaire was drawn up and sent via a link for completion online to a range of 'key stakeholders' including; local businesses, community organisations and individuals identified as having an interest in helping develop services and facilities in Glynneath.

Publicity and promotion of the consultation

- The consultant worked actively with members of the Project Steering Committee to ensure that the Community Survey was well publicised. This was achieved through; word of mouth, posters and flyers put up at key locations in Glynneath, publicity on local websites and Facebook pages, press coverage (See Appendix 3).
- Local celebrity Max Boyce was engaged via staff at Glynneath Training Centre to 'launch' the survey which took place from mid-September through until the end of November.

Targets and headline results

- The main aim was to secure a representative sample of the views of the residents of Glynneath within the resources available to the project.

- Glynneath has a population of just over 4,200 living in circa 1,500 residences. A survey sample of 10% (150 responses) is generally deemed to be 'representative' in community surveys of this nature.
- There were **227 respondents** to the survey – a household response rate of in excess of 15%. There were a further **21 responses** to the consultant's consultations with local businesses, community organisations and individuals.

Age profile of households responding

Question 7 of the survey asked '*How many people are there in your household of the following age groups?*' There were **183 responses** to this question. The question was asked to track how far the survey was representative of the views of different age groups within the community.

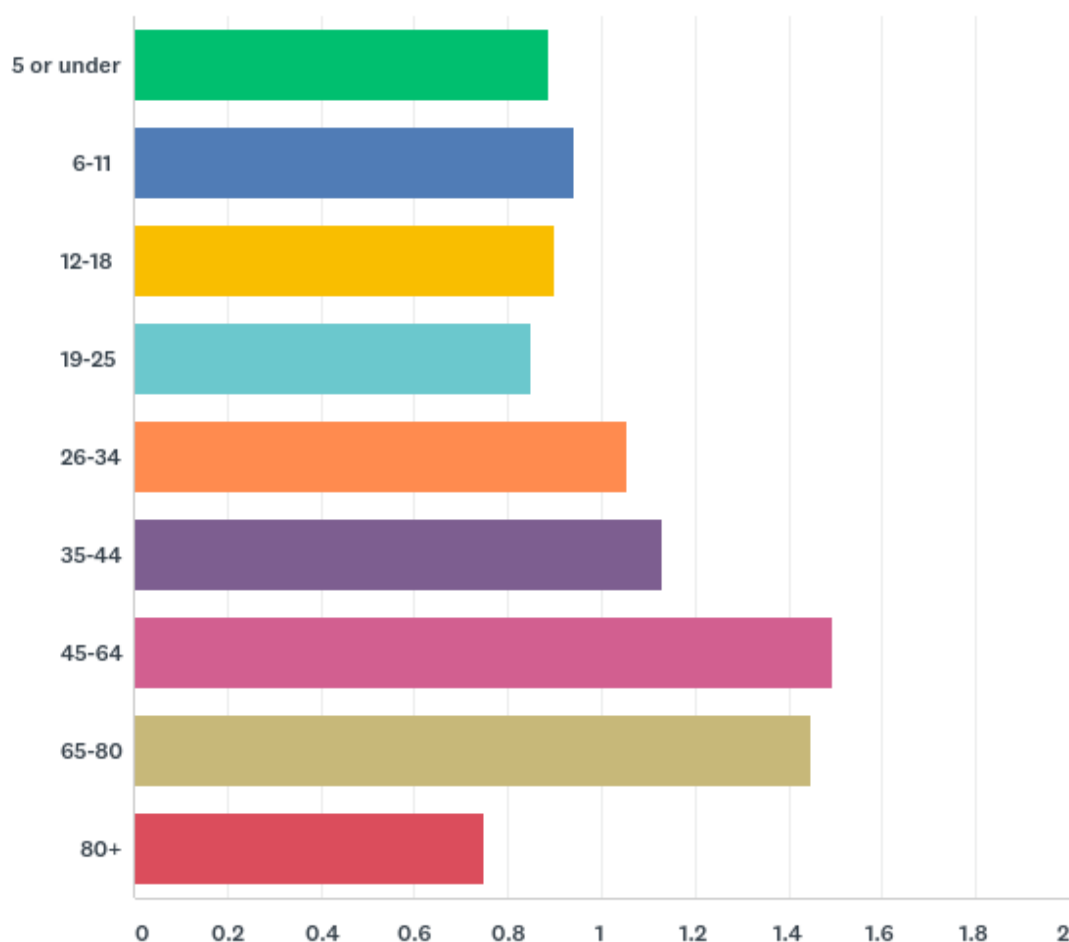


Figure 1.1 – Graphical representation of results of Question 7

Where people picked up / undertook the survey

Question 9 of the survey asked '*How did you receive / where did you pick up this survey form?*' **169 people** posted or handed their completed forms in at the designated outlets, to the consultant or to members of the Project Steering Group and **58 people** completed their survey response online. The breakdown for each 'outlet' was as follows:

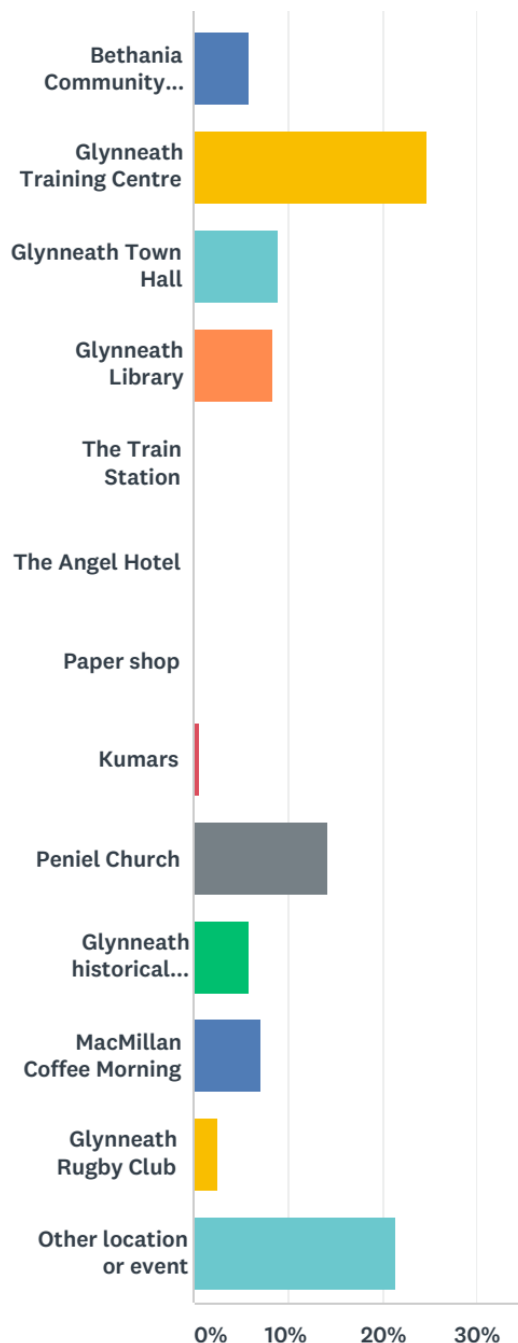


Figure 1.3 – Graphical representation of results of Question 9

2. SURVEY RESULTS - RESIDENTS

The questions asked, the reasons for asking them and a summary of the responses received is provided below:

Q1: What's important to you and / or your family living in Glynneath?

The respondents were asked to rank in order from 1 to 8 from a list of factors that included: Financial security; Entertainment and culture; Good friends and neighbours; Access to employment; Good education and training; Health & wellbeing; A quality local environment; Happiness. This question was asked in order to get a general sense of what the current priorities were for residents. The aggregated results were as follows:

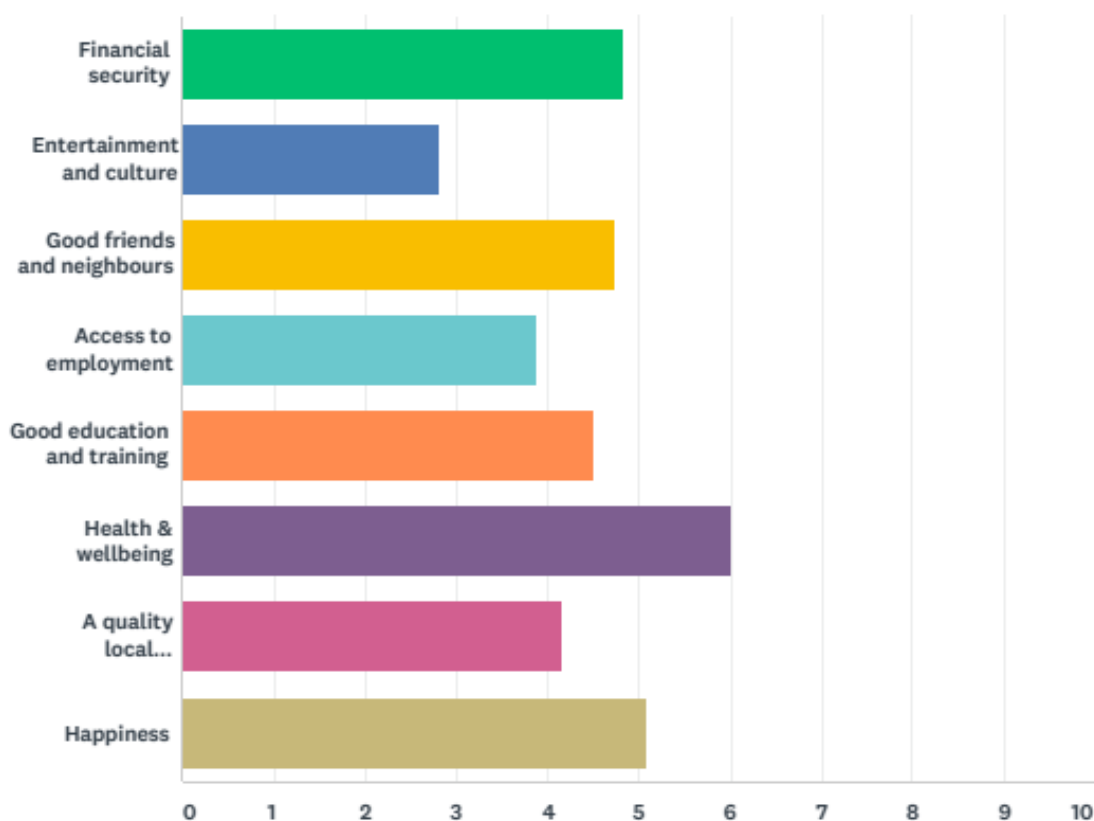


Figure 2.1 – Graphical representation of results of Question 1

Conclusions:

- 'Health & wellbeing' is clearly a top priority for many respondents.
- Interestingly 'Good Friends and Neighbours' ranks higher than 'Good Education and Training' and 'A Quality Local Environment' ranks higher than 'Access to Employment' – although this might be a reflection too of the age bias within the respondents as 'employment, education & training' are clearly going to be less of a priority for older

people. Having said that, building neighbourliness and improving the quality of the local environment are too things that can be addressed locally by Glynneath Town Council and its partners.

- Perhaps unsurprisingly ‘Entertainment and culture’ is less of a priority ranking in last place and by a good way. However, this could be just as much a reflection of the fact that Glynneath is a relatively small village and residents might generally expect to travel further afield to meet their needs in this respect.

Q2: Do you / your family use the existing facilities and services available for people living in Glynneath?

The respondents were asked to say how frequently they used local community facilities and services including: Bethania Community Centre; Glynneath Training Centre; Glynneath Town Hall; Glynneath Library; Local parks and open spaces; Local leisure facilities (inc. Vale of Neath Leisure Centre); Local entertainment facilities (including pubs and clubs); Local shops. This question was asked to get some sense of what the most popular and valued community facilities and services are at present, and to ascertain patterns of use.

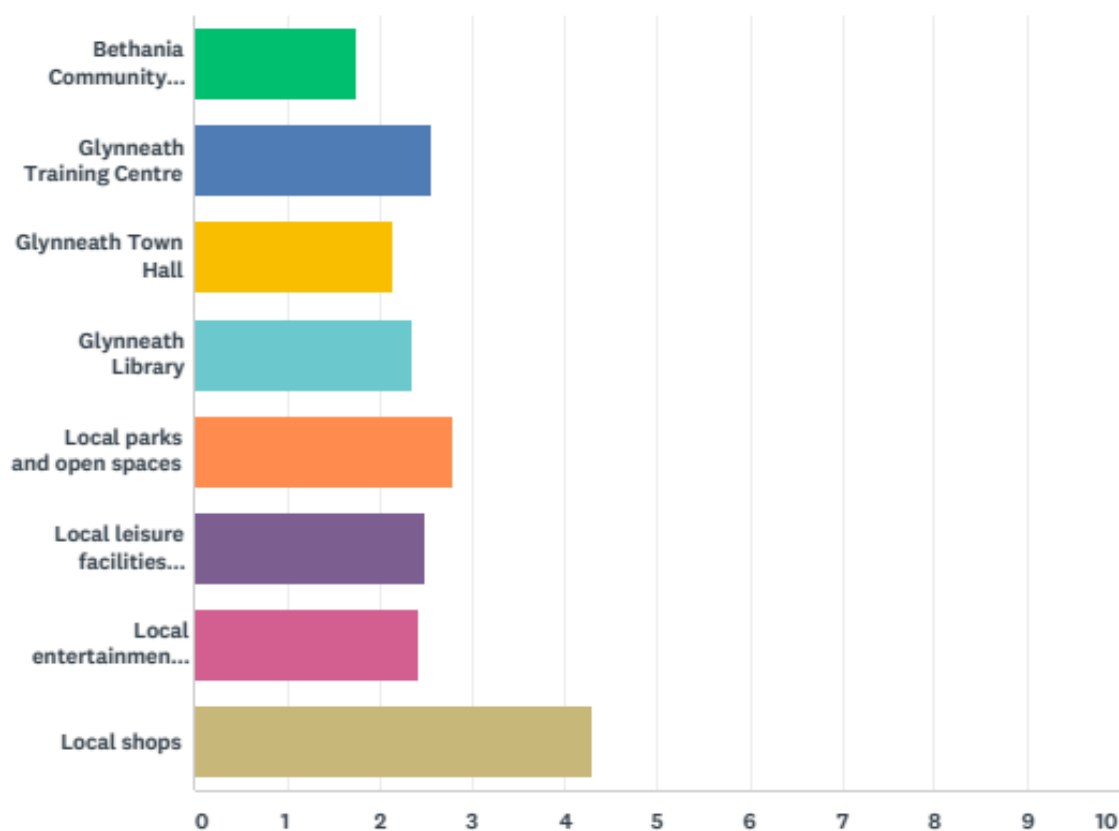


Figure 2.2 – Graphical representation of results of Question 2

	NEVER USE	USE NOW AND AGAIN	USE AT LEAST ONCE A MONTH ON AVERAGE	USE AT LEAST ONCE A WEEK	USE DAILY
Bethania Community Centre	54.46% 122	26.79% 60	9.82% 22	7.59% 17	1.34% 3
Glynneath Training Centre	29.46% 66	28.13% 63	7.59% 17	27.23% 61	7.59% 17
Glynneath Town Hall	27.80% 62	49.78% 111	4.04% 9	15.25% 34	3.14% 7
Glynneath Library	27.03% 60	36.49% 81	14.86% 33	18.47% 41	3.15% 7
Local parks and open spaces	16.96% 38	33.48% 75	14.73% 33	22.77% 51	12.05% 27
Local leisure facilities (including the Vale of Neath Leisure Centre)	22.87% 51	38.12% 85	11.21% 25	22.42% 50	5.38% 12
Local entertainment facilities (including pubs and clubs)	22.77% 51	39.29% 88	12.95% 29	22.32% 50	2.68% 6
Local shops	2.70% 6	8.56% 19	2.25% 5	30.63% 68	55.86% 124

Figure 2.3 – Table showing frequency of use of listed community facilities

- A supplementary question was asked to find out if there were other local community facilities and services that respondents used were not listed in the questionnaire.
- The results of this were as follows:
 - The surgery and clinic
 - Pharmacy
 - Post Office and Bank
 - Cafes - Jann's Diner / Java Bean Cafe
 - Fish & Chip Shops / Takeaways
 - Mc.Donalds – 'The only place open in the evenings'
 - The Petrol Station
 - Hairdressers
 - Mobile library
 - Peniel Church – Mums and Tots Club / Kids Club / Foodbank
 - Bethel Chapel - WI
 - Glynneath RFC – Clubhouse
 - Train Station Fitness Gym
 - Astroturf pitch
 - Bus services
 - Local footpaths – River, Canal, Waterfalls
 - Allotments & Local societies e.g. Gardening Club

Commentary on responses:

- Unsurprisingly perhaps, local shops are most frequently used by people living in Glynneath. Whilst there is no comparable data with other villages in the Valleys it could be said nevertheless that the local services they provide remain important to and valued by local people. Significantly over half of the respondents, nearly 56%, use them on a daily basis and less than 3% said that they never used them.
- Local parks and open spaces rank a good second. This is a clear indication of the importance that local people place on these facilities. Nearly 35% of respondents use them at least once a week and only a relatively small proportion of respondents, less than 17%, never use them.
- The local leisure facilities, represented primarily by the Vale of Neath Leisure Centre, rank third and local entertainment facilities (including pubs and clubs) rank fifth – interestingly the pattern of use reported by respondents across the whole range is very similar. A good proportion, between 38% - 39%, use local leisure and entertainment facilities at least once a month. This is a positive indication of their value, but also indicates that there are still opportunities to engage more local people more often.
- Of the specifically listed local community facilities Glynneath Training Centre is ranked highest in fourth followed by Glynneath Library in sixth, Glynneath Town Hall in seventh and Bethania Community Centre in eighth. Significantly, over 42% of respondents use the Training Centre at least once a month, whereas the figures using the same criteria for use of the Library are 36.5%, the Town Hall is 22.5% and the Community Centre is 18.75%. Significantly, a high proportion of respondents 54.5% never use the Community Centre.
- What was really interesting from feedback from the supplementary question was that respondents felt that there were other many community facilities and services that should be considered along with those listed. Of these what is perhaps notable was the inclusion of:
 - The surgery, clinic and pharmacy.
 - Services including the Post Office and Bank.
 - Cafes, take-aways & diners.
 - The Peniel Church and Bethel Chapel.
 - The Rugby Club and Train Station Fitness Gym.
 - Bus services.
 - Local footpaths
 - Allotments.

Clearly, any consideration of enhancement of local facilities and services going forward should take note of these.

Note: The next three questions asked were all open-ended and in order to gain some sense of the general ‘themes’ arising in the responses (which for the next question numbered over 200) a ‘Word Cloud’ was generated using the raw data.

Below, the themes that feature in the ‘Word Cloud’ for each of these questions are explored more fully. Some of the original comments, or extracts from them, are used to highlight key issues and where they are the number of the response is given in brackets so that cross-reference can be made with the raw data.

This is clearly a subjective exercise performed by the consultant, but one that is intended to support a better understanding of what respondents are trying to say in answer to each of these questions.

Q3: What’s your / your family’s favourite place to go / thing to do?

Respondents were asked to be specific and give examples. This ‘open ended’ question was asked to get some sense of what Glynneath’s real qualities are in terms of what it offers local residents. There were **209 responses** to this question. A selection of the responses are provided in the consultant’s ‘commentary on responses’. The ‘Word Cloud’ immediately below has been created automatically from these responses, it helps to identify the words most used by respondents (those words most used appear larger) and the general ‘themes’ that appear to have emerged.



Figure 3.1 – ‘Word Cloud’ formed from responses to Question 3

Commentary on responses:

- The word **‘Walking’** features the most. There is clearly a real sense that local residents do value the outdoor opportunities they have to walk in, and in the near vicinity, of Glynneath. Walking destinations listed include: Local parks; footpaths; alongside the

rivers and canal; old railway and viaduct; old colliery washery site; waterfalls; mountains around. Comments included for example:

- *'We enjoy walking our dog, preferably rural areas e.g. Langy, PNV Falls...'* (extracted from 44)
- *'We like to walk, cycle locally enjoying the excellent scenery we have on our doorstep' (72)*
- The second most prevalent word is **'Park'**. Many respondents referred to their use of Welfare Park as their favourite place to go, although reference to it was often qualified with comments about its state of repair:
 - *'Really enjoy the welfare park. It's a lovely space surrounded by beautiful views. Shame it can be so scruffy' (176)*
 - *'The park for picnic on a nice day. It's just a shame it's such a mess' (178)*
- Mentioned a similar number of times was the **'Library'** which had some very favourable comments indeed:
 - *'the library is the life line of my week' (2)*
 - *'my favourite place to go is Glynneath library, I use the facilities there almost daily including the free wifi and PC's, its got excellent staff and is a place I can be productive' (133)*
- The words **'Leisure Centre'** feature strongly too, referring to the Vale of Neath Leisure Centre and often mentioned by respondents as a place to take children swimming.
- The words are **'Training Centre'** are prevalent and refer in to the Glynneath Training Centre:
 - *'training centre, there are fantastic education and training opportunities held there, lots of opportunity for social inclusion' (15)*
- The **'Town Hall'** was mentioned several times in relation to being a venue for concerts but also with specific reference to the 'Age Connects' sessions held there.
 - *'age connect held on friday morning in the town hall there are numerous activities available exercises craft table or just sit with a drink and chat also offers trips throughout the year, also speeches and demonstrations' (31)*
- The words **'Peniel'** and **'Church'** clearly refer to the Peniel Church. The Church is clearly highly valued and popular:

- *‘Peniel chapel, going there, always a lovely welcome, something everyday, for infants to adults very kind and generous, visit people who are ill.’ (6)*
 - **‘Events’** is another word frequently mentioned. Organisations cited by respondents as running events that they have attended and in this context are therefore their ‘favourite’ were as follows: Peniel Church. Glynneath Library and Glynneath Rugby Club.
 - The **‘Rugby Club’** was mentioned by respondents referring both to participation in the sport / training, and in the context of attending Glynneath Rugby Club as a local venue to watch matches and attend events including concerts and quizzes.
 - *‘...rugby club for my son rugby training and weekly games watching Glynneath rugby 1st team panto in rugby club or other events...’ (extracted from 116)*
 - Locally organised **‘Groups’** were mentioned in the context of venues including the Peniel Church, Glynneath Training Centre, Bethania Community Centre and Glynneath Rugby Club.
-

Q4: What do you think could be improved?

Respondents were asked to be specific and give examples. This ‘open ended’ question was asked to get some sense of what really bothers residents about services and facilities in Glynneath. There were **186 responses** to this question. A selection of the responses are provided in the consultant’s ‘commentary on responses’. The ‘Word Cloud’ immediately below has been created from these responses, it helps to identify the words most used by respondents (those words most used appear larger) and the general ‘themes’ that appear to have emerged.



Figure 4.1 – ‘Word Cloud’ formed from responses to Question 4

Commentary on responses:

- The words **'Children'** and **'Young People'** were very prevalent more often than not in the context of a statement along the lines of suggesting that there should be more facilities and activities for them.
 - *'more youth provision needed, as in a valley town/village more opportunities for people to become empowered, either through learning/training, managing their health and wellbeing or through community inclusion.'* (14)
 - *'somewhere for young people to meet in the evenings to play pool etc, instead of loitering on the streets, entrance to surgery.'* (42)
 - *'better sports facilities for young children in the village all year.'* (45)
 - *'more things for the young to get them involved and keep them entertained.'* (52)
 - *'council facilitated groups and events such as youth activities e.g. youth club or sports events such as once a week in the barn cricket match, rounders match- no commitment from the kids but somewhere they can just go and join in free of charge.'* (154)
- The Welfare **'Park'** drew many comments and suggestions for improvement. For example:
 - *'parking at welfare better access to park.'* (63)
 - *'I think the local park could be improved more, for example cut the grass more often and better playing equipment'* (94)
 - *'The local environment, the welfare park is not an attractive place to visit, security fencing near war memorial is ugly, a real eyesore. Introduce better playgrounds, flower beds, seating, pathways in the park. Make the entrance into Glynneath more attractive to draw visitors in.'* (114)
 - *'The welfare park, litter to be picked up there regularly, main park equipment put behind gate and fence e.g. (like Gnoll country park) to deter dogs doing their business where the children are playing, also notice that says dogs should be kept on a lead reinstated where dog owners can see it.'* (115)
 - *'There needs to be toilets in welfare park as I have often seen footballers or the crowd having to use a tree. Not very nice for them or anyone else.'* (153)

Associated with these comments too were respondents desire to see improvements to the environment in general in and around Glynneath.

- *'maintenance of outdoor areas such as entering the village for competitions.'* (6)
- *'the top end of the town looks like a different village, Pontwalby is dirty and full of weeds and potholes.'* (13)
- *'would like to have an "adult playground" or outside gym, somewhere informal to go and exercise without effort.'* (19)
- *'...litter on the streets is very bad, dog poo on streets and back lane...'* (62)

- *'hanging baskets in summer new christmas decorations including "welcome to Glynneath" lanes cleaned and tarmac put down.'* (69)
 - *'The village is very dirty, there is a lot of litter and dog faeces on the pavements. I also feel that the bus stop is in the most ridiculous place and should be moved back to its original spot on the square where it always was. We should aim to make the village look less bleak , maybe put some flower containers around the village and make it look more cared for.'* (148)
 - *'Better access to open spaces, better footpaths, a Town Hall that is open and welcoming for social groups, more benches, regular parking control, litter and dog fouling patrols, weeds and brambles cleared from public areas. We need a more attractive environment, flowers, colour, art, at least some wild flowers on verges. More attention paid to appearance and atmosphere.'* (160)
 - *'tidy up the town, business, groups and community orgs working together on civic pride activities such as flowers, removing litter, making the place look and feel good...' (extracted from 170)*
- The words **'Shops'**, **'Village'** and **'High Street'** were well used:
 - *'the main shopping area could benefit from some new shops in the empty discontinued ones, essentials such as a butchers would be beneficial.'* (18)
 - *'Appearance of the village/landscaping and focal point.'* (89)
 - The word **'Clubs'** is also very prevalent, but a couple of respondents linked this to commentary on the lack of information about what is going on:
 - *'better communication to let the public know whats going on like meetings, age connect, and other local organisations.'* (20)
 - *'better information about what is available in Glynneath in terms of events, access to courses, clubs societies available.'* (64)
 - *'better announcements about local events already going on (we keep hearing whispers of clubs, groups, classes etc. but rarely find any actual information on them).'* (161)
 - The word **'Centre'** is used in the context of both the Bethania Community Centre and Glynneath Training Centre. Reference to the Bethania Community Centre in particular drew some sharply divided opinions, with comments such as:
 - *'the community centre is not working in the building it is in, a more welcoming looking place would be more appealing to the public.'* (2)
 - *'more courses at centre and improve the cafe and re-open the charity shop.'* (8)
 - *'Bethania community centre should be open for longer to benefit people who are not working.'* (22)
 - *'The Community Centre is a waste of money and is costing the tax-payers lot's more money than it should.'* (131)

- *'Better utilisation, at realistic hire costs, of either the Bethania Community Centre or Town Hall; both are not required by the Town of Glynneath.'* (183)
- *'Expand and develop Bethania fully, as per the original plans - for example to enable activities such as dancing, Welsh culture and a 3-generations hub.'* (185)

Reference to the Glynneath Training Centre was less prevalent under this question but three respondents commented as follows:

- *'evening classes for people who work a place (not the pub) to socialise (especially for women).'* (57)
 - *'The training centre could expand into the Woolpack to offer more training courses and health and wellbeing type classes.'* (178)
 - *'Would like to see the Glynneath Training Centre opened up more in the evenings.'* (186)
- The word **'Facilities'** was used more often than not drawing attention to specific improvements that might be made to particular facilities across the whole range of community facilities and services in Glynneath, for example:
- *'facilities for the disabled, wheelchair users and carers' access to dentists / opticians difficult, no ramps or door hooks, more dropped kerbs needed.'* (5)
 - *'town hall (sound) system artists, dressing room more modernisation of bethania chapel ...'*
 - *'toilet facilities needed for visitors. e.g. walkers...'* (extracted from 49)
 - *'Bus stop on square needs to be put back to original stop. Definitely a danger to vehicles and pedestrians where now situated.'* (extracted from 119)
 - *'There is an obvious lack of any seating facilities even on popular dog walking routes. I would love to see the placing of benches on the Cwm Gwrelych walk, the Aberpergwm site, the canal. Even down the Langleigh. This would enable older people and those with young families to be able to walk further and also enjoy the surrounding countryside.'* (extracted from 172)
- Other comments were made highlighting potential issues and opportunities not picked up elsewhere above, such as:
- *'...More services for vulnerable adults in the Community to encourage them to integrate more in the community.'* (extracted from 133)
 - *'Local facilities for Health & Wellbeing... The Welfare Park and Leisure Centre facilities and areas should be regenerated together with additional workshops for local businesses and more to be done to encourage tourism into the area...'* (extract from 131)

Q5: What do you think is missing / we need more of?

Respondents were asked to be specific and give examples. This 'open ended' question was asked to give residents the opportunity to make suggestions as to what they would like to see happen going forward. There were **190 responses** to this question. A selection of the responses are provided in the consultant's 'commentary on responses'. The 'Word Cloud' immediately below has been created from these responses, it helps to identify the words most used by respondents (those words most used appear larger) and the general 'themes' that appear to have emerged.



Figure 5.1 – 'Word Cloud' formed from responses to Question 5

Commentary on responses:

Note: Many of the answers to this question repeated and reaffirmed what people were saying in response to question 4 above. This is probably a function of the fact that the two questions could be perceived to be asking the same thing (i.e. something that could be 'improved' might be construed as being something that is 'missing').

- The word '**Shops**' was very prevalent. Several respondents indicating that they would like to see a greater variety of shops in Glynneath. Interestingly, many people cited their desire to see a 'butcher's shop' established in the town centre.
 - *'It is sad to see so many empty business premises, it would be great to have more shops on offer.'* (2)
 - *'More choice of shops, a butcher, centre of Glynneath looking very dilapidated, run down, shops and bank shuttered up.'* (178)
 - *'I think more shops on the high street would be great. Get rid of the boarded shops and hopefully encourage more people here and have a thriving village again.'* (184)

- Activities for **'Young People'** especially things to do in the evening as well as other **'Group'** activities and **'Clubs'** for all ages:
 - *'young peoples music and IT hub up to date spaces for young mums with pushchairs a better variety of shops and concerts.'* (15)
 - *'Would like to see the start of a drama group, netball team and folk dancing group.'* (26)
 - *'more classes for older people e.g. dance classes pilates etc.'* (27)
 - *'we need clubs for girls in primary schools e.g. netball, hockey as there is lots of rugby football clubs for boys.'* (39)
 - *'after school clubs, develop town hall to indoor play area, high enough to incorporate high apparatus, viewing area, encourage business, provide indoor activities (weather often not suitable for park use) convert woolpack to dance studio-appeal to all age groups, variety of dance, towpath, ballet, tap etc.'* (42)
 - *'I think we could do with a few more indoor activities for the local children during the winter ... more free activities for children...'* (extracted from 48)
 - *'community projects for groups of people, just so they can socialise more outside of pub/club environment.'* (59)
 - *'more clubs for younger children to attend, 9 year olds, maybe classes in holidays pottery, more for teenagers, drop in centre, youth clubs.'* (63)
 - *'evening classes for people who work full time or weekend courses in various topics of interest.'* (70)
 - *'cafes in the evening for older people and youngsters'* (84)
 - *'activities for young families/fitness initiatives'* (107)
 - *'Would like to see more clubs and societies such as art, drama, netball, folk dancing, music groups.'* (143)
- The word **'Park'** featured very strongly once again with comments such as:
 - *'the park environment could be improved so it would be more pleasant to sit in during the summer, also park equipment needs looking at.'* (5)
 - *'Performance venues Improved park equipment Improved planting in park and community centre garden. Flowers in High Street. Anti-littering initiatives.'* (188)
- Community **'Events'** were frequently mentioned, but sometimes in the context of people wanting more information about what is going on locally:
 - *'more places for children of many ages the option to learn welsh loads more events should be held and published more.'* (58)
 - *'more information and publicity, about functions, clubs and events to encourage participation, the notice boards are missing notices! our buildings are in general not well signposted and entrances, opening times and welcome in missing sometimes'* (71)

- *'An information point or local directory with an events day by day/evening. I am a new resident, I failed to find info of what is going on in Glynneath.'* (118)
 - *'I think we are Lucky with the services we have maybe it just need to have some time and effort put into making these groups more known about...'* (extracted from 137)
- Other comments were made highlighting potential issues and opportunities not picked up elsewhere above, such as:
- *'skate parks for teenagers not toddlers.'* (1)
 - *'Cycle routes...'* (extracted from 45)
 - *'speed checks through the village.'* (46)
 - *'Dropped pavements.'* (52)
 - *'benches, litter bins, more parking spaces around angel pub, defib by angel.'* (60)
 - *'evening bus service'* (80)
 - *'Childcare – not enough choice.'* (145)
 - *'Railway station'* (179)
 - *'More options to enjoy the outdoors & natural environment all year round.'* (185)
-

Q6: Would you like to make any other comments about services and facilities in Glynneath?

There were **138 responses** to this question. A selection of the responses are provided in the consultant's 'commentary'. The 'Word Cloud' immediately below has been created from these responses, it helps to identify the words most used by respondents (those words most used appear larger) and the general 'themes' that appear to have emerged.



Figure 6.1 – 'Word Cloud' formed from responses to Question 6

Commentary on responses:

Note: It is no surprise to see that there are a good number of words in this word cloud and consequently less well-defined themes. The consultant has nevertheless picked out some of those that appear to strongly reaffirm what has been already been pointed out.

- *'driving through Glynneath is a nightmare, bus stop in wrong place, people parking anywhere.'* (5)
- *'facilities at java bean needs baby changing.'* (7)
- *'I think there are a lot of excellent facilities e.g. the chemists home delivery service, is very helpful for my gran who is 94.'* (29)
- *'I'm relatively new to the village and I am happy with the majority of the services.'* (30)
- *'combine tennis, bowls, football clubs, build appropriate showers, this will utilise the area, convert community centre to music studio and local museum, pushing for new health centre, surgery unsuitable for disabled parking, neither is bethania.'* (31)
- *'high speed traffic through the town at times-traffic calming measures'* (34)
- *'litter is a great problem if we are to attract tourists.'* (46)
- *'the town hall needs a poster system or an up to date notice board about anything going on, it would be good to have a better entrance which is open-it often looks closed when it is open...' (extract from 50)*
- *'compared to many valley towns Glynneath has a lot of facilities.'* (51)
- *'a nice restaurant.'* (54)
- *'Peniel church serves the community in all age groups, starting from teeny tots 0-3 years, kids club 3-10 years, youth 11+ and even elderly groups, weight watchers, food bank weekly also arranges jumble sales, party in the park, special events throughout the year.'* (67)
- *'Bus stop needs to be moved back to the "square" area of Glynneath. It is dangerous where it is situated now and an accident waiting to happen.'* (83)
- *'a big clean up on the entrance to Glynneath.'* (85)
- *'The cafe in the Community Centre is a waste of resources and money, it is flanked either side by two other more readily used cafes and there is no need for a third.'* (92)
- *'It would be good if Glynneath became more like Ystradgynlais which has some nice shops like Kindle House, a garden centre and a shop selling Clogau. A cinema would be good and more organised events similar to the ones they have run lately, music on the streets, Christmas parade, farmers market and craft fair.'* (93)
- *'Overall I think we have some valuable services and facilities I just feel that maybe it is not advertised well enough...especially on Social Media. As that is how most people find out about groups and activities.'* (94)
- *'I think that the entrances to the village should be spruced up as visitors entering are struck by how dilapidated everything looks. Despite the improvements made to the centre of the village, its general demeanour could do with an uplift... perhaps a campaign on 'Pride in our village' is required.'* (extracted from 97)

- *'Village is not well presented and not attractive for residents and potential tourism, shops have closed and are eyesores, part of oddfellows that's is vacant,maes y fynnon,Barclays. Dog fouling is really bad and people walk dogs off leads in public places that is off putting.'* (120)
 - *'Its a great place with lots going on - sometimes those services are not joined up and things happen in silos, often arising in competition and even conflict around resources - there are emerging groups such as the community events panel that is gathering people with ideas and energy to make difference, do things for ourselves.'* (123)
 - *'We're very big fans of the library and park, - and Teeny Tots group in Peniel church and rainbows etc without these we would be lost and have nothing to do. We love the park – weather depending - but the grounds could be maintained more and repairs carried out sooner. Tennis for the children should be free with regards to those volunteering their time to teach.'* (124)
 - *'Although services have been lost to the area Glynneath remains a vibrant town with lots of interests taking place there. The training centre has been vital for the education of many mature students over the past thirty years, if bethania is further developed it will provide more opportunities for further services in the town.'* (126)
 - *'I believe Glynneath has a lot to offer but it needs a much more positive outlook. The many clubs and organisations need to be promoted and supported.'* (128)
 - *'[Service] The town council website needs modernising and to be utilised more with regards communication with the community on relevant topics.'* (133)
 - *'I'd like to see more focus on tourism initiatives. Accommodation for visitors. Better signage. Drives for preservation of heritage (Bethania e.g.) Canal walks, High st (Woolpack) Restoration of charity shop.'* (136)
 - *'Glynneath is a "hub town" with outlying villages relying on it; therefore, there are thousands of people in our catchment area. There is a huge potential to expand our facilities (not curtail them) and to encourage more people to use them.'* (137)
 - *'Glynneath's a great place to live'* (138)
-

Q7. How many people are there in your household of the following age groups?

There were **183 responses** to this question. The question was asked to track how far the survey was representative of the views of different age groups within the community.

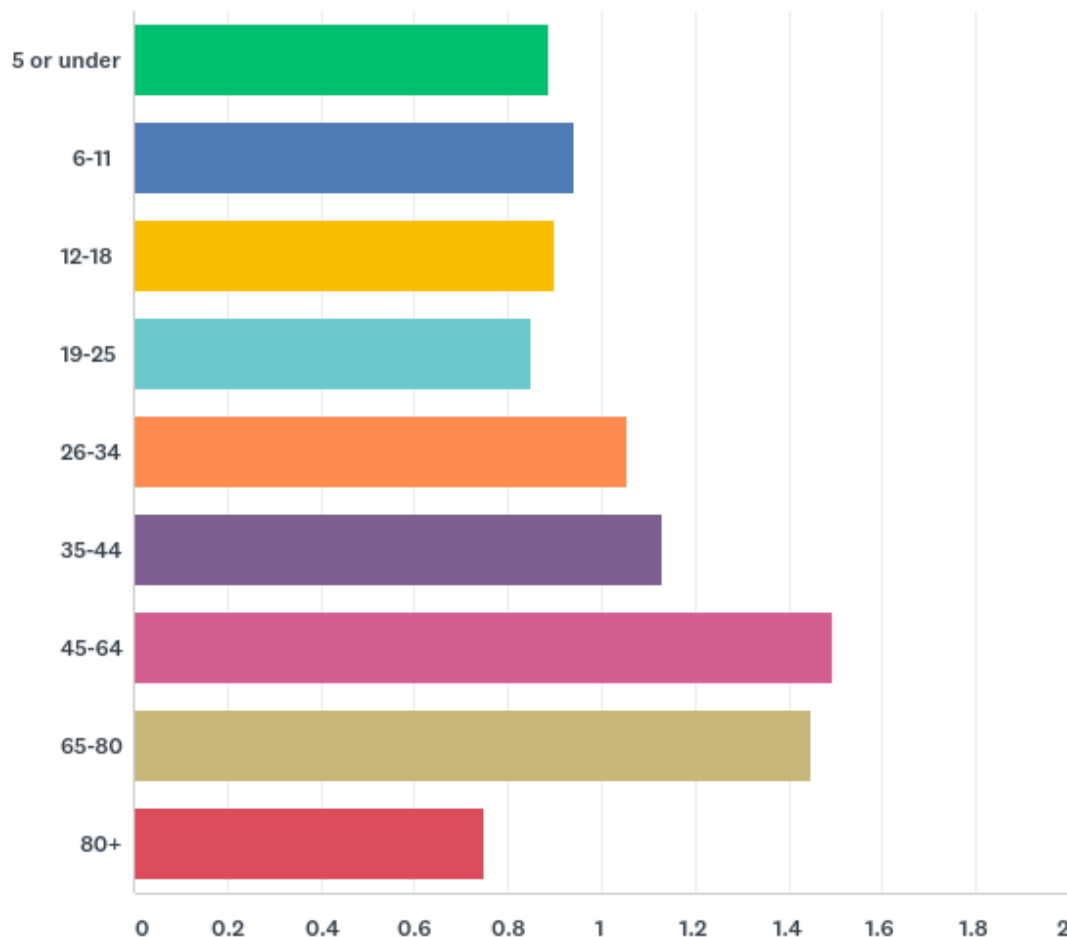


Figure 2.3 – Graphical representation of results of Question 7

Conclusions:

- Whilst there is a bias towards the views of 'older' age groups being represented in the survey, that bias isn't as large as might have been expected in surveys of this nature.
- This is probably reflective of the fact that the survey was successful in securing the participation of adult residents with the full range of child age groups living with them.
- The survey was not designed to seek the views of young people and children direct. These kinds of surveys are labour intensive and were beyond the resources available in this commission. That is not to say that further follow up work might be undertaken with these age groups at some later date, most especially perhaps to test the validity of what their parents / guardians were saying on their behalf!

3. SURVEY RESULTS – BUSINESSES AND COMMUNITY ORGS.

The questions asked, the reasons for asking them and a summary of the responses received is provided below.

- There were **21 responses** to the consultant's consultations with local businesses, community organisations and individuals. 11 of those consulted responded online and a further 10 were consulted via structured telephone consultations or face to face discussions undertaken at community events.
- There is clearly less data arising from this 'cohort' of consultees and a consequent inability to draw firm conclusions from the results. However, the comments and views that were shared, help to inform and provide a different perspective on the issues and opportunities.
- The consultant has therefore sought to share some of those comments deemed to be the most helpful and insightful.

Q1: From the perspective of your organisation / business what do you think are the key issues and challenges facing people living in Glynneath?

Sample responses:

- *'There is a wide range of issues including all of the above suggested areas; the provision of and access to services is a big issue as well as the impact of reforms to welfare not only for those out of work, but for those in work. Household income has to be a very significant issue and concern and finding ways to improve this will help the most vulnerable in the community to begin to develop better lives; this will have a consequential positive impact on many of the other areas of concern.'*
- *'Tourism in the area. Gateway to areas of natural beauty. Infrastructure for such provision not catered for. Little or no cooperation with Powys or National Park in Pontneathvaughan.'*
- *'Employment, we have a large industrial area that has been empty for 20 years. No business's, apart from Mcdonalds, have been encouraged to develop the site alongside the A465. Why can't we get investment to provide work for local people?'*
- *'Poverty, including in-work poverty levels. Addressing this will require Education/training for employment; this includes addressing basic skills deficiencies and attitudes to work. Public transport is also an associated issue, with poor provision affecting social as well as economic lifestyles. Health is also an issue and in particular, mental health problems, frequently associated with loneliness and poverty.'*

Q2: Thinking about the local services and facilities listed below, are there any that your organisation / business has a direct existing involvement with or potential future interest in using?

	NO EXISTING INVOLVEMENT OR INTEREST	EXISTING INTEREST AND INVOLVEMENT	POSSIBLE FUTURE INTEREST	TOTAL	WEIGHTED AVERAGE
Bethania Community Centre	50.00% 5	20.00% 2	30.00% 3	10	1.80
Glynneath Training Centre	20.00% 2	50.00% 5	30.00% 3	10	2.10
Glynneath Town Hall	36.36% 4	27.27% 3	36.36% 4	11	2.00
Glynneath Library	30.00% 3	30.00% 3	40.00% 4	10	2.10
Local parks and open spaces	40.00% 4	0.00% 0	60.00% 6	10	2.20
Local leisure facilities (including the Vale of Neath Leisure Centre)	11.11% 1	33.33% 3	55.56% 5	9	2.44
Local entertainment facilities (including pubs and clubs)	18.18% 2	27.27% 3	54.55% 6	11	2.36
Local shops	18.18% 2	45.45% 5	36.36% 4	11	2.18

Figure 3.1 – Graphical representation of results of Question 2

Conclusions:

- There is insufficient data from the 11 online responses to draw any firm conclusions from this question, although there were plenty of respondents indicating a 'possible future interest' in use of the listed facilities – most notably the local parks & open spaces and the pubs & clubs.
- However, the associated discussions via telephone & face to face revealed specific interest in using local facilities for particular activities including; youth activities, children's play and accommodation for the activities of a voluntary sector organization.

Q3: If your organisation / business already uses local services and facilities what do you use them for?

Sample responses:

- *'Currently mainly to hold meetings and attend events to provide information and support, generally as part of wider partnership working.'*
- *'Monday, leisure centre for exercise class for over 50 and swimming Drs surgery for informtion and advive surgeries Tuesday Library for computer class, Trem y Glyn community class with residents and community. Bethania for information and advice surgery Wednesday use cafe for lunch clubs Thursday Bethania and community Cafe for*

appointments etc Friday town Hall for our weekly Outreach group which is now up to 50 members. We use the training centre for when we need to book rooms for different short term projects but have a great relationship with them and we often use them for equipment etc.'

- *'We signpost to the training centre people we feel would benefit from the service particularly Cwm Ni Arch.'*
- *'Delivery of education/training and facilitation of the delivery by other agencies (eg Glynneath Training Centre)*

Q4: If your organisation / business already uses local services and facilities how might they be improved to enable you to better deliver your own services?

Sample responses:

- *'We are hoping that in the future we can provide a drop in service in the area and bring other organisations with us...we have difficulties finding appropriate rooms.'*
- *'Looking for a venue to hold monthly meetings and training evenings. As we are a country group it needs to be free to use.'*
- *'Better resourcing. The centres do a good job with the resources available, but these have been reducing and therefore services (including delivery on our behalf) has been declining.'*

Q5: If your organisation / business has a possible future interest in any of the community services and facilities what is that interest?

Sample responses:

- *'Our interest would be driven by local need and the need by partners for our involvement (e.g. attending meetings or events).'*
- *'The users of my provision would benefit from having ANY increase to use local facilities of interest especially during periods of inclement weather.'*
- *'Room hire is always our interest.'*
- *'Use of a room for training and meetings once a month . As we operate voluntary would need to be free to use.'*

- *'Room hire for adult and community education (on ad hoc basis, depending on demand) and development of independent clubs and societies arising from successful adult and community education classes, eg in art or music.'*

Q6: Do you have any good ideas for further developing services and facilities in Glynneath?

Sample responses:

- *'Strong partnership working to ensure the best possible strategic approach to local development; encouraging local groups to pull together to discuss and respond to local need with our help and facilitation making the best joined up approach to local funding options and opportunities.'*
 - *'Tourism should be encouraged. Ystradgynlais should be checked out as a "village" which is striving to be more community involved with the residents. The Clydach (Swansea) Community Council is also doing sterling work to encourage involvement.'*
 - *'Would like to see more businesses/shops/pubs etc get together and work as a group to help voluntary groups like ourselves who put so much back into our community.'*
 - *'We work closely with Glynneath Training Centre (and the DOVE Centre in Banwen), and take a lead from them in identifying services and facilities for which we could contribute further.'*
-

4. CONCLUSIONS AND RECOMMENDATIONS

In this section a summary of the consultant's main conclusions and recommendations is put forward.

The way forward...

- The enthusiasm and commitment of the members of the Project Steering Committee, the vision and foresight to find out what local people really think, and the great response to the survey from the people of Glynneath, has enabled the consultant to draw some firm conclusions and recommendations on the way forward.
- However, as with all of these projects, there is a danger of trying to do too much and not achieving much as a result. The consultant has therefore sought to draw together, from the feedback received via the responses to the survey, a prioritised list of the 'top ten' things that the Town Council and its partners might look to achieve in the years to come.

Top ten things that local people say they want & need...

1. **Improvements to Welfare Park.**
2. **Improvements to town entrances and along the High Street.**
3. **Improvements in the coordination between and dissemination of information about local facilities, clubs & societies.**
4. **More activities catering for the specific needs of young people.**
5. **More community events.**
6. **An improved local shopping experience.**
7. **Improvements to existing local walks.**
8. **Development of local tourism opportunities.**
9. **More activities catering for the specific needs of parents with young children.**
10. **Better local transport services.**

- Each one of these areas of concern, as expressed by the residents of Glynneath is now explored in terms of the **issues** to be addressed, **suggested improvements** that might be made, and **recommended actions** to achieve the desired improvements.

1. Improvements to Welfare Park.

Issues:

- Maintenance;
- Poor / lack of facilities & equipment (e.g. Safe play / Toilets);
- Eyesores (E.g. fencing to war memorial);
- Dogs (mess / control);
- Litter;
- Parking and access (all abilities).

Suggested improvements:

- Entrance gateway features;
- New pathways / better disabled access;
- Flower beds;
- Seating;
- Signage
- Play equipment / Outdoor Gym / Picnic Area

Recommended Action(s):

- Commission a suitably qualified professional (Landscape Architect) to develop a master-plan for the Park. Ensure the designer works closely with existing Park user groups and that plan is displayed for public comment and input.
- Look into the possibility of establishing a 'Friends of Welfare Park' type organisation to support on the ongoing management and maintenance of the Park.
- Seek funding for implementation.

2. Improvements to town entrances and along the High Street.

Issues:

- Traffic congestion;
- Run down appearance (e.g. Empty shops);
- Litter & Dog mess;
- Potholes;
- Parking;
- Disabled access.

Suggested improvements:

- Move the bus stop;
- Traffic calming measures;

- Physical environmental improvements (e.g. Gateway entrance features at top & bottom ends of town, planters & hanging baskets, wildflower verges, better signage)
- Local civic pride initiative

Recommended Action(s):

- Work with the relevant authorities / companies to ascertain what can be achieved to relieve the traffic congestion issues along the High Street.
- Undertake negotiations with landowners at the top and bottom end of the town to secure permission to develop sites where 'Gateway' features and 'Welcome to Glynneath' signs can be established.
- Engage the local 'gardening club' and other interested community organisations in a civic pride initiative focused on the production and supply of hanging baskets & planters
- Consult local traders and engage them in a dialogue about 'hosting' hanging baskets & planters at their premises.

3. Improvements in the coordination between and dissemination of information about local facilities, clubs & societies.

Issues:

- Competing & conflicting agendas;
- Lack of / poor / inadequate communication of opportunities;
- Specific issues at each venue (e.g. Sound system at Town Hall, parking / access to Bethania etc.)

Suggested improvements:

- New Glynneath 'What's Happening' website;
- More evening classes & activities (e.g. dance)

Recommended Action(s):

- Seek to strengthen and formalise the informal working relationships between the managers of the key community facilities within Glynneath, by establishing a 'Community Facility Forum' with a remit to develop a coordinated approach to the services and activities offered.
- Task Forum members with conducting a coordinated audit of their facilities so that a costed 'shopping list' of improvements can be drawn up.
- Get the Forum to lead on the development of a new 'Glynneath What's Happening' website undertake by a suitably qualified website design company.

4. More activities catering for the specific needs of young people.

Issues:

- Not enough variety of age-appropriate places to go / things to do – especially in the evenings;
- Perceived / actual anti-social behaviour;

Suggested improvements:

- IT hub / internet café;

Recommended Action(s):

- Bring together local Youth Workers and Leaders in community organisations already working with young people and hold a one off 'Bright Ideas' session in which the key issues are discussed and solutions proposed.
- Draw up an 'Action Plan' on the day and seed the plan back into wider efforts to secure capital & revenue funding.

5. More community events.

Issues:

- Not enough of them;
- Better coordination on dates;
- Insufficient promotion;

Suggested improvements:

- Glynneath 'Events Calendar';
- Better event promotion online and in press;

Recommended Action(s):

- Support the ongoing development of the newly established Glynneath Community Events Panel.
- Task the Panel with the production of a year ahead 'Events Calendar' that can be publicised online via the 'Glynneath What's Happening' website as well as existing social media platforms.
- Produce a high quality, hard copy seasonal Newsletter that can be distributed to households in Glynneath.

6. An improved local shopping experience.

Issues:

- Perceived / actual lack of choice (e.g. Butcher shop);
- State of High Street (e.g. litter, potholes dog mess, parking, disability access)

Suggested improvements:

- Farmers Market;
- Craft-fayres;

Recommended Action(s):

- Work with NPTCBC to ensure they stay abreast of key maintenance / cleanliness / parking issues on the High Street.
- Work with local traders and community organisations to assess the feasibility of bringing a regular Farmers Market / Craft Fayres to Glynneath.

7. Improvements to existing local walks.

Issues:

- Availability of information about existing local walking routes;
- Access / disabled access;
- Lack of seating;

Suggested improvements:

- New seating at key stopping points and viewpoints etc;
- Establishment of 'dog friendly' walking routes;

Recommended Action(s):

- Work with Countryside Access Dept within NPTCBC to assess the potential of linking existing publicised routes into the wider countryside to a 'Hub Point' located at Welfare Park.
- Identify key locations where new seating areas / benches might be located and establish a phased programme for installation.
- Look into the feasibility of establishing a programme of awareness raising and interactive activities targeted at dog owners and featuring; social walks, dog obedience classes, preferred dog routes and designated dog run in Welfare Park.

8. Development of local tourism opportunities.

Issues:

- Poor signage / welcome;
- Low key promotion of existing tourism / leisure opportunities;
- Lack of 'focal point' / tourism hub / destination in town;

Suggested improvements:

- Better links to BBNPA tourism initiatives further up the Valley (e.g. Waterfall Country / planned conservation and improvements at Gunpowder Works site).
- Create a new destination (e.g. local museum)

Recommended Action(s):

- Consult BBNPA about their plans for 'Waterfall Country' and the 'Gunpowder Works' site and secure involvement in the development of those plans.
- Commission a feasibility study to assess the likely demand for and potential location of a local history museum.

9. More activities catering for the specific needs of parents with young children.

Issues:

- Lack of good safe indoor / outdoor play facilities, especially for vulnerable young children / children with additional needs;

Suggested improvements:

- New / improved play facilities;

Recommended Action(s):

- Undertake further targeted consultations with parents of young children and get their views on the development of both outdoor and indoor play facilities.
- Work with key individuals and community organisations locally to map and enhance existing local provision

10. Better local transport services.

Issues:

- Evening bus service;
- No railway connection;

Suggested improvements:

- More services in evening;

Recommended Action(s):

- Ensure a dialogue is kept up with NPTCBC regarding local transport routes wrt evening bus provision.
-

APPENDICES

- **Appendix 1: Questionnaire Survey Form**
- **Appendix 2: Online survey**
- **Appendix 3: Launch publicity**

Glynneath Community Survey Questionnaire

Glynneath Town Council is leading a project to find out what people living in Glynneath want and need with respect to local services and facilities. Help us by completing our community questionnaire below or online at: <https://www.surveymonkey.co.uk/r/GlynneathCommunity>.

Please answer all questions. The results will help us plan for the future. Thank you!

1. What's important to you and / or your family living in Glynneath? Rank the following by inserting '1st' '2nd' '3rd' etc. alongside each statement. Where '1st' is the most important and 8th the least...

- Financial security
- Entertainment and culture
- Good friends and neighbours
- Access to employment
- Good education and training
- Health & wellbeing
- A quality local environment
- Happiness

2. Do you / your family use the existing facilities and services available for people living in Glynneath? Tick the box to indicate how often you use them...

	Never use	Use now and again	Use average once a month	Use at least once a week	Use daily
• Bethania Community Centre	☐	☐	☐	☐	☐
• Glynneath Training Centre	☐	☐	☐	☐	☐
• Glynneath Town Hall	☐	☐	☐	☐	☐
• Glynneath Library	☐	☐	☐	☐	☐
• Local parks and open spaces	☐	☐	☐	☐	☐
• Local leisure facilities (inc. Vale of Neath Leisure Centre)	☐	☐	☐	☐	☐
• Local entertainment facilities (including pubs and clubs)	☐	☐	☐	☐	☐
• Local shops	☐	☐	☐	☐	☐

- Do you use any other local services and facilities not listed above? Please name them below....

Office use please ignore - Location Code:

Q No:

Initials:

Thinking about facilities and services in Glynneath...

3. What's your / your family's favourite place to go / thing to do? [Please be specific and give example(s)]

4. What do you think could be improved? [Please be specific and give example(s) where you are able]

5. What do you think is missing / we need more of?

6. Any other comments about facilities and services in Glynneath?

7. How many people live in your own household / place of residence in the following age groups?

Under 5 _____	6-11 _____	12-18 _____	19-25 _____	26-34 _____
35-44 _____	45-64 _____	65-80 _____	80+ _____	

8. What is your postcode please? _____

(Your postcode is important to us so that we can get a fair representation of views from across Glynneath)

9. How did you receive / where did you pick up this survey form? _____

Thank you for taking part in our survey. Please hand your completed questionnaire back to our surveyor or pop into the 'post boxes' available at: Bethania Community Centre, Glynneath Training Centre, Glynneath Town Hall or Glynneath Library (during the normal opening times of these community facilities). If you have any further queries please contact our community consultant Gareth Kiddie via email: gareth@gka.org.uk

Holiadur Arolwg Cymunedol Glyn-nedd

Mae Cyngor Tref Glyn-nedd yn arwain prosiect i ddarganfod dymuniadau ac anghenion pobl sy'n byw yng Nglyn-nedd o ran gwasanaethau a chyfleusterau lleol. Helpwch ni drwy lenwi'n holiadur cymunedol isod neu ar-lein yn: <https://www.surveymonkey.co.uk/r/CymunedGlyn-nedd> Atebwch bob cwestiwn. Bydd y canlyniadau'n ein helpu i gynllunio at y dyfodol. Diolch yn fawr!

1. Beth sy'n bwysig i chi a / neu eich teulu sy'n byw yng Nglyn-nedd? Rhowch sgoriau i'r canlynol, drwy roi '1af' '2il' '3ydd' etc. wrth ochr pob gosodiad. '1af' yw'r pwysicaf ac '8fed' yw'r lleiaf pwysig ...

- Diogelwch ariannol
- Adloniant a diwylliant
- Ffrindiau a chymdogion da
- Cyfle i gael gwaith
- Addysg a hyfforddiant da
- Iechyd a llesiant
- Amgylchedd lleol o safon
- Hapusrwydd

2. Ydych chi / eich teulu yn defnyddio'r cyfleusterau a'r gwasanaethau presennol sydd ar gael i bobl sy'n byw yng Nglyn-nedd? Ticiwch y blwch i ddangos pa mor aml rydych chi'n eu defnyddio ...

	Byth yn eu defnyddio	Eu defnyddio nawr ac yn y man	Eu defnyddio unwaith y mis ar gyfartaledd	Eu defnyddio o leiaf unwaith yr wythnos	Eu defnyddio bob dydd
• Canolfan Gymunedol Bethania	☐	☐	☐	☐	☐
• Canolfan Hyfforddi Glyn Nedd	☐	☐	☐	☐	☐
• Neuadd y Dref	☐	☐	☐	☐	☐
• Llyfrgell Glyn Nedd	☐	☐	☐	☐	☐
• Parciau a lleoliadau agored	☐	☐	☐	☐	☐
• Cyfleusterau Hamdden Lleol (yn cynnwys Canolfan Hamdden Cwm Nedd)	☐	☐	☐	☐	☐
• Lleoliadau adloniant lleol (yn cynnwys clybiau a thafarnau)	☐	☐	☐	☐	☐
• Siopau lleol	☐	☐	☐	☐	☐

Ydych chi'n defnyddio unrhyw wasanaethau a chyfleusterau lleol eraill sydd heb eu rhestru uchod? Rhowch eu henwau nhw isod

At ddibenion y swyddfa – Cod Lleoliad:

Rhif C:

Llythrennau blaen:

Gan feddal am gyfleusterau a gwasanaethau yng Nglyn-nedd ...

3. Beth yw'r hoff le i fynd / hoff beth i'w wneud i chi / eich teulu? [Byddwch yn fanwl a rhowch enghraifft neu enghreifftiau]

4. Beth allai gael ei wella, yn eich barn chi? [Byddwch yn fanwl a rhowch enghraifft neu enghreifftiau os gallwch chi]

5. Beth yn eich barn chi sydd yn eisiau / angen mwy ohono?

6. Unrhyw sylwadau eraill am gyfleusterau a gwasanaethau yng Nglyn-nedd?

7. Faint o bobl sy'n byw yn eich cartref / preswylfa chi yn y grwpiau oedran hyn?

O dan 5 _____ 6-11 _____ 12-18 _____ 19-25 _____ 26-34 _____
35-44 _____ 45-64 _____ 65-80 _____ 80+ _____

8. Beth yw eich cod post? _____

(Mae'ch cod post yn bwysig er mwyn inni sicrhau sylw teg i safbwyntiau o bob rhan o Lyn-nedd)

9. Sut / ble cawsoch chi'r ffurflen hon? _____

Diolch yn fawr ichi am gymryd rhan yn ein harolwg. Ar ôl ei llenwi, rhowch eich ffurflen nôl i'r holwr neu ewch â hi i'r 'blychau post' sydd ar gael yn: Canolfan Gymunedol Bethania, Canolfan Hyfforddi Glyn-nedd, Neuadd Tref Glyn-nedd neu Lyfrgell Glyn-nedd (yn ystod oriau agor arferol y cyfleusterau cymunedol hyn). Os oes gennych ragor o ymholiadau, cysylltwch â'n hymgyngorydd cymunedol Gareth Kiddie drwy'r ebost: gareth@gka.org.uk

Appendix 2 – Online Survey

Glynneath Community Survey

Survey Questionnaire

Glynneath Town Council is leading a project to find out what people living in Glynneath want and need with respect to local services and facilities. Please help us by completing our community survey questionnaire below. There are eight questions. You will need to answer every question, but the survey should take no more than 5-10 minutes to complete.

1. What's important to you and your family living in Glynneath? Use the pull down box on the left hand side to rank the following statements 1 - 8, where 1 is the most important and 8 the least important. (Please note, you are not able to choose an equal ranking score for two or more statements).

1	Financial security
2	Entertainment and culture
3	Good friends and neighbours
4	Access to employment
5	Good education and training
6	Health & wellbeing
7	A quality local environment
8	Happiness

2. Do you use the existing services and facilities available for people living in Glynneath? Tick the box to indicate how frequently you use the following.

	Never use	Use now and again	Use at least once a month on average	Use at least once a week	Use daily
Bethania Community Centre	☐	☐	☐	☐	☐
Glynneath Training Centre	☐	☐	☐	☐	☐
Glynneath Town Hall	☐	☐	☐	☐	☐
Glynneath Library	☐	☐	☐	☐	☐
Local parks and open spaces	☐	☐	☐	☐	☐
Local leisure facilities (including the Vale of Neath Leisure Centre)	☐	☐	☐	☐	☐
Local entertainment facilities (including pubs and clubs)	☐	☐	☐	☐	☐
Local shops	☐	☐	☐	☐	☐

Arolwg Cymuned Glyn-nedd

Lleisiwch eich barn am wasanaethau a chyfleusterau cymunedol yng Nglyn-nedd

Mae ffurflenni'r holiadur ar gael ar-lein yn:

<https://www.surveymonkey.co.uk/r/CymunedGlyn-nedd> neu gallwch godi ffurflen yn: Canolfan Gymunedol Bethania, Canolfan Hyfforddi Glyn-nedd, Neuadd Tref Glyn-nedd neu Lyfrgell Glyn-nedd (yn ystod oriau agor arferol y cyfleusterau cymunedol hyn)



Glynneath Community Survey

Have your say about community services and facilities in Glynneath

Questionnaire survey forms are available online at:

<https://www.surveymonkey.co.uk/r/GlynneathCommunity> or you can pick one up at:
Bethania Community Centre, Glynneath Training Centre, Glynneath Town Hall or
Glynneath Library (during the normal opening times of these community facilities).

Press Release

Max Boyce launches Glynneath community survey

Glynneath Town Council is working with Glynneath Training Centre to conduct a survey to find out what residents think about local community facilities and how they might like to see them developed in the future. The initiative is being launched this week with a community survey questionnaire set to be available for completion at a range of outlets across Glynneath.

Max Boyce, who grew up in Glynneath and is still a resident, was one of the first to support the project, turning out at the Glynneath Training Centre to share his views he commented, 'In places like Glynneath we are hanging on to our community spirit and we need to do all that we can to preserve that sense of pride and passion in our own community. This initiative is really important. I sincerely hope that the people of Glynneath will take advantage of the opportunity to have their say.'



Max Boyce shares his views with Malcolm Scott at Glynneath Training Centre

Cllr Del Morgan explained a bit more about the initiative, 'We have a good range of local community buildings and facilities in Glynneath and we want to be sure that they are meeting the needs and desires of the local community. As a Town Council, we've undertaken many projects aimed at improving local services and facilities, but we haven't had the opportunity to conduct a community survey such as this for some time. We're hoping that as many people as possible will complete the survey; we know that each response we receive will help us better plan for the future.'

A good example of a key community facility is the Glynneath Training Centre. With a strong track record of developing innovative projects and services the Training Centre plays an important role in the heart of the community, however, Centre Coordinator Rhysian Pengilley isn't taking anything for granted, 'We work hard to ensure that what we do is valued by local people, but we recognise too that we need to listen carefully to what people say. The survey is a real opportunity to tell us what we should be doing next and to help shape the nature of our services going forward.'

The survey is being coordinated by professional community regeneration consultancy GKA, commissioned with the support of a grant from the Pen y Cymoedd Wind Farm Community Fund. The Fund has been established by energy company Vattenfall for the benefit of the communities hosting the Pen y Cymoedd Wind Farm.

The community survey is set to take place throughout the month of October and survey forms will be available for completion during normal opening hours at the following outlets: Glynneath Library, Bethania Community Centre and Glynneath Training Centre. For further information about the survey please contact GKA's principal consultant, Gareth Kiddie, via email: gareth@gka.org.uk. There is also an opportunity to complete the survey form online at: <https://www.surveymonkey.co.uk/r/GlynneathCommunity>.

ENDS



Helping communities to help themselves...