



# **Results of the public survey**

## **Which services are important to you?**

**September - November 2018**

**[www.gwynedd.llyw.cymru/priorities](http://www.gwynedd.llyw.cymru/priorities)**

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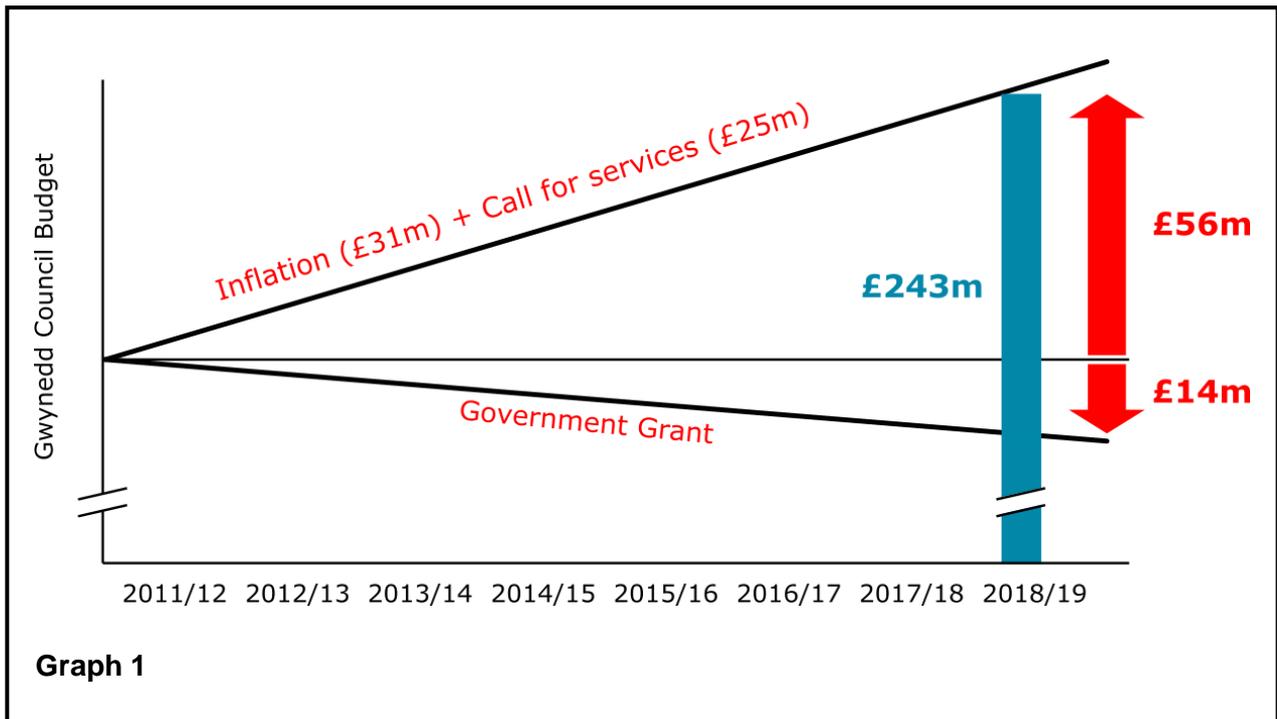
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## 1. Introduction

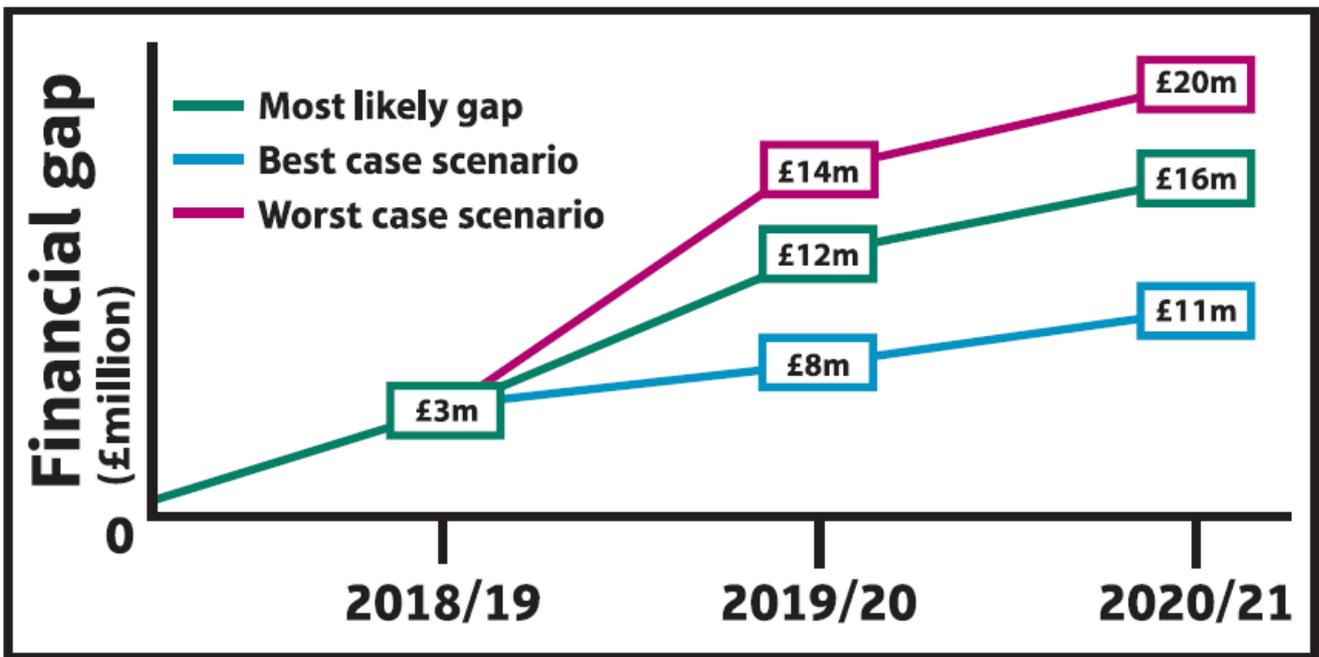
- 1.1 Every year, Gwynedd Council spends millions of pounds on a large number of local services.
- 1.2 During 2018/19 alone, **£243 million** will be spent on these services, with around **70%** going towards education, caring for vulnerable people, waste collection and keeping the county's road network up to an acceptable standard.
- 1.3 **£7.20 of each £10** that Gwynedd Council spends on local services in Gwynedd comes directly from the government.
- 1.4 For many years, the funding received from the government towards the cost of maintaining local services in Gwynedd has not been sufficient to pay for them. Between 2010/11 and 2018/19 the Council has faced substantial cuts in the funding it receives from the government, while the costs and demand for local services have increased considerably year on year.
- 1.5 It is estimated that the **financial deficit** facing the Council between **2019/20** and **2022/23** will be somewhere between **£11 million** and **£20 million**.
- 1.6 The purpose of the consultation "***Which services are important to you?***" was to:
- explain the financial position facing the Council to the residents and organisations of Gwynedd;
  - give Gwynedd residents and organisations the opportunity to have their say on which services provided by the Council are most important to them;
  - provide appropriate opportunities for individuals, community groups, interest groups and protected characteristic groups to participate in the survey.
- 1.7 As an introduction to the public survey and in the public meetings, it was explained:
- that the Council will face an extremely challenging financial situation over the next three years;
  - that the results of the survey and the main messages would be presented to Gwynedd's councillors as information that would be useful as they considered how best to allocate the insufficient sums of money that would be available to fund local services between 2019/20 and 2022/23;
  - that it would be the sole responsibility of Gwynedd councillors to weigh up all evidence that came to hand while they consider the best way to allocate and prioritise the limited amount of money available to pay for local services from April 2019 onwards.

## 2. Financial context

- 2.1 Over the past eight years, Gwynedd Council has received a reduction of **£14 million** in the funding it receives from the government.
- 2.2 Over the same period, the Council's costs have increased by **£56 million** - with **£31 million** due to inflation costs and **£25 million** due to the continual increase in demand for local services, specifically in the field of care due to the high number / proportion of older people living in the county.



- 2.3 As can be seen from the above graph, this combination of factors means that Gwynedd Council has to cope with a financial deficit of **£70 million** during 2018/19 alone.
- 2.4 In response to this financial deficit, since 2011/12, Gwynedd Council has succeeded in saving **£46 million** by working more efficiently and has had to deliver cuts to the value of **£5 million** to some services. In order to bridge the remaining financial deficit of **£19 million**, an annual Council Tax increase was introduced.
- 2.5 Unfortunately, there is no sign that the trends of the past eight years will change between 2019/20 and 2022/23 and it is estimated that the financial deficit facing Gwynedd Council will increase to somewhere between **£11 million** and **£20 million** over this period.



2.6 Due to the size of the financial deficit, and the fact that the Council has been delivering efficiency savings for a number of years, it is inevitable that cuts to some services will have to be considered in order to meet the Council's legal obligation to set a balanced budget for the 2019/20 financial year.

2.7 Before weighing up the possible options, the Council was eager to hold an engagement exercise "Which services are important to you?" in order to gain a clearer picture of what is important to the residents of Gwynedd, to specific areas and groups of people in the county.

### 3. Conducting the survey

3.1 The survey was undertaken over **8 weeks** between 10 September and 4 November 2018.

3.2 There was an opportunity for residents and organisations to participate **in three ways**:

- i) Complete a questionnaire '**Which services are important to you?**' by one of three methods:
  - On-line on the website **www.gwynedd.llyw.cymru/priorities**
  - A paper booklet and questionnaire available through Siop Gwynedd, the Council's libraries and leisure centres;
  - An easy read paper version available upon request.
- ii) Attend one of **10** public meetings held across the county in **Bala, Bangor, Bethesda, Blaenau Ffestiniog, Caernarfon, Dolgellau, Penygroes, Porthmadog, Pwllheli and Tywyn.**
- iii) Send a letter or e-mail with feedback or comments.

3.3 A wide range of methods were used to promote and raise awareness of the opportunities to participate in the survey, including:

- publishing a series of prominent articles in the autumn 2018 edition of **Newyddion Gwynedd** which was distributed to 58,000 homes (more than 95%) across Gwynedd between 10 and 14 September;
- publishing a series of **press releases**, which were used as a basis for articles in the local and regional newspapers (Daily Post, Herald, Bangor Mail, Cambrian News, Y Cyfnod, Chronicle, and a number of the county's *Papurau Bro*);
- a proactive campaign on **social media** which included a regular series of messages and video clips that were promoted through the Council's **Twitter, Facebook** and **Instagram** accounts and through a number of partners;
- distributing **promotional packs** to the **75 county** councillors, **64 Community Councils, 13 libraries, 11 leisure centres, three Siop Gwynedd one-stop-shops.** These packs included paper copies of the questionnaire and a freepost return envelope, posters and leaflets promoting the on-line and paper questionnaire and posters noting the dates, locations and registration details for the public meetings;
- circulating details of the survey to a number of bodies to share with their members, including members of the:
  - **Third Sector Liaison Group in Gwynedd;**
  - **Gwynedd and Anglesey Public Services Board;**
  - **Gwynedd Business Network;**
  - **Eryri and Meirionnydd Young Farmers;**
  - **Bangor University Student's Union;**
  - **Yr Urdd;**

- **Age Cymru Gwynedd a Môn;**
  - **arts organisations;**
  - **environmental groups etc.**
- contacting each of the **secondary schools** in Gwynedd and working with the **Youth Service** to encourage children and young people to complete the survey;
  - holding **information stands** in:
    - **Coleg Meirion Dwyfor;**
    - **Bangor University Student's Union;**
    - **Age Cymru Gwynedd a Môn Wellbeing One Stop Shop** event at Dyffryn Ardudwy;
    - **Bangor Mosque** etc.
  - helping people in some of the county's **residential homes** to complete the survey;
  - some **partners** e.g. Cartrefi Cymunedol Gwynedd and Betsi Cadwaladr University Health Board shared the details of the exercise in their staff newsletters.

3.4 A proactive effort was made to ensure that the voices of a number of cohorts, characteristic groups and difficult to reach groups were heard during the exercise. As part of this work, specific meetings were held with:

- **Gwynedd Equality Core Group**
- **Young people including the LGBT+ youth group (GISDA), Gwynedd Young carers and young care-leavers**
- **Disabled people, including the Self Advocacy Groups in Cwm y Glo and Dolgellau**
- **Gwynedd Older People's Council**
- **Refugees**
- **Gwynedd business sector representatives.**

#### 4. Overview of the survey respondents

4.1 Over the engagement period **2,478** people from Gwynedd and **38** local businesses / organisations took the opportunity to complete the survey.

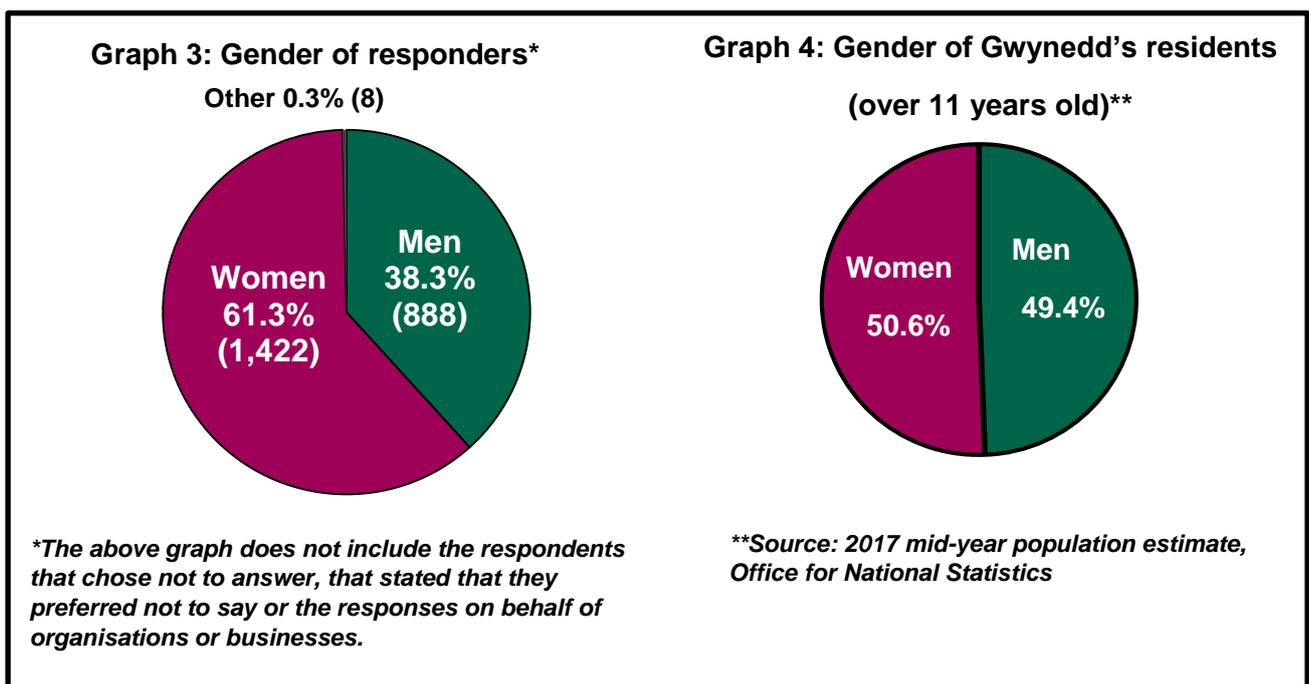
4.2 Of these, **2,270** (90.2%) filled in the **online survey**, **236** (9.4%) filled in the **paper copy** of the survey and **10** (0.4%) filled in the **easy read** paper version.

#### 4.3 Gender

4.3.1 Of the individuals who responded:

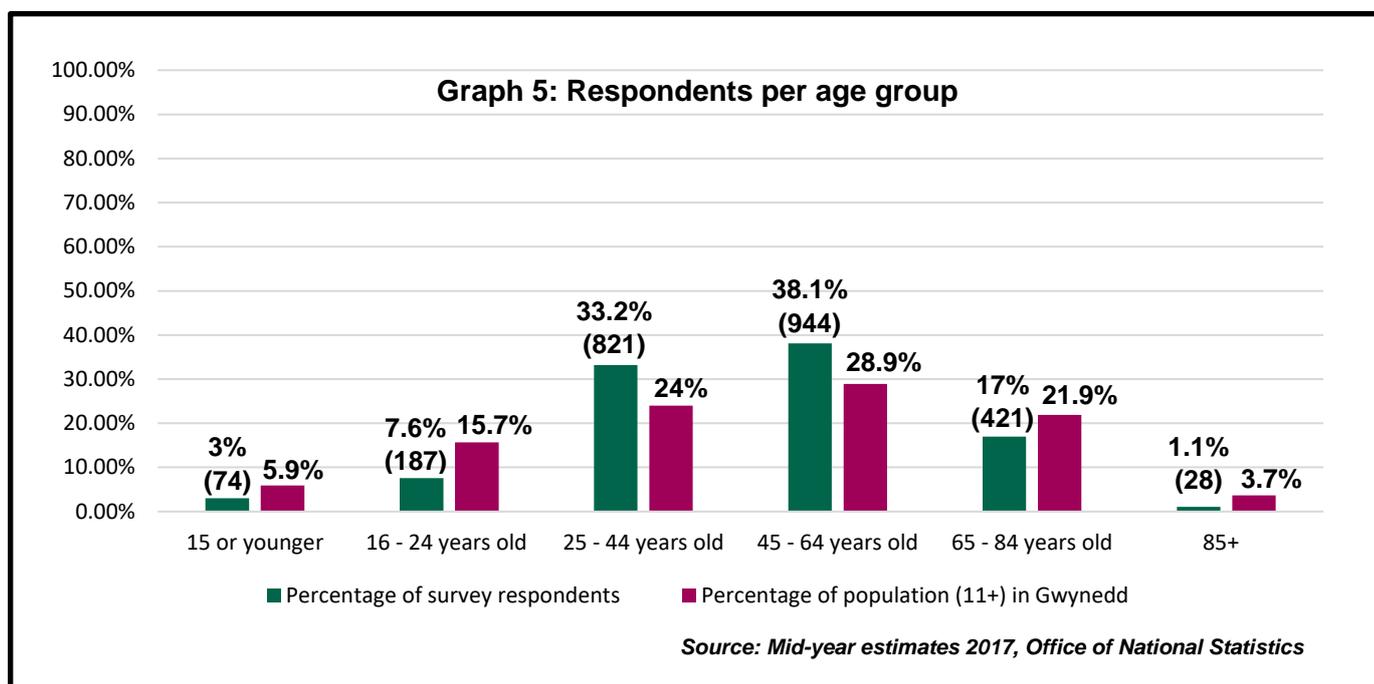
- **1,422** were **women**;
- **888** were **men**;
- **8** noted '**Other**'.

4.3.2 In addition to this, **160** individuals stated that they **preferred not to say** or **chose not to answer**.



## 4.4 Age

4.4.1 The graph below shows the number and percentage of respondents according to age group. **3** people chose **not to answer the question**.



## 4.5 Language

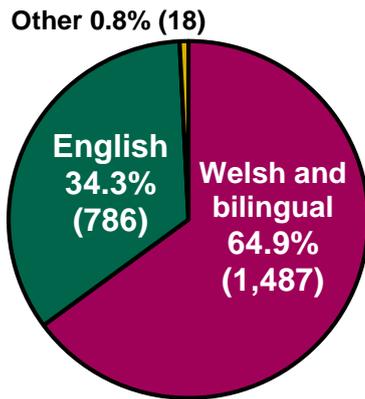
4.5.1. Of the individuals who responded:

- **1,466** (59.2%) noted that **Welsh** was their first language;
- **786** (31.7%) noted that **English** was their first language;
- **21** (0.9%) noted that they were **bilingual in Welsh and English**;
- **18** (0.7%) noted that their first language was '**Other**';
- **187** (7.5%) stated that they **preferred not to say / didn't answer the question**.

4.5.2. The languages noted as '**Other**' included **German, Burmese, Punjabi, Dutch, French, Gaelic, Polish, Romanian, Swedish** and **Arabic**.

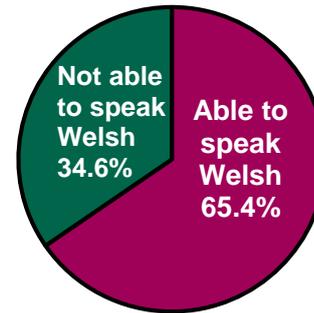
4.5.3. The graphs below show the number and percentage of respondents according to their first language and the percentage of the linguistic background of Gwynedd's residents.

Graph 6: First language of respondents\*



\*The above graph does not take into consideration the number that responded 'prefer not to say' or those who chose not to answer the question.

Graph 7: Percentage of the population aged 3 years and over who have noted that they can speak Welsh\*\*



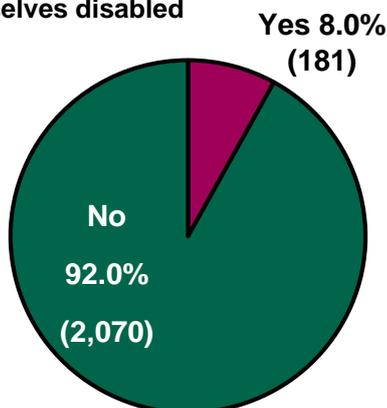
\*\*Source: 2011 Census

4.5.4. Although direct comparison cannot be made, it is striking that the percentage that completed the survey identifying Welsh as their first language together with those who declared that they were bilingual in Welsh and English (**64.9%**) reflects the percentage of Gwynedd population that indicated that they could speak Welsh in the 2011 census (**65.4%**).

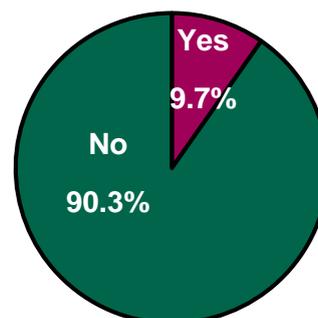
#### 4.6 Disability

4.6.1 **Graph 8** shows the number and percentage of respondents who noted that they considered themselves disabled. 227 individuals chose not to answer the question or choose the option 'prefer not to say'. Although direct comparison cannot be made, **graph 9** shows that **9.7%** of Gwynedd residents declared that they had a condition that "severely limits their day to day activities". This compares to **8%** of survey respondents who noted that they considered themselves disabled.

Graph 8: Number and percentage of respondents who noted that they considered themselves disabled



Graph 9: Percentage of Gwynedd residents that stated that they had a condition that "severely limits their day to day activities"



Source: 2011 Census

## 5. Methodology used to analyse the results

5.1 **59 service options** were presented along with a short description. Respondents were invited to place them in one of 5 categories: most important, very important, important, quite important and least important.

<b>The Services</b>		Least Important	Quite Important	Important	Very Important	Most Important
<b>22. CCTV</b> Maintain a network of CCTV cameras in the most populated areas to protect the public.		<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<b>23. TACKLING ENVIRONMENTAL CRIME</b> Deal with incidents of fly tipping, littering, dog fouling and graffiti.		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>

5.2. In order to analyse the choices, a score was given:

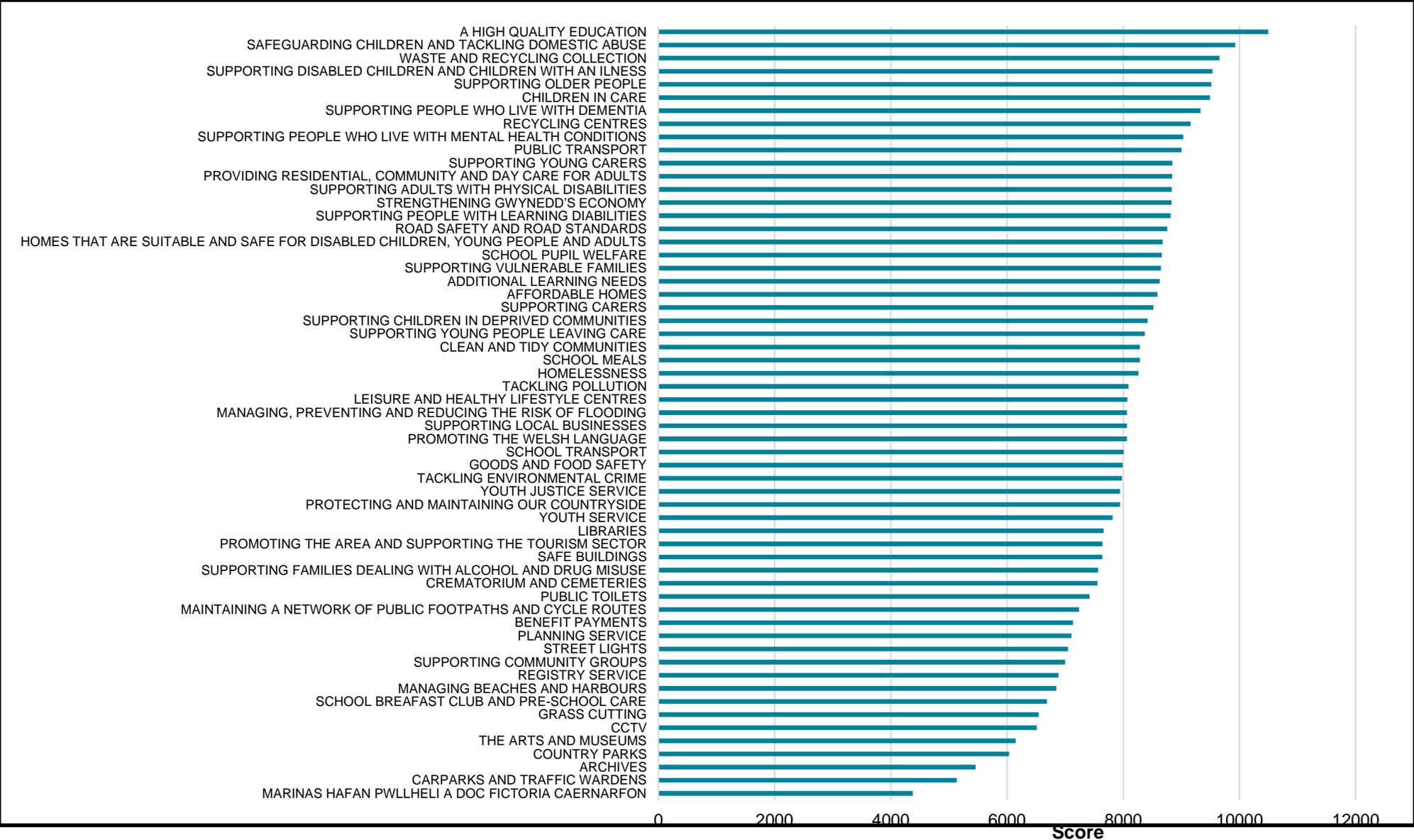
- **5** to the services placed in the '**most important**' box;
- **4** to those placed '**very important**';
- **3** to those placed '**important**';
- **2** to those placed '**quite important**'
- and **1** to those placed '**least important**'.

5.3. The total score of all responses for each service was calculated so that they could be sorted in order of importance.

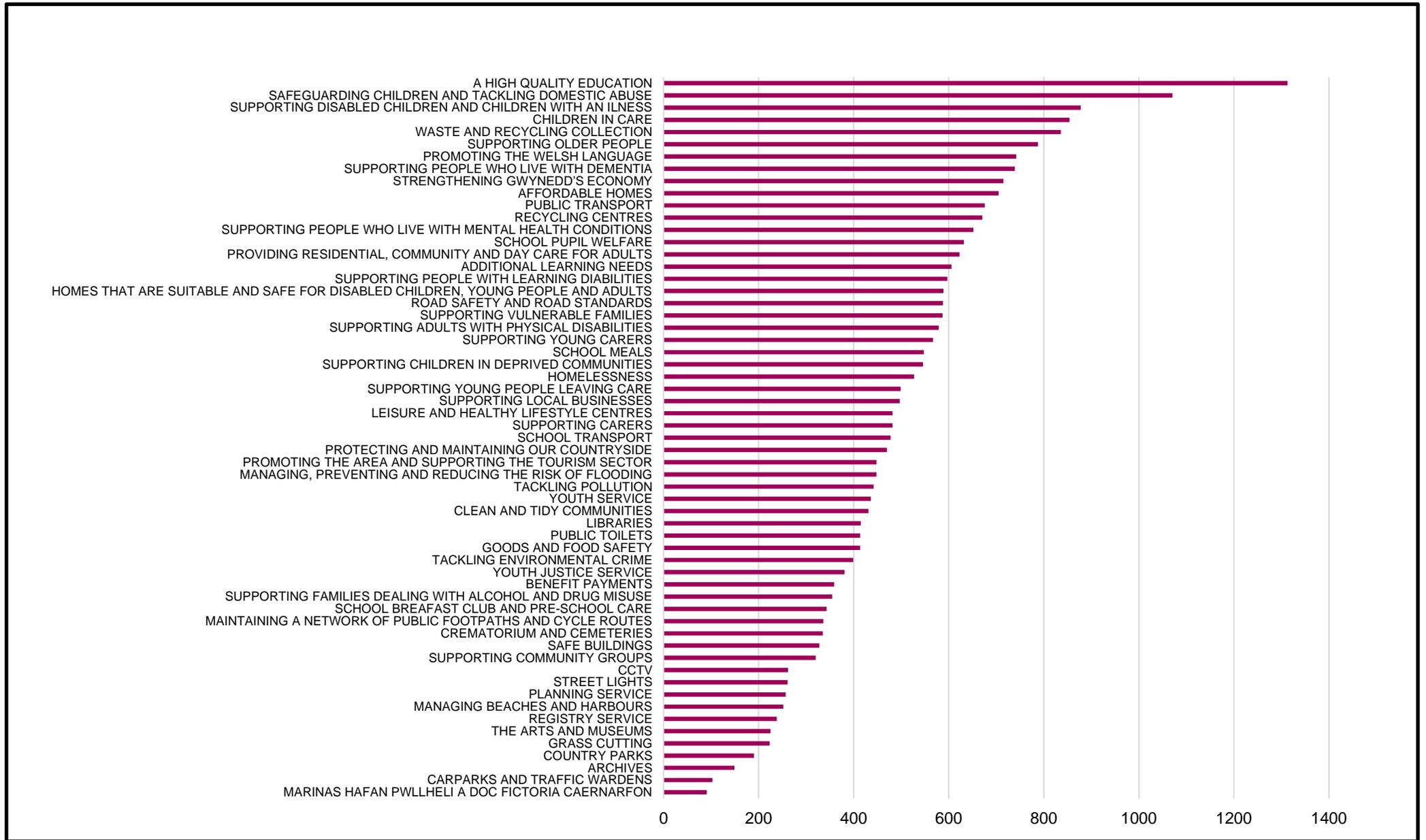
## 6. Overall results of the survey

- 6.1 **Graph 10** shows the order of the services according to their importance score (as explained above in 5.2 and 5.3). The full results for this part of the survey can be viewed in **Appendix A**.
- 6.2 While this 'scoring' methodology is generally a fair way of demonstrating how respondents prioritised the services, it may not highlight any services that are extremely important for some people but not a high priority for other people. **Graph 11**, therefore, shows the order of services according to how many respondents had placed the services in the '**most important**' box.
- 6.3 The respondents were then given an opportunity to note any comments that they wished to make. These comments have been categorised according to the common themes, and can be seen in the order of their popularity in **Graph 12**.

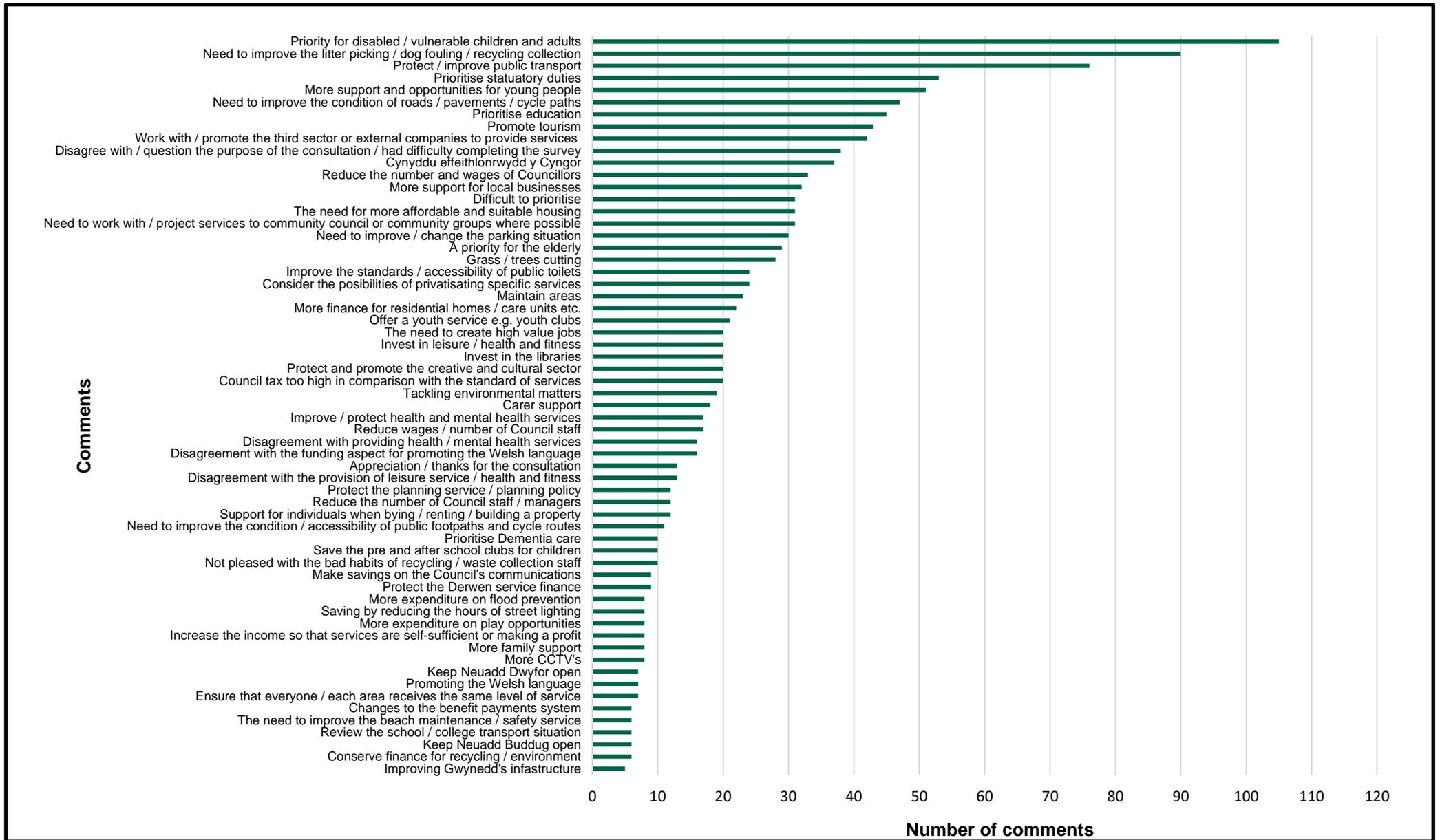
**Graph 10: The order of the services according to their total score from the most important to the least important**



**Graph 11: The number of respondents that gave a score of 5 (“most important”) to the 59 services**

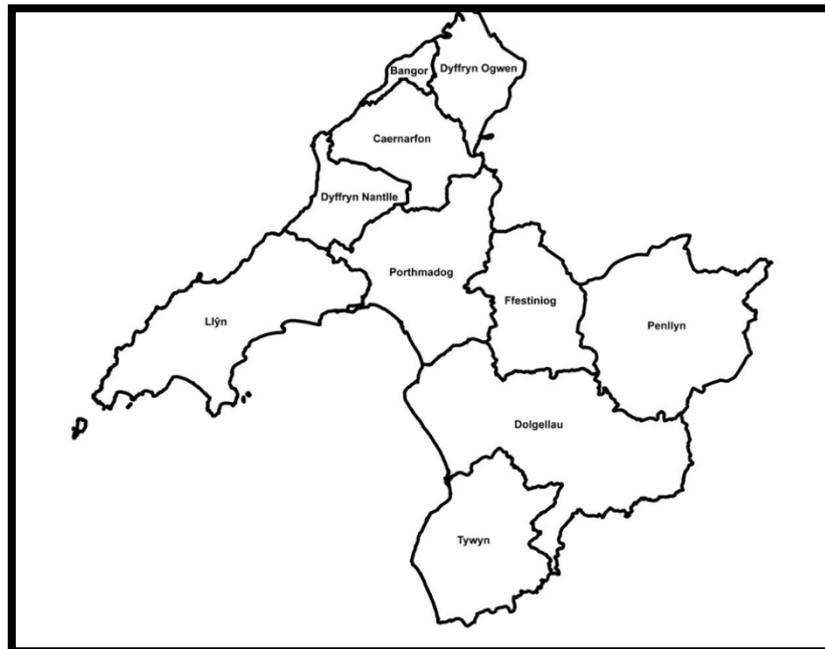


**Graph 12: Themes that were noted by the survey respondents in the 'any further comments' box**



## 7. Survey results per the 10 Local Areas

7.1. The results for the **10 Local Areas** and a comparison with the county level response can be seen in **Appendices B – Ng**. Each appendix also includes a table that highlights any striking differences between the area and the rest of the county.



**Table 1: Results per the 10 Local Areas**

Appendix	Local Area	Number of responses	Percentage of all respondents living in the Local Area	Percentage of the Gwynedd 11+ population
B	Bangor	235	9.6%	17.9%
C	Caernarfon	616	25.3%	20.0%
Ch	Dolgellau	178	7.3%	8.6%
D	Dyffryn Nantlle	185	7.6%	6.2%
Dd	Dyffryn Ogwen	166	6.8%	6.7%
E	Ffestiniog	109	4.5%	5.2%
F	Llŷn	466	19.1%	15.7%
Ff	Penllyn	76	3.1%	3.7%
G	Porthmadog	249	10.2%	10.0%
Ng	Tywyn	159	6.5%	6.1%
	<b>Total</b>	<b>2,439*</b>	<b>100.0%</b>	<b>100.0%</b>

\* 39 of the 2,478 respondents did not enter a complete postcode so cannot be placed in a specific area.

## 8. Comparison of the results of different areas and groups (gender, age etc.)

8.1 When looking at the results according to local areas and different groups, in general, the same services were placed in the top 10 and the lowest 10 of the 59 (as shown in **Graph 10** above) with some exception among the different groups.

### 8.2 Key messages according to the 10 Local Area (Appendices B – Ng)

8.2.1 With regard to the 10 services placed **highest** out of the 59, there were minor differences in each local area, compared to the results for Gwynedd as a whole:

- **Bangor** – unlike Gwynedd as a whole, Bangor placed **'Supporting people with learning disabilities'** (rank 10) in their top 10;
- **Caernarfon** placed **'Supporting people with learning disabilities'** (rank 9) and **'Providing residential, community and day care for adults'** (rank 10) in their top 10;
- **Dolgellau** – unlike Gwynedd as a whole, Dolgellau placed **'Strengthening Gwynedd's economy'** (rank 8) and **'Road safety and road standards'** (rank 10) in their top 10;
- **Dyffryn Nantlle** placed **'Road safety and road standards'** (rank 7), **'Public transport'** (rank 8) and **'Strengthening Gwynedd's economy'** (rank 10) in their top 10;
- **Dyffryn Ogwen** – unlike Gwynedd as a whole, Dyffryn Ogwen placed **'Providing residential, community and day care for adults'** (joint rank 9) and **'Supporting young carers'** (joint rank 9) in their top 10;
- **Ffestiniog** – unlike Gwynedd as a whole, Ffestiniog placed **'Strengthening Gwynedd's economy'** (rank 9) in their top 10;
- **Llŷn** - unlike Gwynedd as a whole, Llŷn placed **'Affordable housing'** (rank 9) a **'Supporting young carers'** (rank 10) in their top 10;
- **Penllyn** – unlike Gwynedd as a whole, Penllyn placed **'Promoting the Welsh language'** (rank 7) and **'Additional Learning Needs'** (rank 9) in their top 10;
- **Porthmadog** - unlike Gwynedd as a whole, Porthmadog placed **'Strengthening Gwynedd's economy'** (rank 10) in their top 10;
- **Tywyn** placed **'Public toilets'** (rank 5), **'Road safety and road standards'** (rank 8) and **'Managing, preventing and reducing the risk of flooding'** (rank 9) in their top 10. **'Public toilets'** and **'Managing, preventing and reducing the risk of flooding'** are placed **significantly higher (20 places or more)** than the results of Gwynedd as a whole.

8.2.2 Some areas prioritised some services **significantly higher (20 places or more)** than Gwynedd as a whole:

- **Dolgellau** placed **'Public toilets'** (rank 11) and **'Promoting the area and supporting the tourism sector'** (rank 13) significantly higher compared to the other areas;

- Tywyn saw ‘**Managing beaches and harbours**’ (rank 25), ‘**Promoting the area and supporting the tourism sector**’ (rank 12) and ‘**Libraries**’ (rank 19) as a significantly higher priority compared to the other areas;
- Ffestiniog placed ‘**Youth service**’ (rank 18) significantly higher.

8.2.3 With regard to the 10 services placed **lowest** out of the 59, there are again minor differences in each local area compared to the results for Gwynedd as a whole:

- **Bangor** – unlike Gwynedd as a whole, Bangor placed ‘**Public toilets**’ (rank 52) amongst their lowest 10;
- **Caernarfon** - unlike Gwynedd as a whole, Caernarfon placed ‘**Public toilets**’ (rank 51) and ‘**Supporting community groups**’ (rank 52) amongst their lowest 10;
- **Dolgellau** – unlike Gwynedd as a whole, Dolgellau placed ‘**Promoting the Welsh language**’ (rank 50) and ‘**Supporting community groups**’ (rank 53) amongst their lowest 10;
- **Dyffryn Nantlle** – unlike Gwynedd as a whole, Dyffryn Nantlle placed ‘**Public toilets**’ (rank 51) and ‘**Supporting community groups**’ (rank 50) amongst their lowest 10;
- **Dyffryn Ogwen** - unlike Gwynedd as a whole, Dyffryn Ogwen placed ‘**Street lights**’ (rank 50) amongst their lowest 10;
- **Ffestiniog** – Ffestiniog did **not** place any service differently to the rest of Gwynedd in this category;
- **Llŷn** - unlike Gwynedd as a whole, Llŷn placed ‘**Street lights**’ (rank 51) amongst their lowest 10;
- **Penllyn** - Penllyn placed ‘**Maintaining a network of public footpaths and cycle routes**’ (rank 51) and ‘**Street lights**’ (rank 52) amongst their lowest 10;
- **Porthmadog** – Porthmadog placed ‘**Supporting community groups**’ (rank 51) amongst their lowest 10;
- **Tywyn** – Tywyn placed ‘**Planning service**’ (rank 51), ‘**Supporting community groups**’ (rank 50) and ‘**Promoting the Welsh language**’ (rank 56) amongst their lowest 10. ‘**Promoting the Welsh language**’ was prioritised **significantly lower** in Tywyn (-20 sites or less) than any other service across Gwynedd as a whole.

### 8.3 Key messages according to gender (Appendices H – I)

8.3.1 There were no significant differences in the way men and women prioritised the top and lowest 10, but there were again a few minor differences. The group who noted their gender as ‘**Other**’ was **too small** to compare.

8.3.2 Unlike Gwynedd as a whole, **men** placed the following amongst their **top 10**:

- **Strengthening Gwynedd’s Economy** (rank 5);

8.3.3 Unlike Gwynedd as a whole, **women** on the other hand placed the following amongst their **top 10**:

- **Supporting young carers** (rank 9);
- **Providing residential, community and day care for adults** (rank 10).

8.3.4 A small difference can be seen in the way **men** and **women** placed their **lowest 10** compared to Gwynedd as a whole. Men placed '**Supporting Community Groups**' (rank 50) in their lowest 10, whilst **women** placed '**Planning Service**' (rank 50) in their lowest 10.

8.3.5 With regards to the responses by gender, **no service** was prioritised **significantly higher or lower** (+/- 20 places or more / less) than the rest of Gwynedd.

## 8.4 Key messages according to age (Appendix L ac Appendix LI)

### 8.4.1 Respondents under 25 years old

8.4.2 There were a number of differences in the 10 services placed **highest** out of the 59 by those **under 25 years old**. Unlike Gwynedd as a whole, this age group placed the following in their **top 10**:

- **Affordable housing** (rank 4);
- **Homes that are suitable and safe for disabled children, young people and adults** (rank 7);
- **Supporting adults with physical disabilities** (joint rank 10);
- **Promoting the Welsh language** (joint rank 10);
- **Supporting vulnerable families** (joint rank 10).

8.4.3 There were also differences with regard to the **lowest 10** in the **under 25** age group, compared to the responses as a whole:

- **Public toilets** (rank 51);
- **Street lights** (rank 52);
- **Crematorium and cemeteries** (rank 49).

8.4.4 The respondents **under 25 years** old placed:

- **Promoting the Welsh language** (rank 10);
- **Supporting families who are dealing with alcohol and drug misuse** (rank 22)

**significantly higher** (20 places or more) in importance compared to the responses for Gwynedd as a whole.

8.4.5 The group placed:

- **Providing Residential, Community and Day Care for Adults** (rank 32)

**significantly lower** (-20 places or less) in importance compared to the responses as a whole.

#### 8.4.6 Respondents over 65 years old

8.4.7 With regard to the **top 10** of the respondents who noted that they were **65 year or over**, the only difference compared to the responses as a whole was:

- **Strengthening Gwynedd's Economy** (rank 8).

8.4.8 With regard to the **lowest 10** of the respondents **over 65 years of age**, there were two differences compared to the responses as a whole. These were:

- **Supporting Community Groups** (rank 51);
- **Maintaining a Network of Public Footpaths and Cycle Routes** (rank 50).

8.4.9 The respondents **over 65 years old** placed:

- **Public Toilets** (rank 11)

**significantly higher** (20 places or more) in importance compared to the responses as a whole.

8.4.10 This group did **not** place any service **significantly lower** (-20 places or less) in importance compared to the responses as a whole.

### 8.5 Key messages according to the respondents first language (Appendix M and Appendix N)

8.5.1 Although there was consistency in the response of the group that noted that their **first language is Welsh or that they are bilingual** and the group that noted **English as their first language** compared to the responses as a whole, there are some notable differences in the **top 10** and **lowest 10**.

8.5.2 Those who indicated that their **first language is Welsh / bilingual** placed the following services, differently to the responses for Gwynedd as a whole, in their **top 10**:

- **Promoting the Welsh language** (rank 8);
- **Providing residential, community and day care for adults** (rank 10).

8.5.3 Those who indicated that their **first language is Welsh / bilingual** placed the following services in their **lowest 10**, differently in comparison with the responses as a whole:

- **Public toilets** (rank 51).

8.5.4 The respondents who indicated that their **first language is Welsh / bilingual** placed:

- **Promoting the Welsh language** (rank 8) **significantly higher** (20 places or more) compared to the responses as a whole.

They did **not** place any service **significantly lower** (-20 places or less) compared to the responses as a whole.

8.5.5 Those who indicated that their **first language is English** placed the following services in their **top 10** differently compared to the responses as a whole:

- **Strengthening Gwynedd's economy** (rank 10).

8.5.6 Those who indicated that their **first language is English** placed the following services in their **lowest 10** differently compared to the responses as a whole:

- **Promoting the Welsh language** (rank 56);
- **Supporting community groups** (rank 50).

8.5.7 The respondents who indicated that their **first language is English** placed:

- **Protecting and maintaining our countryside** (rank 14) **significantly higher** (20 places or more) compared to the responses as a whole.

8.5.8 They placed:

- **Promoting the Welsh language** (rank 56) **significantly lower** (-20 places or lower) compared to the responses as a whole.

## 8.6 Key messages according to the respondents who noted that they had a disability (Appendix O)

8.6.1 There is no significant difference in the way individuals who indicated that they have a disability prioritised their top 10 and 10 lowest compared to the sample as a whole.

8.6.2 However, these services:

- **Supporting adults with physical disabilities** (rank 8) was a notable difference in the **top 10**;

- **Providing residential, community and day care for adults** (rank 10) was a notable difference in the top 10;
- **Maintaining a network of public footpaths and cycle routes** (rank 54) was a notable difference in the lowest 10.

8.6.3 **No** service placed **significantly higher or significantly lower** (+/-20 places or more / less) in importance to the group that noted that they had a disability, compared to the responses as a whole.

## 9. Key messages from the public meetings

- 9.1 A total of **131** residents attended one of **10 public meetings** with the Leader or Deputy Leader and the Chief Executive of the Council in attendance.
- 9.2 The overall feedback was that Gwynedd residents **welcomed the opportunity** to attend sessions such as these in their local areas in order to receive information about the survey.
- 9.3 There was **recognition** of the fact that the **cuts** facing the Council were a result of a reduction in the money that is received by the Government to pay for the local services.
- 9.4 With regard to the key messages, there was a consensus of opinion that prioritising the **59 options** within the survey was a **difficult task** as each service was important to different people or groups.
- 9.5 Suggestions were made in several meetings regarding things that the Council could do to make savings, for example:
- **Rationalise domestic waste collections and street waste collections;**
  - **Take advantage of opportunities to provide joint services at a regional level e.g. Information Technology Service;**
  - **Reconcile parking fees in the county's car parks.**
- 9.6 General concerns were raised about services, and the standard of some services such as **inconsistencies in the standards of waste collection, bus fees meaning that young people can't afford to go to college, lack of affordable housing, the situation after closing Ysbyty Blaenau Ffestiniog, the future of Neuadd Buddug in Bala, obstacles within the planning service etc.**
- 9.7 The result of this part of the survey can be viewed in full in **Appendix P**.



*Examples of the public meetings held across the county.*

## 10. Key messages from meetings with the equality characteristics groups

10.1 A total of **8 focus groups / meetings** with **76 individuals** who represented a number of different equality characteristics groups were held:

- **Gwynedd Equality Core Group;**
- **Young people including the LGBT+ youth group (GISDA), Gwynedd young carers and young care-leavers;**
- **Disabled people, including the Self Advocacy Groups in Cwm y Glo and Dolgellau;**
- **Gwynedd Older People's Council;**
- **Representatives among refugees who have settled in Gwynedd.**

10.2 A number of similar messages became evident from these sessions e.g. the importance of **public transport** and the need for **appropriate housing**.



*Focus groups with one of the equality characteristics groups*

### 10.3 Gwynedd Equality Core Group

10.3.1 13 attendees that represent the following groups in the **Equality Core Groups**:

- **Refugees Group;**
- **Cytûn (Churches Together in Wales);**
- **Meirionnydd Access Group;**
- **Older People's Council;**
- **Men's Sheds Caernarfon;**
- **Hunaniaith;**
- **Bangor Indians and Friends Association;**
- **Unique Transgender Network;**
- **Council of Sign Sight Sound;**
- **North Wales Advice and Advocacy;**
- **Victim Support Centre;**
- **Bangor Islamic Centre.**

10.3.2 The Group felt that a number of services were important to the people that they represented, but two main areas were highlighted, namely:

- **Children's Services**
- **Adult Services**

10.3.3 The Group saw an opportunity for improved collaboration in a number of areas e.g. between the **substance misuse services, domestic abuse, vulnerable families** and the **mental health service**. There was a strong feeling that the work in this field should be preventative, in order to reduce the need to respond to crises in future.

10.3.4 The group also felt that the Council needed to work **more closely** with the **NHS** and the **third sector** in the **care field**, and the importance of the **provision of this service through the medium of Welsh** was also noted. The importance of preventative work was also noted to ensure individuals' independence.

10.3.5 The Group noted that **the Additional Learning Needs service, mental health, carers and support for people with learning difficulties** had already been stretched to their limit and could not be stretched any further.

10.3.6 The Group suggested a number of ideas on how to make services more efficient. It was suggested that the **emphasis of traffic wardens should shift** towards penalising individuals who park on pavements and create obstacles to wheel chair users etc.

10.3.7 Services such as **street lights** and **CCTV** were noted as being very important as they were crucial in ensuring **the safety of women, children and people with visual impairments**. The Group also noted that **recycling centres** were very important for individuals with **learning disabilities** as they offered opportunities for employment and work experience.

10.3.8 Although the Group placed a number of services in the **least important** category, they explained their reasons for this, and made a number of suggestions on how to increase their efficiency. The **countryside** and **clean and tidy streets** were placed in this category, as they felt that communities should be **empowered** to take more responsibility for them.

10.3.9 Similarly, they saw an opportunity to strengthen the economy by **charging a tourism tax** on visitors and increasing the visitors' fee for marine activities such as **launching jet-skis** or increasing the fee for a **mooring in the harbour or marina**.

10.3.10 To read the comments made by the Disability Equality Core Group in full, please see **Appendix Ph**.

## 10.4 LGBT+ Youth Group (GISDA)

10.4.2 A 'drop-in' session was held during the LGBT+ group social night at Caffi GISDA, Caernarfon. Around **40** young people from across Gwynedd attended the evening, and **15** had their say about Council services.

10.4.3 One service emerged as the most important to this group, namely **public transport**.

10.4.4 They stressed how important the bus service was, and specifically the bus to the college. Many noted that their parents found it difficult to pay £120 (lump sum) every term for a bus to college.

10.4.5 Others noted that they had problems with public transport e.g. **bus timetables, high costs** and that **some buses did not turn up at all**.

10.4.6 To see the comments made by the LGBT+ young people group (GISDA) in full, go to **Appendix R**.

## 10.5 Gwynedd Young Carers

10.5.2 A focus group was held in Mentec, Bangor with **5** young people in the **12-18 years old** age bracket who cared for a parent or another member of the family e.g. brother or sister.

10.5.3 Four services emerged as the **most important** to this group, namely:

- **Public transport**
- **School pupil welfare**
- **Supporting young carers**
- **Supporting vulnerable families.**

10.5.4 They stressed that the **bus service** was essential and enabled them to go out to socialise and to have **respite** from the home and caring duties.

10.5.5 The group noted that they would appreciate a **bus pass / discount card** because often their parents cannot take them to places.

10.5.6 The group felt that a better understanding of the **challenges** facing young carers was needed within schools, and the group would like to raise awareness of the **pressures** on young carers.

10.5.7 It was noted that young carers often feel that they were excluded from discussions with social workers, and that they would like to give their opinion on matters regarding caring for a member of the family.

10.5.8 To see the comments made by Gwynedd Young Carers in full, go to **Appendix R**.

## 10.6 Young care-leavers

10.6.2 A focus group was held in Caffi GISDA, Caernarfon with **7** young people (**16-25 year olds**) who have left Gwynedd Council's care.

10.6.3 Four services emerged as the **most important** to this group, namely:

- **Supporting young people leaving care**
- **Housing**
- **Benefit payments**
- **Adoption and fostering service.**

10.6.4 They emphasised that it was difficult to find **stable accommodation** after leaving care and that further support to **learn practical skills** such as how to save money and cooking would be beneficial.

10.6.5 They were also concerned about the implications of the rollout of **Universal Credit** and the fact that they had to depend on **food banks** as the current monthly financial support is not sufficient.

10.6.6 The point was raised that recognition needs to be given to good foster carers and that awareness needs to be raised in order to recruit new foster carers.

10.6.7 To see the comments made by Young Care-leavers in full, go to **Appendix R.**

## 10.7 Self Advocacy Groups (Cwm y Glo and Dolgellau)

10.7.2 A focus group was held with two Self Advocacy Groups. One with **9** attendees in Menter Fachwen in Cwm y Glo and the other in Dolfeurig in Dolgellau with **7** attendees.

10.7.3 Several varied services emerged as the **most important** to this group, namely:

- **Housing**
- **Public transport**
- **Supporting people with learning difficulties**
- **Clean and tidy streets**
- **Recycling centres**
- **Leisure centres**
- **Public toilets**

10.7.4 Generally, both groups noted that independence was very important to them, therefore **buses, housing, day centres** and **work** were important.

10.7.5 One thing that could affect their confidence to be independent was not feeling safe. Things such as **CCTV, lights, safe pavements** and **buses** turning up on time were central to this.

10.7.6 To see the comments made by the Self Advocacy Groups in full, go to **Appendix R**.

## 10.8 Gwynedd Older People's Council

10.8.1 A 'drop in' session was held at the Older People's Council Conference at Y Ganolfan, Porthmadog. Of the 30 that attended the conference, **7** representatives took the opportunity to give their views.

10.8.2 Two services emerged as the **most important** to this group, namely:

- **Public transport**
- **Public toilets**

10.8.3 These points were important in order to promote independence and confidence within the community. Points were also noted about the importance of services such as recycling and waste collection and how important it is to understand the need for various types of housing within communities.

10.8.4 To see comments made by Gwynedd Older People's Council in full, go to **Appendix R**.

## 10.9 Representation of refugees who have settled in Gwynedd

10.9.1 A focus group with 13 refugees who live in Gwynedd was held at Coleg Menai, Bangor.

10.9.2 Two services emerged as the **most important** to this group, namely:

- **Housing**
- **Benefit payments**

10.9.3 Members of the group were concerned the lack of assurances given when renting privately that accommodation was unsuitable for the number of family members (e.g. two-bedroom house for a family of seven).

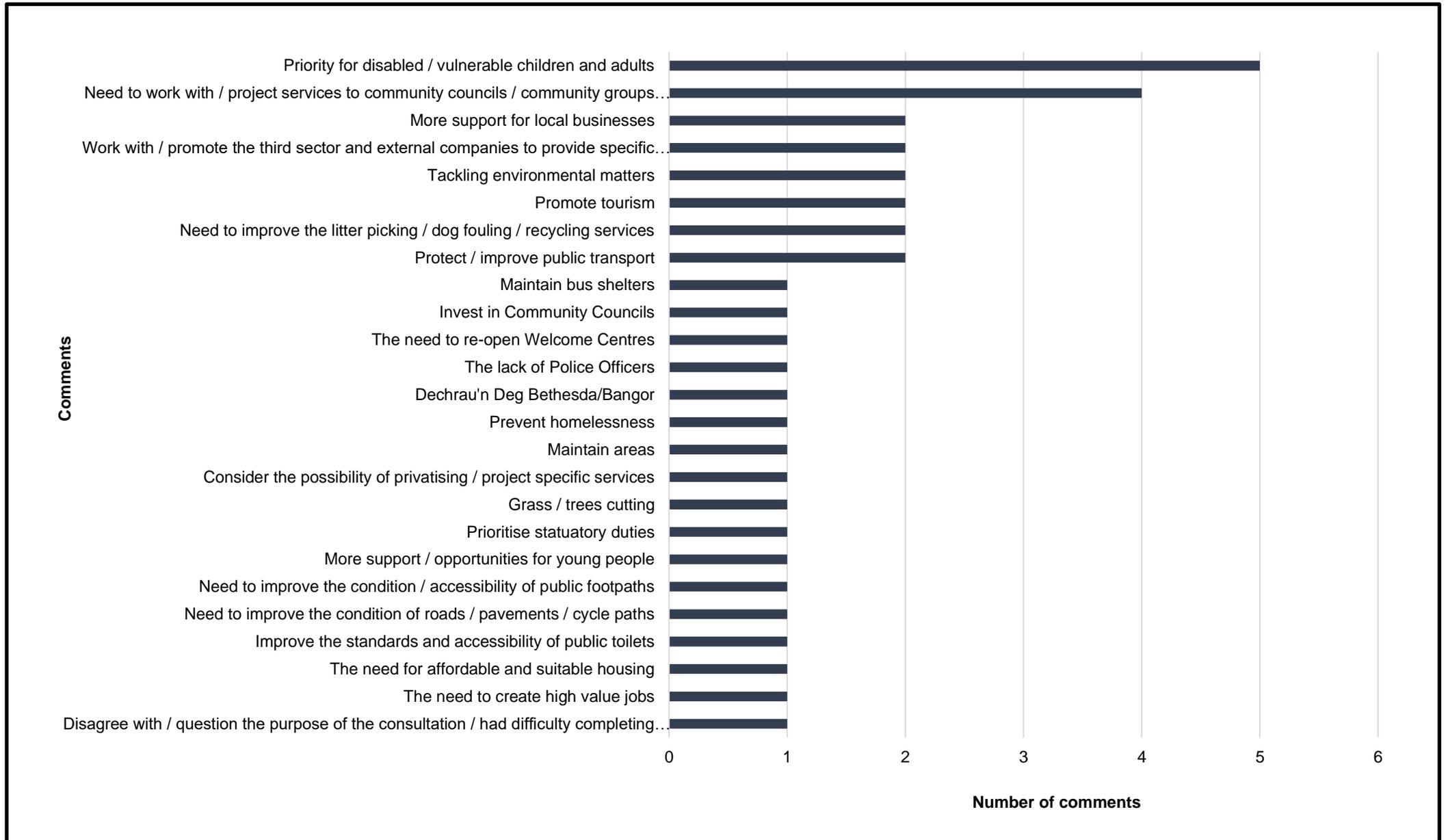
10.9.4 In connection with this, they saw benefits, particularly housing benefits, as essential for them to be able to pay the rent and care for their family.

10.9.5 To see comments made by the refugee group in full, go to **Appendix R**.

## 11. Main messages from organisations / businesses

- 11.1 **38** responses to the survey were received on behalf of organisations or businesses. The full list of the organisations and businesses that took part can be seen in **Appendix S**.
- 11.2 Overall, the general responses to the survey and the responses made by organisations and businesses with regards to the **top 10** and **lowest 10** were quite similar. However, some points were different within the **top 10** of the organisations or business, namely:
- **Strengthening Gwynedd's economy** (rank 5);
  - **Supporting vulnerable families** (rank 7);
  - **Homelessness** (rank 10).
- 11.3 Organisations and businesses also places the following in their **lowest 10** differently compared to the responses as a whole:
- **Street lights** (rank 52);
  - **Crematorium and cemeteries** (rank 50).
- 11.4 The organisations and businesses placed '**Supporting community groups**' (rank 29) **significantly higher** (20 places or more) than Gwynedd as a whole. They did **not** place any service **significantly lower** (-20 places or less) in importance compared to the responses as a whole.
- 11.5 Many organisations and businesses also chose to submit comments, and these comments have been categorised and can be seen in **Graph 13** (page 29).
- 11.6 A meeting was held with representatives from **Gwynedd Business Network, Small Business Federation** and **Gwynedd Tourism Partnership**.
- 11.7 A number of services emerged as the **most important** to this group, namely:
- **Supporting local businesses**
  - **Strengthening Gwynedd's economy**
  - **Promoting the area and supporting the tourism sector**
- 11.8 They considered every service to be important and more radical ways should be thought of to save money e.g. **merging back offices of local authorities** etc.
- 11.9 The importance of considering the implications of **Brexit** was also noted and cutting business support in the current uncertain climate would be extremely destructive. Therefore, the business support functions currently in place should be protected and helped. The importance of tourism for the county was noted, and how detrimental charging a **tourism tax** would be.
- 11.10 The full list of how organisations and businesses prioritised each service and their comments can be seen in full in **Appendix Rh**.

**Graph 13: Graph showing the themes noted by organisations / businesses in the 'further comments' box.**



## 12. Correspondence

12.1. Correspondance was recieved by 1 Community Council, 4 businesses or representatives of businesses and 2 specific interest groups. (see **Appendix T**)

**Appendix A – The total score given to the 59 services and the number of respondents that placed each service in the different categories – from “least important” to “most important” (based on the 2,478 responses)**

<b>SERVICE</b>	<b>Total “Least important” responses (1)</b>	<b>Total “Quite important” responses (2)</b>	<b>Total “Important” responses (3)</b>	<b>Total “Very important” responses (4)</b>	<b>Total “Most important” responses (5)</b>	<b>Total without a score</b>	<b>General Score*</b>
<b>1: A HIGH QUALITY EDUCATION</b>	48	102	381	634	1,313		<b>10,496</b>
<b>2: SAFEGUARDING CHILDREN AND TACKLING DOMESTIC ABUSE</b>	60	200	477	670	1,071		<b>9,926</b>
<b>3: WASTE AND RECYCLING COLLECTION</b>	55	183	558	846	836		<b>9,659</b>
<b>4: SUPPORTING DISABLED CHILDREN AND CHILDREN WITH AN ILLNESS</b>	73	228	577	722	878		<b>9,538</b>
<b>5: SUPPORTING OLDER PEOPLE</b>	67	188	606	829	788		<b>9,517</b>
<b>6: CHILDREN IN CARE</b>	70	221	619	714	854		<b>9,495</b>
<b>7: SUPPORTING PEOPLE WHO LIVE WITH DEMENTIA</b>	76	231	630	802	739		<b>9,331</b>
<b>8: RECYCLING CENTRES</b>	73	275	657	802	671		<b>9,157</b>
<b>9: SUPPORTING PEOPLE WHO LIVE WITH MENTAL HEALTH CONDITIONS</b>	71	306	706	743	652		<b>9,033</b>
<b>10: PUBLIC TRANSPORT</b>	123	275	665	739	676		<b>9,004</b>
<b>11: SUPPORTING YOUNG CARERS</b>	72	340	737	762	567		<b>8,846</b>
<b>12: PROVIDING RESIDENTIAL, COMMUNITY AND DAY CARE FOR ADULTS</b>	107	346	678	724	623		<b>8,844</b>
<b>13: SUPPORTING ADULTS WITH PHYSICAL DISABILITIES</b>	75	324	781	719	579		<b>8,837</b>
<b>14: STRENGTHENING GWYNEDD'S ECONOMY</b>	172	331	617	643	715		<b>8,832</b>
<b>15: SUPPORTING PEOPLE WITH LEARNING DIABILITIES</b>	94	325	760	702	597		<b>8,817</b>
<b>16: ROAD SAFETY AND ROAD STANDARDS</b>	127	313	735	715	588		<b>8,758</b>

<b>17: HOMES THAT ARE SUITABLE AND SAFE FOR DISABLED CHILDREN, YOUNG PEOPLE AND ADULTS</b>	116	376	722	675	589		<b>8,679</b>
<b>18: SCHOOL PUPIL WELFARE</b>	143	374	705	624	632		<b>8,662</b>
<b>19: SUPPORTING VULNERABLE FAMILIES</b>	125	380	716	670	587		<b>8,648</b>
<b>20: ADDITIONAL LEARNING NEEDS</b>	147	363	724	638	606		<b>8,627</b>
<b>21: AFFORDABLE HOMES</b>	214	417	550	592	705		<b>8,591</b>
<b>22: SUPPORTING CARERS</b>	104	401	762	729	482		<b>8,518</b>
<b>23: SUPPORTING CHILDREN IN DEPRIVED COMMUNITIES</b>	166	410	722	634	546		<b>8,418</b>
<b>24: SUPPORTING YOUNG PEOPLE LEAVING CARE</b>	146	423	756	654	499		<b>8,371</b>
<b>25: CLEAN AND TIDY COMMUNITIES</b>	112	454	812	669	431		<b>8,287</b>
<b>26: SCHOOL MEALS</b>	232	395	690	613	548		<b>8,284</b>
<b>27: HOMELESSNESS</b>	184	452	721	594	527		<b>8,262</b>
<b>28: TACKLING POLLUTION</b>	176	472	789	598	442	1	<b>8,089</b>
<b>29: LEISURE AND HEALTHY LIFESTYLE CENTRES</b>	239	454	699	604	482		<b>8,070</b>
<b>30: MANAGING, PREVENTING AND REDUCING THE RISK OF FLOODING</b>	197	444	816	573	448		<b>8,065</b>
<b>31: PROMOTING THE WELSH LANGUAGE</b>	493	337	439	467	742		<b>8,062</b>
<b>31: SUPPORTING LOCAL BUSINESSES</b>	246	463	683	589	497		<b>8,062</b>
<b>33: SCHOOL TRANSPORT</b>	255	454	709	582	478		<b>8,008</b>
<b>34: GOODS AND FOOD SAFETY</b>	176	495	820	573	414		<b>7,988</b>
<b>35: TACKLING ENVIRONMENTAL CRIME</b>	203	474	778	624	399		<b>7,976</b>
<b>36: PROTECTING AND MAINTAINING OUR COUNTRYSIDE</b>	224	513	732	538	470	1	<b>7,948</b>
<b>36: YOUTH JUSTICE SERVICE</b>	191	473	826	607	381		<b>7,948</b>
<b>38: YOUTH SERVICE</b>	272	473	767	530	436		<b>7,819</b>
<b>39: LIBRARIES</b>	334	505	654	570	415		<b>7,661</b>

<b>40: PROMOTING THE AREA AND SUPPORTING THE TOURISM SECTOR</b>	353	506	647	524	448		<b>7,642</b>
<b>41: SAFE BUILDINGS</b>	224	540	848	538	328		<b>7,640</b>
<b>42: SUPPORTING FAMILIES DEALING WITH ALCOHOL AND DRUG MISUSE</b>	294	527	762	540	355		<b>7,569</b>
<b>43: CREMATORIUM AND CEMETERIES</b>	280	524	803	536	335		<b>7,556</b>
<b>44: PUBLIC TOILETS</b>	407	524	637	496	414		<b>7,420</b>
<b>45: MAINTAINING A NETWORK OF PUBLIC FOOTPATHS AND CYCLE ROUTES</b>	364	586	741	450	336	1	<b>7,239</b>
<b>46: BENEFIT PAYMENTS</b>	443	545	717	414	359		<b>7,135</b>
<b>47: PLANNING SERVICE</b>	323	647	796	455	257		<b>7,110</b>
<b>48: STREET LIGHTS</b>	361	648	744	464	261		<b>7,050</b>
<b>49: SUPPORTING COMMUNITY GROUPS</b>	441	610	689	418	320		<b>7,000</b>
<b>50: REGISTRY SERVICE</b>	439	584	780	437	238		<b>6,885</b>
<b>51: MANAGING BEACHES AND HARBOURS</b>	442	653	685	446	252		<b>6,847</b>
<b>52: SCHOOL BREAKFAST CLUB AND PRE-SCHOOL CARE</b>	626	559	571	379	343		<b>6,688</b>
<b>53: GRASS CUTTING</b>	508	689	688	370	223		<b>6,545</b>
<b>54: CCTV</b>	605	605	637	369	262		<b>6,512</b>
<b>55: THE ARTS AND MUSEUMS</b>	704	642	592	315	225		<b>6,149</b>
<b>56: COUNTRY PARKS</b>	658	732	628	270	190		<b>6,036</b>
<b>57: ARCHIVES</b>	896	704	506	223	149		<b>5,459</b>
<b>58: CARPARKS AND TRAFFIC WARDENS</b>	1,019	678	466	212	103		<b>5,136</b>
<b>59: MARINAS HAFAN PWLLHELI A DOC FICTORIA CAERNARFON</b>	1,412	531	326	118	91		<b>4,379</b>

In order to analyse the results, a score of: **5** was given to the services placed as **'most important'**; **4** for the **'very important'**; **3** for the **'important'** services; **2** for the **'quite important'** services and **1** for the **'least important'**.

The total scores for the responses were calculated in order to enable us to place the services in order based on 'importance' level

## Appendix B – Bangor area responses (235 responses)

Key	
<b>Red</b>	<b>-20 positions or lower</b> than the results of Gwynedd
<b>Orange</b>	Between <b>1 and 19 positions lower</b>
<b>White</b>	No difference between the positions
<b>Yellow</b>	Between <b>1 and 19 positions higher</b>
<b>Green</b>	<b>At least 20 positions higher</b> than the results of Gwynedd

SERVICE	Bangor's rank	Gwynedd's rank	The difference compared to Gwynedd's rank
A HIGH QUALITY EDUCATION	1	1	0
SAFEGUARDING CHILDREN AND TACKLING DOMESTIC ABUSE	2	2	0
WASTE AND RECYCLING COLLECTION	3	3	0
SUPPORTING OLDER PEOPLE	4	5	1
SUPPORTING DISABLED CHILDREN AND CHILDREN WITH AN ILLNESS	5	4	-1
CHILDREN IN CARE	5	6	1
SUPPORTING PEOPLE WHO LIVE WITH DEMENTIA	7	7	0
RECYCLING CENTRES	8	8	0
SUPPORTING PEOPLE WHO LIVE WITH MENTAL HEALTH CONDITIONS	9	9	0
SUPPORTING PEOPLE WITH LEARNING DISABILITIES	10	15	5
PUBLIC TRANSPORT	11	10	-1
SUPPORTING YOUNG CARERS	11	11	0
ADDITIONAL LEARNING NEEDS	13	20	7
CLEAN AND TIDY COMMUNITIES	13	25	12
SUPPORTING ADULTS WITH PHYSICAL DIABILITIES	15	13	-2
HOMES THAT ARE SUITABLE AND SAFE FOR DISABLED CHILDREN, YOUNG PEOPLE AND ADULTS	16	17	1
STRENGTHENING GWYNEDD'S ECONOMY	17	14	-3
SUPPORTING VULNERABLE FAMILIES	18	19	1
SUPPORTING CHILDREN IN DEPRIVED COMMUNITIES	19	23	4
ROAD SAFETY AND ROAD STANDARDS	20	16	-4
AFFORDABLE HOMES	20	21	1
PROVIDING RESIDENTIAL, COMMUNITY AND DAY CARE FOR ADULTS	22	12	-10
SUPPORTING CARERS	23	22	-1

SUPPORTING YOUNG PEOPLE LEAVING CARE	24	24	0
SCHOOL PUPIL WELFARE	25	18	-7
HOMELESSNESS	26	27	1
TACKLING ENVIRONMENTAL CRIME	26	35	9
TACKLING POLLUTION	28	28	0
MANAGING, PREVENTING AND REDUCING THE RISK OF FLOODING	28	30	2
YOUTH JUSTICE SERVICE	30	36	6
GOODS AND FOOD SAFETY	31	34	3
SCHOOL MEALS	32	26	-6
PROTECTING AND MAINTAINING OUR COUNTRYSIDE	33	36	3
SAFE BUILDINGS	34	41	7
SUPPORTING LOCAL BUSINESSES	35	31	-4
LEISURE AND HEALTHY LIFESTYLE CENTRES	36	29	-7
YOUTH SERVICE	37	38	1
CREMATORIUM AND CEMETERIES	38	43	5
LIBRARIES	39	39	0
SUPPORTING FAMILIES WHO ARE DEALING WITH ALCOHOL AND DRUG MISUSE	40	42	2
STREET LIGHTS	41	48	7
SCHOOL TRANSPORT	42	33	-9
PROMOTING THE WELSH LANGUAGE	43	31	-12
PLANNING SERVICE	43	47	4
PROMOTING THE AREA AND SUPPORTING THE TOURISM SECTOR	45	40	-5
MAINTAINING A NETWORK OF PUBLIC FOOTPATHS AND CYCLE ROUTES	46	45	-1
BENEFIT PAYMENTS	47	46	-1
SUPPORTING COMMUNITY GROUPS	48	49	1
REGISTRY SERVICE	49	50	1
MANAGING BEACHES AND HARBOURS	50	51	1
CCTV	51	54	3
PUBLIC TOILETS	52	44	-8
GRASS CUTTING	53	53	0
COUNTRY PARKS	54	56	2
SCHOOL BREAKFAST CLUB AND PRE-SCHOOL CARE	55	52	-3
THE ARTS AND MUSEUMS	56	55	-1
ARCHIVES	57	57	0
CARPARKS AND TRAFFIC WARDENS	58	58	0
MARINAS HAFAN PWLLHELI A DOC FICTORIA CAERNARFON	59	59	0

**Appendix B1: The services that respondents in Bangor ranked 5 or higher (most important) than Gwynedd**

<b>SERVICE</b>	<b>Bangor's rank</b>	<b>Gwynedd's rank</b>	<b>The difference compared to Gwynedd's rank</b>
CLEAN AND TIDY COMMUNITIES	13	25	12
TACKLING ENVIRONMENTAL POLLUTION	26	35	9
ADDITIONAL LEARNING NEEDS	13	20	7
SAFE BUILDINGS	34	41	7
STREET LIGHTS	41	48	7
YOUTH JUSTICE SERVICE	30	36	6
SUPPORTING PEOPLE WITH LEARNING DISABILITIES	10	15	5
CREMATORIUM AND CEMETERIES	38	43	5

**Appendix B2: The services that respondents in Bangor have ranked -5 or lower (least important) than Gwynedd**

<b>SERVICE</b>	<b>Bangor's rank</b>	<b>Gwynedd's rank</b>	<b>The difference compared to Gwynedd's rank</b>
PROMOTING THE WELSH LANGUAGE	43	31	-12
PROVIDING RESIDENTIAL, COMMUNITY AND DAY CARE FOR ADULTS	22	12	-10
SCHOOL TRANSPORT	42	33	-9
PUBLIC TOILETS	52	44	-8
SCHOOL PUPIL WELFARE	25	18	-7
LEISURE AND HEALTHY LIFESTYLE CENTRES	36	29	-7
SCHOOL MEALS	32	26	-6
PROMOTING THE AREA AND SUPPORTING THE TOURISM SECTOR	45	40	-5

## Appendix C – Caernarfon area responses (616 responses)

Key	
<b>Red</b>	<b>-20 positions or lower</b> than the results of Gwynedd
<b>Orange</b>	Between <b>1</b> and <b>19 positions lower</b>
<b>White</b>	No difference between the positions
<b>Yellow</b>	Between <b>1</b> and <b>19 positions higher</b>
<b>Green</b>	<b>At least 20 positions higher</b> than the results of Gwynedd

SERVICE	Caernarfon's rank	Caernarfon's rank	The difference compared to Gwynedd's rank
A HIGH QUALITY EDUCATION	1	1	0
SAFEGUARDING CHILDREN AND TACKLING DOMESTIC ABUSE	2	2	0
SUPPORTING DISABLED CHILDREN AND CHILDREN WITH AN ILLNESS	3	4	1
CHILDREN IN CARE	4	6	2
SUPPORTING OLDER PEOPLE	5	5	0
SUPPORTING PEOPLE WHO LIVE WITH DEMENTIA	6	7	1
WASTE COLLECTION AND RECYCLING	7	3	-4
SUPPORTING PEOPLE WHO LIVE WITH MENTAL HEALTH CONDITIONS	8	9	1
SUPPORTING PEOPLE WITH LEARNING DISABILITIES	9	15	6
PROVIDING RESIDENTIAL, COMMUNITY AND DAY CARE FOR ADULTS	10	12	2
SUPPORTING ADULTS WITH PHYSICAL DISABILITIES	11	13	2
SUPPORTING YOUNG CARERS	12	11	-1
PUBLIC TRANSPORT	13	10	-3
RECYCLING CENTRES	14	8	-6
SUPPORTING VULNERABLE FAMILIES	15	19	4
SCHOOL PUPIL WELFARE	15	18	3
SUPPORTING CARERS	17	22	5
HOMES THAT ARE SUITABLE AND SAFE FOR SIABLED CHILDREN, YOUNG PEOPLE AND ADULTS	18	17	-1
STRENGTHENING GWYNEDD'S ECONOMY	19	14	-5
ADDITIONAL LEARNING NEEDS	20	20	0
PROMOTING THE WELSH LANGUAGE	21	31	10

ROAD SAFETY AND ROAD STANDARDS	22	16	-6
SUPPORTING YOUNG PEOPLE LEAVING CARE	23	24	1
SUPPORTING CHILDREN IN DEPRIVED COMMUNITIES	24	23	-1
AFFORDABLE HOMES	25	21	-4
SCHOOL MEALS	26	26	0
HOMELESSNESS	27	27	0
CLEAN AND TIDY COMMUNITIES	28	25	-3
LEISURE AND HEALTHY LIFESTYLE CENTRES	29	29	0
SCHOOL TRANSPORT	30	33	3
MANAGING, PREVENTING AND REDUCING THE RISK OF FLOODING	31	30	-1
YOUTH JUSTICE SERVICE	32	36	4
TACKLING POLLUTION	33	28	-5
SUPPORTING LOCAL BUSINESSES	34	31	-3
GOOD AND FOOD SAFETY	35	34	-1
TACKLING ENVIRONMENTAL CRIME	36	35	-1
SUPPORTING FAMILIES WHO ARE DEALING WITH ALCOHOL AND DRUG MISUSE	37	42	5
YOUTH SERVICE	38	38	0
CREMATORIUM AND CEMETERIES	39	43	4
PROTECTING AND MAINTAINING OUR COUNTRYSIDE	40	36	-4
LIBRARIES	40	39	-1
SAFE BUILDINGS	42	41	-1
PROMOTING THE AREA AND SUPPORTING THE TOURISM SECTOR	43	40	-3
MAINTAINING A NETWORK OF PUBLIC FOOTPATHS AND CYCLE ROUTES	44	45	1
STREET LIGHTS	45	48	3
BENEFIT PAYMENTS	45	46	1
PLANNING SERVICE	47	47	0
SCHOOL BREAKFAST CLUB AND PRE-SCHOOL CARE	48	52	4
CCTV	49	54	5
REGISTRY SERVICE	50	50	0
PUBLIC TOILETS	51	44	-7
SUPPORTING COMMUNITY GROUPS	52	49	-3
GRASS CUTTING	53	53	0
MANAGING BEACHES AND HARBOURS	54	51	-3

COUNTRY PARKS	55	56	1
THE ARTS AND MUSEUMS	56	55	-1
ARCHIVES	57	57	0
CARPARKS AND TRAFFIC WARDENS	58	58	0
MARINAS HAFAN PWLLHELI A DOC FICTORIA CAERNARFON	59	59	0

**Appendix C1: The services that respondents in Caernarfon have ranked 5 or higher (most important) than Gwynedd**

SERVICE	Caernarfon's rank	Caernarfon's rank	The difference compared to Gwynedd's rank
PROMOTING THE WELSH LANGUAGE	21	31	10
SUPPORTING PEOPLE WITH LEARNING DISABILITIES	9	15	6
SUPPORTING CARERS	17	22	5
SUPPORTING FAMILIES WHO ARE DEALING WITH ALCOHOL AND DRUG MISUSE	37	42	5
CCTV	49	54	5

**Appendix C2: The services that respondents in Caernarfon have ranked -5 or lower (least important) than Gwynedd**

SERVICE	Caernarfon's rank	Caernarfon's rank	The difference compared to Gwynedd's rank
PUBLIC TOILETS	51	44	-7
RECYCLING CENTRES	14	8	-6
ROAD SAFETY AND ROAD STANDARDS	22	16	-6
STRENGTHENING GWYNEDD'S ECONOMY	19	14	-5
TACKLING POLLUTION	33	28	-5

## Appendix Ch – Dolgellau area responses (178 responses)

Key	
<b>Red</b>	<b>-20 positions or lower</b> than the results of Gwynedd
<b>Orange</b>	Between <b>1</b> and <b>19 positions lower</b>
<b>White</b>	No difference between the positions
<b>Yellow</b>	Between <b>1</b> and <b>19 positions higher</b>
<b>Green</b>	<b>At least 20 positions higher</b> than the results of Gwynedd

SERVICE	Dolgellau's rank	Dolgellau's rank	The difference compared to Gwynedd's rank
A HIGH QUALITY EDUCATION	1	1	0
WASTE AND RECYCLING COLLECTION	2	3	1
RECYCLING CENTRES	3	8	5
PUBLIC TRANSPORT	4	10	6
SAFEGUARDING CHILDREN AND TACKLING DOMESTIC ABUSE	5	2	-3
CHILDREN IN CARE	6	6	0
SUPPORTING OLDER PEOPLE	7	5	-2
SUPPORTING PEOPLE WHO LIVE WITH DEMENTIA	8	7	-1
STRENGTHENING GWYNEDD'S ECONOMY	8	14	6
ROAD SAFETY AND ROAD STANDARDS	10	16	6
PUBLIC TOILETS	11	44	33
SUPPORTING DISABLED CHILDREN AND CHILDREN WITH AN ILLNESS	12	4	-8
PROMOTING THE AREA AND SUPPORTING THE TOURISM SECTOR	13	40	27
CLEAN AND TIDY COMMUNITIES	14	25	11
SUPPORTING PEOPLE WHO LIVE WITH MENTAL HEALTH CONDITIONS	15	9	-6
TACKLING POLLUTION	16	28	12
SUPPORTING YOUNG CARERS	17	11	-6
PROVIDING RESIDENTIAL, COMMUNITY AND DAY CARE FOR ADULTS	18	12	-6
PROTECTING AND MAINTAINING OUR COUNTRYSIDE	19	36	17
GOODS AND FOOD SAFETY	20	34	14
SUPPORTING VULNERABLE FAMILIES	21	19	-2
SUPPORTING ADULTS WITH PHYSICAL DISABILITIES	22	13	-9
SCHOOL MEALS	22	26	4
SUPPORTING CHILDREN IN DEPRIVED COMMUNITIES	24	23	-1

MANAGING, PREVENTING AND REDUCING THE RISK OF FLOODING	25	30	5
TACKLING ENVIRONMENTAL CRIME	25	35	10
ADDITIONAL LEARNING NEEDS	27	20	-7
SUPPORTING PEOPLE WITH LEARNING DISABILITIES	28	15	-13
SUPPORTING LOCAL BUSINESSES	28	31	3
SCHOOL PUPIL WELFARE	30	18	-12
SUPPORTING YOUNG PEOPLE LEAVING CARE	31	24	-7
SUPPORTING CARERS	32	22	-10
HOMES THAT ARE SUITABLE AND SAFE FOR DISABLED CHILDREN, YOUNG PEOPLE AND ADULTS	32	17	-15
AFFORDABLE HOMES	34	21	-13
SAFE BUILDINGS	34	41	7
SCHOOL TRANSPORT	36	33	-3
HOMELESSNESS	37	27	-10
LIBRARIES	38	39	1
LEISURE AND HEALTHY LIFESTYLE CENTRES	39	29	-10
MANAGING BEACHES AND HARBOURS	40	51	11
YOUTH JUSTICE SERVICE	41	36	-5
MAINTAINING A NETWORK OF PUBLIC FOOTPATHS AND CYCLE ROUTES	41	45	4
CREMATORIUM AND CEMETERIES	43	43	0
PLANNING SERVICE	44	47	3
YOUTH SERVICE	45	38	-7
BENEFIT PAYMENTS	46	46	0
REGISTRY SERVICE	47	50	3
SUPPORTING FAMILIES WHO ARE DEALING WITH ALCOHOL AND DRUG MISUSE	48	42	-6
STREET LIGHTS	49	48	-1
PROMOTING THE WELSH LANGUAGE	50	31	-19
CCTV	51	54	3
GRASS CUTTING	52	53	1
SUPPORTING COMMUNITY GROUPS	53	49	-4
SCHOOL BREAKFAST CLUB AND PRE-SCHOOL CARE	54	52	-2
THE ARTS AND MUSEUMS	55	55	0
ARCHIVES	56	57	1
CARPARKS AND TRAFFIC WARDENS	57	58	1
COUNTRY PARKS	58	56	-2
MARINAS HAFAN PWLLHELI A DOC FICTORIA CAERNARFON	59	59	0

**Appendix Ch1: The services that respondents in Dolgellau have ranked 5 or higher (most important) than Gwynedd**

<b>SERVICE</b>	<b>Dolgellau's rank</b>	<b>Dolgellau's rank</b>	<b>The difference compared to Gwynedd's rank</b>
PUBLIC TOILETS	11	44	33
PROMOTING THE AREA AND SUPPORTING THE TOURISM SECTOR	13	40	27
PROTECTING AND MAINTAINING OUR COUNTRYSIDE	19	36	17
GOODS AND FOOD SAFETY	20	34	14
TACKLING POLLUTION	16	28	12
MANAGING BEACHES AND HARBOURS	40	51	11
CLEAN AND TIDY COMMUNITIES	14	25	11
TACKLING ENVIRONMENTAL CRIME	25	35	10
SAFE BUILDINGS	34	41	7
PUBLIC TRANSPORT	4	10	6
STRENGTHENING GWYNEDD'S ECONOMY	8	14	6
ROAD SAFETY AND ROAD STANDARDS	10	16	6
RECYCLING CENTRES	3	8	5
MANAGING, PREVENTING AND REDUCING THE RISK OF FLOODING	25	30	5

**Appendix Ch2: The services that respondents in Dolgellau have ranked -5 or lower (least important) than Gwynedd**

<b>SERVICE</b>	<b>Dolgellau's rank</b>	<b>Dolgellau's rank</b>	<b>The difference compared to Gwynedd's rank</b>
PROMOTING THE WELSH LANGUAGE	50	31	-19
HOMES THAT ARE SUITABLE AND SAFE FOR DISABLED CHILDREN, YOUNG PEOPLE AND ADULTS	32	17	-15
SUPPORTING PEOPLE WITH LEARNING DISABILITIES	28	15	-13
AFFORDABLE HOMES	34	21	-13
SCHOOL CHILDREN WELFARE	30	18	-12
SUPPORTING CARERS	32	22	-10
LEISURE AND HEALTHY LIFESTYLE CENTRES	39	29	-10
HOMELESSNESS	37	27	-10

SUPPORTING ADULTS WITH PHYSICAL DISABILITIES	22	13	-9
SUPPORTING DISABLED CHILDREN AND CHILDREN WITH AN ILLNESS	12	4	-8
SUPPORTING YOUNG PEOPLE LEAVING CARE	31	24	-7
ADDITIONAL LEARNING NEEDS	27	20	-7
YOUTH SERVICE	45	38	-7
SUPPORTING PEOPLE WHO LIVE WITH MENTAL HEALTH CONDITIONS	15	9	-6
SUPPORTING YOUNG CARERS	17	11	-6
PROVIDING RESIDENTIAL, COMMUNITY AND DAY CARE FOR ADULTS	18	12	-6
SUPPORTING FAMILIES WHO ARE DEALING WITH ALCOHOL AND DRUG MISUSE	48	42	-6
YOUTH JUSTICE SERVICE	41	36	-5

## Appendix D – Dyffryn Nantlle area responses (185 responses)

Key	
<b>Red</b>	<b>-20 positions or lower</b> than the results of Gwynedd
<b>Orange</b>	Between <b>1 and 19 positions lower</b>
<b>White</b>	No difference between the positions
<b>Yellow</b>	Between <b>1 and 19 positions higher</b>
<b>Green</b>	<b>At least 20 positions higher</b> than the results of Gwynedd

SERVICE	Dyffryn Nantlle's rank	Dyffryn Nantlle's rank	The difference compared to Gwynedd's rank
A HIGH QUALITY EDUCATION	1	1	0
SAFEGUARDING CHILDREN AND TACKLING DOMESTIC ABUSE	2	2	0
WASTE AND RECYCLING COLLECTION	3	3	0
SUPPORTING DISABLED CHILDREN AND CHILDREN WITH AN ILLNESS	4	4	0
CHILDREN IN CARE	5	6	1
SUPPORTING OLDER PEOPLE	6	5	-1
ROAD SAFETY AND ROAD STANDARDS	7	16	9
PUBLIC TRANSPORT	8	10	2
SUPPORTING PEOPLE WHO LIVE WITH DEMENTIA	9	7	-2
STRENGTHENING GWYNEDD'S ECONOMY	10	14	4
RECYCLING CENTRES	11	8	-3
SUPPORTING PEOPLE WHO LIVE WITH MENTAL HEALTH CONDITIONS	12	9	-3
PROVIDING RESIDENTIAL, COMMUNITY AND DAY CARE FOR ADULTS	13	12	-1
SUPPORTING PEOPLE WITH LEARNING DISABILITIES	14	15	1
HOMES THAT ARE SUITABLE AND SAFE FOR DISABLED CHILDREN, YOUNG PEOPLE AND ADULTS	15	17	2
SUPPORTING YOUNG CARERS	16	11	-5
SUPPORTING ADULTS WITH PHYSICAL DISABILITIES	17	13	-4
SCHOOL PUPIL WELFARE	18	18	0
CLEAN AND TIDY COMMUNITIES	19	25	6
GOODS AND FOOD SAFETY	20	34	14
PROMOTING THE WELSH LANGUAGE	20	31	11
ADDITIONAL LEARNING NEEDS	22	20	-2
SUPPORTING VULNERABLE FAMILIES	23	19	-4
TACKLING ENVIRONMENTAL CRIME	24	35	11

SUPPORTING YOUNG PEOPLE LEAVING CARE	25	24	-1
SUPPORTING CHILDREN IN DEPRIVED COMMUNITIES	26	23	-3
HOMELESSNESS	26	27	1
SUPPORTING LOCAL BUSINESSES	28	31	3
TACKLING POLLUTION	29	28	-1
SCHOOL MEALS	30	26	-4
SUPPORTING CARERS	31	22	-9
AFFORDABLE HOMES	31	21	-10
SCHOOL TRANSPORT	33	33	0
LEISURE AND HEALTHY LIFESTYLE CENTRES	33	29	-4
PROTECTING AND MAINTAINING OUR COUNTRYSIDE	35	36	1
YOUTH SERVICE	36	38	2
YOUTH JUSTICE SERVICE	37	36	-1
SAFE BUILDINGS	38	41	3
LIBRARIES	39	39	0
CREMATORIUM AND CEMETRIES	40	43	3
MANAGING, PREVENTING AND REDUCING THE RISK OF FLOODING	41	30	-11
SUPPORTING FAMILIES WHO ARE DEALING WITH ALCOHOL AND DRUG MISUSE	41	42	1
PLANNING SERVICE	43	47	4
STREET LIGHTS	44	48	4
PROMOTING THE AREA AND SUPPORTING THE TOURISM SECTOR	45	40	-5
MAINTAINING A NETWORK OF PUBLIC FOOTPATHS AND CYCLE ROUTES	46	46	-1
BENEFIT PAYMENTS	46	50	0
GRASS CUTTING	48	42	5
SCHOOL BREAKFAST CLUB AND PRE-SCHOOL CARE	49	48	3
SUPPORTING COMMUNITY GROUPS	50	31	-1
PUBLIC TOILETS	51	44	-7
REGISTRY SERVICE	51	53	-1
MANAGING BEACHES AND HARBOURS	53	49	-2
CCTV	54	52	0
COUNTRY PARKS	55	55	1
THE ARTS AND MUSEUMS	56	57	-1
ARCHIVES	57	58	0
CARPARKS AND TRAFFIC WARDENS	58	56	0
MARINAS HAFAN PWLLHELI A DOC FICTORIA CAERNARFON	59	59	0

**Appendix D1: The services that respondents in Dyffryn Nantlle have ranked 5 or higher (most important) than Gwynedd**

SERVICE	Dyffryn Nantlle's rank	Dyffryn Nantlle's rank	The difference compared to Gwynedd's rank
GOODS AND FOOD SAFETY	20	34	14
PROMOTING THE WELSH LANGUAGE	20	31	11
TACKLING ENVIRONMENTAL CRIME	24	35	11
ROAD SAFETY AND ROAD STANDARDS	7	16	9
CLEAN AND TIDY COMMUNITIES	19	25	6
GRASS CUTTING	48	53	5

**Appendix D2: The services that respondents in Dyffryn Nantlle have ranked -5 or lower (least important) than Gwynedd**

SERVICE	Dyffryn Nantlle's rank	Dyffryn Nantlle's rank	The difference compared to Gwynedd's rank
MANAGING, PREVENTING AND REDUCING THE RISK OF FLOODING	41	30	-11
AFFORDABLE HOMES	31	21	-10
SUPPORTING CARERS	31	22	-9
PUBLIC TOILETS	51	44	-7
SUPPORTING YOUNG CARERS	16	11	-5
PROMOTING THE AREA AND SUPPORTING THE TOURISM SECTOR	45	40	-5

## Appendix Dd – Dyffryn Ogwen area responses (166 responses)

Key	
<b>Red</b>	<b>-20 positions or lower</b> than the results of Gwynedd
<b>Orange</b>	Between <b>1</b> and <b>19 positions lower</b>
<b>White</b>	No difference between the positions
<b>Yellow</b>	Between <b>1</b> and <b>19 positions higher</b>
<b>Green</b>	<b>At least 20 positions higher</b> than the results of Gwynedd

SERVICE	Dyffryn Ogwen's rank	Dyffryn Ogwen's rank	The difference compared to Gwynedd's rank
A HIGH QUALITY EDUCATION	1	1	0
SAFEGUARDING CHILDREN AND TACKLING DOMESTIC ABUSE	2	2	0
CHILDREN IN CARE	3	6	3
SUPPORTING DISABLED CHILDREN AND CHILDREN WITH AN ILLNESS	4	4	0
SUPPORTING PEOPLE WHO LIVE WITH DEMENTIA	5	7	2
WASTE AND RECYCLING COLLECTION	6	3	-3
SUPPORTING OLDER PEOPLE	7	5	-2
SUPPORTING PEOPLE WHO LIVE WITH MENTAL HEALTH CONDITIONS	8	9	1
SUPPORTING YOUNG CARERS	9	11	2
PROVIDING RESIDENTIAL, COMMUNITY AND DAY CARE FOR ADULTS	9	12	3
ADDITIONAL LEARNING NEEDS	11	20	9
SUPPORTING PEOPLE WITH LEARNING DISABILITIES	12	15	3
SCHOOL PUPIL WELFARE	13	18	5
SUPPORTING VULNERABLE FAMILIES	13	19	6
RECYCLING CENTRES	15	8	-7
SUPPORTING ADULTS WITH PHYSICAL DISABILITIES	15	13	-2
HOMES THAT ARE SUITABLE AND SAFE FOR DISABLED CHILDREN, YOUNG PEOPLE AND ADULTS	15	17	2
SUPPORTING CHILDREN IN DEPRIVED COMMUNITIES	18	23	5
PUBLIC TRANSPORT	19	10	-9
SUPPORTING YOUNG PEOPLE LEAVING CARE	20	24	4
SCHOOL MEALS	21	26	5
HOMELESSNESS	21	27	6
AFFORDABLE HOMES	23	21	-2

SUPPORTING CARERS	24	22	-2
STRENGTHENING GWYNEDD'S ECONOMY	25	14	-11
PROMOTING THE WELSH LANGUAGE	26	31	5
YOUTH SERVICE	26	38	12
YOUTH JUSTICE SERVICE	28	36	8
TACKLING POLLUTION	29	28	-1
ROAD SAFETY AND ROAD STANDARDS	30	16	-14
SCHOOL TRANSPORT	31	33	2
PROTECTING AND MAINTAINING OUR COUNTRYSIDE	32	36	4
CLEAN AND TIDY COMMUNITIES	33	25	-8
SUPPORTING FAMILIES WHO ARE DEALING WITH ALCOHOL AND DRUG MISUSE	33	42	9
TACKLING ENVIRONMENTAL CRIME	35	35	0
MANAGING, PREVENTING AND REDUCING THE RISK OF FLOODING	36	30	-6
SUPPORTING LOCAL BUSINESSES	37	31	-6
LEISURE AND HEALTHY LIFESTYLE CENTRES	38	29	-9
SAFE BUILDINGS	39	41	2
MAINTAINING A NETWORK OF PUBLIC FOOTPATHS AND CYCLE ROUTES	40	45	5
GOODS AND FOOD SAFETY	41	34	-7
LIBRARIES	41	39	-2
CREMATORIUM AND CEMETERIES	43	43	0
SCHOOL BREAKFAST CLUB AND PRE-SCHOOL CARE	44	52	8
SUPPORTING COMMUNITY GROUPS	45	49	4
BENEFIT PAYMENTS	46	46	0
PLANNING SERVICE	47	47	0
PROMOTING THE AREA AND SUPPORTING THE TOURISM SECTOR	47	40	-7
PUBLIC TOILETS	49	44	-5
STREET LIGHTS	50	48	-2
REGISTRY SERVICE	51	50	-1
THE ARTS AND MUSEUMS	52	55	3
MANAGING BEACHES AND HARBOURS	53	51	-2
GRASS CUTTING	54	53	-1
COUNTRY PARKS	54	56	2
CCTV	56	54	-2
CARPARKS AND TRAFFIC WARDENS	57	58	1
ARCHIVES	57	57	0
MARINAS HAFAN PWLLHELI A DOC FICTORIA CAERNARFON	59	59	0

**Appendix Dd1: The services that respondents in Dyffryn Ogwen have ranked 5 or higher (most important) than Gwynedd**

SERVICE	Dyffryn Ogwen's rank	Dyffryn Ogwen's rank	The difference compared to Gwynedd's rank
YOUTH SERVICE	26	38	12
ADDITIONAL LEARNING NEEDS	11	20	9
SUPPORTING FAMILIES WHO ARE DEALING WITH ALCOHOL AND DRUG MISUSE	33	42	9
SCHOOL BREAKFAST CLUB AND PRE-SCHOOL CARE	44	52	8
YOUTH JUSTICE SERVICE	28	36	8
HOMELESSNESS	21	27	6
SUPPORTING VULNERABLE FAMILIES	13	19	6
SCHOOL PUPIL WELFARE	13	18	5
SUPPORTING CHILDREN IN DEPRIVED COMMUNITIES	18	23	5
SCHOOL MEALS	21	26	5
PROMOTING THE WELSH LANGUAGE	26	31	5
MAINTAINING A NETWORK OF PUBLIC FOOTPATHS AND CYCLE ROUTES	40	45	5

**Appendix Dd2: The services that respondents in Dyffryn Ogwen have ranked -5 or lower (least important) than Gwynedd**

SERVICE	Dyffryn Ogwen's rank	Dyffryn Ogwen's rank	The difference compared to Gwynedd's rank
ROAD SAFETY AND ROAD STANDARDS	30	16	-14
STRENGTHENING GWYNEDD'S ECONOMY	25	14	-11
PUBLIC TRANSPORT	19	10	-9
LEISURE AND HEALTHY LIFESTYLE CENTRES	38	29	-9
CLEAN AND TIDY COMMUNITIES	33	25	-8
RECYCLING CENTRES	15	8	-7
GOODS AND FOOD SAFETY	41	34	-7
PROMOTING THE AREA AND SUPPORTING THE TOURISM SECTOR	47	40	-7
MANAGING, PREVENTING AND REDUCING THE RISK OF FLOODING	36	30	-6
SUPPORTING LOCAL BUSINESSES	37	31	-6
PUBLIC TOILETS	49	44	-5

## Appendix E – Ffestiniog area responses (109 responses)

Key	
<b>Red</b>	<b>-20 positions or lower</b> than the results of Gwynedd
<b>Orange</b>	Between <b>1</b> and <b>19 positions lower</b>
<b>White</b>	No difference between the positions
<b>Yellow</b>	Between <b>1</b> and <b>19 positions higher</b>
<b>Green</b>	<b>At least 20 positions higher</b> than the results of Gwynedd

SERVICE	Ffestiniog's rank	Ffestiniog's rank	The difference compared to Gwynedd's rank
PUBLIC TRANSPORT	1	10	9
A HIGH QUALITY EDUCATION	2	1	-1
SAFEGUARDING CHILDREN AND TACKLING DOMESTIC ABUSE	3	2	-1
CHILDREN IN CARE	4	6	2
SUPPORTING DISABLED CHILDREN AND CHILDREN WITH AN ILLNESS	4	4	0
WASTE AND RECYCLING COLLECTION	4	3	-1
SUPPORTING OLDER PEOPLE	7	5	-2
RECYCLING CENTRES	8	8	0
STRENGTHENING GWYNEDD'S ECONOMY	9	14	5
SUPPORTING PEOPLE WHO LIVE WITH DEMENTIA	10	7	-3
SUPPORTING PEOPLE WHO LIVE WITH MENTAL HEALTH CONDITIONS	11	9	-2
ROAD SAFETY AND ROAD STANDARDS	11	16	5
AFFORDABLE HOMES	13	21	8
SUPPORTING CHILDREN IN DEPRIVED COMMUNITIES	14	23	9
SUPPORTING ADULTS WITH PHYSICAL DISABILITIES	15	13	-2
PROVIDING RESIDENTIAL, COMMUNITY AND DAY CARE FOR ADULTS	16	12	-4
SCHOOL PUPIL WELFARE	16	18	2
YOUTH SERVICE	18	38	20
PROMOTING THE WELSH LANGUAGE	19	31	12
SUPPORTING YOUNG CARERS	20	11	-9
LEISURE AND HEALTHY LIFESTYLE CENTRES	20	29	9

HOMES THAT ARE SUITABLE AND SAFE FOR DISABLED CHILDREN, YOUNG PEOPLE AND ADULTS	22	17	-5
SUPPORTING GOFALWYR	22	22	0
SUPPORTING PEOPLE WITH LEARNING DISABILITIES	24	15	-9
LIBRARIES	24	39	15
SUPPORTING VULNERABLE FAMILIES	26	19	-7
SUPPORTING LOCAL BUSINESSES	27	31	4
SUPPORTING YOUNG PEOPLE LEAVING CARE	28	24	-4
HOMELESSNESS	28	27	-1
ADDITIONAL LEARNING NEEDS	30	20	-10
PROMOTING THE AREA AND SUPPORTING THE TOURISM SECTOR	31	40	9
SCHOOL TRANSPORT	32	33	1
TACKLING POLLUTION	33	28	-5
PUBLIC TOILETS	34	44	10
SCHOOL MEALS	35	26	-9
TACKLING ENVIRONMENTAL CRIME	36	35	-1
CLEAN AND TIDY COMMUNITIES	37	25	-12
PROTECTING AND MAINTAINING OUR COUNTRYSIDE	38	36	-2
YOUTH JUSTICE SERVICE	39	36	-3
SUPPORTING COMMUNITY GROUPS	40	49	9
MAINTAINING A NETWORK OF PUBLIC FOOTPATHS AND CYCLE ROUTES	41	45	4
SAFE BUILDINGS	42	41	-1
GOODS AND FOOD SAFETY	43	34	-9
MANAGING, PREVENTING AND REDUCING THE RISK OF FLOODING	44	30	-14
CREMATORIUM AND CEMETERIES	44	43	-1
STREET LIGHTS	46	48	2
BENEFIT PAYMENTS	47	46	-1
SUPPORTING FAMILIES WHO ARE DEALING WITH ALCOHOL AND DRUG MISUSE	48	42	-6
PLANNING SERVICE	49	47	-2
SCHOOL BREAKFAST CLUB AND PRE-SCHOOL CARE	50	52	2
THE ARTS AND MUSEUMS	51	55	4
REGISTRY SERVICE	52	50	-2
ARCHIVES	53	57	4
MANAGING BEACHES AND HARBOURS	54	51	-3
CCTV	55	54	-1
COUNTRY PARKS	56	56	0
GRASS CUTTING	57	53	-4

CARPARKS AND TRAFFIC WARDENS	58	58	0
MARINAS HAFAN PWLLHELI A DOC FICTORIA CAERNARFON	59	59	0

**Appendix E1: The services that respondents in Ffestiniog have ranked 5 or higher (most important) than Gwynedd**

SERVICE	Ffestiniog's rank	Ffestiniog's rank	The difference compared to Gwynedd's rank
YOUTH SERVICE	18	38	20
LIBRARIES	24	39	15
PROMOTING THE WELSH LANGUAGE	19	31	12
PUBLIC TOILETS	34	44	10
PUBLIC TRANSPORT	1	10	9
PROMOTING THE AREA AND SUPPORTING THE TOURISM SECTOR	31	40	9
SUPPORTING COMMUNITY GROUPS	40	49	9
SUPPORTING CHILDREN IN DEPRIVED COMMUNITIES	14	23	9
LEISURE AND HEALTHY LIFESTYLE CENTRES	20	29	9
AFFORDABLE HOMES	13	21	8
STRENGTHENING GWYNEDD'S ECONOMY	9	14	5
ROAD SAFETY AND ROAD STANDARDS	11	16	5

**Appendix E2: The services that respondents in Ffestiniog have ranked -5 or lower (least important) than Gwynedd**

SERVICE	Ffestiniog's rank	Ffestiniog's rank	The difference compared to Gwynedd's rank
MANAGING, PREVENTING AND REDUCING THE RISK OF FLOODING	44	30	-14
CLEAN AND TIDY COMMUNITIES	37	25	-12
ADDITIONAL LEARNING NEEDS	30	20	-10
SUPPORTING YOUNG CARERS	20	11	-9
SUPPORTING PEOPLE WITH LEARNING DISABILITIES	24	15	-9
GOODS AND FOOD SAFETY	43	34	-9

SCHOOL MEALS	35	26	-9
SUPPORTING VULNERABLE FAMILIES	26	19	-7
SUPPORTING FAMILIES WHO ARE DEALING WITH ALCOHOL AND DRUG MISUSE	48	42	-6
HOMES THAT ARE SUITABLE AND SAFE FOR DISABLED CHILDREN, YOUNG PEOPLE AND ADULTS	22	17	-5
TACKLING POLLUTION	33	28	-5

## Appendix F – Llŷn area responses (466 responses)

Key	
<b>Red</b>	<b>-20 positions or lower</b> than the results of Gwynedd
<b>Orange</b>	Between <b>1 and 19 positions lower</b>
<b>White</b>	No difference between the positions
<b>Yellow</b>	Between <b>1 and 19 positions higher</b>
<b>Green</b>	<b>At least 20 positions higher</b> than the results of Gwynedd

SERVICE	Llŷn's rank	Llŷn's rank	The difference compared to Gwynedd's rank
A HIGH QUALITY EDUCATION	1	1	0
SAFEGUARDING CHILDREN AND TACKLING DOMESTIC ABUSE	2	2	0
SUPPORTING DISABLED CHILDREN AND CHILDREN WITH AN ILLNESS	3	4	1
WASTE AND RECYCLING COLLECTION	4	3	-1
SUPPORTING OLDER PEOPLE	5	5	0
CHILDREN IN CARE	6	6	0
SUPPORTING PEOPLE WHO LIVE WITH DEMENTIA	7	7	0
SUPPORTING PEOPLE WHO LIVE WITH MENTAL HEALTH CONDITIONS	8	9	1
AFFORDABLE HOMES	9	21	12
SUPPORTING YOUNG CARERS	10	11	1
RECYCLING CENTRES	11	8	-3
SUPPORTING ADULTS WITH PHYSICAL DISABILITIES	11	13	2
SUPPORTING PEOPLE WITH LEARNING DISABILITIES	13	15	2
ROAD SAFETY AND ROAD STANDARDS	14	16	2
HOMES THAT ARE SUITABLE AND SAFE FOR DISABLED CHILDREN, YOUNG PEOPLE AND ADULTS	15	17	2
PROVIDING RESIDENTIAL, COMMUNITY AND DAY CARE FOR ADULTS	16	12	-4
SUPPORTING VULNERABLE FAMILIES	17	19	2
STRENGTHENING GWYNEDD'S ECONOMY	18	14	-4
SCHOOL PUPIL WELFARE	19	20	-1
ADDITIONAL LEARNING NEEDS	19	18	1
SUPPORTING CARERS	21	22	1
PUBLIC TRANSPORT	22	10	-12
PROMOTING THE WELSH LANGUAGE	23	31	8

SUPPORTING YOUNG PEOPLE LEAVING CARE	24	24	0
SUPPORTING CHILDREN IN DEPRIVED COMMUNITIES	25	23	-2
SCHOOL MEALS	26	26	0
SUPPORTING LOCAL BUSINESSES	27	31	4
HOMELESSNESS	28	27	-1
PROTECTING AND MAINTAINING OUR COUNTRYSIDE	29	36	7
CLEAN AND TIDY COMMUNITIES	30	25	-5
SCHOOL TRANSPORT	31	33	2
MANAGING, PREVENTING AND REDUCING THE RISK OF FLOODING	32	30	-2
LEISURE AND HEALTHY LIFESTYLE CENTRES	33	29	-4
YOUTH JUSTICE SERVICE	34	36	2
TACKLING POLLUTION	35	28	-7
TACKLING ENVIRONMENTAL CRIME	36	35	-1
GOODS AND FOOD SAFETY	37	34	-3
YOUTH SERVICE	38	38	0
SAFE BUILDINGS	39	41	2
PROMOTING THE AREA AND SUPPORTING THE TOURISM SECTOR	40	40	0
SUPPORTING FAMILIES WHO ARE DEALING WITH ALCOHOL AND DRUG MISUSE	41	42	1
CREMATORIUM AND CEMETERIES	42	43	1
SUPPORTING COMMUNITY GROUPS	43	49	6
LIBRARIES	44	39	-5
PLANNING SERVICE	45	47	2
PUBLIC TOILETS	46	44	-2
MAINTAINING A NETWORK OF PUBLIC FOOTPATHS AND CYCLE ROUTES	47	45	-2
MANAGING BEACHES AND HARBOURS	48	51	3
BENEFIT PAYMENTS	49	46	-3
REGISTRY SERVICE	50	50	0
STREET LIGHT	51	48	-3
CCTV	52	54	2
GRASS CUTTING	53	53	0
SCHOOL BREAKFAST CLUB AND PRE-SCHOOL CARE	54	52	-2
THE ARTS AND MUSEUMS	55	55	0
COUNTRY PARKS	56	56	0
ARCHIVES	57	57	0
MARINAS HAFAN PWLLHELI A DOC FICTORIA CAERNARFON	58	59	1
CARPARKS AND TRAFFIC WARDENS	59	58	-1

**Appendix F1: The services that respondents in Llŷn have ranked 5 or higher (most important) than Gwynedd**

SERVICE	Llŷn's rank	Llŷn's rank	The difference compared to Gwynedd's rank
AFFORDABLE HOMES	9	21	12
PROMOTING THE WELSH LANGUAGE	23	31	8
PROTECTING AND MAINTAINING OUR COUNTRYSIDE	29	36	7
SUPPORTING COMMUNITY GROUPS	43	49	6

**Appendix F2: The services that respondents in Llŷn have ranked -5 or lower (least important) than Gwynedd**

SERVICE	Llŷn's rank	Llŷn's rank	The difference compared to Gwynedd's rank
PUBLIC TRANSPORT	22	10	-12
TACKLING POLLUTION	35	28	-7
CLEAN AND TIDY COMMUNITIES	30	25	-5
LIBRARIES	44	39	-5

## Appendix Ff – Penllyn area responses (76 responses)

Key	
<b>Red</b>	<b>-20 positions or lower</b> than the results of Gwynedd
<b>Orange</b>	Between <b>1</b> and <b>19 positions lower</b>
<b>White</b>	No difference between the positions
<b>Yellow</b>	Between <b>1</b> and <b>19 positions higher</b>
<b>Green</b>	<b>At least 20 positions higher</b> than the results of Gwynedd

SERVICE	Penllyn's rank	Penllyn's rank	The difference compared to Gwynedd's rank
A HIGH QUALITY EDUCATION	1	1	0
SUPPORTING DISABLED CHILDREN AND CHILDREN WITH AN ILLNESS	2	4	2
SAFEGUARDING CHILDREN AND TACKLING DOMESTIC ABUSE	3	2	-1
CHILDREN IN CARE	3	6	3
RECYCLING CENTRES	5	8	3
SUPPORTING OLDER PEOPLE	6	5	-1
PROMOTING THE WELSH LANGUAGE	7	31	24
SUPPORTING PEOPLE WHO LIVE WITH DEMENTIA	8	7	-1
ADDITIONAL LEARNING NEEDS	9	20	11
SUPPORTING PEOPLE WHO LIVE WITH MENTAL HEALTH CONDITIONS	10	9	-1
WASTE AND RECYCLING COLLECTION	11	3	-8
PROVIDING RESIDENTIAL, COMMUNITY AND DAY CARE FOR ADULTS	11	12	1
SUPPORTING ADULTS WITH PHYSICAL DISABILITIES	13	13	0
ROAD SAFETY AND ROAD STANDARDS	13	16	3
SUPPORTING PEOPLE WITH LEARNING DISABILITIES	15	15	0
SUPPORTING YOUNG CARERS	16	11	-5
HOMES THAT ARE SUITABLE AND SAFE FOR DISABLED CHILDREN, YOUNG PEOPLE AND ADULTS	17	17	0
SUPPORTING VULNERABLE FAMILIES	18	19	1
STRENGTHENING GWYNEDD'S ECONOMY	18	14	-4
SCHOOL MEALS	20	26	6
SCHOOL PUPIL WELFARE	21	18	-3
LEISURE AND HEALTHY LIFESTYLE CENTRES	21	29	8
AFFORDABLE HOMES	23	21	-2

SUPPORTING CARERS	23	22	-1
YOUTH SERVICE	25	38	13
SUPPORTING CHILDREN IN DEPRIVED COMMUNITIES	26	23	-3
SUPPORTING LOCAL BUSINESSES	27	31	4
PUBLIC TRANSPORT	28	10	-18
SCHOOL TRANSPORT	29	33	4
SUPPORTING YOUNG PEOPLE LEAVING CARE	30	24	-6
LIBRARIES	30	39	9
HOMELESSNESS	32	27	-5
YOUTH JUSTICE SERVICE	33	36	3
SUPPORTING COMMUNITY GROUPS	34	49	15
PROTECTING AND MAINTAINING OUR COUNTRYSIDE	35	36	1
CLEAN AND TIDY COMMUNITIES	35	25	-10
PROMOTING THE AREA AND SUPPORTING THE TOURISM SECTOR	37	40	3
GOODS AND FOOD SAFETY	38	34	-4
MANAGING, PREVENTING AND REDUCING THE RISK OF FLOODING	39	30	-9
TACKLING ENVIRONMENTAL CRIME	40	35	-5
REGISTRY SERVICE	41	50	9
SAFE BUILDINGS	42	41	-1
SUPPORTING FAMILIES DEALING WITH ALCOHOL AND DRUG MISUSE	43	42	-1
BENEFIT PAYMENTS	43	46	3
TACKLING POLLUTION	45	28	-17
PUBLIC TOILETS	46	44	-2
SCHOOL BREAKFAST CLUB AND PRE-SCHOOL CARE	47	52	5
PLANNING SERVICE	48	47	-1
CREMATORIUM AND CEMETERIES	49	43	-6
THE ARTS AND MUSEUM	50	55	5
MAINTAINING A NETWORK OF PUBLIC FOOTPATHS AND CYCLE ROUTES	51	45	-6
STREET LIGHTS	52	48	-4
GRASS CUTTING	53	53	0
MANAGING BEACHES AND HARBOURS	54	51	-3
CCTV	55	54	-1
ARCHIVES	56	57	1
CARPARKS AND TRAFFIC WARDENS	57	58	1
COUNTRY PARKS	58	56	-2
MARINAS HAFAN PWLLHELI A DOC FICTORIA CAERNARFON	59	59	0

**Appendix Ff1: The services that respondents in Penllyn have ranked 5 or higher (most important) than Gwynedd**

SERVICE	Penllyn's rank	Penllyn's rank	The difference compared to Gwynedd's rank
PROMOTING THE WELSH LANGUAGE	7	31	24
SUPPORTING COMMUNITY GROUPS	34	49	15
YOUTH SERVICE	25	38	13
ADDITIONAL LEARNING NEEDS	9	20	11
LIBRARIES	30	39	9
REGISTRY SERVICE	41	50	9
LEISURE AND HEALTHY LIFESTYLE CENTRES	21	29	8
SCHOOL MEALS	20	26	6
SCHOOL BREAKFAST CLUB AND PRE-SCHOOL CARE	47	52	5
THE ARTS AND MUSEUMS	50	55	5

**Appendix Ff2: The services that respondents in Penllyn have ranked -5 or lower (least important) than Gwynedd**

SERVICE	Penllyn's rank	Penllyn's rank	The difference compared to Gwynedd's rank
PUBLIC TRANSPORT	28	10	-18
TACKLING POLLUTION	45	28	-17
CLEAN AND TIDY COMMUNITIES	35	25	-10
MANAGING, PREVENTING AND REDUCING THE RISK OF FLOODING	39	30	-9
WASTE AND RECYCLING COLLECTION	11	3	-8
MAINTAINING A NETWORK OF PUBLIC FOOTPATHS AND CYCLE ROUTES	51	45	-6
CREMATORIUM AND CEMETERIES	49	43	-6
SUPPORTING YOUNG PEOPLE LEAVING CARE	30	24	-6
SUPPORTING YOUNG CARERS	16	11	-5
HOMELESSNESS	32	27	-5
TACKLING ENVIRONMENTAL CRIME	40	35	-5

## Appendix G – Porthmadog area responses (249 responses)

Key	
<b>Red</b>	<b>-20 positions or lower</b> than the results of Gwynedd
<b>Orange</b>	<b>Between 1 and 19 positions lower</b>
<b>White</b>	No difference between the positions
<b>Yellow</b>	<b>Between 1 and 19 positions higher</b>
<b>Green</b>	<b>At least 20 positions higher</b> than the results of Gwynedd

SERVICE	Porthmadog's rank	Porthmadog's rank	The difference compared to Gwynedd's rank
A HIGH QUALITY EDUCATION	1	1	0
WASTE AND RECYCLING COLLECTION	2	3	1
SAFEGUARDING CHILDREN AND TACKLING DOMESTIC ABUSE	3	2	-1
SUPPORTING OLDER PEOPLE	4	5	1
SUPPORTING DISABLED CHILDREN AND CHILDREN WITH AN ILLNESS	5	4	-1
RECYCLING CENTRES	6	8	2
CHILDREN IN CARE	7	6	-1
PUBLIC TRANSPORT	8	10	2
SUPPORTING PEOPLE WHO LIVE WITH DEMENTIA	9	7	-2
STRENGTHENING GWYNEDD'S ECONOMY	10	14	4
AFFORDABLE HOMES	11	21	10
SUPPORTING PEOPLE WHO LIVE WITH MENTAL HEALTH CONDITIONS	12	9	-3
PROVIDING RESIDENTIAL, COMMUNITY AND DAY CARE FOR ADULTS	13	12	-1
SUPPORTING ADULTS WITH PHYSICAL DISABILITIES	14	13	-1
SUPPORTING VULNERABLE FAMILIES	15	19	4
SUPPORTING YOUNG CARERS	16	11	-5
SCHOOL PUPIL WELFARE	17	18	1
SUPPORTING PEOPLE WITH LEARNING DISABILITIES	18	15	-3
ADDITIONAL LEARNING NEEDS	18	20	2
SUPPORTING CARERS	20	22	2
HOMES THAT ARE SUITABLE AND SAFE FOR DISABLED CHILDREN, YOUNG PEOPLE AND ADULTS	21	17	-4
ROAD SAFETY AND ROAD STANDARDS	22	16	-6

HOMELESSNESS	23	27	4
TACKLING POLLUTION	24	28	4
SUPPORTING CHILDREN IN DEPRIVED COMMUNITIES	25	23	-2
PUBLIC TOILETS	25	44	19
SUPPORTING YOUNG PEOPLE LEAVING CARE	27	24	-3
SCHOOL TRANSPORT	28	33	5
GOODS AND FOOD SAFETY	29	34	5
SCHOOL MEALS	30	26	-4
TACKLING ENVIRONMENTAL CRIME	31	35	4
MANAGING, PREVENTING AND REDUCING THE RISK OF FLOODING	32	30	-2
CLEAN AND TIDY COMMUNITIES	33	25	-8
LEISURE AND HEALTHY LIFESTYLE CENTRES	34	29	-5
PROTECTING AND MAINTAINING OUR COUNTRYSIDE	35	36	1
YOUTH JUSTICE SERVICE	36	36	0
PROMOTING THE AREA AND SUPPORTING THE TOURISM SECTOR	37	40	3
SUPPORTING LOCAL BUSINESSES	38	31	-7
PROMOTING THE WELSH LANGUAGE	39	31	-8
SUPPORTING FAMILIES DEALING WITH ALCOHOL AND DRUG MISUSE	40	42	2
YOUTH SERVICE	41	38	-3
LIBRARIES	42	39	-3
SAFE BUILDINGS	43	41	-2
CREMATORIUM AND CEMETERIES	44	43	-1
PLANNING SERVICE	45	47	2
BENEFIT PAYMENTS	46	46	0
MAINTAINING A NETWORK OF PUBLIC FOOTPATHS AND CYCLE ROUTS	47	45	-2
STREET LIGHTS	48	48	0
MANAGING BEACHES AND HARBOURS	49	51	2
REGISTRY SERVICE	50	50	0
SUPPORTING COMMUNITY GROUPS	51	49	-2
SCHOOL BREAKFAST CLUB AND PRE-SCHOOL CARE	52	52	0
GRASS CUTTING	53	53	0
THE ARTS AND MUSEUMS	54	55	1
CCTV	55	54	-1
COUNTRY PARKS	56	56	0
ARCHIVES	57	57	0
CARPARKS AND TRAFFIC WARDENS	58	58	0
MARINAS HAFAN PWLLHELI A DOC FICTORIA CAERNARFON	59	59	0

**Appendix G1: The services that respondents in Porthmadog have ranked 5 or higher (most important) than Gwynedd**

SERVICE	Porthmadog's rank	Porthmadog's rank	The difference compared to Gwynedd's rank
PUBLIC TOILETS	25	44	19
AFFORDABLE HOMES	11	21	10
SCHOOL TRANSPORT	28	33	5
GOODS AND FOOD SAFETY	29	34	5

**Appendix G2: The services that respondents in Porthmadog have ranked -5 or lower (least important) than Gwynedd**

SERVICE	Porthmadog's rank	Porthmadog's rank	The difference compared to Gwynedd's rank
CLEAN AND TIDY COMMUNITIES	33	25	-8
PROMOTING THE WELSH LANGUAGE	39	31	-8
SUPPORTING LOCAL BUSINESSES	38	31	-7
ROAD SAFETY AND ROAD STANDARDS	22	16	-6
SUPPORTING YOUNG CARERS	16	11	-5
LEISURE AND HEALTHY LIFESTYLE CENTRES	34	29	-5

## Appendix Ng – Tywyn area responses (159 responses)

Key	
<b>Red</b>	<b>-20 positions or lower</b> than the results of Gwynedd
<b>Orange</b>	Between <b>1 and 19 positions lower</b>
<b>White</b>	No difference between the positions
<b>Yellow</b>	Between <b>1 and 19 positions higher</b>
<b>Green</b>	<b>At least 20 positions higher</b> than the results of Gwynedd

SERVICE	Tywyn's rank	Tywyn's rank	The difference compared to Gwynedd's rank
A HIGH QUALITY EDUCATION	1	1	0
WASTE AND RECYCLING COLLECTION	2	3	1
RECYCLING CENTRES	3	8	5
SUPPORTING OLDER PEOPLE	4	5	1
PUBLIC TOILETS	5	44	39
PUBLIC TRANSPORT	6	10	4
SAFEGUARDING CHILDREN AND TACKLING DOMESTIC ABUSE	7	2	-5
ROAD SAFETY AND ROAD STANDARDS	8	16	8
MANAGING, PREVENTING AND REDUCING THE RISK OF FLOODING	9	30	21
SUPPORTING PEOPLE WHO LIVE WITH DEMENTIA	10	7	-3
STRENGTHENING GWYNEDD'S ECONOMY	11	14	3
PROMOTING THE AREA AND SUPPORTING THE TOURISM SECTOR	12	40	28
SUPPORTING DISABLED CHILDREN AND CHILDREN WITH AN ILLNESS	13	4	-9
CHILDREN IN CARE	14	6	-8
PROVIDING RESIDENTIAL, COMMUNITY AND DAY CARE FOR ADULTS	15	12	-3
TACKLING POLLUTION	16	28	12
GOODS AND FOOD SAFETY	17	34	17
SUPPORTING YOUNG CARERS	18	11	-7
SUPPORTING PEOPLE WHO LIVE WITH MENTAL HEALTH CONDITIONS	19	9	-10
LIBRARIES	19	39	20
LEISURE AND HEALTHY LIFESTYLE CENTRES	21	29	8
CLEAN AND TIDY COMMUNITIES	22	25	3
SUPPORTING ADULTS WITH PHYSICAL DISABILITIES	23	13	-10
TACKLING ENVIRONMENTAL CRIME	24	35	11

SUPPORTING PEOPLE WITH LEARNING DISABILITIES	25	15	-10
PROTECTING AND MAINTAINING OUR COUNTRYSIDE	25	36	11
MANAGING BEACHES AND HARBOURS	25	51	26
SCHOOL PUPIL WELFARE	28	18	-10
ADDITIONAL LEARNING NEEDS	29	20	-9
SUPPORTING CARERS	30	22	-8
HOMES THAT ARE SUITABLE AND SAFE FOR DISABLED CHILDREN, YOUNG PEOPLE AND ADULTS	30	17	-13
SUPPORTING CHILDREN IN DEPRIVED COMMUNITIES	32	23	-9
SUPPORTING VULNERABLE FAMILIES	33	19	-14
SCHOOL TRANSPORT	33	33	0
AFFORDABLE HOMES	35	21	-14
SUPPORTING LOCAL BUSINESSES	36	31	-5
SUPPORTING YOUNG PEOPLE LEAVING CARE	37	24	-13
CREMATORIUM AND CEMETERIES	38	43	5
SCHOOL MEALS	39	26	-13
SAFE BUILDINGS	40	41	1
MAINTAINING A NETWORK OF PUBLIC FOOTPATHS AND CYCLE ROUTES	41	45	4
YOUTH SERVICE	42	38	-4
YOUTH JUSTICE SERVICE	43	36	-7
STREET LIGHTS	44	48	4
HOMELESSNESS	45	27	-18
BENEFIT PAYMENTS	46	46	0
REGISTRY SERVICE	47	50	3
SUPPORTING FAMILIES DEALING WITH ALCOHOL AND DRUG MISUSE	48	42	-6
GRASS CUTTING	49	53	4
SUPPORTING COMMUNITY GROUPS	50	49	-1
PLANNING SERVICE	51	47	-4
SCHOOL BREAKFAST CLUB AND PRE-SCHOOL CARE	52	52	0
THE ARTS AND MUSEUMS	52	55	3
CCTV	54	54	0
COUNTRY PARKS	55	56	1
PROMOTING THE WELSH LANGUAGE	56	31	-25
ARCHIVES	57	57	0
CARPARKS AND TRAFFIC WARDENS	58	58	0
MARINAS HAFAN PWLLHELI A DOC FICTORIA CAERNARFON	59	59	0

**Appendix Ng1: The services that respondents in Tywyn have ranked 5 or higher (most important) than Gwynedd**

SERVICE	Tywyn's rank	Tywyn's rank	The difference compared to Gwynedd's rank
PUBLIC TOILETS	5	44	39
PROMOTING THE AREA AND SUPPORTING THE TOURISM SECTOR	12	40	28
MANAGING BEACHES AND HARBOURS	25	51	26
MANAGING, PREVENTING AND REDUCING THE RISK OF FLOODING	9	30	21
LIBRARIES	19	39	20
GOODS AND FOOD SAFETY	17	34	17
TACKLING POLLUTION	16	28	12
TACKLING ENVIRONMENTAL CRIMES	24	35	11
PROTECTING AND MAINTAINING OUR COUNTRYSIDE	25	36	11
ROAD SAFETY AND ROAD STANDARDS	8	16	8
LEISURE AND HEALTHY LIFESTYLE CENTRES	21	29	8
RECYCLING CENTRES	3	8	5
CREMATORIUM AND CEMETERIES	38	43	5

**Appendix Ng2: The services that respondents in Tywyn have ranked -5 or lower (least important) than Gwynedd**

SERVICE	Tywyn's rank	Tywyn's rank	Difference compared to Gwynedd's rank
PROMOTING THE WELSH LANGUAGE	56	31	-25
HOMELESSNESS	45	27	-18
AFFORDABLE HOMES	35	21	-14
SUPPORTING VULNERABLE FAMILIES	33	19	-14
HOMES THAT ARE SUITABLE AND SAFE FOR DISABLED CHILDREN, YOUNG PEOPLE AND ADULTS	30	17	-13
SCHOOL MEALS	39	26	-13
SUPPORTING YOUNG PEOPLE LEAVING CARE	37	24	-13
SCHOOL PUPIL WELFARE	28	18	-10
SUPPORTING ADULTS WITH PHYSICAL DISABILITIES	23	13	-10

SUPPORTING PEOPLE WITH LEARNING DISABILITIES	25	15	-10
SUPPORTING PEOPLE WHO LIVE WITH MENTAL HEALTH CONDITIONS	19	9	-10
ADDITIONAL LEARNING NEEDS	29	20	-9
SUPPORTING CHILDREN WHO LIVE IN DEPRIVED COMMUNITIES	32	23	-9
SUPPORTING DISABLED CHILDREN AND CHILDREN WITH AN ILLNESS	13	4	-9
SUPPORTING CARERS	30	22	-8
CHILDREN IN CARE	14	6	-8
YOUTH JUSTICE SERVICE	43	36	-7
SUPPORTING YOUNG CARERS	18	11	-7
SUPPORTING FAMILIES WHO ARE DEALING WITH ALCOHOL AND DRUG MISUSE	48	42	-6
SAFEGUARDING CHILDREN AND TACKLING DOMESTIC ABUSE	7	2	-5
SUPPORTING LOCAL BUSINESSES	36	31	-5

## Appendix H: Responses by gender - Male (888 responses)

Key	
<b>Red</b>	<b>-20 positions or lower</b> than the results of Gwynedd
<b>Orange</b>	Between <b>1 and 19 positions lower</b>
<b>White</b>	No difference between the positions
<b>Yellow</b>	Between <b>1 and 19 positions higher</b>
<b>Green</b>	<b>At least 20 positions higher</b> than the results of Gwynedd

SERVICE	Males ranking	Gwynedd's ranking	The difference compared to Gwynedd's rank
A HIGH QUALITY EDUCATION	1	1	0
WASTE AND RECYCLING COLLECTION	2	3	1
SAFEGUARDING CHILDREN AND TACKLING DOMESTIC ABUSE	3	2	-1
RECYCLING CENTRES	4	8	4
STRENGTHENING GWYNEDD'S ECONOMY	5	14	9
SUPPORTING OLDER PEOPLE	6	5	-1
SUPPORTING DISABLED CHILDREN AND CHILDREN WITH AN ILLNESS	7	4	-3
CHILDREN IN CARE	8	6	-2
PUBLIC TRANSPORT	9	10	1
SUPPORTING PEOPLE WHO LIVE WITH DEMENTIA	9	7	-2
ROAD SAFETY AND ROAD STANDARDS	11	16	5
SUPPORTING PEOPLE WHO LIVE WITH MENTAL HEALTH CONDITIONS	12	9	-3
CLEAN AND TIDY COMMUNITIES	13	25	12
AFFORDABLE HOMES	14	21	7
PROVIDING RESIDENTIAL, COMMUNITY AND DAY CARE FOR ADULTS	15	12	-3
SUPPORTING YOUNG CARERS	16	11	-5
SUPPORTING ADULTS WITH PHYSICAL DISABILITIES	17	13	-4
SUPPORTING PEOPLE WITH LEARNING DISABILITIES	18	15	-3
TACKLING POLLUTION	19	28	9
SUPPORTING YOUNG CARERS	20	22	2
HOMES THAT ARE SUITABLE AND SAFE FOR DISABLED CHILDREN, YOUNG PEOPLE AND ADULTS	21	17	-4
SCHOOL PUPIL WELFARE	22	18	-4
SUPPORTING VULNERABLE FAMILIES	23	19	-4
SUPPORTING LOCAL BUSINESSES	24	31	7
TACKLING ENVIRONMENTAL CRIME	25	35	10

ADDITIONAL LEARNING NEEDS	26	20	-6
GOODS AND FOOD SAFETY	27	34	7
PROMOTING THE AREA AND SUPPORTING THE TOURISM SECTOR	28	40	12
SUPPORTING CHILDREN IN DEPRIVED COMMUNITIES	29	23	-6
PROTECTING AND MAINTAINING OUR COUNTRYSIDE	30	36	6
SCHOOL MEALS	31	26	-5
MANAGING, PREVENTING AND REDUCING THE RISK OF FLOODING	32	30	-2
SUPPORTING YOUNG PEOPLE LEAVING CARE	33	24	-9
LEISURE AND HEALTHY LIFESTYLE CENTRES	34	29	-5
SCHOOL TRANSPORT	35	33	-2
PROMOTING THE WELSH LANGUAGE	36	31	-5
HOMELESSNESS	37	27	-10
YOUTH JUSTICE SERVICE	38	36	-2
MAINTAINING A NETWORK OF PUBLIC FOOTPATHS AND CYCLE ROUTES	39	45	6
LIBRARIES	39	39	0
YOUTH SERVICE	41	38	-3
SAFE BUILDINGS	42	41	-1
PUBLIC TOILETS	43	44	1
CREMATORIUM AND CEMETERIES	44	43	-1
PLANNING SERVICE	45	47	2
SUPPORTING FAMILIES WHO ARE DEALING WITH ALCOHOL AND DRUG MISUSE	46	42	-4
STREET LIGHTS	47	48	1
BENEFIT PAYMENTS	48	46	-2
MANAGING BEACHES AND HARBOURS	49	51	2
SUPPORTING COMMUNITY GROUPS	50	49	-1
REGISTRY SERVICE	51	50	-1
GRASS CUTTING	52	53	1
SCHOOL BREAKFAST CLUB AND PRE-SCHOOL CARE	53	52	-1
CCTV	54	54	0
THE ARTS AND MUSEUMS	55	55	0
COUNTRY PARKS	56	56	0
ARCHIVES	57	57	0
CARPARKS AND TRAFFIC WARDENS	58	58	0
MARINAS HAFAN PWLLHELI A DOC FICTORIA CAERNARFON	59	59	0

**Appendix H1: The services that Males have ranked 5 or higher (most important) than Gwynedd**

SERVICE	Males ranking	Gwynedd's ranking	The difference compared to Gwynedd's rank
CLEAN AND TIDY COMMUNITIES	13	25	12
PROMOTING THE AREA AND SUPPORTING THE TOURISM SECTOR	28	40	12
TACKLING ENVIRONMENTAL CRIME	25	35	10
STRENGTHENING GWYNEDD'S ECONOMY	5	14	9
TACKLING POLLUTION	19	28	9
AFFORDABLE HOMES	14	21	7
SUPPORTING LOCAL BUSINESSES	24	31	7
GOODS AND FOOD SAFETY	27	34	7
PROTECTING AND MAINTAINING OUR COUNTRYSIDE	30	36	6
MAINTAINING A NETWORK OF PUBLIC FOOTPATHS AND CYCLE ROUTES	39	45	6
ROAD SAFETY AND ROAD STANDARDS	11	16	5

**Appendix H2: The services that Males have ranked -5 or lower (least important) than Gwynedd**

SERVICE	Males ranking	Gwynedd's ranking	The difference compared to Gwynedd's rank
HOMELESSNESS	37	27	-10
SUPPORTING YOUNG PEOPLE LEAVING CARE	33	24	-9
ADDITIONAL LEARNING NEEDS	26	20	-6
SUPPORTING CHILDREN IN DEPRIVED COMMUNITIES	29	23	-6
SUPPORTING YOUNG CARERS	16	11	-5
SCHOOL MEALS	31	26	-5
LEISURE AND HEALTHY LIFESTYLE CENTRES	34	29	-5
PROMOTING THE WELSH LANGUAGE	36	31	-5

## Appendix I: Responses by gender - Female (1,422 responses)

Key	
<b>Red</b>	<b>-20 positions or lower</b> than the results of Gwynedd
<b>Orange</b>	Between <b>1 and 19 positions lower</b>
<b>White</b>	No difference between the positions
<b>Yellow</b>	Between <b>1 and 19 positions higher</b>
<b>Green</b>	<b>At least 20 positions higher</b> than the results of Gwynedd

SERVICE	Females ranking	Gwynedd's ranking	The difference compared to Gwynedd's rank
A HIGH QUALITY EDUCATION	1	1	0
SAFEGUARDING CHILDREN AND TACKLING DOMESTIC ABUSE	2	2	0
CHILDREN IN CARE	3	6	3
SUPPORTING DISABLED CHILDREN AND CHILDREN WITH AN ILLNESS	4	4	0
SUPPORTING OLDER PEOPLE	5	5	0
SUPPORTING PEOPLE WHO LIVE WITH DEMENTIA	6	7	1
WASTE AND RECYCLING COLLECTION	7	3	-4
SUPPORTING PEOPLE WHO LIVE WITH MENTAL HEALTH CONDITIONS	8	9	1
SUPPORTING YOUNG CARERS	9	11	2
PROVIDING RESIDENTIAL, COMMUNITY AND DAY CARE FOR ADULTS	10	12	2
SUPPORTING PEOPLE WITH LEARNING DISABILITIES	11	15	4
SUPPORTING ADULTS WITH PHYSICAL DISABILITIES	12	13	1
PUBLIC TRANSPORT	13	10	-3
RECYCLING CENTRES	14	8	-6
SCHOOL PUPIL WELFARE	15	18	3
HOMES THAT ARE SUITABLE AND SAFE FOR DISABLED CHILDREN, YOUNG PEOPLE AND ADULTS	16	17	1
SUPPORTING VULNERABLE FAMILIES	16	19	3
ADDITIONAL LEARNING NEEDS	18	20	2
SUPPORTING CARERS	19	22	3
AFFORDABLE HOMES	20	21	1
SUPPORTING YOUNG PEOPLE LEAVING CARE	20	24	4
ROAD SAFETY AND ROAD STANDARDS	22	16	-6

SUPPORTING CHILDREN LIVING IN DEPRIVED COMMUNITIES	23	23	0
HOMLESSNESS	24	27	3
STRENGTHENING GWYNEDD'S ECONOMY	25	14	-11
SCHOOL MEALS	26	26	0
PROMOTING THE WELSH LANGUAGE	27	31	4
LEISURE AND HEALTHY LIFESTYLE CENTRES	28	29	1
SCHOOL TRANSPORT	29	33	4
YOUTH JUSTICE SERVICE	30	36	6
CLEAN AND TIDY COMMUNITIES	31	25	-6
MANAGING, PREVENTING AND REDUCING THE RISK OF FLOODING	32	30	-2
YOUTH SERVICE	33	38	5
SUPPORTING LOCAL BUSINESSES	34	31	-3
TACKLING POLLUTION	35	28	-7
SUPPORTING FAMILIES WHO ARE DEALING WITH ALCOHOL AND DRUG MISUSE	36	42	6
GOODS AND FOOD SAFETY	37	34	-3
TACKLING ENVIRONMENTAL CRIME	38	35	-3
PROTECTING AND MAINTAINING OUR COUNTRYSIDE	38	36	-2
LIBRARIES	40	39	-1
SAFE BUILDINGS	41	41	0
CREMATORIUM AND CEMETERIES	42	43	1
PROMOTING THE AREA AND SUPPORTING THE TOURISM SECTOR	43	40	-3
PUBLIC TOILETS	44	44	0
BENEFIT PAYMENTS	45	46	1
SUPPORTING COMMUNITY GROUPS	46	49	3
STREET LIGHTS	47	48	1
MAINTAINING A NETWORK OF PUBLIC FOOTPATHS AND CYCLE ROUTES	48	45	-3
REGISTRY SERVICE	49	50	1
PLANNING SERVICE	50	47	-3
SCHOOL BREAKFAST CLUB AND PRE-SCHOOL CARE	51	52	1
MANAGING BEACHES AND HARBOURS	52	51	-1
CCTV	53	54	1
GRASS CUTTING	54	53	-1
THE ARTS AND MUSEUMS	55	55	0
COUNTRY PARKS	56	56	0
ARCHIVES	57	57	0
CARPARKS AND TRAFFIC WARDENS	58	58	0

MARINAS HAFAN PWLLHELI A DOC VICTORIA CAERNARFON	59	59	0
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**Appendix I1: The services that Females have ranked 5 or higher (most important) than Gwynedd**

SERVICE	Females ranking	Gwynedd's ranking	The difference compared to Gwynedd's rank
YOUTH JUSTICE SERVICE	30	36	6
SUPPORTING FAMILIES DEALING WITH ALCOHOL AND DRUG MISUSE	36	42	6
YOUTH SERVICE	33	38	5

**Appendix I2: The services that Females have ranked -5 or lower (least important) than Gwynedd**

SERVICE	Females ranking	Gwynedd's ranking	The difference compared to Gwynedd's rank
STRENGTHENING GWYNEDD'S ECONOMY	25	14	-11
TACKLING POLLUTION	35	28	-7
RECYCLING CENTRES	14	8	-6
ROAD SAFETY AND ROAD STANDARDS	22	16	-6
CLEAN AND TIDY COMMUNITIES	31	25	-6

## Appendix L: Young people under 25 years old (261 responses)

Key	
<b>Red</b>	<b>-20 positions or lower</b> than the results of Gwynedd
<b>Orange</b>	Between <b>1</b> and <b>19 positions lower</b>
<b>White</b>	No difference between the positions
<b>Yellow</b>	Between <b>1</b> and <b>19 positions higher</b>
<b>Green</b>	<b>At least 20 positions higher</b> than the results of Gwynedd

SERVICE	Under 25's ranking	Gwynedd's ranking	The difference compared to Gwynedd's rank
SAFEGUARDING CHILDREN AND TACKLING DOMESTIC ABUSE	1	2	1
A HIGH QUALITY EDUCATION	2	1	-1
SUPPORTING DISABLED CHILDREN AND CHILDREN WITH AN ILLNESS	3	4	1
AFFORDABLE HOMES	4	21	17
SUPPORTING PEOPLE WHO LIVE WITH MENTAL HEALTH CONDITIONS	5	9	4
CHILDREN IN CARE	6	6	0
HOMES THAT ARE SUITABLE AND SAFE FOR DISABLED CHILDREN, YOUNG PEOPLE AND ADULTS	7	17	10
SUPPORTING PEOPLE WHO LIVE WITH DEMENTIA	8	7	-1
WASTE AND RECYCLING COLLECTION	9	3	-6
PROMOTING THE WELSH LANGUAGE	10	31	21
SUPPORTING VULNERABLE FAMILIES	10	19	9
SUPPORTING ADULTS WITH PHYSICAL DISABILITIES	10	13	3
SUPPORTING PEOPLE WITH LEARNING DISABILITIES	13	15	2
SUPPORTING YOUNG CARERS	14	11	-3
SCHOOL PUPIL WELFARE	15	18	3
HOMELESSNESS	16	27	11
SUPPORTING CHILDREN IN DEPRIVED COMMUNITIES	17	23	6
ADDITIONAL LEARNING NEEDS	18	20	2
SUPPORTING OLDER PEOPLE	19	5	-14
SUPPORTING YOUNG PEOPLE LEAVING CARE	20	24	4
YOUTH SERVICE	21	38	17
SUPPORTING FAMILIES DEALING WITH ALCOHOL AND DRUG MISUSE	22	42	20
SUPPORTING LOCAL BUSINESSES	22	31	9

RECYCLING CENTRES	24	8	-16
SUPPORTING CARERS	24	22	-2
STRENGTHENING GWYNEDD'S ECONOMY	26	14	-12
PUBLIC TRANSPORT	27	10	-17
SAFE BUILDINGS	28	41	13
ROAD SAFETY AND ROAD STANDARDS	29	16	-13
SCHOOL TRANSPORT	30	33	3
YOUTH JUSTICE SERVICE	31	36	5
PROVIDING RESIDENTIAL, COMMUNITY AND DAY CARE FOR ADULTS	32	12	-20
PROTECTING AND MAINTAINING OUR COUNTRYSIDE	33	36	3
LEISURE AND HEALTHY LIFESTYLE CENTRES	34	29	-5
SCHOOL MEALS	35	26	-9
CLEAN AND TIDY COMMUNITIES	36	25	-11
GOODS AND FOOD SAFETY	37	34	-3
SUPPORTING COMMUNITY GROUPS	38	49	11
TACKLING POLLUTION	39	28	-11
TACKLING ENVIRONMENTAL CRIME	40	35	-5
MANAGING, PREVENTING AND REDUCING THE RISK OF FLOODING	41	30	-11
CCTV	42	54	12
MAINTAINING A NETWORK OF PUBLIC FOOTPATHS AND CYCLE ROUTES	43	45	2
PLANNING SERVICE	44	47	3
BENEFIT PAYMENTS	45	46	1
LIBRARIES	46	39	-7
PROMOTING THE AREA AND SUPPORTING THE TOURISM SECTOR	47	40	-7
REGISTRY SERVICE	48	50	2
CREMATORIUM AND CEMETERIES	49	43	-6
MANAGING BEACHES AND HARBOURS	49	51	2
PUBLIC TOILETS	51	44	-7
STREET LIGHTS	52	48	-4
SCHOOL BREAKFAST CLUB AND PRE-SCHOOL CARE	53	52	-1
COUNTRY PARKS	54	56	2
THE ARTS AND MUSEUMS	55	55	0
ARCHIVES	56	57	1
GRASS CUTTING	57	53	-4
CARPARKS AND TRAFFIC WARDENS	58	58	0
MARINAS HAFAN PWLLHELI A DOC FICTORIA CAERNARFON	59	59	0

**Appendix L1: The services that the respondents under 25 years old have ranked 5 or higher (most important) than Gwynedd**

SERVICE	Under 25's ranking	Gwynedd's ranking	The difference compared to Gwynedd's rank
PROMOTING THE WELSH LANGUAGE	10	31	21
SUPPORTING FAMILIES DEALING WITH ALCOHOL AND DRUG MISUSE	22	42	20
AFFORDABLE HOMES	4	21	17
YOUTH SERVICE	21	38	17
SAFE BUILDINGS	28	41	13
CCTV	42	54	12
HOMELESSNESS	16	27	11
SUPPORTING COMMUNITY GROUPS	38	49	11
HOMES THAT ARE SUITABLE AND SAFE FOR DISABLED CHILDREN, YOUNG PEOPLE AND ADULTS	7	17	10
SUPPORTING VULNERABLE FAMILIES	10	19	9
SUPPORTING LOCAL BUSINESSES	22	31	9
SUPPORTING CHILDREN IN DEPRIVED COMMUNITIES	17	23	6
YOUTH JUSTICE SERVICE	31	36	5

**Appendix L2: The services that the respondents under 25 years old have ranked -5 or lower (least important) than Gwynedd**

SERVICE	Under 25's ranking	Gwynedd's ranking	The difference compared to Gwynedd's rank
PROVIDING RESIDENTIAL, COMMUNITY AND DAY CARE FOR ADULTS	32	12	-20
PUBLIC TRANSPORT	27	10	-17
RECYCLING CENTRES	24	8	-16
SUPPORTING OLDER PEOPLE	19	5	-14
ROAD SAFETY AND ROAD STANDARDS	29	16	-13
STRENGTHENING GWYNEDD'S ECONOMY	26	14	-12
CLEAN AND TIDY COMMUNITIES	36	25	-11
TACKLING POLLUTION	39	28	-11
MANAGING, PREVENTING AND REDUCING THE RISK OF FLOODING	41	30	-11
SCHOOL MEALS	35	26	-9
LIBRARIES	46	39	-7

PROMOTING THE AREA AND SUPPORTING THE TOURISM SECTOR	47	40	-7
PUBLIC TOILETS	51	44	-7
CREMATORIUM AND CEMETERIES	49	43	-6
TACKLING ENVIRONMENTAL CRIME	40	35	-5

## Appendix LI: Older people 65+ years old (449 responses)

Key	
<b>Red</b>	<b>-20 positions or lower</b> than the results of Gwynedd
<b>Orange</b>	Between <b>1</b> and <b>19 positions lower</b>
<b>White</b>	No difference between the positions
<b>Yellow</b>	Between <b>1</b> and <b>19 positions higher</b>
<b>Green</b>	<b>At least 20 positions higher</b> than the results of Gwynedd

SERVICE	Over 65's ranking	Gwynedd's ranking	The difference compared to Gwynedd's rank
A HIGH QUALITY EDUCATION	1	1	0
WASTE AND RECYCLING COLLECTION	2	3	1
SUPPORTING OLDER PEOPLE	3	5	2
PUBLIC TRANSPORT	4	10	6
RECYCLING CENTRES	5	8	3
SUPPORTING PEOPLE LIVING WITH DEMENTIA	6	7	1
SAFEGUARDING CHILDREN AND TACKLING DOMESTIC ABUSE	7	2	-5
STRENGTHENING GWYNEDD'S ECONOMY	8	14	6
SUPPORTING DISABLED CHILDREN AND CHILDREN WITH AN ILLNESS	9	4	-5
CHILDREN IN CARE	10	6	-4
PUBLIC TOILETS	11	44	33
PROVIDING RESIDENTIAL, COMMUNITY AND DAY CARE FOR ADULTS	12	12	0
SUPPORTING YOUNG CARERS	13	11	-2
ROAD SAFETY AND ROAD STANDARDS	14	16	2
TACKLING POLLUTION	15	28	13
SUPPORTING PEOPLE WHO LIVE WITH MENTAL HEALTH CONDITIONS	16	9	-7
MANAGING, PREVENTING AND REDUCING THE RISK OF FLOODING	17	30	13
SUPPORTING ADULTS WITH PHYSICAL DISABILITIES	18	13	-5
CLEAN AND TIDY COMMUNITIES	18	25	7
SUPPORTING CARERS	20	22	2
GOODS AND FOOD SAFETY	21	34	13
LIBRARIES	22	39	17
AFFORDABLE HOMES	23	21	-2
TACKLING ENVIRONMENTAL CRIME	24	35	11
SUPPORTING PEOPLE WITH LEARNING DISABILITIES	25	15	-10

HOMES THAT ARE SUITABLE AND SAFE FOR DISABLED CHILDREN, YOUNG PEOPLE AND ADULTS	26	17	-9
PROTECTING AND MAINTAINING OUR COUNTRYSIDE	26	36	10
SUPPORTING YOUNG PEOPLE LEAVING CARE	28	24	-4
SUPPORTING CHILDREN IN DEPRIVED COMMUNITIES	29	23	-6
PROMOTING THE AREA AND SUPPORTING THE TOURISM SECTOR	29	40	11
SUPPORTING VULNERABLE FAMILIES	31	19	-12
ADDITIONAL LEARNING NEEDS	32	20	-12
SCHOOL TRANSPORT	33	33	0
SUPPORTING LOCAL BUSINESSES	34	31	-3
CREMATORIUM AND CEMETERIES	35	43	8
YOUTH JUSTICE SERVICE	36	36	0
SCHOOL PUPIL WELFARE	37	18	-19
HOMELESSNESS	38	27	-11
SCHOOL MEALS	39	26	-13
SAFE BUILDINGS	40	41	1
YOUTH SERVICE	41	38	-3
LEISURE AND HEALTHY LIFESTYLE CENTRES	42	29	-13
PLANNING SERVICE	43	47	4
PROMOTING THE WELSH LANGUAGE	44	31	-13
BENEFIT PAYMENTS	45	46	1
REGISTRY SERVICE	46	50	4
SUPPORTING FAMILIES DEALING WITH ALCOHOL AND DRUG MISUSE	47	42	-5
STREET LIGHTS	47	48	1
MANAGING BEACHES AND HARBOURS	49	51	2
MAINTAINING A NETWORK OF PUBLIC FOOTPATHS AND CYCLE ROUTES	50	45	-5
SUPPORTING COMMUNITY GROUPS	51	49	-2
THE ARTS AND MUSEUMS	52	55	3
CCTV	53	54	1
GRASS CUTTING	54	53	-1
SCHOOL BREAKFAST CLUB AND PRE-SCHOOL CARE	55	52	-3
ARCHIVES	56	57	1
COUNTRY PARKS	57	56	-1
CARPARKS AND TRAFFIC WARDENS	58	58	0
MARINAS HAFAN PWLLHELI A DOC FICTORIA CAERNARFON	59	59	0

**Appendix LI1: The services that the respondents over 65 years old have ranked 5 or higher (most important) than Gwynedd**

SERVICE	Over 65's ranking	Gwynedd's ranking	The difference compared to Gwynedd's rank
PUBLIC TOILETS	11	44	33
LIBRARIES	22	39	17
TACKLING POLLUTION	15	28	13
MANAGING, PREVENTING AND REDUCING THE RISK OF FLOODING	17	30	13
GOODS AND FOOD SAFETY	21	34	13
TACKLING ENVIRONMENTAL CRIME	24	35	11
PROMOTING THE AREA AND SUPPORTING THE TOURISM SECTOR	29	40	11
PROTECTING AND MAINTAINING OUR COUNTRYSIDE	26	36	10
CREMATORIUM AND CEMETERIES	35	43	8
CLEAN AND TIDY COMMUNITIES	18	25	7
PUBLIC TRANSPORT	4	10	6
STRENGTHENING GWYNEDD'S ECONOMY	8	14	6

**Appendix LI2: The services that the respondents over 65 years old have ranked -5 or lower (least important) than Gwynedd**

SERVICE	Over 65's ranking	Gwynedd's ranking	The difference compared to Gwynedd's rank
SCHOOL PUPIL WELFARE	37	18	-19
SCHOOL MEALS	39	26	-13
LEISURE AND HEALTHY LIFESTYLE CENTRES	42	29	-13
PROMOTING THE WELSH LANGUAGE	44	31	-13
SUPPORTING VULNERABLE FAMILIES	31	19	-12
ADDITIONAL LEARNING NEEDS	32	20	-12
HOMELESSNESS	38	27	-11
SUPPORTING PEOPLE WITH LEARNING DISABILITIES	25	15	-10
HOMES THAT ARE SUITABLE AND SAFE FOR DISABLED CHILDREN, YOUNG PEOPLE AND ADULTS	26	17	-9
SUPPORTING CHILDREN IN DEPRIVED COMMUNITIES	29	23	-6

SAFEGUARDING CHILDREN AND TACKLING DOMESTIC ABUSE	7	2	-5
SUPPORTING FAMILIES DEALING WITH ALCOHOL AND DRUG MISUSE	47	42	-5
MAINTAINING A NETWORK OF PUBLIC FOOTPATHS AND CYCLE ROUTES	50	45	-5

**Appendix M: First language – Welsh and bilingual (1,487 Welsh respondents that include the 21 that noted bilingual (Welsh and English))**

Key	
<b>Red</b>	<b>-20 positions or lower</b> than the results of Gwynedd
<b>Orange</b>	Between <b>1 and 19 positions lower</b>
<b>White</b>	No difference between the positions
<b>Yellow</b>	Between <b>1 and 19 positions higher</b>
<b>Green</b>	<b>At least 20 positions higher</b> than the results of Gwynedd

SERVICE	Welsh language / bilingual rank	Gwynedd rank	The difference compared to Gwynedd's rank
A HIGH QUALITY EDUCATION	1	1	0
SAFEGUARDING CHILDREN AND TACKLING DOMESTIC ABUSE	2	2	0
SUPPORTING DISABLED CHILDREN AND CHILDREN WITH AN ILLNESS	3	4	1
CHILDREN IN CARE	4	6	2
SUPPORTING OLDER PEOPLE	5	5	0
SUPPORTING PEOPLE WHO LIVE WITH DEMENTIA	6	7	1
WASTE AND RECYCLING COLLECTION	7	3	-4
PROMOTING THE WELSH LANGUAGE	8	31	23
SUPPORTING PEOPLE WHO LIVE WITH MENTAL HEALTH CONDITIONS	9	9	0
PROVIDING RESIDENTIAL, COMMUNITY AND DAY CARE FOR ADULTS	10	12	2
SUPPORTING PEOPLE WITH LEARNING DISABILITIES	11	15	4
SUPPORTING ADULTS WITH PHYSICAL DISABILITIES	12	13	1
SUPPORTING YOUNG CARERS	13	11	-2
HOMES THAT ARE SUITABLE AND SAFE FOR DISABLED CHILDREN, YOUNG PEOPLE AND ADULTS	14	17	3
SCHOOL PUPIL WELFARE	15	18	3
ROAD SAFETY AND ROAD STANDARDS	16	16	0
RECYCLING CENTRES	17	8	-9
STRENGTHENING GWYNEDD'S ECONOMY	18	14	-4
ADDITIONAL LEARNING NEEDS	19	20	1
AFFORDABLE HOMES	20	21	1
SUPPORTING VULNERABLE FAMILIES	21	19	-2
SUPPORTING CARERS	22	22	0
PUBLIC TRANSPORT	23	10	-13

SCHOOL MEALS	24	26	2
SUPPORTING YOUNG PEOPLE LEAVING CARE	25	24	-1
SUPPORTING CHILDREN IN DEPRIVED COMMUNITIES	25	23	-2
HOMELESSNESS	27	27	0
CLEAN AND TIDY COMMUNITIES	28	25	-3
LEISURE AND HEALTHY LIFESTYLE CENTRES	29	29	0
SCHOOL TRANSPORT	30	33	3
SUPPORTING LOCAL BUSINESSES	31	31	0
YOUTH SERVICE	32	38	6
YOUTH JUSTICE SERVICE	33	36	3
GOODS AND FOOD SAFETY	34	34	0
MANAGING, PREVENTING AND REDUCING THE RISK OF FLOODING	35	30	-5
TACKLING ENVIRONMENTAL CRIME	36	35	-1
TACKLING POLLUTION	37	28	-9
SUPPORTING FAMILIES DEALING WITH ALCOHOL AND DRUG MISUSE	38	42	4
CREMATORIUM AND CEMETERIES	39	43	4
SAFE BUILDINGS	40	41	1
PROTECTING AND MAINTAINING OUR COUNTRYSIDE	41	36	-5
LIBRARIES	42	39	-3
PROMOTING THE AREA AND SUPPORTING THE TOURISM SECTOR	43	40	-3
SUPPORTING COMMUNITY GROUPS	44	49	5
PLANNING SERVICE	45	47	2
BENEFIT PAYMENTS	46	46	0
STREET LIGHTS	47	48	1
MAINTAINING A NETWORK OF PUBLIC FOOTPATHS AND CYCLE ROUTES	48	45	-3
SCHOOL BREAKFAST CLUB AND PRE-SCHOOL CARE	49	52	3
REGISTRY SERVICE	50	50	0
PUBLIC TOILETS	51	44	-7
GRASS CUTTING	52	53	1
CCTV	53	54	1
MANAGING BEACHES AND HARBOURS	54	51	-3
THE ARTS AND MUSEUMS	55	55	0
COUNTRY PARKS	56	56	0
ARCHIVES	57	57	0
CARPARKS AND TRAFFIC WARDENS	58	58	0
MARINAS HAFAN PWLLHELI A DOC FICTORIA CAERNARFON	59	59	0

**Appendix M1: The services that the respondents who noted Welsh / bilingual as first language have ranked 5 or higher (most important) than Gwynedd**

SERVICE	Welsh language / bilingual rank	Gwynedd rank	The difference compared to Gwynedd's rank
PROMOTING THE WELSH LANGUAGE	8	31	23
YOUTH SERVICE	32	38	6
SUPPORTING COMMUNITY GROUPS	44	49	5

**Appendix M2: The services that the respondents who noted Welsh / bilingual as first language have ranked -5 or lower (least important) than Gwynedd**

SERVICE	Welsh language / bilingual rank	Gwynedd rank	The difference compared to Gwynedd's rank
PUBLIC TRANSPORT	23	10	-13
RECYCLING CENTRES	17	8	-9
TACKLING POLLUTION	37	28	-9
PUBLIC TOILETS	51	44	-7
MANAGING, PREVENTING AND REDUCING THE RISK OF FLOODING	35	30	-5
PROTECTING AND MAINTAINING OUR COUNTRYSIDE	41	36	-5

## Appendix N: First language – English (786 respondents)

Key	
<b>Red</b>	<b>-20 positions or lower</b> than the results of Gwynedd
<b>Orange</b>	Between <b>1</b> and <b>19 positions lower</b>
<b>White</b>	No difference between the positions
<b>Yellow</b>	Between <b>1</b> and <b>19 positions higher</b>
<b>Green</b>	<b>At least 20 positions higher</b> than the results of Gwynedd

SERVICE	English language rank	Gwynedd rank	The difference compared to Gwynedd's rank
A HIGH QUALITY EDUCATION	1	1	0
WASTE AND RECYCLING COLLECTION	2	3	1
PUBLIC TRANSPORT	3	10	7
RECYCLING CENTRES	4	8	4
SAFEGUARDING CHILDREN AND TACKLING DOMESTIC ABUSE	5	2	-3
SUPPORTING OLDER PEOPLE	6	5	-1
CHILDREN IN CARE	7	6	-1
SUPPORTING DISABLED CHILDREN AND CHILDREN WITH AN ILLNESS	8	4	-4
SUPPORTING PEOPLE WHO LIVE WITH DEMENTIA	9	7	-2
STRENGTHENING GWYNEDD'S ECONOMY	10	14	4
SUPPORTING YOUNG CARERS	11	11	0
SUPPORTING PEOPLE WHO LIVE WITH MENTAL HEALTH CONDITIONS	12	9	-3
TACKLING POLLUTION	13	28	15
PROTECTING AND MAINTAINING OUR COUNTRYSIDE	14	36	22
SUPPORTING ADULTS WITH PHYSICAL DISABILITIES	15	13	-2
ROAD SAFETY AND ROAD STANDARDS	16	16	0
PROVIDING RESIDENTIAL, COMMUNITY AND DAY CARE FOR ADULTS	17	12	-5
CLEAN AND TIDY COMMUNITIES	18	25	7
SUPPORTING VULNERABLE ADULTS	19	19	0
SUPPORTING PEOPLE WITH LEARNING DISABILITIES	20	15	-5
SUPPORTING CHILDREN IN DEPRIVED COMMUNITIES	21	23	2
TACKLING ENVIRONMENTAL CRIME	22	35	13
SUPPORTING CARERS	23	22	-1
SCHOOL PUPIL WELFARE	24	18	-6

PUBLIC TOILETS	25	44	19
MANAGING, PREVENTING AND REDUCING THE RISK OF FLOODING	26	30	4
PROMOTING THE AREA AND SUPPORTING THE TOURISM SECTOR	27	40	13
HOMES THAT ARE SUITABLE AND SAFE FOR DISABLED CHILDREN, YOUNG PEOPLE AND ADULTS	28	17	-11
AFFORDABLE HOMES	28	21	-7
ADDITIONAL LEARNING NEEDS	30	20	-10
SUPPORTING YOUNG PEOPLE LEAVING CARE	31	24	-7
HOMELESSNESS	32	27	-5
LIBRARIES	33	39	6
GOODS AND FOOD SAFETY	34	34	0
SUPPORTING LOCAL BUSINESSES	35	31	-4
LEISURE AND HEALTHY LIFESTYLE CENTRES	36	29	-7
YOUTH JUSTICE SERVICE	37	36	-1
SCHOOL TRANSPORT	38	33	-5
SCHOOL MEALS	39	26	-13
SAFE BUILDINGS	40	41	1
MAINTAINING A NETWORK OF PUBLIC FOOTPATHS AND CYCLE ROUTES	41	45	4
MANAGING BEACHES AND HARBOURS	42	51	9
YOUTH SERVICE	43	38	-5
SUPPORTING FAMILIES DEALING WITH ALCOHOL AND DRUG MISUSE	44	42	-2
CREMATORIUM AND CEMETERIES	45	43	-2
BENEFIT PAYMENTS	46	46	0
PLANNING SERVICE	47	47	0
STREET LIGHTS	47	48	1
REGISTRY SERVICE	49	50	1
SUPPORTING COMMUNITY GROUPS	50	49	-1
THE ARTS AND MUSEUMS	51	55	4
SCHOOL BREAKFAST CLUB AND PRE-SCHOOL CARE	52	52	0
COUNTRY PARKS	53	56	3
CCTV	54	54	0
GRASS CUTTING	55	53	-2
PROMOTING THE WELSH LANGUAGE	56	31	-25
ARCHIVES	57	57	0
CAPARKS AND TRAFFIC WARDENS	58	58	0
MARINAS HAFAN PWLLHELI A DOC FICTORIA CAERNARFON	59	59	0

**Appendix N1: The services that the respondents who noted English as first language have ranked 5 or higher (most important) than Gwynedd**

SERVICE	English language rank	Gwynedd rank	The difference compared to Gwynedd's rank
PROTECTING AND MAINTAINING OUR COUNTRYSIDE	14	36	22
PUBLIC TOILETS	25	44	19
TACKLING POLLUTION	13	28	15
TACKLING ENVIRONMENTAL CRIME	22	35	13
PROMOTING THE AREA AND SUPPORTING THE TOURISM SECTOR	27	40	13
MANAGING BEACHES AND HARBOURS	42	51	9
CLEAN AND TIDY COMMUNITIES	18	25	7
LIBRARIES	33	39	6

**Appendix N2: The services that the respondents who noted English as first language have ranked -5 or lower (least important) than Gwynedd**

SERVICE	English language rank	Gwynedd rank	The difference compared to Gwynedd's rank
PROMOTING THE WELSH LANGUAGE	56	31	-25
PROVIDING RESIDENTIAL, COMMUNITY AND DAY CARE FOR ADULTS	17	12	-5
SCHOOL MEALS	39	26	-13
HOMES THAT ARE SUITABLE AND SAFE FOR DISABLED CHILDREN, YOUNG PEOPLE AND ADULTS	28	17	-11
ADDITIONAL LEARNING NEEDS	30	20	-10
AFFORDABLE HOMES	28	21	-7
SUPPORTING YOUNG PEOPLE LEAVING CARE	31	24	-7
LEISURE AND HEALTHY LIFESTYLE CENTRES	36	29	-7
SCHOOL PUPIL WELFARE	24	18	-6
HOMELESSNESS	32	27	-5
SCHOOL TRANSPORT	38	33	-5
YOUTH SERVICE	43	38	-5

## Appendix O: The respondents that noted they are disabled (181 respondents)

Key	
<b>Red</b>	<b>-20 positions or lower</b> than the results of Gwynedd
<b>Orange</b>	Between <b>1 and 19 positions lower</b>
<b>White</b>	No difference between the positions
<b>Yellow</b>	Between <b>1 and 19 positions higher</b>
<b>Green</b>	<b>At least 20 positions higher</b> than the results of Gwynedd

SERVICE	Disabled respondent rank	Gwynedd rank	The difference compared to Gwynedd's rank
A HIGH QUALITY EDUCATION	1	1	0
SUPPORTING OLDER PEOPLE	2	5	3
SAFEGUARDING CHILDREN AND TACKLING DOMESTIC ABUSE	3	2	-1
WASTE AND RECYCLING COLLECTION	4	3	-1
SUPPORTING DISABLED CHILDREN AND CHILDREN WITH AN ILLNESS	5	4	-1
SUPPORTING PEOPLE WHO LIVE WITH DEMENTIA	6	7	1
PUBLIC TRANSPORT	7	10	3
SUPPORTING ADULTS WITH PHYSICAL DISABILITIES	8	13	5
SUPPORTING PEOPLE WHO LIVE WITH MENTAL HEALTH CONDITIONS	9	9	0
CHILDREN IN CARE	10	6	-4
PROVIDING RESIDENTIAL, COMMUNITY AND DAY CARE FOR ADULTS	10	12	2
RECYCLING CENTRES	12	8	-4
SUPPORTING PEOPLE WITH LEARNING DISABILITIES	13	15	2
HOMES THAT ARE SUITABLE AND SAFE FOR DISABLED CHILDREN, YOUNG PEOPLE AND ADULTS	14	17	3
SUPPORTING YOUNG CARERS	15	11	-4
ADDITIONAL LEARNING NEEDS	16	20	4
AFFORDABLE HOMES	17	21	4
SUPPORTING CARERS	18	22	4
STRENGTHENING GWYNEDD'S ECONOMY	19	14	-5
SUPPORTING VULNERABLE FAMILIES	20	19	-1
SCHOOL PUPIL WELFARE	21	18	-3
HOMELESSNESS	22	27	5
SUPPORTING YOUNG PEOPLE LEAVING CARE	23	24	1

SCHOOL MEALS	24	26	2
PUBLIC TOILETS	25	44	19
SUPPORTING CHILDREN IN DEPRIVED COMMUNITIES	25	23	-2
ROAD SAFETY AND ROAD STANDARDS	27	16	-11
TACKLING POLLUTION	28	28	0
BENEFIT PAYMENTS	28	46	18
GOODS AND FOOD SAFETY	30	34	4
LIBRARIES	30	39	9
TACKLING ENVIRONMENTAL CRIME	32	35	3
CLEAN AND TIDY COMMUNITIES	33	25	-8
SCHOOL TRANSPORT	34	33	-1
MANAGING, PREVENTING AND REDUCING THE RISK OF FLOODING	34	30	-4
PROTECTING AND MAINTAINING OUR COUNTRYSIDE	36	36	0
YOUTH SERVICE	37	38	1
YOUTH JUSTICE SERVICE	38	36	-2
SAFE BUILDINGS	39	41	2
SUPPORTING LOCAL BUSINESSES	40	31	-9
LEISURE AND HEALTHY LIFESTYLE CENTRES	41	29	-12
CREMATORIUM AND CEMETERIES	42	43	1
SUPPORTING FAMILIES DEALING WITH ALCOHOL AND DRUG MISUSE	43	42	-1
STREET LIGHTS	44	48	4
PROMOTING THE WELSH LANGUAGE	45	31	-14
PROMOTING THE AREA AND SUPPORTING THE TOURISM SECTOR	46	40	-6
PLANNING SERVICE	47	47	0
SUPPORTING COMMUNITY GROUPS	48	49	1
REGISTRY SERVICE	49	50	1
MANAGING BEACHES AND HARBOURS	50	51	1
SCHOOL BREAKFAST CLUB AND PRE-SCHOOL CARE	51	52	1
GRASS CUTTING	52	53	1
CCTV	53	54	1
MAINTAINING A NETWORK OF PUBLIC FOOTPATHS AND CYCLE ROUTES	54	45	-9
THE ARTS AND MUSEUMS	55	55	0
ARCHIVES	56	57	1
COUNTRY PARKS	57	56	-1
CARPARKS AND TRAFFIC WARDENS	58	58	0
MARINAS HAFAN PWLLHELI A DOC FICTORIA CAERNARFON	59	59	0

**Appendix O1: The services that the respondents who noted they are disabled have ranked 5 or higher (most important) than Gwynedd**

SERVICE	Disabled respondent rank	Gwynedd rank	The difference compared to Gwynedd's rank
PUBLIC TOILETS	25	44	19
BENEFIT PAYMENTS	28	46	18
LIBRARIES	30	39	9
SUPPORTING ADULTS WITH PHYSICAL DISABILITIES	8	13	5
HOMELESSNESS	22	27	5

**Appendix O2: The services that the respondents who noted they are disabled have ranked -5 or lower (least important) than Gwynedd**

SERVICE	Disabled respondent rank	Gwynedd rank	The difference compared to Gwynedd's rank
PROMOTING THE WELSH LANGUAGE	45	31	-14
LEISURE AND HEALTHY LIFESTYLE CENTRES	41	29	-12
ROAD SAFETY AND ROAD STANDARDS	27	16	-11
MAINTAINING A NETWORK OF PUBLIC FOOTPATHS AND CYCLE ROUTES	54	45	-9
CLEAN AND TIDY COMMUNITIES	33	25	-8
PROMOTING THE AREA AND SUPPORTING THE TOURISM SECTOR	46	40	-6
STRENGTHENING GWYNEDD'S ECONOMY	19	14	-5

## Appendix P: Main messages noted from the 10 meetings

Location	Main Messages
<b>Bethesda</b>	<ul style="list-style-type: none"> <li>• Acknowledgment that all Councils face cuts</li> <li>• Propose that minor changes need to be made in order to save, e.g.:               <ul style="list-style-type: none"> <li>- send the road cleaning lorry after the recycling lorry as a large amount of waste from recycling lorry blows away.</li> <li>- organise that litter collections at locations such as playing fields happen before the Council cuts the grass so that that no broken litter is left on the fields (which is dangerous).</li> <li>- enable and equip volunteers to collect litter.</li> </ul> </li> <li>• The Council needs to be more aware of the needs of the people and the community.</li> <li>• Further awareness should be raised amongst the county's school children about the seriousness of littering, as the recycling and quit smoking campaigns via the schools were a success.</li> <li>• Recognition and praise for the work of the Bethesda Area Pride Group, that collaborates with local schools to attempt to reduce litter in the area, and to Plastic Free Bangor, that works to reduce the use of plastic in the city.</li> </ul>
<b>Porthmadog</b>	<ul style="list-style-type: none"> <li>• It was noted that there were lessons to be learnt from the Gwynedd Challenge exercise - that there had been too much time between the exercise and deciding that services were being changed/cut and therefore people did not make the connection between the two things.</li> <li>• A series of ideas were suggested and questions were raised in response to concerns about cuts:               <ul style="list-style-type: none"> <li>- Is it possible to attract more funding by investing more in fields such as tourism?</li> <li>- A possibility for private companies to run schools?</li> <li>- Place more responsibilities on Community Councils, e.g. public footpaths?</li> <li>- Is it possible to share services across local councils, e.g. IT services?</li> <li>- Need consistency with car parking fees, as there are different costs to park in different car parks.</li> <li>- Combine Gwynedd and Anglesey Councils?</li> <li>- What happens to the capital generated by selling assets?</li> <li>- Use reserves to bridge the financial deficit?</li> <li>- Question the number of councillors and the number of departments that the Council has.</li> </ul> </li> </ul>
<b>Pwllheli</b>	<ul style="list-style-type: none"> <li>• Home carers' salaries are too low and the salary should be raised to attract carers of high standard</li> <li>• Affordable housing is a problem on the Llŷn Peninsula as salaries and incomes are low. Need rental housing and affordable housing in the area.</li> <li>• The leisure centres could be used more widely:</li> </ul>

	<ul style="list-style-type: none"> <li>- as a safe place to take disabled groups</li> <li>- by leasing out rooms for activities</li> <li>- by ensuring that the leisure centres (and libraries) are available to older people as they need wider resources than home care only.</li> <li>• Concerns about staff cuts at leisure centres.</li> <li>• A lack of facilities for people with severe disabilities in the area - no hoists and a lack of suitable changing areas.</li> <li>• Concerns about further cuts to the Disabled Children Care Service.</li> <li>• The need for the Council to support the young people of Gwynedd to obtain jobs at Wylfa Newydd.</li> <li>• The Brexit point was raised, and its impact on the figures presented in this exercise and on the county's agriculture.</li> <li>• Invest less in tourism on the Llŷn Peninsula and give the funding to support local businesses.</li> <li>• Concerns about the impact of immigrants on different Council services.</li> <li>• How much work and emphasis the Council puts on its volunteers.</li> <li>• Questioning whether it would be possible to introduce a new industry to the area.</li> <li>• The planning service prevents small rural businesses from growing.</li> </ul>
<b>Tywyn</b>	<ul style="list-style-type: none"> <li>• Acknowledgment from the public that only cuts remain, and that efficiency savings are reducing, and concern was expressed about the ability to prioritise the 59 services, as all of them are important.</li> <li>• A comment that the costs of the services (like in the Gwynedd Challenge) would have been useful.</li> <li>• Concern about the home care situation in south Meirionnydd, and about the time carers spend travelling to go from one home to another.</li> <li>• Inconsistency in the waste collection and recycling service in Tywyn. Some parts of the town praise the service, and other parts have negative experiences of the service.</li> <li>• Need to look for ways to obtain more income for the Council</li> <li>• The need for public services and organisations to collaborate and cross over better in order to prevent duplicating work.</li> <li>• College bus fees from Tywyn to Dolgellau is a barrier for a number of children, preventing them from going to college. Many do not go as they cannot afford it.</li> <li>• Concern about public toilets grants.</li> </ul>
<b>Penygroes</b>	<ul style="list-style-type: none"> <li>• Question whether the Council has a statutory duty to provide all of the 59 services. Each service is important to someone.</li> <li>• Need to equip communities to collect their own litter.</li> <li>• A suggestion that bins on the streets should be emptied at the same time as the housing waste collections. This is to prevent the street bins from being full all the time.</li> <li>• Concern about how difficult it is to get initial advice from the Planning Service.</li> </ul>

<b>Bala</b>	<ul style="list-style-type: none"> <li>• Affordable housing is a problem. Concern that planning regulations prevent people from building new housing, especially within the National Park.</li> <li>• Concern regarding transport for adults with learning disabilities, and concern about the safety of those who have to catch a public bus to attend their activities.</li> <li>• Concerns about the future of Neuadd Buddug.</li> <li>• Since the Gwynedd Challenge, it was noted that funding for the Young Farmers, Youth Service and the Urdd has been cut, and the provision now available to the young people of Meirionnydd was questioned.</li> </ul>
<b>Bangor</b>	<ul style="list-style-type: none"> <li>• <i>No observations provided at this meeting.</i></li> </ul>
<b>Blaenau Ffestiniog</b>	<ul style="list-style-type: none"> <li>• Concern that the Ffestiniog area is becoming deprived - lack of work, housing prices are low and a high percentage of incomers.</li> <li>• Holiday homes and rented housing are a problem as many are left to reach an unacceptable standard.</li> <li>• Concern regarding the future of Canolfan Blaenau.</li> <li>• Comments about the impact of the closure of Ysbyty Blaenau on the town.</li> </ul>
<b>Dolgellau</b>	<ul style="list-style-type: none"> <li>• <i>No observations provided at this meeting.</i></li> </ul>
<b>Caernarfon</b>	<ul style="list-style-type: none"> <li>• Cuts to a service that significantly impact individuals who are physically disabled or who have learning disabilities, be it a major or minor cut.</li> <li>• Concern regarding the Cartrefi Cymunedol Gwynedd (CCG) process - the waiting list is long and a lot of going back and forth between CCG and the Council, and this affects mental health.</li> <li>• Concern that some community councils are too small to take on the workload of additional services, e.g. grit salt bins.</li> <li>• Question the possibility of reducing the number of councillors further.</li> <li>• Praise to the Social Services.</li> <li>• Question the manner of sharing services with other councils.</li> <li>• The leisure centre sessions (Penygroes) have increased in price from £2.30 to £3.00 - diminished returns as fewer people attend and people attend less often, preventing people from exercising due to the cost.</li> <li>• Gwynedd Challenge had a lot of calculation work, but see the value of putting a cost next to services.</li> <li>• What matters to individuals is different to what matters to the entire community.</li> <li>• Question whether it is possible to look at how much is spent on each service individually as cost steers the importance that should be given to each field, e.g. safeguarding adults is more important than public toilets but the costs of public toilets are relatively low.</li> <li>• How much does the Council have in reserves?</li> </ul>

## Atodiad Ph: Full comments made by the Gwynedd Equality Core Group

- 13.1 **13** attendees represented the following groups:
- Refugee Group;
  - Cytûn (Churches Togetheth in Wales);
  - Meirionnydd Access Group;
  - Older People's Council;
  - Men's Sheds Caernarfon;
  - Hunaniaith;
  - Bangor Indians and Friends Association;
  - Unique Transgender Network;
  - Council of Sign Sight Sound;
  - North Wales Advice and Advocacy;
  - Victim Support Centre;
  - Bangor Islamic Centre.
- 13.2 In order to facilitate the discussion, the attendees were split into 3 smaller focus groups. The key messages from each group were similar, although some specific issues were raised from time to time.
- 13.3 The Equality Core Group generally felt that a large number of services were **very important** or **most important** to the people that they represented.
- 13.4 It was noted that **Children's Services** and **supporting families** were of highest importance because they affected children's futures, but it was acknowledged that resources are scarce.
- 13.5 It was hoped that the **substance misuse, domestic violence** and **vulnerable families** services would break the cycle and prevent behaviour from being transferred from one generation to the next. It was acknowledged that funding is scarce and that resources are used on fire-fighting rather than prevent. The group highlighted that there was a link between these services (and the **Mental Health Service**) therefore it is important to improve the collaboration in order to reduce the duplication of work.
- 13.6 The need for additional work to identify and support **young carers** was emphasised. The increasing role they play as the population ages was also acknowledged.
- 13.7 A link between the **Youth Justice Service** and the **Youth Service** was identified. It was noted that the Youth Service needs to target areas where the Urdd and the YFC do not operate. It was also asked whether young people wanted the service these days.

- 13.8 It was noted that **schools and colleges** need to be more consistent and ensure the same standard across the county, despite the fact that schools are run by independent governing bodies. The group felt that there was a need to bring the community into the school and that there was a problem of appointing governors in some communities, especially in deprived communities. It was also noted that children from a deprived background are less likely to go on to college after school and therefore apprenticeships were considered important.
- 13.9 The Group feels that the Council needs to be careful of the stigma around **free school meals**. They also need to ensure that school meals are healthy as not every child receives nutritious meals at home because many families buy processed food.
- 13.10 In terms of the **welfare of school pupils**, it was noted that some problems, such as hate crime, start young. The Group felt that the **Additional Learning Needs Service** was already pushed to its limit, and that it was not possible to push it further.
- 13.11 In terms of the **pre-school clubs**, it was agreed that paying for the care 8:00-8:20 was fair.
- 13.12 Although **school transport** was important to the group, they felt that there was a need to encourage more children to walk or cycle to school.
- 13.13 **Adults Services** were also identified as some of the most important Council services. The importance of care through the medium of Welsh was noted, which could be a problem with third party care. A number of agencies do the same type of work so there needs to be more collaboration between the Council, the NHS and the third sector. There is a lot of good work in many fields (preventative, rehabilitation and enablement) in the third sector which saves the NHS and the Council money. The group felt that a percentage of the money saved should be given to the third sector organisation.
- 13.14 The group noted that the **home care system** needed to be redesigned, and that the Council needed to look at the deficient cases individually to prevent repeating the problem. However, it was also said that when things work correctly, they work extremely well.
- 13.15 It was noted that **people with a physical impairment** needed transportation to reach the services.
- 13.16 The group noted that it was important for **older people** and **people living with dementia** to have the opportunity to have their say regarding their care

to avoid poor decision making and that keeping people as independent as possible is cheaper and is best practice.

- 13.17 It was noted that less support for **people with learning disabilities** now means that social services have to intervene later on.
- 13.18 The group expressed concerns that the **Mental Health Service** was being squeezed. It was noted that there was stigma amongst refugees about mental health (often because of their culture) – and that more awareness and support was needed.
- 13.19 It was noted that there needed to be more emphasis on penalising those who park on pavements and create obstructions, parking on yellow lines and parking inappropriately in blue badge users' parking spaces. **Traffic Wardens** need to work in the evenings and in a greater variety of places.
- 13.20 It was noted that **Leisure Centres** are very important to the health of children and for social prescribing. It was suggested that the Council run Leisure Centres needed more promoting, in the same way as private Leisure Centre are advertised.
- 13.21 The group felt that it would be possible to save money by placing **libraries** in leisure centres, adding a Post Office or turning them into a meeting place for communities and organisations and that this this would also promote their use.
- 13.22 The group noted that it was very important that **public footpaths** are clearly marked and maintained for the well-being of older people. The group also felt that there was a possibility of getting people to pay towards maintaining them and a concern was expressed that visitors to Coed y Brenin do not contribute to the local economy. One focus group noted that there sometimes wasn't enough thought behind the purposeful journeys, e.g. bike racks on the new cycle path in Dolgellau would allow people to leave their bicycles and go spend in the local shops/cafes.
- 13.23 It was noted that **buses** were extremely important to older people and people receiving cancer treatment who have to visit the hospitals many times in a week. The Group felt that the Council needed to think outside the box and conduct a survey on public transport. Another idea was to use mini buses or taxis, and enable people to book via an app or by phoning the night before. It was thought that the introduction of mini buses would lessen the risk of hate crime, which often happens in public bus stops. One focus group also suggested that places such as Galeri or Pontio could run their own mini buses, or that groups could organise their own buses to go to an event, as they used to do in the past. The T2 and T3 buses was also discussed by one

focus group, and while they agreed in principle that they were free of charge at the weekends, they also thought it could be of a disadvantage because it encouraged people to go out of county to spend (e.g. Wrexham).

- 13.24 There was a difference of opinion regarding **CCTV**. Two of the focus groups believe that it was important to prevent crime, especially hate crime and it was noted that the Council should target areas where crime happened often. The other focus group thought that this service was least important due to many shops/businesses already having CCTV. Questions were raised about the number of CCTVs the Council maintained and how much crime they caught etc.
- 13.25 **Street lighting** was important to the Group, especially with regards to specific characteristic groups, namely people with a visual impairment, or women and children. It was noted that a lack of street lighting could impact people's confidence to go out at night.
- 13.26 It was noted that **public toilets** were extremely important for older people, young families and disabled people. The Group said that they preferred that the Council work with and provided grants to local businesses so that they can provide 'community toilets' but emphasised that they need to advertise them more, and expand the number of them. It was thought that this would allow for improved facilities and more suitable changing areas for people with additional needs. The Group noted that it was fair that the public paid for the facilities.
- 13.27 The Group felt that **Waste collection and recycling** was extremely important, but that people needed to be taught to use less in the first place. It was also noted that a clear up was needed after recycling collections because this sometimes created mess.
- 13.28 The Group explained that **recycling centres** and **grass cutting** offered work to people with **learning disabilities** e.g. Antur Waunfawr. Cutting these services would impact this cohort.
- 13.29 It was noted that more **affordable housing** was needed and that it was very important that developers ensure that houses are affordable, and not use excuses such as the site being unsuitable. One focus group noted that the gap between community housing and the ability to buy a house is too great. Some vulnerable people cannot afford houses due to a variety of reasons, e.g. reliance on benefits, mental health problems, etc. so it was felt that the Council should prioritise having enough affordable rented housing. There was concern that the law makes it difficult for the landlord to rent out a house to 'single' and vulnerable tenants.

- 13.30 **Homes that are suitable and safe for children, young people and disabled people** was very important to the Group. The Group discussed how disabled people could develop additional health problems if their houses are not adapted correctly. The Group felt that there need to be more suitable one-bedroom houses for single people who are vulnerable so that they could avoid the bedroom tax and that there was also an insufficient housing supply for those who are ready to move out of supported accommodation, which means that they are increasingly dependent on the system.
- 13.31 The Group felt that **helping communities** was very important because of the current financial situation. They thought that the Council should collaborate more with community groups and that these groups should work to keep people out of hospital and care for vulnerable people. It was emphasised that it was important that they were properly funded and that the Council advertised what was available.
- 13.32 **Benefits** was one of the most important services to the representatives of the self-advocacy groups (learning disabilities).
- 13.33 It was noted that **the Welsh language** was important and that all services should be available in Welsh, especially in the field of care.
- 13.34 Some services were **less important** to the Equality Core Group. It was noted that it was difficult to know what the effect of cutting services such as the **arts and museums** or **country parks** on the well-being of disabled people or those with other equality characteristics, but that under the current financial climate the services supporting people directly had to be prioritised.
- 13.35 Although it was less of a priority, the Group noted that the **arts** offered opportunities for deprived families or to those with mental health problems and it was felt that more art sessions should be held in the libraries in order to save money and increase interest.
- 13.36 The **archives** were less of a priority to the Group, but it was suggested that the service needed to be more proactive and advertise what they do.
- 13.37 It was also noted by one focus group that the information boards in the **country parks** were not suitable for those who use BSL.
- 13.38 It was noted that **the countryside** is essential for personal well-being and that more should be done to equip communities and schools to take responsibility for protecting our countryside.
- 13.39 The only focus group to discuss **clean and tidy streets** thought that

communities should do more, e.g. the preventative work of collecting leaves before they fill the drains, etc.

- 13.40 Whilst discussing the local **economy** the need to encourage apprenticeships was noted.
- 13.41 **Marinas, harbours and beaches** were seen as an opportunity to raise money, e.g. increase the fee (currently at £10) on each jet ski that uses the Blackrocks Beach, and charge camper vans that park in the Barmouth car park.
- 13.42 It was noted that **tourism** secures work for a large cohort of the population in specific pockets of the county. One focus group noted that farmers work hard to attract tourists to the area but very often only the wealthy can do this. One focus group also suggested charging a "tourist tax", even if it is only an additional £1 on someone's bill. It was noted that the tax is charged everywhere in Europe with no questions asked as it is so small and that the money raised could help towards costs such as the Snowdon paths, etc.
- 13.43 When discussing **helping local businesses**, the weakness in the second home premium system was noted and the fact that owners can register as a business if it is let for seven weeks of the year. It was thought that this was unfair to the local economy.
- 13.44 There was a feeling that there should be greater fines for those who carry out **environmental crimes** and cause **pollution**.

## Appendix R: Main messages from the meetings of the characteristic groups

Who?	Main messages
<b>Self-advocacy Group</b>	<p>A meeting was held with two Self-advocacy Groups. One in Cwm-y-Glo, with nine attendees, and the other in Dolgellau, with seven attendees.</p> <p><b><u>Cwm-y-Glo</u></b></p> <p>Meeting attendees recognised that many points were important. The main services noted were:</p> <ul style="list-style-type: none"> <li>• <b>Housing</b> - Many points regarding housing arose. The importance of having adapted housing for various needs, the ability and the confidence to live independently and support for homeless people were all addressed.</li> <li>• <b>Buses</b> - They felt the impact of bus companies changing as this caused changes to timetables. There is no longer a bus to Caernarfon by 9am, therefore they had to rely on other people to take them to work. This greatly impacted independence.</li> <li>• <b>Leisure Centres</b> - see a great importance in Leisure Centres as they are used to play tennis, swimming and boccia.</li> <li>• <b>Recycling Centres</b> - many perceive these as very important locations as some had been working there, or had done work experience there.</li> </ul> <p>Other points raised:</p> <ul style="list-style-type: none"> <li>• <b>Traffic / parking wardens</b> - The point was raised that it was important to have traffic wardens to prevent people from parking on pavements and in disabled parking bays. Buses are unable to stop in some places as cars are parked there, and this is a problem for wheelchair users.</li> <li>• <b>Country parks (Glynllifon)</b> - Many of the group attendees worked (and were educated) in the Park, therefore it is a very important location for them.</li> <li>• <b>Benefits</b> - This point was seen as extremely important in terms of support to get a house. It was noted that there was insufficient information about the field and that guidance in an 'easy read' method was required.</li> </ul> <p><b><u>Dolgellau</u></b></p> <p>There was recognition that many points were important at this meeting. The main services noted were:</p> <ul style="list-style-type: none"> <li>• <b>Supporting people with learning disabilities</b> - the group thought that day care for people with learning disabilities was extremely important. This gave an opportunity for the group to do things such as crafts and go to work in Cae Penarlâg. They would be very bored otherwise.</li> <li>• <b>Buses</b> - Very important to the group. Many would be unable to go to work without public transport. Some have had problems with the buses turning up late or not turning up at all.</li> </ul>

	<ul style="list-style-type: none"> <li>• <b>Public Toilets</b> - the group noted that they needed to be looked after and they did not want to have to pay to use them, although they knew that this would help with the costs.</li> <li>• <b>Clean and tidy streets</b> - important to keep the roads clean and empty public bins. The group was concerned about dogs fouling on the streets.</li> </ul> <p>Other points raised:</p> <ul style="list-style-type: none"> <li>• <b>Grass cutting</b> - The group noted that the grass is long and makes it difficult for people to walk, and would force people to walk on the road. Important to cut it often.</li> <li>• <b>Residential care, community care and day care for adults</b> - Care homes are important, otherwise older people who are unable to look after themselves would have nowhere to go. Some had experienced a parent going to a home, and were happy that they were available. The day centre was extremely important for the group as it ensures independence and keeps them busy.</li> <li>• <b>CCTV</b> - Cameras help to prevent people from being abused. The group feels that it is also important to have CCTV on the buses.</li> <li>• <b>The Arts and Museums</b> - The group enjoyed going to Tŷ Siamas to see the pictures.</li> <li>• <b>Leisure Centres</b> - very important to promote health. Many of the group went swimming.</li> </ul> <p>Generally, both groups noted that independence was very important to them, therefore buses, housing, day centres and work were important. One thing that could affect their confidence to be independent was not feeling safe. Things such as CCTV, lights, safe pavements and buses turning up on time is central to this.</p>
<b>LGBT+ Group GISDA</b>	<p>A drop-in session was held in the GISDA Cafe, Caernarfon, with a group of 30 young people aged 12-25, who are members of the LGBT+ Group. A large number of comments were received about one service specifically:</p> <ul style="list-style-type: none"> <li>• <b>Buses</b> - Many of the group faced problems with buses. The main concerns were that the bus timetables were unsuitable, that the cost was high and that some did not turn up at all. The cost for a bus to College was also increasing, with some noting that their parents were struggling to pay £120 per term.</li> </ul> <p>Additional comments were received about these services:</p> <ul style="list-style-type: none"> <li>• <b>Mental health support</b> - Some noted that more information was required about what is available and to ensure that those who truly need support know about the opportunities.</li> <li>• <b>Child Protection and tackling domestic violence</b> - The group was concerned about stigma and felt that it was difficult to talk about problems at home. They felt that an easy way to report any problems was required.</li> <li>• <b>Physical impairment</b> - Ensuring that everyone gets the same opportunities to take part was important to the group.</li> </ul>

	<ul style="list-style-type: none"> <li>• <b>Leisure Centres</b> - Some noted that this service was very important for the welfare of health, but that the facilities were very expensive to use.</li> <li>• <b>Affordable housing</b> - Many of the group were concerned about the future after seeing that houses are becoming more expensive each year. One young person explained that renting is not affordable, and that she is struggling to live independently whilst depending on benefits.</li> <li>• <b>Public Toilets</b> - Some noted that the Council needs to provide gender neutral toilets and that the facilities were currently unsuitable, dirty and closed too early.</li> <li>• <b>School dinners</b> - Free school meals is important to some in the group.</li> </ul>
<p><b>Young people who leave care</b></p>	<p>A focus group was held with a group of seven young people aged 16-25 who had left Gwynedd Council's care. Four services were of the highest priority for the whole group:</p> <ul style="list-style-type: none"> <li>• <b>Housing/homes</b> - The young people emphasised that they were struggling to find stable accommodation after leaving care, and that a few had been placed in flats / houses that were unsuitable for their needs.</li> <li>• <b>Support young care-leavers</b> - Many felt that more practical support was needed, e.g. how to save money, how to cook healthy meals, and how to wash and keep the house tidy - BEFORE leaving care so that they feel more prepared to live independently. They appreciated the work of the Council's Support Workers and third sector organisations such as GISDA.</li> <li>• <b>Benefits</b> - Everyone in this group was reliant on benefits. Some of the group felt frustrated, and noted that they frequently had to depend on food banks, as the money they received every month was not enough. The group was concerned about what would happen after the introduction of Universal Credit, and would like more information from the Council about the new system.</li> <li>• <b>Fostering and adoption service</b> - Whilst some have had negative experiences of the service and noted that more checks are required, the majority noted the importance of securing placements with a foster family. The group was in agreement that good foster carers must receive recognition, and awareness should be raised of the need to recruit more carers.</li> </ul> <p>Additional comments were received about these services:</p> <ul style="list-style-type: none"> <li>• <b>Libraries</b> - Some used the library often to do their college work, as it is a quiet place with internet connection, as this is not currently available in the hostels. The group suggested that the library should be a hub for activities and that it would be an idea to combine the archives and libraries to save money.</li> <li>• <b>Leisure Centres</b> - Some of the group would like the opportunity to keep fit, but noted that membership prices of £20+ are too expensive when relying on benefits.</li> </ul>

	<ul style="list-style-type: none"> <li>• <b>Buses</b> - Many were reliant on the local bus service. Some noted that they were very expensive and did not turn up on time. This meant that they could not keep important appointments, e.g. Job Centre interviews.</li> <li>• <b>CCTV</b> - security was a concern to the individuals who lived in hostels in Bangor and Caernarfon - there was a general feeling that more CCTV cameras were needed on the streets.</li> </ul>
<p><b>Young Carers</b></p>	<p>A focus group was held with a group of five people aged 12-18 who cared for a parent or another family member, e.g. sibling. Four services were of the highest priority for the whole group:</p> <ul style="list-style-type: none"> <li>• <b>Buses</b> - very important to young carers and the group felt that they should get a bus pass / discount card. Difficult to leave the house without using the buses (parent(s) / family member is disabled and unable to drive) and the element of socialising / seeing friends to have respite from care duties is essential. Some have experienced unreliable bus timetables, which is a cause for concern when it is essential to be home by a specific time to care. One noted that she and her father were refused access onto one bus as her father was a wheelchair user.</li> <li>• <b>Welfare of School Pupils</b> - the group was concerned that the school did not give enough support to young carers and that the link from the home to school is not strong enough. Some felt that the teachers did not appreciate the challenges at home and the group would like more support, e.g. more time to complete homework.</li> <li>• <b>Supporting young carers</b> - The group would like the opportunity to raise awareness of the challenges that face young carers, possibly through the school.</li> <li>• <b>Supporting vulnerable families</b> - the group felt that the children's voices are not heard in the discussions with Social Services, e.g. when an officer comes to visit the family regarding a sibling's disability - only the parents are part of the discussion, and there is no consideration for the young carer.</li> </ul> <p>Additional comments were received about these services:</p> <ul style="list-style-type: none"> <li>• <b>Supporting Older People</b> - the group noted that this service was very important. They felt that clubs for the elderly in villages would be a good idea, and it would be an idea to encourage networking between the young and old generations, e.g. Christmas party, in order to avoid loneliness.</li> <li>• <b>Mental health</b> - a detailed discussion was held about the challenges that young people faced regarding mental health. Many individuals noted that they had seen their friends coping with mental health problems and they wanted to know more about the available support. Some felt that the stigma towards 'mental health' was still evident.</li> <li>• <b>Libraries</b> - Many of the group were reliant on the libraries as quiet places to complete college / school work and have a break from home. There was a feeling that the libraries could be developed as 'community hubs' and a place for people of all ages with specific interests to come together.</li> </ul>

	<ul style="list-style-type: none"> <li>• <b>Youth Service</b> - The majority of the group attended the Youth Service's activities. The group felt that it gave an opportunity to have respite from care duties and they liked the option of being able to choose the activities that appealed to them the most. The group would like to have a website to gain access to information about the events.</li> <li>• <b>The Welsh Language</b> - Felt that the Council should focus on ensuring that children continue to speak Welsh after leaving primary school. The language Unit does not work as it creates 'isolation' between them and the other children. The group emphasised that support for adult learners and local businesses was needed.</li> </ul>
<p><b>Refugees</b></p>	<p>A meeting was held with 13 refugees living in Gwynedd. Two specific services were addressed:</p> <ul style="list-style-type: none"> <li>• <b>Housing/homes</b> - Every family, apart from one, were on the list for social housing. They noted that private renting did not give security and that the houses were expensive and too small for their family. Cases were seen where a family of seven lived in a two bedroom house.</li> <li>• <b>Benefits</b> - Attention was given to housing benefits (DHP) and the fact that it was very important for them in order to be able to pay rent and care for the family.</li> </ul> <p>Additional observations arising:</p> <ul style="list-style-type: none"> <li>• <b>Leisure Centres</b> - Many of the women noted that they would appreciate women only swimming lessons / swimming sessions / fitness room.</li> <li>• <b>Clean and tidy communities</b> - This point is important, especially in terms of disposing of dog foul on the streets in Bangor. Many members of the group noted that there was also a problem with grass growing on the pavements.</li> <li>• <b>Street Lighting</b> - it was noted that it was important to feel safe.</li> <li>• <b>Crematorium and Cemeteries</b> - It was noted that having a plot for Muslims in cemeteries in the Bangor area was very important to the group.</li> <li>• <b>The Welsh Language</b> - the comment was made that it was difficult to find a job due to the requirement of Welsh language skills.</li> </ul>
<p><b>Gwynedd Older People's Council</b></p>	<p>A stall was set up at the Gwynedd Older People Conference, giving the attendees an opportunity to give their opinion on the most important services to them. Two main points were addressed:</p> <ul style="list-style-type: none"> <li>• <b>Public Transport</b> - Maintaining the bus service is extremely important, especially for older people in rural areas, where there is a decline in the number of services available. A quality service should also be provided, that has been planned to connect with other bus and train journeys to enable older people, who are unable to drive, to conveniently reach the services they need.</li> <li>• <b>Public Toilets</b> - Sufficient toilets in public places are required to enable older people to go out and travel with confidence.</li> </ul>

	<p>Additional observations arising:</p> <ul style="list-style-type: none"><li>• <b>Housing</b> - See the need for local authorities to note clearly what type of housing is required, e.g. housing for the elderly, flats, affordable housing, family home, and when giving planning permission, it should be clearly noted how many from each housing category are available in each development.</li><li>• <b>Waste collection and recycling</b> - concerns were noted about the design of the food waste bins and about the way that the green bins are left after they are collected, which makes it difficult for older people / people with disabilities to move them.</li><li>• <b>Young carers</b> - a feeling that children and young people should not have to be carers for family members.</li><li>• <b>Roads</b> - need more dropped kerbs on the pavements.</li></ul>
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## Appendix Rh: Organisations / Business (38 respondents)

Key	
<b>Red</b>	<b>-20 positions or lower</b> than the results of Gwynedd
<b>Orange</b>	Between <b>1</b> and <b>19 positions lower</b>
<b>White</b>	No difference between the positions
<b>Yellow</b>	Between <b>1</b> and <b>19 positions higher</b>
<b>Green</b>	<b>At least 20 positions higher</b> than the results of Gwynedd

SERVICE	Organisation / Business rank	Gwynedd rank	The difference compared to Gwynedd's rank
A HIGH QUALITY EDUCATION	1	1	0
SAFEGUARDING CHILDREN AND TACKLING DOMESTIC ABUSE	2	2	0
SUPPORTING DISABLED CHILDREN AND CHILDREN WITH AN ILLNESS	3	4	1
CHILDREN IN CARE	4	6	2
SUPPORTING PEOPLE WHO LIVE WITH DEMENTIA	5	7	2
STRENGTHENING GWYNEDD'S ECONOMY	5	14	9
SUPPORTING VULNERABLE FAMILIES	7	19	12
WASTE AND RECYCLING COLLECTION	8	3	-5
SUPPORTING PEOPLE WHO LIVE WITH MENTAL HEALTH CONDITIONS	8	9	1
HOMELESSNESS	10	27	17
PUBLIC TRANSPORT	11	10	-1
SUPPORTING OLDER PEOPLE	12	5	-7
PROVIDING RESIDENTIAL, COMMUNITY AND DAY CARE FOR ADULTS	13	12	-1
SUPPORTING CHILDREN IN DEPRIVED COMMUNITIES	14	23	9
SUPPORTING PEOPLE WITH LEARNING DISABILITIES	14	15	1
RECYCLING CENTRES	16	8	-8
TACKLING ENVIRONMENTAL CRIME	17	35	18
SUPPORTING ADULTS WITH PHYSICAL DISABILITIES	17	13	-4
AFFORDABLE HOMES	17	21	4
SUPPORTING LOCAL BUSINESSES	17	31	14
ADDITIONAL LEARNING NEEDS	21	20	-1
SUPPORTING YOUNG PEOPLE LEAVING CARE	21	24	3
SUPPORTING YOUNG CARERS	21	11	-10

HOMES THAT ARE SUITABLE AND SAFE FOR DISABLED CHILDREN, YOUNG PEOPLE AND ADULTS	21	17	-4
SCHOOL PUPIL WELFARE	25	18	-7
SUPPORTING CARERS	25	22	-3
CLEAN AND TIDY COMMUNITIES	27	25	-2
SUPPORTING FAMILIES DEALING WITH ALCOHOL AND DRUG MISUSE	27	42	15
SUPPORTING COMMUNITIES	29	49	20
LEISURE AND HEALTHY LIFESTYLE CENTRES	29	29	0
SCHOOL TRANSPORT	31	33	2
PROMOTING THE AREA AND SUPPORTING THE TOURISM SECTOR	31	40	9
TACKLING POLLUTION	33	28	-5
ROAD SAFETY AND ROAD STANDARDS	33	16	-17
SAFE BUILDINGS	33	41	8
PROMOTING THE WELSH LANGUAGE	36	31	-5
YOUTH SERVICE	36	38	2
PUBLIC TOILETS	38	44	6
MANAGING, PREVENTING AND REDUCING THE RISK OF FLOODING	38	30	-8
PROTECTING AND MAINTAINING OUR COUNTRYSIDE	40	36	-4
SCHOOL MEALS	41	26	-15
BENEFIT PAYMENTS	41	46	5
YOUTH JUSTICE SERVICE	43	36	-7
LIBRARIES	44	39	-5
MAINTAINING A NETWORK OF PUBLIC FOOTPATHS AND CYCLE ROUTES	45	45	0
GOODS AND FOOD SAFETY	45	34	-11
MANAGING BEACHES AND HARBOURS	47	51	4
SCHOOL BREAKFAST CLUB AND PRE-SCHOOL CARE	48	52	4
PLANNING SERVICE	49	47	-2
CREMATORIUM AND CEMETERIES	50	43	-7
THE ARTS AND MUSEUMS	50	55	5
STREET LIGHTS	52	48	-4
GRASS CUTTING	53	53	0
REGISTRY SERVICE	54	50	-4
COUNTRY PARKS	55	56	1
CCTV	56	54	-2
ARCHIVES	57	57	0
CARPARKS AND TRAFFIC WARDENS	58	58	0
MARINAS HAFAN PWLLHELI A DOC FICTORIA CAERNARFON	59	59	0

**Appendix Rh1: The services that the organisation / business have ranked 5 or higher (most important) than Gwynedd**

SERVICE	Organisation/ Business rank	Gwynedd rank	The difference compared to Gwynedd's rank
SUPPORTING COMMUNITY GROUPS	29	49	20
TACKLING ENVIRONMENTAL CRIME	17	35	18
HOMELESSNESS	10	27	17
SUPPORTING FAMILIES DEALING WITH ALCOHOL AND DRUG MISUSE	27	42	15
SUPPORTING LOCAL BUSINESSES	17	31	14
SUPPORTING VULNERABLE FAMILIES	7	19	12
STRENGTHENING GWYNEDD'S ECONOMY	5	14	9
SUPPORTING CHILDREN IN DEPRIVED COMMUNITIES	14	23	9
PROMOTING THE AREA AND SUPPORTING THE TOURISM SECTOR	31	40	9
SAFE BUILDINGS	33	41	8
PUBLIC TOILETS	38	44	6
BENEFIT PAYMENTS	41	46	5
THE ARTS AND MUSEUMS	50	55	5

**Appendix Rh2: The services that the organisation / business have ranked -5 or lower (least important) than Gwynedd**

SERVICE	Organisation/ Business rank	Gwynedd rank	The difference compared to Gwynedd's rank
ROAD SAFETY AND ROAD STANDARDS	33	16	-17
SCHOOL MEALS	41	26	-15
GOODS AND FOOD SAFETY	45	34	-11
SUPPORTING YOUNG CARERS	21	11	-10
RECYCLING CENTRES	16	8	-8
MANAGING, PREVENTING AND REDUCING THE RISK OF FLOODING	38	30	-8
SUPPORTING OLDER PEOPLE	12	5	-7
SCHOOL PUPIL WELFARE	25	18	-7
YOUTH JUSTICE SERVICE	43	36	-7
CREMATORIUM AND CEMETERIES	50	43	-7
TACKLING POLLUTION	33	28	-5
PROMOTING THE WELSH LANGUAGE	36	31	-5

LIBRARIES	44	39	-5
WASTE AND RECYCLING COLLECTION	8	3	-5

## Appendix S: The organisations / businesses that responded to the survey

Name and address of your organisation or business	If you're an organisation involved specifically with one or more equality characteristics group (gender, sexual orientation, age which is older people and younger people, race, religion, sexual identification, disability, pregnancy and maternity, marriage) please note them here.
Tudor Lodge	
Derwen	Children and young people disability
Bus Users Cymru. N.W.Wales Rep, 41 Cae Gwyn, Caernarfon	
Cylch Meithrin Cefnfaes	Pre-school flying start
Gwynant Ltd	
Barmouth Publicity Association	
Grwp Blodeuwedd, Ffordd Coed Madog, Talysarn	
Barmouth Properties Ltd	
Ysgol Dawns Pwllheli	Elderly, young children on the spectrum.
GISDA	Young people between 16-25 years old (homelessness, mental health, LGBT, substance misuse, housing, benefit payments etc)
Inigo Jones & Co Ltd	
Dobson:Owen	
Maes Twrog Community Farm	Vulnerable adults
Cartrefi Cymunedol Gwynedd, Dolgellau	
Cylch Meithrin Carmel, Neuadd Pentref, Carmel	Working with young children
Meithrinfa Seren Fach	Children and toddlers
Canolfan Lon Abaty Centre, Bangor	A centre that provides for individuals that suffer with mental health conditions, dependencies and homelessness.
Medra Counselling Services	
Tan Y Maen Wellbeing Centre	

<b>Menter Fachwen</b>	People who have a Learning Disability and or a Physical Disability.
<b>Hospice at home Harlech</b>	All
<b>Morlyn Guest House</b>	As a guest house we receive individual guests from Britain and abroad for stays in North Wales, including those in your "equality feature groups".
<b>Bangor City Council</b>	
<b>Cyngor Cymuned Llanuwchllyn</b>	
<b>Dolffanog Fach</b>	
<b>Action for Children, Unit 8 Mentec, Deiniol Rd, Gwynedd.</b>	Children and young people who have caring responsibilities at home (young carers).
<b>GISDA cyf</b>	
<b>Neuadd Dyfi</b>	
<b>Dolfeurig Dolgellau</b>	Learning disability
<b>Partneriaeth Ogwen</b>	
<b>Age Cymru Gwynedd a Mon</b>	Older people
<b>Cyngor Plwyf Maentwrig a Gellilydan</b>	
<b>Cyngor Cymuned Bryncrug</b>	
<b>Grwp Cynefin</b>	
<b>Cyngor Cymuned Llanengan</b>	
<b>Cyngor Cymuned Llandderfel</b>	
<b>Y Dref Werdd</b>	
<b>Cyngor Cymuned Llangelynnin</b>	

## Appendix T: Correspondence

### CYNGOR CYMUNED LLANNOR

Clerc: Haydn Jones, Bryn y Felin, Penrallt, Pwllheli, LL53 5UE  
Rhif ffôn: 01758-614291

Hydref 17eg 2018.

Mr Sïon G Williams  
Rheolwr Cyfathrebu ac Ymgysylltu  
Cefnogaeth Gorfforaethol  
Cyngor Gwynedd  
Stryd y Jêl  
Caernarfon  
Gwynedd

Annwyl Mr Williams,

Parthed: Ymgynghoriad “Pa wasanaethau sy’n bwysig i chi?”

Diolch i chi am eich llythyr diweddar parthed yr uchod a drafodwyd yng nghyfarfod mis Hydref o’r Cyngor Cymuned.

Hoffai’r aelodau nodi eu bod yn gweld y drefn sydd yn cael ei dilyn yn yr ymgynghoriad yn annheg gan ei bod yn hollol ddibynnol a’r bwy yn union sydd yn mynd i’w chwblhau a’r gwasanaethau sydd yn bwysig iddynt hwy fel unigolion.

Mae’r aelodau hefyd o’r farn y dylai’r gwasanaethau fod wedi cael eu grwpio hefo’i gilydd a bod cyfle wedyn i flaenoriaethu’r gwasanaethau o fewn y grŵp hwnnw. Fel mae pethau ar hyn o bryd, mae angen blaenoriaethu gwasanaethau fel canolfannau ailgylchu yn erbyn gofal i blant sydd yn hollol annheg.

Yn olaf nodwyd hefyd y dylid yn gyntaf edrych ar y nifer o gynghorwyr sydd gan y Cyngor, gan fod y costau sydd yng nglŵm a’r swyddogaethau yma yn gostus iawn i’r treth dalwr ac y byddai modd sicrhau arbedion mawr drwy leihau’r niferoedd.

Yn gywir



**Haydn Jones**  
Clerc



Rhwydwaith Busnes Gwynedd

Gwynedd Business Network

Intec  
Parc Menai  
Bangor  
Gwynedd  
LL57 4FG

[www.gwyneddbusnes.net](http://www.gwyneddbusnes.net)

[info@gwyneddbusnes.net](mailto:info@gwyneddbusnes.net)

0870 428 1525

Mr Dilwyn Williams  
Prif Weithredwr  
Cyngor Gwynedd  
Swyddfeydd y Cyngor  
Stryd y Jêl  
Caernarfon  
Gwynedd  
LL55 1SH  
31/10/2018

Annwyl Syr,

#### Toriadau Gwynedd 2019/20 ymlaen

Yn dilyn ein cyfarfod yn ddiweddar, gwnaethoch ofyn inni ysgrifennu atoch mewn perthynas â thoriadau pellach i gyllideb Cyngor Gwynedd yn y dyfodol a'n pryderon ar ran y sector busnes yng Ngwynedd. Gwnaethoch addewid y byddai hyn yn cael ei drosglwyddo i'r cynghorwyr pan fyddant yn ystyried sut y bydd y toriadau hyn yn cael eu gwneud.

Mae'n amlwg bod yn rhaid gwneud arbedion ac rydym yn sylweddoli fod yn rhaid i'r cynghorwyr wneud penderfyniadau anodd.

Mae gan Rhwydwaith Busnes Gwynedd berthynas weithio ardderchog ag adrannau Busnes a Thwristiaeth Cyngor Gwynedd.

Fel yr esboniwyd yn y cyfarfod, nid ydym yn teimlo y bydd y broses ymgynghori gyfredol yn darparu unrhyw atebion gwahanol i'r un flaenorol ym mhroses Her Gwynedd 2015.

Mae'n gwbl amlwg na fydd busnes a thwristiaeth yn sgorio'n uchel yn y broses ymgynghori, gan y bydd preswylwyr Gwynedd yn amlwg yn pleidleisio dros bethau sydd yn effeithio'n uniongyrchol arnynt hwy.

Rydym yn teimlo'n gryf iawn na ddylid gwneud toriadau o gwbl yn yr adrannau Busnes a Thwristiaeth yn y toriadau diweddaraf. Mae cost gyffredinol yr adrannau hyn yn fychan iawn yng nghyd-destun cyfanswm y gyllideb flynyddol, ac nid oes lle i doriadau pellach yn eu cyllideb

Mae twristiaeth yn gwbl hanfodol i economi Gwynedd ac mae'n cyfrannu £1.4 Biliwn i'r sir ac yn cyflogi dros 15,000 (37.5%) o bobl o'r 40,000 a gyflogir yn y sector preifat mewn 2,800 o fusnesau.

Pe bai rhagor o doriadau'n cael eu gwneud i'r adrannau Busnes a Thwristiaeth byddai Cyngor Gwynedd yn colli refeniw.

Mae'r adran fusnes yn rhoi cymorth sylweddol i fusnesau sy'n cychwyn a busnesau sy'n bodoli eisoes ac mae'n bwysig iawn bod y gwaith da hwn yn parhau. Oni fydd y gwaith hwn yn parhau, bydd effaith gynyddol i'w gweld gyda llai o swyddi, mwy o ddibyniaeth ar fudd-daliadau a chynnydd mewn problemau iechyd meddwl wrth i fwy o bobl frwydro i gynnal safonau byw sylfaenol.

Mae'r adran dwristiaeth wedi bod yn llwyddiannus iawn yn ddiweddar drwy gael mynediad at gyllid grant Croeso Cymru a byddai unrhyw doriadau pellach yn golygu na fyddai'r grantiau hyn ar gael yn y dyfodol. Hefyd, o ganlyniad i lai o farchnata'r ardal, yn y farchnad dra chystadleuol hon, bydd llai o incwm yn deillio o refeniw parcio ceir, sy'n darparu incwm ychwanegol sylweddol i Gyngor Gwynedd yn ystod y tymor twristiaid. Mae'r toriadau blaenorol a'r colli swyddi a ddilynodd yn y sector cyhoeddus yn cael effaith andwyol ar economi Gwynedd ac felly mae'n bwysicach nag erioed, yn enwedig gydag ansicrwydd Brexit, nad yw'r cymorth a'r gefnogaeth i'r sector preifat yn cael eu torri ymhellach ar hyn o bryd, gan fod mwy o swyddi yn y sector hwn yn hanfodol ar gyfer dyfodol y sir.

Mae'n hanfodol cydnabod bod unrhyw doriadau yn y sector twristiaeth a busnes yn cael effaith uniongyrchol ar bobl a'u cymunedau.

Mae Cyngor Gwynedd yn cael ei gymeradwyo am ei arweiniad a'i gefnogaeth i Fargen Twf Gogledd Cymru a byddai unrhyw doriadau pellach i'r sector busnes a thwristiaeth yng Ngwynedd yn rhoi neges anghyson a negyddol iawn.

Y tro diwethaf, dywedodd y cabinet ei fod yn cyfyngu'r toriadau i'r gyllideb economaidd a thwristiaeth yn seiliedig ar y ffaith "y gallai'r toriadau hyn yn y tymor hir effeithio ar economi Gwynedd gyfan a'i phreswylwyr, ac y gallai hynny fod yn wrthgynhyrchiol."

Mae hyn hyd yn oed yn fwy cyffredin nawr nag yr oedd yn 2016 ac mae Rhwydwaith Busnes Gwynedd yn gobeithio y bydd synnwyr cyffredin yn llwyddo, fel y gallwn barhau i weithio'n agos â Chyngor Gwynedd yn y dyfodol.

Yn gywir



John Lloyd  
Rhwydwaith Busnes Gwynedd

29 October 2018

Dear Councillor,

I am writing to you on behalf of the members of the Gwynedd Branch of the Federation of Small Businesses.

FSB Wales is the authoritative voice of businesses in Wales, with around 10,000 members. It campaigns for a better social, political and economic environment in which to work and do business. With a strong grassroots structure, a Wales Policy Unit and dedicated Welsh staff to deal with Welsh institutions, media and politicians, FSB Wales makes its members' voices heard at the heart of the decision-making process.

We note that you are seeking to implement substantial cuts in 2019 in order to balance your budgets. As business people we can fully understand your difficulties in balancing your budgets as we constantly live and work under such cost and budgetary pressures. We are pleased that you are prepared to consult with the communities of Gwynedd in order to fairly apply those cuts.

Consequently, we would hope that as we represent a substantial business community across the county that you will seriously evaluate our responses contained in this letter and the significant concerns we highlight.

We have always been impressed by the positive attitude to business that politicians in the county have. I recall your response to the global financial crisis with the creation of an action plan group. The £3m loan fund created in the same period to help small business in the county who could not access normal funding streams was exemplary. And that it still exists today is ongoing evidence of your support for businesses in the county.

The Council was also one of the first in Wales to sign our Small Business Accord in 2010. We cannot help but feel that many of these cuts, if implemented, will consign this excellent record to a distant memory.

You state in the foreword to the survey you have published that, "The funding gap could be somewhere between £11m and £20m". We believe that it is vital that customer facing services, including business and tourism support functions are protected. Thus it seems to us that radical solutions need to be made to back office functions perhaps including more collaboration with other North Wales councils.

In the next few years it seems almost certain that Brexit will have a significant negative impact on the economy of Gwynedd. It is difficult for any organization, whatever their size, to plan for Brexit. Indeed we recently carried out a U.K. wide survey which showed only 14% of our members had carried out any planning at all with the remainder making absolutely no preparations.

Our Policy and Advocacy Chair, Martin McTague, said to the Brexit committee of Parliament on 9 October of this year that one business leader had told him that preparing for Brexit was "like trying to move your business to Narnia". This comment was made in the context of having no idea of the regulatory system they will find themselves in.

I would draw your attention to our report on Boosting the Impact of Tourism in Wales which we published in April 2018, it can be found, along with our other publications, on <https://www.fsb.org.uk/standing-up-for-you/national-offices/wales/publications>

You can see from page 10 of this report that businesses rely on business support from local Authorities much more heavily than other sources. Indeed over twice as much support comes from Local Authorities as from Business Wales. This, I believe, shows the high regard our members have for your business and tourism support functions.

In addition, we are facing due to Brexit a loss of E.U. funding that has been so substantial in the county over a significant number of years. Whilst there are hopes that the U.K. Shared Prosperity Fund will replace this funding there are significant questions as to how much we will receive and what projects will be funded. Even if there is a positive outcome to this there will almost certainly be a time gap in funding. The impact on our farming community is also unclear and it is likely many farmers will look to diversify and will need help to do so.

As with Brexit it would be a double whammy if business support functions were substantially reduced in this period. We consider you need to maintain these functions to attempt to offset the loss of E.U. funding.

We believe that making substantial cuts to business support functions will not sit well politically with the progression of the North Wales Growth Deal. I have spent two half days in workshops with councillors to explain the deal; it seems illogical now to have the Council essentially undermine the positive mood generated by the progression of the Deal by making cuts in the business support functions. I feel if Gwynedd are seen not to be supporting this Deal by making big cuts it will make it harder for the private sector in the county to support the Deal and to take advantage from it.

The business landscape in Gwynedd is comprised predominantly of small businesses. I would note confidence among small businesses has dropped significantly the quarter to 30 September across the U.K., and they are feeling particularly pessimistic about their prospects for the coming months. This is according to the Small Business Index we carry out on a U.K. basis but will include Gwynedd responders.

Amid ongoing Brexit uncertainty, less than one in three (29%) small firms expect their performance will improve over the next quarter. The UK Small Business Index confidence measure stands at -1.7 in Q3 2018, down from +12.9 in Q2 2018.

This marks the third negative Small Business Index reading since the wake of the EU referendum in Q3 2016. The Small Business Index has not returned to the level seen in Q4 2015 (+21.7) at any point since.

Close to one in three (27%) small exporters report falling international sales in Q3 2018, up from 19% in the same period last year. One in five (21%) expect this trend to continue in Q4, compared to 15% in Q3 2017.

<https://www.fsb.org.uk/media-centre/press-releases/small-firms-increasingly-pessimistic-as-brexit-talks-reach-crunch-point>

This is a time to support small businesses and not to cut support.

There are 15,780 businesses in the county and 14,910 of the total are micro businesses employing less than 10 people. This landscape of predominantly very small businesses is in our opinion one that requires more support and help from time to time than do larger businesses. Tourism is the major industry sector in the county, 15,601 people work in tourism in the county and over 22million tourist days are spent in the county. These numbers have increased over the last few years. The efforts put in by businesses, trade bodies, governments and councils are producing positive results for our local economy.

We accept that the success of the Gwynedd tourism offering has brought some pressure on services and infrastructure. But we note that under the enhanced population payment scheme the Council received £10.2m in 2016/17 to reflect these numbers and pressures. Thus, it appears that monies spent on tourism related infrastructure services as well as the tourism support department are essentially self-financing and thus should be ring fenced from any cuts that are considered. Indeed there is a case for increasing spend in these areas.

In conclusion, I believe all this information underlies the need to maintain the Council's business and tourism support functions. I accept that you have difficult choices to make but cuts to these business support functions will only harm the economy in Gwynedd and thus the well-being of our communities and will thus be self-defeating.

I am happy to meet with you to discuss further should you so wish.

Yours sincerely,

*Ian Nellist*

Ian Nellist B.A. (econ), A.C.A.  
FSB Wales Chair

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## **Destination Partnership Gwynedd (Grŵp Rheolaeth Cyrchfan)**

Hydref 23ain, 2018.

Dymunaf ddiolch am eich amser i gyfarfod y dydd o'r blaen i drafod a gwyntyllu y torriadau heriol i gyllid sydd yn wynebu Cyngor Gwynedd. Gwelwyd mor annodd yw pwysio, mesur a chlorianu lle i dorri yn ol ar wariannau ac arbed o fewn gwahanol adrannau.

Fel cadeirydd Rheolaeth Cyrchfan Gwynedd, a heb fod yn hir wyntog, pwysleisiaf bwysigrwydd cyfraniad y diwydiant twristiaeth i gymunedau gwledig Gwynedd, sydd yn ol adroddiadau yn cyfrannu cyfwerth a thros £1.06 biliwn o arian i'r economi yn ein ardaloedd gwledig.

Mae'r sector dwristiaeth y cefnogi dros 15,500 o swyddi drwy fusnesau bychan yn y Sir. Bydd y swyddi hyn yn sicir yn fwy allweddol rwan nag erioed gyda newidiadau sylweddol ac effeithiau Brexit yng ngefn gwlad ar y gorwel a'r diwydiant amaeth y crebachu.

Mae rol Gwasanaeth Twristiaeth a Marchnata Cyngor Gwynedd yn holl bwysig yn cyd gordio cyfundrefn a stwythur i gefnogi'r sector trwy arwain y grwp Rheolaeth Cyrchfan, gan ysgogi cyd weithio effeithiol rhwng y gwahanol haenau o'r cynnig twristiaeth Sirol. Mae Gwasanaeth Twristiaeth a Marchnata yn gyfrwng holl bwysig i osod blaenoriaethau a bidiau am nawdd i wella yr is adeiledd twristiaeth o fewn Gwynedd. Yma ceir cyswllt strategol ar ran y sector gyda Croeso Cymru o ran y blynyddoedd them a'r cynllun strategol am y degawd nesaf sef "Ffordd Cymru".

Mae angen am barhad o'r cyd weithio yma er mwyn sicrhau fod y gyrchfan yn ffynnu ac yn gwella'i safon drwy ddenu nawdd Croeso Cymru i allu buddsoddi mewn is adeiledd. Mae'n wastad angen gwella'r gyrchfan ac ni allwn fod yn segur. Hefyd mae'r Gwasanaeth Twristiaeth a Marchnata'r Cyngor yn adnodd i reoli rhai agweddau o'r diwydiant er mwyn gwarchod a pharchu buddiannau trigolion Gwynedd.

Gwelwyd torriadau sylweddol i'r gwasanaeth yn ystod y cylch ariannol diwethaf gan golli 15 swydd ac ar ben hyn y torriadau blynyddol ac arbedion effeithiolrwydd.

Ar hyn o eiriau hyderaf y bydd Cynghorwyr Gwynedd yn sylweddoli gwerth twristiaeth i economi Gwynedd, a'r angen am barhad a phwysigrwydd y Gwasanaeth Twristiaeth a Marchnata ac i beidio a thorri yn ol ar gyllid yr adran yma. Dyma'r adran sydd yn gyfrifol am ddod ac arian i economi Gwynedd, Sir sydd mor brin o ddiwydiannau eraill.

Yn gywir



Anwen Jones (Cadeirydd Y Grwp Rheolaeth Cyrchfan)

**Fforwm Mynediad Lleol Arfon a Dwyfor**  
**Arfon & Dwyfor Local Access Forum**  
Cadeirydd / Chair Vincent Mears  
Treddafydd, Llithfaen, Pwllheli, Gwynedd, LL53 6NL

**29 October 2018**

**Response of the Arfon and Dwyfor Local Access Forum to Cyngor Gwynedd Council  
“Which Services are Important to You?” public survey, autumn 2018**

The Arfon and Dwyfor Local Access Forum is one of three Local Access Forums in Gwynedd. The members of the forum are appointed by Gwynedd Council under the terms of the Countryside and Rights of Way Act 2000, to advise Gwynedd Council, the Welsh Government and Natural Resources Wales on improving access to the countryside. At the meeting of the Forum held on Tuesday the 25<sup>th</sup> of September, 2018, it was agreed that the Forum has no remit to respond to any of the items listed in the survey other than those which affect access to the countryside i.e. items 8, 9, 19, 51 52, 53 and 54, and that the Chair should respond by letter.

The Forum understands the acute shortage of funds available to the Council and deplores the continuing cuts in grants from central government to fund local government services, some of which are statutory duties under Acts of Parliament, while further duties are being imposed on local authorities by central government without the necessary funding to carry out those duties. However, the Forum believes that the services listed above should be in the most important category and, as such, should be given additional funding and staff.

Categories 8 and 9 fall under the Transportation and Countryside Service. Since 2010 the funding and permanent staff for countryside, biodiversity and rights of way has been reduced from 23 posts to 11.5, which means that the Council is no longer able to adequately maintain its obligations to protect and maintain the county’s countryside and its public rights of way network. The Forum is aware that Gwynedd is not alone in having made savings or cuts to these services and that some local authorities in England and Wales have reduced these services to zero, and the Council deserves credit for not having taken such extreme measures, but we believe that the savings and cuts which have been made to these services are both disproportionate and unfair when compared to other services within the Council.

In 2007 the Rights of Way Improvement Plan showed that there were significant problems with lack of signage, broken gates, stiles and bridges, and paths blocked by vegetation. Despite money from the Welsh Government Rights of Improvement grant for capital works, the state of the public rights of way network has deteriorated and we believe that more than 50% of the network is now inaccessible. We believe that the Council’s prioritisation policy for rights of way maintenance, (which was a system put forward by Public Rights of Way

officers because the ever-increasing cuts in funding of maintenance and staff would make the task of maintaining the whole network impossible), has been manipulated and used to justify not maintaining much of the network. The policy started with 5 categories, (where category 5 received no maintenance), but has since been modified to 4 categories where categories 3 and 4 represent at least 50% of the network and receive zero or minimal maintenance. We believe that, apart from those public rights of way which are part of the Wales Coastal Path which is 90% funded by the Welsh Government, it is probably only the Gwynedd Council owned permissive Lonydd Glas routes and the category 1 public rights of way which are being adequately maintained. Since the Council has a statutory duty to maintain all public rights of way within its jurisdiction, this policy would seem to us to be an unjustifiable breach of the Statute, and therefore needs urgent review. How can Gwynedd Council have a policy to not carry out statutory duties that it is required to carry out by an Act of Parliament?

Service 19, the provision and maintenance of public toilets has also fallen victim to Council savings and cuts. Public toilets in rural areas and near the coast and beaches are essential for safe and comfortable access to the countryside and coast. In the Gwynedd Destination Management Plan 2013 to 2020, it was noted that there was a need for better provision of public toilets. Although some town and community councils have taken over some of the Gwynedd Council facilities, others have been closed, despite the Forum's advice to maintain and improve Gwynedd council's provision. The closure of public toilets can only have an adverse effect on access to the countryside and coast and may lead to health risks caused by members of the public relieving themselves where ever they can.

Service 51, promoting the area and supporting the tourism sector, has an important role in supplying information which enables the public to access the wonderful countryside and coast of Gwynedd as well as supporting the well-being of all the residents of Gwynedd due to the more than £1 billion which tourism contributes to the economy of the county. The Gwynedd Destination Management Plan 2013 to 2020 stated that Tourist Information Centres were still vital to the local economy but should become community hubs as well as information services for visitors, showcasing local products, events and activities, and possibly acting as one-stop shops for tourism and local economic development. The Forum is disappointed that the Council chose to close most of the tourist information centres, against the advice of the Forum, and advises the Council that any further cuts to this service will have an adverse effect on both access to the countryside and coast, and to the economy.

Services 52, 53 and 54 are provided by Gwynedd Council's Marine Service. The last round of savings and cuts also fell hard on the Marine Service against the advice of the Forum. The work of this service is essential to providing safe access to the County's beaches, harbours and coastal waters, the enjoyment of which by the public brings a considerable income to the local economy. The Service is also responsible for the County's country parks and, since the last round of cuts and savings, has no budget to maintain them; this is a calamitous state of affairs. Parc Padarn is in one of the tourism hot spots in the County and receives huge numbers of visitors: apart from any other considerations there is a huge responsibility for public safety with regard to Llyn Padarn and the adjacent redundant slate workings within the park. Parc Glynllifon is designated as a grade 2 Historic Park and Garden: the Council, as

owner of the park, has a statutory duty to look after this landscape. It should be a jewel among the Council's assets but it is becoming increasingly inaccessible and unsafe due to the lack of maintenance. The park is a wonderful place for both tourists and Gwynedd residents to visit and represents a valuable educational asset for the County's schools and colleges to enjoy and to understand nature within the park and the history of the park and the locality. The Forum believes that the Council should urgently restore funding and find ways of bringing income both to the Council and to the local economy, and to resolve the conflicting pressures on Parc Glynllifon from the needs of Coleg Glynllifon's use of the park for agricultural and forestry education and the desire of the owner of Glynllifon mansion to both use the park and to see the restoration of the historic landscape. Other parks and open spaces in the County are not mentioned in the "Which Services are Important to You" document. We believe that these are variously the responsibility of the Highways and Municipal Service and the Countryside Service. The Highways and Municipal Service has had its budget reduced and the Countryside Service has no budget to maintain the areas for which it is responsible. These smaller parks, recreational areas and nature reserves are important locally and nationally and require a set of dedicated resources. We believe that there is not only a need to restore funding but also to rationalise the responsibility for all parks and recreational areas to one well funded and staffed service with the experience and knowledge to do the job expertly and efficiently, and we suggest that the best existing service of the Council to do this would be the Countryside service.

Research carried out across the world has shown that there are huge benefits to physical and mental health from accessing nature and the countryside. Walking is a gentle and highly beneficial form of exercise and plants have been shown to give off chemicals which not only make people feel better but which also improve the metabolism and the immune system. The Well-being of Future Generations (Wales) Act 2015 sets seven well-being goals for public bodies in Wales such as Cyngor Gwynedd Council. Three of these goals are, "a prosperous Wales", "a resilient Wales", and "a healthier Wales". The Forum believes that if the Council does not invest in its countryside services, its rights of way services, its public toilets services, its tourism services, its beaches, harbours, marinas and coastal services, and its parks services, then it will be failing in its legal obligation to achieve these three goals. The Gwynedd and Anglesey Local Plan, published by the Gwynedd and Anglesey Public Service Board, states the following, "Children and adults should be enabled to be more active, particularly in the outdoors, we should do this by promoting and improving access to natural green spaces. People need to be encouraged to take responsibility for their own health and to take part in activities which will prevent illness in the future. Due to the need to improve the population's physical and mental health and the long-term effect this will have on well-being, health and care will be a priority for the Board."

The 2017/18 Gwynedd Plan includes the following Well-being Objectives; “Promote Wildlife”, “Enable the residents of Gwynedd to be energetic and live healthy lives”, “Maintain public footpaths and playing fields”, “Protect and manage the quality of the Llyn Area of Outstanding Natural Beauty”, but we can find no details of how the Council proposes to achieve these objectives and no commitment to spend any money on achieving these objectives.

Yours sincerely,

**Vincent Mears,**  
**Chair Arfon and Dwyfor Local Access Forum**

## Inigo Jones Company

Mae'n anffodus iawn fod na mwy o toriadau yn ddod a dyma beth mae bwrdd Rhwydwaith Busnes Gwynedd wedi cytuno .

Hefyd am Gwybodaeth un neu ddau sylwadau o rhai aelodau o'r bwrdd

One other point is ' Can Gwynedd look at sources within the Tourist Industry to generate income to make the Industry a world class facility in Gwynedd / Sustainable & self funding e.g. Passes to walk Snowdon or entrance money drop off points- Tolls-after all you need licences to fish in our rivers. Electronic bridge & tunnel Tolls for all non residents .

### ***'Spend money to make money'***

There's a pilot scheme on the go at the moment called Rhodd Eryri/Snowdonia Giving, whereby people give voluntary donations to assist with maintaining paths, etc.

The Lakes do it so why can't Snowdonia, but it needs to be on a much bigger scale.

There is a large cost of setting up and running such a scheme and I personally would not want it run by the council alone, but by a separate organisation representing the public and private sector which would have to agree how any moneys collected would be spent. I would like to see it spent on marketing the area as well as on repair and improvements to facilities in the area

This idea is certainly worth seriously considering

AGW have been running it so far, and I think they've looked at Snowdonia Active running it, and I know that Hwb Eryri were approached to run it too. I agree that the council shouldn't run it alone, and that they should look at a partnership approach to Destination Management. There are a number of TBIDs nowadays (Tourism Business Improvement Districts), which are essentially Destination Management Organisations funded by its own members via a levy, which gives members control over its spend.

Arloesi Gwynedd Wledig/Menter Môn lead on the Rhodd Eryri project.

I think the intention is to expand now that the pilot is proven.

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## **North Wales Equine Access Forum**

Hello . This is a response from our bridleways group Mynediad Ceffylau Gogledd Cymru to your Newyddion consultation : We are particularly concerned about the ongoing funding cuts to Rights of Way and the direct effect to equestrian off road access in Gwynedd .

Rights of Way dept have statutory duties under Acts of Parliament . Categories eight and nine of your consultation document fall under the transportation and countryside service. Since 2010 funding and permanent staff for countryside ,bio diversity and rights of way has been reduced from 23 posts to 11.5 ,which means the council is no longer able to adequately fulfil its statutory obligations , to protect and maintain the counties countryside , and it public rights of way network. In 2001 the Rights of Way Improvement Plan ,shows that there were significant problems with lack of signage , broken gates ,styles and bridges and path's blocked by vegetation and obstruction issues by landowners. Despite money from the Welsh government via the rights-of-way improvement plan grant the rights of way network has deteriorated resulting in more than 50% of the network now being inaccessible. The councils prioritisation policy for rights of way maintenance has been manipulated and used to justify this worsening situation. The policy began with five categories, where category five received no maintenance , this has since been modified to 4 categories , as three and four represent at least 50% of the network and receive minimal maintenance , this situation will continue to worsen. As the council has a statutory duty to maintain all public rights of way within its jurisdiction this policy is unjustifiable and illegal and therefore warrants urgent review. The well-being of future generations act 2015 sets out seven goals for public bodies in Wales , the first three of these are :A prosperous Wales A resilient Wales , A healthier Wales . If the council fails to invest in its rights of way network it will be failing in achieving its legal obligation to achieve these three goals. May I also take this opportunity to remind you of the huge contribution equestrians make to the local economy ,and receive very little in return . At the very minimum the off road bridle network should be open and fit for purpose . Regards Denise Meldrum bridleways officer and member of A and D LAF .