## Consultation for the Council Plan 2023 - 2028

The information you provide will be treated confidentially, in accordance with the requirements of the Data Protection Act 2018 and the General Data Protection Regulations. Any data provided by you will be processed in accordance with the requirements of the Data Protection Act and in its provision, you consent to the Council processing the data for the purpose for which it is obtained provide for it.

Any personal information will be treated in the strictest confidence and will only be used by the Council or disclosed to others for a legally permissible purpose.

We use consultation and engagement activities to ask to you have your say on a range of topics. We want everyone in our community to have the chance to join the discussion about the services we design and deliver; and to help shape the future of Wrexham County Borough.

The thoughts you share with us will be used to inform this consultation. We may also share anonymous feedback in the future to help shape other Council and partner consultations and services, to inform work we deliver together. This may help us avoid asking the same or similar questions many times. We hope by taking this approach the future of services in Wrexham will be more focussed on what matters most to the people of Wrexham.

Wrexham County Borough Council provides many services to you, whether you live here, work here or are just visiting, such as: schools, waste collection, social care, council housing, planning services, roads, museums, country parks, trading standards. The council also supports local community and economic development.

Our vision for the future is that all the people that live here are supported to fulfil their potential, prosper and achieve a high standard of well-being. We will be a strong and inclusive community leader to help make this happen.

#### Our Council Plan 2023-2028

Our new Council Plan will outline our priorities for the next five years to help us achieve our vision, to contribute to Wales' well-being goals, and to ensure that everybody is treated fairly. We want to identify specific outcomes on which we can focus and against which we can measure progress. These are the outcomes which we believe will be of most benefit to our communities.

Our Council Plan is our key strategic document for the next five years and will inform decisions about how we allocate financial and other resources. Our other important services will still be delivered and details about those will be included within our internal business and service plans.

In order to develop draft priorities for our new Council Plan 2023-2028, we have looked at a range of evidence including:



- Published data and statistics, for example, Census 2021 data
- What we know about our communities from local evidence and research about people's health and well-being\*
- Feedback from involvement with our communities over the past year
- Progress against our existing council priorities and other work areas
- Welsh Government priorities

Our six draft priorities, on which we want to focus our work for 2023-2028 are:

- Developing and Decarbonising our Environment
- Developing the Economy
- Ensuring a Modern and Resilient council
- Ensuring Wrexham is a Fairer and Safer Place
- Improving Education and Learning (with a focus on secondary education)
- Promoting Health and Well-being (with a focus on social services and good mental health)

We are keen to involve you in the shaping of our Council Plan and would like to know what you think.

As a strong and inclusive community leader, we want to ensure that all people who live in Wrexham County Borough are supported to achieve their potential, prosper and achieve a high standard of well-being.

This consultation will be open from 1<sup>st</sup> February to 14th March 2023.

We can be contacted by email (<u>Telluswhatyouthink@wrexham.gov.uk</u>), by telephone 01978 292270 or by post (3rd Floor Annexe, The Guildhall, Wrexham LL11 1AY). We welcome any questions, comments and feedback.

You can fill this survey in online at <a href="https://www.yourvoicewrexham.com">www.yourvoicewrexham.com</a> or by completing the questionnaire below.

Please return your completed response to the place you collected the survey from, or post to: 'Tell Us What You Think', 3rd Floor Annexe, The Guildhall, Wrexham LL11 1AY.

### By 14th March 2023

### Thank you for your time and support.

\*For example, Wrexham Public Services Board Well-being Assessment, 2021 and the North Wales Population Needs Assessment 2022.

Q1: Firstly, please could you let us know if you are responding to this consultation as an individual or on behalf of a group/organisation?
□ Individual
□ Group

☐ Strongly agree

☐ Don't know

group, otherwise please move on to question 5, which is the first question about our priorities.
Q2: What is the name of your group/organisation?
Q3: What community does your group/organisation represent?
Q4: Approximately how many people are you commenting on behalf of?
Priority 1: Developing and De-carbonising our Environment
Our vision is that the council will be a strong community leader in reducing carbon.
The council will have a modern, environmentally friendly transport fleet and it will be easier for people to travel around in ways which emit less carbon. More of our council buildings will produce little or no carbon. Carbon reduction will be a priority for the council when it buys goods and services. This includes supporting local and regional suppliers whenever possible.
The council will commit to using and looking after any land it owns to improve plant and animal life and reduce carbon.
The council will help households to work towards zero waste.
<b>Q5:</b> Do you agree that <b>Developing and Decarbonising our Environment</b> should be a priority for Wrexham County Borough Council for 2023 - 2028?
☐ Strongly disagree
□ Disagree
☐ Neither agree or disagree
□ Agree

In order to achieve this priority, we have identified 8 outcomes.

**Q6:** To what extent do you consider that each of the following outcomes will help us to achieve our priority **Developing and De-carbonising our Environment**?

Please select one option only in each row

	Strongly disagree	Disagree	Neither agree or disagree	Agree	Strongly agree	Don't know
Wrexham becomes more resilient in planning for the effects of climate change.						
The council acts through its planning and decision making, to progress towards Net Zero Carbon Emissions by 2030.						
The council is a strong community leader for environmental issues, working in partnership with others to reduce carbon.						
The council has a modern and environmentally responsible transport fleet. Improved and sustainable green travel plans and active travel routes help to reduce emissions.						
More council buildings are low or zero carbon.						
The council works towards more responsible and sustainable procurement when buying goods; buying locally or regionally where possible.						
Council owned land will be used to benefit biodiversity and decarbonisation.						
All households in Wrexham are supported to work towards zero waste.						

Q7: For Priority 1 Developing and Decarbonising our Environment; is there anything else that you think is important which we have missed?
Ou De veu have any other feedback chart Brigaity 4 Developing and Decembarising and
Q8: Do you have any other feedback about Priority 1 Developing and Decarbonising our Environment overall?
Priority 2: Developing the Economy
Wrexham will be recognised as a major centre in North Wales, with the capacity to grow and develop.
Our transport will meets the needs of our City and those who visit it. Our City Centre will enable us to work, shop, live and enjoy a range of entertainment. Wrexham will be a popular place to visit in North Wales and the North West of the UK.
There will be plenty of well paid work available for people. Skill gaps will be identified and addressed. Those who are finding it difficult to get into work will be supported to have jobs and help with employment will be given to all people in the community.
<b>Q9:</b> Do you agree that <b>Developing the Economy</b> should be a priority for Wrexham County Borough Council for 2023 - 2028?
☐ Strongly disagree
□ Disagree
☐ Neither agree or disagree
□ Agree
☐ Strongly agree
□ Don't know
In order to achieve this priority, we have identified 6 outcomes.
The outcome marked * is one of our <b>Equality Objectives</b> , to help us to ensure everybody is treated fairly.

**Q10:** To what extent do you consider that each of the following outcomes will help us to achieve our priority **Developing the Economy?** 

Please select one option only in each row

	Strongly disagree	Disagree	Neither agree or disagree	Agree	Strongly agree	Don't know
The council will work in collaboration to improve the North Wales economy.						
Wrexham is promoted and recognised as a vibrant hub of industry and commerce, with the capacity to grow and develop.						
Wrexham's transport meets the needs of residents, visitors and the economy, with improved and sustainable ways of travelling in and around the City and the Wrexham Industrial Estate.						
Our City Centre enables us to work, live, shop and enjoy a range of entertainment.						
Wrexham is a popular place to visit in North Wales and the North West of the UK, with a range of recognised attractions.						
*There is plenty of well paid work available. Skills gaps are identified and addressed. People experiencing barriers and those in minority groups, are supported to be in employment.						

Q11: For Priority 2 Developing the Economy; is there anything else that you think i important which we have missed?	is

fairly.

Q12: Do you have any other feedback about Priority 2 Developing the Economy overall?
Priority 3: Ensuring a Modern and Resilient Council
The council is working in a modern way and it's easy for people to contact us. We are able to deliver our services consistently, safely and securely.
People choose to work for the council and our workforce reflects all people who live in our communities. Our modern working environments make the best use of time and space, cost less to maintain, and reduce carbon emissions in line with our plans.
Embracing the Welsh language and culture is part of working for Wrexham council and living in our communities and is actively encouraged.
The council's money is well managed, providing reliable services to deliver the things the council wants to do.
Wrexham is a place where everyone knows they can get involved to influence the planning and delivery of services.
Q13: Do you agree that Ensuring a Modern and Resilient Council should be a priority for Wrexham County Borough Council for 2023 - 2028?
☐ Strongly disagree
□ Disagree
☐ Neither agree or disagree
□ Agree
☐ Strongly agree
□ Don't know
In order to achieve this priority, we have identified 8 outcomes.

The outcomes marked \* are **Equality Objectives**, to help us to ensure everybody is treated

# Q14: To what extent do you consider that each of the following outcomes will help us to achieve our priority Ensuring a Modern and Resilient Council?

Please select one option only in each row

	Strongly disagree	Disagree	Neither agree or disagree	Agree	Strongly agree	Don't know
The council works in a modern way to provide sustainable and efficient services.						
*People choose to work for the council. Working conditions are good, with modern workforce policy provisions.						
*It is easy for people to contact us, however they need to do this. Digital systems are easy to use, we support those who can't go online to access						
services in other ways.  Our ICT systems enable us to deliver services consistently, safely and securely.						
Council offices are efficient, flexible and have a reduced carbon footprint.						
*Welsh language and culture is thriving within our workforce and communities and is promoted and supported.						
The council's finances are well managed and support our council priorities.						
*Wrexham is a place where everyone knows they can get involved in the design and delivery of council services.						

that you think is important which we have missed?
Q16: Do you have any other feedback about Priority 3 Ensuring a Modern and Resilient Council overall?
Priority 4: Ensuring Wrexham is a Fair and Safe Place
Communities feel and are safer, with fewer people affected by crime, and improved support for those who have been affected by crime.
The places where we live are welcoming, and we promote and celebrate our differences and what is special about our ways of life. Those who are looking for a place to keep them safe from war or other crises in the world are helped to have a new and lasting future in the city.
Our council tenants have the opportunity to have better quality housing and sheltered housing, supported by up to date services which meet needs quickly. More people are living in better quality private and public sector accommodation.
People will be helped to find suitable places to live and to hold on to their tenancies, so that less people find themselves homeless.
People, especially those who are vulnerable, will be able to get services which improve their quality of life, enable good health and improve their financial resilience.
Q17: Do you agree that Ensuring Wrexham is a Fair and Safe Place should be a priority for Wrexham County Borough Council for 2023 - 2028?
□ Strongly disagree
□ Disagree
☐ Neither agree or disagree
□ Agree
□ Strongly agree
☐ Don't know

In order to achieve this priority, we have identified 8 outcomes.

Q18: To what extent do you consider that each of the following outcomes will help us to achieve our priority Ensuring Wrexham is a Fair and Safe Place?

The outcomes marked \* are **Equality Objectives**, to help us to ensure everybody is treated fairly.

	Strongly disagree	Disagree	Neither agree or disagree	Agree	Strongly agree	Don't know
Communities feel and are safer, with fewer people affected by crime, and improved support for victims of crime.						
*More people are kept safe from exploitation, violence and all forms of abuse.						
*Our communities are welcoming. We promote and celebrate our communities' diversity and cultures and ensure appropriate access to all services for everyone.						
Those seeking sanctuary from war or humanitarian crisis are supported to build a sustainable future in the city.						
Our council tenants can access appropriate quality housing supported by modern, efficient and responsive services.						
More people are living in better quality private and public sector accommodation, which complies with national housing standards and legislation.						
People will be supported to find and remain in suitable accommodation, reducing homelessness and rough sleeping.						
All communities and people experiencing poverty and challenges with the cost of living will have access to services which improve their quality of life.						

Q19: For Priority 4 Ensuring Wrexham is a Fair and Safe Place; is there anything else that you think is important which we have missed?
Q20: Do you have any other feedback about Priority 4 Ensuring Wrexham is a Fair and Safe Place overall?
Priority 5: Improving Education and Learning (with a focus on secondary education)
In order to support our economic and wellbeing ambitions for Wrexham, learners of all ages have improved outcomes, are able to achieve their potential and become active participants in their community.
Our learners are supported to be engaged and aspirational; making the most of new skills, training and learning opportunities offered by the new Curriculum for Wales.
Our learners attend school on a regular basis with more children and families supported at an earlier stage, to increase attendance, improve safeguarding and reduce exclusions.
Our learners actively contribute to their learning, have improved resilience, health and well-being and are supported by effective partnership working.
*Our learners are supported to improve their education outcomes and inequalities in outcomes between different groups of learners will be reduced.
*Our learners have a positive learning experience through access to appropriate, flexible and accessible education settings through the language medium of their choice.
<b>Q21:</b> Do you agree that <b>Improving Education and Learning</b> should be a priority for Wrexham County Borough Council for 2023 - 2028?
□ Strongly disagree
□ Disagree
☐ Neither agree or disagree
□ Agree
☐ Strongly agree
☐ Don't know

In order to achieve this priority, we have identified 6 outcomes.

**Q22:** To what extent do you consider that each of the following outcomes will help us to achieve our priority **Improving Education and Learning** 

The outcomes marked \* are **Equality Objectives**, to help us to ensure everybody is treated fairly.

	Strongly disagree	Disagree	Neither agree or disagree	Agree	Strongly agree	Don't know
In order to support our economic and wellbeing ambitions for Wrexham, learners of all ages have improved outcomes, are able to achieve their potential and become active participants in their community.  Our learners are supported to be engaged and aspirational; making the most of new skills, training and learning						
opportunities offered by the new Curriculum for Wales.  Our learners attend school						
on a regular basis with more children and families supported at an earlier stage, to increase attendance, improve safeguarding and reduce exclusions.						
Our learners actively contribute to their learning, have improved resilience, health and well-being and are supported by effective partnership working.						
*Our learners are supported to improve their education outcomes and inequalities in outcomes between different groups of learners will be reduced.						
*Our learners have a positive learning experience through access to appropriate, flexible and accessible education settings through the language medium of their choice.						

Q23: For Priority 5 Improving Education and Learning; is there anything else that you think is important which we have missed?
Q24: Do you have any other feedback about Priority 5 Improving Education and Learning overall?
Priority 6: Promoting Good Health and Well-being (with a focus on social services and good mental health)
Less children need to be looked after by the council because early help for people means there is less need for social services to take more urgent action. Looked after children and young people can get settled foster care and supported lodging placements, and have good experiences in these placements, so that they do well and achieve what they would like to.
Communities and services work together to help children and adults have good mental health and well-being.
Everybody can get the right level of care and support, by being provided with consistent and good quality social care services.
We make sure that our social care service meet the needs of those who use them by listening to what children, adults, families and carers tell us.
Children, adults and families will be protected by Social Care and partner agencies.
<b>Q25:</b> Do you agree that <b>Promoting Good Health and Well-being</b> should be a priority for Wrexham County Borough Council for 2023 - 2028?
☐ Strongly disagree
□ Disagree
☐ Neither agree or disagree
□ Agree
□ Strongly agree
□ Don't know

In order to achieve this priority, we have identified 7 outcomes.

**Q26:** To what extent do you consider that each of the following outcomes will help us to achieve our priority **Promoting Good Health and Well-being?** 

The outcomes marked \* are **Equality Objectives**, to help us to ensure everybody is treated fairly.

	Strongly disagree	Disagree	Neither agree or disagree	Agree	Strongly agree	Don't know
Fewer children need to be looked after by the council due to good preventative services and early help for families.						
Looked after children and young people have access to good, stable placements which allow them to thrive and achieve the outcomes they want.						
People receive the right care and support, through improved support in their own homes.						
*Children and adults are supported to have good mental health and wellbeing, supported by everyone working together, with a focus on prevention and early help.						
All people have access to the right levels of care and support.						
*We make certain our social care services are what people need, by listening to the people who use our services.						
Children, adults and families are safeguarded by Social Care and statutory partners.						

Q27: For Priority 6 Promoting Good Health and Well-being; is there anything else that you think is important which we have missed?

Q28: Do you have any other feedback about Priority 6 Promoting Good Health and Well-being overall?
As a strong and inclusive community leader, we want to ensure that all people who live in Wrexham County Borough are supported to achieve their potential, prosper and achieve a high standard of well-being.
The questions in this section will ask whether you think our plans treat everybody fairly.
<b>Q29:</b> Do you think our draft council plan priorities and outcomes listed under each priority could disadvantage or make things unfair for any groups of people or individuals?
□ Yes
□ No
□ Not sure
Q30: If you answered 'Yes or Not sure' to question 28, which groups or individuals do you think may be disadvantaged and why?
Q31: Do you think there is any potential in the way we deliver our priorities to make things fairer for the groups or individuals you have identified? Please include your ideas below, otherwise please move on to the next question.

**Q32:** Legislation in Wales requires us to consider the impact of all of our decisions on people's opportunities to use the Welsh language.

Considering all of our priorities, do you have any ideas as to how we can promote the use of the Welsh language and ensure it is treated no less favourably than the English language in the delivery of these priorities?

If you have any suggestions please next section.	provide details below. if not, please move on to the
A little more about you	
To make sure we better understand the a few details about you.	e views of all people in Wrexham, we would like to know
The answers you give in this section w that services are delivered in a way that	rill only be used to see where views differ and to ensure at is fair to all.
All questions are voluntary. All of the in information will be released that would	nformation gathered will be treated in confidence and no identify you as an individual.
'prefer not to say'. Alternatively, if you o	estions that you do not wish to answer, or simply select do not wish to answer any questions in this section, or ganisation rather than as an individual, simply select and on.
We will still use the answers you have	given us so far.
Q33: Do you wish to answer the quest	ions in this section? Please tick one option only
□ Yes	
□ No	
If you answered "No" to question 30	then go to Q49 'About this survey'
Q34: What is your age? Please tick on	e option only
☐ Under 11	□ 45-54
□ 11-15	□ 55-64
□ 16-24	☐ 75 and above
□ 25-34	☐ Prefer not to say
□ 35-44	

Q35: What is your gender? Please tick one option	on only
□ Male	
□ Female	
☐ Other (If other, please describe)	
☐ Prefer not to say	
Q36: Has your gender identity changed from that	at assigned at birth? Please tick one option only
□Yes	
□ No	
☐ Prefer not to say	
Q37: How would you describe your National Ide	ntity? Please tick one option only
□ Welsh	☐ British
☐ English	☐ Other (If other, please describe)
☐ Scottish	☐ Prefer not to say
☐ Northern Irish	
Q38: Are your day-to-day activities limited becaused, or is expected to last, at least 12 months	·
☐ Yes, limited a lot	
☐ Yes, limited a little	
□ No	
☐ Prefer not to say	
Q39: Do you look after, or give help to or support others because of either:	rt to family members, friends, neighbours or
<ul><li>long term physical or mental ill health/dis</li><li>or problems related to old age?</li></ul>	ability;
Please tick one option only	
□ Yes	
□ No	
☐ Prefer not to say	

Q40: What is your preferred language? Please t	ick one option only
□ English	
□ Welsh	
☐ Other (If other, please specify)	
☐ Prefer not to say	
Q41: What is your ethnic group? Please tick one	e option only
☐ White (Welsh, English, Scottish, Northern Irish or British)	□ Black - Caribbean
□ Irish	□ Black - African
☐ Gypsy or Irish Traveller	☐ Black – any other Black, Black British or Caribbean background
□ Roma	☐ Mixed – White and Black Caribbean
☐ Any other White background	☐ Mixed – White and Black African
☐ Asian – Indian	☐ Mixed – White and Asian
□ Asian –Pakistani	☐ Any other Mixed or multiple ethnic background
□ Asian - Bangladeshi	□ Arab
☐ Asian - Chinese	☐ Any other ethnicity (please describe)
☐ Asian – any other Asian background	□ Prefer not to say
Q42: What is your religion or belief? Please tick	one option only
☐ No religion	□ Sikh
☐ Christian (all denominations)	☐ Atheist
□ Buddhist	☐ Other (please describe)
□ Hindu	☐ Prefer not to say
☐ Jewish	
<b>Q43:</b> Are you married or in a civil partnership? <u>F</u>	Please tick one option only
□ Yes	
□ No	
☐ I am a young person aged under 18	
☐ Prefer not to say	

<b>Q44:</b> Are you currently pregnant or have you been pregnant, or taken maternity leave in the last year? <u>Please tick one option only</u>
□ Yes
□ No
□ Prefer not to say
Q45: Which of the following best describes how you think of yourself? Please tick one option only
☐ Heterosexual or straight
☐ Gay man
☐ Gay woman/Lesbian
□ Bisexual
□ Other (please describe)
☐ Prefer not to say
<b>Q46:</b> Do you or your household receive any means tested benefits (for example: Universal Credit, Pension Credit, Job Seekers Allowance, Tax Credits, Carers Allowance, Council Tax Reduction Scheme)? Please tick one option only
□ Yes
□ No
□ Prefer not to say
<b>Q47:</b> Do you or anyone living in your household receive disability benefits (For example: Disability Living Allowance, Attendance Allowance, Personal Independence Payment, Armed Forces Independence Payment, Constant Attendance Allowance, War Pension Mobility Supplement)? Please tick one option only
□ Yes
□ No
☐ Prefer not to say

**Q48:** Please tell us which County Borough Electoral Division you live in (if you are unsure you can follow this link to tell you who your local Councillor is and which division they represent http://www.writetothem.com/): <u>Please tick one option only</u>

☐ Acrefair North	□ Holt
☐ Acton and Maesydre	☐ Little Acton
☐ Bangor-is-y-Coed	☐ Llangollen Rural
□ Borras Park	□ Llay
☐ Bronington and Hanmer	☐ Marchwiel
□ Brymbo	☐ Marford and Hoseley
☐ Bryn Cefn	☐ Minera
☐ Brynffynnon	☐ New Broughton
□ Cartrefle	□ Offa
□ Cefn East	☐ Overton and Maelor South
☐ Cefn West	☐ Pant and Johnstown
☐ Ceiriog Valley	□ Pen-y-cae
☐ Chirk North	☐ Pen-y-cae and Ruabon South
☐ Chirk South	□ Ponciau
☐ Coedpoeth	□ Queensway
□ Erddig	□ Rhos
□ Esclusham	☐ Rhosnesni
☐ Garden Village	□ Rossett
☐ Gresford East/West	□ Ruabon
□ Grosvenor	☐ Smithfield
☐ Gwenfro	☐ Stansty
☐ Gwersyllt East	□ Whitegate
☐ Gwersyllt North	☐ Wynnstay
☐ Gwersyllt South	☐ I do not live in Wrexham
☐ Gwersyllt West	☐ Prefer not to say
☐ Hermitage	•

## **About this survey**

Thank you for responding to this survey. Just before you finish, we would like to ask you a few questions about your experience of completing our survey.

Q49: How easy did you find this survey to complete? Please tick one option only
□ Very easy
□ Quite easy
□ Quite difficult
□ Very difficult
□ Don't know/not sure
<b>Q50:</b> In your view, did this survey ask the right questions about our Council Plan 2023-2028? Please tick one option only
□ Yes
□ No
□ Not sure
<b>Q51:</b> If you answered 'No' or 'Not sure' for the last question, are there any other questions you think we should have asked?
Q52: When we asked a question, was it clear what we were asking? Please tick one option only
□ Yes
□ No
□ Not sure
Q53: If you answered 'No' or 'Not sure' for the last question, please could you provide some more information about which questions were not clear and why.
Q54: Do you have any other suggestions as to how we could improve future surveys?

### What happens next?

Once this consultation closes, the results will be analysed and the findings used to develop and finalise our Council Plan 2023 – 2028, which will be presented to Council in May 2023 for approval. We will ensure that we feedback to you the results of the consultation at that time.

Thank you for taking the time to respond to this survey.

Please return your completed response to the place you collected the survey from, or post to: 'Tell Us What You Think', 3rd Floor Annexe, The Guildhall, Wrexham LL11 1AY.

### By 14th March 2023