

Household Survey 2009 - Key Findings

Summary of Key Points

- In 2009, 60% of respondents were satisfied with Council services overall compared to 58% in 2007
- The Council has failed to meet the 3 performance indicator targets identified via the Household Survey. The 3 indicators and outcomes against targets were

| | Targets 2008/09 | Actual 2009 |
|---|-----------------|-------------|
| Percentage satisfaction with Council Services | 65% | 60% |
| Percentage who feel safe in their local area during the day | 90% | 87% |
| Percentage who feel safe in their local area after dark | 50% | 45% |

- A low percentage of respondents agree that the Council engages well with its residents (i.e. 29% of respondents agreed/strongly agreed that the Council listens to residents views and consults before major decisions)
- There are high levels of satisfaction with the way enquiries to the Council are dealt with (69% were very/fairly satisfied with the way enquiries to the Council are dealt with overall and 79% were very/fairly satisfied with the helpfulness of reception staff
- Satisfaction with local neighbourhoods has increased (from 64% in 2007 to 67% in 2009) but satisfaction with local town centres for entertainment (from 18% in 2007 to 14% in 2009) and shopping (from 55% in 2007 to 50% in 2009) have declined in 2009
- Levels of *fear of crime* (how safe people feel) have changed little since 2001 despite positive perceptions about changes in the actual levels of crime
- Satisfaction with recycling services has improved since 2007 (from 73% to 77%), but remains at a lower level than for the other related services such as refuse collection (86%) and civic amenity sites (87%).
- Satisfaction levels with the following leisure and recreation facilities have declined in 2009 – leisure centres, libraries, museums, Blackwood Miners Institute, community centres, adult education centres and youth centres
- Satisfaction with main parks and play areas have increased
- Satisfaction with all aspects of the local bus service has increased although satisfaction levels remain low in relation to some areas e.g. the state of bus shelters
- Satisfaction levels with most aspects of the neighbourhood road network have increased in 2009. In 2009 satisfaction levels with street lighting were 76%.

Household Survey 2009 - Key Findings

In February 2009, a detailed postal survey was carried out with approximately 10,000 householders from right across the Caerphilly County Borough area (see **Appendix 1**) to determine levels of satisfaction with Council services as well as establishing current perceptions of crime throughout the area. Previous household surveys were completed in 2001, 2003, 2005 and 2007.

Overall, the response rate for the survey in 2009 was 18% compared to a 20% response rate for the 2007 survey. This level of response indicates that the results present a reasonable reflection of the attitudes and opinions of householders in the Caerphilly County Borough area although the respondent profile (see **Appendix 2**) needs to be taken into account in interpreting data. As with previous surveys, there was a much higher level of response from older age groups that is reflected in a higher proportion of respondents owning their home outright compared to the general CCB population.

In addition to the postal survey, questionnaires were sent to members of the Viewpoint Panel and, for the first time in 2009, also made available via the Council's Web site. Viewpoint Panel members returned 631 questionnaires and the Web survey elicited just over 100 responses. The demographic composition for the Web survey respondents was significantly different from the paper survey with 44% of respondents in the Web survey being under 30 compared to only 8% in the paper survey. This additional data has not been merged with the main household survey data to avoid skewing the data and enabling comparisons with previous paper surveys to be made directly. A separate comparative report will be prepared.

Throughout this report, the results are presented as a percentage (%) response based on the total number of responses to individual questions. To compare results between this and previous household surveys, wherever possible, the 'net satisfaction' score will be used. **Net satisfaction** is simply the **proportion satisfied minus the proportion dissatisfied** and gives a good indication of the overall level of satisfaction.

Key Performance Indicators

The Council's Improvement Plan sets out the key priorities for the Council and monitors our performance against key target areas. The Household Survey has been used to identify a number of key performance indicators in relation to overall satisfaction and community safety.

The targets for 2008/09 and the actual scores as identified by the household survey are shown in **Table 1**.

Table 1: Key performance indicators identified by the Household Survey

| | Targets 2008/09 | Actual 2009 |
|---|-----------------|-------------|
| Percentage satisfaction with Council Services | 65% | 60% |
| Percentage who feel safe in their local area during the day | 90% | 87% |
| Percentage who feel safe in their local area after dark | 50% | 45% |

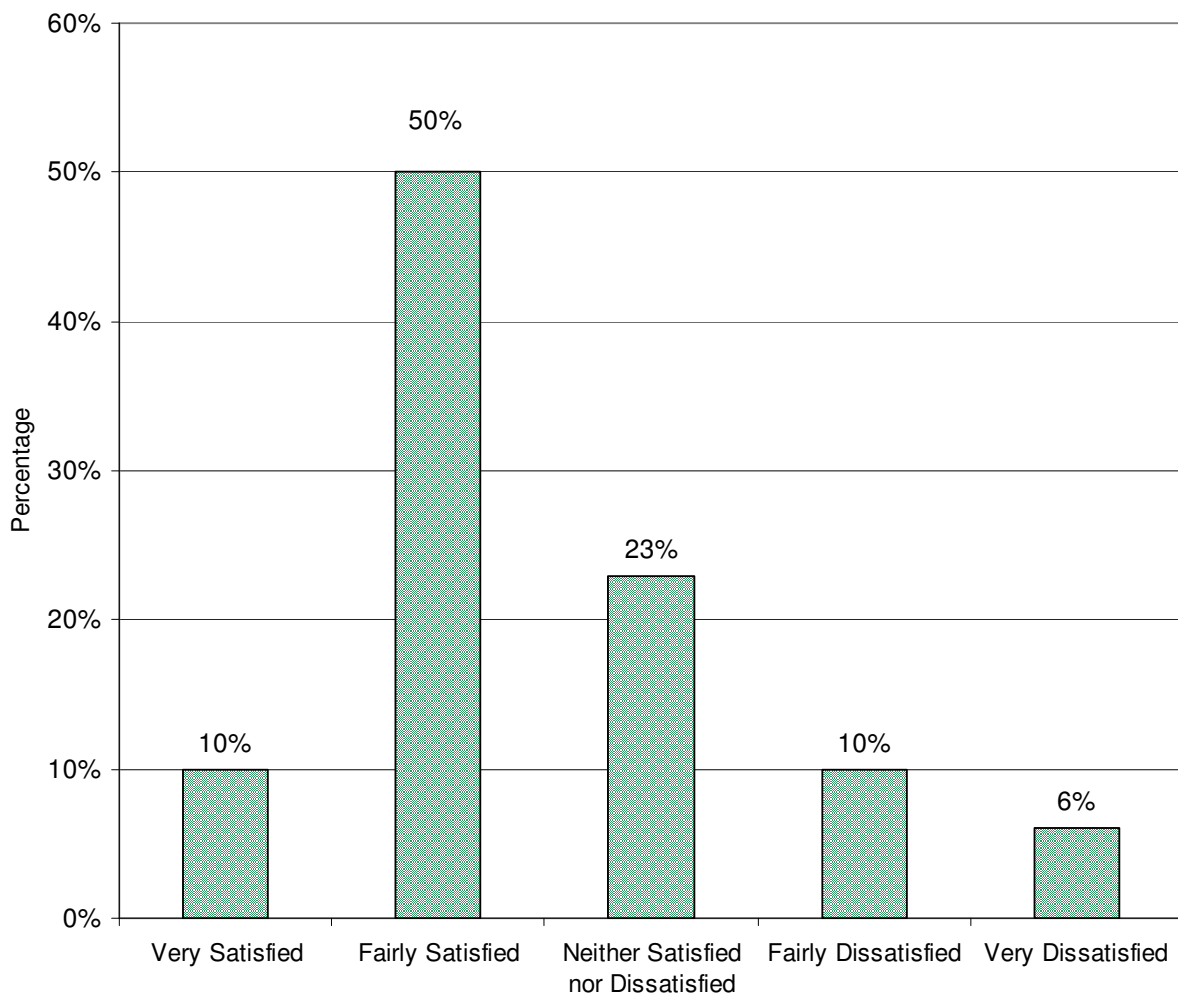
Further analysis of data that relates to the above performance indicator data will be highlighted in the appropriate sections of this report.

What the Public think about us...

As highlighted in **Graph 1**, the 2009 Household Survey shows that, taking everything into account, 60% of residents were satisfied with the services provided by Caerphilly County Borough Council.

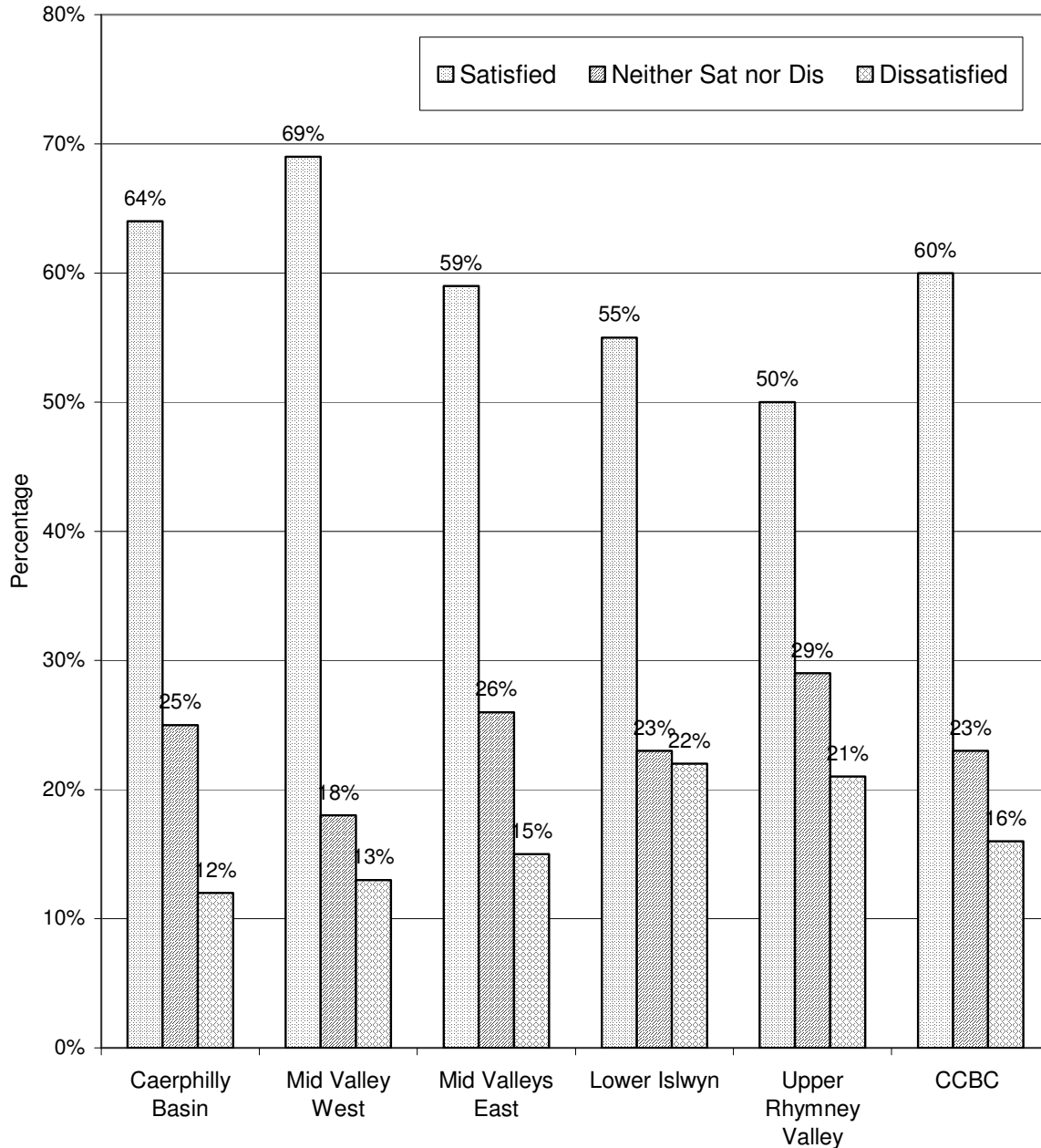
Although the Council has failed to meet targets in relation overall satisfaction (refer to **Table 1**) overall satisfaction levels have improved a little since 2007 when 58% of respondents were very or fairly satisfied with Council services overall. The proportion of people who were dissatisfied has declined from 19% in 2007 to 16% in 2009.

Graph 1: Satisfaction with Council services overall: Percentage of respondents who were satisfied or dissatisfied in 2009



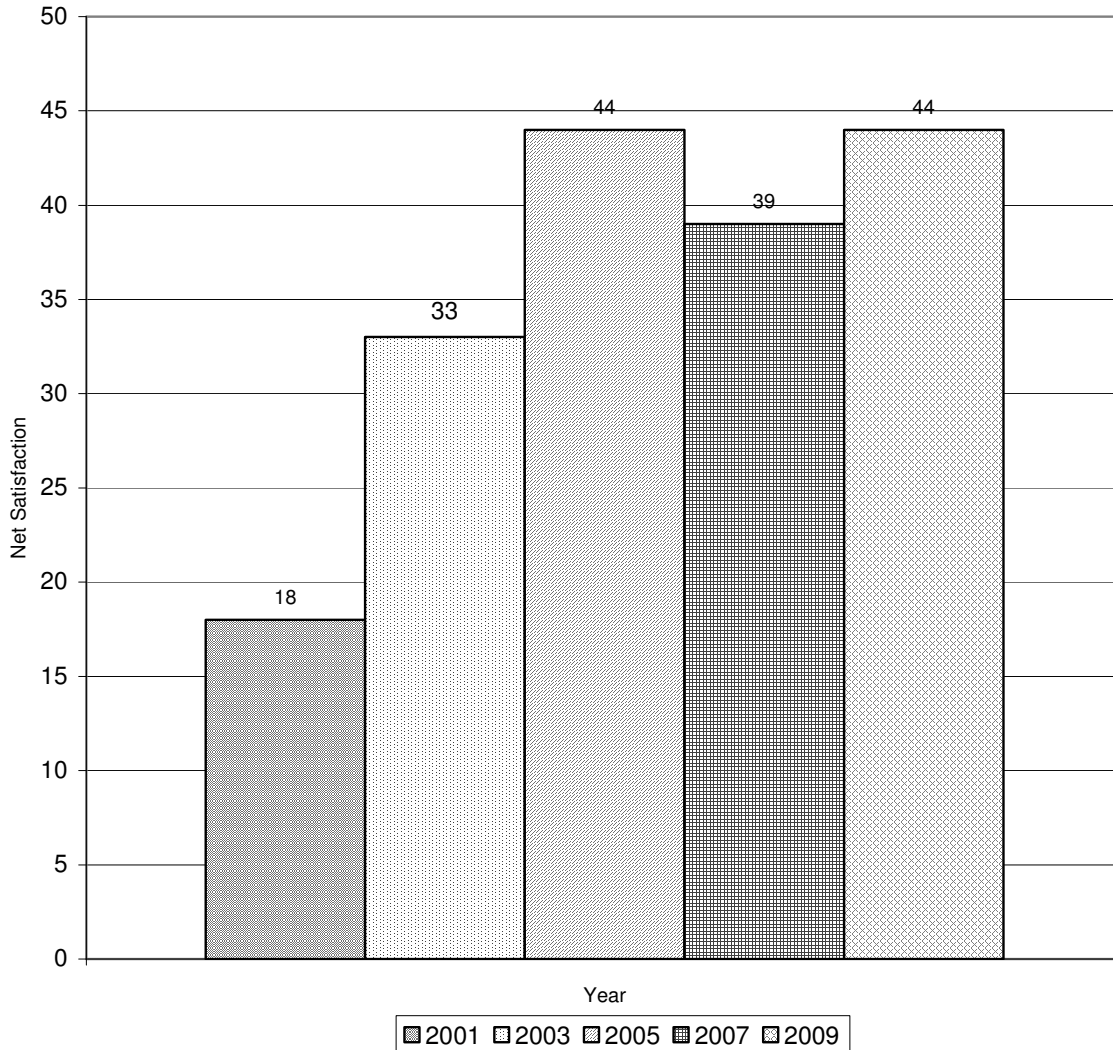
In 2009, there was a significant geographical variation in overall satisfaction with Council Services with 69% of residents in the Mid Valleys West area being very or fairly satisfied compared to 50% in the Upper Rhyhney Valley. This variation is highlighted in **Graph 2**.

Graph 2: Overall Satisfaction with Council Services: Percentage satisfied/ dissatisfied by Community Plan Area in 2009



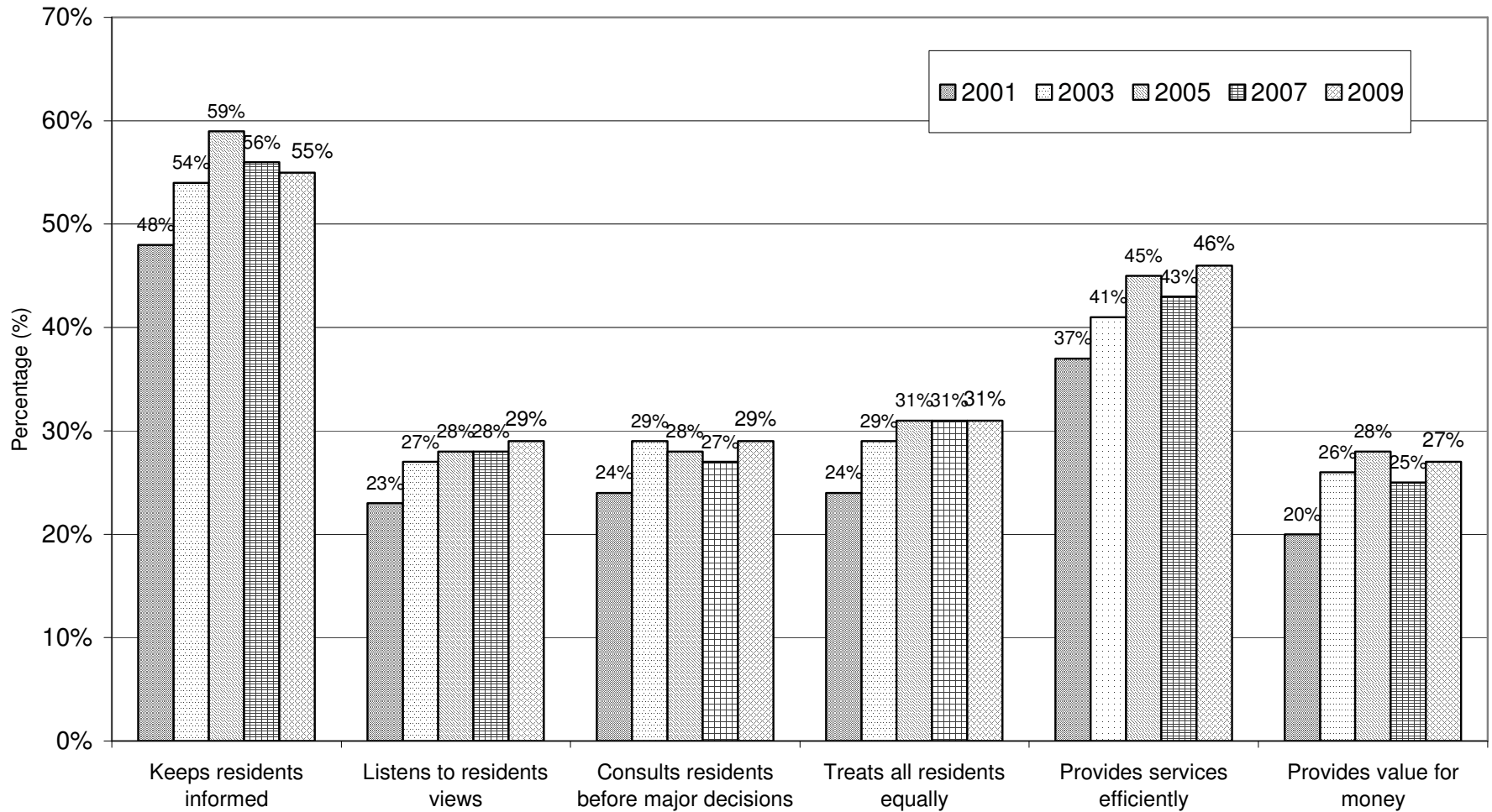
In comparing the results from the 2009 survey with previous years, it can be seen that the overall net satisfaction score has steadily improved since 2001. It declined in 2007 but has increased again in 2009 to match 2005 levels. These changes are shown in **Graph 3**.

Graph 3: Satisfaction with Council Services Overall: Change in Net Satisfaction between 2001 and 2009.



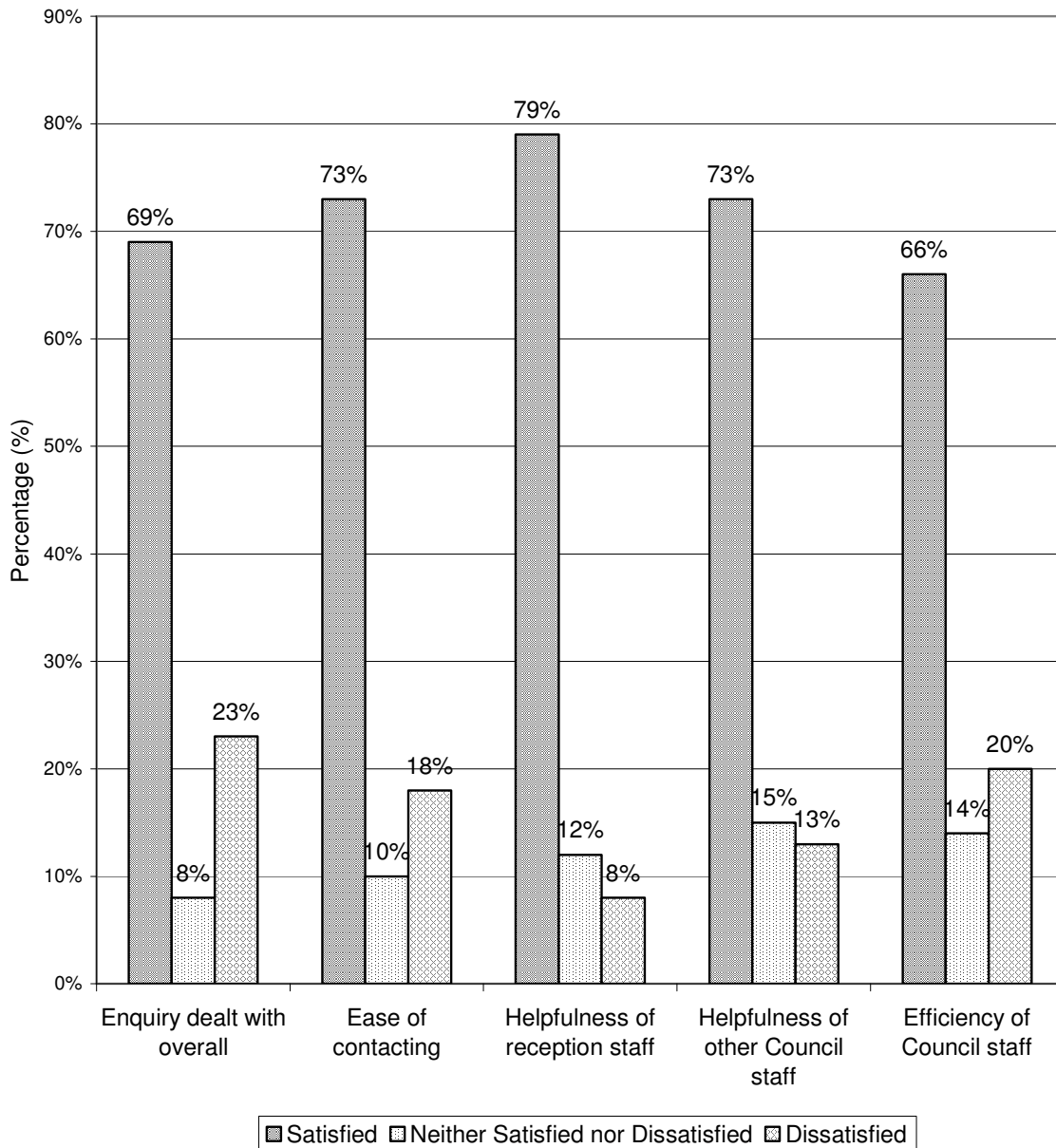
Through the Household Survey, residents were asked their perception of *how* the Council provides its services. As shown in **Graph 4**, just over half of all respondents agreed that the Council keeps residents informed. Less than half agree that the Council provide services efficiently and less than a third agree that the Council listens to residents views, consults before making major decisions, treats all residents equally or provides value for money. In 2009, there was a slight increase in the percentage that feel that the Council consults before major decisions, provides services efficiently and provides value for money. However, there was a decline in the percentage that feel that the Council keeps residents informed.

Graph 4: Perceived change in Council Services overall between 2001 to 2009: Percentage who agree or agree strongly that the Council...



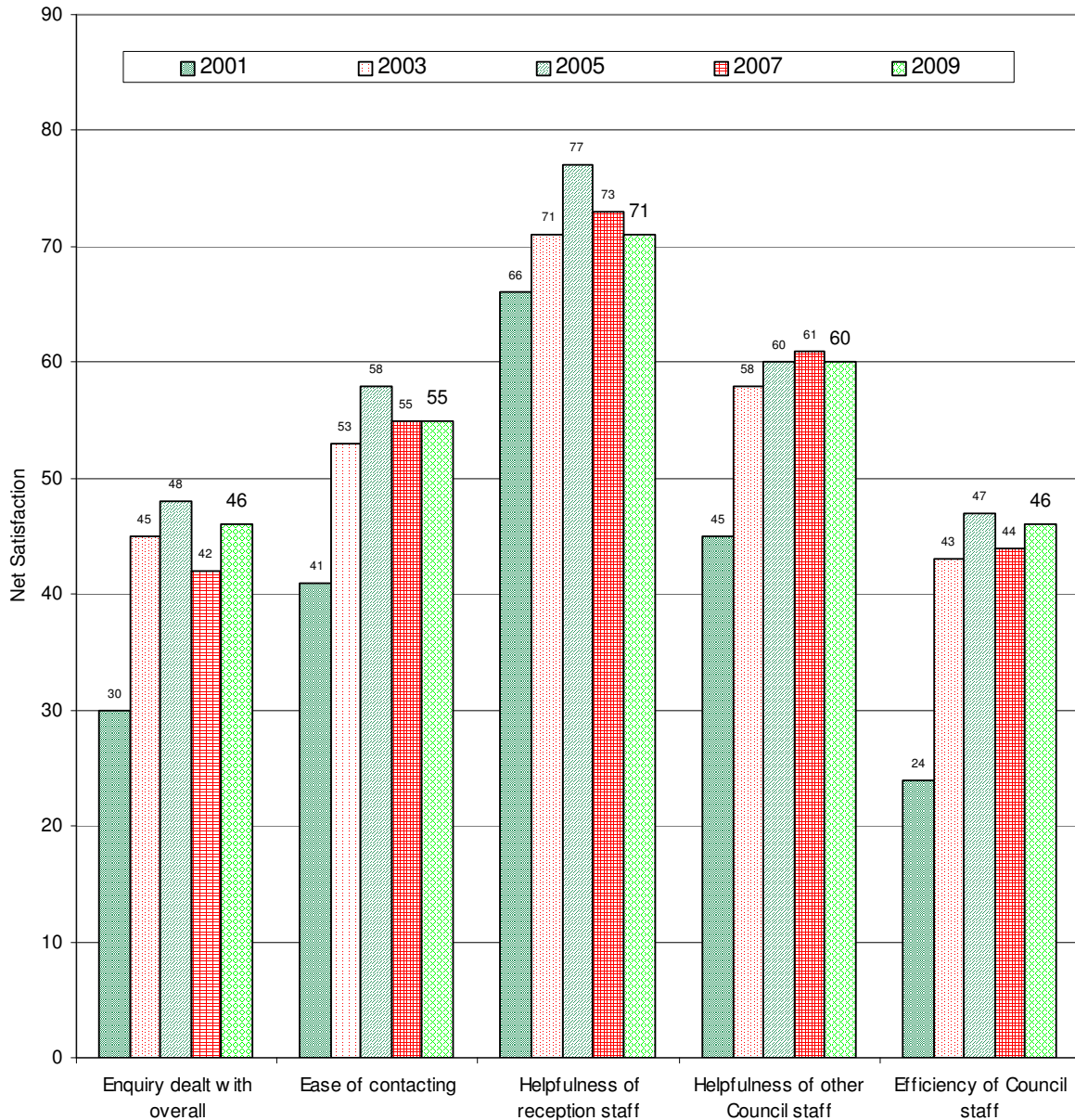
In the 2009 survey, 67% of residents who had contacted the Council during the last 12 months have done so via the telephone. Thirteen percent had visited Council offices. A larger proportion than previously are now contacting the Council using electronic methods with 6% using e-mail and a further 3% contacting the Council via the Website. ("Website" was a new option included in the survey for 2009). **Graph 5** shows high levels of satisfaction with the way enquiries to the Council were dealt with. Respondents were particularly satisfied with the helpfulness of reception staff.

Graph 5: Satisfaction with the way enquiries to the Council were dealt with: Percentage of respondents who were satisfied or dissatisfied in 2009.



Graph 6 highlights the change in net satisfaction between 2001 and 2009 in relation to the way enquiries to the Council were dealt with. Satisfaction with the way enquiries were dealt with *overall* and efficiency of council staff has increased since 2007 but has not returned to the level of 2005. There has been a decline in the net satisfaction with the helpfulness of reception staff and ease of contacting the Council since 2005.

Graph 6: Satisfaction with the way enquiries to the Council were dealt with: Change in Net Satisfaction between 2001 and 2009.



APPENDIX 1 Sample

| | Total Households (source: 2001 census) | % Households in Each Area | Number of Properties contacted | % Contacted in Each Area |
|---|--|------------------------------|--------------------------------------|-----------------------------|
| UPPER RHYMNEY VALLEY | | | | |
| Twyn Carno | 1053 | 1% | 160 | 15 |
| Moriah | 2032 | 3% | 297 | 15 |
| Pontlottyn | 806 | 1% | 155 | 19 |
| New Tredegar | 2173 | 3% | 320 | 15 |
| Darran Valley | 1052 | 1% | 155 | 15 |
| | 7116 | 10% | 1087 | 15 |
| MID VALLEYS WEST | | | | |
| Bargoed | 2710 | 4% | 351 | 13 |
| Aberbargoed | 1500 | 2% | 195 | 13 |
| Gilfach | 924 | 1% | 118 | 13 |
| Nelson | 1968 | 3% | 256 | 13 |
| St Cattwg | 3074 | 4% | 319 | 10 |
| Ystrad Mynach | 1800 | 2% | 352 | 20 |
| Hengoed | 1917 | 3% | 270 | 14 |
| Maesycwmmmer | 915 | 1% | 142 | 16 |
| | 14808 | 21% | 2003 | 14 |
| MID VALLEYS EAST | | | | |
| Argoed | 1089 | 2% | 146 | 13 |
| Pengam * | 1622 | 2% | 255 | 16 |
| Cefn Fforest | 1512 | 2% | 220 | 15 |
| Blackwood | 3344 | 5% | 515 | 15 |
| Penmaen | 1878 | 3% | 304 | 16 |
| Pontllanfraith | 3362 | 5% | 522 | 16 |
| Crumlin | 2353 | 3% | 361 | 15 |
| Newbridge | 2644 | 4% | 412 | 16 |
| | 17804 | 25% | 2735 | 15 |
| CAERPHILLY BASIN & ABER VALLEY | | | | |
| Aber Valley | 2773 | 4% | 358 | 13 |
| Penyrheol | 4568 | 6% | 642 | 14 |
| St Martin's | 3092 | 4% | 394 | 13 |
| Morgan Jones | 2808 | 4% | 360 | 13 |
| St James | 2583 | 4% | 312 | 12 |
| Bedwas, Trethomas & Machen | 4336 | 6% | 573 | 13 |
| Llanbradach | 1900 | 3% | 219 | 12 |
| | 22060 | 31% | 2858 | 13 |
| LOWER ISLWYN | | | | |
| Abercarn | 2092 | 3% | 330 | 16 |
| Ynysddu | 1563 | 2% | 177 | 11 |
| Crosskeys | 1546 | 2% | 226 | 15 |
| Risca West | 2359 | 3% | 349 | 15 |
| Risca East | 2669 | 4% | 420 | 16 |
| | 10229 | 14% | 1502 | 15 |
| TOTAL CCB | 72017 | | 10185 | 14 |

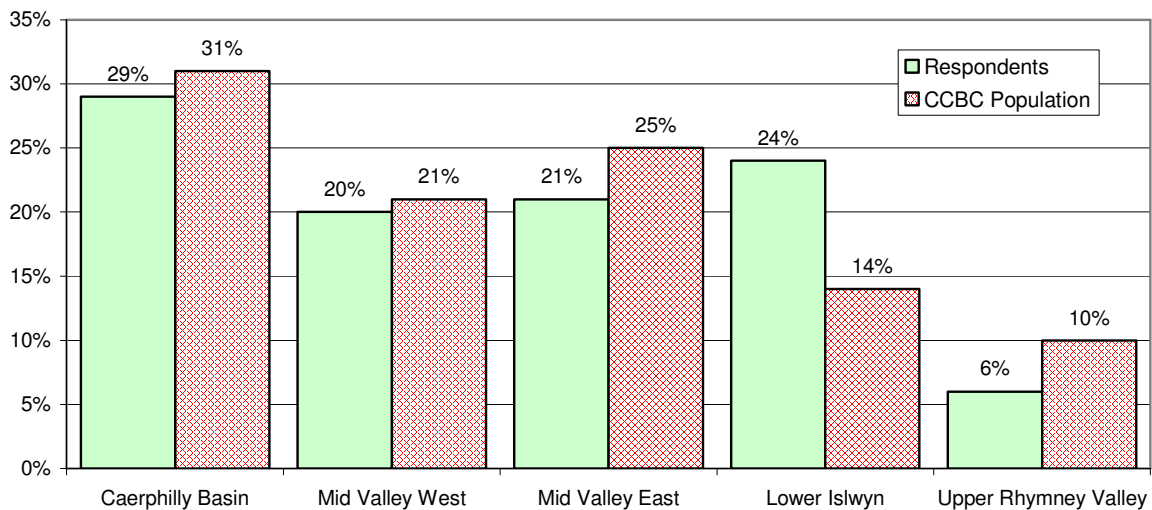
*(minus Britannia - Britannia part of Pengam ward is in Greater Bargoed)

APPENDIX 2: Respondent profile

Comparative CCBC data from 2001 census where available

| Area | Respondents | CCBC |
|----------------------|-------------|------|
| Caerphilly Basin | 29% | 31% |
| Mid Valleys West | 20% | 21% |
| Mid Valleys East | 21% | 25% |
| Lower Islwyn | 24% | 14% |
| Upper Rhymney Valley | 6% | 10% |

Geographical Distribution of Respondents to 2009 Household Survey compared to CCBC population (Census 2001)



| Gender | Male | Female | Transgender |
|-----------------|-------|--------|---------------|
| Respondents | 44.4% | 55.5% | 0.1% |
| CCBC population | 47.9% | 52.1% | Not available |

| Sexual Orientation | Respondents | CCBC |
|--------------------|-------------|---------------|
| Heterosexual | 81% | Not available |
| Lesbian/Gay | 1% | |
| Bisexual | 4% | |
| Prefer not to say | 10% | |
| Other | 5% | |

| Age | Respondents | CCBC |
|-------------|-------------|-------------|
| 16-17 years | 0% | 3% |
| 18-29 years | 8% | 18% |
| 30-44 years | 20% | 28% |
| 45-64 years | 40% | 31% (45-65) |
| 65+ years | 32% | 20% (66+) |

| Welsh Language Skills | Respondents | CCBC |
|---------------------------------------|--------------------|-------------|
| Understand spoken Welsh only | 6% | 3% |
| Speak but do not read or write Welsh | 2% | 1% |
| Speak and read but do not write Welsh | 2% | 1% |
| Speak, read and write Welsh | 4% | 5% |
| No skills in Welsh | 86% | 89% |
| Other combination | - | 2% |

| Household | Respondents | CCBC |
|---|--------------------|-------------|
| One Person (pensioner or other) | 29% | 27% |
| Single parent, with dependent children | 5% | 8% |
| Married/cohabiting couple | 45% | 34% |
| Married/cohabiting, with dependent children | 21% | 23% |
| Other composition | - | 8% |

| Housing Tenure | Respondents | CCBC |
|--|--------------------|-------------|
| Renting from Council/Housing Association | 15% | 21% |
| Renting privately | 4% | 4% |
| Shared Ownership (Part owned/rented) | 1% | <1% |
| Owned outright | 45% | 31% |
| Owned with mortgage | 36% | 42% |
| Other | - | 2% |

| Economic activity/inactivity | Respondents | CCBC |
|-------------------------------------|--------------------|-------------|
| Employee in full-time job | 31% | 39% |
| Employee in part-time job | 11% | 10% |
| Self-employed | 4% | 5% |
| Full-time education | 1% | 5% |
| Unemployed & available for work | 4% | 4% |
| Permanently sick/disabled | 10% | 12% |
| Wholly retired from work | 33% | 14% |
| Looking after the home | 7% | 7% |

| | Respondents | CCBC |
|---|--------------------|----------------------------------|
| long-standing illness or health problem | 39% | 32% (limiting long term illness) |
| disability | 29% | - |
| illness or disability limits activities | 78% | - |

| Ethnicity | Respondents | CCBC |
|--------------------------|--------------------|-------------|
| White | 99.3% | 99.1% |
| Mixed, Mixed British | 0.5% | 0.4% |
| Asian, Asian British | 0.1% | 0.3% |
| Black, Black British | 0.1% | 0.1% |
| Chinese, Chinese British | 0.1% | 0.2% |

| Religion | Respondents | CCBC |
|-----------------|--------------------|-------------|
| Christian | 75.3% | 69.2% |
| Buddhist | 0.1% | 0.1% |
| Hindu | 0.1% | 0.1% |
| Muslim | 0.1% | 0.1% |
| No religion | 22.3% | 22.1% |
| Other | 2.2% | 0.2% |

APPENDIX 3 Household Survey Results 2009

NOTE

- The percentage response indicated for each question (i.e. the valid percentage) is based on the total number of responses to that question and not the overall number of questionnaires returned. Where the number of responses is less than 100(*), results are represented as number of individuals rather than percentages.
- Percentages do not always add to exactly 100% because of the effects of rounding to the nearest unit per cent.

A1 How satisfied or dissatisfied are you with the following?

| | Very Satisfied | Fairly Satisfied | Neither Sat nor Dissatisfied | Fairly Dissatisfied | Very Dissatisfied |
|--|----------------|------------------|------------------------------|---------------------|-------------------|
| Neighbourhood (n=1696) | 22% | 45% | 14% | 10% | 9% |
| Local town centre for shopping (n=1672) | 12% | 38% | 15% | 18% | 17% |
| Local town centre for entertainment (n=1533) | 3% | 11% | 23% | 23% | 41% |

A2 Over the last year, do you feel the quality of life in your neighbourhood and local town centre has got better, stayed the same or got worse?

| | Got Better | Stayed the Same | Got Worse |
|--|------------|-----------------|-----------|
| Your Neighbourhood (within 10 minutes walk) (n=1710) | 7% | 62% | 31% |
| Your local Town Centre (n=1637) | 7% | 49% | 44% |

B1 Over the last year, do you feel the following has got better, stayed the same or got worse?

| | Got Better | Stayed the Same | Got Worse |
|---|------------|-----------------|-----------|
| Overall level of crime and disorder in Caerphilly CB (n=1355) | 9% | 51% | 40% |
| Crime and disorder in your Neighbourhood (n=1513) | 10% | 55% | 35% |
| Crime and disorder in your local Town Centre (n=1332) | 7% | 50% | 44% |

B2 During the last 12 months, have you or anyone in your household personally experienced any of the following problems – and if so, where? (n=1804)

| | Own Neighbourhood | Town Centre | Elsewhere |
|--|-------------------|----------------|----------------|
| Home burgled/broken into or damaged | 139 individuals | | |
| Car stolen, broken into or damaged | 315 individuals | 30 individuals | 67 individuals |
| Garden shed/garage broken into/damaged | 194 individuals | | |
| Physical assault or attack | 55 individuals | 33 individuals | 26 individuals |
| Verbal abuse or threat of assault | 16 individuals | 87 individuals | 66 individuals |

B3 How safe or unsafe do you feel during the following times whilst walking in your neighbourhood?

| | Very Safe | Fairly Safe | Neither Safe Nor Unsafe | Fairly Unsafe | Very Unsafe |
|-------------------------|-----------|-------------|-------------------------|---------------|-------------|
| During the day (n=1744) | 41% | 46% | 8% | 3% | 2% |
| After dark (n=1668) | 9% | 36% | 19% | 22% | 15% |

C1 How satisfied or dissatisfied are you that Caerphilly County Borough Council fulfils its duty to keep your NEIGHBOURHOOD (within 10 minutes' walk) clear of litter and refuse? (n=1747)

| Very Satisfied | Fairly Satisfied | Neither Satisfied Nor Dissatisfied | Fairly Dissatisfied | Very Dissatisfied |
|----------------|------------------|------------------------------------|---------------------|-------------------|
| 20% | 41% | 11% | 16% | 14% |

C2. How satisfied or dissatisfied are you with the following aspects of the service the Council provides for HOUSEHOLD WASTE COLLECTION?

| | Very Satisfied | Fairly Satisfied | Neither Satisfied Nor Dissatisfied | Fairly Dissatisfied | Very Dissatisfied |
|---|----------------|------------------|------------------------------------|---------------------|-------------------|
| Receptacle provided for your household refuse (n=1751) | 56% | 34% | 5% | 3% | 3% |
| Place you are required to leave your refuse for collection (n=1727) | 59% | 33% | 4% | 2% | 2% |
| Reliability of refuse collection service (n=1727) | 59% | 32% | 5% | 3% | 2% |
| The level of street cleanliness/tidiness following the refuse collection (n=1724) | 29% | 41% | 10% | 13% | 8% |
| Collection of bulky household refuse (n=1471) | 46% | 32% | 14% | 5% | 3% |
| The Refuse Collection Service overall (n=1723) | 45% | 42% | 8% | 3% | 2% |

C3 How satisfied or dissatisfied are you with the general CLEANLINESS of the following?

| | Very Satisfied | Fairly Satisfied | Neither Satisfied Nor Dissatisfied | Fairly Dissatisfied | Very Dissatisfied |
|--|----------------|------------------|------------------------------------|---------------------|-------------------|
| Local Town Centre (n=1690) | 11% | 48% | 16% | 17% | 9% |
| Council-run Public Conveniences (n=1077) | 17% | 34% | 21% | 12% | 16% |
| Your local village or street (n=1736) | 15% | 43% | 14% | 17% | 12% |

C4. How satisfied or dissatisfied are you with the following aspects of the RECYCLING SERVICE the Council provides?

| | Very Satisfied | Fairly Satisfied | Neither Satisfied Nor Dissatisfied | Fairly Dissatisfied | Very Dissatisfied |
|--|----------------|------------------|------------------------------------|---------------------|-------------------|
| The accessibility of recycling facilities (n=1653) | 40% | 40% | 10% | 5% | 4% |
| The range of things you are able to deposit at recycling facilities (n=1628) | 42% | 41% | 9% | 5% | 3% |
| Cleanliness and servicing of the site/s (n=1562) | 36% | 42% | 15% | 5% | 2% |
| The Kerbside Recycling scheme (n=1664) | 43% | 36% | 9% | 6% | 6% |
| Provision of recycling facilities overall (n=1658) | 35% | 42% | 12% | 6% | 4% |

C5 The Council operates the following CIVIC AMENITY SITES. Which, if any, do you or your household use? (n=1804)

| Penmaen | Aberbargoed | Trehir | Rhymney | Full Moon, Crosskeys | Penallta |
|--------------|--------------|--------------|-------------|----------------------|--------------|
| 19% (334) | 10% (187) | 25% (446) | 6% (105) | 16% (287) | 14% (241) |

C6 How satisfied or dissatisfied are you with the following aspects of the CIVIC AMENITY SITES the Council provides?

| | Very Satisfied | Fairly Satisfied | Neither Satisfied Nor Dissatisfied | Fairly Dissatisfied | Very Dissatisfied |
|--|----------------|------------------|------------------------------------|---------------------|-------------------|
| Accessibility of the site(s) (n=1466) | 45% | 41% | 9% | 3% | 2% |
| Opening hours of the site(s) (n=1444) | 43% | 42% | 12% | 2% | 1% |
| Facilities for the deposit of refuse at the site(s) (n=1430) | 45% | 42% | 11% | 2% | 1% |
| Cleanliness of the site(s) (n=1433) | 41% | 42% | 13% | 3% | 1% |
| The helpfulness of staff (n=1427) | 41% | 34% | 17% | 4% | 3% |
| User-friendliness of the site (n=1439) | 47% | 39% | 11% | 3% | 1% |
| The Civic Amenity Site service overall (n=1431) | 43% | 43% | 11% | 2% | 1% |

D1 In the last 12 months, have you received or seen any of the information the Council provides on public transport? (n=1692)

Yes

D2 How satisfied or dissatisfied are you with each of the following elements of the local bus service, whether you normally use it or not?

| | Very Satisfied | Fairly Satisfied | Neither Satisfied Nor Dissatisfied | Fairly Dissatisfied | Very Dissatisfied |
|--|----------------|------------------|------------------------------------|---------------------|-------------------|
| Provision of public transport information (n=1326) | 16% | 33% | 24% | 16% | 10% |
| The frequency of the bus service (n=1335) | 33% | 38% | 13% | 9% | 7% |
| The provision of bus stops (n=1386) | 36% | 41% | 14% | 5% | 4% |
| The state of bus stops/shelters (n=1410) | 17% | 38% | 20% | 16% | 10% |
| The timeliness of the buses (n=1294) | 24% | 43% | 18% | 9% | 6% |
| The local bus service overall (n=1358) | 26% | 43% | 18% | 8% | 5% |

D3 How frequently, if at all, do you use the local bus services? (n=1752)

| Almost Everyday | At Least Once a Week | About Once a Month | Within the Last 6 Months | Within the Last Year | Longer Ago | Never Used |
|-----------------|----------------------|--------------------|--------------------------|----------------------|------------|------------|
| 12% | 23% | 13% | 11% | 7% | 14% | 20% |

D4 How satisfied or dissatisfied are you with the Council's standard of maintenance of the following elements of your NEIGHBOURHOOD ROAD NETWORK?

| | Very Satisfied | Fairly Satisfied | Neither Satisfied Nor Dissatisfied | Fairly Dissatisfied | Very Dissatisfied |
|----------------------------------|----------------|------------------|------------------------------------|---------------------|-------------------|
| Road surfaces (n=1734) | 7% | 35% | 14% | 23% | 21% |
| Pavement surfaces (n=1724) | 8% | 38% | 19% | 20% | 16% |
| Drains and Gullies (n=1705) | 9% | 37% | 22% | 17% | 15% |
| Signs and Road Markings (n=1689) | 17% | 47% | 21% | 8% | 7% |
| Street Lighting (n=1715) | 27% | 49% | 13% | 7% | 4% |

| | | | | | | | |
|-----------------|--|--------------------|--------------------------|----------------------|------------|------------|--|
| E1 | The Council provides SPORTS and LEISURE facilities at 10 main sites. How often, if at all, do you or your household use any of these Sports and Leisure Centres? (n=1706) | | | | | | |
| Almost Everyday | At Least Once a Week | About Once a Month | Within the Last 6 Months | Within the Last Year | Longer Ago | Never Used | |
| 3% | 16% | 8% | 8% | 7% | 17% | 41% | |
| E2 | The Council provides 19 LIBRARIES and 4 MOBILE LIBRARIES. How often, if at all, do you or your household use them? (n=1741) | | | | | | |
| Almost Everyday | At Least Once a Week | About Once a Month | Within the Last 6 Months | Within the Last Year | Longer Ago | Never Used | |
| 1% | 9% | 18% | 11% | 8% | 18% | 36% | |
| E3 | The Council provides MUSEUMS at LLANCAIACH FAWR, ELLIOTS COLLIERY and DRENEWYDD RHYMNEY. How often, if at all, do you or your household use them? (n=1732) | | | | | | |
| Almost Everyday | At Least Once a Week | About Once a Month | Within the Last 6 Months | Within the Last Year | Longer Ago | Never Used | |
| 0% | 0% | 1% | 8% | 13% | 23% | 54% | |
| E4 | The Council provides BLACKWOOD MINERS' INSTITUTE as an entertainment venue. How often, if at all, do you or your household use this entertainment venue? (n=1738) | | | | | | |
| Almost Everyday | At Least Once a Week | About Once a Month | Within the Last 6 Months | Within the Last Year | Longer Ago | Never Used | |
| 0% | 1% | 2% | 12% | 12% | 22% | 51% | |
| E5 | Caerphilly Council provides numerous PARKS and PLAY AREAS. How often, if at all, do you or your household use them? (n=1742) | | | | | | |
| Almost Everyday | At Least Once a Week | About Once a Month | Within the Last 6 Months | Within the Last Year | Longer Ago | Never Used | |
| 5% | 15% | 12% | 13% | 12% | 14% | 30% | |
| E6 | Caerphilly Council provides numerous RECREATION and SPORTS GROUNDS. How often, if at all, do you or your household use them? (n=1734) | | | | | | |
| Almost Everyday | At Least Once a Week | About Once a Month | Within the Last 6 Months | Within the Last Year | Longer Ago | Never Used | |
| 2% | 11% | 6% | 7% | 8% | 16% | 50% | |
| E7 | The Council provides numerous COMMUNITY CENTRES. How often, if at all, do you or your household use them? (n=1734) | | | | | | |
| Almost Everyday | At Least Once a Week | About Once a Month | Within the Last 6 Months | Within the Last Year | Longer Ago | Never Used | |
| 0% | 7% | 3% | 6% | 10% | 17% | 57% | |
| E8 | The Council provides numerous YOUTH CENTRES. How often, if at all, do you or your household use them? (n=1696) | | | | | | |
| Almost Everyday | At Least Once a Week | About Once a Month | Within the Last 6 Months | Within the Last Year | Longer Ago | Never Used | |
| 0% | 2% | 0% | 1% | 1% | 7% | 89% | |
| E9 | The Council provides numerous ADULT EDUCATION CENTRES. How often, if at all, do you or your household use them? (n=1728) | | | | | | |
| Almost Everyday | At Least Once a Week | About Once a Month | Within the Last 6 Months | Within the Last Year | Longer Ago | Never Used | |
| 0% | 6% | 1% | 2% | 5% | 16% | 70% | |

E10 How satisfied or dissatisfied are you with the following facilities and services the Council provides?

| | Very Satisfied | Fairly Satisfied | Neither Satisfied Nor Dissatisfied | Fairly Dissatisfied | Very Dissatisfied |
|--|----------------|------------------|------------------------------------|---------------------|-------------------|
| Sports and Leisure Centres (n=1093) | 21% | 46% | 21% | 8% | 5% |
| Libraries (n=1229) | 37% | 42% | 17% | 3% | 2% |
| Museums (n=966) | 22% | 39% | 35% | 3% | 2% |
| Blackwood Miners' Institute (n=962) | 24% | 41% | 32% | 3% | 2% |
| Main Parks (n=1242) | 19% | 47% | 22% | 8% | 4% |
| Recreation and Sports Grounds (n=1021) | 15% | 44% | 31% | 6% | 4% |
| Play Areas (n=1021) | 14% | 39% | 25% | 13% | 10% |
| Community Centres (n=889) | 14% | 37% | 42% | 5% | 3% |
| Adult Education Centres (n=806) | 18% | 37% | 40% | 3% | 2% |
| Youth Centres (n=570) | 10% | 28% | 51% | 6% | 5% |
| Allotments (if you have one) (n=287) | 21% | 24% | 45% | 4% | 6% |

E11 If you or a member of your household have not visited or used any of the facilities, why have you not done so?

| | Too expensive | Not interested | Lack transport | Too busy | Too far away |
|---------------------------------------|---------------|----------------|----------------|----------|--------------|
| Sports and Leisure Centres (n=498) | 6% | 57% | 6% | 19% | 12% |
| Libraries (n=392) | 1% | 63% | 2% | 27% | 7% |
| Museums (n=593) | 4% | 43% | 8% | 25% | 21% |
| Blackwood Miners' Institute (n=584) | 3% | 51% | 5% | 17% | 25% |
| Main Parks (n=284) | 1% | 63% | 3% | 22% | 12% |
| Recreation and Sports Grounds (n=505) | 2% | 72% | 3% | 18% | 6% |
| Play Areas (n=306) | 1% | 80% | 1% | 13% | 5% |
| Community Centres (n=579) | 1% | 73% | 3% | 17% | 6% |
| Adult Education Centres (n=707) | 2% | 75% | 2% | 18% | 4% |
| Youth Centres (n=842) | 0% | 86% | 1% | 9% | 4% |

F1 The Council provides a wide range of SCHOOLS SERVICES.

Which, if any, of the following do you or your household use?

How satisfied or dissatisfied are you with the SCHOOLS SERVICES, if any, that you or your household use?

| <i>You or your household use (individuals)</i> | | Very Satisfied | Fairly Satisfied | Neither Satisfied Nor Dissatisfied | Fairly Dissatisfied | Very Dissatisfied |
|--|---|----------------|------------------|------------------------------------|---------------------|-------------------|
| 191 | Primary schools (n=162) | 61% (99) | 28% (45) | 5% (8) | 6% (10) | 0% (0) |
| 120 | Secondary schools (n=102) | 48% (49) | 43% (44) | 6% (6) | 3% (3) | 0% (0) |
| 30 | Special educational needs service (n=19*) | 13 | 3 | 1 | 1 | 1 |
| 28 | Music service (n=23*) | 12 | 7 | 1 | 3 | 0 |
| 55 | Student grants/loans (n=47*) | 23 | 14 | 4 | 2 | 4 |
| 73 | School or College transport (n=63*) | 24 | 22 | 7 | 6 | 4 |
| 106 | School meals (n=97*) | 29 | 35 | 10 | 12 | 11 |
| 93 | School clubs and societies (n=82*) | 40 | 32 | 7 | 3 | 0 |

G1 The Council provides or purchases a wide range of SOCIAL SERVICES. How satisfied or dissatisfied are you with the social care services that you or your family (household) use?

| | Very Satisfied | Fairly Satisfied | Neither Satisfied Nor Dissatisfied | Fairly Dissatisfied | Very Dissatisfied |
|---|----------------|------------------|------------------------------------|---------------------|-------------------|
| Residential / Nursing home care (n=206) | 26% | 32% | 19% | 8% | 15% |
| Supported accommodation (n=152) | 28% | 30% | 21% | 7% | 15% |
| Home care services (n=211) | 30% | 32% | 17% | 8% | 13% |
| Meals on Wheels Services (n=128) | 34% | 28% | 24% | 4% | 10% |
| Disabled/Blue badge scheme (n=484) | 65% | 21% | 7% | 4% | 3% |
| Sitting services (n=103) | 18% | 27% | 33% | 7% | 15% |
| Child protection (n=117) | 18% | 26% | 29% | 9% | 19% |
| Fostering (n=82*) | 15 | 23 | 33 | 3 | 8 |
| Adoption (n=72*) | 15 | 15 | 31 | 4 | 7 |
| Social worker support (n=210) | 25% | 21% | 20% | 15% | 20% |
| Day Care Services (n=111) | 30% | 25% | 24% | 10% | 11% |
| Services for Family Carers (n=138) | 25% | 17% | 23% | 13% | 23% |

H1 Taking everything into account, how satisfied or dissatisfied are you with the overall services provided by Caerphilly County Borough Council? (n=1646)

| | | | | |
|----------------|------------------|------------------------------------|---------------------|-------------------|
| Very Satisfied | Fairly Satisfied | Neither Satisfied Nor Dissatisfied | Fairly Dissatisfied | Very Dissatisfied |
| 10% | 50% | 23% | 10% | 6% |

**H2 Do you agree or disagree with the following statements about the Council?
The Council...**

| | Strongly Agree | Tend to Agree | Neither Agree nor disagree | Tend to disagree | Strongly Disagree |
|--|----------------|---------------|----------------------------|------------------|-------------------|
| Keeps residents informed about what it does (n=1673) | 13% | 42% | 20% | 17% | 8% |
| Listens to residents' views (n=1517) | 7% | 22% | 33% | 24% | 14% |
| Consults residents before major decisions (n=1542) | 8% | 21% | 29% | 26% | 16% |
| Treats all residents equally (n=1491) | 9% | 22% | 31% | 22% | 17% |
| Provides services efficiently (n=1605) | 10% | 36% | 31% | 15% | 9% |
| Provides value for money for taxpayers (n=1597) | 7% | 20% | 30% | 24% | 19% |

H3. Apart from paying routine bills, have you contacted the Council during the last 12 months? (n=2016)

Yes

IF YOU CONTACTED THE COUNCIL during the last 12 months, what was the main method you used? (n=1056)

| Visit | Telephone | Letter | Fax | E-mail | Approach to Councillor | via website |
|----------------------------------|----------------------------------|---------------------------------|---------------------------------|---------------------------------|---------------------------------|---------------------------------|
| <input type="text" value="13%"/> | <input type="text" value="67%"/> | <input type="text" value="7%"/> | <input type="text" value="0%"/> | <input type="text" value="6%"/> | <input type="text" value="4%"/> | <input type="text" value="3%"/> |

H4 IF YOU CONTACTED the COUNCIL during the last 12 months, how satisfied or dissatisfied were you with the following?

| | Very Satisfied | Fairly Satisfied | Neither Satisfied nor Dissatisfied | Fairly Dissatisfied | Very Dissatisfied |
|--|----------------------------------|----------------------------------|------------------------------------|----------------------------------|----------------------------------|
| Way your enquiry was dealt with overall (n=1013) | <input type="text" value="36%"/> | <input type="text" value="33%"/> | <input type="text" value="8%"/> | <input type="text" value="11%"/> | <input type="text" value="12%"/> |
| Ease contacting the person you needed (n=988) | <input type="text" value="36%"/> | <input type="text" value="37%"/> | <input type="text" value="10%"/> | <input type="text" value="9%"/> | <input type="text" value="9%"/> |
| Helpfulness of reception staff (n=950) | <input type="text" value="46%"/> | <input type="text" value="33%"/> | <input type="text" value="12%"/> | <input type="text" value="4%"/> | <input type="text" value="4%"/> |
| Helpfulness of other Council staff (n=897) | <input type="text" value="37%"/> | <input type="text" value="36%"/> | <input type="text" value="15%"/> | <input type="text" value="6%"/> | <input type="text" value="7%"/> |
| Efficiency of Council staff (n=941) | <input type="text" value="33%"/> | <input type="text" value="33%"/> | <input type="text" value="14%"/> | <input type="text" value="10%"/> | <input type="text" value="10%"/> |

H5. Which of the following, if any, does your household have?

| | | |
|---|-----|----------------------------------|
| Personal Computer (PC) at home (n=1675) | Yes | <input type="text" value="68%"/> |
| Access to the Internet at home (n=1634) | Yes | <input type="text" value="64%"/> |
| Email address (n=1612) | Yes | <input type="text" value="63%"/> |

Are you ... (n=1767)

| | |
|-------------|------------------------------------|
| Male | <input type="text" value="44.4%"/> |
| Female | <input type="text" value="55.5%"/> |
| Transgender | <input type="text" value="0.1%"/> |

Sexual Orientation (n=1520)

| | |
|-------------------|----------------------------------|
| Heterosexual | <input type="text" value="81%"/> |
| Lesbian/Gay | <input type="text" value="1%"/> |
| Bisexual | <input type="text" value="4%"/> |
| Prefer not to say | <input type="text" value="10%"/> |
| Other | <input type="text" value="5%"/> |

I2. What was your age on your last birthday? (n=1694)

| | | | | | | | |
|-------------|---------------------------------|-------------|----------------------------------|-------------|----------------------------------|-----------|----------------------------------|
| 18-29 years | <input type="text" value="8%"/> | 30-44 years | <input type="text" value="20%"/> | 45-64 years | <input type="text" value="40%"/> | 65+ years | <input type="text" value="32%"/> |
|-------------|---------------------------------|-------------|----------------------------------|-------------|----------------------------------|-----------|----------------------------------|

- 13. Does your household own or have access to the use of a car? (n=1750)**
- | | | | |
|------------------|---------|----------|--------------------|
| No car available | One car | Two cars | Three or more cars |
| 18% | 50% | 28% | 4% |
- 14. To what level, if at all, do you speak Welsh? (n=1719)**
- | | |
|---------------------------------------|-----|
| Understand spoken Welsh only | 6% |
| Speak but do not read or write Welsh | 2% |
| Speak and read but do not write Welsh | 2% |
| Speak, read and write Welsh | 4% |
| No skills in Welsh | 86% |
- 15. Which of the following best describes your household? (n=1686)**
- | | |
|---|-----|
| One Person (pensioner or other) | 29% |
| Single parent, with dependent children | 5% |
| Married/cohabiting couple | 45% |
| Married/cohabiting, with dependent children | 21% |
- 16. Which of the following best fits your current housing circumstances? (n=1745)**
- | | |
|--|-----|
| Renting from Council/Housing Association | 15% |
| Renting privately | 4% |
| Shared Ownership (Part owned/rented) | 1% |
| Owned outright | 45% |
| Owned with mortgage | 36% |
- 17. Which of these activities best describes your current employment position? (n=1728)**
- | | |
|---------------------------------|-----|
| Employee in full-time job | 31% |
| Employee in part-time job | 11% |
| Self-employed | 4% |
| Full-time education | 1% |
| Unemployed & available for work | 4% |
| Permanently sick/disabled | 10% |
| Wholly retired from work | 33% |
| Looking after the home | 7% |
- 19. Do you have any long-standing illness or health problem? (n=1725)**
- | | |
|-----|-----|
| Yes | 39% |
|-----|-----|
- 19. Do you have a disability? (n=1692)**
- | | |
|-----|-----|
| Yes | 29% |
|-----|-----|
- If yes, does this illness or disability limit your activities in anyway? (n=737)**
- | | |
|-----|-----|
| Yes | 78% |
|-----|-----|
- 110. Which of the following best describes your ethnicity? (n=1766)**
- | | |
|----------------------|--------------------------|
| White | 1753 individuals (99.3%) |
| Mixed, Mixed British | 8 individuals (0.5%) |
| Asian, Asian British | 1 individual (0.1%) |

| | |
|--------------------------|----------------------|
| Black, Black British | 2 individuals (0.1%) |
| Chinese, Chinese British | 2 individuals (0.1%) |

Religion (n=1689)

| | | |
|-------------|-------|------------------|
| Christian | 75.3% | 1271 individuals |
| Buddhist | 0.1% | 2 individuals |
| Hindu | 0.1% | 2 individuals |
| Muslim | 0.1% | 1 individual |
| No religion | 22.3% | 376 individuals |
| Other | 2.2% | 37 individuals |

112. During the last 12 months, have you been involved in a community or voluntary organisation by attending at least three events or meetings? (n=1706)

Yes

Would like more information on Community Partnerships?

Yes

Would you be interested in joining the Viewpoint Panel?

Yes