



## CABINET – 16TH OCTOBER 2013

**SUBJECT: RESULTS OF THE JUNE 2013 HOUSEHOLD SURVEY**

**REPORT BY: ACTING DIRECTOR OF CORPORATE SERVICES AND SECTION**

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### **1. PURPOSE OF REPORT**

1.1 To inform Cabinet of the findings of the 2013 Household Survey. This report seeks to draw out the key results in relation to satisfaction with Council services.

### **2. SUMMARY**

2.1 The attached Summary Report outlines the key findings of the Household Survey.

2.2 In June 2013, a detailed survey was distributed to approximately 10,000 households across the county borough. Results from this survey are overall very positive. They show in general that residents are satisfied with the services provided by the council.

2.3 Clear improvements have been made in many areas when compared with the results of the 2011 Household Survey. Services generating high levels of satisfaction include refuse and recycling, parks and play areas, libraries, leisure, learning, local town centres, bus services and Newslines.

### **3. LINKS TO STRATEGY**

3.1 The Household Survey and its findings have a direct link with a number of council and partnership policies and strategies:

- Community Strategy
- Single Integrated Plan
- Improvement Plan and Annual Performance Report
- Citizen Engagement Strategy
- Customer Services Strategy

3.2 The results of the Household Survey will provide a range of useful data for key performance indicators which are then fed into individual Service Improvement Plans.

### **4. THE REPORT**

4.1 This report seeks to draw out the key results in relation to satisfaction with Council services. Key findings include:

- Taking everything into account, **82% of respondents were satisfied with the overall service provided by the Council**. This has increased from 77% in 2011 and exceeds the Improvement Plan target for 2013 of 78%.
- 82% of respondents were satisfied with their neighbourhood and 62% with their local town centre for shopping, an improvement from 2011.
- There has been an improvement since 2011 in the proportion of respondents who feel the quality of life in their neighbourhood and local town centre has got better during the last 12 months.
- There are very high levels of satisfaction with all aspects of recycling and refuse services.
- There were high levels of satisfaction with leisure, learning and cultural activities, in particular, there was a significant increase in satisfaction with libraries and parks and play areas since 2011.
- There were high levels of satisfaction with most aspects of the local bus service, with satisfaction with the state of bus stops/shelters showing a significant increase since 2011.
- The vast majority of respondents agreed that Newslite is a useful source of news and information and they get it delivered regularly.
- Dog fouling, litter/waste accumulation, the condition of pavements/walkways and thoroughfares and weeds and overgrowth were the biggest problems that respondents felt affected the appearance of their streets

4.2 As with previous Household Surveys completed in 2001, 2003, 2005, 2007, 2009 and 2011, the main topics covered were:

- Neighbourhoods and Town Centres
- Crime and Disorder
- Litter and Refuse
- Transport Services
- Leisure, Learning and Cultural Activities
- School Services
- Social Services
- Quality of Council Services Overall
- Personal Details
- Involvement with Community Activities and Invitation to join the Council's Viewpoint Panel.

4.3 The Upper Rhymney Valley area has the lowest level of overall satisfaction (78%) and Caerphilly Basin area has the highest level (86%). Once again respondents from the Upper Rhymney Valley had the lowest levels of satisfaction with their neighbourhood and their local town centre

## 5. EQUALITIES IMPLICATIONS

5.1 The results of the Household Survey will be further analysed by Equalities category to demonstrate that as wide a range of views as possible from different communities are represented. This also ensures that any specific trends that may become apparent from various groups are identified and noted. This ensures compliance with the Council's Strategic Equalities Objective 5 Engagement and Participation.

## 6. FINANCIAL IMPLICATIONS

6.1 Dependent of the impact of the findings, in relation to future service provision within individual Directorates/service areas.

## **7. PERSONNEL IMPLICATIONS**

- 7.1 Dependent of the impact of the findings, in relation to future service provision within individual Directorates/service areas.

## **8. CONSULTATIONS**

- 8.1 In relation to the content of the Household Survey, CMT and the Head of Information Communications and Technology were consulted and only minor changes were made to the questionnaire from 2011. The Communications Unit were consulted in relation to the proposed dissemination of the results.

## **9. RECOMMENDATIONS**

- 9.1 Cabinet note the findings of the 2013 Household Survey.
- 9.2 Detailed analysis of the results to be provided to each Scrutiny Committee for information.
- 9.3 The Household survey will feed into the Corporate Improvement Plan of the council by helping to:
- identify perceived areas of strength and weakness in the provision of Council services
  - highlight areas of change in the level of service provision over the last two years
  - provide data for further comparison in future years and
  - help determine future priorities.

## **10. REASONS FOR THE RECOMMENDATIONS**

- 10.1 To ensure that the data from the Household Survey is fully publicised amongst Officers, members and the public and that the data is fully utilised in determining future priorities

## **11. STATUTORY POWER**

- 11.1 Local Government Act 1972/2000

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Appendix 1:  
Household Survey 2011 – Key Findings report attached

# HOUSEHOLD SURVEY 2013 – INITIAL ANALYSIS REPORT

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## KEY FINDINGS

- Taking everything into account, 82% of respondents were satisfied with the overall service provided by the Council. This has increased from 77% in 2011 and exceeds the Improvement Plan target for 2013 of 78%.
- The Upper Rhymney Valley area has the lowest level of overall satisfaction (78%) and Caerphilly Basin area has the highest level (86%).
- 82% of respondents were satisfied with their neighbourhood and 62% with their local town centre for shopping, an improvement from 2011.
- Once again respondents from the Upper Rhymney Valley had the lowest levels of satisfaction with their neighbourhood and their local town centre.
- There has been an improvement since 2011 in the proportion of respondents who feel the quality of life in their neighbourhood and local town centre has got better during the last 12 months.
- 17% of respondents felt that levels of crime and anti-social behaviour has got better in their community in the last 2 years (new question in 2013 survey).
- There are very high levels of satisfaction with all aspects of recycling and refuse services.
- Dog fouling, litter/waste accumulation, the condition of pavements/walkways and thoroughfares and weeds and overgrowth were the biggest problems that respondents felt affected the appearance of their streets.
- There were high levels of satisfaction with leisure, learning and cultural activities, in particular, there was a significant increase in satisfaction with libraries and parks and play areas since 2011.
- There were high levels of satisfaction with most aspects of the local bus service, with satisfaction with the state of bus stops/shelters showing a significant increase since 2011.
- The vast majority of respondents agreed that Newline is a useful source of news and information and they get it delivered regularly.

## BACKGROUND

In June 2013, a detailed household survey was carried out across the Caerphilly County Borough area (see **Appendix 1**) to determine levels of satisfaction with Council services as well as establishing current perceptions on crime and antisocial behaviour and how the Council and Police deal with these issues across the area. Previous household surveys were completed in 2001, 2003, 2005, 2007, 2009 and 2011.

## METHODOLOGY

The survey was conducted from the 3<sup>rd</sup> June 2013 with a return date of 28<sup>th</sup> June 2013. The survey was distributed in two ways.

### Postal Survey

The postal survey was sent to 10,000 households across Caerphilly County Borough. The sample was selected on a random stratified sampling basis to ensure representation from across the county borough (see **Appendix 1**).

1,807 completed postal questionnaires were returned in 2013, equating to a percentage response rate of 18% for the postal survey. This is lower than the response rate of 20.4% for the 2011 postal survey.

### Web Survey

The survey was displayed on the Council's Website and 473 questionnaires were completed online. This is significantly higher than in 2011 when 276 questionnaires were completed online.

Therefore, the total number of responses to the survey overall in 2013 was **2,280**. Responses were combined together and the analysis that follows in this report relates to all the responses received, regardless of source.

## ANALYSIS

The questionnaire remained largely unchanged since 2011 with only one additional question relating to levels of crime and anti-social behaviour being included in 2013. In analysing the data, it was therefore possible to compare almost all 2013 responses with those from the 2011 survey.

Throughout this report, the results are presented as percentage (%) responses based on the total number of responses to individual questions (which will vary due to respondents not answering all the questions).

For ease of reporting, categories "very satisfied" and "fairly satisfied" may be combined together and presented as "satisfied" with "fairly dissatisfied" and "very dissatisfied" presented as "dissatisfied".

A full summary of percentage responses to each question can be found in **Appendix 2**.

The analysis provided within this report presents overall responses to each question. In addition, *where results are significantly different* on a geographical basis these differences are also highlighted.

## RESPONDENT PROFILE

53% of the respondents to the survey were male and 47% were female. For the county borough as a whole, the 2011 Census indicated that males accounted for 51% of the population aged 18 or over and females 49%.

99% of respondents to the survey identified themselves as White and 85% of respondents had no skills in Welsh, figures which are both in line with the resident population as measured in the 2011 Census.

20% of respondents had a disability and 27% had a long term illness or health problem. 19% of respondents said that their disability, illness or health problem limited their daily activities a lot and 16% said that it limited their daily activities a little. No comparative data is available for the resident population in the 2011 Census.

A high proportion of survey respondents (81%) were owner occupiers (i.e. said that they owned their property outright/with a mortgage) compared to the resident population as measured in the 2011 Census where 70% were owner occupiers.

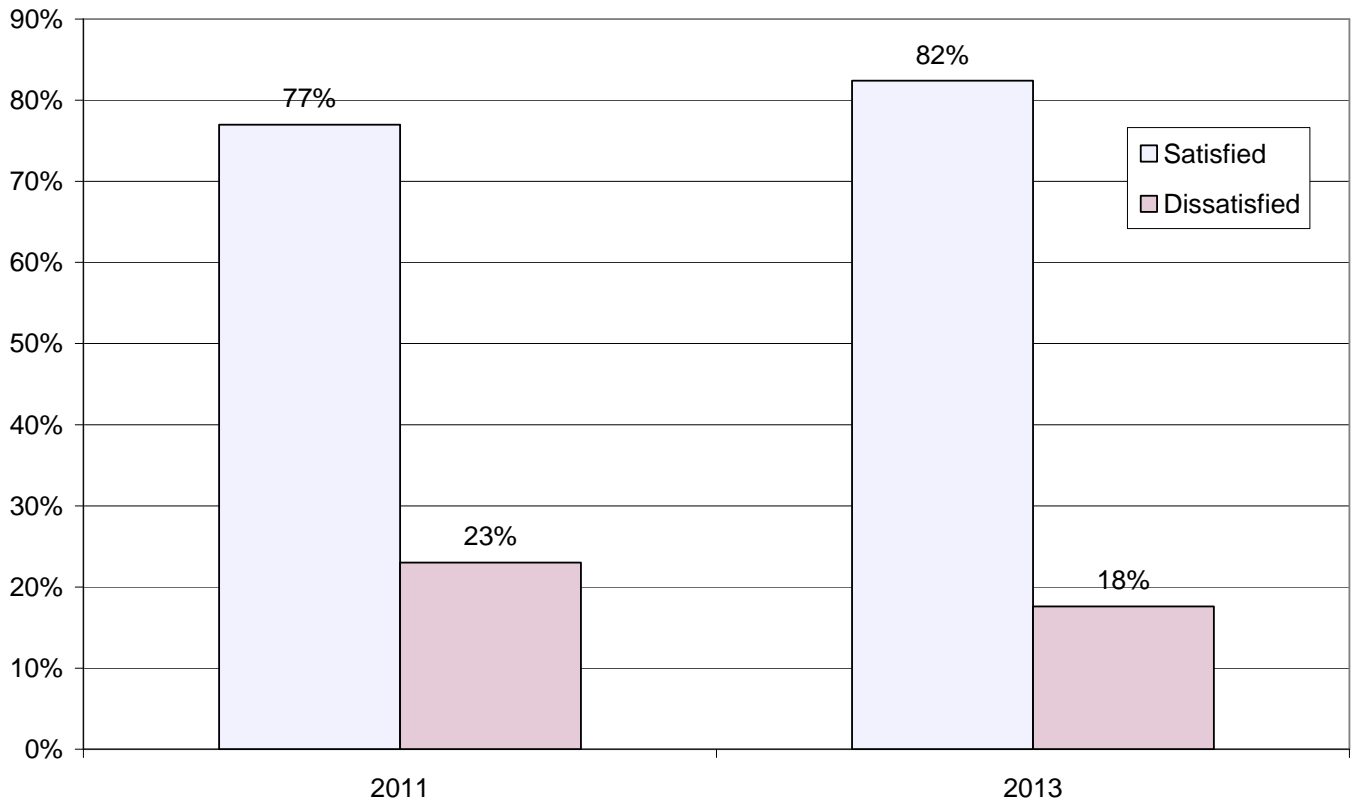
34% of respondents were 65+ which is significantly higher than the 22% percent of the adult resident population who were 65+ as measured in the 2012 mid year estimates.



## WHAT THE PUBLIC THINK ABOUT US

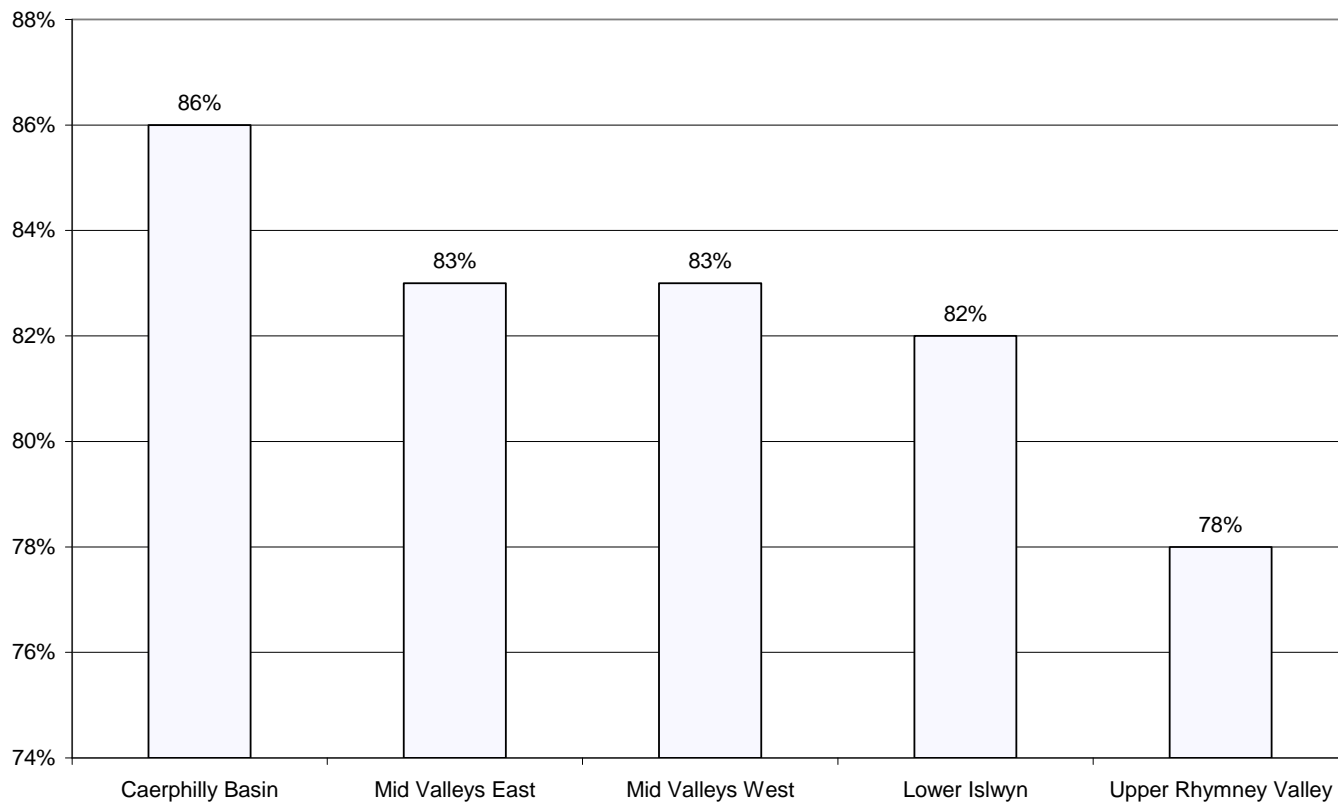
Taking everything into account, 82% of respondents were satisfied overall with the services provided by Caerphilly County Borough Council. As highlighted in **Graph 1**, this represents an increase on the 2011 figure of 77% and exceeds the Improvement Plan target of 78% for the 2013 Household Survey.

**Graph 1: Percentage of respondents who were satisfied/dissatisfied with the Council overall (2011 and 2013)**



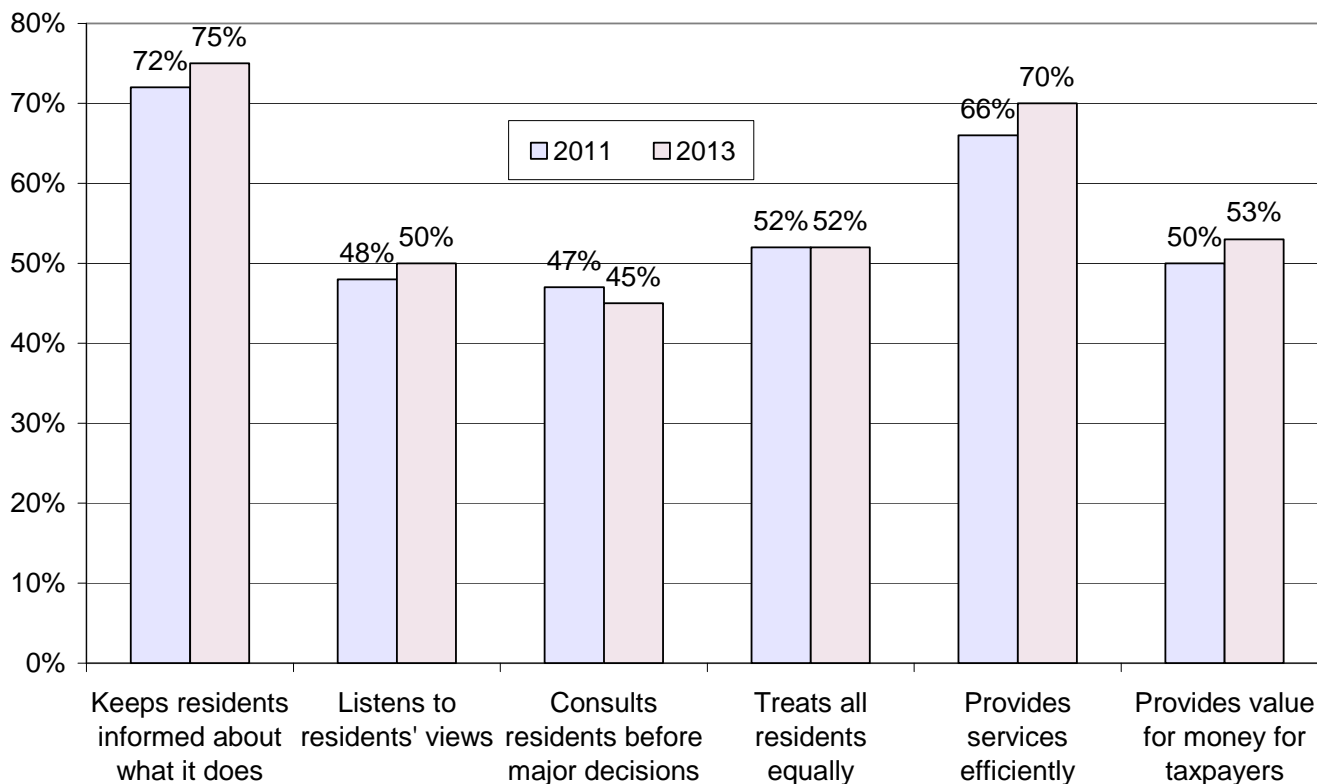
There was significant geographical variation in overall satisfaction in different parts of the county borough, as evidenced in **Graph 2**. Respondents living in the Upper Rhymney Valley were least satisfied (78%) and those in the Caerphilly Basin (86%) were most satisfied.

**Graph 2: Geographical variation in levels of overall satisfaction with Council services**



Respondents were also asked whether they agreed with a number of statements regarding *how* the Council provides its services. As can be seen from **Graph 3**, most respondents agreed that the Council keeps residents informed about what it does (75%) and provides services efficiently (70%). Only 45% agreed that the Council consults residents before major decisions. This is a small decline since the 2011 survey.

**Graph 3: Satisfaction with how the Council provides its services. Percentage of respondents who agreed that the Council...**

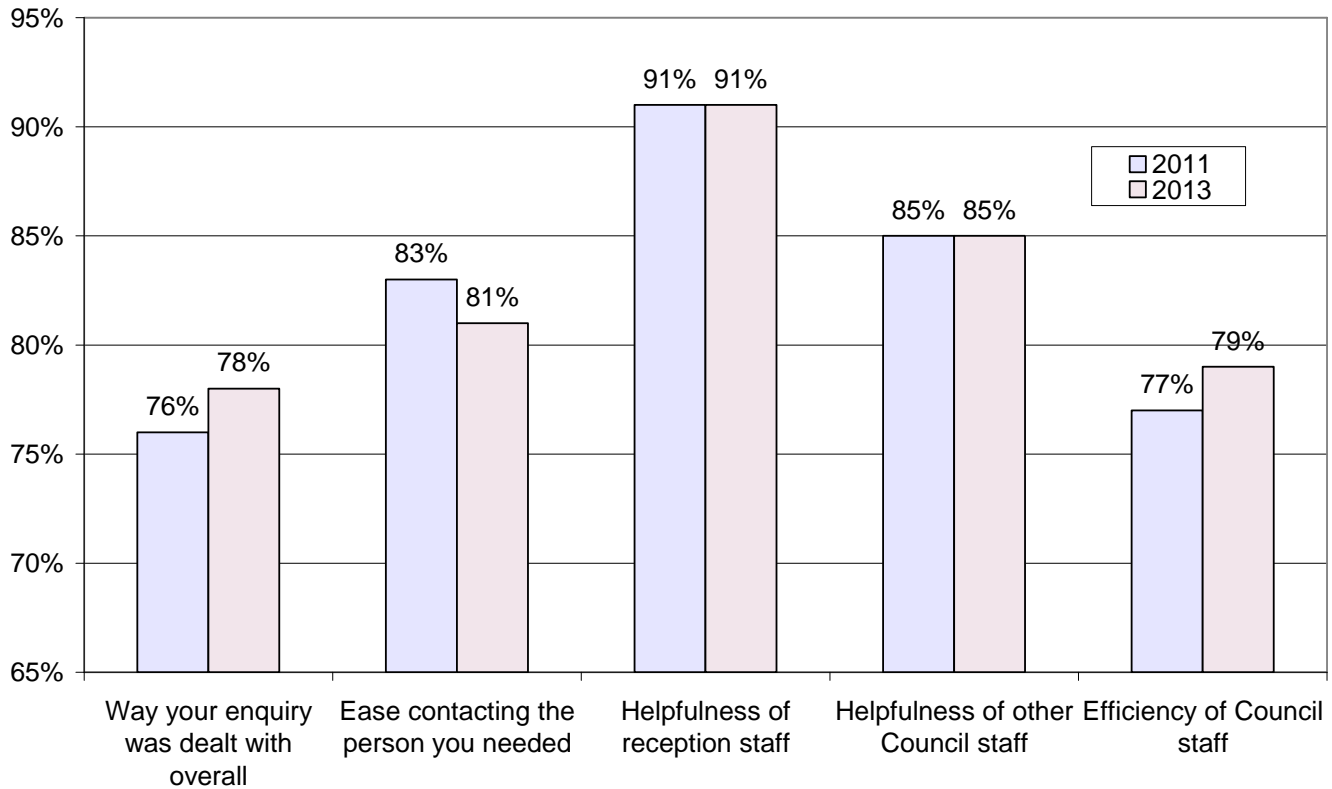


In the 2013 survey, 54% of respondents had contacted the Council during the past 12 months, apart from paying routine bills. Of these, 64% had telephoned the Council and 13% had visited Council offices. Respondents had also used electronic methods of contact, with 10% using e-mail and 5% using the Council website. Social Media was added as an option for the 2013 survey with 1% of respondents indicating that they had used this method to contact the Council in the past 12 months.

Those who had contacted the Council in the previous 12 months were also asked how satisfied or dissatisfied they were with how their enquiry was dealt with and the staff they had contact with. The results are summarised in **Graph 4**.

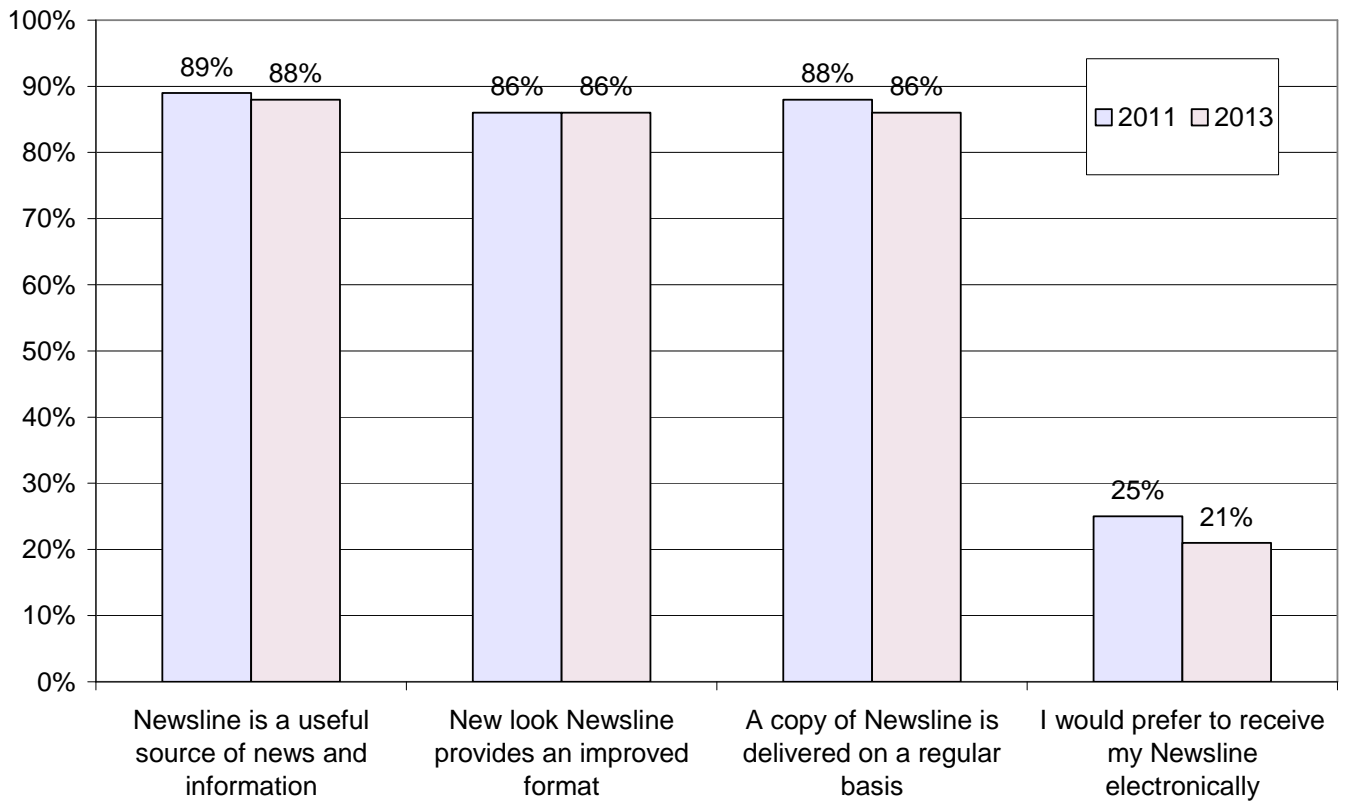
As can be seen from **Graph 4**, in 2013, the highest level of satisfaction was with front desk staff (91%), followed by the helpfulness of other staff (85%) and the ease of contacting the person required (81%). Since 2011, satisfaction levels have increased or stayed the same in relation to most aspects of contacting the Council. The exception to this is that perception of ease of contacting the person you needed has declined a little in 2013.

**Graph 4: Percentage of respondents who were satisfied/very satisfied with aspects of contacting the Council (2011 and 2013)**



Levels of satisfaction have with the Councils publication “Newsline” have not changed significantly since 2011. As can be seen from **Graph 5**, the vast majority of respondents agreed that “Newsline” was a useful source of news and information. Less than a quarter of respondents indicated that they would like a copy of “Newsline” delivered electronically. This has decline a little since 2011.

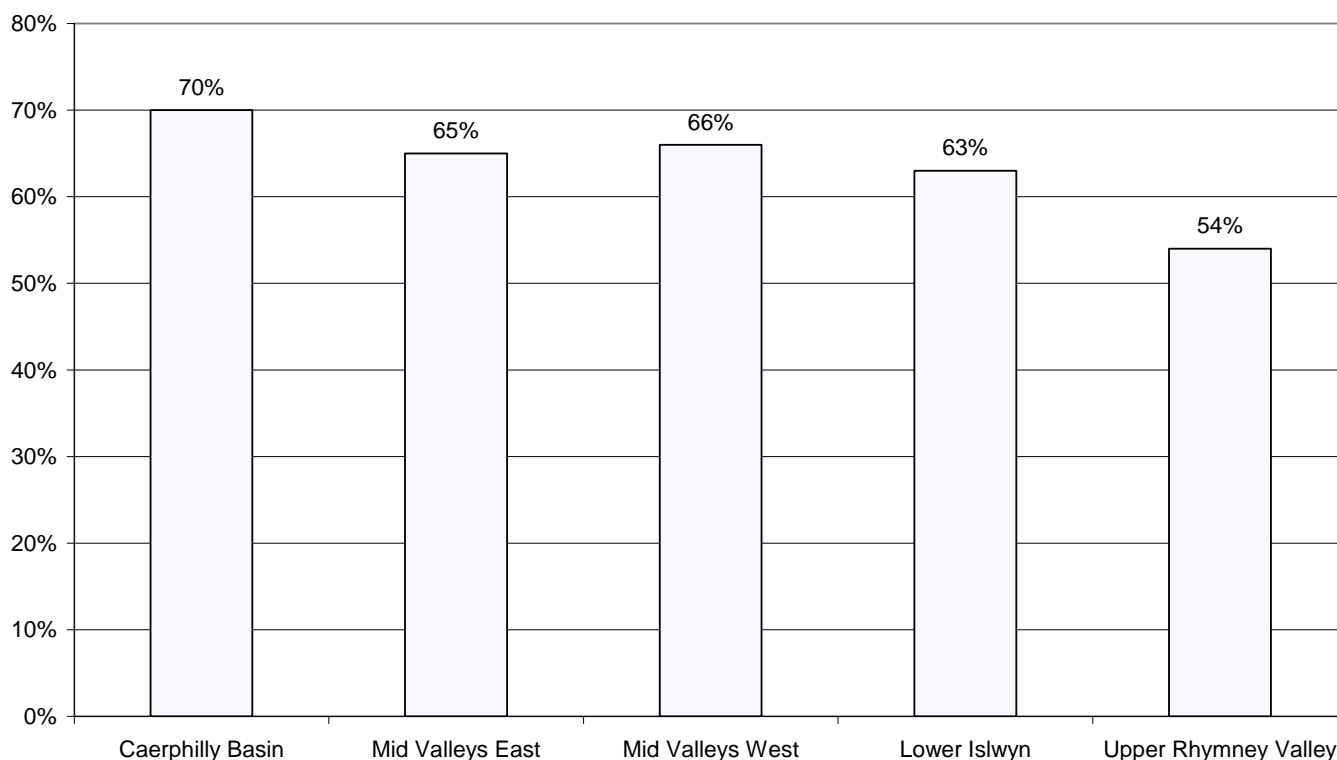
**Graph 5: Questions relating to Newsline: Percentage of respondents who agreed that... (2011 and 2013)**



## SAFER CAERPHILLY

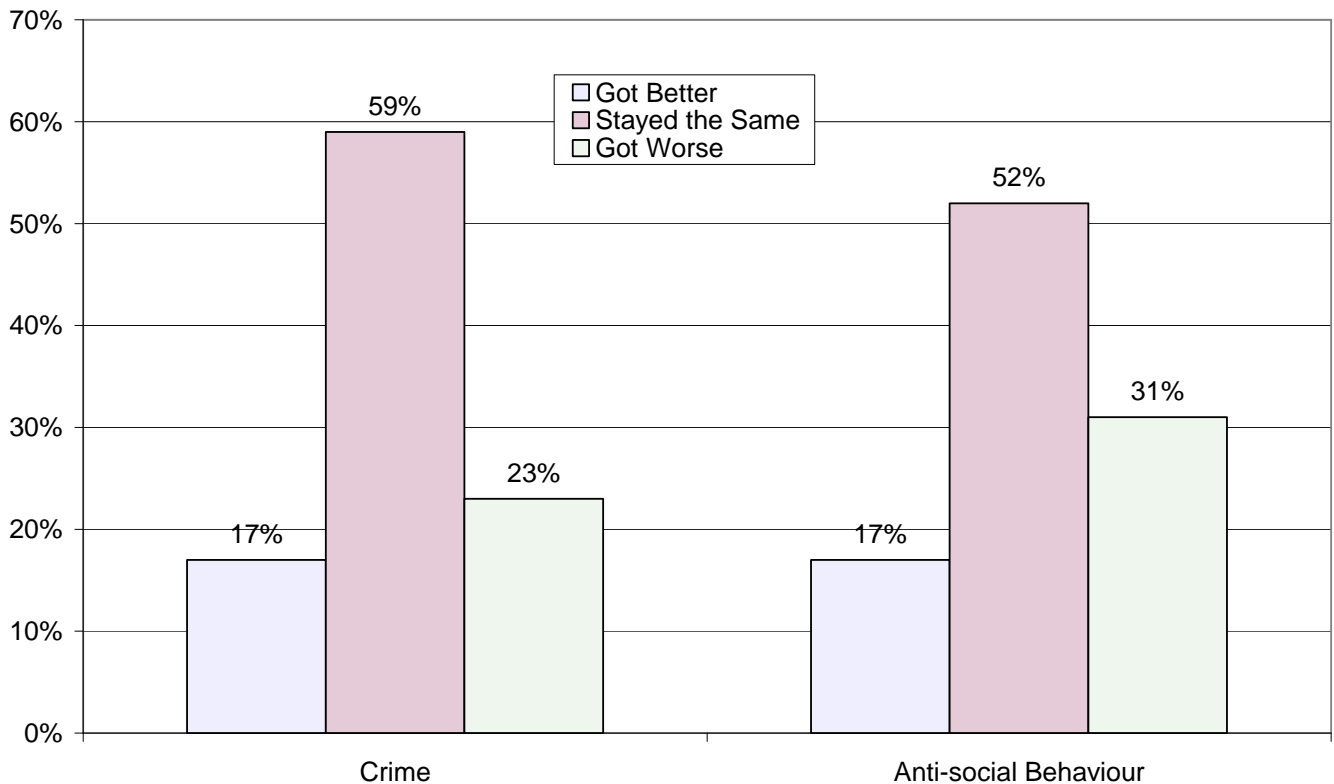
In the 2013 survey, 64% of respondents agreed that the Police and Caerphilly County Borough Council are dealing with anti-social behaviour and crime issues that matter in this area. This is an improvement since the survey in 2011 where 58% agreed. As shown in **Graph 6**, those in Caerphilly Basin were most likely to agree with the statement with those in the Upper Rhymney Valley least likely to agree.

**Graph 6: Geographical variation: Those who agreed that the Police and Caerphilly County Borough Council are dealing with anti-social behaviour and crime issues that matter in this area**

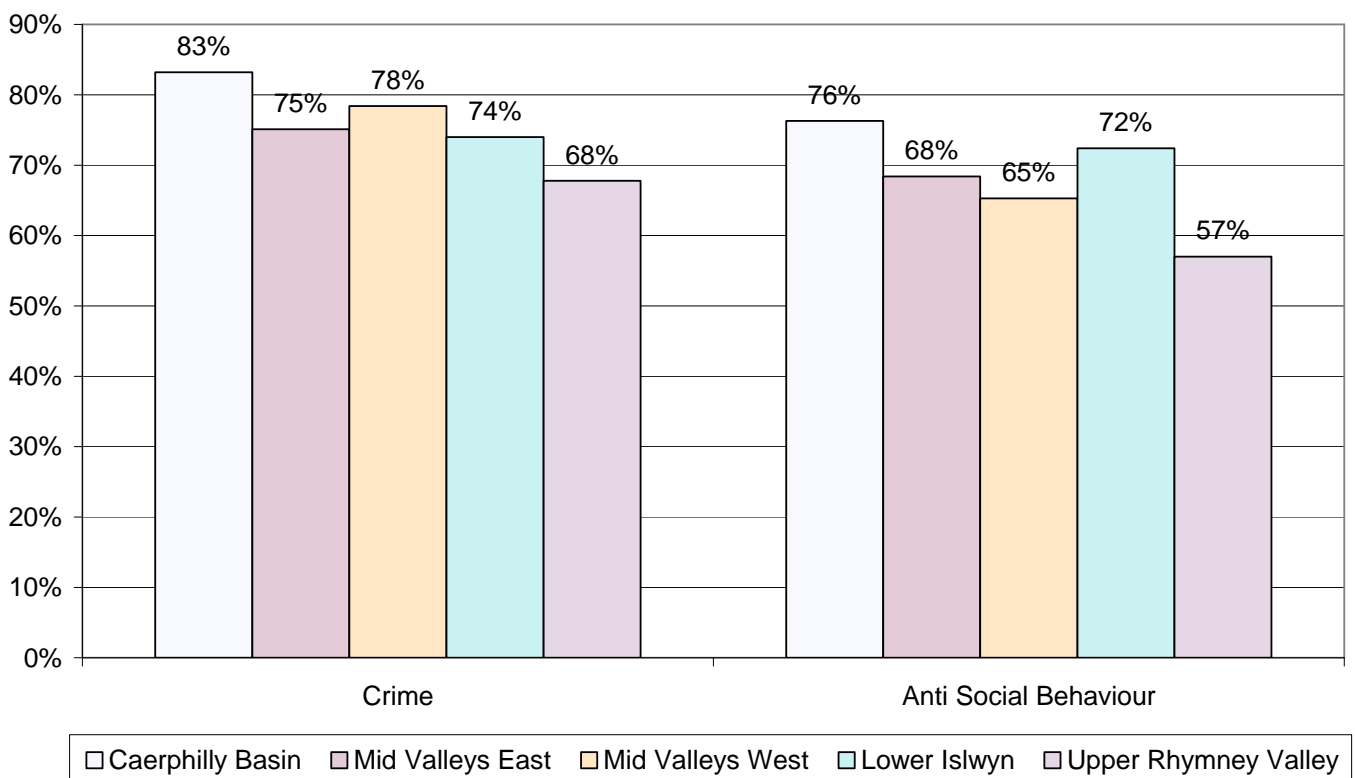


A new question was added to the survey in 2013 asking residents whether they felt that levels of crime and anti-social behaviour in their community has got better, stayed the same or got worse in the last 2 years. **Graph 7** shows that 76% felt that levels of crime and 69% felt that anti-social behaviour have got better in the last two years. There is no data from 2011 for comparison, however, significant differences in response were received from across the County Borough. These differences are highlighted in **Graph 8**. In relation to crime, the percentage of respondents who felt that levels had got better or stayed the same in their community in the last 2 years was highest in Caerphilly Basin and Mid Valleys West and lowest in the Upper Rhymney Valley. In relation to anti-social behaviour, the percentage of respondents who felt that levels had got better or stayed the same in their community in the last 2 years was highest in Caerphilly Basin and Lower Islwyn and lowest in the Upper Rhymney Valley.

**Graph 7: Do you feel the levels of crime and anti-social behaviour in your community have got better, stayed the same or got worse in the last 2 years?**



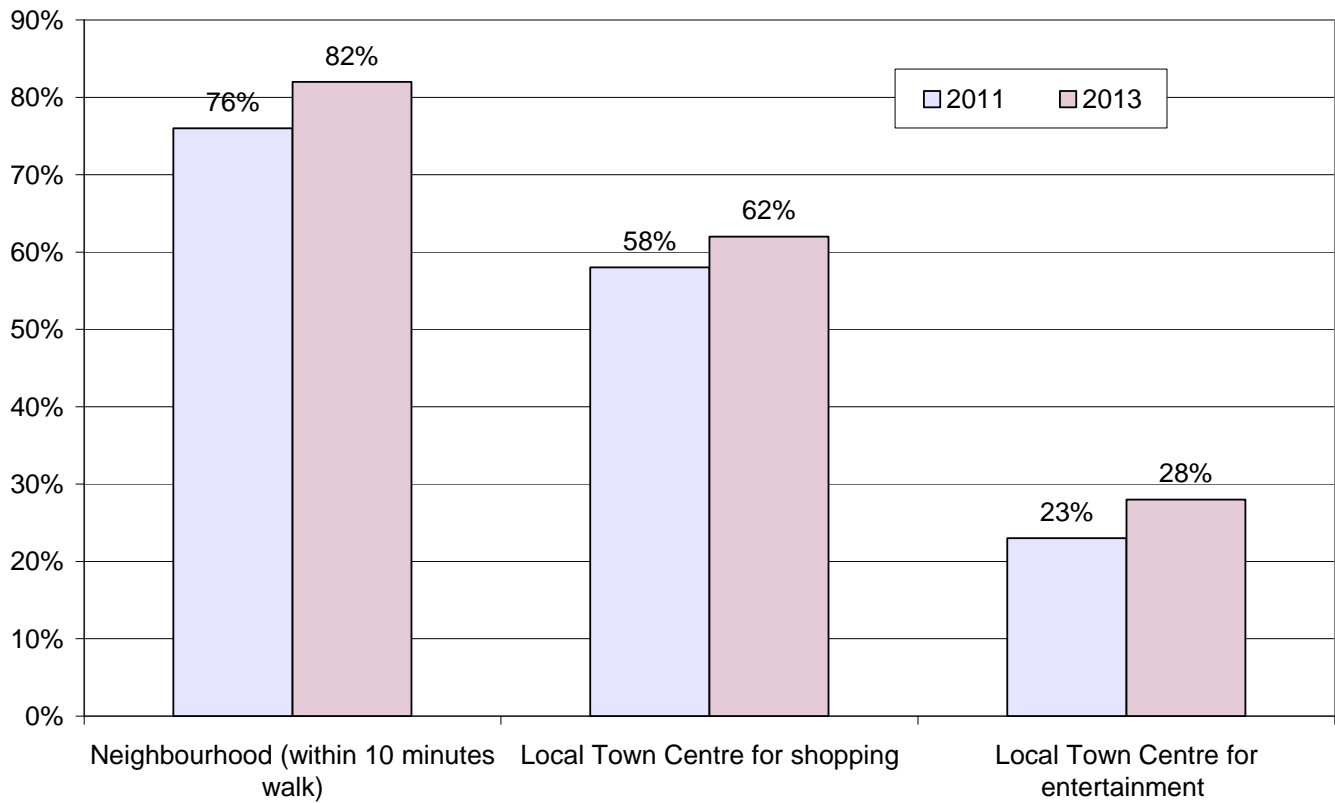
**Graph 8: Percentage of respondents who felt that levels of crime had got better or stayed the same in their community in the last 2 years**



## GREENER CAERPHILLY

Respondents were asked about their satisfaction with their neighbourhood and local town centre. **Graph 9** shows levels of satisfaction with various aspects of these localities.

**Graph 9: Percentage of respondents who were satisfied with local neighbourhoods and town centres (2011 and 2013)**

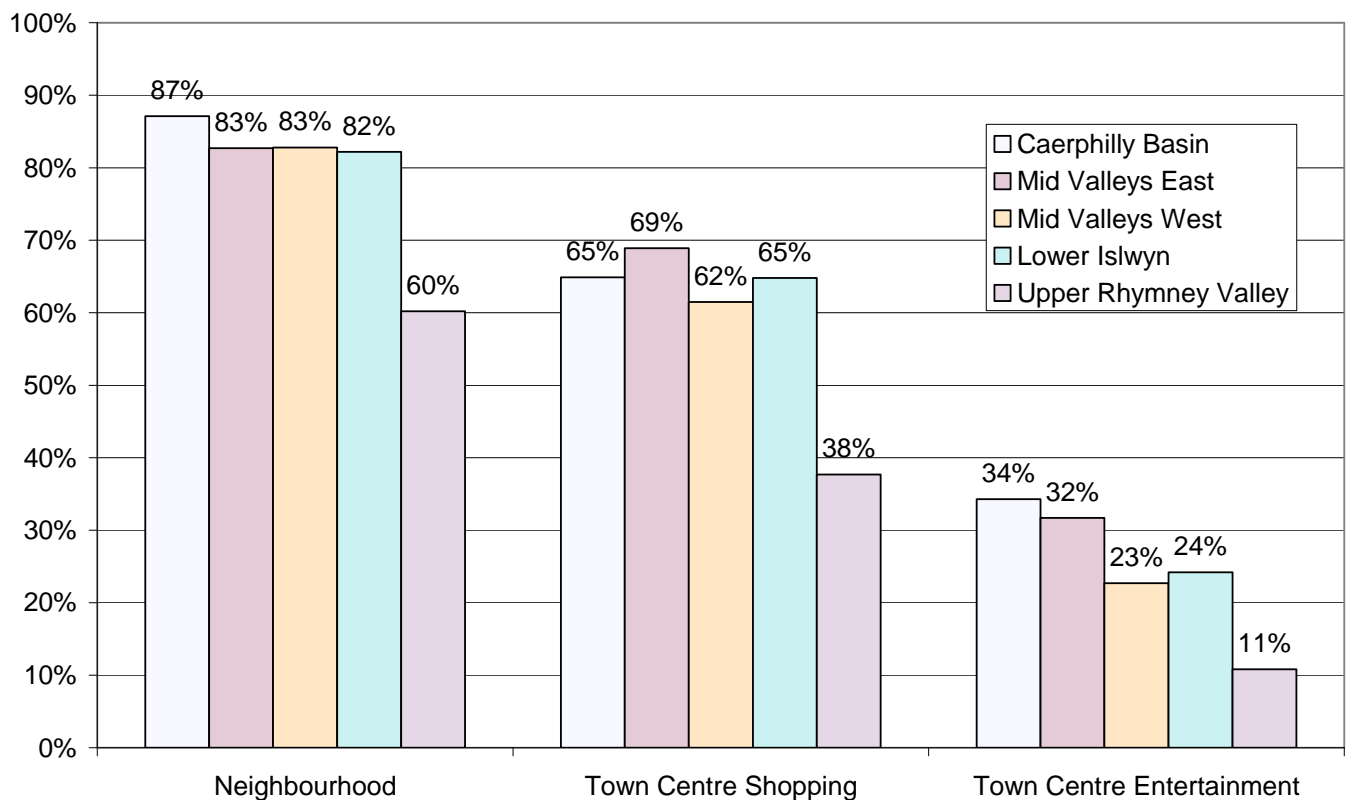


**Graph 9** evidences that satisfaction with respondents' neighbourhood, local town centre for shopping *and* local town centre for entertainment has increased between 2011 and 2013.



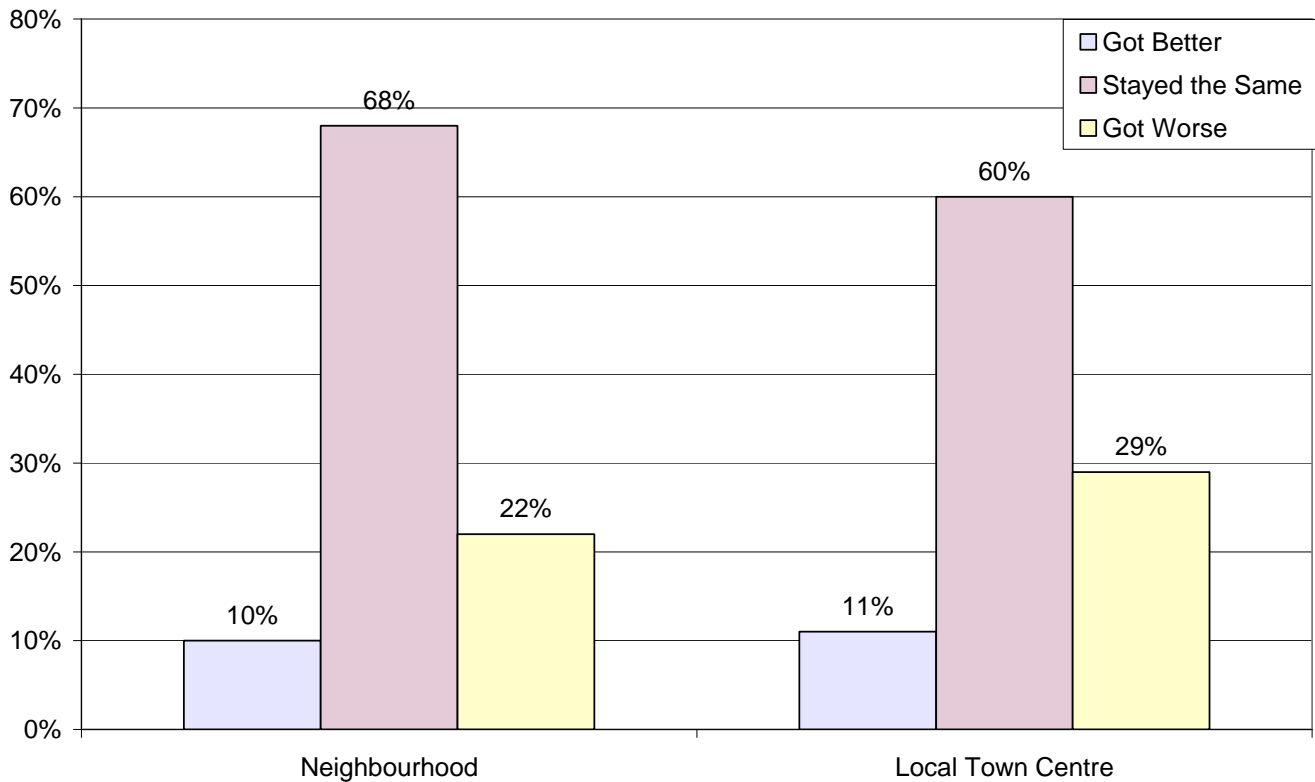
There was also a geographical variation in satisfaction with neighbourhoods and with town centres for shopping and entertainment in the 2013 survey. **Graph 10** shows that in relation to local neighbourhoods, respondents from the Upper Rhymney Valley were significantly less satisfied and those from the Caerphilly Basin were more satisfied. Those from the Upper Rhymney Valley were also least satisfied with town centres for shopping and entertainment, whilst respondents from Mid Valleys East were most satisfied with their local town centre for shopping with those in the Caerphilly Basin most satisfied with their local town centre for entertainment.

**Graph 10: Percentage of respondents who were satisfied with local neighbourhoods and town centres for shopping and entertainment by Community Plan area in 2013**



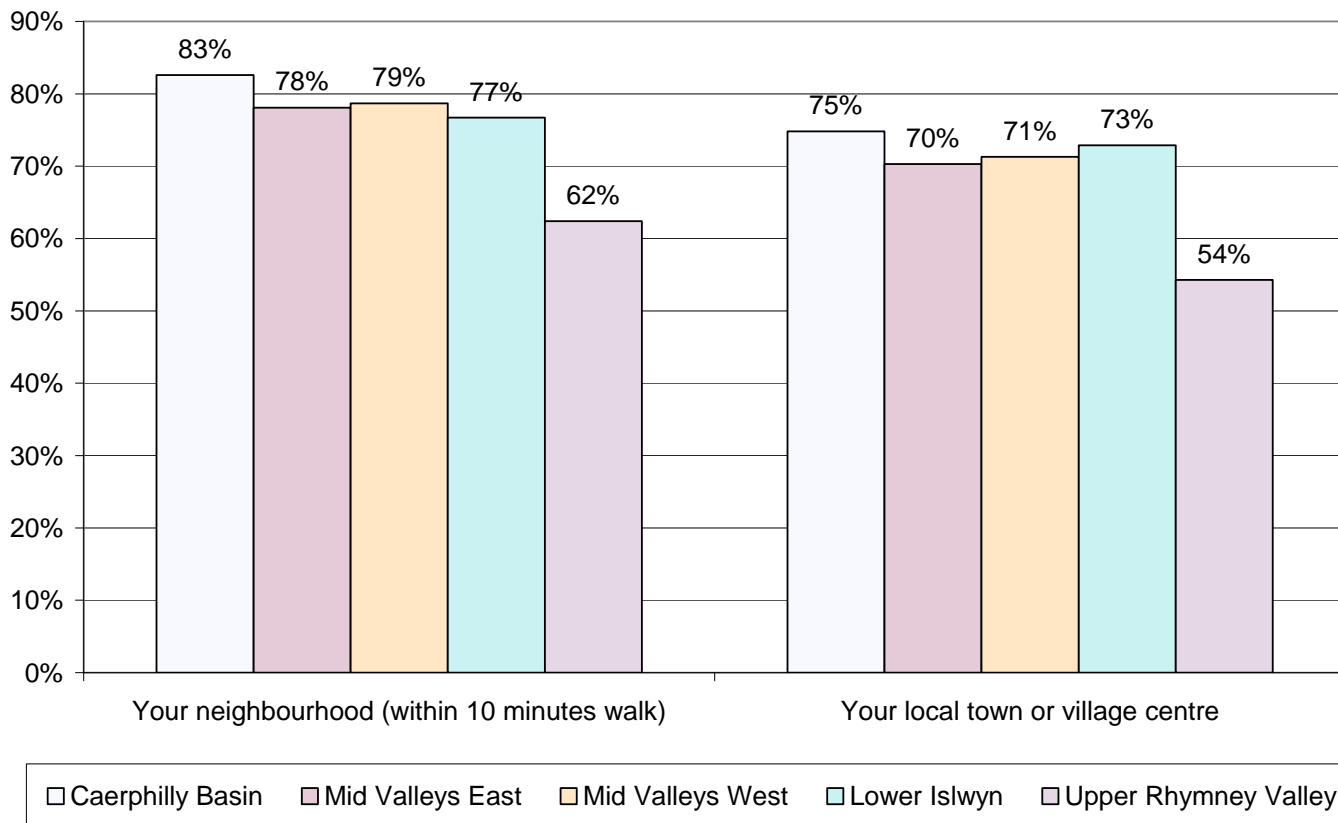
As highlighted in **Graph 11**, 78% of respondents felt that the quality of life in their *neighbourhoods* had got better or stayed the same and 71% perceived that the quality of life in their *local town centre* had stayed the same or got better over the past twelve months. Both of these figures show an improvement in perception since the 2011 survey (73% for neighbourhoods and 64% for local town centres in 2011).

**Graph 11: Percentage of respondents who felt the quality of life in their local neighbourhood or town centre has got better, stayed the same or got worse over the past 12 months**



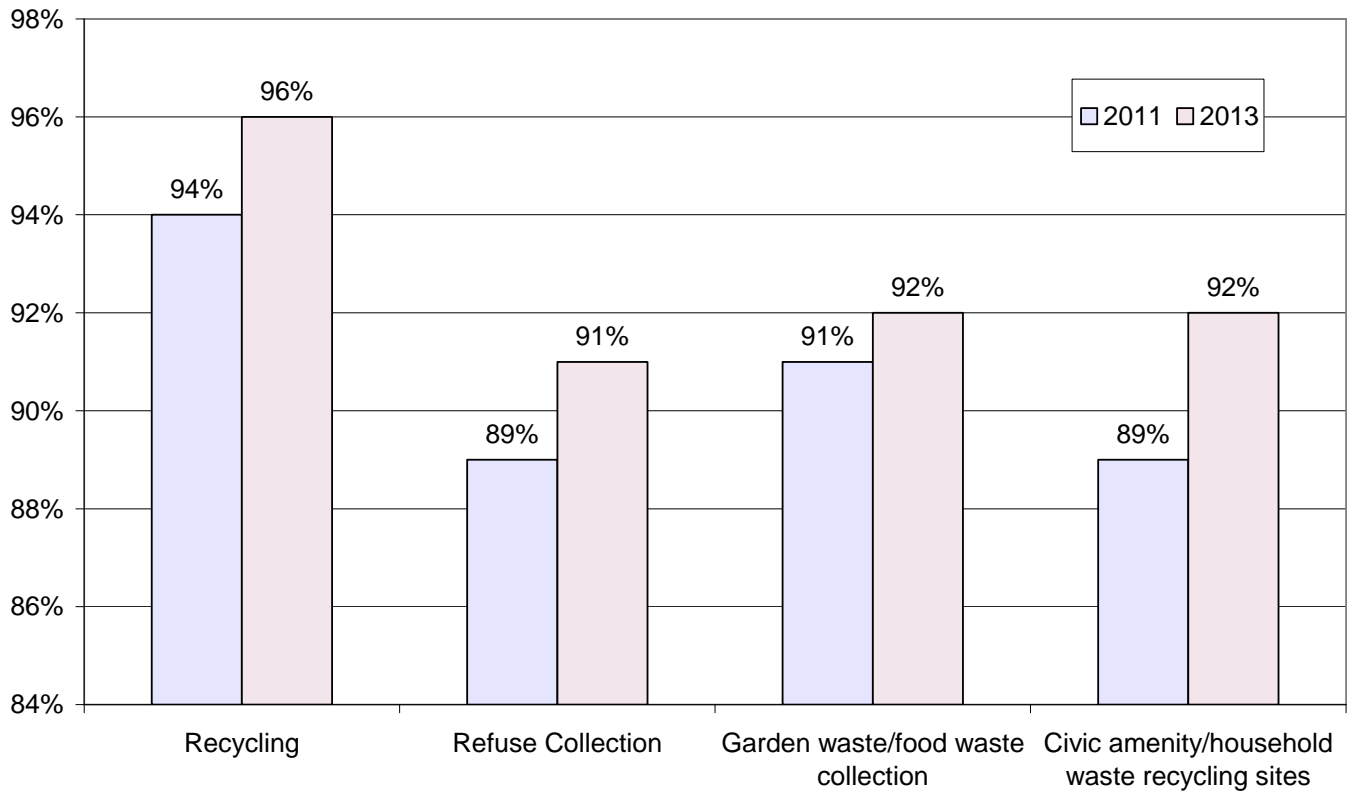
As evidenced by **Graph 12**, a geographical variation in perception of quality of life was also seen. Those in the Caerphilly Basin were more likely to perceive that the quality of life in their neighbourhood and town centre had got better or stayed the same with those in the Upper Rhymney Valley being least likely to perceive an that the quality of life had improved or stayed the same.

**Graph 12: Percentage of respondents who felt that the quality of life in their local neighbourhoods and town centres had got better or stayed the same in 2013**



Respondents were asked about satisfaction with recycling and refuse services. The results are summarised in **Graph 13**.

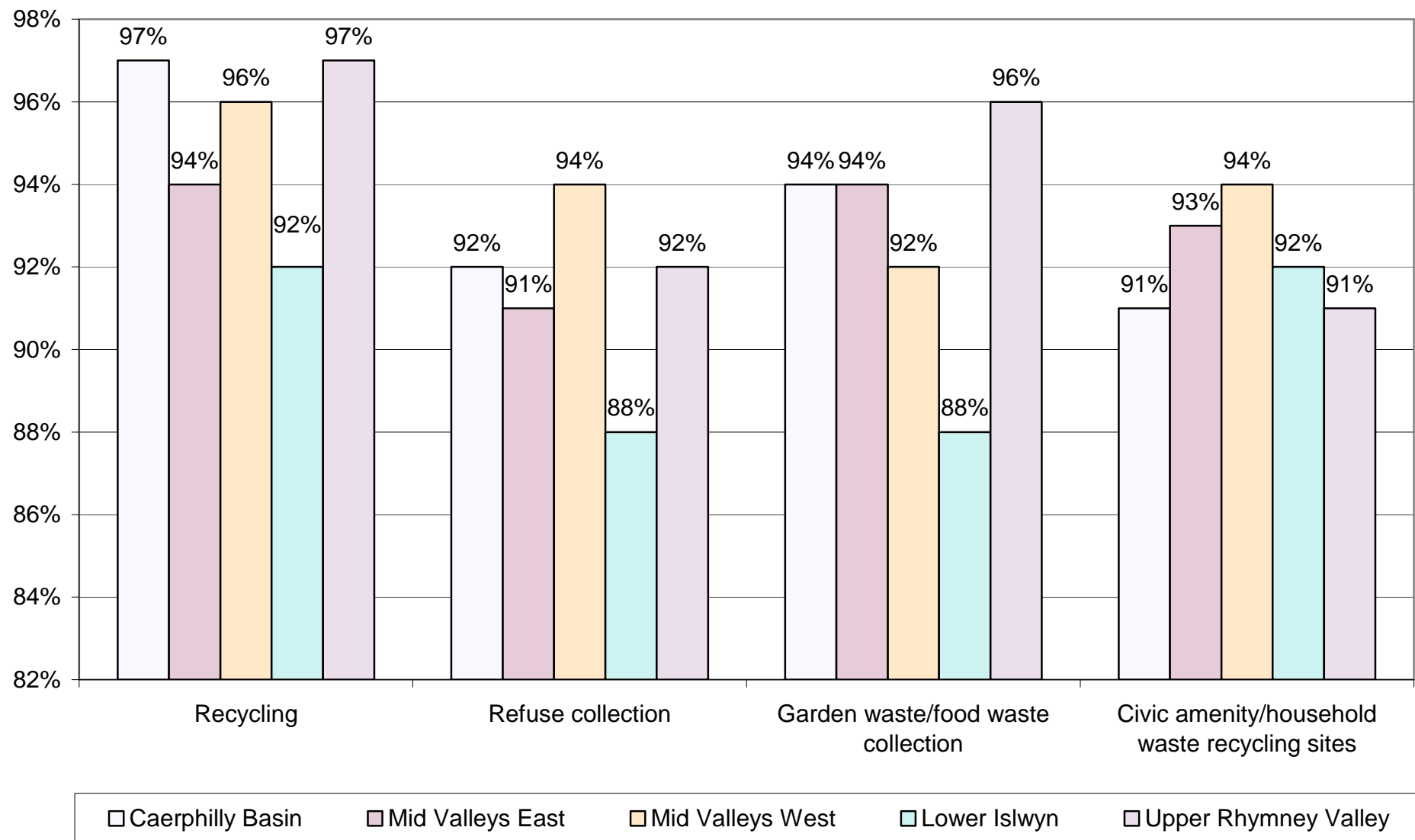
**Graph 13: Percentage of respondents who were satisfied with recycling and refuse collection services (2011 and 2013)**



This graph highlights that there are very high levels of satisfaction overall with all aspects of recycling and refuse services provided by the Council and that there has been an improvement in satisfaction levels between 2011 and 2013. There was some variation by geographical location, which is shown in **Graph 14**.

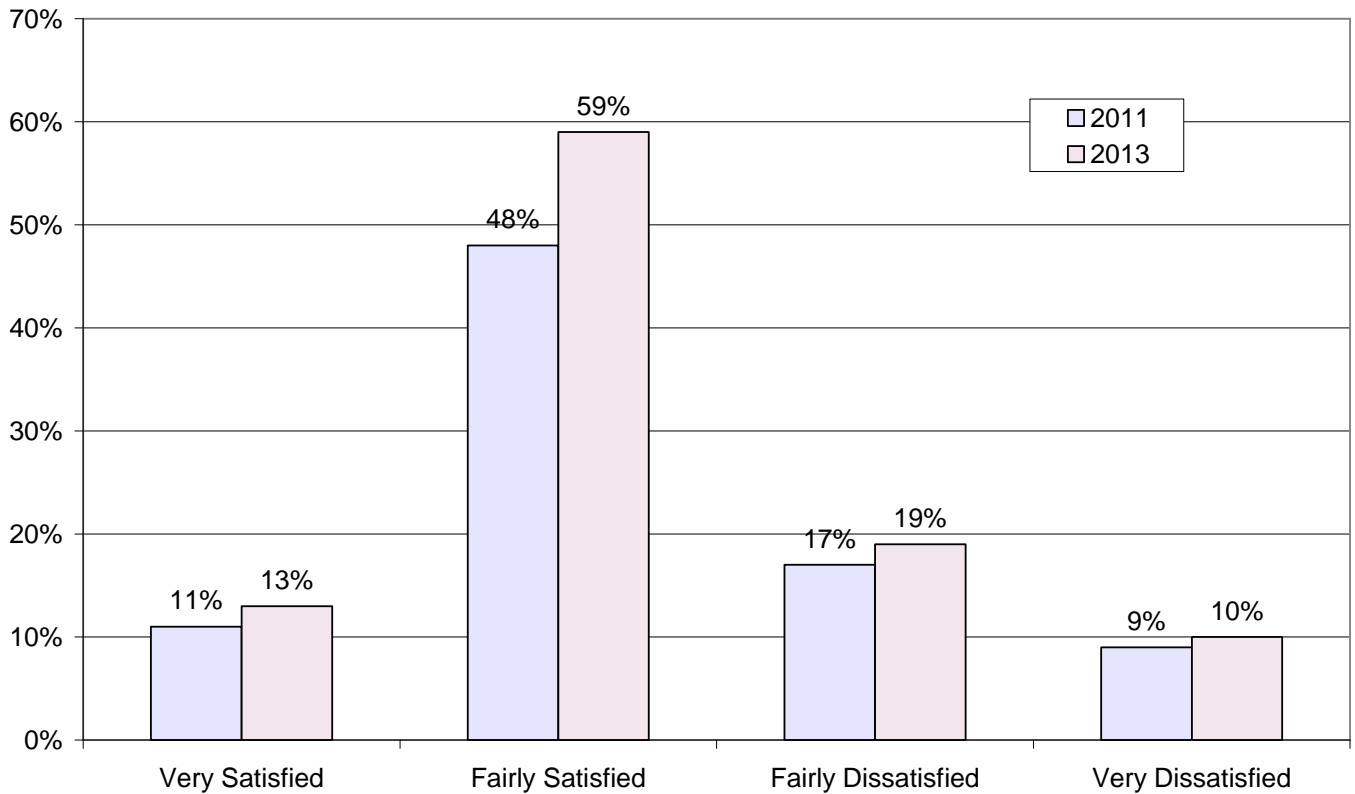
Bearing in mind that satisfaction levels with all aspects of the recycling and refuse collection service are very high, **Graph 14** highlights that satisfaction with recycling was highest in the Upper Rhymney Valley and Caerphilly Basin and lowest in the Lower Islwyn area. For refuse collection, satisfaction was highest in Mid Valleys West and lowest in Lower Islwyn. Those in the Upper Rhymney Valley were most satisfied with garden and food waste collection and those in the Lower Islwyn area were least satisfied with this service. For civic amenity and household waste recycling sites, satisfaction levels were highest in Mid Valleys West and lowest in the Caerphilly Basin and Upper Rhymney Valley.

**Graph 14: Percentage of respondents who were satisfied with recycling and refuse services by Community Plan area in 2013**



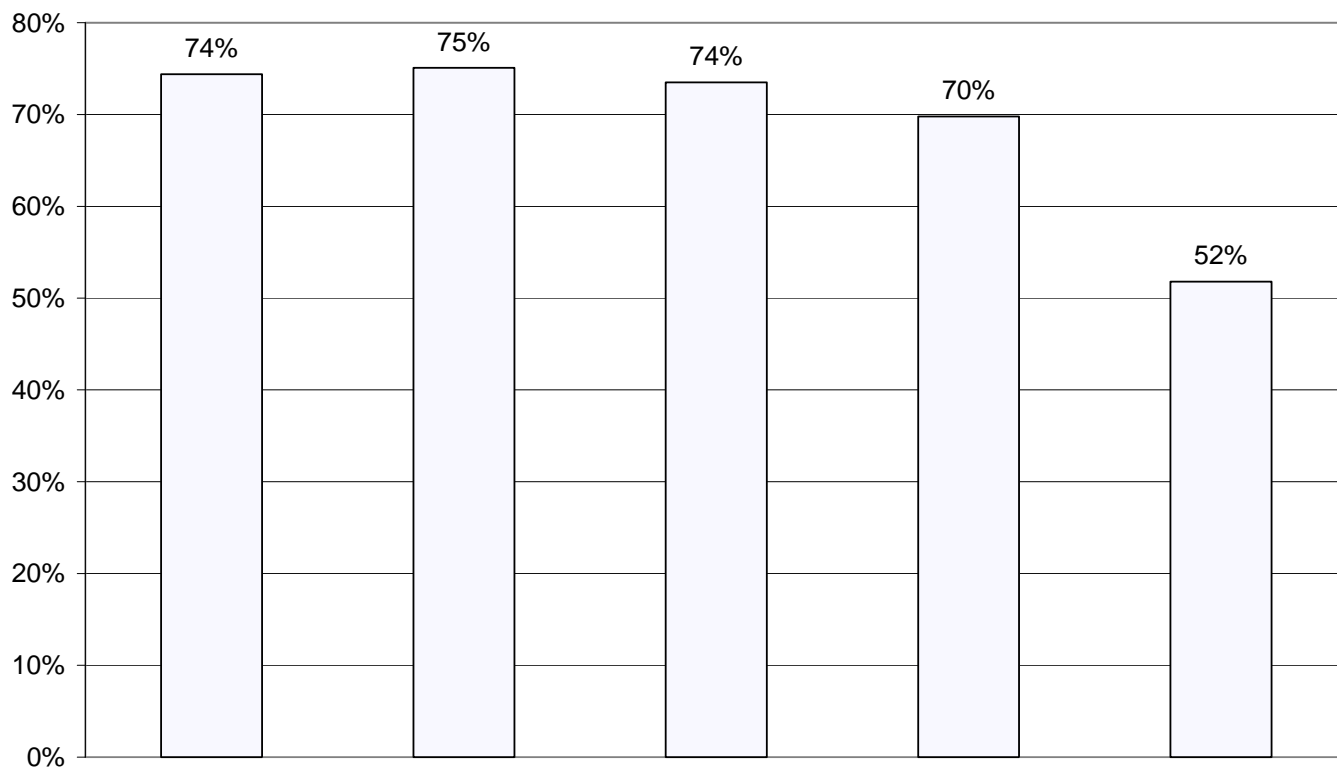
The next question related to satisfaction with the appearance of the streets in respondents' neighbourhood and local town centre and 72% of respondents overall were satisfied with this aspect. As evidenced in **Graph 15**, this figure has increased significantly from 57% in 2011.

**Graph 15: Percentage of respondents who were satisfied or dissatisfied with the appearance of the streets in their neighbourhood and local Town Centre (2011 and 2013)**



**Graph 16** highlights that the responses varied between the different community planning areas, in particular, those in the Upper Rhymney Valley were significantly less satisfied than general respondents with the appearance of the streets in their local neighbourhoods and town centres.

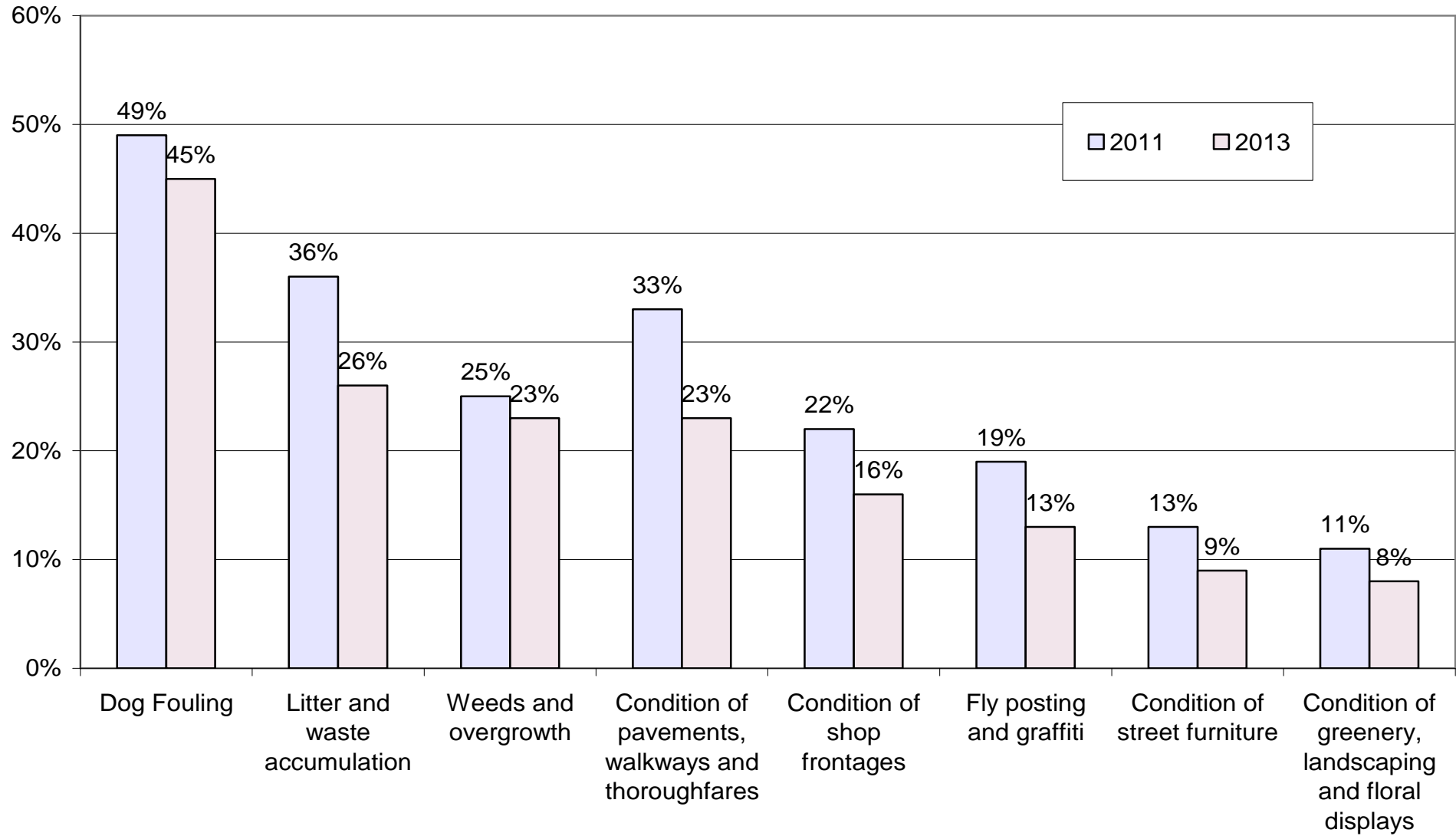
**Graph 16: Percentage of respondents who are satisfied with the appearance of streets by Community Plan area in 2013**



A series of questions were then asked relating to respondents' views on the main issues affecting the appearance of streets in their neighbourhood and local town centre. A summary of the responses to these questions is shown in **Graph 17**.

**Graph 17** demonstrates that the main issue respondents felt was a big problem in their neighbourhood and local town centre was dog fouling (45% of respondents), followed by litter and waste accumulation (36%) weeds and overgrowth and the condition of pavements, walkways and thoroughfares (33%). The graph also highlights that the percentage of respondents who considered these issues were a big problem has declined across all areas since 2011, in particular, litter and waste accumulation and the condition of pavements, walkways and thoroughfares.

**Graph 17: Percentage of respondents who felt that certain issues were a big problem affecting the appearance of streets in their neighbourhood and local town centre in 2013**



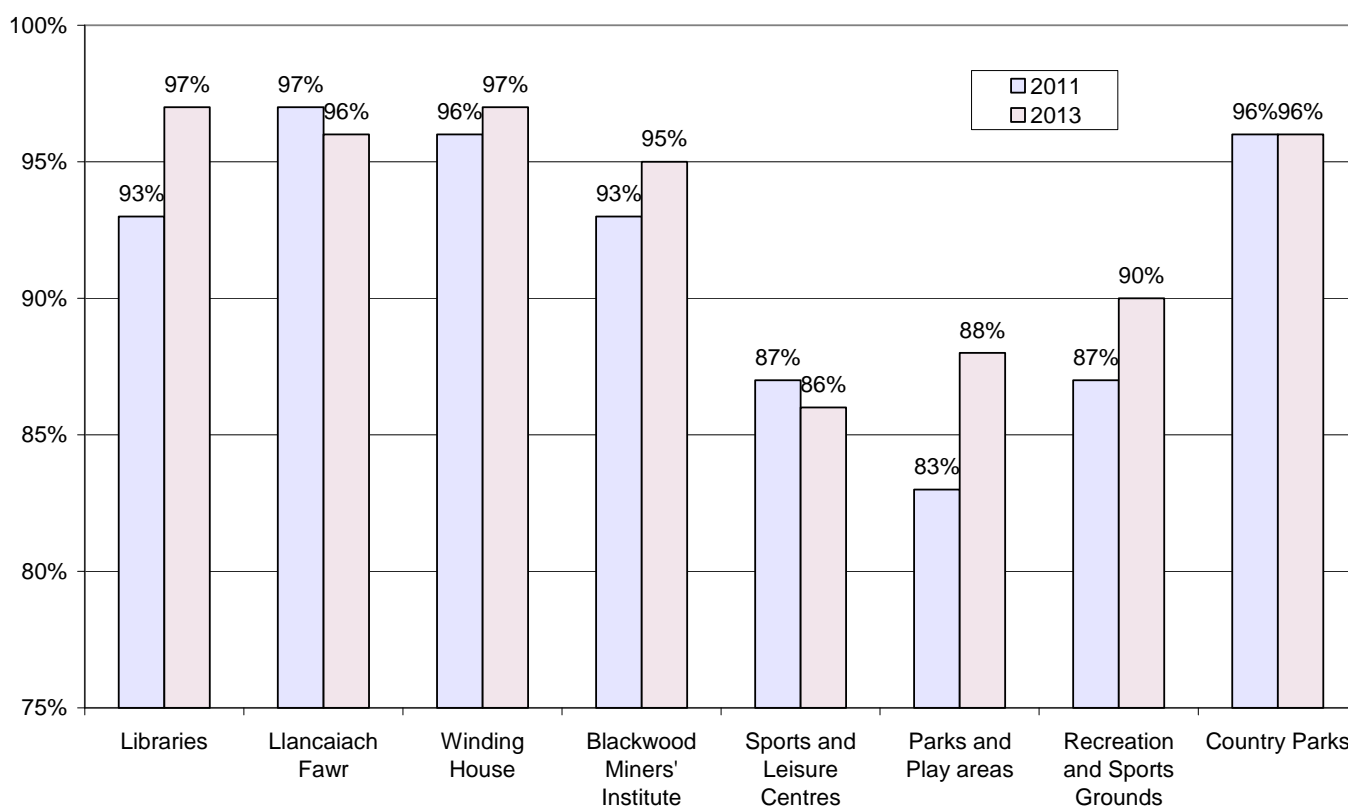


## LEARNING CAERPHELLY, HEALTHIER CAERPHELLY

Since, 2011 the Household Survey has not included questions relating to schools as previously response levels to these questions had been low and it was therefore felt that targeted consultation around specific aspects of schools services would be more appropriate. The survey instead focused on leisure, learning and cultural activities. Respondents were asked to indicate whether they used particular facilities, with the responses available ranging from 'almost every day' to 'never used'. Where respondents answered that they had used a particular facility at any time up to 'longer ago than within the last year', they were included in the analysis that follows. 80% of respondents had used parks and play areas at some time whilst only 25% had ever used the museum at the Winding House.

As can be seen from **Graph 18**, there are relatively high levels of satisfaction with all the leisure, learning and cultural activities provided by the Council on both 2011 and 2013.

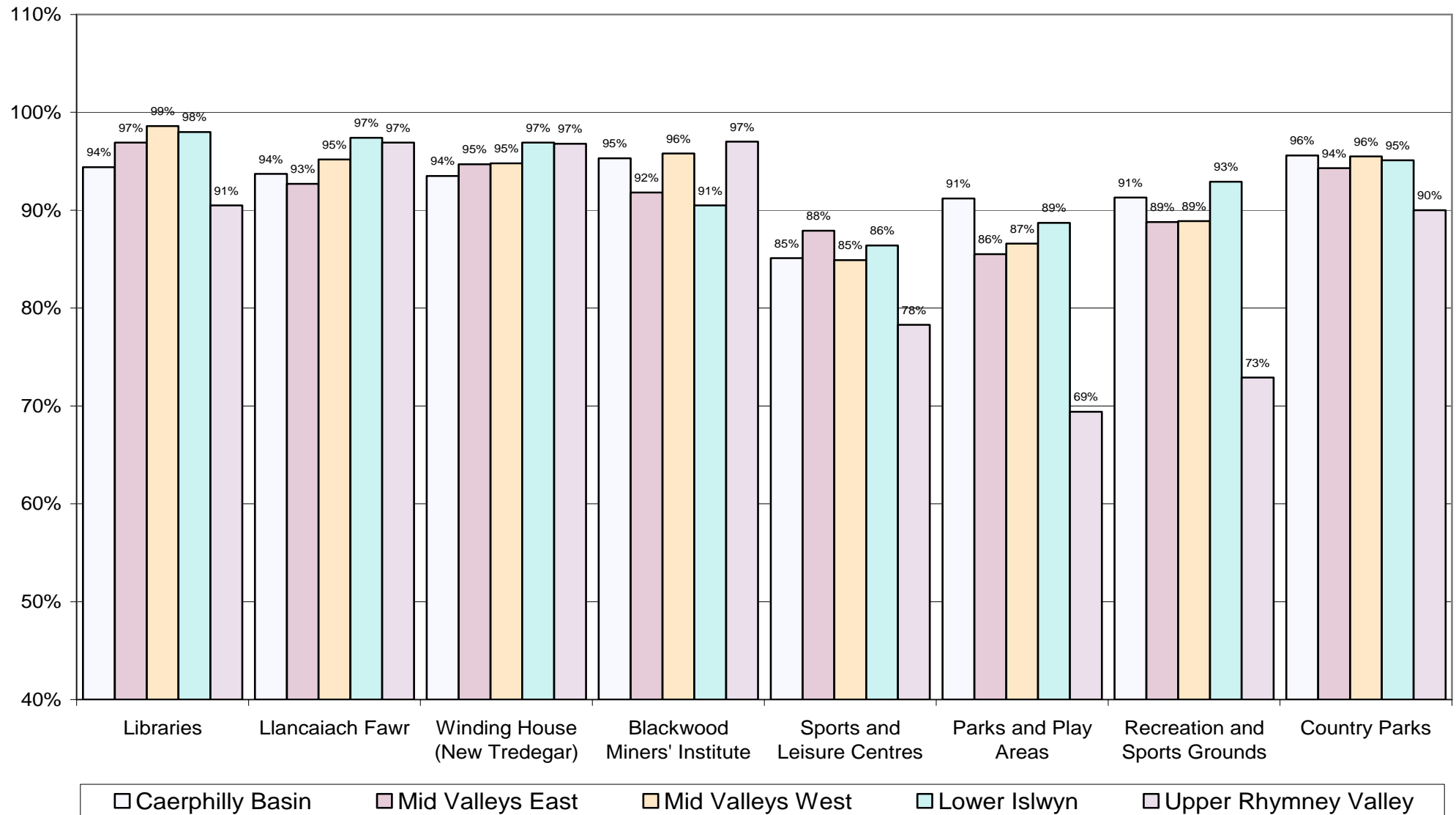
**Graph 18: Satisfaction with leisure, learning and cultural activities provided by the Council: Percentage of respondents satisfied (2011 and 2013)**



Significantly, satisfaction with libraries has increased from 93% to 97% since 2011. Satisfaction with Parks and Play areas has also increased from 83% to 88% since the last survey.

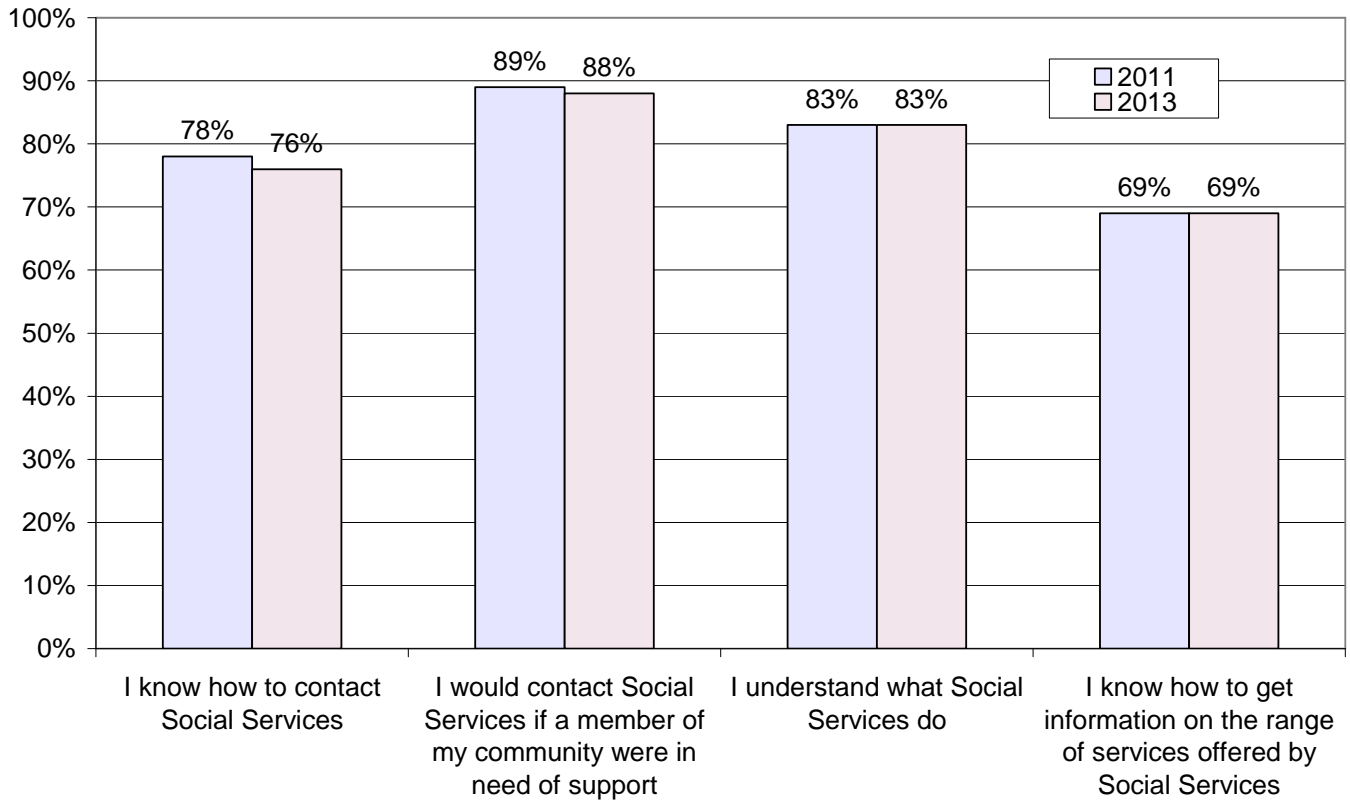
**Graph 19** highlights the geographical variation in satisfaction with leisure, learning and cultural activities. Areas where satisfaction levels are significantly below the County Borough figure are in the Upper Rhymney Valley for libraries, parks and play areas, recreation and sports grounds and country parks.

**Graph 19: Percentage of respondents satisfied with leisure, learning and cultural activities provided by the Council by community plan area 2013**



**Graph 20** shows the percentage of respondents who strongly agreed or tended to agree with the statements made in relation to Social Services in the questionnaire for both the 2013 and the 2011 surveys. A high percentage of respondents agreed that they would contact Social Services if a member of their community were in need of support, understand what Social Services do and know how to contact Social Services. A lower proportion of respondents (69%) agreed that they know how to get information about the range of services offered by Social Services.

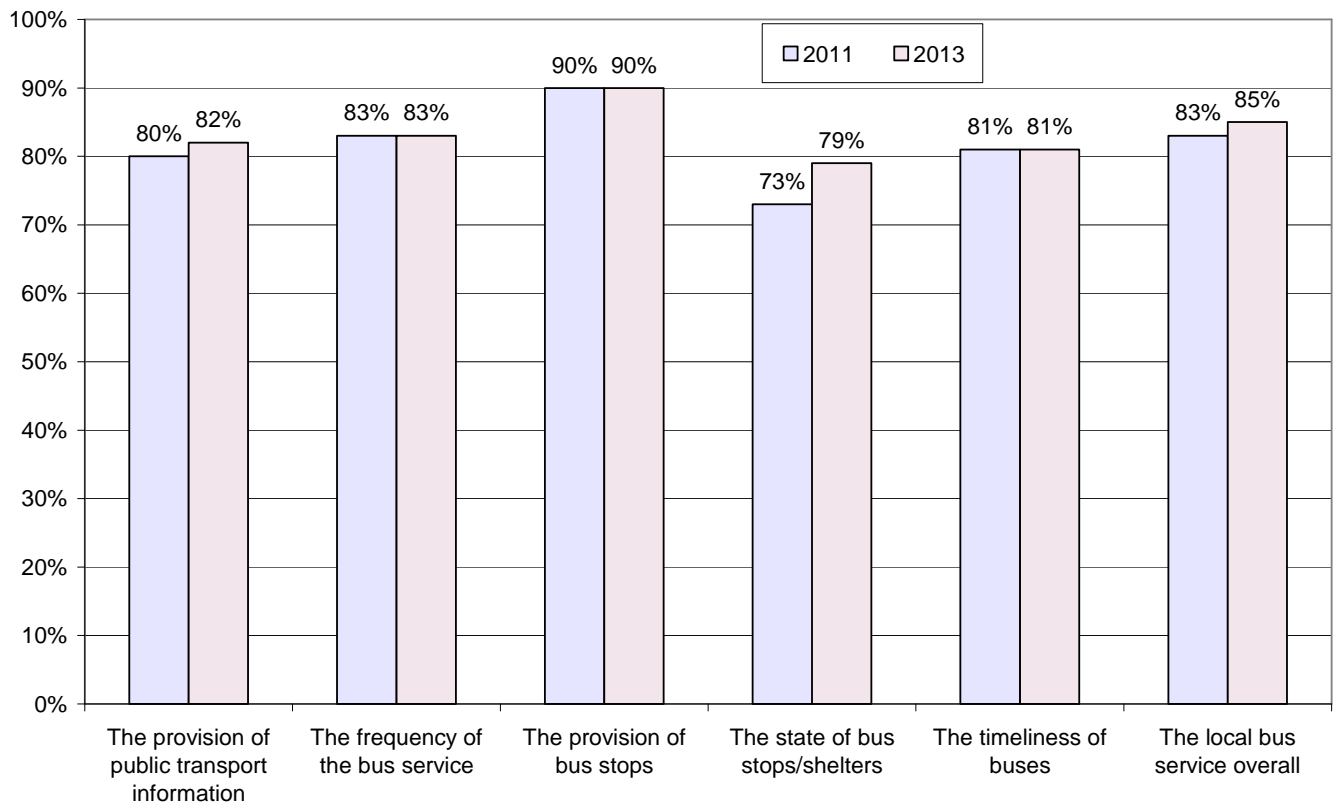
**Graph 20: Percentage of respondents who agreed with the statements...**



## PROSPEROUS CAERPHILLY

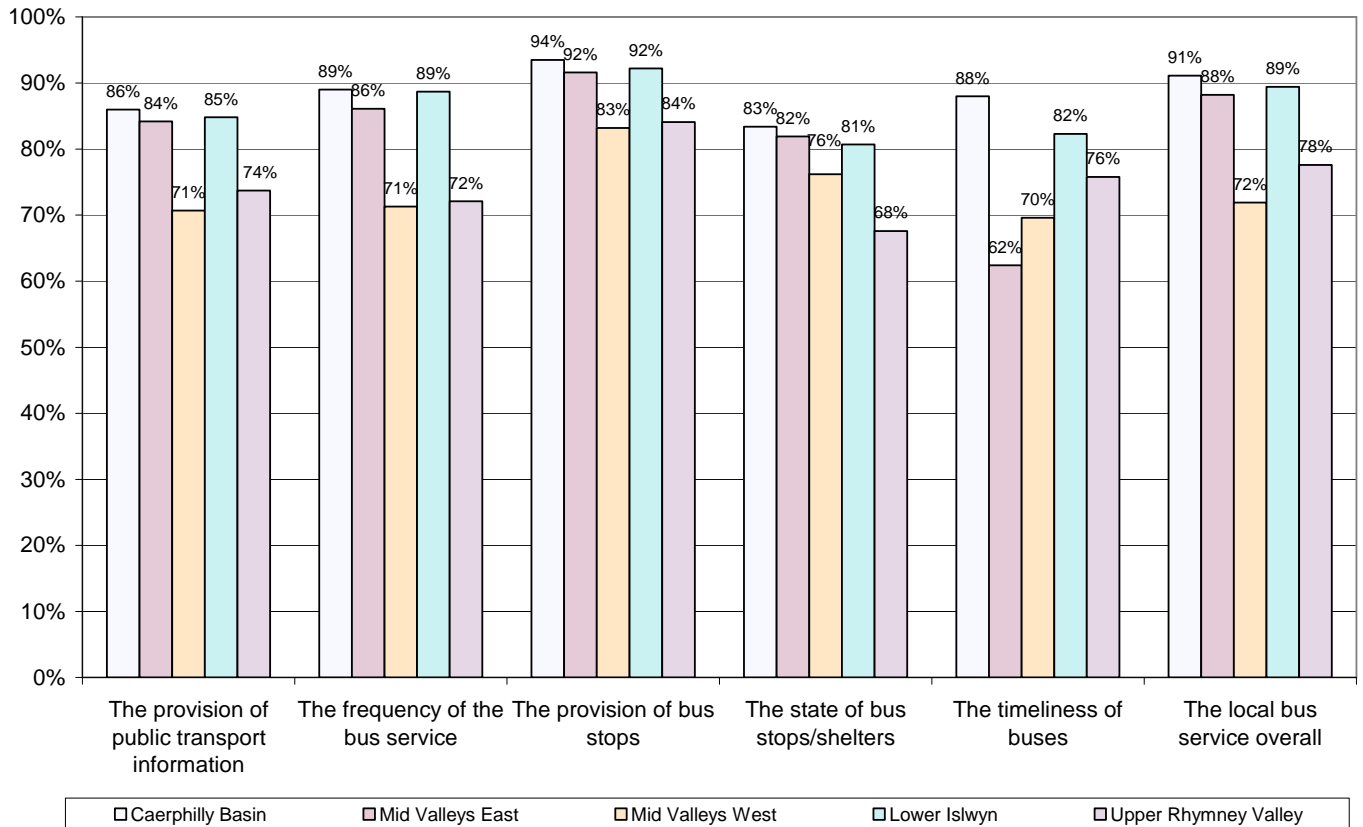
Respondents were asked whether they were satisfied with various aspects of their local bus service, whether they normally use them or not. **Graph 21** evidences that there are relatively high levels of satisfaction with all aspects of the local bus service in 2013. Respondents were most satisfied with the provision of bus stops (90% very or fairly satisfied) and least satisfied with the state of bus stops/shelters (73% very or fairly satisfied). The graph also shows that levels of satisfaction have remained the same or improved since 2011.

**Graph 21: Percentage of respondents who are satisfied or dissatisfied with their local bus service (2011 and 2013)**



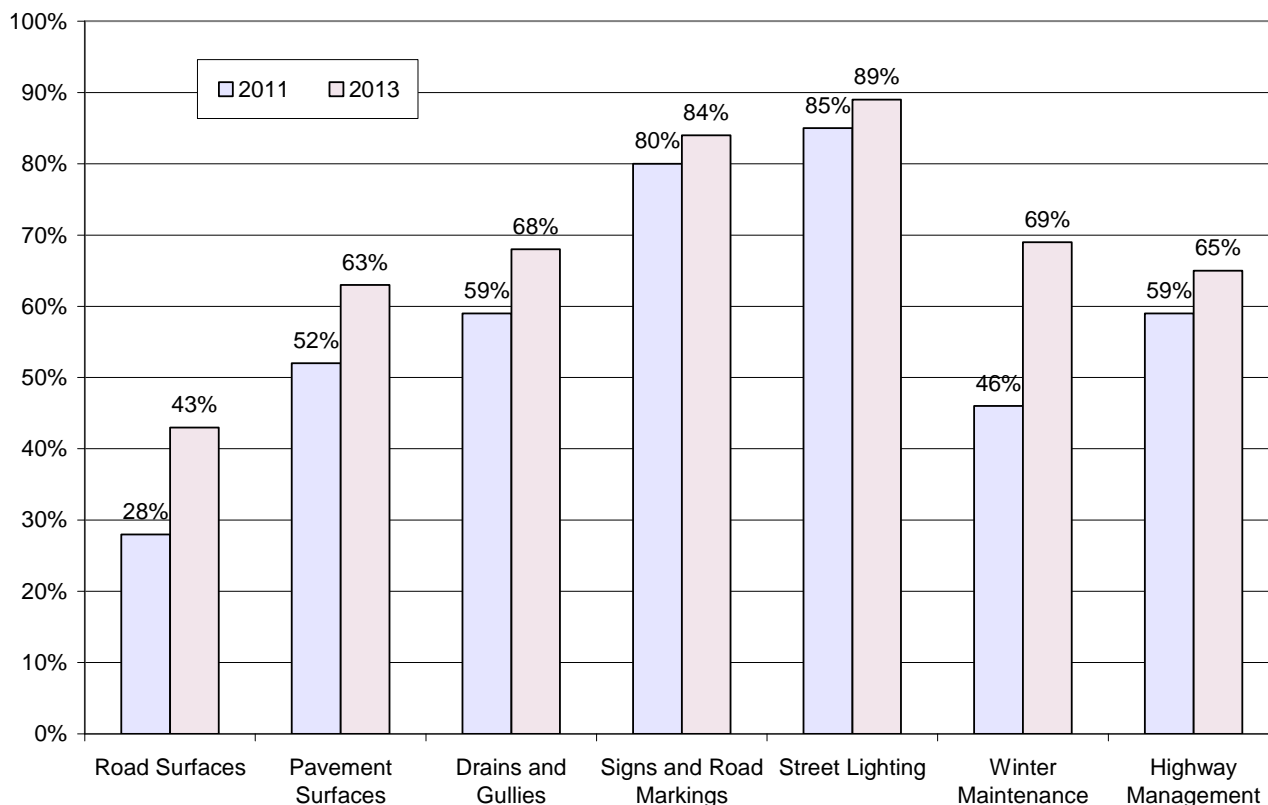
There was some significant variation in the views of respondents from the different community planning areas, as shown in **Graph 22**. Those in the Caerphilly Basin were most satisfied with all aspects of the local bus service. Those in the Mid Valleys West area were least satisfied with the provision of public transport information, the frequency of the bus service, the provision of bus stops and the local bus service overall whilst respondents from the Upper Rhymney Valley were least satisfied with the state of bus stops/shelters and those from the Mid Valleys East, least satisfied with the timeliness of the buses.

**Graph 22: Percentage of respondents who were satisfied with elements of their local bus service by Community Plan area in 2013**



A number of questions were asked in relation to the standard of maintenance of certain elements of the road network and the percentage of respondents who were satisfied is shown in **Graph 23**.

**Graph 23: Satisfaction with standard of maintenance of neighbourhood road network: Percentage of respondents who were satisfied (2011 and 2013)**



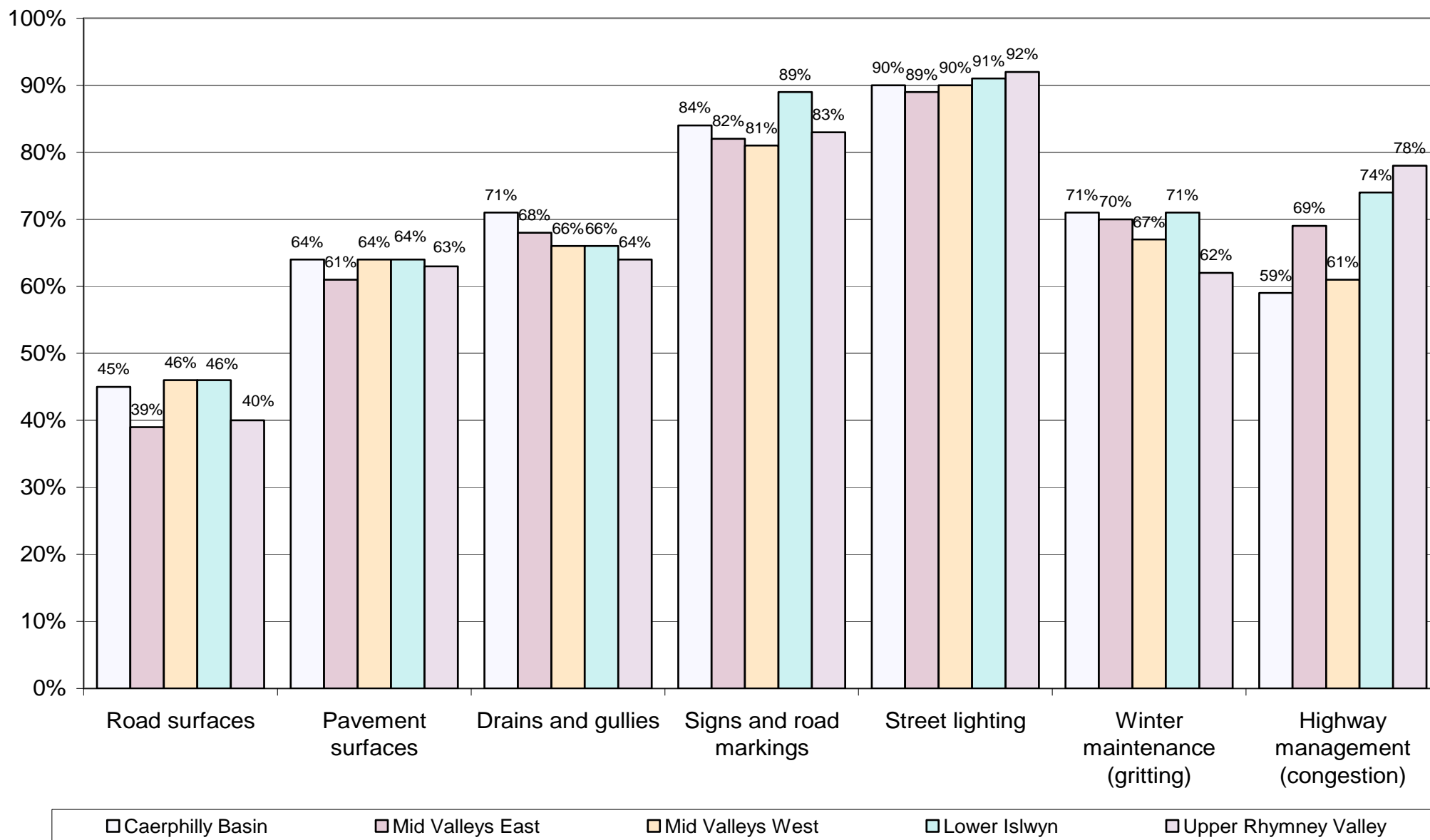
Satisfaction levels were highest with the maintenance of street lighting, followed by signs and road markings. Respondents were least satisfied with road surfaces. **Graph 23** also highlights that there has been an increase in satisfaction with all elements of maintenance of the neighbourhood road network since 2011. In particular, 69% of respondents were satisfied with winter maintenance in 2013 compared to 46% in 2011 and the percentage of those satisfied with road surfaces has increased from 28% in 2011 to 43% in 2013.

There were variations in responses from different community planning areas, as shown in **Graph 24**. Those in the Mid Valleys East were less satisfied with road and pavement surfaces than those in other areas within the county borough.

Satisfaction with drains and gullies was highest in Caerphilly Basin and lowest in the Upper Rhymney Valley. Satisfaction with signs and road markings was significantly higher in Lower Islwyn compared to other areas whilst satisfaction with winter maintenance (gritting) was significantly lower in the Upper Rhymney Valley compared to other areas.

As may be expected, satisfaction with highway management (congestion) was highest in the Upper Rhymney Valley and lowest in Caerphilly Basin and Mid Valleys West.

**Graph 24: Percentage of respondents who were satisfied with the standard of maintenance of the neighbourhood road network by Community Plan area in 2013**



## APPENDIX 1: SAMPLE BY WARD FOR POSTAL SURVEY

WARD	UPRNs (residential properties)	PERCENTAGE	SAMPLE
Aberbargoed	1608	1.93	193
Abercarn	2881	3.45	345
Aber Valley	2971	3.56	356
Argoed	1211	1.45	145
Bargoed	2905	3.48	348
Bedwas, Trethomas & Machen	4671	5.60	560
Blackwood	3742	4.48	448
Cefn Fforest	1766	2.12	212
Crosskeys	1638	1.96	196
Crumlin	2570	3.08	308
Darran Valley	1102	1.32	132
Gilfach	959	1.15	115
Hengoed	2451	2.94	294
Llanbradach	2022	2.42	242
Maesycwmmmer	975	1.17	117
Morgan Jones	3883	4.65	465
Moriah	2193	2.63	263
Nelson	2084	2.50	250
Newbridge	3078	3.69	369
New Tredegar	2306	2.76	276
Pengam	1637	1.96	196
Penmaen	2591	3.10	310
Penyrheol	5577	6.68	668
Pontllanfraith	3899	4.67	467
Pontlottyn	1024	1.23	123
Risca East	2951	3.54	354
Risca West	2534	3.04	304
Saint Cattwg	3503	4.20	420
Saint James'	2730	3.27	327
Saint Martin's	3859	4.62	462
Twyn Carno	1159	1.39	139
Ynysddu	1875	2.25	225
Ystrad Mynach	3094	3.71	371
<b>TOTAL</b>	<b>83449</b>	<b>100.00</b>	<b>10000</b>



## APPENDIX 2: SUMMARY OF SURVEY RESULTS 2013 (2011 RESULTS)

### 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
- Percentages do not always add to exactly 100% because of the effects of rounding to the nearest per cent

Method of Response	Frequency	Percentage Response
Postal Survey	1807	79%
Web Survey	473	21%

Method of Response	Frequency	Percentage Response
Viewpoint Panel	644	22%
Postal Survey	2017	69%
Web Survey	276	9%

1 How satisfied or dissatisfied are you with the following?

	Very Satisfied	Fairly Satisfied	Fairly Dissatisfied	Very Dissatisfied
Neighbourhood (within 10 minutes walk) (n=2188) (n=2812)	26% 21%	56% 55%	12% 14%	6% 10%
Local Town Centre for shopping (n=2170) (n=2799)	14% 13%	48% 45%	20% 22%	18% 21%
Local Town Centre for entertainment (n=1918) (n=2500)	5% 4%	23% 19%	30% 30%	43% 46%

2 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=2214) (n=2859)	10% 6%	68% 67%	22% 27%
Your local Town Centre (n=2128) (n=2747)	11% 6%	60% 58%	29% 36%

3 How much do you agree or disagree that the Police and Caerphilly CBC are dealing with anti-social behaviour and crime issues that matter in this area? (n=1951) (n=2453)

Strongly Agree	Tend to Agree	Tend to Disagree	Disagree Strongly
10% 8%	54% 50%	26% 28%	10% 15%

4 Do you feel the levels of crime and anti-social behaviour in your community have got better, stayed the same or got worse in the last 2 years? (new question in 2013)

	Got Better	Stayed the Same	Got Worse
Crime (n=1884)	17%	59%	23%
Anti-social Behaviour (n=1760)	17%	52%	31%

5		How satisfied or dissatisfied are you with the following aspects of the services the Council?			
		Very Satisfied	Fairly Satisfied	Fairly Dissatisfied	Very Dissatisfied
Recycling (n=2250)		64%	32%	3%	2%
	(n=2885)	58%	36%	5%	2%
Refuse collection (n=2240)		61%	30%	5%	4%
	(n=2885)	51%	38%	7%	5%
Garden waste/food waste collection (n=2142)		63%	29%	4%	3%
	(n=2722)	56%	35%	6%	3%
Civic amenity/household waste recycling sites (n=2109)		53%	39%	5%	3%
	(n=2690)	48%	41%	7%	4%

6 How satisfied or dissatisfied are you with the appearance of the streets in your Neighbourhood and local Town Centre?

		Very Satisfied	Fairly Satisfied	Fairly Dissatisfied	Very Dissatisfied
(n=2172)		13%	59%	19%	10%
	(n=2886)	11%	48%	17%	9%

7 What do you think are the main issues affecting the appearance of streets in your Neighbourhood and local Town Centre?

		A Big Problem	A Small Problem	Not a Problem
Condition of shop frontages (n=2132)		16%	42%	42%
	(n=2629)	22%	43%	35%
Condition of pavements, walkways and thoroughfares (n=2190)		23%	45%	32%
	(n=2716)	33%	46%	21%
Condition of street furniture (n=2160)		9%	36%	55%
	(n=2669)	13%	40%	48%
Condition of greenery, landscaping and floral displays (n=2145)		8%	24%	68%
	(n=2636)	11%	26%	63%
Fly posting and graffiti (n=2097)		13%	46%	42%
	(n=2632)	19%	49%	33%
Litter and waste accumulation (n=2129)		26%	46%	28%
	(n=2678)	36%	43%	21%
Dog fouling (n=2187)		45%	40%	16%
	(n=2728)	49%	37%	14%
Weeds and overgrowth (n=2165)		23%	45%	32%
	(n=2647)	25%	44%	32%
Other (n=499)				
	(n=358)			

8 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	Fairly Dissatisfied	Very Dissatisfied
Provision of public transport information (n=1742) (n=2205)	29% 28%	53% 52%	12% 13%	7% 8%
The frequency of the bus service (n=1774) (n=2216)	39% 39%	44% 44%	9% 10%	8% 8%
The provision of bus stops (n=1824) (n=2287)	42% 41%	48% 49%	7% 6%	4% 4%
The state of bus stops/shelters (n=1857) (n=2303)	21% 18%	58% 55%	14% 19%	7% 8%
The timeliness of the buses (n=1714) (n=2139)	29% 28%	52% 53%	12% 12%	7% 7%
The local bus service overall (n=1761) (n=2228)	32% 30%	53% 53%	8% 9%	7% 7%

9 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	Fairly Dissatisfied	Very Dissatisfied
Road surfaces (n=2223) (n=2753)	6% 3%	37% 25%	29% 29%	28% 43%
Pavement surfaces (n=2201) (n=2748)	9% 6%	54% 46%	24% 28%	13% 21%
Drains and Gullies (n=2141) (n=2664)	12% 9%	56% 50%	19% 23%	14% 18%
Signs and Road Markings (n=2166) (n=2713)	20% 17%	64% 63%	11% 14%	5% 7%
Street Lighting (n=2206) (n=2763)	30% 28%	59% 57%	7% 10%	4% 5%
Winter Maintenance (n=2219) (n=2769)	23% 10%	46% 36%	15% 22%	16% 32%
Highway Management (n=2077) (n=2601)	11% 9%	54% 50%	20% 23%	15% 19%

10 The Council provides a number of SPORTS and LEISURE facilities. How often, if at all, do you or your household use any of these Sports and Leisure Centres?

	Almost Everyday	At Least Once a Week	About Once a Month	Within the Last 6 Months	Within the Last Year	Longer Ago	Never Used
(n=2209)	4%	19%	10%	9%	8%	20%	30%
(n=2763)	3%	19%	9%	9%	8%	19%	33%

11 The Council provides a number of LIBRARIES. How often, if at all, do you or your household use them?

	Almost Everyday	At Least Once a Week	About Once a Month	Within the Last 6 Months	Within the Last Year	Longer Ago	Never Used
(n=2236)	1%	11%	18%	13%	10%	23%	25%
(n=2792)	1%	11%	18%	13%	11%	21%	26%

12 The Council provides a MUSEUM at LLANCAIACH FAWR. How often, if at all, do you or your household visit?

	Almost Everyday	At Least Once a Week	About Once a Month	Within the Last 6 Months	Within the Last Year	Longer Ago	Never Used
(n=2238)	0%	0%	1%	7%	12%	31%	49%
(n=2798)	0%	1%	2%	8%	14%	29%	47%

13 The Council provides a MUSEUM at THE WINDING HOUSE, New Tredegar. How often, if at all, do you or your household visit?

	Almost Everyday	At Least Once a Week	About Once a Month	Within the Last 6 Months	Within the Last Year	Longer Ago	Never Used
(n=2233)	0%	0%	1%	6%	7%	11%	76%
(n=2794)	0%	0%	1%	5%	8%	10%	76%

14 The Council provides BLACKWOOD MINERS' INSTITUTE as an entertainment venue. How often, if at all, do you or your household use this entertainment venue?

	Almost Everyday	At Least Once a Week	About Once a Month	Within the Last 6 Months	Within the Last Year	Longer Ago	Never Used
(n=2242)	0%	1%	1%	9%	15%	30%	45%
(n=2807)	0%	1%	3%	13%	14%	24%	44%

15 Caerphilly Council provides numerous PARKS and PLAY AREAS. How often, if at all, do you or your household use them?

	Almost Everyday	At Least Once a Week	About Once a Month	Within the Last 6 Months	Within the Last Year	Longer Ago	Never Used
(n=2223)	7%	21%	16%	11%	10%	15%	20%
(n=2803)	6%	16%	13%	13%	13%	14%	25%

16 Caerphilly Council provides numerous RECREATION and SPORTS GROUNDS. How often, if at all, do you or your household use them?

	Almost Everyday	At Least Once a Week	About Once a Month	Within the Last 6 Months	Within the Last Year	Longer Ago	Never Used
(n=2221)	3%	13%	8%	7%	8%	19%	42%
(n=2771)	2%	13%	7%	8%	9%	19%	43%

17 The Council provides 5 COUNTRY PARKS. How often, if at all, do you or your household use them?

	Almost Everyday	At Least Once a Week	About Once a Month	Within the Last 6 Months	Within the Last Year	Longer Ago	Never Used
(n=2236)	2%	11%	15%	15%	14%	16%	26%
(n=2809)	3%	9%	14%	16%	16%	15%	28%

18 How satisfied or dissatisfied are you with the following facilities and services the Council provides?  
 (Note: Figures for each facility/service are where respondents have used them at least once)

	Very Satisfied	Fairly Satisfied	Fairly Dissatisfied	Very Dissatisfied
Sports and Leisure Centres (n=1237)	24%	62%	10%	4%
(n=1477)	24%	63%	10%	4%
Libraries (n=1371)	53%	44%	2%	1%
(n=1679)	48%	45%	4%	2%
Llancaiach (n=830)	49%	47%	3%	1%
(n=1051)	51%	46%	2%	1%
Winding House (n=425)	58%	39%	2%	1%
(n=490)	53%	43%	3%	1%
Blackwood Miners' Institute (n=945)	42%	53%	4%	1%
(n=1223)	41%	52%	6%	7%
Parks and Play areas (n=1433)	27%	61%	8%	4%
(n=1690)	23%	60%	12%	5%
Recreation and Sports Grounds (n=975)	23%	67%	7%	2%
(n=1169)	20%	67%	10%	3%
Country Parks (n=1370)	45%	51%	3%	1%
(n=1691)	43%	53%	3%	1%

19 To what extent do you agree or disagree with the following statements about CCB Social Services?

	Strongly agree	Tend to agree	Tend to disagree	Disagree strongly
I know how to contact Social Services (n=1845)	30%	46%	15%	10%
(n=2366)	30%	48%	14%	8%
I would contact SS if a member of my community were in need of support (n=1903)	40%	48%	8%	4%
(n=2441)	39%	50%	8%	4%
I understand what SS do (n=2032)	36%	47%	12%	5%
(n=2589)	35%	48%	13%	5%
I know how to get information on the range of services offered by SS (n=1882)	29%	40%	20%	11%
(n=2589)	28%	41%	20%	11%

20 Taking everything into account, how satisfied or dissatisfied are you with the overall services provided by Caerphilly County Borough Council?

	Very Satisfied	Fairly Satisfied	Fairly Dissatisfied	Very Dissatisfied
(n=2193)	14%	68%	12%	5%
(n=2801)	13%	65%	16%	7%

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

	Strongly Agree	Tend to Agree	Tend to disagree	Strongly Disagree
Keeps residents informed about what it does (n=2183) (n=2787)	20% 17%	55% 55%	19% 21%	7% 6%
Listens to residents' views (n=1847) (n=2415)	11% 10%	39% 38%	36% 37%	15% 15%
Consults residents before major decisions (n=1916) (n=2482)	10% 10%	35% 37%	37% 36%	18% 17%
Treats all residents equally (n=1777) (n=2320)	13% 12%	39% 40%	30% 30%	19% 19%
Provides services efficiently (n=2030) (n=2614)	13% 11%	57% 55%	21% 25%	9% 10%
Provides value for money for taxpayers (n=1979) (n=2527)	10% 10%	43% 40%	29% 31%	18% 20%

22 Apart from paying routine bills, have you contacted the Council during the last 12 months?

(n=2193) Yes	1192 (54%)
(n=2937) Yes	1671 (57%)

23 IF YOU CONTACTED THE COUNCIL during the last 12 months, what was the main method you used?  
(n=1171) (Note: Includes only respondents who have contacted the Council in past 12 months. Question changed since 2011 so no data for direct comparison)

Visit	Telephone	Letter	Fax	E-mail	Approach to Councillor	CCBC Website	Social Media
13%	64%	3%	0%	10%	4%	5%	1%

24 IF YOU CONTACTED the COUNCIL during the last 12 months, how satisfied or dissatisfied were you with the following? (Note: Includes only respondents who have contacted the Council in past 12 months).

	Very Satisfied	Fairly Satisfied	Fairly Dissatisfied	Very Dissatisfied
Way your enquiry was dealt with overall (n=1167) (n=1637)	40% 40%	38% 36%	10% 12%	13% 11%
Ease contacting the person you needed (n=1119) (n=1587)	40% 40%	41% 43%	11% 11%	8% 6%
Helpfulness of reception staff (n=956) (n=1407)	53% 51%	38% 40%	5% 5%	4% 5%
Helpfulness of other Council staff (n=990) (n=1416)	43% 39%	42% 46%	8% 9%	7% 6%
Efficiency of Council staff (n=1053) (n=1512)	37% 35%	42% 42%	11% 14%	10% 10%

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

	2011	2013
Personal Computer (PC) at home (n=2928)	74%	82%
Access to the Internet at home (n=2925)	72%	81%
Email address (n=2928)	71%	81%
SKY TV (n=2922)	71%	69%
Internet enabled Mobile Phone (n=2923)	39%	58%

26 Views on Newsline

	Strongly Agree	Tend to Agree	Tend to disagree	Strongly Disagree
Newsline is a useful source of news and information (n=2106) (n=2759)	38% 39%	50% 50%	8% 8%	4% 4%
New look Newsline provides an improved format (n=1804) (n=2759)	30% 29%	56% 57%	10% 10%	4% 4%
A copy of Newsline is delivered on a regular basis (n=2114) (n=2759)	42% 42%	44% 46%	8% 8%	5% 4%
I would prefer to receive my Newsline electronically (n=1819) (n=2759)	11% 12%	10% 13%	29% 29%	49% 46%

Are you ...

	Male	Female	Transgender
(n=2220)	53%	47%	<1%
(n=2881)	57	43%	<1%

Age group?

(n= 2090)	18-29 years	7%	30-44 years	22%	45-64 years	37%	65+ years	34%
(n=2738)		5%		18%		41%		36%

What is your ethnicity?

	2013 (n=2193)	2011(2867)
White	99.1%	99.1%
Asian	0.4%	0.3%
Black/African/Caribbean	0.0%	0.1%
Mixed/Multiple	0.0%	0.2%
Other	0.5%	0.3%

What is your religion (n=2160)

	2013 (n=2160)	2011 (2832)
No religion	33.4%	28.1%
Jewish	0.2%	4.5%
Hindu	0.2%	0.0%
Christian (all denominations)	65.1%	66.1%
Buddhist	0.1%	0.1%
Sikh	0.1%	0.0%
Muslim	0.2%	0.0%
Other	0.7%	1.0%

Can you understand, speak, read or write Welsh? (Total percentages equate to more than 100% as respondents were able to tick all that apply)

	Understand spoken Welsh	Speak Welsh	Read Welsh	Write Welsh	None of the above
(n=2246)	9%	7%	9%	5%	85%
(n=2936)	10%	7%	8%	5%	85%

What is your main language? (n=2217)

English	Welsh	Other
99%	1%	<1%
98%	1%	1%

Do you have a disability, long-term illness or health problem? (n=2280 Total percentages equate to more than 100% as respondents were able to tick both disability and long term health problem responses)

Yes, I have a disability	20%
Yes, I have a long term illness or health problem	27%
No	62%

Are your day to day activities limited because of a health problem or disability which has lasted, or is expected to last, at least 12 months? (Include problems related to old age) (n=2164)

Yes, limited a lot	19%
Yes, limited a little	16%
No	65%

Household type (n=2137)

One Person (pensioner or other)	26%
Single parent with dependent children	6%
Married/cohabiting couple/civil partnership	38%
Married/cohabiting couple/civil partnership with dependent children	26%
Other	4%

Does your household own or rent this accommodation? (n=2185)

Owns outright	46%
Owns with a mortgage or loan	35%
Rents (with or without Housing Benefit)	19%
Other	1%

Employment status (n=2280) (Total percentages equate to more than 100% as respondents were able to tick both disability and long term health problem responses)

Employed full time (30 hours or more per week)	36%
Employed part time (less than 30 hours per week)	12%
Self employed or freelance	5%
Long term sick or disabled	13%
Retired	44%
A student	2%
Looking after the home or family	6%
Other	3%

In total, how many cars or vans are owned or available to use, by members of your household? (Include any company cars or vans available for private use) (n=2190)

No car available	One car	Two cars	Three or more cars
16%	48%	29%	7%

Would you be interested in joining the Viewpoint Panel?

Yes	427
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