

HOUSEHOLD SURVEY 2015 – INITIAL ANALYSIS REPORT

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KEY FINDINGS

- In total, 1258 residents responded to the survey. A high proportion of respondents were female compared to the resident population.
- Taking everything into account, 78% of respondents were satisfied with the overall service provided by the Council. This compares to 82% in 2013 however, the proportion of those who were very satisfied has increased from 14% in 2013 to 18% in 2015.
- There has been a shift towards digital means of communicating with the Council in the last 2 years and an increase in preference expressed to receive “Newsline” electronically.
- Levels of satisfaction with different aspects of contacting the Council were high. In particular, 88% were satisfied with the helpfulness of front desk staff.
- 63% 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. 71% felt that levels of crime and 65% felt that anti-social behaviour have got better or stayed the same in the last two years.
- Satisfaction with local town centres for entertainment has increased by 10% to 38% since 2013.
- Whilst still at a very high level, satisfaction with civic amenity/household waste recycling sites has declined from 92% in 2013 to 86% in 2015.
- Dog fouling has consistently been considered the biggest problem affecting the appearance of streets in neighbourhoods since 2011.
- Levels of satisfaction with country parks are high at 88% but have significantly declined since 2013 when 96% of respondents indicated that they were satisfied.
- There has been an increase in satisfaction with winter maintenance with 72% of respondents indicating that they were satisfied in 2015 compared to 46% in 2011.

BACKGROUND

In June and July 2015, a detailed household survey was carried out across the Caerphilly County Borough area 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 have completed biennially since 2001.

METHODOLOGY

The survey was conducted from the 1st June 2015 with a closing date of 17th July 2015. Those who returned a completed survey by 30th June 2015 were entered into a free prize draw.

In previous years, the survey had been sent to 10,000 households across Caerphilly County Borough. The response to these surveys has, year on year, been skewed towards the older age groups. In an attempt to illicit a more representative response since 2009, this has been accompanied by an online survey.

In 2015, in an attempt to further broaden the respondent profile, the survey was distributed in three ways. An additional benefit of this methodology was to significantly reduce the cost of undertaking the survey.

Newsline Survey

Every household in Caerphilly county borough receives the council's newspaper, Newsline on a quarterly basis. The full survey Household Survey was included as a centre fold supplement to the June 2015 edition of Newsline and respondents were given the option of returning the completed form in the post or via any council office, library or customer first centre. Readers were also made aware that an online version of the survey was available if preferred.

Web Survey

The survey was displayed on the Council's Website for the duration of the consultation period. A paper version was also available on the Website that could be printed if needed.

Targetted distribution

To further encourage completion of the survey from a cross section of residents, the survey was promoted via Town and Community Councils, the 50+ forum, Menter Iaith, the Caerphilly Parent Network, Community Safety Volunteer Network, Families First, Gwent Association of Voluntary Organisations, Community Partnerships, the Caerphilly Business Forum and the Caerphilly Viewpoint Panel. Youth workers also visited a number of schools and youth clubs to encourage young people to complete the survey.

The survey was also promoted via the councils social media channels.

The total number of responses to the survey overall in 2015 was **1258**. This compares to 2280 in 2013. Of the 1258 completed questionnaires, 706 were completed online. This is higher than the online response for 2013 when 473 questionnaires were completed electronically. The remaining 552 surveys were returned in paper or Newsline formats and manually entered onto the system.

Responses to the survey were combined 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 a rewording of the open ended question to “What could the council do to increase your satisfaction with council services overall?”

In analysing the data, it was therefore possible to compare responses to most of the questions in the 2015 survey with those from the previous two 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 1**.

The analysis provided within this report presents overall responses to each question. In addition, where responses between groups *are significantly different*, these differences are highlighted.

RESPONDENT PROFILE

Of those who provided a response 61% were female. For the county borough as a whole, the 2011 Census indicated that females accounted for 49% of the population aged 18 or over and males 51%.

Overall, 98.3% of respondents to the survey identified themselves as White, a figure which is in line with the resident population as measured in the 2011 Census. 81% of respondents had no skills in Welsh which is a little lower than the 2011 census figure of 84% for the Caerphilly County Borough area.

Of those who completed the question, 15% of respondents indicated that they had a disability and 21% had a long term illness or health problem.

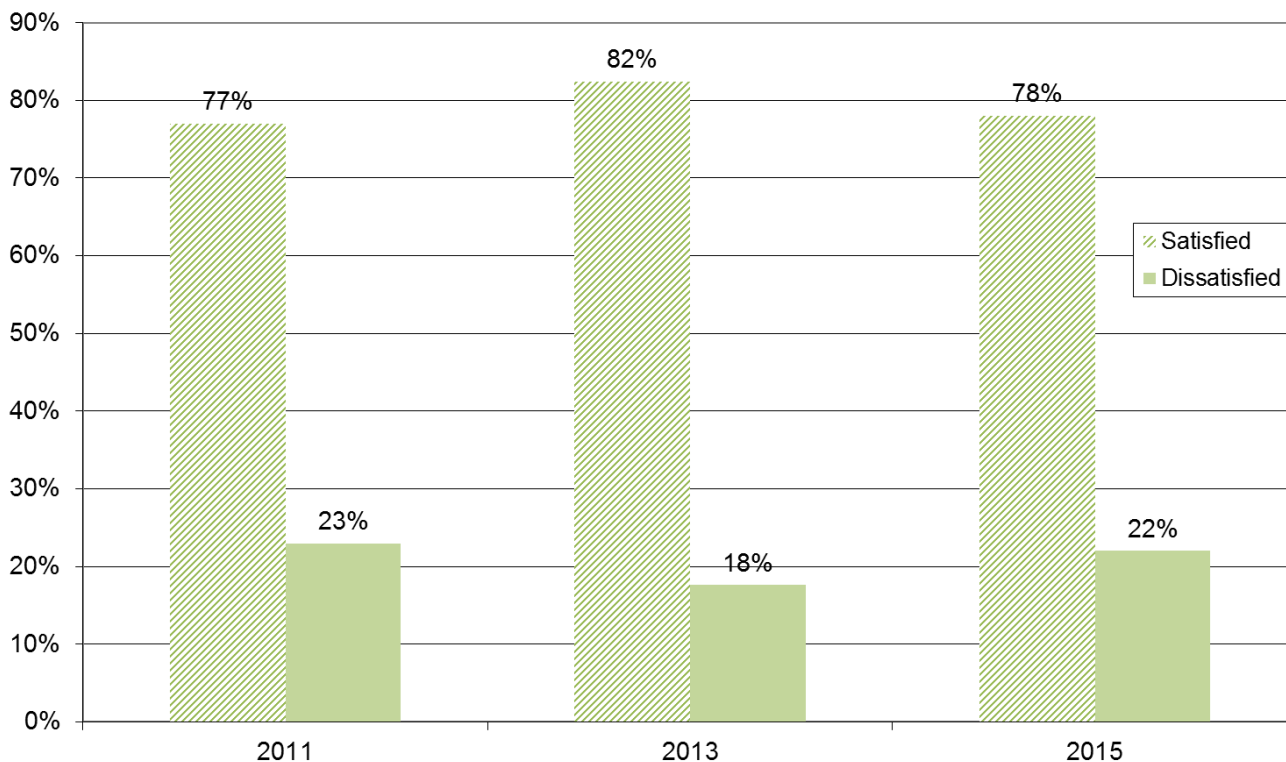
A high proportion of survey respondents (83%) were owner occupiers (i.e. said that they owned their property outright/with a mortgage) compared to the resident population as measured in the 2011 Census where 70% were owner occupiers.

In the 2015 survey, 28% of respondents were 65+. This is lower than the 2013 survey where 34% were 65+. For the first time, the 2015 survey elicited responses from the under 18's, with 5% of respondents indicating that they were under 18 years of age. The largest proportion of responses (40%) came from the 45-64 age group.

WHAT THE PUBLIC THINK ABOUT US

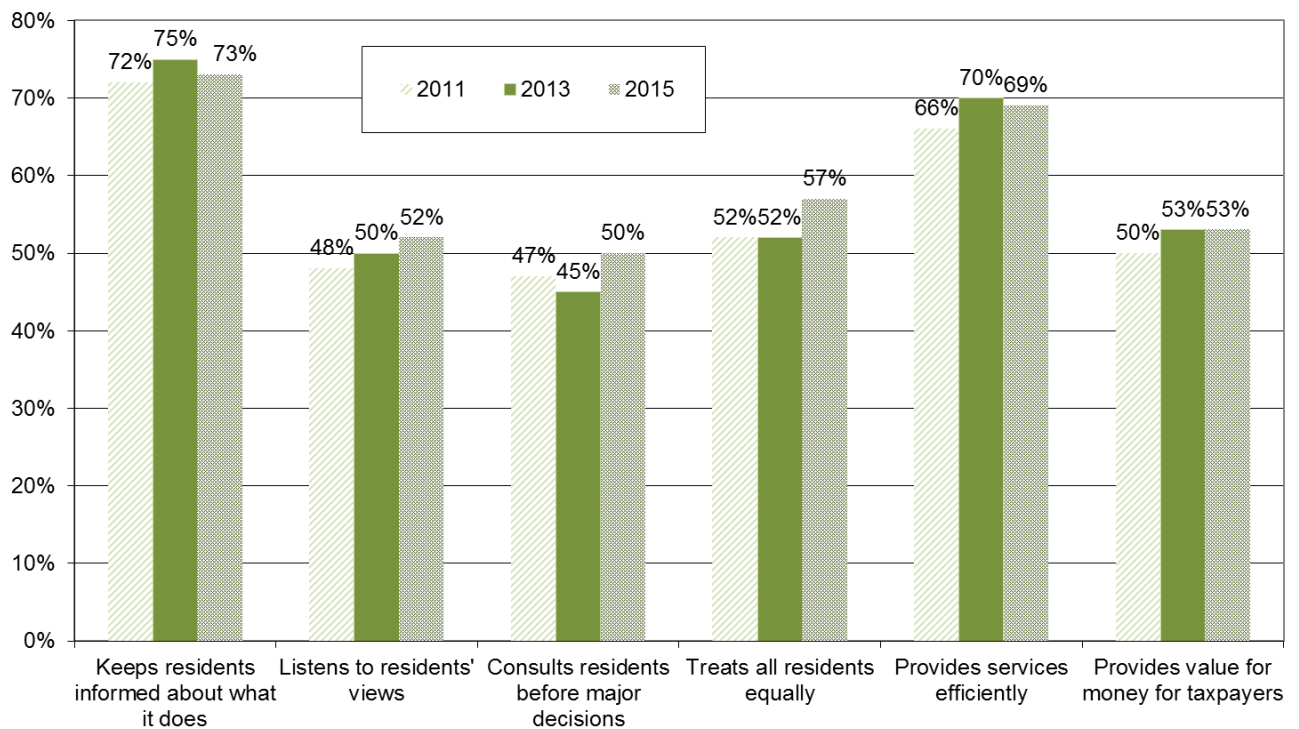
Taking everything into account, 78% of respondents were satisfied overall with the services provided by Caerphilly County Borough Council. **Graph 1** highlights the percentage of respondents who were satisfied or dissatisfied with the overall services provided by the Council since 2011. Whilst this is a decline since 2013, the proportion of those who were *very* satisfied has increased from 14% in 2013 to 18% in 2015.

Graph 1: Percentage of respondents who were satisfied or dissatisfied with the overall services provided by the Council (2011 - 2015)



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 2**, most respondents agreed that the Council keeps residents informed about what it does (73%) and provides services efficiently (69%). There has been an increase from 45% in 2013 to 50% in 2015 in the percentage who agreed that the Council *consults* residents before major decisions. There has also been an increase in the percentage who felt that the Council *treats all residents equally* from 52% in 2013 to 57% in 2015.

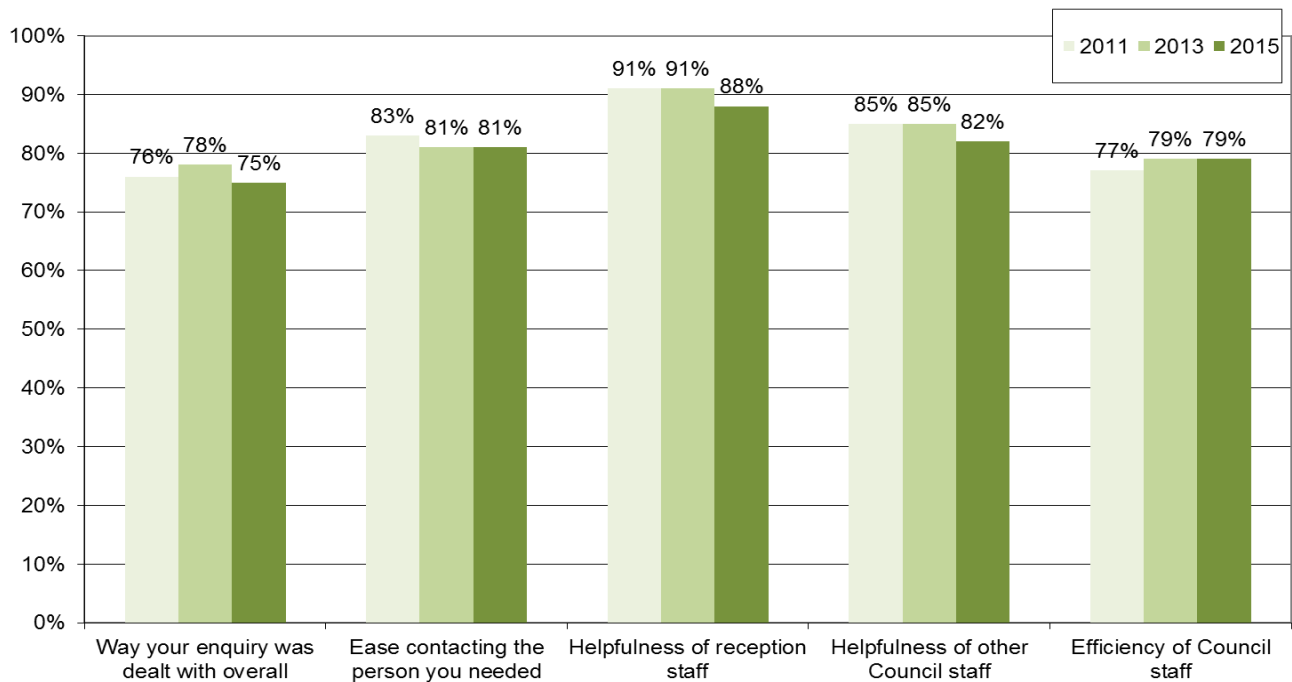
Graph 2: Satisfaction with how the Council provides its services (2011 – 2015). Percentage of respondents who agreed that the Council...



In the 2015 survey, 68% of respondents had, apart from paying routine bills, contacted the Council during the past 12 months. There has been a shift in the main method used to contact the Council with the percentage of respondents who had telephoned the Council declining from 64% in 2013 to 59% in 2015. The percentage who had visited Council offices was also a little lower at 11% (13% in 2015). The proportion of respondents who had used digital methods of contact in the past 12 months had increased, with 12% using e-mail (10% in 2013), 9% using the Council website (5% in 2013) and Social Media use increased from 1% in 2013 to 3% in the current survey..

Those who had contacted the Council in the previous 12 months were also asked how satisfied or dissatisfied they were with different aspects of contacting the Council. Overall, satisfaction levels were high. As can be seen from **Graph 3**, in 2015, the highest level of satisfaction was with front desk staff (88%), followed by the helpfulness of other staff (82%) and the ease of contacting the person you needed (81%). These high levels of satisfaction have shown a small decline since 2011 with the exception of “efficiency of Council staff”.

Graph 3: Percentage of respondents who were satisfied with aspects of contacting the Council (2011 - 2015)



Levels of satisfaction have with the Councils publication “Newsline” have not changed significantly since 2011. The vast majority of respondents agreed that “Newsline” was a useful source of news and information (86%) and that a copy of “Newsline” is delivered on a regular basis. There has been a significant increase in the proportion of respondents who indicated that they would like a copy of “Newsline” delivered electronically. This has increased from 21% in 2013 to 36% in 2015.

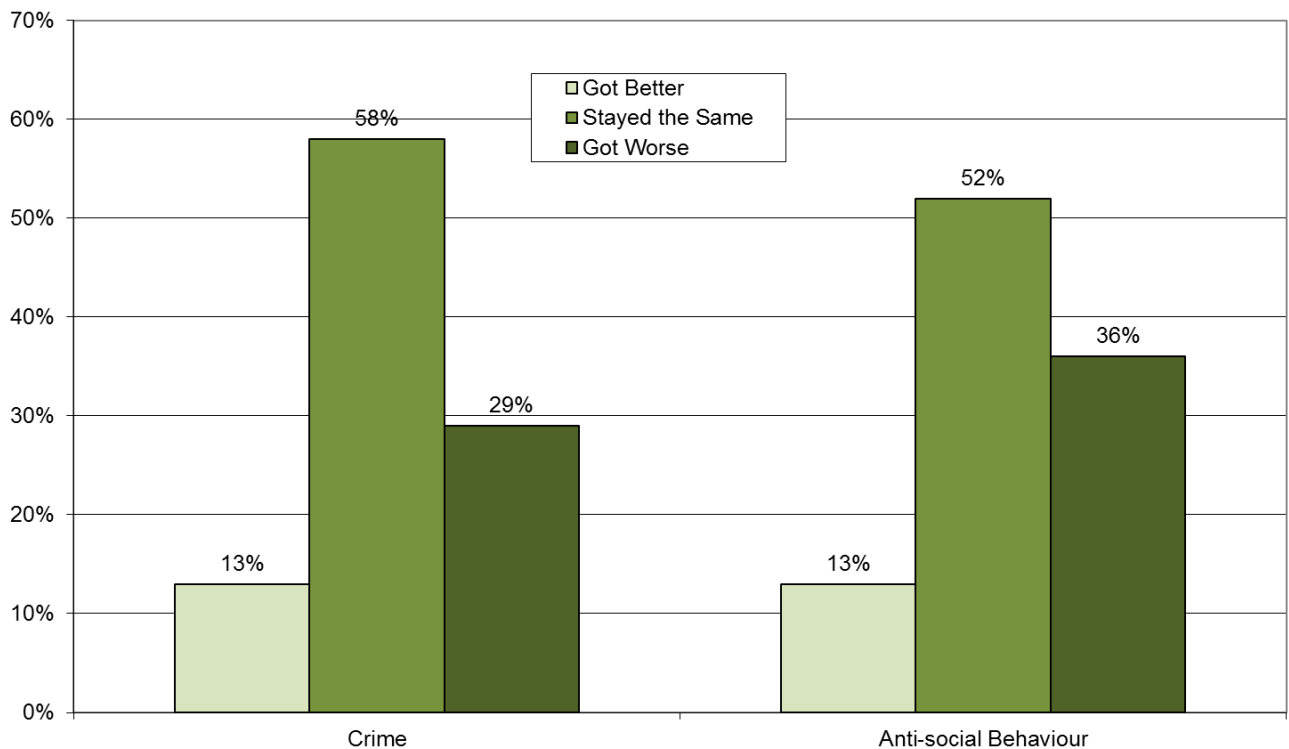
Both the increase in preference for an electronic version of “Newsline” and the shift to more electronic means of contacting the Council can be attributed to the fact that that in the 2015 survey, 91% of respondents had access to the internet at home and significantly, the proportion of respondents with access to an internet enabled mobile phone has increased from 58% in 2013 to 71% in 2015.

SAFER CAERPHILLY

In the 2015 survey, 63% 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 slightly lower than the survey in 2013 where 64% agreed.

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 4** shows that 71% felt that levels of crime and 65% felt that anti-social behaviour have got better or stayed the same in the last two years. These figures are lower when compared to survey responses in the 2013 survey where 76% felt that levels of crime and 69% felt that anti-social behaviour have got better or stayed the same in the last two years.

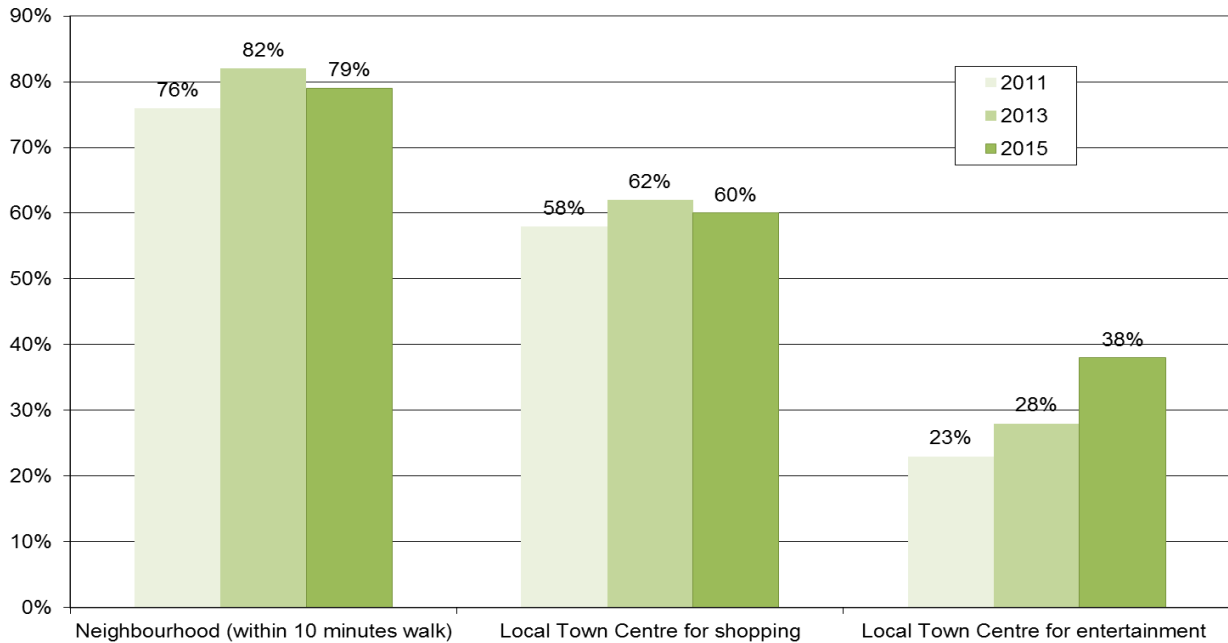
Graph 4: Do you feel the levels of crime and anti-social behaviour in your community have got better, stayed the same or got worse in the last 2 years? (2015 responses)



GREENER CAERPHILLY

Respondents were asked about their satisfaction with their neighbourhood and local town centre. **Graph 5** shows levels of satisfaction with various aspects of these localities.

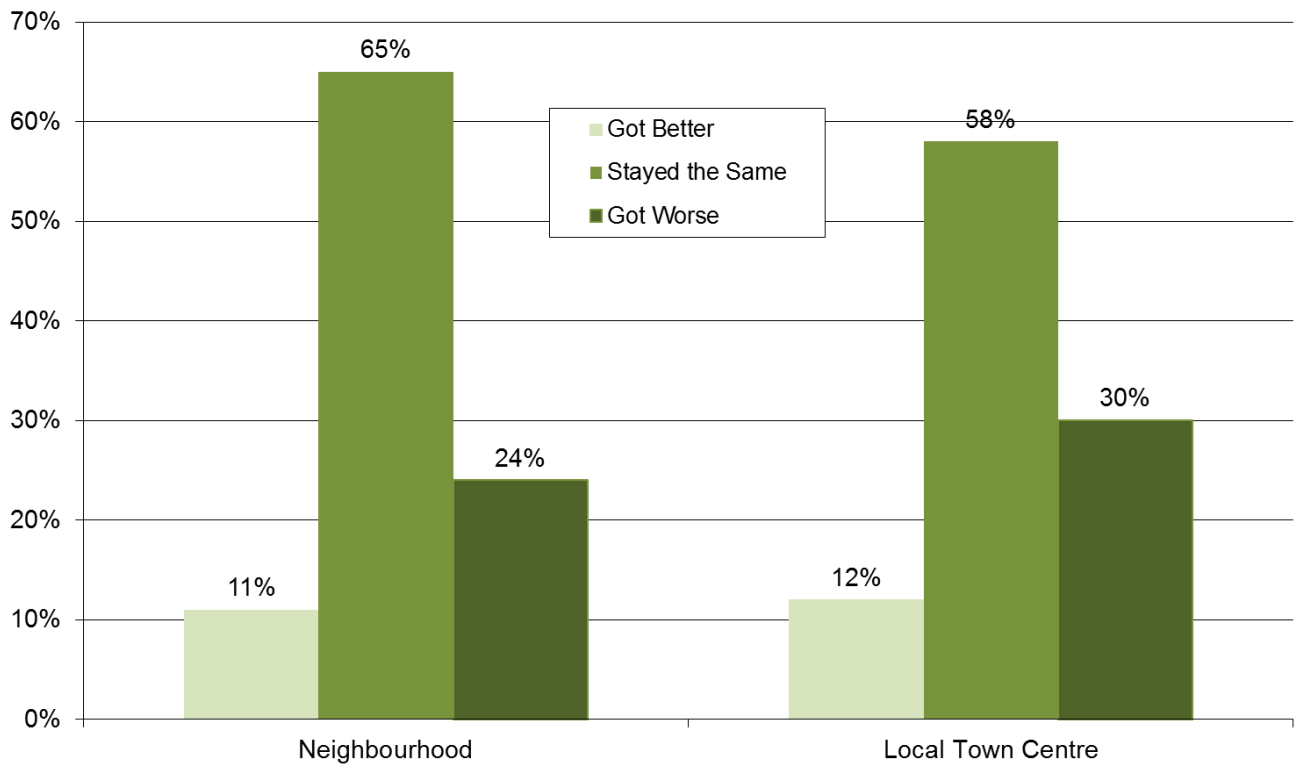
Graph 5: Percentage of respondents who were satisfied with local neighbourhoods and town centres (2011 - 2015)



Graph 5 evidences that satisfaction with respondents' neighbourhood, local town centre for entertainment has increased significantly from 23% to 38% between 2011 and 2015.

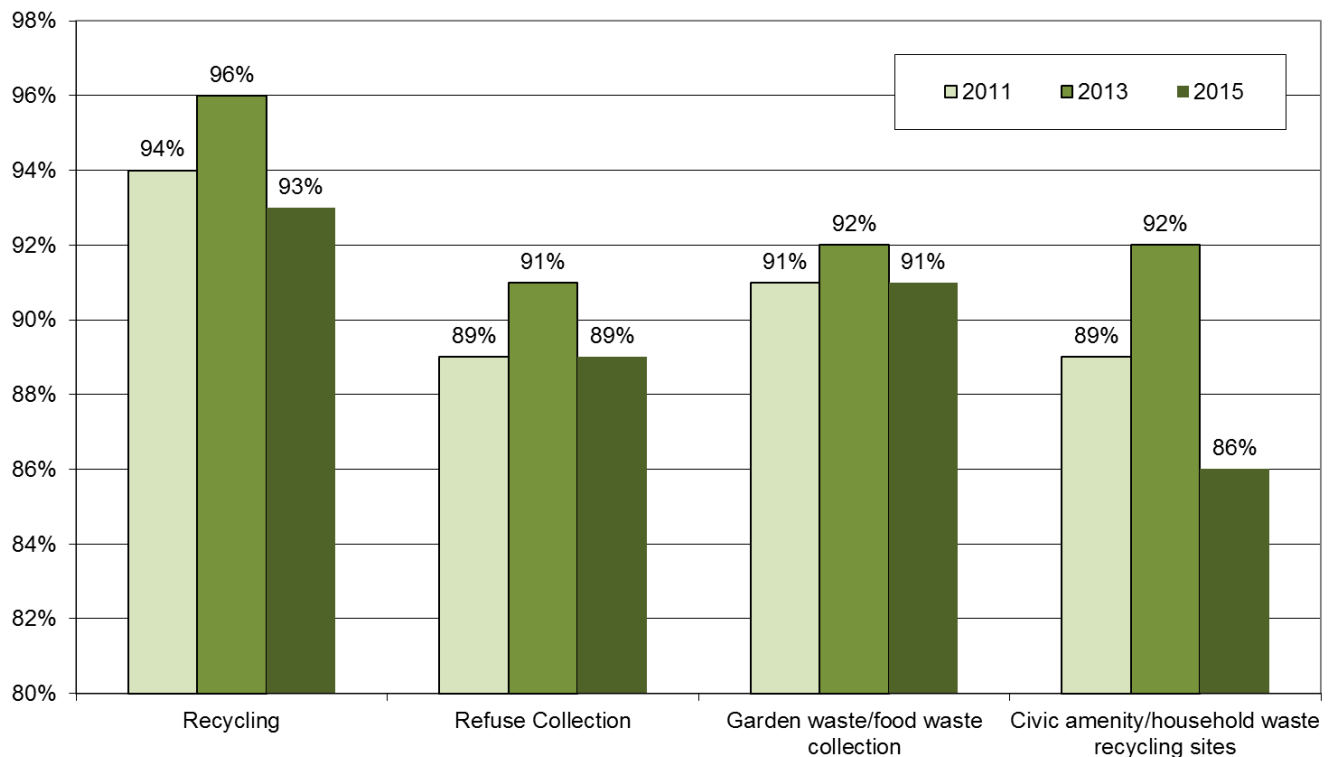
As highlighted in **Graph 6**, 76% of respondents felt that the quality of life in their *neighbourhoods* had got better or stayed the same and 70% perceived that the quality of life in their *local town centre* had stayed the same or got better over the past twelve months. Both of these figures show an decline in perception since the 2013 survey (78% for neighbourhoods and and 71% for local town centres) but are still higher than the figures for 2011 (73% for neighbourhoods and 64% for local town centres).

Graph 6: 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



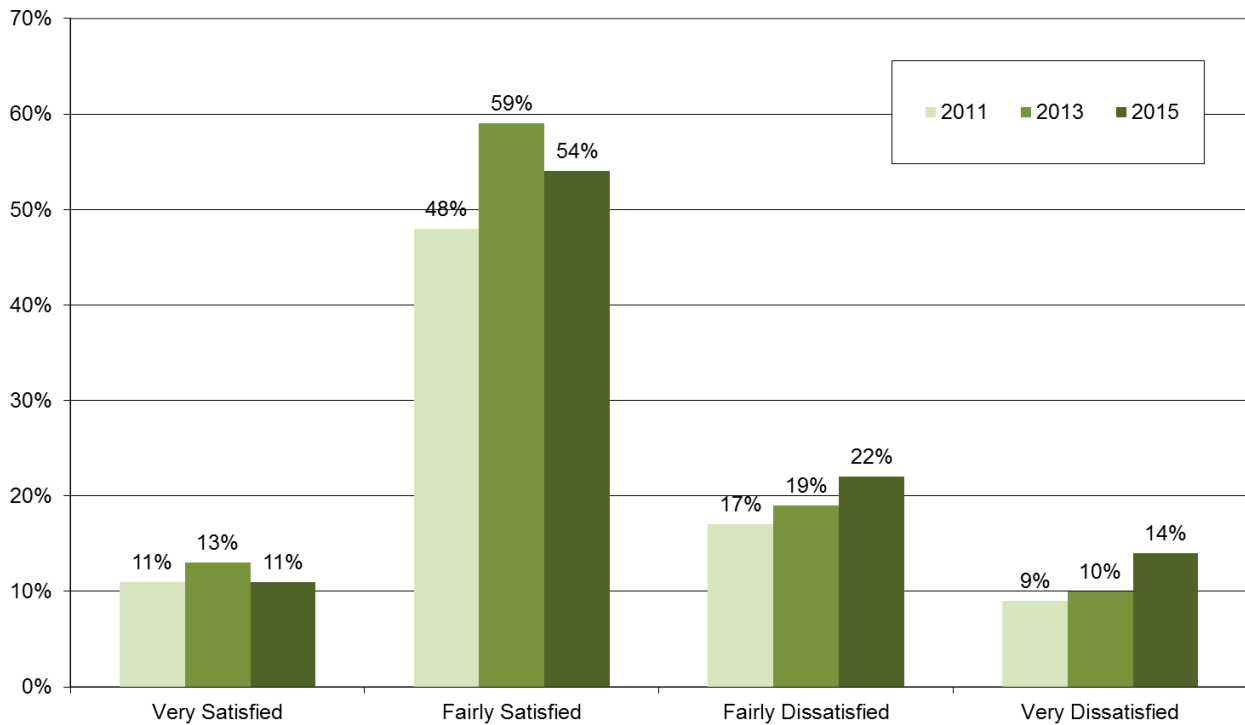
Respondents were asked about satisfaction with recycling and refuse services. The results are summarised in **Graph 7**. The graph highlights that there are very high levels of satisfaction with all aspects of recycling and refuse services provides by the Council. Satisfaction with civic amenity and household waste recycling sites have declined from 92% in 2013 to 86% in the most recent survey.

Graph 7: Percentage of respondents who were satisfied with recycling and refuse collection services (2011 - 2015)



A further question related to satisfaction with the appearance of the streets in respondents' neighbourhood and local town centre and 65% of respondents overall were satisfied with this aspect. As evidenced in **Graph 8**, this figure has increased significantly from 57% in 2011 but is lower than the figure for 2013 when 72% were satisfied with the appearance of the streets in their neighbourhood and local Town Centre.

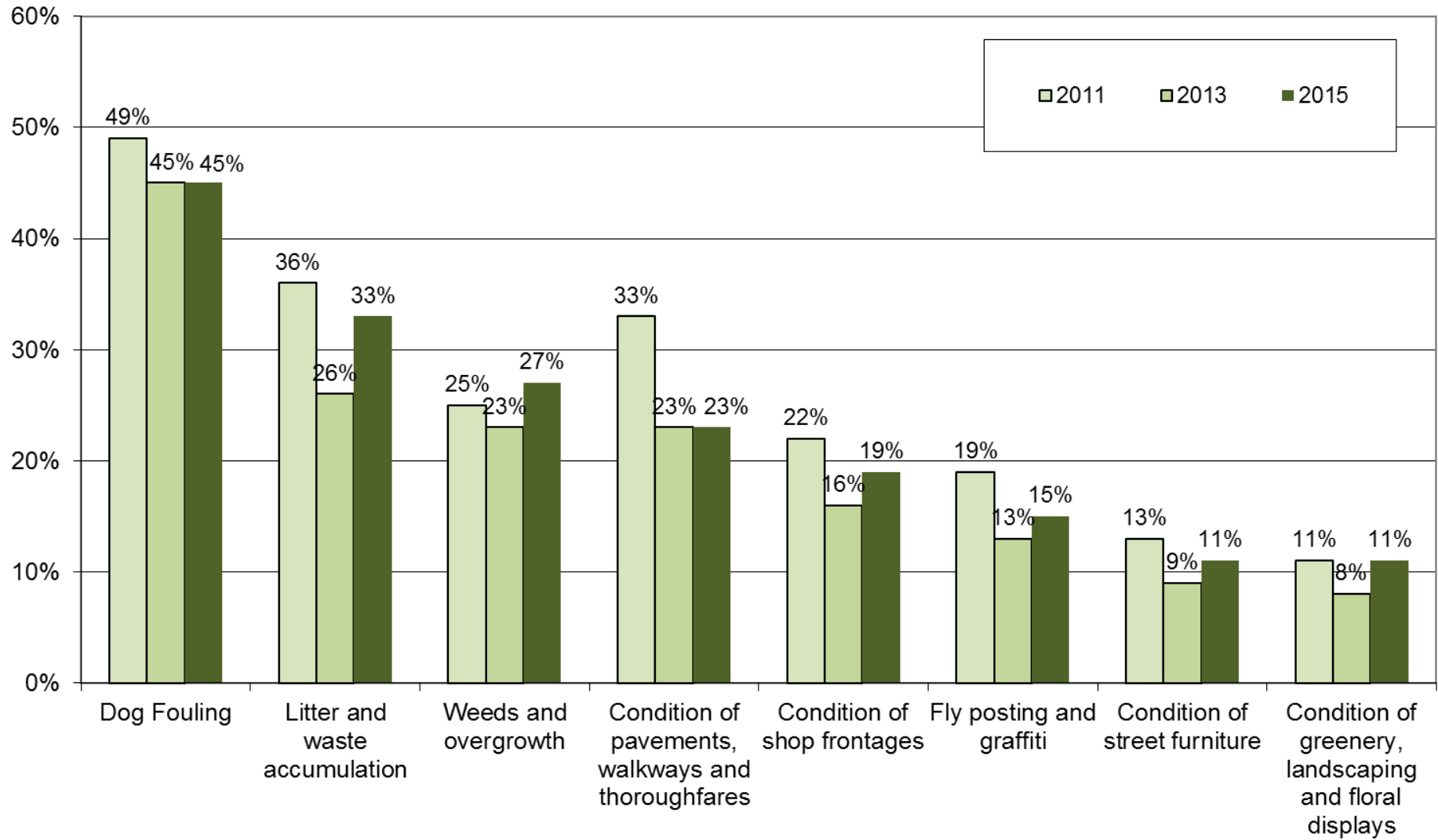
Graph 8: Percentage of respondents who were satisfied or dissatisfied with the appearance of the streets in their neighbourhood and local Town Centre (2011 - 2015)



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 9**.

Graph 9 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 (33%) and weeds and overgrowth (27%). The graph also highlights that the percentage of respondents who considered these issues were a big problem has been maintained since 2013, in relation to dog fouling and the condition of pavements, walkways and thoroughfares. All areas have shown an overall improvement on the figures for 2011.

Graph 9: Percentage of respondents who felt that certain issues were a big problem affecting the appearance of streets in their neighbourhood and local town centre (2011-2013)



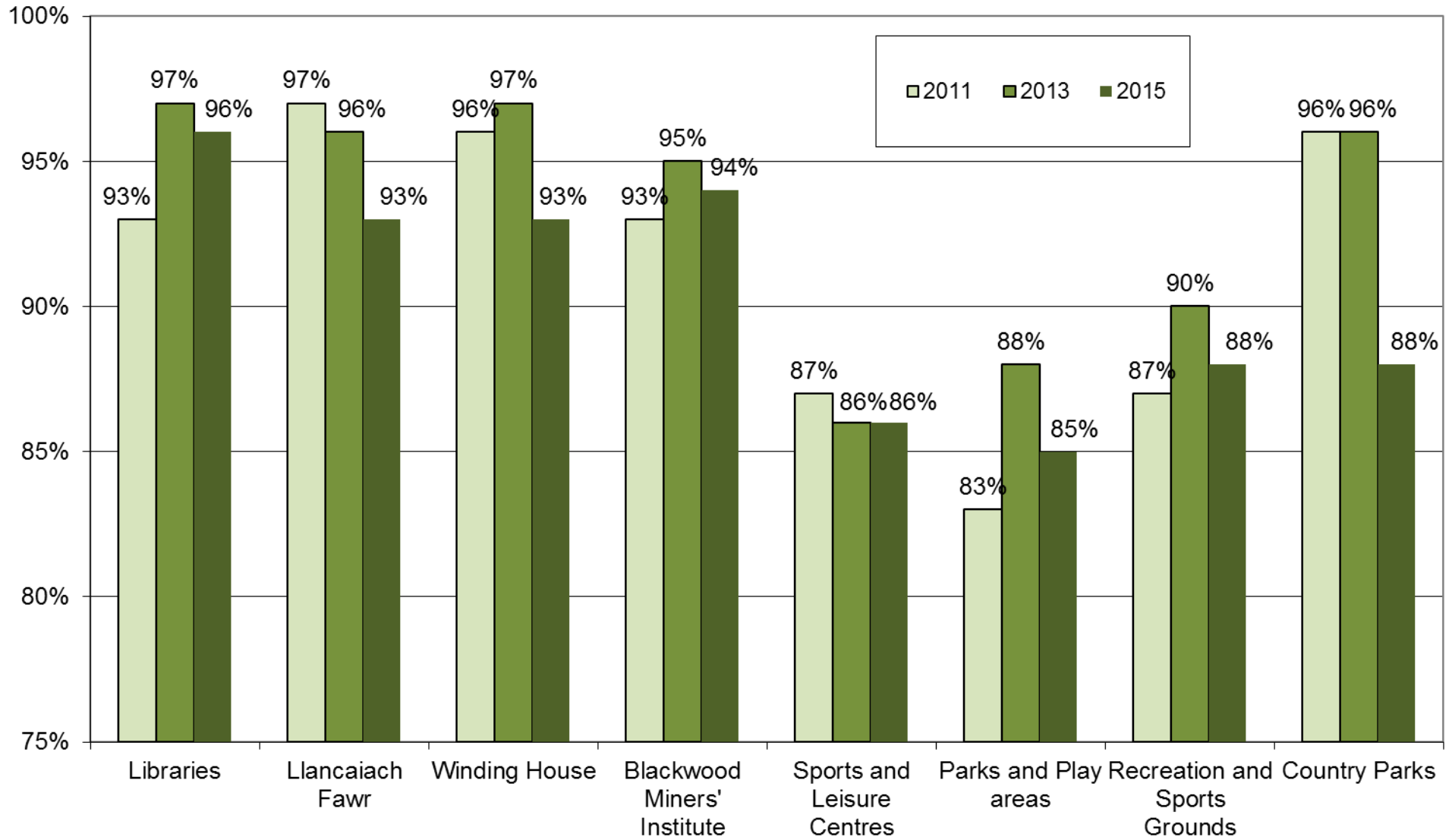
LEARNING CAERPHILLY, HEALTHIER CAERPHILLY

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 indicated that they had used a particular facility at some point, they were included in the analysis that follows. 83% of respondents had used libraries and parks and play areas. 81% had used country parks and 78% had used sports and leisure facilities at some time whilst only 40% had ever used the museum at the Winding House.

As can be seen from **Graph 10**, there have been high levels of satisfaction with all leisure, learning and cultural activities provided by the Council since 2011.

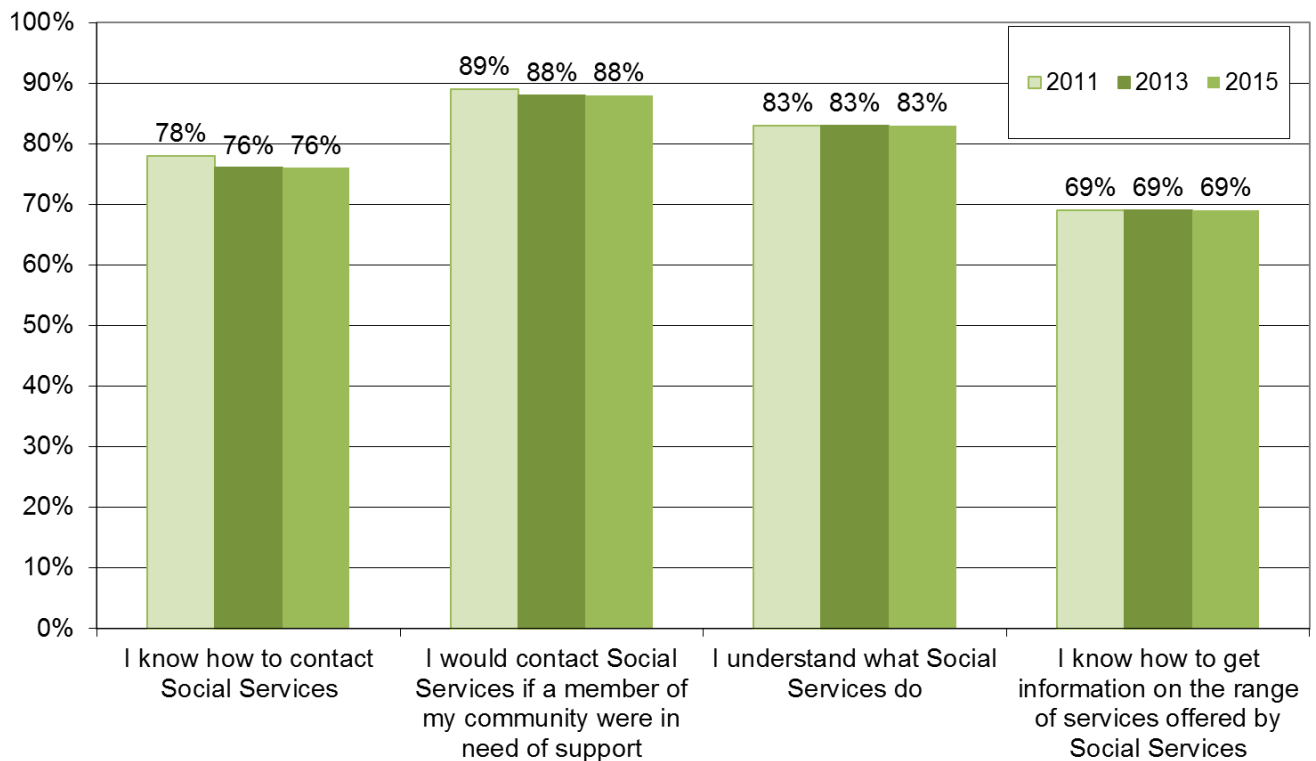
Satisfaction levels with sports and leisure centres have been maintained since 2013 however, levels of satisfaction with other services have declined, most significantly, in relation to country parks from 96% indicating that they were satisfied in 2013 compared to 88% in 2015.

Graph 10: Satisfaction with leisure, learning and cultural activities provided by the Council: Percentage of respondents satisfied (2011 - 2015)



Graph 11 shows the percentage of respondents who strongly agreed or tended to agree with the statements made in relation to Social Services in the questionnaire. The responses have been consistent since 2011 with a high percentage of respondents agreed that they would contact Social Services if a member of their community were in need of support (88%), understand what Social Services do (83%) and know how to contact Social Services (76%). A lower proportion of respondents (69%) agreed that they know how to get information about the range of services offered by Social Services.

Graph 11: Percentage of respondents who agreed with the statements ... (2011 – 2015)

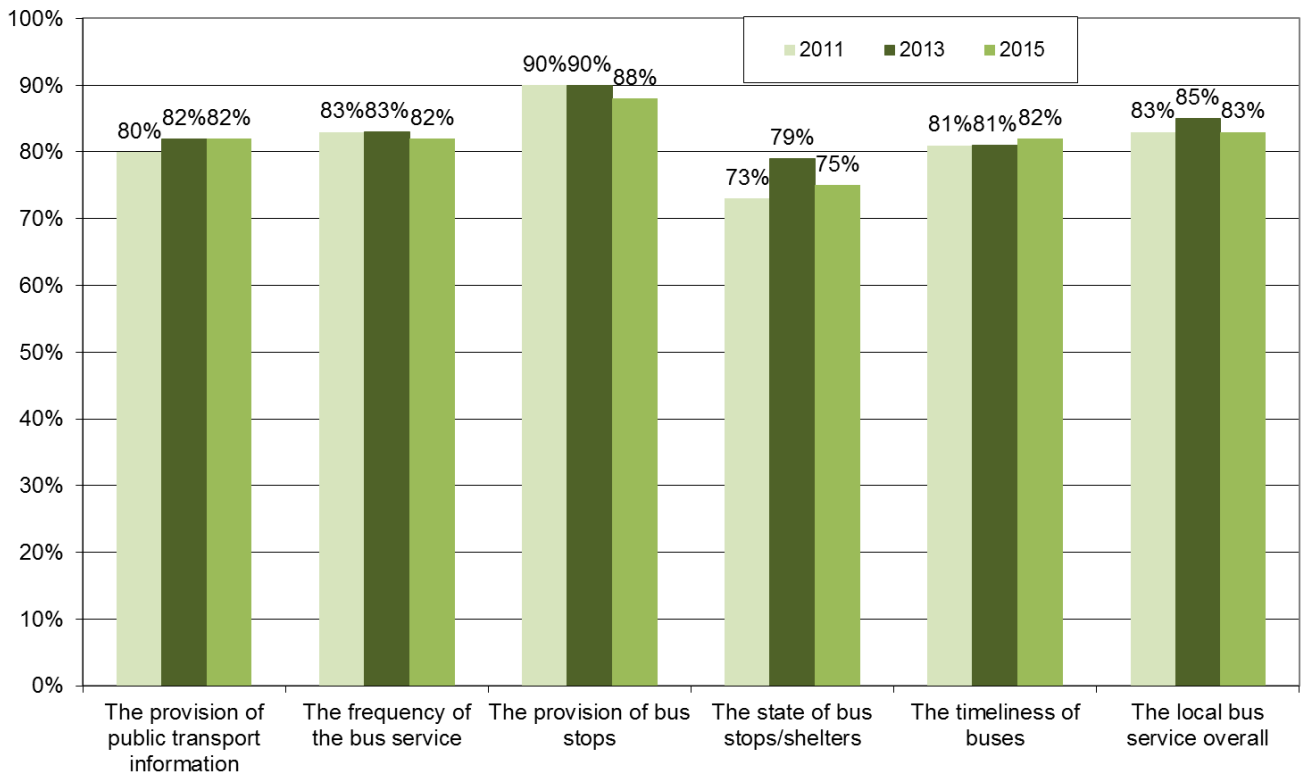


PROSPEROUS CAERPHILLY

Respondents were asked whether they were satisfied with various aspects of their local bus service, whether they normally use them or not. **Graph 12** evidences that there are high levels of satisfaction with all aspects of the local bus service in 2015.

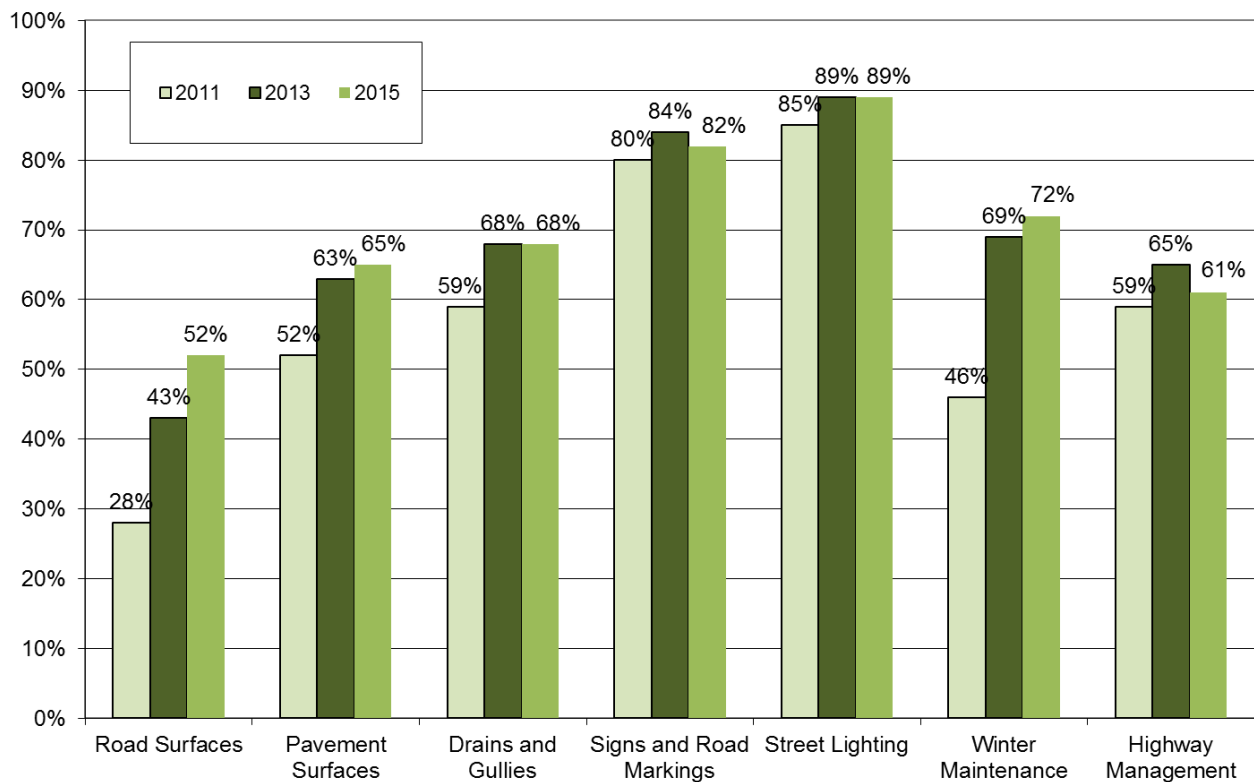
Respondents were most satisfied with the provision of bus stops (88% satisfied) and least satisfied with the state of bus stops/shelters (75% satisfied). The graph also shows whilst satisfaction with the state of bus stops/shelters has declined since 2013, that there has been little change in levels of satisfaction since 2011 for other aspects of the local service.

Graph 12: Percentage of respondents who are satisfied with different aspects of their local bus service (2011 - 2015)



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 13**.

Graph 13: Satisfaction with standard of maintenance of neighbourhood road network: Percentage of respondents who were satisfied (2011 to 2015)



As in the previous two surveys, satisfaction levels were highest in relation to the maintenance of street lighting (89%), followed by signs and road markings (82%). Respondents were least satisfied with road surfaces, however, this area has shown a significant increase since 2011 with satisfaction levels having increased from 28% (2011) to 52% in 2015.

Graph 13 also highlights that there has been an increase in satisfaction with winter maintenance with 72% of respondents indicating that they were satisfied in 2015 compared to 46% in 2011. Whilst signs and road markings and highway management have shown small declines since 2013, satisfaction with all aspects of the neighbourhood road network are improved since 2011.

APPENDIX 1: SUMMARY OF SURVEY RESULTS 2015 (2013 RESULTS) (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
Paper returns inc Newline	552	44%
Web Survey	706	56%

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=1226)	24%	55%	12%	8%
(n=2188)	26%	56%	12%	6%
(n=2812)	21%	55%	14%	10%
Local Town Centre for shopping (n=1172)	15%	45%	21%	19%
(n=2170)	14%	48%	20%	18%
(n=2799)	13%	45%	22%	21%
Local Town Centre for entertainment (n=1112)	8%	30%	30%	32%
(n=1918)	5%	23%	30%	43%
(n=2500)	4%	19%	30%	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=1231)	11%	65%	24%
(n=2214)	10%	68%	22%
(n=2859)	6%	67%	27%
Your local Town Centre (n=1117)	12%	58%	30%
(n=2128)	11%	60%	29%
(n=2747)	6%	58%	36%

3 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=1103)	13%	58%	29%
(n=1884)	17%	59%	23%
Anti-social Behaviour (n=979)	13%	52%	36%
(n=1760)	17%	52%	31%

4 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= 1086) (n=1951) (n=2453)

Strongly Agree	Tend to Agree	Tend to Disagree	Disagree Strongly
12%	51%	25%	12%
10%	54%	26%	10%
8%	50%	28%	15%

5 How satisfied or dissatisfied are you with the following aspects of the services the Council provides?

	Very Satisfied	Fairly Satisfied	Fairly Dissatisfied	Very Dissatisfied
Recycling (n=1231)	59%	34%	5%	2%
(n=2250)	64%	32%	3%	2%
(n=2885)	58%	36%	5%	2%
Refuse collection (n=1225)	55%	34%	6%	4%
(n=2240)	61%	30%	5%	4%
(n=2885)	51%	38%	7%	5%
Garden waste/food waste collection (n=1160)	59%	32%	6%	3%
(n=2142)	63%	29%	4%	3%
(n=2722)	56%	35%	6%	3%
Civic amenity/household waste recycling sites (n=1142)	44%	42%	9%	5%
(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=1183)	11%	54%	22%	14%
(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=1189)	19%	45%	36%
(n=2132)	16%	42%	42%
(n=2629)	22%	43%	35%
Condition of pavements, walkways and thoroughfares (n=1221)	23%	45%	32%
(n=2190)	23%	45%	32%
(n=2716)	33%	46%	21%
Condition of street furniture (n=1202)	11%	35%	55%
(n=2160)	9%	36%	55%
(n=2669)	13%	40%	48%
Condition of greenery, landscaping and floral displays (n=1194)	11%	27%	62%
(n=2145)	8%	24%	68%
(n=2636)	11%	26%	63%
Fly posting and graffiti (n=1193)	15%	46%	40%
(n=2097)	13%	46%	42%
(n=2632)	19%	49%	33%
Litter and waste accumulation (n=1215)	33%	44%	23%
(n=2129)	26%	46%	28%
(n=2678)	36%	43%	21%
Dog fouling (n=1220)	45%	41%	14%
(n=2187)	45%	40%	16%
(n=2728)	49%	37%	14%
Weeds and overgrowth (n=1197)	27%	43%	30%
(n=2165)	23%	45%	32%
(n=2647)	25%	44%	32%
Other (n=244)			
(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=952)	30%	52%	12%	6%
(n=1742)	29%	53%	12%	7%
(n=2205)	28%	52%	13%	8%
The frequency of the bus service (n=959)	36%	46%	11%	8%
(n=1774)	39%	44%	9%	8%
(n=2216)	39%	44%	10%	8%
The provision of bus stops (n=982)	38%	50%	8%	4%
(n=1824)	42%	48%	7%	4%
(n=2287)	41%	49%	6%	4%
The state of bus stops/shelters (n=1004)	18%	57%	18%	7%
(n=1857)	21%	58%	14%	7%
(n=2303)	18%	55%	19%	8%
The timeliness of the buses (n=936)	29%	53%	12%	7%
(n=1714)	29%	52%	12%	7%
(n=2139)	28%	53%	12%	7%
The local bus service overall (n=957)	31%	52%	11%	6%
(n=1761)	32%	53%	8%	7%
(n=2228)	30%	53%	9%	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=1218)	9%	43%	29%	20%
(n=2223)	6%	37%	29%	28%
(n=2753)	3%	25%	29%	43%
Pavement surfaces (n=1225)	10%	55%	24%	12%
(n=2201)	9%	54%	24%	13%
(n=2748)	6%	46%	28%	21%
Drains and Gullies (n=1195)	13%	55%	21%	12%
(n=2141)	12%	56%	19%	14%
(n=2664)	9%	50%	23%	18%
Signs and Road Markings (n=1212)	20%	62%	12%	7%
(n=2166)	20%	64%	11%	5%
(n=2713)	17%	63%	14%	7%
Street Lighting (n=1223)	31%	58%	7%	4%
(n=2206)	30%	59%	7%	4%
(n=2763)	28%	57%	10%	5%
Winter Maintenance (n=1208)	23%	49%	16%	12%
(n=2219)	23%	46%	15%	16%
(n=2769)	10%	36%	22%	32%
Highway Management (n=1179)	11%	50%	22%	16%
(n=2077)	11%	54%	20%	15%
(n=2601)	9%	50%	23%	19%

10a 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=1195)	7%	22%	10%	12%	8%	21%	22%
(n=2209)	4%	19%	10%	9%	8%	20%	30%
(n=2763)	3%	19%	9%	9%	8%	19%	33%

10b 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=1199)	3%	19%	20%	15%	8%	18%	17%
(n=2236)	1%	11%	18%	13%	10%	23%	25%
(n=2792)	1%	11%	18%	13%	11%	21%	26%

10c 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=1165)	1%	1%	2%	15%	13%	31%	36%
(n=2238)	0%	0%	1%	7%	12%	31%	49%
(n=2798)	0%	1%	2%	8%	14%	29%	47%

10d 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=1168)	1%	1%	3%	11%	8%	17%	60%
(n=2233)	0%	0%	1%	6%	7%	11%	76%
(n=2794)	0%	0%	1%	5%	8%	10%	76%

10e 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=1183)	1%	2%	3%	15%	14%	27%	37%
(n=2242)	0%	1%	1%	9%	15%	30%	45%
(n=2807)	0%	1%	3%	13%	14%	24%	44%

10f 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=1196)	10%	24%	15%	15%	7%	13%	17%
(n=2223)	7%	21%	16%	11%	10%	15%	20%
(n=2803)	6%	16%	13%	13%	13%	14%	25%

10g 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=1166)	6%	17%	10%	12%	6%	18%	30%
(n=2221)	3%	13%	8%	7%	8%	19%	42%
(n=2771)	2%	13%	7%	8%	9%	19%	43%

10h The Council provides 6 COUNTRY PARKS. How often, if at all, do you or your household use them?

(Note: this was 5 country parks in previous surveys)

	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=1183)	5%	14%	19%	19%	10%	14%	19%
(n=2236)	2%	11%	15%	15%	14%	16%	26%
(n=2809)	3%	9%	14%	16%	16%	15%	28%

11 If you have used any of these facilities and services, 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 some point)

	Very Satisfied	Fairly Satisfied	Fairly Dissatisfied	Very Dissatisfied
Sports and Leisure Centres (n=807)	28%	58%	10%	4%
(n=1237)	24%	62%	10%	4%
(n=1477)	24%	63%	10%	4%
Libraries (n=880)	58%	38%	3%	1%
(n=1371)	53%	44%	2%	1%
(n=1679)	48%	45%	4%	2%
Llancaiach Fawr (582)	47%	46%	6%	2%
(n=830)	49%	47%	3%	1%
(n=1051)	51%	46%	2%	1%
Winding House (n=374)	52%	41%	5%	2%
(n=425)	58%	39%	2%	1%
(n=490)	53%	43%	3%	1%
Blackwood Miners' Institute (n=580)	41%	53%	4%	1%
(n=945)	42%	53%	4%	1%
(n=1223)	41%	52%	6%	7%
Parks and Play areas (n=896)	26%	59%	10%	5%
(n=1433)	27%	61%	8%	4%
(n=1690)	23%	60%	12%	5%
Recreation and Sports Grounds (n=671)	26%	62%	9%	3%
(n=975)	23%	67%	7%	2%
(n=1169)	20%	67%	10%	3%
Country Parks (n=859)	37%	51%	7%	6%
(n=1370)	45%	51%	3%	1%
(n=1691)	43%	53%	3%	1%

12 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=1092)	30%	48%	13%	9%
(n=1845)	30%	46%	15%	10%
(n=2366)	30%	48%	14%	8%
I would contact SS if a member of my (n=1104) community were in need of support (n=1903)	36%	51%	8%	4%
(n=2441)	40%	48%	8%	4%
	39%	50%	8%	4%
I understand what SS do (n=1142)	34%	50%	11%	5%
(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=1111)	29%	45%	18%	9%
(n=1882)	29%	40%	20%	11%
(n=2589)	28%	41%	20%	11%

13 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=1205)	18%	60%	16%	6%
(n=2193)	14%	68%	12%	5%
(n=2801)	13%	65%	16%	7%

14 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=1211)	21%	52%	19%	8%
	(n=2183) 20%	55%	19%	7%
	(n=2787) 17%	55%	21%	6%
Listens to residents' views (n=1093)	13%	39%	33%	16%
	(n=1847) 11%	39%	36%	15%
	(n=2415) 10%	38%	37%	15%
Consults residents before major decisions (n=1122)	14%	36%	33%	18%
	(n=1916) 10%	35%	37%	18%
	(n=2482) 10%	37%	36%	17%
Treats all residents equally (n=1037)	17%	40%	25%	19%
	(n=1777) 13%	39%	30%	19%
	(n=2320) 12%	40%	30%	19%
Provides services efficiently (n=1148)	16%	53%	21%	10%
	(n=2030) 13%	57%	21%	9%
	(n=2614) 11%	55%	25%	10%
Provides value for money for taxpayers (n=1093)	13%	43%	28%	17%
	(n=1979) 10%	43%	29%	18%
	(n=2527) 10%	40%	31%	20%

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

(n=1239)	845 (68%)
(n=2193) Yes	1192 (54%)
(n=2937) Yes	1671 (57%)

16 IF YOU CONTACTED THE COUNCIL during the last 12 months, what was the main method you used?

(Note: Includes only respondents who have contacted the Council in past 12 months. Question changed in 2011 so no earlier data for direct comparison)

	Visit	Telephone	Letter	E-mail	Approach to Councillor	CCBC Website	Social Media
(n=834)	11%	59%	3%	12%	4%	9%	3%
(n=1171)	13%	64%	3%	10%	4%	5%	1%

17 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=822)	39%	36%	11%	14%
	(n=1167) 40%	38%	10%	13%
	(n=1637) 40%	36%	12%	11%
Ease contacting the person you needed (n=808)	39%	42%	11%	9%
	(n=1119) 40%	41%	11%	8%
	(n=1587) 40%	43%	11%	6%
Helpfulness of front desk staff (n=666)	50%	38%	7%	5%
	(n=956) 53%	38%	5%	4%
	(n=1407) 51%	40%	5%	5%
Helpfulness of other Council staff (n=710)	40%	42%	10%	8%
	(n=990) 43%	42%	8%	7%
	(n=1416) 39%	46%	9%	6%
Efficiency of Council staff (n=761)	35%	44%	11%	11%
	(n=1053) 37%	42%	11%	10%

(n=1512)

35%

42%

14%

10%

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

	2011	2013	2015
Personal Computer (PC) at home	(n=2928) 74%	(n=2184) 82%	(n=1205) 88%
Access to the Internet at home	(n=2925) 72%	(n=2178) 81%	(n=1208) 91%
Email address	(n=2928) 71%	(n=2159) 81%	(n=1201) 90%
SKY TV	(n=2922) 71%	(n=2150) 69%	(n=1182) 69%
Internet enabled Mobile Phone	(n=2923) 39%	(n=2120) 58%	(n=1179) 71%

19 Views on Newsline

	Strongly Agree	Tend to Agree	Tend to disagree	Strongly Disagree
Newsline is a useful source of news and information (n=1153)	39%	47%	8%	6%
(n=2106)	38%	50%	8%	4%
(n=2759)	39%	50%	8%	4%
A copy of Newsline is delivered on a regular basis (n=1162)	43%	41%	9%	7%
(n=2114)	42%	44%	8%	5%
(n=2759)	42%	46%	8%	4%
I would prefer to receive my Newsline electronically (n=1082)	19%	17%	25%	39%
(n=1819)	11%	10%	29%	49%
(n=2759)	12%	13%	29%	46%

Are you ...

	Male	Female	Transgender
(n=1210)	39%	61%	<1%
(n=2220)	53%	47%	<1%
(n=2881)	57%	43%	<1%

Age group?

	<18	18-29 years	30-44 years	45-64 years	65+ years
(n=1131)	5%	6%	23%	38%	28%
(n= 2090)		7%	22%	37%	34%
(n=2738)		5%	18%	41%	36%

What is your ethnicity?

	2015 (n=1198)	2013 (n=2193)	2011(2867)
White	98.3%	99.1%	99.1%
Asian	0.4%	0.4%	0.3%
Black/African/Caribbean	0.0%	0.0%	0.1%
Mixed/Multiple	0.4%	0.0%	0.2%
Other	0.8%	0.5%	0.3%

What is your religion

	2015 (n=1176)	2013 (n=2160)	2011 (2832)
No religion	42.3%	33.4%	28.1%
Buddhist	0.1%	0.1%	0.1%
Christian (all denominations)	54.5%	65.1%	66.1%
Hindu	0.2%	0.2%	0.0%
Jewish	0.2%	0.2%	4.5%
Muslim	0.3%	0.2%	0.0%
Sikh	0.0%	0.1%	0.0%
Other	2.5%	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=1171)	15%	11%	11%	9%	81%
(n=2246)	9%	7%	9%	5%	85%
(n=2936)	10%	7%	8%	5%	85%

What is your main language?

	English	Welsh	Other
(n=1188)	98%	1%	1%
(n=2217)	99%	1%	<1%
	98%	1%	1%

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

	2015	2013 (n=2280)
Yes, I have a disability (n=1177)	15%	20%
Yes, I have a long term illness or health problem (n=1174)	21%	27%
No (n=1174)	68%	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)

	2015 (n=1129)	2013 (n=2164)
Yes, limited a lot	17%	19%
Yes, limited a little	9%	16%
No	74%	65%

Household type

	2015 (n=1160)	2013 (n=2137)
One Person (pensioner or other)	19%	26%
Single parent with dependent children	6%	6%
Married/cohabiting couple/civil partnership	46%	38%
Married/cohabiting couple/civil partnership with dependent children	23%	26%
Other	7%	4%

Does your household own or rent this accommodation?

	2015 (n=1168)	2013 (n=2185)
Owns outright	46%	46%
Owns with a mortgage or loan	37%	35%
Rents (with or without Housing Benefit)	17%	19%
Other	<1%	1%

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

	2015 (1184)	2013 (n=2280)
Employed full time (30 hours or more per week)	39%	36%
Employed part time (less than 30 hours per week)	10%	12%
Self employed or freelance	4%	5%
Long term sick or disabled	6%	13%
Retired	31%	44%
A student	4%	2%
Looking after the home or family	4%	6%
Other	3%	3%