

Living in Caerphilly county borough

If you have any questions about the survey, would like assistance in completing the form or would like a copy of the questionnaire in another format or any other language, please contact Liz Sharma on 01443 864354 or e-mail publicengagement@caerphilly.gov.uk

How satisfied are you with services provided by Caerphilly County Borough Council? Which services need to be improved? Caerphilly County Borough Council is keen to evaluate the way it currently provides services and remodel service provision based on feedback from you as a resident. If you complete the questionnaire by **29th September 2017** you may also enter a **prize draw for £250**.

How we will use your information The information you provide will be used by Caerphilly County Borough Council's Communications Unit. The views submitted by all respondents will be retained for 4 years and will be collated and used to produce a summary report. The summary report will be used to support the evaluation and remodelling of services where needed and may be published by Caerphilly County Borough Council. Your contact details if you have requested to join the Viewpoint Panel will be used for this purpose and will be retained until you inform us that you no longer wish to be a Viewpoint Panel member.

Your contact details if you have solely requested to be entered into the prize draw will be used for this purpose and will be retained for 6 months. Caerphilly County Borough Council are relying on your consent to process your information, which you may withdraw. You have a number of rights in relation to the information including the right of access to information we hold about you and the right of complaint if you are unhappy with the way your information is being processed. For further information on how we process this information and your rights please follow this link:

<http://www.caerphilly.gov.uk/CaerphillyDocs/FOI/PrivacyNotices/ResidentsHouseholdSurvey-PrivacyNotice.aspx>

Please click in the appropriate boxes to select your response.

Your Council

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

☐ Very Satisfied ☐ Fairly Satisfied ☐ Fairly Dissatisfied ☐ Very Dissatisfied ☐ Don't Know

If you indicated that you were dissatisfied with the overall service provided by Caerphilly County Borough Council, please say why.

What could the Council do to increase your satisfaction with council services overall?

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

	Strongly Agree	Tend to Agree	Tend to Disagree	Strongly Disagree	Don't Know
I can influence decisions affecting my local area (e.g. planning applications, road layouts or wider issues that will affect where I live)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I understand how decisions are made in Local Government	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The Council keeps residents informed about what it does	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The Council listens to residents views	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The Council consults residents before major decisions	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The Council provides services efficiently	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The Council provides value for money for tax payers	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

How many times have you contacted your local Councillor during the last 12 months?

- ☐ None
- ☐ Once
- ☐ Twice
- ☐ Three or more times

How easy or difficult was it to contact your local Councillor?

- ☐ Very easy
- ☐ Quite easy
- ☐ Quite difficult
- ☐ Very difficult

How did you contact your local Councillor? (Please select only the MAIN method used)

- ☐ Face to face / visit
- ☐ Telephone
- ☐ Letter
- ☐ E-mail
- ☐ CCBC website
- ☐ Social media (Twitter/Facebook etc)

How many times have you contacted the Council during the last 12 months (apart from paying routine bills)?

- ☐ None
- ☐ Once
- ☐ Twice
- ☐ Three or more times

How easy or difficult was it to contact the Council?

- ☐ Very easy
- ☐ Quite easy
- ☐ Quite difficult
- ☐ Very difficult

How did you contact the Council? (Please select only the MAIN method used)

- ☐ Face to face / visit
- ☐ Telephone
- ☐ Letter
- ☐ E-mail
- ☐ CCBC website
- ☐ Social media (Twitter/Facebook etc)

Please tell us briefly what your enquiry was about in the box below:

When contacting the Council, how satisfied or dissatisfied were you with the following?

	Very Satisfied	Fairly Satisfied	Fairly Dissatisfied	Very Dissatisfied	Not Applicable	Don't Know
The way your enquiry was dealt with overall	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Ease of contacting the person you needed	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Helpfulness of front desk staff	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Helpfulness of other Council staff	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Ease of use of the website	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Responsiveness via social media	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Responsiveness via e-mail	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

The Council produces a regular newspaper for residents called "Newsline" and we would value your views on this publication.

	Strongly Agree	Tend to Agree	Tend to Disagree	Strongly Disagree	Don't Know
Newsline is a useful source of news and information	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

In the future, how would you prefer to receive "Newsline"?

☐ Electronically (via e-mail)

☐ A paper copy through my front door

☐ A paper copy available at local collection points

Living in Caerphilly County Borough

How satisfied or dissatisfied are you with the following?

	Very Satisfied	Fairly Satisfied	Fairly Dissatisfied	Very Dissatisfied	Don't Know
Your local town centre for shopping	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Your local town centre for local services and amenities	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Over the last year, do you feel the quality of life has changed?

	Got Better	Stayed the Same	Got Worse	Don't Know
In your neighbourhood (within 10 minutes walk of your home)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
In your local town or village centre	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

How satisfied or dissatisfied are you with the appearance of the streets?

	Very Satisfied	Fairly Satisfied	Fairly Dissatisfied	Very Dissatisfied	Don't Know
In your neighbourhood (within 10 minutes walk of your home)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
In your local town or village centre	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

What do you think are the main issues affecting the appearance of your neighbourhood?

	A Big Problem	A Small Problem	Not a Problem	Don't Know
Condition of street furniture (seats, lighting columns, signage, bins etc)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Condition of pavements, walkways and thoroughfares	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Fly posting and graffiti	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Condition of greenery, landscaping and floral displays	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Dog fouling	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Litter and waste accumulation	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Weeds and overgrowth	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Other, please write in	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
<input type="text"/>				

What do you think are the main issues affecting the appearance of your local town or village centre?

	A Big Problem	A Small Problem	Not a Problem	Don't Know
Condition of street furniture (seats, lighting columns, signage, bins etc)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Condition of pavements, walkways and thoroughfares	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Fly posting and graffiti	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Condition of greenery, landscaping and floral displays	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Dog fouling	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Litter and waste accumulation	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Weeds and overgrowth	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Other, please write in	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
<input type="text"/>				

Crime and Anti-Social Behaviour

Do you feel that levels of crime and anti-social behaviour in your community have changed in the last 2 years?

	Got Better	Stayed the Same	Got Worse	Don't Know
Crime	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Anti-social behaviour	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

It is the responsibility of the Police and local Council working in partnership to deal with the anti-social behaviour and crime in your area. How much do you agree or disagree that the Police and Caerphilly County Borough Council are dealing with the anti-social behaviour and crime issues that matter in this area?

<input type="radio"/> Strongly Agree	<input type="radio"/> Tend to Agree	<input type="radio"/> Tend to Disagree	<input type="radio"/> Disagree Strongly	<input type="radio"/> Don't Know
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Refuse, Recycling and Cleansing Services

The Council is achieving good levels of recycling and exceeding Government targets through its current collection service. However, there is room for improvement in the quality (reducing non-recyclable materials) and quantity of the recycling material we recover. Just over 80% of residents currently participate in kerbside recycling but less than 50% in the food waste collections service.

Overall, how satisfied or dissatisfied are you with the following services that the Council provides?

	Very Satisfied	Fairly Satisfied	Fairly Dissatisfied	Very Dissatisfied	Haven't Used
Recycling	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Refuse collection	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Garden waste/food waste collection	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Civic amenity/household waste recycling sites	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Street and environmental cleansing	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

To promote more recycling while considering longer term options, a number of councils have provided a smaller bin and/or introduced requirements for residents to separate/sort recyclable materials prior to collection.

Which would be your preferred option? Please select only one.

- ☐ To be provided with a smaller refuse bin
- ☐ Introduce requirements for residents to separate/sort recyclable materials prior to collection e.g. boxes, sacks or bags for different recycling materials
- ☐ No change

Please outline the reasons for your response:

The Council provides 6 Household Waste Recycling Centres where residents can drop off waste and recyclable materials all year round. Some of our neighbouring councils only provide 1 or 2 such sites for this purpose.

Have you used a Household Waste Recycling Centre in the last 12 months?

- ☐ Yes
- ☐ No

If yes, how many times have you used a site in the last 12 months?

- ☐ Less than 6 times
- ☐ 6-10 times
- ☐ More than 10 times

Which site do you use most often?

- ☐ Bowen Industrial Estate, Aberbargoed
- ☐ Full Moon, Crosskeys
- ☐ Lawn Industrial Estate, Rhymney
- ☐ Penallta Industrial Estate
- ☐ Penmaen, Pontllanfraith
- ☐ Trehir, Llanbradach

The Council is looking at more cost effective ways of delivering services as budget allocations continue to be reduced. If public finances prevent the Council maintaining its current provision, please indicate your preferred option for reducing Household Waste Recycling Centres.

- ☐ Reduce the number of Household Waste Recycling Centres
- ☐ Reduce the opening hours of sites
- ☐ Something else

Please outline the reasons for your response

Transport Services

How satisfied or dissatisfied are you with each of the following elements of the local BUS SERVICE, whether you normally use them or not?

	Very Satisfied	Fairly Satisfied	Fairly Dissatisfied	Very Dissatisfied	Don't Know
The provision of public transport information	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The frequency of the bus service	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The provision of bus stops	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The state of bus stops/shelters	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The timeliness of the buses	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The local bus service overall	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

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	Don't Know
Road surfaces	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Pavement surfaces	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Drains and gullies	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Signs and road markings	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Street lighting	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Winter maintenance (gritting)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Highway management (congestion)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Walking and cycling routes (for active travel)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Leisure, Learning and Cultural Activities

The Council provides a number of services, facilities and venues. How often, if at all, do you or your household use them?

	Almost Every Day	At Least Once a Week	About Once a Month	Within the Last 6 Months	Within the Last Year	Longer Ago	Never Used	Don't Know
Sports and Leisure Centres	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Libraries	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Llancaiach Fawr	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The Winding House, New Tredegar	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Blackwood Miners' Institute	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Parks and play areas	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Recreation and sports grounds	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
6 Country Parks (Parc Cwm Darran, Parc Coetir Bargod (Bargoed Woodland Park) , Parc Penallta, Pen y fan Pond Country Park, Sirhowy Valley Country Park and Cwmcarn)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Which park or play area in the county borough do you visit most often?

- ☐ Abertridwr
- ☐ Bargoed Park
- ☐ Llanbradach Welfare
- ☐ Morgan Jones Park
- ☐ Nelson Wern Park
- ☐ Oakdale Welfare
- ☐ Penyrheol Park
- ☐ Pontymister Park
- ☐ Rhymney Park
- ☐ Showfield, Blackwood
- ☐ Tredegar Park, Risca
- ☐ Waunfawr Park, Cross Keys
- ☐ Ystrad Mynach Park
- ☐ Other

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

	Very Satisfied	Fairly Satisfied	Fairly Dissatisfied	Very Dissatisfied	Don't Know
Sports and Leisure Centres	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Libraries	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Llancaiach Fawr	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The Winding House, New Tredegar	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Blackwood Miners' Institute	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Parks and Play Areas	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Recreation and Sports Grounds	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Country parks	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Finally....

Caerphilly County Borough Council, like all other Local Authorities across Wales, is under severe financial pressure as a result of a reduction in funding from Central Government. The Council has already made significant savings in recent years and will need to meet further efficiency savings targets in the years to come. Once cut, there will be little or no opportunity for these services to be reinstated in the foreseeable future. The Council is seeking your views on which services are important to you to inform our budget decisions over the coming years. Please identify any key service areas that you think are most important and any you think are less important for you and your community.

About You

The following questions are asked only to ensure that we achieve a representative sample.

Do you or a member of your household have access to the internet via either a computer or smartphone?

- ☐ Yes
- ☐ No

Postcode

Are you?

- ☐ Female
- ☐ Male
- ☐ Transgender

In which year were you born?

What is your sexual orientation?

- ☐ Bisexual
- ☐ Gay man
- ☐ Gay woman/Lesbian
- ☐ Heterosexual/straight
- ☐ Prefer not to say
- ☐ Other, write in

What is your ethnicity?

- ☐ White ☐ Asian
- ☐ Mixed/Multiple ☐ Black/African/Caribbean
- ☐ Other, write in

What is your religion?

- ☐ No Religion ☐ Muslim
- ☐ Christian (all denominations) ☐ Hindu
- ☐ Jewish ☐ Sikh
- ☐ Buddhist ☐ Other, write in

Can you understand, speak, read or write Welsh? (Tick all that apply)

- ☐ Understand spoken Welsh ☐ Speak Welsh ☐ Read Welsh ☐ Write Welsh ☐ None of these

What is your main language? (Please tick one)

- ☐ English ☐ Welsh
- ☐ Other (including sign language), write in

How would you rate your:

Very Good Good Poor Very Poor Don't Know

Physical health

☐ ☐ ☐ ☐ ☐

Mental and emotional health

☐ ☐ ☐ ☐ ☐

Do you have a disability, long-term illness or health problem? (tick all that apply)

- ☐ Yes, I have a disability ☐ No
- ☐ Yes, I have a long term illness or health problem

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)

- ☐ No ☐ Yes, limited a little ☐ Yes, limited a lot

Household

- ☐ One person (pensioner or other) ☐ Single parent with dependent children
- ☐ Married/cohabiting couple ☐ Married/cohabiting couple with dependent children
- ☐ Other, write in

Does your Household own or rent this accommodation?

- ☐ Owns outright ☐ Rents (with or without housing benefit)
- ☐ Owns with a mortgage or loan ☐ Other, write in

Employment Status

- | | |
|--|--|
| <input type="radio"/> Employed full time (30 hours or more per week) | <input type="radio"/> A student |
| <input type="radio"/> Employed part time (less than 30 hours per week) | <input type="radio"/> Looking after the home or family |
| <input type="radio"/> Self-employed or freelance | <input type="radio"/> Long term sick or disabled |
| <input type="radio"/> Retired | <input type="radio"/> Other, write in |

Do you currently volunteer in your spare time?

- ☐ Yes ☐ No

What kinds of volunteering do you currently get involved in?

Invitation to join Viewpoint Panel/ Register of Volunteers and enter the prize draw

The Council has a Viewpoint Panel of local residents to take part in future consultations with the opportunity to attend a few meetings a year and to complete surveys on topics that interest you. We are also keen to identify individuals who would be interested in getting involved with their local community by volunteering. If you would like to become more involved, please tick the box below and provide your preferred contact details.

Would you be interested in joining the Viewpoint Panel?

- ☐ Yes ☐ No

Would you be interested in adding your details to a register of volunteers?

- ☐ Yes ☐ No

Would you like to be entered in the prize draw?

- ☐ Yes ☐ No

If YES to any of the above, please fill in your name and contact details below. Your views given in this questionnaire will be kept separate from your contact details.

Name

E-mail address

Address 1

Address 2

Postcode

Telephone

Thank you very much for taking the time to complete this questionnaire. Please return your completed survey to the nearest library, leisure centre, housing office, Customer First Centre or any main Council office. Alternatively, you may post your survey to: Liz Sharma, Communications Unit, CCBC, Penallta House, Ystrad Mynach, Hengoed. CF82 7PG.