

Annex 4: Summary of Closed Survey Responses



1. Taking everything into account, how satisfied or dissatisfied are you with the overall service provided by Caerphilly County Borough Council over the last 12 months? (n=991)

25.5%	Very satisfied
51.6%	Fairly satisfied
13.7%	Fairly dissatisfied
9.2%	Very dissatisfied

2. How satisfied or dissatisfied are you with the following?

	Very satisfied	Fairly satisfied	Fairly dissatisfied	Very dissatisfied
Waste/recycling collections (n=1028)	61.4%	27.9%	6.3%	4.4%
Street and environmental cleansing (n=1015)	17.5%	41.5%	21.6%	19.4%
Public transport (n=553)	28%	49.4%	13.9%	8.7%
Highways maintenance (n=973)	12%	47.6%	24.5%	15.8%
Parks/open space (n=954)	25.9%	47.7%	14.3%	12.2%

3. What do you feel is the single biggest factor affecting the appearance of your neighbourhood? Please write in:

4. How do you think Caerphilly County Borough Council has responded to the COVID-19 pandemic? (n=942)

30.8%	Very well
51.2%	Well
12.5%	Badly
5.5%	Very badly

5. During the ongoing COVID-19 pandemic, which of the following council services did you access?

6. How do you consider Caerphilly County Borough Council delivered these services during the pandemic?

	Very well	Well	Badly	Very badly	Used
Customer services (maintaining the telephone service remotely /providing online services) (n=448)	35.9%	43.3%	14.3%	6.5%	292
Communications (news updates website, digital media etc.) (n=770)	45.7%	42.9%	8.4%	3%	467
Support for vulnerable residents:					
Letter offering support to residents through the council's 'community response' delivered to all homes (n=390)	45.4%	34.1%	13.6%	6.9%	110
Buddy shopping scheme (n=210)	51.4%	31.4%	13.3%	3.8%	33
Free school meals delivery (n=223)	62.8%	25.1%	7.6%	4.5%	32
Delivering food parcels (n=182)	52.7%	33%	10.4%	3.8%	16
Childcare Hubs (n=178)	50%	32.6%	11.2%	6.2%	18
Support for businesses (processing grants, free training / advice / trading standards) (n=238)	37.4%	37%	15.5%	10.1%	45
Supporting safe opening of town centres (introducing barriers /street markings to help ensure people maintain social distancing) (n=689)	34.4%	47.2%	13.1%	5.4%	303
Supporting communities (continuing to collect recycling and waste/repairs to highways) (n=776)	56.2%	25.8%	12%	6.1%	371

7. A number of services and buildings have been closed or have had limited access due to COVID-19. The council has offered services in a different way to enable residents to continue to receive that service. Please tell us whether you were aware of these repackaged council services, whether you made use of them during the pandemic or would like to make use of them in the future. Please tick all that apply.

	Aware of service	Used during lockdown	Would like to use in future
Enhanced telephone facility to access our customer services team (n=607)	46.8%	20.8%	32.5%
Online workouts delivered by leisure centre staff (n=455)	48.1%	5.1%	46.8%
Library Link service /remote ordering/collection service from libraries (n=544)	55%	11.2%	33.8%
Online 'chatbot' introduced to council website (n=437)	55.1%	8.5%	36.4%
Tourism venues such as Llancaiach Fawr reshaping their offering to incorporate virtual 'office' settings (n=370)	53.2%	3.2%	43.5%
Financial helpline to offer advice to residents concerned about finances during the pandemic (n=398)	65.6%	1.8%	32.7%

8. During the COVID-19 pandemic, how important was it for you to have support from the council, as well as community and voluntary organisations? (n=950)

28.2%	Very important
36.2%	Important
23.5%	Not important
12.1%	Not at all important

9. To what extent do you agree with the following statement? My neighbourhood is a place where people get on well together and help each other (n=980)

22%	Strongly agree
60.5%	Agree
12.7%	Disagree
4.8%	Strongly disagree

10. Did you or your local community (estate, village or town) organise, contribute to or receive support through any of the following? Number of respondents.

	Organised or set up		Contributed to an existing one		Received support through this	
	Me	My community	Me	My community	Me	My community
A good neighbour scheme	47	109	98	77	30	32
Foodbank	20	87	130	99	11	16
Online support groups	35		99		29	

11. Do you feel that there has been a change in the level of community spirit as a result of the COVID-19 pandemic in your local area (estate, village, town or the county borough as a whole)? (n=1031)

45.7%	More community spirit
35.4%	Stayed the same
11.4%	Less community spirit

12. Please give reasons for your answer:

What changed for you during COVID?

The COVID-19 pandemic has brought a lot of changes to the way we live our lives, affecting how we go to work, go to school, shop, travel and see friends, family and neighbours. We are interested in hearing more about what has changed for you.

13. How much do you agree or disagree with each of the following statements?

	Strongly agree	Tend to agree	Tend to disagree	Strongly disagree
I've got to know my neighbours better (n=920)	14.8%	42.5%	29.5%	13.3%
People have been doing more to help each other (n=890)	20.9%	57.8%	15.2%	6.2%
I have been doing more to help other people (n=880)	17%	55.9%	22.4%	4.7%
I have been spending more time discovering places near my home (n=918)	27.1%	38.2%	21.2%	13.4%
I have been keeping in touch with family and friends online (n=968)	44.1%	41.1%	9.7%	5.1%
There have been less instances of homelessness (n=372)	9.4%	29.8%	32%	28.8%
I used the outdoors to undertake more exercise (n=963)	33.6%	43.6%	15.9%	6.9%

14. Please tell us if the pandemic has affected your employment situation (n=960):

28.2%	I wasn't working before lockdown
4.8%	I am self employed and lost work
2.9%	I have been made redundant
6.1%	I was furloughed
1.8%	I have started a new job
39%	The pandemic hasn't affected my employment
17.2%	Other (responses included retired, different way of working/working from home, increased workload, student and disabled person)

15. Do you have any other comments to make in relation to how we have collectively responded to the COVID-19 pandemic?

Priorities for recovery

As many council services as possible have been maintained throughout the COVID-19 pandemic, although some may have been delivered differently i.e. remotely.

16. Which service areas do you think are most important for the council to focus on as we recover from the pandemic?

	Very important	Important	Not very important	Not at all important
Support for vulnerable people (continue contact with the most vulnerable in our communities to ensure their needs are met) (n=968)	71.2%	27.5%	0.9%	0.4%
Homelessness (ensuring those who are homeless are kept safe as lockdown restrictions ease) (n=942)	56.9%	38.2%	3.6%	1.3%
Food poverty (support and promote food banks, continue free school meal deliveries during school holidays) (n=967)	60.3%	32.8%	4.4%	2.5%
Council tax support for residents who had difficulty paying their council tax as a direct result of the pandemic i.e. council tax deferment or reduction scheme.(n=947)	42.1%	47.5%	8.8%	1.6%
Online and blended learning by schools (n=858)	49.1%	41.5%	6.9%	2.6%
Increasing opportunities for people to be both physically and mentally fit (n=941)	50.3%	42.4%	5.7%	1.6%
Other, please specify: No one theme in comments, reiterating importance of above				

17. Which 3 services provided by the Council are most important to you/your household?

i). _____

ii). _____

iii). _____

18. What do you think are the most important factors the council should focus on?

	Very important	Important	Not very important	Not at all important
Support for local businesses both in terms of grant support and preparation for when lockdown restrictions have been eased. (n=939)	60.8%	34.4%	3.1%	1.7%
Promote town centres as a place to visit (n=967)	50.4%	36.2%	10.9%	2.6%
Support the visitor economy activities and services at our tourist attraction areas (n=958)	39.2%	43.8%	14.3%	2.6%
Sustainability of culture and leisure venues – pubs and clubs and restaurants (n=969)	42.1%	40.1%	12.8%	5%
Creating opportunities for job creation (n=964)	65.8%	30.8%	2.5%	0.9%
Other, please specify: Business start-up support				

19. Do you currently volunteer? (n=1009)

21.3%	Yes
75.3%	No

20. Listed below are a number of ways that you could contribute to the wellbeing of your community. Please tell us if you are, or would like to be, involved in any of the following:

	Already involved	Would like to be involved	Unable to get involved	Not interested
Community volunteering (litter picking, environmental projects etc) (n=831)	12.8%	29.4%	32.9%	25%
Act as a school governor (n=800)	5.4%	13.8%	24.6%	56.3%
Involvement in community centre committees (n=792)	5.1%	10.1%	27.4%	57.4%
Learning more about how to increase your wellbeing and that of your community (n=796)	8.3%	32.2%	22.7%	36.8%
Learning more about how to reduce your carbon footprint (n=794)	13.7%	34.1%	18.1%	34%
Supporting vulnerable people by becoming a carer (n=797)	10%	5.1%	42.9%	41.9%
Supporting vulnerable people through a support group (n=785)	7%	10.7%	40.5%	41.8%
Offering apprenticeships or work experience opportunities as a business owner (n=775)	2.5%	3.5%	56.9%	37.2%
Improving community safety as part of a local neighbourhood scheme (n=784)	5.2%	31.4%	30.1%	33.3%
Some other way: responses include delivering sports/activities, scouts and guides, working with young people, church, at school and community related volunteering				

21. If the council was to make a community budget available to enable residents to do more things for themselves in future, do you (n=726):

78%	Think it's a good idea
22%	Think it's a bad idea

22. If you think it's a good idea, what types of activity/project do you think would benefit from a community budget?

23. Do you agree or disagree with incentives being offered to communities to encourage them to take pride in their local area? (n=912)

42.8%	Strongly agree
45.8%	Agree
8%	Disagree
3.4%	Strongly disagree

24. Do you have a device to access the internet? Please tick all that apply (n=1024):

80.1%	Yes, a smartphone
78.7%	Yes, a PC/Laptop
56.4%	Yes, a tablet
0.5%	No, but I use a computer at the local library
2%	No, I can't/don't want to access the internet

25. Do you have affordable internet access? Please tick all that apply (n=1033):

95.4%	Yes, at home
7.7%	Yes, elsewhere
4%	No

26. How often did you visit Council offices/buildings to pay bills and access services before COVID-19? (n=989)

0.4%	Daily
0.8%	2-3 times a week
2.1%	Weekly
2.6%	Fortnightly
94%	Less often

27. Have you needed to contact the Council to pay routine bills or access services since the council buildings closed to the public in March? (n=1013)

36.7%	372	Yes
63.3%		No

28. If yes, which services did you contact the council about? Please tick all that apply (n=461)

7.8%	36	Benefits and support
10.6%	49	Blue badge
2.2%	10	Business support/grants
1.7%	8	Childcare for keyworkers
16.3%	75	Complaints
28%	129	Council tax
3.7%	17	COVID-19 related advice
3.3%	15	Free school meals delivery
18.9%	87	Highways / Street lighting
3.3%	15	Housing/Homelessness support
10.6%	49	Paying routine bills
39.5%	182	Recycling and waste
3%	14	Registrars
5.4%	25	School opening/registration
5.4%	25	Social care
9.5%	44	Sport and Leisure Services
3.9%	18	Trading Standards
Other -: environmental health, building services/planning, housing repairs, library, licencing, parking permits, pest control and school transport and the buddy service		

29. If you did need to contact the council, how did you contact us/access our services? (n=718)

68.8%	Telephone
1.4%	SMS Text
41.4%	Email
5.2%	Facebook
1.4%	Twitter
3.5%	Letter
36.5%	Website
3.2%	Chatbot
2.6%	Leisure Lifestyle App

30. During the COVID-19 pandemic, we have been unable to take cash payments. We have helped people to switch towards paying their bills in a different way and are encouraging people to continue to do so. Do you agree or disagree with this approach? (n=860)

31.9%	Strongly agree
43.7%	Agree
15%	Disagree
9.4%	Strongly disagree

31. Please give reasons for your response:

32. How easy or difficult have you found accessing council services while offices have been closed during the lockdown period? (n=641)

24.5%	Very easy
48%	Quite easy
16.8%	Quite difficult
10.6%	Very difficult

33. What could we do to further improve the way residents are able to access services remotely (either over the phone or online)?

34. Which council services, if any, do you feel you need to be able to access face to face? Please tell us why.

35. Please select one of the following options to tell us your preference about council tax for the forthcoming financial year. Please select one only. (n=1006)

30.7%	I appreciate the council has additional financial pressures, particularly associated with COVID-19, and would support a further increase in council tax of around 4.7%
33.1%	I'd support a lower increase but accept that that this would only help protect the most important services
6.6%	I support a further increase in council tax of around 4.7% but would be prepared to pay an even greater amount to protect services
29.6%	I do not support any increase in council tax and understand that this would mean a reduction in the level of services provided (because costs and demand are rising)

36. If you said that you would not be happy to support an increase in council tax, please provide details of how else you feel we can meet the financial challenges the council, like others, currently faces.

37. What does good quality housing in Caerphilly county borough look like to you? What is important for us to consider?

38. What does a strong and prosperous economy look like to you? As a resident of Caerphilly county borough, what is important to you when it comes to the local economy?

39. What ideas do you have for attracting new business and visitors to our town centres and high streets, particularly in light of changing shopping habits?

40. When it comes to education in Caerphilly county borough, what is most important to you? Please give reasons for your answer.

41. How concerned are you about climate change? (n=995)

49.8%	Very concerned
35.5%	Fairly concerned
9.3%	Not very concerned
5.3%	Not concerned at all

42. What could you do to help the council and other partners to reduce the impact of climate change over the coming years?

43. Do you have any ideas for how we could provide services differently in the future and how we could work with you and your community to do this?

44. If your experience of receiving services during the COVID-19 pandemic OR your views on the Council's priorities for future services have been influenced (positively or negatively) because of any of the following; ethnic origin, gender, age, marital status, sexual orientation, disability, religious beliefs or non beliefs, use of Welsh language, BSL or other languages, nationality or responsibility for any dependents, please give details below:

45. I am completing this survey (n=1007):

97.1%	As a resident of the County Borough
0.6%	Representing a voluntary organisation
0.8%	As a business person
0.1%	As an elected member
1.4%	Other responses included CCBC staff and those indicating more than one of the above

46. My postcode is: _____

47. I am (n=1024):

55%	Female
41.8%	Male
3%	Prefer not to say
0.2%	Other, please specify:

48. Age: (n=830)

16-25	10	1.2%
26-35	63	7.6%
36-45	132	15.9%
46-55	169	20.4%
55-65	190	22.9%
66-75	197	23.7%
>75	69	8.3%

49. What is your main language? (n=1013)

94%	English
3.8%	Welsh
1.5%	Prefer not to say
0.7%	Other (including BSL), please specify:

50. Do you have a disability?

15.8%	Yes
77.2%	No
7%	Prefer not to say

51. Are you or a member of your household currently serving in the armed forces or an armed forces service leaver?

4.1%	Yes, I am/was a member of the armed forces
2.9%	Yes, a member of my household is/was a member of the armed forces
90.7%	No
2.3%	Prefer not to say

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

174 people said "Yes"

Would you like to be entered in the Prize Draw?

604 people said "Yes"