

# HOUSEHOLD SURVEY 2017

## APPENDIX 1: SUMMARY OF SURVEY RESULTS 2017 (2015 RESULTS) (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
- \* indicates new question for 2017 – no previous data available

Method of Response	Frequency	Percentage Response
Paper returns inc Newslite	463	17%
Web Survey	2311	83%

Method of Response	Frequency	Percentage Response
Paper returns inc Newslite	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%

### YOUR COUNCIL

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=2699)	16%	58%	16%	11%
(n=1205)	18%	60%	16%	6%
(n=2193)	14%	68%	12%	5%
(n=2801)	13%	65%	16%	7%

### REASONS FOR RESPONSE (OPEN ENDED)

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

	Strongly Agree	Tend to Agree	Tend to disagree	Strongly Disagree
*I can influence decisions affecting my local area (n=2475)	4%	31%	38%	27%
*I understand how decisions are made in Local Govt (n=2522)	13%	45%	28%	14%
Keeps residents informed about what it does (n=2633)	8%	45%	29%	18%
(n=1211)	21%	52%	19%	8%
(n=2183)	20%	55%	19%	7%
(n=2787)	17%	55%	21%	6%
The Council listens to residents' views (n=2379)	4%	32%	37%	26%
(n=1093)	13%	39%	33%	16%
(n=1847)	11%	39%	36%	15%
(n=2415)	10%	38%	37%	15%
Council consults residents before major decisions (n=2432)	6%	36%	35%	24%
(n=1122)	14%	36%	33%	18%
(n=1916)	10%	35%	37%	18%
(n=2482)	10%	37%	36%	17%
The Council provides services efficiently (n=2600)	9%	53%	24%	15%
(n=1148)	16%	53%	21%	10%
(n=2030)	13%	57%	21%	9%
(n=2614)	11%	55%	25%	10%
The Council provides value for money for taxpayers (n=2528)	7%	42%	29%	23%
(n=1093)	13%	43%	28%	17%
(n=1979)	10%	43%	29%	18%
(n=2527)	10%	40%	31%	20%

**\*How many times have you contacted your local Councillor in the last 12 months (n=2728)?**

None	Once	Twice	Three or more
66%	14%	9%	11%

**\*How easy or difficult was it to contact your local Councillor (n=881)?**

Very easy	Quite easy	Quite difficult	Very difficult
29%	53%	13%	5%

**\*How did you contact your local Councillor (n=894)? (Please select only the MAIN method used)**

Face to face	Telephone	Letter	E-mail
25%	30%	3%	30%
CCBC Website	Social Media		
3%	8%		

**\*How many times have you contacted the Council during the last 12 months (apart from paying routine bills) (n=2644)?**

None	Once	Twice	Three or more
25%	23%	23%	29%

**\*How easy or difficult was it to contact the Council (n=1931)?**

Very easy	Quite easy	Quite difficult	Very difficult
29%	56%	12%	3%

**\*How did you contact the Council** (n=1968)? (Please select only the MAIN method used)

Face to face	Telephone	Letter	E-mail
6%	62%	2%	19%
CCBC Website	Social Media		
9%	2%		

**When contacting the Council, how satisfied or dissatisfied were you with the following?** (NOTE: responses of those who had contacted the Council at least once in the last 12 months only)

	Very Satisfied	Fairly Satisfied	Fairly Dissatisfied	Very Dissatisfied
Way your enquiry was dealt with overall (n=1932)	28%	38%	16%	18%
(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=1876)	30%	46%	13%	11%
(n=808)	39%	42%	11%	9%
(n=1119)	40%	41%	11%	8%
(n=1587)	40%	43%	11%	6%
Helpfulness of front desk staff (n=1433)	42%	46%	8%	5%
(n=666)	50%	38%	7%	5%
(n=956)	53%	38%	5%	4%
(n=1407)	51%	40%	5%	5%
Helpfulness of other Council staff (n=1486)	32%	48%	12%	9%
(n=710)	40%	42%	10%	8%
(n=990)	43%	42%	8%	7%
(n=1416)	39%	46%	9%	6%
*Ease of use of the Website (n=1549)	28%	52%	13%	7%
*Responsiveness via social media (n=593)	22%	44%	19%	15%
*Responsiveness via e-mail (n=997)	23%	42%	17%	17%

**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
Newsline is a useful source of news and information (n=2386)	26%	56%	12%	6%
(n=1153)	39%	47%	8%	6%
(n=2106)	38%	50%	8%	4%
(n=2759)	39%	50%	8%	4%

**\*In the future, how would you prefer to receive “Newsline”?**

Electronically (via e-mail)	A paper copy through the door	A paper copy available at local collection points
35%	56%	9%

## LIVING IN CAERPHILLY COUNTY BOROUGH

### How satisfied or dissatisfied are you with the following?

	Very Satisfied	Fairly Satisfied	Fairly Dissatisfied	Very Dissatisfied
<b>Local Town Centre for shopping (n=2672)</b>	<b>10%</b>	<b>47%</b>	<b>24%</b>	<b>20%</b>
<i>(n=1172)</i>	<i>15%</i>	<i>45%</i>	<i>21%</i>	<i>19%</i>
<i>(n=2170)</i>	<i>14%</i>	<i>48%</i>	<i>20%</i>	<i>18%</i>
<i>(n=2799)</i>	<i>13%</i>	<i>45%</i>	<i>22%</i>	<i>21%</i>
<b>*Local Town Centre for local services and amenities (n=2569)</b>	<b>10%</b>	<b>50%</b>	<b>24%</b>	<b>17%</b>

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

	Got Better	Stayed the Same	Got Worse
<b>Your Neighbourhood (within 10 minutes walk) (n=2666)</b>	<b>4%</b>	<b>60%</b>	<b>36%</b>
<i>(n=1231)</i>	<i>11%</i>	<i>65%</i>	<i>24%</i>
<i>(n=2214)</i>	<i>10%</i>	<i>68%</i>	<i>22%</i>
<i>(n=2859)</i>	<i>6%</i>	<i>67%</i>	<i>27%</i>
<b>*Your local town or village centre (n=2219)</b>	<b>5%</b>	<b>58%</b>	<b>37%</b>
<i>(Previous question only referred to town centre) (n=1117)</i>	<i>12%</i>	<i>58%</i>	<i>30%</i>
<i>(n=2128)</i>	<i>11%</i>	<i>60%</i>	<i>29%</i>
<i>(n=2747)</i>	<i>6%</i>	<i>58%</i>	<i>36%</i>

### \*How satisfied or dissatisfied are you with the appearance of the streets? (Previous years question did not separate neighbourhood and town centre)

	Very Satisfied	Fairly Satisfied	Fairly Dissatisfied	Very Dissatisfied
<b>In your Neighbourhood (n=2699)</b>	<b>7%</b>	<b>47%</b>	<b>25%</b>	<b>22%</b>
<b>In your local Town or Village centre (n=2546)</b>	<b>6%</b>	<b>50%</b>	<b>24%</b>	<b>19%</b>

### What do you think are the main issues affecting the appearance of your Neighbourhood? (Previous years question did not separate neighbourhood and town centre)

	A Big Problem	A Small Problem	Not a Problem
Condition of street furniture (n=2645)	12%	38%	49%
Condition of pavements, walkways and thoroughfares (n=2702)	27%	41%	32%
Fly posting and graffiti (n=2611)	12%	35%	53%
Condition of greenery, landscaping and floral displays (n=2632)	16%	27%	57%
Dog fouling (n=2680)	41%	41%	18%
Litter and waste accumulation (n=2686)	39%	38%	23%
Weeds and overgrowth (n=2700)	36%	39%	26%
Other (n=461)			

**What do you think are the main issues affecting the appearance of your local Town and Village Centre?  
(Previous years question did not separate neighbourhood and town centre)**

	A Big Problem	A Small Problem	Not a Problem
Condition of street furniture (n=2552)	12%	38%	50%
Condition of pavements, walkways and thoroughfares (n=2597)	23%	42%	35%
Fly posting and graffiti (n=2524)	13%	40%	47%
Condition of greenery, landscaping and floral displays (n=2543)	14%	26%	60%
Dog fouling (n=2582)	35%	42%	23%
Litter and waste accumulation (n=2594)	35%	43%	22%
Weeds and overgrowth (n=2565)	27%	37%	36%
Other (n=473)			

**CRIME AND ANTI SOCIAL BEHAVIOUR**

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

	Got Better	Stayed the Same	Got Worse
<b>Crime (n=2272)</b>	<b>6%</b>	<b>57%</b>	<b>37%</b>
(n=1103)	13%	58%	29%
(n=1884)	17%	59%	23%
<b>Anti-social Behaviour (n=2083)</b>	<b>6%</b>	<b>48%</b>	<b>45%</b>
(n=979)	13%	52%	36%
(n=1760)	17%	52%	31%

**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=2274) (n= 1086) (n=1951) (n=2453)**

Strongly Agree	Tend to Agree	Tend to Disagree	Disagree Strongly
<b>8%</b>	<b>43%</b>	<b>31%</b>	<b>18%</b>
12%	51%	25%	12%
10%	54%	26%	10%
8%	50%	28%	15%

## REFUSE, RECYCLING AND CLEANSING SERVICES

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

	Very Satisfied	Fairly Satisfied	Fairly Dissatisfied	Very Dissatisfied
<b>Recycling (n=2738)</b>	<b>49%</b>	<b>36%</b>	<b>6%</b>	<b>9%</b>
(n=1231)	59%	34%	5%	2%
(n=2250)	64%	32%	3%	2%
(n=2885)	58%	36%	5%	2%
<b>Refuse collection (n=2736)</b>	<b>47%</b>	<b>36%</b>	<b>9%</b>	<b>8%</b>
(n=1225)	55%	34%	6%	4%
(n=2240)	61%	30%	5%	4%
(n=2885)	51%	38%	7%	5%
<b>Garden waste/food waste collection (n=2571)</b>	<b>48%</b>	<b>36%</b>	<b>8%</b>	<b>8%</b>
(n=1160)	59%	32%	6%	3%
(n=2142)	63%	29%	4%	3%
(n=2722)	56%	35%	6%	3%
<b>Civic amenity/household waste recycling sites (n=2566)</b>	<b>42%</b>	<b>42%</b>	<b>9%</b>	<b>7%</b>
(n=1142)	44%	42%	9%	5%
(n=2109)	53%	39%	5%	3%
(n=2690)	48%	41%	7%	4%
<b>*Street and environmental cleansing (n=2624)</b>	<b>17%</b>	<b>47%</b>	<b>21%</b>	<b>15%</b>

To promote recycling while considering longer term options

\*What would be your preferred option (n=2671)?

Smaller bin	Separated recycling	No change
8%	15%	78%

## REASONS FOR RESPONSE (OPEN ENDED)

\*Have you used a Household Waste Recycling Centre in the last 12 months (n=2722)?

Yes	No
83%	17%

\*If yes, how many times have you used a site in the last 12 months (n=2328)?

<6 times	6-10 times	>10 times
49%	33%	18%

\*Which site do you use most often?

Bowen Ind Est	Full Moon	Lawn Ind Est
13%	14%	5%
Penallta Ind Est	Penmaen	Trehir
17%	21%	30%

\*Preferred option for reducing Household Waste Recycling Centres (n=2416):

Reduce the number of Household Waste Recycling Centres	11%
Reduce the opening hours of sites	48%

OPEN ENDED RESPONSES

TRANSPORT SERVICES

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=1825)	25%	53%	14%	8%
	(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=1839)	31%	49%	12%	9%
	(n=959) 36%	46%	11%	8%
	(n=1774) 39%	44%	9%	8%
	(n=2216) 39%	44%	10%	8%
The provision of bus stops (n=1902)	33%	56%	6%	5%
	(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=1701)	17%	53%	20%	10%
	(n=1004) 18%	57%	18%	7%
	(n=1857) 21%	58%	14%	7%
	(n=2303) 18%	55%	19%	8%
The timeliness of the buses (n=1775)	23%	56%	14%	8%
	(n=936) 29%	53%	12%	7%
	(n=1714) 29%	52%	12%	7%
	(n=2139) 28%	53%	12%	7%
The local bus service overall (n=1824)	27%	54%	12%	7%
	(n=957) 31%	52%	11%	6%
	(n=1761) 32%	53%	8%	7%
	(n=2228) 30%	53%	9%	7%

**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=2704)	6%	45%	30%	19%
(n=1218)	9%	43%	29%	20%
(n=2223)	6%	37%	29%	28%
(n=2753)	3%	25%	29%	43%
Pavement surfaces (n=2698)	8%	53%	26%	13%
(n=1225)	10%	55%	24%	12%
(n=2201)	9%	54%	24%	13%
(n=2748)	6%	46%	28%	21%
Drains and Gullies (n=2634)	9%	56%	23%	12%
(n=1195)	13%	55%	21%	12%
(n=2141)	12%	56%	19%	14%
(n=2664)	9%	50%	23%	18%
Signs and Road Markings (n=2671)	13%	63%	16%	8%
(n=1212)	20%	62%	12%	7%
(n=2166)	20%	64%	11%	5%
(n=2713)	17%	63%	14%	7%
Street Lighting (n=2697)	20%	61%	11%	8%
(n=1223)	31%	58%	7%	4%
(n=2206)	30%	59%	7%	4%
(n=2763)	28%	57%	10%	5%
Winter Maintenance (n=2594)	15%	55%	17%	12%
(n=1208)	23%	49%	16%	12%
(n=2219)	23%	46%	15%	16%
(n=2769)	10%	36%	22%	32%
Highway Management (n=2581)	7%	42%	26%	25%
(n=1179)	11%	50%	22%	16%
(n=2077)	11%	54%	20%	15%
(n=2601)	9%	50%	23%	19%
*Walking & cycling routes (n=2261)	15%	53%	18%	15%

**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=2652)	7%	24%	10%	12%	9%	20%	18%
(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%

**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=2660)	2%	15%	20%	15%	13%	19%	16%
(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%



**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=2536)	0%	<1%	2%	12%	15%	32%	39%
(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%

**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=2545)	<1%	<1%	1%	5%	9%	19%	65%
(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%

**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=2579)	<1%	2%	3%	13%	17%	26%	38%
(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%

**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=2628)	11%	26%	19%	12%	8%	11%	14%
(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%

**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=2561)	6%	20%	13%	11%	8%	16%	26%
(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%

**The Council provides 6 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=2500)	6%	16%	22%	19%	11%	12%	15%
(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%

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

Abertridwr Park	2%	Bargoed Park	6%	Llanbradach Welfare	1%
Morgan Jones Park	24%	Nelson Wern	3%	Oakdale Welfare	3%
Penyrheol Park	2%	Pontymister Park	1%	Rhymney Park	2%
Showfield, Blackwood	9%	Tredegar Park, Risca	6%	Waunfawr Park, Cross Keys	9%
Ystrad Mynach Park	17%	Other	16%		

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
<b>Sports and Leisure Centres (n=1883)</b>	<b>26%</b>	<b>61%</b>	<b>9%</b>	<b>5%</b>
(n=807)	28%	58%	10%	4%
(n=1237)	24%	62%	10%	4%
(n=1477)	24%	63%	10%	4%
<b>Libraries (n=1953)</b>	<b>49%</b>	<b>47%</b>	<b>3%</b>	<b>1%</b>
(n=880)	58%	38%	3%	1%
(n=1371)	53%	44%	2%	1%
(n=1679)	48%	45%	4%	2%
<b>Llancaiach Fawr (n=1067)</b>	<b>47%</b>	<b>49%</b>	<b>3%</b>	<b>2%</b>
(582)	47%	46%	6%	2%
(n=830)	49%	47%	3%	1%
(n=1051)	51%	46%	2%	1%
<b>Winding House (n=630)</b>	<b>49%</b>	<b>48%</b>	<b>2%</b>	<b>1%</b>
(n=374)	52%	41%	5%	2%
(n=425)	58%	39%	2%	1%
(n=490)	53%	43%	3%	1%
<b>Blackwood Miners' Institute (n=1227)</b>	<b>44%</b>	<b>52%</b>	<b>3%</b>	<b>2%</b>
(n=580)	41%	53%	4%	1%
(n=945)	42%	53%	4%	1%
(n=1223)	41%	52%	6%	7%
<b>Parks and Play areas (n=1998)</b>	<b>23%</b>	<b>60%</b>	<b>12%</b>	<b>5%</b>
(n=896)	26%	59%	10%	5%
(n=1433)	27%	61%	8%	4%
(n=1690)	23%	60%	12%	5%
<b>Recreation and Sports Grounds (n=1569)</b>	<b>23%</b>	<b>63%</b>	<b>10%</b>	<b>5%</b>
(n=671)	26%	62%	9%	3%
(n=975)	23%	67%	7%	2%
(n=1169)	20%	67%	10%	3%
<b>Country Parks (n=1852)</b>	<b>39%</b>	<b>54%</b>	<b>5%</b>	<b>3%</b>
(n=859)	37%	51%	7%	6%
(n=1370)	45%	51%	3%	1%
(n=1691)	43%	53%	3%	1%