

Household Survey 2009 - Key Findings

Summary of Key Points

- In 2009, 60% of respondents were satisfied with Council services overall compared to 58% in 2007
- The Council has failed to meet the 3 performance indicator targets identified via the Household Survey. The 3 indicators and outcomes against targets were

	Targets 2008/09	Actual 2009
Percentage satisfaction with Council Services	65%	60%
Percentage who feel safe in their local area during the day	90%	87%
Percentage who feel safe in their local area after dark	50%	45%

- A low percentage of respondents agree that the Council engages well with its residents (i.e. 29% of respondents agreed/strongly agreed that the Council listens to residents views and consults before major decisions)
- There are high levels of satisfaction with the way enquiries to the Council are dealt with (69% were very/fairly satisfied with the way enquiries to the Council are dealt with overall and 79% were very/fairly satisfied with the helpfulness of reception staff
- Satisfaction with local neighbourhoods has increased (from 64% in 2007 to 67% in 2009) but satisfaction with local town centres for entertainment (from 18% in 2007 to 14% in 2009) and shopping (from 55% in 2007 to 50% in 2009) have declined in 2009
- Levels of *fear of crime* (how safe people feel) have changed little since 2001 despite positive perceptions about changes in the actual levels of crime
- Satisfaction with recycling services has improved since 2007 (from 73% to 77%), but remains at a lower level than for the other related services such as refuse collection (86%) and civic amenity sites (87%).
- Satisfaction levels with the following leisure and recreation facilities have declined in 2009 – leisure centres, libraries, museums, Blackwood Miners Institute, community centres, adult education centres and youth centres
- Satisfaction with main parks and play areas have increased
- Satisfaction with all aspects of the local bus service has increased although satisfaction levels remain low in relation to some areas e.g. the state of bus shelters
- Satisfaction levels with most aspects of the neighbourhood road network have increased in 2009. In 2009 satisfaction levels with street lighting were 76%.

Household Survey 2009 - Key Findings

In February 2009, a detailed postal survey was carried out with approximately 10,000 householders from right across the Caerphilly County Borough area (see **Appendix 1**) to determine levels of satisfaction with Council services as well as establishing current perceptions of crime throughout the area. Previous household surveys were completed in 2001, 2003, 2005 and 2007.

Overall, the response rate for the survey in 2009 was 18% compared to a 20% response rate for the 2007 survey. This level of response indicates that the results present a reasonable reflection of the attitudes and opinions of householders in the Caerphilly County Borough area although the respondent profile (see **Appendix 2**) needs to be taken into account in interpreting data. As with previous surveys, there was a much higher level of response from older age groups that is reflected in a higher proportion of respondents owning their home outright compared to the general CCB population.

In addition to the postal survey, questionnaires were sent to members of the Viewpoint Panel and, for the first time in 2009, also made available via the Council's Web site. Viewpoint Panel members returned 631 questionnaires and the Web survey elicited just over 100 responses. The demographic composition for the Web survey respondents was significantly different from the paper survey with 44% of respondents in the Web survey being under 30 compared to only 8% in the paper survey. This additional data has not been merged with the main household survey data to avoid skewing the data and enabling comparisons with previous paper surveys to be made directly. A separate comparative report will be prepared.

Throughout this report, the results are presented as a percentage (%) response based on the total number of responses to individual questions. To compare results between this and previous household surveys, wherever possible, the 'net satisfaction' score will be used. **Net satisfaction** is simply the **proportion satisfied minus the proportion dissatisfied** and gives a good indication of the overall level of satisfaction.

Key Performance Indicators

The Council's Improvement Plan sets out the key priorities for the Council and monitors our performance against key target areas. The Household Survey has been used to identify a number of key performance indicators in relation to overall satisfaction and community safety.

The targets for 2008/09 and the actual scores as identified by the household survey are shown in **Table 1**.

Table 1: Key performance indicators identified by the Household Survey

	Targets 2008/09	Actual 2009
Percentage satisfaction with Council Services	65%	60%
Percentage who feel safe in their local area during the day	90%	87%
Percentage who feel safe in their local area after dark	50%	45%

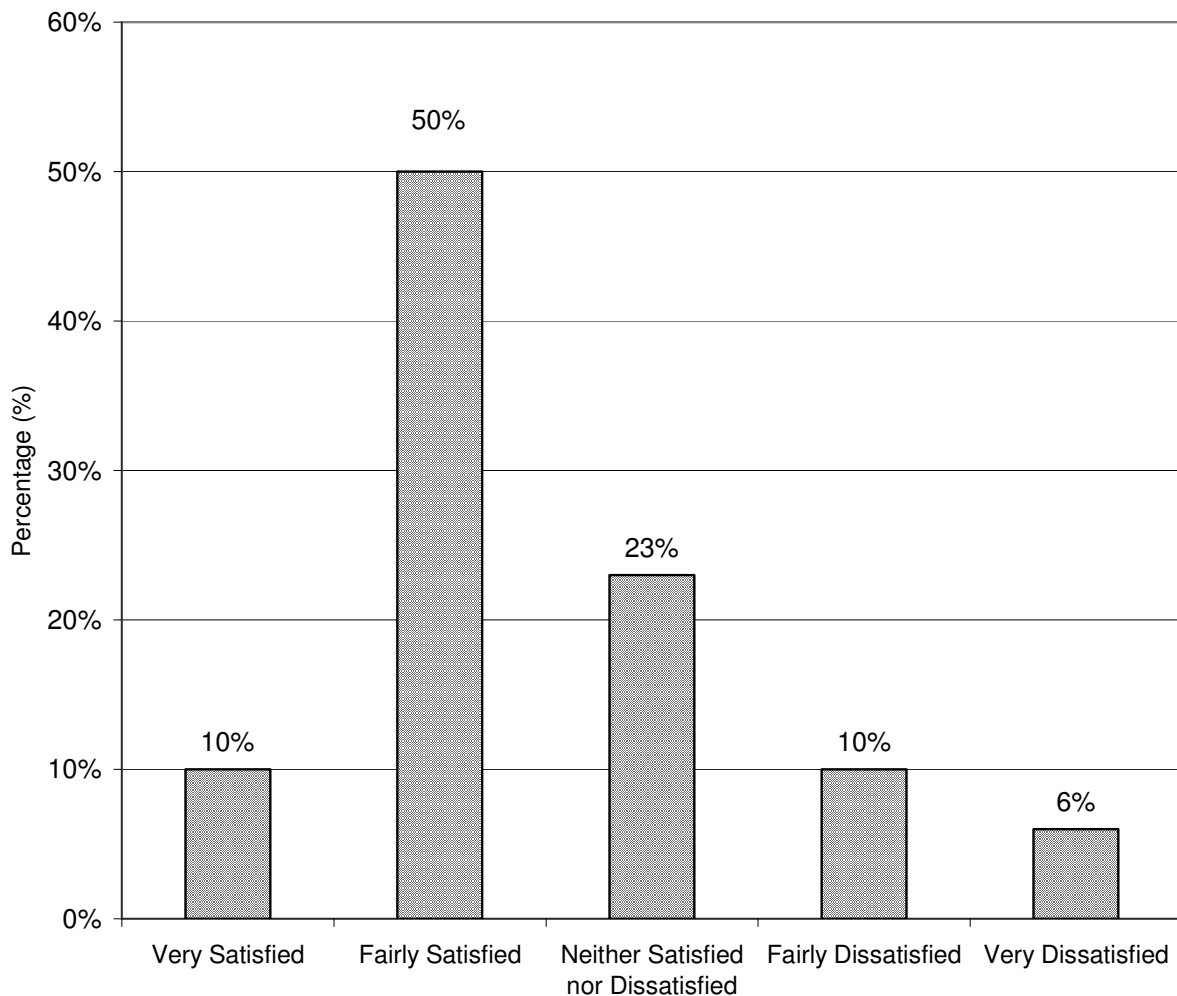
Further analysis of data that relates to the above performance indicator data will be highlighted in the appropriate sections of this report.

What the Public think about us...

As highlighted in **Graph 1**, the 2009 Household Survey shows that, taking everything into account, 60% of residents were satisfied with the services provided by Caerphilly County Borough Council.

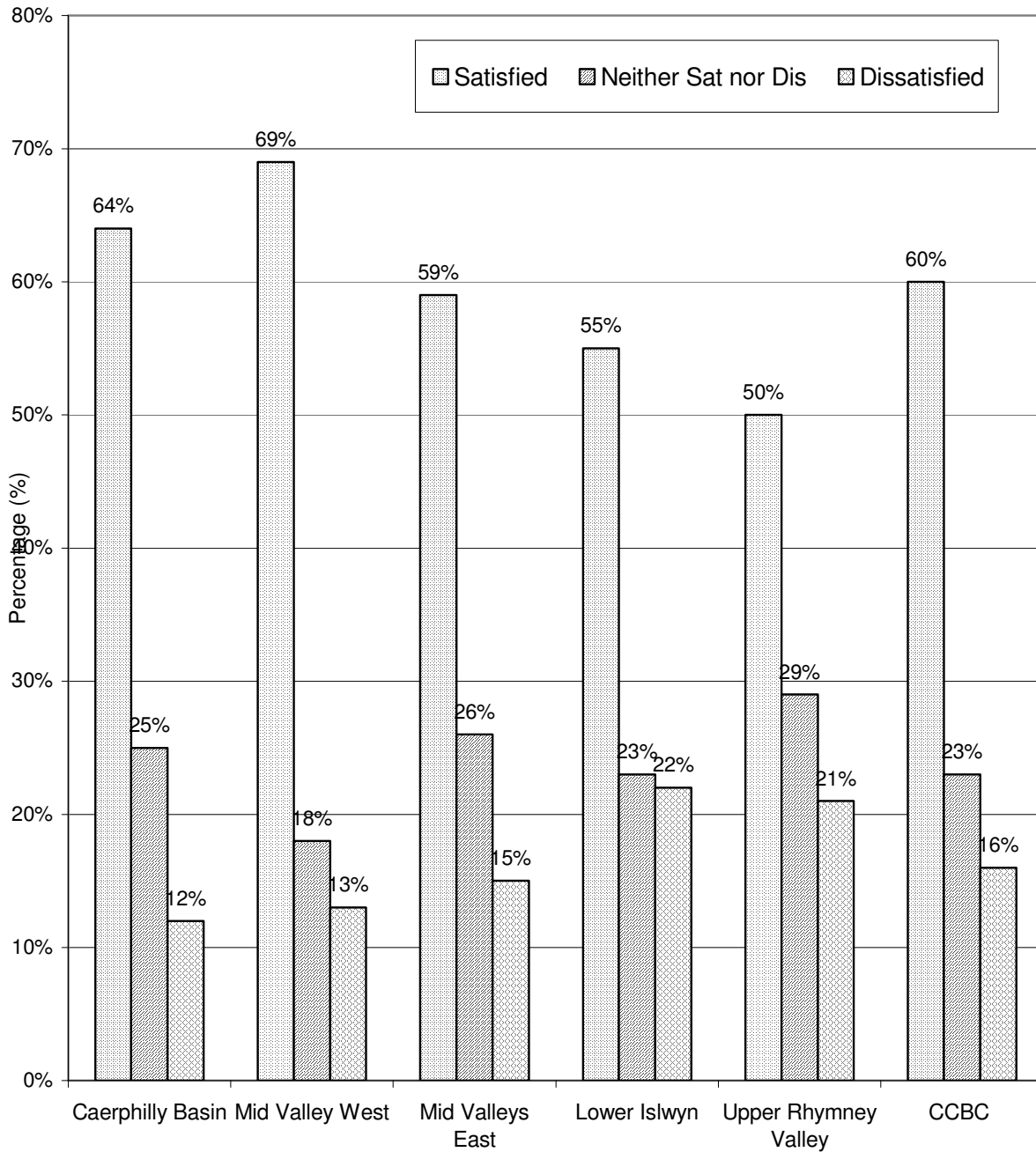
Although the Council has failed to meet targets in relation overall satisfaction (refer to **Table 1**) overall satisfaction levels have improved a little since 2007 when 58% of respondents were very or fairly satisfied with Council services overall. The proportion of people who were dissatisfied has declined from 19% in 2007 to 16% in 2009.

Graph 1: Satisfaction with Council services overall: Percentage of respondents who were satisfied or dissatisfied in 2009



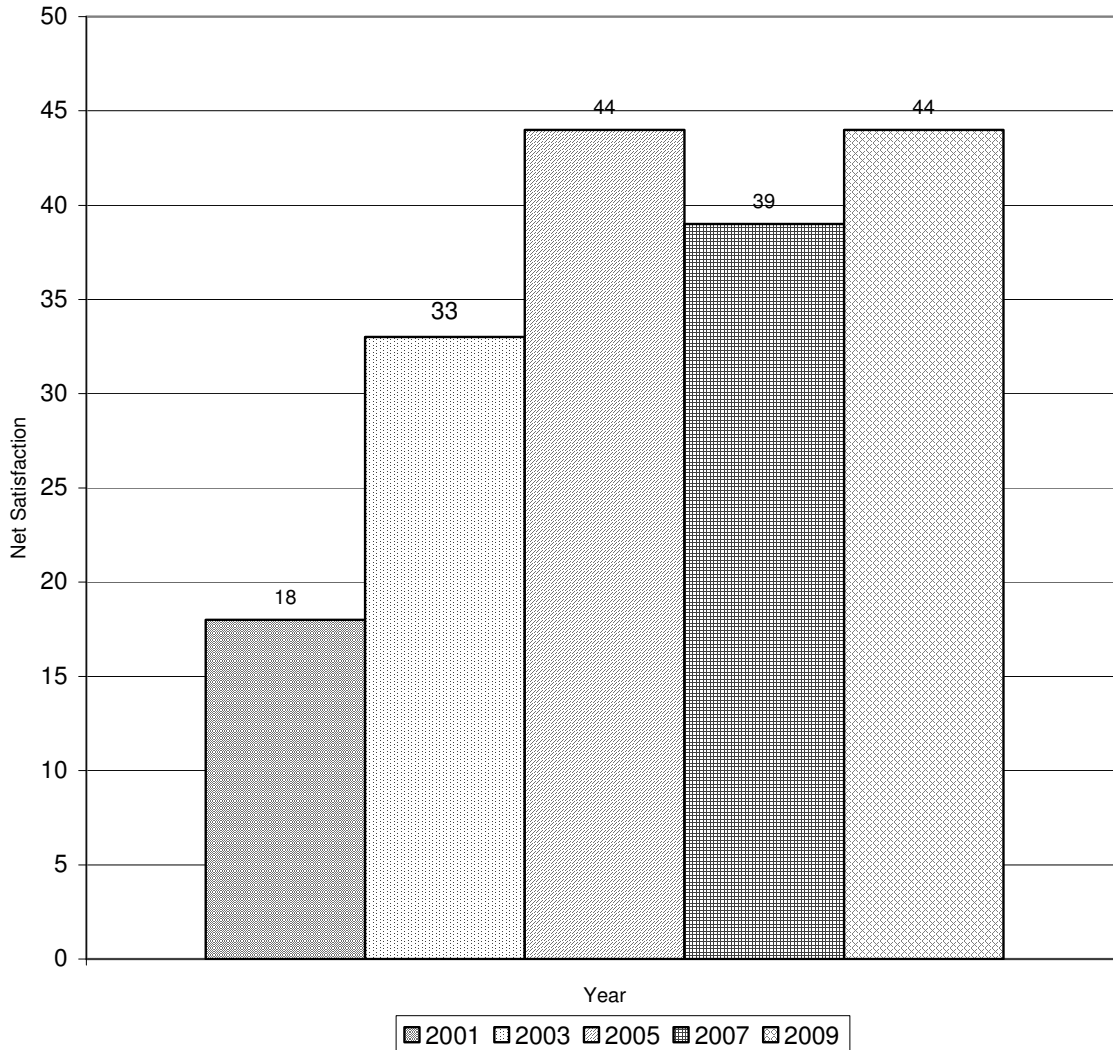
In 2009, there was a significant geographical variation in overall satisfaction with Council Services with 69% of residents in the Mid Valleys West area being very or fairly satisfied compared to 50% in the Upper Rhydney Valley. This variation is highlighted in **Graph 2**.

Graph 2: Overall Satisfaction with Council Services: Percentage satisfied/ dissatisfied by Community Plan Area in 2009



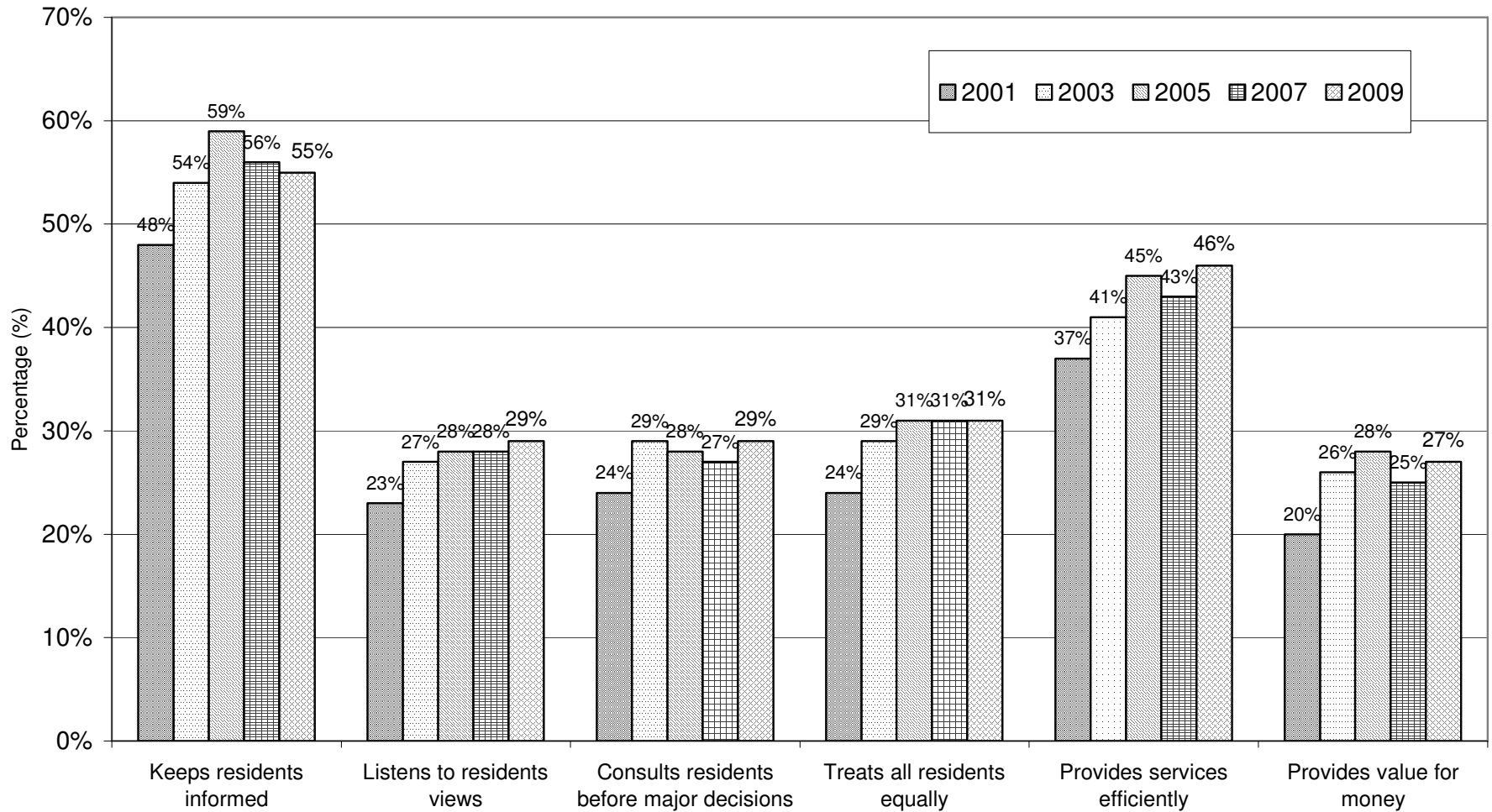
In comparing the results from the 2009 survey with previous years, it can be seen that the overall net satisfaction score has steadily improved since 2001. It declined in 2007 but has increased again in 2009 to match 2005 levels. These changes are shown in **Graph 3**.

Graph 3: Satisfaction with Council Services Overall: Change in Net Satisfaction between 2001 and 2009.



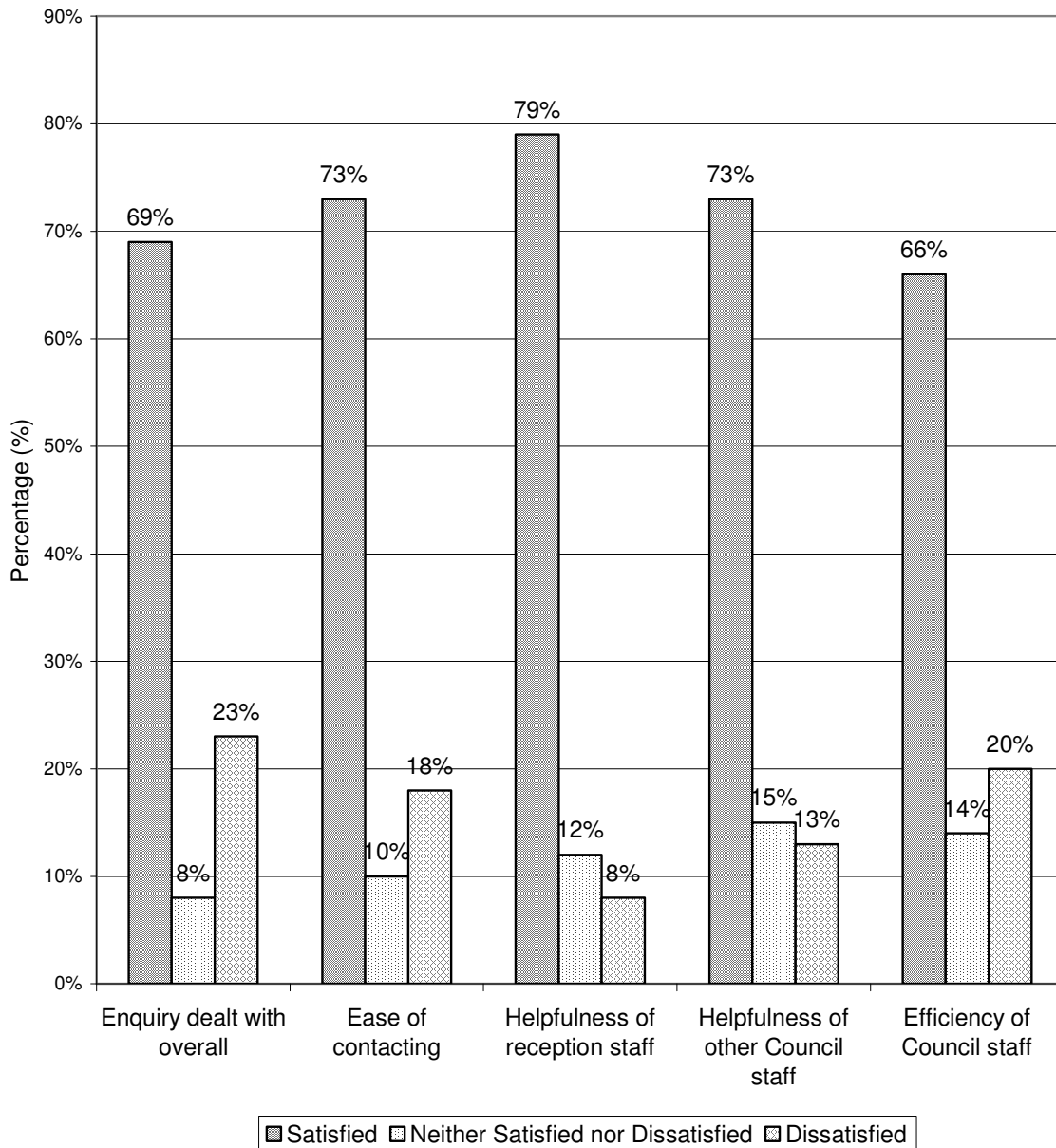
Through the Household Survey, residents were asked their perception of *how* the Council provides its services. As shown in **Graph 4**, just over half of all respondents agreed that the Council keeps residents informed. Less than half agree that the Council provide services efficiently and less than a third agree that the Council listens to residents views, consults before making major decisions, treats all residents equally or provides value for money. In 2009, there was a slight increase in the percentage that feel that the Council consults before major decisions, provides services efficiently and provides value for money. However, there was a decline in the percentage that feel that the Council keeps residents informed.

Graph 4: Perceived change in Council Services overall between 2001 to 2009: Percentage who agree or agree strongly that the Council...



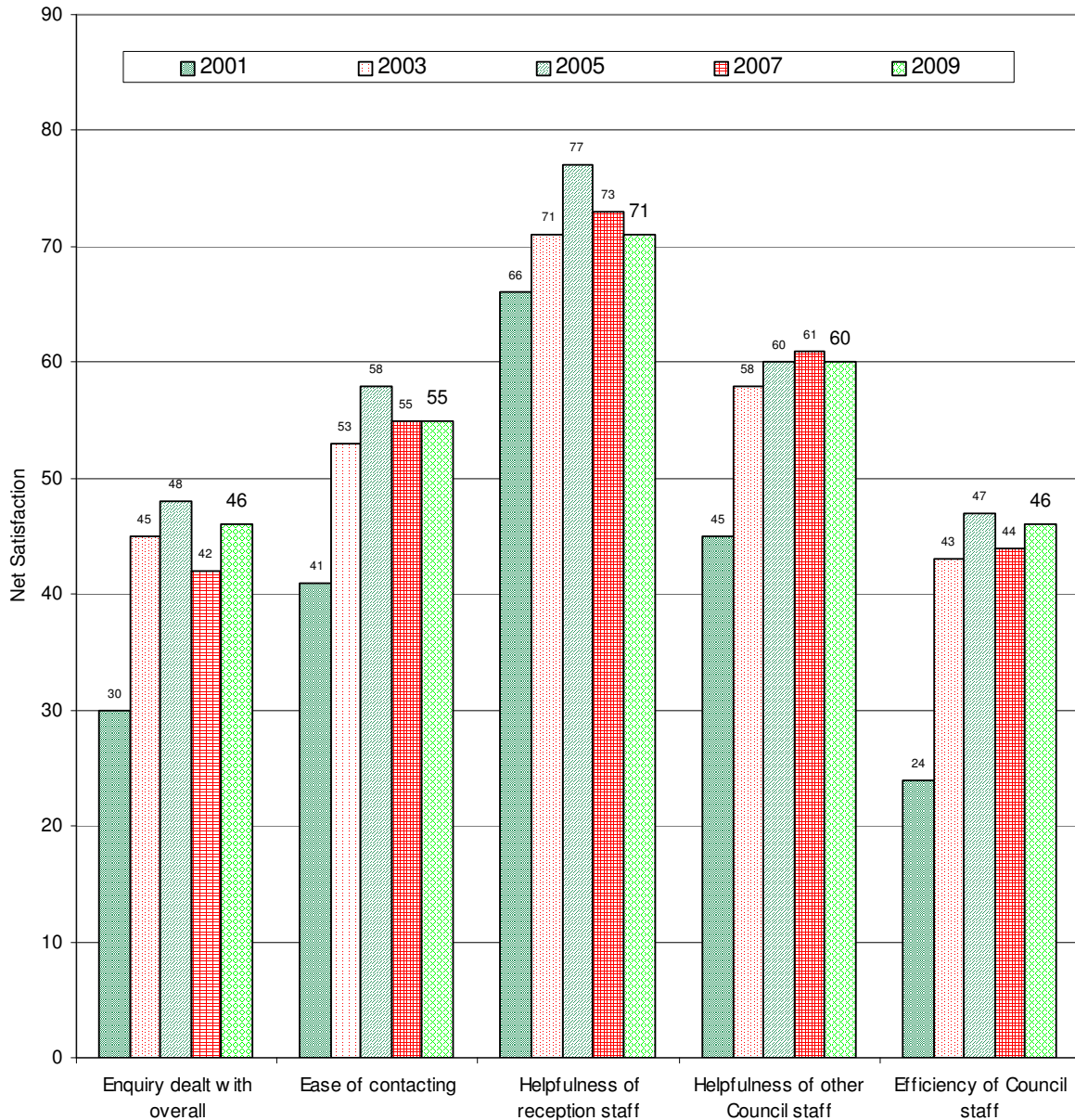
In the 2009 survey, 67% of residents who had contacted the Council during the last 12 months have done so via the telephone. Thirteen percent had visited Council offices. A larger proportion than previously are now contacting the Council using electronic methods with 6% using e-mail and a further 3% contacting the Council via the Website. ("Website" was a new option included in the survey for 2009). **Graph 5** shows high levels of satisfaction with the way enquiries to the Council were dealt with. Respondents were particularly satisfied with the helpfulness of reception staff.

Graph 5: Satisfaction with the way enquiries to the Council were dealt with: Percentage of respondents who were satisfied or dissatisfied in 2009.



Graph 6 highlights the change in net satisfaction between 2001 and 2009 in relation to the way enquiries to the Council were dealt with. Satisfaction with the way enquiries were dealt with *overall* and efficiency of council staff has increased since 2007 but has not returned to the level of 2005. There has been a decline in the net satisfaction with the helpfulness of reception staff and ease of contacting the Council since 2005.

Graph 6: Satisfaction with the way enquiries to the Council were dealt with: Change in Net Satisfaction between 2001 and 2009.

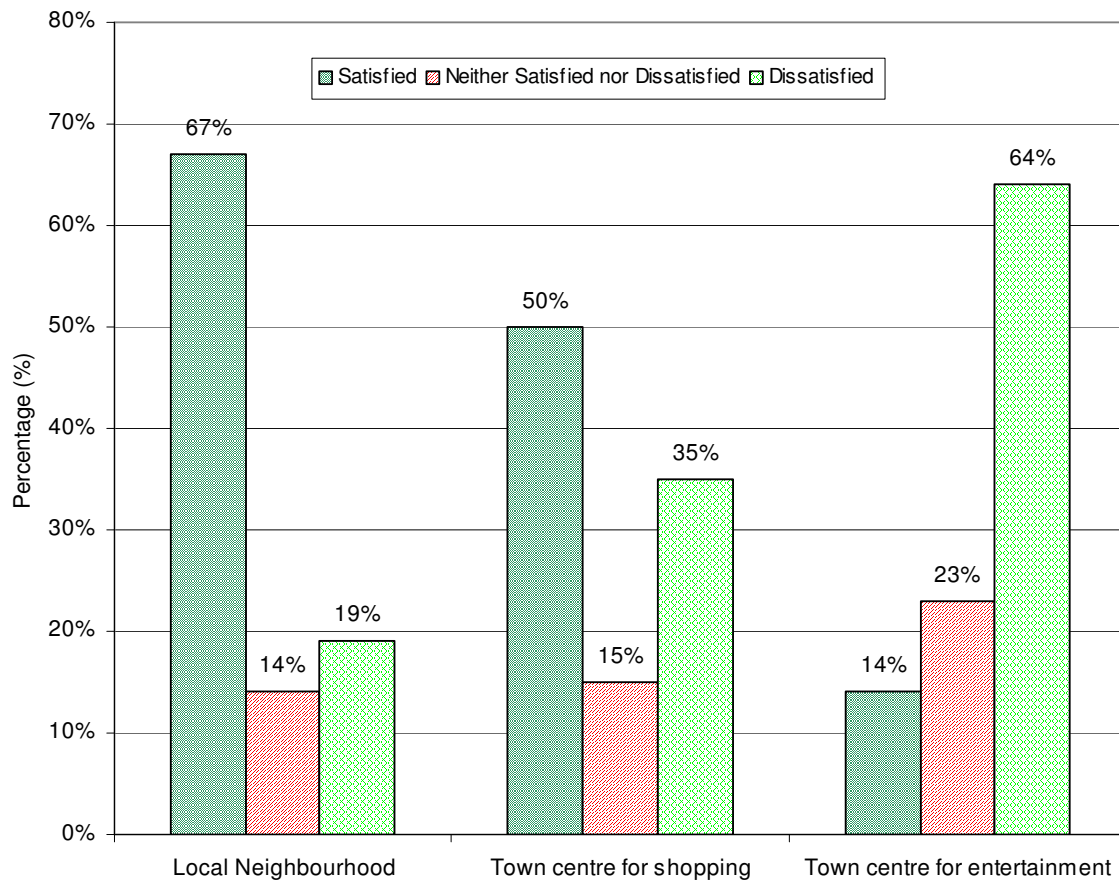


Living environment

Graph 7 highlights that in the 2009 Household Survey, 67% of residents are satisfied with their local neighbourhoods. Only half were satisfied with town centres for shopping and only 14% were satisfied with town centres for entertainment.

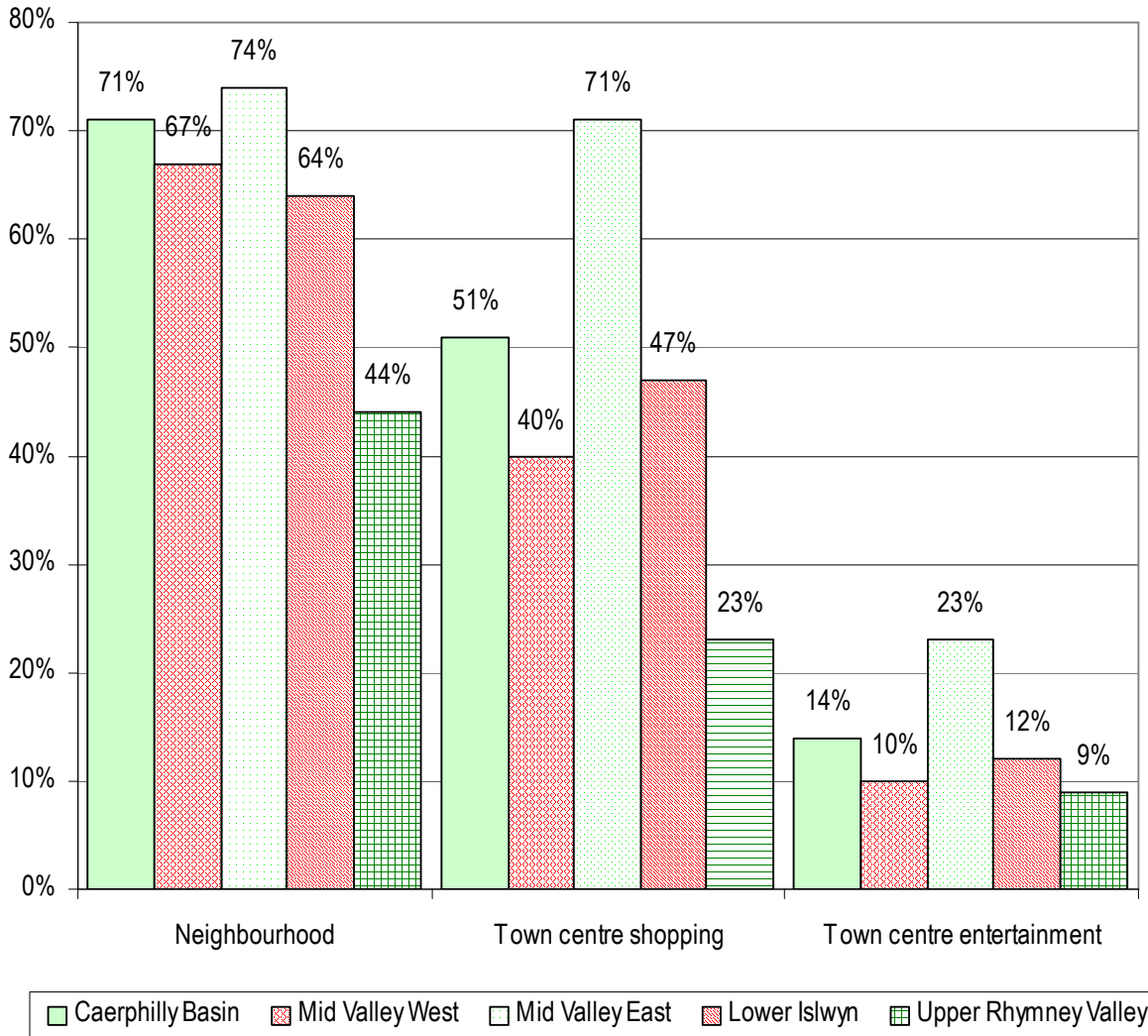
There has been a steady increase in net satisfaction with local neighbourhoods since 2001 but a big decline in satisfaction with town centres, particularly for entertainment since 2005 (please refer to **Graph 21**).

Graph 7: Satisfaction with local neighbourhoods and town centres: Percentage of respondents who were satisfied or dissatisfied in 2009.



There was a geographical variation in satisfaction with neighbourhoods and town centres for shopping and entertainment in the 2009 survey. Residents in the Upper Rhydney Valley were least satisfied with neighbourhoods and town centres whilst residents in the Mid Valleys East area were most satisfied with their neighbourhoods and local town centres. **See Graph 8.**

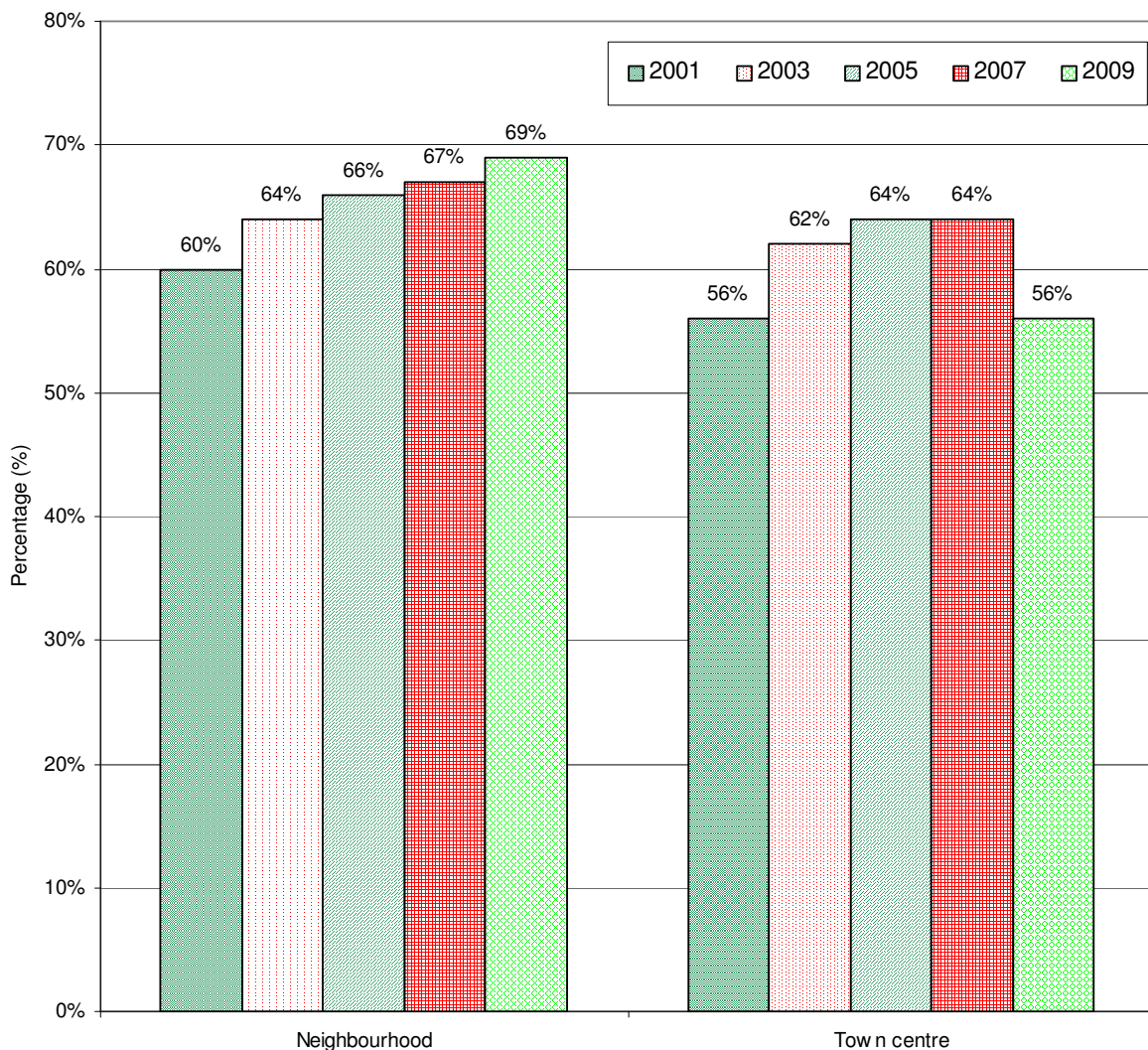
Graph 8: Satisfaction with Town Centres for Shopping and Entertainment by Area: Percentage of respondents very/fairly satisfied with neighbourhoods and town centres for shopping and entertainment



Following on from the levels of satisfaction with neighbourhoods identified in **Graph 7**, over two thirds of respondents felt that the quality of life in their neighbourhoods had got better or stayed the same in the 2009 survey.

Graph 9 highlights that perception of the quality of life in *neighbourhoods* has been improving since 2001. Perception of quality of life in *town centres* was improving until 2007 but has declined in 2009 with 44% perceiving that the quality of life in town centres has got worse (the level for 2001 figures) despite major efforts on improving community safety and the general town centre environment.

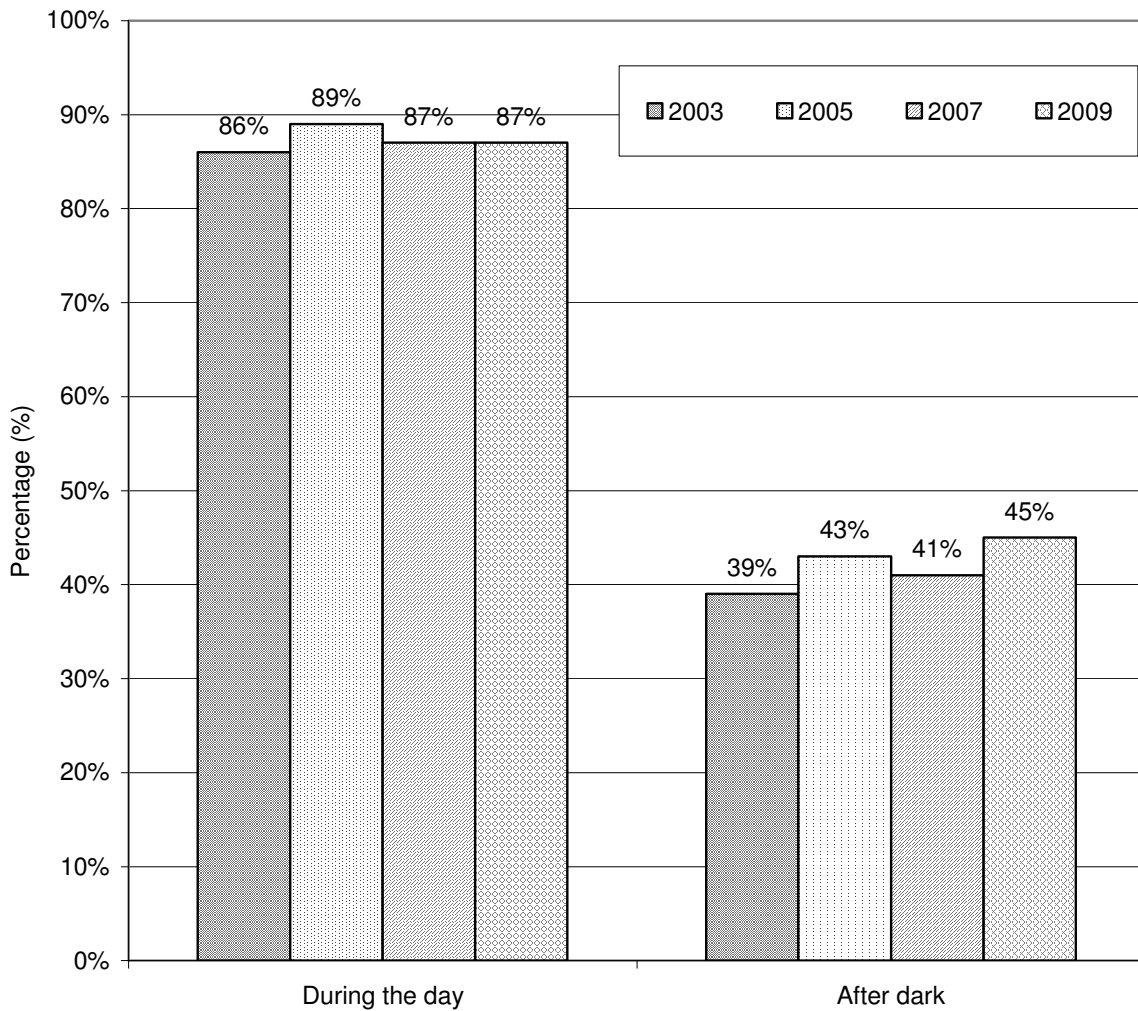
Graph 9: Quality of Life in Neighbourhoods and Town Centres: Percentage who felt the Quality of Life has got better or stayed the same



Referring back to the performance indicators relating to fear of crime (**Table 1**), in 2009, 87% of respondents indicated that they felt safe during the day (the same figure as 2007) whilst the percentage who feel safe in their local area after dark has increased from 41% in 2007 to 45% in 2009. **Graph 10** highlights that there has been very little change in daytime fear of crime since 2003 (no data is available for 2001).

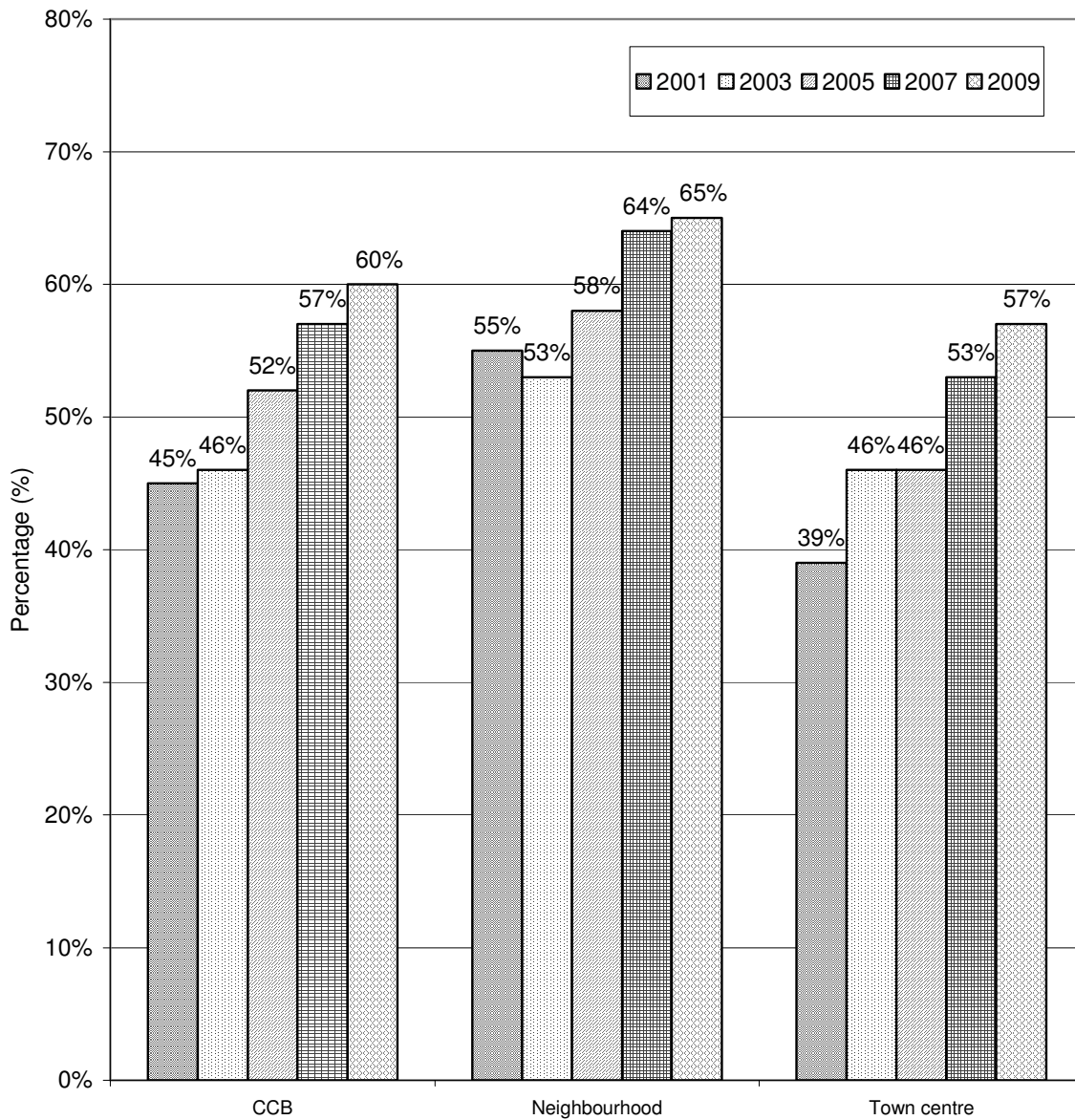
There has been a small improvement in fear of crime after dark. Geographically, fear of crime during the day was lowest in Caerphilly Basin with 91% indicating that they felt safe walking in their neighbourhood during the day compared to the Upper Rhymney Valley where 84% felt safe walking in their neighbourhood during the day. This variation is mirrored after dark with 49% of those in the Caerphilly Basin area feeling safe compared to 37% in the Upper Rhymney Valley.

Graph 10: Fear of Crime whilst walking in neighbourhood 2003 - 2009: Percentage who felt very safe or fairly safe during the day and after dark.



Although fear of crime scores have shown little change since 2003, the perceived *level* of crime in Caerphilly County Borough as a whole and in neighbourhoods and town centres has slowly improved since 2001. See **Graph 11**.

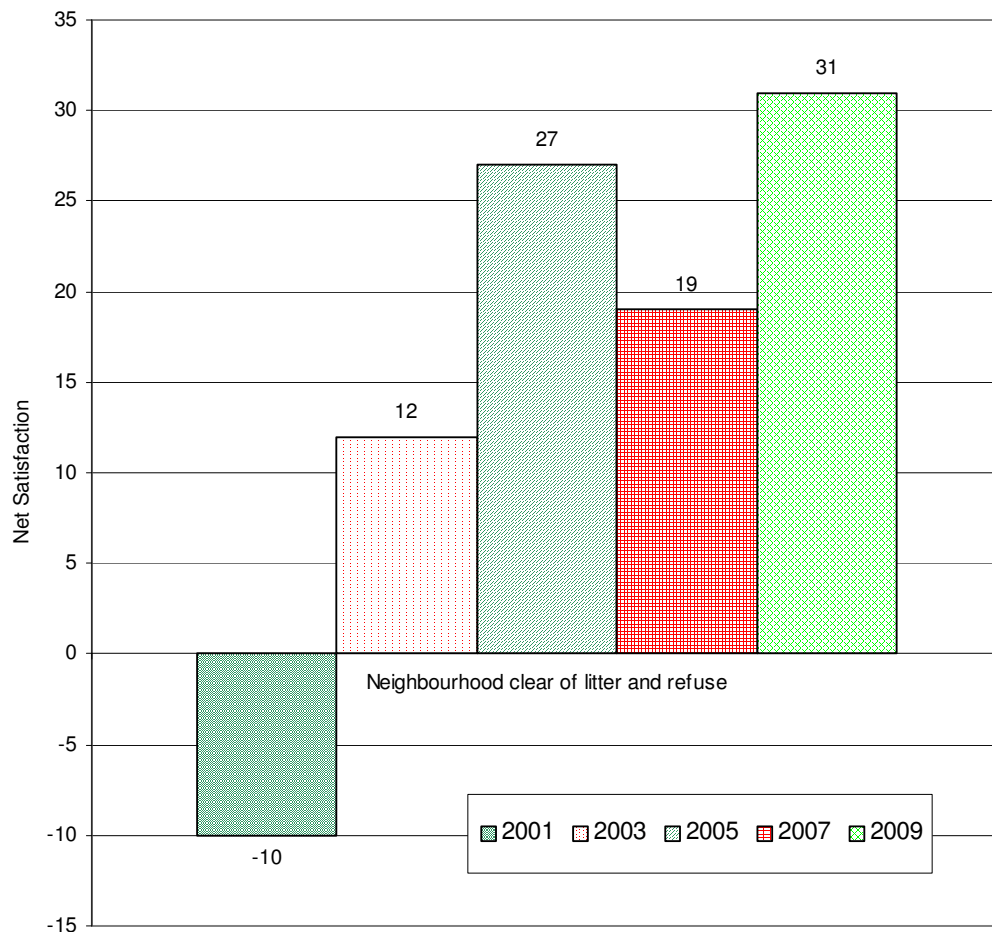
Graph 11: Changes in the level of Crime and Disorder across Caerphilly County Borough and in Neighbourhoods and Town Centres: Percentage who felt that the level of crime had got better or stayed the same.



Satisfaction levels with the cleansing and waste services provided by the Council has always been high. In recent years, environmental awareness amongst the general public has increased greatly. Recycling, for example, is now seen as part of our everyday lives and the Council has done much to increase its recycling levels. It is within this context that the Household Survey has identified an increase in satisfaction with the council in relation to cleansing and waste services.

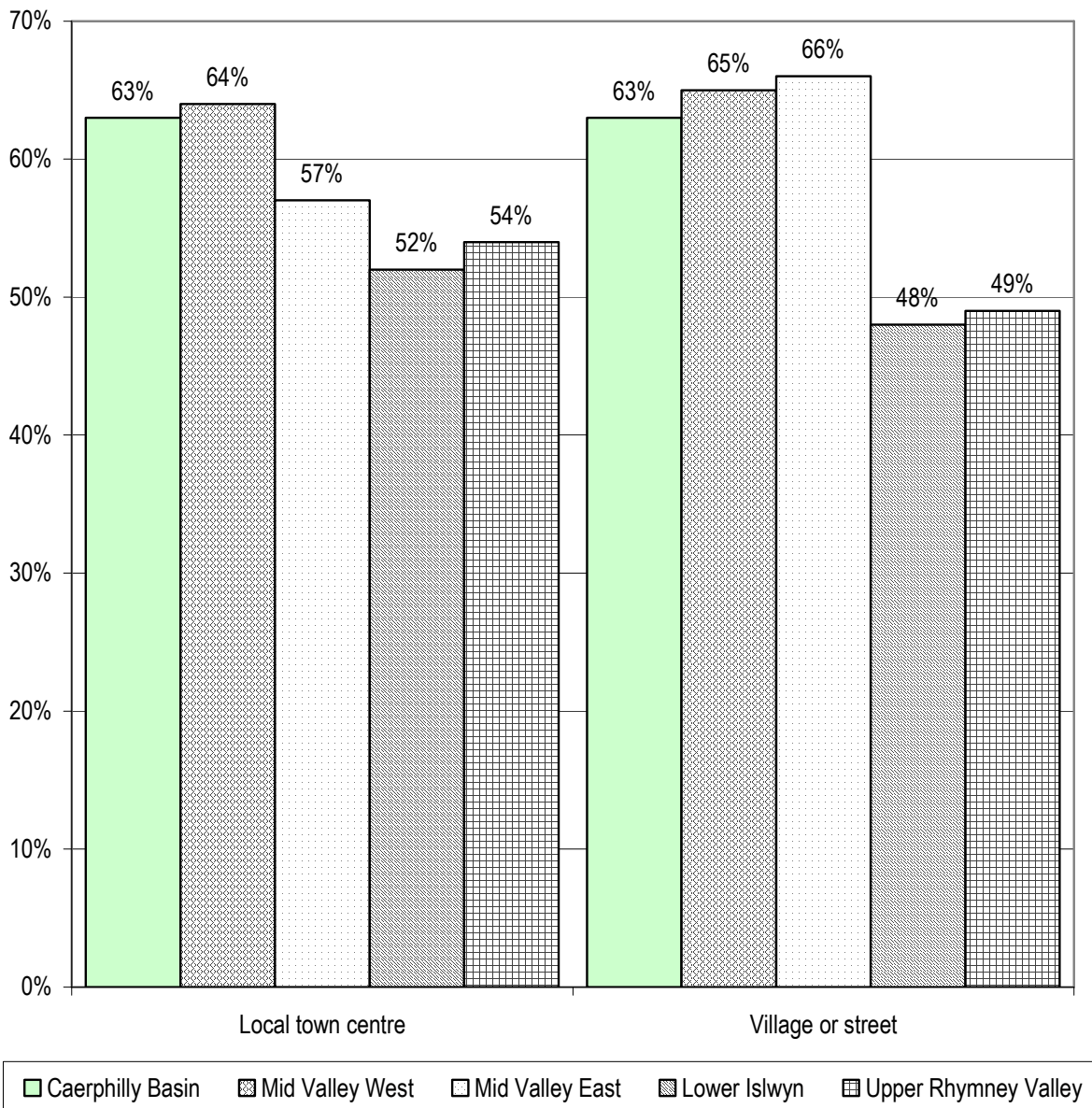
In 2009, 61% of respondents felt that the Council fulfils its duty to keep neighbourhoods clear of litter and refuse. In comparing the data with previous surveys (**Graph 12**) it is clear that satisfaction levels have increased significantly since 2001 when there was a negative net satisfaction score. Although satisfaction levels fell in 2007 they have improved again in 2009.

Graph 12: Caerphilly County Borough Council keeps local Neighbourhoods clear of Litter and Refuse: Change in Net Satisfaction between 2001 and 2009.



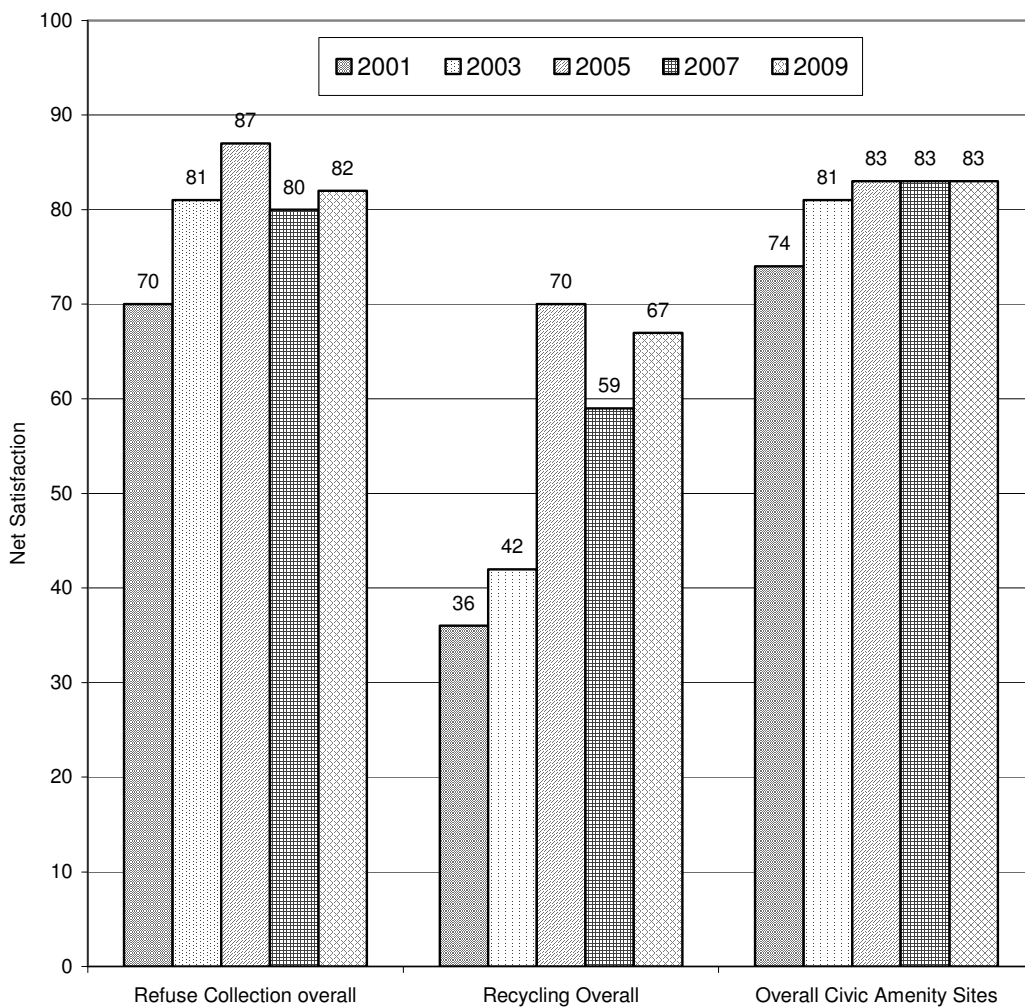
Overall, 59% of respondents were satisfied with the general cleanliness of their local town centre whilst 58% were satisfied with the overall cleanliness of their village or street. In relation to both, there was a geographical variation in satisfaction. The area of lowest satisfaction with cleanliness of both town centres and local village or street was Lower Islwyn. Respondents from the Mid Valleys West area were most satisfied with the cleanliness of their local town centre but residents in the Mid Valleys East area were most satisfied with the cleanliness of their local village or street. This variation is highlighted in **Graph 13**.

Graph 13: Satisfaction with cleanliness of local town centre and local village or street – percentage very or fairly satisfied by area



In relation to civic amenity sites, overall, 86% of respondents were very or fairly satisfied. A similar percentage of respondents (87%) were satisfied with the refuse collection service overall. These figures have not changed significantly since 2007. However, an improvement in overall satisfaction levels were noted in relation to recycling services where 73% were very or fairly satisfied in 2007 compared to 77% in 2009. Satisfaction levels with recycling services are still slightly lower than in 2005 and lower. **Graph 14** highlights the change in net satisfaction scores in relation to refuse collection, recycling facilities and civic amenity services overall.

Graph 14: Satisfaction with refuse collection, recycling facilities and civic amenity services overall: Changes in Net Satisfaction between 2001 and 2009.

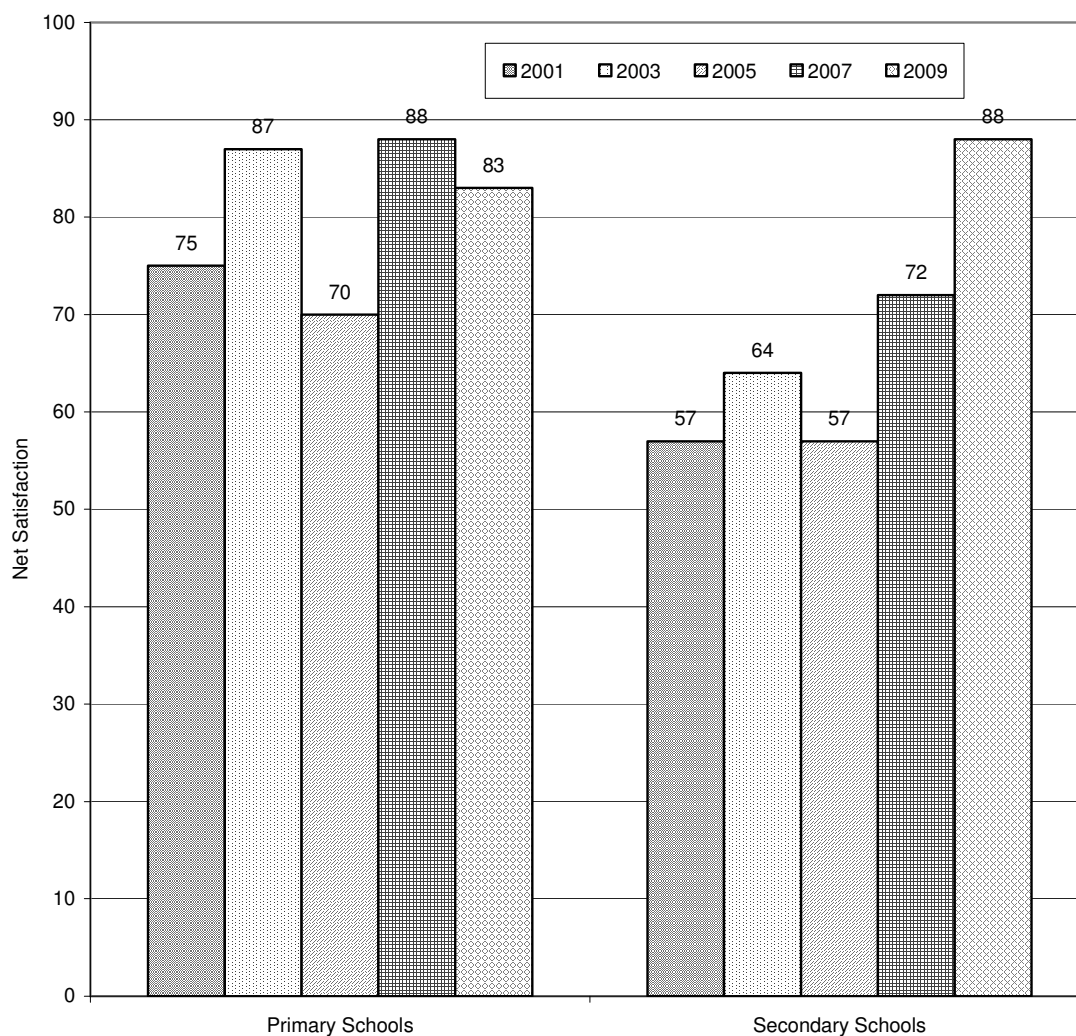


Education for life

Note: School services were only used by a small proportion of survey respondents. In view of this, the findings in relation to some aspects of school services should be received with caution. Where less than 100 responses were received, the data cannot be considered reliable.

In the 2009 survey, 89% of those who use primary schools were satisfied with them, as were 91% of users of secondary schools. **Graph 15** highlights change in net satisfaction since 2001. In relation to primary schools, net satisfaction has declined but satisfaction with secondary schools has increased significantly.

Graph 15: Satisfaction with School Services: Change in Net Satisfaction between 2001 and 2009

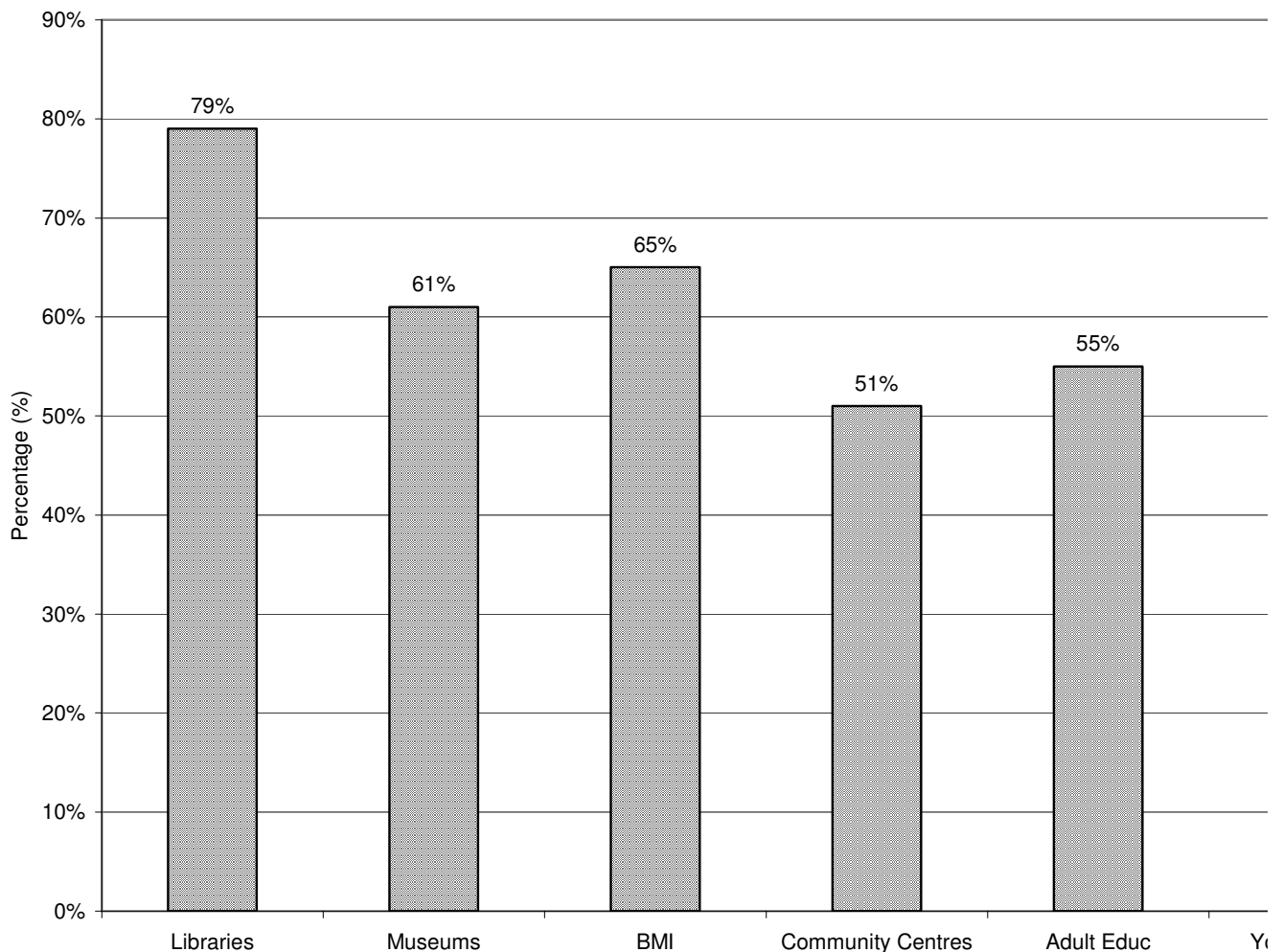


The 2009 survey showed a range of usage and satisfaction levels in relation to leisure and recreation services and facilities. The age groups of respondents need to be taken into account when considering usage levels, for example, 89% of respondents indicated that they have never used youth centres. This would be expected given that only 8% respondents to the survey were less than 30 years old. **Appendix 3** (question E1 – E9) provided a summary of usage levels.

In relation to libraries, 36% of respondents have never used them and 79% of respondents were very or fairly satisfied with libraries (whether they had used them or not). For community centres, the level of satisfaction amongst respondents was lower at 51% and a higher proportion of respondents (57%) had never used them.

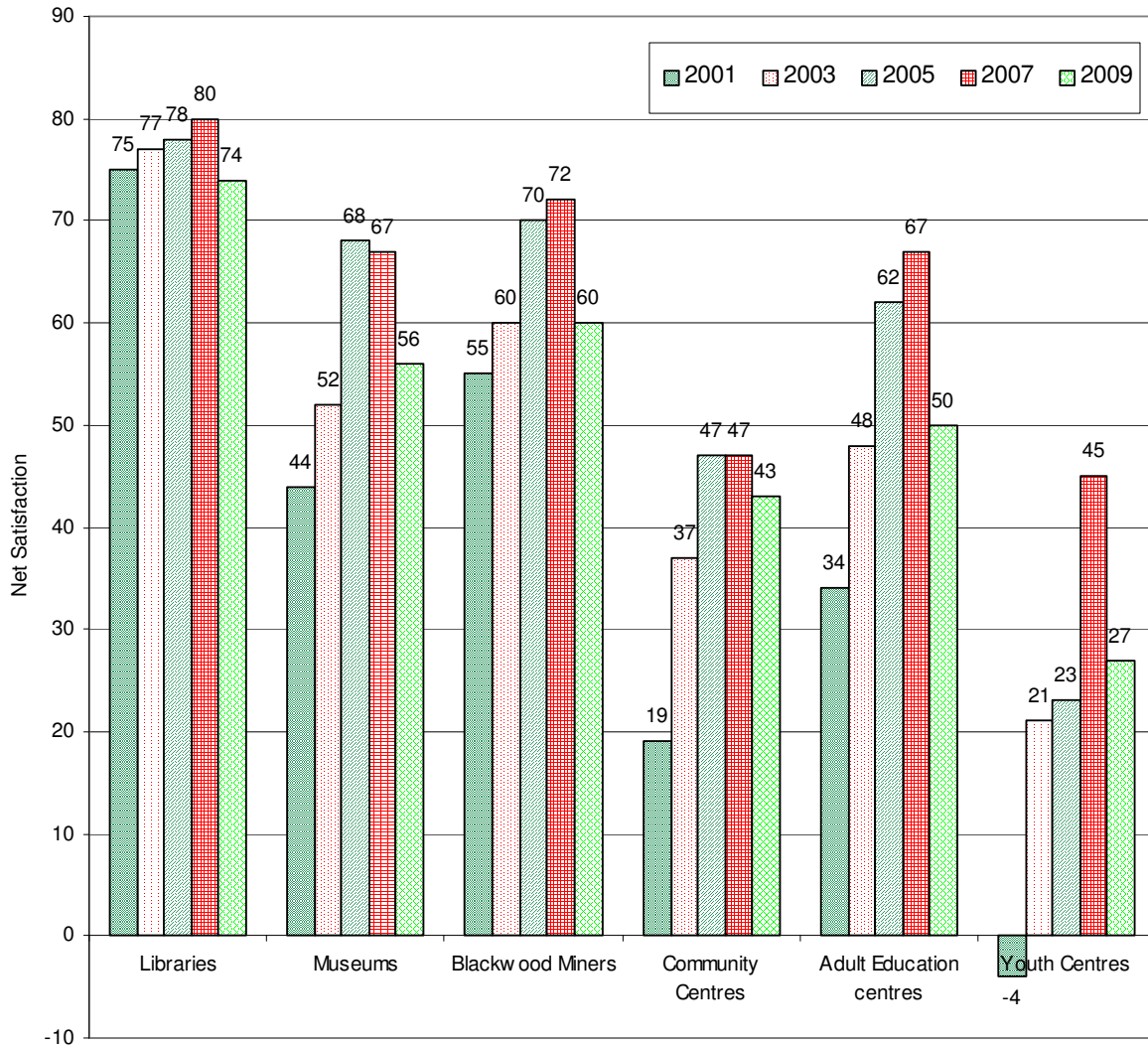
Graph 16 highlights levels of satisfaction with the range of recreation services and facilities.

Graph 16: Satisfaction with recreation facilities and services provided by the Council: Percentage of respondents very or fairly satisfied in 2009.



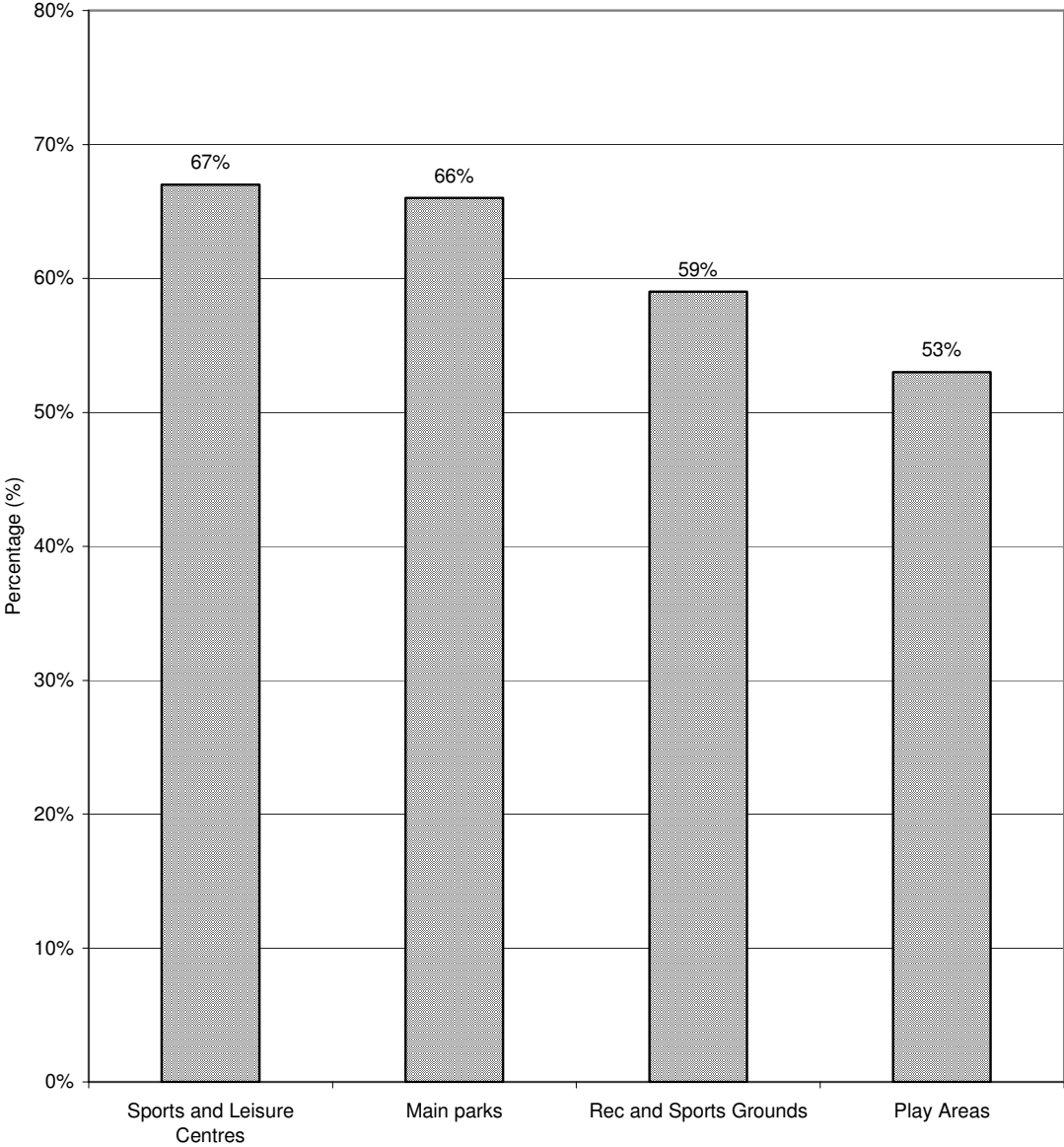
Graphs 17 highlights the changes in net satisfaction with recreation facilities and services. There was a general increase in net satisfaction levels from 2001 but a significant decline across the service area in 2009.

Graph 17: Satisfaction with recreation facilities and services provided by the Council: Change in Net Satisfaction between 2001 and 2009



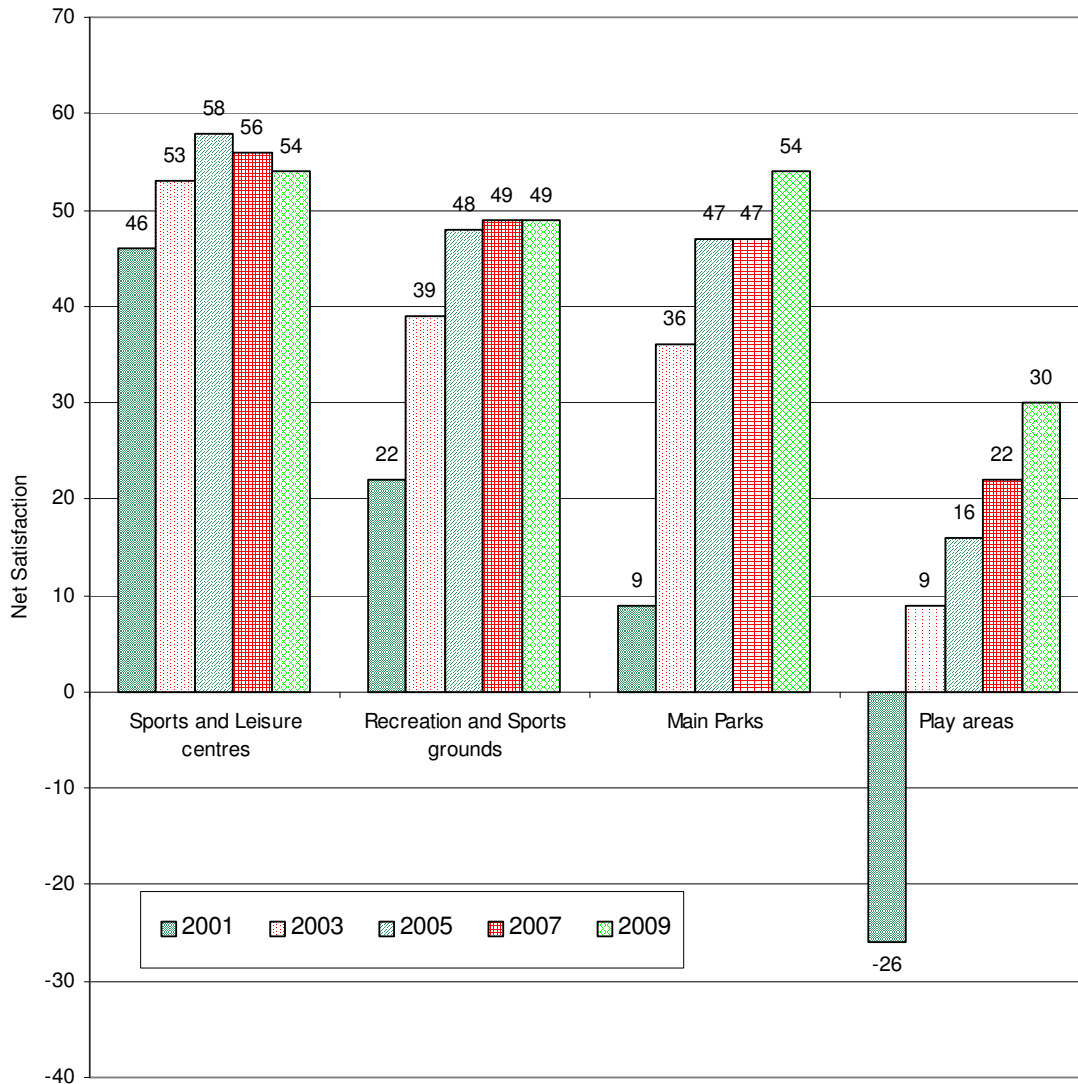
Graph 18 highlights levels of satisfaction with the range of recreation services and facilities. More than two thirds of respondents were sports and leisure centres and main parks but only just over half were satisfied with play areas.

Graph 18: Satisfaction with leisure and sports, parks and play services and facilities provided by the Council: Percentage of respondents very or fairly satisfied in 2009.



Although satisfaction levels with sports and leisure centres were relatively high, satisfaction levels have declined since 2005. Where satisfaction levels are relatively low for play areas, levels have increased significantly from 2001. **Graph 19** highlights these changes in net satisfaction for leisure and sports, parks and play services and facilities.

Graph 19: Satisfaction with leisure and sports, parks and play services and facilities provided by the Council: Change in Net Satisfaction between 2001 and 2007.

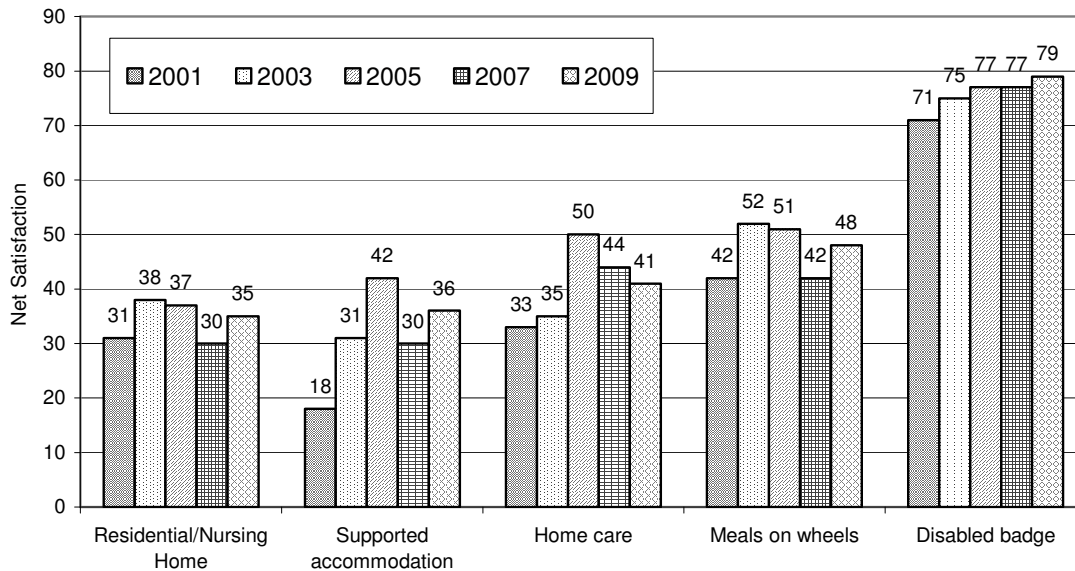


Health, Social Care and Well being

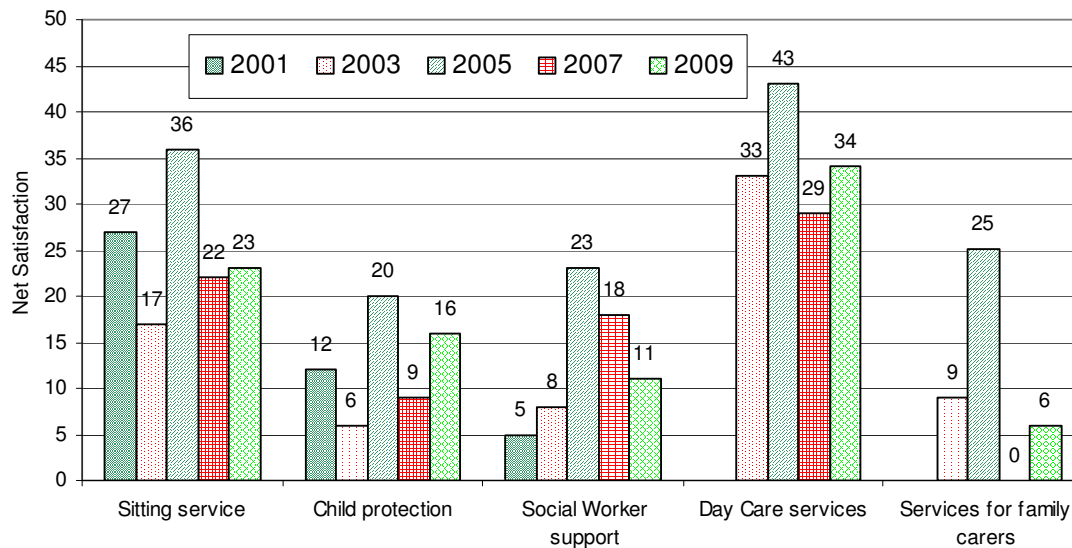
Note: the findings in relation to some aspects of social services should be received with caution. As expected, there were low numbers of responses to some of the Social Services questions in the Household Survey and as such, it has not been possible to draw valid conclusions in relation to some service areas.

As shown in **Graphs 20a and 20b**, levels of satisfaction have, on the whole, improved since 2001. The area of greatest satisfaction is also the most widely used service i.e. the disabled (blue) badge scheme.

Graph 20a: Satisfaction with Social Services. Change in Net Satisfaction 2001 - 2009



Graph 20b: Satisfaction with Social Services. Change in Net Satisfaction 2001 - 2009

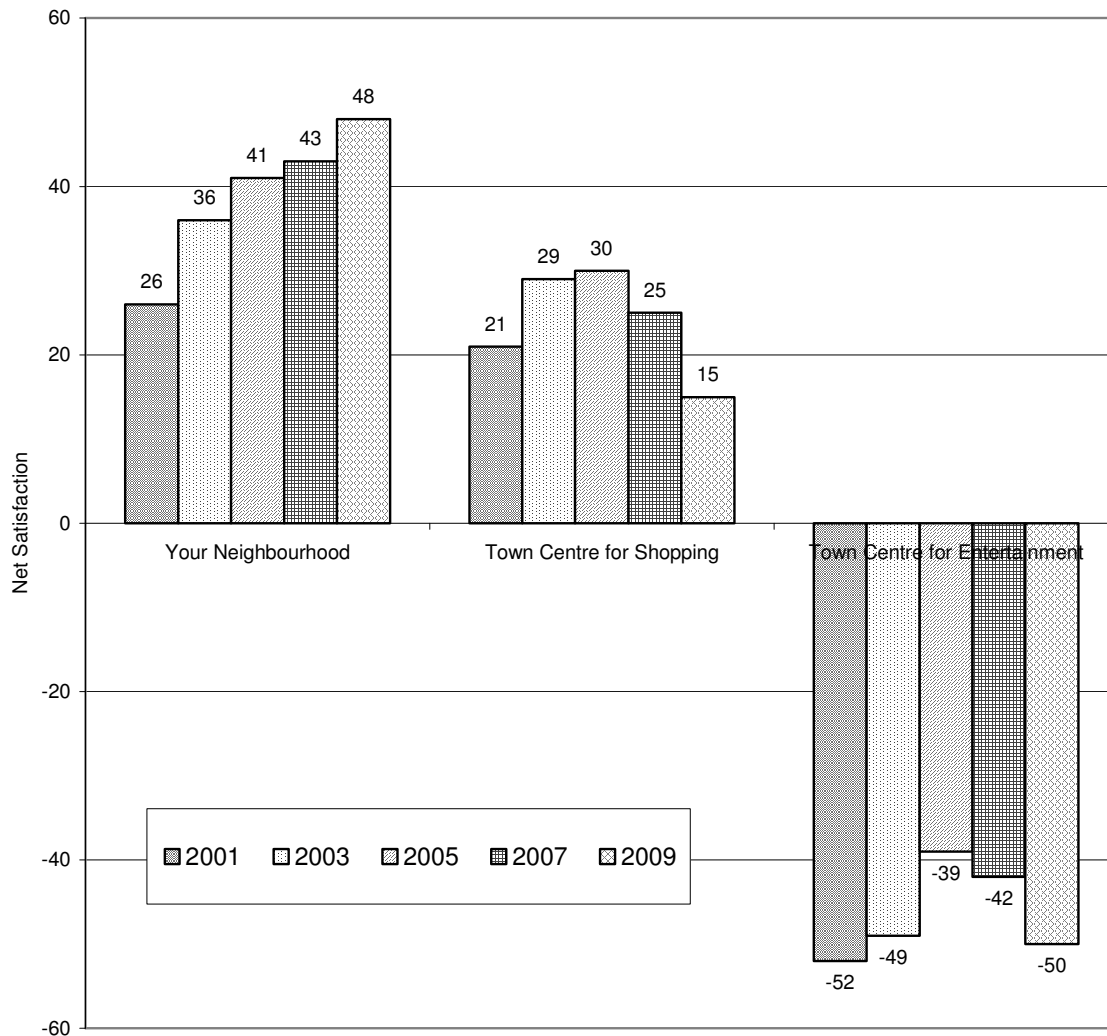


Regeneration

Relating back to **Graph 7**, 67% of respondents were satisfied with their neighbourhoods and half were satisfied with their local town centres for shopping. Only 14% were satisfied with their local town centre for entertainment.

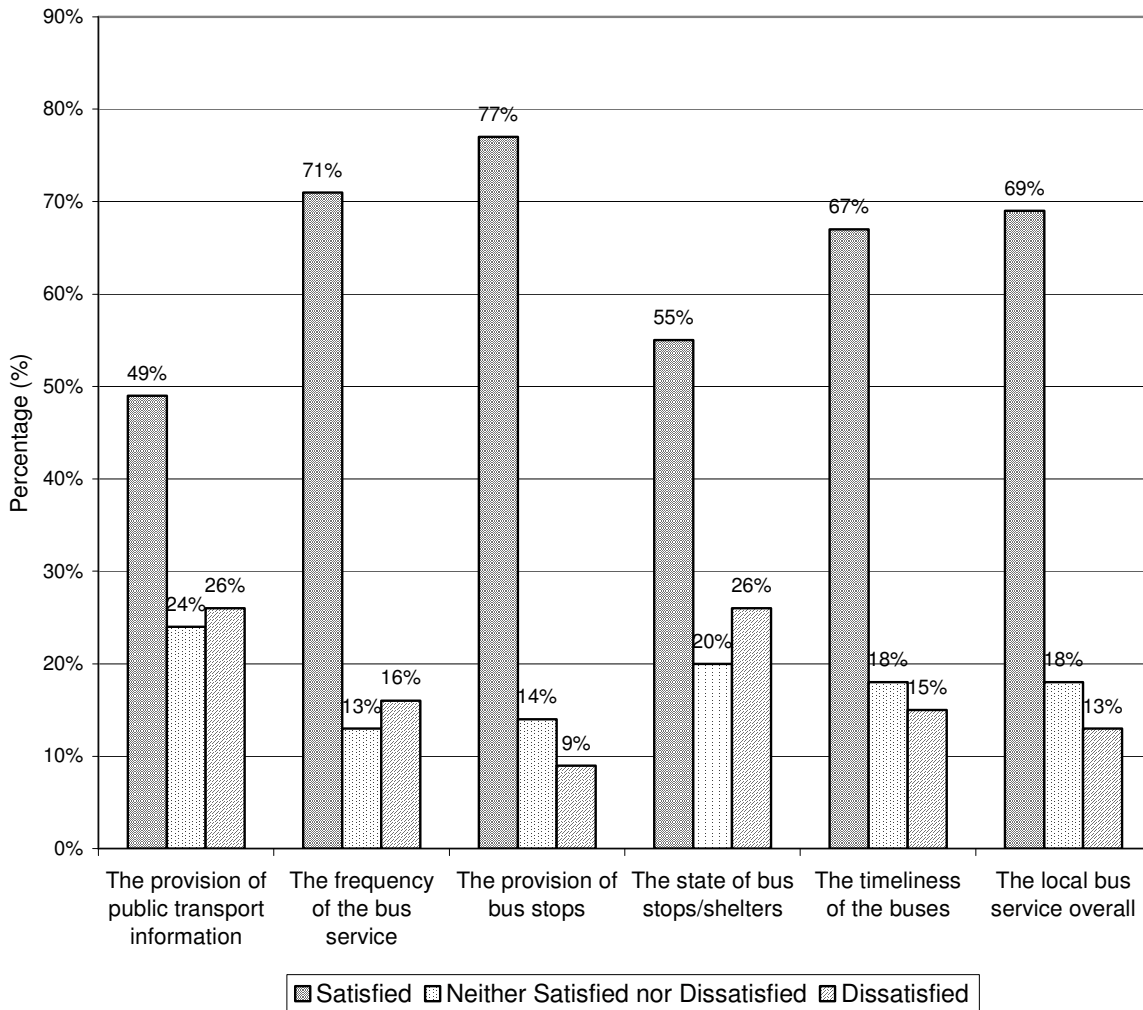
When comparing the responses for 2009 survey with previous years (**Graph 21**), there were significant declines in satisfaction levels for town centres for both shopping and entertainment that were already at a low level.

Graph 21: Change in Net Satisfaction with Neighbourhoods and Town Centres between 2001 and 2009



In 2009, satisfaction with the local bus service overall (amongst both users and non users) was relatively high with 69% of respondents indicating satisfaction (see **Graph 22**). Provision of bus stops was the area of greatest satisfaction (77%) although only just over half were satisfied with the state of bus shelters (55%). Less than half were satisfied with the provision of public transport information.

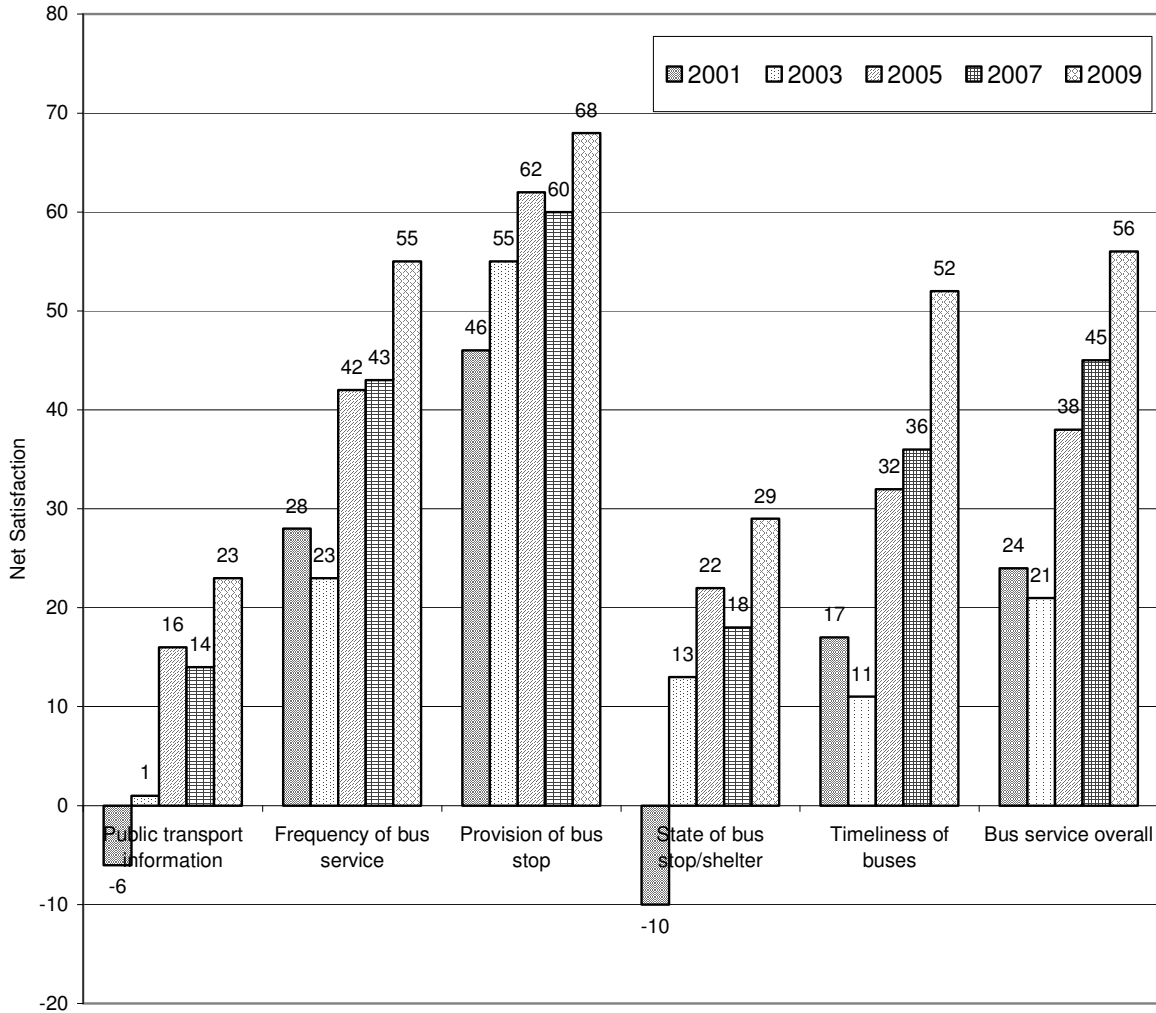
Graph 22: Satisfaction with local bus services: Percentage of respondents who were satisfied or dissatisfied in 2009.



There was geographical variation in satisfaction with the local bus service overall with 75% of respondents in the Caerphilly Basin area indicating that they were very or fairly satisfied. A similar percentage (73%) of respondents from Lower Islwyn were satisfied. The percentage of those very or fairly satisfied in the Mid Valleys East area was 65% and in both the Upper Rhymney Valley and Mid Valleys West areas was 61%.

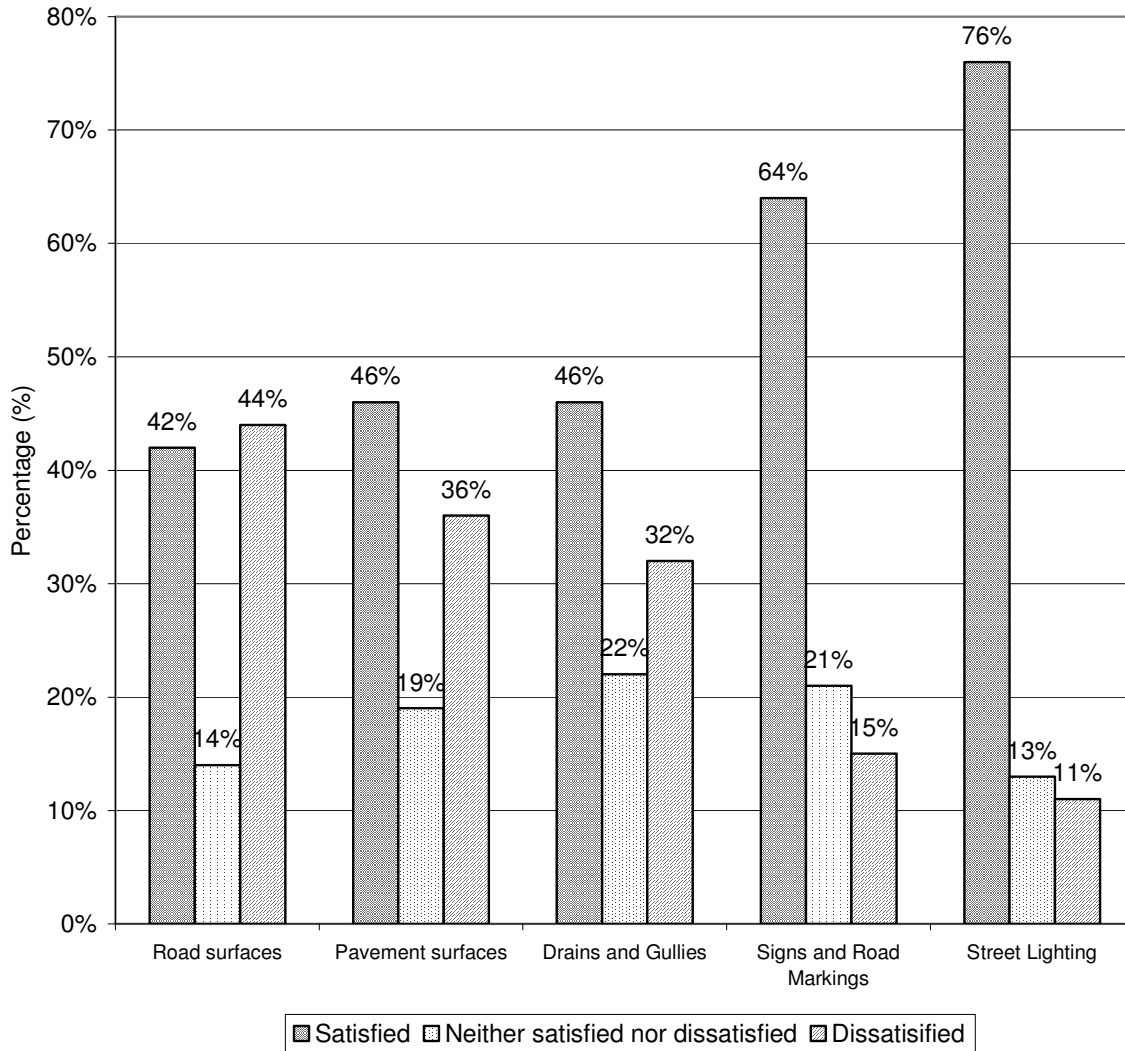
Satisfaction with all aspects of the local bus service have shown a marked improvement since 2001 as highlighted in **Graph 23**.

Graph 23: Satisfaction with local bus services: Change in Net Satisfaction between 2001 and 2009



Satisfaction levels with street lighting in the 2009 survey were high with 76% of respondents indicating satisfaction. Satisfaction with road surfaces was low with only 42% of respondents indicating that they were very or fairly satisfied (**Graph 24**).

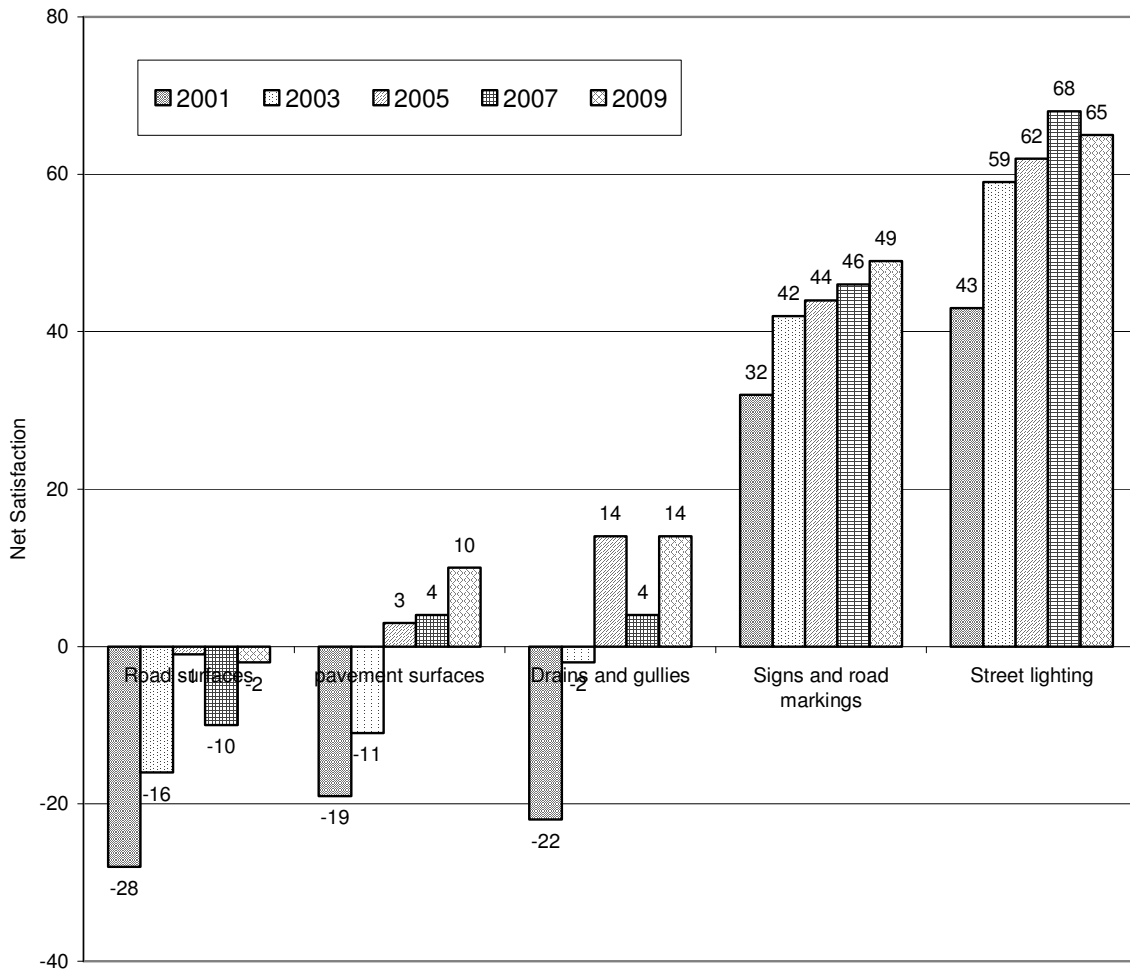
Graph 24: Satisfaction with neighbourhood road network: Percentage of respondents who were satisfied or dissatisfied in 2009.



There were geographical differences in the level of satisfaction with road surfaces. Only 31% of respondents were very or fairly satisfied in the Upper Rhymney Valley. This figure rises to 37% in Lower Islwyn, 38% in the Mid Valleys East area and 44% in Mid Valleys West. The area of greatest satisfaction with road surfaces was the Caerphilly basin where 49% of respondents were very or fairly satisfied.

As shown in **Graph 25**, overall, there has been marked improvement in satisfaction levels with most areas of the neighbourhood road network since 2001. Although satisfaction levels with street lighting are generally high, this is one area where satisfaction has declined in 2009.

Graph 25: Satisfaction with the Neighbourhood Road Network: Change in Net Satisfaction between 2001 and 2009.



APPENDIX 1 Sample

	Total Households (source: 2001 census)	% Households in Each Area	Number of Properties contacted	% Contacted in Each Area
UPPER RHYMNEY VALLEY				
Twyn Carno	1053	1%	160	15
Moriah	2032	3%	297	15
Pontlottyn	806	1%	155	19
New Tredegar	2173	3%	320	15
Darran Valley	1052	1%	155	15
	7116	10%	1087	15
MID VALLEYS WEST				
Bargoed	2710	4%	351	13
Aberbargoed	1500	2%	195	13
Gilfach	924	1%	118	13
Nelson	1968	3%	256	13
St Cattwg	3074	4%	319	10
Ystrad Mynach	1800	2%	352	20
Hengoed	1917	3%	270	14
Maesycwmmmer	915	1%	142	16
	14808	21%	2003	14
MID VALLEYS EAST				
Argoed	1089	2%	146	13
Pengam *	1622	2%	255	16
Cefn Fforest	1512	2%	220	15
Blackwood	3344	5%	515	15
Penmaen	1878	3%	304	16
Pontllanfraith	3362	5%	522	16
Crumlin	2353	3%	361	15
Newbridge	2644	4%	412	16
	17804	25%	2735	15
CAERPHILLY BASIN & ABER VALLEY				
Aber Valley	2773	4%	358	13
Penyrheol	4568	6%	642	14
St Martin's	3092	4%	394	13
Morgan Jones	2808	4%	360	13
St James	2583	4%	312	12
Bedwas, Trethomas & Machen	4336	6%	573	13
Llanbradach	1900	3%	219	12
	22060	31%	2858	13
LOWER ISLWYN				
Abercarn	2092	3%	330	16
Ynysddu	1563	2%	177	11
Crosskeys	1546	2%	226	15
Risca West	2359	3%	349	15
Risca East	2669	4%	420	16
	10229	14%	1502	15
TOTAL CCB	72017		10185	14

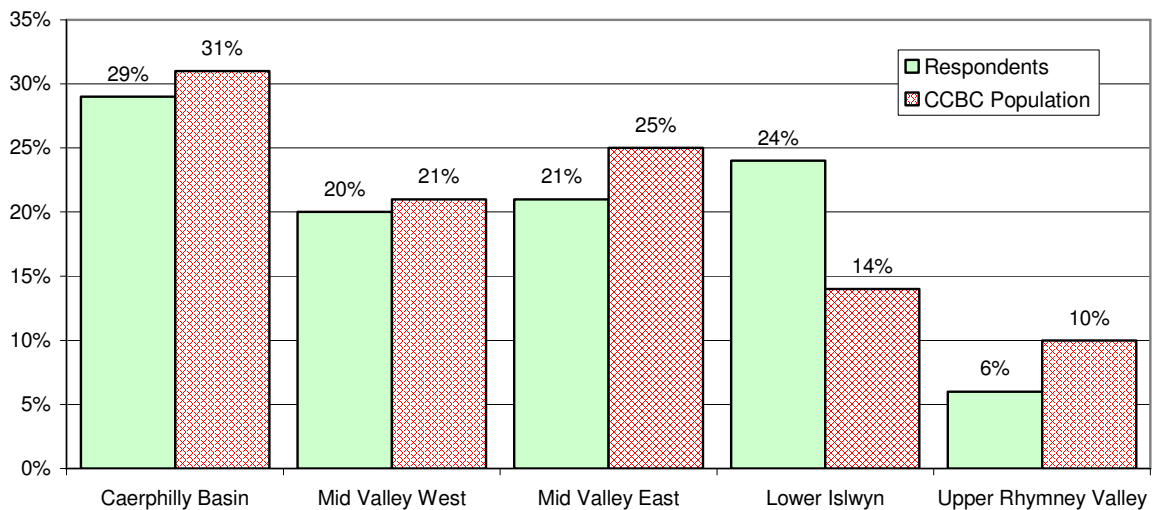
*(minus Britannia - Britannia part of Pengam ward is in Greater Bargoed)

APPENDIX 2: Respondent profile

Comparative CCBC data from 2001 census where available

Area	Respondents	CCBC
Caerphilly Basin	29%	31%
Mid Valleys West	20%	21%
Mid Valleys East	21%	25%
Lower Islwyn	24%	14%
Upper Rhymer Valley	6%	10%

Geographical Distribution of Respondents to 2009 Household Survey compared to CCBC population (Census 2001)



Gender	Male	Female	Transgender
Respondents	44.4%	55.5%	0.1%
CCBC population	47.9%	52.1%	Not available

Sexual Orientation	Respondents	CCBC
Heterosexual	81%	Not available
Lesbian/Gay	1%	
Bisexual	4%	
Prefer not to say	10%	
Other	5%	

Age	Respondents	CCBC
16-17 years	0%	3%
18-29 years	8%	18%
30-44 years	20%	28%
45-64 years	40%	31% (45-65)
65+ years	32%	20% (66+)

Welsh Language Skills	Respondents	CCBC
Understand spoken Welsh only	6%	3%
Speak but do not read or write Welsh	2%	1%
Speak and read but do not write Welsh	2%	1%
Speak, read and write Welsh	4%	5%
No skills in Welsh	86%	89%
Other combination	-	2%

Household	Respondents	CCBC
One Person (pensioner or other)	29%	27%
Single parent, with dependent children	5%	8%
Married/cohabiting couple	45%	34%
Married/cohabiting, with dependent children	21%	23%
Other composition	-	8%

Housing Tenure	Respondents	CCBC
Renting from Council/Housing Association	15%	21%
Renting privately	4%	4%
Shared Ownership (Part owned/rented)	1%	<1%
Owned outright	45%	31%
Owned with mortgage	36%	42%
Other	-	2%

Economic activity/inactivity	Respondents	CCBC
Employee in full-time job	31%	39%
Employee in part-time job	11%	10%
Self-employed	4%	5%
Full-time education	1%	5%
Unemployed & available for work	4%	4%
Permanently sick/disabled	10%	12%
Wholly retired from work	33%	14%
Looking after the home	7%	7%

	Respondents	CCBC
long-standing illness or health problem	39%	32% (limiting long term illness)
disability	29%	-
illness or disability limits activities	78%	-

Ethnicity	Respondents	CCBC
White	99.3%	99.1%
Mixed, Mixed British	0.5%	0.4%
Asian, Asian British	0.1%	0.3%
Black, Black British	0.1%	0.1%
Chinese, Chinese British	0.1%	0.2%

Religion	Respondents	CCBC
Christian	75.3%	69.2%
Buddhist	0.1%	0.1%
Hindu	0.1%	0.1%
Muslim	0.1%	0.1%
No religion	22.3%	22.1%
Other	2.2%	8.2%

APPENDIX 3 Household Survey Results 2009

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. Where the number of responses is less than 100(*), results are represented as number of individuals rather than percentages.
- Percentages do not always add to exactly 100% because of the effects of rounding to the nearest unit per cent.

A1 How satisfied or dissatisfied are you with the following?

	Very Satisfied	Fairly Satisfied	Neither Sat nor Dissatisfied	Fairly Dissatisfied	Very Dissatisfied
Neighbourhood (n=1696)	22%	45%	14%	10%	9%
Local town centre for shopping (n=1672)	12%	38%	15%	18%	17%
Local town centre for entertainment (n=1533)	3%	11%	23%	23%	41%

A2 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=1710)	7%	62%	31%
Your local Town Centre (n=1637)	7%	49%	44%

B1 Over the last year, do you feel the following has got better, stayed the same or got worse?

	Got Better	Stayed the Same	Got Worse
Overall level of crime and disorder in Caerphilly CB (n=1355)	9%	51%	40%
Crime and disorder in your Neighbourhood (n=1513)	10%	55%	35%
Crime and disorder in your local Town Centre (n=1332)	7%	50%	44%

B2 During the last 12 months, have you or anyone in your household personally experienced any of the following problems – and if so, where? (n=1804)

	Own Neighbourhood	Town Centre	Elsewhere
Home burgled/broken into or damaged	139 individuals		
Car stolen, broken into or damaged	315 individuals	30 individuals	67 individuals
Garden shed/garage broken into/damaged	194 individuals		
Physical assault or attack	55 individuals	33 individuals	26 individuals
Verbal abuse or threat of assault	16 individuals	87 individuals	66 individuals

B3 How safe or unsafe do you feel during the following times whilst walking in your neighbourhood?

	Very Safe	Fairly Safe	Neither Safe Nor Unsafe	Fairly Unsafe	Very Unsafe
During the day (n=1744)	41%	46%	8%	3%	2%
After dark (n=1668)	9%	36%	19%	22%	15%

C1 How satisfied or dissatisfied are you that Caerphilly County Borough Council fulfils its duty to keep your NEIGHBOURHOOD (within 10 minutes' walk) clear of litter and refuse? (n=1747)

Very Satisfied	Fairly Satisfied	Neither Satisfied Nor Dissatisfied	Fairly Dissatisfied	Very Dissatisfied
20%	41%	11%	16%	14%

C2. How satisfied or dissatisfied are you with the following aspects of the service the Council provides for HOUSEHOLD WASTE COLLECTION?

	Very Satisfied	Fairly Satisfied	Neither Satisfied Nor Dissatisfied	Fairly Dissatisfied	Very Dissatisfied
Receptacle provided for your household refuse (n=1751)	56%	34%	5%	3%	3%
Place you are required to leave your refuse for collection (n=1727)	59%	33%	4%	2%	2%
Reliability of refuse collection service (n=1727)	59%	32%	5%	3%	2%
The level of street cleanliness/tidiness following the refuse collection (n=1724)	29%	41%	10%	13%	8%
Collection of bulky household refuse (n=1471)	46%	32%	14%	5%	3%
The Refuse Collection Service overall (n=1723)	45%	42%	8%	3%	2%

C3 How satisfied or dissatisfied are you with the general CLEANLINESS of the following?

	Very Satisfied	Fairly Satisfied	Neither Satisfied Nor Dissatisfied	Fairly Dissatisfied	Very Dissatisfied
Local Town Centre (n=1690)	11%	48%	16%	17%	9%
Council-run Public Conveniences (n=1077)	17%	34%	21%	12%	16%
Your local village or street (n=1736)	15%	43%	14%	17%	12%

C4. How satisfied or dissatisfied are you with the following aspects of the RECYCLING SERVICE the Council provides?

	Very Satisfied	Fairly Satisfied	Neither Satisfied Nor Dissatisfied	Fairly Dissatisfied	Very Dissatisfied
The accessibility of recycling facilities (n=1653)	40%	40%	10%	5%	4%
The range of things you are able to deposit at recycling facilities (n=1628)	42%	41%	9%	5%	3%
Cleanliness and servicing of the site/s (n=1562)	36%	42%	15%	5%	2%
The Kerbside Recycling scheme (n=1664)	43%	36%	9%	6%	6%
Provision of recycling facilities overall (n=1658)	35%	42%	12%	6%	4%

C5 The Council operates the following CIVIC AMENITY SITES. Which, if any, do you or your household use? (n=1804)

Penmaen	Aberbargoed	Trehir	Rhymney	Full Moon, Crosskeys	Penallta
19% (334)	10% (187)	25% (446)	6% (105)	16% (287)	14% (241)

C6 How satisfied or dissatisfied are you with the following aspects of the CIVIC AMENITY SITES the Council provides?

	Very Satisfied	Fairly Satisfied	Neither Satisfied Nor Dissatisfied	Fairly Dissatisfied	Very Dissatisfied
Accessibility of the site(s) (n=1466)	45%	41%	9%	3%	2%
Opening hours of the site(s) (n=1444)	43%	42%	12%	2%	1%
Facilities for the deposit of refuse at the site(s) (n=1430)	45%	42%	11%	2%	1%
Cleanliness of the site(s) (n=1433)	41%	42%	13%	3%	1%
The helpfulness of staff (n=1427)	41%	34%	17%	4%	3%
User-friendliness of the site (n=1439)	47%	39%	11%	3%	1%
The Civic Amenity Site service overall (n=1431)	43%	43%	11%	2%	1%

D1 In the last 12 months, have you received or seen any of the information the Council provides on public transport? (n=1692)

Yes

D2 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	Neither Satisfied Nor Dissatisfied	Fairly Dissatisfied	Very Dissatisfied
Provision of public transport information (n=1326)	16%	33%	24%	16%	10%
The frequency of the bus service (n=1335)	33%	38%	13%	9%	7%
The provision of bus stops (n=1386)	36%	41%	14%	5%	4%
The state of bus stops/shelters (n=1410)	17%	38%	20%	16%	10%
The timeliness of the buses (n=1294)	24%	43%	18%	9%	6%
The local bus service overall (n=1358)	26%	43%	18%	8%	5%

D3 How frequently, if at all, do you use the local bus services? (n=1752)

Almost Everyday	At Least Once a Week	About Once a Month	Within the Last 6 Months	Within the Last Year	Longer Ago	Never Used
12%	23%	13%	11%	7%	14%	20%

D4 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	Neither Satisfied Nor Dissatisfied	Fairly Dissatisfied	Very Dissatisfied
Road surfaces (n=1734)	7%	35%	14%	23%	21%
Pavement surfaces (n=1724)	8%	38%	19%	20%	16%
Drains and Gullies (n=1705)	9%	37%	22%	17%	15%
Signs and Road Markings (n=1689)	17%	47%	21%	8%	7%
Street Lighting (n=1715)	27%	49%	13%	7%	4%

E1	The Council provides SPORTS and LEISURE facilities at 10 main sites. How often, if at all, do you or your household use any of these Sports and Leisure Centres? (n=1706)						
Almost Everyday	At Least Once a Week	About Once a Month	Within the Last 6 Months	Within the Last Year	Longer Ago	Never Used	
3%	16%	8%	8%	7%	17%	41%	
E2	The Council provides 19 LIBRARIES and 4 MOBILE LIBRARIES. How often, if at all, do you or your household use them? (n=1741)						
Almost Everyday	At Least Once a Week	About Once a Month	Within the Last 6 Months	Within the Last Year	Longer Ago	Never Used	
1%	9%	18%	11%	8%	18%	36%	
E3	The Council provides MUSEUMS at LLANCAIACH FAWR and THE WINDING HOUSE (New Tredegar). How often, if at all, do you or your household use them? (n=1732)						
Almost Everyday	At Least Once a Week	About Once a Month	Within the Last 6 Months	Within the Last Year	Longer Ago	Never Used	
0%	0%	1%	8%	13%	23%	54%	
E4	The Council provides BLACKWOOD MINERS' INSTITUTE as an entertainment venue. How often, if at all, do you or your household use this entertainment venue? (n=1738)						
Almost Everyday	At Least Once a Week	About Once a Month	Within the Last 6 Months	Within the Last Year	Longer Ago	Never Used	
0%	1%	2%	12%	12%	22%	51%	
E5	Caerphilly Council provides numerous PARKS and PLAY AREAS. How often, if at all, do you or your household use them? (n=1742)						
Almost Everyday	At Least Once a Week	About Once a Month	Within the Last 6 Months	Within the Last Year	Longer Ago	Never Used	
5%	15%	12%	13%	12%	14%	30%	
E6	Caerphilly Council provides numerous RECREATION and SPORTS GROUNDS. How often, if at all, do you or your household use them? (n=1734)						
Almost Everyday	At Least Once a Week	About Once a Month	Within the Last 6 Months	Within the Last Year	Longer Ago	Never Used	
2%	11%	6%	7%	8%	16%	50%	
E7	The Council provides numerous COMMUNITY CENTRES. How often, if at all, do you or your household use them? (n=1734)						
Almost Everyday	At Least Once a Week	About Once a Month	Within the Last 6 Months	Within the Last Year	Longer Ago	Never Used	
0%	7%	3%	6%	10%	17%	57%	
E8	The Council provides numerous YOUTH CENTRES. How often, if at all, do you or your household use them? (n=1696)						
Almost Everyday	At Least Once a Week	About Once a Month	Within the Last 6 Months	Within the Last Year	Longer Ago	Never Used	
0%	2%	0%	1%	1%	7%	89%	
E9	The Council provides numerous ADULT EDUCATION CENTRES. How often, if at all, do you or your household use them? (n=1728)						
Almost Everyday	At Least Once a Week	About Once a Month	Within the Last 6 Months	Within the Last Year	Longer Ago	Never Used	
0%	6%	1%	2%	5%	16%	70%	

E10 How satisfied or dissatisfied are you with the following facilities and services the Council provides?

	Very Satisfied	Fairly Satisfied	Neither Satisfied Nor Dissatisfied	Fairly Dissatisfied	Very Dissatisfied
Sports and Leisure Centres (n=1093)	21%	46%	21%	8%	5%
Libraries (n=1229)	37%	42%	17%	3%	2%
Museums (n=966)	22%	39%	35%	3%	2%
Blackwood Miners' Institute (n=962)	24%	41%	32%	3%	2%
Main Parks (n=1242)	19%	47%	22%	8%	4%
Recreation and Sports Grounds (n=1021)	15%	44%	31%	6%	4%
Play Areas (n=1021)	14%	39%	25%	13%	10%
Community Centres (n=889)	14%	37%	42%	5%	3%
Adult Education Centres (n=806)	18%	37%	40%	3%	2%
Youth Centres (n=570)	10%	28%	51%	6%	5%
Allotments (if you have one) (n=287)	21%	24%	45%	4%	6%

E11 If you or a member of your household have not visited or used any of the facilities, why have you not done so?

	Too expensive	Not interested	Lack transport	Too busy	Too far away
Sports and Leisure Centres (n=498)	6%	57%	6%	19%	12%
Libraries (n=392)	1%	63%	2%	27%	7%
Museums (n=593)	4%	43%	8%	25%	21%
Blackwood Miners' Institute (n=584)	3%	51%	5%	17%	25%
Main Parks (n=284)	1%	63%	3%	22%	12%
Recreation and Sports Grounds (n=505)	2%	72%	3%	18%	6%
Play Areas (n=306)	1%	80%	1%	13%	5%
Community Centres (n=579)	1%	73%	3%	17%	6%
Adult Education Centres (n=707)	2%	75%	2%	18%	4%
Youth Centres (n=842)	0%	86%	1%	9%	4%

F1 The Council provides a wide range of SCHOOLS SERVICES.

Which, if any, of the following do you or your household use?

How satisfied or dissatisfied are you with the SCHOOLS SERVICES, if any, that you or your household use?

<i>You or your household use (individuals)</i>		Very Satisfied	Fairly Satisfied	Neither Satisfied Nor Dissatisfied	Fairly Dissatisfied	Very Dissatisfied
191	Primary schools (n=162)	61% (99)	28% (45)	5% (8)	6% (10)	0% (0)
120	Secondary schools (n=102)	48% (49)	43% (44)	6% (6)	3% (3)	0% (0)
30	Special educational needs service (n=19*)	13	3	1	1	1
28	Music service (n=23*)	12	7	1	3	0
55	Student grants/loans (n=47*)	23	14	4	2	4
73	School or College transport (n=63*)	24	22	7	6	4
106	School meals (n=97*)	29	35	10	12	11
93	School clubs and societies (n=82*)	40	32	7	3	0

G1 The Council provides or purchases a wide range of SOCIAL SERVICES. How satisfied or dissatisfied are you with the social care services that you or your family (household) use?

	Very Satisfied	Fairly Satisfied	Neither Satisfied Nor Dissatisfied	Fairly Dissatisfied	Very Dissatisfied
Residential / Nursing home care (n=206)	26%	32%	19%	8%	15%
Supported accommodation (n=152)	28%	30%	21%	7%	15%
Home care services (n=211)	30%	32%	17%	8%	13%
Meals on Wheels Services (n=128)	34%	28%	24%	4%	10%
Disabled/Blue badge scheme (n=484)	65%	21%	7%	4%	3%
Sitting services (n=103)	18%	27%	33%	7%	15%
Child protection (n=117)	18%	26%	29%	9%	19%
Fostering (n=82*)	15	23	33	3	8
Adoption (n=72*)	15	15	31	4	7
Social worker support (n=210)	25%	21%	20%	15%	20%
Day Care Services (n=111)	30%	25%	24%	10%	11%
Services for Family Carers (n=138)	25%	17%	23%	13%	23%

H1 Taking everything into account, how satisfied or dissatisfied are you with the overall services provided by Caerphilly County Borough Council? (n=1646)

Very Satisfied	Fairly Satisfied	Neither Satisfied Nor Dissatisfied	Fairly Dissatisfied	Very Dissatisfied
10%	50%	23%	10%	6%

**H2 Do you agree or disagree with the following statements about the Council?
The Council...**

	Strongly Agree	Tend to Agree	Neither Agree nor disagree	Tend to disagree	Strongly Disagree
Keeps residents informed about what it does (n=1673)	13%	42%	20%	17%	8%
Listens to residents' views (n=1517)	7%	22%	33%	24%	14%
Consults residents before major decisions (n=1542)	8%	21%	29%	26%	16%
Treats all residents equally (n=1491)	9%	22%	31%	22%	17%
Provides services efficiently (n=1605)	10%	36%	31%	15%	9%
Provides value for money for taxpayers (n=1597)	7%	20%	30%	24%	19%

H3. Apart from paying routine bills, have you contacted the Council during the last 12 months? (n=2016)

Yes

IF YOU CONTACTED THE COUNCIL during the last 12 months, what was the main method you used? (n=1056)

Visit	Telephone	Letter	Fax	E-mail	Approach to Councillor	via website
<input type="text" value="13%"/>	<input type="text" value="67%"/>	<input type="text" value="7%"/>	<input type="text" value="0%"/>	<input type="text" value="6%"/>	<input type="text" value="4%"/>	<input type="text" value="3%"/>

H4 IF YOU CONTACTED the COUNCIL during the last 12 months, how satisfied or dissatisfied were you with the following?

	Very Satisfied	Fairly Satisfied	Neither Satisfied nor Dissatisfied	Fairly Dissatisfied	Very Dissatisfied
Way your enquiry was dealt with overall (n=1013)	<input type="text" value="36%"/>	<input type="text" value="33%"/>	<input type="text" value="8%"/>	<input type="text" value="11%"/>	<input type="text" value="12%"/>
Ease contacting the person you needed (n=988)	<input type="text" value="36%"/>	<input type="text" value="37%"/>	<input type="text" value="10%"/>	<input type="text" value="9%"/>	<input type="text" value="9%"/>
Helpfulness of reception staff (n=950)	<input type="text" value="46%"/>	<input type="text" value="33%"/>	<input type="text" value="12%"/>	<input type="text" value="4%"/>	<input type="text" value="4%"/>
Helpfulness of other Council staff (n=897)	<input type="text" value="37%"/>	<input type="text" value="36%"/>	<input type="text" value="15%"/>	<input type="text" value="6%"/>	<input type="text" value="7%"/>
Efficiency of Council staff (n=941)	<input type="text" value="33%"/>	<input type="text" value="33%"/>	<input type="text" value="14%"/>	<input type="text" value="10%"/>	<input type="text" value="10%"/>

H5. Which of the following, if any, does your household have?

Personal Computer (PC) at home (n=1675)	Yes	<input type="text" value="68%"/>
Access to the Internet at home (n=1634)	Yes	<input type="text" value="64%"/>
Email address (n=1612)	Yes	<input type="text" value="63%"/>

Are you ... (n=1767)

Male	<input type="text" value="44.4%"/>
Female	<input type="text" value="55.5%"/>
Transgender	<input type="text" value="0.1%"/>

Sexual Orientation (n=1520)

Heterosexual	<input type="text" value="81%"/>
Lesbian/Gay	<input type="text" value="1%"/>
Bisexual	<input type="text" value="4%"/>
Prefer not to say	<input type="text" value="10%"/>
Other	<input type="text" value="5%"/>

I2. What was your age on your last birthday? (n=1694)

18-29 years	<input type="text" value="8%"/>	30-44 years	<input type="text" value="20%"/>	45-64 years	<input type="text" value="40%"/>	65+ years	<input type="text" value="32%"/>
-------------	---------------------------------	-------------	----------------------------------	-------------	----------------------------------	-----------	----------------------------------

- 13. Does your household own or have access to the use of a car? (n=1750)**
- | | | | |
|------------------|---------|----------|--------------------|
| No car available | One car | Two cars | Three or more cars |
| 18% | 50% | 28% | 4% |
- 14. To what level, if at all, do you speak Welsh? (n=1719)**
- | | |
|---------------------------------------|-----|
| Understand spoken Welsh only | 6% |
| Speak but do not read or write Welsh | 2% |
| Speak and read but do not write Welsh | 2% |
| Speak, read and write Welsh | 4% |
| No skills in Welsh | 86% |
- 15. Which of the following best describes your household? (n=1686)**
- | | |
|---|-----|
| One Person (pensioner or other) | 29% |
| Single parent, with dependent children | 5% |
| Married/cohabiting couple | 45% |
| Married/cohabiting, with dependent children | 21% |
- 16. Which of the following best fits your current housing circumstances? (n=1745)**
- | | |
|--|-----|
| Renting from Council/Housing Association | 15% |
| Renting privately | 4% |
| Shared Ownership (Part owned/rented) | 1% |
| Owned outright | 45% |
| Owned with mortgage | 36% |
- 17. Which of these activities best describes your current employment position? (n=1728)**
- | | |
|---------------------------------|-----|
| Employee in full-time job | 31% |
| Employee in part-time job | 11% |
| Self-employed | 4% |
| Full-time education | 1% |
| Unemployed & available for work | 4% |
| Permanently sick/disabled | 10% |
| Wholly retired from work | 33% |
| Looking after the home | 7% |
- 19. Do you have any long-standing illness or health problem? (n=1725)**
- | | |
|-----|-----|
| Yes | 39% |
|-----|-----|
- 19. Do you have a disability? (n=1692)**
- | | |
|-----|-----|
| Yes | 29% |
|-----|-----|
- If yes, does this illness or disability limit your activities in anyway? (n=737)**
- | | |
|-----|-----|
| Yes | 78% |
|-----|-----|
- 110. Which of the following best describes your ethnicity? (n=1766)**
- | | |
|----------------------|--------------------------|
| White | 1753 individuals (99.3%) |
| Mixed, Mixed British | 8 individuals (0.5%) |
| Asian, Asian British | 1 individual (0.1%) |

Black, Black British	2 individuals (0.1%)
Chinese, Chinese British	2 individuals (0.1%)

Religion (n=1689)

Christian	75.3%	1271 individuals
Buddhist	0.1%	2 individuals
Hindu	0.1%	2 individuals
Muslim	0.1%	1 individual
No religion	22.3%	376 individuals
Other	2.2%	37 individuals

112. During the last 12 months, have you been involved in a community or voluntary organisation by attending at least three events or meetings? (n=1706)

Yes

Would like more information on Community Partnerships?

Yes

Would you be interested in joining the Viewpoint Panel?

Yes