HOUSEHOLD SURVEY 2017
SUMMARY OF BUDGET PRIORITIES QUESTION

INTRODUCTION

In September 2017, a detailed household survey was carried out across the Caerphilly County Borough area to determine levels of satisfaction with Council services as well as establishing current perceptions on crime and antisocial behaviour. A full statistical report will be prepared in due course whilst this current report focusses on the responses to a new question that was included in the Household Survey 2017 to assist the council in identifying residents' priorities. The purpose of this question was to identify which services are considered most and least important by residents of the borough. Residents' views from this survey will be considered alongside other data and financial information in formulating the proposals for budget savings for 2018/19 and beyond.

METHODOLOGY

The survey was conducted from the 4th September 2017 with a closing date of 29th September 2017.

The survey was distributed in two key ways. Every household in Caerphilly county borough receives the council's newspaper, Newsline on a quarterly basis. The full Household Survey was included as a centre fold supplement in the September 2017 edition of Newsline. The survey was also displayed on the Council's Website for the duration of the consultation period. To encourage completion of the survey from a cross section of residents, the survey was promoted via the council's NewsOnline tool and social media as well as targeted distribution to, for example, Town and Community Councils, the 50+ forum, Menter Iaith, the Caerphilly Parent Network, and other forums. Paper versions were made readily available.

The total number of responses to the survey in 2017 was **2774**. This compares to 1258 responses in 2015.

APPENDIX 4

KEY FINDINGS

When asked their views on which services are most important and which are least important for them and their community, respondents frequently identified the following frontline <u>services</u> as being most important:

- Social Services, in particular care for the elderly, disabled and children and those with mental health issues
- Education
- Housing and in particular development of affordable housing. This is countered by a number of comments relating to the protection of green space and ensuring infrastructure can cope with developments.
- Refuse collection
- Recycling
- Cleansing of streets, pavements and walkways (these comments often included a reference to dog fouling)

<u>Facilities</u> that featured prominently as being important in the responses include:

- Libraries
- Leisure Centres
- Parks and play areas
- Country Parks

The importance of the following were also mentioned by a number of respondents:

- Well maintained road surfaces
- Provision of public transport
- Adequate parking control (on street parking)

A number of respondents also noted the importance of dealing with anti-social behaviour and provision of services for young people (some people suggested that the provision of youth services could help contribute to a reduction in anti-social behaviour).

Regeneration of town centres was considered to be important by many (but there is definitely no need for flags on all the lamp posts). There was a mixed response in relation to tourism and events. Many feel that they are unnecessary whilst others feel that attractions and events encourage visitors which in turn can help contribute to regeneration.

The importance of maintaining good health was noted as a key factor in the responses. The importance of services such as leisure centres, parks etc in helping residents to remain healthy and the potential impact and pressure on services in the long term if people do not maintain good physical and mental health.

APPENDIX 4

The following were suggested as a way forward:

- Streamlining of processes (efficiency) to make effective use of resources
- Co-location of services/community hubs
- Regional working
- Working with local businesses and
- Strengthening communities which will in turn lead to less reliance on council services