

HOUSEHOLD SURVEY 2011 – INITIAL ANALYSIS REPORT

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KEY FINDINGS

- Taking everything into account, 78% of respondents were satisfied with the overall service provided by the Council, higher than the 2010-11 Improvement Plan target of 65%
- Net satisfaction with the overall service provided by the Council increased from 44 in 2009 to 56 in 2011
- The Upper Rhymney Valley has the lowest level of net satisfaction (26) and Caerphilly Basin has the highest level (66)
- The vast majority of respondents agreed that Newslines is a useful source of news and information, they thought the new format was an improvement and they get it delivered regularly
- Three quarters of respondents were satisfied with their neighbourhood and over half with their local town centre for shopping, an improvement from 2009
- Once again respondents from the Upper Rhymney Valley had the lowest levels of satisfaction with their neighbourhood and their local town centre
- There has been an improvement since 2009 in the proportion of respondents who feel the quality of life in their neighbourhood and local town centre has got better during the last 12 months
- There are very high levels of satisfaction with all aspects of recycling and refuse services
- Dog fouling, the condition of pavements/walkways and litter/waste accumulation were the biggest problems that respondents felt affected the appearance of their streets
- There were high levels of satisfaction with leisure, learning and cultural activities, particularly Llancaiach Fawr, the Winding House Museum and country parks
- There were high levels of satisfaction with most aspects of the local bus service, particularly the provision of bus stops and the frequency of bus services

BACKGROUND

In February 2011, a detailed household survey was carried out across the Caerphilly County Borough area (see **Appendix 1**) to determine levels of satisfaction with Council services as well as establishing current perceptions of how the Council and Police deal with crime and antisocial behaviour across the area. Previous household surveys were completed in 2001, 2003, 2005, 2007 and 2009.

METHODOLOGY

The survey was conducted during a three week period from the 7th February 2011 with a return date of 25th February. The survey was distributed in three ways:

Postal Survey

The postal survey was sent to 10,000 households across Caerphilly County Borough. The sample was selected on a random stratified sampling basis to ensure representation from across the county borough (see APPENDIX 1).

Of the 10,000 postal surveys sent out, 136 were returned as undelivered for a variety of reasons.

2,017 completed postal questionnaires were returned in 2011, equating to a percentage response rate to the postal survey of 20.4%. This compares with 1,804 postal questionnaires that were received in 2009, which equated to a response rate of 18%.

Survey of Viewpoint Panel Members

The postal survey also sent to all 1,276 members of Viewpoint Panel. 644 completed returns were received from members of the Viewpoint Panel. The percentage response for the Viewpoint Panel survey was therefore 50.5%. This compares with 631 responses that were received from Viewpoint Panel members in 2009.

Web Survey

The survey was displayed on the Council's Website and 276 questionnaires were completed online. This compares with 106 questionnaires that were completed online for the 2009 survey.

Therefore, the total number of responses to the survey overall was 2,937. All these responses were combined together and the analysis that follows in this report relates to all the responses received, regardless of source.

ANALYSIS

One of the main changes introduced in the 2011 survey was the removal of the 'neither satisfied nor dissatisfied' category, with respondents only able to choose from 'very satisfied', 'fairly satisfied', 'fairly dissatisfied' or 'very dissatisfied'. The change is likely to have had an impact on the results contained in this report in comparison with previous years, although it is difficult to quantify the impact. This should be borne in mind whilst reading this report.

The analysis that is provided within this report is of overall responses, plus breakdowns by method of response (postal, Viewpoint Panel or web), age, gender, disability and geography where results are significantly different from the overall responses. There were significant changes made to the 2011 questionnaire, which means that results from previous surveys cannot be compared for all the questions. Where a comparison can be made, these results are included in the report.

Throughout this report, the results are presented as percentage (%) responses based on the total number of responses to individual questions (which will vary due to respondents not answering all the 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.

RESPONDENT PROFILE

57% of the respondents to the survey were female and 43% were male. For the county borough as a whole, the 2001 Census indicated that females accounted for 52% of the population aged 18 or over and males 48%.

99% of respondents to the survey were White and 85% of respondents have no skills in Welsh, figures which are both in line with the resident population as measured in the 2001 Census.

21% of respondents had a disability and 29% have a long term illness or health problem. A fifth of respondents said that their disability, illness or health problem limited their daily activities a lot, and 16% said that it limited their daily activities a little.

Almost half the respondents (48%) said that they owned their property outright, with 17% renting their property from the local authority, a housing association or private landlord.

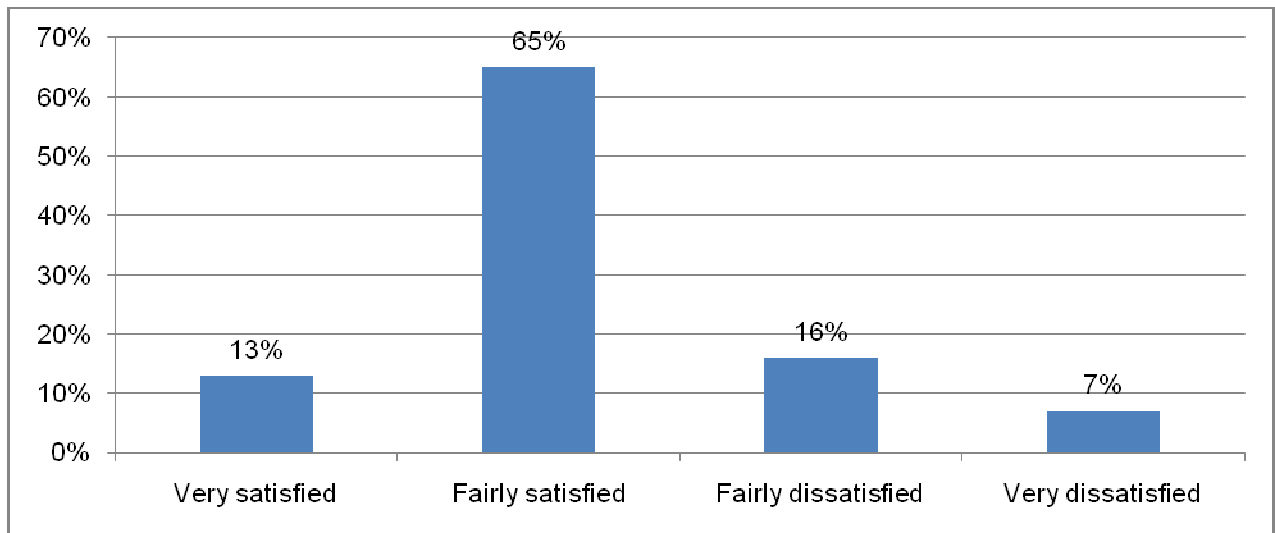
Almost a third of respondents are employed full time (30 hours or more per week) and 10% were working part time. 39% of the respondents were retired.

WHAT THE PUBLIC THINK ABOUT US

Graph 1 shows that taking everything into account, 78% of respondents are satisfied overall with the services provided by Caerphilly County Borough Council. This represents a significant increase in the 2009 figure of 60% (it should be noted that in the 2011 survey respondents were not given an option of 'neither satisfied or dissatisfied, which is likely to have had an impact on overall satisfaction levels).

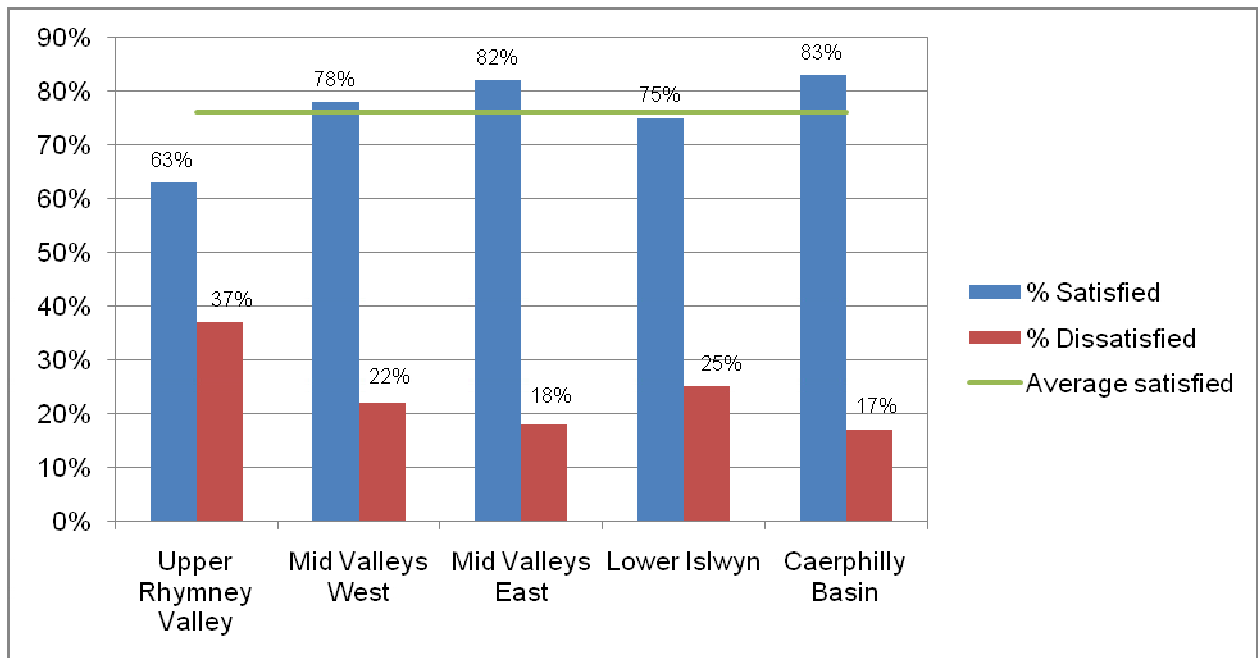
The figure of 78% exceeds the target of 65% set in the Council's Improvement Plan for 2010-11.

Graph 1: Percentage of respondents who were satisfied/dissatisfied with the Council overall in 2011



Respondents from the Viewpoint Panel, those aged 65+, females and people with a disability had higher levels of overall satisfaction with Council services than general respondents. There was also significant geographical variation in overall satisfaction in different parts of the county borough, as evidenced in Graph 2 below.

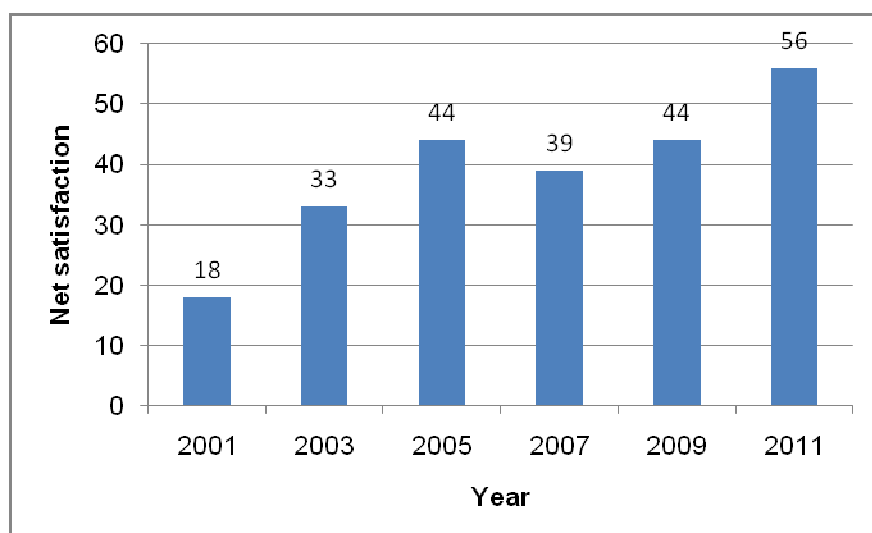
Graph 2: Percentage of respondents who were satisfied/dissatisfied with the Council overall by Community Plan area in 2011



This graph shows that respondents from the Upper Rhymney Valley were significantly less satisfied with Council services than general respondents. The average satisfaction level across the Community Plan areas was 76%.

When comparing net satisfaction in 2011 with previous surveys, it can be seen that the net overall satisfaction score has increased steadily since 2001, apart from the 2007 survey (see Graph 3).

Graph 3: Change in net satisfaction with the Council overall between 2001 and 2011



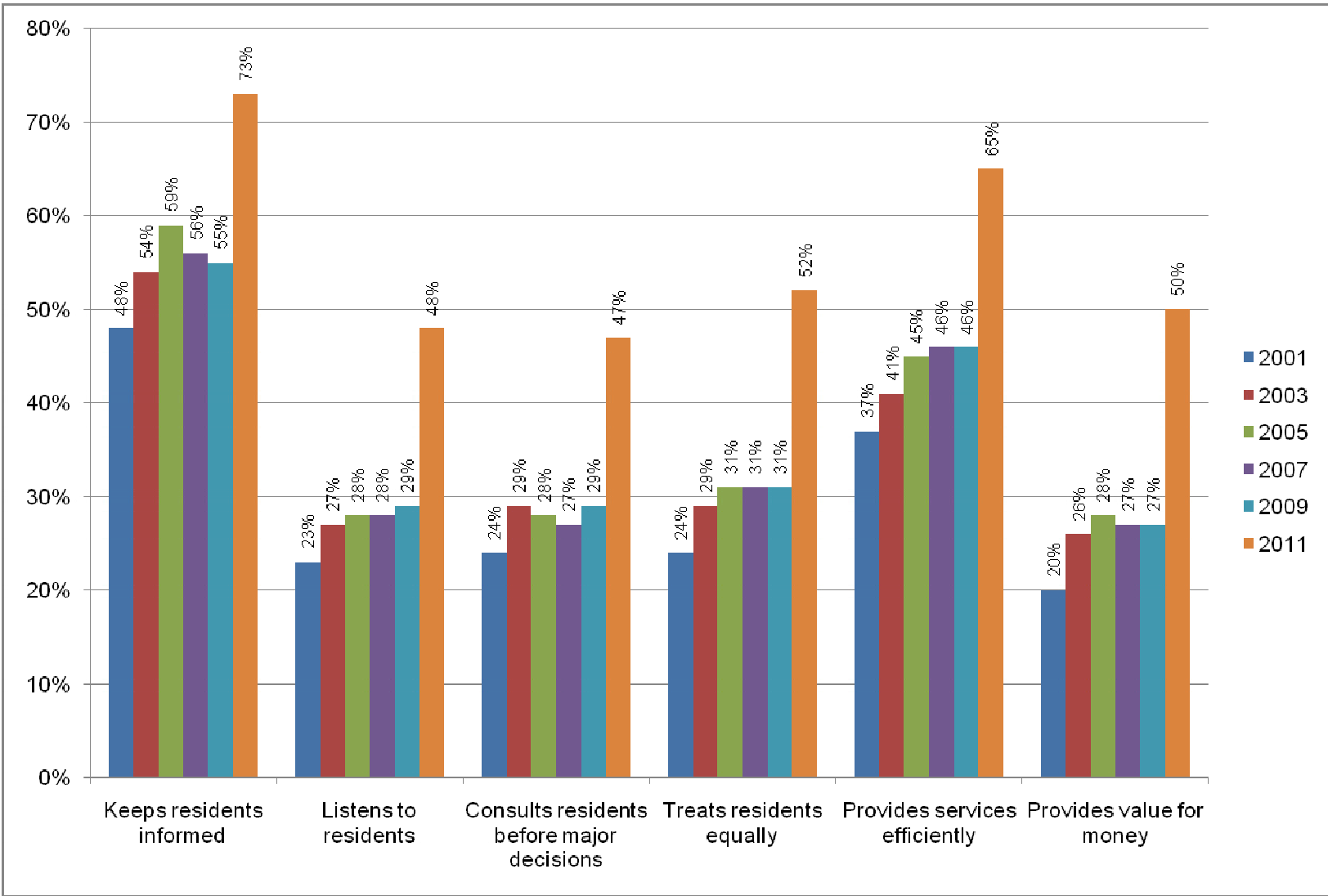
Respondents were also asked whether they agreed with a number of statements regarding *how* the Council provides its services. As can be seen from Graph 4 overleaf, the proportion of respondents who strongly agreed or tended to agree with the statements has increased significantly in 2011. It should be noted that at least a proportion of this improvement is likely to be due to the removal of the ‘neither agree nor disagree’ category that was available as an option in the surveys between 2001 and 2009.

In the 2011 survey, almost three quarters of respondents agreed that the Council keeps residents informed about what it does, almost half agreed that the Council listens to residents’ views and that it consults residents before major decisions, just over half agreed that the Council treats all residents equally, just over two thirds agreed that the Council provides services efficiently and half agreed that the Council provides value for money for taxpayers.

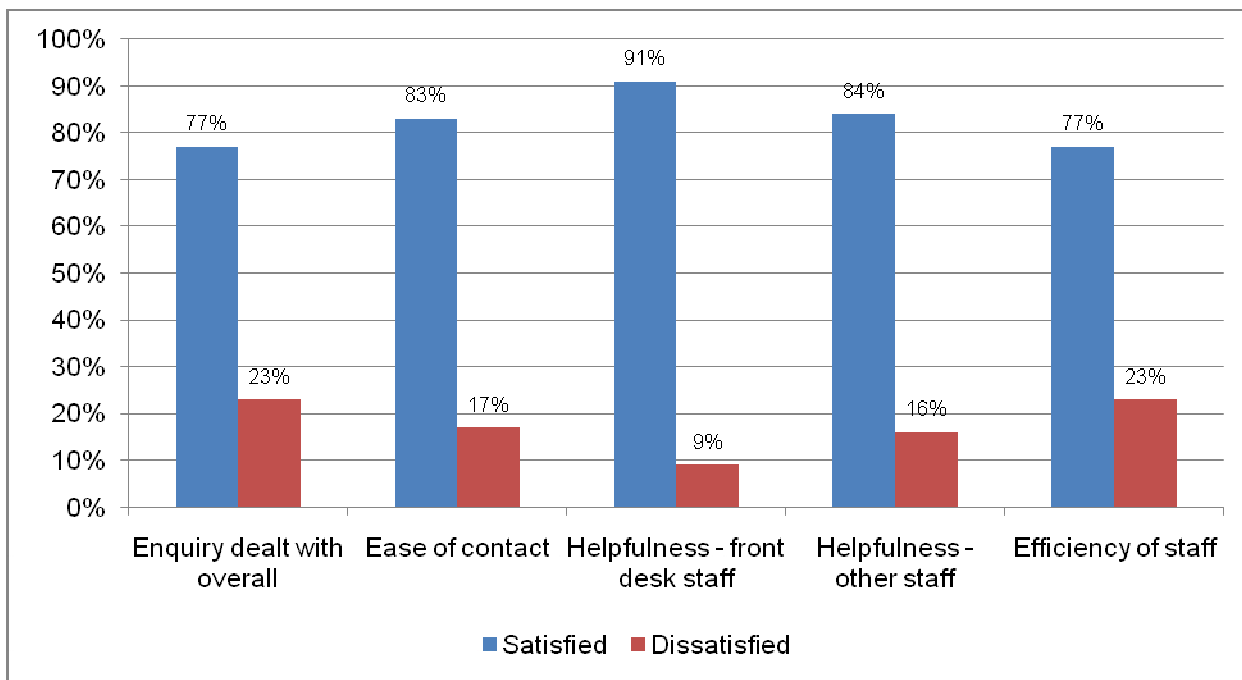
In the 2011 survey, 57% of respondents had contacted the Council during the past 12 months, apart from paying routine bills. Of these, 19% had visited Council offices (13% in 2009) and 77% had telephoned the Council (67% in 2009). More respondents are using electronic methods of contacts, with 14% using e-mail (6% in 2009) and 7% using the Council website (3% in 2009). Only one respondent used DigiTV as a means of contacting the Council.

Respondents were also asked how satisfied or dissatisfied they were with how their enquiry was dealt with and the staff they had contact with, and the results are summarised in Graph 5 overleaf.

Graph 4: Change in attitudes towards the Council overall between 2001 and 2011: Percentage who strongly agree or tend to agree that the Council...



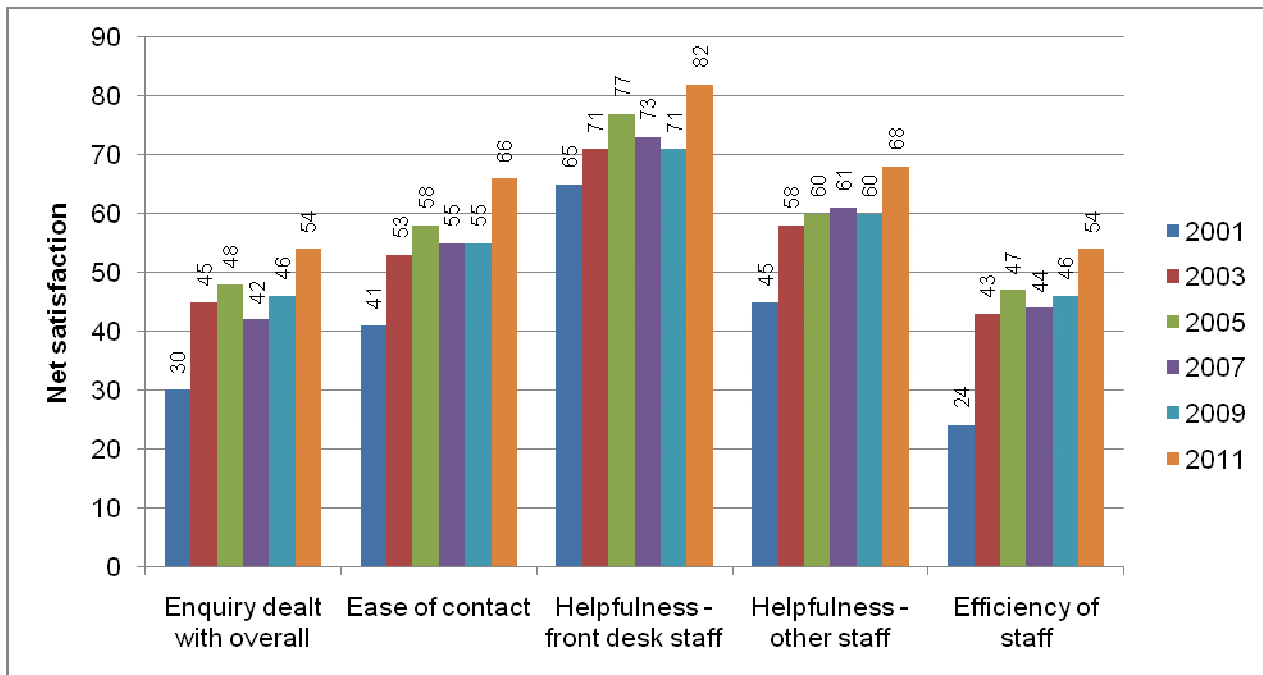
Graph 5: Percentage of respondents who were satisfied or dissatisfied with the way enquiries are dealt with in 2011



As can be seen from Graph 5, satisfaction with the way in which enquires are dealt with as increased for each category between 2009 and 2011 (again likely to be at least partly due to the removal of the ‘neither satisfied nor dissatisfied’ category). Satisfaction with front desk staff is the highest category with 91%, followed by the helpfulness of other staff (84%) and the ease of contacting the person required (83%).

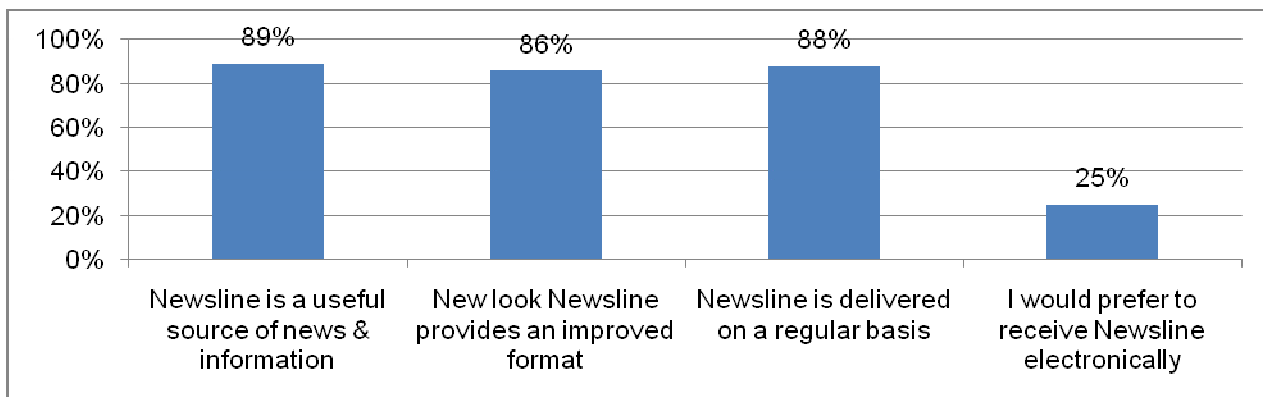
Graph 6 highlights the change in net satisfaction between 2001 and 2011 in relation to the way enquiries to the Council were dealt with. Once again there have been significant increases in net satisfaction for every category between 2009 and 2011, with the largest increases seen in the ‘ease of contacting the person you need’ and ‘helpfulness of front desk staff’ categories.

Graph 6: Change in net satisfaction with the way enquires to the Council are dealt with between 2001 and 2011



A new set of questions introduced in 2011 related to Newline and respondents' views on the publication. Graph 7 summarises the responses.

Graph 7: Questions relating to Newline: Percentage of respondents to 2011 survey who strongly agree or tend to agree that...



As can be seen from Graph 7, the vast majority of respondents either strongly agree or tend to agree that Newsline is a useful source of news and information. They overwhelmingly believe the new format is an improvement and have it delivered on a regular basis. Only a quarter of respondents would like a copy of Newsline delivered electronically.

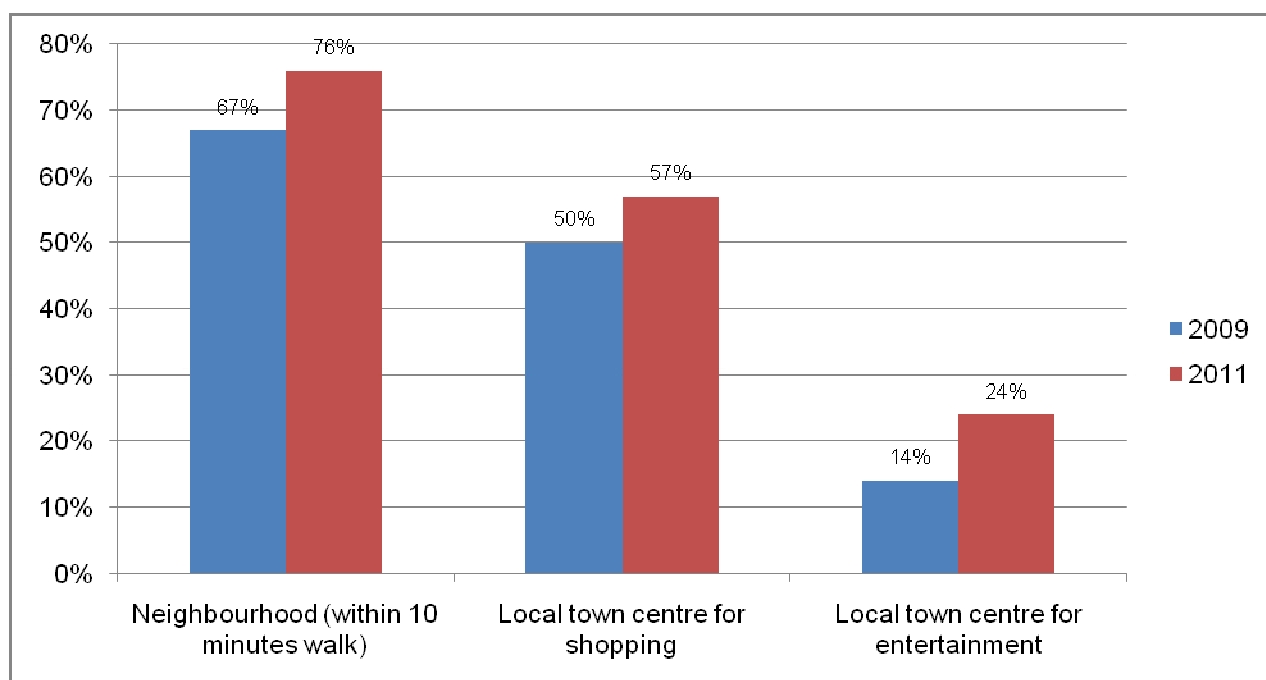
Respondents via the web, males and those from the Upper Rhymney Valley and Lower Islwyn were less likely to agree that Newsline is a useful source of news and information. Those who responded via the web, males and those living in the Upper Rhymney Valley were less likely to agree that the new look Newsline is an improved format, whilst respondents from the 65+ age group and from Mid Valleys West were more likely to agree. Those who responded via the web

and the 18-29 and 30-44 age groups were less likely to agree that a copy of Newslines is delivered on a regular basis. Respondents to the survey, those aged 65+, those with a disability or limiting illness and those living in the Upper Rhymney Valley were less likely to agree that they would like an electronic copy of Newslines, whilst respondents via the web and the 18-29 and 30-44 age groups were more likely to be supportive of this idea.

LIVING ENVIRONMENT

Respondents were asked about their satisfaction with their neighbourhood and local town centre. Graph 8 shows levels of satisfaction with various aspects of these localities.

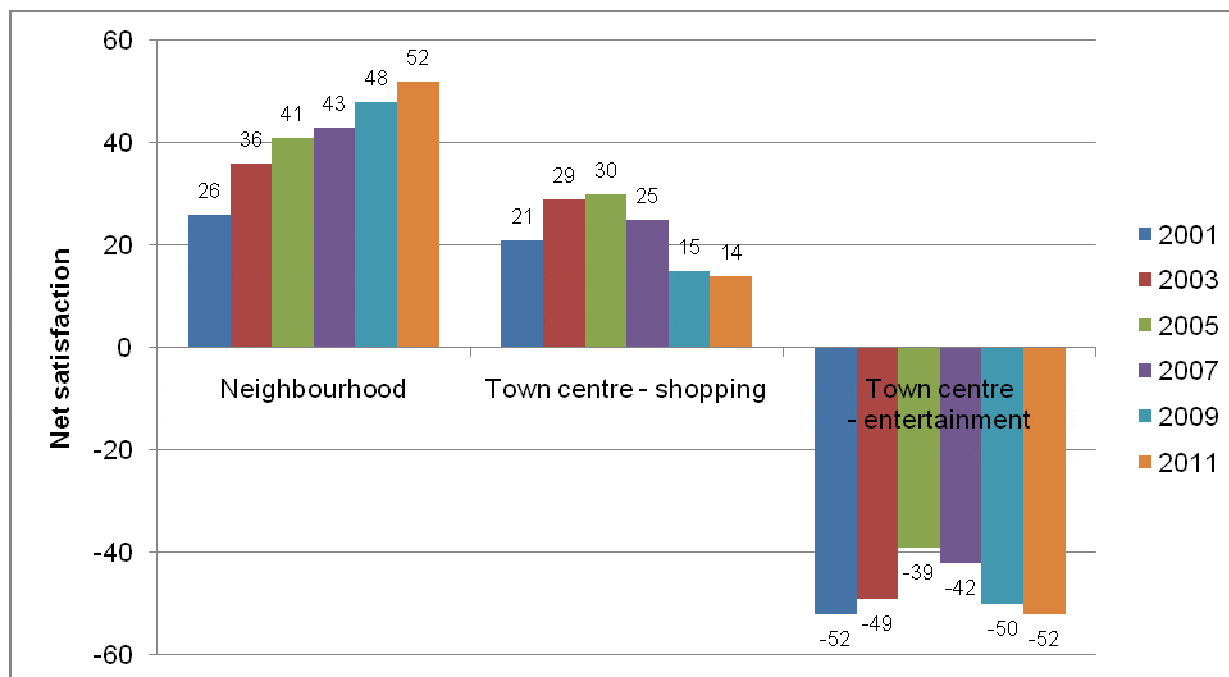
Graph 8: Percentage of respondents who were satisfied with local neighbourhoods and town centres in 2009 and 2011



Graph 8 evidences that satisfaction with respondents' neighbourhood, local town centre for shopping and local town centre for entertainment has increased between 2009 and 2011 (although the increase is likely to have been affected by the removal of the 'neither satisfied nor dissatisfied' category).

When comparing the responses to the 2011 survey with previous years (Graph 9), whilst there was an increase in satisfaction levels for neighbourhoods, there were declines in satisfaction levels for town centres for both shopping and entertainment, which were already at a low level.

Graph 9: Change in net satisfaction with local neighbourhoods and town centres between 2001 and 2011



There was geographical variation in satisfaction with neighbourhoods and town centres for shopping and entertainment in the 2011 survey. Graph 10 shows that respondents from the Upper Rhymney Valley were significantly less satisfied with local neighbourhoods and town centres, whilst respondents from Mid Valleys East were most satisfied with their neighbourhoods and local town centres.

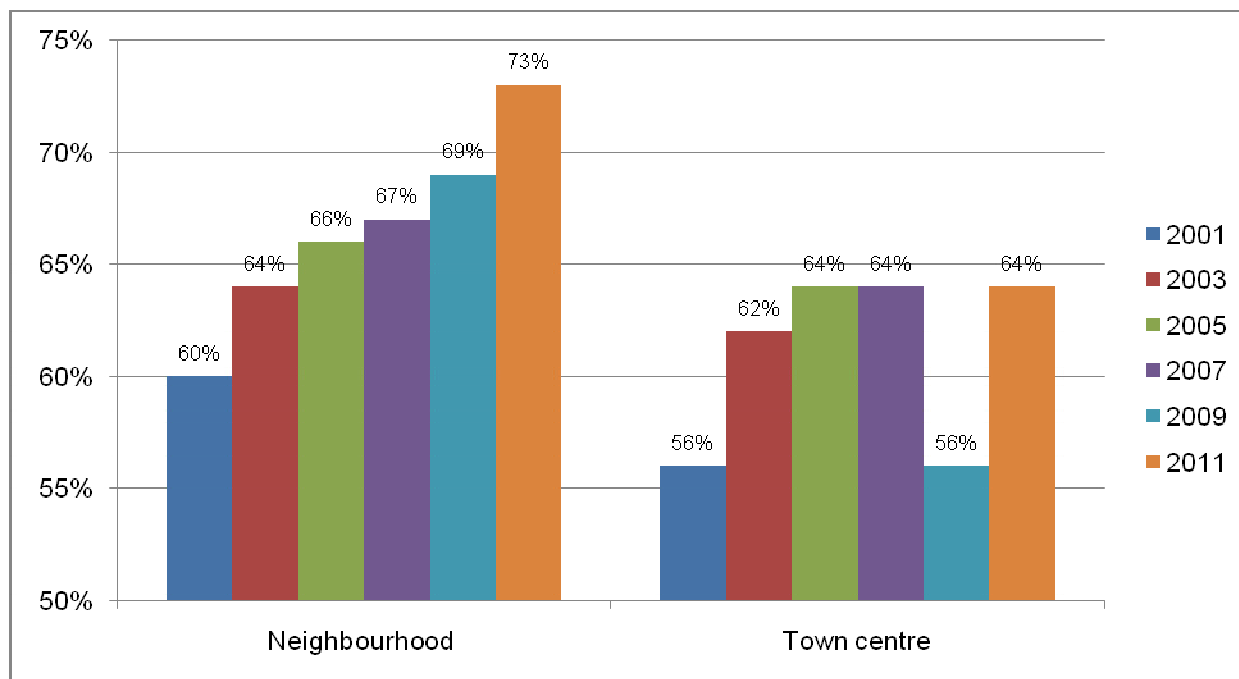
Graph 10: Percentage of respondents very/fairly satisfied with local neighbourhoods and town centres for shopping and entertainment by Community Plan area in 2011



Following on from the levels of satisfaction with neighbourhoods identified in Graph 10, almost two thirds of respondents (73%) felt that the quality of life in their neighbourhoods had got better or stayed the same over the past twelve months in the 2011 survey.

Graph 11 highlights that the perception of the quality of life in *neighbourhoods* has been improving since 2001, to an all time high of 73% in 2011. Perception of the quality of life in *town centres* was improving until 2007, but declined in 2009 before returning to 2005/2007 levels in 2011. This figure has stagnated since 2005, which is surprising in light of the substantial investment that has gone into our town centres over the last few years.

Graph 11: Percentage of respondents who felt the quality of life in their neighbourhood/town centre has got better or stayed the same over the past 12 months



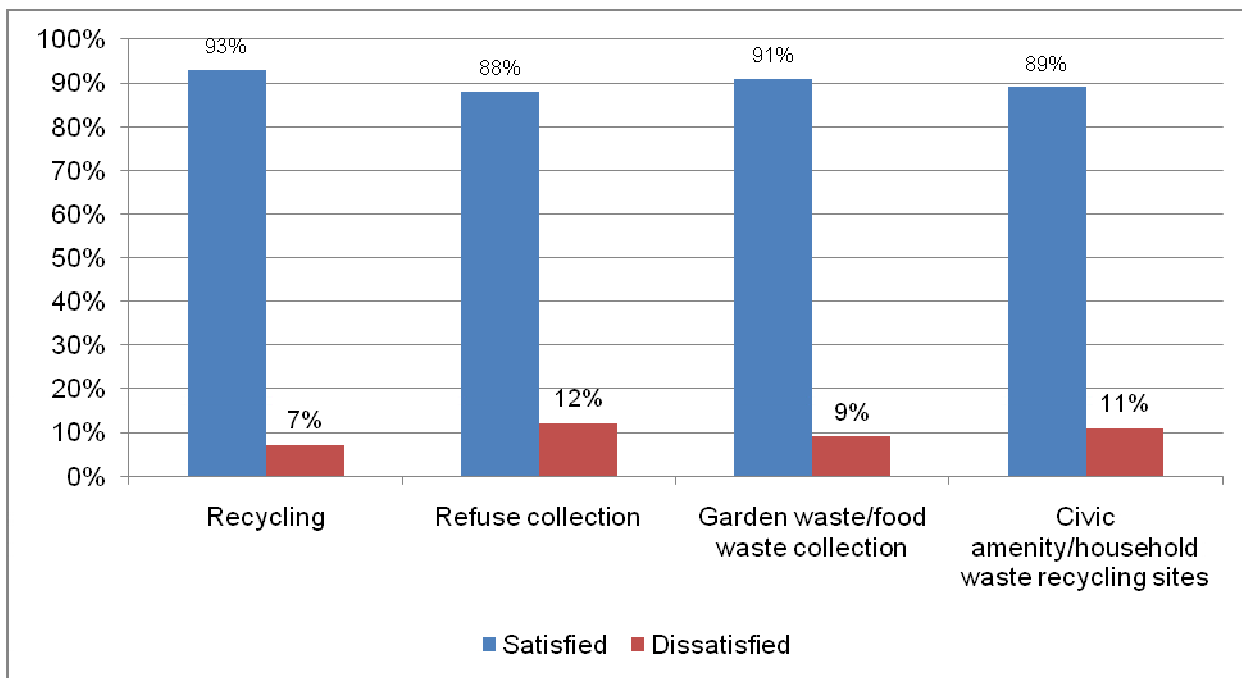
The questions relating to how safe respondents feel whilst walking alone during the day or after dark that were asked in previous surveys were replaced in 2011 by a question relating to whether respondents agreed that the Police and the Council are dealing with the anti-social behaviour and crime issues that matter in the area. 57% of respondents either strongly agreed or tended to agree with this statement.

Respondents aged 18-29 and 65+, females and those from the Caerphilly Basin were more likely to strongly or tend to agree with this statement, whilst respondents from the 30-44 and 45-64 age groups plus males and those from the Upper Rhymney Valley were less likely to agree.

Litter, refuse and cleaning is another topic on which questions asked in the 2011 survey which were different to those asked in previous surveys, and therefore it is not possible to compare the results with previous years.

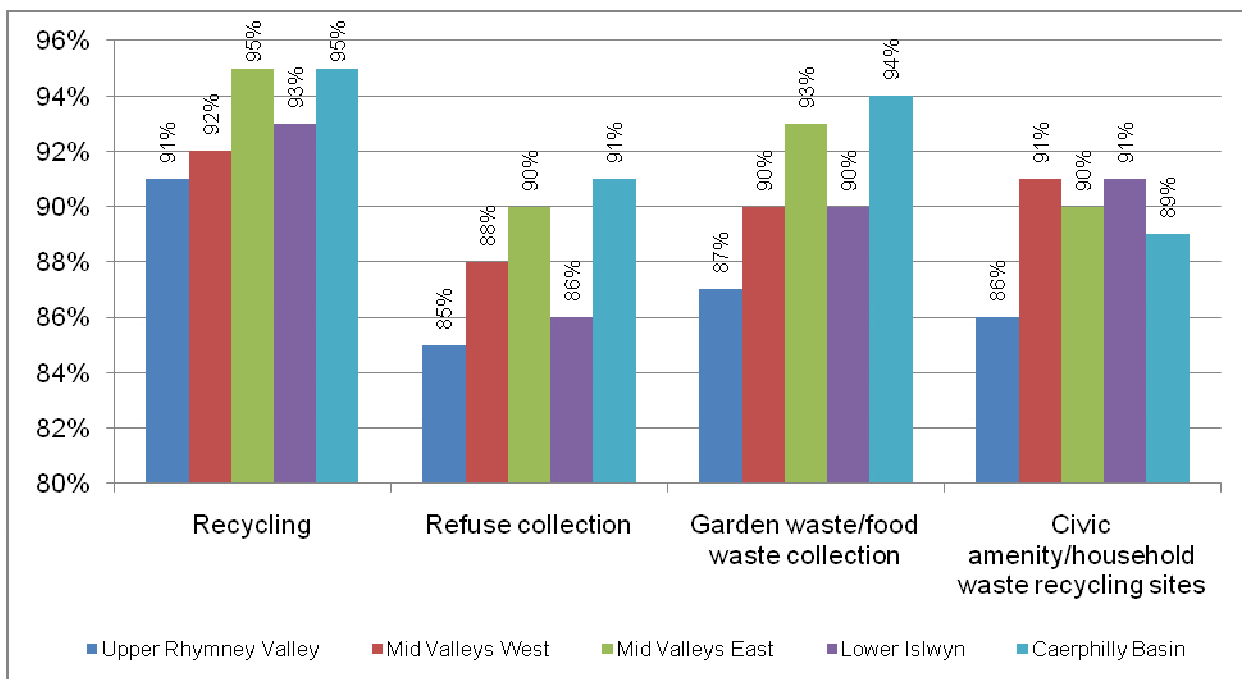
Respondents were asked about satisfaction with recycling and refuse services. The results are summarised in Graph 12 below.

Graph 12: Percentage of respondents who are satisfied or dissatisfied with recycling/refuse services in 2011



This graph evidences that they are very high levels of satisfaction overall in 2011 with all aspects of recycling and refuse services provides by the Council. There was some variation by geographical location, which is shown in Graph 13 below.

Graph 13: Percentage of respondents who are satisfied with recycling and refuse services by Community Plan area in 2011

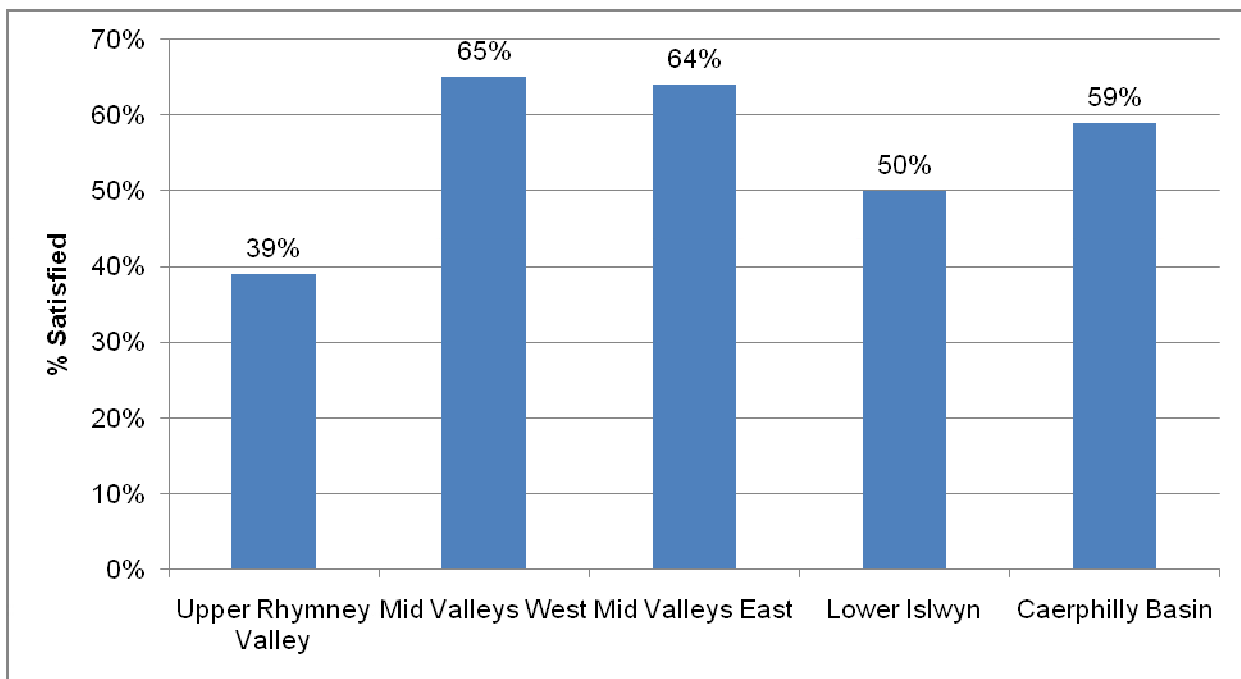


Graph 13 evidences that satisfaction with all aspects of recycling and refuse collection is lowest in the Upper Rhymney Valley (although still high at over 85% for each service), with the highest

levels of satisfaction in Mid Valleys East and Caerphilly Basin for recycling, Caerphilly Basin for refuse collection and garden waste/food waste collection and Mid Valleys West and Lower Islwyn for civic amenity/household waste recycling sites.

The next new question asked in 2011 related to satisfaction with the appearance of the streets in respondents' neighbourhood and local town centre, and 57% of respondents overall were very or fairly satisfied with this aspect. This figure varied quite significantly amongst the different community planning areas, as evidenced in Graph 14 below.

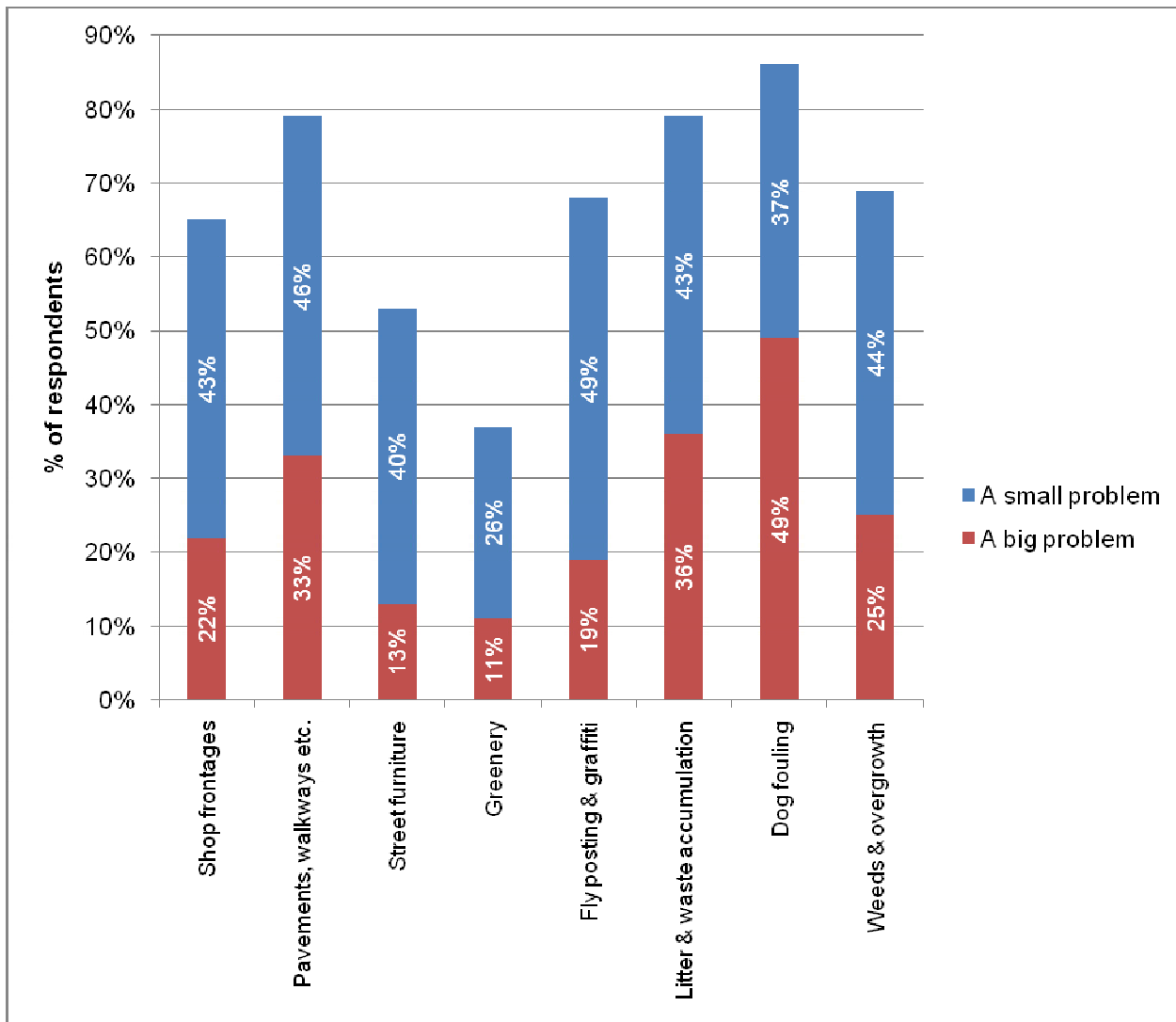
Graph 14: Percentage of respondents who are satisfied with the appearance of streets by Community Plan area in 2011



As can be seen from this graph, levels of satisfaction with the appearance of streets is above the county borough average in Mid Valleys West, Mid Valleys East and Caerphilly Basin, but below the county borough average in Upper Rhymney Valley and Lower Islwyn.

A series of questions were then asked relating to respondents' views on the main issues affecting the appearance of streets in their neighbourhood and local town centre. A summary of the responses to these questions is shown in Graph 15.

Graph 15: Percentage of respondents who felt that certain issues were a big problem or small problem affecting the appearance of streets in their neighbourhood and local town centre in 2011

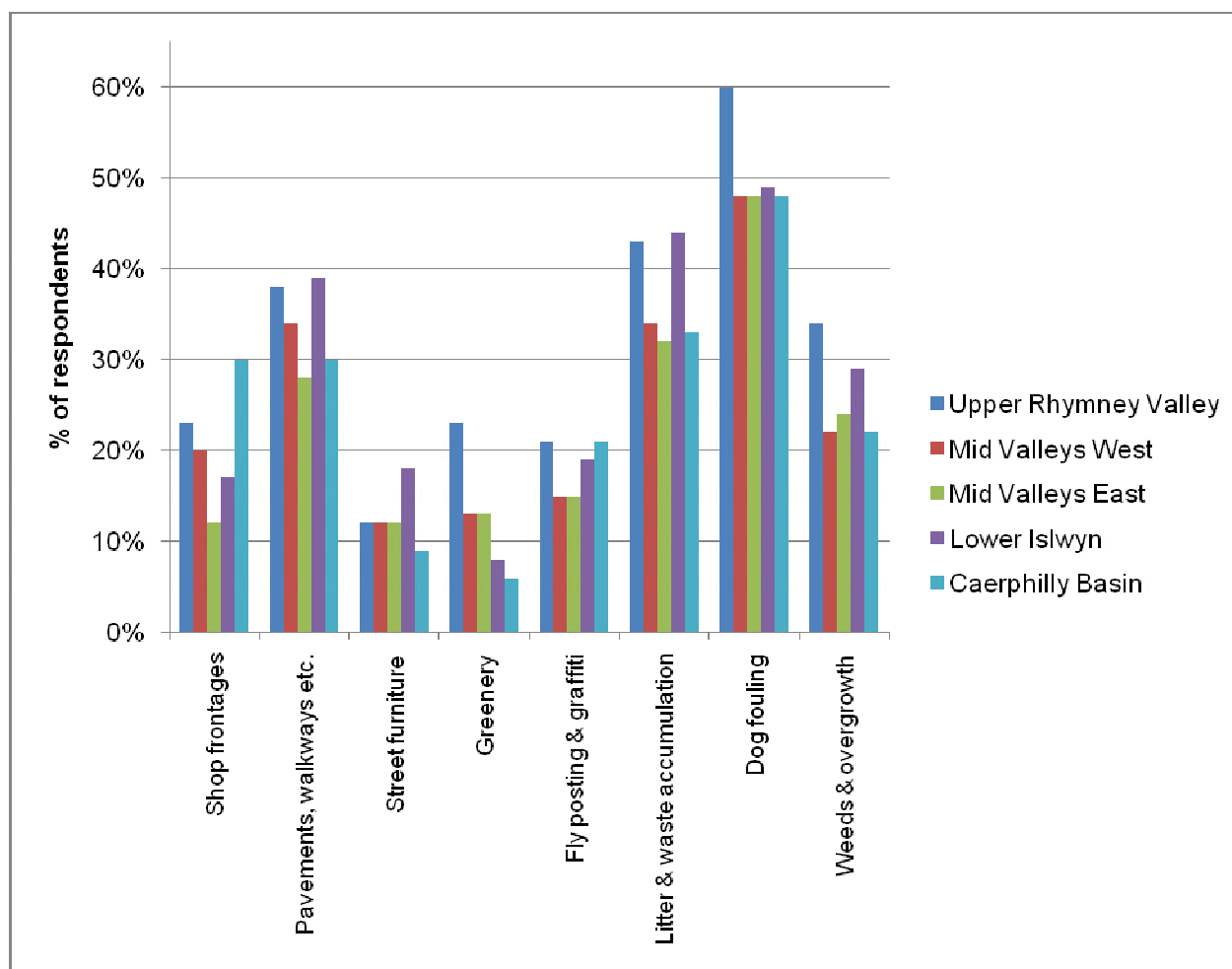


Graph 15 evidences that the main issue respondents felt was a big problem in their neighbourhood and local town centre was dog fouling (49% of respondents), followed by litter and waste accumulation (36%) and the condition of pavements, walkways and thoroughfares (33%).

When analysing the results for those respondents who thought the various issues were either a big problem or a small problem, Graph 15 evidences that the main issue given by respondents was also dog fouling (86% of respondents), followed by pavements, walkways and thoroughfares plus litter and waste accumulation (both 79%) and then weeds and overgrowth (69%).

Graph 16 gives a breakdown of responses by community plan area for those respondents who thought the issues listed were a big problem.

Graph 16: Percentage of respondents who felt that certain issues were a big problem affecting the appearance of the streets in their neighbourhood and local town centre by Community Plan area in 2011



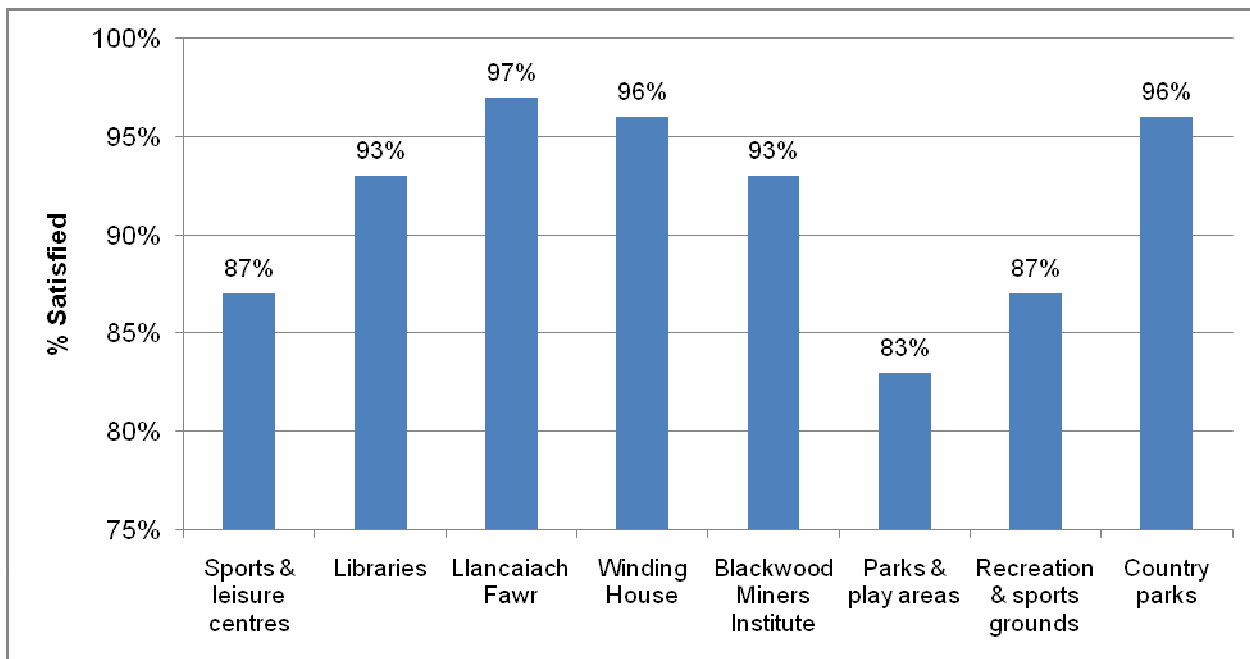
Graph 15 shows that dog fouling is felt to be the main issue affecting the appearance of streets in all community planning areas. This issue was felt to be a big problem by 60% of respondents from the Upper Rhymney Valley and by almost half of the respondents in the other four areas. Litter and waste accumulation was the next issue of concern, with the percentage of respondents citing it as a big problem ranging from 32% in Mid Valleys East to 44% in Lower Islwyn.

EDUCATION FOR LIFE

In the 2011 survey there were no questions relating to schools, and the survey instead focused on leisure, learning and cultural activities. Respondents were asked to indicate whether they used particular facilities, with the responses available ranging from 'almost every day' to 'never used'. Where respondents answered that they had used a particular facility at any time up to 'longer ago than within the last year', they were included in the analysis that follows. The proportion of respondents who had used a particular facility at any time ranged from 25% for the museum at the Winding House to 75% who had used parks and play areas.

Graph 17 highlights levels of satisfaction with the leisure, learning and cultural activities provided by the Council in 2011.

Graph 17: Satisfaction with leisure, learning and cultural activities provided by the Council: Percentage of respondents very or fairly satisfied in 2011

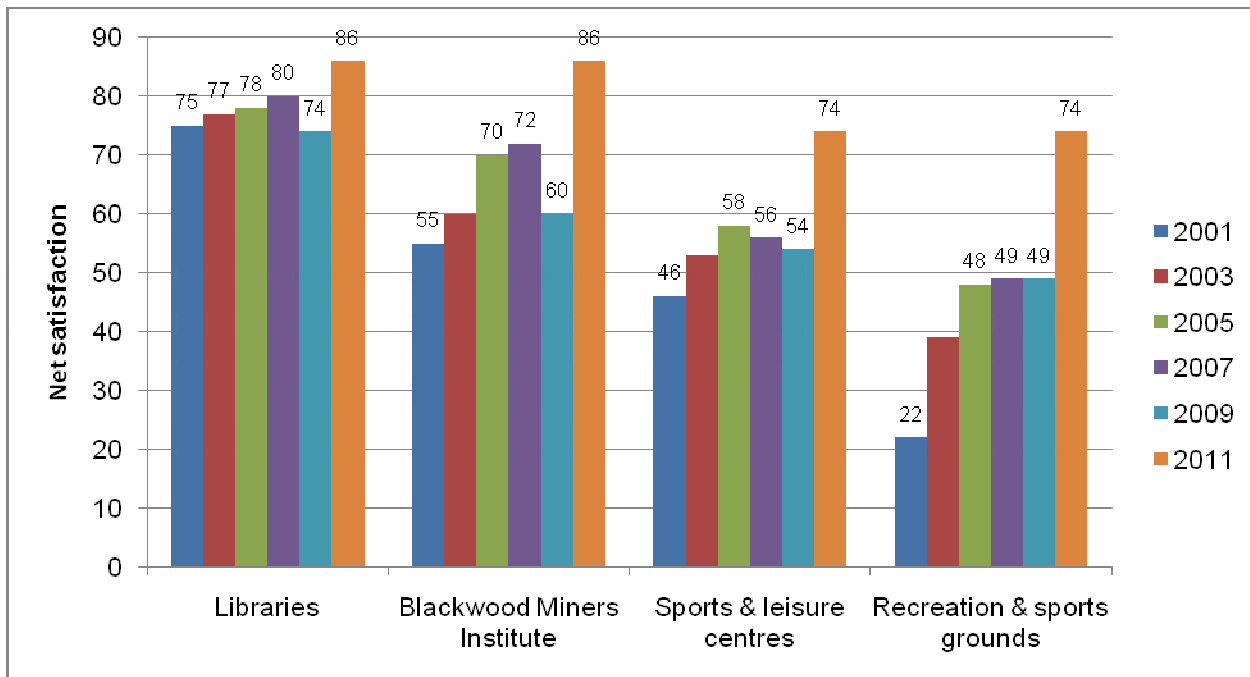


As can be seen from Graph 17, there are relatively high levels of satisfaction with all the leisure, learning and cultural activities provided by the Council. Parks and play areas have the lowest level of satisfaction, with 83% of respondents who had used these facilities (1,405) being very or fairly satisfied. Llancaiach Fawr had the highest level of satisfaction, with 97% of respondents who had used this facility (1,017) being very or fairly satisfied.

Once again, the removal of the 'neither satisfied nor dissatisfied' category is likely to have had some impact on overall levels of satisfaction with these activities.

There have been some changes to the list of activities available since the 2009 survey, but for those that can be directly compared, changes in net satisfaction since 2001, are shown in Graph 18.

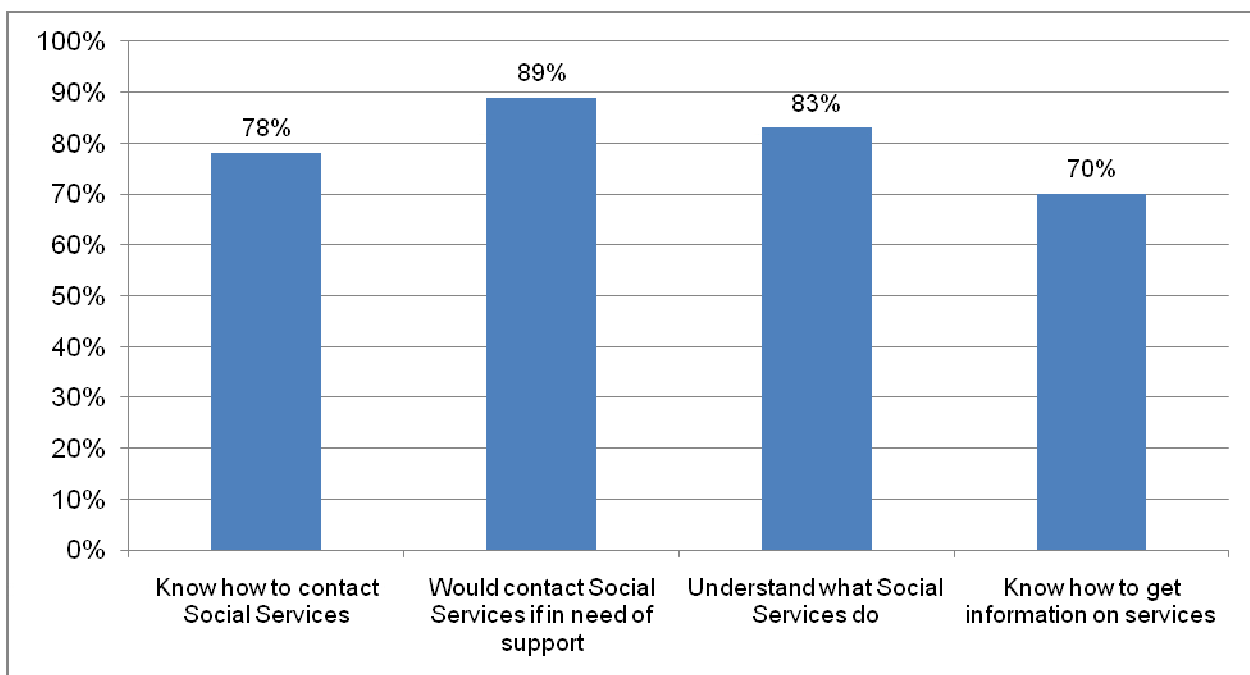
Graph 18: Net satisfaction with leisure, learning and cultural activities: Change in Net Satisfaction between 2001 and 2011



HEALTH, SOCIAL CARE AND WELLBEING

The set of questions asked in relation to Social Services were different in 2011 to those asked in previous surveys. Graph 19 shows the percentage of respondents who strongly agreed or tended to agree with the statements made in the questionnaire.

Graph 19: Questions relating to Social Services: Percentage of respondents to 2011 survey who strongly agree or tend to agree that they...



Respondents from the 18-29 and 30-44 age groups were less likely to agree than those overall that they knew how to contact Social Services, whilst respondents from the 65+ age group and those with a disability were more likely to agree with the statement.

Respondents from the 18-29 and 30-44 age groups were less likely to agree than those overall that they would contact Social Services if a member of their community were in need of support.

Respondents from the 18-29 and 30-44 age groups plus males were less likely to agree than those overall that they understand what Social Services do.

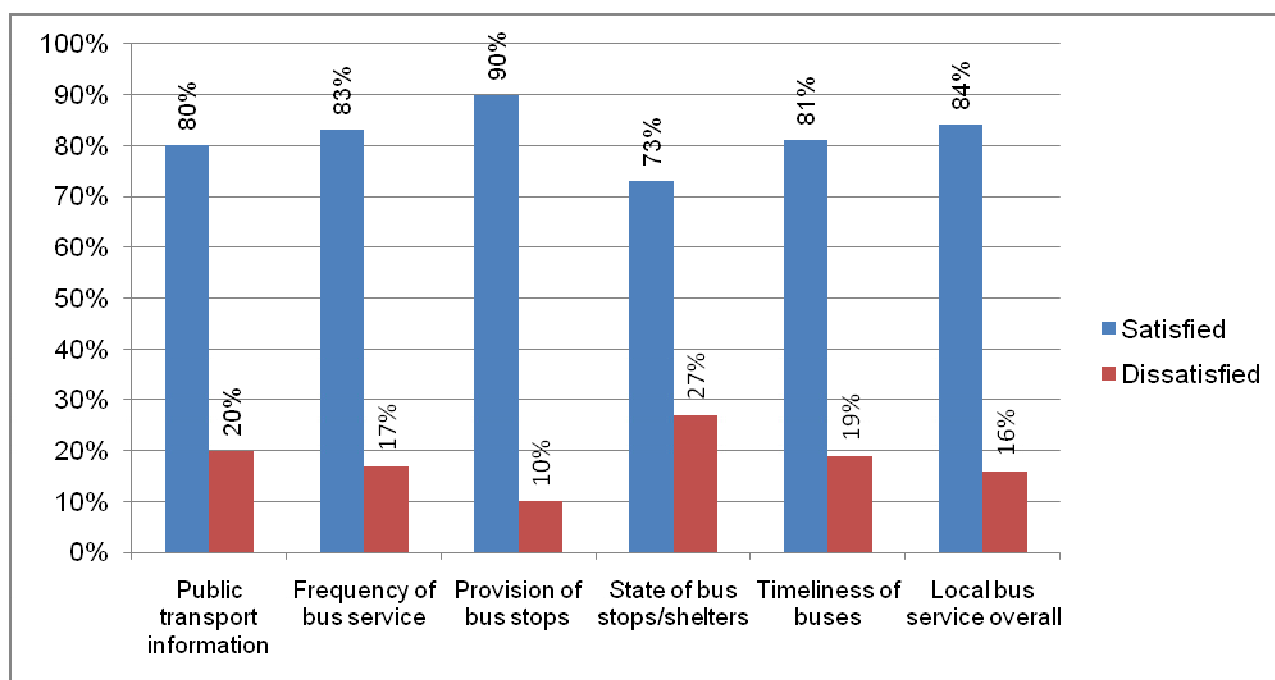
Respondents from the 18-29 and 30-44 age groups plus those from the Upper Rhymney Valley were less likely to agree than those overall that they knew how to get information on the range of services offered by Social Services. Those respondents aged 65+ were more likely to agree with this statement.

REGENERATION

Please refer to the ‘Living Environment’ section for respondents’ views on their neighbourhoods and town centres, which will also be of relevance to the ‘Regeneration’ section of this report.

Respondents were asked whether they were satisfied with various aspects of their local bus service, whether they normally use them or not. Levels of satisfaction and dissatisfaction are summarised in Graph 20 below.

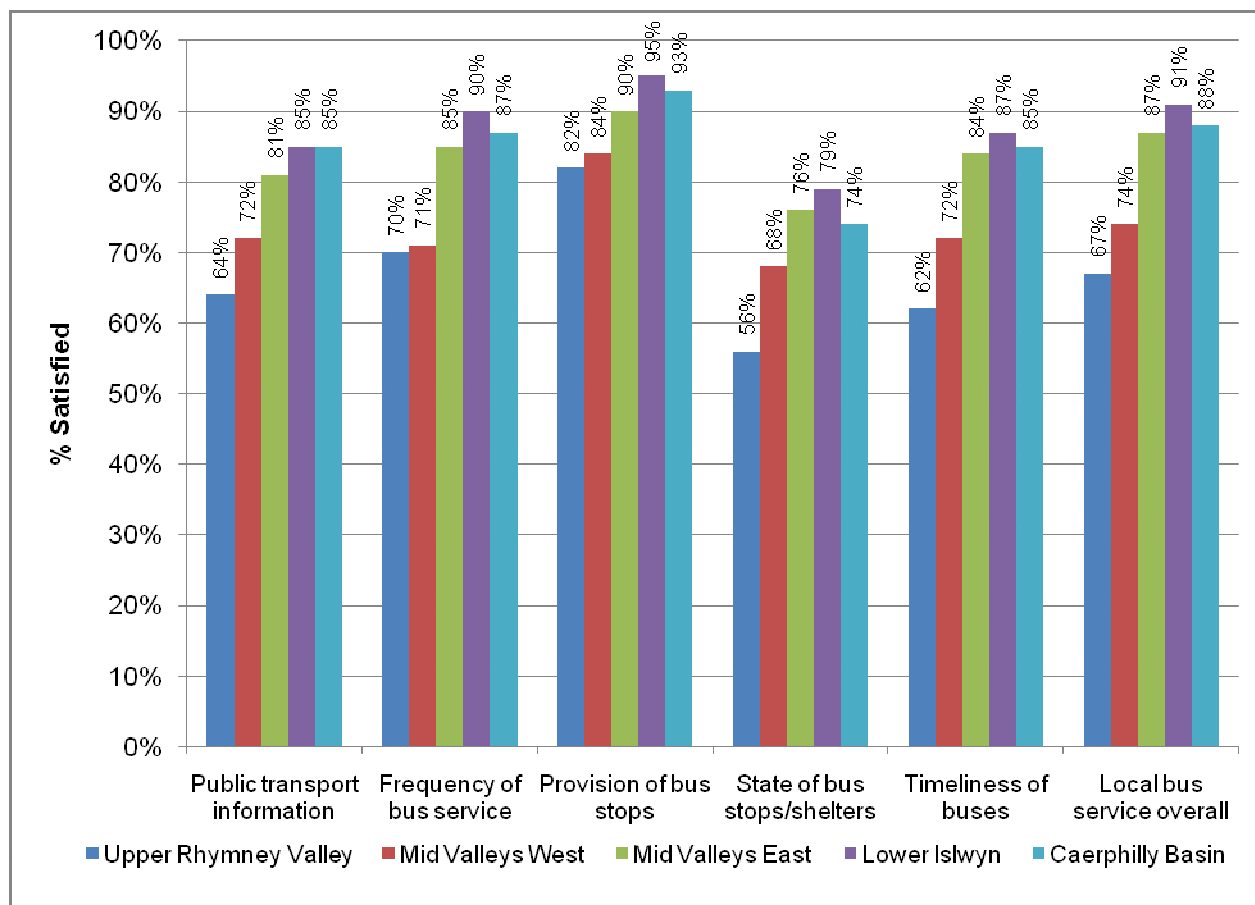
Graph 20: Percentage of respondents who are satisfied or dissatisfied with their local bus service in 2011



Graph 20 evidences that there are relatively high levels of satisfaction with all aspects of the local bus service in 2011. Respondents were most satisfied with the provision of bus stops (90% very or fairly satisfied) and least satisfied with the state of bus stops/shelters (73% very or fairly satisfied).

There was some significant variation in the views of respondents from the different community planning areas, as shown in Graph 21 below.

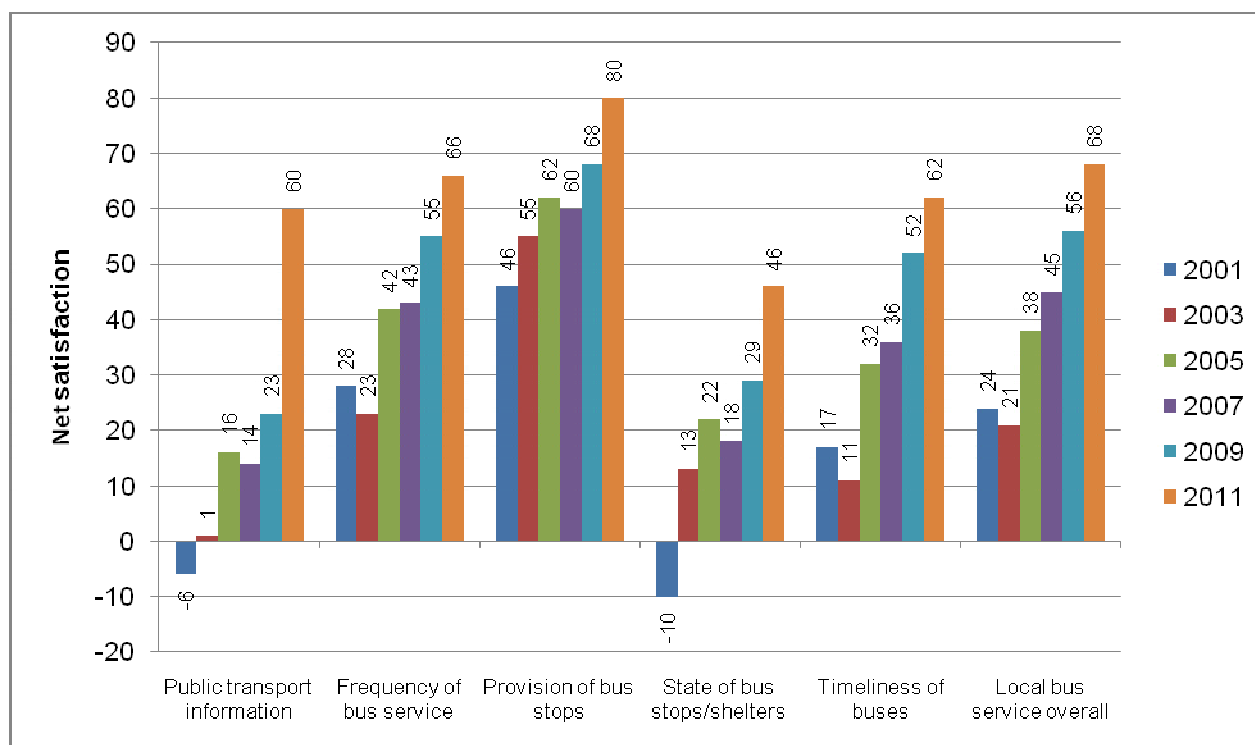
Graph 21: Percentage of respondents who were very or fairly satisfied with elements of their local bus service by Community Plan area in 2011



As can be seen from Graph 21, levels of satisfaction for all aspects of local bus services were lowest in the Upper Rhymney Valley, whilst the community planning area with the highest level of satisfaction was Lower Islwyn. More generally, the highest level of satisfaction across the community planning areas was with the provision of bus stops (ranging from 82% in the Upper Rhymney Valley to 95% in Lower Islwyn), followed by the frequency of bus services (ranging from 70% in the Upper Rhymney Valley to 90% in Lower Islwyn).

There has also been a significant increase in net satisfaction with local bus services since the 2009 survey, as shown in Graph 22. As stated previously, some of this improvement is likely to be due to the removal of the 'neither satisfied nor dissatisfied' category that was available in previous surveys.

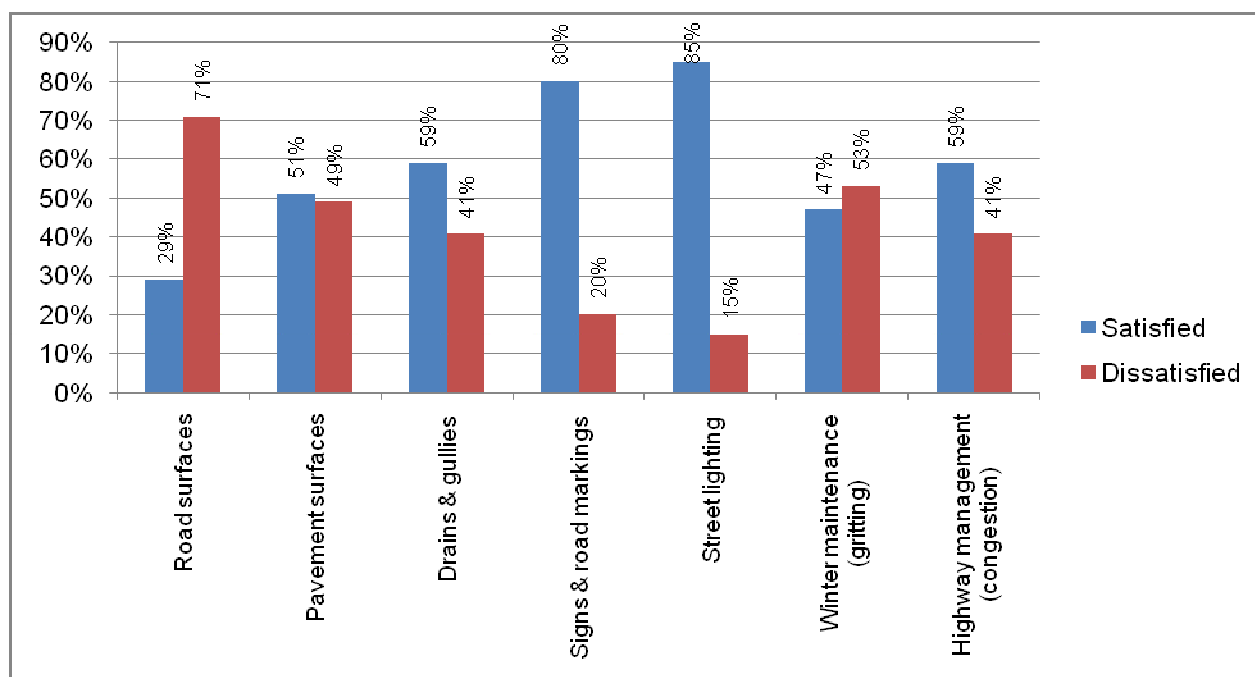
Graph 22: Satisfaction with local bus services: Change in Net Satisfaction between 2001 and 2011



Graph 22 evidences that net satisfaction increased for every category between the 2009 and 2011 surveys. The highest level of net satisfaction is with the provision of bus stops, followed by the local bus service overall and the frequency of bus services.

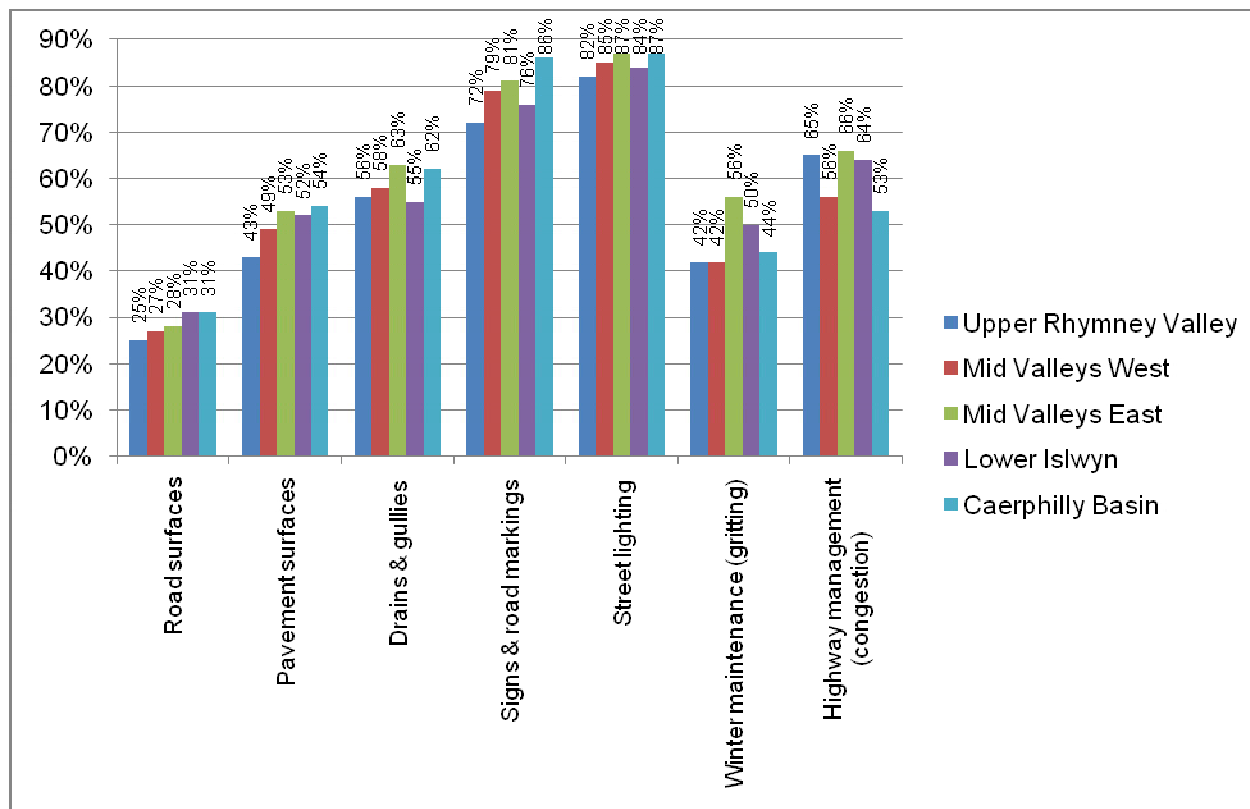
A number of questions were asked in relation to the standard of maintenance of certain elements of the road network in the 2011 survey, and the percentage of respondents who were very or fairly satisfied is shown in Graph 23.

Graph 23: Satisfaction with standard of maintenance of neighbourhood road network: Percentage of respondents who were satisfied or dissatisfied in 2011



Satisfaction levels were highest with the standard of maintenance of street lighting, followed by signs and road markings. There were variations in responses from different community planning areas, as shown in Graph 24 below.

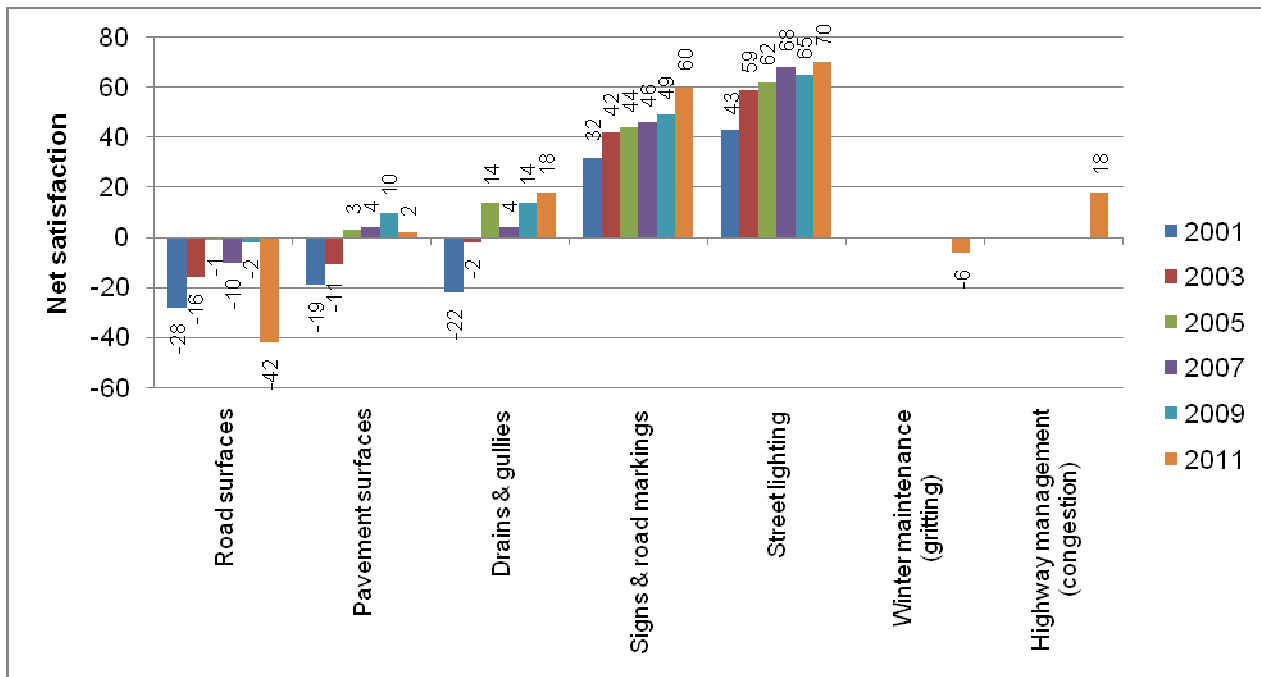
Graph 24: Percentage of respondents who were very or fairly satisfied with the standard of maintenance of the neighbourhood road network by Community Plan area in 2011



As can be seen from Graph 24, satisfaction is highest across the community planning areas with street lighting, followed by signs and road markings. Satisfaction is generally lowest with road surfaces. Satisfaction is lowest across all the community planning areas in the Upper Rhymney Valley, apart from drains & gullies and highway management (congestion).

Graph 25 shows the change in net satisfaction with the standard of maintenance of elements of the neighbourhood road network between 2001 and 2011. Please note that for winter maintenance (gritting) and highway management (congestion), the questions were not asked before the 2011 survey, so comparative figures are not available.

Graph 25: Satisfaction with the standard of maintenance of the neighbourhood road network: Change in Net Satisfaction between 2001 and 2011



Graph 25 demonstrates that there has been a significant change in attitudes towards satisfaction with the maintenance of road surfaces, with a high net dissatisfaction figure in 2011. Net satisfaction with signs & road markings and street lighting has increased, continuing the overall trend since 2001.

APPENDIX 1: SAMPLE BY WARD FOR POSTAL SURVEY

Ward	Number of Households	% of Total Households	Number of Sample Households
Aber Valley	3,070	3.61	361
Aberbargoed	1,752	2.06	206
Abercarn	2,775	3.27	327
Argoed	1,298	1.53	153
Bargoed	3,192	3.76	376
Bedwas, Trethomas and Machen	5,037	5.93	593
Blackwood	4,034	4.75	475
Cefn Fforest	1,609	1.89	189
Crosskeys	1,707	2.01	201
Crumlin	2,829	3.33	333
Darren Valley	1,174	1.38	138
Gilfach	1,014	1.19	119
Hengoed	2,259	2.66	266
Llanbradach	2,171	2.55	255
Maesycwmmmer	1,164	1.37	137
Morgan Jones	3,344	3.94	394
Moriah	2,269	2.67	267
Nelson	2,187	2.57	257
New Tredegar	2,460	2.90	290
Newbridge	3,189	3.75	375
Pengam	2,018	2.37	237
Penmaen	2,279	2.68	268
Penyrheol	5,446	6.41	641
Pontllanfraith	3,960	4.66	466
Pontlottyn	1,036	1.22	122
Risca East	2,856	3.36	336
Risca West	2,915	3.43	343
St Cattwg	3,492	4.11	411
St James	2,916	3.43	343
St Martins	3,797	4.47	447
Twyn Carno	1,238	1.46	146
Ynysddu	1,859	2.19	219
Ystrad Mynach	2,628	3.09	309
	84,974	100.00	10,000

APPENDIX 2: RESPONDENT PROFILE

Community Plan Area (n=2631)

	Responses to survey	2001 Census
Upper Rhymney Valley	6%	10%
Mid Valleys West	28%	21%
Mid Valleys East	20%	25%
Lower Islwyn	19%	14%
Caerphilly Basin	33%	31%

Gender (n=2881)

	Responses to survey	2001 Census
Male	57.0%	47.9%
Female	43.0%	52.1%
Transgender	0.1%	n/a

Age group (n=2736)

	Responses to survey	2001 Census
18-29	4.9%	14.2%
30-44	17.8%	21.7%
45-64	40.8%	24.6%
65 and over	36.5%	15.2%

Ethnicity (n=2867)

	Responses to survey	2001 Census
White	99.1%	99.1%
Asian	0.3%	0.3%
Black/African/Caribbean	0.1%	0.1%
Mixed/Multiple	0.2%	0.4%
Other	0.3%	0.2%

Religion (n=2832)

	Responses to survey	2001 Census
No religion	28.1%	24.2%
Jewish	4.5%	0.0%
Hindu	0.0%	0.1%
Christian	66.1%	65.8%
Buddhist	0.1%	0.1%
Sikh	0.0%	0.1%
Muslim	0.0%	0.1%
Other	1.0%	0.2%

Welsh language (n=2936)

	Responses to survey	2001 Census
Understand spoken Welsh	9.8%	2.8%
Speak Welsh	7.1%	1.7%
Read Welsh	8.2%	n/a
Write Welsh	5.2%	n/a
None of the above	84.9%	83.3%

Main language (n=2887)

	Responses to survey	2001 Census
English	98.5%	n/a
Welsh	0.9%	n/a
Other	0.6%	n/a

Disability, long term illness or health problem (n=2928)

	Responses to survey	2001 Census
Have a disability	21.3%	n/a
Have a long term illness or health problem	29.2%	n/a
No disability, illness or health problem	60.7%	n/a

Household composition (n=2810)

	Responses to survey	2001 Census
One person (pensioner or other)	28.2%	26.5%
Single parent with dependent children	4.7%	8.2%
Married/cohabiting couple or civil partnership	39.8%	25.4%
Married/cohabiting couple or civil partnership with dependent children	24.1%	23.1%
Other	3.2%	4.7%

Housing tenure (n=2823)

	Responses to survey	2001 Census
Owns outright	48.4%	30.6%
Owns with a mortgage or loan	33.2%	41.6%
Rents (with or without Housing Benefit)	17.3%	27.4%
Other	1.1%	0.4%

Employment status (n=2832)

	Responses to survey	2001 Census
Employed full time (>30 hrs)	32.5%	39.4%
Employed part time (<30 hrs)	9.4%	10.1%
Self employed or freelance	3.3%	4.7%
Long term sick or disabled	9.3%	12.1%
Retired	38.8%	13.7%
Student	1.0%	5.4%
Looking after the home/family	3.5%	6.9%
Other	2.2%	4.2%

Car and van ownership (n=2844)

	Responses to survey	2001 Census
None	15.8%	29.2%
1	44.7%	45.5%
2	31.4%	20.8%
3	6.7%	3.6%
4 or more	1.4%	0.9%

APPENDIX 3: HOUSEHOLD SURVEY RESULTS 2011

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 10), 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 per cent

Method of Response	Frequency	Percentage Response
Viewpoint Panel	644	22%
Postal Survey	2017	69%
Web Survey	276	9%

1 How satisfied or dissatisfied are you with the following?

	Very Satisfied	Fairly Satisfied	Fairly Dissatisfied	Very Dissatisfied
Neighbourhood (within 10 minutes walk) (n=2812)	21%	55%	14%	10%
Local Town Centre for shopping (n=2799)	13%	45%	22%	21%
Local Town Centre for entertainment (n=2500)	4%	19%	30%	46%

2 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=2859)	6%	67%	27%
Your local Town Centre (n=2747)	6%	58%	36%

3 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=2453)

Strongly Agree	Tend to Agree	Tend to Disagree	Disagree Strongly
8%	50%	28%	15%

4 How satisfied or dissatisfied are you with the following aspects of the services the Council?

	Very Satisfied	Fairly Satisfied	Fairly Dissatisfied	Very Dissatisfied
Recycling (n=2885)	58%	36%	5%	2%
Refuse collection (n=2885)	51%	38%	7%	5%
Garden waste/food waste collection (n=2722)	56%	35%	6%	3%
Civic amenity/household waste recycling sites (n=2690)	48%	41%	7%	4%

5 How satisfied or dissatisfied are you with the appearance of the streets in your Neighbourhood and local Town Centre? (n=2886)

Very Satisfied	Fairly Satisfied	Fairly Dissatisfied	Very Dissatisfied
11%	48%	17%	9%

6 What do you think are the main issues affecting the appearance of streets in your Neighbourhood and local Town Centre?

	A Big Problem	A Small Problem	Not a Problem
Condition of shop frontages (n=2629)	22%	43%	35%
Condition of pavements, walkways and thoroughfares (n=2716)	33%	46%	21%
Condition of street furniture (n=2669)	13%	40%	48%
Condition of greenery, landscaping and floral displays (n=2636)	11%	26%	63%
Fly posting and graffiti (n=2632)	19%	49%	33%
Litter and waste accumulation (n=2678)	36%	43%	21%
Dog fouling (n=2728)	49%	37%	14%
Weeds and overgrowth (n=2647)	25%	44%	32%
Other (n=358)			

7 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=2205)	28%	52%	13%	8%
The frequency of the bus service (n=2216)	39%	44%	10%	8%
The provision of bus stops (n=2287)	41%	49%	6%	4%
The state of bus stops/shelters (n=2303)	18%	55%	19%	8%
The timeliness of the buses (n=2139)	28%	53%	12%	7%
The local bus service overall (n=2228)	30%	53%	9%	7%

8 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=2753)	3%	25%	29%	43%
Pavement surfaces (n=2748)	6%	46%	28%	21%
Drains and Gullies (n=2664)	9%	50%	23%	18%
Signs and Road Markings (n=2713)	17%	63%	14%	7%
Street Lighting (n=2763)	28%	57%	10%	5%
Winter Maintenance (n=2769)	10%	36%	22%	32%
Highway Management (n=2601)	9%	50%	23%	19%

9 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? (n=2763)

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%	19%	9%	9%	8%	19%	33%

10 The Council provides a number of LIBRARIES. How often, if at all, do you or your household use them? (n=2792)

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%	11%	18%	13%	11%	21%	26%

11 The Council provides a MUSEUM at LLANCAIACH FAWR. How often, if at all, do you or your household visit? (n=2798)

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%	8%	14%	29%	47%

12 The Council provides a MUSEUM at THE WINDING HOUSE, New Tredegar. How often, if at all, do you or your household visit? (n=2794)

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%	5%	8%	10%	76%

13 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=2807)

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%	3%	13%	14%	24%	44%

14 Caerphilly Council provides numerous PARKS and PLAY AREAS. How often, if at all, do you or your household use them? (n=2803)

Almost Everyday	At Least Once a Week	About Once a Month	Within the Last 6 Months	Within the Last Year	Longer Ago	Never Used
6%	16%	13%	13%	13%	14%	25%

15 Caerphilly Council provides numerous RECREATION and SPORTS GROUNDS. How often, if at all, do you or your household use them? (n=2771)

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%	13%	7%	8%	9%	19%	43%

16 The Council provides 5 COUNTRY PARKS. How often, if at all, do you or your household use them? (n=2809)

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%	9%	14%	16%	16%	15%	28%

17 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 least once)

	Very Satisfied	Fairly Satisfied	Fairly Dissatisfied	Very Dissatisfied
Sports and Leisure Centres (n=1477)	24%	63%	10%	4%
Libraries (n=1679)	48%	45%	4%	2%
Llancaiach (n=1051)	51%	46%	2%	1%
Winding House (n=490)	53%	43%	3%	1%
Blackwood Miners' Institute (n=1223)	41%	52%	6%	7%
Parks and Play areas (n=1690)	23%	60%	12%	5%
Recreation and Sports Grounds (n=1169)	20%	67%	10%	3%
Country Parks (n=1691)	43%	53%	3%	1%

18 To what extent do you agree or disagree with the following statements about CCB Social Services?

	Strongly agree	Tend to agree	Tend to disagree	Disagree strongly
I know how to contact Social Services (n=2366)	30%	48%	14%	8%
I would contact SS if a member of my community were in need of support (n=2441)	39%	50%	8%	4%
I understand what SS do (n=2589)	35%	48%	13%	5%
I know how to get information on the range of services offered by SS (n=2589)	28%	41%	20%	11%

19 Taking everything into account, how satisfied or dissatisfied are you with the overall services provided by Caerphilly County Borough Council? (n=2801)

Very Satisfied	Fairly Satisfied	Fairly Dissatisfied	Very Dissatisfied
13%	65%	16%	7%

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

	Strongly Agree	Tend to Agree	Tend to disagree	Strongly Disagree
Keeps residents informed about what it does (n=2787)	17%	55%	21%	6%
Listens to residents' views (n=2415)	10%	38%	37%	15%
Consults residents before major decisions (n=2482)	10%	37%	36%	17%
Treats all residents equally (n=2320)	12%	40%	30%	19%
Provides services efficiently (n=2614)	11%	55%	25%	10%
Provides value for money for taxpayers (n=2527)	10%	40%	31%	20%

21. Apart from paying routine bills, have you contacted the Council during the last 12 months? (n=2937)
Yes 1671 (57%)

22. IF YOU CONTACTED THE COUNCIL during the last 12 months, what was the main method you used? (Note: Includes only respondents who have contacted the Council. Does not sum to 100% as respondents can tick more than one response)

Visit	Telephone	Letter	Fax	E-mail	Approach to Councillor	via website	DigiTV
19%	77%	8%	0%	14%	8%	7%	0%

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

	Very Satisfied	Fairly Satisfied	Fairly Dissatisfied	Very Dissatisfied
Way your enquiry was dealt with overall (n=1637)	40%	36%	12%	11%
Ease contacting the person you needed (n=1587)	40%	43%	11%	6%
Helpfulness of reception staff (n=1407)	51%	40%	5%	5%
Helpfulness of other Council staff (n=1416)	39%	46%	9%	6%
Efficiency of Council staff (n=1512)	35%	42%	14%	10%

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

Personal Computer (PC) at home (n=2928)	Yes	74%
Access to the Internet at home (n=2925)	Yes	72%
Email address (n=2928)	Yes	71%
SKY TV (n=2922)	Yes	71%
Internet enabled Mobile Phone (n=2923)	Yes	39%

25. Views on Newsline

	Strongly Agree	Tend to Agree	Tend to disagree	Strongly Disagree
Newsline is a useful source of news and information (n=2759)	39%	50%	8%	4%
The new look Newsline provides an improved format (n=2418)	29%	57%	10%	4%
A copy of Newsline is delivered on a regular basis (n=2764)	42%	46%	8%	4%
I would prefer to receive my Newsline electronically (n=2311)	12%	13%	29%	46%

Are you ... (n=2881)

Male	Female	Transgender
57%	43%	0%

Age group? (n= 2738)

18-29 years	5%	30-44 years	18%	45-64 years	41%	65+ years	36%
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What is your ethnicity? (n=2867)

White	99.1%
Asian	0.3%
Black/African/Caribbean	0.1%
Mixed/Multiple	0.2%
Other	0.3%

What is your religion (n=2832)

No religion	28%
Jewish	5%
Hindu	0%
Christian (all denominations)	66%
Buddhist	0%
Muslim	0%
Other	1%

Can you understand, speak, read or write Welsh? (n=2936)

Understand spoken Welsh	Speak Welsh	Read Welsh	Write Welsh	None of the above
10%	7%	8%	5%	85%

What is your main language? (n=2887)

English or Welsh	Welsh	Other
98%	1%	1%

Do you have a disability, long-term illness or health problem? (n=2928)

Yes, I have a disability	21%
Yes, I have a long term illness or health problem	29%
No	61%

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) (n=2823)

Yes, limited a lot	20%
Yes, limited a little	16%
No	64%

Household type (n=2810)

One Person (pensioner or other)	28%
Single parent with dependent children	5%
Married/cohabiting couple/civil partnership	40%
Married/cohabiting couple/civil partnership with dependent children	24%
Other	3%

Does your household own or rent this accommodation? (n=2823)

Owns outright	48%
Owns with a mortgage or loan	33%
Rents (with or without Housing Benefit)	17%
Other	1%

Employment status (n=2832)

Employed full time (30 hours or more per week)	33%
Employed part time (less than 30 hours per week)	9%
Self employed or freelance	3%
Long term sick or disabled	9%
Retired	39%
A student	1%
Looking after the home or family	4%
Other	2%

In total, how many cars or vans are owned or available to use, by members of your household? (Include any company cars or vans available for private use) (n= 2844)

No car available	One car	Two cars	Three or more cars
16%	45%	31%	8%

Would you be interested in joining the Viewpoint Panel? (n=2464)

Yes	24%
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