Vale of Glamorgan: Residents Survey
2011-2012:

RESEARCH REPORT
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Appendix 1 – Survey Questionnaire
KEY FINDINGS

Overall Satisfaction
- Overall satisfaction with the Council remains high, with 9 in 10 reporting they are satisfied (very or fairly) with the Council.
- This was similar to 2009, although dissatisfaction was now slightly higher, whilst strength of positive feeling (very satisfied) was slightly lower.
- Satisfaction with most service areas tends to follow a similar pattern, however the strength of satisfaction is lower in 2012 (less saying they are ‘very’ satisfied and more saying ‘fairly’ satisfied). However, there were only small increases in outright dissatisfaction for most services.
- Those living in the East of county tend to have lower satisfaction levels at both an overall and individual service level.

Environment and Visible Services
- Satisfaction with Waste Management services is generally high, although dissatisfaction is slightly higher in 2012 (7% dissatisfied compared to 3% in 2009).
- Highways maintenance was a service area that saw a significant increase in dissatisfaction (14% in 2012 from 5% 2009). Specifically, general maintenance of roads attracts most criticism – only 42% satisfied in 2012 vs. 80% in 2009.
- Other specific aspects where satisfaction declined considerably vs. 2009 include:
  - Gritting the roads (78% from 96%)
  - Street cleaning (79% from 94%)
  - Public toilets (79% from 94%)

Transport Information
- In 2012, many more residents felt able to express an opinion on provision of transport information than had been the case in 2009 suggesting greater visibility of information. Encouragingly, the vast majority of those expressing opinion were satisfied with provision.

Leisure Centres and Tourism
- Encouragingly, the proportion of the population using local leisure centres has increased in 2012 to 31% (from 24% in 2009).
- Whilst satisfaction levels are generally high, users of the leisure centre in Barry were less satisfied with parking, whilst building cleanliness is a particular issue for users in the East.
- Barry Island is the most visited attraction in the past year, with 66% visiting, whilst the Barry Waterside Tall Ship Festival was the most frequented event in the past year, with 23% attending.

Library and Information Services
- There was little change in terms of usage of a local library by residents, with 37% saying they use one in the Vale compared to 38% in 2009.
- Residents in the East are much more likely to use their local library (47%) than residents in West & Central (29%). 2 in 5 (38%) of residents in Barry said they use a local library.
Adult & Community learning
- 1 in 10 residents in the Vale of Glamorgan reported that they had attended an adult learning course in the past 2 years compared to 8% in 2009.
- Lack of time and cost are mentioned as barriers to taking up adult learning courses.

School Services
- 9 in 10 (91%) households with school children were satisfied overall with school services. This was slightly lower than the equivalent figure from 2009 (96%).

Noise Control
- When asked about different types of noise pollution, noise from animals (10% of residents) and noise from neighbours (9%) were most likely to be reported across the sample as a whole.
- Those in the East were more likely to report noise pollution from traffic (15%) than anything else.

Delivering services electronically
- In the last 3 years, internet usage in the Vale has jumped from 58% to 72% overall
- Usage of the Council website by residents has outstripped the general internet usage upturn – it has doubled from 21% of all residents in 2009 to 42% in 2012.
- The majority who had visited the website mentioned they were looking for information and what was on in the Vale, however 25% also wanted to access services directly.

Communication and Contact with the Council
- Overall satisfaction with the information received from the Council has remained fairly consistent over the past few years, with 76% saying they were satisfied overall compared to 77% in 2009
- 44% of residents agreed that they feel they have the ability to influence decisions in their local area. However, a third (32%) did not feel they can influence decisions that affect them.
- Views on the ability to influence decisions appear to correlate with overall satisfaction with the Council – those who agree that they can influence have more positive views of the Council overall.
- The proportion of residents contacting the council has increased, but satisfaction with the service they received remains consistent. This is a key area to maintain as a poor experience here appears likely to drive overall dissatisfaction with the Council
1. INTRODUCTION

1.1 Background and Objectives

Vale of Glamorgan Council wished to commission a research agency to conduct a Public Opinion Survey with its residents to better understand satisfaction levels with a variety of council services. This would allow the Council to see changes in satisfaction levels over time, having conducted a Public Opinion Survey in 2009. The key objective was:

To gather statistical evidence of overall satisfaction levels with Vale of Glamorgan Council Services

Services to be evaluated included the following:

- Transport
- Environmental & Visible Services
- Leisure Centres and Tourism
- Library & Information Services
- School Services
- Adult & Community Learning
- Noise Control
- Delivering Council Services Electronically
- Contacting the Council

Vale of Glamorgan also wanted to better understand aspects relating to communication, and the feeling of empowerment amongst its residents in influencing decisions that affect them.

1.2 Research Method and Sample Profile

All interviews were conducted face to face in respondents’ homes or on the doorstep, and took approximately 30 minutes to administer. To avoid any bias in the sample, interviews were conducted at different times of the day, enabling us to interview a broad range of respondents. Furthermore, only one respondent per household was interviewed. All of our interviewers were CRB checked before starting on the survey.

The overall target sample size for this research was 1,000, and the research universe for the project was adults aged 16+ who were resident in the unitary authority of the Vale of Glamorgan.

To ensure that the sample of respondents interviewed was representative of the wider universe, it was important that:

- Locations for interviewing reflected the geographical distribution of the population
- The sample of interviewees reflected the demographic profile of the wider population

The primary sampling unit for this study was electoral ward, of which there are 23 in Vale of Glamorgan. A total of 86 sampling points were used on this study with around 12 interviews being conducted in each point. This meant that most wards were selected
more than once. To ensure that every person within Vale of Glamorgan had the same probability of being surveyed, the selection of sampling points needed to reflect the differing populations in each ward - i.e. wards with larger populations needed to have a greater possibility of being selected.

The table below shows the 23 electoral wards in the Vale of Glamorgan and the proportion of the authority’s population that they consist - column (a). Column (b) shows the number of sample points required in each ward.

**Figure 1: Ward population and no. of sample points**

<table>
<thead>
<tr>
<th>Ward</th>
<th>% of population</th>
<th>No. of sample points</th>
</tr>
</thead>
<tbody>
<tr>
<td>Llantwit Major</td>
<td>8.9%</td>
<td>8</td>
</tr>
<tr>
<td>Iltyd</td>
<td>7.1%</td>
<td>6</td>
</tr>
<tr>
<td>Dinas Powys</td>
<td>6.9%</td>
<td>6</td>
</tr>
<tr>
<td>Cadoc</td>
<td>6.8%</td>
<td>6</td>
</tr>
<tr>
<td>Cowbridge</td>
<td>5.6%</td>
<td>5</td>
</tr>
<tr>
<td>St. Augustine’s</td>
<td>5.0%</td>
<td>4</td>
</tr>
<tr>
<td>Buttrills</td>
<td>4.9%</td>
<td>4</td>
</tr>
<tr>
<td>Baruc</td>
<td>4.8%</td>
<td>4</td>
</tr>
<tr>
<td>Rhoose</td>
<td>4.8%</td>
<td>4</td>
</tr>
<tr>
<td>Cornerswell</td>
<td>4.6%</td>
<td>4</td>
</tr>
<tr>
<td>Gibbonsdown</td>
<td>4.5%</td>
<td>4</td>
</tr>
<tr>
<td>Dyfan</td>
<td>4.3%</td>
<td>4</td>
</tr>
<tr>
<td>Plymouth</td>
<td>4.3%</td>
<td>4</td>
</tr>
<tr>
<td>Court</td>
<td>3.9%</td>
<td>3</td>
</tr>
<tr>
<td>Sully</td>
<td>3.7%</td>
<td>3</td>
</tr>
<tr>
<td>Stanwell</td>
<td>3.4%</td>
<td>3</td>
</tr>
<tr>
<td>Castleland</td>
<td>3.0%</td>
<td>3</td>
</tr>
<tr>
<td>St. Athan</td>
<td>2.8%</td>
<td>2</td>
</tr>
<tr>
<td>Wenvoe</td>
<td>2.5%</td>
<td>2</td>
</tr>
<tr>
<td>St. Bride`s Major</td>
<td>2.4%</td>
<td>2</td>
</tr>
<tr>
<td>Llandow/Ewenny</td>
<td>2.3%</td>
<td>2</td>
</tr>
<tr>
<td>Peterston-super-Ely</td>
<td>1.9%</td>
<td>2</td>
</tr>
<tr>
<td>Llandough</td>
<td>1.7%</td>
<td>1</td>
</tr>
<tr>
<td><strong>Vale of Glamorgan TOTAL</strong></td>
<td><strong>100%</strong></td>
<td><strong>86</strong></td>
</tr>
</tbody>
</table>

Within each of the above sampling points quotas on key demographic variables were imposed on the numbers of interviews conducted. The quotas reflected the proportions recorded on each in the 2001 Census. The variables used as quota controls to ensure a representative sample were:

- Age
- Gender
- Social grade

Those wishing to conduct the survey in Welsh could either complete the survey with one of our bilingual interviewers at the time, or to arrange an appointment for a Welsh speaker to visit at a convenient time for the respondent.

All interviews were conducted between December 2011 and January 2012.
2. OVERALL SATISFACTION

Overall satisfaction with services provided amongst residents was high, with 9 in 10 (93%) stating they were satisfied (‘Very’ or ‘Fairly’). Only 7% said they were dissatisfied overall. This compares was similar to satisfaction levels in 2009, when a slightly higher number (96%) of residents were satisfied.

However, in 2012, those stating they are ‘very’ satisfied with the services provided is lower than in 2009, with just under a third (31%) saying this, compared to almost 4 in 10 (37%) saying they were ‘very’ satisfied in 2009.

Figure 1: Overall satisfaction with services provided by Vale of Glamorgan: 2009 vs. 2012

Overall satisfaction by the three regions in the Vale (Figure 2) - West & Central, Barry and East - were similar on the whole, with over 90% in all areas saying they are satisfied (95% West & Central, 91% Barry and 93% East). However, more significant differences by region can be seen in those stating they are ‘very’ satisfied with the services provided, with around a third (36%) West & Central and 33% Barry saying they are ‘very’ satisfied, compared to only 21% in the East of the County.
There was very little to differentiate between age, gender and social grade, with over 90% in all categories saying they were satisfied overall. Those in the older age group (55+) were slightly more likely than those in the younger age groups to say they were ‘very’ satisfied (34% vs. 29% 16-34s and 20% 35-54s).

Of the few who said they were dissatisfied with the services provided overall, 17% spontaneously mentioned issues with ‘Poor service dealing with enquiries / complaints’, 13% mentioned ‘Road maintenance’, whilst 9% were dissatisfied due to a lack of consultation.

On the whole, overall satisfaction levels have remained high, against a difficult economic backdrop and severe cuts in public sector budgets, and therefore it is important to consolidate this over the next few years.
3. ENVIRONMENT AND VISIBLE SERVICES

3.1 Overall Satisfaction with Waste Management

Overall satisfaction with Waste Management services was high, with 9 in 10 (93%) saying they were satisfied with this service aspect. This is 3% points lower than in 2009, when 96% said they were satisfied.

Whilst satisfaction has remained fairly consistent (those saying very or fairly satisfied), there were far less saying they were ‘very’ satisfied with this aspect of the service in 2012 (42%) than in 2009 (59%).

Figure 3: Overall satisfaction with Waste Management and Cleansing Services: 09 vs. 12 %

One significant change in waste management services since the last survey in 2009 is the change from weekly black bin collection to a once every two week collections. This change has been a contentious issue in the Vale as in many other Unitary Authorities, and may well be a factor in explaining why the highest level of satisfaction has decreased by 17% points in a matter of 3 years.

However, the overall picture is still a positive one, with only 7% of respondents stating dissatisfaction with waste management services.

Looking at the results by region, there are significant differences in the top level satisfaction rating (very satisfied), with 58% of residents in West & Central saying they are ‘very’ satisfied with waste management services compared to 39% in Barry and 28% in the East. However, combined satisfaction levels (very & fairly) across the three regions are very similar, with between 6% - 7% in each region stating they are dissatisfied.
3.2 Satisfaction with different elements of Waste Management

We asked residents also to rate their satisfaction with different aspects of Waste Management Services:

- Civic amenity sites
- Provision of recycling banks
- Bulky/Special collections
- Kerbside recycling
- Refuse collection
- Street cleaning
- Public toilets

Across all the different aspects, results showed that residents were slightly less satisfied overall in 2012 than they were in 2009. Two aspects in particular, Street Cleaning and Public Toilets, had however seen a more significant drop in satisfaction, with 79% saying they were satisfied with Street Cleaning in 2012 compared to 94% in 2009, whilst only 73% said they were satisfied with Public Toilets in 2012 compared to 94% in 2009.

Figure 4: Satisfaction with different aspects of Waste Management Services – 2009 vs. 2012

However, at closer inspection, these results are driven more by two of the three regions, with satisfaction much lower on these two aspects in Barry and East. It is also worth noting that those aged 55+ are less likely to be satisfied than younger age groups on these measures. See Figure 5 overleaf.
### Figure 5: Satisfaction with different aspects of Waste Management Services – by region and age %

<table>
<thead>
<tr>
<th></th>
<th>Overall satisfaction</th>
<th>West &amp; Central</th>
<th>Barry</th>
<th>East</th>
<th>16-34</th>
<th>35-54</th>
<th>55+</th>
</tr>
</thead>
<tbody>
<tr>
<td>Base size</td>
<td>(995)</td>
<td>(322)</td>
<td>(432)</td>
<td>(241)</td>
<td>(208)</td>
<td>(376)</td>
<td>(411)</td>
</tr>
<tr>
<td>%</td>
<td>%</td>
<td>%</td>
<td>%</td>
<td>%</td>
<td>%</td>
<td>%</td>
<td>%</td>
</tr>
<tr>
<td>Civic amenity sites</td>
<td>95</td>
<td>94</td>
<td>96</td>
<td>94</td>
<td>96</td>
<td>94</td>
<td>94</td>
</tr>
<tr>
<td>Provision of recycling banks</td>
<td>94</td>
<td>94</td>
<td>96</td>
<td>92</td>
<td>94</td>
<td>94</td>
<td>95</td>
</tr>
<tr>
<td>Bulky/Special collections</td>
<td>93</td>
<td>96</td>
<td>89</td>
<td>93</td>
<td>95</td>
<td>90</td>
<td>94</td>
</tr>
<tr>
<td>Kerbside recycling</td>
<td>91</td>
<td>93</td>
<td>90</td>
<td>92</td>
<td>92</td>
<td>90</td>
<td>92</td>
</tr>
<tr>
<td>Refuse collection</td>
<td>88</td>
<td>90</td>
<td>84</td>
<td>92</td>
<td>89</td>
<td>83</td>
<td>92</td>
</tr>
<tr>
<td>Street cleaning</td>
<td>79</td>
<td>88</td>
<td>76</td>
<td>75</td>
<td>85</td>
<td>78</td>
<td>76</td>
</tr>
<tr>
<td>Public toilets</td>
<td>73</td>
<td>89</td>
<td>68</td>
<td>55</td>
<td>80</td>
<td>71</td>
<td>69</td>
</tr>
</tbody>
</table>

#### 3.3 Highways Maintenance

Satisfaction with highways maintenance was an aspect of environment and visible services that saw a notable increase in dissatisfaction amongst residents, with 14% in 2012 saying they were dissatisfied, compared with 5% in 2009.

86% of residents did however say they were satisfied overall with this aspect of service, but is 9% points lower than in 2009. More interestingly however, is the decrease in those saying they are ‘very’ satisfied with highways maintenance. In 2009, half (50%) of all residents interviewed said they were ‘very’ satisfied, compared to just over a quarter (27%) said this in 2012.

#### Figure 6: Overall satisfaction with Highways Maintenance: 09 vs. 12 %

**Overall satisfaction with Highways Maintenance: 2009 vs. 2012**

<table>
<thead>
<tr>
<th></th>
<th>2009</th>
<th>2012</th>
</tr>
</thead>
<tbody>
<tr>
<td>Very satisfied</td>
<td>50</td>
<td>27</td>
</tr>
<tr>
<td>Fairly satisfied</td>
<td>45</td>
<td>59</td>
</tr>
<tr>
<td>Fairly dissatisfied</td>
<td>2</td>
<td>10</td>
</tr>
<tr>
<td>Very dissatisfied</td>
<td>2</td>
<td>4</td>
</tr>
</tbody>
</table>

Base: All respondents (2009 – 1000, 2012 – 1012)
The drop in overall satisfaction levels, and in particular the drop in those saying they are very satisfied in the highways maintenance services could be attributed to a number of factors, including:

- Two very harsh winters experienced over the last two years which have caused significant deterioration to the road network, particularly increasing the number of potholes on the roads
- Negative media coverage across Wales and UK about the pothole issue, therefore increasing negative perceptions
- Current economic climate – cuts impacting on frontline services, with the road network suffering as a result

Of the three regions, residents in the East seemed least satisfied overall, with only 1 in 10 residents (11%) in the East said they were ‘very’ satisfied with the service, compared to 30% and 37% in Barry and West & Central respectively.

We asked residents to also say how satisfied they were with different aspects of highways maintenance services

- Road clearing after traffic accident
- Traffic and street signs
- Street lighting
- Traffic signals and pelican crossings
- Gritting the roads
- Pavement maintenance
- Road maintenance

Satisfaction was lower overall in 2012 across all the different service aspects (figure 8), with gritting of the roads, pavement and road maintenance seeing the most notable decreases in satisfaction. Satisfaction with the latter (road maintenance) has suffered in particular, almost halving from 80% in 2009 to 42% in 2012.
Interestingly, no individual region is driving the level of satisfaction with Road Maintenance in one direction, with all regions showing low satisfaction levels.

Figure 9: Satisfaction with different aspects of Highways Maintenance Services – by region %

<table>
<thead>
<tr>
<th>Overall satisfaction</th>
<th>West &amp; Central</th>
<th>Barry</th>
<th>East</th>
</tr>
</thead>
<tbody>
<tr>
<td>Base size</td>
<td>(976)</td>
<td>(320)</td>
<td>(413)</td>
</tr>
<tr>
<td>Road clearing after traffic accident</td>
<td>%</td>
<td>%</td>
<td>%</td>
</tr>
<tr>
<td>Traffic and street signs</td>
<td>97</td>
<td>97</td>
<td>98</td>
</tr>
<tr>
<td>Street lighting</td>
<td>95</td>
<td>95</td>
<td>96</td>
</tr>
<tr>
<td>Traffic signals and pelican crossings</td>
<td>94</td>
<td>97</td>
<td>94</td>
</tr>
<tr>
<td>Gritting the roads</td>
<td>92</td>
<td>89</td>
<td>93</td>
</tr>
<tr>
<td>Pavement maintenance</td>
<td>78</td>
<td>83</td>
<td>73</td>
</tr>
<tr>
<td>Road maintenance</td>
<td>68</td>
<td>81</td>
<td>67</td>
</tr>
</tbody>
</table>

Base: All respondents (2009 – 1000, 2012 – 1012)
3.4 Parks Services

Residents rated the Parks Services positively on the whole, with 95% saying they were satisfied overall. This is slightly lower than in 2009 when 99% said they were satisfied overall. Whilst the level of satisfaction with Parks Services has remained high on the whole, there are fewer residents stating that they are ‘very’ satisfied with the services overall (45% 2012), compared to 68% saying ‘very’ satisfied in 2009.

Figure 10: Overall satisfaction with Parks Services %

Again, looking by region, overall level of satisfaction is fairly consistent across the three regions, with only between 4% - 7% dissatisfied with Parks Services. However, fewer of those in the East are prepared to rate these services at the top level of satisfaction (very satisfied) – 33% compared with 45% in Barry and 54% in West & Central.

Figure 11: Overall satisfaction with Parks Services – by region %
Whilst satisfaction with different aspects of Parks Services is slightly lower overall compared to 2009, no one aspect has decreased significantly, with 86% or higher saying they are satisfied with the different services. There is also very little difference regionally, with all regions generally satisfied with the various elements of Parks Services.

**Figure 12: Satisfaction with different elements of Parks Services – by region %**

<table>
<thead>
<tr>
<th></th>
<th>Overall satisfaction</th>
<th>West &amp; Central</th>
<th>Barry</th>
<th>East</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Base size</strong></td>
<td>(812)</td>
<td>(283)</td>
<td>(336)</td>
<td>(222)</td>
</tr>
<tr>
<td>Grass cutting on roadside</td>
<td>95</td>
<td>97</td>
<td>96</td>
<td>92</td>
</tr>
<tr>
<td>Grass cutting in parks</td>
<td>95</td>
<td>96</td>
<td>94</td>
<td>96</td>
</tr>
<tr>
<td>Tree maintenance</td>
<td>94</td>
<td>97</td>
<td>94</td>
<td>90</td>
</tr>
<tr>
<td>Cleanliness of open spaces</td>
<td>89</td>
<td>92</td>
<td>88</td>
<td>87</td>
</tr>
<tr>
<td>Maintenance of flower beds</td>
<td>96</td>
<td>98</td>
<td>93</td>
<td>96</td>
</tr>
<tr>
<td>Litter / cleanliness in parks</td>
<td>88</td>
<td>91</td>
<td>87</td>
<td>87</td>
</tr>
</tbody>
</table>
4. TRANSPORT

4.1 Overall satisfaction with provision of transport information

A higher number of residents expressed a level of satisfaction/dissatisfaction in 2012 when asked how satisfied they were with transport information provision, compared to 2009, when 40% answered ‘don’t know’, compared to 19% in 2012.

One possible explanation is that more people may now have access to transport information or feel it is more accessible than before, and therefore feel able to express an opinion on this issue.

Overall, 71% said they were satisfied with the provision of transport information, compared to 51% in 2009. There was also an increase in those saying they are ‘very’ satisfied with the provision of information (33% 2012, 24% in 2009).

Figure 13: Overall satisfaction with provision of transport information %

![Satisfaction with Transport information provision: 2009 vs. 2012](image)

<table>
<thead>
<tr>
<th></th>
<th>2009</th>
<th>2012</th>
</tr>
</thead>
<tbody>
<tr>
<td>Very satisfied</td>
<td>24</td>
<td>33</td>
</tr>
<tr>
<td>Fairly satisfied</td>
<td>27</td>
<td>38</td>
</tr>
<tr>
<td>Fairly dissatisfied</td>
<td>4</td>
<td>7</td>
</tr>
<tr>
<td>Very dissatisfied</td>
<td>40</td>
<td>19</td>
</tr>
<tr>
<td>Don’t know</td>
<td>4</td>
<td>4</td>
</tr>
</tbody>
</table>

Base: All respondents (2009 – 1000, 2012 – 1012)

By region, interestingly, more residents in the East expressed an opinion than the other regions, with 78% satisfied in this region overall, a third (34%) ‘very’ satisfied. A total of 14% in West & Central were dissatisfied with the provision of transport information, the highest of all the regions. See figure 14 overleaf.
4.2 Satisfaction with aspects of bus service – Bus users

Those who said they use the bus were asked how satisfied were they with different aspects of the bus service. Satisfaction varied from 92% satisfaction with *bus courtesy* to 73% satisfaction with *bus shelters*. Figure 15 shows how satisfied bus users in each region were with the various aspects.

*Bus timings* were more of an issue in the West & Central (69% satisfied) than they were in other regions and this group were also more critical of the *cleanliness of buses*.

<table>
<thead>
<tr>
<th>Overall satisfaction</th>
<th>West &amp; Central</th>
<th>Barry</th>
<th>East</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Bus courtesy</strong></td>
<td>92</td>
<td>85</td>
<td>93</td>
</tr>
<tr>
<td><strong>Cleanliness of buses</strong></td>
<td>90</td>
<td>82</td>
<td>93</td>
</tr>
<tr>
<td><strong>Bus routes</strong></td>
<td>89</td>
<td>85</td>
<td>88</td>
</tr>
<tr>
<td><strong>Bus reliability</strong></td>
<td>84</td>
<td>79</td>
<td>87</td>
</tr>
<tr>
<td><strong>Bus timings</strong></td>
<td>82</td>
<td>69</td>
<td>88</td>
</tr>
<tr>
<td><strong>Bus shelters</strong></td>
<td>73</td>
<td>80</td>
<td>71</td>
</tr>
</tbody>
</table>
5. LEISURE CENTRES AND TOURISM

5.1 Usage of local leisure centres in the Vale of Glamorgan

Encouragingly, usage of local leisure centres has increased since 2009, when 24% said they used their local leisure centre. This has now increased to 31% of all residents interviewed – an increase of 7% points.

Figure 16: Usage of local leisure centres – 2009 vs. 2012 %

Of residents who said they don’t use their local leisure centres, almost half (45%) said they don’t use it because they simply ‘don’t wish to’. A further 20% mentioned a lack of time while 16% mentioned health reasons as a barrier to using the local leisure centre. A minority also mentioned cost of activities and poor facilities as a reason for not using it.

Currently, residents in the East are the most likely to use their local leisure centre, with over a third (36%) saying they currently use it. A third (32%) said they use it in Barry, whilst only a quarter (26%) of residents in West & Central use their local leisure centres.
Of those who currently use their local leisure centre in the Vale of Glamorgan, we asked them how satisfied they were overall with the centre they use – 94% reported that they were satisfied.

The overall result is slightly lower than that in 2009, when 99% said they were satisfied overall. In addition, in 2009, three quarters (74%) of local leisure centre users said they were ‘very’ satisfied with the centre they use, whereas this figure has dropped to 49% in 2012.
Analysing satisfaction by region, at an overall level, results are fairly consistent across the three, with 96% users in West & Central satisfied compared to 92% in the East. 94% of local leisure centre users in Barry were satisfied overall. However, satisfaction at the top level, that is those saying they are ‘very’ satisfied is much higher in West and Central (58%) compared with 39% in the East. Half (51%) of leisure centre users in Barry were ‘very’ satisfied.

Figure 19: Satisfaction with local leisure centres – users: by region %

To understand if there are any particular issues with elements of the leisure centres they use, we asked users to state whether they were satisfied or dissatisfied with the following elements:

- Access to premises
- Information on activities
- Activities on offer
- Range of facilities available
- Pricing
- Parking
- Building cleanliness

As shown in Figure 20 overleaf, satisfaction with each element is fairly consistent across the board, with the exception of parking and building cleanliness. Users of the leisure centre(s) in Barry were far less satisfied with parking, with 70% saying they are satisfied with this element compared to 83% in West & Central and 99% in the East. However, building cleanliness is a particular issue for users in the East, with only two thirds (65%) saying they are satisfied compared to 87% W&C and 89% in Barry.
Figure 20: Satisfaction with different elements of local leisure centres – by region %

<table>
<thead>
<tr>
<th>Overall satisfaction</th>
<th>West &amp; Central</th>
<th>Barry</th>
<th>East</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Base size</strong></td>
<td>(297)</td>
<td>(80)</td>
<td>(129)</td>
</tr>
<tr>
<td>Access to premises</td>
<td>98</td>
<td>97</td>
<td>97</td>
</tr>
<tr>
<td>Information on activities</td>
<td>97</td>
<td>98</td>
<td>96</td>
</tr>
<tr>
<td>Activities on offer</td>
<td>95</td>
<td>91</td>
<td>97</td>
</tr>
<tr>
<td>Range of facilities available</td>
<td>94</td>
<td>90</td>
<td>95</td>
</tr>
<tr>
<td>Pricing</td>
<td>86</td>
<td>92</td>
<td>82</td>
</tr>
<tr>
<td>Parking</td>
<td>82</td>
<td>83</td>
<td>70</td>
</tr>
<tr>
<td>Building cleanliness</td>
<td>81</td>
<td>87</td>
<td>89</td>
</tr>
</tbody>
</table>

5.2 Attractions visited and Events attended in the last year in the Vale of Glamorgan

Residents were shown a list of tourist attraction in the Vale of Glamorgan, and asked which ones they’d visited in the last year. The most visited tourist attraction by residents is Barry Island, with two thirds (66%) saying they’ve visited in the last year. Over half had visited Cosmeston Lakes Country Park, whilst 42% had visited Penarth Pier.

A third of residents had visited Porthkerry Country Park, whilst Dyffryn Gardens had been visited by 1 in 5 (20%) of residents.

Figure 21: Attractions visited in the last year %

<table>
<thead>
<tr>
<th>Attractions visited in the last year - % visiting each</th>
</tr>
</thead>
<tbody>
<tr>
<td>Barry Island</td>
</tr>
<tr>
<td>Cosmeston Lakes Country Park</td>
</tr>
<tr>
<td>Penarth Pier</td>
</tr>
<tr>
<td>Porthkerry Country Park</td>
</tr>
<tr>
<td>Dyffryn Gardens</td>
</tr>
<tr>
<td>Colhugh Beach (Llantwit Major)</td>
</tr>
<tr>
<td>Cosmeston Medieval Village</td>
</tr>
<tr>
<td>Cowbridge Physic Garden</td>
</tr>
<tr>
<td>Paget Rooms (Penarth)</td>
</tr>
<tr>
<td>Memorial Hall (Barry)</td>
</tr>
<tr>
<td>Washington Gallery (Penarth)</td>
</tr>
<tr>
<td>St Donats Castle</td>
</tr>
<tr>
<td>St Donats Art Centre</td>
</tr>
<tr>
<td>Art Central (Barry)</td>
</tr>
<tr>
<td>Glamorgan Heritage Coast Visitor Centre</td>
</tr>
</tbody>
</table>

Base: All respondents (2012 – 1012)
We also showed residents a list of events that had taken place in the Vale over the last year. A total of 23% of residents had been to the Barry Waterfront Tall Ships Festival, whilst 17% had been to the Barry Island Fireworks Fiesta.

**Figure 22: Events attended in the last year %**

<table>
<thead>
<tr>
<th>Event</th>
<th>% Attending</th>
</tr>
</thead>
<tbody>
<tr>
<td>Barry Waterfront Tall Ships Festival</td>
<td>23</td>
</tr>
<tr>
<td>Barry Island Firework Fiesta</td>
<td>17</td>
</tr>
<tr>
<td>Penarth Summer Festival</td>
<td>14</td>
</tr>
<tr>
<td>Cowbridge Food Festival</td>
<td>13</td>
</tr>
<tr>
<td>Barry Island Summer Events</td>
<td>13</td>
</tr>
<tr>
<td>Barry Christmas Events</td>
<td>10</td>
</tr>
<tr>
<td>Vale Show</td>
<td>10</td>
</tr>
<tr>
<td>Llantwit Major Victorian Fayre</td>
<td>8</td>
</tr>
<tr>
<td>Penarth Pier Summer Events</td>
<td>7</td>
</tr>
<tr>
<td>Cowbridge Reindeer Parade</td>
<td>6</td>
</tr>
<tr>
<td>Barry Transport Festival</td>
<td>4</td>
</tr>
<tr>
<td>Events at Cosmeston Medieval Village</td>
<td>4</td>
</tr>
<tr>
<td>Events at Dyffryn Gardens</td>
<td>4</td>
</tr>
<tr>
<td>Vale of Glamorgan Music Festival</td>
<td>3</td>
</tr>
<tr>
<td>Zap Cats Powerboat Grand Prix</td>
<td>1</td>
</tr>
</tbody>
</table>

Generally, residents found out about the events they attended via the local paper, 56% mentioning this, proving that a local paper is an effective form of communication and advertising. Word of mouth was a close second, with 45% mentioning they had heard of the event via this method.
6. LIBRARY AND INFORMATION SERVICES

6.1 Usage of a local library in the Vale of Glamorgan

There was little change in terms of usage of a local library by residents, with 37% saying they use one in the Vale compared to 38% in 2009.

Figure 23: Usage of a local library in the Vale of Glamorgan – 2009 vs. 2012 %

Residents in the East are much more likely to use their local library (47%) than residents in West & Central (29%). 2 in 5 (38%) of residents in Barry said they use a local library.

Figure 24: Usage of a local library in the Vale of Glamorgan – by region %

Base: All respondents (2009 – 1000, 2012 – 1012)
Whilst there are a number of reasons for not using a local library, *use leisure time in other ways* was the most commonly mentioned by residents (35%).

Overall satisfaction with the library service has also remained consistent, with 98% of library users saying they are satisfied with their library service in 2012 compared to 97% in 2009. There is again a slight drop in the number giving the highest rating of ‘very’ satisfied, in this instance for library services, 79% saying ‘very’ satisfied in 2012 compared to 87% in 2009.
7. ADULT AND COMMUNITY LEARNING

7.1 Attendance of adult learning courses

1 in 10 (10%) of residents in the Vale of Glamorgan when asked, said they'd attended an adult learning course in the past 2 years. This is slightly higher than in 2009, when 8% said they'd attended a course.

Figure 25: Attended and adult learning course in the past 2 years – 2009 vs. 2012 %

<table>
<thead>
<tr>
<th>Year</th>
<th>Overall satisfaction 2009</th>
<th>Overall satisfaction 2012</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>%</td>
<td></td>
</tr>
<tr>
<td>2009</td>
<td>92</td>
<td>10</td>
</tr>
<tr>
<td>2012</td>
<td>90</td>
<td>10</td>
</tr>
</tbody>
</table>

Across the regions, results were consistent, with 9% in West & Central and 10% in Barry and the East saying they’d attended a course in the past 2 years.

Of those who had attended a course in the past 2 years, we asked them how satisfied they were with different aspects of adult learning.

Figure 26: Satisfaction with different elements of adult learning courses %

<table>
<thead>
<tr>
<th>Base size</th>
<th>Overall satisfaction 2009</th>
<th>Overall satisfaction 2012</th>
</tr>
</thead>
<tbody>
<tr>
<td>Base size</td>
<td>(77)</td>
<td>(92)</td>
</tr>
<tr>
<td>Overall accessibility</td>
<td>97</td>
<td>97</td>
</tr>
<tr>
<td>Timing of courses</td>
<td>99</td>
<td>97</td>
</tr>
<tr>
<td>Quality of the teaching</td>
<td>99</td>
<td>95</td>
</tr>
<tr>
<td>Course content</td>
<td>98</td>
<td>94</td>
</tr>
<tr>
<td>Value for money of courses</td>
<td>98</td>
<td>92</td>
</tr>
<tr>
<td>Range of courses available</td>
<td>98</td>
<td>92</td>
</tr>
<tr>
<td>Quality of the facilities</td>
<td>98</td>
<td>89</td>
</tr>
</tbody>
</table>

*Note: Base sizes fall below 100. Caution should be taken when reading theses results*
Result have remained fairly consistent over the last 3 years, however there is slightly less satisfaction with elements to do with value for money and range of courses available, both 6% points lower in 2012, whilst there is a 9% points difference in those satisfied with the quality of the facilities, 89% satisfied in 2012 compared to 98% in 2009. Care should be taken with these results however, as the base sizes fall below 100.

Of the respondents who said they had not attended an adult learning course in the past 2 years, we wanted to know how many were interested in doing a course, and what was stopping them from doing one. In all, 1 in 5 (20%) of residents not currently attending said they were interested in taking up a course.

One of the greatest barriers to their taking up an adult learning course is the lack of time, 40% mentioning this. However, a quarter (24%) of those interested also said that cost of courses is a barrier. It is difficult to know if this is simply perception or whether they have investigated the possibility, but nevertheless, the cost of courses is prohibitive to some people. The timing of courses and subject matter were also among the most popular reasons given for not attending.

Interestingly, 7% also said that lack of information on courses is also a barrier, suggesting there are residents out there who may well be interested in an adult course but do not have the right information to take the next step forward.

Figure 27: Interest in taking up adult learning courses and barriers %

<table>
<thead>
<tr>
<th>% Interested in Adult Learning courses</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Barriers</strong></td>
</tr>
<tr>
<td>Lack of time</td>
</tr>
<tr>
<td>Cost of courses</td>
</tr>
<tr>
<td>Timing of classes</td>
</tr>
<tr>
<td>Not interested in subjects</td>
</tr>
<tr>
<td>Location of classes</td>
</tr>
<tr>
<td>Lack of information on courses</td>
</tr>
<tr>
<td>Nervous / Lack of confidence</td>
</tr>
<tr>
<td>No childcare facilities</td>
</tr>
<tr>
<td>Don’t know what is available</td>
</tr>
<tr>
<td>Health</td>
</tr>
<tr>
<td>All others</td>
</tr>
</tbody>
</table>

Base: Respondent who have not attended adult classes (2012 – 916)

Base: Respondent with an interest in adult learning (2012: 172)
8. SCHOOL SERVICES

8.1 Overall satisfaction with school services

Of residents interviewed who had children in the household attending a primary or secondary school in the Vale, we asked them how satisfied they were overall with school services in the Vale of Glamorgan. 9 in 10 (91%) said they were satisfied overall, with three quarters (74%) saying they were ‘very’ satisfied. Compared to 2009, there has been a slight drop in the overall satisfaction levels (96% in ‘09), whilst fewer this time round were willing to give school services the top rating of ‘very’ satisfied (88% ’09 vs. 74% ’12).

Figure 28: Overall satisfaction with School Services – 2009 vs. 2012 %

Across the three regions, results appear to be very consistent, therefore suggesting that no region has any particular issues with school services in their area. Dissatisfaction levels vary from 4% in Barry to 8% in West & Central.
9. NOISE CONTROL

9.1 Rating of types of noise pollution in their local area

Showing residents a list of potential noise pollution issues in their local area, we asked them to tell us whether they believed them to be a serious problem for them, a problem but not serious, or not a problem at all for them. Animals and Neighbours were the two types of noise pollution that cause most concern for residents.

In all, 10% said that animal noise was a problem for them, 3% saying it was a serious problem. 9% also said that neighbour noise pollution was a problem, with 4% saying it was a serious problem. Road traffic was a problem to 7% of residents, but only 2% believed it to be a serious problem.

Looking at the results for those stating the types of noise pollution as a problem to them in their local area, there was very little difference by region, with residents in Barry slightly more likely to say that Animals and Neighbours noise pollution is a problem for them. Road traffic noise pollution seems to be more a problem for residents in the East (15% saying it's a problem) compared to 6% in Barry and 4% in West & Central. See figure 30 overleaf.
Figure 30: Rating of types of noise pollution in their local area – serious problem/problem not serious %

<table>
<thead>
<tr>
<th>Noise Source</th>
<th>Serious problem / Problem not serious</th>
<th>W&amp;C</th>
<th>Barry</th>
<th>East</th>
</tr>
</thead>
<tbody>
<tr>
<td>Animals</td>
<td>10</td>
<td>9</td>
<td>11</td>
<td>9</td>
</tr>
<tr>
<td>Neighbours</td>
<td>9</td>
<td>6</td>
<td>10</td>
<td>8</td>
</tr>
<tr>
<td>Road traffic</td>
<td>7</td>
<td>4</td>
<td>6</td>
<td>15</td>
</tr>
<tr>
<td>Pubs, clubs and entertainment</td>
<td>4</td>
<td>4</td>
<td>5</td>
<td>4</td>
</tr>
<tr>
<td>Trains</td>
<td>3</td>
<td>1</td>
<td>3</td>
<td>2</td>
</tr>
<tr>
<td>Construction/demolition</td>
<td>2</td>
<td>1</td>
<td>3</td>
<td>4</td>
</tr>
<tr>
<td>Industrial/commercial premises</td>
<td>2</td>
<td>1</td>
<td>2</td>
<td>3</td>
</tr>
<tr>
<td>Aircraft</td>
<td>2</td>
<td>5</td>
<td>1</td>
<td>-</td>
</tr>
<tr>
<td>Road works</td>
<td>1</td>
<td>1</td>
<td>3</td>
<td>2</td>
</tr>
</tbody>
</table>

Base: All respondents (2012 – 1012)
10. DELIVERING SERVICES ELECTRONICALLY

10.1 Usage of the internet

In the last 3 years, internet usage in the Vale has jumped from 58% to 72%, and is a sign that the internet is fast becoming an important part of the majority of people’s lives. Regionally, there are some differences in internet usage, where 78% of residents in the East and 75% in West & Central use the internet, compared with only 67% use the internet in Barry. It is well known that people in the lower socio-economic groups (C2DEs) are more likely to find barriers to accessing the internet, mainly due to cost and accessibility, and may explain why fewer residents in Barry (which has higher proportions of C2DEs) use the internet.

![Figure 31: Currently use the internet – by region %](image)

Of those with access to the internet, we wanted to know how many had used the Vale of Glamorgan Council website in the last 12 months. In 2009, 36% of internet users said they had used the Council website in the last 12 months – three years later, this has increased to 59%.

By re-basing the results on all residents (including those without internet access), we see that the proportion of Vale residents using the Council website over the past three years has doubled from 21% to 42%.

We wanted to get a better understanding of why residents visited the Council website. A significant proportion was looking for some information. Over half (55%) said they’d visited to find out local information; almost a third (31%) wanted to find out what’s on in the Vale. However many also wanted to access services direct, with 24% wanting to request a service while 15% said they wanted to pay a bill. See figure 32 overleaf.
Council website usage is slightly higher in the East, with almost half (48%) saying they’ve visited it in the past 12 months, compared to 41% in Barry and 39% in West & Central.

Overall rating of the Council website has remained fairly consistent, with the majority (97%) rating it as Excellent/Good/Fair, and is the same as in 2009. However fewer residents are rating the website as Excellent in 2012 (14%) compared to a quarter (25%) in 2009 and this may reflect the expectation of a broader user group with more diverse needs.
11. COMMUNICATION AND CONTACT WITH THE COUNCIL

11.1 Overall satisfaction with information you receive about the Council

Overall satisfaction with the information received from the Council has remained fairly consistent over the past few years, with 76% saying they were satisfied overall compared to 77% in 2009. However, fewer residents gave a ‘don’t know’ response in 2012 (18% ’09, 9% ’12), but seemingly moving into the dissatisfied camp, with 15% saying they were dissatisfied with this aspect overall compared to 4% in 2009.

Figure 34: Overall satisfaction with information receive about the Council – 2009 vs. 2012%

Respondents in West & Central were more likely to say they were satisfied with the information they receive about the Council (83% very or fairly satisfied) compared to 74% satisfaction in the East and 72% in Barry. Dissatisfaction varied from 9% dissatisfied in West & Central to 1 in 5 (19%) in the East.

11.2 Ability to influence decisions in their local area

In 2009, only a third of residents felt strongly enough to give an opinion one way or the other as to whether they agreed or disagreed that they can influence local decisions. In 2012, three quarters of residents expressed an opinion, possibly indicating that residents now feel a greater engagement with the Council.

In all, 44% of residents agreed that they have the ability to influence decisions in their local area, 1 in 10 (12%) agreed strongly with this. However, a third (32%) do not feel they can influence decisions that affect them locally. See figure 35 overleaf.
Interestingly, residents in West & Central were much more likely to agree with this statement (53% agreeing), with 23% in this region agreeing ‘strongly’. 2 in 5 (40%) in Barry and the East agreed with this statement.

Of those disagreeing with the statement, we asked why they don’t feel they can influence decisions in their local area. Half (51%) said they felt that Councillors and the Council had their ‘own agenda’ and they don’t listen or care what the residents think.
A further third (33%) felt they had no voice or influence to make a difference. A selection of comments has been included below:

*If the council wants to do things, they will, regardless of what residents say.*

*Most of the time there is an agenda that they will push through.*

*I do not feel I have a voice.*

*I do not believe anything I say would make any difference.*

By looking at overall satisfaction of Council services with the extent residents agree or disagree that they can influence decisions, we see an interesting pattern emerging. Those who are most satisfied overall are more likely to say they ‘strongly’ agree they can influence decisions. In contrast, those residents who ‘strongly’ disagree they can influence decisions are less likely to be satisfied overall with the Council. It is therefore reasonable to say that the more you feel you can influence decisions, the more likely you are to feel satisfied with the Council.

**Figure 37: Overall satisfaction by extent agree/disagree they can influence decisions in their local area %**

<table>
<thead>
<tr>
<th>Extent to which agree / disagree that can influence decisions</th>
<th>Very satisfied</th>
<th>Fairly satisfied</th>
<th>Fairly dissatisfied</th>
<th>Very dissatisfied</th>
</tr>
</thead>
<tbody>
<tr>
<td>Strongly agree</td>
<td>78</td>
<td>21</td>
<td>4</td>
<td>1</td>
</tr>
<tr>
<td>Agree</td>
<td>30</td>
<td>65</td>
<td>14</td>
<td>15</td>
</tr>
<tr>
<td>Disagree</td>
<td>14</td>
<td>78</td>
<td>65</td>
<td>11</td>
</tr>
<tr>
<td>Strongly disagree</td>
<td>15</td>
<td>65</td>
<td>11</td>
<td>9</td>
</tr>
</tbody>
</table>

**Base: All respondents (2012 – 1012)**

### 11.3 Contacting the Council

The proportion of residents saying they have contacted the Council in the last 12 months has increased 11% points since 2009 (from 35% to 46% in the last 3 years).

The method for contact is dominated by the telephone, with 85% of those who have contacted in the last 12 months using this forum for contact. A fifth (20%) have also had contact with the Council in person, whilst 14% have done so by email. See figure 38 overleaf.
Residents in Barry and the East were most likely to have contacted the Council in the past year, with half (50% and 52% respectively) having done so. 37% of residents in West & Central had felt a need to contact the Council in the past year.
Residents who had contact with the Council in the past 12 months were asked to rate various aspects of the service received. Overall, all were positive, with 8 in 10 or more stating they were satisfied overall with each element of the service.

Having a service that is *easily understood* was rated highest in 2012, with virtually all (99%) saying they felt that the information was not complicated and jargon free. 98% also said they were satisfied with the *politeness of staff*.

Results varied very little from 3 years ago and it is encouraging that standards have been maintained, given that there has been an increase in the number contacting the Council.

**Figure 40: Satisfaction with different elements of service received when contacting the Council %**

<table>
<thead>
<tr>
<th>Base size</th>
<th>Overall satisfaction 2009</th>
<th>Overall satisfaction 2012</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>(346)</td>
<td>(471)</td>
</tr>
<tr>
<td>%</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Easily understood</td>
<td>99</td>
<td>99</td>
</tr>
<tr>
<td>Politeness of staff</td>
<td>98</td>
<td>98</td>
</tr>
<tr>
<td>Opening hours</td>
<td>99</td>
<td>97</td>
</tr>
<tr>
<td>Attitude of staff</td>
<td>96</td>
<td>96</td>
</tr>
<tr>
<td>Helpfulness of staff</td>
<td>95</td>
<td>95</td>
</tr>
<tr>
<td>The quality of information supplied</td>
<td>92</td>
<td>90</td>
</tr>
<tr>
<td>Initial response time to query</td>
<td>91</td>
<td>87</td>
</tr>
<tr>
<td>Overall response time to query</td>
<td>88</td>
<td>86</td>
</tr>
<tr>
<td>The outcome of your enquiry</td>
<td>85</td>
<td>81</td>
</tr>
</tbody>
</table>

Of the few (around 1 in 10) who had experienced any problems when contacting the Council, over half mentioned that this was to do with a *slow response* (53%), while 25% also mentioned *being passed around* as their main gripe.
Figure 41: Did you experience any problems when contacting the Council and what were those problems %

Did you experience any problems when contacting the Council? %

<table>
<thead>
<tr>
<th>Problem</th>
<th>2012</th>
</tr>
</thead>
<tbody>
<tr>
<td>Slow response</td>
<td>53</td>
</tr>
<tr>
<td>Being passed around</td>
<td>25</td>
</tr>
<tr>
<td>No response</td>
<td>13</td>
</tr>
<tr>
<td>Couldn't speak to real person</td>
<td>13</td>
</tr>
<tr>
<td>Location of Council Offices</td>
<td>5</td>
</tr>
<tr>
<td>Line engaged</td>
<td>2</td>
</tr>
<tr>
<td>Others</td>
<td>11</td>
</tr>
</tbody>
</table>

Base: Respondent who have contacted Council in last 12 months (2012 – 471)

Base: Respondent who experienced a problem when contacting the Council (2012: 43)
Appendix 1 – Survey Questionnaire
READ OUT: Good morning/afternoon/ evening. My name is ……from Beaufort Research. We’re carrying out a survey on behalf of Vale of Glamorgan Council. The Council want to gain the views of residents about the services they receive from the Council. This is an extremely important survey as it gives a clear indication of where the Council is getting it right and where they need to improve.

It should take around 20-30 minutes, and all the answers you give will be kept completely confidential.

REASSURE AS NECESSARY:
All answers treated in strictest confidence
Beaufort is an independent market research company and we are not selling anything.

SHOW VALE OF GLAMORGAN LETTER TO RESPONDENT IF NECESSARY

INTERVIEWER READ OUT: Firstly, I need to ask a few question to ensure we speak to a cross-section of people

QA  Do you, personally, work for any of the following employers?  (7)

- A private sector business  1 ➔ CONT.
- A charity  2 ➔ CONT.
- Vale of Glamorgan Council  3 ➔ CLOSE
- None of these  4 ➔ CONT.
- Do not work  5 ➔ CONT.

Q1  Which of the following age groups do you fall into?  (8)

<table>
<thead>
<tr>
<th>Age Group</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>16-24</td>
<td>1</td>
</tr>
<tr>
<td>25-34</td>
<td>2</td>
</tr>
<tr>
<td>35-44</td>
<td>3</td>
</tr>
<tr>
<td>45-54</td>
<td>4</td>
</tr>
<tr>
<td>55-64</td>
<td>5</td>
</tr>
<tr>
<td>65-74</td>
<td>6</td>
</tr>
<tr>
<td>75+</td>
<td>7</td>
</tr>
</tbody>
</table>

Q2.  Record respondent gender  (9)

<table>
<thead>
<tr>
<th>Gender</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Male</td>
<td>1</td>
</tr>
<tr>
<td>Female</td>
<td>2</td>
</tr>
</tbody>
</table>
Q3. Can you tell me the occupation of the chief income earner in your household? [The Chief Income Earner is the member of the household with the largest income, whether from employment, pensions, state benefit, investments or any other source]

NOTE: If retired ask for occupation before retirement

Actual Job
______________________________________

Position/grade
______________________________________ (10)

CODE SOCIAL GRADE

<table>
<thead>
<tr>
<th>Code</th>
<th>Social Grade</th>
</tr>
</thead>
<tbody>
<tr>
<td>A</td>
<td>1</td>
</tr>
<tr>
<td>B</td>
<td>2</td>
</tr>
<tr>
<td>C1</td>
<td>3</td>
</tr>
<tr>
<td>C2</td>
<td>4</td>
</tr>
<tr>
<td>D</td>
<td>5</td>
</tr>
<tr>
<td>E</td>
<td>6</td>
</tr>
</tbody>
</table>

Q4. We can conduct this interview in English or in Welsh - which would you prefer? (11)

English 1
Welsh 2

SET UP APPOINTMENT FOR CALL BACK WITH WELSH SPEAKING INTERVIEWER AS NECESSARY
TRANSPORT IN THE VALE OF GLAMORGAN

ASK ALL

INTERVIEWER READ OUT: Firstly, we are going to talk about transport in the Vale of Glamorgan

SHOW CARD A
Q5 Which is your USUAL MAIN mode of transport to access the following?

<table>
<thead>
<tr>
<th>READ OUT….</th>
<th>Car</th>
<th>Bus</th>
<th>Train</th>
<th>Motorcycle</th>
<th>Walk</th>
<th>Taxi</th>
<th>Bicycle</th>
<th>NA</th>
</tr>
</thead>
<tbody>
<tr>
<td>A. Work</td>
<td>1</td>
<td>2</td>
<td>3</td>
<td>4</td>
<td>5</td>
<td>6</td>
<td>7</td>
<td>8</td>
</tr>
<tr>
<td>B. Shopping</td>
<td>1</td>
<td>2</td>
<td>3</td>
<td>4</td>
<td>5</td>
<td>6</td>
<td>7</td>
<td>8</td>
</tr>
<tr>
<td>C. Leisure</td>
<td>1</td>
<td>2</td>
<td>3</td>
<td>4</td>
<td>5</td>
<td>6</td>
<td>7</td>
<td>8</td>
</tr>
</tbody>
</table>

SHOW CARD B
Q6 How often do you use the following forms of transport?

<table>
<thead>
<tr>
<th>READ OUT….</th>
<th>At least once a week</th>
<th>At least once a fortnight</th>
<th>At least once a month</th>
<th>Less than once a month</th>
<th>Not at all</th>
</tr>
</thead>
<tbody>
<tr>
<td>Bus</td>
<td><em>1</em></td>
<td><em>2</em></td>
<td><em>3</em></td>
<td>4</td>
<td>5</td>
</tr>
<tr>
<td>Train</td>
<td><em>1</em></td>
<td><em>2</em></td>
<td><em>3</em></td>
<td>4</td>
<td>5</td>
</tr>
<tr>
<td>Cycle</td>
<td><em>1</em></td>
<td><em>2</em></td>
<td><em>3</em></td>
<td>4</td>
<td>5</td>
</tr>
<tr>
<td>Walking</td>
<td><em>1</em></td>
<td><em>2</em></td>
<td><em>3</em></td>
<td>4</td>
<td>5</td>
</tr>
<tr>
<td>Greenlinks/Other Community Transport</td>
<td><em>1</em></td>
<td><em>2</em></td>
<td><em>3</em></td>
<td>4</td>
<td>5</td>
</tr>
</tbody>
</table>

SHOW CARD C
Q7 When using ……….[ask for each mode of transport used *at least once a month* at Q6] can you tell me your usual destinations?

<table>
<thead>
<tr>
<th></th>
<th>Bus</th>
<th>Train</th>
<th>Cycle</th>
<th>Walking</th>
<th>Greenlinks/Other Community Transport</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>(23-26m)</td>
<td>(27-30m)</td>
<td>(31-34m)</td>
<td>(35-38m)</td>
<td>(39-42m)</td>
</tr>
<tr>
<td>Barry</td>
<td>1</td>
<td>1</td>
<td>1</td>
<td>1</td>
<td>1</td>
</tr>
<tr>
<td>Bridgend</td>
<td>2</td>
<td>2</td>
<td>2</td>
<td>2</td>
<td>2</td>
</tr>
<tr>
<td>Cardiff</td>
<td>3</td>
<td>3</td>
<td>3</td>
<td>3</td>
<td>3</td>
</tr>
<tr>
<td>Cowbridge</td>
<td>4</td>
<td>4</td>
<td>4</td>
<td>4</td>
<td>4</td>
</tr>
<tr>
<td>Dinas Powys</td>
<td>5</td>
<td>5</td>
<td>5</td>
<td>5</td>
<td>5</td>
</tr>
<tr>
<td>Llantwit Major</td>
<td>6</td>
<td>6</td>
<td>6</td>
<td>6</td>
<td>6</td>
</tr>
<tr>
<td>Penarth</td>
<td>7</td>
<td>7</td>
<td>7</td>
<td>7</td>
<td>7</td>
</tr>
<tr>
<td>Talbot Green / Llantrisant</td>
<td>8</td>
<td>8</td>
<td>8</td>
<td>8</td>
<td>8</td>
</tr>
<tr>
<td>Other Rural Vale</td>
<td>9</td>
<td>9</td>
<td>9</td>
<td>9</td>
<td>9</td>
</tr>
<tr>
<td>Other___________________(Bus)</td>
<td>A</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Other___________________(Train)</td>
<td></td>
<td>B</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Other___________________(Cycle)</td>
<td></td>
<td></td>
<td>C</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Other___________________(Walking)</td>
<td></td>
<td></td>
<td></td>
<td>D</td>
<td></td>
</tr>
<tr>
<td>Other___________________(Comm. Transp)</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td>E</td>
</tr>
</tbody>
</table>
CORE SHOW CARD 1

Q8 How satisfied or dissatisfied are you with the provision of and access to public transport or community transport information? (45)

<table>
<thead>
<tr>
<th></th>
<th>Very satisfied</th>
<th>Fairly satisfied</th>
<th>Fairly dissatisfied</th>
<th>Very dissatisfied</th>
<th>Don't know</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>1</td>
<td>2</td>
<td>3</td>
<td>4</td>
<td>5</td>
</tr>
</tbody>
</table>

Q9 Where do you access information about public transport or community transport? (e.g. services, timetables etc)? (46-49m)

CODE ALL THAT APPLY

<table>
<thead>
<tr>
<th>Access methods</th>
<th>1</th>
<th>2</th>
<th>3</th>
<th>4</th>
<th>5</th>
<th>6</th>
<th>7</th>
</tr>
</thead>
<tbody>
<tr>
<td>Council website</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td>1</td>
</tr>
<tr>
<td>Public Transport Guide</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td>2</td>
</tr>
<tr>
<td>Transport providers e.g bus/ train company</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td>3</td>
</tr>
<tr>
<td>Travel information services e.g Traveline</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td>4</td>
</tr>
<tr>
<td>Through own research (e.g. asking friends/family)</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td>5</td>
</tr>
<tr>
<td>Other, please specify _______________________</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td>6</td>
</tr>
<tr>
<td>Don't know</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td>7</td>
</tr>
</tbody>
</table>

CORE SHOW CARD 1

Q10 Whether you're a bus user or not, how satisfied or dissatisfied are you with the following regarding local bus services?

<table>
<thead>
<tr>
<th>Service</th>
<th>Very satisfied</th>
<th>Fairly satisfied</th>
<th>Fairly dissatisfied</th>
<th>Very dissatisfied</th>
<th>Don't know</th>
</tr>
</thead>
<tbody>
<tr>
<td>A. Bus routes</td>
<td>1</td>
<td>2</td>
<td>3</td>
<td>4</td>
<td>5</td>
</tr>
<tr>
<td>B. Bus timings</td>
<td>1</td>
<td>2</td>
<td>3</td>
<td>4</td>
<td>5</td>
</tr>
<tr>
<td>C. Bus reliability</td>
<td>1</td>
<td>2</td>
<td>3</td>
<td>4</td>
<td>5</td>
</tr>
<tr>
<td>D. Bus courtesy</td>
<td>1</td>
<td>2</td>
<td>3</td>
<td>4</td>
<td>5</td>
</tr>
<tr>
<td>E. Bus shelters</td>
<td>1</td>
<td>2</td>
<td>3</td>
<td>4</td>
<td>5</td>
</tr>
<tr>
<td>F. Cleanliness of buses</td>
<td>1</td>
<td>2</td>
<td>3</td>
<td>4</td>
<td>5</td>
</tr>
</tbody>
</table>

SHOW CARD D

Q11 Where do you do your majority of shopping? (56-59m)

CODE ALL THAT APPLY

<table>
<thead>
<tr>
<th>Location</th>
<th>1</th>
<th>2</th>
<th>3</th>
<th>4</th>
<th>5</th>
<th>6</th>
<th>7</th>
<th>8</th>
</tr>
</thead>
<tbody>
<tr>
<td>Barry</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td>1</td>
</tr>
<tr>
<td>Bridgend</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td>2</td>
</tr>
<tr>
<td>Penarth</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td>3</td>
</tr>
<tr>
<td>Cardiff</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td>4</td>
</tr>
<tr>
<td>Cowbridge</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td>5</td>
</tr>
<tr>
<td>Culverhouse Cross</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td>6</td>
</tr>
<tr>
<td>Llantwit Major</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td>7</td>
</tr>
<tr>
<td>Other, Please specify in which 'other' town</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td>8</td>
</tr>
<tr>
<td>/ village you do the majority of your shopping:</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td>9</td>
</tr>
</tbody>
</table>
ASK IF 'OTHER' MENTIONED AT Q11

Q12 Why do you use this place to do the majority of your shopping? (60-63m)

RECORD VERBATIM

________________________________________________________________
________________________________________________________________
________________________________________________________________

Don't know
Refused

ENVIRONMENTAL & VISIBLE SERVICES

ASK ALL

INTERVIEWER READ OUT: We are now going to talk about some of the more visible services that the council provides (e.g. waste collection etc)

CORE SHOW CARD 1

Q13 How satisfied or dissatisfied are you with the following waste management and cleansing services?

ROTATE ORDER OF STATEMENTS
Tick √ box to indicate start point

<table>
<thead>
<tr>
<th>Tick</th>
<th>READ OUT:</th>
<th>Very satisfied</th>
<th>Fairly satisfied</th>
<th>Fairly dissatisfied</th>
<th>Very dissatisfied</th>
<th>Don't know</th>
</tr>
</thead>
<tbody>
<tr>
<td>A.</td>
<td>Refuse collection</td>
<td>1 2 <em>3</em></td>
<td><em>3</em></td>
<td><em>4</em></td>
<td>5</td>
<td>(64)</td>
</tr>
<tr>
<td>B.</td>
<td>Bulky / special collections</td>
<td>1 2 <em>3</em></td>
<td><em>3</em></td>
<td><em>4</em></td>
<td>5</td>
<td>(65)</td>
</tr>
<tr>
<td>C.</td>
<td>Street cleaning</td>
<td>1 2 <em>3</em></td>
<td><em>3</em></td>
<td><em>4</em></td>
<td>5</td>
<td>(66)</td>
</tr>
<tr>
<td>D.</td>
<td>Kerbside recycling</td>
<td>1 2 <em>3</em></td>
<td><em>3</em></td>
<td><em>4</em></td>
<td>5</td>
<td>(67)</td>
</tr>
<tr>
<td>E.</td>
<td>Provision of recycling banks</td>
<td>1 2 <em>3</em></td>
<td><em>3</em></td>
<td><em>4</em></td>
<td>5</td>
<td>(68)</td>
</tr>
<tr>
<td>F.</td>
<td>Civic amenity sites (tips)</td>
<td>1 2 <em>3</em></td>
<td><em>3</em></td>
<td><em>4</em></td>
<td>5</td>
<td>(69)</td>
</tr>
<tr>
<td>G.</td>
<td>Public toilets</td>
<td>1 2 <em>3</em></td>
<td><em>3</em></td>
<td><em>4</em></td>
<td>5</td>
<td>(70)</td>
</tr>
<tr>
<td>H.</td>
<td>Overall satisfaction with Waste Management and Cleansing</td>
<td>1 2 <em>3</em></td>
<td><em>3</em></td>
<td><em>4</em></td>
<td>5</td>
<td>(71)</td>
</tr>
</tbody>
</table>

ASK IF DISSATISFIED WITH ANY ASPECT OF SERVICE (Q13 ANY OPTION A-H = VERY DISSATISFIED OR FAIRLY DISSATISFIED)

Q14 You mentioned you were dissatisfied with some aspect(s) of the waste management and cleansing services, why do you say you are dissatisfied?

RECORD VERBATIM (72-75m)

________________________________________________________________
________________________________________________________________
________________________________________________________________

Don't know
Refused

N
O
ASK ALL
CORE SHOW CARD 1
Q15 How satisfied or dissatisfied are you with the following highways maintenance services?
ROTATE ORDER OF STATEMENTS
Tick ✓ box to indicate start point

<table>
<thead>
<tr>
<th>READ OUT:</th>
<th>Very satisfied</th>
<th>Fairly satisfied</th>
<th>Fairly dissatisfied</th>
<th>Very dissatisfied</th>
<th>Don't know</th>
</tr>
</thead>
<tbody>
<tr>
<td>A. Road maintenance</td>
<td>1</td>
<td>2</td>
<td><em>3</em></td>
<td><em>4</em></td>
<td>5</td>
</tr>
<tr>
<td>B. Pavement maintenance</td>
<td>1</td>
<td>2</td>
<td><em>3</em></td>
<td><em>4</em></td>
<td>5</td>
</tr>
<tr>
<td>C. Traffic signals and Pelican crossings</td>
<td>1</td>
<td>2</td>
<td><em>3</em></td>
<td><em>4</em></td>
<td>5</td>
</tr>
<tr>
<td>D. Traffic signs and street signs</td>
<td>1</td>
<td>2</td>
<td><em>3</em></td>
<td><em>4</em></td>
<td>5</td>
</tr>
<tr>
<td>E. Road clearing following traffic accidents</td>
<td>1</td>
<td>2</td>
<td><em>3</em></td>
<td><em>4</em></td>
<td>5</td>
</tr>
<tr>
<td>F. Gritting the roads</td>
<td>1</td>
<td>2</td>
<td><em>3</em></td>
<td><em>4</em></td>
<td>5</td>
</tr>
<tr>
<td>G. Street lighting</td>
<td>1</td>
<td>2</td>
<td><em>3</em></td>
<td><em>4</em></td>
<td>5</td>
</tr>
<tr>
<td>H. Overall satisfaction with Highways Maintenance</td>
<td>1</td>
<td>2</td>
<td><em>3</em></td>
<td><em>4</em></td>
<td>5</td>
</tr>
</tbody>
</table>

ASK IF DISSATISFIED WITH ANY ASPECT OF SERVICE (Q15 ANY OPTION A-H = VERY DISSATISFIED OR FAIRLY DISSATISFIED)

Q16 You mentioned you were dissatisfied with some aspect(s) of the highways maintenance services, why do you say you are dissatisfied?

RECORD VERBATIM

________________________________________________________________
________________________________________________________________
________________________________________________________________

Don't know N
Refused O

ASK ALL
CORE SHOW CARD 1
Q17 How satisfied or dissatisfied are you with the following parks services?
ROTATE ORDER OF STATEMENTS
Tick ✓ box to indicate start point

<table>
<thead>
<tr>
<th>READ OUT:</th>
<th>Very satisfied</th>
<th>Fairly satisfied</th>
<th>Fairly dissatisfied</th>
<th>Very dissatisfied</th>
<th>Don't know</th>
</tr>
</thead>
<tbody>
<tr>
<td>A. Grass cutting in parks</td>
<td>1</td>
<td>2</td>
<td><em>3</em></td>
<td><em>4</em></td>
<td>5</td>
</tr>
<tr>
<td>B. Maintenance of flower beds in parks</td>
<td>1</td>
<td>2</td>
<td><em>3</em></td>
<td><em>4</em></td>
<td>5</td>
</tr>
<tr>
<td>C. Litter / cleanliness in parks and playing fields</td>
<td>1</td>
<td>2</td>
<td><em>3</em></td>
<td><em>4</em></td>
<td>5</td>
</tr>
<tr>
<td>D. Cleanliness of parks and open spaces (litter etc)</td>
<td>1</td>
<td>2</td>
<td><em>3</em></td>
<td><em>4</em></td>
<td>5</td>
</tr>
<tr>
<td>E. Grass cutting on the roadside</td>
<td>1</td>
<td>2</td>
<td><em>3</em></td>
<td><em>4</em></td>
<td>5</td>
</tr>
<tr>
<td>F. Tree maintenance</td>
<td>1</td>
<td>2</td>
<td><em>3</em></td>
<td><em>4</em></td>
<td>5</td>
</tr>
<tr>
<td>G. Overall satisfaction with Parks and Grounds Maintenance</td>
<td>1</td>
<td>2</td>
<td><em>3</em></td>
<td><em>4</em></td>
<td>5</td>
</tr>
</tbody>
</table>
ASK IF DISSATISFIED WITH ANY ASPECT OF SERVICE (Q17 ANY OPTION A-G = VERY DISSATISFIED OR FAIRLY DISSATISFIED)

Q18 You mentioned you were dissatisfied with some aspects(s) of the parks services, why do you say you are dissatisfied? Please include the name of the specific park you are dissatisfied with (if applicable)

RECORD VERBATIM

________________________________________________________________
________________________________________________________________
________________________________________________________________

Don't know N
Refused O

LEISURES CENTRES & TOURISM

ASK ALL

Q19 Do you currently use any of the leisure centres in the Vale of Glamorgan? (107)

Yes 1 ➔ Q21
No 2 ➔ Q20
Don't know 3 ➔ Q20

ASK IF DO NOT USE LEISURE CENTRES (Q19 = NO)

Q20 Can you tell me why you don't you use a local leisure centre? (108-111m)

Lack of time 1
Cost of activities 2
Health reasons 3
Don't wish to 4
Use alternative facilities 5
Other, please specify: 6

Don't know N

ROUTE: Q25

ASK IF USE LEISURE CENTRES (Q19 = YES)

Q21 Which local leisure centre(s) do you use? (112-115m)

Barry Leisure Centre 1
Penarth Leisure Centre 2
Holm View Leisure Centre (Barry) 3
Cowbridge Leisure Centre 4
Colcot Sports Centre (Barry) 5
Llantwit Major Leisure Centre 6
Jenner Park (Barry) 7
Other, please specify: 8

Don't know N
ASK IF USE LEISURE CENTRES (Q19 = YES)

SHOW CARD E

Q22 And how often you have used your local leisure centre(s) in the last year?  
(116)
- On a daily basis: 1
- At least once a week: 2
- At least once a month: 3
- Less often than once a month: 4
- Never: 5
- DK: 6

ASK IF USE LEISURE CENTRES (Q19 = YES)

CORE SHOW CARD 1

Q23 How satisfied or dissatisfied with the following regarding the local council leisure centres?

ROTATE ORDER OF STATEMENTS
Tick ✓ box to indicate start point

READ OUT:

<table>
<thead>
<tr>
<th>Tick ✓</th>
<th>Very satisfied</th>
<th>Fairly satisfied</th>
<th>Fairly dissatisfied</th>
<th>Very dissatisfied</th>
<th>Don’t know</th>
</tr>
</thead>
<tbody>
<tr>
<td>A. Access to premises</td>
<td>1</td>
<td>2</td>
<td><em>3</em></td>
<td><em>4</em></td>
<td>5 (117)</td>
</tr>
<tr>
<td>B. Information on available activities</td>
<td>1</td>
<td>2</td>
<td><em>3</em></td>
<td><em>4</em></td>
<td>5 (118)</td>
</tr>
<tr>
<td>C. Activities on offer</td>
<td>1</td>
<td>2</td>
<td><em>3</em></td>
<td><em>4</em></td>
<td>5 (119)</td>
</tr>
<tr>
<td>D. Building cleanliness</td>
<td>1</td>
<td>2</td>
<td><em>3</em></td>
<td><em>4</em></td>
<td>5 (120)</td>
</tr>
<tr>
<td>E. Range of facilities available</td>
<td>1</td>
<td>2</td>
<td><em>3</em></td>
<td><em>4</em></td>
<td>5 (121)</td>
</tr>
<tr>
<td>F. Pricing</td>
<td>1</td>
<td>2</td>
<td><em>3</em></td>
<td><em>4</em></td>
<td>5 (122)</td>
</tr>
<tr>
<td>G. Parking</td>
<td>1</td>
<td>2</td>
<td><em>3</em></td>
<td><em>4</em></td>
<td>5 (123)</td>
</tr>
<tr>
<td>H. Leisure centres overall</td>
<td>1</td>
<td>2</td>
<td><em>3</em></td>
<td><em>4</em></td>
<td>5 (124)</td>
</tr>
</tbody>
</table>

ASK IF DISSATISFIED WITH ANY ASPECT OF SERVICE (Q23 ANY OPTION A-H = VERY DISSATISFIED OR FAIRLY DISSATISFIED)

Q24 You mentioned you were dissatisfied with some aspect(s) of the local leisure centres, why do you say you are dissatisfied?

RECORD VERBATIM  

________________________________________________________________
________________________________________________________________
________________________________________________________________

Don’t know N
Refused O

B01145 Vale of Glamorgan: Public Opinion Survey  Page 8
**ASK ALL**

**Q25** Which of the following attractions have you visited in the last year? [SHOWCARD F]

**Q26** And what is your overall opinion of ..........[ASK FOR EACH VISITED AT Q25] [SHOWCARD G]

<table>
<thead>
<tr>
<th>Q25 Visited in last year (123-125m)</th>
<th>Q26</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Very Good</td>
<td>Good</td>
</tr>
<tr>
<td>Art Central (Barry)</td>
<td>1</td>
<td>2</td>
</tr>
<tr>
<td>Barry Island</td>
<td>2</td>
<td>1</td>
</tr>
<tr>
<td>Colhugh Beach (Llantwit Major)</td>
<td>3</td>
<td>1</td>
</tr>
<tr>
<td>Cowbridge Physic Garden</td>
<td>4</td>
<td>1</td>
</tr>
<tr>
<td>Cosmeston Lakes Country Park</td>
<td>5</td>
<td>1</td>
</tr>
<tr>
<td>Cosmeston Medieval Village</td>
<td>6</td>
<td>1</td>
</tr>
<tr>
<td>Dyffryn Gardens</td>
<td>7</td>
<td>1</td>
</tr>
<tr>
<td>Glamorgan Heritage Coast Visitor Centre</td>
<td>8</td>
<td>1</td>
</tr>
<tr>
<td>Memorial Hall (Barry)</td>
<td>9</td>
<td>1</td>
</tr>
<tr>
<td>Paget Rooms (Penarth)</td>
<td>A</td>
<td>1</td>
</tr>
<tr>
<td>Penarth Pier</td>
<td>B</td>
<td>1</td>
</tr>
<tr>
<td>Porthkerry Country Park</td>
<td>C</td>
<td>1</td>
</tr>
<tr>
<td>St Donats Art Centre</td>
<td>D</td>
<td>1</td>
</tr>
<tr>
<td>St Donats Castle</td>
<td>E</td>
<td>1</td>
</tr>
<tr>
<td>Washington Gallery Penarth</td>
<td>F</td>
<td>1</td>
</tr>
</tbody>
</table>

**Q27** Which of the following events have you attended in the last year? [SHOWCARD H]

**Q28** And what is your overall opinion of ..........[ASK FOR EACH VISITED AT Q27] [SHOWCARD G (AGAIN)]

<table>
<thead>
<tr>
<th>Q27 Attended in last year (144-147m)</th>
<th>Q28</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Very Good</td>
<td>Good</td>
</tr>
<tr>
<td>Barry Waterfront Tall Ships Festival</td>
<td>1</td>
<td>2</td>
</tr>
<tr>
<td>Barry Island Summer Events</td>
<td>2</td>
<td>1</td>
</tr>
<tr>
<td>Barry Transport Festival</td>
<td>3</td>
<td>1</td>
</tr>
<tr>
<td>Barry Island Firework Fiesta</td>
<td>4</td>
<td>1</td>
</tr>
<tr>
<td>Barry Christmas Events</td>
<td>5</td>
<td>1</td>
</tr>
<tr>
<td>Cowbridge Food Festival</td>
<td>6</td>
<td>1</td>
</tr>
<tr>
<td>Cowbridge Reindeer Parade</td>
<td>7</td>
<td>1</td>
</tr>
<tr>
<td>Events at Cosmeston Medieval Village (if yes please state which)</td>
<td>8</td>
<td>1</td>
</tr>
<tr>
<td>Events at Dyffryn Gardens (if yes please state which)</td>
<td>9</td>
<td>1</td>
</tr>
<tr>
<td>Llantwit Major Victorian Fayre</td>
<td>A</td>
<td>1</td>
</tr>
<tr>
<td>Penarth Summer Festival</td>
<td>B</td>
<td>1</td>
</tr>
<tr>
<td>Penarth Pier Summer Events</td>
<td>C</td>
<td>1</td>
</tr>
<tr>
<td>Zap Cats Powerboat Grand Prix, Barry Island</td>
<td>D</td>
<td>1</td>
</tr>
<tr>
<td>Vale of Glamorgan Music Festival</td>
<td>E</td>
<td>1</td>
</tr>
<tr>
<td>Vale Show</td>
<td>F</td>
<td>1</td>
</tr>
<tr>
<td>Watusi Festival, Fonmon</td>
<td>G</td>
<td>1</td>
</tr>
</tbody>
</table>
ASK IF ONE EVENT OR MORE ATTENDED AT Q27

Q29 How did you find out about the events you attended? (164-167m)

Local paper 1
Council website 2
Other website 3
Posters/leaflets 4
Council event sheet 5
Social media 6
Word of mouth 7
Other please specify: 8

_________________

Don’t know N

LIBRARY AND INFORMATION SERVICE

ASK ALL

INTERVIEWER READ OUT: We are now going to talk about library and information service

Q30 Do you use a local library in the Vale of Glamorgan? (168)

Yes 1 ➔ Q32
No 2 ➔ Q31
Don’t know 3 ➔ Q31

ASK IF DO NOT USE LIBRARY (Q30 = NO)

Q31 Why don’t you use a local library? (169-172m)

The library is not in a convenient location 1
Problems with parking 2
I cannot get to the library because of a mobility / health problem 3
The opening hours are not convenient 4
The library does not have the books, CDs or DVDs I want 5
Not enough computer or on-line facilities 6
I prefer to buy books 7
I’m worried about fines and charges 8
I use my leisure time in other ways 9
Other, please specify _________________________ A
Don’t know N

ROUTE: Q35
ASK IF USE LIBRARY (Q30 = YES)

SHOW CARD I
Q32 Which local library do you use most often? (173)

Penarth 1
Barry 2
Rhoose 3
Cowbridge 4
St Athan 5
Dinas Powys 6
Sully 7
Llantwit Major 8
Wenvoe 9
DK A

ASK IF USE LIBRARY (Q30 = YES)

CORE SHOW CARD 1
Q33 How satisfied or dissatisfied are you with the local library service provided? (174)

Very satisfied 1
Fairly satisfied 2
Fairly dissatisfied 3
Very dissatisfied 4
Don’t know 5

ASK IF USE LIBRARY (Q30 = YES)

SHOW CARD J
Q34 Which, if any, of the following would be more convenient to undertake at your local library rather than using your usual method? (175m)

Hand-in Council forms/documentation 1
Make a payment for a council service 2
Arrange collection of a bulky item 3
Collect recycling boxes or garden waste sacks 4
None of these would be more convenient to do at a local library 5

SCHOOL SERVICES

ASK ALL

INTERVIEWER READ OUT: We are now going to talk about school services in the Vale of Glamorgan

Q35 Does anyone in your household attend a Vale of Glamorgan School? (176)

Yes – primary school (including infants & juniors) 1 Q36
Yes – secondary school 2 Q36
Yes – both 3 Q36
No 4 Q37
Don’t know 5 Q37
ASK IF CHILDREN ATTEND SCHOOL (Q35 = YES - PRIMARY/SECONDARY/BOTH)

CORE SHOW CARD 1
Q36 How satisfied or dissatisfied are you with the services provided by the school(s)?

- Very satisfied: 1
- Fairly satisfied: 2
- Fairly dissatisfied: 3
- Very dissatisfied: 4
- Don't know: 5

ADULT AND COMMUNITY LEARNING

ASK ALL

INTERVIEWER INSTRUCTION: We are now going to talk about adult learning

SHOWCARD K
Q37 Have you attended any adult learning classes/courses shown on this card in the past two years?

- Yes: 1 ➔ Q38
- No: 2 ➔ Q40

ASK IF ATTENDED ADULT LEARNING CLASS (Q37=YES)

CORE SHOWCARD 1
Q38 Generally speaking, how satisfied or dissatisfied are you with the following aspects of the service you received?

ROTATE ORDER OF STATEMENTS
Tick ✓ box to indicate start point

<table>
<thead>
<tr>
<th>Tick ✓</th>
<th>READ OUT:</th>
<th>Very satisfied</th>
<th>Fairly satisfied</th>
<th>Fairly dissatisfied</th>
<th>Very dissatisfied</th>
<th>Don't know</th>
</tr>
</thead>
<tbody>
<tr>
<td>A.</td>
<td>Overall accessibility of the course</td>
<td>1</td>
<td>2</td>
<td><em>3</em></td>
<td><em>4</em></td>
<td>5</td>
</tr>
<tr>
<td>B.</td>
<td>Range of courses available</td>
<td>1</td>
<td>2</td>
<td><em>3</em></td>
<td><em>4</em></td>
<td>5</td>
</tr>
<tr>
<td>C.</td>
<td>Quality of the facilities</td>
<td>1</td>
<td>2</td>
<td><em>3</em></td>
<td><em>4</em></td>
<td>5</td>
</tr>
<tr>
<td>D.</td>
<td>Course content</td>
<td>1</td>
<td>2</td>
<td><em>3</em></td>
<td><em>4</em></td>
<td>5</td>
</tr>
<tr>
<td>E.</td>
<td>Quality of the teaching</td>
<td>1</td>
<td>2</td>
<td><em>3</em></td>
<td><em>4</em></td>
<td>5</td>
</tr>
<tr>
<td>F.</td>
<td>Timing of courses</td>
<td>1</td>
<td>2</td>
<td><em>3</em></td>
<td><em>4</em></td>
<td>5</td>
</tr>
<tr>
<td>G.</td>
<td>Value for money of courses</td>
<td>1</td>
<td>2</td>
<td><em>3</em></td>
<td><em>4</em></td>
<td>5</td>
</tr>
</tbody>
</table>

ASK IF DISSATISFIED WITH ANY ASPECT OF SERVICE (Q38 ANY OPTION A-G = VERY DISSATISFIED OR FAIRLY DISSATISFIED)

Q39 You indicated that you were dissatisfied with some aspect(s) of the adult learning services, why do you say you are dissatisfied?

RECORD VERBATIM

..........................................................................................................................................................
..........................................................................................................................................................
..........................................................................................................................................................

Don't know
Refused

(186-189m)
ASK IF NOT ATTENDED ADULT LEARNING CLASS (Q37=NO)

Q40 Would you be interested in taking part in adult learning classes/courses? (190)

Yes 1 ➔ Q41
No 2 ➔ Q42
Don’t know 3 ➔ Q42

ASK IF INTERESTED IN ADULT LEARNING CLASS (Q40 = YES)

SHOWCARD L

Q41 Are any of the following preventing you from taking part in adult learning opportunities? (191-194m)

Childcare and creche facilities not available in all centres 1
Cost of courses 2
Location of classes 3
Timing of classes 4
Lack of transport 5
Lack of information about the courses 6
Not interested in the subjects being offered 7
Lack of time 8
Lack of confidence 9
Nervous about starting a course A
Not interested in the qualification at the end of the course B
Don’t know what is available C
Other, please specify: D

Don’t know N

NOISE CONTROL

ASK ALL

SHOW CARD M

Q42 Using this card, how would you rate the following types of noise in your local area?

<table>
<thead>
<tr>
<th>READ OUT:</th>
<th>Serious problem</th>
<th>Problem, but not serious</th>
<th>Not a problem</th>
<th>DK/NA</th>
</tr>
</thead>
<tbody>
<tr>
<td>Construction / demolition</td>
<td>1</td>
<td>2</td>
<td>3</td>
<td>4</td>
</tr>
<tr>
<td>Road works</td>
<td>1</td>
<td>2</td>
<td>3</td>
<td>4</td>
</tr>
<tr>
<td>Pubs, clubs and entertainment</td>
<td>1</td>
<td>2</td>
<td>3</td>
<td>4</td>
</tr>
<tr>
<td>Neighbours</td>
<td>1</td>
<td>2</td>
<td>3</td>
<td>4</td>
</tr>
<tr>
<td>Animals e.g. dogs</td>
<td>1</td>
<td>2</td>
<td>3</td>
<td>4</td>
</tr>
<tr>
<td>Industrial / commercial premises</td>
<td>1</td>
<td>2</td>
<td>3</td>
<td>4</td>
</tr>
<tr>
<td>Trains</td>
<td>1</td>
<td>2</td>
<td>3</td>
<td>4</td>
</tr>
<tr>
<td>Road traffic</td>
<td>1</td>
<td>2</td>
<td>3</td>
<td>4</td>
</tr>
<tr>
<td>Aircraft</td>
<td>1</td>
<td>2</td>
<td>3</td>
<td>4</td>
</tr>
</tbody>
</table>
SHOW CARD N
Q43 I’d like you to look at the list on this card. If you could only choose six of these, which six do you think should be a priority for the Council?

- Access to the countryside
- Activities/ facilities for young people
- Affordable private housing
- Affordable social housing
- Cultural facilities (eg. theatres, galleries, cinemas)
- Climate Change
- Community activities
- Cost of living
- Crime levels
- Ecology / biodiversity
- Education provision (primary, secondary schools, further education)
- Employment prospects
- Local parks and open spaces
- Local childcare provision
- Local health services (e.g. GPs, health centres)
- Level of antisocial behaviour (e.g vandalism, graffiti, people being drunk)
- Noise levels
- Parking
- Pollution levels
- Public transport links
- Range of shopping facilities
- Roads and pavements
- Sense of community
- Social Services
- Sports and leisure facilities
- Street lighting
- Street cleanliness
- Traffic congestion levels
- Other, please specify:

None of these
Don’t know

SHOWCARD O
Q44a How much do you think you know about what the Council does?

A great deal
A fair amount
Just a little
Nothing at all
DK
CORE SHOW CARD 1
Q44b How satisfied or dissatisfied are you with the information you receive ABOUT the Vale of Glamorgan Council? (219)

- Very satisfied: 1
- Fairly satisfied: 2
- Fairly dissatisfied: 3
- Very dissatisfied: 4
- Don't know: 5

SHOW CARD P
Q45 If you wanted to influence a decision or decisions made by the Council which of the following would you do? (220-221m)
CODE ALL THAT APPLY

- Contact my local Councillor: 1
- Contact a Council officer: 2
- Contact a local voluntary or community group: 3
- Contact another elected official (e.g. MP, AM, MEP): 4
- Contact local press: 5
- Attend public/community meeting: 6
- Attend a Vale Council meeting: 7
- Attend a Town or Community Council meeting: 8
- Don't know: 9

SHOW CARD Q
Q46 To what extent do you agree or disagree that you can influence decisions affecting your local area? (222)

- Strongly agree: 1
- Agree: 2
- Disagree: 3
- Strongly disagree: 4
- Don't know: 5

ASK IF *DISAGREE THAT CAN INFLUENCE DECISIONS (Q46 = STRONGLY DISAGREE OR DISAGREE)

Q47 Why do you say you disagree?
RECORD VERBATIM (223-226m)

________________________________________________________________
________________________________________________________________
________________________________________________________________

Don't know N
Refused O
ASK ALL
SHOW CARD Q
Q48 To what extent do you agree or disagree with the following statement: 'I am proud to live in the Vale of Glamorgan'? (230)

Strongly agree  1
Agree  2
Disagree  *3*
Strongly disagree  *4*
Don't know  5

CORE SHOW CARD 1
Q49 How satisfied or dissatisfied are you with the overall service provided by the Vale of Glamorgan Council? (231)

Very satisfied  1
Fairly satisfied  2
Fairly dissatisfied  *3*
Very dissatisfied  *4*
Don't know  5

ASK IF DISSATISFIED WITH OVERALL SERVICE (Q49 = VERY DISSATISFIED OR FAIRLY DISSATISFIED)
Q50 Why do you say you are dissatisfied?

RECORD VERBATIM (232-235m)

________________________________________________________________
________________________________________________________________
________________________________________________________________

Don't know  N
Refused  O

DELIVERING COUNCIL SERVICES ELECTRONICALLY

ASK ALL
Q51 Do you currently use the Internet? (236)

Yes  1  ⇒ Q53
No  2  ⇒ Q52
**ASK IF DO NOT USE INTERNET (Q51 = NO)**

Q52 Do you think you might start using the internet in the next 2 years?  

- Yes 1  
- No 2  
- Don’t know 3  

**ROUTE:** Q60

**ASK IF USE INTERNET AT ALL (Q51 = YES)**

**SHOW CARD R**

Q53 Where do you currently use the Internet?  

**CODE ALL THAT APPLY**

- At home 1  
- At work 2  
- At someone else’s home (e.g. friend or relative) 3  
- Using your mobile phone 4  
- At a place of learning (e.g. school, college, university) 5  
- At Internet café 6  
- At a library 7  
- Other 8  

**ASK IF USE INTERNET AT ALL (Q51 = YES)**

Q54 Have you used the Council’s website www.valeofglamorgan.gov.uk or www.bromorgannwg.gov.uk in the last 12 months?  

**ROUTE:**

- Yes - www.valeofglamorgan.gov.uk 1  → Q56  
- Yes - www.bromorgannwg.gov.uk 2  → Q56  
- No 3  → Q55  
- Don’t know 4  → Q55

**ASK IF DO NOT USE COUNCIL WEBSITE (Q54 = NO)**

**SHOW CARD S**

Q55 Can you tell why you have not used the Council’s website in the last year?  

**ROUTE:**

- Not needed to contact the Council or look for information about it 1  
- Prefer face to face contact 2  
- Prefer telephone contact 3  
- Other ___________________________ 4

**ROUTE:** Q59
SHOW CARD T
Q56 How often have used this website during the last year? (250)

1-2 times 1
3-5 times 2
6-10 times 3
11-20 times 4
More often 5
Don’t know 6

SHOW CARD U
Q57 Overall, how would you rate this website? (251)

Excellent 1
Good 2
Fair 3
Poor 4
Don’t know 5

SHOWCARD V
Q58 Which of the following have you done on the website? (252-255m)

Pay bills 1
Request a service 2
Completed questionnaires 3
Book an appointment to see/speak to a member of Council staff or arrange a home visit 4
Look at online library catalogue 5
Find out local information (eg. Public transport or weather forecast) 6
Find out what is on in the Vale 7
Contacted your local Councillor 8
Other, please specify ___________________ 9

ASK IF USE INTERNET AT ALL (Q51 = YES)
SHOWCARD W
Q59 Which of the following would you like to be able to do via the Vale of Glamorgan Council website? (256-259m)

Apply for school places 1
Book bulky household waste removal 2
Have your say about local matters 3
Take part in message board discussions 4
Other, please specify ___________________ 5
CONTACTING THE COUNCIL

INTERVIEWER READ OUT: we are now going to talk to you about any contact you may have had with the Vale of Glamorgan council. This could be face to face, by telephone or online.

ASK ALL
Q60 Have you contacted the Vale of Glamorgan Council at all in the last 12 months? (260)

- Yes 1 ➔ Q61
- No 2 ➔ Q68
- Don’t know 3 ➔ Q68

ASK IF CONTACTED COUNCIL (Q60 = YES)
SHOWCARD X
Q61 Which of the following methods did you use to contact the Council? (261-264m)

- In person 1
- Telephone **2**
- Letter 3
- Email 4
- Via digital television 5
- Using Social Media – e.g. facebook, twitter 6
- Via the Internet / website 7
- Via a Councillor 8
- Via a Member of Parliament or Assembly Member 9
- Through a visit from a council officer A
- Through friend B
- During a visit from a Council officer C
- Other, please specify ________________ D
- Don’t know N

ASK IF CONTACTED COUNCIL THROUGH TELEPHONE (Q61 = TELEPHONE)
Q62 And was the telephone contact you made through the One Vale Contact Centre? (265)

- Yes 1
- No 2
- Don’t know 3
ASK IF CONTACTED COUNCIL AT ALL (Q60 = YES)

Q63 What was the reason for your MOST RECENT contact with the Council?

RECORD VERBATIM

__________________________________________________________________________
__________________________________________________________________________
__________________________________________________________________________

Don't know
Refused

SHOWCARD Y

Q64 Thinking about this most recent contact, how do you rate the service you received from the Council on the following aspects?

ROTATE ORDER OF STATEMENTS

Tick ✓ box to indicate start point

READ OUT:

<table>
<thead>
<tr>
<th>Tick ✓</th>
<th>Very good</th>
<th>Fairly good</th>
<th>Fairly poor</th>
<th>Very poor</th>
<th>Don't know</th>
</tr>
</thead>
<tbody>
<tr>
<td>A. Politeness of staff</td>
<td>1</td>
<td>2</td>
<td><em>3</em></td>
<td><em>4</em></td>
<td>5 (274)</td>
</tr>
<tr>
<td>B. Helpfulness of staff</td>
<td>1</td>
<td>2</td>
<td><em>3</em></td>
<td><em>4</em></td>
<td>5 (275)</td>
</tr>
<tr>
<td>C. Attitude of staff</td>
<td>1</td>
<td>2</td>
<td><em>3</em></td>
<td><em>4</em></td>
<td>5 (276)</td>
</tr>
<tr>
<td>D. The quality of information supplied</td>
<td>1</td>
<td>2</td>
<td><em>3</em></td>
<td><em>4</em></td>
<td>5 (277)</td>
</tr>
<tr>
<td>E. Initial response time to query</td>
<td>1</td>
<td>2</td>
<td><em>3</em></td>
<td><em>4</em></td>
<td>5 (278)</td>
</tr>
<tr>
<td>F. Opening hours</td>
<td>1</td>
<td>2</td>
<td><em>3</em></td>
<td><em>4</em></td>
<td>5 (279)</td>
</tr>
<tr>
<td>G. Easily understood (language of your choice, jargon free etc.)</td>
<td>1</td>
<td>2</td>
<td><em>3</em></td>
<td><em>4</em></td>
<td>5 (280)</td>
</tr>
<tr>
<td>H. Overall response time to query</td>
<td>1</td>
<td>2</td>
<td><em>3</em></td>
<td><em>4</em></td>
<td>5 (281)</td>
</tr>
<tr>
<td>I. The outcome of your enquiry</td>
<td>1</td>
<td>2</td>
<td><em>3</em></td>
<td><em>4</em></td>
<td>5 (282)</td>
</tr>
</tbody>
</table>

ASK IF ANY ASPECT OF SERVICE WAS POOR (Q64 ANY OPTION A-I = VERY POOR OR FAIRLY POOR)

Q65 Why do you say that something about the service you received was poor?

RECORD VERBATIM

__________________________________________________________________________
__________________________________________________________________________
__________________________________________________________________________

Don't know
Refused
ASK IF CONTACTED COUNCIL AT ALL (Q60 = YES)

Q66 Still thinking about your most recent contact, did you experience any problems when contacting the Council?

Yes  1 ➔ Q67
No   2 ➔ Q68
Don’t know  3 ➔ Q68

ASK IF EXPERIENCED PROBLEM WITH MOST RECENT CONTACT (Q66 = YES)

SHOWCARD Z
Q67 What type(s) of problem(s) did you experience?

Slow response  1
No response  2
Getting passed around to different people/departments  3
Line engaged  4
Location of the Council offices  5
Could not speak to an actual person / only got automated message  6
Other, please specify______________________  7
Don’t know  N

ASK ALL

SHOWCARD AA
Q68 How do you receive information ABOUT the Vale of Glamorgan?

Council e-newsletter  1
Letters/ Leaflets through the post  2
Leaflets with bin bags  3
On local notice boards (community centre, library etc.)  4
Local papers  5
Local television/ Radio  6
Social Media – e.g. facebook, twitter  7
Council website  8
Word of mouth  9
In person at Council offices  A
Through your local Councillor  B
Public meetings  C
Other, please specify______________________  D
Don’t know  N
SHOWCARD BB
Q69 From which of these local media sources do you usually get information or news about the Vale of Glamorgan Council? (299-302m)

**Papers**
- Western Mail 1
- South Wales Echo 2
- Glamorgan Gem 3
- Penarth Times 4
- Barry and District News 5

**TV**
- BBC Wales 6
- ITV Wales 7

Any Other Media Source, please specify: 8

Don’t know N

SHOW CARD CC
Q70 How often if at all do you listen to Bro Radio (the Barry Community Radio Station)? (303)

- Daily 1
- At least once a week 2
- Rarely 3
- Not at all 4
Finally a few questions about you…..

ASK ALL

SHOWCARD DD
Q71 Which of these best describes your ethnic group?  (304)

A. White
☐ Welsh / English / Scottish / Northern Irish / British  1
☐ Irish  2
☐ Gypsy or Irish Traveller  3
☐ Any other White background, write in;  4

B. Mixed / multiple ethnic groups
☐ White and Black Caribbean  5
☐ White and Black African  6
☐ White and Asian  7
☐ Any other Mixed / multiple ethnic background:  8

C. Asian / Asian British
☐ Indian  9
☐ Pakistani  A
☐ Bangladeshi  B
☐ Chinese  C
☐ Any other Asian background:  D

D. Black / African / Caribbean / Black British
☐ African  E
☐ Caribbean  F
☐ Any other Black / African / Caribbean background:  G

E. Other ethnic group
☐ Arab  H
☐ Any other ethnic group, write in:  I
SHOW CARD EE

Q72 How would you describe your working status? (305)

- In full time paid work as an employee (30+ hours) 1
- In part time paid work as an employee (16 - 30 hours) 2
- In part time paid work as an employee (less than 16 hours per week) 3
- Doing paid work on a self-employed basis or within your own business 4
- On a government training programme (National Traineeship/Modern Apprenticeship) 5
- Temporarily away from a paid job or business 6
- Claiming unemployment benefit (includes Unemployment Benefit, Income Support, National Insurance Credits, Job Seekers Allowance) 7
- Out of work and not claiming benefit but have actively looked for work in the past 4 weeks 8
- Out of work and not claiming benefit, not looking for work, but would take work if it were available 9
- Looking after the home or family or caring for a sick/elderly relative, but would like to work  A
- Unpaid worker for a business, community or voluntary organisation  B
- Long term sick  C
- Retired  D
- Full time student at a Further Education College, Sixth Form or University  E
- Other, please specify  F

Respondent name:
___________________________________________________________________________________________

Address:
__________________________________________________________________________________________

Postcode: __________________________ (310) (311) (312) (313) (314) (315) (316)

Telephone Number: ______________________________________________________________
___________________________________________________________________________________________

ASK ALL

INTERVIEWER READ OUT:
The Vale of Glamorgan Council uses the views of residents to inform decisions on the delivery of services wherever possible. One of the ways it does this is by surveying the opinion of the Citizens' Panel. The Panel is made up of around 1000 residents across the Vale. The Council typically sends four or five questionnaires to the Panel each year. These take only a few minutes to complete and can be returned via post or online. Would you be interested in joining the Panel and help make sure the Council responds to the wishes of its residents? By saying yes at this stage you are not firmly committed to joining the Panel, just agreeing to receive more information about it from the Council?

Yes - interested 1 see below
No – not interested 2 thank & close
If YES, INTERESTED

Could I just take a few further details from you,

Email: ______________________________________

Date of Birth: ______________________________________

Disability:
Yes  1
No  2

If Yes, please specify:
_________________________________________________________

Language prefer to be contacted in:

English  1
Welsh  2

Are you happy for us to pass your details on to the Council so they can contact you about the Panel - this will include name, address, date of birth, email (if given), disability, ethnicity & preferred language of contact but will NOT include any other answers you have to this survey?

Yes – happy to pass these details on  1
No – not happy to pass these details on  2

THANK YOU FOR YOUR TIME: PROVIDE THANK-YOU LEAFLET

Interviewer Declaration: I declare that I have conducted this interview face to face with the above named person (who is unknown to me) according to your instructions

Signature:_________________________ Date of interview: _______ /_______/ ______

WRITE IN YOUR INTERVIEWER NUMBER

B01145  F.O.U. (BACK CHECKS)  Accompanied: Yes 1  No 2  Supervisor signature: