

## Appendix 2 – Community area tables

### 1 Satisfaction with local area

**Table 1.1: Of those residents who expressed a view, whether they were satisfied or dissatisfied with their local area as a place to live (a)**

	Satisfied	Dissatisfied	Total
Ruthin	93%	7%	100%
A55 Corridor	93%	7%	100%
Denbigh	91%	9%	100%
Dee Valley	90%	10%	100%
Prestatyn	86%	14%	100%
Rhyl	77%	23%	100%
Denbighshire	86%	14%	100%

(a) Those residents who said they didn't know (less than 1%) have been excluded.

**Table 1.2: Of those residents who expressed a view, whether they were satisfied or dissatisfied with their local area as a place to live and by sex**

	Satisfied		Dissatisfied		Total
	Males	Females	Males	Females	
Denbigh	48%	43%	7%	2%	100%
Dee Valley	46%	45%	4%	5%	100%
A55 Corridor	46%	48%	3%	4%	100%
Ruthin	46%	47%	2%	5%	100%
Prestatyn	37%	48%	7%	8%	100%
Rhyl	29%	48%	11%	12%	100%
Denbighshire	40%	47%	7%	7%	100%

(a) Those residents who said they didn't know (1%) have been excluded.

### 2 Whether local area had got better, stayed the same or got worse

**Table 2.1: Whether residents thought their local area as a place to live had got better, got worse or stayed the same in the last 12 months**

	Got better	Stayed the same	Got worse	Total
A55 Corridor	19%	69%	12%	100%
Rhyl	11%	58%	31%	100%
Prestatyn	9%	55%	36%	100%
Denbigh	8%	73%	18%	100%
Dee Valley	8%	72%	20%	100%
Ruthin	5%	79%	16%	100%
Denbighshire	10%	65%	24%	100%

**Table 2.2: Whether residents thought their local area as a place to live had got better, got worse or stayed the same in the last 12 months by sex**

	Got better		Stayed the same		Got worse		Total	
	Males	Females	Males	Females	Males	Females	Males	Females
A55 Corridor	23%	15%	67%	71%	10%	15%	100%	100%
Rhyl	16%	8%	53%	61%	31%	31%	100%	100%
Dee Valley	9%	8%	77%	67%	15%	25%	100%	100%
Prestatyn	8%	9%	50%	58%	41%	33%	100%	100%
Denbigh	5%	12%	77%	70%	19%	18%	100%	100%
Ruthin	3%	6%	82%	77%	14%	17%	100%	100%
Denbighshire	11%	10%	65%	66%	23%	25%	100%	100%

### 3 Likelihood of residents moving out of Denbighshire

**Table 3.1: How likely or unlikely it is that residents will move out of Denbighshire in the next 5 years**

	Very likely	Fairly likely	Fairly unlikely	Very unlikely	Total
Rhyl	10%	14%	32%	44%	100%
Prestatyn	9%	13%	30%	48%	100%
Dee Valley	9%	9%	28%	54%	100%
Denbigh	7%	9%	32%	51%	100%
A55 Corridor	6%	7%	33%	54%	100%
Ruthin	4%	8%	24%	63%	100%
Denbighshire	8%	11%	30%	51%	100%

### 4 Community safety

**Table 4.1: Of those residents who expressed a view, how much of a problem they rate 'noisy neighbours or loud parties' in their local area (a)**

	Not a problem	A small problem	A big problem	Total
Prestatyn	78%	16%	5%	100%
A55 Corridor	78%	19%	2%	100%
Ruthin	77%	21%	2%	100%
Dee Valley	73%	23%	4%	100%
Denbigh	72%	23%	5%	100%
Rhyl	62%	27%	11%	100%
Denbighshire	72%	22%	6%	100%

(a) Those residents who said they didn't have an opinion (2%) have been excluded.

**Table 4.2: Of those residents who expressed a view, how much of a problem they rate 'teenagers hanging around the streets' in their local area (a)**

	Not a problem	A small problem	A big problem	Total
Ruthin	60%	35%	5%	100%
A55 Corridor	52%	39%	10%	100%
Dee Valley	46%	32%	22%	100%
Prestatyn	45%	39%	15%	100%
Rhyl	42%	37%	21%	100%
Denbigh	41%	30%	29%	100%
Denbighshire	47%	36%	17%	100%

(a) Those residents who said they didn't have an opinion (2%) have been excluded.

**Table 4.3: Of those residents who expressed a view, how much of a problem they rate 'rubbish or litter lying around' in their local area (a)**

	Not a problem	A small problem	A big problem	Total
A55 Corridor	51%	38%	11%	100%
Prestatyn	40%	44%	17%	100%
Ruthin	39%	49%	11%	100%
Dee Valley	34%	43%	23%	100%
Denbigh	30%	49%	21%	100%
Rhyl	30%	36%	35%	100%
Denbighshire	37%	42%	21%	100%

(a) Those residents who said they didn't have an opinion (1%) have been excluded.

**Table 4.4: Of those residents who expressed a view, how much of a problem they rate 'abandoned or burnt out cars' in their local area (a)**

	Not a problem	A small problem	A big problem	Total
Ruthin	95%	3%	3%	100%
Denbigh	94%	4%	2%	100%
A55 Corridor	94%	6%	1%	100%
Prestatyn	89%	9%	1%	100%
Dee Valley	88%	11%	1%	100%
Rhyl	87%	10%	3%	100%
Denbighshire	91%	8%	2%	100%

(a) Those residents who said they didn't have an opinion (4%) have been excluded.

**Table 4.5: Of those residents who expressed a view, how much of a problem they rate 'people using or dealing drugs' in their local area (a)**

	Not a problem	A small problem	A big problem	Total
A55 Corridor	75%	18%	7%	100%
Ruthin	70%	21%	9%	100%
Denbigh	65%	25%	9%	100%
Prestatyn	63%	25%	12%	100%
Rhyl	50%	25%	25%	100%
Dee Valley	45%	32%	23%	100%
Denbighshire	61%	24%	15%	100%

(a) Those residents who said they didn't have an opinion (7%) have been excluded.

**Table 4.6: Of those residents who expressed a view, how much of a problem they rate 'people being drunk or rowdy in public places' in their local area (a)**

	Not a problem	A small problem	A big problem	Total
A55 Corridor	69%	24%	7%	100%
Ruthin	55%	38%	7%	100%
Prestatyn	48%	35%	16%	100%
Dee Valley	46%	33%	20%	100%
Denbigh	44%	35%	20%	100%
Rhyl	41%	30%	29%	100%
Denbighshire	50%	32%	18%	100%

(a) Those residents who said they didn't have an opinion (3%) have been excluded.

**Table 4.7: Of those residents who expressed a view, how much of a problem they rate 'vandalism, graffiti and other deliberate damage to property and vehicles' in their local area (a)**

	Not a problem	A small problem	A big problem	Total
Ruthin	65%	32%	3%	100%
A55 Corridor	65%	29%	6%	100%
Denbigh	53%	35%	12%	100%
Prestatyn	49%	36%	15%	100%
Dee Valley	48%	42%	11%	100%
Rhyl	45%	30%	25%	100%
Denbighshire	53%	33%	14%	100%

(a) Those residents who said they didn't have an opinion (3%) have been excluded.

**Table 4.8: Of those residents who expressed a view, how much of a problem they rate 'dog fouling' in their local area (a)**

	Not a problem	A small problem	A big problem	Total
A55 Corridor	28%	46%	26%	100%
Ruthin	27%	42%	31%	100%
Dee Valley	26%	39%	35%	100%
Denbigh	20%	45%	35%	100%
Prestatyn	20%	44%	36%	100%
Rhyl	18%	39%	43%	100%
Denbighshire	22%	43%	35%	100%

(a) Those residents who said they didn't have an opinion (1%) have been excluded.

## 5 Views on the Council

**Table 5.1: Of those residents who expressed a view, whether they agreed or disagreed with the statement 'my Council provides good value for money' (a)**

	Agree	Disagree	Total
A55 Corridor	62%	38%	100%
Denbigh	48%	52%	100%
Prestatyn	48%	52%	100%
Rhyl	42%	58%	100%
Dee Valley	39%	61%	100%
Ruthin	38%	62%	100%
Denbighshire	46%	54%	100%

(a) Those residents who said they didn't know (19%) have been excluded.

**Table 5.2: Of those residents who expressed a view, whether they agreed or disagreed with the statement 'my Council is efficient and well run' (a)**

	Agree	Disagree	Total
A55 Corridor	64%	36%	100%
Prestatyn	44%	56%	100%
Rhyl	42%	58%	100%
Ruthin	38%	62%	100%
Denbigh	38%	62%	100%
Dee Valley	34%	66%	100%
Denbighshire	44%	56%	100%

(a) Those residents who said they didn't know (21%) have been excluded.

**Table 5.3: Of those residents who expressed a view, whether they agreed or disagreed with the statement 'my Council acts on the concerns of residents' (a)**

	Agree	Disagree	Total
A55 Corridor	59%	41%	100%
Prestatyn	50%	50%	100%
Dee Valley	50%	50%	100%
Ruthin	43%	57%	100%
Denbigh	42%	58%	100%
Rhyl	39%	61%	100%
Denbighshire	46%	54%	100%

(a) Those residents who said they didn't know (28%) have been excluded.

**Table 5.4: Of those residents who expressed a view, whether they agreed or disagreed with the statement 'my Council treats all types of people fairly' (a)**

	Agree	Disagree	Total
A55 Corridor	75%	25%	100%
Ruthin	73%	27%	100%
Prestatyn	67%	33%	100%
Dee Valley	66%	34%	100%
Rhyl	60%	40%	100%
Denbigh	56%	44%	100%
Denbighshire	65%	35%	100%

(a) Those residents who said they didn't know (36%) have been excluded.

**Table 5.5: Of those residents who expressed a view, whether they agreed or disagreed with the statement 'my Council has helped me to live independently' (a)**

	Agree	Disagree	Total
A55 Corridor	79%	21%	100%
Denbigh	65%	35%	100%
Rhyl	64%	36%	100%
Prestatyn	61%	39%	100%
Ruthin	52%	48%	100%
Dee Valley	47%	53%	100%
Denbighshire	63%	37%	100%

(a) Those residents who said they didn't know (55%) have been excluded.

**Table 5.6: Of those residents who expressed a view, whether they agreed or disagreed with the statement 'my Council has helped vulnerable people in general to live independently' (a)**

	Agree	Disagree	Total
A55 Corridor	85%	15%	100%
Ruthin	77%	23%	100%
Prestatyn	71%	29%	100%
Rhyl	68%	32%	100%
Dee Valley	66%	34%	100%
Denbigh	61%	39%	100%
Denbighshire	72%	28%	100%

(a) Those residents who said they didn't know (62%) have been excluded.

**Table 5.7: Of those residents who expressed a view, whether they agreed or disagreed with the statement 'my Council helps keep vulnerable adults and children safe in the community' (a)**

	Agree	Disagree	Total
A55 Corridor	82%	18%	100%
Ruthin	77%	23%	100%
Denbigh	76%	24%	100%
Prestatyn	67%	33%	100%
Dee Valley	60%	40%	100%
Rhyl	58%	42%	100%
Denbighshire	69%	31%	100%

(a) Those residents who said they didn't know (59%) have been excluded.

**Table 5.8: Of those residents who expressed a view, whether they agreed or disagreed with the statement 'my Council will help me when I need social care support' (a)**

	Agree	Disagree	Total
A55 Corridor	83%	17%	100%
Prestatyn	67%	33%	100%
Rhyl	61%	39%	100%
Ruthin	58%	42%	100%
Denbigh	51%	49%	100%
Dee Valley	50%	50%	100%
Denbighshire	63%	37%	100%

(a) Those residents who said they didn't know (62%) have been excluded.

**Table 5.9: Of those residents who expressed a view, whether they agreed or disagreed with the statement 'my Council will help me when I need housing support' (a)**

	Agree	Disagree	Total
A55 Corridor	73%	27%	100%
Prestatyn	65%	35%	100%
Denbigh	65%	35%	100%
Rhyl	59%	41%	100%
Ruthin	51%	49%	100%
Dee Valley	47%	53%	100%
Denbighshire	61%	39%	100%

(a) Those residents who said they didn't know (61%) have been excluded.

**Table 5.10: Of those residents who expressed a view, whether they agreed or disagreed with the statement 'my Council is environmentally friendly' (a)**

	Agree	Disagree	Total
A55 Corridor	88%	12%	100%
Prestatyn	87%	13%	100%
Denbigh	82%	18%	100%
Ruthin	81%	19%	100%
Rhyl	76%	24%	100%
Dee Valley	69%	31%	100%
Denbighshire	81%	19%	100%

(a) Those residents who said they didn't know (26%) have been excluded.

## 6 Local Council Services

### 6.1 Environmental Services

**Table 6.1.1: Of those residents who expressed a view, whether they were satisfied or dissatisfied with the Consumer protection (Trading Standards) service provided by the Council (a)**

	Satisfied	Dissatisfied	Total
A55 Corridor	93%	7%	100%
Ruthin	91%	9%	100%
Denbigh	90%	10%	100%
Prestatyn	89%	11%	100%
Rhyl	88%	12%	100%
Dee Valley	87%	13%	100%
Denbighshire	89%	11%	100%

(a) Those residents who said they didn't know (50%) have been excluded.

**Table 6.1.2: Of those residents who expressed a view, whether they were satisfied or dissatisfied with the Environmental Health service provided by the Council (a)**

	Satisfied	Dissatisfied	Total
Denbigh	90%	10%	100%
Ruthin	87%	13%	100%
Prestatyn	85%	15%	100%
A55 Corridor	83%	17%	100%
Dee Valley	79%	21%	100%
Rhyl	77%	23%	100%
Denbighshire	83%	17%	100%

(a) Those residents who said they didn't know (36%) have been excluded.

**Table 6.1.3: Of those residents who expressed a view, whether they were satisfied or dissatisfied with the Planning services provided by the Council (a)**

	Satisfied	Dissatisfied	Total
Dee Valley	68%	32%	100%
Ruthin	67%	33%	100%
Denbigh	66%	34%	100%
Rhyl	62%	38%	100%
Prestatyn	61%	39%	100%
A55 Corridor	61%	39%	100%
Denbighshire	63%	37%	100%

(a) Those residents who said they didn't know (41%) have been excluded.

**Table 6.1.4: Of those residents who expressed a view, whether they were satisfied or dissatisfied with the container(s) provided for recycling by the Council (a)**

	Satisfied	Dissatisfied	Total
Prestatyn	93%	7%	100%
A55 Corridor	87%	13%	100%
Rhyl	85%	15%	100%
Ruthin	83%	17%	100%
Denbigh	71%	29%	100%
Dee Valley	71%	29%	100%
Denbighshire	84%	16%	100%

(a) Those residents who said they didn't know (9%) have been excluded.

**Table 6.1.5: Of those residents who expressed a view, whether they were satisfied or dissatisfied with the container(s) provided for household waste by the Council (a)**

	Satisfied	Dissatisfied	Total
Prestatyn	90%	10%	100%
Rhyl	86%	14%	100%
A55 Corridor	86%	14%	100%
Ruthin	80%	20%	100%
Denbigh	70%	30%	100%
Dee Valley	55%	45%	100%
Denbighshire	82%	18%	100%

(a) Those residents who said they didn't know (13%) have been excluded.

**Table 6.1.6: Of those residents who expressed a view, whether they were satisfied or dissatisfied with the manned 'recycling parks' service provided by the Council (a)**

	Satisfied	Dissatisfied	Total
A55 Corridor	88%	12%	100%
Prestatyn	87%	13%	100%
Rhyl	80%	20%	100%
Ruthin	79%	21%	100%
Denbigh	72%	28%	100%
Dee Valley	44%	56%	100%
Denbighshire	78%	22%	100%

(a) Those residents who said they didn't know (30%) have been excluded.

**Table 6.1.7: Of those residents who expressed a view, whether they were satisfied or dissatisfied with the collection of bulky household waste service provided by the Council (a)**

	Satisfied	Dissatisfied	Total
A55 Corridor	84%	16%	100%
Ruthin	80%	20%	100%
Prestatyn	76%	24%	100%
Rhyl	71%	29%	100%
Dee Valley	64%	36%	100%
Denbigh	63%	37%	100%
Denbighshire	73%	27%	100%

(a) Those residents who said they didn't know (39%) have been excluded.

**Table 6.1.8: Of those residents who expressed a view, whether they were satisfied or dissatisfied with how 'clean and tidy' their street is following the collections by the Council (a)**

	Satisfied	Dissatisfied	Total
Ruthin	92%	8%	100%
Dee Valley	90%	10%	100%
A55 Corridor	89%	11%	100%
Prestatyn	86%	14%	100%
Denbigh	82%	18%	100%
Rhyl	79%	21%	100%
Denbighshire	85%	15%	100%

(a) Those residents who said they didn't know (2%) have been excluded.

**Table 6.1.9: Of those residents who expressed a view, whether they were satisfied or dissatisfied with the recycling service overall (a)**

	Satisfied	Dissatisfied	Total
Prestatyn	93%	7%	100%
A55 Corridor	89%	11%	100%
Rhyl	86%	14%	100%
Ruthin	85%	15%	100%
Denbigh	80%	20%	100%
Dee Valley	73%	27%	100%
Denbighshire	86%	14%	100%

(a) Those residents who said they didn't know (5%) have been excluded.

**Table 6.1.10: Of those residents who expressed a view, whether they were satisfied or dissatisfied with the household waste service overall (a)**

	Satisfied	Dissatisfied	Total
A55 Corridor	92%	8%	100%
Prestatyn	92%	8%	100%
Denbigh	83%	17%	100%
Rhyl	83%	17%	100%
Ruthin	80%	20%	100%
Dee Valley	78%	22%	100%
Denbighshire	85%	15%	100%

(a) Those residents who said they didn't know (5%) have been excluded.

**Table 6.1.11: Of those residents who expressed a view, whether they were satisfied or dissatisfied with the maintenance of main roads in good condition by the highway maintenance service provided by the Council (a)**

	Satisfied	Dissatisfied	Total
A55 Corridor	77%	23%	100%
Dee Valley	71%	29%	100%
Ruthin	69%	31%	100%
Denbigh	61%	39%	100%
Rhyl	58%	42%	100%
Prestatyn	57%	43%	100%
Denbighshire	64%	36%	100%

(a) Those residents who said they didn't know (2%) have been excluded.

**Table 6.1.12: Of those residents who expressed a view, whether they were satisfied or dissatisfied with the maintenance of local streets in good condition by the highway maintenance service provided by the Council (a)**

	Satisfied	Dissatisfied	Total
A55 Corridor	75%	25%	100%
Ruthin	69%	31%	100%
Dee Valley	69%	31%	100%
Denbigh	67%	33%	100%
Prestatyn	60%	40%	100%
Rhyl	58%	42%	100%
Denbighshire	65%	35%	100%

(a) Those residents who said they didn't know (2%) have been excluded.

**Table 6.1.13: Of those residents who expressed a view, whether they were satisfied or dissatisfied with the maintenance of footpaths in good condition by the highway maintenance service provided by the Council (a)**

	Satisfied	Dissatisfied	Total
A55 Corridor	73%	27%	100%
Ruthin	69%	31%	100%
Denbigh	69%	31%	100%
Dee Valley	68%	32%	100%
Rhyl	67%	33%	100%
Prestatyn	64%	36%	100%
Denbighshire	68%	32%	100%

(a) Those residents who said they didn't know (4%) have been excluded.

**Table 6.1.14: Of those residents who expressed a view, whether they were satisfied or dissatisfied with the removal of dog fouling from footpaths by the highway maintenance service provided by the Council (a)**

	Satisfied	Dissatisfied	Total
A55 Corridor	55%	45%	100%
Prestatyn	45%	55%	100%
Ruthin	45%	55%	100%
Dee Valley	38%	62%	100%
Denbigh	35%	65%	100%
Rhyl	30%	70%	100%
Denbighshire	41%	59%	100%

(a) Those residents who said they didn't know (11%) have been excluded.

**Table 6.1.15: Of those residents who expressed a view, whether they were satisfied or dissatisfied with the street lighting on main roads by the highway maintenance service provided by the Council (a)**

	Satisfied	Dissatisfied	Total
Prestatyn	94%	6%	100%
Denbigh	94%	6%	100%
A55 Corridor	93%	7%	100%
Ruthin	93%	7%	100%
Rhyl	91%	9%	100%
Dee Valley	90%	10%	100%
Denbighshire	92%	8%	100%

(a) Those residents who said they didn't know (2%) have been excluded.

**Table 6.1.16: Of those residents who expressed a view, whether they were satisfied or dissatisfied with the street lighting on local streets by the highway maintenance service provided by the Council (a)**

	Satisfied	Dissatisfied	Total
A55 Corridor	90%	10%	100%
Prestatyn	90%	10%	100%
Rhyl	90%	10%	100%
Denbigh	89%	11%	100%
Dee Valley	84%	16%	100%
Ruthin	81%	19%	100%
Denbighshire	88%	12%	100%

(a) Those residents who said they didn't know (2%) have been excluded.

**Table 6.1.17: Of those residents who expressed a view, whether they were satisfied or dissatisfied with the repairs to potholes by the highway maintenance service provided by the Council (a)**

	Satisfied	Dissatisfied	Total
A55 Corridor	56%	44%	100%
Ruthin	43%	57%	100%
Prestatyn	41%	59%	100%
Rhyl	38%	62%	100%
Denbigh	34%	66%	100%
Dee Valley	32%	68%	100%
Denbighshire	41%	59%	100%

(a) Those residents who said they didn't know (4%) have been excluded.

**Table 6.1.18: Of those residents who expressed a view, whether they were satisfied or dissatisfied with the maintenance of road verges by the highway maintenance service provided by the Council (a)**

	Satisfied	Dissatisfied	Total
Prestatyn	77%	23%	100%
A55 Corridor	74%	26%	100%
Rhyl	71%	29%	100%
Ruthin	63%	37%	100%
Dee Valley	61%	39%	100%
Denbigh	55%	45%	100%
Denbighshire	69%	31%	100%

(a) Those residents who said they didn't know (8%) have been excluded.

**Table 6.1.19: Of those residents who expressed a view, whether they were satisfied or dissatisfied with the number of dropped kerbs across Denbighshire (a)**

	Satisfied	Dissatisfied	Total
A55 Corridor	88%	12%	100%
Ruthin	85%	15%	100%
Denbigh	82%	18%	100%
Prestatyn	80%	20%	100%
Rhyl	79%	21%	100%
Dee Valley	74%	26%	100%
Denbighshire	81%	19%	100%

(a) Those residents who said they didn't know (25%) have been excluded.

## 6.2 Cultural and Leisure Services

**Table 6.2.1: Of those residents who expressed a view, whether they were satisfied or dissatisfied with libraries that the Council provides (a)**

	Satisfied	Dissatisfied	Total
Denbigh	98%	2%	100%
Rhyl	97%	3%	100%
Prestatyn	96%	4%	100%
Ruthin	96%	4%	100%
Dee Valley	95%	5%	100%
A55 Corridor	87%	13%	100%
Denbighshire	95%	5%	100%

(a) Those residents who said they didn't know (13%) have been excluded.

**Table 6.2.2: Of those residents who expressed a view, whether they were satisfied or dissatisfied with museums and galleries that the Council provides (a)**

	Satisfied	Dissatisfied	Total
Ruthin	88%	12%	100%
Dee Valley	75%	25%	100%
Denbigh	75%	25%	100%
Rhyl	70%	30%	100%
Prestatyn	68%	32%	100%
A55 Corridor	66%	34%	100%
Denbighshire	72%	28%	100%

(a) Those residents who said they didn't know (38%) have been excluded.

**Table 6.2.3: Of those residents who expressed a view, whether they were satisfied or dissatisfied with theatres/concert halls that the Council provides (a)**

	Satisfied	Dissatisfied	Total
Prestatyn	87%	13%	100%
Rhyl	87%	13%	100%
Ruthin	85%	15%	100%
Denbigh	83%	17%	100%
A55 Corridor	76%	24%	100%
Dee Valley	69%	31%	100%
Denbighshire	83%	17%	100%

(a) Those residents who said they didn't know (21%) have been excluded.

**Table 6.2.4: Of those residents who expressed a view, whether they were satisfied or dissatisfied with parks and open spaces that the Council provides (a)**

	Satisfied	Dissatisfied	Total
Dee Valley	89%	11%	100%
Ruthin	88%	12%	100%
Rhyl	80%	20%	100%
Denbigh	79%	21%	100%
A55 Corridor	79%	21%	100%
Prestatyn	77%	23%	100%
Denbighshire	81%	19%	100%

(a) Those residents who said they didn't know (8%) have been excluded.

**Table 6.2.5: Of those residents who expressed a view, whether they were satisfied or dissatisfied with their leisure centre provided by the Council (a)**

	Satisfied	Dissatisfied	Total
Denbigh	91%	9%	100%
Rhyl	86%	14%	100%
Ruthin	82%	18%	100%
Prestatyn	81%	19%	100%
Dee Valley	76%	24%	100%
A55 Corridor	73%	27%	100%
Denbighshire	82%	18%	100%

(a) Those residents who said they didn't know (25%) have been excluded.

### 6.3 Lifelong Learning (Education) Services

**Table 6.3.1: Of those residents who expressed a view, whether they were satisfied or dissatisfied with Nursery Education (under 5s) that the Council provides (a)**

	Satisfied	Dissatisfied	Total
Prestatyn	97%	3%	100%
Ruthin	92%	8%	100%
Rhyl	92%	8%	100%
A55 Corridor	91%	9%	100%
Denbigh	90%	10%	100%
Dee Valley	80%	20%	100%
Denbighshire	92%	8%	100%

(a) Those residents who said they didn't know (64%) have been excluded.

**Table 6.3.2: Of those residents who expressed a view, whether they were satisfied or dissatisfied with Primary Education (5-11 years) that the Council provides (a)**

	Satisfied	Dissatisfied	Total
Denbigh	95%	5%	100%
Prestatyn	94%	6%	100%
A55 Corridor	92%	8%	100%
Rhyl	90%	10%	100%
Dee Valley	88%	12%	100%
Ruthin	87%	13%	100%
Denbighshire	91%	9%	100%

(a) Those residents who said they didn't know (59%) have been excluded.

**Table 6.3.3: Of those residents who expressed a view, whether they were satisfied or dissatisfied with Secondary Education (11-16 years) that the Council provides (a)**

	Satisfied	Dissatisfied	Total
Dee Valley	89%	11%	100%
A55 Corridor	85%	15%	100%
Prestatyn	84%	16%	100%
Ruthin	84%	16%	100%
Denbigh	78%	22%	100%
Rhyl	69%	31%	100%
Denbighshire	79%	21%	100%

(a) Those residents who said they didn't know (60%) have been excluded.

**Table 6.3.4: Of those residents who expressed a view, whether they were satisfied or dissatisfied with Further Education (16+ years) that the Council provides (a)**

	Satisfied	Dissatisfied	Total
A55 Corridor	86%	14%	100%
Denbigh	85%	15%	100%
Prestatyn	85%	15%	100%
Ruthin	82%	18%	100%
Dee Valley	82%	18%	100%
Rhyl	75%	25%	100%
Denbighshire	81%	19%	100%

(a) Those residents who said they didn't know (63%) have been excluded.

**Table 6.3.5: Of those residents who expressed a view, whether they were satisfied or dissatisfied with school transport services that the Council provides (a)**

	Satisfied	Dissatisfied	Total
Prestatyn	89%	11%	100%
A55 Corridor	81%	19%	100%
Ruthin	79%	21%	100%
Dee Valley	77%	23%	100%
Denbigh	72%	28%	100%
Rhyl	72%	28%	100%
Denbighshire	78%	22%	100%

(a) Those residents who said they didn't know (71%) have been excluded.

**Table 6.3.6: Of those residents who expressed a view, whether they were satisfied or dissatisfied with school meal services that the Council provides (a)**

	Satisfied	Dissatisfied	Total
A55 Corridor	81%	19%	100%
Denbigh	79%	21%	100%
Dee Valley	78%	22%	100%
Prestatyn	76%	24%	100%
Ruthin	75%	25%	100%
Rhyl	67%	33%	100%
Denbighshire	75%	25%	100%

(a) Those residents who said they didn't know (66%) have been excluded.

**Table 6.3.7: Of those residents who expressed a view, whether they were satisfied or dissatisfied with schools admissions (a)**

	Satisfied	Dissatisfied	Total
Ruthin	94%	6%	100%
Prestatyn	94%	6%	100%
Dee Valley	91%	9%	100%
A55 Corridor	90%	10%	100%
Rhyl	85%	15%	100%
Denbigh	84%	16%	100%
Denbighshire	89%	11%	100%

(a) Those residents who said they didn't know (66%) have been excluded.

**Table 6.3.8: Of those residents who expressed a view, whether they were satisfied or dissatisfied with Youth services that the Council provides (a)**

	Satisfied	Dissatisfied	Total
Ruthin	68%	32%	100%
Prestatyn	56%	44%	100%
A55 Corridor	55%	45%	100%
Rhyl	54%	46%	100%
Dee Valley	43%	57%	100%
Denbigh	33%	67%	100%
Denbighshire	51%	49%	100%

(a) Those residents who said they didn't know (73%) have been excluded.

**Table 6.3.9: Of those residents who expressed a view, whether they were satisfied or dissatisfied with special education needs provision that the Council provides (a)**

	Satisfied	Dissatisfied	Total
A55 Corridor	86%	14%	100%
Rhyl	72%	28%	100%
Dee Valley	70%	30%	100%
Ruthin	67%	33%	100%
Prestatyn	65%	35%	100%
Denbigh	58%	42%	100%
Denbighshire	70%	30%	100%

(a) Those residents who said they didn't know (76%) have been excluded.

## 6.4 Transport Services

**Table 6.4.1: Of those residents who expressed a view, whether they were satisfied or dissatisfied with the frequency of buses (a)**

	Satisfied	Dissatisfied	Total
Rhyl	86%	14%	100%
A55 Corridor	84%	16%	100%
Dee Valley	83%	17%	100%
Prestatyn	81%	19%	100%
Denbigh	77%	23%	100%
Ruthin	68%	32%	100%
Denbighshire	81%	19%	100%

(a) Those residents who said they didn't know (33%) have been excluded.

**Table 6.4.2: Of those residents who expressed a view, whether they were satisfied or dissatisfied with the number of bus stops (a)**

	Satisfied	Dissatisfied	Total
Denbigh	95%	5%	100%
Dee Valley	94%	6%	100%
Prestatyn	92%	8%	100%
A55 Corridor	90%	10%	100%
Ruthin	89%	11%	100%
Rhyl	87%	13%	100%
Denbighshire	90%	10%	100%

(a) Those residents who said they didn't know (31%) have been excluded.

**Table 6.4.3: Of those residents who expressed a view, whether they were satisfied or dissatisfied with the state of the bus stops (a)**

	Satisfied	Dissatisfied	Total
Dee Valley	88%	12%	100%
Prestatyn	88%	12%	100%
A55 Corridor	85%	15%	100%
Rhyl	83%	17%	100%
Ruthin	78%	22%	100%
Denbigh	72%	28%	100%
Denbighshire	82%	18%	100%

(a) Those residents who said they didn't know (29%) have been excluded.

**Table 6.4.4: Of those residents who expressed a view, whether they were satisfied or dissatisfied with whether buses arrive on time (a)**

	Satisfied	Dissatisfied	Total
Dee Valley	91%	9%	100%
A55 Corridor	86%	14%	100%
Ruthin	84%	16%	100%
Prestatyn	81%	19%	100%
Rhyl	76%	24%	100%
Denbigh	70%	30%	100%
Denbighshire	80%	20%	100%

(a) Those residents who said they didn't know (41%) have been excluded.

**Table 6.4.5: Of those residents who expressed a view, whether they were satisfied or dissatisfied with electronic timetable at bus stops (a)**

	Satisfied	Dissatisfied	Total
Denbigh	94%	6%	100%
Prestatyn	81%	19%	100%
Rhyl	76%	24%	100%
A55 Corridor	76%	24%	100%
Ruthin	72%	28%	100%
Dee Valley	63%	37%	100%
Denbighshire	78%	22%	100%

(a) Those residents who said they didn't know (48%) have been excluded.

**Table 6.4.6: Of those residents who expressed a view, whether they were satisfied or dissatisfied with how easy buses are to get on and off (a)**

	Satisfied	Dissatisfied	Total
Denbigh	96%	4%	100%
A55 Corridor	95%	5%	100%
Dee Valley	94%	6%	100%
Ruthin	94%	6%	100%
Prestatyn	93%	7%	100%
Rhyl	91%	9%	100%
Denbighshire	93%	7%	100%

(a) Those residents who said they didn't know (34%) have been excluded.

**Table 6.4.7: Of those residents who expressed a view, whether they were satisfied or dissatisfied with the cost of a journey (a)**

	Satisfied	Dissatisfied	Total
Ruthin	72%	28%	100%
Denbigh	68%	32%	100%
Dee Valley	57%	43%	100%
Prestatyn	51%	49%	100%
Rhyl	49%	51%	100%
A55 Corridor	39%	61%	100%
Denbighshire	54%	46%	100%

(a) Those residents who said they didn't know (39%) have been excluded.

**Table 6.4.8: Of those residents who expressed a view, whether they were satisfied or dissatisfied with the local bus service overall (a)**

	Satisfied	Dissatisfied	Total
Denbigh	89%	11%	100%
A55 Corridor	88%	12%	100%
Dee Valley	86%	14%	100%
Prestatyn	84%	16%	100%
Rhyl	81%	19%	100%
Ruthin	78%	22%	100%
Denbighshire	84%	16%	100%

(a) Those residents who said they didn't know (33%) have been excluded.

## 6.5 Social Services and Housing

**Table 6.5.1: Of those residents who expressed a view, whether they were satisfied or dissatisfied with Social services for adults (a)**

	Satisfied	Dissatisfied	Total
Ruthin	81%	19%	100%
A55 Corridor	81%	19%	100%
Prestatyn	77%	23%	100%
Denbigh	76%	24%	100%
Rhyl	75%	25%	100%
Dee Valley	73%	27%	100%
Denbighshire	77%	23%	100%

(a) Those residents who said they didn't know (69%) have been excluded.

**Table 6.5.2: Of those residents who expressed a view, whether they were satisfied or dissatisfied with Social services for children and families (a)**

	Satisfied	Dissatisfied	Total
Rhyl	75%	25%	100%
Denbigh	73%	27%	100%
Ruthin	70%	30%	100%
Prestatyn	68%	32%	100%
A55 Corridor	68%	32%	100%
Dee Valley	60%	40%	100%
Denbighshire	71%	29%	100%

(a) Those residents who said they didn't know (77%) have been excluded.

**Table 6.5.3: Of those residents who expressed a view, whether they were satisfied or dissatisfied with Housing services provided by the Council (a)**

	Satisfied	Dissatisfied	Total
Ruthin	71%	29%	100%
Prestatyn	68%	32%	100%
Denbigh	68%	32%	100%
A55 Corridor	64%	36%	100%
Rhyl	61%	39%	100%
Dee Valley	60%	40%	100%
Denbighshire	65%	35%	100%

(a) Those residents who said they didn't know (68%) have been excluded.

## 7 Communications

### 7.1 How well informed residents felt about aspects of the Council

**Table 7.1.1: Of those residents who expressed a view, how informed they felt about 'how to pay bills to the Council' (a)**

	Very well informed	Fairly well informed	Not well informed	Total
A55 Corridor	54%	45%	2%	100%
Ruthin	58%	37%	5%	100%
Rhyl	53%	42%	6%	100%
Prestatyn	52%	42%	5%	100%
Denbigh	47%	48%	5%	100%
Dee Valley	44%	46%	11%	100%
Denbighshire	52%	43%	5%	100%

(a) Those residents who said they didn't know (6%) have been excluded.

**Table 7.1.2: Of those residents who expressed a view, how informed they felt about 'how and where to register to vote' (a)**

	Very well informed	Fairly well informed	Not well informed	Total
A55 Corridor	59%	29%	12%	100%
Prestatyn	58%	36%	6%	100%
Rhyl	57%	34%	9%	100%
Ruthin	54%	34%	12%	100%
Denbigh	51%	36%	13%	100%
Dee Valley	47%	39%	14%	100%
Denbighshire	56%	34%	10%	100%

(a) Those residents who said they didn't know (4%) have been excluded.

**Table 7.1.3: Of those residents who expressed a view, how informed they felt about 'how you can get involved in local decision making' (a)**

	Very well informed	Fairly well informed	Not well informed	Total
A55 Corridor	18%	33%	49%	100%
Prestatyn	16%	41%	43%	100%
Ruthin	15%	34%	51%	100%
Rhyl	15%	36%	49%	100%
Denbigh	13%	41%	46%	100%
Dee Valley	11%	37%	52%	100%
Denbighshire	15%	37%	48%	100%

(a) Those residents who said they didn't know (20%) have been excluded.

**Table 7.1.4: Of those residents who expressed a view, how informed they felt about 'how to complain to the Council' (a)**

	Very well informed	Fairly well informed	Not well informed	Total
Rhyl	29%	39%	32%	100%
A55 Corridor	24%	43%	33%	100%
Prestatyn	23%	46%	31%	100%
Denbigh	22%	43%	35%	100%
Dee Valley	20%	45%	34%	100%
Ruthin	20%	52%	28%	100%
Denbighshire	24%	44%	32%	100%

(a) Those residents who said they didn't know (13%) have been excluded.

**Table 7.1.5: Of those residents who expressed a view, how informed they felt about 'what the Council spends its money on' (a)**

	Very well informed	Fairly well informed	Not well informed	Total
A55 Corridor	13%	42%	45%	100%
Ruthin	13%	42%	45%	100%
Rhyl	13%	39%	49%	100%
Prestatyn	12%	40%	48%	100%
Denbigh	11%	33%	56%	100%
Dee Valley	8%	38%	54%	100%
Denbighshire	12%	39%	49%	100%

(a) Those residents who said they didn't know (11%) have been excluded.

**Table 7.1.6: Of those residents who expressed a view, how informed they felt about 'what standards of service you should expect from the Council' (a)**

	Very well informed	Fairly well informed	Not well informed	Total
Rhyl	22%	40%	38%	100%
A55 Corridor	16%	44%	40%	100%
Prestatyn	15%	42%	43%	100%
Denbigh	14%	44%	43%	100%
Ruthin	12%	53%	35%	100%
Dee Valley	9%	48%	43%	100%
Denbighshire	16%	44%	40%	100%

(a) Those residents who said they didn't know (11%) have been excluded.

**Table 7.1.7: Of those residents who expressed a view, how informed they felt about 'whether the Council is delivering on its promises' (a)**

	Very well informed	Fairly well informed	Not well informed	Total
A55 Corridor	10%	32%	57%	100%
Rhyl	10%	32%	58%	100%
Prestatyn	8%	38%	54%	100%
Denbigh	6%	31%	63%	100%
Ruthin	6%	38%	56%	100%
Dee Valley	4%	36%	60%	100%
Denbighshire	8%	34%	58%	100%

(a) Those residents who said they didn't know (17%) have been excluded.

**Table 7.1.8: Of those residents who expressed a view, how informed they felt about 'what the Council is doing to tackle anti-social behaviour in your area' (a)**

	Very well informed	Fairly well informed	Not well informed	Total
Rhyl	11%	29%	60%	100%
Prestatyn	9%	24%	67%	100%
A55 Corridor	9%	25%	66%	100%
Denbigh	6%	31%	63%	100%
Ruthin	5%	27%	68%	100%
Dee Valley	4%	27%	69%	100%
Denbighshire	8%	27%	64%	100%

(a) Those residents who said they didn't know (21%) have been excluded.

**Table 7.1.9: Of those residents who expressed a view, how informed they felt about 'how well the Council is performing' (a)**

	Very well informed	Fairly well informed	Not well informed	Total
Prestatyn	11%	33%	56%	100%
Rhyl	10%	36%	54%	100%
A55 Corridor	9%	29%	62%	100%
Denbigh	7%	31%	62%	100%
Dee Valley	5%	40%	55%	100%
Ruthin	4%	49%	47%	100%
Denbighshire	8%	36%	56%	100%

(a) Those residents who said they didn't know (18%) have been excluded.

**Table 7.1.10: Of those residents who expressed a view, how informed they felt about the services the Council provides overall (a)**

	Very well informed	Fairly well informed	Not well informed	Total
Prestatyn	12%	43%	45%	100%
A55 Corridor	12%	53%	35%	100%
Rhyl	11%	45%	44%	100%
Denbigh	8%	44%	48%	100%
Ruthin	6%	49%	45%	100%
Dee Valley	5%	52%	44%	100%
Denbighshire	9%	47%	43%	100%

(a) Those residents who said they didn't know (9%) have been excluded.

## 7.2 Ease of finding out information about Council Services

**Table 7.2.1: Of those residents who expressed a view, how easy or difficult they found it to find out information about housing services (a)**

	Easy	Difficult	Total
Dee Valley	86%	14%	100%
Denbigh	83%	17%	100%
A55 Corridor	80%	20%	100%
Prestatyn	80%	20%	100%
Ruthin	71%	29%	100%
Rhyl	68%	32%	100%
Denbighshire	76%	24%	100%

(a) Those residents who said they didn't know (52%) have been excluded.

**Table 7.2.2: Of those residents who expressed a view, how easy or difficult they found it to find out information about planning services (a)**

	Easy	Difficult	Total
Ruthin	79%	21%	100%
Dee Valley	75%	25%	100%
A55 Corridor	75%	25%	100%
Prestatyn	73%	27%	100%
Denbigh	66%	34%	100%
Rhyl	59%	41%	100%
Denbighshire	69%	31%	100%

(a) Those residents who said that they didn't know (44%) have been excluded.

**Table 7.2.3: Of those residents who expressed a view, how easy or difficult they found it to find out information about household waste services (a)**

	Easy	Difficult	Total
Prestatyn	90%	10%	100%
A55 Corridor	88%	12%	100%
Dee Valley	77%	23%	100%
Rhyl	76%	24%	100%
Denbigh	74%	26%	100%
Ruthin	74%	26%	100%
Denbighshire	80%	20%	100%

(a) Those residents who said they didn't know (21%) have been excluded.

**Table 7.2.4: Of those residents who expressed a view, how easy or difficult they found it to find out information about recycling services (a)**

	Easy	Difficult	Total
Prestatyn	89%	11%	100%
A55 Corridor	89%	11%	100%
Rhyl	80%	20%	100%
Denbigh	77%	23%	100%
Dee Valley	74%	26%	100%
Ruthin	74%	26%	100%
Denbighshire	81%	19%	100%

(a) Those residents who said they didn't know (19%) have been excluded.

**Table 7.2.5: Of those residents who expressed a view, how easy or difficult they found it to find out information about social services for adults (a)**

	Easy	Difficult	Total
A55 Corridor	85%	15%	100%
Ruthin	78%	22%	100%
Prestatyn	76%	24%	100%
Dee Valley	65%	35%	100%
Denbigh	63%	37%	100%
Rhyl	62%	38%	100%
Denbighshire	70%	30%	100%

(a) Those residents who said they didn't know (62%) have been excluded.

**Table 7.2.6: Of those residents who expressed a view, how easy or difficult they found it to find out information about social services for children and families (a)**

	Easy	Difficult	Total
A55 Corridor	86%	14%	100%
Ruthin	78%	22%	100%
Prestatyn	78%	22%	100%
Rhyl	73%	27%	100%
Dee Valley	65%	35%	100%
Denbigh	61%	39%	100%
Denbighshire	73%	27%	100%

(a) Those residents who said they didn't know (69%) have been excluded.

**Table 7.2.7: Of those residents who expressed a view, how easy or difficult they found it to find out information about youth services (a)**

	Easy	Difficult	Total
Ruthin	73%	27%	100%
A55 Corridor	72%	28%	100%
Rhyl	70%	30%	100%
Prestatyn	69%	31%	100%
Dee Valley	66%	34%	100%
Denbigh	57%	43%	100%
Denbighshire	68%	32%	100%

(a) Those residents who said they didn't know (71%) have been excluded.

**Table 7.2.8: Of those residents who expressed a view, how easy or difficult they found it to find out information about information for young people (a)**

	Easy	Difficult	Total
A55 Corridor	75%	25%	100%
Ruthin	72%	28%	100%
Rhyl	70%	30%	100%
Dee Valley	69%	31%	100%
Prestatyn	61%	39%	100%
Denbigh	59%	41%	100%
Denbighshire	67%	33%	100%

(a) Those residents who said they didn't know (70%) have been excluded.

**Table 7.2.9: Of those residents who expressed a view, how easy or difficult they found it to find out information about local education services (a)**

	Easy	Difficult	Total
A55 Corridor	90%	10%	100%
Rhyl	81%	19%	100%
Dee Valley	80%	20%	100%
Prestatyn	80%	20%	100%
Denbigh	75%	25%	100%
Ruthin	70%	30%	100%
Denbighshire	79%	21%	100%

(a) Those residents who said they didn't know (52%) have been excluded.

**Table 7.2.10: Of those residents who expressed a view, how easy or difficult they found it to find out information about library services (a)**

	Easy	Difficult	Total
Denbigh	98%	2%	100%
Rhyl	97%	3%	100%
A55 Corridor	95%	5%	100%
Prestatyn	95%	5%	100%
Dee Valley	94%	6%	100%
Ruthin	86%	14%	100%
Denbighshire	95%	5%	100%

(a) Those residents who said they didn't know (27%) have been excluded.

**Table 7.2.11: Of those residents who expressed a view, how easy or difficult they found it to find out information about leisure services (a)**

	Easy	Difficult	Total
Rhyl	93%	7%	100%
Denbigh	93%	7%	100%
A55 Corridor	92%	8%	100%
Ruthin	92%	8%	100%
Prestatyn	91%	9%	100%
Dee Valley	90%	10%	100%
Denbighshire	92%	8%	100%

(a) Those residents who said they didn't know (31%) have been excluded.

**Table 7.2.12: Of those residents who expressed a view, how easy or difficult they found it to find out information about bus services (a)**

	Easy	Difficult	Total
Dee Valley	84%	16%	100%
Rhyl	83%	17%	100%
Prestatyn	83%	17%	100%
Ruthin	82%	18%	100%
A55 Corridor	81%	19%	100%
Denbigh	76%	24%	100%
Denbighshire	82%	18%	100%

(a) Those residents who said they didn't know (35%) have been excluded.

**Table 7.2.13: Of those residents who expressed a view, how easy or difficult they found it to find out information about highway maintenance services**

	Easy	Difficult	Total
A55 Corridor	72%	28%	100%
Prestatyn	65%	35%	100%
Rhyl	55%	45%	100%
Denbigh	55%	45%	100%
Ruthin	52%	48%	100%
Dee Valley	49%	51%	100%
Denbighshire	58%	42%	100%

(a) Those residents who said they didn't know (50%) have been excluded.

**Table 7.2.14: Of those residents who expressed a view, how easy or difficult they found it to find out information about 'emergency planning services (i.e. what to do in a major incident' (a)**

	Easy	Difficult	Total
A55 Corridor	63%	37%	100%
Denbigh	56%	44%	100%
Prestatyn	54%	46%	100%
Dee Valley	52%	48%	100%
Rhyl	48%	52%	100%
Ruthin	46%	54%	100%
Denbighshire	52%	48%	100%

(a) Those residents who said they didn't know (58%) have been excluded.

## 8 Contact with the Council

**Table 8.1: Percentage of residents by whether they made a complaint about the Council in the last 12 months**

	Yes	No	Total
Ruthin	12%	88%	100%
Denbigh	12%	88%	100%
Dee Valley	12%	88%	100%
Rhyl	12%	88%	100%
Prestatyn	11%	89%	100%
A55 Corridor	7%	93%	100%
Denbighshire	11%	89%	100%

**Table 8.2: Of those residents who had made a complaint about the Council in the last 12 months, whether they were satisfied or dissatisfied with the way their (latest) complaint was, or is being, handled**

	Satisfied	Dissatisfied	Total
Denbigh	45%	55%	100%
Rhyl	41%	59%	100%
A55 Corridor	41%	59%	100%
Ruthin	28%	72%	100%
Prestatyn	26%	74%	100%
Dee Valley	25%	75%	100%
Denbighshire	35%	65%	100%

**Table 8.3: Of those residents who made contact with the Council other than to make a complaint about the Council, reasons why they made their most recent contact with the Council (a)**

	Asked for advice / information	Reported an issue or problem	Paid a bill	Applied to use a service	Other reason
Prestatyn	46%	37%	25%	13%	7%
Dee Valley	43%	34%	25%	10%	7%
Rhyl	40%	35%	28%	15%	10%
Ruthin	40%	30%	28%	13%	10%
Denbigh	30%	39%	23%	17%	8%
A55 Corridor	25%	35%	32%	12%	8%
Denbighshire	37%	35%	27%	14%	8%

(a) These percentages do not add to 100 per cent as residents were able to give more than one reason.

**Table 8.4: Of those residents who made contact with the Council other than to make a complaint about the Council, how they made their most recent contact with the Council (a)**

	By telephone	In person	By email	By letter	Via a website / Internet	Other method
A55 Corridor	84%	12%	6%	6%	6%	3%
Dee Valley	73%	21%	11%	9%	4%	6%
Denbigh	69%	23%	13%	10%	6%	3%
Rhyl	68%	32%	4%	7%	4%	1%
Prestatyn	68%	32%	9%	8%	4%	2%
Ruthin	60%	42%	10%	10%	7%	3%
Denbighshire	70%	28%	8%	8%	5%	2%

(a) These percentages do not add to 100 per cent as residents were able to give more than one way to make contact.

**Table 8.5: Of those residents who made contact with the Council other than to make a complaint about the Council and who expressed a view, how satisfied or dissatisfied they were with 'how easy it was to find the right person to deal with' (a)**

	Satisfied	Dissatisfied	Total
A55 Corridor	89%	11%	100%
Rhyl	87%	13%	100%
Ruthin	85%	15%	100%
Prestatyn	85%	15%	100%
Dee Valley	84%	16%	100%
Denbigh	84%	16%	100%
Denbighshire	86%	14%	100%

(a) Those residents who said they didn't know (9%) have been excluded.

**Table 8.6: Of those residents who made contact with the Council other than to make a complaint about the Council and who expressed a view, how satisfied or dissatisfied they were with 'the length of time it took to deal with the person you contacted' (a)**

	Satisfied	Dissatisfied	Total
Ruthin	86%	14%	100%
Rhyl	84%	16%	100%
Prestatyn	84%	16%	100%
Dee Valley	81%	19%	100%
Denbigh	81%	19%	100%
A55 Corridor	77%	23%	100%
Denbighshire	82%	18%	100%

(a) Those residents who said they didn't know (9%) have been excluded.

**Table 8.7: Of those residents who made contact with the Council other than to make a complaint about the Council and who expressed a view, how satisfied or dissatisfied they were with 'any information you were given' (a)**

	Satisfied	Dissatisfied	Total
A55 Corridor	87%	13%	100%
Rhyl	85%	15%	100%
Ruthin	83%	17%	100%
Denbigh	80%	20%	100%
Dee Valley	78%	22%	100%
Prestatyn	77%	23%	100%
Denbighshire	82%	18%	100%

(a) Those residents who said they didn't know (11%) have been excluded.

**Table 8.8: Of those residents who made contact with the Council other than to make a complaint about the Council and who expressed a view, how satisfied or dissatisfied they were with 'how competent the staff were' (a)**

	Satisfied	Dissatisfied	Total
A55 Corridor	93%	7%	100%
Ruthin	89%	11%	100%
Denbigh	87%	13%	100%
Dee Valley	87%	13%	100%
Rhyl	85%	15%	100%
Prestatyn	85%	15%	100%
Denbighshire	87%	13%	100%

(a) Those residents who said they didn't know (10%) have been excluded.

**Table 8.9: Of those residents who made contact with the Council other than to make a complaint about the Council and who expressed a view, how satisfied or dissatisfied they were with 'the final outcome' (a)**

	Satisfied	Dissatisfied	Total
A55 Corridor	84%	16%	100%
Prestatyn	79%	21%	100%
Rhyl	78%	22%	100%
Ruthin	77%	23%	100%
Denbigh	75%	25%	100%
Dee Valley	74%	26%	100%
Denbighshire	78%	22%	100%

(a) Those residents who said they didn't know (11%) have been excluded.

**Table 8.10: Whether residents have obtained information of any kind through a Councillor of Denbighshire County Council**

	Yes	No	Total
Rhyl	26%	74%	100%
A55 Corridor	23%	77%	100%
Ruthin	23%	77%	100%
Prestatyn	23%	77%	100%
Dee Valley	21%	79%	100%
Denbigh	18%	82%	100%
Denbighshire	23%	77%	100%

**Table 8.11: Of those residents who obtained information of any kind through a Councillor and who expressed a view, whether they were satisfied or dissatisfied with the way in which the Councillor provided them with the information**

	Satisfied	Dissatisfied	Total
Denbigh	45%	55%	100%
Rhyl	41%	59%	100%
A55 Corridor	41%	59%	100%
Ruthin	28%	72%	100%
Prestatyn	26%	74%	100%
Dee Valley	25%	75%	100%
Denbighshire	35%	65%	100%